

Commission on Enhancing Agency Outcomes

Update on the Overhaul of DMV Functions

Background. The Department of Motor Vehicles (DMV) operates 10 full-time branch offices and several part-time facilities for processing and issuing drivers licenses (including testing applicants for driver licenses), ID cards, vehicle registrations, titles and other motor vehicle-related documents. The current workflow relies on antiquated technology and single-purpose systems that do not interface with other DMV systems. The top strategic initiative in the 2007 DMV Strategic Vision and Plan calls for the department to undergo a large modernization program. Implementation began in 2010 and when the project is completed in 2012, CT will have an integrated vehicle and licensing system (CIVLS) that will:

- allow more transactions online (including motor vehicle registration renewals);
- provide interactive manual for completing forms online (“lead-through processing”);
- use barcode readers to speed data entry and reduce errors;
- give DMV database access to automobile dealerships so that dealers may register cars in real time, as if the care were being registered by agency personnel, significantly reducing customer wait times; and
- eliminate the need for vehicle registration stickers.

Taken from the October 6, 2010 PRI Briefing Report on the Assessment of Connecticut’s Implementation of E-Government, the figure on the next page shows that the DMV CIVLS modernization project is well underway.

Projected savings and cost estimates. Projected savings estimates from the registration renewal process, for example, include:

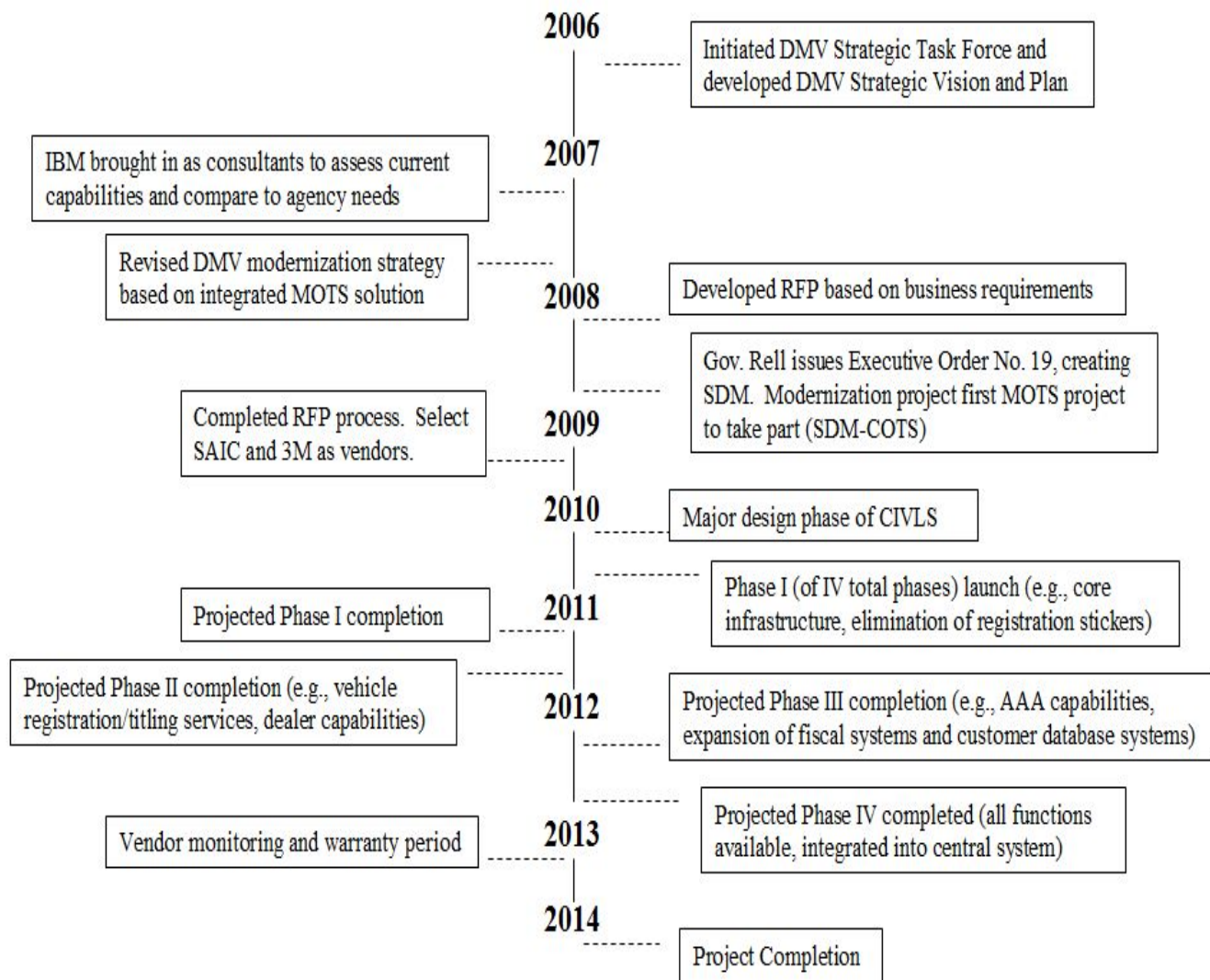
- **\$400,000:** As of October 2010, reduction in number of DMV mailings from two mailings (renewal notice, new registration) to one mailing (renewal notice with center portion the actual registration certificate);
- **\$400,000:** As of July 2010, elimination of vehicle registration stickers saves in mailing and production costs, and provides municipal and state police with instant access to registration database; and
- **annual cash savings of approximately \$1.4 million annually on registration and titling services alone.**¹

The \$26.9 million CIVLS project is expected to pay for itself completely within seven years. A breakout of funding sources is shown in the table below.

Costs of DMV Modernization Program (CIVLS)		
Year	Operating Budget Expense	Bonding
FY 05	\$1.2 million	
FY 06		\$10 million
FY 08		\$14 million
FY 10		\$3 million (available, but not allocated as of 8/10)
Total:	\$1.2 million	\$27 million

¹ Savings due to reductions in paperwork, mailing, and vendor costs.

Figure III-1. Timeline of DMV Modernization Project



Source: PRI staff analysis based on interviews with DMV staff