Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Robert McGarry / Naveen Prathikantam

Email: Naveen.Prathikantam@ct.gov

Agency: Department of Motor Vehicles
Project: Real Time Insurance Verification

Project Manager: Mark Silbo

Reporting Period: Project Inception through 06/30/2018

Total Funds Requested: $900,000

Total Funds Allotted to Agency: $900,000

Accumulative Total Capital Fund Expenditures to Date: $825,333

Brief Project Description/Summary:
This project will improve the ability of DMV, DESPP, other state agencies and law enforcement officers to ensure motorists have the legally mandated insurance coverage by installing a system that can be used to check if a vehicle is insured in real time for use at road side stops and registration. The system will also check every registered vehicle in the DMV data base monthly to ensure it still has the required coverage.

Summary of Progress Achieved to Date:

To date project phases 1a, 1b, 1c, and 1d have been completed. DMV is using CT IVS to verify insurance coverage in real time. Work is underway on Phase 2 Integration with CSP via web services and Phase 3 CT IVS used for commercial insurance verification. Progress on these phases has been delayed due to issues with the CIVLS project.

Business Goal (Action Phase)	Target FY for Goal (from the IT Funding Application)	Current Condition
Institute real time insurance verification for passenger vehicles	FY 2015	Completed. Real time insurance verification became available to DMV personnel in August 2015. DESPP is working on their connection to the system to make the information available to law enforcement officers.
Institute real time insurance verification for commercial vehicles	FY 2017	This goal is now targeted for FY 16. The project is on track to meet that. Update on 2/14/17: A solution was developed to verify Insurance on the Commercial vehicles on a periodic basis on Dec 2016. A more robust solution to automate the entire Commercial Insurance verification is being developed in FY2017. 8/2/2017: DMV has now taken over the responsibility of the CIVLS project from the vendor. This allows DMV to make any necessary changes without having to depend on the vendor. The integration of Insurance verification into CIVLS is now also a possibility. Currently, all pending requests for CIVLS are being evaluated by a DMV Governance team for prioritization. Based on the priority assigned to the Insurance integration, this project will be taken up. 1/9/2018: No changes to report since the last report. 8/1/2018: We are currently in the process of tackling many CIVLS changes that were pending since we took the responsibility from the vendor. The Insurance Verification intergration with CIVLS although an important update, has not risen to a priority to immediatly work on. We expect this to become a priority soon.
Reduce the number insurance compliance cases dismissed because there was no lapse in coverage.	FY 2015	This goal is now targeted for FY 16. An average of 500 cases are dismissed per month Update on 2/14/17: As of today, we have seen a significant reduction in the number of cases beung dismissed.
Reduce insurance premiums by reducing the incidence of uninsured motorists.	FY2017	This goal is now targeted for FY 18. Insurance Department statistics for 2009 (the most recent year available) show that CT residents spend about $200,000,000 for uninsured motorist coverage annually.

Issues and Risks:

Funding for a customer facing website where CT citizens can respond to or address their insurance issues rather than the current process of talking to a DMV employee is an issue. This website is an option under the contract. DMV will develop the requirements for the website after CIVLS Release 2 is complete and stable. The costs of the website are not part of the initial funding of the project. DMV will explore the possibility of using CT Interactive to develop the website but additional funds may be required.

Next Steps & Project Milestones:

The following project phases are scheduled to be completed during the next reporting period:

- Phase 2 – Integration with CT State Police via Web Services
- Phase 3 CT IVS able to verify commercial vehicle insurance