



STATE OF CONNECTICUT

DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



State Agency Budget Presentations Commissioner Antonio 'Tony' Guerrero

Appropriations Committee
February 24, 2023

Co-Chairs Senator Osten and Representative Walker
Vice Chairs Senator Hartley, Representative Exum and Representative Paris
Ranking Members Senator Berthel and Representative Nuccio
Distinguished Members of the Appropriations Committee

Good morning. For the record, my name is Tony Guerrero, Commissioner of the Department of Motor Vehicles. Thank you for the invitation to appear before you today. It is always a pleasure to return to this building and visit with General Assembly members.

I wanted to take this opportunity to offer testimony in support of Governor Lamont's budget proposal for Fiscal Years 2024 and 2025, particularly the Governor's proposed DMV agency appropriation.

As proposed, this funding will enable the DMV to:

- meet its statutory responsibilities - including regulatory costs and personnel associated with adult-use cannabis legalization and impaired driving; and
- make strategic and targeted investments in the people and systems necessary to sustain DMV modernization initiatives.

Thanks to the efforts of our outstanding and dedicated staff, and the Legislature's critical support, we continue to fulfill the Governor's vision for DMV of customer convenience, digitization, and process improvement. At the DMV, we want customers: 1) to successfully complete their transaction; and 2) to have a positive experience. I can tell you from the feedback I have personally received, the DMV is on the right track, with more enhancements to come, including an appointment system with document pre-check functionality, and moving additional transactions (such as certain registration renewals) online.

As the Governor stated, we have enjoyed strong economic and population growth. The DMV understands it has a role in welcoming these new taxpayers to Connecticut. Under my leadership, we will continue to prioritize access to the DMV, balancing efficient operation of in-person services for those who need or want it for their transaction, with online self-service options.

In the pages that follow, I have included certain metrics and a further update on DMV modernization efforts and investments to that have, and will continue to, lead to improved customer service outcomes.

To the extent possible today, I would be happy to answer questions, and otherwise take your requests for additional information back for further research. Thank you.

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DMV Positions and Hiring February 2023

FY23 Authorized	591
FY24 Recommended	560

Vacancies, Current	138
Approved to Fill	92

DMV Modernization, Progress, and the Customer Experience

Governor Lamont’s vision has guided DMV’s digital transformation and a service delivery model that leverages enterprise tools. Investments to date, in addition to \$5 million more in proposed funding over the biennium for new technology, systems software maintenance, and ongoing modernization costs will sustain DMV’s momentum.

It is an immense point of pride that our customers are no longer taking an entire day off from work and spending hours at the DMV waiting for their number to be called. Most online transactions are completed in under 10 minutes. As recently as 2018, in person wait times could reach an hour and thirty minutes. With the DMV’s appointment system and associated efficiencies deployed, the average time to complete an in person transaction has been driven down under 20 minutes.

Today, our customers can access the following online service options and capabilities:

- renew driver’s license and non-driver ID;
- request duplicate driver’s license and non-driver ID;
- request duplicate registration for vehicles and vessels;
- request driver history;
- request duplicate title;
- submit change of address;
- convert learner’s permit to a driver’s license;
- add medical certification to driver history;
- update motor voter and donor status;
- establish a DMV account; and
- track delivery status of a DMV credential.

Since November 2020, over 1.3 million DMV transactions have been successfully processed online.

By the end of FY2023, the following online capabilities are scheduled to be added:

- registration renewal for vehicles, vessels and motorcycles;
- request, renew or replace a disability placard;
- address insurance compliance for driving/vehicle infractions; and
- an enhanced appointment system with additional self-service options.

In October 2022, the DMV’s website refresh reduced the number of navigable pages from 500 to approximately 150, using clear and plain language. The goal is for customers to find what they are looking for in three clicks. The DMV’s enhanced online presence includes launch of

CTemissions.com, a consumer-friendly website providing motorists with the information and tools required to successfully plan, schedule, and manage the emissions testing process. The DMV has added stations in underserved areas and extended hours of testing for this in-person activity. In total, there are currently 240 stations serving Connecticut residents.