



STATE OF CONNECTICUT

DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



Finance Revenue and Bonding Committee General Obligation Bonding Subcommittee

March 27, 2023

Commissioner Antonio 'Tony' Guerrero

Thank you for the invitation to come before the subcommittee today to discuss a bit about my vision and DMV planning for the future, as well as answer questions about DMV capital budget requests. Let me first say that I am grateful for the Governor's proposed FY24-25 agency bonding authorization, which would enable DMV to address several identified alterations, renovations, and other upgrades to buildings and grounds within our statewide physical infrastructure.

Let me also say having served as Transportation Committee Co-Chair, DMV deputy commissioner, and now commissioner, the DMV's transformation has been remarkable. Credit goes to the Governor for his vision; the Legislature for their support; and the dedicated, hard-working DMV employees who serve our residents directly every day.

The feedback I'm getting is overwhelmingly positive: more customers are completing their transaction quickly and successfully; and more are reporting a positive DMV experience. Our appointment system has been a game-changer; no more taking days off to visit the DMV. When customers do visit, we want to value their time (in-person wait times are currently less than 20 minutes). We also keep in mind that issuance of a DMV credential means a lot to our customers: it provides critical identification, community entry, and a rite of passage for our youngest drivers.

The DMV's service delivery model, and ratio of in-person to online transactions, is evolving, for the better. That said, the work of the DMV will always be a people business. Requested DMV capital projects are prioritized with the following objectives in mind: 1) provision of convenient, accessible settings for our customers to transact their in-person DMV business; and 2) improvement to workspaces that support safety and health for our outstanding DMV staff. Some additional context:

DMV Physical Footprint

Type	No.	Locations
DMV Branch	11	Bridgeport, Danbury, Enfield, Hamden, New Britain, Norwalk, Norwich, Old Saybrook, Waterbury, Wethersfield, Willimantic
DMV Satellite	4	Cheshire, Putnam, Stamford, Winsted
<i>Also (not state-owned)</i>	<i>12</i>	<i>AAA (9) and Nutmeg Financial Credit Union (3)</i>

DMV Service Extension Plans

- Mobile unit deployment
- Offer written knowledge tests in additional languages
- Stakeholder partnerships (example: re-entry efforts with Corrections)

Seat Belts Do Save Lives
An Affirmative Action/Equal Opportunity Employer

DMV Online Service Footprint

Category	As of	Number / Examples
Appointments Offered	Year End 2022	1,055,378
Online Transactions Completed	Year End 2022	1,312,752
Online Transaction Types	Current	<ul style="list-style-type: none">• Make an appointment at a DMV branch office• Renew driver's license and non-driver ID• Request duplicate license, non-driver ID• Request duplicate registration, vehicles/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• Track delivery status of a DMV credential
New Online Features, Planned	July 2023	<ul style="list-style-type: none">• Integrated appointment system• Online appointment pre-checks, alerts• Registration renewal for vehicles, motorcycles• Request, renew or replace a disability placard

Our highest, in-person volume branches are Wethersfield; Bridgeport; Norwalk; and Waterbury, in that order. You'll note in the attached **DMV Capital Budget Request** our highest-volume branch is also the source of multiple capital requests. Our facilities team does tremendous work with limited resources in extending the usable life of countless assets and systems; but Wethersfield and other branches are showing their age.

Other branch office projects can generally be categorized into needed building upgrades (such as roof repairs), parking and grounds remediation, and necessary HVAC, furnace, and generator upgrades. Without attention, there is a risk of costlier repairs and service disruption down the road.

Currently, the DMV has two items pending approval by the State Bond Commission.

Hamden DMV Branch Office (location: 1985 State Street)

Approved for Bond Commission consideration in July 2022, this allocation would address paving and parking lot improvements, drainage repair, sidewalk replacement and new perimeters around the building. Requested amount: \$1,370,500

Emergency Infrastructure Repairs/Improvements (various)

Approved for Bond Commissioner consideration in April 2022, this allocation would address various measures including fire, safety and ADA compliance improvements, parking renovations, and address certain roofing and security upgrades. Requested amount: \$500,000

As a former legislator and now DMV commissioner, I view bonding authorization as an important, long-term investment in our people, structures, and our services. Overall, the DMV manages a portfolio of highly transactional, busy, and public-facing state buildings of varying ages and size. These capital investments will allow the DMV to continue its momentum in supporting employees and providing excellent customer service. Thank you.