CHAIRPERSON: Senator Cathy Osten

SENATORS: Formica, Flexer, Hartley

REPRESENTATIVES: Walker, Lavielle, Baker, Bolinsky, Dathan, DiMassa, Frances, Perone, Reyes, Rosario, Simanski, Zawistowski

SENATOR OSTEN (19TH): So good afternoon everybody. We're going to start. I know it feels like everybody is getting all of their conversations in right now. Old Home week. So Commissioner, you're up on your budget.

JOSEPH GIULIETTI: Good afternoon Chairwoman Osten and members of the Committee. I am Joseph Giulietti, the Commissioner of Department of Transportation. I'm a -- I am pleased to appear before you today to discuss Governor Ned Lamont's recommended biannual operating budget for the Department of Transportation. Governor Lamont's proposed budget recognizes the critical role Transportation plays not only in our daily lives of our citizens but also in the long-term economic vitality and future success of our state. The proposed funding for the upcoming biennium will enable the department to continue to provide the citizens of Connecticut with a safe and efficient intermodal transportation network, and the Governor's recommendation for towing set the stage for a sustainable path forward to fund transportation infrastructure maintenance and upgrades, which the state so desperately needs. The Governor has recommended a special transportation fund appropriations of $717.7 million for fiscal
year 2020 and $734.5 million for fiscal year 2021. The details of the proposed budget follow:

The Governor's proposed personal services budget of $185.2 in fiscal year 2020 and $195.2 million in fiscal year 2021 provides funding for the department employees that plan, design, maintain and provide support for safe highway and bridge and public transportation system. The proposed authorized count of 3,412 includes 50 new positions and funding in a new dedicated account for implementation of work required under the Department of Energy and Environmental Protections general permit for the discharge of storm water from the State Transportation Separate Storm Sewer System, TS4.

The Governor's proposed other expenses appropriation is $53.4 million in both years. It is important to note that the department's other expenses account contains funding dedicated to safety related fixed costs including snow removal, materials and contractual services, fleet repairs and fuel for the department's fleet of trucks, loaders and other heavy equipment, highway and electrical system such as guiderail, posts, concrete barriers and lights, highway illumination and the cost for operating more than 100 department facilities.

A key component of the department's mission is maintaining existing rail and transit serve that serve the mobility needs of over 80 million passengers annually. These services, along with the ADA Paratransit Program represent 63 percent of the department's operating budget. The Governor is proposing $215.6 million in fiscal year 2020 and $215.9 million in fiscal year 2021 for the Rail Operations Appropriation, $196.6 million in 2020 and $201.5 million in 2021 for bus operations as well as $43.3 million in 2020 and $44.8 million in 2020 for
the ADA Paratransit Program. The department works continually with service operators to achieve savings while striving to provide exceptional service within available resources. I look forward with working with you on implementing the biennial budget that allows for continued preservation and operation of the state's transportation network, and I am -- I will gladly respond to your questions.

SENATOR OSTEN (19TH): Thank you very much, Commissioner. Just to set the state so everybody is really clear on what we're talking about today. We are talking about the expenditure side. We are not talking about the revenue side. There have been many meetings about tolls. This is not about tolls. We are talking about the expenditure side of the budget so that's what I am hoping that people will focus on the, the expenditure side of the budget. So thank you very much for coming, Commissioner and a pleasure to be working with you.

I do have a couple of questions that I've been asking every department. So you have 3,412 special transportation positions. Does the personnel services fully support 3,412 people? What is your funded positions in the Special Transportation Fund?

BOB CARD: Bob Card, Chief of Finance and Administration. So the budget does support it, however there's a large number of those people that are partially funded by project costs which the federal government participates in usually at an 80 to 20 -- 80/20 ratio. So between the appropriations for PS and the -- and the federal funds and private funds, they're fully -- they're all fully supported.

SENATOR OSTEN (19TH): So -- so you have 3,412 people right now?
BOB CARD: We -- that is our authorized count. We have a fill count of something less than that I think.

JOSEPH GIULIETTI: And for the record, it has changed within the last two weeks.

SENATOR OSTEN (19TH): Okay.

BOB CARD: Most recently a fill count of about 2,887 which may have gone up a little bit in the past week; I don't have that.

SENATOR OSTEN (19TH): Okay. So for the working group if you could bring positions that are funding, positions that are unfilled but funded so we can have a breakdown of that and the breakdown of how they're funded, whether federal dollars or state dollars.

And I do have a couple questions on the storm water that you have in here. So not -- I've got to tell you I'm not a huge fan of the storm water, the MS4 permit, but here we are today. My understanding the MS4 permit is a federal permit. Are you holding this all out now to be in compliance with the MS4 permit with the 50 positions?

MARK ROLFE: Yeah, the MS4 or TS4 as we're now calling it is a federal EPA requirement. It's to manage storm water. It's got requirements that we have a permit with -- with DEEP that mandates that we do substantial reporting to them but then there's also field work that's required to maintain tests and monitor our entire drainage network. So that's well over 10,000 catch basins around the state. It's a very significant effort in terms of not just staffing but equipment to go out and maintain all these -- these draining structures.

SENATOR OSTEN (19TH): So do you --
MARK RALFE: Mark Ralfe, Chief Engineer.

SENATOR OSTEN (19TH): Thank you, Brandon. He keeps us on target on what we're supposed to ask. It's a good thing. So on the MS4 permit that you have, or TS4 transportation the 10,000 catch basins, do you currently clean them out every year on the -- keeping in mind that I have 97, 138, 207 and 660 that travel through my towns, so.

MARK RALFE: So they are in regular maintenance, so maybe Paul if you wanted to speak to that?

SENATOR OSTEN (19TH): And don't forget you've got to say your name.

PAUL RIZZO: Paul Rizzo, Bureau Chief Highway Operations. No, we don't clean them out every year. We try -- what our goal is to every three years, get them all cleaned out. But we don't currently having the staffing or the equipment to do so. We utilized contractor services and our own equipment that we're purchasing. Each year we're purchasing a Vactor to try and accomplish the goal.

SENATOR OSTEN (19TH): So most municipalities or many -- not all, I don't want to say most but many municipalities are on the MS4 side of this. I'm wondering if you had thought of contracting with the towns to handle cleaning up catch basins that travel through that municipality that -- on the catch basin side -- on the cleaning outside of it. I just think that that might be something -- as a First Selectman we clean out our catch basins every year, so we clean out all the side roads and your system runs into the town system in part, not in all. It all depends on where you are. But so then if you're not cleaning out and we are cleaning out then ours don’t stay cleaned out because it allows yours to slide into ours so I'm just pointing out it may be
something that we should work on sort of on a regional basis through our COGs, maybe some way to -- to handle that.

So does your proposal include 50 positions for the storm water system? Or your proposal did not, but the Governor's did include this; do you know?

BOB ROLFE: So the proposal -- we proposed 100. We got 50 and 50, just 50 in the first year.

SENATOR Osten (19TH): Okay. All right. I have some other questions but I'm trying to get some other people in, so. Representative Dathan followed by Representative Lavielle.

REP. DATHAN (142ND): Thank you, Madam Chair. And welcome on-board Commissioner Giulietti. Just a few observations and I would love to see a -- first the observation. Governor Lamont focused in on part of his campaign was improving the rail systems in Fairfield County particularly. We -- that's a message that we heard loud and clear. I was disappointed to see he didn't take the recommendations from the agency and wanted to hear your opinion as Commissioner, how we're going to be able to improve our MTA service and services between Bridgeport and Manhattan with less -- with less operations. Also, within that, can you also address how that's broken out between the different rail networks throughout the state?

JOSEPH GIULIETTI: I'll start with the MTA where you know we are responsible for 100 percent of the capital and 65 percent of the operating costs. The -- the Governor's budget, which we are constantly working with OPM on -- we do have the money to continue our operations. We are looking and continuously looking at the fact that yes, some of the things that we asked for are not in there but
there is an increase in the number of cars, not all the cars that we had asked for but we do feel that there's enough cars there that we can balance it out. What we don't want to have is another situation that when we were looking to kick off one service, another service felt that they were being deprived by the way that that service was handled. We feel that we've got that under control and though we may have to make some adjustments to timeframes, everything is still focused on making the system better and increasing the system.

So the Shoreline East which we work out with Amtrak, we're responsible and I'm going to turn right now to Bob and say it's 100 percent? So on Connecticut Rail 100 percent of the costs are on us and then those we are looking at you know the ability to be able to put some new vehicles out there and to make the system function much better than -- that it had. Well, wrong for me to say function better than it has because it's been a tremendous success. The ridership is going. We're getting more and more requests for towns to be able to access it and we're also getting requests for towns that are not along that system to be able to have direct access into it. So there's a lot coming at us from that one but I would turn around and say to you that we're comfortable that we're on a road and of course we'd like to think that everything that you asked for you could have but that's not the way it works with a budget. So I'm going to tell you that we're working with the budget going forward.

SENATOR OSTEN (19TH): Thank you.

JOSEPH GIULIETTI: I turned over to this way and I meant, this is a conversation here.
SENATOR OSTEN (19TH): So I'm just saying that you can also ask the Commissioner to bring the information to the working group, so.

REP. DATHAN (142ND): Yeah, in particular I'm really interested in the New Canaan Line because I understand that's 100 percent funded by DOT for the state?

JOSEPH GIULIETTI: Everyone that is strictly within in the -- if you're talking on the New Canaan Line, un -- well fortunately I'll say I'm very, very familiar with it. The ones that run into New York go under the same formula but the ones that are strictly going back and forth between New Canaan and Stanton, that's an operation that's 100 percent within the state of Connecticut, yeah.

REP. DATHAN (142ND): Okay. So I'd love to see the breakout on that going forward. My second question really has to do with planning and research. I know it's not a great deal of money but it's less again than the agency requested and again going back, if we are trying to figure out and plan for a 21st, 22nd century rail and road operation, how are we going to be able to do that when we're not going to be getting as much money there?

JOSEPH GIULIETTI: And again I will say to you that the Governor has made it very clear that this is a focus and he's also turned around and directed OPM to work with us on it and we have them working on it. So we're -- maybe some things are not reflected in the immediate budget. I also am very comfortable that we are working things out with OPM and I'll be happy to come back to you on that.

REP. DATHAN (142ND): Okay, great. Thank you for your testimony. Thank you, Senator.
SENATOR OSTEN (19TH): Representative Lavielle. Thank you, Representative. Representative Lavielle.

REP. LAVIELLE (143RD): Good afternoon and thanks for being here with us today. I have a few questions and the first one, if we go back to the authorized positions and I -- you did send around, or someone did, a memo of the last count so I've got that updated number on the filled positions. But what I'm curious about is not that the filled positions have been going down. I guess we expected that, but that the authorized positions have sort of been going up over the last few years. I wondered if you knew why.

BOB CARD: So the past couple of years occasionally tasks are added to us to do like the TS4, we've been getting positions for that and some other things, I believe there are 5 positions. But over the course of time various tasks were added to us as far as maintainers or engineers in some cases, which has brought the count up over the last seven or eight years.

REP. LAVIELLE (143RD): So they are a temporary project?

BOB CARD: No, fulltime.

REP. LAVIELLE (143RD): But they're not -- the -- the -- okay, so you had more people who left by attrition or left than you -- okay, all righty. Got it, thank you.

One of the -- one of the things that keeps coming up even though we're not sure of the figures is the -- apparently -- apparently high administrative and operation costs of DOT in Connecticut as compared to elsewhere and who knows which figure is right, right -- 'cause in comparison. But are you looking into
that and do you expect to be able to find some places to reduce that?

JOSEPH GIULIETTI: Of course there's always places that you can look, that we can look to go and define. There is an answer to that report that you're referencing. It had been prepared by the prior Administration but it's also very familiar to me because I've had the same accusations in other places that we've worked. And the unfairness of that report is that it compares what I'll call heavily industrialized and I'll call mature systems and particularly here in the northeast with systems throughout the country. So for example, if you were to take a quick look at it and I'll only give you one example but it will do road miles. So it will compare a single road mile with a single path and single lane going down in a rural area to our I-95 that will have multiple lanes, okay? And then do a cost comparison of the two. They're not even in the same ballpark.

So being fair about it, and I'll send you the report, the past Administration contacted the people that wrote the report. They reminded that that was not to be used for state to state comparison. They never had intended it because they couldn't get the information out of other DOTs. But they're also working on redoing the report and we're fully expecting that that's going to make a change that's going to put us more in line with being maybe number 20, which make sense when you look at it from the amount of vehicle traffic we have and the density that's going on here in Connecticut. So I'm going to say to you that one, I stand behind the fact that I think we've been not only good but very good. And the other end of it is, I look forward to being able to come back to you when that report is redone to give you a better comparison on it, and I hope to
send you out the information that had already been looked into in the past.

TOM MAZIARZ: Joe, can I add to that?

JOSEPH GIULIETTI: Ask the Representative if she's okay with that.

REP. LAVIELLE (143RD): Absolutely.

TOM MAZIARZ: Tom Maziarz, Chief of Planning and Policy at DOT. That report has been a controversy for a number of years and it's based on a lot of false assumptions that are built into it, false methodology actually. Most of what you see in there, especially when it comes out to the administrative costs per mile of roadway. The problem is most of the states that we're being compared to are state highway departments. What we have is a state highway and transit or transportation department. So what you've got is transit administrative costs being added into that figure about cost per mile, which doesn't happen in other states.

REP. LAVIELLE (143RD): Thank you. You know, I will tell you that I did read obviously the -- the responses from last year and I always look at these things with a -- something of a grain of salt because whatever -- how large they say the differential is, it probably isn't that large. So I wanted to ask you the question because you're new. And also if there are some things I would imagine as there are anywhere, that you think would be our areas to look at for reducing some of the spend, I'd you know be very interested in that. There must be -- there must be something even if it isn't of the magnitude that we've been hearing about. So I appreciate getting all that. Thank you.
I've got a couple of others Madam Chair, I will -- I will not be -- I will not be long.

I would like to follow up what Representative Dathan just asked and ask if you could give us the actual detail of what all the rail spend is to be for, just to break it down and everything and of course I would like -- I would like to add to that my concern, which you know because we're working on it together before with the Danbury line, which doesn't seem to have as prominent of place in the -- in the spending. And the last question I'll ask right now, which is on that -- on that -- in that same vein, coming from where you come from, Commissioner. Do you think there is anything to be done about Connecticut's absence on the MTA Board?

JOSEPH GIULIETTI: The answer is yes, there is something to be done. The Governor have had several conversations on this. The Governor as recently as two weeks ago met with the Governor of New York. There is some legal parameters that as we go through I'll come back and I'll let you know. Because the thing that you have to also be focused on, because it was a discussion when I was asked before and I was sitting there. You'd be sitting on a Board that would also be voting on not only the -- you know, we are the customer that the MTA has to serve. Now if you remember when I came the last time there had been a lot of discussion that you weren't treated as a customer and I'd like to say in the three to four years that I was there, there was a major change in that and you are treated as a customer. But as a customer you also have to be aware of what the positioning should be on that Board, and whether or not we want to have -- and this -- there are differences.
They have union members that are non-voting members and I see no reason why we could -- could not be there as a non-voting member even if we don't meet the parameters of being an active board member. Because it's very different to be sitting there on a Board and having them talk about your state versus you know when you're not sitting there and it makes it much easier for them to talk about your state. So that's why I would like to think that we're going to reach some sort of agreement there that there is a role to be played and if we get that role, you can be sure we'll be part of it.

REP. LAVIELLE (143RD): Okay, thank you very much. I appreciate that.

REP. OSTEN (19TH): Representative Walker.

REP. WALKER (93RD): Thank you, and good afternoon sir. Good to see you again. Congratulations.

JOSEPH GIULIETTI: Thank you.

REP. WALKER (93RD): One of the things that I know we talked about back in December or January was the time for hire, how long it took to hire somebody for -- and that which you said -- which was said that it was a major hindrance in progress. Have you started addressing that with DAS?

JOSEPH GIULIETTI: I would say that I'm not the only department that's addressing it with DAS? We are aware. One of the things that we're trying to focus on and -- and it was part of our conversation as well. We know it's coming at us in two more years. So not only do we have to take care of the cleaning up of the backlog, we have to be focused on hiring people to be able to replace the people that will be going out the door.
The things we've been trying to focus on are there are some jobs that they are -- you know, when someone bids into a new job the old job, unless there is a change in that job, there is really no reason to have to go back in and reevaluate that job. I can't tell you that I've reached agreement on it but we do have an open dialogue, and it's just that it's been a little bit -- on my end a little bit busy the last couple of weeks but I am hoping to be able to sit down because I will tell you, the Commissioner is wide open and understands and we -- if anything it's been positively received. So there's been no pushback is the way that I would leave it.

REP. WALKER (93RD): That's good to know. And yes, I thought you had an office in the building after a while. And on that -- on that same vein we -- we also talked about how do we partner with some of our -- our universities so that we can get more of Connecticut residents in these positions. So I'm assuming that that's going to be part of that discussion?

JOSEPH GIULIETTI: It will not only be part of the discussion but even from the standpoint that you know, we want to talk about you know the fact that there's mentoring programs, but there's also programs where you can bring in people and we've been very successful in other jobs that we went to the schools and we asked them to come on in and do internships with us. I'm hoping that we can start to talk about paid internships where you know, that's what a lot of the other systems are doing. It brings people in and what you'll find is once they find what the opportunities are, because it is so changed between you know, I'll talk both historically on the railroad side and the highway side. The number of computers that we're using to
make sure that we're putting down the right levels of salt and all the things that go into every day working within a department has changed the type of jobs that are there that attract those people and if we can get them in there and see what's there you find that they'll end up staying if we can go and do that.

So I am looking forward to that, and I've also been reached out to by a number of the universities already that want to look at other partnering to do with us aside from what we're already doing.

REP. WALKER (93RD): Excellent. We -- we've been calling those universities and telling them to call you.

JOSEPH GIULIETTI: So then I owe you for these calls? Okay. (Laughing)

REP. WALKER (93RD): Okay. So last year and the year before one of the things that we saw, and I think it was probably a result of the fact that how long it took for us to hire. We had a large number of contracts that evolved out of the agency. So not now but I'd like to know for the -- for the work group, how many contracts do we have still in existence and are we working towards reducing contracts and -- and improving more permanent positions there?

The other is, I'd like to know about how much federal dollars we have because we don't have that listed in here. And then the Pay-As-You-Go projects. Where are we with our Pay-As-You-Go projects. I see the -- the -- the Pay-As-You-Go had an increase but that was taken out. Well that wasn't -- that wasn't agreed upon by the Governor's budget. So I'd like to know how are we addressing the Pay-As-You-Go projects going forward within the
budget that we have now. And those -- all three of those I can get at the -- at the work group, so I just wanted to put those on your radar. Thank you.

SENATOR OSTEN (19TH): Representative Perone.

REP. PERONE (137TH): Thank you very much, Madam Chair and thank you very much for your testimony, Commissioner. You know I -- as much as you know I'm concerned about how much we're spending it's also a matter of you know, what we're spending it on. And when we talk about research and planning, I'm very curious to know you know, sort of drilling down on Representative Dathan's earlier question about rails down in Fairfield County. It's really more about -- I'm curious how you're -- going forward how you're identifying projects that need to be addressed where they're really how you're researching and designing, where the priorities need to be going forward and I'm just wondering you know your thoughts on how that process might work since you're the new Commissioner.

JOSEPH GIULIETTI: One, I'm going -- I'm going to turn around and say to you that I -- I want some time to come back to you on it because it's much more -- you know our biggest issue right now has been the fact that even when we're trying to look forward, there is so much sitting there that has not been completed yet. So even when you're asked about you know, how can we accelerate, well the number one thing that we have to do to accelerate is finish off the projects that have been 15, 20 years sitting on the books there because they never were funded and never were completed. So it's a balancing act right now between what do we do now to finish out what's still sitting there? So that way they're -- you know we're getting that done but not losing focus because if we don't keep looking at what we need to
go ahead -- and there were some, I'm going to tell
you there were some great decisions that were made
here. Even the purchase of the M8s with
regenerative braking, putting it back into the
system. So it has been progressive. I don't want
to paint it off as not being progressive. But there
is -- an awful lot of our time is being spent
cleaning up what hasn't been done yet.

So let me -- let me give you a more thoughtful
response when I have more time.

REP. PERONE (137TH): And I appreciate that
response. That's a very honest response. I think
that -- I think that's something that we care about
so I'm just going to -- I'll leave it at that and
thank you.

MARK ROLFE: Commissioner, maybe I might add
something to that.

JOSEPH GIULIETTI: Sure.

MARK ROLFE: So the agency has spent a great deal of
time trying to develop data, becoming more data
driven in our project selection matrix and how we're
making our decisions so we've developed an Asset
Management Program that looks at not -- not only
asset condition but has developed deterioration
modeling for specific asset classes. So we've only
completed it for six asset classes to this point but
it's a data driven model that will guide our
decision making in project selection so that we're
spending money on the right projects at the right
time so -- and it's a whole lifecycle approach to
asset maintenance. So it's something that -- that
we're working on. It's still in development but
we've got done for bridges, for pavements and for
major assets already.
REP. PERONE (137TH): All right. Well, thank you for that. I'm looking forward to -- to hearing more about it.

SENATOR OSTEN (19TH): Senator Formica.

SENATOR FORMICA (20TH): Thank you, Madam Chair. Good morning. Good morning, sir. Welcome. Thank you for all your good work to date. Always good to see you. Glad you're doing well. A couple of things with regard to a followup on all of these projects and personnel and can probably tie it all into one bow for us when you bring back to the working group.

I had a question about software 'cause I remember as a First Selectman in East Lyme we had a software program that measured road conditions and you know which ones you were going after first and that's I assume what you're talking about?

JOSEPH GIULIETTI: Yes, it is.

SENATOR FORMICA (20TH): And bridges and all the pavements and all the other stuff? Okay. So information on that will be great. And you manage I'm sure the bond allocations that you're going to feed out over the next X number of years, right? So you can measure the number of contracts that you're going to have let out in each year. I would guess you have a sense on what you're going to ask for bonding to move it forward. So my question is, the capital projects that we have over the next few years that are shovel ready -- you spoke a little bit about stuff in the pipeline and how we're going to move that forward. Is there a way you can get us the shovel ready projects that you're going to attack the next two years so that we can see where we are and what those might be so we can kind of determine a principal and interest payment?
I have a question about the Port Authority. I know there -- it's a big interest of mine in New London. What's going on in there, they have a small budget here that I think is probably mostly administrative but the process on how you plan on going through the Port Authority, you can do that now if it's a two-minute answer. If not, you can bring it back. Whatever is easiest for you and then I have a few other things for you I'm going to ask to bring to the working group.

JOSEPH GIULIETTI: So I'll take the easy way out on saying that I'm going to come back on some of it but I also want you to know that I sat on the Transition Committee where we talked about the Port Authority and I met with the people from the Port Authority and one of the things the Governor is looking for us to do is; how are we going to tie in mass transit so it feeds not only our airports but our seaports as well, and what are we going to do with the freight operations and how does it go? So I will -- I want to leave you with the fact that it's on the radar, okay? But I'm not in a position to go and say more than that at this moment.

SENATOR FORMICA (20TH): Perfect. I appreciate that, thank you. I just have three requests to go forward if that's all right? The dial ride process. You know there's a shortage I think on one side and not on the other. Maybe somebody can give me a process -- a process on -- on how that works. To the working group is fine. I don't need it now.

And then I know -- the working group? Okay. And then -- the -- both the Chairs I think mentioned personnel in a variety of ways so -- and I had -- or we had a discussion yesterday with one of the universities with regard to fringe rates and all of the issues that revolve around that and I asked them
the same I'm going to ask you. Are the payroll -- the personnel numbers going back five years and the corresponding fringe rate over the last five years so I can kind of get a handle and I think that will play into what the good Chairmen are asking for in terms of numbers of personnel.

And then you touched specifically in a -- in a process that I've been working hard with a number of other Senators this year and we have a Bill that's proposed; I hope to get it out of the Labor Committee with regard to apprenticeships and studying apprenticeships both in the European market and some states like North Carolina and Virginia and -- that are doing a better job than we are. And it would seem from what you said about internships that apprenticeships might be a tailor-made opportunity for you to get in and balance some curriculum-based programs with on the job training and some paying and might -- might be able to bring some with us.

JOSEPH GIULIETTI: I'm going to implore you to keep moving on that because aside from what I've already said on it, every one of the businesses that are out there know full well that when all the students are graduating and they're out there beforehand reaching out to try and grab those students as they're coming out the door. So not only are we losing it from the perspective of being able to work with the universities, we're also losing it on the other end that -- because we haven't been able to attract them into these types of programs. We're not bringing them on board before they're even approached by the outside industries to go and see what they could be doing because -- you know it's a -- one, it's a great opportunity to work for a state agency and then if you want to go out to the private sector, it's also another -- and once you come on board with a state agency, a lot of times you end up making a
complete career out of it and it's a great place to have a career. So I wish you luck with it and if there's anything that I can do to go and push that issue, I would love to.

SENATOR FORMICA (20TH): Great. Thank you very much. Thank you, Madam Chair. Appreciate the latitude.

SENATOR OSTEN (19TH): Representative Zawistowski.

REP. ZAWISTOWSKI (61ST): Thank you, Madam Chair. I wasn't quite ready. I was that far up the list. Thank you for being here and also as somebody who represents three of the four towns surrounding Bradley Airport I was glad to hear you say mass transit and airport in the same sentence. It's definitely something we need to take a look at.

I wanted to follow up and I'm sure you probably don't have numbers yet or anything else. I wanted to follow up on the UPass Plan that I mentioned during the Transportation Hearing the other day and just to -- unless you have something now, I just wanted to reiterate that I'd love to get some figures on what the amounts of the subsidies and also as well as -- and to find out what the -- the history was of getting that program approved.

JOSEPH GIULIETTI: Let's start with the numbers because I think we're ready for the numbers right now, if you can give her the numbers, Rich?

ROCK ANDRESKI: Good afternoon. Rich Andreski, Bureau Chief for Public Transportation. So in the -- in the -- I'll give you the first 18 months of the program. So the program as we know it today was started in 2017, so there's been three academic semesters. Over that period $4.6 million in revenue have been generated. Before that -- from that program and that revenue comes from student activity
fees for the most part from the public universities and colleges. So both UConn as well as the CSCU school systems.

That $4.6 million in expenses, I'm sorry in revenue were -- some of that revenue has been used for the UConn stores downtown Hartford service to -- roughly $700,000 per year. So -- so far we've expended approximately 1 -- bear with me here. I want to give you the right number, so $4.6 million in revenue offset by about $1.5 million in expenses and about $1.4 of that $1.5 million is the UConn stores Hartford Service and then a small amount is for some additional late -- later evening service in the Hartford area on Albany Avenue.

REP. ZAWISTOWSKI (61ST): Yeah, if we could get some -- something in writing for the -- for the working group, that would be appreciated. Also, we do have a sense of ridership by the students by -- by bus and by -- and by rail? That would be extremely helpful.

RICH ANDRESKI: We do. I can just summarize and will be happy to make these details available to you. So over the first 15 months of the program which is the most complete data we have, we carry 2.3 million trips on UPass. Of those 2.3 million trips, approximately 6 percent of them were on rail, so 94 percent were on the bus system. That 6 percent translates to about 145,000 trips and of that 145,000 trips a majority of those were taken on the New Haven Line. Just -- I'd like to point out that all those trips occurred within Connecticut. So if someone presents their UPass an wants to go to Grand Central Terminal, they're not eligible to do that. They can only use it to travel within -- within the state of Connecticut.
REP. ZAWISTOWSKI (61ST): They can't go to Springfield?


REP. ZAWISTOWSKI (61ST): Okay. So I'd be interested also, I know that with the -- we're talking about a shortage of rail cards on the Hartford Line. I was wondering if this may have created any issues with -- with possibly needing additional rail cars on that line for students heading to New Haven or Springfield or connecting from stores even.

RICH ANDRESKI: Again, I -- we'll make all this data available to you. What I would say is in the -- in the period that I just summarized of those 2.3 million trips, 1,900 were taken on Hartford Line. Those 1,900 trips of course, Hartford Line service began in June so the full -- the full impact of Hartford Line is not reflected here. What I would say is that we do get daily reports from our service provider and on average what we're seeing is anywhere from two to ten trips per train. So on average there are two to ten riders per Hartford Line train under the UPass Program.

REP. ZAWISTOWSKI (61ST): Okay. Yeah, and so I -- we -- yeah I know that we don't have that much history with it yet or anything. But yeah, I'd be very interested in actually taking a look at the -- at the hard numbers on that.

The -- another quick question. I know that you have a lot of people waiting but as far as Shore Line East, I know that there would be -- ridership has not been -- and this is totally different from the -- from the UPass Program. I know the ridership has
not been that strong. Have you given A. Yes. Thought on increasing — on ways to increase efficiency on that line? It's a beautiful — beautiful trip. I have taken that trip. It's gorgeous.

RICH ANDRESKI: I've fairly sure all of you have heard about some of our service challenges on the Hart — on the Shoreline East service. Last summer Amtrak performed a fairly extensive, what they call an undercutting program. It's significant track work to improve drainage. And that — that impacted 21 miles of Shoreline East. What that meant was for a 21 mile section there was a — really a single track railroad. That lead to substantial busing on Shoreline East as well as unexpected delays that would occur and impact people and we've — we've lost ridership in the last year on that — on that service.

In terms of where we go from here in bringing back and sort of relaunching that service, we do have one more summer ahead of us of this track work but this year that track program is — is much more limited and targeted. Right now Amtrak has advised us that for the most part all of our peak service remain train service with a possible exception or two. So the service impacts this year should be less. What we want to do is get through this work program this summer and then sort of come back with a relaunch and welcome back program for customers. But yes, ridership has definitely been impacted.

REP. ZAWISTOWSKI (61ST): Okay. Thank you very much. And one thing I did forget to ask. Did we ever figure out who approved the UPass Program?

JOSEPH GIULIETTI: And again we're in the middle of the research on it, okay? But I -- I can tell you that it do go through the Attorney General, but let
me get some more information 'cause I don't want to
misspeak and I -- you know, it was a bit of a
surprise to me the other day but we'll -- we'll have
all the information for you and we'll bring that
into the -- into the followup.

REP. ZAWISTOWSKI (61ST): Great. Thank you very
much. Thank you, Madam Chair.

SENATOR Osten (19TH): And when you're bringing in
the information for the bus routes, could you do the
subsidy that we pay for train -- each one of the
train lines, the subsidies that are paid on bus
lines? I think that people would be surprised to
learn what the differential is on those subsidies.
That would be helpful.

RICH ANDRESKI: Yes. We'll make that available.

SENATOR Osten (19TH): All right. Representative
France.

REP. FRANCE (42ND): Thank you, Madam Chair.
Welcome Commissioner, good afternoon. First
question was related to a question I asked Secretary
McCaw but it dealt with the -- where the estimate
came from for the condition to the operating costs
in the out years, what that was based on and if you
happen to know that answer. Is that --

JOSEPH GIULIETTI: Say the question again, I'm sorry.

REP. FRANCE (42ND): Yeah, the -- the estimate for
the operating costs for congestion towing is in the
out years 23 and 24; what the -- what the estimate
is based on and what -- in the Governor's budget.

SENATOR Osten (19TH): So I don't know if you were
here but we're not talking about towing. We just
want to know about the --
REP. FRANCE (42ND): The operating cost, just the operating cost.

SENATOR OSTEN (19TH): So the operating cost? Okay, thank you.

REP. FRANCE (42ND): Correct, correct.

TOM MAZIARZ: I don't have the exact numbers in -- in front of me but I think it was on the order of $78 million operating costs roughly. That was for what we call the scaled back option that included just I84, I95, I91 and Route 15. That basically has two different components, one of which is the operation of the Gantry System which is typically less than a quarter of the total operating costs. The bulk of it is what's called the back office in customer service function, primarily because you usually have to staff that fairly high level in order -- in terms of call center to handle all the inquiries that come in, especially at startup. That's the most expensive year. You can get more calls in that first year than anything else. So it's a fairly you know, conservative estimate going into the system.

REP. FRANCE (42ND): I guess based on starting from 0 is it, I guess parametrically based on model on another system whether it be New Jersey or Massachusetts or some other state; is that how we derived at the numbers?

TOM MAZIARZ: Yeah. I mean we've got a number of examples around even New England but Massachusetts is one that is a fairly close parallel and we're fairly comparable to what they are.

REP. FRANCE (42ND): All right. Thank you very much. Second question. In my time you know a couple of terms in the legislature, I've always asked for the five-year plan for road and bridge
work and I get a list of -- of a projects but when I asked the priority and maybe I misunderstood but I'm told they're just a list of things we do in the year as opposed to this is number one and this is number and of that year. And the reason I ask is when I served locally, I would ask my town engineer if our road projects come in, you're under the projection and you have an extra $100,000, what are your next five projects? I don't get that same sense from DOT if they know if the projects come in under budget we have additional STF revenue plan -- from the plan bonding, what are the next five projects and if you can address that concern.

MARK ROLFE: Well, so we do have a five year capital plan and we published the plan. The plan is based upon financial assumptions that were occurring at the time. It's financially constrained so it falls within the parameters of the assumptions that we applied to it. Beyond that there's always a long list of projects whether they're state of good repair, whether they're safety, whether they're congestion mitigation. I think we -- we've offered up a long list of projects that today are unfunded that we -- we'd like to be able to do; everything from congestion mitigation on I95, whether it's New Haven and Fairfield Counties or eastern Connecticut. The Hartford viaduct is unfunded today. There's just a -- there's a long list of major capital investments that we'd like to be able to make around the state that we just don't have the revenue to support.

REP. FRANCE (42ND): So based on that answer, while you're -- is that stating that this laundry list of -- or long list of unfunded projects would be what you would backfill into your projects came in as opposed to moving forward projects from the next year; is that correct?
MARK ROLFE: So we have -- we have a range of planning studies that are taking place around the state. What we would look -- seek to do is apply some metrics to them so that -- state of good repair is certainly a factor. Safety improvements and how that impacts the quality of life, but also the return of investment from economic vitality that our projects create. So we look to put those into a matrix of sorts and prioritize the projects based within -- you know based upon the available budget and use that to determine what projects should move forward and which ones shouldn't.

Now that said, you need to have a base of projects that you're working from and that's why we're -- we're conducting all these studies around the state. Tom, did you want to add something?

TOM MAZIARZ: Yeah, I just wanted to point -- and I mentioned this the other day in the hearing that if you're looking at the immediate time period and we're looking at if we've got extra money that comes in in the first year of the five-year capital plan, that happens every year, all right? That we have the opportunity to go out and get extra federal funds because other states aren't spending their full allotment. So every year for the last 20 years we've had enough projects in the queue with priorities set so as soon as we get notice that the fund's available, we basically are able to reach out and say we've got projects X, Y, and Z to use that extra funding.

REP. FRANCE (42ND): And I appreciate the answer and I anticipated that was the answer. I guess the -- the -- I was honestly -- the frustration that I had as an engineer and a project manager that it wasn't a list of one to end, it was just a list. And I guess I would -- I would appreciate if we could --
if I could understand you know, kind of that system and how you're ranking them and what that order is so I have some understanding of that. So that -- that's purely what that is.

I guess final question deals with Commissioner, you mentioned about the capital plan for rail and the -- and it was about half of what you anticipated. How do you -- I guess the question is, is the plan -- capital plan sufficient for I guess on a per car basis in the -- in the projection of the two years that you have right now? And what is your plan to, I guess refurb the existing rail that you can't replace and you have to refurbish them, and how does that factor into the decision process?

JOSEPH GIULIETTI: All right. So then you're -- you're focused on rail right now. Yeah, because -- because one of the things, and particularly when we're talking about the rail is -- it's also a partnership with New York, particularly on the biggest of the -- of the services we provide and there's a lot of discussions going on with New York right now about their funding problems.

So I'm going to tell you that it's -- that it's -- it's a marriage that is undergoing a relationship change right now where it was always that New York was coming up with their funds and Connecticut was not, so there's a balancing act there. So as much as I have to turn around and say to you that of course I wish I had all the money in the program to go forward to be able to do everything that we said there, we're also going to have to balance that with New York and with what New York is going to be able to do and we're in active discussions right now. They as recently as week, I was talking with both the MTA Chair and the President of Metro North over what we're going to be able to do.
So I'm going to say to you that I'll ask your indulgence to let me come back to you because we're going to be adjusting as we see what we can do mutually together on that side. On the other side, obviously we're going to go ahead with the equipment purchases and there's not all the cars that we want to get right now but we feel that we can get enough cars that we can make a tremendous improvement in the service that's there and that's what we're looking to do.

REP. FRANCE (42ND): I guess the second half of that is for -- you had planned on anticipating twice as much revenue, so twice -- twice as much availability to capital and how did that impact your refurb plan since you couldn't replace twice as many cars, you now have to refurb a certain number of them and that certainly wasn't in your original budget, and I don't see an increase in that particular lineup. So how are you managing the maintenance and refurbishment of the existing cars you can't replace?

RICH ANDRESKI: The -- the rail program includes funding for the 50, approximately 50 new rail cars which will be sufficient to replacing what we have today. That program does not allow for growth so if -- if the strategy, and it will become evident to us in the next couple of years, if the strategy and revenue do not support additional new rail car purchases we would program additional funding to restore the existing fleet. So we're -- we're sort of postponing that decision at this point in terms of refurbishment.

REP. FRANCE (42ND): I guess specifically to that -- I appreciate that answer, you requested -- or you in your budget you had twice as many asks for new -- it wasn't expanding, it was replacement. Now you have
existing cars that you now have to plan to refurb to extend their life. And I -- and so I don't see a line item increase when the reduction was made to purchase new. So I guess that's the second half of the question. You don't purchase new to replace. Now you have those cars refurbed but they didn't see an increase in that line item to accomplish that, so how do you plan to do that?

TOM MAZIARZ: If we're looking in the five year, and I think we're talking about the five year, right? So in the five year the -- the procurement for these new rail cars is a five year effort. The first of these won't be delivered for about three -- at least three years. So we're looking beyond year five at this point.

JOSEPH GIULIETTI: And I want to add to that, we put options in there. So even as we're looking at the purchase what we're hoping is, as we keep working this budget the opportunity to replace becomes there because we've left those options in those contracts going out versus the decision that we'll have to make if we can't do that and that's when you'll see it and I'm going to commend you on a very observant eye on that, to go and see that it didn't reflect on that because what you're looking at is our optimism that we're going to be able to replace because in the long run if you can buy additional time, really everybody's asking for an improved service out there which would include the cars.

REP. FRANCE (42ND): Thank you for that. And I guess if you can bring for the working group, there's a break point just like there is in roads and where there's a loss it doesn't make sense to overhaul the car, no different than your personal car. So if you could bring that analysis to the working group to understand. Thank you.
SENATOR OSTEN (19TH): Thank you, Mr. Engineer. (Laughing) It's in my district. Two of us work together on a lot. Senator Hartley.

SENATOR HARTLEY (15TH): Thank you, Madam Chair and welcome, Commissioner. You're into it four-square now. So let me just start off by asking, all of the information that we're requesting to the best of the department's ability if you could get that to us before our working session because we walk in the door and we've got these reams and these runs and it's a waste of your time if we're only going to call you back again because we haven't had a chance to digest. So that would be immensely helpful.

So I guess we've got to 2:00 so and I -- is there anybody else signed up by the way to speak so I don't -- maybe Representative Reyes. So it -- let's talk about just a few followups from some of these other things. So this report, talking about administrative costs. It's you know viral; it's you know getting a lot of traction. What I would find personally helpful, and I think also my colleagues is for you to -- I know there was a response from the department for you to give up those responses in relation to those flashpoints, in particular the administrative costs. That is very important information that we need in front of us.

JOSEPH GIULIETTI: I'd be happy to provide it, okay? Along with you know I'd love you to also have the letter that was written by the authors of that report that acknowledge the shortcomings in the report and the fact that they're trying to work it out, to straighten it out right now.

SENATOR HARTLEY (15TH): That's important. And do you have an idea of when this revised report is going to be on the street?
JOSEPH GIULIETTI: You know if -- if it was -- you've got it?

SENATOR HARTLEY (15TH): Anna Barry, yeah.

ANNA BARRY: We've been updating our information and we did it in a report that will show up in two years. So the report -- these reports lag by two years. The Federal Highway Administration puts the information out, usually in the springtime. About a year later the Reason Foundation issues their report. So we've recently updated I think it was 2017 information which won't show up until next year in the Reason Report showing the adjust -- the actual adjustments we've made in the administrative costs to take up some of the things the town talked about.

SENATOR HARTLEY (15TH): So it will be at least more current information?

ANNA BARRY: Yeah, we'll get to the exact page it was on --

JOSEPH GIULIETTI: Yeah, we'll -- we'll get -- right. We can give you the information. It's whether or not they will show it in their report. That we can't control.

SENATOR HARTLEY (15TH): Okay. Thank you much. Positive train control has been getting a lot of conversation lately. You probably all saw 60 Minutes and that discussion there which was pretty alarming. Can you provide for us if not now a summary of where we are in the state right now with positive train control?

Of course you know, Commissioner you know I'm going to be most interested in the Waterbury Branch Line. And also I need an up to date accurate assessment of where we are and I'll just leave this with you on that subject. It was last June just before we were
adoption this biennium budget and we had spent a lot of time with your department and my delegation about that and you know all of the problems, and you know how long they have been lingering. Aside from the rail, but the actual location where the parking is going on, that old train station. And at that time at a number of meetings I was informed that we had procured a design -- an engineer design person who was putting together the design in preparation to go out to bid for the purchase of the rail cars and we were of course looking to bundle those with a statewide purchase which obviously makes more sense and perhaps even partner with a larger purchase with other states, obviously to reap those efficiencies.

So I -- if you can't do it now, can you give me a specific update as to where we are and then the actual times about you know this -- the siting and when we're going to really be able to use that?

RICH ANDRESKI: We'll get back to you the specifics. As to -- as the to rail cars that are very high level I can tell you that we do have a design firm under contract. They have started the design of those new cars. There is some question internally. We're discussing now about whether we buy a one size fits all type rail car for all of the lines in Connecticut or whether we work with Metro North and potentially go to a multi -- or a bilevel type car. Because for Danbury in particular, getting into Grand Central you are going to want Waterbury -- well in Waterbury too being operated by Metro North, whether we want to partner with them or do something similar to what we are thinking for Hartford Line and Shoreline East.

So there's some -- but -- but they -- but the design effort is underway and that decision point whether to acquire sort of a standard fleet for all
Connecticut or do two procurements, one with Metro North and one separately, that decision point will occur sometimes toward the end of this year.

SENATOR HARTLEY (15TH): Thank you. That's very important and I should just say to you that my district, they have no faith in this conversations about tolls because we have been hanging for 25 years on the rail and the bus. We don't really have rail; we have bus that acts like rail and not even because the drivers don't even know what the stops are. So I don't have anything to stand on to talk about this conversation. And it's a very important one. I mean I represent the 15th district but I also am responsible to the total state of Connecticut. So it's a terrible dilemma to be in. There's no good faith, no reason to be supportive of any endeavors.

JOSEPH GIULIETTI: And you've made that clear to me and believe or not you know, going all the way back to the 80s when I was a superintendent trying to deal with this problem. So I understand the frustration but I also want you to know that even when we're going through the PTC, it'd be easy for me right now to point a finger at -- at Metro North but as part of that decision making, we wanted to make sure that not only did we put the PTC in but we handle the signals that had never been upgraded on the Waterbury at the same time that we were doing it.

So all of the intent is to go on and improve that service and then to get new cars that would be operating on that service. So let me get back to you with some you know, what I'll call much better forecast on when that's going to be but I can already tell you it's on that road to be part of the
system and be upgraded entirely with the system as the system goes forward.

SENIOR HARTLEY (15TH): Really -- I'd really appreciate it. I'm almost embarrassed to share that though with my constituents because they are so tired of hearing it.

And then the other piece of this is the actual station that we were talking about. You know I got a very disturbing email over the weekend from someone who -- whose wife drives in from actually 30 minutes away to use the Waterbury stop and it's you know been nothing but terrible and I guess now someone fell in a pothole and there's a you know twisted ankle or whatever and you know -- so to add real insult to injury. So anyhow, that would be so appreciated.

If I might, because I know the time is almost running out and I don't know if anybody had other questions but I -- I just wanted to know and maybe we can talk about this more in the working group about what communities are in the non-ADA Dial-A-Ride Program. And then on the para -- the ADA Paratransit Program, I -- I -- the numbers continue to grow there and I'm just interested to kind of see breakdowns, all right? And maybe to know a little bit more about the eligibility process that is -- proceeds this designation so I have a better grip on it as those numbers grow.

And then the increases in the rail and the box; are those fuel increases, equipment increase? What is that?

JOSEPH GIULIETTI: Most of what you're seeing there is our -- the contracted cost increases. You know the CPIs that the contracts are given going forward.
SENATOR HARTLEY (15TH): Okay. And then on the CDL physical licenses. Is that a result of this new contract or is that something we have always done?

JOSEPH GIULIETTI: It is a new contract.

SENATOR HARTLEY (15TH): That's a result of the new contract?

JOSEPH GIULIETTI: Yes, right. It's -- it's every two years, yep.

SENATOR HARTLEY (15TH): Going forward? But previous to this we did not absorb those expenses. And then we know that we have some parameters about our discussion but I need to ask you about the Visitor Centers. It was my understanding that there was something like 500K in OE to deal with this optic of driving into the state with big orange closed signs and that was in this year that we're about to conclude. Can you talk to me about that?

JOSEPH GIULIETTI: When you're saying can we talk to you about it, I can tell you what has been going on because what I -- what I walked into and it was part of the Transition Committee conversations, was tourism was talking about it being such a negative impact that you come in and the first sign you see is that it's closed between the hours of 3:30 and 8:30. Not when it's open, but when it's closed. And even I had to go and ask the questions and the questions were basically it came back that it -- it's -- it's not a simple from the standpoint that we did not get the -- the authorization to hire enough people at what I will call a different level of pay that would be working on those areas. So we instead had to use the people that do our maintenance, the people that do our plowing and everything else to keep it open for that one shift
and that would turn around and also encourage -- or cause us to expend overtime as well.

The other part that we're looking at because one of the things that we said we would do when we're going forward is looking at, what were our opportunities for investment. And part of the reason that that isn't an opportunity for investment is because of the federal restriction. So we're actually looking at can we get some help on the federal side that would allow us to be able to look at those the same way we've looked at the service plazas that exist on the highways as opposed to rest areas and what we would be able to do to be able to offset some of those costs. So we're still in the middle of that. So again, I -- I'll ask your indulgence that we bring that back to the Working -- Working Committee.

SENATOR HARTLEY (15TH): Absolutely. So we just want to figure this out. We -- there's a Bill in the Commerce Committee to deal with this and so -- and we've already had some meetings with your liaison about this. We're actually asking them to also sit down with the Department of Economic and Community Development to come to some resolve so we'll just get this done somehow, huh?

TOM MAZIARZ: I'm confident that you will and I will support you in any way that I can on that, yes.

SENATOR HARTLEY (15TH): Okay, okay, that's helpful. So my last question Mr. Chair would be so I'm noticing on your equipment line here -- so you -- you were asking for additional resources there in your flat funded. What's that going to mean?

JOSEPH GIULIETTI: Are you talking about rail equipment right now?
SENATOR HARTLEY (15TH): It said the equipment. The equipment line under OE. Is that like plows and trucks and --

BOB CARD: So we have a couple of different accounts. We have our major equipment like trucks and plows and the heavier equipment is in the capital fund. This is our regular office equipment and equipment for all our buildings throughout the state, primarily IT costs. Trying to update -- you know keep computers running and -- and getting things -- systems into a more modern state.

SENATOR HARTLEY (15TH): Okay. So this is not the (crosstalk).

TOM MAZIARZ: That's in the capital budget.

SENATOR HARTLEY (15TH): All right. So are you part of this new system that DIS was launching, the Kronos HR system; are you -- you -- you're now going to be involved in that?

TOM MAZIARZ: Yes.

SENATOR HARTLEY (15TH): And is it in the offing, is it you're putting it together? What's going on?

TOM MAZIARZ: They're -- they're still working on it. We can get you an update as to exactly where we are at this point if you want to make sure.

SENATOR HARTLEY (15TH): Yeah, that would be -- that would be helpful. Thank you, Mr. Chair, thank you Mr. Commissioner and -- and staff.

REP. DIMASSA (116TH): Thank you, Senator. Are there any other questions for the Commissioner or his staff? Going once, going twice, going -- Commissioner, thank you very much. Thank you to your staff. We look forward to following up with you in the working groups. Next up buckle up,
Department of Motor Vehicles, Commissioner -- Acting Commissioner Wrinn. We're going to actually break for two minutes. We'll be right back. One minute.

All right. We're going to reconvene, Commissioner, Commissioner Wrinn. Commissioner, when you're ready, when you're ready.

JUDEEN WRINN: Senator Formica, Representative Lavielle and members of the Appropriations Committee good afternoon. My name is Judeen Wrinn and I am the interim Commissioner of the Department of Motor Vehicles. I will remain in this role until April 1st when the new Commissioner-designate joins Commissioner Magubane who begins on April 1st.

Thank you for the opportunity to present to you today. I will speak about the Governor's proposed budget, provide you with an overview of the things that we've accomplished since the last time we met and also talk about future plans of improvements. I would like to begin by saying that we fully support the Governor's proposed budget which funds the Department close to our current appropriation level. We anticipate that we will be able to continued to deliver improvements to the customer experience within our current resource levels. We have 603 authorized fully funded staff with 567 positions filled and 36 vacancies. This past year has been a busy one.

We've added numerous online services, created new partner convenient DMV Express Centers, installed a modern Customer Contact Center and implemented a customer feedback tool at all of our branch locations. The feedback reinforces we are making progress. We have expanded and improved our service delivery options by listening to customers, involving employees and using data to make disciplined, strategic decisions. Our overarching
vision is to improve the customer service. Our customers, your constituents deserve no less and we know it.

DMV has made notable improvements and I'd like to share with you what some of those are. First we implemented an upgraded phone system. That phone system went in in May 2018 and it included a Virtual Hold capability that allows the customer not to stay on the phone and wait for the call to be answered but to receive an automated call back. That service has allowed us to improve our wait from 26 minutes a wait time prior to this, to 6 minutes. We know that's not good enough. So in addition we implemented an automated phone service, an IBR is what it's referred to. We began with six different transaction capabilities, one of them being registration renewals which allows people to register their car on the phone and pay over the phone.

Our hope is that customers who are not comfortable using a computer and going online will take advantage of this self-service phone capability. And since we implemented on December 5, over 10,000 transactions have been performed and that is without any advertising. Our intent is to make more information available to the public and to our customers to make them aware of that capability.

When we talk about online, we had over 9 million visits to our website in 2018 with 4.5 million of those visits coming through a mobile device. The DMV website is the most visited website across the state CT.Gov being second at 5.5 million. I'm proud to report that the state received recognition from the Center for Digital Government and this award was primarily due to the progress DMV has made in our online services. You may or may not know that
registration renewals are now completed 46 percent of the time online. It's the first time that online has exceeded the number of mail-in registration renewals that are accomplished.

We also complete 100 percent of our road tests and knowledge tests through an automated appointment system. The most notable improvement there is with the road test. This is something I know has been a concern in the past. It would take 35 to 90 days to make an appointment. Now by having this online service, customers can access it 24/7 and as soon as there's a cancellation they can pick it up. That turn-around-time now is generally people can schedule an appointment within 1 to 12 days.

I'm now going to talk about our partner locations. We've done a lot in this past year to increase the number of partners with whom we do business and who are able to deliver DMV services. Through a Request for Qualifications process, DMV carefully selected two new partners: Nutmeg State Financial Credit Union and The Workplace, Inc. This is in addition AAA Club Alliance and to the town of West Haven. March 2018 we opened up the town of West Haven office. June 2018 we opened the Nutmeg State Financial Credit Union office in Milford. November 28, 2019 we opened the Workplace, Inc. in Stamford, and in December 2018 we opened another Nutmeg State Financial Credit Union in North Haven. In total in 2018 over 200K transactions were processed by these partners.

The majority of those transactions were still produce -- still performed by AAA Club Alliance but that's mostly because these other offices were opened up later so we fully expect that transaction volume to increase this year.
We also implemented the Customer Report Card Survey in all of our branches in June 2017. Since that implementation we've received over 17,000 replies. Those report cards are placed on the counter in front of the customer on the other side of the examiner and every customer has the opportunity to complete a report card survey on us.

77 percent of those customers rated the service as excellent, 9 percent as very good and 4 percent as good. 10 percent didn't think we did so well with 3 percent indicating a fair experience and 7 percent indicating a poor experience. The thing that we're most proud of is that we received a 90 percent excellent rating for the examiner who helped the customer execute their transactions.

We do realize we have much more to do to improve the customer experience. We need to enhance -- continue to enhance our online services making that 24/7 available. We need to continue to deliver on our IT roadmap, increasing automation which will reduce our errors and the wait time. And we need to continue to work closely with our partners.

Let me quickly talk about four areas that we plan to focus on in the future which in fact we are already working on in many cases. The first has to do with our online and mobile capabilities. We are actively involved in working with a vendor in order to improve those services. We want the experiences to be the same. We want to be able to provide proactive reminders to customers when it comes to your renewal, your license renewal. Wouldn't it be nice to get a message that tells you it's time to do it where you can just click and then complete the transaction? We also want to be able to expand the number of services that we offer. For example, getting a copy of your license, changing your
address or even doing your license renewal as an online experience based on certain criteria.

According to a 2018 survey across states that deliver DMV services we know that 22 percent of other states do some form of these things that we're talking about and we know that we already have legislation that allows us to do it.

Second, we support the Governor's proposal to extend the timeframe for license renewals from six to eight years and registration from two to three. This will reduce the frequency in which your constituents need to visit an office and we stand ready to implement it if it's approved.

Third, our IT strategic plan. We have a three roadmap with four work streams focused on improving the overall customer experience. The first is to improve the electronic business workflow and interfaces. For example, to drive automation and reduce errors. We want to reduce and replace obsolete technologies to enable things like virtual desktop infrastructure, DDI software which will allow for greater efficiencies, lower desktop hardware costs and create additional layers of security. We want to create a roadmap to migrate to the Cloud and implement a data integrity approach which is focused on things like a single customer profile to enhance customer service delivery and significant improvements to our reporting capabilities. The plan will utilize existing infrastructure as a springboard to maximize past investments.

And finally, to expand options for customers to make appointments. We already have customers who can make the knowledge and road test appointments but we want to do more. Things like out of state transfer licenses. It is a difficult process so we would
like that be one of the transactions that we can do through an appointment process and we would like to see -- to continue to increase the ability to do appointments.

We know that we must continue seek innovative ways to provide more online and mobile services and make its services more simple and convenient for the customers. At the same time though DMV must never waver from its' responsibilities to perform the necessary due diligence to issue and renew customer identity documents and register vehicles. That responsibility was perfectly executed at the end of January when an examiner in Weathersfield identified a fraudulent document, notified their management, management notified authorities and that customer was apprehended and turned out needed -- as it turned out that customer was wanted by the FBI. That was as a result of doing what we need to do carefully looking at those documents.

We will continue to work collaboratively with our partners like AAA Club Alliance, Nutmeg State Financial Credit Union, The Workplace, the town of West Haven. We want to make it convenient for our customers to be able to receive DMV services.

Thank you and if you have any questions, I and my colleagues who join me here today will try to answer them.

REP. DIMASSA (116TH): Thank you very much, Commissioner. I believe first up we have Representative Lavielle.

REP. LAVIELLE (143RD): Thank you, Mr. Chairman. Good afternoon and thank you for being with us today. That was very complete. That was -- I appreciate it. There's been a lot of progress clearly in a lot of these areas and it's wonderful
to hear about. What I'm curious about, actually it's interesting. You've put in a budget request that asks for a little bit more and the Governor has pretty much honored it as far as I can tell without a whole lot of difference. The -- the question I have -- my primary question is, with everything that you've done, everything going online, the phone service, a lot has been automated. Do you anticipate that this is going to lead to an ability of the DMV to reduce staff?

JUDEEN WRINN: I do not see in the foreseeable future for that to happen because I think there are still several areas where we need to make improvement. For example, a six minute wait time for a phone all. And in addition, that virtual hold capability is terrific but you might wait two hours. You don't have to wait on the phone, but you're going to have to wait two hours to get your answer. People don't want to wait. So I think -- you know, all these things are great but they're -- they're scratching the surface of so many things that I think we need to do and that your constituents deserve for better service from us.

REP. LAVIELLE (143RD): What about -- I'm just curious. I know since you have open -- open and close hours this may not apply but do you have a -- any consequential staff overtime in the DMV?

JUDEEN WRINN: We definitely have overtime. I do not know the numbers. I'm going to look to my fiscal officer to see if she has those.

REP. LAVIELLE (143RD): And you can bring them to the work group if you don't have them.

JUDEEN WRINN: Okay.

REP. LAVIELLE (143RD): I think that would be -- I think that would be interesting to see.
JUDEEN WRINN: Thank you. Because I think an important point is that we serve customers as long as they're in the doors by the time we close. We do not leave until every customer is served.

REP. LAVIELLE (143RD): Right. And in your 603 authorized positions, do you know offhand how many are filled?

JUDEEN WRINN: Yes, I do. We have 36 vacancies.

REP. LAVIELLE (143RD): Okay. And those are -- those are fulltime?

JUDEEN WRINN: Yes.

REP. LAVIELLE (143RD): The -- I noticed the new partners and some of them are down in southwestern Connecticut. Since the -- I know you're still with AAA, in this part of the world. Have there been any talks in renewing that in the other parts of Connecticut or is that pretty much dead?

JUDEEN WRINN: They have not approached us about any opportunity to talk about that.

REP. LAVIELLE (143RD): Okay. Well you look like you're filling that out with other -- with other partners.

JUDEEN WRINN: I would say at least some of that territory is being covered by the new partners that joined.

REP. LAVIELLE (143RD): Okay. And another thing I'm curious about and I'm not going into the forbidden territory here. I'm sticking to cost and what we have to do. With the various toll plans that are being discussed, I know that the DOT is anticipating this and that and the other. Would the -- and are you anticipating if so, would the DMV -- DMV need to beef up its operations to deal with that and if so,
in what areas and to what extent or what are we looking at cost wise?

JUDEEN WRINN: So Sharon Geanuracos, our Legal Director will answer that.

REP. LAVIELLE (143RD): Thank you.

SHARON GEANURACOS: Hi, good afternoon. My name is Sharon Geanuracos. I'm the agency Legal Director. I don't know exactly what types of changes we would have to make but we will definitely have to make changes. One of the things that we will be responsible for is providing driver information and vehicle information to whatever tolling authority or whatever agency does the tolling because all of that information for people who don't have transponders will have to go through us. And then I presume there will be some type of a hearing process for people to challenge. I don't know how we would be involved in that but we -- you know we are certainly interested in seeing how that develops.

REP. LAVIELLE (143RD): Thank you. I've just been curious because I know we talked with Commissioner Giulietti about the DOT anticipated operating expenses and I -- that certainly wouldn't include anything that would have to be done at the DMV. So if -- if there is anything that could provide us that would help us to see whether there are some that would be generated at the DMV and if so, how much that would be very helpful. So if you could do that for the work group. Thank you very much and thanks for a good presentation.

JUDEEN WRINN: Thank you.

REP. LAVIELLE (143RD): Thank you, Mr. Chair.
REP. DIMASSA (116TH): Thank you, Representative. Representative Perone.

REP. PERONE (137TH): Thank you very much. Thank you very much for your testimony. It's good to see you again. I saw you when you were testifying before Transportation, and I asked at that time about the idea of appointment renewal or online renewal and it was somewhat larval at the point but I notice your -- your purchased evolved for the better somewhat since then. I'm just wondering as you -- as you're discussing this what time of kind frame you're looking at in terms of benchmarks for the idea of renewing online or -- and by appointment; do we know?

JUDEEN WRINN: So as it -- as it relates to licensing I anticipate it will likely be next year. I'm not sure if we could do that this year. We're going to begin in terms of the expansion of our online capabilities on the registration side, even though it's a side we do well today we -- we want to be certain as we move forward, we do it right. You know that my -- my practice is pilot focused, get it right and then you can build off of it and I would not want to do license renewal as the first one.

REP. PERONE (137TH): Right. Fair enough. And I think the only one area I would differ is the -- there are points where people prefer to wait and that's renewal. I'd say 10 years it's probably good. Anyway, thank you very much for your testimony.

JUDEEN WRINN: You're welcome.

REP. DIMASSA (116TH): Representative France.

REP. FRANCE (42ND): Thank you, Mr. Chairman. Two -- two questions and you may just want to bring them to the working group. But the first deals with
Connecticut Insurance Verification System, how that works, the budget for it and why the question is being asked is that I know that it is supposed to identify as you register, you have valid insurance. But in my own family, I've had constituents twice who have had people who made their first payment, came and got registered and then didn't make the second payment and DMV was never notified on those two instances. They claim they had valid insurance when in fact they didn't. So how does that program work? What is that validation? What's the you know, interface with the insurance companies and how -- if DMV is notified of a -- of a situation, how is that I guess taken back and then taken gentleman off the road -- driver off the road potentially if shown as invalid? So that's the first question.

The second is, I appreciate the IT improvements that you discussed. One of the things from my first term four years ago was the migration from the main frame to service-based systems and that has kind of stopped I think after phase 2, still in 3rd phase. And one of the questions I ask for my background, is the only reason private sector does that is because they reduce the IT staff to about a third, because service-based system is much easier to manage. When I asked the Commissioner at the time they had no plans to reduce the IT staff so I would ask the same thing. But first is, what's the status of it? What is the status of the -- the corrections, the fixes from the existing implementation? What's the plan to finish it? And once it's finished, what is the plan to reduce the IT status since that's the only reason you do this migration? I don't know if you want to answer some of that now or just bring it to the working group, either way is fine.

JUDEEN WRINN: So the insurance verification, I'm going to start and either we'll have to come back to
you with some additional answers or one of my colleagues may join in. The insurance verification is done through an automated service, and the insurance companies report in through there. I -- when we began doing that it wasn't a daily feed, and we now have a daily feed which allows for more timely information into our systems. However, it does depend on what the data is entered. So if I have an insurance agent, they're sitting at my kitchen table and I'm getting insurance, that information may not be fed into their system right away and then their system from that insurance company has to feed it into the centralized system, which then comes to us. So there -- there are potentially gaps in time as a result of that. But it clearly has gotten better as a result of the daily feeds that we get. And I'm going to turn to any of my colleagues if they want to add anything.

JAMES RIO: Hi. I'm Jim Rio. I'm the Chief Operating Officer for DMV. Our insurance program also -- and Representative I think you said that somebody paid a -- an installment but then pay anymore after that. So that should have been reported to us a draft if it did -- if that did happen and then we would start the process of notification on the person and then ultimately suspending their registration. That's how that is supposed to work. Is there any -- was any -- any other question on that or?

REP. FRANCE (42ND): No, that was -- I guess the need to question I guess because maybe bringing some data on -- on how that process and maybe the -- how many times that's happened. Because it's interesting is my family twice in two years, I'm only one person, one family in the entire state to have that happen. I'm certain this happens more. How often does that happen where you end up with a -
they make a validation and proof of insurance and then once they're registered or get their license now they don't pay. And how often that happens and I guess you would make notification but then they're still driving unless they caught essentially. So what that process is and how that interface works.

JAMES RIO: And we also established an interface with law enforcement where they receive the data from DMV so if they make a roadside stop and you do have insurance, however, you lost your card or you didn't put it in there which I've done too, they can validate that and verify it rather than previously that would be prima facie that you don’t have insurance and they could potentially send you to court. So that's another tool that we have out there.

And we also provide them with suspension information on insurance too, which we reestablished in December of 2017 after we had issues in our original go live with our civil system. So that also has taken people off the road that have insurance compliance issues, so.

REP. FRANCE (42ND): All right. Thank you very much.

JUDEEN WRINN: So Representative France, I anticipated your question about the licensing system, the mainframe. So if you would indulge me and allow me to read some of my research because I'm not an IT person so I was afraid that I would garble my words and use incorrect terms. So I've written down a response to the question and then you can let me know whether or not it's adequate, okay?

So the majority of DMV systems have migrated to a distributed platform or service-based thing. (Laughing) See how good I am?
JUDEEN WRINN: A portion of licensing remains on the main frame but we have introduced modern techniques and functions such as a use of web services which makes it easier and standardizes communications between cross platform applications. It allows us to seamlessly communicate between cross platform systems providing the flexibility to change and replace one system without having major impact on another. Examples are central issuance with something -- which we implemented in the last 12 to 18 months of credentials being issued at the central location, which provided more automation. That was accomplished through a web service application connecting the mainframe to that application. We also did it with web-based road appointments and also the -- the online services that we're offering now is the same thing.

While our old overall plan is to migrate the remaining portion of our application from the mainframe, we have taken an approach that's slower because the big bang registration civils implementation have a lot of challenges and we do not want to see that happen again. The other thing is that we want to be certain that we are constantly delivering improved services to your constituents, which means we're not going to put all of our resources into making sure this is done. We're going to do it slowly and methodically but we are going to get it done. I don't have a specific date. This three-year road map, I honestly don't believe it will be accomplished within the three years but I think we will make great headway within that timeframe to allow it to happen shortly thereafter.

REP. FRANCE (42ND): And I thank you for that answer and I -- and I guess I would like to see the three-
year road map and what that plan is and then I guess the -- is this going back to the only reason you moved from a mainframe is not that's four-year-old technology, is that it's easier to maintain on a server-based system. And is there a plan at the end once you do implement this to reduce the IT staff and maybe repurpose that staff potentially or just reduce them and reduce the cost of operating that infrastructure, and that's really the only reason that business does that. And so if you have that answer either now or at the working group, is fine.

JUDEEN WRINN: So the answer I would give is that it -- the ability to reduce the staff will depend on the variety and complexity of services that we offer. You are aware that a number of things that we do are in support of other agencies. So there is a lot of connectivity with a lot of different systems across the state and with the federal government. We have a very complex infrastructure. As a result, in my experience -- my experience in the private sector is when you have that kind of complex infrastructure and you are interacting with so many different systems, it -- it doesn't mean that we're going to have less people on -- in this area. That could be something perhaps the Commissioner can speak with you better since she has an IT background and I don't. But that -- that's my answer.

REP. FRANCE (42ND): Thank you very much. Thank you, Mr. Chairman.

REP. DIMASSA (116TH): Thank you, Representative. Senator Formica.

SENATOR FORMICA (20TH): Thank you very much, Mr. Chairman. Thank you and good afternoon, welcome. What a breath of fresh air your presentation was. It was outstanding.
JUDEEN WRINN: Thank you.

SENATOR FORMICA (20TH): Thank you so much. And it's nice to hear some positive things coming out of DMV and congratulations on the hard work you've been doing the last few years along with the team.

JUDEEN WRINN: The team, thank you.

SENATOR FORMICA (20TH): So that's all good stuff. You were kind enough to mention the number of staff level. I think you said 567 out of the 603, which leaves 36 vacant. Of that 36, is that -- is that funded?

JUDEEN WRINN: That's funded.

SENATOR FORMICA (20TH): 36 are all funded?

JUDEEN WRINN: Yes.

SENATOR FORMICA (20TH): Okay. And are you actively pushing to --

JUDEEN WRINN: Yes, 80 percent of those positions have been approved through the approval process. The others in some stage hopefully of getting approved and we are actively working on it.

SENATOR FORMICA (20TH): Okay. Thank you. I'm also looking for a history of fringe. There's been some discussion in the last few days about fringe so if I can get a five-year lookback on personnel service numbers. The Representative asked about overtime, maybe include that and then a fringe and we can kind of measure the escalation if there is any over a period of time --

JUDEEN WRINN: Yes.

SENATOR FORMICA (20TH): For the working group, that'd be great.
JUDEEN WRINN: Okay.

SENATOR FORMICA (20TH): You talked about online services. I think that's great. I see you have your comment card, your customer comment card.

JUDEEN WRINN: Yes.

SENATOR FORMICA (20TH): You know all good retail establishments ask questions, so that's awesome. But the services that you're able to provide online, is it all forms of registration or is it passenger cars?

JUDEEN WRINN: So we -- we -- we do not have new car registrations and I probably should note here that 55 percent of new car registrations are actually performed by dealers and the remainder are with us. But all vehicle registrations are done -- can be done through online.

SENATOR FORMICA (20TH): Okay. We had talked back in -- viewers were one of my next questions because I know that they're ramped and they have a direct connections for one of those detailed programs you talked about in your infrastructure that they have so many of, right? So are they being -- are they able to do everything online? Is there no more standing in line for them, sending a guy down there with -- with 15 plates trying to get through the special line or?

JUDEEN WRINN: They all can be online. I think the transaction is ten or is it -- it's seven. If they perform seven transactions a month then they should be online. I think there are times that we see dealer transactions come through where perhaps they could be online instead. And we do periodically try to reach out to those dealers when we identify them, to find out you know, what we can do to help them get online.
SENATOR FORMICA (20TH): So a minimum of seven but no maximum, is that -- is that what you're saying?

JUDEEN WRINN: A minimum -- if they perform more than seven transactions a month then we expect them to go online.

SENATOR FORMICA (20TH): You want them to be online?

JUDEEN WRINN: Yes.

SENATOR FORMICA (20TH): Okay, okay, thank you. 'Cause one of the conversations we've had over the past couple of years was -- is -- can they be one of those vendors that you're talking about? Can people go in and you know, knock on their door and register a vehicle through them instead of -- in case they may not have online capabilities and is there a way to participate with that? So --

JUDEEN WRINN: So I would say a couple things. One, is now that we have the phone automated service, that definitely opens up the door for more customers to take advantage of doing their registration over the phone and making the payment over the phone. I would also say that the majority of customers, either mail in their registration, 45 percent and 46 percent go online. So it's really not a very big percent that is not taking advantage of two things that basically are hands free for us.

SENATOR FORMICA (20TH): It sounded like that has been bypassed already in the phone thing probably would make some good sense. So if you could get a list of the -- the registrations that you can do online; is it all of them? Like the classic cars and the passenger and the commercial, all of that is able to be done online?

JUDEEN WRINN: Yeah.
SENATOR FORMICA (20TH): Can you provide a list of services that are available? Is that easy to do?

JAMES RIO: Do you -- are you refer -- when you say online, are you talking about the dealer online, when the dealers register or a private individual?

SENATOR FORMICA (20TH): No, I apologize. I should have said I'm moving to the next question. So if I wanted to go online or somebody wanted to go online, what are the -- what are the service options that we can have online? Is it all of the registration types?

JAMES RIO: No, it's not all. There are some commercial registrations that you can't renew online, taxis, etc., things like that. But your general combination plates, passenger plates can all be done online.

SENATOR FORMICA (20TH): Okay. Thank you. And does that pop up, you said taxes; so if I owe back taxes and I try to register my --

JAMES RIO: I said taxis like yellow taxis.

SENATOR FORMICA (20TH): I know, but it reminded me about that.

JAMES RIO: Oh, okay. I wanted to make sure.

SENATOR FORMICA (20TH): If you want to try and collect taxes, then you can. (Laughing) Is there to say like you can't register online, you have to go down to the Town Hall.

JAMES RIO: Yeah, if you have a compliant issue like that you're unable to.

SENATOR FORMICA (20TH): All right. And then my last question would be the Passport to Parks Program. We have -- this new program has been very successful, creating a lot of opportunity to keep
our parks up to where they should be. There's been some question of modifying the program. Some of my complaints from my constituents have been you know; I have three cars. Why am I paying three fees? Is -- is that something we might be able to work through in your online IT opportunity as you move forward if we were going to modify that or would that be a big problem?

JUDEEN WRINN: So the modifications that we are aware of based on Bill proposals have to do with the identification of types of individuals who would not have to pay. Seniors, Veterans. The challenge for us is the date we have; we have people's age. So if it's age driven then -- then we can make the necessary system changes and make that work. However, if it's another way to identify them like Veterans or like a family or those kinds of things, we don't house that kind of information in our systems so it would require information to come from another source in order for us to do it.

SENATOR FORMICA (20TH): Thank you. And -- and what about multiple vehicles? We'd just have to pick one I guess or the customer would designate, or I don't even know how you would do it.

JUDEEN WRINN: It would be -- it would be something we'd have to think through and talk through of how we would do it, yes.

SENATOR FORMICA (20TH): Okay, great. Well thank you very much. Again, I thought you were terrific and thank you --

JUDEEN WRINN: Thank you so much.

SENATOR FORMICA (20TH): -- and your staff for all of the hard work you're doing to move this forward.

JUDEEN WRINN: They're terrific. Thank you.
SENATOR FORMICA (20TH): Thank you, Mr. Chairman.

REP. DIMASSA (116TH): Thank you, Senator.
Representative Dathan.

REP. DATHAN (142ND): Thank you very much, Mr. -- Mr. Chairman. Thank you very much for your presentation. I am so hopeful that the DMV improves its services. I moved from California several years ago and California's DMV was abysmal and in eight years it completely turned around.

The first of my two questions, are you looking at any other states for best practices to help improve our system? I hate for us to spend money, recreate the wheel when we could look at what's working in other states. Again, I see California has been a huge, drastic change. Would love to hear what your thoughts are on looking at other states.

JUDEEN WRINN: We are always focused on that. We belong to an association, an organization of DMVs across the country and actually even outside the country, are very active with that, and we pay very close attention to what other states are doing. In fact this online and mobile improvements that we intend to make are directly as a result of what we saw some other states doing and we are leveraging what they've done.

REP. DATHAN (142ND): Great. That's really helpful to hear. My second question really is an analytical question. I'm wondering -- I'm sure you have some sort of dashboard where you maybe do a three-year trend of customers by branch that come in. And I know and understand that the phone and online services are fairly new, but I would love to see how that kind of transitions in. And I don't know if we -- if you have any analyses done by type of transactions done each year and in aggregate, not
necessarily by each individual branch but what kind of transactions are done each year as a percentage. And then as a --

JUDEEN WRINN: Let me just make sure I understood your first question.

REP. DATHAN (142ND): Sure.

JUDEEN WRINN: So the three-year trend by branch, do you mean customer volume and transaction volume?

REP. DATHAN (142ND): Customer volume, transaction volume. Like for me, when I moved from California I was -- came in and did multiple transactions in one time so I would be one customer doing four transactions.

JUDEEN WRINN: Right.

REP. DATHAN (142ND): So I'd like to see it by the -- if possible.

JUDEEN WRINN: Okay.

REP. DATHAN (142ND): And then the type of transactions that are done in the aggregate so you know, if you have a trend analysis of total number of renewals done very year, total number of new issuances, license plates, that sort of thing.

JUDEEN WRINN: Yes.

REP. DATHAN (142ND): And if you have any other data charts that you do to kind of see how your service is working I'd love to see how -- how that's going 'cause I look at some of your things here and you know we talk about you know the -- the improvements but I'd love to see the real numbers behind it.

JUDEEN WRINN: Absolutely.
REP. DATHAN (142ND): Great. Thank you so much for your presentation. Thank you, Mr. Chairman.

JUDEEN WRINN: You're welcome. Thank you.

REP. DIMASSA (116TH): Thank you, Representative. Representative Zawistowski.

REP. ZAWISTOWSKI (61ST): Thank you, Mr. Chairman. Good afternoon.

JUDEEN WRINN: Good afternoon.

REP. ZAWISTOWSKI (61ST): I have a question about car dealer registration transactions. And you mentioned the 55 percent of new cars -- dealerships do get -- get done online. Is this an option available to used car dealers?

JUDEEN WRINN: It is.

REP. ZAWISTOWSKI (61ST): It is? My -- my situation -- I have a constituent who -- he has a very small used car dealership and he regularly sends me wait times in Enfield and he has to actually have somebody go and sit there and wait and since the -- they have to start first thing in the morning. A lot of times the wait times will be three or four hours and the window closes at 1:00 for those transactions. I was wondering if there's any way that you might be able to work on streamlining that aspect of it as well, or whether or not it might be available online at some point to used car dealers.

I also wanted to find out what percentage of transactions are your used car dealers, if you could just take a look and bring some information to the -- to the working group because I think these are -- we have a lot of small businesses that may fall into that category, if they have to pay somebody, which may be a higher minimum wage eventually to just sit
there and wait, this is a -- this is a significant portion of -- of sometimes their livelihood.

JUDEEN WRINN: And I assume that they do not do seven transactions a month because if they did, they --

REP. ZAWISTOWSKI (61ST): I'm going to mention this to him.

JUDEEN WRINN: Okay.

REP. ZAWISTOWSKI (61ST): I don't -- they may do seven plus transactions in one month and it may be two or -- and I'm sure you know there's a whole range of used car dealers out there with different -- different transactions but I will mention the seven transactions to him as well. And he -- he is up in the Enfield area.

JUDEEN WRINN: Okay.

REP. ZAWISTOWSKI (61ST): Yes?

JAMES RIO: I just wanted to add to that, even if they don't do seven transactions or they don't have the staff to be able to do the online type of function, there are what we call hub dealers that will do those transactions for smaller dealerships or used car dealers that don't have the staffing or you know, the ability to do that.

REP. ZAWISTOWSKI (61ST): Actually they have explored that with a couple of the local dealers and there's -- there's some kind of mismatch with -- with timing. I mean I know they've -- they've look at that option and they do have some cooperative arrangements and I think they are able to get some of their transactions through, which means that I think that's probably why it's below the seven. But I think there's cut-off times for the -- for the new dealers and so there's a few other difficulties but
anything you could do to possibly streamline this; you know it's important to a lot of our smaller businesses and I appreciate anything you can do that maybe won't get as many of these. Thank you. (Laughing)

JUDEEN WRINN: I know. Understood, thank you.

REP. DIMASSA (116TH): Thank you, Representative. Commissioner, a couple of questions I had for you. In regards to the new -- well, not new anymore, the new online system as far as clearing people who have -- who have been flagged for back taxes and such. One of the obviously the mechanisms the town collects is on back taxes is the fact that they can no longer register. But one of the problems that we used to see was that variations of names would be used to register cars so that would kind of slip through the cracks. And then one day we'd find it and you'd have ten years of back taxes. Is there anything on the IT side for your systems that you're either currently working on or something you could do in the future that could try to I guess bridge that gap?

JUDEEN WRINN: I believe so. Within the IT roadmap I talked about data integrity approach. One of the things has to do with the age of the system and how people came into the system at a particular time. So we know that we have opportunities to improve some of that data, particularly around the names as you described. So it is -- it is in the plan.

REP. DIMASSA (116TH): Perfect. And then also I know that one of the other issues that we used to see, and this -- this may be where the 10 percent is coming from in the cards, was that everybody I guess has a customer number now.

JUDEEN WRINN: Yes.
REP. DIMASSA (116TH): And one of the things we see, if you had co-owners on a motor vehicle, sometimes that person's customer number had to be cleared as well or they were running into issues trying to register. And I guess sometimes what happened was the towns wouldn't always do that. The towns would go in and clear the primary and then the secondary person would be trying to register a car three months down the road and they'd be getting -- getting flagged and I know they used to fly into -- at least the past office in my town screaming they didn't owe any taxes and why was the DMV sending them back there? But is that something that you've seen a decrease and issue with? I guess how -- how is the civil system as a whole working for you now?

JUDEEN WRINN: The civil system is stable. That was something when Commissioner Bzdyra and joined, I think we were two weeks when the system crashed and it was occurring over the first two months on a regular basis. It was pretty stressful. I actually didn't know I was coming into the agency with that -- that kind of issue. I thought most of them had been worked through.

The good news is we took over that code and we in fact didn't implement that code until we knew that our IT team had -- had played with it. Made certain that they understood it. And so we were very methodical at the point and time when that was implemented, so much so that people didn't even know that it was done. So I feel very confident in the system itself in terms of its stability, but there are clearly opportunities as we talked about the first point, on cleaning up some of the data. You know when you have a system that's 35-40 years old and you're converting it into a new system, it happens. I did make a note of the co-owners. I'm not familiar with that myself. I don't know if
anybody else is. So it's -- I think it falls into the general data category but I will go back and ask if anyone has information about it.

REP. DIMASSA (116TH): No, that's perfect. And I mean the only other piece I know that sometimes, and you've eluded to it, that sometimes some of the data is missing so you won't always have a data birth on a bill. And you know certainly with variations of names it's challenging. Date of birth is one of the other mechanisms you know a tax collector will use to try to find any -- any bills on that end, so obviously the gaps in that -- in that data presents problems, and obviously I will close with this.

You know it is. When someone comes and they've paid a 2014 granulose bill and all the sudden you find a 2005 granulose bill they say to you, well that's impossible because I came in and paid the 14 a few months so it gets into a whole -- to a whole area we'd like to avoid. And with that I will turn it over to Senator Hartley.

JUDEEN WRINN: Okay.

SENATOR HARTLEY (15TH): Thank you very much, Mr. Chair. And thank you for your presentation but most of all for all the work that you all have accomplished since maybe the last time we even met because the truth is DMV has always been a flashpoint as you know. It's kind of like you know, how do you -- your first impression of the state is at the DMV, you know at the hospitals it's in the maternity ward and so that's why you're so very important. But anyway, so I just see we've got an increase in the lease here in Waterbury. How long is that lease for?

JUDEEN WRINN: Five years.
SENATOR HARTLEY (15TH): That's typically what it -- we've been on a five year -- 'cause you've been there for a while. And then going back in time we had this MOU with dust about the weigh station and there was always this conversation that we could perhaps help out a little bit more and achieve some efficiencies at the same time in the overall budget. Can you speak to that now or if you want to you know parse it down when we kind of get into the smaller group, that's all right by me.

MICHELLE SCHOTT: Yeah, we can get back to you on that.

SENATOR HARTLEY (15TH): Okay. I'd like to know where you're doing it. You know what stage you are in the MOU. You know we talked a little bit before about overtime. This is to try and even out these personnel costs so from all of those prisms if you can give us a little update on that.

And then so we're changing the intervals on license and registration. So -- and we're -- we also have a bump now I guess in the seat. Is it going to be a net -- net you know in terms of revenue?

JUDEEN WRINN: It is. Our intention is to spread it out over a period of time. So what we won't do is go from six to eight years and everyone goes to eight because then you would experience a significant change in the dollars. Not only the dollars, but also in customer visits. So we've worked out a method in which to spread that out over a period of time. So not everyone will go to eight year right away so that we can try to level out the revenue and the customer volume as much as possible.

SENATOR HARTLEY (15TH): So will it be an overall revenue increase for the department?
JUDEEN WRINN: No. This is revenue neutral because it's not increasing the cost. The increase is only because of additional time.

SENATOR HARTLEY (15TH): Yes, the time.

JUDEEN WRINN: Right.

SENATOR HARTLEY (15TH): You prorated it?

JUDEEN WRINN: Correct.

SENATOR HARTLEY (15TH): Okay. So and then the other question I had was, the driver's ed -- so we went through some changes on that whole process and some fee changes and so forth and I guess if you can give us a summary of that and you know any commentary or assessment of it. When was the last time you know we had a change in the schedule? And you numbers and volumes you have seen typical.

JAMES RIO: Are you referring to --

SENATOR HARTLEY (15TH): Driver's ed.

JAMES RIO: The driving schools?

SENATOR HARTLEY (15TH): Right. Which you then -- do you -- do you -- do you not approve -- is there nothing that DMV gets from the driver's ed program?

JAMES RIO: Well they, yeah, they supply certificate to the student and then -- then they schedule the student to come for their road test. Were you looking more at our road test schedule and our knowledge test? How we're doing with that or?

SENATOR HARTLEY (15TH): Well I'm -- I'm interested in the whole program and I'm interested in what the -- the fee structure is with them.

JAMES RIO: Okay.
SENATOR HARTLEY (15TH): And then lastly, we had this new designation of drive only licenses and I'm just interested in you know giving a little summary of where we've been, what the numbers are. We had some projections when we first went into it. Have those held true? Are we seeing something different?

JUDEEN WRINN: I can tell you as of March 5 we have 46,629 active drive only licenses and 5,942 permits.

SENATOR HARTLEY (15TH): Okay. And how has that -- those numbers, how do they stack up against what we had predicted? When we rolled it out, we expected a big bump and then we thought it was just going to you know, kind of plateau. If you could just show me those by year. Give me you know --

JUDEEN WRINN: Okay.

SENATOR HARTLEY (15TH): How long have we been doing this? Like four years, five years?

JUDEEN WRINN: Since 2015.

SENATOR HARTLEY (15TH): Okay. So about four. So yeah, if you could just show -- show that history.

JUDEEN WRINN: Okay.

SENATOR HARTLEY (15TH): And then with this change on the license and the registration, will there be any efficiencies in terms of personnel? I mean you've got less people you know coming in you know less frequently.

JUDEEN WRINN: I would say it's too soon to -- to speak to that because of the fact that it will be rolled out over an extended period of time. Reg renewals is not that much but we don't get a high volume of reg renewals in the branch offices. It's really the licenses. So -- because that's going to extend over eight years, implementation, not
immediate. And I would be hesitant to state a number because of how many other things could change.

SENATOR HARTLEY (15TH): Yeah, okay. All right, thank you. I appreciate it. I'll look forward to the work sessions. Thank you, Mr. Chair.

JUDEEN WRINN: Thank you.


REP. ROSARIO (128TH): Thank you, Mr. Chair. Good afternoon.

JUDEEN WRINN: Good afternoon.

REP. ROSARIO (128TH): Senator Hartley kind of stole my thunder but another question on the drive only, so briefly. Are they also going to be going to an eight year model for the re-reg -- re-registration?

SHARON GEANURACOS: They're not included in the eight year statute. They have their own separate provision under the Connecticut General Statutes. And right now they're at three-year licenses. They're not even in the regular six-year stream. So it's a different configuration.

REP. ROSARIO (128TH): Okay. Would -- would -- would that be part of the conversation maybe getting them to eight year or will that alleviate some of the traffic that's happening right now in the brick and mortar offices?

SHARON GEANURACOS: It wasn't part of the conversation.

REP. ROSARIO (128TH): Thank you. I'll look forward to the subgroup.

SHARON GEANURACOS: Okay.
REP. DIMASSA (116TH): Thank you, Representative. For the second time Senator Hartley.

SENATOR HARTLEY (15TH): For the second time. And so could you also give us an update on the drivers license tests in terms of languages? We offer it like in 23 languages now. We -- you know, what is your formula for requests for new language offerings. I mean I will tell you that we've tried for a couple of years with regard to the Albanian population in the state of Connecticut, which has exponentially grown and then the question became you know, it seemed to be concentrated in one particular regional area so should we do some formula that you know judges it by you know so it has a geographic dimension to it? So if you can --

JUDEEN WRINN: I can provide some information right now.

SENATOR HARTLEY (15TH): Okay.

JUDEEN WRINN: And then we can find out what's missing and then get that back to you. So right now we have nine knowledge test languages and according to the Connecticut Statute, it's based on 1 percent of the population and based on the latest US Census. There is a cost to implement any language. The rough estimate is anywhere between $35,000 and $45,000 to implement a language, a single language. And the time horizon is somewhere between six and nine months.

We use an external vendor for all of that work in order to provide the language both in the -- the online test as well as a paper version of it. And also there's a cost every time anything changes in the statute, etc., or the rules and the questions need to change, then we need to engage them again in order to update the questions. And Sharon actually
has one more -- she's a little bit better at this than me.

SENATOR HARTLEY (15TH): Oh, sure.

SHARON GEANURACOS: So in addition to the -- the Connecticut Statute, because we receive federal funding, we have to follow the Title Six Guidelines. So we actually apply what's known is the Four Factor Test under federal -- the DOJ Guidelines and I can -- I can provide that -- the specifics of that to you in the -- in the subgroup. But we do absolutely look at that when we are considering what languages we need to add.

SENATOR HARTLEY (15TH): So do you know the nine offhand?

JUDEEN WRINN: I do.

SENATOR HARTLEY (15TH): Yeah.

JUDEEN WRINN: I have to put my glasses on.

SHARON GEANURACOS: I actually have them here.

JUDEEN WRINN: Okay.

SHARON GEANURACOS: It's obviously English, Spanish, Polish, French, Italian, Portuguese, Mandarin, Arabic and Russian.

JUDEEN WRINN: And we can put that in writing in send it to you.

SENATOR HARTLEY (15TH): Yeah, yeah.

JUDEEN WRINN: Okay.

SENATOR HARTLEY (15TH): Okay. Just another subject. So the -- you're still doing fingerprinting for bus drivers, are you? Yeah? And we had this backlog in trying to actually get
drivers certified and behind the wheel. Do you -- can you talk to me about that?

JUDEEN WRINN: Jim has information.

JAMES RIO: Yes. Last -- last year we processed almost 4,000 applications. Our turnaround time at the DMV when we receive the application and the check from the applicant is within five business days. Then it goes up to the State Police to do the fingerprint based background check and they're mandated by statute to turn that around within 60 days and they've been coming in under -- under that, but just slightly under that for the last year. They range from 33 days to 57.1 days so we track that pretty closely because we do hear from the -- from the industry the challenges to replace the drivers.

SENATOR HARTLEY (15TH): It sounds to me like we've kind of managed this. At least it's in a better place than it was a year ago at this time. We had owners of bus companies actually having to at certain times, fee the drivers because you know they couldn't get their people certified in time to be ready for the school year.

JAMES RIO: Well I mean I can't speak to the reasons why they -- they have that issue or whatever. I mean there's a variety of things that are out there including pay for these drivers too and they have a hard time attracting them, but as far as the turnaround time to get them licensed, we feel that we're at -- we're at the best we can do with what we're doing here at DMV and I know the state police has challenges too because they've been having more requirements put on them for fingerprint based background checks for a variety of things, so. But they're meeting their statutory requirement.
SENATOR HARTLEY (15TH): Do you do any other fingerprinting?

JAMES RIO: At DMV? Only for our own applicants.

SENATOR HARTLEY (15TH): Your own?

JAMES RIO: Yeah, that's it.

SENATOR HARTLEY (15TH): Okay. Thank you very much. Thank you, Mr. Chair.

REP. DIMASSA (116TH): Thank you, Senator. For the second time, Representative Lavielle.

REP. LAVIELLE (143RD): Thank you for the second time. This is just a quick one. Have you done any -- or are you planning to do any work with identifying people who drive in Connecticut and have their cars registered out of state to avoid paying for a fee for here? Any record of that?

JUDEEN WRINN: We have no way to identify those people. We don't have roving cars or anything like that. We might be able to find that if it's reported to us. I mean that would be one way, but on our own we can't do it.

REP. LAVIELLE (143RD): So there's no network with other states or anything like that?

JUDEEN WRINN: No.

REP. LAVIELLE (143RD): Okay. I was just curious, thank you.

JUDEEN WRINN: Sure.

REP. DIMASSA (116TH): Thank you very much, Representative. Are there any other questions for the Commissioner? Once, twice, three times, hearing none, Commissioner thank you very much. We look forward to following up with you in the work group.
JUDEEN WRINN: Thank you very much.

REP. DIMASSA (116TH): And that will conclude the agency presentations. We will be back here at 4:00 for the public budget hearing portion. Thank you.