

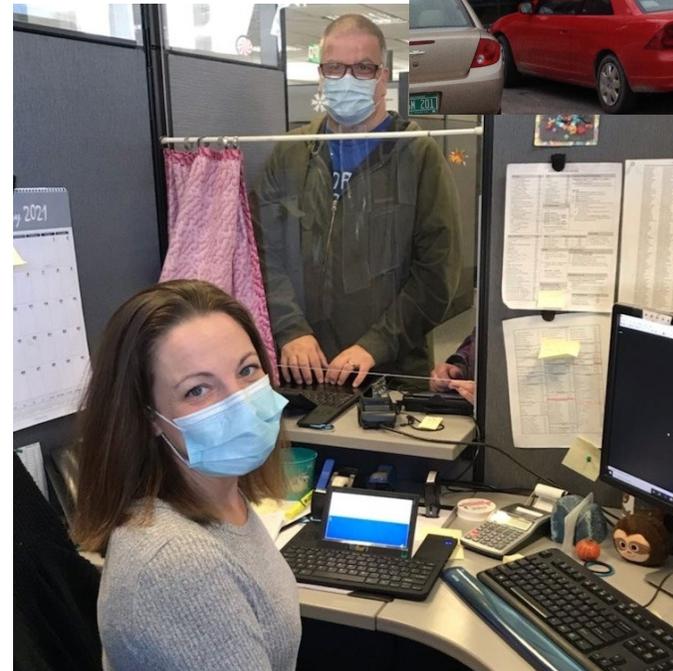
DMV Branch Office Operations

Wanda Minoli, Commissioner, Department of Motor Vehicles

Nancy Prescott, Director of Operations, Department of Motor Vehicles

Branch Locations

- ▶ Montpelier
 - ▶ 120 State St
 - ▶ Open Monday - Friday
- ▶ South Burlington
 - ▶ 4 Market St
 - ▶ Open Monday - Friday
- ▶ St. Albans
 - ▶ 27 Fisher Pond Rd
 - ▶ Open Tuesdays and Alternating Wednesdays
- ▶ St. Johnsbury
 - ▶ 1998 Memorial Drive
 - ▶ Open Thursdays
- ▶ Springfield
 - ▶ 100 Mineral St
 - ▶ Open Monday - Friday



Branch Locations

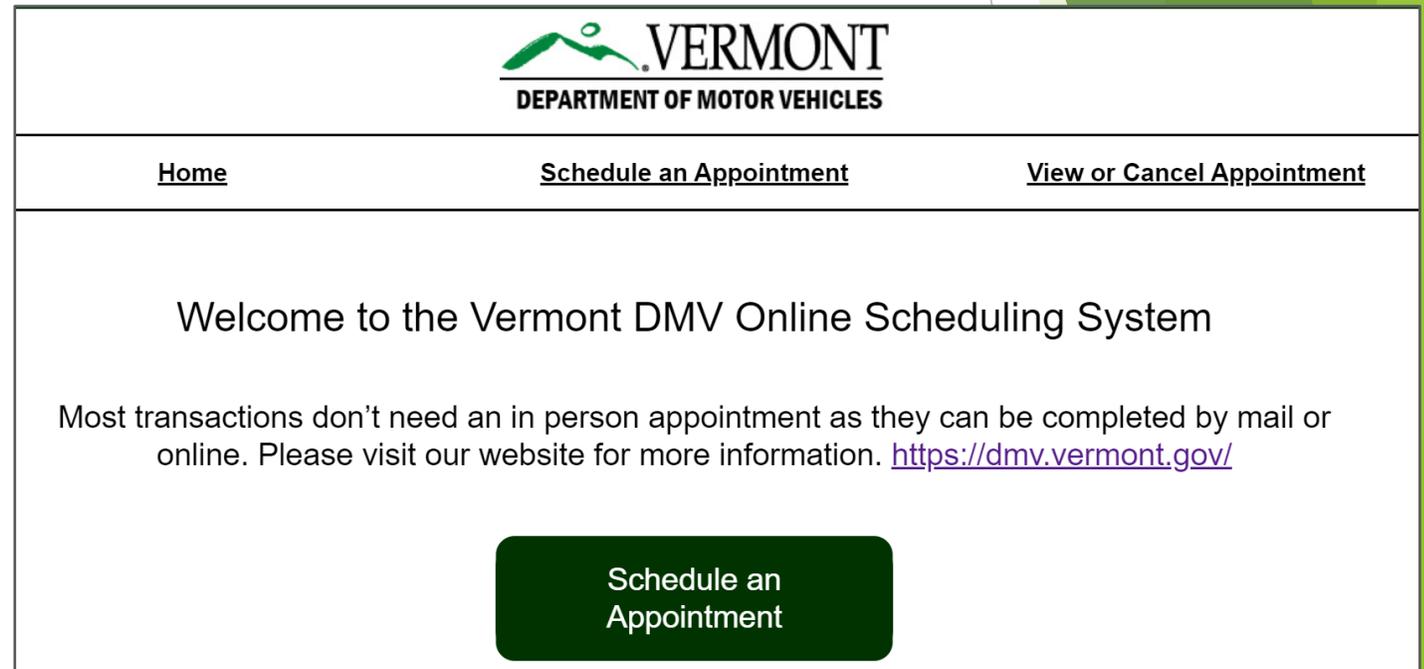
- ▶ Newport
 - ▶ 100 Main St
 - ▶ Open Monday - Friday
- ▶ Rutland
 - ▶ 101 State Place
 - ▶ Open Monday - Friday
- ▶ Dummerston*
 - ▶ 870 US Route 5
 - ▶ Open Mondays and Tuesdays
- ▶ Bennington
 - ▶ 530 Main St
 - ▶ Open Monday - Friday
- ▶ White River Jct.*
 - ▶ 221 Beswick Drive
 - ▶ Open Wednesdays alternating Mondays



Scheduled Appointments

Benefits to scheduled appointments:

- ▶ Customers can select time and location for service that works for them via 24/7 online scheduler
- ▶ Reduced wait times - average wait time for a person with a scheduled appointment is 10 minutes
- ▶ Less crowded waiting rooms and more time for staff to dedicate to each transaction and customer
- ▶ Increased efficiency in staffing offices and ability to respond to changes in demands for services



The screenshot shows the Vermont DMV Online Scheduling System website. At the top, there is a header with the Vermont Department of Motor Vehicles logo and the text "VERMONT DEPARTMENT OF MOTOR VEHICLES". Below the header, there are three navigation links: "Home", "Schedule an Appointment", and "View or Cancel Appointment". The main content area features a welcome message: "Welcome to the Vermont DMV Online Scheduling System". Below this, a paragraph states: "Most transactions don't need an in person appointment as they can be completed by mail or online. Please visit our website for more information. <https://dmv.vermont.gov/>". At the bottom of the main content area, there is a prominent green button with the text "Schedule an Appointment".

Scheduled Appointments

- ▶ Total Customers served
 - ▶ 2019 - 365,539
 - ▶ 2021 - 230,995
 - ▶ 213,154 scheduled appointments
 - ▶ 17,841 unscheduled walk-in customers
- ▶ Reduction in traffic in branch offices
 - ▶ Launched online permit testing 6/1/2020. Over 19,000 completed online in 2021.
 - ▶ More than 85,000 license, permit, and identification card transactions completed online in 2021

Home Schedule an Appointment View or Cancel Appointment

1 Service Type 2 Appointment Type 3 Office 4 Date and Time 5 Customer Information 6 Confirmation

Please select a service below to continue:

Many of our services are available online without an appointment. Please visit <https://dmv.vermont.gov/mydmv>

Exams (Road and Written Tests)

Registration/Title

Commercial Vehicle Operations (not CDL)

Driver License/ID/CDL (not Exams)

More Than 1 Transaction

VIN/HIN Verification

Disabled Placard

Driving Record/License Suspension Inquiry

Please select an office below to continue:

Montpelier
120 State Street, Montpelier VT, 05603

St. Albans
27 Fisher Pond Rd, Suite 3, St Albans City, VT 05478

St. Johnsbury
Green Mountain Mall, 1998 Memorial Drive, St Johnsbury, VT 05819

White River Junction
221 Beswick Dr White River Junction, VT 05001

Dummerston
AOT District 2 Office, 870 US Route 5, Dummerston, VT 05301

South Burlington
4 Market St, South Burlington, VT 05403

Bennington
530 Main Street, Bennington, VT 05201

Springfield
100 Mineral St, Springfield, VT 05156

Newport
100 Main Street, Newport, VT 05855

Rutland
101 State Place, Rutland, VT 05701