



CONNECTICUT

Motor Vehicles

Digest of Administrative Reports to the Governor

Governor Ned Lamont

Fiscal Year 2023-2024

*Antonio 'Tony' Guerrero
Commissioner of Motor Vehicles*



At a Glance – Fiscal Year 2023-2024

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: 714 employees

Recurring Operating Expenses: \$84 million

Organizational Structure: 14 functional areas

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

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

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 (C.G.S.), Chapters 246 through 255.

Chapters 246 through 247a, of the C.G.S., 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 C.G.S., 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 C.G.S., 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

- The Legal Services Division contributes to the DMV's mission 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.
- Inspectors from the DMV's Commercial Vehicle Safety Division (CVSD) participate in numerous education events, safety presentations, and community outreach events such as the Town of Stafford's Child Safety Day, Wishes on Wheels Truck Convoy, monthly safety and regulation classes for carriers, and dozens of onsite safety presentations for companies and drivers.
- In June, CVSD inspectors 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.
- CVSD inspectors conducted 15,883 commercial vehicle inspections resulting in 1,231 drivers and 3,388 vehicles placed out of service for safety related violations. DMV Inspectors also conduct the state's student transportation inspections and completed 10,295 school bus and student transportation vehicle inspections in Fiscal Year 2023-2024, resulting in 818 out of service vehicles.
- CVSD completed 800 vehicle and customer suspensions as part of its Innovative Technology Deployment Program preventing unsafe motor carriers from operating on our roadways. Only 299 transactions were re-instated in this fiscal year.

- The DMV inspection lanes now accept a federal annual vehicle inspection report and a valid inspector qualification form instead of a DMV inspection at the time of registration for vehicles subject to Federal Motor Carrier Safety Administration (FMCSA) regulations. This change simplifies customer transactions, ensures vehicle safety standards are maintained, and reduces wait times.
- CVSD was awarded multiple FMCSA high priority grants in fiscal year 2023-2024 in the amount of \$1,380,467 resulting in system and software upgrades in International Registration Plan (IRP) enhancements for commercial vehicle safety, hundreds of hours of commercial vehicle enforcement initiatives in work zones and high crash corridors, new innovative lasers that record video and photo evidence to reduce speeding trucks, and motorcoach inspection details. Enforcement details in fiscal year 2023-2024 resulted in 3,078 inspections; 1,603 infractions issued, 25 misdemeanor summonses, and a potential fine amount of \$480,977.00.
- CVSD conducted forty auto theft investigations resulting in the identification and recovery of stolen vehicles.
- DMV participated in the annual Stand Down Event for Connecticut veterans in five 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. DMV worked with the Department of Veteran's Affairs to ensure that Veterans unable to attend the event were afforded the same opportunity year-round.
- DMV 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 140 videos – a 35 percent increase from last year. A student team from Weston High School won 1st place, followed by student teams from Haddam-Killingworth High School (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.
- Members of the Driver Services team hosted events during Child Safety Week: September 17-23, 2023. The team was onsite to provide information in three branch offices with tables that included car seat displays, educational brochures, and other child safety materials. They also partnered with the Wethersfield Police Department to perform car seat checks for interested participants that signed up. The units' KARS program (Kids Always Ride Safe) was recognized by the American Association of Motor Vehicle Administrators (AAMVA) at their regional conference in Quebec City, Canada in May 2024.
- The CT Emissions program and OPUS Technologies partnered with the Connecticut Technical School system to implement Certified Test Inspectors (CTI) training as part of their automotive program. Norwich Tech was the first school to train high school students to become certified emission test inspectors. The initiative helps address workforce shortages in our state as well as expanding job opportunities for high school students graduating from our technical schools.

- The DMV continues to partner with the Department of Correction on re-entry programming and has commenced visits to three correctional facilities to provide on-site testing to commercial driver license permit applicants. Additionally, the branch operations team visits Suffield's MacDougal Walker Correctional Institute monthly to complete state identification card and driver's license transactions for eligible applicants.
- Under Commissioner Guerrero's leadership, the DMV has prioritized collaboration with local communities to bring basic services and information to people where they live. At these events – which have taken place in communities of need such as Bridgeport, Waterbury, New Britain, Hartford, and other locations - residents can renew their licenses and IDs, upgrade to a Real ID and learn more about our online services. The DMV has also worked closely with organizations that serve at-risk populations in Connecticut, such as senior centers, homeless shelters and the American Job Centers to facilitate the issuance of non-driver ID's and licenses, which can serve as a first identity credential for individuals.
- The DMV supported the passage of legislation during the General Assembly's 2024 session that will support and protect consumers, streamline processes, provide for consistent enforcement across regulated entities, and promote safety on our roads. New statutory provisions include: an updated licensing regime for entities that conduct 3rd party vehicle registration and titling transactions that includes enhanced consumer protections; additional licensure and bond requirements for driving school operators, and updated background check requirements for driving instructors; reinstatement of a program to incentivize municipal purchases of school busses equipped with safety belts; authority to pilot de-centralized testing of salvage vehicle inspections; and enhanced requirements for medical certification on accessible parking placard applications.

IMPROVEMENTS/ACHIEVEMENTS

- In alignment with the vision for statewide digital government articulated by Governor Ned Lamont in July 2020, the DMV continued the digital transformation journey to modernize service delivery and has continued to expand on this initiative. Since July of 2020, customers have performed almost 2.9 million transactions via DMV's online system, generating \$163M in revenue. Moreover, residents can now process approximately over 40 transactions online, including:
 - Renew driver's licenses and non -driver IDs;
 - Renew or request duplicate registrations for vehicles and vessels;
 - Request a driver history;
 - Complete a change of address;
 - Convert a learner's permit to a driver's license;
 - Add Medical Certification to a driver's history;
 - Update voter registration and organ donor status;
 - Establish a DMV account;
 - Track credential delivery status;
 - Print a temporary credential for all online transactions without visiting a DMV Branch office;
 - Request refunds when canceling vehicle or vessel registrations;
 - Replace lost titles; and
 - Request accessibility placards.

- The DMV completed deployment of its enterprise 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.

- The DMV replaced its legacy, midrange Administrative Per Se system (end of life) and migrated it to the new Salesforce application.

- The DMV's Contact Center successfully answered and processed 432,123 phone inquiries and 72,869 e-mail inquiries. The Contact Center reduced the abandoned percentage of calls to 15.65 percent averaged for this period and resolved customer inquiries on average in 4.27 minutes.

- The Contact Center implemented the Mindful cloud application which replaced the Virtual Hold on-premise application. Mindful is a placeholder for customers who prefer a callback versus waiting on hold for an Examiner to process a call. In addition, three new Interactive Voice Response self-service enhancements with updated automated attendant call flows are being implemented. The Contact Center also added a Wallboard application for each Examiner's computer, thereby allowing them to see key performance indicators (i.e., hold time, calls completed, talk time etc.).

- The Driver Education and Testing Unit has expanded their off-site testing program to include applicants over the age of 21. This unit has also helped address the issue of the school bus driver shortage and retention of drivers. The Commercial Driver License team has worked with the Connecticut School Transportation Association to implement a pre-trip checklist to assist drivers with their annual proficiency test. This tool will be utilized to help maximize the success rate and help drivers maintain their CDL and school bus endorsement.

- A member of the DMV Emissions team was also recognized by AAMVA with a Fraud Award for his work on stolen vehicles. This award was presented at the regional conference in Quebec City in May 2024.

- During the last fiscal year, the DMV made facilities improvements including, but not limited to, the installation of a new 20-ton gas/electric rooftop unit (RTU) in the Norwich Branch Office, which replaced the previous 25-ton unit and oil furnace; the installation of new Americans with Disability Act-compliant

door opens at the main entrance of the Norwich Branch Office; and the installation of a new 12 ½ ton gas/electric RTU with new standard efficiency.

- The Vehicle Business Regulation Division (VBR) worked in conjunction with the Project Management Office, Commercial Vehicle Safety Division and Deloitte to successfully launch a Fleet Online Registration Renewal Portal. This Proof of Concept (POC) was launched on July 17 & 18, 2024 to allow two organizations, Dattco Inc and First Student Inc, to process their School Bus Registrations online. Prior to the release of the POC, School Bus registrations were not able to be renewed through our current online service for organizations. These two organizations successfully renewed a total of 348 school bus registrations.

INFORMATION REPORTED BY STATE STATUTE

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) Statistics	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