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Wisconsin Department of Transportation

www.dot.wisconsin.gov

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November 22, 2004

To Customers of DMV:

The Division of Motor Vehicles (DMV) is redesigning its computer system to replace its existing Registration and Titling system, which has been in existence since the late 1970's.

Implementation will begin at 8:00 p.m. on Friday, December 3, 2004 and will be completed on Sunday, December 12, 2004. Our ability to provide services during this time will be affected.

Advantages of the new system include:

- Combining all registration and driver records for a customer reduces data entry, allows for accurate and complete records and more efficient record checks;
- "Modernization" of our system by utilizing current programming languages and technology that will make expansion and future changes easier;
- Allowing DMV to program legislative changes more quickly;
- A more user-friendly design that creates opportunities for DMV to issue more products and services online, and allows future expansion for customers to obtain self-service for many products.

DMV Customer Service Centers

DMV Service Centers will be open the week of December 6th. However, services will be limited. DMV staff will be able to collect applications, fees, and conduct tests, but may not be able to issue all products and services. If you must visit a Customer Service Center during the time we are implementing our new system, we would appreciate payment by check (as opposed to cash). DMV cannot accept credit or debit cards.

DMV Customer Service Centers will be closed on 12/13/2004 to train staff to allow us to better serve our customers when the stations open for business the following day.

Vehicle Registration and Titling Services

During implementation of DMV's new computer system, processing of vehicle titles and plates will not occur. DMV is developing a number of contingency plans that will allow it to continue to provide some level of service during this time (which may include the issuance of license plates and stickers), including services provided at our Customer Service Centers located throughout the state.



Please note that during the planned system conversion, DMV may experience a longer turnaround time for products than normal. That could increase the time it takes for dealership customers to receive their title and registration documents.

Fast Service Registration Applications

Also during system implementation, DMV will not be able to update the registration system. We have developed a number of temporary workaround services for customers submitting Fast Service applications but the title and registration system update won't occur until the new system is in place on December 13th. We also are developing plans to manage our workloads before and after implementation; however, we encourage customers to plan accordingly to lessen any delays that may occur.

New Certificates of Title

Once the system is in place, Wisconsin DMV will begin issuing a new Certificate of Title which incorporates a number of security features.

New Certificates of Registration

In addition to the new Certificate of Title, we will also be issuing a new Certificate of Registration as well.

Telephone Authorizations (TAs)

DMV will not be able to update the registration system during implementation. For TAs, we will continue to record each call and then update the system once it becomes available on December 13, 2004.

Driver Licenses and Identification Card applications

DMV will conduct tests and accept applications for most licenses and for Identification Cards on Thursday and Friday, December 9th and 10th, 2004. However we will not be able to issue the actual license/ID card until the system is implemented. We plan to mail the license or ID card to the customer as soon as possible and anticipate most applications accepted December 9th and 10th, will be processed within 7-10 days.

No Commercial Driver License (CDL), or out of state transfer applications can be accepted on December 9th & 10th, 2004.

- If you are a commercial driver, plan to take care of your license before or after December 9th & 10th.
- If you are coming from another state, plan to take care of your license before or after December 9th & 10th.
- If you are revoked, suspended or cancelled, we may be able to accept your application, but your license will not be processed and mailed for 7-10 days. You will not be able to drive until you confirm your reinstatement has been processed by receiving your new license in the mail or by calling 608 264-7133 to verify the processing has been completed.

Again, all DMV Customer Service Centers will be closed Monday, December 13, 2004.

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Commercial Driving Schools

Customers that contact the motor vehicle service centers during this time will be able to complete written and road tests. There are processes in place to collect applications, fees and take pictures. The instruction permit or driver license will then be mailed during the week of December 13, 2004.

Questions on DMV's system redesign effort

Check the DOT/DMV website at <http://www.dot.wisconsin.gov/drivers/redesign.htm> for the latest information on the implementation of our new system.

Please e-mail any questions you may have regarding redesign to DMV at:

Registration-redesign.dmv@dot.state.wi.us.

Your question will be forwarded to the appropriate person based on the topic, and you will receive a prompt response.

Thank you for your cooperation and patience during this exciting time.

Sincerely,

Jane Zarada, Director
Bureau of Vehicle Services

Wisconsin Motor Carriers contact