

2013 Program Report Card: Motor Vehicle Registration Renewals – Department of Motor Vehicles

Quality of Life Results: All motorists are safe on Connecticut roadways. All Connecticut residents live in a clean environment.

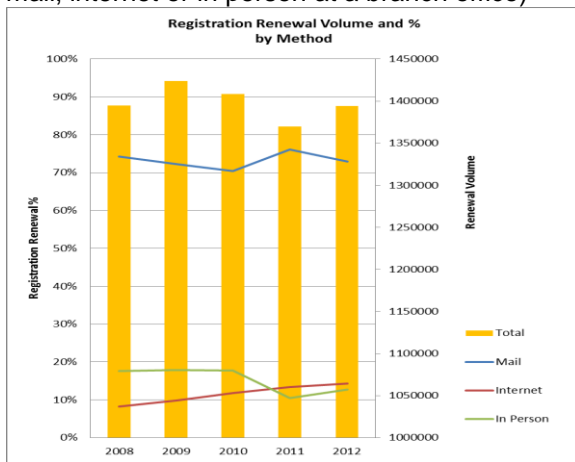
Contribution to the Result: DMV facilitates this through the administration of the registration and renewal processes which require vehicles to be in compliance with various statutory and regulatory requirements including safety, insurance and emissions.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual SFY 12	Not available. DMV budgets in accordance with state requirements and standards. These practices do not provide budgeting to this level of detail.			
Estimated SFY 13				

Partners: DAS BEST, OPM, State Treasurers Office, Peoples Bank (contractor), Connecticut municipalities, insurance companies

How Much Did We Do?

Number of renewals by calendar year and how the renewals were completed (percentage by mail, internet or in person at a branch office)

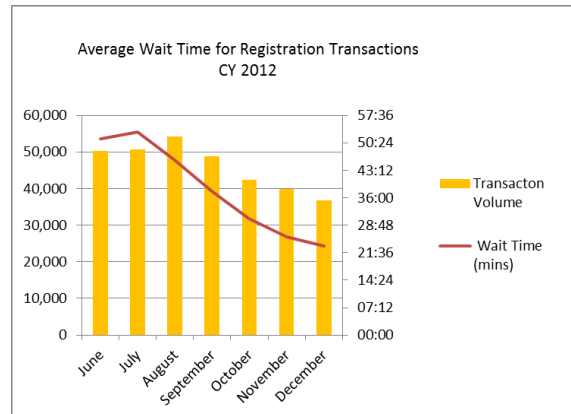


Story behind the baseline: The number of renewal remains relatively constant each year (1.4M +/- 2%). The percentage of renewals completed online has slowly, but steadily grown. Initially online renewals which are more costly to process than mail renewals supplanted mail renewals. However, starting in 2011 mail renewals returned to previous levels and the online renewals appear to increasingly be used by people who would otherwise have renewed in person. (Renewal transaction costs: mail - \$0.14, online - 1.3% of registration fee, in person renewal costs aren't available)

Trend: ▲

How Well Did We Do It?

Average wait times by month for registration transactions done in branch offices

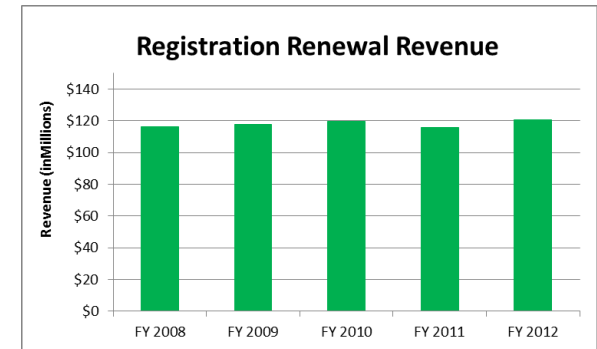


Story behind the baseline: In May 2012 DMV completed the installation of a new queuing system in all of the branch offices. The system segregates wait time by transaction type. DMV has been using this data to make changes to decrease wait times. As the chart shows during the seven months the data cover wait time decreased by 49%. This is more than would be caused by the 32% decrease in registrations.

Trend: ▲

How Well Did We Do It?

The revenue generated from registration renewals.



Story behind the baseline: As with the number of registration renewals, the amount of revenue generated has remained relatively constant (\$118M +/- 2%).

Trend: ◀▶

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Is Anyone Better Off?

Number of Vehicles Compliance Issues Corrected as part of Registration Renewal

2012

Tax/Tickets	Emissions	Insurance	Other	Total Resolved
12,244	70,346	1,553	2,781	86,924

Story behind the baseline: In order to renew a registration the vehicle must be in compliance with numerous statutes and regulations including: emission, insurance, property taxes and parking tickets. The Other category in the table includes court ordered registration suspensions, special requirements such as safety inspections, e.g. school bus inspections, and missing information. In 2012 (statistics aren't available for previous years) 86,924 compliance issues were corrected because the vehicles' renewals were withheld pending the correction. (Note: The numbers in the table do not include the total number of outstanding compliance issues when the renewal invitations were sent to the owners. DMV estimates that 16% of all vehicles have compliance issues when the renewal invitations are mailed. For 2012, that equates to 223,000 vehicles. The data also do not include compliance issues corrected at other times during the registration period.)

While figures aren't available, municipal tax collectors report this program is essential to them and it generates significant revenue they would not otherwise receive.

Trend: ◀▶

Is Anyone Better Off?

Story behind the baseline:

Trend:

Proposed Actions to Turn the Curve:

As part of its continuing effort to reduce costs, DMV will begin accepting e-checks in 2013. The processing cost for an e-check is \$.01 much less than either credit card processing fees or mail renewal costs.

DMV anticipates making online renewal available to more classes of vehicles. Currently online renewal is not available for vehicles with compliance issues. DMV is working on a process to make it available for those vehicles after the compliance issues have been resolved. Online renewal will also be expanded to business to allow them to renew multiple vehicles.

DMV is exploring the option of allowing municipalities and car dealerships that can register vehicles to renew registrations.

Data Development Agenda:

Customer Satisfaction Measures – DMV has attempted to capture customer satisfaction data for branch offices through online and mail in survey cards. Neither method has provided valid, usable data. As an alternate to direct measurement, DMV is developing a data base that will allow us to categorize and analyze customer email and phone calls received by the Commissioner's office that address customer service issues. DMV will continue to try to develop workable and affordable customer satisfaction measures.

Renewal Compliance Statistics to capture the number of vehicles with compliance issues when the renewal invitations are printed.