



FOR IMMEDIATE RELEASE
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DMV Offices Temporarily Closing for Major Computer System Upgrade

Montpelier, Vt. – All Vermont Department of Motor Vehicle (DMV) offices will be closed to the public November 8-14 in order to implement the major computer system upgrade that the Department has been working on for the past year, and also to conduct the necessary employee training.

There will be no online vehicle registration renewals or replacements from November 5-12. All other online services will be available, but credit card payment processing may be delayed during this time. Customers will be able to use the online scheduling system to make appointments for after the offices reopen for in-person business.

This is phase one of the rollout of the new system that will greatly improve DMV customer service with faster, easier transactions and more options for online services. The systems being replaced are more than 50 years old and have impeded the Department's ability to streamline processes and keep up with increasing demand. The new system will simplify transactions and allow the DMV to serve customers better. New online services for phase one will include license plate replacement, title replacement, lien-holder status, and verification of the availability of specific vanity plates.

Additionally, most vehicle registration and title transactions will be completed on the same day during in-person appointments. In most cases, customers will leave the DMV with their license plate, registration, and/or title.

The DMV encourages customers to plan ahead if they need an in-person appointment for a driver's license or vehicle services, or if they need to complete other timely business, during this closure.

To complete transactions online or schedule an appointment, go to mydmv.vermont.gov.

Date	Office/Service	Impact
5 PM 11/5/2023 to 11/12/2023	DMV Express, Kiosks, and Temporary Plates	Registration renewal, and replacement and temporary license plates unavailable online.
5 PM 11/6/2023 to 11/12/2023	Commercial Vehicle Operations Online	Commercial vehicle services, including fuel tax returns, license activities, and IFTA/IRP unavailable online.
11/7/2023	Commercial Vehicle Operations Office - Montpelier	Commercial vehicle services unavailable.
11/8-14/2023	All DMV Locations	All DMV offices closed to the public.
11/15/2023	All DMV Branch Offices (Bennington, Montpelier, Newport, Rutland, South Burlington, Springfield)	All branch offices reopen to the public.
Week of 11/20/2023	DMV Satellite Locations (St. Albans, St. Johnsbury, White River Junction)	DMV Satellite Locations reopen to the public.

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