

Vermont Department of Motor Vehicles

July 2023 Flooding Impacts and Response Activities

WANDA MINOLI, COMMISSIONER

SEPTEMBER 27, 2023

PRESENTATION TO THE JOINT TRANSPORTATION OVERSIGHT COMMITTEE



The Governor Issued Executive Order 03-23 and addendums directing the DMV to do the following:

- Sixty (60) day extension on all Vermont licenses
- Sixty (60) day extension on all Vermont issued registrations to include temporary registrations
- Sixty (60) day extension for new Vermont residents to transfer their license and registrations
- Extend license photo validity from nine (9) years to thirteen (13)
- Extend maximum driving time for motor carrier providing direct assistance
- Issue permits for overweight and oversize vehicles in an expedited fashion for the purposes of emergency response and infrastructure building

DMV Locations

- Montpelier office reopened to the public on August 14, 2023
 - Staff returned to the office on July 17, 2023 to process mail and online services
 - All road exams shifted to 1 National Life on July 31, 2023 – Returning to Montpelier Office on October 1.
- Dummerston closed due to road damage
 - Remains closed due to staffing
- St. Johnsbury office closed due to road access and reopened on July 27, 2023
- Barre CDL testing site become the emergency Red Cross and FEMA site and reopened August 23, 2023
- Vermont Training Center in Berlin closed July 10, 2023 and has not reopened to use for motorcycle exams

Responses and Impacts

Impacts

- Created backlog in mail processing and online services, increased customer wait time in branch offices and more walk-in traffic
- South Burlington branch office had an increase in the number of walk-ins during Montpelier's closure
- Staff members were personally impacted by property loss

Responses

- Montpelier staff focused on mail and online service processing starting on July 17, 2023
 - Montpelier staff also assisted at the South Burlington, Springfield, Newport, Rutland, St Albans, and White River Junction offices
- Motorcycle skills tests are being conducted at Fort Ethan Allen
- All scheduled customers impacted by the flooding event were notified by telephone or e-mail so we could reschedule or direct them to online services

Responses and Impacts

Mail Service

Impacts

- Montpelier Post Office closed and experienced damaged mail
 - DMV was uncertain of lost or damaged incoming and outgoing mail (mail received the week of July 10th)
 - Post Offices in communities impacted by the flood may have experienced lost or damaged mail
- DMV experienced delays in incoming and outgoing mail beginning July 10

DMV Response - Mail

Dealers:

- All dealers were contacted as to potential lost transactions submitted via mail and asked to provide a list of transactions submitted by mail prior to July flood
- DMV cross referenced dealer lists with internal completed transactions
- DMV identified any missing transactions and completed them

DMV Modernization Project Responses and Impacts

- Barre City Place was closed until July 20, 2023
- Project team worked remotely
- Delay in testing procedures with closing of building – delay did not impact project schedule
- Project is currently on time and on budget