



Digest of Administrative Reports to the Governor

Governor Ned Lamont

Fiscal Year 2018-2019

Commissioner Sibongile Magubane
Department of Motor Vehicles

Department of Motor Vehicles

At a Glance for Fiscal Year 2018 - 2019

Commissioner: Sibongile 'Bongi' Magubane

Deputy Commissioner: Antonio 'Tony' Guerrera

Number of employees: 674 full-time

Recurring Operating Expenses: \$67.1 million

Revenues Collected: \$488 million

Registered Motor Vehicles: 3.1 million

Licensed Operators: 2.7 million

Organizational Structure:

Office of the Commissioner and Deputy Commissioner:

- Legal Services Division
- Branch Operations
- Vehicle & Business Regulations
- Commercial Vehicle Safety Division
- Customer Contact Center
- Driver Regulation Division
- Information Technology
- Human Resources
- Affirmative Action
- Future Planning and Transformation/Project Management Office
- Fiscal Services and Facility Services
- Audit Services
- Corporate and Public Relations

Mission

To secure identities and regulate drivers, motor vehicles and vehicle-related businesses by carrying out statutory responsibilities that advance road and vehicle safety.

Statutory Authority:

Legal powers and responsibilities are identified in Title 14 of the CT General Statutes, chapters 246 through 255.

Commissioner Authority:

Facilities and Operations Oversight; Contracting; Administrative Hearings; Employ Attorneys, Fiscal, Engineering and Technical Consultants; Appoint Deputy Commissioners; Exercise Arrest Powers.

Statutory Responsibilities:

Credential Issuance; Eligibility and Identity Verification:

Licensing /Permitting: Driver Licenses; Commercial Driver Licenses; Public Service Endorsements; Drive-Only Licenses; Learner Permits (Adult, Youth, CDL, Motorcycle); Driver Testing; Medical Screening; Work/Education Permits; Motor Voter.

Business Licensing: Driving Schools; Driving Instructors; Automobile Clubs; Rental/Leasing; Dealers; Repairers; Manufacturers; Recyclers.

Vehicle Services:

Vehicle Services: Registration; Administration of Dealer Online Registration; Vehicle Titling; Administration of Abandoned Vehicles; Unified Carrier Registration; International Registration Plan; Vehicle Inspections; Vessel Registration and Titling; Vehicle Sales and Use Tax Collection; Grand List Reporting; Flashing Light Permits; Disability Placards; Special Plate Programs including Statutory and Special Interest Programs.

Insurance: Enforce compliance with passenger and commercial motor vehicle insurance requirements.

Commercial Motor Vehicles; Motor Carrier Safety:

Weigh Station Operations; Heavy Duty Diesel Emissions; School Bus/School Transportation Vehicle (STV) Inspections; Dealer and Repairer Compliance;

Emissions: Oversees the Vehicle Inspection Program; Issues repair, diagnostic and economic hardship waivers; Collaborates with DEEP on the State Implementation Plan (SIP), a plan required by the Federal Clean Air Act to enable states to comply with national ambient air quality standards to control and clean up polluted areas.

Administrative Hearings:

Conducts hearings for: Operating under the Influence; Dealer and Repairer Violations; Medical Qualification; Dealer Franchise Labor Rate Disputes, Relocation or Establishment of New Franchise; Tow Rates; Licensing and Registration Issues.

Legal Services Division

Areas of Responsibility:

Provides comprehensive legal services to the Agency, conducts administrative hearings for matters related to licensing and motor vehicles and acts as a liaison to the Office of the Attorney General. Administers the voter registration program (Motor Voter). Oversees legislative and regulatory functions for the agency.

Achievements:

Conducted 2,850 administrative hearings (2,386 for DUI offenders and 464 licensing and registration issues).

The Division is in the process of implementing a fully electronic Voter Registration System and upgrading the Administrative Hearings Case Management System.

Branch Operations

Areas of Responsibility:

DMV Branches support identification and licensing functions, as well as registration services for automobiles, boats, trucks, trailers, school buses, livery services, taxis, and all other forms of transportation.

The staff of 221 Examiners handled 1,254,000 transactions including licenses and registrations, renewals, voter registration applications, out-of-state transfers, property tax and insurance compliance, school bus registrations, boat registration and titling, and registration for trucks, trailers, recreational vehicles, all-terrain vehicles and snowmobiles.

During fiscal Year 2017-2018, across thirteen branches, the average wait time was 1 hour and 31 minutes. As of June 30, 2019 average wait time went down by 30%.

DMV Partner Strategy:

The Agency engages external partners to support branch operations, and other DMV units, by expanding the service delivery portfolio for customer convenience, i.e., to provide self-service options within 30 miles radius from a resident's home or work.

In order to effectuate the Agency's external partners' strategy, DMV developed four partnership models. These models provide an array of partner-related opportunities for potential enhancement of DMV customer service delivery options.

The four models below allow for an interested partner to serve as a:

- Co-branded private entity partner (using DMV systems and training) to serve the public;
- Co-branded model that is deployed by a municipality, quasi-governmental entity, or a non-profit;
- Membership only partner that serves only its membership but must compensate DMV for the use of its systems and training; or
- Partner that serves the public but uses its own systems and staff to deliver the services.

Current Partners:

- AAA Allied
- City of West Haven
- Nutmeg State Financial Credit Union (Motor Vehicle Express, LLC)
- The Workplace, Inc.
- CT Automobile Retailers Association
- A-Plus (emissions vendor)

Achievements:

During the fiscal year 2018-2019 license related business partner locations served 215,312 customers and projects an increase to approximately 256,900 for the upcoming fiscal year.

Vehicle and Business Regulations (VBR)

Areas of Responsibility:

VBR provides a wide range of services to both the public and internal operations. Operational areas include: CORE Customer Operations, Compliance, International Registration Plan (IRP), Specialized Registry, Over the Counter Sales and Support Services, and Relationship Management.

Dealer and Leasing Online Services:

Currently over 850 Dealers, Leasing Companies, and Titling Services are on-line processing over 410,000 transactions.

International Registration Plan (IRP):

Commercial Motor Vehicles register under IRP if weight is more than 26,000 pounds (11,794 kilograms) and travel is between two or more jurisdictions. The International Registration Plan (IRP) is an agreement among 48 U.S. states, the District of Columbia and 10 Canadian Provinces to recognize the registration of commercial motor vehicles issued by other jurisdictions. The plan provides for payment of apportioned licensing fees based on the total distance operated in each member jurisdiction. Registered motor carriers receive apportioned plates and are able to travel through IRP member jurisdictions. Motor carriers register with and pay to one jurisdiction. Fees are based on the percentage of distance traveled in each jurisdiction according to the jurisdictions fee schedule; fees are distributed to the relevant jurisdictions.

Achievements:

DMV successfully implemented a new system (Celtic) that modernizes and improves administration of the International Registration Plan and will provide IRP customers with self-service electronic credential renewals.

Commercial Vehicle Safety Division (CVSD)**Areas of Responsibility:**

Oversees Motor Carrier Enforcement, administrative and operational responsibility for six weigh stations, Auto Theft Unit, Student Transportation, Dealer and Repairer Enforcement, Criminal Investigations, Vehicle Inspections, Consumer Complaints Related to Dealer and Repairer Conduct, and the Connecticut Emissions Program.

Commercial Vehicle Safety Oversight:

CVSD works diligently to reduce the number and severity of crashes involving commercial motor vehicles and hazardous material carriers through consistent, uniform, and effective educational and enforcement programs.

Accomplishments:

CVSD partnered with local, state and federal law enforcement-overseeing programs resulting in:

- 16,806 roadside commercial vehicle inspections
- 15,376 vehicles at DMV inspection lanes
- 11,019 School Buses and Student Transportation Vehicle Inspections
- Issued 9,369 tickets and fines totaling \$3,398,597
- Weighed 445,597 commercial vehicles
- Conducted 5,890 safety inspections and issued \$2,766,988 in fines
- Participated in a three-day national commercial vehicle safety awareness program that completed 286 safety inspections and issued \$65,766 in fines. Connecticut continues to be a leader in large truck and bus safety with a commercial vehicle fatality rate half the national average.
- CVSD collaborates with the Department of Transportation (DOT) to electronically upload commercial vehicle crash data directly to the Federal Motor Carrier Safety Administration. During the 2018-2019 fiscal year 94.08% of reportable crashes were uploaded within the required 90 days.

School Bus Safety Oversight:

- Approximately 8,800 school buses and student transportation vehicles (STV) and driver credentials were reviewed and certified.

Consumer Complaint Center:

The Consumer Complaint Center (CCC) receives consumer complaints against motor vehicle dealers and repairers. The center reviews complaints, mediates disputes or broker settlements through stipulated agreements. Vehicle repair complaints that fall outside of the Agency's jurisdiction are referred to Small Claims Court. During the 2018-2019 fiscal year the Consumer Complaint Center handled:

- 604 complaints
- Obtained \$229,267 in customer restitution
- Collected \$20,325.00 in fines

Emissions:

Administers the Vehicle Emissions Inspection Program. Monthly reports are submitted to the Transportation Committee on program activity including total test performed, fail rate(s), waivers issued, challenge tests performed, compliance enforcement and QA audits of testing equipment. During fiscal year 2018-2019:

- Tested 1,071,164 vehicles
- Collected \$2,143,700
- Performed 43,815 vehicle identification checks

Customer Contact Center**Area of Responsibility:**

Receives and responds to a wide variety of inquiries from the public via phone and email.

Accomplishments:

Rolled out Phase 2 of the Customer Contact Center that included Interactive Voice Response (IVR) technology, 24x7 access, agent screen pop-ups pre-filled with vehicle, licensing, title, suspension and insurance compliance data.

Phase 3 is scheduled to deploy September 2019 and includes multichannel technology enabling email and voice integration. The platform will be expanded to include chat and text in 2020.

Driver Regulations Division**Areas of Responsibility:**

Oversees Operator Retraining, Ignition Interlock Device, Child Safety Seat Program, Driver License Compact, Non-Resident Violators Compact Program and Medical Compliance Program for CDL and non- CDL Drivers; Issues Special Credentials; Liaison to CT Judicial.

Public Passenger Endorsement Unit:

Issues Public Passenger Endorsements for School Buses/School Activity Student Transportation Vehicles, Livery/Taxi Transport Services and drafts policies as required.

Central Issuance Operations Unit:

Manages confidential issuance of license-related renewal or duplicate credentials for out of state CT residents (remote issuance) and Drive Only-related credentials.

Document Integrity Unit:

Manages Facial Recognition System; Performs audits on internal and partner location staff authorized to issue credentials to prevent fraud; Serves as Subject Matter Experts on document fraud detection and prevention; Provide Fraudulent Documentation Recognition Training; Administers the CDL Cross Jurisdictional Program (prevents fraud at the CDL level) and drafts policies as required.

Driver Education Unit and Specialized Testing:

Oversight and Administration of Driving Schools; Audits new and renewal licenses from driving school; Performs CDL, School Bus Driver and Class D skills testing for Learner Permit and Limited Adult Permit customers. Administers CDL Program and serves as Agency Liaison to the Federal Motor Carrier Safety Administration.

Oversee Drive Only Licenses:

In accordance with state law, the "Drive Only" program is for undocumented individuals who are 16 and older and cannot establish their legal presence in the United States, or may not have a Social Security number. Per state law, the purpose of the "Drive Only" license program is to improve public safety by ensuring all drivers are tested, know how to drive, and understand driving rules and laws.

A "Drive Only" license is not valid for federal identification purposes and cannot be used to vote. The Drive Only program began January 2015. As of July 2, 2019 there are 49,510 "Drive Only" licenses and 6,459 "Drive Only" Learner Permits.

Real ID Compliance:

Beginning October 2020, to fly in the U.S. or to enter federal buildings will require Real ID compliant driver licenses and non-driver ID cards in accordance with federal law.

In 2011 Connecticut became Real ID compliant and began issuing first-time Real ID compliant driver licenses and non-driver ID cards. Connecticut residents have the option to renew licenses and ID cards as Real ID Compliant and non-Real ID compliant. As of July 2, 2019, 1,353,566 CT licenses and non-driver identification cards are Real ID compliant.

Veteran License Credentials:

For qualifying veterans, a U.S. flag symbol is placed on the driver license or non-driver ID card as convenient proof of status to access benefits and services.

Operator Retraining Program:

Operators with multiple traffic violations are required to enroll in the Operator Retraining Program (ORP) to learn safe driving practices.

Medical Review Unit:

Motorists exhibiting medical, mental and/or physical impairments are referred by Agencies i.e. Law Enforcement and Physicians to the Medical Review Unit to work with the Medical Advisory Board (CGS 14-46b) to determine driver's ability to safely operate a vehicle.

Accomplishments:**Driver Regulations Division Document Integrity Unit:**

Launched a fraud investigations pilot in partnership with LexisNexis to gain access to 82 billion public records. The program checks addresses and flags individuals who may be presenting fraudulent residency documents. Investigations are conducted prior to releasing credentials (License, CDL Drivers Licenses, ID or Permits).

Federal Motor Carrier Safety Administration (FMCSA):

In 2015 the Agency was awarded an FMCSA grant to participate in a Cross Jurisdictional 'State to State' Image Sharing Pilot. The goal of the project is to use facial recognition to maintain the integrity of the "one driver, one license, one record" requirement by preventing drivers from obtaining Commercial Driver Licenses (CDL) from multiple jurisdictions.

Facial recognition is used to detect and prevent fraudulent activity by suspended CDL holders using credentials issued by another state. Pilot participants are Connecticut, New York, Maryland and New Jersey. Connecticut began sharing CDL holder and applicant images with New York and Maryland in 2018. The plan is to add New Jersey during the fall of 2019.

Passenger Endorsement Review Unit: Automated driver history check for passenger endorsement applicants. Previously 4000-5000 driver history checks were done manually. A web-based inquiry allowing customers to check eligibility prior to submitting an application is now available.

Operator Control System:

The system was enhanced to track driver convictions in a more timely manner. Convictions are updated daily versus weekly, Operators are notified daily of an upcoming suspension, and expired convictions are purged weekly versus every two months.

Ignition Interlock Device Program:

In an effort to deter driving under the influence (DUI), drivers charged with driving under the influence are required to install an Ignition Interlock Device. The Agency oversees 8,183 IID users. Ten vendors are contracted to install IIDs. Process improvements are currently in progress to shorten processing time and to encourage compliance among participants. Target completion is early 2020.

Suspension Restorations: The restoration process for simple suspension transactions is being automated to allow customers to pay fees online. Operators meeting certain requirements upon paying fees will automatically have their driver's license restored and a confirmation, eliminating the need for manual review of every case.

Information Technology

Areas of Responsibility:

The technology strategy of the Connecticut Department of Motor Vehicles (DMV) is to apply innovative, cost effective technology solutions that enables DMV to deliver on key business processes in support of the Agency mission and to build a highly skilled and motivated workforce capable of supporting modern technology platforms. The Agency recognizes the Software Management Policy that describes the use and disposal of software assets found at <http://www.osc.ct.gov/manuals/software/contents.htm>.

Accomplishments:

- Customer Contact Center Strategy – Implemented Customer Contact Center, which centralized and enhanced the capabilities of the Phone Center to better service customers, reduce phone wait times, and improve the productivity of the back office teams. The implementation included “Virtual Hold (VH)”, where customers can request a call back from the system rather than be on hold.
- Office 365 Migration – Office 365 migration is in progress with target completion data of 12/2019.
- PSDN Network Upgrade – Upgraded Branch network to increase performance bandwidth while reducing annual costs.
- PCI Network Segmentation – Completed Network segmentation to meet Payment Card Industry compliance for credit card transactions.
- Verification of Legal Status (VLS) 3.1 upgrade – Completed Federal requirement from Department of Homeland Security to upgrade the system upgrade.
- Motor Voter Reporting – Completed the reporting of the Motor Voter statistics to Department of Justice.
- SLA with BEST – Established Service Level Agreement with BEST to strengthen ability to meet the needs of customers by establishing service standards for both organizations and improving communication protocols.
- Cross-Jurisdictional CDL Screening Phase 2 – Completed Phase 2 of the Cross-Jurisdictional CDL Screening project. Through this project, Facial Recognition data of CDL customers is shared with other participating states to address potential fraud.

E-Government - Online Services Available:

- DMV Branch Wait Times
- Registration Renewal
- Registration Cancellation
- Dealer and Leasing Registration Renewal
- Registration Status Check
- Replacement Plate Requests
- Vanity Plate Requests
- Reprint Registrations
- Check Registration Compliance Issues
- Emissions Late Fee Payment
- IRP Payments
- Learner Permit Appointment System
- License Status Check
- License Restoration Fee Payment
- Commercial Driver Self Certification
- DMV Mobile App for iPhone/iPad and Android Service to allow online dealer license renewal.
- Access to DMV Forms

Human Resources & Agency Training and Procedures

Areas of Responsibility:

Human Resources (HR) oversees all labor relations, recruitment/selection processes, training, employee personnel actions and records, position and classification management, payroll, benefits, FMLA, retirement, Workers' Compensation, Employee Recognition Program, OSHA/ Health and Safety.

Accomplishments:

Developed an Employee Recognition Policy for the Agency and coordinated an Employee Awards Ceremony held on January 24, 2019.

HR developed customized supervisory training and re-established the Agency-wide Health and Safety Committee.

Affirmative Action

Areas of Responsibility:

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

Accomplishments:

The Office responded to over 150 Knowledge Test translation accommodations under ADA and 80 discrimination complaints.

DMV Diversity Council

DMV continues to promote diversity by ensuring the office environment is welcoming, fair and equitable and respects employees and customers. The Diversity Council works to enhance opportunities for all individuals, creates and maintains a diverse community, with enriching educational and workplace experiences. It implements diversity initiatives that benefit both employees and customers and improves outreach efforts for new employees and upward mobility for current employees.

Future Planning and Transformation/Project Management Office

The Agency created a newly constituted unit entitled "Future Planning and Transformation." The unit fulfills three critical Agency goals:

- Oversees the development and execution of the three-year strategic plan
- Oversees the modernization initiatives.
- Oversees the project management life cycle ensuring Agency projects adhere to accepted project management standards, delivered on time, and are within the allocated budget.

Fiscal and Facilities Services

Areas of Responsibility:

Manages finances and regulatory mandates to insure the prudent and responsible stewardship of state funds. Oversees the upkeep of the interior for all Agency state-owned property grounds, centralized mailroom and plate room. Provides guidance and technical assistance managing capital projects.

Accomplishments:

- The Fiscal / Facility Services Unit completed a capital improvement assessment of 60 State Street, Wethersfield. The entire campus is in need of substantial structural repairs. Areas of concern range from, but are not limited to: the condition of the parking lot (\$12m), roofing (\$3m), HVAC (\$15m), fire suppression systems (\$2m), windows (\$3.9m), and insufficient assembly areas and the second floor location of the branch operation (\$6.m). The total estimated cost to address these critical structural deficiencies is \$59.4M.

- Secured bond funds to replace the roof and boiler for the Winsted office and a new roof and HVAC system for the Hamden and Norwalk offices. Construction to bring buildings to current code will result in overall cost savings due to the energy efficient solutions. Planned completion for Hamden and Winsted is fall 2019 and spring 2020 for Norwalk.
- Department of Construction Services (DCS) administered lighting project using “Lead By Example” bond funds. Currently in the design phase with the goal to retrofit current fixtures for significant cost savings.
- Completed construction of the DMV Training Room, Project Management Office, Testing and Innovation Lab.
- Received \$6.4 million in new federal grant money for FY19.

Audit Services

Areas of Responsibility:

Conducts independent internal operations and fiscal integrity audits.

Accomplishments:

- In collaboration with BlumShapiro, completed a comprehensive Agency-wide risk assessment evaluating processing controls for transactions and transaction fees collected.
- Fiscal Services collected approximately \$488,000 in underpaid luxury sales tax as a result of audit findings.

Corporate and Public Relations

Areas of Responsibility:

The Corporate & Public Relations Office is responsible for managing all aspects of media relations, maintaining the internal and external websites, including the updating of DMV forms. The team manages internal and external communications, and partner initiatives such as the Teen Safe Driving Video Contest.

Accomplishments:

- Managed the 11th annual Department of Motor Vehicles’ teen safe driving video contest with corporate sponsor, the Travelers Insurance Company (a record 211 videos were submitted by 36 High Schools).