

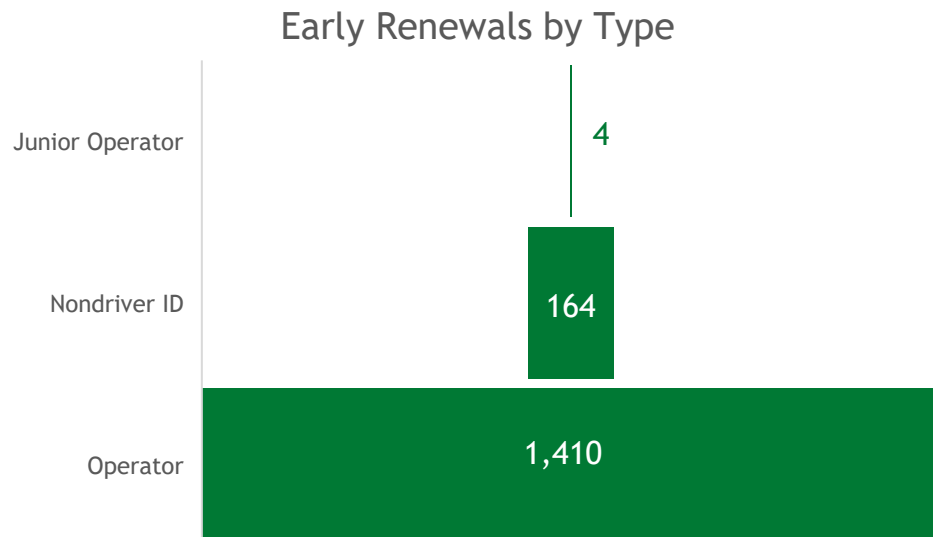
Department of Motor Vehicles 2026 Update

Andrew Collier, Commissioner

“With a commitment to excellence, the dedicated employees of DMV strive to provide the highest level of customer service through the administration of motor vehicle laws and the promotion of highway safety.”

Early Credential Renewals

- ▶ June 12, 2025 - implemented manual process to allow in-person renewals
- ▶ November 12, 2025 - early renewals were completed systematically and available online through myDMV



Where Completed	Count
Bennington	101
Contact Center	9
Dummerston	20
Mail	8
myDMV	292
Montpelier	208
Newport	218
Rutland	295
St Albans	23
St Johnsbury	13
South Burlington	259
Springfield	110
White River Jct.	22

Employee Engagement Online Suggestion Box

- ▶ Anonymous form that staff can use to provide input on how to improve internal processes, communication, and workplace experience.
- ▶ Responses are sent to Department leadership for review and dissemination to relevant teams.
- ▶ Submissions are cataloged on internal SharePoint site along with response from leadership to be visible to all staff.

Enforcement & Safety Division

- ▶ Identity Theft & Mail Fraud Investigation Results
- ▶ Active High-Priority Persons Warrant Sweep - December 9, 2025
- ▶ Work Zone Enforcement
- ▶ Division Staffing
- ▶ K9 Training & Certification
- ▶ Increased Collaboration with Highway Safety Partners
- ▶ 48 Certified Driver Training Schools - all students can register for the next scheduled class with no backlog
 - ▶ 79 Driver Educators
 - ▶ 41 3rd Party Examiners
- ▶ Rider Education Program in Compliance with National Standards



Motor Vehicle Dealer Services

2025 Successes

- ▶ Implemented two dedicated phone lines to expedite dealer calls and automatically direct them to the correct team
- ▶ Reduced backlog from 6 weeks to 0-20 days depending on volume of business
- ▶ Dedicated Dealer Service team focuses on transactions submitted by motor vehicle dealer partners
- ▶ Ability to charge incorrect fees and tax directly to dealer accounts which avoids sending paperwork back
- ▶ Bulletin system and list serve - dealerships can opt to receive urgent notifications of changes
- ▶ Interactive map and regions created so consumers can see dealers in their area, the field inspector, and hours of operation for the businesses
- ▶ Supply ordering for dealers is now done online or through unit

Dealer Interface Project

- ▶ Creation of a dealer portal through myDMV to allow secure online submission of vehicle registration and title documentation and electronic payment
- ▶ Virtual application process eliminating the need to submit paper forms and supporting documentation
- ▶ Anticipated outcomes:
 - ▶ Savings in mailing costs for State and dealer partners
 - ▶ Elimination of lost paperwork
 - ▶ Electronic signatures
 - ▶ Real-time registration and plate issuance
 - ▶ Increased auditing capabilities
 - ▶ More timely revenue collection and categorization
 - ▶ Enhanced reporting and forecasting capabilities

Oversize/Overweight Permits - VT Haul Pass

- ▶ Project went live early and under budget
- ▶ Turnaround time is now instant rather than 4+ hours
- ▶ New England 511 is integrated for real time road restrictions
- ▶ Easy, streamlined, one-stop shop to keep industry moving

Oversize/Overweight Permits - VT Haul Pass & Municipalities

- ▶ Begin onboarding 2-3 municipalities with go-live 7/1/2026
- ▶ Weight restrictions database
- ▶ Easier for municipalities to track permitting
- ▶ Multiple municipal permits within one transaction