

Department of Motor Vehicles



At a Glance

Number of employees – 618 full-time

Recurring operating expenses - \$55.4 million

Organizational structure – The Office of the Commissioner, the Deputy Commissioner and the following Divisions: Affirmative Action, Branch Operations, Fiscal Services, Legal Services, Commercial Vehicle Safety Division, Information Technology, Copy Records – Phone Center & Special Projects, Planning Research & Development, Vehicle & Business Regulation, Corporate & Public Relations, Human Resources, Emissions Testing, and Licensing & Driver Regulation.

Mission

The DMV seeks to promote and advance public safety and customer service. We are continuously evolving by exploring new and innovative strategies. This mission is driven by our core values of ethics, integrity and professionalism, fostered throughout our workplaces and in the way we handle business with our customers as well as through our public service mandate. We believe in treating every individual equally and with fairness.

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.

Public Service Through Improvements and Achievements

- We began throughout the agency a process to examine and eliminate red tape so that we become easier for the public to deal with. Our goal is to create a leaner and more streamlined organization. This is a critical priority of the Commissioner as part of an overall plan to improve customer service statewide.
- Our top priority is the Connecticut Integrated Vehicle and Licensing System (CIVLS) modernization program. This multi-million dollar, multi-year initiative will bring sweeping changes and improvements to DMV's information technology systems and administrative processes so that there's more timely information easily available to customers, promote more online services and fulfill the Governor and Commissioner's pledge to make DMV more easy to deal with. It also will produce more reliable and accurate information.
- DMV started the SelectCT ID program to assist customers in deciding whether they want a identity-checked license or ID card acceptable at federal checkpoints or a non-verified license or ID card that is not used for federal identification.
- We established an online appointment system (ct.gov/dmv/do-it-online) for learner's permit tests. We want to give customers the opportunity to schedule tests and, if they prefer, many months in advance as a convenience. They also pay on line and are given a list of what to bring with them along with confirmation of the appointment. This system operates in a special test center in Cheshire as a pilot program to provide an alternative to waiting in line at a branch office. The system could be expanded to other areas of the state in 2012-2013.
- We reduced the amount of time it takes to change/update a customer's driving record from two weeks to "real" time for accurate up-to-the-minute information.
- DMV made the newly improved driver histories available to local police departments in a more timely way so they can see the drivers in their town who are under suspension.
- The agency added on its website a new email address related specifically to driver services as well as on suspension notices and in its phone voice prompt system so that customers can use this convenient way to obtain information pertaining to their specific driver issues.
- We coordinated efforts between internal units to make it easier for license holders with a medical condition to exchange their license for a non-driver identification card through the mail.
- A staff of four in our Passenger Endorsement Review Unit (PERU) issues around 6,200 public service endorsements every year. It now uses e-mail to notify applicants of approvals. This gets customers faster service, and saves CTDMV about \$10,000 annually in mailing costs.

- For the past year, our staff conducting commercial driver license road tests have used laptops to send results electronically. This eliminates paper test results and deters test fraud while reducing the wait time for a CDL road test.
- The Commissioner released a report from a study group she appointed that gave nine separate recommendations, including tougher sanctions and penalties, for license holders who are convicted of multiple and continuing traffic violations. These later were put into state law as part of her effort to protect the public from multiple offenders who endanger the public.
- The Commissioner created a special Advisory Committee on Teen Safe Driving that meets quarterly and comprises more than 25 safety advocates from around the state. The goal is to promote information sharing and initiate projects that promote safety and understanding of the teen driving laws.
- Highway safety advocates, state and other officials honored teens from across Connecticut in April, 2012, for the teens' work to promote safe driving through the fourth annual Department of Motor Vehicles' teen safe driving video contest, From the Driver's Seat to the Director's Chair. Its corporate prize sponsor is the Travelers insurance company. This year's winners came from Norwich Free Academy (first place), East Haven High School (second place), Hall High School of West Hartford (third and fourth places) and Darien High School (fifth place). More than 100 student teams participated this year from 25 different schools and submitted entries of video public service announcements.
- The 16 and 17-year-olds in the state seeking a driver's license had eliminated an additional second written test called the "DMV Final Exam" beginning July 5, 2011. It was considered redundant of a test given earlier in the licensing process and the move sought to place emphasis on the road test showing the teen driver's actual driving skills. This "DMV Teen Final Exam," started in October 2009, was given after the young driver has completed home or driving school training and has passed the DMV road skills test.
- Connecticut Impaired Driving Records Information System is a system that is being implemented to facilitate communication between law enforcement agencies, DMV and Superior Court Operations regarding operating under the influence (OUI) activity in Connecticut. This will help to reduce errors and eliminate or minimize paper between law enforcement, DMV and Superior Court Operations.
- Insurance Compliance - we improved the checking processes to obtain better reliability and reduce paperwork, mailings and all other associated costs.
- We also made it more convenient for dealers to renew their license online and after they've paid DMV will mail out their dealer plates so they don't have to come into the office to get them.
- We have maintained a goal of issuing a title in 30 days or less as part of an effort to streamline the process from dealer to DMV to customer.

- DMV and the Connecticut State Police will jointly launched in June 2012 a three-day statewide truck safety campaign Tuesday as part of a national program raising awareness about commercial vehicle safety. We continue to cooperate with other agencies to assist all in bring better service to the residents of Connecticut.
- In August 2011 with a new school year set to begin in Connecticut, our school bus safety staff finished its annual inspections school buses and reviewing driver credentials as part of a yearly safety check-up of school buses and their drivers.
- As the lead agency for Motor Carrier Safety Assistance Program, our Commercial Vehicle Safety Division worked diligently to reduce the number and severity of accidents involving commercial motor vehicles and hazardous materials carriers through consistent, uniform and effective programs.
- The Department's Consumer Complaint Center receives consumer complaints against motor vehicle dealers and repairers. The center reviews complaints, mediates disputes when possible and brings to hearing or settlement through stipulated agreements any violations of state law or regulation. Vehicle repair complaints that fall outside of our control are referred to small claims court as an avenue to settle their complaints.
- 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.'*

Statistical Highlights

- Registering motor vehicles in Connecticut – 2.99 million
- Licensing operators in Connecticut - 2.54 million
- Collecting revenue -\$434 million during Fiscal Year 2011/2012
- "Evolution" is the Commissioner's streamlining and bureaucracy-reduction project so that DMV eliminates unnecessary hindrances to providing services quickly and efficiently. Several projects have already produced results that are now saving customers' time in business they do with DMV. Reviews have been done in several parts of the agency, a train-the-trainer system is set up to educate employees about ways to reduce red-tape and improve efficiency.
- DMV offering seven full-service hub offices, six limited service offices and three photo license centers. In addition, DMV teams up with 16 AAA offices for customer convenience in license renewals.
- The DMV providing a detailed Internet website, <http://www.ct.gov/dmv>, logged over 6.1 million visits this year and was visited by as many as 117,000 customers weekly.
- During the 2011-2012 fiscal year, the Commercial Vehicle Safety Division staff conducting 16,810 roadside commercial vehicle inspections, another 16,131 vehicle inspections were scheduled and completed at DMV Inspection Lanes and

slightly more than 8,490 Student Transportation Vehicles were inspected. It also oversees the state's weigh stations. 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's Legal Services Bureau oversaw in excess of 3,600 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. More than 500 license-holders have installed this device in their vehicles and are prevented from driving it unless they pass a breathalyzer test.
- In 2010-11, DMV issued more than 102,000 notices of pending license and/or registration suspension to more than 56,000 motorists who had failed to appear in court because of a traffic violation.
- More than 12,500 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. Four approved vendors present ORP sessions at more than 65 training locations throughout the state.
- Approximately 250 credentials (licenses and identity cards) were revoked because increased use of facial-recognition technology found people illegally having more than one.
- The Medical Review Unit received approximately 3,200 referrals from law enforcement agencies, physicians and others about motorists exhibiting medical, mental and/or physical impairments.
- DMV also collected, as a result of people failing to keep insurance on their cars as required by state law, \$3.9 million in consent agreement and restoration fees for fiscal year ending June 2012.
- A major technology change is also underway to bring DMV into the modern world of online customer services, real-time updates of information and room for expansion to adopt new and innovative services in the future.
- 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 On-Line registration programs have proven very successful. Annually, more than 297,000 on-line 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 \$497,000 in restitution in the 2011-2012 fiscal year and collected \$30,925 in fines in that same period. 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.