

Program Report Card: Motor Vehicle Registration Renewals - Department of Motor Vehicles

Quality of Life Result to Which Program Contributes:

Simplify the registration renewal process for the Department of Motor Vehicle customers.

Contribution to Result:

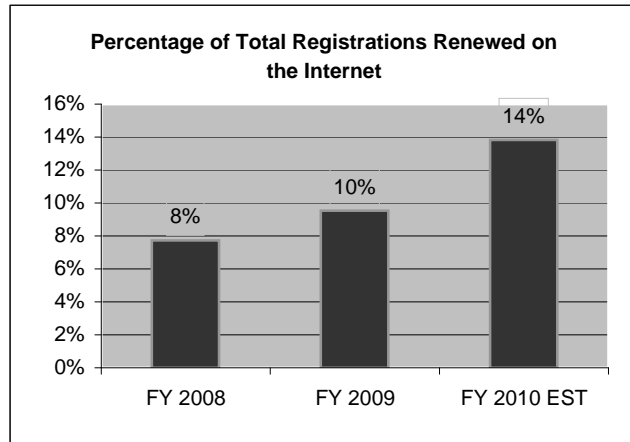
By offering additional services to customers, the Department of Motor Vehicle created a more customer friendly renewal process.

Partners:

Connecticut Department of Information Technology, Office of Policy and Management, State Treasurers Office.

Performance Measure 1:

The percentage of registrations renewed through the Motor Vehicle internet website.



Story behind the baseline:

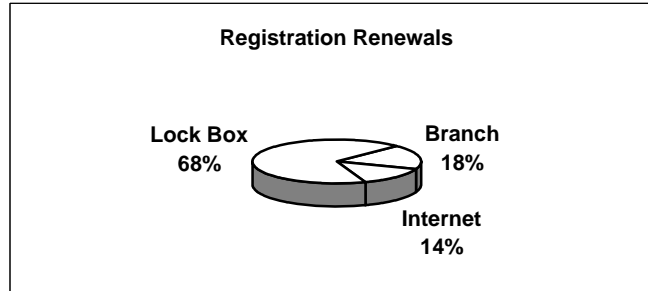
DMV customers have been increasingly using the Internet Registration Renewal website for simplifying their renewal process. The graph demonstrates a continual increase in customer interest in using this automated service.

Proposed action to turn the curve:

Increase the number of registrations eligible for internet registration renewals. Program began with passenger vehicles and has expanded to combination vehicles. Other vehicle types will be researched for eligibility.

Performance Measure 2:

The percentage of registrations renewed through mail in lock box.



Story behind the baseline:

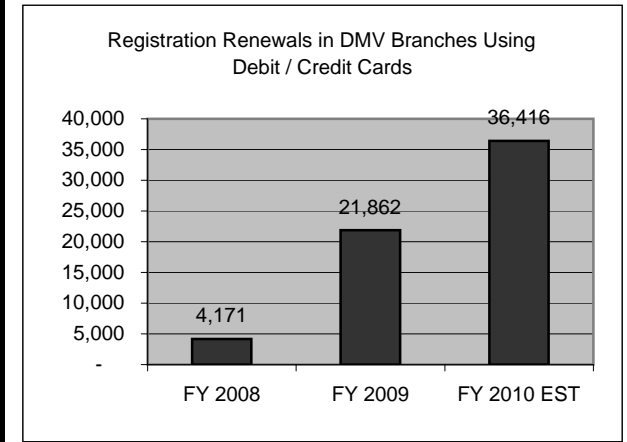
Since 1997, the DMV has contracted with a local bank to process registration renewals. Customers mail their renewal payments to a post office box owned by the bank. Bank staff collect the payments daily. The payments are immediately deposited into a state account. The checks and payment stubs are read electronically through a remittance processing machine and a data file is created. All payments are processed the same day they are received from the post office. The data file is sent to DMV and the file is used to update the registration database and mail out the sticker and registration documents.

Proposed action to turn the curve:

This automated system is continually under redesign to allow for . DMV continues to explore new ways to utilize this state of the art payment process. Other payments added are boating registration renewals and Emission Late Fee

Performance Measure 3:

The number of registration renewals within Motor Vehicle branches using debit or credit cards.



Story behind the baseline:

DMV branch renewals have experienced an increase in the use of Debit and Credit Cards. The graph displays an increase in Debit and Credit card usage within DMV branches.

Proposed action to turn the curve:

Debit and Credit cards have been expanded to all Motor Vehicle branches. Card processing services will be updated within the DMV Modernization project to include a more timely approval process.