



# STATE OF CONNECTICUT

## DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



Date: November 5, 2015

To: Senator Toni Bocher  
Representative Tom O'Dea

From: Department of Motor Vehicles  
Commissioner Andres A. Ayala Jr.

Re: CT Integrated Vehicle and Licensing System (CIVLS) Questions

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### **How long were the wait times before the computer upgrade?**

Please see attached spreadsheet

### **How long are the wait times for DMV service now, after the upgrade?**

Please see attached spreadsheet

### **Why are such long wait times continuing after the computer upgrades?**

The new registration computer system is part of DMV's Modernization Program (CIVLS) with the goal of building a modern DMV. This is not merely a "computer upgrade." The long wait times are due to various reasons including the reality that any large scale new computer system change-over has some "bugs" and related issues that need to be addressed. DMV is working continuously with its vendor, its own staff and using every available resource to correct any "bugs" and related issues. As with any software upgrade, there is a learning process that needs to take place; this also contributes to a longer average processing time.

### **Why are wait times listed online often so inaccurate?**

The online system that estimates wait times at DMV branches across the state provides an estimate based on the last ten transactions in that branch. Although most transactions take 12-20 minutes to process once the customer gets to a window, there are some that take much longer.

On our website we have a disclaimer:

"On the wait-time log, the times shown start after someone receives a numbered ticket that puts them in a queue for a certain service. DMV does not guarantee that a wait time will remain

constant. Due to the dynamic nature of customer traffic, wait times are subject to change and vary from when you view the time online until you actually arrive at a DMV branch office.”

**Why is the online system not updating status? i.e., Paid tax bills, paid tickets, etc**

DMV has been meeting regularly with local tax collectors and assessors to help remedy any problems with the on-line portal system. This portal is a new feature under CIVLS that allows tax collectors to electronically remove a hold on a customer’s record for unpaid taxes. There were many attributing factors for tax information not updating real time as we intended; the most common were data conversion errors, a programming error affecting leased vehicles and simple user errors on a system that is new to the tax collectors. We are pleased to report that these issues have all been addressed.

Paid tickets are run in batches once a week and the reopening of a court case is updated daily. This process is on the licensing side of DMV and not part of CIVLS. Often what occurs is the tickets are paid and the customer believes their driving privileges are restored but the restoration fee to DMV goes unaddressed prohibiting us from lifting a suspension.

**Did DMV employees receive training on the new software prior to the upgrade? Who performed the training? Was the training adequate?**

Yes. DMV employees did receive training on the new registration system. Two to three staffer members from each branch were trained in our Wethersfield branch for approximately two weeks. This was done so that they can become Lead Trainers in their designated branch offices. Also, training materials were designed by our vendor, 3M, together with the Department of Motor Vehicles project management team.

Further, the CIVLS system contains instructional job aides to assist examiners with transactions. We also had our vendor, 3M, and DMV CIVLS system experts visit each of the branches during a two week closure to train all branch staff. Staff was required to complete a certain number of hours in transactions. These hours were monitored to ensure staff was getting adequate practice time.

**Is the rollout of the new system complete? Are there any foreseeable upgrades that will be made to the software and/or computer system in the near future?**

CIVLS is a three-part agency wide redesign of DMV business processes and a complete modernization of the supporting technology infrastructure. Dealer on-line was phase one, the vehicle registration system (which is currently being implemented) is phase two, and licensing will be phase three. DMV is always looking to create efficiencies for our customers, however, at this point we are still working on issues surrounding phase two of CIVLS. Phase three will be implemented in the future.

**Why do some links on the DMV website lead to error pages?**

It is difficult to predict the reason for an error page without knowing the exact link or error message. That said, the most common occurs when customers use "https:" in the address line. This was corrected in the old system but is no longer needed in the new system. Customers are given the correct address in notices from DMV. Another common complaint is the message that appears when our system has reached capacity which reads "We are sorry, but the CT DMV Quick Service Center site is currently unavailable due to high demand. We expect service to be available shortly. Please check back again soon."

This is different than an error message. It is intentionally programmed to appear when demand is too high. Other states have warned of their site "crashing" due to high demand so we placed safeguards to prevent that from occurring in Connecticut.

**What was the projected cost of the computer software upgrade? What was the final cost?**

The projected cost of CIVLS Modernization Program was approximately twenty-five million dollars. The final cost cannot be determined until our contract with 3M is complete.

**What services are currently offered at AAA? Are there plans to expand those services?**

AAA offices perform the following DMV services:

- VERIFIED Driver's License Renewals - U.S. Citizens Only
- REGULAR Driver's License Renewals
- VERIFIED ID Card Renewals - U.S. Citizens Only
- REGULAR ID Card Renewals
- Duplicate Drivers' Licenses, ID Cards, and Learners' Permits

There is currently no plan underway to extend the services provided by AAA.

**Are DMV employees authorized to work overtime?**

Branch examiners are required to work until the very last customer has been served. DMV employees are allowed to work overtime with prior approval and if it falls within the confines of our budget.

**Does DMV have internal IT personnel who are working on the computer software or is there a third party responsible?**

Current Responsibilities:

DMV vendor, 3M

- 3M is currently responsible for the software until the warranty period expires which is one year from when they officially hand over the system to the state. After this, the DMV IT will take over the software maintenance and future enhancements of the system.

DMV Information Technology Department

- DMV IT is currently responsible for hardware, printing, technical support, data issues, reports, triaging technical issues and working with the vendor and DAS BEST to get them resolved.
- Will take over the software maintenance and future enhancement responsibility after the warranty period with the vendor ends.

Department of Administrative Services (DAS) BEST

- The system is housed at the DAS BEST data center in Groton. BEST is responsible for the infrastructure, network, etc.

**Why is there difficulty reaching the agency on the telephone? Busy signals or no answers at all.**

There are 13 full time employees and one supervisor in our phone center. The total number of calls into our one general number averages 40,000- 50,000 per month.

In addition, we have two additional numbers specifically for our Insurance Compliance and our Driver Services Division which deals with suspensions. We direct customers to make use of our 24 hour automated telephone system or email their questions into [dmv.phonecenter@ct.gov](mailto:dmv.phonecenter@ct.gov) . Our website also offers 10 other email addresses specific to the subject matter.

DMV's Telephone Center hours with operators on duty are Monday- Friday 8 a.m. to 4 p.m.

**Excessive wait times to receive car/boat registration or registration renewals**

DMV offices were closed for eleven days in August, creating a backlog of registration renewals. To plan accordingly for the delay in processing time, customers were granted an automatic credential extension of 60 days. The backlog has been nearly cleared up and current processing time is the same as it was prior to the implementation of CIVLS.