

Department of Motor Vehicles



At a Glance

MELODY A. CURREY, Commissioner

Victor Diaz, Deputy Commissioner

Established - 1917

Statutory authority - Title 14 CGS

**Central office – 60 State Street,
Wethersfield, CT 06161**

Number of employees – 647 full-time

Recurring operating expenses - \$57.1 million

Organizational structure – The Office of the Commissioner, Bureau of Administration, Bureau of Customer Operations, Bureau of Driver Regulation, Bureau of Legal Services and Bureau of Vehicle and Business Regulation

Mission

The mission of the Connecticut Department of Motor Vehicles is to promote and advance public Safety, Security and Service through the regulation of drivers, their motor vehicles and certain motor vehicle-related businesses. A natural extension of this mission, is the agency's vision to continuously evolve as an organization; employing new and innovative measures and strategies to improve services to the public; enhance the security of credentials; encourage staff development and satisfaction; streamline agency procedures; and, foster clear and timely communication. In order to assimilate this vision the agency has identified and is working to actively promote an environment that embraces the following Core Values: Ethics and Integrity; Respect; Honesty and Trust; Dedication and Commitment; Innovation; Communications; Accountability; Diversity; Professionalism; Leadership; Teamwork; and, Best Practices.

Statutory Responsibility

The Department of Motor Vehicles (DMV) is responsible for:

- Ensuring highway safety through enforcement of the statutes regarding motor vehicles and their operation.
- Issuing identity-related credentials according to stringent guidelines to assure the integrity of such for individuals, motor vehicle operators and their vehicles, and for companies involved in vehicle-related businesses.
- Collecting revenue, most of which goes to the Special Transportation Fund for the construction and maintenance of highways.
- Maintaining records on operators, vehicles and revenues and making such available to authorized persons and agencies.
- Imposing sanctions on those who violate motor vehicle laws and regulations.

Improvements/Achievements 2010-11

- DMV continued to make improvements with its modernization plan. The top priority is the Connecticut Integrated Vehicle and Licensing System (CIVLS) Modernization Program. This multi-million dollar, multi-year initiative proposes sweeping changes and improvements to DMV's information technology systems and administrative processes so that there's more timely information easily available, more reliable and accurate information, greater efficiency in service and more customer service offerings available. The first release for the project, which includes systems for the Dealers and Repairers Division among other components was introduced during this fiscal year. Systems supporting the Driver Licensing and Vehicle Registry operations are expected to be introduced within the next two years.
- In the last year, DMV has undertaken a number of customer service-related initiatives, which included upgrading the telephone system in the Customer Phone Center which receives calls from over 1.5 million customers each year. This new system allows DMV agents faster access to customer information and additional service options for customers. DMV expects to offer a variety of additional services, including registration renewals, in the near future.
- DMV utilized the LEAN process improvement methodology to examine the International Registration Process (IRP). Through this process, the agency was able to identify the most common errors found in documents submitted by registrants and develop ways to reduce those errors. In addition, DMV increased the availability of online processing of IRP renewals by expanding the number of customers enrolled in the E-Carrier system and establishing a pilot program to accept electronic payment of IRP fees.
- DMV examined and evaluated proposals received from vendors to perform Emissions Inspections for the State for the next six years. As a result, a contract was entered into with Applus Technologies that will

introduce several enhancements to the program as well as bring in over \$1.5 million in new revenue to the State annually.

- Tougher teen driving laws continue to show progress in leading to fewer crashes, more safety awareness and increased community involvement in prevention activities for 16- and 17-year-old drivers. Statistics indicate that an overwhelming number of parents find mandatory parent-teen education beneficial, the number of crashes for 16- and 17-year-old teen drivers has fallen, most convictions for teen-driving related offenses are down and licensing statistics show that the number of 16 year-olds obtaining their license continues to be lower than in past years. It is apparent that continuous public awareness efforts are helping, too. These range from high schools' sponsoring mock crashes to show students devastating consequences of horrific car accidents to a variety of outreach efforts by state and federal officials, local and state police officers, public health leaders, organizations of bereaved parents and friends and major national insurance companies. The DMV again sponsored its annual teen safe driving video contest. It drew more than 164 entries and attracted nearly 571 participating students from more than 40 high schools around the state. The Travelers Insurance Companies underwrote the top cash prizes totaling \$9,000 for the three winning high schools.
- The DMV is completing the renovations to the Hamden Branch Office. This project, when completed in August 2011, will provide handicapped-accessible bathrooms for the public on the first floor and modernize the facility by making it more accessible and efficient for providing service to the public. It will provide energy-efficient lighting with a back-up generator to allow for continued operations despite power outages. A new elevator will provide improved access to the second floor of the building while a new queuing system will allow for better management of the flow of customers, including the direction of special case customers to staff members with expertise in the particular subject matter.
- Significant progress has been made by the agency in achieving full compliance with the Federal Real ID Act. These efforts are consistent with DMV's ongoing efforts to combat fraud and reinforce the integrity of driver licenses and non-driver identification cards issued. The Select CT ID plan includes physical security improvements, re-verification of existing customers, high speed document scanning and imaging of identification documents and the use of facial recognition to reduce identity fraud.
- DMV's Commercial Vehicle Safety Division (CVSD) was honored at the Federal Motor Carrier Safety Administration's 2011 Leadership Awards Ceremony for Connecticut's second lowest in the nation commercial vehicle fatality rate per 100 million vehicle miles traveled. This agency's emphasis on identifying high crash locations and concentrating enforcement and inspection efforts at those locations has contributed to this low rate. Other contributing efforts include the adoption of very stringent State laws to declare motor carriers out of service who are found

to be in violation of federal operating authority regulations; the use of federal grant funds to purchase laptop computers and related equipment for State and local police officers to use in commercial motor vehicle safety inspections; and, an expansion in the number of audits performed under the Federal New Entrant program in which new motor carriers must pass a safety audit in order to receive a permanent US DOT registration number.

- The agency introduced a new Driver Services Scanning and Data Entry System (DS-SCADES) which is used to scan all convictions and failure to comply notifications received from 18 other states, totaling over 111,000 since implementation. This has reduced several manual tasks necessary to be performed. This system received second place recognition at the International Forum on Traffic Records and Highway Safety in the Information Systems Best Practices Award category.
- A new electronic system through which test administrators score skills tests for applicants for Commercial Driver Licenses (CDL) was introduced. Laptop computers purchased through a Federal Motor Carrier Safety Administration grant utilize wireless technology to transmit test results thereby eliminating manual entry by employees at branch offices and reducing the potential for fraud in the testing process. DMV plans to expand the use of this application to include the testing of non-CDL license applicants in the future.
- DMV instituted two changes to the vehicle registration process, eliminating registration stickers and eliminating a second mailing, that are expected to result in annual recurring savings of over \$800,000. Prior to these changes DMV mailed a renewal notice to a customer and, after the registration fee was paid, mailed the registration certificate and sticker for the vehicle. Eliminating the stickers and redesigning the registration certificate allows the process to be completed with one mailing to the customer.
- Staff development continues to be critical to assist each employee in reaching his/her potential. A focal point for the agency during this period was Leadership Development. A new five-day program was developed in conjunction with Thames Valley Community College and presented to all agency managers and supervisors. This program will also be presented to new agency leaders in the future.

Some statistical highlights

Registered motor vehicles in Connecticut – 3.03 million

- Licensed operators in Connecticut - 2.59 million
- Revenue collected-\$407,949 million during Fiscal Year 2010/2011.
- The DMV Internet website, <http://www.ct.gov/dmv>, logged over 4.6 million visits this year and was visited by as many as 89,000 customers weekly.

- Last year DMV issued more than 113,000 notices of pending license and/or registration suspension to more than 60,000 motorists who had failed to appear in court because of a traffic violation.
- More than 16,000 operators with multiple traffic violations were required to enroll in an Operator Retraining Program (ORP) to re-educate them about safe driving practices and attitudes. Three approved vendors present ORP sessions at more than 65 training locations throughout the state.
- During the fiscal year just ended, Commercial Vehicle Safety Division staff conducted 14,517 roadside commercial vehicle inspections, another 16,382 vehicle inspections were scheduled and completed at DMV Inspection Lanes and slightly more than 7,950 Student Transportation Vehicles were inspected.
- Approximately 525 credentials (licenses and identity cards) were revoked because increased use of facial-recognition technology found people illegally having more than one.
- DMV's Legal Services Bureau oversaw in excess of 4,100 Administrative Per Se hearings conducted last year resulting in license suspensions for operators arrested for driving under the influence of alcohol. In an effort to deter DUI offenders, the Ignition Interlock Device (IID) Program, under the purview of the Driver Regulation Bureau, was instituted for persons convicted of a second DUI offense who have completed a one-year license suspension. 482 operators have installed this device in their vehicles and are prevented from driving it unless they pass a breathalyzer test.
- The Medical Review Unit received approximately 2,200 referrals from law enforcement agencies, physicians and others about motorists exhibiting medical, mental and/or physical impairments.

Public Service

- DMV offers ten full-service branch offices, three satellite offices (full-service with limited hours), and three photo-license centers. In addition, DMV teams up with 16 AAA offices for customer convenience in license renewals. DMV began offering customers the opportunity to walk in and take the knowledge test to earn learners' permits and drivers' licenses, thus eliminating the need to make an appointment.
- As the lead state agency for commercial vehicle safety, DMV's Commercial Vehicle Safety Division (CVSD) works diligently to reduce the number and severity of accidents involving commercial motor vehicles

and hazardous materials carriers through consistent, uniform and effective programs.

- DMV is firmly committed to abiding by its Affirmative Action Plan which has been approved by the Commission on Human Rights and Opportunities and states in part that our agency goal is: *‘to achieve the full and fair participation in our management and workforce of minorities, women, older workers, the physically disabled, and all other protected groups.’* A part of this commitment, DMV administers all programs, services and contracts in a fair and equitable manner and, as a matter of policy, does not knowingly conduct business with any contractor, subcontractor or material supplier that discriminates against anyone.
- Technological improvement efforts continue to focus on DMV’s infrastructure including the replacement of out-dated personal computers and related software as well as undertaking a major network upgrade in conjunction with the Department of Information Technology (DOIT) for significantly increasing network and telecommunications capacity for each of the Branches and the AAA offices.
- The upkeep and maintenance of DMV facilities continue to merit top priority. The agency continually strives to improve working conditions and customer convenience through repairs and improvements made at all branch office locations. Significant renovations were made this year to the Hamden Branch Office.
- The Public Endorsement Review Unit (PERU) exercises strict oversight of the application process for individuals seeking employment as drivers of school children on school buses and smaller student transportation vehicles. This involves conducting extensive background checks on these individuals.
- The Vehicle Emissions Inspection Program continues its substantial efforts for the improvement of Connecticut’s air quality with over 2 million vehicles tested during the past two years.
- The Dealer and Leasing Online registration programs have proven very successful. Annually, more than 277,000 online registrations transactions are performed, substantially reducing the number of in-person customer visits to branch offices.
- The Department’s Consumer Complaint Center, which receives consumer complaints against dealers and repairers, obtained more than \$370,000 in restitution last year to consumers and collected \$52,484 in fines from about 160 companies. The center reviews complaints, mediates disputes when possible and brings to hearing or settlement through stipulated agreements any violations of State law or DMV regulations.
- The DMV recognizes affirmative action and equal employment opportunity as priority objectives. To foster a better understanding of these principles and instill them agency-wide, DMV continues to use a Diversity Management Council to support and promote these goals through educational and cultural activities.