

Information Technology Capital Investment Program  
Project Close Out Report

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

**From:** Robert McGarry / Naveen Prathikantam

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**Agency:** Department of Motor Vehicles

**Project:** Real Time Insurance Verification

**Project Start Date:** 1/7/2013



**Project End Date:** 12/31/2018



**Project Manager:** Mark Silbo

**Total Funds Requested:** \$900,000

**Total Funds Allotted to Agency:** \$900,000

**Accumulative Total Capital Fund Expenditures to Date:** \$900,000

**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.

**List Project Goals and Deliverables Completed:**

*(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)*

- Phase 1 – CT Issuance Verification System (CTIVS)  
*Goal completed August 2015*  
Institute real time insurance verification for passenger vehicles:  
User-friendly portal allowing DMV personnel to electronically verify insurance coverage for passenger vehicles.  
*Goal completed August 2017*  
This solution streamlined our process and significantly decreased the number of dismissed cases due to no lapse in coverage. As a result, DMV personnel is more focused on true insurance compliance cases.  
Upon further review and analysis, it was determined that insurance verification integration with CIVLS was not a suitable solution considering time lapse and delays for processing insurance policies and updating coverage by insurance companies and insurance agents.
- Phase 2 – Integration with CT State Police via Web Service  
*Goal complete October 2016*
  - Implemented automatic real-time insurance check interface for state police who run inquiries from fixed and mobile locations (roadside). Insurance coverage, validity and status information is readily available to Law Enforcement officers.
- Phase 3 – CT IVS able to verify commercial vehicle insurance  
*Goal Complete October 2017*
  - Partial implementation - Allows DMV personnel to electronically verify insurance coverage for commercial vehicles using vehicle specific identification numbers (VIN). Includes automated solution to verify insurance coverage and status on commercial vehicles periodically for annual audits.

**Project Replication Opportunities:**

*(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)*

This solution was designed to dramatically improved the ability for the DMV, CT State Police and other law enforcement and other state agencies to ensure motorists have legally mandated insurance coverage by utilizing this system to perform real time insurance check inquiries for road side stops and registration.

**Key Lessons Learned:**

*(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)*

By scoping the project and evaluating possibilities (pros and cons) we were able to gather the needs and develop the best solution for all stakeholders. It has been our experience that collaboration across state agencies, include the right vendor and subject matter experts is critical to ensure the success of a project. It was demonstrated during the implementation of this solution.