

Questions for Motor Vehicles Commissioner Nominee

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Department of Motor Vehicles (DMV) Commissioner ([CGS § 14-3, et seq.](#))

- Enforces motor vehicle laws;
- Oversees the department's operations, contracts for services, hires consultants, and holds hearings;
- Issues drivers' licenses, commercial drivers' licenses, non-driver photo identification cards, motor vehicle registrations, motor vehicle titles, and other documents relating to licensing drivers and registering motor vehicles;
- Keeps operator license and vehicle registration records and conducts administrative hearings relating to license and registration suspensions or revocations and DMV-licensed businesses;
- Licenses and regulates various motor vehicle related businesses, such as dealers, repairers, recyclers, wreckers, manufacturers, automobile clubs, and driving schools;
- Administers registration-based enforcement systems relating to uninsured drivers, unpaid municipal property taxes, and unpaid municipal parking tickets;
- Administers the Connecticut motor vehicle exhaust emissions inspection program;

- Operates the Motor Carrier Safety Assistance Program (truck weight and safety inspections and carrier follow-up), and conducts safety inspections of school buses, public service vehicles, totaled and rebuilt vehicles, and certain other vehicles; and
- Implements state responsibilities regarding numerous federal mandates and interstate agreements on commercial vehicles, licenses, exchange of driver information, and other matters.

Summary

1. What do you see as the major challenges and opportunities facing DMV? Given these challenges and opportunities, what are your top priorities as DMV's new commissioner? Does DMV have the staff it needs to achieve your goals?
2. What services does DMV currently offer online? Do you envision expanding the department's online services? Are there barriers to moving certain services online?
3. How effective has DMV been in encouraging people to conduct their business online? What can the department do to increase the number of people taking advantage of its online services?
4. What has DMV done to enhance customer service and reduce wait times for customers visiting its offices? What more can it do?
5. DMV installed a phone system in May of last year that, among other things, gives customers the option of being called back at a time that they chose. How has this system affected the department and customers?
6. The legislature is currently considering sHB 7201, which makes several changes related to transactions for driver's licenses, identity cards, and vehicle registrations. Among other things, it gives license and ID card holders the option to renew their credentials for either six years (as under current law) or eight years, and gives most registrants the option to renew their vehicle registrations for either two years (as under current law) or three years. What are your thoughts on this bill?
7. A number of legislators support privatizing DMV, or at least some of its services. What are your thoughts on these initiatives? Are there functions DMV could privatize that would reduce costs and increase efficiency without compromising quality?

8. What is the department doing to educate drivers about the dangers of texting while driving?
9. What, if anything, can DMV do to address the problem of motorists driving under the influence of drugs, such as marijuana?
10. Connecticut's population is aging. What is DMV doing to ensure that this population can continue to drive safely?
11. What can DMV do to prepare for the eventual advent of autonomous vehicles on state roads?

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