



STATE OF CONNECTICUT

DEPARTMENT OF MOTOR VEHICLES



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<http://ct.gov/dmv>

Appropriations Committee State Budget Agency Presentation

Commissioner Sibongile Magubane
February 26, 2021

Good morning Chairwomen Osten and Walker, Ranking Members Miner and France and distinguished members of the Appropriations Committee. Thank you for the opportunity to present before you today in support of the Governor's FY22-23 Biennial Budget. The Department is confident that it can effectively manage expenses and not exceed appropriations in Fiscal Years 2022 and 2023 while continuing to modernize our business operations.

Governor Lamont set the expectation for Connecticut agencies to be the first all-digital government by reverse engineering every transaction from the taxpayer's shoes. His vision is "the entry point for Connecticut will be through its digital front door, a one stop-shop for everything current and prospective citizens need from their government. We will be online, not in line".

As one of the premier agencies serving as the "face of government" to Connecticut residents, DMV clearly understands the need to improve service delivery at DMV by digitizing transactions that remain heavily paper-based on both the front- and back-end.

The agency began the modernization journey in alignment with the governor's vision July 2019 and recently deployed the first set of on-line services. The online services enable CT citizens to "transact on-line not in line" include appointment scheduling, license and id renewals, change of address and driver history. These online services provide citizen convenience and for residents and DMV staff meets COVID safety protocols. The DMV will continue to deliver new services to support safe service delivery now and in the post-pandemic working world.

DMV has developed a strategic approach to addressing these challenges. This approach is a roadmap to becoming the digital government envisioned by Governor Lamont. Essential to the journey are improvements to capabilities for business operations and the supporting technology. Some of the highest priority initiatives that are part of the CT DMV modernization strategy include:

- Implementing new online services based on a targeted, prioritized approach
- Streamlining and integrating siloed systems processing in the short-term, and replacing legacy systems in the longer-term

Fiscal Year 2022 and 2023 budget adjustments:

Personal Services Reduction

- The reduction of \$3.2M in the Governor's proposed budget considers the current hiring and addresses the budget lapses that occurred in each of the last three fiscal years.

Reductions of Postage & Office Supplies

- The primary mode DMV uses to communicate with customers is via mail. For a limited number of transactions, the customer can choose to receive certain notices via text or email. As part of the modernization program services rollout, customers are being asked to provide the agency with preferred methods of communication. They can choose Email, Text or Phone. Our planning assumption is the agency will benefit by leveraging the DAS Office Supply Contract that offers discounts for essential supplies and as the agency leverages alternative methods of communications to send reminders via email, text, etc., will result in postage reduction.

Cannabis Legislation Impact

- The funding requested in the Governor's budget supports the agency's resource needs for enforcement for the Cannabis legislation.

My staff and I are available to answer any questions you may have. Thank you for your time.