

Department of Motor Vehicles 2024 Overview

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.”

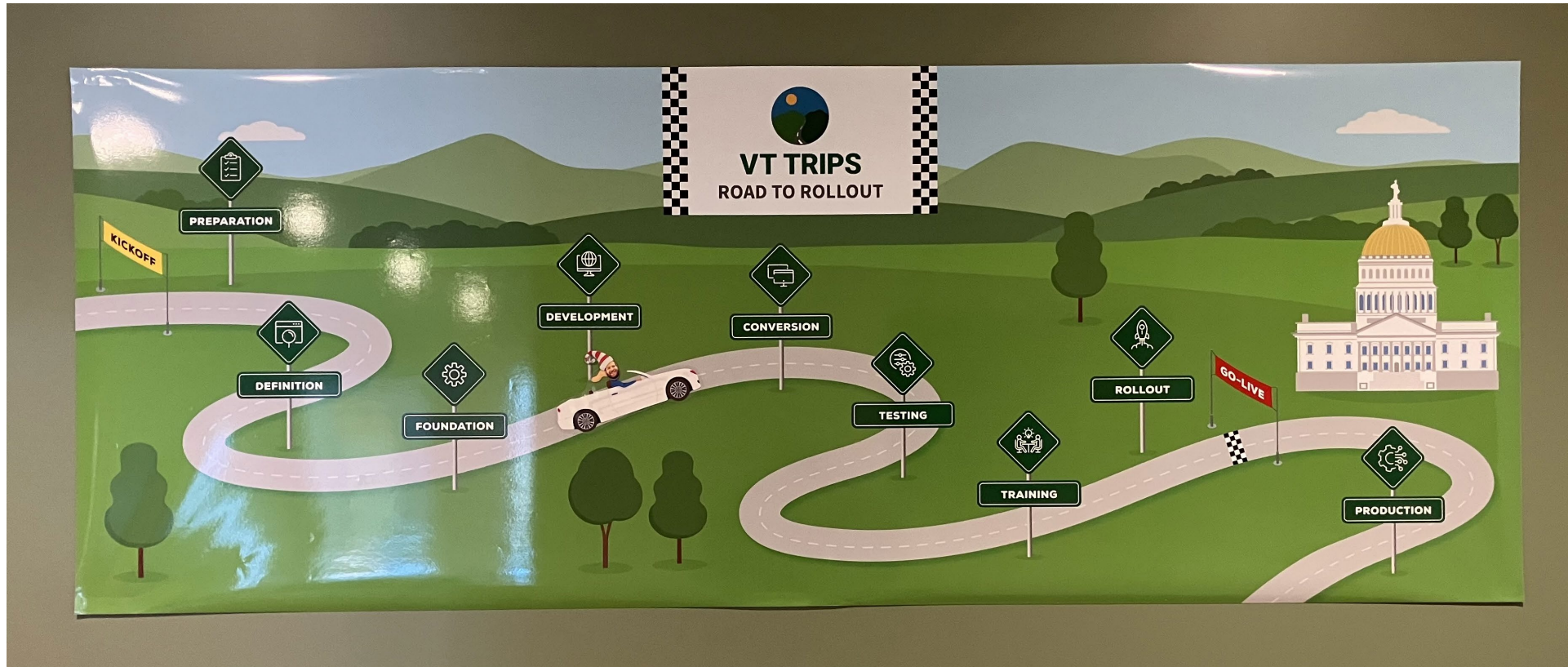
Department of Motor Vehicles

The **Department of Motor Vehicles (DMV)** is responsible for issuing driver credentials, learner permits, motor vehicle registrations (including snowmobile, motorboat and ATV registrations), driver license suspensions and reinstatements, enforcement of motor-vehicle related laws, and collecting motor fuel revenue for the State of Vermont.

The Department also manages several safety programs, including driver education, vehicle inspections, motor vehicle dealers, motor carrier safety, school bus safety, and motorcycle training. The Vermont DMV serves a resident population of over 647,000 as well as a significant number of nonresidents.

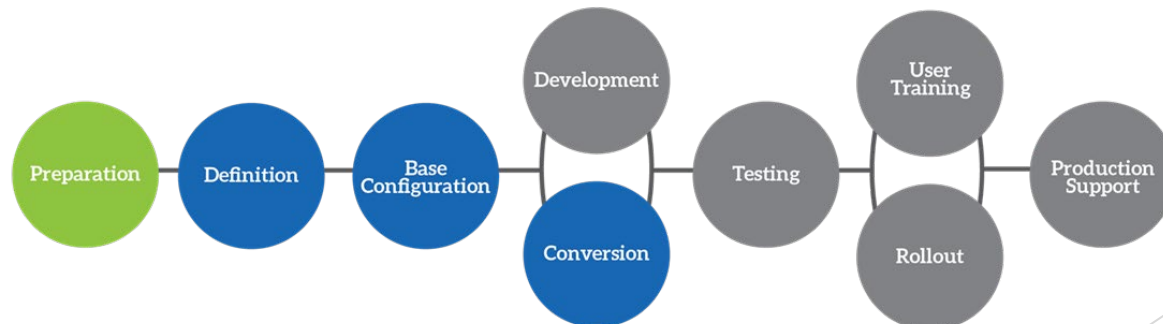
The Department is comprised of four divisions: Operations, Enforcement & Safety, Finance & Logistics, and Special Programs and has 245 FTEs.

DMV System Modernization Project



System Modernization Project

- ▶ DMV is partnering with FAST Enterprises to implement a commercial off-the-shelf solution in a two-phase project to replace existing, disparate systems with a single online system.
 - ▶ Phase 1: Vehicle Services - June 13, 2022-November 13, 2023
 - ▶ Phase 2: Driver Services - Planned to go live November 11, 2025
 - ▶ Rollout aligns with the Veteran's Day holiday closing where the impact of limited foot traffic will be reduced
 - ▶ Currently preparing for test drives which begin in February



Modernization Project Enhancements

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)

ePermitting

- ▶ Kickoff meeting with vendor ProMiles took place in December of 2024
- ▶ Project is slated to take 13 months to complete
- ▶ Total cost is \$2,379,468 of which \$1,200,000 is covered by a FMCSA grant
- ▶ The project aims to offer the trucking industry a convenient and efficient way to apply for permits online, accessible 24/7
- ▶ The new system will reduce administrative tasks and ensure timely processing of permits, helping companies comply with regulations and safely transport loads. The initiative reflects a commitment to using technology to enhance the permitting process, supporting the trucking industry while maintaining the safety and integrity of Vermont's highways and roads

DMV - Finance & Logistics Division



Finance & Logistics Division

Finance & Logistics Division is comprised of five units:

- **Finance unit** - Comprised of the **Accounts Payable, Accounts Receivable and Contract Management units**. They are responsible for the protection of the financial resources of the Department including development and management of departmental budget, categorization of revenues, payroll administration, grants and contract management, and purchasing and payment activities.
- **Facilities Management and Logistics unit** - Responsible for all real estate management, management of the Continuity of Ongoing Operations plan, security functions, and management of the department's stockroom and mailroom
- **Audit unit** - Perform investigative and audit work related to State and Federal fuel tax regulations, primarily covering International Registration Plan, Purchase & Use tax, and International Fuel Tax Agreements

Finance & Logistics Division

2024 Highlights

- 2024 was a year of change for the audit team. In May 2024, we increased the team by one position and successfully recruited for the open position after a long-standing auditor retired.
- Continued Vermont Strong Plate Distribution - management of plate distribution, accounting for sales providing weekly updates of funds received and then distributed to intended recipients.
 - Sold over 2,300 plates raising \$81,865

DMV - Special Programs Division



facebook



Don't wait in line, GO ONLINE.

Need something from the DMV? Save time! START online. Now serving you better with more online services and appointment scheduling that save you time.

[Start Online](#)



Need something from the DMV? **Save time! START online.**

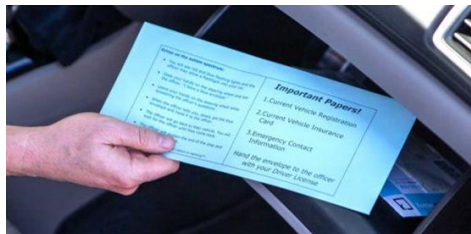
Special Programs

Responsibilities include:

- Coordination of legislative activities
- Compiling legislative reports and implementation of statutory changes
- Coordination of modification of administrative rules
- Management of the Department's social media pages and internal and public websites
- Collaboration with senior management to identify and implement enhancements to business practices and improve customer experiences
- Manages all projects and initiatives that support DMV and its customers (translations, veteran plates, internal and external communication)

Special Programs Division Highlights - 2024

- Blue Envelope Program
 - Roughly 300 handed out at counters and 650 online requests
 - About 4,000 views of the blue envelope information page
- Social Media Highlights
 - 31,125 combined followers (Facebook, Twitter, Instagram) is up 6%
 - Never use cruise control in winter had 10,741 reactions, 1,097 comments, and 13,221 shares
- Created veteran license plates for motorcycles and currently developing several new special military and veteran license plates
 - Silver Star, Flying Cross, Flying Cross with Valor as well as plates for Army, Navy, Air Force, and Marines

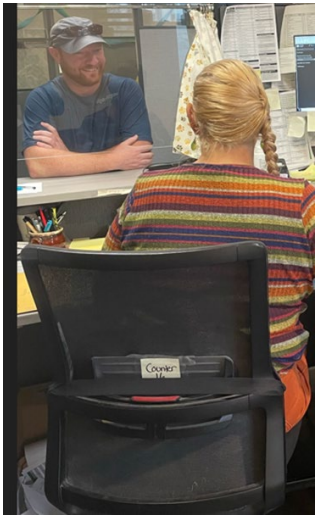


DMV - Operations Division

The Operations division is comprised of four sections

- **Branch Operations** - Branch locations across the state providing in-person services including vehicle registration and titling, issuance of credentials, administration of examinations
- **Information Processing** - responsible for processing of all mail verifying and ensuring accuracy of information entered into systems of record, and retrieving documentation required to support all business functions
- **Commercial Vehicle Operations** - administer the International Registration Plan and International Fuel Tax Agreements, maintain motor carrier records, collection of gas, diesel and rental taxes, and issue oversize and overweight vehicle permits
- **Driver Improvement and Information** - Issue driver license suspensions and reinstatements, process accident reports, manage Ignition Interlock program, processes online services, and field customer inquiries received across a variety of mediums

Branch Operations



Branch Operations

DMV staffs 10 offices throughout the state providing customer services to individuals and businesses alike

2024 Highlights

- 86,756 customers served that originated from an appointment with an average wait time of 10 minutes
- 91,482 customers served that originated as a walk-in with an average wait time of 29 minutes
- 93% of customers with appointments are completed in less than 60 minutes (74% walk-ins)
- Processed 665,548 registration transactions
 - 460,737 registration transactions were done online which is about 70%
- Processed approximately 213,000 credentials
 - 139,000 were renewals and of those 98,000 were processed online which is about 70%

Information Processing



Information Processing

Information Processing supports all DMV divisions and is comprised of Mail Processing. They process all transactions received by mail and verify the accuracy of data entered in DMV systems of record.

2024 Highlights

- Received 115,385 pieces of mail
 - Average process time for mail was 4 days
- Received 70,449 pieces of dealer mail
 - Average process time for mail was 4 days
- In the year before Vehicle Services went live, DMV reported processing 196,000 pieces of mail with a processing time that ran as high as 35 days.



Driver Improvement and Information Units

Driver Improvement and Information Units

Information unit field customer inquiries, from phone calls to social media messages, with topics ranging from scheduling examination appointments to complex vehicle registration issues.

Driver Improvement staff process crash reports, driver license suspensions and reinstatements, and administer the Ignition Interlock program.

2024 Highlights

- Answered approximately 180,000 general phone calls (down from approximately 193,000) both using a third party for scheduling
- Processed 10,020 emails (last presentation reported 11,871 emails)
- Driver Improvement unit issued 12,599 suspensions and processed 3,534 reinstatements

Commercial Vehicle Operations



Commercial Vehicle Operations

Maintain driver files in the Commercial Driver License Information System, issue over-dimension permits, administer the International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP), and collect gas and diesel fuel taxes.

2024 Highlights

Collected \$85,493,055 in gas tax

Collected \$17,936,525 in diesel tax

Collected \$1,086,464 for IFTA

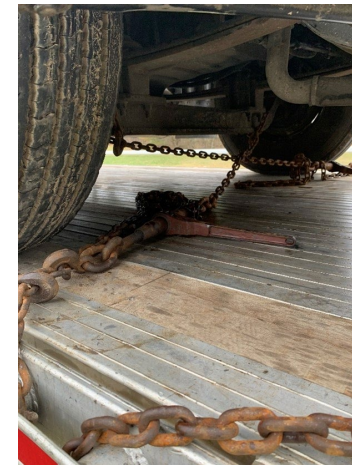
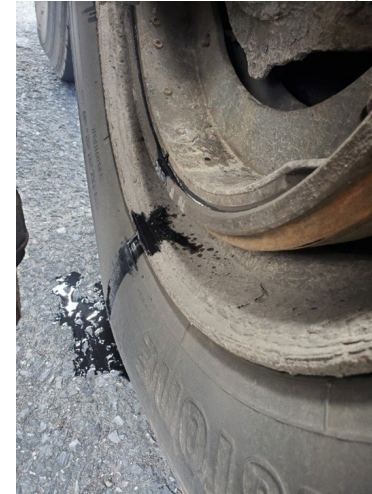
Collected \$12,404,086 for IRP

DMV - Enforcement & Safety Division

The Enforcement & Safety division is comprised of three units, featuring sworn and non-sworn investigators and civilian employees.

- **Commercial Vehicle Enforcement unit** - sworn uniformed officers whose primary mission is the enforcement of laws and regulations pertaining to commercial vehicle safety
- **Investigative unit** - sworn and non-sworn investigators, and the Education and Safety Office. Primary mission is regulation of motor vehicle dealers, inspection stations, and investigation of fraudulent or illegal activities involving the department.
 - Education and Safety Office provide oversight of training schools and programs, motorcycle and school bus driver training, and third-party testing
- **Administrative unit** - support all units in the division and its programs, including dealer and inspection station licensing, inspection mechanic certification, rider education program information requests, abandoned vehicles and vessels, and reporting to Federal Motor Carrier Safety Administration

Commercial Vehicle Enforcement (CVE)



Commercial Vehicle Enforcement (CVE)

CVE Unit is comprised of full-time law enforcement officers responsible for the enforcement of Vermont and Federal Statutes governing commercial motor vehicles (CMVs).

Officers inspect CMVs and their drivers for safety, audit carriers, and protect State and Federal infrastructure through size and weight enforcement.

2024 Highlights

- DMV CVE Inspectors conducted over 8,700 inspections, placing 20% of them out of service.
- Assisted with the Governor Scott's 10-Point Plan by securing crime scenes and conducting early morning snow patrol during inclement weather.
- Created a CVE H.E.A.T. (High Enforcement Activity Team) traffic team to focus on CMV moving violations/ high crash corridors.

Investigations Unit



Investigations Unit

The investigative unit is comprised of sworn and civilian officers who investigate complaints, administer the Vehicle Inspection and Total Abstinence programs and regulate the State's motor vehicle dealers.

2024 Highlights

- The Enforcement and Safety Division provided approximately 700 requests for assist from other investigative, state, local or county agencies in 2024.
- Inspectors from the Investigations Unit continue to support the Chittenden County Gun Violence Taskforce, while assisting other law enforcement agencies with shift coverage, executing warrants, providing DMV data/research to aid in investigations.
- Monitors approximately 1,000 Total Abstinence Program participants, while thoroughly screening new applicants.
- Regulates 1,051 licensed inspection stations and 561 licensed dealerships.
- The Unit also investigates fraudulent activity from DMV transactions. **SAMPLE:** The Investigations Unit obtained a federal indictment for the offenses of: Wire Fraud, Mail Fraud, Bank Fraud, and Aggravated Identity Theft. This case of identity theft left the Vermont victim in dept for almost \$200,000.

Education Unit



Education Unit

The Education Unit administers the State's Driver Training, Pupil Transport Safety and Motorcycle Safety programs.

- Supported 63 standard and 7 commercial driver training schools with 7261 students trained
 - DMV licensed programs had a 90% passing rate
 - Agency of Education programs had a 70% passing rate
- Administered 57 school bus driver clinics
 - 559 drivers trained
 - 269 new drivers and 290 renewing certification
- 34 motorcycle safety instructors trained 1080 students across 8 sites with a passing rate of 90%
- Conducted 15 Child Seat Inspections
 - 5 at the South Burlington Branch
 - 10 at the Montpelier Branch
 - Provided and installed 4 child passenger seats to low-income families