Department of Motor Vehicles

Agency Description

The goal of the Department of Motor Vehicles (DMV) is to ensure, through licensing and regulation actions, that motor vehicles are operated safely on Connecticut's highways, by requiring that they be operated by competent drivers and be properly maintained. The department collects revenues derived from licensing, registration, user fees and sales tax in an efficient and timely manner. The department rapidly gathers, efficiently maintains and responsibly disseminates information concerning all vehicles, operators, motorboats and organizations it licenses or regulates.

The DMV operates under a management team approach consisting of the commissioner, deputy commissioner and division chiefs. The divisions are: Affirmative Action, Branch Operations, Fiscal Services, Legal Services, Commercial Vehicle Safety, Information Technology, Copy Records – Phone Center and Special Projects, Organizational Development and Support Services, Vehicle and Business Regulation, Corporate and Public Relations, Human Resources, Emissions Testing, and Licensing and Driver Regulation.

Management Services

## Statutory Reference

C.G.S. Sections 14-3, 14-4a, 14-6, 14-11b, 14-36d, 14-50, 14-50a, 14-138, and 14-156.

## Statement of Need and Program Objectives

To insure accomplishment of agency objectives by setting agency policy and direction, coordinating agency programs, implementing operational improvements and allocations, and controlling agency resources.

## Program Description

The *Office of the Commissioner* provides executive oversight to the agency, formulates policy and initiates and approves projects that improve efficiency and agency effectiveness. The agency’s customer-centric focus is driven throughout the Department of Motor Vehicles from the commissioner’s office to all divisions.

The *Deputy Commissioner’s Office* has oversight of facilities, licensing and driver regulation, audit, emissions and mailroom operations in addition to internal support services (e.g., stockroom and mailroom services) for all other divisions. The deputy’s office is also responsible for the administration of the department's registration plate procurement and distribution activities.

The *Facilities Maintenance Unit* manages the upkeep of both the interior and grounds of DMV headquarters and state-owned branch office buildings.

The *Affirmative Action Office* monitors agency hiring and business practices to ensure that the principals of equal opportunity are adhered to.

The *Corporate and Public Relations Unit* coordinates agency communications, including press and public inquiries and manages the agency’s internet and intranet websites.

*The Legal Services Division,* in addition to providing the commissioner and agency staff with legal counsel, conducts administrative hearings that result from credential suspensions, consumer complaints and failures to comply with regulatory requirements. It also administers the provisions of the state's Administrative Per Se law, coordinates the development of regulations pursuant to new or existing statutes, advocates department-generated legislative initiatives, and monitors legislative activity. This division is also responsible for processing requests for information in compliance with the Freedom of Information Act. The division does all drafting of the agency’s legislative proposals and monitors the legislative process.

Customer Services

## Statutory Reference

C.G.S. Sections 14-3, 14-5, 14-12, 14-36, 14-42, 14-51, 14-56, 14-65j, 14-67a-67d, 14-165-211a and 15-144.

## Statement of Need and Program Objectives

To expedite the licensing of drivers and the registration of vehicles and boats, processing motor vehicle transactions and collecting and rapidly depositing associated state revenues. To improve customer service by renewing non-problem registrations by mail or via the internet and processing other related documents by mail. To ensure the competency of applicants for driver licenses through testing. To assist customers in resolving issues and complaints with automobile dealerships and repairers.

## Program Description

*Branch Operations Division* is responsible for the delivery of in-person, customer-oriented services including the issuance of and revenue collection for motor vehicle registrations, operator licenses, and applications for title and boat registrations. The division collects sales and use taxes on vehicles not purchased from a Connecticut dealer. It also administers the Motor Voter Program.

The division’s personnel process and issue driver’s licenses and non-driver identification cards, vehicle registrations, titles and other motor vehicle related documents, process restorations and test applicants for driver licenses at seventeen different locations. All services are provided at our seven hub branch offices (Norwalk does not administer road driving tests), limited services at six sites as well as three photo license centers and the Cheshire test center (by appointment only). To increase convenience and access, all full-time branches operate Thursday evenings and Saturday mornings. DMV maintains a website that allows customers to check on hours, locations and services prior to coming to DMV. To assist customers and improve services, credit cards payments are now accepted at all DMV offices. Vehicles requiring safety inspections prior to being registered are inspected at two regional locations.

The *Copy Records - Telephone and Special Projects Division* provides the agency a variety of support services. “Measure what matters” (MWM) is an ongoing agency effort with support from this division in how to gather information and communicate it to the commissioner. DMV’s telephone center provides communications related to motor vehicle laws and regulations and departmental policies and procedures directly to customers via centralized telephone communications and mailings. The telephone center also schedules driver testing appointments. DMV’s automated call center has been upgraded to improve service for citizens. More than one million calls are handled by the automated system annually and DMV’s customer service representatives handle an additional 320,900 calls. The copy records unit personnel respond to approximately 42,500 requests per year for copies of registrations and license documents.

The branch offices serve more than 1.5 million customers annually and collect and deposit approximately $1,545,000 each work day throughout the agency.

DMV processes all boat registrations on behalf of the Department of Energy and Environmental Protection, attempting to resolve ownership problems and insuring the accuracy of registration documents and fees through follow-up contact with applicants.

Emissions Inspection

## Statutory Reference

C.G.S. Section 14-164c.

## Statement of Need and Program Objectives

To improve Connecticut's air quality and avoid federal financial penalties for non-compliance in reducing levels of carbon monoxide and hydrocarbons emitted by gasoline powered motor vehicles registered in Connecticut through an annual and biennial inspection program.

## Program Description

The *Emissions Division* is responsible for monitoring vehicle inspection operations to assure compliance with contract standards. Standards are established in conjunction with the Department of Energy and Environmental Protection and take into account federal standards. DMV contracts with a private vendor to perform emissions inspections. A contractor provides a decentralized network of service stations utilizing licensed dealers and repairers to conduct inspections.

DMV personnel perform the following functions:

* Monitor operations to assure compliance with contract standards for equipment accuracy, public awareness and operational efficiency.
* Check the auto repair industry for effectiveness in making emissions-related repairs.
* Issue inspection licenses to owners of fleets that exceed 24 vehicles.
* Examine inspection facilities, equipment and records at least once each month, ensuring that each inspection station is properly staffed and operated and that equipment accuracy meets program requirements. Fleet inspections are not included in the general vendor contract.

Inspection staff investigates and resolves complaints from the public about emissions-related repairs. They also analyze data gathered and work in conjunction with other DMV staff to monitor the auto repair industry.

Data processing staff collects and processes the contractor's test records to verify accuracy and completeness. These records are shared with the Department of Energy and Environmental Protection, which measures program effectiveness in improving air quality.

Regulation of Motor Vehicles and Their Use

## Statutory Reference

C.G.S. Sections 14-12-12c, 14-111, 14-113-133, 14-180, 14-180a and 38-327.

## Statement of Need and Program Objectives

To establish standards for licensing and identity credentials issued by the agency. To enforce administrative sanctions against incompetent or inadequately insured drivers; to license and monitor the commercial sale, repair and disposal of motor vehicles; to ensure that licensees' facilities are safe, properly equipped and staffed by qualified and competent personnel; to inspect motor vehicle auctions; to improve highway safety in Connecticut by inspecting selected classes of motor vehicles; to check commercial truck safety at weigh stations and on the highways as part of the Federal Motor Carrier Safety Assistance Program (MCSAP); and to issue certificates of title which are recognized nationwide as proof of ownership.

## Program Description

The *Division of Licensing and Driver Regulation* establishes standards for licensing and identity credentials issued by the agency. The document integrity unit audits license credentials and files to ensure their security and integrity using sophisticated facial recognition technology and other tools. The public endorsement review unit examines the applications and credentials submitted by candidates seeking to drive school busses, taxis and other public transportation vehicles. The Driver Services Division is responsible for maintaining and monitoring driver violation records. It also carries out suspensions and restorations of licenses and registrations. This unit works with the Handicapped Driver Training located in the Department of Rehabilitation Services. They are now responsible for the training or retaining of those individuals in need of this service. Finally, this division is responsible for inspecting and licensing commercial driving schools and, conducting school bus and commercial driver license proficiency tests as well as operator license proficiency tests at driving schools, through its Specialized Testing Unit.

The *Commercial Vehicle Safety Division* is responsible for motor carrier truck safety programs as well as safety inspections of school buses and public service vehicles. The division has administrative and staffing responsibilities for the state’s weigh stations. It also serves as a primary source of information for vehicle anti-theft activities. This division is responsible for the security of DMV facilities and emergency planning for the safety of the employees and customers. Vehicles requiring safety inspections prior to being registered are inspected at two regional locations and fall under the responsibility of this division.

The consumer complaint center, under the auspices of this division, assists consumers in resolving issues dealing primarily with automobile dealerships and repairers. Personnel conduct field investigations on dealers and repairer complaints and inspect the locations of new applicants

The *Vehicle and Business Regulation Division* oversees motor vehicle businesses, including the licensing and regulation of all motor vehicle dealers, repairers and junkyards. The Registration and Title Integrity and Standards Division establishes standards for registration credentials issued by the agency. The title unit verifies and issues motor vehicle titles and maintains title records. The insurance compliance unit is responsible for the enforcement of mandatory vehicle insurance requirements. The registration business processing unit manages registration transactions submitted by licensed vehicle dealers, processes registration renewals received from customers via the mail or through the internet, assists customers with resolving property tax issues affecting their registration privileges and administers the motorboat registration program on behalf of the Department of Energy and Environmental Protection. The international registration plan/uniform carrier registration (IRP/UCR) unit issues the apportioned registrations to interstate commercial vehicle operators. Interstate truckers apply to their home state for a commercial vehicle registration and the fee is distributed proportionately among the states in which the vehicle travels. This eliminates the need to apply to several states for registrations and makes better traffic law enforcement possible.

Support Services

## Statutory Reference

C.G.S. Sections 14-12, 14-36 and 14-36a.

## Statement of Need and Program Objectives

To provide fiscal and logistical support to all agency operations. To enhance the department's effectiveness through computerized accessibility to and integrity of information. To provide maintenance and upkeep of buildings and grounds. To support both mail and in-person transactions. To ensure a clean, safe and healthy environment for customers and staff.

## Program Description

The *Fiscal Services Division* provides accounting, budgeting, purchasing, and inventory services for all divisions. It prepares the annual agency budget request, administers the agency budget, processes purchase requests and maintains accounting records. This division also collects fees for copies of documents, makes bank deposits, creates proper accounting records and reconciles account balances.

The *Human Resources* *Division* ensures that the department is staffed at optimum levels for performance and efficiency. This division oversees all labor relations, recruitment, selection, promotion, worker’s compensation, and payroll services for the agency. This division is also responsible for developing, implementing and effectively enforcing personnel policies, including the training of supervisory staff.

The *Organizational Development and Support Services Division* provides internal consulting, training management and staff development services for the agency. This division provides contracts and grants administration services in conjunction with fiscal services and other business areas. This division manages and oversees:

* The DMV Evolution (LEAN) processes;
* The agency’s strategic planning efforts;
* The development of new methods for delivering agency services to its clientele; and
* Training requests by the agency.

The *Information Systems and Technology Division* is functionally divided into two areas. The technical operations/support area is responsible for all hardware support and the development and operation of departmental data processing applications, including the technical support needed to operate them. The applications area is responsible for the development and maintenance of the software needs of the department, including the development of new applications and the enhancement of existing systems.

*CIVLS (Connecticut Integrated Vehicle and Licensing System),* the agency’s major business and technology enhancement initiative, is well underway and will be completed within the 5 year contract to end in December 2014. This will bring the DMV into the web world of technology and enhance customer service options.