



*Digest of Administrative Reports to the Governor*

*Governor Ned Lamont*

*Fiscal Year 2020-2021*

*Commissioner Sibongile Magubane*  
*Department of Motor Vehicles*



## At a Glance – Fiscal Year 2020-2021

### Department of Motor Vehicles

**Sibongile Magubane, Commissioner**

**Antonio ‘Tony’ Guerrero, Deputy Commissioner**

**Established:** 1917

**Statutory Authority:** Title 14 of the Connecticut General Statutes, Chapters 246 through 255 provides the legal powers, responsibilities, and authority for the CT DMV.

**Central Office:** 60 State Street, Wethersfield, CT 06161

**Number of employees:** 770 employees (632 full-time/138 part-time)

**Recurring Operating Expenses:** \$64.9 million (STF) and \$7.1 million (Emissions Fund)

**Organizational Structure:** 13 functional areas.

- Commissioner’s Office
- Division of Equity, Inclusion and Compliance
- Commercial Vehicle Safety
- Fiscal, Facilities and Audit Services
- Information Technology
- Legal Services
- Communications
- Legislative and Community Affairs
- Branch Operations
- Contact Center
- Driver Regulation Division/Driver Services
- Project Management Office
- Vehicle and Business Regulations

**Mission:** To promote and advance public safety, security, and service through the regulation of drivers, their motor vehicles, and vehicle-related businesses.

## ORGANIZATIONAL STRUCTURE

**Office of the Commissioner and the Deputy Commissioner:** Enforces statutes and provisions impacting motor vehicles and motor vehicle operators; administers, coordinates, and controls agency operations and facilities.

**Branch Operations:** Conducts knowledge, permit, and road tests; issues new, renewal and duplicate driver licenses and motor vehicle registrations, duplicate vehicle title certificates and disability placards.

**Vehicle & Business Regulations Division (VBR):** Approves online and out-of-state dealer registrations and titles; processes duplicates, title only transactions, title branding and liens; issues flashing light permits, boat registrations, filings, cancellations, address changes, registration refunds; ensures insurance and dealer online and delinquent tax compliance; assists with outstanding tickets and towing issues, copy records requests, disabled placard processing, vanity plates and complex registration cases.

**Driver Regulation Division (DRD):** Issues confidential license renewals and Drive Only/duplicate credentials; administers Vehicle Emissions Inspection Program; manages Facial Recognition System; performs audits on internal operations and partner locations; conducts fraudulent document recognition training, fraud detection and prevention activities; administers the Commercial Driver's License (CDL) Cross Jurisdictional Program; oversees the Public Passenger Endorsement Unit; and issues endorsements for school bus and after school transportation and livery/taxi transport services. Driver Services (DS), is part of DRD, oversees and administers operator retraining programs (Ignition Interlock Device, Child Safety Seat Classes); Driver License Compact; Non-Resident Compact; Medical Compliance Programs for Commercial Driver License (CDL) and Non-CDL Drivers; issues special credentials; acts as liaison to the state Judicial Branch; and CDL Helpdesk support for branch offices and jurisdictions.

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

**Customer Contact Center (CCC):** Receives and responds to public inquiries via phone and email; processes registration payments; reinstates suspended privileges due to insurance non-compliance.

**Information Technology (IT):** Delivers innovative, cost effective business technology solutions, and assists in the procurement of new software.

**Fiscal, Facilities and Audit Services:** Provides guidance and technical assistance in managing capital projects; conducts independent internal audit; and ensures operations and fiscal integrity; oversees the upkeep of all agency buildings and property grounds.

**Legal Services Division:** Provides comprehensive legal services; 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); oversees legislative and regulatory functions and data access and privacy matters.

**Division of Equity, Inclusion and Compliance (DEIC):** Ensures compliance with state and federal anti-discrimination laws in employment, equal employment opportunity programs and services and updates to the annual affirmative action plan; investigates employee and customer discrimination complaints; coordinates Equal Employment Opportunity and Affirmative Action (EEO/AA) training; ensures Agency compliance with the Americans with Disabilities Act (ADA).

**Legislative and Community Affairs:** Directs and executes legislative process and agenda; develops and administers community outreach services; engages in community-based initiatives; assesses and deploys community-based solutions.

**Communications:** Manages websites; engages in social media and public service campaigns; responds to media-related inquiries.

**Project Management Office:** Provides project management and planning; testing; management reporting and data analytics; ensures all projects adhere to established project management methodology and discipline.

## STATUTORY RESPONSIBILITIES

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

Chapters 246 through 247a, of the Connecticut General Statutes, specifically provide 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, address 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, provide 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 Department has been granted the authority under federal statutes and regulations for the following:

- **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 parking placards 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, overseeing school transportation, both vehicles and drivers, conducting motor vehicle inspections, investigating, and resolving complaints against dealers and repairers.
- **Emissions Standards:** Overseeing the vehicle inspection program to ensure compliance with Clean Air Act.

**Administrative Hearings:** Conducting hearings under DMV statutory and regulatory authority. Includes operating under the influence; dealer and repairer violations; medical qualifications; dealer franchise labor rate disputes; relocation or establishment of a new franchise; licensing and registration issues; and towing rates.

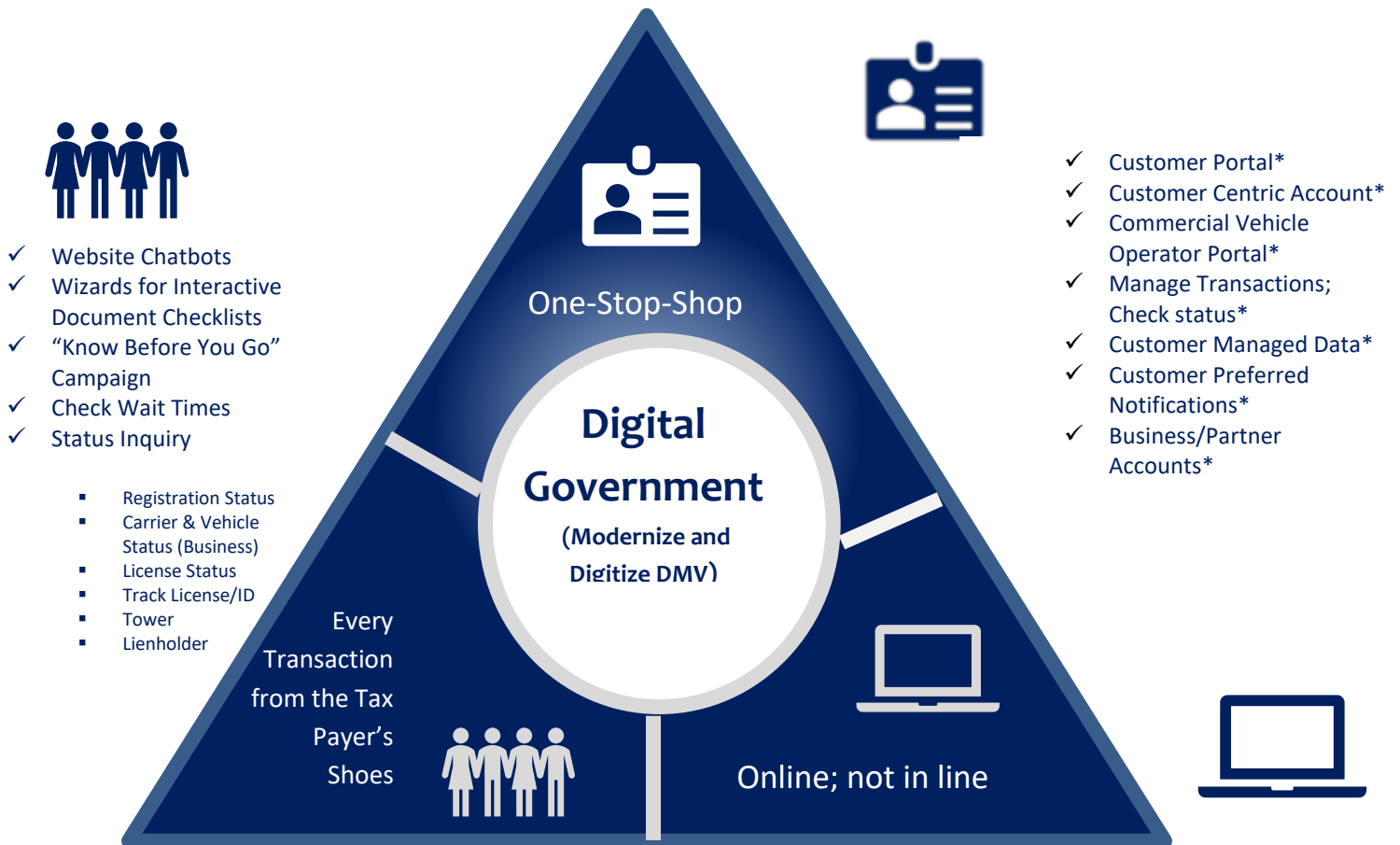
# Modernization Program

Effective July 2020, the CT DMV launched a Modernization Program to achieve the Governor’s Vision to:

“.....take the lead by investing in the first all-digital government, and reverse engineer every transaction from the taxpayer’s shoes. The entry point to Connecticut will be through its digital front door, a one-stop-shop for everything current and prospective citizens need from their government. We will be online, not in line. It won’t be done overnight, but let’s start today.”

-Governor Ned Lamont, 2019 State of the State

## DMV’s Rendition of the Governor’s Vision



### ✓ Process Transactions

- Renew Registration
- Reprint Registration
- Cancel Registration and Plates
- CDL Self Certification
- Intrastate Fuel Tax
- International Fuel Tax Agreement
- License Renewal\*
- License Duplicate\*
- PPE Credential Application\*
- IRP e-registration\*
- Electronic Voter Registration\*
- Electronic Driver Training Certificate\*
- Address Change\*
- Disabled Placard\*
- Learner Permit to License\*
- Organ Donor Registration\*
- Copy Records Request\*
- Certified Driving History\*
- New Registration (casual sales, commercial) \*
- Vessel Registration\* (new, reprint, cancellation)
- Vehicle Fleet Management\*
- Dealer & Repairer\* – New Application and Renewal
- Electronic Lien Title\*

### ✓ Schedule Appointments

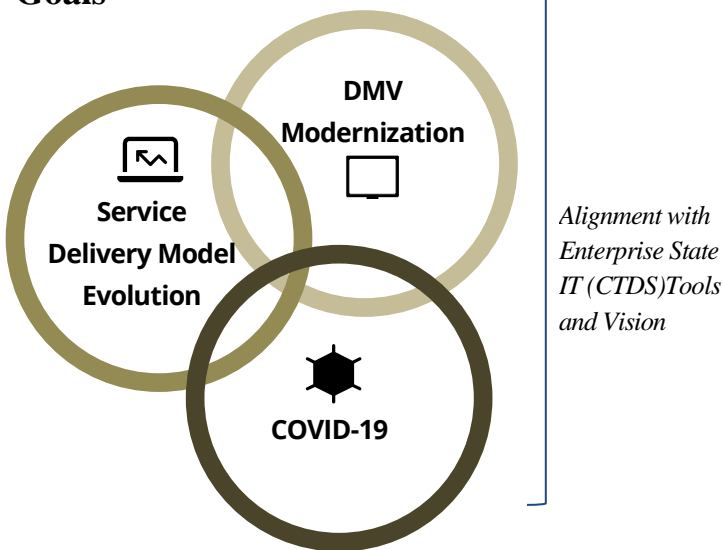
- Learner Permit Knowledge Test\*
- Class D Road Test\*
- Child Safety Seat Registration\*
- Contact Center Call Back
- Enterprise DMV Appointments\*
- CDL Knowledge Test Appointment\*
- PPE Knowledge Test Appointment\*
- Class D Road Test at Driving School\*

### ✓ Process Payments

- Pay Infraction Ticket
- IRP e-payment
- Enterprise payment\*
- Pay Fiscal Imposed Fines\*
- Pay property taxes\*

To achieve the Governor’s Vision, we launched a business-driven transformation program to enable the Digital Government Initiative with a focus on enhancing the customer experience.

## Goals



Provide new services online; Reduce the need for customers to be present at DMV branches,

Increase the number of customer transactions that can be delivered at one time (no need for the customer to return to DMV and no rework),

Provide a safer environment of social distancing for customers and DMV staff; and

Use enterprise platform to provide everything current and prospective citizens expect from their government (Citizen One).

## Fiscal Year 2021 Areas of Focus

### *Integrated Online Services*

- Driver’s License/ID Renewal
- Driver’s License/ID Duplicate
- Change of Address
- Driver History
- Vessel Renewal
- Worker Portal Queue Management
- Customer Online Inquiry

### *DMV Home Page Redesign*

### *Enable WFH/DMV Employees*

### *License & Vehicle Registration Systems Integration*

### *Enterprise Technology Architecture*

## Outcomes

- Implemented online services to allow citizens to change their mailing address, renew/replace their driver’s license/non-driver photo ID, and/or request their driving record, and renew their vessel registrations.
- Streamlined DMV’s web presence to make information and digital services easier to find.
- Assessed the challenges faced by remote workers and developed short-term and longer-term initiatives to support remote worker enablement.
- Integrated online services with legacy systems to perform requested services and record transactions in the systems of record.
- Supported technology alignment of the project with the state’s digital enterprise architecture.

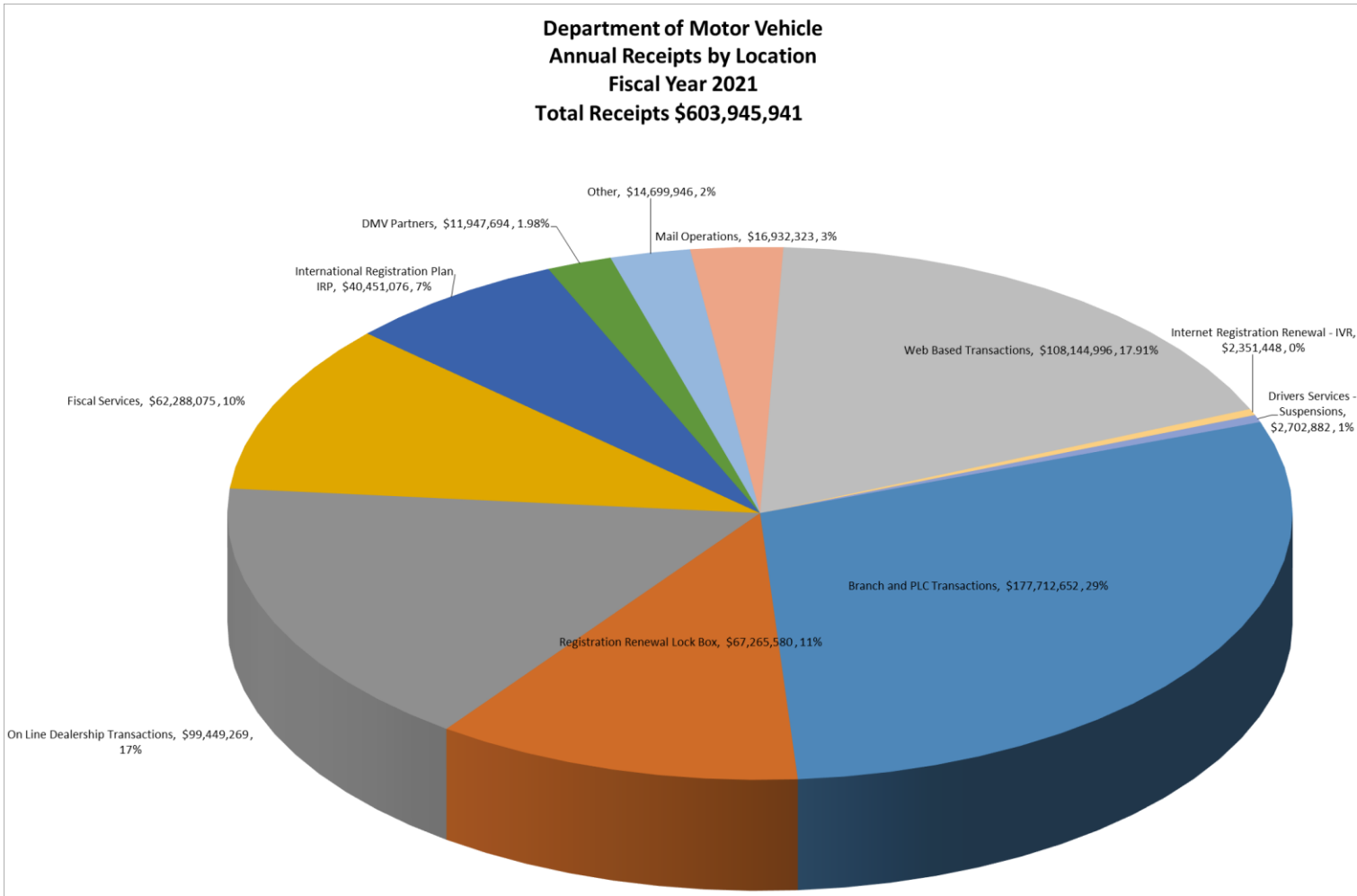
## Adoption of the on-line platform as of June 30, 2021

<b>Online Transaction Type</b>	<b>Launch Dates</b>	<b>Total</b>	<b>Total Revenue</b>
Driver License Renewal	11/27/2020	103,514	\$7,841,339.00
Non-Driver ID Renewal	11/27/2020	3,443	\$91,912.00
Duplicate Driver's License	2/17/2021	17,252	\$507,471.00
Duplicate Non-Driver ID	2/17/2021	1,601	\$47,970.00
Driving History	2/8/2021	8,437	\$168,700.00
Vessel Renewal	5/25/2021	1,125	\$57,929.70
<b>Online Transactions Processed &amp; Revenue Collected</b>		<b>135,372</b>	<b>\$8,715,321.70</b>
<b>Online Customer Capabilities</b>			
Integrated Change of Address	2/22/2021	14,160	
Standalone Change of Address	3/29/2021	33,624	
Customer Contact Inquiry	6/28/2021	57	
Medical Certification added to Driver History	6/28/2021	32	
<b>Total Customer Capabilities</b>		<b>47,873</b>	
<b>Employee Worker Portal*Efficiencies</b>			
Worker Portal Change of Address	6/28/2021	32	
<b>Total Employee Worker Portal Efficiencies</b>		<b>32</b>	
<b>Total Modernization Transactions &amp; Revenue</b>		<b>183,245</b>	<b>\$8,715,321.70</b>

*\* The Employee Worker Portal is a user centered solution providing integration to multiple systems, streamlining processes, and providing user-friendly features for the DMV workforce.*



## Continued to Meet Operational Needs of CT Residents



Annual Receipts by Location Fiscal Year 2020 and 2021				
Location	2021 Annual Receipts	2021 Percentage of Revenue	2020 Annual Receipts	2020 Percentage of Revenue
Branch and PLC Transactions	\$177,712,652.47	29.4%	\$132,528,026.00	28.7%
Registration Renewal Lock Box	\$67,265,580.40	11.1%	\$62,954,238.00	13.6%
On Line Dealership Transactions	\$99,449,268.83	16.5%	\$67,564,102.00	14.6%
Fiscal Services	\$62,288,075.05	10.3%	\$47,239,530.00	10.2%
International Registration Plan IRP	\$40,451,075.76	6.7%	\$32,024,168.00	6.9%
DMV Partners	\$11,947,694.48	2.0%	\$13,961,672.00	3.0%
Other	\$14,699,945.56	2.4%	\$10,543,847.00	2.3%
Mail Operations	\$16,932,322.51	2.8%	\$8,654,990.00	1.9%
Web Based Transactions	\$108,144,996.05	17.9%	\$81,343,109.00	17.6%
Internet Registration Renewal - IVR	\$2,351,447.70	0.4%	\$1,579,792.00	0.3%
Driver Services - Suspensions	\$2,702,882.00	0.4%	\$3,117,100.00	0.7%
<b>Total Receipts</b>	<b>\$603,945,940.81</b>		<b>\$461,510,574.00</b>	

## Fiscal Impact of Driver and Registration Extensions to Revenue

Driver's License and IDs	7%	<ul style="list-style-type: none"> <li>Public Act 19-165 extended Driver's License and IDs from 6 to 8 years.</li> <li>Executive Order from March 1, 2020 – December 31, 2020 extended for 1 year after the expiration date printed on the credential.</li> <li>Executive Order from January 1, 2021 to March 21, 2021 extended through December 31, 2021.</li> </ul>
Vehicle Registrations	43%	<ul style="list-style-type: none"> <li>Public Act 19-165 extended Vehicle Registrations from 2 to 3 years.</li> <li>Executive Order from March 10, 2020 to May 21, 2020 extended through November 30, 2020.</li> <li>Executive Order from June 1, 202 to November 30, 2020 through December 31, 2020</li> </ul>

### Legislative Response

In response to the COVID-19 pandemic, the Department, with the approval of Governor Ned Lamont, issued four executive orders to extend deadlines for Connecticut residents with expiring credentials. In addition to extending the expiration date of DMV credentials, late fees associated with eligible expired credentials were waived during the period of the extensions for qualifying credentials. The extensions helped reduced transaction backlogs and enabled the Department to safely deliver essential services to customers.

### Response to the COVID-19 Pandemic

In response to the COVID-19 pandemic, the Department deployed safety protocols. Employees were given access to Personal Protective Equipment (masks, face shields, gloves, tube scarves, hand sanitizer, and disinfectant wipes), and the Department made several operational changes including:

- Single point entry and exit at all branches
- Contactless temperature checks by nurses upon all branch entries
- Mask requirements at all branches for anyone entering the buildings
- Restructured and re-stripped branch parking lots
- Restructured offices to encourage social distancing
- Disinfected high touch points in all locations daily
- Weekly electrostatic disinfecting treatments
- Installed a high efficiency air filtration system in the Wethersfield Branch
- Deployed online services that allowed customers to complete transactions remotely
- Deployment of an appointment system to ensure DMV customer demand is in synch with DMV staffing, thereby reducing the social contact occurring within the branches.

Breakdown of expenses associated with the COVID-19 pandemic:

Summary of Expenses	Amount Spent	%
Appointment System	\$165,078.13	2.0%
COVID Cleaning	\$1,970,098.00	24.4%
Temperature Screening	\$951,000.00	11.8%
Digital Enablement	\$3,173,124.20	39.3%
Unarmed Security Guards	\$1,297,863.00	16.1%
<b>Total</b>	<b>\$7,557,163.33</b>	

## **Capital Improvements**

Planned improvements were completed at four DMV locations to enhance safety and improve efficiency:

- 540 Main Avenue, Norwalk; improvements included the installation of a new roof and HVAC system, and rezoning thermostats and the Variable Air Volume (VAV) box. Safety repairs were completed to the sidewalk and catch basin. (\$1,221,910.00)
- 60 State Street, Wethersfield; new paver stones were installed near the main entrance to the building. (\$51,900.00)
- 7 Custom Drive, Old Saybrook; improvements included new vinyl composite tile (VCT) flooring throughout the entire office. (\$33,734.80)
- 151 Torrington Road, Winsted; improvements included new vinyl composite tile (VCT) flooring throughout the entire office and replace damaged ceiling tiles. (\$37,100.82)