

Average Wait Time for each day (Tue - Sat), at each DMV Branch for period of Sept. 23, 2014 through Oct. 18, 2014 and Sept. 22, 2015 through Oct. 17, 2015

		Average Wait Time : 2014											
Day	Month / Date	Bridgeport	Danbury	Enfield	Hamden	New Britain	Norwalk	Norwich	Old Saybrook	Waterbury	Wethersfield	Willimantic	Winsted
Sept		00:42:46	00:19:48	00:38:13	00:43:47	00:17:34	00:55:12	00:46:53	00:56:58	00:35:41	00:35:36	00:23:12	00:23:59
Tue	09/23/2014	00:53:14	00:22:00	00:52:45	00:57:12	00:20:41	01:04:18	00:55:16	01:17:39	01:12:39	00:47:45	00:19:42	00:18:43
Wed	09/24/2014	00:18:50	00:08:28	00:15:21	00:22:28	00:14:37	00:45:18	00:48:48	00:21:01	00:14:38	00:35:08	00:10:28	
Thu	09/25/2014	00:47:47	00:16:48	00:23:17	01:12:40	00:11:05	01:23:33	01:01:45	00:54:00	00:43:16	00:31:41	00:34:52	00:40:37
Fri	09/26/2014	00:29:41	00:08:02	00:42:06	00:45:49	00:13:19	00:30:46	00:23:49	01:02:24	00:16:07	00:20:24	00:16:47	00:10:20
Sat	09/27/2014	00:51:08	00:24:55	00:45:26	00:26:01	00:18:34	00:54:24	00:26:37	00:53:32	00:35:53	00:29:16	00:48:54	00:32:43
Tue	09/30/2014	00:58:09	00:35:32	00:43:14	00:31:07	00:26:04	00:49:19	00:57:32	01:02:56	00:28:43	00:47:02	00:13:41	00:17:31
Oct		00:38:36	00:25:33	00:41:44	00:22:04	00:29:32	00:31:49	00:32:02	00:46:40	00:26:38	00:40:43	00:19:43	00:27:20
Wed	10/01/2014	00:25:45	00:26:50	00:07:34	00:13:51	00:41:02	00:27:22	00:23:58	00:49:00	00:31:13	00:42:19	00:10:11	
Thu	10/02/2014	00:33:22	00:23:56	00:24:30	00:22:37	00:27:27	00:38:32	00:39:48	01:15:01	00:31:21	00:43:04	00:06:41	00:49:50
Fri	10/03/2014	00:31:54	00:18:59	00:25:55	00:13:44	00:32:24	00:28:02	00:40:56	00:33:42	00:28:21	00:44:23	00:16:23	00:10:46
Sat	10/04/2014	00:30:18	00:36:23	01:03:09	00:29:18	00:32:53	00:47:07	00:32:20	01:12:08	00:48:19	00:42:10	00:26:18	00:45:31
Tue	10/07/2014	00:43:32	00:38:29	00:57:45	00:35:27	00:27:08	00:34:34	00:41:19	01:11:51	00:26:48	00:39:48	00:30:14	00:23:43
Wed	10/08/2014	00:22:04	00:23:21	00:45:38	00:07:55	00:36:09	00:25:06	00:28:04	00:33:00	00:11:20	00:22:37	00:16:09	
Thu	10/09/2014	00:30:35	00:17:53	00:50:16	00:11:45	00:31:22	00:13:12	00:45:33	01:20:39	00:12:59	00:33:34	00:09:35	00:32:10
Fri	10/10/2014	00:26:02	00:10:42	00:37:31	00:11:32	00:22:23	00:28:38	00:32:53	00:54:13	00:09:56	00:18:45	00:20:48	00:16:07
Tue	10/14/2014	00:43:21	00:16:41	01:08:18	00:20:25	00:33:03	00:35:46	00:40:02	00:26:02	00:35:40	00:44:06	00:28:04	00:05:20
Wed	10/15/2014	00:39:01	00:26:00	00:51:55	00:08:24	00:31:55	00:30:45	00:16:01	00:18:28	00:24:07	00:34:26	00:35:07	
Thu	10/16/2014	00:57:23	00:33:11	00:45:06	00:46:22	00:21:48	00:33:59	00:20:32	00:20:45	00:28:35	00:54:44	00:13:48	00:42:05
Fri	10/17/2014	00:54:16	00:21:11	00:36:43	00:24:38	00:19:38	00:20:58	00:11:32	00:29:59	00:20:02	00:54:56	00:11:50	00:05:54
Sat	10/18/2014	00:58:18	00:34:27	00:17:02	00:37:43	00:26:15	00:53:34	00:34:10	00:51:25	00:41:22	00:42:12	00:32:45	00:36:02

Source: Nemo-Q System



Department of Motor Vehicles, 60 State Street Wethersfield, CT 06161 / Phone: 860-263-5700

Average Wait Time for each day ( Tue - Sat ), at each DMV Branch for period of Sept.23, 2014 through Oct. 18, 2014 and Sept. 22, 2015 through Oct. 17, 2015

Average Wait Time - 2015													
Day	Month / Date	Bridgeport	Danbury	Enfield	Hamden	New Britain	Norwalk	Norwich	OldSaybrook	Waterbury	Wethersfield	Willimantic	Winsted
<b>Sep</b>													
Tue	09/22/2015	01:55:01	01:08:26	02:01:24	02:33:25	00:45:07	02:19:36	01:51:52	02:20:18	01:48:51	01:43:18	01:03:00	01:33:22
Wed	09/23/2015	01:59:04	01:20:01	01:35:58	02:32:12	01:51:49	02:48:45	02:30:52	02:53:00	00:55:20	01:34:17	00:34:32	
Thu	09/24/2015	01:55:26	01:15:58	00:59:27	01:07:41	01:37:38	01:47:58	01:58:28	01:37:55	01:50:50	01:27:44	01:04:09	02:20:02
Fri	09/25/2015	02:01:26	01:05:14	00:41:26	01:42:49	01:47:30	01:21:05	01:59:01	02:27:52	01:36:20	01:49:46	00:49:17	03:04:18
Sat	09/26/2015	00:55:32	00:51:30	01:38:51	01:51:46	01:50:13	01:25:26	01:22:22	02:04:19	02:03:40	01:05:38	00:35:55	02:55:34
Tue	09/29/2015	01:54:47	01:06:36	00:46:03	02:08:09	01:10:02	02:08:42	02:19:26	02:29:07	00:53:15	01:52:33	01:25:18	01:01:38
Wed	09/30/2015	01:23:27	01:04:23	01:08:31	01:20:37	02:05:21	01:31:52	01:18:41	01:30:52	01:22:21	01:20:52	01:51:10	
<b>Oct</b>													
Thu	10/01/2015	02:21:41	01:30:36	01:13:32	01:22:52	01:25:07	01:24:27	01:45:31	01:47:17	01:34:11	01:38:57	01:00:58	02:04:29
Fri	10/02/2015	02:06:13	00:55:52	01:21:35	01:31:34	02:24:51	01:29:38	02:10:00	02:17:10	01:10:12	01:43:32	00:56:48	01:56:27
Sat	10/03/2015	01:38:41	00:43:09	01:36:24	01:13:04	01:38:31	01:40:16	00:58:23	02:41:08	01:08:35	01:08:12	00:45:59	02:10:46
Tue	10/06/2015	01:57:41	01:06:19	01:08:17	01:35:31	01:04:52	02:06:59	00:57:14	01:49:25	01:19:03	01:35:41	01:12:43	01:48:18
Wed	10/07/2015	01:40:17	01:32:57	00:50:00	01:57:12	01:33:11	01:14:47	01:22:02	01:39:52	00:46:58	01:27:59	01:23:58	
Thu	10/08/2015	02:01:21	01:16:43	01:09:20	02:44:39	01:28:39	01:54:05	01:58:15	01:43:53	01:03:16	01:04:12	01:08:00	02:56:18
Fri	10/09/2015	01:38:35	01:18:06	00:48:40	01:31:51	01:40:00	01:11:09	01:50:26	01:56:10	00:59:06	01:07:49	00:42:48	02:08:09
Tue	10/13/2015	03:00:36	01:21:33	01:07:34	03:08:45	02:11:15	01:32:16	02:36:05	02:38:21	01:16:59	01:27:01	01:04:45	01:44:03
Wed	10/14/2015	02:11:32	01:10:48	00:36:11	01:37:24	02:21:27	01:45:50	02:27:52	02:49:07	01:24:32	00:58:01	01:18:33	
Thu	10/15/2015	02:51:14	01:12:14	01:08:24	02:27:26	01:52:09	01:28:20	01:25:12	01:42:30	01:43:39	00:56:16	00:53:25	01:57:56
Fri	10/16/2015	02:39:13	01:08:56	01:03:27	01:35:28	02:22:47	01:22:12	01:04:46	01:29:35	01:17:30	01:15:58	01:36:52	01:28:51
Sat	10/17/2015	00:59:26	01:00:08	01:33:21	01:31:42	01:46:00	01:36:30	01:20:32	01:38:43	01:50:28	00:50:09	01:06:30	02:28:51

Source: Nemo-Q System



Department of Motor Vehicles, 60 State Street Wethersfield, CT 06161 / Phone: 860-263-5700

# **CIVLS errors reported by Location** for the period of 18-Aug thru 28-Oct-15

Print Date :11/2/2015

Location	Transaction Count	Check Transactions	Check Validator Errors	Check Validator Error Rate	Credit Card Transactions	Credit Card Errors	Credit Card Error Rate	Printer Errors	Printer Error Rate	Scan Errors	Scan Error Rate	Computer Freeze	Computer Freeze Rate	Overall Error Total	Overall Error Rate
Bridgeport - Full Service	17284	3480	23	0.66%	4832	9	0.19%	19	0.11%	74	0.43%	48	0.28%	173	1.00%
Danbury - Full Service	13349	2741	7	0.26%	4570	21	0.46%	10	0.07%	68	0.51%	36	0.27%	142	1.06%
Derby - Photo License Center	743	159		0.00%	165		0.00%		0.00%	1	0.13%		0.00%	1	0.13%
Enfield - Full Service	12088	3494	19	0.54%	3622	16	0.44%	51	0.42%	73	0.60%	39	0.32%	198	1.64%
Hamden - Full Service	13199	1828	5	0.27%	4650	5	0.11%	5	0.04%	11	0.08%	5	0.04%	31	0.23%
Middletown - Photo License Ctr	429	69		0.00%	148		0.00%		0.00%	2	0.47%		0.00%	2	0.47%
Milford - Photo License Center	663	136		0.00%	184		0.00%	1	0.15%		0.00%		0.00%	1	0.15%
New Britain - Full Service	12556	2093	18	0.86%	3778	15	0.40%	15	0.12%	78	0.62%	73	0.58%	199	1.58%
Norwalk - Full Service	17846	2976	32	1.08%	5814	11	0.19%	56	0.31%	71	0.40%	84	0.47%	254	1.42%
Norwich - Full Service	9579	2464	9	0.37%	2758	1	0.04%	5	0.05%	25	0.26%	21	0.22%	61	0.64%
Old Saybrook - Full Service	8919	2274	12	0.53%	3225	8	0.25%	12	0.13%	45	0.50%	22	0.25%	99	1.11%
Putnam - Satellite Office	3132	931	8	0.86%	865	3	0.35%	2	0.06%	36	1.15%	17	0.54%	66	2.11%
Stamford - Photo License Ctr	292	31		0.00%	117		0.00%		0.00%		0.00%		0.00%	0	0.00%
Waterbury - Full Service	10983	1763	16	0.91%	3475	22	0.63%	53	0.48%	47	0.43%	64	0.58%	202	1.84%
Wethersfield - Full Service	27223	4175	21	0.50%	6377	15	0.24%	32	0.12%	88	0.32%	42	0.15%	198	0.73%
Willimantic - Full Service	7927	1884	44	2.34%	2839	11	0.39%	13	0.16%	107	1.35%	50	0.63%	225	2.84%
Winsted - Satellite Office	5589	1228	12	0.98%	1625	1	0.06%	12	0.21%	17	0.30%	7	0.13%	49	0.88%
<b>Totals:</b>	<b>161801</b>	<b>31726</b>	<b>226</b>	<b>0.71%</b>	<b>49044</b>	<b>138</b>	<b>0.28%</b>	<b>286</b>	<b>0.18%</b>	<b>743</b>	<b>0.46%</b>	<b>508</b>	<b>0.31%</b>	<b>1901</b>	<b>1.17%</b>

## Data on Titles/Registrations

15.3 million in old system

2.7 million moved to new system

9.2 million older than 20 years and title no longer required and not moved to new system

3.2 million canceled or not active, therefore not moved to new system

22,316 total number of titles recreated so far in new system because customer wanted a registration/title, but was expired for more than a year or had an existing problem.

175,548 with various issues to be resolved from old system, such as duplicates, incorrect data, merge issue, etc.