

# Department of Motor Vehicles



## *At a Glance*

**ANDRES AYALA, Jr., Commissioner**

### ***Statistical Highlights***

*Number of employees – 650 full-time*

*Recurring operating expenses - \$62.9 million*

*Collected revenue - \$466 million*

*Registered motor vehicles in Connecticut – 3 million*

*Licensed operators in Connecticut – 2.5 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.*

### ***Office Locations***

*DMV offers eight full-service hub offices, five limited service offices, four photo license centers, two satellite offices and one appointment only testing center. In addition, DMV teams up with 16 AAA offices for customer convenience in license renewals.*

## **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. It also aims 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 is responsible for:

- Ensuring highway safety through enforcement of the statutes regarding motor vehicles and their operations.
- 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 that chiefly goes to the Special Transportation Fund for the construction and maintenance of highways.
- Maintaining records on vehicle drivers, vehicles and revenues, and making such available to authorized persons and agencies.
- Imposing sanctions on those who violate motor vehicle laws and regulations.
- Conducting approximately 6,000 administrative hearings per year for drivers and businesses regulated by the DMV in accordance with the Uniform Administrative Procedure Act and Implied Consent laws.

### **Public Service through Improvements and Achievements**

1. DMV's Connecticut Integrated Vehicle and Licensing System (CIVLS) modernization program continues as a chief priority for the agency. It planned to launch a major phase in August 2015 pertaining to the registration services and to create of more online services. A variety of aspects with the system are in development to improve customer service when the program launches, beginning with title and registration matters. An early success of the program shows through more than 50 percent of car dealers statewide using the system for registering their customers' just-purchased motor vehicles. Other changes include winding down on data conversion changes that the business users requested; working with the Department of Administrative Services Bureau of Enterprise Systems and Technology to finalize the FileNet Encapture environment for staging environment; creating automated test processes to enable business users to test lockbox process; working on a new data conversion strategy for incremental data load to reduce the time taken for data conversion. The system will bring sweeping changes and improvements to DMV's information technology systems and administrative processes to provide more online services and make DMV more customer friendly.
2. DMV continues the previous year's critical efforts 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. DMV is implementing the Microsoft Enterprise Agreement. This will streamline the software distribution process to all the branches and also have the same version of the MS software on all agency computers.
3. Throughout the agency the Commissioner's effort for streamlining and bureaucracy-

reduction continues 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. One such program involved eliminating 56 unnecessary steps in the DMV hiring process.

4. DMV has continued to offer customers the option of a Real ID compliant, identity-verified license or ID card. The Real ID verified cards are acceptable at federal checkpoints, such as airports. Because Connecticut is a Real ID compliant state, all of the credentials issued by CT DMV, with the exception of the Drive Only card, continue to be acceptable for most federal identification purposes.
5. On the web at [ct.gov/dmv](http://ct.gov/dmv) online wait times for major branch offices are now available and updated every 10 minutes so customers can make an informed decision about which DMV office to attend.
6. DMV continued to develop and expand its online appointment system for learner's permit tests for adults and teens. It also is exploring other uses for the system. 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.
7. DMV's Legal Services Bureau oversaw in excess of 3,300 Administrative Per Se hearings during calendar year 2014 resulting in license suspensions for operators arrested for driving under the influence of alcohol (OUI). In an effort to deter DUI offenders, the Ignition Interlock Device (IID) Program, under the purview of the Driver Regulation Bureau, was instituted. DMV's Legal Services Bureau also conducted over 600 administrative hearings on a variety of other licensing issues.
8. The DMV is in the process of implementing an online insurance verification system that will provide real-time insurance information to law enforcement and DMV personnel. It is expected to reduce the number of uninsured motorists on the road.
9. The DMV uses six vendors for the Ignition Interlock Device program. It is overseeing more than 3,800 IIDs in use and expects more next year following a change in state law giving additional driving under the influence offenders the opportunity to have these devices. Effective 7-1-2015, all drivers arrested for administrative per se are required to have an IID for a minimum of 6 months. This change in the law is expected to triple the number of operators needing the device.
10. 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.

11. DMV began issuing “Drive Only” permits to undocumented immigrants on January 2, 2015. Within the first six months, CT DMV had issued 12,400 learner permits and 3,500 “drive only” drivers licenses. To comply with the required Connecticut felony check, all permits are mailed after the felony check, which has the added value of verifying the residency address.
12. DMV is upgrading computers to Windows 7.
13. DMV partners with The Secretary of the State (SOTS) to verify on-line voter registrants and to provide data to prevent voter fraud.
14. Customers continue to obtain 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.
15. DMV now has a flag denoting veteran’s status on the front of the driver’s license. This 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.
16. In accordance with Executive Order 37, the DMV submitted a report to the Governor on February 3, 2014 that identified approximately 10 percent of its existing regulations for repeal, and identified another 60 percent that needed short or long-term revisions. The DMV has implemented a plan for making these revisions and is proceeding according to that plan.
17. DMV reduced the amount of time it takes to change/update a customer’s driving record from two weeks to up-to-the-minute information.
18. 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.
19. DMV added a status verification option on the website so customers can enter their driver license number to view whether it is valid. Customers can also call the DMV Phone Center for this service. DMV enhanced the license verification website to allow customers to check the status of their CDL, medical certification or self-certification status.
20. 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.

21. DMV's Passenger Endorsement Review Unit (PERU), issues over 6,000 public service endorsements every year. PERU introduced a Pilot to reduce the lead time for school bus company employed applicants to obtain passenger endorsements from 6-12 weeks to 3-6 weeks; these applicants are no longer required to appear at a branch office to submit their endorsement. If successful, Pilot will be expanded.
22. 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.
23. DMV achieved compliance with the federal CDL Information System regulations which require all CDL holders provide a current medical certification to DMV averting the loss of significant federal highway construction funding. By implementing this federally mandated change, the project helped the state prevent the loss of \$25 million.
24. The Commissioner's special Advisory Committee on Teen Safe Driving met on its regular schedule 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.
25. Highway safety advocates, state and other officials honored teens from across Connecticut, in April 2015, for the teens' work to promote safe driving through the annual Department of Motor Vehicles' teen safe driving video contest. Its corporate prize sponsor is the Travelers Insurance Company.
26. DMV continued to lead 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.
27. 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.
28. 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.
29. The DMV Commercial Vehicle Safety Division (CVSD) and the Connecticut State Police jointly launched a three-day statewide truck safety campaign from June 2-4, 2015 as part of a national program raising awareness about commercial vehicle safety. During this effort, 486 safety inspections were conducted and \$88,361 issued in fines. CVSD

continues to cooperate with other law enforcement agencies to assist them in providing better service to the residents of Connecticut in the area of commercial vehicle safety.

30. As the lead state agency for the federal Motor Carrier Safety Assistance Program (MCSAP), CVSD worked diligently to reduce the number and severity of accidents involving commercial motor vehicles and hazardous materials carriers through consistent, uniform and effective educational and enforcement programs. Connecticut's commercial motor vehicle fatality rate per 100 million vehicle miles traveled has consistently remained at approximately one-half of the national average rate.
31. DMV's school bus safety unit completed 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.
32. CVSD has the administrative and operational responsibility for the state's six weigh stations. DMV personnel are supplemented by nine CT State Police troopers in conducting commercial vehicle size, weight and safety enforcement efforts in compliance with state statutes and the state DOT Size and Weight Enforcement Plan.
33. Continued refinement of services at the DMV *Wethersfield Information Counter* has enabled over 26,770 customers to take advantage of this express service without wait.
34. DMV's Vanity Plate Program continues to be a popular customer option resulting in more than 10,000 new customized plates being issued.
35. 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.'*
36. 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.
37. DMV continues its "Measure What Matters" management tool, which has allowed managers to track unit/system improvements on a monthly basis.
38. The DMV provides a detailed Internet website, <http://www.ct.gov/dmv>, logged over seven million visits this year.

39. During the 2014-2015 fiscal year, the Commercial Vehicle Safety Division (CVSD) staff conducted 18,674 roadside commercial vehicle inspections, another 11,690 vehicle inspections were scheduled and completed at DMV Inspection Lanes and 8,416 school buses and student transportation vehicles were inspected. CVSD also oversees the state's weigh stations where 551,381 commercial vehicles were weighed, 7,958 safety inspections were conducted and \$3,301,405 in fines issued. 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 educational and enforcement programs.
40. The DMV's Consumer Complaint Center, which receives consumer complaints against motor vehicle dealers and repairers, handled 1,084 complaints, obtained \$456,065 in customer restitution and collected \$56,125 in fines during the 2014-2015 fiscal year. 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.
41. CVSD has collaborated with its records management system vendor and ConnDOT to electronically upload reportable commercial vehicle crashes directly to CVSD. CVSD reviews the reports prior to submitting them to the Federal Motor Carrier Safety Administration.
42. In 2014-2015, DMV continued to issue notices of pending license and/or registration suspensions to motorists who had failed to appear in court because of a traffic violation.
43. DMV continues to be vigilant in its program for operators with multiple traffic violations. They are 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 training locations throughout the state.
44. Through facial-recognition technology, continues to find people illegally having more than one license or identification card. DMV then revokes the credentials of those found in violation. Facial recognition check is completed before issuing to Drive Only.
45. The Medical Review Unit receives referrals from law enforcement agencies, physicians and others about motorists exhibiting medical, mental and/or physical impairments.
46. As a result of people failing to keep insurance on their cars as required by state law, DMV collects fines and administers consent agreements and restoration fees for those found in violation of the state's laws for mandatory insurance required for registered motor vehicles.
47. 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. It also now does vehicle identification checks at participating inspection stations around the state.

48. The Dealer and Leasing Online registration programs have proven very successful. In the 2013-14 fiscal year, more dealers increased their use of the online registration system and substantially reduced the number of in-person customer visits to branch offices.
49. DMV is working with the Department of Correction monthly to issue soon-to-be discharged inmates license/ID cards and vehicle registrations. This is part of an existing program that DMV is looking to expand as part of the efforts to assist those discharged with finding employment upon their release.
50. DMV and Connecticut police departments have fostered a working relationship for DMV to provide registration information to be accessed in police vehicles as part of a license-plate reader program.

### **Technology Achievements**

- **CIVLS** – Continuing on the success of phase 1 implementation, DMV is getting ready to implement Phase 2 of CIVLS in August 2015. With the implementation of Phase 2, a variety of online services will be available for the customers. Phase 2 will bring the Registration and Title functions of the DMV to the new system.
- **Quick Service Center (QSC)** – DMV continues to improve and provide additional services to the online appointment and payment system. In addition to the teen and adults learners permit knowledge tests, QSC now offers Motorcycle permit tests and CDL knowledge tests. All these tests are also now available in 6 different languages.
- **Self-Certification for Commercial Driver License (CDL) Holders** – Improvements were made to this application in our efforts to be fully compliant with the Federal Motor Carrier Safety Administration (FMCSA) regulatory changes.
- **Commercial Driver's License Information System (CDLIS) Compliance** – Significant improvements and changes are being done to this system to achieve full compliance with Federal Motor Carrier Safety Administration (FMCSA) regulatory changes.
- **Drive Only** – Improvements were made to this system to better streamline the appointment ratio provided to Real Id and Drive Only customers.
- **License Status Check** – DMV has implemented a project to show a Driver License status, online. This has reduced a number of phone calls our Driver Services unit receives. We are planning on expanding this service in August 2016.
- **Tablets** - DMV has begun introducing tablets to both IT and business users to better service both internal and external customers.



- **Wait time** – DMV is now posting the Wait times for many services for each branch online, to help the customers.
- **Enterprise Agreement** – DMV entered into an Enterprise Agreement with Microsoft. Along with many other advantages, DMV will now be able to streamline the deployment of applications and configure the clients with SCCM.