



State of Connecticut

HOUSE OF REPRESENTATIVES
STATE CAPITOL
HARTFORD, CONNECTICUT 06106-1591

REPRESENTATIVE VINCENT J. CANDELORA
EIGHTY-SIXTH ASSEMBLY DISTRICT

LEGISLATIVE OFFICE BUILDING
ROOM 4200
HARTFORD, CT 06106-1591

TOLL FREE: (800) 842-1423
CAPITOL: (860) 240-8700
EMAIL: Vin.Candelora@housegop.ct.gov

DEPUTY REPUBLICAN LEADER

MEMBER
EXECUTIVE & LEGISLATIVE NOMINATIONS
FINANCE, REVENUE AND BONDING COMMITTEE
REGULATIONS REVIEW COMMITTEE
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Testimony in Support of SB 767 Transportation Committee February 28, 2011

Chairmen Maynard and Guerrero, Ranking Members Boucher and Scribner, and members of the Transportation Committee, I appreciate the opportunity to testify in support of *SB 767: An Act Streamlining Renewals of Noncommercial Drivers' Licenses and Registrations*.

The Department of Motor Vehicles (DMV) has become more customer friendly over the years and has streamlined many of its services to encourage savings and efficiency. Last year, the legislature allowed automobile clubs, such as the AAA, to offer their members registration renewal services and issue non-driver identification cards, in addition to driver's license renewals. This simple step helped ease DMV caseloads and allowed the Department to fill gaps in other essential services.

The intention of SB 767 is continue moving DMV into the 21st century by taking advantage of technology that we all use on a day-to-day basis in our private lives. Bringing kiosk technology to DMV is a win-win: people get better service, and government cuts its costs over the long run. This is not a new concept. I believe it was Senate President Don Williams and the former Chair of the Transportation committee Don Defronzo who initially proposed it. I'd like to thank them for bringing forward the concept of streamlining DMV services through the use of existing technology.

Furthermore, several states have established conveniently located self-service kiosks that allow people to register, at any hour or day, without ever having to

step into a DMV office. Customers can pay by cash, check or debit card. The state of Nevada, for example, allows users to renew driver's licenses and registrations through kiosks, and even prints driver history reports for people who may need them for a job. The kiosks are available at all DMV offices and select AAA branches and provide assistance in English and Spanish. The success of the kiosks has prompted Nevada to expand into supermarkets, colleges, and shopping centers.

The committee may also want to consider using private industry partners to perform many of the functions currently performed by the DMV. Private industry partners have been instrumental in states such as Vermont where the private providers have created easy online access and convenience for many of the everyday functions performed at DMV offices.

These ideas, coupled with a reduction of DMV personal services, fringe benefits, and the liquidation of state property of certain DMV branches and satellites, would yield the state millions of dollars in savings in the long run.

I respectfully ask the committee to give thorough consideration to this proposal as a way to save money, and provide convenience to make life easier for our residents.

Thank You