1. **Provide a 3-5 year modernization plan that includes the transition or replacement of DMVs mainframe licensing system**

    See Attachment 1

2. **Plan for implementing the proposed 2% credit card processing fee included in the Governor's budget**

    Implementation of the proposed credit card processing fee has not been determined.   The DMV will work with our partners at OPM and DAS to understand and implement the credit card processing fee based on any legislative or statutory requirements. Two things are certain, the fee will not exceed any charge by the credit card issuer and DMV will be fully transparent when applying this fee to a customer transaction.

3. **Break-out of all federal COVID dollars received (Coronavirus Relief Funds and FEMA)**

Total Coronavirus Funds $8,077,931.00

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%

The remaining 6.4 % was spent on items such as sneeze guards, laptops, reconfiguring workspaces, etc

Total FEMA Funds: $50,000

Summary of Expenses	Amount Spent	%
Covid cleaning	$50,0000	100%

* These monies are going back to OPM when received

4. **Provide additional information on historical and projected modernization costs, including budget account funding the project**

Cost of Recent Modernization Efforts

| | | | Breakout of Total Paid by Funding Source | | | From 7/1/18 to 12/31/21 |
	Total Obligated To Be Paid	Total Paid As of December 31, 2020	CRF	Modernization Fund	Operating Expenses	Current Projected Costs through 12/31/21 (as of 3/3/21)
Digital Enablement and Integrated Online Services	$6,917,705.26	$3,566,923.09	$3,173,124.20	$393,798.89		$7,961,029.00

NOTE: There have been additional costs paid out of the Modernization fund during this time period to improve DMV systems.

5. **Services moved from being conducted in person to online as part of Phase 2 of DMV's Modernization Plan**

The final list of Phase 2 transactions have not been finalized. Current features include:

Chabot, allowing for online conversations with customers; and boat, motorcycle and RV registration renewals. Final list will be in the next 2 weeks. All newly offered online services are also available in person

Below are services provided as part of Phase 1:

Online Service	Date Implemented
1. Driver License and Non Driver ID Renewal	November 27, 2020
2. Driver License and Non Driver ID Duplicate	February 8, 2021
3. Driver History Request	February 8, 2021
4. Integrated Change of Address	February 22, 2021
5. Website Enhancements	February 22, 2021

See website improvements in Attachment 2

6. **Information on DMV's plans for license services by mail and online**

   License renewals by mail were unique to Covid because of branch closure. In 2019, renewals received by mail were .8%, in 2020 it rose to 4%, and in 2021 is at 1% of all license renewals. We expect this to decrease with the availability of our online service but there are still customers who will choose mail such as members of the military or those without access to computers or credit cards. Fifty percent of license renewals are done by our licensing partners, AAA and Nutmeg Federal Credit Union. Real IDs must be done in person due to the requirement of presenting original documents and having a new photo taken at the time of the visit.

7. **Analysis/dashboard of service offered from 2018 -current, including what is available online vs in-person**

   See Attachments 3 & 4

8. **Provide a three year look at all license types issued by the DMV (traditional license, permits and Drive-Only)**

NEW CREDENTIALS	2019	2020	2021
CT Citizens	53,340	31,729	5,293
OOS Transfers	38,383	29,811	3,179
Drive Only	9,904	5,352	402
Total Licenses	101,627	66,892	8,874

Learner Permit	2019	2020	2021
CT Citizens	64,373	49,338	10,439
Drive Only	11,251	6,904	1,456
Total Licenses	75,624	56,242	11,895

   *Decrease from 2019 to 2020 is due to Covid extensions

9. **Plan for addressing the issue of CT residents registering vehicles out-ot-state**

   DMV does not enforce violations for out of state registrations. Violations for residents who fail to register their vehicles in CT and out-of-state transfers not completed within the statutory 60 days fall under the jurisdiction of local police and tax assessors.

10. Has DMV worked with other states' to learn what they've incurred when legalizing cannabis

- Yes. DMV attorneys have participated on multistate calls with Colorado, Washington State, South Carolina and Maryland.
- States have reported greater workloads at the courts
- States that have adopted recreational cannabis laws identify the importance of having an adequate number of officers trained in Advanced Roadside Impaired Driving Enforcement (ARIDE) who can detect drivers who are impaired by drugs and Drug Recognition Experts (DREs) to successfully prosecute such drivers. The proposed cannabis legislation has language that requires a study of the numbers of ARIDE and DRE officers that will be necessary in Connecticut, and the Governor's bill provides funding for that additional training for officers.
- The legislation pending in Connecticut introduces an administrative license suspension program for drivers impaired by drugs, similar to what has been established for drivers under the influence of alcohol. This is a program that will be unique to Connecticut, and while it is projected that it will require additional personnel and resources, there is no parallel program in another state upon which to base those costs.

11. Analysis of recruitment trends including number of applications per position. Include turnover/attrition analysis by job type

See Attachment 5

12. Explain any changes in hiring process due to the state's shift to centralized HR

See Attachment 6

13. Provide statistics on minority hiring and recruitment, including current make-up by position

See Attachment 7

14. Provide break-out of wage related budget increases

See Attachment 8

DMV

THREE YEAR PLAN FOR MAINFRAME REPLACEMENT

Overview

The Modernization Plan scope includes replacing the existing mainframe environment comprised of a legacy COBOL based system with limited capacity to enhanced security or scalability and limited pool of expertise available to support the system. The American Association of Motor Vehicle Administration (AAMVA) has deployed a new State-to-State verification service for DMVs nationwide and will discontinue support for the Unified Network Interface (UNI) that supports critical applications by 2023 which means DMV must replace the mainframe by March 2023.

Strategy

Our strategy is a phased approach starting with developing a new future-ready web based application environment with modern technologies that provide the required security, interoperability and scalability needed to support current and future business requirements of the DMV. This allows for seamless integration with the state enterprise architecture (cloud based).

Approach

Year 1 - 2021:

The development of a web based front end application to provide an open, flexible and scalable architecture, connected to the back end legacy system.

Year 2 - 2022:

Migrate applications and user interfaces from the mainframe to the newly developed web based application, in addition to developing an environment that connects to the new State-to-State verification system. This allows legacy mainframe to accommodate reconfiguration and transfer of data.

Year 3 - 2023:

The mainframe replacement will be completed once the remaining mainframe applications are migrated to the web based application environment along with the reconfiguring and transferring of data to the new modern environment. (cloud based)

Conclusion

Upon completion of the final migration of all mainframe licensing applications and data, the process of integrating the existing registration system (CIVLS) to the newly created state of the art environment will commence. The CIVLS environment is already a distributed environment with Windows based application and database servers which would facilitate seamless integration. The conclusion of this effort will create a single consolidated environment for all DMV activities, simplifying maintenance and management eventually lowering cost of ownership.

Website Improvements

Overview

Release 1:

The DMV's modernization efforts feature several customer facing website improvements. Enhancements include a redesigned homepage and access to integrated online services.

- **Redesigned homepage:** Using an intuitive design, content is better positioned allowing customers to easily locate information.
- **New integrated online services allow customers remote access to:**
    - Renew a driver's license
    - Renew a non-driver ID
    - Request a duplicate driver's license
    - Request a duplicate non-driver ID
    - Request a driving history
    - Change their address (integrated within the renewal and duplicate service options)

Release 2:

Complete rewrite for improved information and navigation.
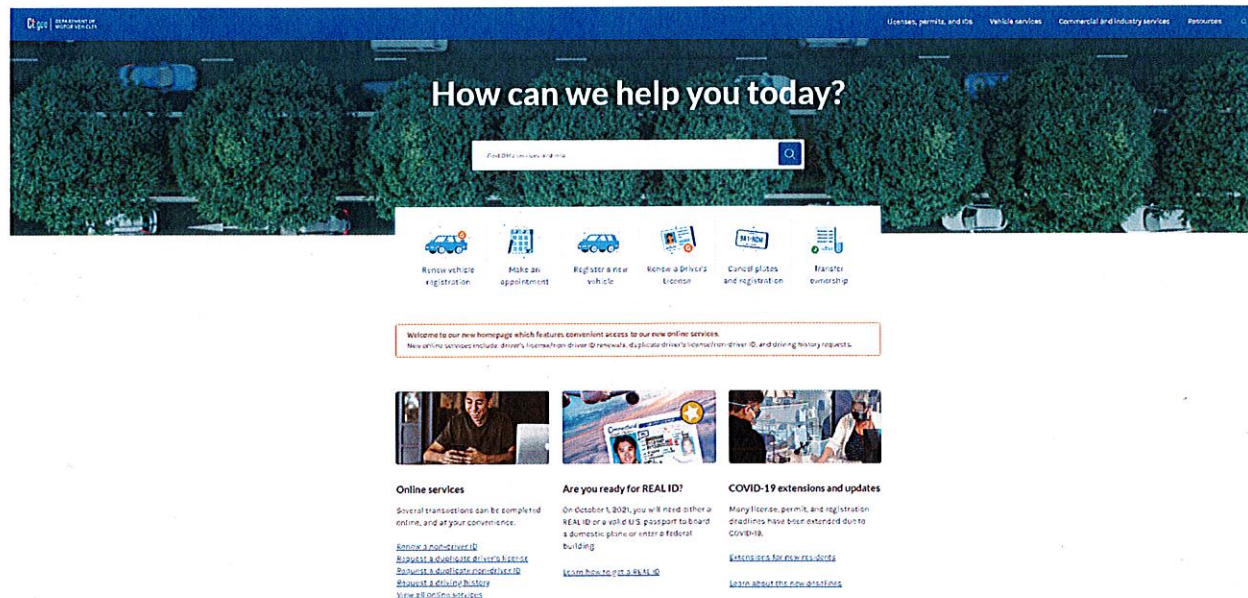
List of Services

	2019					2020					2021				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1 (thru' Jan)	Q2	Q3	Q4	Total
New License															
In-person	22,619	25,242	29,088	24,678	101,627	20,238	494	23,622	22,538	66,892	8,874				8,874
Online															
Mail															
License Renewal															
In-person-Branch	42,794	41,221	38,466	39,094	161,575	34,555	1,086	59,038	71,442	166,121	18,131				18,131
In-person-Partners	50,439	53,020	51,588	49,477	204,524	46,817	19,231	47,372	46,802	160,222	12,069				12,069
Online-Salesforce									2,498	2,498	17,719				17,719
Mail	1,052	822	662	570	3,106	802	4,427	5,465	3,592	14,286	668				668
License Duplicates															
In-person-Branch	12,167	12,859	14,212	13,816	53,054	12,196	430	7,066	9,448	29,140	3,316				3,316
In-person-Partners	10,729	12,102	13,828	14,213	50,872	14,946	3233	4,916	4,958	28,053	1,630				1,630
Online-Salesforce								9		9	9				9
Mail	1,033	1,546	3,102	2,913	8,594	2,743	4,348	7,351	7,256	21,698	2,147				2,147
Driver History															
In-person	4,137	3,828	3,620	3,471	15,056	3,112	11	448	500	4,071	179				179
Online-Salesforce											13				13
Mail	1,212	1,434	1,352	1,718	5,716	1,501	1,078	2,247	2,074	6,900	549				549
CDL New License															
In-person	227	213	213	208	861	173	6	228	209	616	80				80
Online															
Mail															
CDL Renewal															
In-person	3,355	3,480	4,213	5,389	16,437	4,678	158	6,327	5,482	16,645	1753				1753
Online						0	0	9	0	9					
Mail															
CDL Duplicates															
In-person	1,879	1,971	1,994	1,906	7,750	1,631	424	1,220	1,329	4,604	503				503
Online															
Mail	0	1	16	31	48	24	163	161	110	458	18				18
New Registration															
Passenger															
In-person	52,490	56,528	56,714	51,990	217,722	43,398	8,633	44,629	42,592	139,252	11,886				11,886
Online-DMV Web, Dealer Online	75,768	84,458	84,687	78,497	323,410	70,892	60,723	97,672	84,303	313,590	27,559				27,559
Mail	1,680	1,713	1,656	1,428	6,477	1,347	1,272	2,175	2,295	7,089	768				768

	2019					2020					2021				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1 (thru' Jan)	Q2	Q3	Q4	Total
Combination															
In-person	5,654	6,366	5,862	6,136	24,018	4,439	1,097	4,367	4,339	14,242	1,261				1,261
Online-DMV Web, Dealer Online	5,989	6,504	6,233	6,770	25,496	5,761	5,205	8,008	7,258	26,232	2,222				2,222
Mail	416	355	278	195	1,244	297	166	278	387	1,128	93				93
Commercial															
In-person	1,142	1,426	1,113	1,172	4,853	850	246	994	1,109	3,199	308				308
Online-DMV Web, Dealer Online	584	775	678	670	2,707	464	656	914	1,054	3,088	273				273
Mail	181	223	163	155	722	242	148	282	384	1,056	78				78
Motorcycle															
In-person	986	3,361	2,175	555	7,077	952	1,069	2,639	888	5,548	169				169
Online-DMV Web, Dealer Online	831	2,022	1,420	489	4,762	835	2,051	2,021	694	5,601	167				167
Mail	46	84	62	48	240	25	76	130	76	307	17				17
Boat															
In-person	12	63	37	8	120	97	185	510	90	882	33				33
Online-Dealer Online							452	206	45	703	39				39
Mail	8	72	73	10	163	132	413	760	121	1,426	18				18
Registration Renewals															
Passenger															
In-person	14,267	14,758	15,874	13,629	58,528	12,362	199	3,654	4,044	20,259	1,203				1,203
Online-DMV Web, Dealer Online	108,163	125,994	127,764	109,628	471,549	110,887	118,036	123,473	122,037	474,433	44,218				44,218
Mail	63,440	84,769	92,752	75,916	316,877	64,961	78,483	77,965	81,839	303,248	22,493				22,493
Combination															
In-person	1,844	2,257	2,336	1,898	8,335	1,563	39	548	616	2,766	194				194
Online-DMV Web, Dealer Online	12,183	17,550	16,136	12,357	58,226	12,756	15,973	15,298	14,461	58,488	4,774				4,774
Mail	8,369	21,430	12,737	9,719	52,255	9,154	18,119	10,616	10,213	48,102	2,735				2,735
Commercial															
In-person	688	1,767	531	705	3,691	496	206	391	521	1,614	99				99
Online-DMV Web, Dealer Online	8,603	8,173	2,911	3,036	22,723	8,342	7,952	4,022	4,370	24,686	2,284				2,284
Mail	11,478	9,650	2,444	2,437	26,009	9,380	8,610	2,995	3,416	24,401	811				811
Motorcycle															
In-person	474	776	466	115	1,831	383	23	188	60	654	27				27
Online-DMV Web, Dealer Online	10,481	4,013	2,142	881	17,517	9,378	5,221	2,524	1,105	18,228	2,673				2,673
Mail	10,579	1,279	912	317	13,087	9,273	2,017	803	387	12,480	2,189				2,189

	2019					2020					2021				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1 (thru' Jan)	Q2	Q3	Q4	Total
Boat															
In-person	48	3,098	306	36	3,488	33	1,361	214	20	1,628	9				9
Online-Dealer Online	1	26	3		30		31			31					
Mail	975	77,461	3,020	549	82,005	74,524	25	401	23	74,973	12				12
Learner Permits															
In-person-Regular Permit Test	30,549	34,038	33,416	29,167	127,170	24,249	5,507	33,833	30,882	94,471	10,125				10,125

	2019					2020					2021				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1 (thru Jan)	Q2	Q3	Q4	Total
In-Person-CDL & MC Permit Test	9,244	9,795	9,060	8,202	36,301	8,008	1,673	8,180	7,073	24,934	3,505				3,505
Online															
Mail															
Driving Tests															
In-person-Branch	16,529	19,314	19,758	17,674	73,275	15,263	280	20,291	18,516	54,350	6,546				6,546
In-person-Driving School	5,201	6,975	7,330	5,797	25,303	5,248	1089	8,864	6,909	22,110	2,091				2,091
Online															
Mail															
Grand Total	610,546	764,812	673,403	597,670	2,646,431	574,908	456,824	645,315	630,365	2,307,412	218,537	0	0	0	218,537

NOTE:

"In-person" includes transactions processed at DMV Branch Offices and DMV partner locations (e.g. Nutmeg Financial Credit Union, AAA, etc.).

"Mail" includes transactions processed through lockbox and those processed in back-office units at the DMV.

"Online" includes transactions processed through DMV website and through the new Salesforce platform, Including processed by Dealers.

Branch Learner Regular permits and driving tests include tests administered to teens and adults that were either processed or marked as incomplete.

CDL & MC Permit Tests include passed and failed tests

DMV

Connecticut Department of Motor Vehicles - Primary Functions

Vehicle Services includes all functions supporting our customers, business partners, and other stakeholders dealing with motor vehicles.

Titling
Issue a title to a new or used vehicle, boat
Process Title Branding
Process transfers, duplicates and corrections
Issue a title to a new or used vehicle, boat
Issue boat decals (this would be apart of boat titling)

Registration
Issue new or duplicate registrations for individuals and organizations
Process renewals (online, IVR, mail or branches)
Notice management
Maintain eligibility requirements and fees
Manage Lease processing
Support fleet processing

Lien Management
Add/remove/release liens
Lien holder management

Plates
Manage, track and issue Plates
Process Customer Managed Plates
Manage and issue vanity/special plate requests
Track and maintain plate inventory

Compliance Management
Manage vehicle flags/compliance issues
Suspend revoke registration privileges
Collect payments to remove flags (ex. Property taxes, etc.)
Receive adds and cancellations from insurance companies
Track and monitor insurance compliance by vehicle owners
Manage suspensions, judgments, and reinstatements

Vehicle Inspections
Track inspections status and compliance

Motor Carriers
Manage International Registration Program (IRP) and issue cab cards

Process distribution of funds to other jurisdictions via a clearing house

Covert/Undercover/Confidential Registration
Define eligibility criteria
Manage, issue and track covert/undercover registration
Manage Suppressed/Confidential Registrations

Permit Issuance
Manage and issue flashing light permits

Certified Vehicle Records
Receive record requests and collect payments
Verify eligibility
Prepare and send requests

Customer Management
Manage owner/lessee/less or /lien holder information
Manage and Track Correspondence with customers

Support Dealer Processing and Online Dealer Processing

Business Licensing supports the agency's oversight of vehicle dealerships, driving schools, and other businesses dealing with both vehicles and drivers.

Business Licensing
Process initial applications for and renewals of multiple business license types, driving schools and
Maintain eligibility criteria for each type of business license
Oversee and process business closures
Maintain business information including contacts, locations and authorized employees
Issue and manage Dealer plates (interchangeable)
Process Abandoned vehicles/mechanic liens

Business Employees/Agents
Process initial applications for and renewal of business licenses
Maintain eligibility criteria for each type of business license
Process terminations and transfers of employees/agents

Compliance Management
Monitor compliance
Manage Suspensions for violations and restorations
Manage and track complaints

Inspections, Audits and Fraud Management
Schedule and perform inspections of businesses to support issuance of licenses
Perform periodic inspections to support licensing and to address complaints
Perform annual audits of operations, record checks
Perform audits to address customer complaints
Perform Fraud Management and Enforcement - stole cars, chop shops

Conduct and Support Hearings
Support hearings for bonds, insurance, administrative, denial
Provide license and oversight of all driving schools and licensed instructors
Conduct Record checks, annual background checks, medical reviews, and annual renewals

Address Consumer Complaints
Administer Offsite Testing and Scheduling
Class D, Class A/B, School Bus, Trucks
Manage and Track Correspondence

Driver Services includes all functions supporting our customers, business partners and other stakeholders dealing with licensing and ID issuance.

Real ID Licensing, Drive Only Licensing and Learner's Permits
Issue New
Upgrade to Real ID
Send renewal notices and issue renewals
Issue duplicates and make corrections
Process Renewal and Notices management via online, IVR, mail, at branches
Process transfers from other states
Process learners permits - CLP, motorcycle
Process license classes for commercial, individual
Maintain eligibility requirement dependencies on violations, convictions, disqualifications,
Identify fraudulent documents
Issue endorsements and restrictions (e.g. passenger and CDL endorsements)

Identification Cards
Issue new ID Cards
Upgrade to Real ID
Send renewal notice and process renewals
Process corrections and or issue duplicates
Manage requirements and eligibility
Identify fraudulent documents

Confidential/Suppressed/Covert Licensing
Manage, issue and track covert, confidential and suppressed licensing

Collect Data for Other Agencies
Voter registration
Organ Donor
Selective Services
Veteran Status

Handicap Placards
Maintain disability eligibility requirements
Manage, issue and track disability placards
Interface with medical professionals

Customer Management
Create/maintain customer account and demographic information including change of address
Capture and track photos and perform facial recognition
Capture and verify identify documents
Random audits of submitted documentation after the credential(s) have been issued
Track flags, alerts and other status information for customers, including deaths
Maintain driving privilege eligibility and status
Issue Unique ID numbers
Perform AADMV / other verifications
Manage and Track Correspondence with Customers

Process Data Requests
Law Enforcement, data access vendors, and others (e.g., other governmental agencies such as

Testing
Schedule test appointments
Conduct vision, knowledge and skills tests
Collect and process medical review information
Interface with test providers to get data (ex: medical professional for vision/medical)

Driver Enforcement involves tracking of infractions, violations and ensuring that drivers with proper credential and vehicles are on road.

Manage and Maintain Integrity of Driving History Records
Manage Public passenger endorsements and ongoing background checks
Perform fraud detection using facial recognition and image sharing with NY, MD testing with NJ
Maintain commercial vs. non-commercial, alcohol violation categories
Maintain eligibility criteria for each violation
Maintain violation codes and corresponding ACD codes
Maintain points related to every violation and by category
Maintain withdraw duration per occurrence
Maintain reinstatement requirements and dependencies and other agencies/jurisdictions
Receive and process records from law enforcement, courts and OOS jurisdictions
Add violations and citations to records
Maintain reinstatement requirements and dependencies on other agencies/jurisdictions

Administer Driver and Non Driver Sanction Management
Track points on customer's driving record
Manage medical referrals, reviews of drivers, waivers and exemptions and process medical statuses
Identify type of event and its duration: Suspension, Revocation
Identify type of event and its duration: Cancellation, Withdrawal
Identify type of event and its duration: Void
Identify type of event and its duration: Disqualification
Identify type of event and its duration: Retirement from driving
Flags from other jurisdictions and agencies
Identify and track ignition interlock requirements
Assess withdrawals depending on age of the customer

Process completion of event duration and requirements
Reinstatement of privileges
Rescind suspension
CDL requirement tracking
Issuance of new license, restricted license and tags
Collect payments

Provide Certified Driving Records
Receive record requests
Verify eligibility, valid agency/organization
Process requests
Provide copy records

Conduct Administrative Hearings
DUI and other violations

Testify in Court and for Hearings

Process Permits
Special Operators, Higher Education, Medical

Support Special Credentials
Covert credentials and suppressed addresses and confidential records

Manage Rehabilitative Services
Training for special equipment on vehicle due to medical issues (DORS/ADS)

Track Class Completions
Child Safety and Operator Re-training

Provide Support and Information
Provide support to branches with immigration document questions
Provide Internal Helpdesk to help resolve issues for internal customers
Provide support to external customers/states/others to address questions
Support FOIs
Policy and Procedure development

Support and Liaison with Medical Advisory Board
Review medical information on drivers and provide decisions
Confer back with medical professionals

Manage and Track Correspondence with Customers

Finance functionality includes accounting and budgeting for all transactions performed by DMV.

Collections
Manage collection of fees and taxes
Track Lockbox collections

Track collections back to transaction, customer and/or vehicle

Reconciliation
Perform reconciliation by cash drawer, branch/office and state-wide
Perform reconciliation by payment types
Resolve disputes

Balancing and Deposits
Manage overages/shortages
Consolidate by payment types
Deposit to state account

Cash Drawer / POS Station
Open, close
Assign staff, location

Refunds
Maintain refund eligibility criteria - types of transactions, amount per transaction
Authorize refunds and payment modes
Issue refunds through state system

Track and Distribute Funds
Allocate funds to appropriate categories
Send funds to state systems for distribution
Manage disputes
Track collections, refunds and distribution per categories

Row Labels	Sum of Num Aps/Rec
.NET Web Application Developer	**312**
191223-7605FD-001	**312**
ER	288
NQ	24
Administrative Assistant	**16786**
200131-3591CL-001	**2862**
MMQ	2106
NQ	756
200213-3591CL-001	**13924**
ER	10502
NQ	3422
Agency Labor Relations Specialist	**144**
200729-5257MP-001	**144**
ER	36
HR	12
NQ	96
Clerk Typist	**261121**
200730-2008CL-001	**261121**
ER	246813
NQ	14308
Connecticut Careers Trainee (Administrative & Residual) (40 Hour)	**2119**
200304-2292AR-001	**1444**
MMQ	1216
NQ	228
200625-2292AR-001	**675**
ER	621
NQ	54
Head Motor Vehicle Examiner	**2500**
200413-4385CL-DMV	**2500**
ER	2400
NQ	100
Human Resources Generalist 2	**7536**
200401-6164MP-001	**576**
ER	384
NQ	192
200624-6164MP-001	**6960**
ER	6264
NQ	696

DMV Hiring Metrics
2020

Information Technology Analyst 1 (40 Hour)	**34410**
200715-7603FD-002	**34410**
ER	32922
NQ	1488
Motor Vehicle Agent Supervisor	**9**
200317-4611PS-DMV	**9**
ER	6
MMQ	3
Motor Vehicle Analyst	**3365**
200402-1865AR-001	**1156**
BER	816
NQ	340
200804-1865AR-001	**2209**
ER	1739
NQ	470
Motor Vehicle Branch Operations Supervisor 1	**313**
200427-5791AR-DMV	**313**
ER	95
HR	19
MMQ	150
NQ	49
Motor Vehicle Branch Operations Supervisor 2	**576**
200302-5792AR-CD	**576**
ER	480
NQ	96
Motor Vehicle Branch Supervisor	**1156**
200407-4386CL-DMV	**1156**
ER	1020
NQ	136
Motor Vehicle Division Manager	**361**
200417-5804MP-001	**361**
MMQ	285
NQ	76
Motor Vehicle Examiner	**2690739**
200122-5833CL-CD	**827640**
ER	771496
NQ	56144
200626-5833CL-DMV	**1384929**

DMV Hiring Metrics
2020

ER	1337049
NQ	47880
200715-5833CL-DMV	**478170**
ER	453222
NQ	24948
Motor Vehicle Hub Branch Manager	**338**
200210-5793AR-CD	**256**
ER	128
NQ	128
200427-5793AR-001	**82**
ER	30
MMQ	28
NQ	24
Motor Vehicle Inspector	**59049**
200922-5820PS-001	**59049**
ER	12393
NQ	46656
Motor Vehicle Operator License Agent	**80795**
200311-4610PS-DMV	**9506**
ER	5880
NQ	3626
200803-4610PS-001	**71289**
ER	69420
NQ	1869
Payroll Clerk	**24871**
200330-6157CL-001	**24871**
ER	21131
NQ	3740
Payroll Officer 1	**27350**
200330-6146AR-001	**598**
ER	338
NQ	260
200527-6146AR-001	**26752**
ER	24640
NQ	2112
Planning Analyst	**2209**
200110-6297AR-001	**2209**
ER	2115
NQ	94

Planning Specialist	**2401**
200828-0011AR-001	**2401**
BER	2107
NQ	294
Processing Technician	**227873**
200123-6435CL-001	**1849**
ER	1376
NQ	473
200630-6435CL-DMV	**12100**
ER	10560
NQ	1540
200706-6435CL-001	**211600**
ER	207920
NQ	3680
200922-6435CL-001	**2324**
ER	1998
MMQ	255
NQ	71
Protective Services Trainee (Inspection And Enforcement)	**33489**
200505-0301PS-001	**33489**
ER	32757
HR	366
NQ	366
Skilled Maintainer (37.5 Hour)	**2472**
200515-0427TC-001	**2472**
ER	2369
NQ	103
(blank)	
(blank)	
(blank)	
Grand Total	**3482294**

The Metrics contains the recruitment number total number of applications received and the breakdown of ER eligible; NQ not qualified and the number for each category. and workflow was provided by DAS Talent solutions. The DMVWKF document is the from the AA plan.

JobAps Proposed Workflow As Of HR - In-Scope Agencies

Non-Mandatory Names Mandatory
(Have no SEBAC Reemployment Rights)

Required Steps	Agency HR	DAS Talent Solution
SEBAC Report with no names (30 day report)	X	
Create Requisition	X	
Initiate Requisition	X	
Assign Requisition	X	
Update Recruitment Planner		X
Create Job Posting		X
Add Supplemental Questions (SQ's)		X
Post the job		X
Create Exam Plan		X
Appeal Process for competitive classes, if applicable		X
Finish Exam Plan to ER (Eligible for Referral Candidates)		X
Certify List		X
Create Referral Questions		X
Schedule Interviews	X	
Make Selection	X	
Re-run Thirty Day Report prior to making an offer	X	
Certification Documentation	X	
Hire	X	

Mandatory Names
(Has SEBAC Reemployment Right)

Required Steps	Agency HR	DAS Talent Solution
SEBAC Report with names (30 day report)	X	
Create Requisition	X	
Initiate Requisition	X	
Assign Requisition	X	
Certify Freenames	X	
Update Cert Action Code using Action Taken Code Chart	X	
Send Notices in Rule Order	X	
Rehire mandatory candidates (update Cert Action Code to REH) and clear mandatory list.	X	
Update Recruitment Planner using # created from requisition		X
Create Job Posting		X
Add Supplemental Questions (SQ's)		X
Post job		X
Create Exam Plan		X
Appeal Process for competitive classes, annotate & send notices		X
Finish Exam Plan to ER (Eligible for Referral Candidates)		X
Certify List via cert refresh/Add-to List. New Cert Number is created.		X
Create Referral Questions		X
Update Cert Action code to RQ2 if previously sent RQ's for mandatory list candidates; RQ1 if not previously sent RQ's		X
Schedule Interviews and Update Cert Action Code to SI	X	
Re-run Thirty Day report for new names before making offers	X	
Certification Documentation	X	
Hire	X	

Staff make up by Race, Gender and Position

EEO#	TITLE	TOTAL	Total Males	Total Females	White Males	White Females	Black Males	Black Female	Hispanic Male	Hispanic Female	AAIANHNPI* MALE	AAIANHNPI* FEMALE
1	Officials/Administrators	31	12	19	9	13	1	4	1	1	1	1
	Percentages		37.5	62.5	28.1	41.9	3.1	12.5	3.1	3.1	3.1	3.1
2	Professionals	155	61	94	38	52	10	26	6	11	7	5
	Percentages		39.4	60.6	24.5	33.5	6.5	16.8	3.9	7.1	4.5	3.2
4	Protective Services	150	125	25	96	17	13	8	15	0	1	0
	Percentages		83.3	16.7	64.0	11.3	8.7	5.3	10.0	0	0.7	0
5	Paraprofessional	6	1	5	0	2	0	2	1	0	0	1
	Percentages		16.7	83.3	0.0	33.3	0.0	33.3	16.7	0.0	0.0	16.7
6	Clerical	399	83	316	41	144	21	99	17	56	4	17
	Percentages		21.1	78.9	10.3	36.1	5.3	24.8	4.3	14.0	1	4.3
8	Service/Maintenance	20	17	3	8	1	3	1	5	1	1	0
	Percentages		85.0	15.0	40.0	5.0	15.0	5.0	25.0	5.0	5.0	0
	TOTAL	761	299	462	192	229	48	140	45	69	14	24
	Percentages		39.4	60.6	25.2	31.0	6.4	18.2	5.8	9.1	2.0	3.1

5/31/2020

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*AAIANHNPI is an acronym for persons who identify as: Asian, American Indian, Alaska Native, Hawaiian Native and Pacific Islander

DMV SAFETY SECURITY SERVICE

Staff make up by Race & Gender for past 5 Years

		Total DMV Staff	Total Males	Total Females	White Males	White Females	Black Males	Black Females	Hispanic Male	Hispanic Female	AAIANHNPI* MALE	AAIANHNPI* FEMALE
5/31/2020	Total	761	299	462	192	229	48	140	45	69	14	24
	Percentages		39.4%	60.6%	25.2%	31.0%	6.4%	18.2%	5.8%	9.1%	2.0%	3.1%
5/31/2019	Total	757	308	449	202	228	46	135	46	66	14	20
	Percentages		40.7%	59.3%	26.7%	30.1%	6.1%	17.8%	6.1%	8.7%	1.8%	2.6%
5/31/2018	Total	747	303	444	207	244	46	124	39	61	11	15
	Percentages		40.6%	59.4%	27.7%	32.7%	6.2%	16.6%	5.2%	8.2%	1.5%	2.0%
5/31/2017	Total	757	302	455	212	257	42	123	38	60	10	15
	Percentages		39.9%	60.1%	28.0%	33.9%	5.5%	16.2%	5.0%	7.9%	1.3%	2.0%
5/31/2016	Total	751	308	443	220	261	38	114	39	58	11	10
	Percentages		41.0%	59.0%	29.3%	34.8%	5.1%	15.2%	5.2%	7.7%	1.5%	1.3%

5/31/2020

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DEPARTMENT OF MOTOR VEHICLES

http://www.ct.gov/dmv

AGENCY PURPOSE

- To issue identity-related driver license/ID credentials and "Drive Only" operator licenses according to stringent guidelines.
- To ensure public safety through enforcement of the statutes regarding motor vehicles and their operation.
- To promote and advance public safety, security and service through the regulation of drivers, their motor vehicles and certain vehicle-related businesses.

- To collect revenue for various state agencies, most of which is appropriated within the Special Transportation Fund for the construction and maintenance of the state's transportation system.
- To maintain records on operators, vehicles, and revenues and make them available to authorized persons and agencies.
- To deliver innovative services to customers.
- To impose administrative sanctions on credential-holders who violate laws and regulations.

RECOMMENDED ADJUSTMENTS

Baseline Adjustments	FY 2022	FY 2023	
• Reflect Impact of 27th Payroll During FY 2023	0	2,131,817	
• Provide Funding for State Employee Wage Adjustments	754,680	754,680	
Reductions	**FY 2022**	**FY 2023**	
• Reduce Personal Services to Reflect Current Estimates	-3,200,000	-3,200,000	
• Reduce Funding for Office Supplies	-200,000	-200,000	
• Reduce Funding for Postage by Moving Transactions to Online Services	0	-350,000	
Reallocations	**FY 2022**	**FY 2023**	
• Reflect Annualization of Centralized Human Resources and Labor Relations Services	-962,846	-999,879	
• Centralize Funding for Microsoft 365 Statewide Agreement Under the Department of Administrative Services	-178,137	-178,137	
Expansions	**FY 2022**	**FY 2023**	**FY 2024**
• Provide Funding for Regulation of Recreational Use of Cannabis by Adults	625,639	529,446	509,837

Funding will support system updates, training, and additional staff for behavior-based administrative license suspensions for drug-impaired drivers.

AGENCY SUMMARY

Personnel Summary	FY 2021 Authorized	FY 2022 Change From FY 2021	FY 2022 Total Recommended	FY 2023 Change From FY 2022	FY 2023 Total Recommended
Special Transportation Fund	603	-5	598	0	598

Financial Summary	FY 2021 Estimated	FY 2022 Baseline	FY 2022 Total Recommended	FY 2023 Baseline	FY 2023 Total Recommended
Personal Services	51,672,496	55,427,176	51,889,969	57,558,993	53,888,560
Other Expenses	15,405,556	15,405,556	15,027,419	15,405,556	14,677,419
Capital Outlay					
Equipment	468,756	468,756	468,756	468,756	468,756
Other Current Expenses					
Commercial Vehicle Information Systems and Networks Project	324,676	324,676	324,676	324,676	324,676
TOTAL - Special Transportation Fund	67,871,484	71,626,164	67,710,820	73,757,981	69,359,411
TOTAL - ALL FUNDS	67,871,484	71,626,164	67,710,820	73,757,981	69,359,411