October 26, 2015

Commissioner Andres Ayala, Jr.
Department of Motor Vehicles
60 State Street
Wethersfield, CT 06109

Dear Commissioner Ayala,

As you know, legislators have been receiving countless inquiries from our constituents regarding the service issues at the Department of Motor Vehicles. Rather than the agency fielding individual, duplicative questions from various legislators, we think it best to submit a list of common questions we have received and ask that you and your staff return the answers to us in a reasonable timeframe.

The purpose of this exercise is to provide the public with information on recent service issues at the Department of Motor Vehicles, and to allow your agency an opportunity to address members of the legislature about ways the General Assembly may be able to provide the DMV with assistance. It is our hope that this will also relieve the public of their anxieties when dealing with the DMV.

Attached please find a set of questions that we have received from constituents that we would like to have answered.

Thank you in advance for your participation. We look forward to working together.

Thank you,

_____   _____

Representative Tom O'Dea   Senator Toni Boucher

CC: Michael Bzdyra, Deputy Commissioner
       Millie Torres-Ferguson, Legislative Liaison

- How long were the wait times before the computer upgrade?

- How long are the wait times for DMV services now, after the upgrade?

- Why are such long wait times continuing so long after the computer upgrades?

- Why are wait times listed online often so inaccurate?

- Why is online system not updating status? i.e., paid tax bills, paid tickets, etc.

- Did DMV employees receive training on the new software prior to the upgrade? Who performed the training? Was the training adequate?

- Is the rollout of the new system complete? Are there any foreseeable upgrades that will be made to the software and/or computer systems in the near future?

- Why do some links on the DMV website lead to error pages?

- What was the projected cost of the computer software upgrade? What was the final cost?

- What services are currently offered at AAA? Are there plans to expand those services?

- Are DMV employees authorized to work overtime?

- Does DMV have internal IT personnel who are working on the computer software or is there a third party responsible?

- Why is there difficulty reaching the agency on the telephone? Busy signals or no answer at all.

- Excessive wait times to receive car/boat registration or registration renewals