



Digest of Administrative Reports to the Governor

Governor Ned Lamont

Fiscal Year 2022-2023

*Commissioner Antonio “Tony” Guerrero
Department of Motor Vehicles*



At a Glance – Fiscal Year 2022-2023

Department of Motor Vehicles

Antonio ‘Tony’ Guerrero, Commissioner

Benjamin Arsenault, Deputy Commissioner

Mildred ‘Millie’ Torres-Ferguson, 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 Connecticut Department of Motor Vehicles (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, Connecticut 06161

Number of employees: 690 employees

Recurring Operating Expenses: \$79 million

Organizational Structure: 14 functional areas

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

NOTE: The DMV and our employees are supported by Human Resources Business Partners and Equal Employment Opportunity via the Department of Administrative Services (DAS) and Labor Relations via the Office of Labor Relations (OLR).

STATUTORY RESPONSIBILITIES

Office of the Commissioner and the Deputy Commissioners: Enforce statutes and provisions impacting motor vehicles and motor vehicle operators; administer, coordinate, and control agency operations and facilities. Legal authority, powers and responsibilities are enumerated in Title 14 of the Connecticut General Statutes (Chapters 246 through 255).

Chapters 246 through 247a, of the Connecticut General Statutes, specifically provide the DMV's authority with respect to driver licensing, motor vehicle registration, emissions testing, insurance requirements, the 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.

Chapters 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

- In December, Governor Ned Lamont announced his nomination of Antonio “Tony” Guerrero as Commissioner of the DMV. He previously served as the agency’s Deputy Commissioner and was the former co-chair of the General Assembly’s Transportation Committee. Commissioner Guerrero’s nomination subsequently won unanimous support from the Legislature’s Executive and Legislative Nominations Committee and the state House of Representatives.
- The Legal Services Division (Division) participates in the DMV’s mission of providing public service by representing the agency, 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 DMV 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 collaboration with the City of Hartford (Keney Park Jewel of the City), the New Haven Community Service Administration, and state legislators at the Capitol’s Connecticut Latino Summit, the DMV provided information and convenient access to license and identification services.
- The DMV also participated in the annual Stand Down Event for Connecticut veterans in 5 locations; Bridgeport, Bristol, Danbury, Norwich, and Rocky Hill. Employees from the DMV assisted veterans with license and non-driver identification renewals, license suspensions, change of addresses, handicap permits and general information.
- In April, the DMV announced a substantial expansion of languages offered for applicants taking the written knowledge test to obtain a driver’s permit. In addition to 11 existing languages, applicants now

have the option to request and complete in hard copy format a written knowledge test in 24 additional languages. Subsequently in May, the General Assembly passed new legislation designed to inform and sustain this new programming by authorizing ongoing consultation with community groups; reporting on test uptake back to the Legislature; and submission of resources required to further expand offerings. The DMV has also expanded language translation capacity on our website to support knowledge test preparation.

- In May, inspectors from the DMV's Commercial Vehicle Safety Division (CVSD) participated in the Town of Stafford's Child Safety Day, where they discussed school bus safety, provided tips for sharing the road with all commercial vehicles and offered employment recruitment information. The DMV is the lead agency for enforcing school transportation safety.
- In May, the CVSD also kicked off its annual three-day truck-safety enforcement and education blitz around the state as part of Roadcheck 2023. This event raised awareness about the need for truck safety and educated drivers and their companies about safety requirements. Spot checks were performed to find unsafe trucks and motor coaches from May 16, 2023 to May 18, 2023, with a special focus this year on anti-lock braking systems and cargo securement.
- The DMV also 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 announcement promoting safe driving habits to peers and the community. Two hundred students participated from twenty schools and the DMV received 103 videos. A student team from Thomaston High School won 1st place, followed by student teams from Wilton High School (2nd place) and Willimantic's Arts at the Capitol Theater (3rd place). The contest was launched in 2008 as a safety awareness initiative following the passage of teen driving laws in the state.
- The DMV continues to partner with the Department of Corrections (DOC) to support re-entry and streamline issuance of identity cards for individuals scheduled to be discharged from a correctional facility. A team from the DMV visits Suffield's McDougall-Walker facility monthly to facilitate this process. Additionally, the DMV is working with the DOC on re-entry programming to prepare individuals for commercial driver's license permit testing.
- In June, inspectors from the DMV's Commercial Vehicle Safety Division, along with other law enforcement and industry personnel, served as judges at the annual Tri-State Truck Driving Championship in Windsor Locks, where more than 90 commercial truck drivers competed for an opportunity to go the national truck driving championship.
- The DMV supported the passage of legislation during the General Assembly's 2023 session that will support customers, operations, and motor vehicle operator safety. New statutory provisions include relief for a first-time car seat violation; provision of open recall notices for vehicles that present for emissions testing; permissible use of GPS devices on school busses; prioritization of school bus operator skills testing; and clarification of a no cost option for customers to reprint their vehicle registration certificate from a home computer.

IMPROVEMENTS/ACHIEVEMENTS

- In alignment with the vision for statewide digital government articulated by Governor Ned Lamont in July 2020, the DMV launched a digital transformation program to modernize service delivery and has continued to expand on this initiative. Residents can now renew driver's licenses and non-driver IDs, they can renew or request duplicate registrations for vehicles and vessels, request a driver history, complete a change of address, and convert a learner's permit to a driver's license online. They can also add Medical Certification to their Driver History, update voter registration and organ 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.
- In October, the DMV launched a new website that further streamlined online services to make completing transactions for customers easier, faster, and more convenient. Additionally, the DMV added functionality to request refunds when canceling vehicle or vessel registrations, and to replace lost titles, which previously could only be completed using paper forms.
- DMV now offers more than 24 online services and has added the following features to streamline processes and improve the customer's experience:
 - **Expanded the options for online registration renewals for certain vehicle and boat classifications.** This will allow customers to submit required paperwork as part of their registration renewal process. These options will also allow customers to enter information into a worker portal to seek to resolve any issues with their respective online registration renewal transaction.
 - **Online disability placard application.** Allows for customers needing to apply for new, renewal, and replacement disability placards online. The worker portal option for customer issue resolution, described above, also applies here.
 - **Enhanced registration compliance capacity.** Allows customers to go online to seek a resolution for a vehicle registration compliance-related issue, such as an insurance compliance case for failure to maintain statutory insurance coverage. The worker portal option for customer issue resolution, described above, also applies here.
 - **Integrated appointment system.** Features were added for customers seeking appointments to DMV branches to complete in-person transactions. New functionality includes:
 - The ability to seek the earliest appointment time by canvassing several branches based upon resident's address.
 - Mobile confirmation reminders, cancellations, and rescheduling based upon the customer's needs.
 - Mobile check-in so the customer does not have to wait for a DMV branch staff person and is notified of service availability.

- Redirecting customers attempting to make an in-person appointment that the option of going online for certain transactions may exist, eliminating the need to visit a DMV branch in-person.
 - Providing a list of needed documentation to support first-time transaction success at a Branch office.
- In May, the DMV enhanced the in-person touch screen licensing and voter registration process used in all DMV and DMV partner offices, by adding the ability to view and respond to the required questions in Spanish. This improved usability for customer self-service transactions. Additionally, the DMV is now printing the system-generated voter registration receipts in both English and Spanish.
 - The Driver Services Division represented the Connecticut DMV at the American Association of Motor Vehicle Administrators Law Institute in Texas in March, and the Region 1 Conference in Rhode Island in May. Connecticut DMV employees presented at both conferences.

INFORMATION REPORTED BY STATE STATUTE

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| Passenger Endorsement Review Disqualification List | C.G.S. Section 14-44h |
| Weigh Station | C.G.S. Section 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 – Monthly Emissions Activity Report | Executive Directive #3 C.G.S. Section 14-164h |
| Transportation Committee – Annual Customer Service Report | C.G.S. Section 14-11e |
| Electric Vehicles Registered | C.G.S. Section 14-12 |
| Driving History Request | C.G.S. Section 14-10 |
| Insurance Compliance Suspension Notice | C.G.S. Section 14-12g |