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STATE OF DELAWARE  
DEPARTMENT OF TRANSPORTATION  
DIVISION OF MOTOR VEHICLES

JENNIFER COHAN  
SECRETARY

August 3, 2020

Greetings,

The Department of Transportation and its divisions greatly value the importance of good vendor relationships. Our relationships are based upon mutual respect and cooperation. We believe the success of our relationship relies heavily on a clear understanding of the policies applicable to our business relationship. It is for this reason that, from time to time, we take a moment to highlight certain policy expectations. As such, we would like to remind you about the state's policy on gifts and gratuities from contractors, vendors and customers.

The Division of Motor Vehicles and its employees have a duty to promote public trust by maintaining the respect and confidence of the citizens we serve and by protecting the integrity of our services. 29 Del.C. Chapter 58, Conduct of Officers, Officials and Employees of the State sets the standards for ethical conduct that, when followed, ensures that the Division and its employees act in the best interest of Delaware.

Per 29 Delaware Code, §5806(b) Code of Conduct, it states in part:

*“No state employee, state officer or honorary state official shall accept other employment, any compensation, gift, payment of expenses, or any other thing of monetary value under circumstances in which such acceptance may result in any of the following:*

- *Impairment of independence of judgment in the exercise of official duties*
- *An undertaking to give preferential treatment to any person*
- *The making of a governmental decision outside official channels*
- *Any adverse effect on the confidence of the public in the integrity of the state government”*

This means employees may not solicit or accept any kind of gift or gratuity from the public, vendors or others. It is our expectation, and suppliers are asked, that gifts or gratuities not be offered or sent to any employee of the Department of Transportation, including DMV and Tolls. This includes any monetary gift, item or gesture of value to employees or their families, including food, beverages, gift certificates, the use of property or facilities, entertainment or logo items.



Although such gestures are usually well-intended, it is vitally important to the public's trust in our organization that the public know that we provide services based on fair and objective criteria.

As such, appreciative customers who wish to send kudos or highlight a positive DMV or Tolls experience are welcome to contact us at [DMVCustomerService@delaware.gov](mailto:DMVCustomerService@delaware.gov) so that we may recognize the employee(s).

We respectfully request your understanding and continued cooperation regarding our Gifts & Gratuities policy when dealing with Division of Motor Vehicle employees.

Sincerely,



Jana Simpler  
Director  
Division of Motor Vehicles