

House Republican Press Release

August 3, 2007  
Press Office: 860-240-8700

**A VIEW FROM THE INSIDE**  
**State Representative Ruth Fahrbach**



**DMV utilizing Internet to improve customer service**

Fairly regular interaction with the Department of Motor Vehicles is a fact of life in Connecticut. Much like going to the dentist for some, a trip down to the DMV is usually greeted with dread. But now, thanks to the efforts of those working for the DMV, the number and length of your trips to the DMV may be reduced.

Beginning in mid-July, the DMV unveiled an electronic registration renewal system for passenger vehicle. The department reports that to date more than 1,050 residents have registered their vehicle via the electronic system. Prior to going “live” with the online system, the department mailed out 32,000 notices to eligible motor vehicle owners. State-mandated insurance coverage, up-to-date emissions testing and current property taxes are among the requirements to be eligible to use the electronic renewal system.

The DMV suggests that customers allow time (10 days is recommended) for mailing the new registration stickers, and initiate the renewal process prior to the date their registration is set to expire. To view the Web site, go to [www.ct.gov/dmv](http://www.ct.gov/dmv).

The DMV Web site also offers a wide array of other services to help you avoid waiting in long lines or on the telephone for assistance. Information on inspections, emissions testing, insurance, titles, tax questions, suspension information, military personnel and office location and hours is also available on the web page.

A list of frequently asked questions and answers, including information on boat registrations, copies of records, customizing vehicles, DMV fees, drivers' licenses and drivers' permits, inspections, leased vehicles, motorcycles, and new windshield registration stickers are also listed on the site.

Another unique way the Department of Motor Vehicles is trying to streamline its services, is by offering much of the same information listed above in MP3 format. An MP3 audio file can be downloaded and listened to on an IPOD or on your computer. It's just another way to offer pertinent information to as wide an audience as possible.

If you do not have access to the Internet and would like information regarding specific DMV services, you may e-mail the DMV at [dmv.phonecenter@ct.gov](mailto:dmv.phonecenter@ct.gov), or call the DMV 623-5700 (in the Hartford area) or (800) 842-8222 (elsewhere in Connecticut). According to the DMV, the best times to call are Wednesday's – all day; Thursday evenings from 4 p.m. to 7 p.m.; or Saturday morning. You may also call my office at 240-8700.

*Rep Ruth Fahrback represents the 61<sup>st</sup> District, including Suffield, and parts of Windsor and East Granby, in the General Assembly.*