

Department of Motor Vehicles

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.”

OPERATIONS

Nancy Prescott, Director of Operations

Branch Operations, Mail Processing, Call Center, E-Services, Driver Improvement, CDL Unit. Approximately 170 team members.

- ▶ **6 Full-time Offices**

- ▶ Montpelier, S. Burlington, Rutland, Bennington, Springfield, Newport

- ▶ **4 Part-time Offices**

- ▶ White River, Dummerston, St. Albans, St. Johnsbury

Branch Operations

Anne Young, MV Branch Operations Manager

Testing Sites

- ▶ 5 CDL Skills Testing Sites
- ▶ Colchester, St. Johnsbury, Barre, Rutland, Springfield

- ▶ 3 Motorcycle Skills Testing Sites
- ▶ Colchester, Rutland, Barre





In Person Visits

- ▶ Approximately 5500 *individuals* come to our branches weekly
- ▶ Approximately 550 *regular Road Exams* scheduled





What services can you complete at a Branch?

- ▶ New/Renew Credential
- ▶ Testing exam, Knowledge and Skills Test
- ▶ Driver Reinstatement
- ▶ Registration
- ▶ Handicap Placard
- ▶ Titling
- ▶ Voter Registration
- ▶ Organ Donation

CREDENTIALS ID's/Licenses

Non-Real ID, Real ID, Enhanced, CDL

Non-Real ID



Real ID



CREDENTIALS

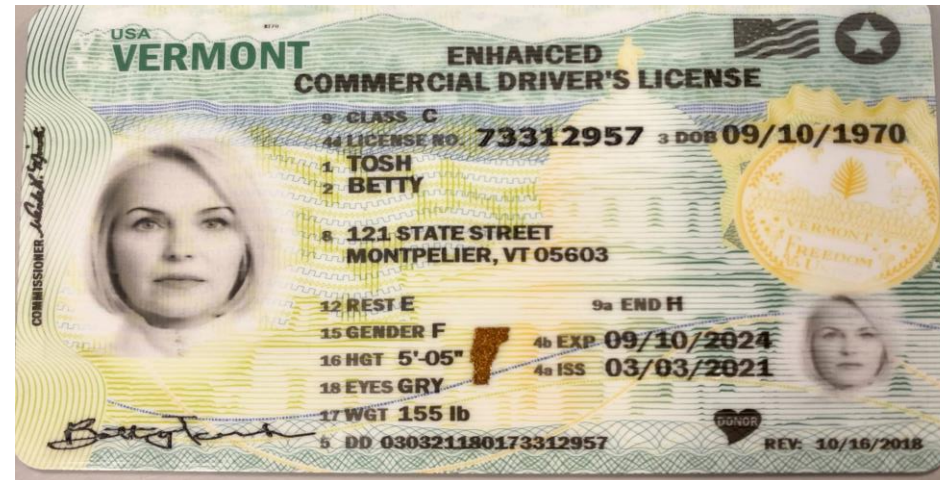
ID's/ licenses Cont.

Non-Real ID, Real ID, Enhanced, CDL

Enhanced License



Commercial Driver's License



What documentation is needed to obtain a Vermont Credential.

- ▶ Identity and Date of Birth
- ▶ Social Security
- ▶ Vermont Residency
- ▶ Lawful Status in the US (only required for Real ID and EDL)
- ▶ [Vermont License Types](#)
- ▶ Vermont License Types Comparison



Vision Screening

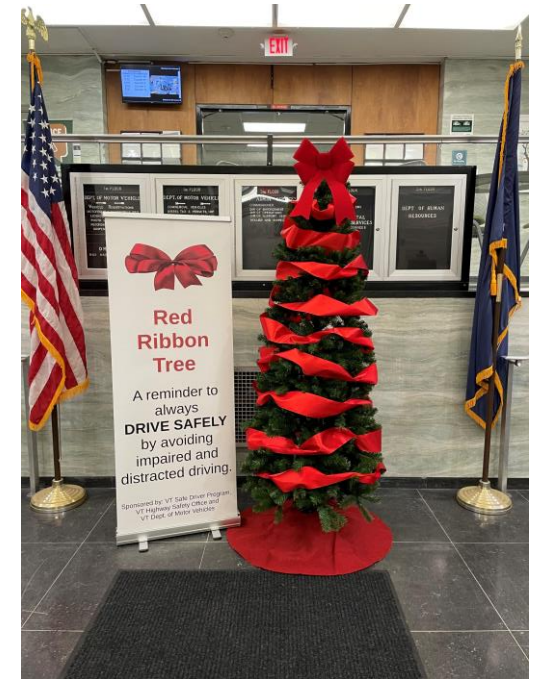
- ▶ Customer transferring their license from out of state
- ▶ Customer comes in to remove the need for corrective eyewear (glasses, contacts) restriction.
- ▶ Before a road exam including a driver re-exam
- ▶ Vision Screening consist of the following-
- ▶ Read a specific row that consist of 12 numbers
- ▶ Check peripheral vision via the screening device



What documentation is needed to obtain a Vermont Registration.

- ▶ Proof of Vermont Residency
- ▶ Proper chain of ownership listed on the title. Or MCO (Manufacturers Certificate of Origin)
- ▶ VIN Verification when applicable (Salvage title, Titled under Bond, Registration from Foreign country, Affidavit of Nontitle Vehicles)
- ▶ Bill of Sale & Odometer Disclosure
- ▶ [Required Documents Wizard](#)
- ▶ Registration Wizard on DMV's website to assist





- Donate Life Awareness
- Public Service Award
- Examiner of the Year
- Red Ribbon Awareness

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