DMV TODAY

Issue 5 Vol. 4 Connecticut Department of Motor Vehicles May 2006

Children's Day Offers Fun, Food and Experience

By Ernie Bertothy

They came, they saw and they learned a little about DMV.

That was the impression left on children at the end of DMV Children's Day, held on April 27 throughout the agency. The annual occasion allowed children ages 6-16 to join family members at work to experience a day on the job.

Children were able to experience all the sights, sounds and work performed at DMV offices, from full service branches to Waterbury's Rowland State Government Center and the Emissions Tech Center in Cheshire. A total of 58 kids were registered through the Employee Recognition Committee.

While offices were allowed to create their own agenda for the kids, Dan Jalbert, of the Emissions Division in the Rowland Building, said his two daughters, Kristen and Megan, had a better understanding of Dad's job.

"The kids really seemed to like it," said Dan, who spent most of his day helping to organize festivities with the kids in the Rowland Center. "It was sort of a field trip and a learning experience at a new place."

Continued on page 5

Ann Marie Rodrigue of the Danbury Branch helped entertain the kids on Children's Day. Also pictured are Danima, front, and Michaela, right.

Affirmative Action Unit Launches Intership Program

By Kelly Manning

The Department of Motor Vehicles is putting education to the forefront as it develops a new internship program.

The Affirmative Action Unit, comprised of Carmen Arroyo, Affirmative Action Administrator, and Elissa Velez, Leadership Apprentice/ Affirmative Action Officer, have found themselves with more responsibilities than two can handle. With the assistance of Captain John Herman, they initiated an internship program through Naugatuck Valley Community College.

"We are very proud to have started this program," said Elissa. "It is great to give back to the community and it is a wonderful learning opportunity for the students."

Continued on page 4

■ Commissioner's Column

New Laws Aim to Better DMV

Improvements with our agency are normally noticed through the actions of employees. But, sometimes they begin with the legislative process.

As the legislature wrapped up its session earlier this month, a number of new laws will impact DMV. Some will be more observable than others, but these tweaks in our administrative tasks will make our services better, safer and/or more secure.

For instance, on the privacy front, customers will no longer be required to provide their Social Security numbers when applying for a registration. Also, in an effort to curb misuse, DMV will only be required to issue one removable handicapped parking placard per applicant.

Continued on page 2

Inside

■ ERC Corner
Page 2
■ Around the Agency
Page 3
■ H.R. Thought You Should Know
Page 5
■ Unsung Heroes of DMV
DMV Truck Safety Efforts
Page 6
■ In Pursuit of Quality
Strategic Planning Will Create Blueprint for Agency
Page 6

New Laws Promote Improvement in Agency

Continued from page 1

New safeguards will also authorize DMV to provide boards of education or any public or private organization actively engaged in public transportation, including the transportation of school children, with a report containing the names and driver's license numbers of individuals whose licenses or endorsements have been withdrawn, suspended or revoked.

The reports will be issued periodically and should help enhance safety for public transportation.

In the area of truck safety, a new law effective on July 1, 2006, allows DMV to order any motor carrier with an unsatisfactory safety rating to cease operations until it achieves a satisfactory rating. And while carriers must be given notice and an opportunity for a hearing before the order to cease operations, this will be a powerful tool to discipline unsafe trucking companies.

Commissioner Ralph J. Carpenter

Another new law effective on July 1, 2006, will put more of an emphasis on training for prospective CDL drivers. This law requires certain motor carriers to road test prospective drivers in the vehicle they will be driving for their employment before they are hired. The carrier will be required to sign and date a written certification that the person has the skills, capability and fitness to safely operate the vehicle.

These are just a few of examples of new laws that will have an impact on DMV. These new measures, along with others we have put in place are creating positive developments.

Even the news media has begun to notice some of our progress. A recent editorial in the Hartford Courant praised state lawmakers, including DMV, for efforts to improve commercial truck safety.

Our actions are changing perceptions, which leads me to a new feature on our Web site. The Web page is called, "Making a Difference," and will allow customers to e-mail us their stories of a positive DMV experience, which will be detailed on our site and in other publications we produce.

While our Web site is a new way to offer stories of satisfaction, I have received many upbeat letters sent to my office in Waterbury. One in particular shows what a good impression we can leave with someone through a simple act of kindness.

Hamden Branch Office employee Robert Gregorio was praised for his professionalism and understanding during a recent driver's test. A dad had forgotten his insurance card for the car that his 16-year-old daughter planned to use for a road test. The dad had to go home and get another vehicle his daughter had never operated and it made for an anxious time for the teenager.

However, Robert, who was administering the test, was a calming voice. The dad later wrote, "(Robert) deserves a special commendation for his compassion and professionalism. He was so helpful and I and my daughter had a wonderful experience because of him."

Nice job, Robert. It really is terrific to see what an influence we can have on a person's day.

ERC Corner

Book Swap Coming Next Month

By Marj Knecht

A fabulous time was had by all at the Spring Gathering last weekend!! We had some phenomenal door prizes, a fantastic D.J. and food, food, food.

The first annual Book Swap will take place on Thursday, June 22. Details about this event and a possible DMV craft fair will be forthcoming in the weeks ahead.

The ERC is selling Six Flags amusement park season tickets at a discounted rate through June 9. You may contact Beth Kleina, Marj Knecht, Michele Walden or Anthony Webb for these and for day passes to Lake Compounce, which will be available throughout the summer.

For information on all ERC activities, be sure to check the DMV Intranet site at www.ct.gov/insidedmv.

DMV Today

a publication of
The Department of
Motor Vehicles
60 State Street
Wethersfield, CT 06161

Ralph J. Carpenter
Commissioner

Ernie Bertothy
Kelly Manning
Editors

Sandra Tansley
Chief Copy Editor

Contributors
Human Resources
Marj Knecht
Franny Oviedo
Bill Seymour

Around The Agency

Bridgeport Office

Bridgeport is saying goodbye to Agent Scott Cebelenski, who is transferring closer to home to the New Britain Office. We also want to wish Agent Rhoan Ffrench a speedy recovery from his surgery. Examiner Specialist Myrna Vivo planned a big party for daughter, Lina's, First Holy Communion. The food was all ordered and family and friends all got an invitation. The only problem was that Myrna had the date wrong! The party went on as planned but Lina had to wait for the following week for the actual ceremony.

Danbury Office

DMV Kid's Day 2006 was a huge success. The Danbury Office had six young and eager workers, who all enjoyed their day working with Mom, Dad and the rest of the office. They were treated to a pizza party and cake and were given goodie bags at the end of the day. We have several new registration, photo licensing and information experts on our hands, all of which did not want to go home. Thanks to all who worked so hard to make Kid's Day a huge success!

We would like to send a big thank you to Barbara Waldmiller for the beautiful scrapbook of DMV materials that she worked on for the office to remember and treasure.

The scrapbook was complete with office photos, road signs, manuals and the DMV logo.

The Danbury Office hopes that all the Moms out there had a Happy Mother's Day!

Medical Review Unit

The Medical Review Division's staff wishes Cindy Cooper farewell as she is reassigned to the Legal Services Bureau. Our loss is their gain.

Also, the staff is happy to welcome LouAnne Flores, who recently joined the Division as a Driver Analyst.

Mary Veronin was happy to have her college student daughter, Megan, home over the long Easter weekend.

Our favorite soldier in Iraq, Peter Chenel's brother, Tom Bothur, is doing well. He received such an abundance of goodies from his family that he played Easter Bunny and shared his snacks with members of his troop.

New Britain Office

We would like to wish all the DMV Moms a Happy belated Mother's Day!

Laurie Ciccone's son, Joncarlo, recently got engaged and will be getting married May 5, 2007. Her son, Stefano, is graduating from Naugatuck High School this summer.

Ed Henderson's 6-year-old son, Grayson, won a reading award at his school and was promoted to level four in Red Cross swimming. Congrats Grayson!

Estelle Garcia's son, Jesse, participated in an art show at Newington Town Hall and showed two paintings and one sculpture of Puerto Rico. Way to go Jesse!

Welcome back to Barbara Zablocki, who recently got back from honeymooning in Mexico. She looks tanned and relaxed- now the real married life begins.

Jane McFarlane has been missed here in New Britain as she has been helping out the Wethersfield Office. Jane we miss you- hurry back!

Thanks to Carla Cerniglia for helping us out while Jane's away.

May is prom month and we have our share of children going to prom: Estelle's son, Alex, and Amelia Ondrush's son, Pedro, are attending their Junior Prom and Betsy Silvestri's daughter, Stephanie, and Laurie's son, Stefano, are going to their Senior Prom. We're not sure who's more excited; The kids or the parents. Enjoy!

Supervising Agent Steve Wroniak got a surprise the other day. He found his car wrapped in saran wrap. Who could have done that! It's not because of all the jokes he plays on people, is it?

Bob Russo, left, and Michael Granja, both of the Waterbury Branch Office, along with Maureen Doyle, of the Commissioner's Office, served breakfast to benefit Connecticut Special Olympics Northwest in Waterbury on April 21.

Over the Counter Sales

Happy May birthdays to Barbara Barthen and Sheila Salzarulo. We hope you had a great time celebrating your special days!

Wethersfield Office

We would like to congratulate Rana Grabowski on the birth of her daughter, Kree Anne. She was born on March 7 and weighed 8 pounds even! Both mom and baby are doing well! Congrats Grabowski family! We would also like to welcome Judee Dennis, Janice Gugliotti and Dawn Simons to the Wethersfield Office. A big "Thank You" to both the New Britain and Waterbury branches for helping us out with their training! Also, thanks to Jane McFarlane for coming and helping out as acting manager! We appreciate it very much!

Wethersfield Branch thought for the month: When looking for the perfect birthday gift for that "someone special," may we suggest a beautiful autographed lamp shade!

Winsted/Waterbury Office

Happy May birthdays go out to Cindy Burns, Doreen Brenner, Sharma Johnson and Brenda Wilson. Happy birthdays to you all and many more!

An Easter potluck was held in the Waterbury Office on April 12. As usual there was way too much food. Congratulations to Cindy, who won the jelly bean contest.

Manager Bob Russo and his cooks Mike Granja, Jack Orabona and Maureen Doyle put on a delicious breakfast to

Continued on page 4

Intern Grateful for DMV Experience

Continued from page 1

The process is rather simple. The college contacts Affirmative Action with a student they are looking to place at DMV as an intern. Carmen and Elissa schedule an appointment and meet with the prospective intern.

"We want to make sure we are meeting the student's education goals and objectives," Elissa said. "The intern has the opportunity to learn more about affirmative action and the nature of our work."

Drew Iadarola, a criminal justice major at Naugatuck Valley Community College, is the first intern in the program and worked with Carmen and Elissa two days a week during the spring semester for college credit. Drew's last day at the DMV is May 19.

"This was my first real job," said Drew, who is looking to get into private investigations. "When I get into the real world I will be more prepared and won't be as nervous. I would love to do more internships."

Drew worked on internal employee investigations by interviewing witnesses, taking witness statements, preparing documents and fact-finding.

"Elissa and Carmen are very patient and take the time to teach me," Drew said. "They take the time to explain issues to me so that I understand them fully.

"I learned that this is a thankless, but necessary job. People don't appreciate their work as much as they should."

The internship program has developed since Drew joined the agency. In the fall, DMV will be getting three new interns from Naugatuck Valley Community College, who will be working in the Affirmative Action Unit, the Compliance Review Unit and the Bureau of Emissions and Regulatory Services.

"I would like to see the program expand to other schools in the state," Captain Herman said. "And also open it up to all departments in the agency. The benefit to the unit would be added help and the opportunity to mentor a student."

Intern Drew Iadarola has gained hands-on experience working with Carmen Arroyo, middle, and Elissa Velez

Around the Agency

Continued from page 3

help raise money for the Special Olympics. Over $400 was raised for this event. Many thanks go out to all who contributed to this wonderful cause.

Best wishes go to Agent Jim Zalot who is leaving us to go to CVSD. Good Luck Jim!

A warm welcome goes out to Agent Joe Bieluch, who will be working in the Winsted DMV. We are glad to have you!

Also, welcome back to Examiner John Arcelaschi, who has been out several weeks due to surgery. We missed you!

Special Olympics Fundraiser a Huge Success

Thank you to everyone who participated in the Special Olympics fundraiser. A total of $1753 was raised. Without your participation this would not have been such a huge success for the second year in a row.

The DMV Roadsters will be hitting the karting challenge again on May 24 at Lime Rock Park. Driving this year will be Deputy Commissioner Tony Portanova, CVSD Division Chief Del Cornell, Waterbury Branch Manager Bob Russo and Waterbury Branch Inspector Joe Pelletier.

Sgt. Don Bridge Becomes CVSA President

Sgt. Don Bridge of the Commercial Vehicle Safety Division was appointed as president of the Commercial Vehicle Safety Alliance at the annual CVSA Conference in Hartford on April 24.

CVSA is an organization, which includes state, local and federal officials from around the United States, Canada and Mexico, that help enforce and administer motor carrier safety laws.

"We must be proactive," Don said during the welcoming ceremony at the conference. "Safety and security goes beyond the roadside."

Governor M. Jodi Rell made an appearance at the conference, which was hosted by the DMV, along with Commissioner Ralph Carpenter and Department of Public Safety Commissioner Leonard Boyle, all of whom stressed the importance of truck safety.

"I am confident that Don will be a great leader for CVSA," Commissioner Carpenter said. "His accomplishments at the DMV prove that the organization is in good hands."

Kids Receive Inside Look at DMV

Continued from page 1

For instance, the 13 kids at the Rowland Center experienced a talk on safety from a state police detective, enjoyed a mid-day pizza party and each received an I.D. badge to wear and take home for their day at work.

"My kids are still wearing their badges and they wear them proudly," said Tiffany Joyner of Human Resources, who works in the Rowland Center and had two children, Naron and Justice, participate in the day.

In Danbury, Ann Marie Rodrigue took kids on a tour of the registration, photo and testing areas. In addition, kids played games, ate pizza and ice cream cake and received a goodie bag filled with treats at the end of the day.

Lynette Arruda, of Insurance Compliance, takes a customer's call as her daughter, Kelley, assists her.

Wethersfield, for example, organized a breakfast in the morning, then employees took their children for the remainder of the day, said Michelle Walden of Medical Review, who helped register the 25 kids in her building.

Brad Brown, of IST, said his 9-year-old daughter Micaela assisted staff members with tasks such as hole-punching and filing in Wethersfield. Brad said she left with the feeling that she contributed to the operation and had fun.

"She told me she didn't want to leave," Brad said.

Holly Garcia, of the Danbury Office, said her 7-year-old nephew Matthew was looking forward to the 2006 Children's Day after last year's experience.

"He remembered last year and asked me recently when he could go back to DMV," Holly said. "It's a great thing for kids to see what their parents do at work. He even has the badge from last year that we made for him."

The day might best be known for connecting ideas. Dan said that the day allowed kids to link some of the skills learned at school, such as computer use, to the DMV workplace.

"The kids know that we're using things here at work that they might be using at school," Dan said. "I think they can relate that knowledge a little better now."

H.R. Thought You Should Know

Behind the Scenes Look at Human Resources

This month we thought we would give you a behind the scenes look at our unit.

Human Resources, which includes the payroll unit, is part of the Office of Administration headed by Richard Cosgrove and is responsible for many functions, which affect every employee in the agency from the date you are hired to the date of your retirement—and everything in between!

These functions include payroll, benefits, employee wellness, labor relations, worker's compensation, health and safety, classification and compensation, recruitment, employee recognition, federal and state family leave and retirement, to name a few. The HR staff must enter personnel transactions for each employee into a human resource management system referred to as CORE. This means every time there is a name, dependent, address, salary or title change, any leave of absence, medical, dental or life insurance change, there is an entry into CORE.

Every two weeks, the payroll staff must collect, track down, audit, code and enter approximately 800 time sheets within a three-day window in order to distribute checks to our employees by Thursday of the pay period.

On any given day the HR staff is working on filling vacancies, dealing with health and safety issues, providing employees with career or retirement counseling, responding to an emergency situation, processing payroll, answering questions regarding benefits, medical leaves of absence and worker's compensation, coordinating employee benefit fairs, attending mandated training for HR and CORE, coordinating state-wide initiatives such as CORE implementation and the Hurricane Katrina volunteer effort and much more.

Currently, the HR staff is working on the annual state employees Health Insurance Open Enrollment.

In future editions of DMV Today, we will be providing answers to frequently asked questions. In the meantime, please feel free to contact HR in Wethersfield or Waterbury, or Payroll with any questions you may have.

DMV's Truck Safety Efforts Showcased in Recent Stop

By Ernie Bertothy

DMV's recent crackdown on truck safety violations is working. Just ask the Avon Police Department and a Rhode Island trucker.

Last month, a routine truck stop in Avon turned into a major discovery for the Commercial Vehicle Safety Division. An inspection of the commercial vehicle in question resulted in 38 violations, which included eight different problems that immediately put the vehicle out-of-service.

It all began when Avon Police Officer Susan Kassey spotted an out-of-state commercial vehicle with a broken headlight on Route 44 in Avon, about one mile away from the fatal accident that killed four people last summer at the foot of Avon Mountain.

Upon stopping the vehicle, she identified several other problems, and the Avon Police Department contacted CVSD to perform a more detailed examination. After nearly two and a half hours of inspection, CVSD Inspector Frank Scalzo, along with assistance from his sergeant, Joanne Cumbo, found more serious violations, such as brake, frame and axle defects.

Inspector Frank Scalzo performs a truck inspection at the Middletown weighstation.

"It was probably one of the worst vehicles I've seen in my seven years on the job," Frank said.

During the inspection, Frank said he attempted to make it a learning experience for the driver.

"When I found something wrong, I pointed it out to the driver," Frank said. "I didn't chastise the person."

After the inspection, the vehicle operator contacted the CVSD office to commend the professionalism of Frank during the inspection process.

"Not only is it rare, but it is absolutely unparalleled when considering the results of the inspection and the impact it had to have had on the individual," CVSD Division Chief Del Cornell said of the driver's phone call. "He was so impressed with the professionalism he had to bring it to our attention."

The initial stop may not have occurred, if Susan had not participated in "Trucks 101," a class given by CVSD to local law enforcement that teaches the basics in commercial vehicle safety. She participated in the class last November and said she has made over 60 commercial vehicle stops since then.

"There was information given (at the DMV class) you just don't get at the (police) academy," Susan said. "The more I know about trucks, the more I can do my job. It was very helpful."

The course represents one of the ways DMV has enhanced its truck safety enforcement efforts during the past year. Among some of its notable efforts, DMV has hired eight new inspectors, created a perpetual top 25 list to focus on the companies and individuals with the highest number of violations and increased inspection requirements for commercial vehicles.

Strategic Planning Will Create Blueprint for Agency

By Bill Seymour

Good ideas are always worth repeating, so goes an old saying. It holds true, too, for strategic planning, notes Commissioner Ralph J. Carpenter.

In just a few weeks, the Commissioner said, he will begin a revitalized strategic planning process for the agency. The goal is simple: The agency needs a blueprint for the priorities facing it now and for succeeding years as well.

"I know that the agency has done this before. I would like people to know that I have a sincere belief that this planning process will help us set realistic goals and priorities," he said.

"But what will be different than the last effort will be a focus on getting the planning process done in a relatively short time frame," the Commissioner added.

This approach brings a September deadline and has given urgency for planning to George White of Planning, Research and Analysis and Jim McKenna of Support Services. Both are coordinating the revitalized effort.

"I want to see us set some realistic goals and get some early "wins" in this process to show our commitment to making it part of DMV's regular planning and operating functions," said Jim.

George added, "Unlike the agency's previous strategic planning efforts, a critical element of this plan seeks to tie the agency's goals and initiatives to the agency's budgetary and legislative processes."

"In essence, the agency is attempting to prioritize and commit its limited resources to achieving the plan's stated goals and initiatives," he added.

Continued on page 7

Strategic Planning: Preparing for the Future

Continued from page 6

The Commissioner accented those points.

"I know that people have felt the process stop and start. There is no doubt that it can be a frustrating experience, especially when you commit yourself to goals and plans," he said.

The Commissioner pointed out that he will be working during his term to ensure strategic planning's place among the core functions the agency performs.

"It's as important as any of our other core processes, such as licensing and registration. Without strategic planning, it will be difficult to do those jobs well, keep up with change and adapt to changing demands and mandates on the agency," he said.

Working with Jim, George and the Commissioner will be a planning committee to drive the process. Smaller groups, known as project/initiative teams, will oversee work on specific tasks outlined in the strategic planning report.

The agency's executive team, comprised of DMV's senior managers and appointed officials, will oversee the process. Day-to-day oversight will be done by Richard M. Cosgrove, Jr., chief administrative officer. He has seen a number of these efforts in different agencies.

"I believe it is time for us to recommit ourselves to this process. It is one of the single most important things we can do to make sure we have a game plan and we know where we're going. That translates into making our work satisfying for ourselves and our customers," he said.

It's as important as any of our other core processes, such as licensing and registration. Without strategic planning, it will be difficult to do those jobs well, keep up with change and adapt to changing demands and mandates on the agency - Commissioner Ralph J. Carpenter

Change of Location

Outback Steakhouse
3210 Berlin Turnpike - Newington
Thursday, May 25th
5 p.m. - 9 p.m.

Health Insurance Open Enrollment For State Employees

MAY 16, 2006 through JUNE 16, 2006

To change health plans
or
Add or delete dependents

DMV Health Insurance Fairs
Presented by Human Resources and Payroll

Rowland State Government Center
Tuesday, May 30, 2006
1 p.m. – 4 p.m.
First Floor Conference Room

Wethersfield Department of Motor Vehicles
Tuesday, June 6, 2006
9 a.m. – Noon
2nd Floor Multimedia Room

Representatives from Anthem, HealthNet, Oxford/United Healthcare, Aetna DMO and United Healthcare Dental, are scheduled to be in attendance.

Please read the May 9th Memorandum from Anthony Webb for the statewide Open Enrollment Fair Schedule and additional information.

Employees may attend a fair held at any agency or location, subject to the employing agency's operating needs.