



Digest of Administrative Reports to the Governor

Governor Ned Lamont

Fiscal Year 2019-2020

Commissioner Sibongile Magubane
Department of Motor Vehicles



At a Glance – Fiscal Year 2019 – 2020

Department of Motor Vehicles

Sibongile Magubane, Commissioner

Antonio ‘Tony’ Guerrero, Deputy Commissioner

Established: 1917

Statutory Authority: Legal powers and responsibilities are identified primarily in Title 14 of the Connecticut General Statutes, Chapters 246 through 255.

Address (Main Branch): 60 State Street, Wethersfield, CT 06161

Number of employees: 676 full-time; 154 part-time – Total 830

Recurring Operating Expenses: \$61.9 million (STF), and \$6.3 million (Emissions Fund)

Revenues Collected: \$461 million (STF) and \$7 million (Emissions Fund)

Organizational Structure: DMV is organized into 11 functional areas, that report to, either the Office of the Commissioner (Affirmative Action, Commercial Vehicle Safety, Fiscal, Facilities and Audit Services, Information Technology, Legal Services, Human Resources and Legislative and Community Affairs) or the Chief Operating Officer (Branch Operation, Contact Center, Driver Services, Project Management Office, and Vehicle and Business Regulations).

Overall Agency Mission

The mission of the Connecticut Department of Motor Vehicles (DMV) is to promote and advance public Safety, Security and Service through the regulation of drivers, their motor vehicles and certain vehicle related businesses.

Statutory Responsibilities

Legal authority, powers and responsibilities for the Department of Motor Vehicles are enumerated primarily in Title 14 of the Connecticut General Statutes; specifically, Chapters 246 through 255.

Chapters 246 through 247a, of the Connecticut General Statutes, specifically provides the Department's authority with respect to driver licensing, motor vehicle registration, emissions testing, insurance requirements, international registration plan, vehicle inspections, certificate of title provisions, dealers and repairers, commercial vehicles, permissible fees, and other general motor vehicle authority.

Chapters 248 through 251, of the Connecticut General Statutes, addresses vehicle highway usage, speed and traffic law enforcement, traffic control signs, pedestrian control signs, and the regulation of pedestrians, and motor vehicles in crosswalks, as well as other traffic and highway safety provisions.

The provisions of Chapter 252 through 255, of the Connecticut General Statutes, provides for rules of operation of snowmobiles, all-terrain vehicles, dirt bikes, and mini motorcycles, as well as provisions regarding prohibited manners of operation.

In addition to the above-referenced provisions, the DMV has authority that has been granted to it, under numerous federal statutes, and regulations. This authority includes:

- **Commissioner Authority:** The DMV Commissioner has oversight authority in the areas of facilities and operations, contracting, Administrative Hearings, employing attorneys, Fiscal, hiring engineering and technical consultants, appointing Deputy Commissioners, and exercising arrest powers.
- **Credential Issuance:** Verifying eligibility and identity, issuing licenses and permits, regulating commercial and non-commercial drivers.
- **Credential Sanctioning:** Sanctioning drivers in accordance with applicable laws for unsafe operation and suitability to operate.
- **Business Licensing:** Issuing business licenses for driving schools, driving instructors, auto manufacturers, auto dealers and repairers, auto recyclers, rental companies, and auto clubs.
- **Vehicle Services:** Issuing registrations and titles; disability and specialty plates; and overseeing inspections.
- **Insurance:** Overseeing compliance with motor vehicle insurance requirements.

- **Commercial Motor Vehicle Oversight:** Overseeing weigh station operations and commercial vehicle compliance, oversee school transportation, both vehicles and drivers, conduct motor vehicle inspections, investigate and resolve complaints against dealers and repairers.
- **Emissions Standards:** Overseeing vehicle inspection program to ensure compliance with Clean Air Act.
- **Administrative Hearings:** Conducting hearings, under DMV statutory and regulatory authority, including operating under the influence and towing rates.

Organizational Structure

Office of the Commissioner and the Deputy Commissioner: The office is responsible for enforcing the provisions of the statutes concerning motor vehicles and the operators of such motor vehicles. The office is also responsible for the overall administration, coordination and control of the operations of the Department and is responsible for the overall supervision and direction of all facilities and activities of the Department.

Branch Operations: Branch is responsible for handling: knowledge and permit testing, driving and road tests, issuance of new operator licenses, motor vehicle registrations, renewal of operator licenses and motor vehicle registrations, copy record requests, issuance of duplicate certificates of motor vehicle titles and handicap placards.

Vehicle & Business Regulations Division (VBR): VBR is responsible for CORE Customer Operations – Transactions submitted on-line or mailed; Compliance – investigate compliance issues, property tax issues and insurance; Specialized Registry – flashing light permits, support Branch Operations on complex cases, oversee dealer and leasing services, oversee the International Registration Plan (IRP) for motor vehicles weighing more than 26,000 pounds and travel between two or more jurisdictions, collect apportioned licensing fees for apportioned plates based on the total distance operated in each member jurisdiction.

Driver Regulation Division (DRD): DRD is responsible for managing the confidential issuance of license renewals or duplicate credentials for out of state CT residents and Drive Only related customers; DRD administers the Vehicle Emissions Inspection Program, manages the Facial Recognition System, performs audits on internal and partner locations, coordinates fraud detection and prevention, performs training on fraudulent documents recognition; administers the Commercial Driver’s License (CDL) Cross Jurisdictional Program.

Driver Services (DS): DS oversees operator retraining and administers the following programs: Ignition Interlock Device, Child Safety Seat, Driver License Compact, Non-Resident Compact, and Medical Compliance Program for CDL and Non-CDL Drivers. DS issues special credentials, acts as the liaison to State Judicial Branch, offers a CDL Helpdesk Support for branch offices and other jurisdictions, includes the Public Passenger Endorsement Unit, issues Public Passenger Endorsements for School Buses and Student Transportation Vehicles for school activities, and issues endorsements for livery and taxi transport services.

Commercial Vehicle Safety Division (CVSD): CVSD oversees motor carrier enforcement, administrative and operational responsibility for five weigh stations, Auto Theft Unit, School Bus Inspection Unit, Dealer and Repairer Enforcement Unit, Criminal Investigations Unit, vehicle inspections, consumer complaints against car dealers and auto repair shops, issues business licenses to dealers, repairers and driving schools, conducts driver tests for all classes of operator licenses.

Customer Contact Center: The Contact Center is responsible for providing information, assisting in finalizing transactions and offering solutions to DMV customers who call in or email the DMV. Oversee the Business to Business Unit, who assists Connecticut businesses by providing registration and title transactions on a pre-review and appointment basis.

Human Resources Division (HR): HR is guided by C.G.S, Title 5, State Personnel Act and oversees: Labor Relations activities including; investigations, grievances hearings, CHRO complaints, statewide Collective Bargaining Agreement Negotiations, recruitment and selection processes, customized supervisory training, manage employee personnel actions and records, administration of Family Medical Leave Act (FMLA), Workers' Compensation, Oversee the Employee Recognition Program and the Health and Safety Committee.

Information Technology (IT): IT applies innovative, cost effective technology solutions that enable agency business processes. Assists in the procurement of new software to meet agency needs.

Fiscal, Facilities and Audit Services: Fiscal manages finances and regulatory mandates to ensure the prudent and responsible stewardship of state funds, provides guidance and technical assistance in managing capital projects, oversees Audit Services, by conducting independent internal operations and fiscal integrity audits. Facilities oversees the upkeep of the interior of all agency, state-owned property grounds, the mailroom and the centralized plate room.

Legal Services Division: Legal provides comprehensive legal services to the agency, conducts administrative hearings for matters related to licensing and motor vehicles, acts as a liaison to the Office of the Attorney General, administers the voter registration program (Motor Voter), oversee legislative and regulatory functions for the agency, and oversee data access and privacy matters.

Office of Affirmative Action: The Office of Affirmative Action has the overall responsibility of ensuring equal opportunity and compliance with state and federal anti-discrimination laws in employment and in the services, programs and benefits provided by the agency.

Accomplishments and Achievements

Awards/Recognition

- Community Service Award from the American Association of Motor Vehicle Administrators (AAMVA) for DMV's work and coordination of the agency's Teen Advisory Group.
- Branch Operations received the Community Service Award from American Association of Motor Vehicle Administrators (AAMVA) for DMV's role in organ and tissue donation registration.
- Awarded \$6,0087,541 in federal grants for FY2020, Federal Motor Carrier Safety Administration (FMCSA), Awarded \$1 million for CDL Improvements.
- Received "Client Agency of the Year" award in 2019 from the Office of the Attorney General.

Public Service

- Addressed over 70 requests for Knowledge Test accommodations under the Americans with Disabilities Act (ADA).
- Responded to 25 discrimination complaints from customers.
- Collaborated with members of the Title VI Committee to implement language-related initiatives to address the needs of the Limited English Proficient (LEP) population.
- Consumer Complaint Center (CCC) handled 450 complaints against Dealers and Repairers and collected \$196,524 in restitution on behalf of customers.
- In partnership with Local, State and Federal Law Enforcement: conducted 10,102 roadside commercial inspections.

Community Service

- Managed 12th Annual Teen Safe Driving video contest with corporate prize sponsor, Travelers Insurance Company, established Safe Driving Theme: “Take the Wheel, Take the Responsibility”, received 180 video entries from 25 different high schools, Travelers awarded approximately \$26,000 in prizes to the student winners and their schools.
- Worked with Teen Advisory Group to develop theme and promote annual teen safe driving video contest, Teen Advisory group presented at the annual Connecticut Association of Schools’ Student Leadership Conference at Central Connecticut State University in November 2019 and at the Women and Girls Day at the State Capitol in March 2020.
- Partnered with the Transportation Safety Administration and Connecticut Airport Authority to promote the Real ID federal requirements to alert residents of the up-coming deadline and the requirements to obtain a verified driver license and non-driver ID.
- Partnered with the U.S. Census Bureau and Lt. Governor’s Office to promote US Census employment opportunities.
- In conjunction with the Connecticut Coalition to End Homelessness and the UCONN Physical Therapy Students the agency provided the tools and requirements for individuals to obtain newly issued Connecticut identification cards and replacements.
- Commercial Vehicle Safety Division (CVSD) and Hartford Police Department engaged in a joint operations plan for traffic enforcement in the City of Hartford.
- DMV participates in the Department of Veteran’s Affairs Annual Stand Down Event. The agency provides direct services and access to programs and services. This year the DMV will also be providing license/ID renewals and duplicates.

Legislative Changes & Commissioner Issued Policy

Extended Terms for Licenses/IDs and Registrations A new law extends the maximum renewal periods for driver's licenses, and ID cards from six (6) years to eight (8) years, and motor vehicle registrations from two (2) years, to three (3) years. Fees are proportional.

The Blue Envelope was created to enhance communications between a police officer, and drivers with autism spectrum disorder. The driver's insurance card, registration and a copy of their driver's license are placed in the blue envelope which contains helpful hints and instructions for both the officer and the driver on how to successfully communicate with each other.

Invasive Species to combat aquatic Invasive Species in Connecticut Rivers, Lakes and Ponds the agency collects a \$5.00 fee on every boat registration, totaling \$400,691 in FY20.

Gender X DMV changed the gender designation policy effective January 27, 2020 to offer a non-binary gender option. The new policy provides residents with an option of selecting "X - non-binary" as a gender designation on licenses and ID cards in addition to the standard designations of "male" and "female."

New Agency Capabilities

Engaged external consultant to develop foundational documents as part of the DMV Modernization Planning:

- CT DMV Vision Report
- Blueprint and Gap Analyst
- Maturity Assessment Report

3-Tier Project Governance Structure established for technology projects designed to align and prioritize projects in relation with the agency's strategic goals and objectives.

Business Unit established to assist Connecticut business with their vehicle registrations in an expedited manner. Businesses are now able to make an appointment and drop off paperwork which is processed in one business day. Prior to establishing the Business Unit, business customers were handle in the same manner as non-business customers and limited to 4 transactions.

Statutory Oversight

As part of DMV's statutory oversight, DMV is responsible for issuance of business licenses for driving schools, driving instructors, auto manufacturers, auto dealers and repairers, auto recyclers, rental companies, auto clubs; issuance of registrations and titles; issuance of disability and specialty plates; and oversees inspections; Oversee compliance with motor vehicle insurance requirements; Oversee weigh station operations, and commercial vehicle compliance; oversee school transportation, both vehicles and drivers; conduct motor vehicle inspections; investigate and resolve complaints against dealers and repairers; Oversee vehicle inspection program to ensure compliance with Clean Air Act; Conduct hearings under DMV statutory and regulatory authority, including operating under the influence and the establishment of towing rates.

- Met International Registration Plan requirement of auditing 3% of the 2019 registered IRP carriers producing 74 IRP audits totaling a net invoicing of \$23,991.
- Met annual UCR and Focused Anomalies Reviews (FARS) requirement for Registration Year 2019 by conducting 22 carrier reviews. Results required 8 billing notices for a total underpayment of \$22,797.
- Completed FY 2020 Internal Control Questionnaire on 6/23/20. An annual requirement of the Office of the Comptroller and State Auditors.
- Partnered with Connecticut Department of Energy & Environmental Protection to publish Request for Proposal; 3 vendors submitted proposals; completed the evaluation and selection process and selected vendor for the Connecticut Emissions Program.
- Collected \$196,524 restitution on behalf of customer against Dealers and Repairers.
- Consumer Complaint Center (CCC) handled 450 customer complaints and on behalf of customers collected \$14,875 in fines.
- In partnership with local, state and federal law enforcement: conducted 10,102 roadside commercial vehicle inspections.
- Completed 4,411 vehicles inspection; 9,660 school bus and student transportation vehicle inspections.
- Issued 4,967 tickets and fines totaling \$2,205,463.
- Weighed 445,597 commercial vehicles.
- Connecticut Emissions Program – tested 975,116 vehicles.
- Conducted 2,934 administrative hearings in calendar year 2019.

Operational Effectiveness

- Reduced customer wait time by over 50 percent.
- Reduced the abandoned rate of calls by over 30 percent, prior to the pandemic.
- Processed over 400,000 phone and emails inquiries.
- Assisted over 60,000 callers and responded to more than 10,000 emails when the agency was closed for 3 months to foot traffic due to the COVID-19 pandemic.

- Collaborated with DAS to scan and digitize Active Employee Personnel, Medical and Worker's Compensation paper files so employees could access from anywhere while working remotely.
- Successfully transferred Agency Payroll, Benefit and Retirement functions to Fiscal Services.
- Reduced average wait time by 38% during the period of June 2018 to June 2019 vs June 2019 to March 2020 (31 minutes vs 60 minutes).
- Launched Customer Information Hub to help customers complete transactions during their 1st visit.
- During the FY 2019-2020 license related business partner locations, served 225,852 customers.
- Weighted 445,597 commercial vehicles.
- CT Emissions program – tested 975,116 vehicles.

Technology Achievements

During FY 2020 the agency experienced severe service disruption delivering critical services to CT residents. In March, DMV stopped all in person transaction for all but a few critical function (CDL Testing) and began conducting business via drop-box, mail-in and contact center creating significant backlogs and exposing the agencies' heavy reliance on in person visits.

The crisis forced the agency to reevaluate the service delivery model resulting the need to prioritize and focus on automating manual processes, increase the number of end to end online capabilities, enable work at home capabilities for our employees and a safe and efficient customer experience.

- Implementation of Driver License Data Verification (DLD) to Social Security Administration: Allowing citizens of Connecticut who have valid driver's license of identification cards to request a duplicate social security card via the web
- Commercial Driver License (CDL) Medical Certificate Online System. The system enables CDL applicants and holders to securely transmit required federal medical documents via mobile phones or desktop for processing.
- Commercial Driver License and Offsite Skills Test System Enhancements. The system allows DMV skills test inspectors and agents to electronically record applicant test result.
- The commercial motor carrier industry needed new drivers to be credentialed in order to transport critical goods during the shutdown. To meet the increased demand for new drivers, the QSC system was enhanced to support scheduling and payment for CDL endorsement.

- The Nemo-Q system was upgraded to enable the scheduling of appointments for various customer transactions. When DMV Phase 2 reopening launched, CT residents were able to for the first time to schedule appointments online prior to control traffic flow.
- Electronic Voter Registration (EVR) System Enhancements: EVR system upgraded to allow electronic capture and transmittal of customer voter registration data directly to the Secretary of the State's Office.
- Deployed a resource management tool Clarity Project and Portfolio Management (PPM) Tool to holistically manage the agency's portfolio of resources and projects.
- Launched Phase 1 of the DMV Modernization Program– Digital Foundation project; project kick-off was in June 2020 and will continue through the next fiscal year.
- Launched the REAL ID Website Wizard to help customers understand the documents needed to successfully obtain a verified license. The wizard reduced the failure rate from 35% to less than 20%.
- Ignition Interlock Device (IID) – System Enhancements: allows authorized vendors to transmit installation, violation, and termination data to DMV source system, ensuring compliance with state DUI laws. Reduced timeliness and data entry issues that previously negatively impacted the duration of the IID requirement.
- Registration of commercial motor vehicles and vessels via the Online Dealer System.
- Titling companies can now do online services throughout the state Currently over 885 dealers, leasing companies and titling services are processing on-line new registrations, boats and casual sale transactions.
- Implemented a system that enables customers to use electronic devices for license and ID transactions as well as voter registration, providing ease of use and enhanced privacy for DMV customers during in-person transactions and an approximate increase of 20% in voter registration and voter record changes.
- A platform for conducting hearings remotely was implemented in response to COVID-19, enabling the agency to address backlog of hearings while maintaining incoming volume. This system was fully operational at the end of fiscal year 2020.

IT Infrastructure Improvements

- Expanded remote work capabilities via RDP to accommodate additional telecommuting.
- Public Switched Data Network (PSDN) connection upgraded from 200 to 300 Mbps bandwidth to accommodate increased voice and data traffic.

- Wireless network infrastructure upgrades with the latest wireless controller; allows for both internal and external secure wireless capability at all branch locations.
- New mobility management solution deployed to provide centralized management of all mobile devices.
- Voice Over Internet Protocol (VOIP) deployed at all branch locations, replacing the existing, antiquated analog solutions.
- Portable workstation solution built to provide DMV services at remote locations using secure mobile technology.

Facilities Achievements

- Continued to execute capital improvements identified in the assessment of 60 State Street, Wethersfield campus. Assessment identified \$59.4M in structural repairs including; the parking lot; roofing; HVAC; fire suppression systems; windows; insufficient assembly areas and the second-floor location of the branch operation. Completed safety repairs to the parking lots and sidewalks; Replacement of the roof and boiler at the Winsted office; New roof and HVAC system for the Hamden office; construction of the DMV Contact Center and various unit reorganizations to capitalize on space and available resources.

Response to Covid-19 Pandemic

- In response to the Covid-19 pandemic agency implemented numerous safety measures.
- Single point entry and exit at all branches.
- Contactless temperature checks by nurses, upon entry.
- Implemented mask requirement for anyone entering the building.
- Required nurses, and all entry staff, to use masks and gloves.
- Provided Personal Protective Equipment (PPE), i.e. masks, face shields, gloves, tube scarves, hand sanitizer, and wipes to all staff. (Issuance of the different types of PPE items, was based upon the job functions performed by the employee.)
- Installed partitions and plexiglass, where appropriate.
- Restructured the parking lot and offices by use of cones, social distancing markings on floors, to keep employees, customers, and building occupants apart.
- Daily cleaning and electromagnetic testing.

- Reworked systems to enable CARA* to handle boat and casual sale registrations.
 - * **CARA** – Connecticut Automotive Retailers Association; an association of new-car dealers, consisting of 270 member dealers across Connecticut. CARA members have direct access to register new vehicles from their own facility on behalf of the customer, thereby eliminating the need for either the dealer or the customer to visit a DMV branch office. Moving forward, the DMV would like to leverage the CARA system to allow members to process private sale registrations, as well as boats and RVs.