

## Employee Engagement:

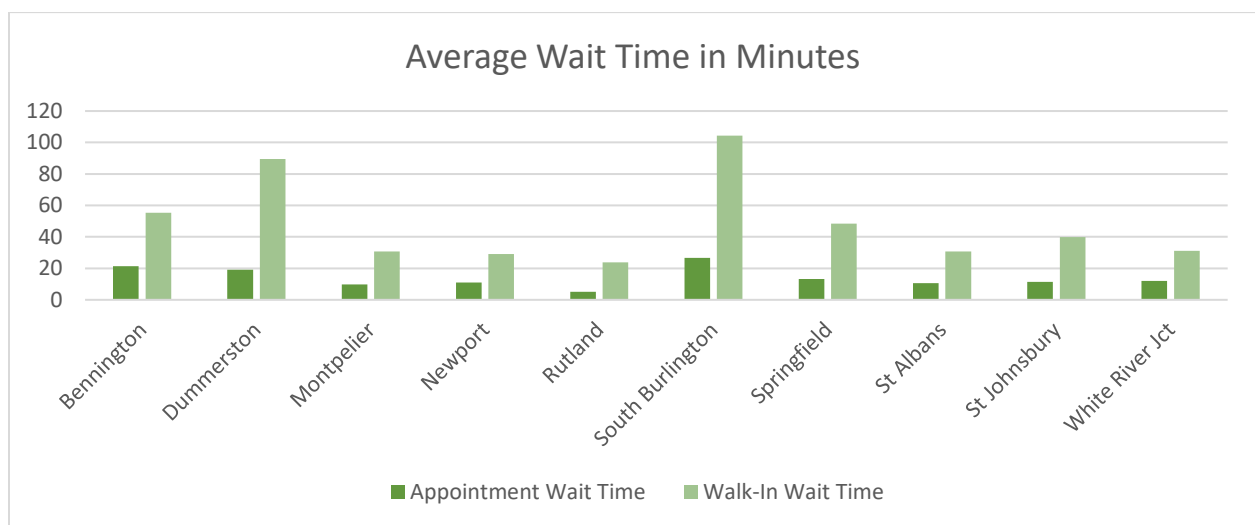
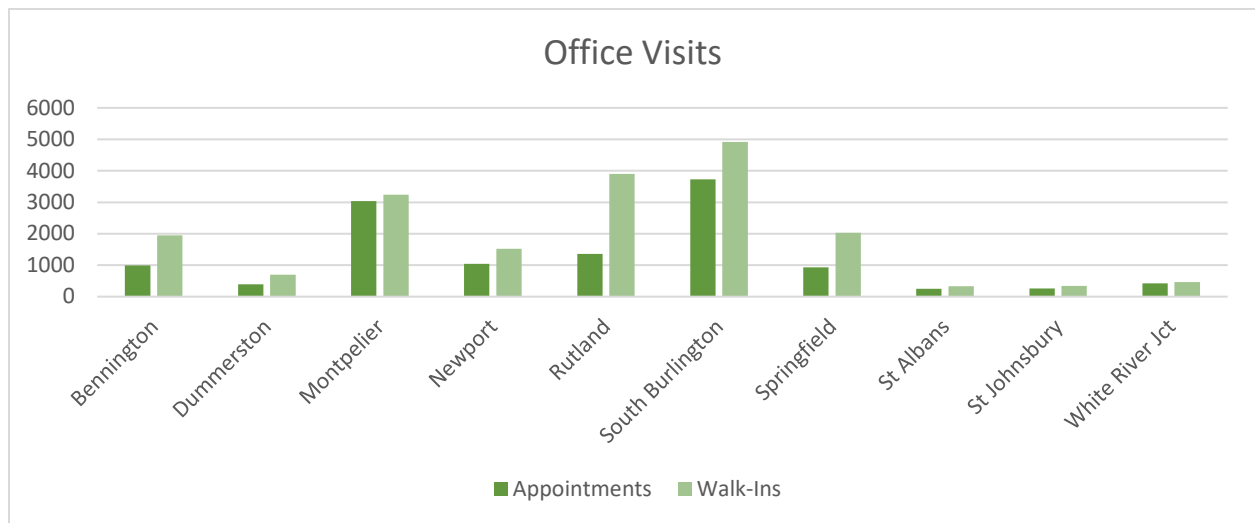
	2024	2025	Change
Total responses	47.4% (100)	52.1% (110)	4.7% (+10)
I enjoy performing the day-to-day work of my job.	65.0%	67.3%	2.3%
I have seen/read or otherwise have been made aware of the results of the last employee engagement survey.	56.0%	58.2%	2.2%
I can identify a tangible change that was made because of the results of the last employee engagement survey.	10.0%	17.3%	7.3%
Management and leadership encourage me to come up with new ideas and better ways of doing things.	29.6%	44.5%	14.9%
I find one-on-one meetings with my supervisor to be an effective use of my time.	41.8%	51.9%	10.1%
Employees regularly receive recognition and rewards for their innovations.	25.3%	32.7%	7.4%
I receive the training I need to do my job effectively.	43.0%	55.0%	12.0%
I have a clear understanding of how to advance in my career.	59.6%	47.2%	-12.4%
I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job well.	62.0%	71.8%	9.8%
The work I perform is meaningful and rewarding.	57.0%	63.6%	6.6%
In general, I am satisfied with my job.	58.0%	64.2%	6.2%
I feel I can communicate honestly and openly in my workplace.	51.0%	62.7%	11.7%
I am encouraged to share ideas on improving either service delivery or business process efficiency.	48.0%	53.6%	5.6%
I have the opportunity to learn and grow professionally.	57.0%	62.7%	5.7%
I have opportunities to achieve my career objectives working for the State of Vermont.	47.0%	56.0%	9.0%
My job allows a good balance between work and my personal life.	60.0%	53.6%	-6.4%

- In January 2026, the Department implemented an anonymous online “suggestion box” that staff can use to submit input on ways to improve internal processes, how we can communicate better, and ideas that would improve the workplace experience.

## Branch Office Activity – 11/10/25-12/31/25:

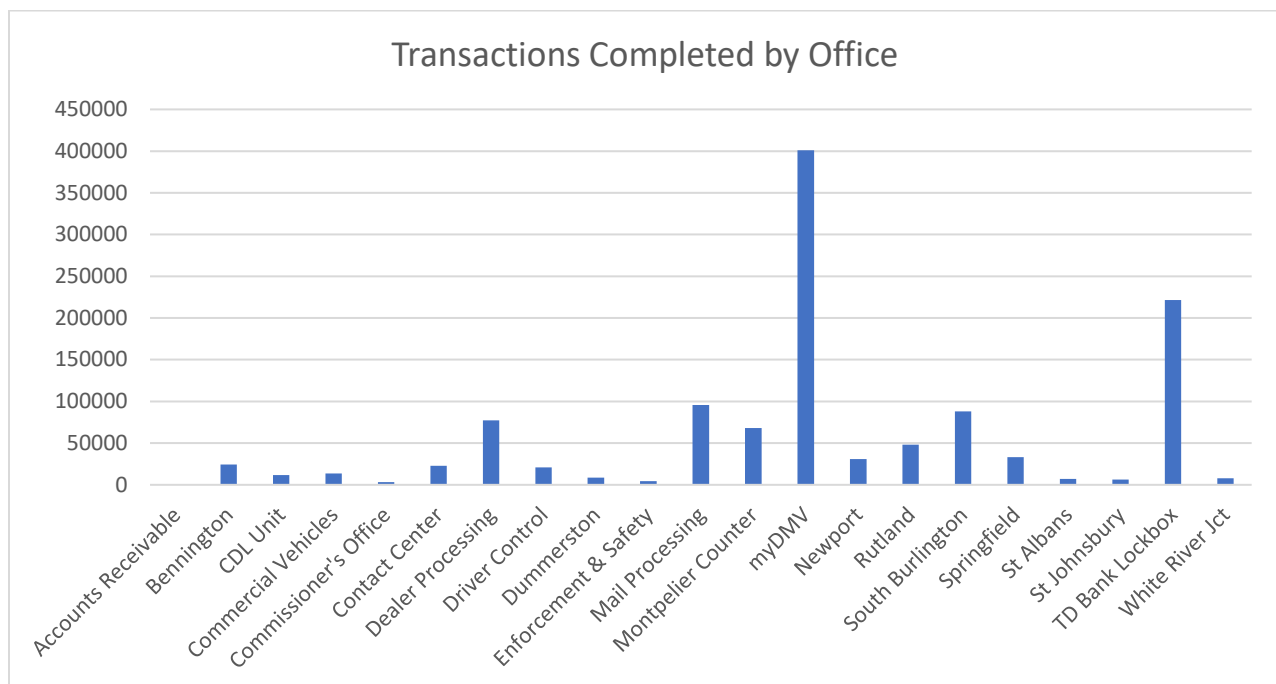
Location	Appointments	Appointment Wait Time	Walk-ins	Walk-in Wait Time
Bennington	987	21.44	1948	55.42
Dummerston	391	19.23	702	89.53
Montpelier	3037	9.77	3237	30.72
Newport	1043	10.91	1523	29.15
Rutland	1363	5.09	3905	23.83
South Burlington	3724	26.61	4918	104.29
Springfield	931	13.26	2034	48.34
St Albans	245	10.65	336	30.79
St Johnsbury	261	11.36	343	39.91
White River Jct	420	11.93	463	31.13

\* 92% of appointments waited 30 minutes or less vs 48% for walk-ins

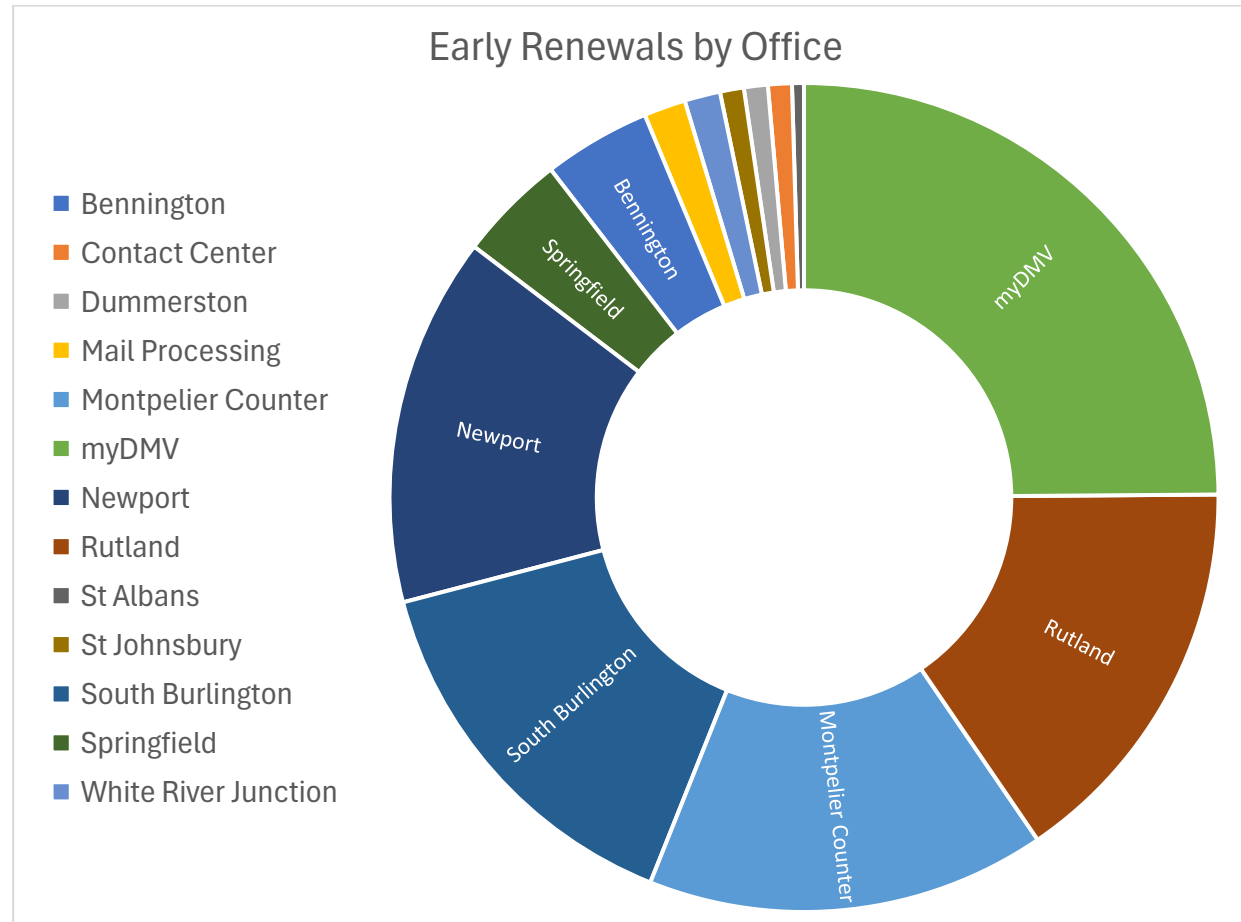


## Transactions completed by office – 1/1/2025-12/31/2025:

Office	Count
Accounts Receivable	862
Bennington	24,238
CDL Unit	11,560
Commissioner	3,366
Contact Center	22,735
CVO	13,663
Dealer Processing	77,227
Driver Control	20,706
Dummerston	8,721
Enforcement/Safety	4,279
Mail Processing	95,731
Montpelier Counter	68,104
myDMV	400,997
Newport	30,987
Rutland	48,126
South Burlington	88,045
Springfield	33,342
St Albans	6,924
St Johnsbury	6,351
TD Bank Lockbox	221,581
White River Jct	7,938
<b>Total</b>	<b>1,195,483</b>



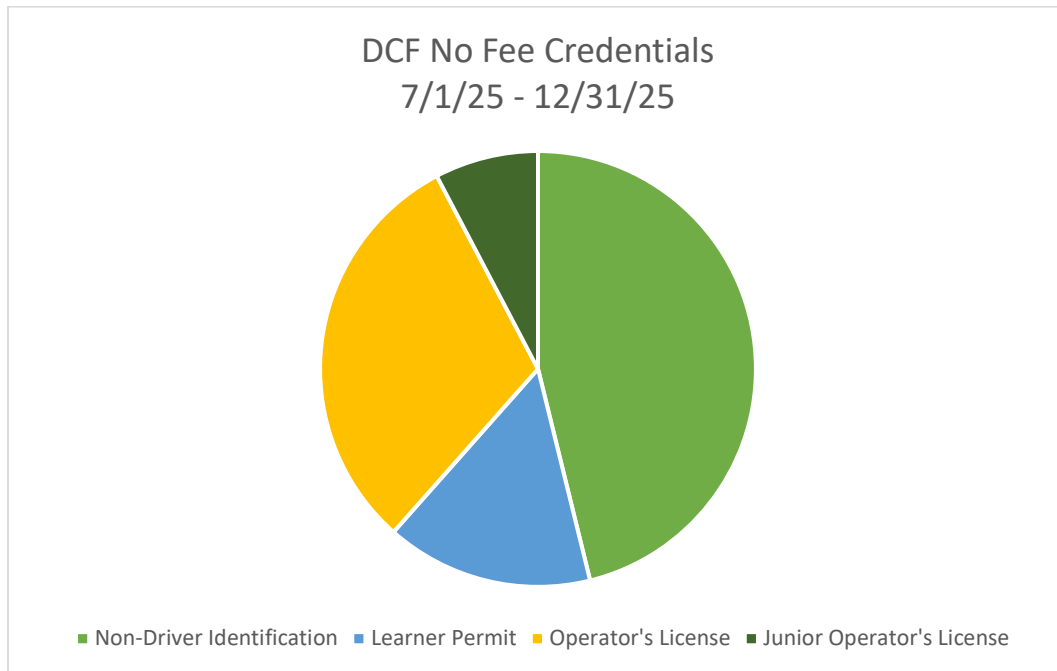
## Early Credential Renewals – Calendar Year 2025:



Office Location	Count
Bennington	18
Contact Center	4
Dummerston	4
Mail Processing	7
Montpelier Counter	67
myDMV	107
Newport	62
Rutland	67
St Albans	2
St Johnsbury	4
South Burlington	64
Springfield	18
White River Jct	6

Credential Type	Count	Avg Days Until Expiration at Renewal
Junior Operator's License	1	502
Non-Driver ID	37	608
Operator's License	392	486

## DCF No Fee Credentials



Credential Type	Count
Junior Operator's License	6
Learner's Permit	2
Non-Driver Identification	4
Operator's License	1
Total	13