

# Department of Motor Vehicles



## *At a Glance*

**MICHAEL R. BZDYRA, Commissioner**

*Number of employees - 650 full-time*

*Recurring operating expenses - \$65.6 million*

*Collected revenue - \$471.8 million*

*Registered motor vehicles in Connecticut – 3 million*

*Licensed operators in Connecticut – 2.6 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, Agency Training and Management Reporting, Copy Records – Phone Center and Special Projects, Project Management Office, 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 (one by appointment only), and one appointment only testing center. In addition, DMV teams up with 16 AAA offices for customer convenience in license and non-driver ID card renewals, and duplicates of licenses, non-driver ID cards and learners' permits.

## **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 4,288 administrative hearings per year for drivers and businesses regulated by the DMV in accordance with the Uniform Administrative Procedure Act and Implied Consent laws.
- Administration and operation of the state's commercial vehicle weigh stations.

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

### **Computer System Modernization and Addition of Online Services for Customers**

The Department of Motor Vehicles' (DMV) Connecticut Integrated Vehicle and Licensing Systems (CIVLS) program went into production in August of 2015. The introduction of the system included an expansion of online services such as the ability for the customer to self-check compliance issues, print registration certificates, cancel plates, order specialty and replacement plates as well as electronic notification of renewal notices if the customer wishes. Other improvements with the system include the issuance of most titles in a 24-hour timeframe, the expansion of dealer online functions, portals for some of our critical business partners, and real time interfaces for other state agencies that utilize DMV information. We continue to review our business processes in an effort to reduce overall wait time for our customers. The system has brought major changes and improvements to DMV's information technology systems and administrative processes. This has helped to provide more online services.

### **Agency-Wide Organizational Changes Designed to Improve Customer Service**

On March 16, 2016, Governor Dannel P. Malloy appointed Michael R. Bzdyra to serve as DMV's commissioner to continue improving the agency's customer service and efficiency. Commissioner Bzdyra's appointment came after former Commissioner Andres Ayala, Jr. resigned on January 19, 2016. Commissioner Ayala was replaced by Dennis Murphy, who Gov. Malloy appointed Acting Commissioner on January 25, and served until the appointment of Commissioner Bzdyra.

On May 2, 2016, Commissioner Bzdyra announced major and agency-wide organizational changes designed to improve customer services across a number of operating

units. The changes focus tightly on improving DMV's services overall to customers while also reviewing operations for efficiency. The changes were made without additional personnel or increases in DMV's allocated budget, and went into effect on May 16.

The changes:

- Established a Chief Operating Officer function that will coordinate activities of several major divisions to ensure services have a strong focus on customers' needs and responsiveness to issues that create difficulties in doing business with DMV.
- Appointed an agency division chief to oversee consolidating all incoming customer phone lines into a single, streamlined and efficient service operation to help reduce waiting times across these various phone lines. DMV receives at least 2,000 phone calls daily to various phone lines set up for customer service.
- Created a new unit called the Project Management Office. This group will report to the Deputy Commissioner. This effort will bring more accountability and will strengthen the discipline, processes and oversight of projects that have significant impacts to customers, partners and the agency, including the registration system modernization project launched in August 2015.
- Created an Agency Training and Management Reporting Division, which will report to the Chief Operating Officer. It aims to improve training that enhances delivery of customer services. It also will collect statistical and other management reporting data across agency business lines.
- Also included other administrative changes made by the Commissioner to align other agency functions with his top priority of improved customer service and efficiency.

### **Streamlining Agency Business Processes through LEAN Government**

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.

Throughout the agency the Commissioner's effort to streamline bureaucracy 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 doing business with DMV. One such program involved eliminating 56 unnecessary steps in the DMV hiring process.

### **Achievements in Commercial Vehicle Safety**

- During the 2015-2016 fiscal year, the DMV's Commercial Vehicle Safety Division (CVSD) staff conducted 19,070 roadside commercial vehicle inspections, another 12,330 vehicle inspections were scheduled and completed at DMV inspection lanes and 10,509

school buses and student transportation vehicles were inspected. CVSD also oversees the state's weigh stations where 399,033 commercial vehicles were weighed, 7,322 safety inspections were conducted and \$3,650,691 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.

- CVSD and the Connecticut State Police jointly launched a three-day statewide truck safety campaign from June 7-9, 2016 as part of a national program raising awareness about commercial vehicle safety. During this effort, 514 safety inspections were conducted and \$190,829 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.
- 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 continues to be a leader for the safety of large trucks and buses. The state's fatality rate in commercial vehicle crashes has consistently remained at approximately one-half of the national average rate.
- 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.
- CVSD has the administrative and operational responsibility for the state's six weigh stations. DMV personnel are supplemented by nine state police officers in conducting commercial vehicle size, weight and safety enforcement efforts in compliance with state statutes and the state Department of Transportation (DOT) Size and Weight Enforcement Plan.
- CVSD has collaborated with its records management system vendor and DOT 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.

## **Achievements in Driver Licensing**

- DMV has continued the Drive Only program for undocumented individuals who are 16 and older and cannot establish their legal presence in the United States or may not have a Social Security number. The process involves applying for a learner's permit that can then lead to a Drive Only license. In accordance with state law, the purpose of the Drive Only license program is to improve public safety and to try to ensure that all drivers are

tested, know how to drive and understand the rules and laws for driving. A Drive Only license is not valid for federal identification purposes, and cannot be used to vote.

- DMV began issuing Drive Only permits to undocumented immigrants on January 2, 2015. As of August 2, 2016, CT DMV has issued 22,166 Drive Only drivers licenses and an additional 6,175 Drive Only customers currently hold a learner's permit. To comply with the required Connecticut felony check, all permits are mailed after the felony check, which also has the added value of verifying the residency address.
- DMV has continued to offer customers the option to have their identity verified when renewing their driver's license or non-driver ID card. Since 2011, DMV has asked renewing customers whether they want to show original identity documents to establish a record of their identity with the agency as well as for federal identification purposes. Customers can also reject the verification and simply get a regular driver's license or ID card. This identity verification meets federal standards as defined in the Real ID Act. Verified license and non-driver ID cards are acceptable at federal checkpoints, such as airports. Because Connecticut is a Real ID compliant state, all of the credentials issued by DMV, with the exception of the Drive Only card, continue to be acceptable for most federal identification purposes.
- DMV continues to issue 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 ID card). 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 implemented the new and federally mandated Commercial Driver's License (CDL) skills testing throughout all of Connecticut's CDL skills testing locations, which includes both state and private CDL testing facilities.
- 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.
- DMV is working with the Department of Correction monthly to issue soon-to-be discharged inmates license and ID cards. 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.

## **Achievements in Driver Regulation**

- In an effort to deter driving under the influence (DUI) offenders, the Ignition Interlock Device (IID) Program, under the purview of the Driver Regulation Division, was instituted in 2004 for persons with second convictions. In 2012, the legislature mandated IID use for DUI offenders with first convictions and in 2015, added first offenders (those eligible for a first offender diversion program). The DMV uses eight vendors for the IID program. It is currently overseeing approximately 7,000 IID users, a number that has significantly increased with the addition of first time offenders on July 1, 2015.

- DMV's Information Technology (IT) Division 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 driver advising them that they can go to their installer and have the device removed from their vehicle.
- 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.
- 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.
- DMV's Passenger Endorsement Review Unit (PERU), issues over 6,000 public service endorsements every year. In 2014, 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. Due to the success of the pilot, the program has been expanded to all school bus companies and most recently began including private school transportation providers.
- In 2015-2016, 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.
- 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.
- 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.
- Through facial-recognition technology, DMV continues to find people illegally having more than one license or identification card. DMV revoked approximately 540 credentials in the past year; 162 of them were Drive Only cards.
- The Medical Review Unit receives referrals from law enforcement agencies, physicians and others about motorists exhibiting medical, mental and/or physical impairments.

## **Advancements in Online Services**

- On the web at [ct.gov/dmv](http://ct.gov/dmv) online wait times for major branch offices are now available and updated every 5 minutes so customers can make an informed decision about which DMV office to visit.
- DMV added an online license restoration payment system for customers to pay their respective license suspension-related fees. The process allows for the customer to make

payment as part of the license restoration process via the DMV's website.

- The DMV provides a detailed Internet website, <http://www.ct.gov/dmv>, which logged over 8.8 million visits this year.
- 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, up to a year 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.
- Through DMV's new modernized registration computer system, customers now have the preference to look-up and order vanity or replacement plates through the web or continue to use a mail-in process. Through both methods, more than 8,000 vanity plates have been electronically accessed by the Department of Correction allowing for a faster turnaround time for applicants.
- 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.
- 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.
- The Dealer and Leasing Online registration programs have increased their volume since the new computer system was put into place. Now more titling transactions are done using this online service than all of the DMV offices combined, which substantially reduces the number of in-person customer visits to branch offices. Recent legislation will allow DMV to continue to expand the work that this unit can process.
- DMV replaced its Connecticut Commercial Vehicle Operations (CVO) Credentialing System with a more modernized, responsive and easier system for the motor carrier and service bureau industries. The CVO Credentialing System provides a single point of access for motor carriers and service bureaus wishing to conduct web-based credentialing applications in Connecticut. The following online activities available are International Registration Plan (IRP) transactions; International Fuel Tax Agreement (IFTA) transactions; requests for motor carrier road tax decals; transponder registration for e-screening at weigh stations; oversize/overweight permit transactions; and viewing of carrier and vehicle information.
- DMV and Connecticut Interactive (CI) are jointly engaged in the development of secured web-based inquiries for DMV customers such as lien holders, towers, etc. It is anticipated that these efforts, when deployed, will provide a more efficient manner for DMV customers to securely access certain information and in compliance with the Driver's Privacy Protection Act.

## **Achievements in Teen Driving Safety-Related Activities**

- 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.
- Highway safety advocates, state and other officials honored teens from across Connecticut, in March 2016, 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.
- 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.

## **Achievements in Vehicle Regulation**

- 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.
- 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 updates for vehicle records.
- The Vehicle Emissions Inspection Program continues its substantial efforts for the improvement of Connecticut's air quality with 1,076,375 vehicles tested during the past year. It also does vehicle identification checks at participating inspection stations around the state.
- 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.
- DMV continues to provide current registration information to Connecticut police departments to be accessed in police vehicles as part of a license-plate reader program.

## **Other Improvements and Achievements**

- DMV implemented an electronic system for transmitting voter registration applications and change of address information to the Secretary of the State for distribution to municipal election officials. Offering the opportunity to register to vote at state DMVs is a requirement of the National Voter Registration Act and state election law. This system will simplify and streamline the process, with the goal of encouraging more eligible Connecticut residents to participate in the electoral process.
- In January 2016, DMV began notifying new and used car dealers that their licenses would not be renewed if they were delinquent in payment of sales tax to DRS. In the first six months of 2016, used car dealers are now compliant in the payment of \$730,971 out of the \$1,172,246 owed to DRS, or 62 percent.
- The Dealer Enforcement Unit within CVSD investigates complaints against car dealers and repairers. For fiscal year 2015-2016, 37 complaints were investigated, and \$33,500 in civil penalties was paid to DMV.
- DMV is in the process of restructuring its call center operations by standardizing customer hours in an effort to more efficiently handle about 2.1 million calls per year. In addition, a modernized phone system will be implemented which will better serve our customers by increasing additional options for online services.
- 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.
- DMV maximized customer convenience and quicker document processing by accepting credit card payments over the phone. It gives certain customers one more payment option 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.
- DMV continues to promote diversity through 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 Human Resources Unit developed, coordinated, and deployed contingent staffing from Wethersfield for all locations during the implementation period for the CIVLS program.

- The Human Resources Unit coordinated a training program with Branch and CIVLS staff to provide detailed training for new employees on processing of registration transactions.
- Continued refinement of services at the DMV Wethersfield Information Counter has enabled over 20,000 customers to take advantage of this express service without wait.
- DMV's Legal Services Division scheduled and held 4,288 administrative hearings in 2015. Of those, 3,695 were Administrative Per Se hearings for DUI offenders and 593 were other hearings involving licensing and registration issues. DMV also conducted over 600 administrative hearings on a variety of other licensing issues.
- The DMV's Consumer Complaint Center, which receives consumer complaints against motor vehicle dealers and repairers, handled 891 complaints, obtained \$366,192 in customer restitution and collected \$36,160 in fines during the 2015-2016 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.
- DMV continues its "Measure What Matters" management tool, which has allowed managers to track unit/system improvements on a monthly basis.