



DMV



Nancy Prescott, Director of Operations
Jordan Villa, Continuous Improvement Manager

Agenda

- ▶ Statutory Changes Enacted in 2023 Vermont Legislative Session
 - ▶ Titles to motor vehicles
 - ▶ Motor vehicle fees
 - ▶ Registration validation stickers
- ▶ DMV Core System Modernization Project
 - ▶ Project Update
 - ▶ Usability Study
 - ▶ Online Services - myDMV
- ▶ Questions?

Statutory Changes Enacted in the 2023 Vermont Legislative Session

Nancy Prescott, Director of Operations, DMV

Motor Vehicle Titles

- ▶ January 1, 2024 - Vermont will issue titles for all motor vehicles regardless of age:
 - ▶ Motorboats 15 feet or longer
 - ▶ Snowmobiles
 - ▶ Cars and Trucks
 - ▶ Trailers +1,500lbs empty weight
 - ▶ Motorcycles over 300ccs
 - ▶ All-Terrain Vehicles
- ▶ Vehicles over 15 years old currently not titled in VT
 - ▶ dmv.vermont.gov/nmvtis or carfax.com to find last title information
- ▶ Discontinuance of exempt vehicle titles

Motor Vehicle Fees

- ▶ In the 2023 Legislative Session, the Vermont Legislature increased motor vehicle fees by an average of 19.8%, effective **January 1, 2024**
- ▶ Detailed information will be provided by email and available on DMV website in coming weeks

Registration Validation Stickers

- ▶ November 1, 2023 - Vermont will discontinue the issuance of validation stickers for all registrations
 - ▶ Plates will remain valid without affixing a registration sticker
 - ▶ Snowmobile and Motorboat decals redesigned
 - ▶ Registration certificates will be printed on full-sized, plain white paper



DMV Modernization Project

Jordan Villa, Continuous Improvement Manager, DMV





**CVO Online
May 2020**

- Motor fuel taxes
- International Registration Plan
- International Fuel Tax Agreement



**Vehicle Services
November 13, 2023**

- Registration and Title Services
- Dealer Licensing & Management
- Expanded Online Services
- Point-of-Sale



**Driver Services
Fall 2025**

- Driver license and Identification Services
- Disabled Parking Placards

Usability Study

- September 5-7, 2023
- Solicited volunteers from the public, business and dealer communities to provide feedback on new online services
- Identified some common stumbling points, items needing clarification, and layout issues that lead to confusion
 - Majority of users were able to find their way without intervention
 - Many modifications were implemented onsite



myDMV and myVermont Accounts

- ▶ myVermont account is required to create a myDMV account
- ▶ Each myVermont account and myDMV account can be associated with one email address
- ▶ Detailed instructions on how to create both accounts coming soon

Services Available:

- Update Address
- Transaction History
- View Letters/Messages
- Make a Payment
- View Dealer Sales
- Order Supplies
- Renew Dealer License
- Manage Dealer Plates
- Request Additional Dealer Plates
- Lienholder lookup
- Special Plate Availability
- Title Replacement

SAMPLE VT DEALER
****3079
120 STATE ST
MONTPELIER VT 05602-2703

Welcome, myDMV Simulated Logon
Manage My Profile

Summary Action Center Settings More...

Filter

SAMPLE VT DEALER
****3079
120 STATE ST
MONTPELIER VT 05602-2703

I Want To

- > Update My Address
- > View Transaction History
- > View Letters
- > View Messages

Vehicle Dealer
SAMPLE VT DEALER
120 STATE ST
MONTPELIER VT 05602-2703

Account
DLR-002-0001429800
Balance
\$0.00

- > Make a Payment
- > View Dealer Sales

Motorcycle License
Dealer Number: 9997
Expiration
31-Dec-2024

- > Order Supplies
- > Renew License
- > Manage Dealer Plates
- > Request Additional Dealer Plates

New Car License
Dealer Number: 9999
Expiration
31-Dec-2024

- > Order Supplies
- > Renew License
- > Manage Dealer Plates
- > Request Additional Dealer Plates

Used Car License
Dealer Number: 9998
Expiration
31-Dec-2024

- > Order Supplies
- > Renew License
- > Manage Dealer Plates
- > Request Additional Dealer Plates

Transaction History

- ▶ View history of all transactions completed with myDMV
 - ▶ License, plate, payment, or inventory transactions you've completed online
- ▶ Customize date ranges to tailor results
- ▶ Filter results of all columns

Submissions						<input type="text" value="Filter"/>
Date	Submission	Name	Account	Account ID	Period	
25-Sep-2023	Manage Dealer Plates	[REDACTED]	Vehicle Dealer	DLR-004-0000366530		
25-Sep-2023	Additional Dealer Plates	[REDACTED]	Vehicle Dealer	DLR-004-0000366530		

Letters and Messages

▶ Letters

- ▶ View all letters that have been sent to you by DMV
 - ▶ Dealer Wall Certificate
 - ▶ Registration Certificates
 - ▶ Renewal Notices
- ▶ Filter results to find specific letter easily

▶ Messages

- ▶ View previous messages
 - ▶ Plate approvals/denials
 - ▶ Inventory orders
- ▶ Send messages to DMV
 - ▶ General or specific transaction
 - ▶ History lives in myDMV account

Make a Payment

Pay Ahead of Time

Rental Company
RNT-002-0000366530
TWIN STATE FORD INC



Choose Periods

What would you like to pay towards?

Account	Account ID	Filing Period	Payment Amount
---------	------------	---------------	----------------

There are no items to pay for at this time

Pending payments are not included in balance due.

Cancel

< Previous

Next >

- ▶ Pay a balance
 - ▶ Incorrect fee calculation/submissions for title or registration transactions
 - ▶ Dealer license renewals
 - ▶ Rental taxes
- ▶ Pay by ACH or via credit card

View Dealer Sales

- ▶ View all sales reported to DMV by dealer license
- ▶ Filter responses to easily find desired transaction or group of transactions
- ▶ Verify that a transaction has been completed by DMV

View Dealer Sales

Date From
01-Dec-2023

Date To
31-Dec-2023

License
New Car License

View

< SAMPLE VT DEALER

Sales reported from 12/3/2023 to 12/6/2023

View Other Sales

Export

Filter

License	Vehicle	VIN	Plate ID	Reported Date of Sale	Registration Processed Date
New Car License	2020 CADILLAC ESCALADE	1GYS3BKJXLB102295	No plate reported	04-Dec-2023	04-Dec-2023

Supply Inventory & Ordering

- ▶ Place and track orders for additional supplies
 - ▶ Plates (Temporary, In-Transit, Metal)
 - ▶ Forms
- ▶ Order by Dealer License
- ▶ View Inventory of Plate

Supply Order

Supply Order

Getting Started

Order Items

Supply Order Items

Enter the number of items you wish to order or select additional items below.

Temporary Plates - Single Plates	<input type="text" value="25"/>
In-Transit Plates - Single Plates	<input type="text" value="25"/>
Title Reassignments - Single Forms	<input type="text" value="250"/>

The monthly title reassignment quota has been exceeded.

Additional Items

Additional Item	Quantity
<input type="checkbox"/> Dealer Application	<input type="text" value="1"/>
<input type="checkbox"/> Registration Application	<input type="text" value="500"/>

Cannot order more than 250 of this item.

Management of Dealer Plates

- ▶ Request additional dealer plates
 - ▶ Maximum number of plates allowed is set by license type and Vermont Statute
- ▶ Report dealer plate lost or stolen
- ▶ Return plates no longer in use

Additional Online Services

- ▶ Verify lien status on vehicle
 - ▶ Name and address will be shared for financial institutions
 - ▶ Individual lien holder information will not be shared
- ▶ Personalized plate availability
 - ▶ Verify that a plate configuration is eligible to be used and available
- ▶ Replacement title
 - ▶ Once a vehicle owner has created a myDMV account, they can apply for a replacement title online



Vehicle Inquiry

Find information about specific vehicles.

- > [Estimate Tax Due on a Vehicle](#)
- > [Check Vehicle for Vermont Liens](#)
- > [Check Personalized Plate Availability](#)
- > [Request Sample Plates](#)
- > [Claim a Diesel Fuel Refund](#)
- > [Order Vermont Strong Plates](#)