

# Vermont Department of Motor Vehicles

## Core System Modernization Project

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PRESENTATION TO THE HOUSE COMMITTEE ON ENERGY AND DIGITAL INFRASTRUCTURE



# Project Broad Overview

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- ▶ DMV Partnered with FAST Enterprises
  - ▶ Total 65 people working on the project at Barre City Place
  - ▶ 13 on-site DMV staff
  - ▶ 8 on-site ADS staff
  - ▶ 44 FAST staff
- ▶ Total cost of project is \$104 million
- ▶ Systems replaced
  - ▶ 50+ year-old mainframe as system of record for vehicle registration, title information, driver license/reinstatements, and parking placard information
  - ▶ Image retrieval
  - ▶ Point-of-Sale
  - ▶ Microsoft Access 97 databases
  - ▶ VT Photo Identification Credentialing System (VT PICS)
  - ▶ Appointment scheduling and customer queuing
- ▶ Final stage of implementation was broken down into two phases
  - ▶ Phase 1: Vehicle Services - June 13, 2022-November 13, 2023
  - ▶ Phase 2: Driver Services - Planned to go live November 11, 2025

# Project Cost Breakdown

| DMV Core Modernization          |                      |               |                      |                      |            |                      |
|---------------------------------|----------------------|---------------|----------------------|----------------------|------------|----------------------|
| Budget-Expenditure Summary      |                      |               |                      |                      |            |                      |
| Period Ending December 31, 2024 |                      |               |                      |                      |            |                      |
|                                 | Budget*              | Budget Adj(s) | Adj Budget           | Expenditures**       | % Expended | Remaining            |
| Fund Level                      |                      |               |                      |                      |            |                      |
| Trans Fund 20105                | \$ 6,435,563         | \$ -          | \$ 6,435,563         | \$ 8,395,695         | 130%       | \$ (1,960,132)       |
| Phase 2                         | \$ 20,250,000        | \$ -          | \$ 20,250,000        | \$ 5,514,681         | 27%        | \$ 14,735,319        |
| Phase 1-ARPA-22047              | \$ 14,120,000        |               | \$ 14,120,000        | \$ 14,119,999        | 100%       | \$ 1                 |
| Phase 1-General Fund 10000      | \$ 10,380,000        | \$ -          | \$ 10,380,000        | \$ 10,380,000        | 100%       | \$ -                 |
| <b>TOTALS</b>                   | <b>\$ 51,185,563</b> | <b>\$ -</b>   | <b>\$ 51,185,563</b> | <b>\$ 38,410,375</b> | <b>75%</b> | <b>\$ 12,775,188</b> |

# Vehicle Services Phase

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## **Project Details and Methodology:**

- June 13, 2022 - November 13, 2023
- Go Live coincided with the Veteran's Day holiday when foot traffic was low
- Completed on time

# Vehicle Services Phase

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## Benefits:

- Transformed the way DMV does business. Customers can leave with registration, plates, and title.
- System is nimble and able to handle changes – implemented 577 solution requests (SQRs) to date.
- Data integrity – Integrated National Motor Vehicle Title Information System, JD Power vehicle valuations, and VIN decoding within service transactions, eliminating need to perform external checks and reducing opportunities for human error.
- Transparency of data and information – transactions and scanned images can be viewed in real time from anywhere a user can access the system. Information is stored in plain language, not codes.
- eServices –
  - Transitioned issuance of temporary registration certificates and vehicle registration renewal and replacement service from Tyler Technology to VT TRIPS
  - Increased services available online – replacement title, verify lienholder status, vanity plate availability check
- Reporting –
  - Ability to create ad hoc and predetermined reports
  - Data cubes allow the user to perform deeper dives into information to identify root causes

# SQR Process

An SQR (Supplier Quality Requirement) is a request for an enhancement or bug fix in the core system. The SQR process refines the system to meet the needs of DMV. After going live with vehicle services, a team has been working to make sure the modernization project is refined and free of bugs while designing specific reports. This process is an important step in refining the system for how it needs to be used.

## Active SQRs by Type

| TYPE                            | OPEN | IN<br>PROGRESS | VERIFY |
|---------------------------------|------|----------------|--------|
| INFORMATION<br>REQUEST/RESEARCH | 5    | 1              | 1      |
| LEGISLATIVE<br>CHANGE           | 1    | 1              | 0      |
| CHANGE OR<br>ENHANCEMENT        | 128  | 53             | 6      |
| CHANGE<br>CORRECTION            | 10   | 12             | 0      |
| CORRECTION                      | 119  | 41             | 2      |
| PULL LIST                       | 13   | 0              | 1      |
| SYSTEM<br>MAINTENANCE           | 6    | 5              | 2      |
|                                 | 282  | 113            | 12     |

# Driver Services Phase

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- Project Dates – March 18, 2024 – November 11, 2025
  - Reviewing policies, procedures, statutes, and forms used today.
  - Project is currently on time and on budget
- Test drives will begin in February

# Project Enhancements

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Completion of the final phase of the core modernization process will allow staff to work within one system for most transactions completed at DMV. This means customers, in most cases, will leave with everything needed in a single visit. Enhancements will also empower the customer to do more online and streamline the online customer experience to a single transaction. Below are a few examples.

- ▶ Customers can create and manage appointments online
- ▶ Customers will have the ability to review their account and plan for upcoming requirements (registration renewals, license renewals, etc.)
- ▶ Customers will have access to vehicle & license information through accounts
- ▶ Customer can pay for all services in a single web cart (registration renewal/license renewal for example)