



AUDIT SUMMARY

Department of Motor Vehicles

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Fiscal Years Ended June 30, 2021 and 2022

ABOUT THE AGENCY



The principal function of the Department of Motor Vehicles (DMV) is the licensing and registering of drivers, automobiles, dealers, and repairers. The department also administers the state's auto emissions inspection program through various contractors.

ABOUT THE AUDIT

We have audited certain operations of the Department of Motor Vehicles in fulfillment of our duties under Section 2-90 of the Connecticut General Statutes. The scope of our audit included, but was not necessarily limited to, the fiscal years ended June 30, 2021 and 2022. The objectives of our audit were to evaluate the:

1. Department's internal controls over significant management and financial functions;
2. Department's compliance with policies and procedures internal to the department or promulgated by other state agencies, as well as certain legal provisions; and
3. Effectiveness, economy, and efficiency of certain management practices and operations, including certain financial transactions.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

[Link to full report](#)

15 Findings

8 Repeat Findings

Our audit identified internal control deficiencies and instances of noncompliance with laws, regulations, or policies.

NOTEWORTHY FINDINGS



Findings

The Department of Motor Vehicles (DMV) drafted the disaster recovery plan in August 2020 but did not test nor distribute the plan to relevant staff during the audited period.

Our review identified six employees on paid administrative leave exceeding the 15-day limit by five to 132 days. The employees received \$131,943, \$107,240 of which should not have been allowed.

DMV did not have an effective collection process for emissions late fees which were more than 30 days past due. DMV did not enforce the emissions contract agreement terms requiring the CVIS software to have a feature to accept emissions late fee payments at test centers.

Our review of 25 expenditure transactions identified seven instances, totaling \$738,274, in which purchase order balances were insufficient to cover expenditures as of the invoice date.

We identified 319 instances in which the department enrolled employees in the wrong compensatory leave plan. DMV could not provide justification to verify the reason it allowed 17 employees, who earned both overtime and compensatory time, totaling 2,738 hours, within the same fiscal year. We noted instances of overtime ineligibility and nonapproved hours, totaling \$16,289.

DMV did not routinely update current case status information in the Midrange system. DMV did not review the Decision Pending report in the Midrange system for aging cases. Seven of 13 cases exceeded the 90-day statutory requirement by 46 to 786 days.

Our review of eighteen suspended dealers' CIVILS accounts for incomplete vehicle registration documentation revealed thirteen remained active between 417 and 958 days after termination, as of July 17, 2023.



Recommendations

DMV should finalize and implement a disaster recovery plan to ensure prompt response and minimal interruptions to its information technology systems following a disaster (Recommendation 5).

DMV, the Office of Policy and Management, and the Department of Administrative Services should comply with requirements concerning employees placed on paid leave as provided in Section 5-240-5a of the State Regulations. If the 15-day limit is not practically achievable, the departments should seek changes to the regulation to reflect actual conditions (Recommendation 14).

DMV should strengthen internal controls to improve its collection rate of emission late fees (Recommendation 15).

DMV should strengthen internal controls to ensure it issues purchase orders in accordance with Section 4-98 of the General Statutes (Recommendation 4).

DMV should implement internal controls to ensure employees are enrolled in the correct compensatory time plan. The department should properly approve and sufficiently document overtime and compensatory time (Recommendation 12).

DMV should monitor the duration of administrative per se hearing cases by periodically reviewing reports generated from its administrative case management system. The department should promptly enter final decisions into the system (Recommendation 9).

DMV should strengthen internal controls to ensure it promptly deactivates suspended dealer Connecticut Integrated Vehicle and Licensing System accounts (Recommendation 6).