



# STATE OF CONNECTICUT

## DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



### *Testimony of Department of Motor Vehicles Commissioner Melody A. Currey*

#### *Transportation Committee Public Hearing February 20, 2013*

#### **SB 635 – AN ACT CONCERNING CUSTOMER SERVICE WAITING TIMES AT THE DEPARTMENT OF MOTOR VEHICLES**

Good morning Senator Maynard, Representative Guerrero, Senator Boucher, Representative Scribner and other members of the Transportation Committee.

Thank you for the opportunity to testify on SB 635 – AN ACT CONCERNING CUSTOMER SERVICE WAITING TIMES AT THE DEPARTMENT OF MOTOR VEHICLES.

The Department of Motor Vehicles (DMV) has concerns regarding this legislation. The bill would require the Department of Transportation (DOT) to perform a review of DMV customer service wait times at its various branches and also review wait times on the customer phone service lines.

It is not clear if intent of the bill is to have DOT to review and prepare a report or to have DMV do so. Please know that DOT has no authority to oversee DMV.

Please be aware that DMV is continuously striving to reduce customer wait times at all of our facilities, including at our customer phone service center. The Department is keenly aware that improving customer service is critical and successfully assisting customers with their transactions or answering their questions is a major part of our mission.

Please know that DMV currently captures customer wait time information and can make that information available to the Committee.

Briefly, here are some of the improvements DMV has made over the last couple of years.

- Overall, since the summer of 2012 customer wait times at DMV branches have fallen and are continuing to show signs of improvement.
- Title processing time has been cut dramatically from approximately 170 days in January of 2011 to the current processing time of 15 days.

Thank you for allowing me to testify on this legislation.