
County Treasurer Vehicle support strategies

Iowa DOT's Motor Vehicle Division (MVD) works in partnership with County Treasurers to deliver vehicle title and registration services. We provide a detailed "Who Do I Call" list to route specific questions about vehicle transactions. Below is a narrative version to explain our strategy for vehicle support, including descriptions of the roles for each of the MVD Bureaus.

1. Bureau of Investigation and Identity Protection (BIIP)

BIIP's role is the law enforcement arm of MVD but also has specific roles to manage the inspection of Salvage vehicles before they can be issued Rebuilt titles. County Treasurers should contact BIIP for these specific questions and transactions:

- Fraud and criminal complaints
- Homemade and specially constructed vehicles
- Salvage theft exams
- VIN inspections and assignments

Primary contact points are 515-237-3050 and invbureau@iowadot.us.

2. Central Programs Bureau

The Central Programs Bureau and the Vehicle Central Programs (VCP) team is the primary point of contact for county vehicle support. VCP works closely with counties on long-term policy and program initiatives such as ERT, County Manual updates and legislative implementation.

These are the specific lines of communication for County Treasurers with VCP:

- VCP's phone number is 515-237-3156. This is best for short questions or urgent needs, such as resolution of an issue while a customer is waiting. However, please know that even though an issue may start with a phone call, sometimes the resolution may take longer and could come through a follow-up e-mail.
- E-mail support is through county.vehicle@iowadot.us. This e-mail account is for counties only (do not share with the public). We aim for response within one business day, but certain issues might require more time for legal or policy review. Most of our e-mail responses will come through one of two County Vehicle Liaison positions.
- We assign staff each day to monitor the ARTS County Queue. Discretionary edits in the County Queue are typically handled on the same business day, but complicated transactions may take slightly longer.
- We have staff assigned to longer transactions including Junk-Salvage-Insurance (JSI) and title cancellations / registration revocations. JSI reviews typically take multiple days as we need to contact external agencies, such as insurance providers. Title cancellations are also multi-day transactions.

In addition to supporting county vehicle functions, the Central Programs Bureaus serves other targeted stakeholders for both driver and vehicle functions. This includes the CDL, driver's

education and medical review programs for drivers along with dealer licensing and general law enforcement support for vehicle.

3. Customer Services Bureau

MVD's Customer Services Bureau supports these direct customer vehicle transactions:

- Bonded titles
- Official titles (for government agency vehicles)
- Personal plates
- Persons with disability parking products
- Vehicle record searches

County Treasurers should contact Vehicle Customer Services staff when handling these specific transactions, such as verifying a personal plate order, to review a bonded title transaction or with a question PWD eligibility. Counties may also route customers to the Customer Services staff for the transactions listed above.

Vehicle customer service contact points are 515-237-3110, dot.plates@iowadot.us for personal and special plate issues, and vcusto@iowadot.us for all other issues.

4. Systems and Administration Bureau

The Systems and Administration Bureau oversees “back-office” functions such as broad IT support, contracted services and vendor relations.

County Treasurers may need to contact Systems & Admin staff for the following:

- ARTS system access and new users through mvd.systemaccess@iowadot.us
- ARTS system errors and malfunctions through dot-helpdesk@iowadot.us
- Electronic Lien & Title (ELT) system issues
- Printer support
- Product inventory, including plates, stickers and title stock

Please refer to the “Who Do I Call” list for other specific contacts in System & Admin.

Quick rules of thumb for counties:

I think someone is breaking the law – Bureau of Investigation and Identity Protection

I need to know how to do something or how to do it better – Central Programs Bureau

I have a customer that needs something from MVD – Customer Services Bureau

Our systems are not working or I'm out of something – Systems and Administration Bureau