

Vehicle Fraud Training

This month, the Bureau of Enforcement, Auditing and Records (BEAR), in partnership with Education and Programs, completed the final session of the 2026 Vehicle Fraud Training Days. Nearly **450 county treasurers and staff** participated in this year's training and received information on key vehicle fraud trends, identification techniques, and processes. Thank you to our BIIP investigators for sharing their expertise and to all county participants for helping make the training successful.

Why It Matters

Consistent statewide training helps DOT and county partners identify potential fraud earlier, apply processes more consistently, and protect customers and the integrity of Iowa vehicle records.

ARTS Inventory Cleanup

As we prepare for **Rollout 2 of MVD360**, counties should begin reviewing and cleaning up their **ARTS Title and Plate inventory only.** Please remove items that are outdated or no longer valid. Completing this work now will help ensure cleaner and more
accurate inventory data is carried forward as we transition to the new MVD360 system.

A job aid is attached to assist with this process.

Why It Matters

Accurate inventory reduces the risk of incorrect transactions, limits cleanup work during system transition, and helps prevent future issues for counties and customers.

Questions? Please contact Megan Smith at **megan.smith@iowadot.us**.

Deposit Slip Order Change

Effective immediately, please send **all deposit slip requests** to the State Treasurer's centralized mailbox: **banking@tos.iowa.gov** Using the centralized mailbox will help ensure requests are routed consistently and reduce delays that can occur when requests are sent directly to individual cashiers.

Why It Matters

A single point of contact provides counties with a clearer process and helps improve consistency and turnaround when ordering deposit slips.

For questions regarding this change, please contact the Motor Vehicle Accounting team at **mvdacct@iowadot.us**

Supporting Counties by Phone

Our Vehicle Information Partners team continues to provide daily phone support to county partners.

September MTD 2026 Call Statistics

- **861 calls handled**
- **47-second average queue time**
- **4 minutes, 18 seconds average call length**

These numbers give us a useful snapshot of both the volume of support counties are requesting and how quickly the team is able to respond. An average queue time of less than one minute means county staff are generally able to reach support quickly when they encounter a transaction or customer issue. The call volume also helps us better understand demand, identify recurring questions, and determine where additional guidance, training, or process improvements may be useful.

Why It Matters

Phone support is one of the primary ways we assist counties with real-time questions. Reviewing these metrics helps us make sure we are maintaining responsive service while also identifying opportunities to reduce repeat questions and make processes easier for county staff.

October Training and Phone Coverage

The Vehicle Information Partners team may have periods of reduced phone availability during October due to scheduled training and staff development..

Upcoming dates with limited or adjusted phone coverage: Nothing scheduled at this time.

We will continue to maintain coverage as much as possible and appreciate your patience during these scheduled training periods.

Why It Matters
Providing advance notice allows counties to plan around periods of reduced coverage while our staff complete training designed to improve the support we provide.

Thank you for your continued partnership.

Reminder: Past newsletters can be located on the county vehicle resource site.

Iowa Department of Transportation
county.vehicle@iowadot.us