



*Digest of Administrative Reports to the Governor*

*Governor Ned Lamont*

*Fiscal Year 2021-2022*

*Commissioner Sibongile Magubane*  
*Department of Motor Vehicles*



## **At a Glance – Fiscal Year 2021-2022**

### **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.

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

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

**Number of employees:** 704 employees

**Recurring Operating Expenses:** \$70 million

**Organizational Structure:** 14 functional areas.

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

## **STATUTORY RESPONSIBILITIES**

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. 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.

## **PUBLIC SERVICE**

- Legal Services Division (Division) participates in the Department's mission of providing public service by representing the Department, and consumers, in hearings where dealers and repairers have violated statutory or regulatory provisions, to the detriment of consumers. Additionally, the Division furthers the mission of promoting public safety by representing the Department in hearings involving impaired drivers, including drivers who are impaired by operating motor vehicles under the influence of alcohol, cannabis, prescription and illegal drugs, or any combination thereof. In support of the passage of Public Act 21-1 (An Act Concerning Responsible and Equitable Regulation of Adult-Use Cannabis (RERACA)), the Division began the enforcement of RERACA by processing police reports for drivers impaired by the use of cannabis, and any other drugs, including prescription drugs (oxycodone, hydrocodone, etc.), and illegal drugs (cocaine, heroin, etc.).
- Coordinated the Teen Safe Driving Video Contest in partnership with Travelers Insurance. The contest calls for high school students to produce a 45-second public service video promoting safe driving habits to peers and the community. Three hundred students participated from twenty-one schools and the DMV received 100 videos. William H. Hall High School of West Hartford won 1st place, Conard High School (West Hartford) 2nd place and Wilton High School 3rd place. The contest was launched in 2008 as a safety awareness initiative following the passage of teen driving laws in the state.
- Collaborated with the Department of Children and Families (DCF) and Department of Emergency Services and Public Protection (DESPP) to streamline background checks for citizens applying for passenger endorsements. The turnaround time for background checks reduced from 6-plus weeks to being available within 72 hours.
- Reopened the Putnam Branch Satellite Office.

- Collaborated with the Department of Veteran Affairs to establish 10 new Wartime Veteran service era plates to commemorate specific wartime periods, including the Afghanistan War, Grenada, the Iraq War, the Korean War, Lebanon, Operation Earnest Will, Panama, the Persian Gulf War, the Vietnam War, and World War II. Participated in the annual Stand Down Event for Connecticut veterans in 5 locations- Bridgeport, Danbury, Danielson, Norwich, and Rocky Hill. Assisted over 200 veterans with license and no-driver identification renewals, license suspensions, change of addresses, handicap permits and general information.
- In support of the Governor’s Task Force on refugee resettlement and in coordination with the Afghan community and CT non-profits, the DMV Hamden office facilitated knowledge testing for learner permits and issued non-driver identification cards for Afghanistan refugees.
- Under state law, specifically, section 14-36(e)(3) of the Connecticut General Statutes (C.G.S.), the Department is required to offer the knowledge test in English, Spanish or any language spoken at home by at least one per cent of the population. Based on the Department’s review of the most recent decennial census, Vietnamese and Albanian are spoken at home by at least one percent of Connecticut citizens, and as a result, the knowledge test in is now offered in Vietnamese and Albanian.
- Collaborated with The City of Bridgeport re-entry program, City of Hartford local non-profits, and New Haven Community Service Administration to support community members renew driver’s license or no-driver identification.

## **IMPROVEMENTS/ACHIEVEMENTS**

- In alignment with the vision for statewide digital government articulated by Governor Ned Lamont July of 2020, the department launched a digital transformation program to modernize the service delivery model. Residents can now renew driver’s licenses, non-driver ID and vessels, they can request duplicate registrations for vehicles and vessels, driver history, change of address and convert a learners permit to a driver’s license online. They can also add Medical Certification to their Driver History, update motor voter and donor status, establish a DMV account, track credential delivery status, and print a temporary credential for all online license transactions without visiting a DMV Branch office.
- Launched the new Connecticut Emissions Program at CTemissions.com. The consumer-friendly website provides Connecticut motorists with the information and tools required to successfully plan, schedule, and manage the emissions testing process. The new Emissions program added stations in underserved areas and extended hours of testing. There are 240 stations serving CT residents.
- Deployed the Federal Motor Carrier Safety Administration’s Commercial Driver License (CDL) Entry Level Driver Training (ELDT) mandate.
- Received two awards from American Association of Motor Vehicle Administrators (AAMVA) for excellence in public affairs and consumer education. The Video Production Award for the video “Get Ready for Your Learner’s Permit Test.” and the Website/Technology Award for the website homepage redesign that made it easier for customers looking for information on agency services. The DMV homepage receives approximately 4 million visits a year.

## INFORMATION REPORTED BY STATE STATUTE

Passenger Endorsement Review Disqualification List	14-44h
Weigh Station	14-270f
Uniform Crime Report Summary Police employees	U.S.C. Title 28 Sec 534
Use of Force	Police Accountability Law
Commercial Driver License (CDL) Stats	49 CFR 384.228
On-Road Vehicle Survey	CT/Opus Contract, Exhibit A, Schedule 4.10 40 CFR §51.351, and §51.371
Periodic evaluations of the enhanced Motor Vehicle Inspection and Maintenance (I/M) Program	CT/Opus Contract, Exhibit A, Schedule 4.23 40 CFR §51.366
Transportation Committee Report	Executive Directive #3 CGS Section 14-164h
Electric Vehicles Registered	CGS 14-12
Driving History Request	CSG 14-10
Insurance Compliance Suspension Notice	CGS 14-12g