



STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



Testimony of Department of Motor Vehicles
Acting Commissioner Dennis C. Murphy
Appropriations Committee Public Hearing
February 19, 2016

Good afternoon Senator Bye, Representative Walker, Senator Kane, Representative Ziobron and other members of the Appropriations Committee.

The Department of Motor Vehicles (DMV) appreciates the opportunity to appear before the Committee. We understand the state is facing a difficult budget time and DMV must live within its means and focus on its delivery of core DMV services. We recognize the changing economic realities and the need to change how we operate as well to reflect these realities. We support the Governor's proposal to reallocate fringe benefit costs to operating funds since that will allow DMV to analyze its true costs of personnel.

DMV's core services include ensuring public safety and security through the regulation of motor vehicles, drivers and vehicle related businesses; and issuing identity related driver license/ID credentials and drive only operator licenses. DMV is continuing to use several strategies to deliver those core services while trying to improve customer service and not exceed our available resources. These strategies include: increase customer use of online services for customer convenience, continue LEAN implementation across entire DMV agency, partner with AAA and other private sector entities to assist DMV customers, improve technology to assist customers and operations, and raise staff efficiencies through cross training.

The agency looks forward to cooperating with the General Assembly and reviewing those core services as you will have ideas and methods to better serve our customers.

Also, please be aware the Governor has proposed legislation (HB 5055) that will help DMV improve customer service by focusing on DMV core services.

As you know, DMV modernized its registration computer system in August 2015 by replacing a 40-year old system with a modern web-based system that provides more online customer services now and additional opportunities for further online services in the future. Some of the new online services include: enhanced registration renewal capabilities including canceling a registration, reprinting a registration certificate from home, ordering special plates and verifying whether your registration is active or expired.

DMV recognizes that our customers have sometimes faced longer wait times and have dealt with some system errors that have unintentionally but negatively impacted our customers. We know this is unacceptable. As the acting Commissioner, I am working closely with the executive team moving DMV forward to fix these issues as quickly as possible. Please know

that DMV has the customers' interests as a top priority and wants to continue to improve customer service.

We know that any IT project of this size and complexity is not simple and requires enormous effort to make sure the system is functioning properly. I think we all recognize there is a period of time after launching any new complex computer system when unforeseen glitches arise that unfortunately cause problems for our customers. We take these matters very seriously and understand the frustrations and anger some of our customers have experienced.

My job now is to fix the problems, to address any customer problems that remain and continue to move DMV into the future on behalf of our customers.

If you have any questions, I would be happy to try to answer them. Thank you.