

# Department of Motor Vehicles



## *At a Glance*

*Number of employees – 631 full-time*

*Recurring operating expenses - \$58.9 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 and Special Projects, Planning Research and Development, Vehicle and Business Regulation, Corporate and Public Relations, Human Resources, Emissions Testing, and Licensing and Driver Regulation.*

## **Mission**

*The mission of the Connecticut Department of Motor Vehicles (DMV) is to promote and advance public Safety, Security and Service through the regulation of drivers, their motor vehicles and certain vehicle related businesses. To continuously evolve as an agency; 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 communications.*

## **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 credentials 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**

- DMV's 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 thereby providing more online services and fulfill the Governor's and Commissioner's pledge to make DMV more customer friendly. In addition, DMV will be able to retrieve customers' information more easily, quickly and reliably.
- Increased the availability of vehicle identification number inspection locations from 10 Branch Offices to 225 Emissions Stations statewide. Resulted in less travel and wait time and inconvenience to the public.
- DMV continues to simplify processes and eliminate red tape through agency-wide Lean government evaluations to improve customer service. The goal is to create a more streamlined organization that is always striving to eliminate waste. This is a critical priority of the Commissioner as part of an overall plan to improve customer service statewide.
- "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 and a train-the-trainer system is set up to educate employees about ways to reduce red tape and improve efficiency.
- DMV has continued the SelectCT ID program to assist customers in deciding whether they want an identity-checked license or ID card acceptable at federal checkpoints, such as airports, or a non-verified license or ID card that is not acceptable for federal identification.
- On the web at [ct.gov/dmv](http://ct.gov/dmv) online wait times for all branch offices are now available and updated every 10 minutes so customers can make an informed decision about which DMV office to attend.
- DMV established an online appointment system ([ct.gov/dmv/do-it-online](http://ct.gov/dmv/do-it-online)) for learner's permit tests. DMV wants to give customers the opportunity to schedule tests and, if they prefer, many months in advance as a convenience. They also pay online and are given a list of what to bring with them along with confirmation of the appointment. This system now operates in special test centers, located in Cheshire and Norwalk, to provide an alternative to waiting in line at a branch office. This is being rolled out in all full-service branch offices.
- The DMV uses six vendors for the Ignition Interlock Device program. Effective 12-31-2012, any IID-restricted driver who received violations while having this

device is required to get an extension of a minimum of 30 days for certain violations. DMV has worked with the vendors to receive the violations electronically for both adding or removing the violations. A notice is sent to the operator advising of the violation and date they are required to have the device installed in any vehicle they own or operate.

- IT has also provided an automated weekly list of operators who are eligible to have the IID removed from their license restrictions. This list is reviewed by the Motor Vehicle Analyst and a notice is sent to the operator advising them that they can go to their installer and have the device removed from their vehicle.
- Provide customers free Wi-Fi to make their DMV visit as productive and enjoyable as possible. Customers can continue to perform their personal business while waiting to conduct their DMV business at its branches.
- In accordance with PA 11-68, DMV, in close cooperation with the Department of Veterans' Affairs, developed a program that allows qualifying veterans to have a US flag symbol placed on their drivers' license (or non-driver identification credential). This program gives Veterans the opportunity to get a US flag symbol on their drivers' license or non-driver ID card so that Veterans have a convenient way of showing proof of status to access benefits and services.
- DMV 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 and phone voice prompt system, a new email address related specifically to driver services and suspension notices so that customers can use this convenient way to obtain information pertaining to their specific driver issues.
- DMV 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.
- DMV maximized customer convenience and quicker document processing by accepting credit card payments over the phone. It gives certain customers one more avenue of payment in addition to paying through the mail, online, or in person. These DMV customers would include those with motor vehicle insurance compliance problems and other driver services issues.
- A staff of four, in DMV's 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 provides customers faster service and saves CT DMV about \$10,000 annually in mailing costs.

- Commercial Driver License (CDL) road tests are now using laptops to send results electronically. This eliminates the time-consuming manual entry of 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 2013, for the teens' work to promote safe driving through the fifth annual Department of Motor Vehicles' teen safe driving video contest, "Teen Safe Driving: Are You In?" Its corporate prize sponsor is the Travelers Insurance company. This year's winners came from Arts of the Capitol Theater in Willimantic (first place), Daniel Hand High School in Madison (second place), and Hall High School of West Hartford (third, fourth and fifth places). More than 120 student teams participated this year from 32 different schools and submitted entries of video public service announcements.
- DMV has also led a collaborative of agencies, law enforcement officials, safety advocates and public health partners in combating underage drinking in the state. This has taken form in meetings, public outreach, news media interviews and other strategies designed to raise awareness.
- Connecticut Impaired Driving Records Information System is a system that has been successfully 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.
- The Insurance Compliance unit improved the checking processes to obtain better reliability and reduce paperwork, mailings and all other associated costs. We received bonding to implement a real-time Insurance Compliance program. DMV partnered with the Department of Insurance, Department of Emergency Safety and State Police to create an electronic environment that will allow this program to succeed in reducing the number of uninsured vehicles.
- Working with the Department of Corrections (DOC) we have created a program where Dealers will receive their plates by mail directly from DOC at DMV's direction. This program saves staff time and taxpayer money.

- DMV exceeded its 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. Titles are now issued in approximately within 15 days.
- DMV and the Connecticut State Police jointly launched a three-day statewide truck safety campaign, from June 4-6, 2013, as part of a national program raising awareness about commercial vehicle safety. We continue to cooperate with other agencies to assist all in providing better service to the residents of Connecticut.
- DMV's school bus safety unit finished its annual inspections of school buses and Student Transportation Vehicles (STV) and reviewed driver credentials as part of a yearly safety check-up of school buses and their drivers.
- The agency provided every DMV Enforcement Vehicle (CVSD) the capability to issue E-Citations and transmit such electronically from the field to the CT Central Infraction Bureau. This program also provides for the automatic form load of information on registration, licensing and other pertinent information. It is a more efficient method to issue, verify and clear infraction citations in a timely manner. It also provides for an added level of safety for our law enforcement officers.
- As the lead agency for the Motor Carrier Safety Assistance Program, DMV's 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 jurisdiction 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.'*
- In February of 2013 the DMV reestablished a Diversity Council for the agency. DMV is committed to diversity through mutual respect of both employees and customers by providing an environment that is welcoming, fair, and equitable to all. The Diversity Council will achieve this mission through: *'enhancing opportunities for all individuals to create and maintain a diverse community; enriching educational and workplace experiences for all DMV employees; implementing diversity initiatives that benefit both employees and customers; and*

*improving outreach efforts for new employees and upward mobility for current employees.'*

- The IRP–Schedule G form is now online for customers to use for estimated mileage. The form has led to a decreased wait time for new carriers thus allowing the carrier to get on the road quicker.
- Printing and mailing of renewals in 60 days prior to their renewal date, instead of 45 days, allows carriers additional time to prepare renewal and return for processing. It has also decreased the processing time on Supplements.
- The Vessel Application as well as the Registration Application (H-13) are now printable online allowing customer convenience for getting the forms and filling them out prior to printing.
- School bus renewals are printed 90 days in advance to allow more time for the school bus community to get safety inspections done prior to their renewal date.
- Through the Intermingled Vanity Plate Program, vanity plates may now be ordered with any combination of letters and numbers- six characters or less. This program now gives our consumers greater choices for the popular vanity plate option.
- DMV has expanded its “Measure What Matters” management tool, which has allowed managers to track unit/system improvements on a monthly basis.
- DMV implemented a new Information/Service Counter at our Wethersfield Office that provides general DMV information and express service for registration plate cancelations and change of address transactions.
- The Call Center staff and protocol has been revamped, which has reduced the queue time for customer service information and has increased the use of e-mail for customer inquires.

### **Statistical Highlights**

*Registered motor vehicles in Connecticut – 3.01 million*

*Licensed operators in Connecticut - 2.55 million*

*Collected revenue - \$437 million during the 2012-2013 Fiscal Year*

- DMV offers seven full-service hub offices, six limited service offices and three photo license centers. In addition, DMV teams up with 15 AAA offices for customer convenience in license renewals.
- The DMV provides a detailed Internet website, <http://www.ct.gov/dmv>, logged over 6.6 million visits this year and was visited by as many as 160,000 customers weekly.

- During the 2012-2013 fiscal year, the Commercial Vehicle Safety Division (CVSD) staff conducted 14,347 roadside commercial vehicle inspections, another 15,861 vehicle inspections were scheduled and completed at DMV Inspection Lanes and 7,668 school bus and Student Transportation Vehicles were inspected. CVSD also oversees the state's weigh stations. As the lead state agency for commercial vehicle safety, DMV's Commercial Vehicle Safety Division 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 2012-2013, DMV issued more than 103,000 notices of pending license and/or registration suspension to more than 57,000 motorists who had failed to appear in court because of a traffic violation.
- More than 15,260 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 210 credentials (licenses and identity cards) were revoked because of the use of facial-recognition technology found people illegally having more than one.
- The Medical Review Unit received 1,333 referrals from law enforcement agencies, physicians and others about motorists exhibiting medical, mental and/or physical impairments.
- As a result of people failing to keep insurance on their cars as required by state law, DMV collected \$3.9 million in consent agreement and restoration fees for fiscal year ending June 2013.
- 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 two million vehicles tested during the past two years.

- The Dealer and Leasing Online registration programs have proven very successful. Annually, more than 315,000 online registrations transactions are performed, substantially reducing the number of in-person customer visits to branch offices.
- 57 percent of dealers are taking advantage of the online license renewal system.
- The Department's Consumer Complaint Center, which receives consumer complaints against dealers and repairers, obtained \$369,292 in restitution in the 2012-2013 fiscal year and collected \$81,775 in fines in that same period. The Consumer Complaint Center handled over 1,100 complaints during the 2012-2013 fiscal year.