

CHAIRPERSON: Senator Catherine A. Osten
SENATORS: Formica, Hartley, Winfield
REPRESENTATIVES: Walker, Lavielle, Baker,
Dathan, DiMassa, Horn,
Perone, Reyes, Rosario,
Wilson, Zawistowski, Zupkus

SENATOR OSTEN (19TH): Department of Motor Vehicles is up first. So, you don't need to read this for us. Just if you just want to hit the highlights, we can read it. And then, so you can start whenever you are able to once you get settled in. Make sure that you turn on your microphones and we're ready to go.

SIBONGILE MAGUBANE: Good afternoon, Chairperson Osten and Walker, ranking member Formica and Lavielle, and members of the Appropriations Committee. My name is Sibongile Magubane and I became a commissioner of the DMV -

REP. WALKER: I'm sorry, could you say your name slowly for us that don't -- don't hear that fast?

SIBONGILE MAGUBANE: Sibongile.

REP. WALKER (93rd): Sibongile.

SIBONGILE MAGUBANE: But I go by Bongi Magubane.

REP. WALKER (93RD): Magubane. Commissioner Magubane.

SIBONGILE MAGUBANE: Yes.

REP. WALKER (93RD): Go right ahead. Thank you.

SIBONGILE MAGUBANE: I became the commissioner of the DMV on April 1, 2019 and with me today is Deputy Tony Guerrera, Gail Bilet our COO, Sharon Geanuracos our

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legal director, Michelle Shot our fiscal director, Chris Smith commercial vehicle safety division chief, and Millie Toric Furgason our legislative liaison. And so what, I will just start by sharing that two weeks before we were actually officially on the payroll I should say the deputy and I took a trip and we visited all 15 DMV offices. And what we learned was that there was a lot of frustration all around. Our employees are frustrated because of the long lines and the pressure that it was causing. Our customers are equally frustrated as well as our businesses were frustrated because their wait times were up to five hours because they could only perform few transactions before going back in line. And so what we learned was the transformation had to happen from the bottom up and our COO Gail Bilet actually went out and asked the employees to share with us what we thought we could do better, and the suggestions were very simple and straightforward. 36 percent of customers are coming to the DMV and failing because they did not have the appropriate credentials or documents and so we put forth a very simple public service to just tell them if you're coming for this transaction and we'll continuing to build on that information. We also asked the managers to meet our clients at the door so that if they did not have the credentials people are not waiting an hour and a half to then find out that they didn't have what they needed. So, those are the types of things that we executed, you know that we put in place that has helped to reduce the wait times. I believe that the wait time as of the end of December was 38 minutes as opposed to over an hour a year ago.

So, we continue to do the work. We are engaged in actually looking at the future. We have a three-phased approach where the first phase was just getting

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back to basics. Just you know doing the right things at the right time for the right reasons and so that's given us some -- some lift. We then have a second phase of our transformation which is bringing Connecticut DMV to parity with DMVs that in other states. For example, many DMVs have registration where you can up front set an appointment. We don't have that. Many DMVs have kiosks where people can transact their own business without having to wait in line. We need that. Our website is somewhat of a challenge to get the information, so we continue to work on the website. And really the third goal for us is to truly transform the DMV and introduce 21st century capabilities. Check box, the ability to have 24-hour service and I believe our -- our VR does that. And we have to upgrade our technology system. As you now, we still have a COBAL mainframe for our licensing and we are about to embark on enhancing or we have to introduce new capabilities for state to state communications as well as driver history. And so we believe that the mainframe cannot take on that change so we have to find another application so that's where we are in terms of the high-level overview of where we are and what we're doing and we're very happy to take any questions that you may have.

REP. WALKER (93RD): Thank you Commissioner. That COBAL system maybe we can put it in the state house as one of our antiques. [Laughter] Hopefully we can put it to rest soon. Thank you for for - for -- that testimony and I just want to tell you from my own experience, I have gone to a couple of DMVs just to look and it's been amazing. I did a thing, a census one day in one and to watch the -- the flow of traffic was just fantastic because there was signage. There was direction. People actually, you know, they didn't

growl at me when I -- they walked by. It was just, people were actually smiling, and they came in and left and I talked to one person who was leaving. I said I'm sorry I just want to ask how long you were here and did you get your transaction completed. They said 20 minutes and they got a new license. That is amazing to me. I didn't know we could do that and that right there made me very happy, so I thank you for what you've done. I mean you guys have done a fabulous job of showing us that this agency can function and function well and so we thank you for that.

I want to ask just a couple of quick questions. You have 12 staff that are in your human services, human resources department currently now?

SIBONGILE MAGUBANE: Yes. Yes.

REP. WALKER (93RD): Okay and that's for approximately 600 employees though, correct?

SIBONGILE MAGUBANE: 603, yes.

REP. WALKER (93RD): 603. [Laughter] Three, I missed three. So the, the actual operation of them will still be in your office, in your division or agency but they will be only, it will be a dotted line to you and a direct line to OPM. Is that correct?

SIBONGILE MAGUBANE: Yes. Yes. And they're I believe that our recruiting leads and worker's comp I think, I may have got it wrong, are going to be in the pods and then the HRBPs will have four of them staying with us and supporting our various departments.

REP. WALKER (93RD): Okay so, so you're going to have four of the 12 are going to be housed in your - in your agency.

SIBONGILE MAGUBANE: I think yes, it's [Inaudible-00:07:46] plus the head so five plus six. Four.

REP. WALKER (93RD): Okay we're still trying to understand the -- the makeup of this structure.

SIBONGILE MAGUBANE: Okay so yes we have the recruiting that is going to happen and the leads SLMA and then I think a person within our, staying with us that supports OLR so out of 12 all are going except the head and then the three HRBPs that supports the department.

REP. WALKER (93RD): This is just a cycle. Did you have experience with DMV before?

SIBONGILE MAGUBANE: No I do not.

REP. WALKER (93RD): Wow amazing. Okay maybe that's the secret. [Laughter] I was just saying maybe that's the reason why you operated so well is because you're not part of the system.

SIBONGILE MAGUBANE: It's part of a process. You have to see processes systems thinking and looking at structure that drives behavior and then you see how it's working. Like for example all visitors to the DMV have to come downstairs and have to wait in line. We took a look and said okay I think it happened where someone was being put at the end of the line not knowing what transactions at their transaction stations and so we went from the daily line where you kind of get in the back even though you want one item, A pickle, to a grocery store model where if you have less than fifteen products you go to the fast lane. So, it's more just looking at process and flows of the work.

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REP. WALKER (93RD): So it's actually evaluating why people are in line and then creating the lines to go with them so it's and it's a great to see our colleague here. I'm hoping I know he's been a great resource. He knows DMV better than anybody else. DMV and Transportation so I appreciate it and look forward with both of you later on and thank you so much for what you're doing. Are there questions?

REP. PERONE (137TH): Thank you very much, Representative and thank you very much commissioner. I've read your testimony before you sat down so you didn't have to read it and I have to say that I was enchanted. I loved your testimony because I think you've covered so many areas you know, that were concerns of mine but specifically just moving the area to phase three where you're looking at integration between registration and licensing. Can you sort of walk me though the timeframe that you're looking at to go from you know, COBAL which goes back to the late crustaceous period, you know to a little more modern? What kind of timeframe are you looking at?

SIBONGILE MAGUBANA: We actually have to be live with a solution by October 2022 because we, as I said the state to state where it's a communication of information between states and AMVA which is the Association of Motor Vehicle Administrators. The decision was made by AMVA ten years ago to actually go to state to state. We are, I think the last five states that are going to be implementing this capability. They are similar to the CDL drivers where their driver history is available so there are two changes. One is state to state communication which will include driver history, so we have to implement that, and it has to be in place by 2022 so that's the driving force with our planning.

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REP. PERONE (137TH): All right, thank you very much. Appreciate it.

SENATOR OSTEN (19TH): Thank you. Senator Hartley.

SENATOR HARTLEY (15TH): Thank you Madam Chair and welcome commissioner and deputy. Thanks for being with us Madam Commissioner is that the governor continues to spread your story around the state. He was just with us down in the Waterbury area for a huge regional economic summit and he was talking about DMV and you, so I just want to say welcome and yeah it's exciting the things that you're doing. In fact I had an opportunity you know myself to go over to DMV and you know we always go over there with a hat and sunglasses, so nobody sees us. [Laughter] And you know kind of get the full experience but in the Waterbury branch area it was a good experience. I mean I've been there before and there is clearly a marked difference and so it's apparent. It's palpable. And you know, DMV quite frankly like the maternity ward in the hospital. That's your front door to state government and you really get a feeling about it at that point so it's you know just so much more about getting your license renewed or your registration stuff done. But anyway, so I just wanted to, one make a note here that I'm seeing a reduction in overtime expenses and that's something that I think many of us on this committee in the past have been tracking so can you talk to me about that. Is this part of all of the efficiencies with your organizational changes?

SIBONGILE MAGUBANE: It actually was a result of as the lines reduce the overtime and the late closing. So, what we learned was the offices were closing late. Our employees were not sure on any given day what time

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they're going to leave, and I think seven out of at least 40 to 50 percent of the offices are closing late so now that their offices are closing on time that's what resulted in the reduced overtime. There are the office improvements but really I think that is the one item that I would highlight as a cause for that and our employees are very happy about that. So it was having an adverse impact on their quality of life not being able to leave the office. The way the process works is the last customer can enter at four and we have to wait until everyone is served so it could be anywhere from four, five, 5:15 so it's a great improvement for the employees.

TONY GUERRERA: And that was Senator Hartley. Nice to see you by the way. Is that one of the philosophies the commissioner had the first three or four months that she was there was when she did go to each branch and notice the employees that would have to stay late because obviously the quality of life for the employees too right. They have daycare to pick up. They have children that need to be attended to. That was the whole philosophy. We reduce that and that means that you reduce overtime as a better quality of life and a customer satisfaction getting everything done will rise in regard to report cards that they had an overall great experience at the DMV.

SIBONGILE MAGUBANE: And we did take so we introduced a 19 hour to cover various slots during the day, so we are leveraging also the 19-hour employees part timers.

SENATOR HARTLEY (15TH): Oh I see, okay. Well that certainly a success story. So with regard to that you know this is a question I think a lot of us are asking. So, how is this change with regard to a consolidation you know? I'm seeing here you've got 12

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positions. They're, I guess, all human resources. How does that affect your overall program, you know your operations? Is that in any way?

SIBONGILE MAGUBANE: I don't believe that it does, but we have to see because the structure is the HR resources that we're going to work with directly are the HRBPs which is a new concept in HR. It's much less transactional and more strategic thinking. It's going to have to be very aware of every transition from you know very tactical to more 21st century solutions. We're going to have to transition the work force so it will be a wait and see but for us the help is going to be in reducing just the transaction I believe just to fill jobs. It's very time consuming so personally I'm excited that our HR resources are going to be much more strategic in their thinking in helping us plan out and where we're going and what types of skills we're going to need and all of that improvement in the agency.

SENATOR HARTLEY (15TH): And that plays into this anticipated retirement web in 2022, I'm assuming.

SIBONGILE MAGUBANE: Yes it does.

SENATOR HARTLEY (15TH): Do you have any kind of an estimate in terms of what you might be anticipating in terms of folks retiring?

SIBONGILE MAGUBANE: I think we for, I don't think we have a concrete number and will verify but I thought that maybe it was 20 percent, but I'll comment in passing. So one of the solutions as we look at technology of the future is they actually have knowledge management systems that we are looking into where you start to capture the knowledge of the people who have extensive experience so that you're not

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building from the ground up so we are thinking about it and planning in terms of some of the work we're going to be doing as part of enhancing our platforms is to include. And we'll also have started to train our employees in project management and VA so that as the you know work changes and to move away from the COBAL system we are also skilling the workforce.

SENATOR HARTLEY (15TH): Thank you for that answer and then if I might just choose the area you know that have been kind of flash points in the passed and that was you know the processing for bus drivers. Can anybody give me an update on that?

SIBONGILE MAGUBANE: I'm happy to do that. Can I just have Gail? Would you like to come and share the bus driver processing?

SENATOR HARTLEY (15TH): And you are?

GAIL BILLET: I'm Gail Billet, the COO. So, we're in the process of reviewing the work flow from hiring all the way through the registrations and putting the buses on the streets. And so we've worked the police. So the whole bus process, I mean the hiring, getting fingerprints, getting skills training you know getting the background checks. I mean the process is taking a really long time so we're working with the bus companies, the police department. We're looking at our own internal timing for training whether we can bank credits on training. Start to finish we're looking through the process of hiring because right now it can take six months to get a new bus driver.

So, if we can shorten the process and one of the things that's really going to help is that state police are going to much quicker fingerprinting system later this year which is really going to help the

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process. We're redoing our training because of the banking of credits so if I pass these three layers of training. If I pass the first I pass the second and I don't pass the third you have to start all over again. We're trying to look at the process to see if we can streamline it and do what needs to be done to bank credits so that you don't have to take all three again. Those are some of the things that we're looking at. Additionally, any statutes that are involved, we are taking a look at those to see if we can streamline the process. Number one example is registration. You know, right now we have to do the inspections first, then you do the registrations second but as the commissioner said we've talked to other states and we've found it in other states with new buses you can do the registration and then you have 30 days to do the inspection but we have to look at our rules, our laws, our policies to see if we can do that and also do some investigation and whether that process would streamline and whether it would keep safety at the maximum that we want it to be so -- so yeah those are some examples I mean we're trying to look at everything and we're meeting with the bus companies to get them engaged in the process as well because we know this is a key problem over the years and we're really trying to make this a priority in solving.

SENATOR HARTLEY (15TH): And so what's your timeframe now for finishing this kind of looksee.

GAIL BILLET: I would say within six months. Hopefully sooner but you know we just have to make sure we touch that. There are a lot of moving parts in this process.

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TONY GUERRERA: Senator Hartley I know that this has been a sticking point over a number of years with the bus drivers and the background checks as I know this very well and as Gail mentioned that we are also in a process of talking to those bus companies in regards of getting a third party vendor in regards to doing background checks so therefore, those individuals if they decide to hire somebody all right by the time it gets through the state police they could still put them on the payroll even though they've got a background check but they're waiting for the federal background check which has a more extensive background on them with fingerprinting or whatever it may be but that allows them to have the driver there now rather than seeing him wait for six months before something comes back and they lose a potential good employee so that is in the works right now.

SENATOR HARTLEY (15TH): Okay well that's good to hear that because it's been a long time coming and for that industry you know it's really been a lost leader.

SIBONGILE MAGUBANE: Yes it has. I think the time it takes to get back the fingerprints, the six weeks it takes back to get fingerprints, the three months to get the DCF so in that sense it's one of those processes that we are remapping and trying to figure out how do we streamline and reduce the time that it takes and our partners are working with us to figure out how to make this work.

SENATOR HARTLEY (15TH): Thanks. So we'll be hopefully ready and tracking that because that's really important and I just want to ask you for just a thumbnail on the real ID. You know that the window for the feds is upon us. I've done everything I can

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to try to communicate this to you know, my area and I don't know if you have stats or where you are.

SIBONGILE MAGUBANE: We're at 50 percent nationwide. Most states say that states are 30 percent. We are actually partnering with an external vendor to, for billboards and to really get the information out. You'll start to see towards the end of February, beginning of March that we're going to really go out there PSAs we're going to be outreaching to various towns. We're going to be attending meetings. We have a new flyer that we're going to be putting out there and so we're just going to just go out there and share the importance of getting a real ID. Also we'll have a wizard where a person can say they're not real ID compliant, they'll actually walk them through and say this is what this looks like. In main emphasis like I said people don't know the documents that they need. They have to make sure their passport is not expired, two forms of ID, a real social security card without lamination. So, there's just a lot of requirements.

SENATOR HARTLEY (15TH): Those are all federal requirements, right.

SIBONGILE MAGUBANE: Absolutely yes. Yes. And so we are working together to get the information out there.

TONY GUERRERA: Also Senator, Commissioner also, what she has done too she reached out to all other agencies to help out on this too right where there's TRS, right where there's tax incentives, tax days whatever it is so she's reached out to other agencies also to help get that message out and also to launch a new campaign with lot of municipalities too and how we can get the message out to municipalities so it's out there right now and we're heading full force on this.

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SIBONGILE MAGUBANE: Even the car dealers are going to be helping out and so they're going to have our fliers so we're in partnership with them to co-brand and make sure that the information gets out.

SENATOR HARTLEY (15TH): That's great. How much does it cost? Why does \$72 dollars stick in my head? Is that correct? And then my question is about that why are we so much more expensive than other states?

SIBONGILE MAGUBANE: I'll need to find out. I don't have that answer.

SENATOR HARTLEY (15TH): We are considerably higher for this.

SIBONGILE MAGUBANE: I'm not sure. I'll get the answer to that.

SENATOR HARTLEY (15TH): It will be interesting to see. You're doing a great job, but we can talk about that. You're going to be with us for the subcommittees right? Okay thank you Madam Chair.

SENATOR OSTEN (19TH): Thank you. Next up is Representative Lavielle followed by Representative Dathan.

REP. LAVIELLE (143RD): Thank you Madam Chair. I'm over here. [Laughter] That's happened a lot today for some reason. Anyway it's good to see both of you and I just want to say also that the reviews that I've had on what you've done have been spectacular. Just everybody is so pleased. I've been pleased when I go to the DMV. It's really been quite some turnaround. It's very very impressive. The, I'm curious about something and it's probably to other people to ask this question but are there attempts to, in other state agencies to come in and see what you've done and

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see if it can be duplicated the same processes can be duplicated in other areas?

SIBONGILE MAGUBANE: I have not.

REP. LAVIELLE (143RD): Well I think they should. [Laughter] I -- I you know because there are places that work better than others, but this has been I think notable for its speed and not just its quality but its speed.

SIBONGILE MAGUBANE: As I said in my written comments the folks that are doing the work are not here with me, but we have a tremendous team of dedicated employees that work tirelessly and with their focus on supporting all the customers coming into the DMV.

REP. LAVIELLE (143RD): And I bet they're happy to work there now. [Laughter] Just one other question which is you know not really in our budget today but are you, is there something in place to start anticipating what the DMV is going to have to do in regard to autonomous vehicles? You may still be on the basics and I'm not rushing you or anything but I'm just curious what they, what the status is.

TONY GUERRERA: Yes we are part of the autonomous taskforce. We're part of that but right now again we're just gathering all that information as we get through those meetings that we're going to be having and determining where we go from there because we are still a long way before we see a true vehicle that drives itself because we have been to the many of the seminars throughout the state and throughout this country right now but it's a upcoming. It's very interesting but again I think we're a long way before we see a true self driving vehicle out there based

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upon roadways, information, and you know we're all learning this as we go along.

REP. LAVIELLE (143RD): Yeah I'm glad it's going to be a while because obviously they're not ready yet.

[Laughter] Anyway thank you very much both of you for all your work and keep going. Everybody appreciates it.

SENATOR OSTEN (19TH): Representative Dathan followed by that kind Representative on the end, first you.

REP. DATHAN (142ND): Thank you very much Madam Chair and thank you so much for all of your work. My son was very disappointed upon going in for his 16th birthday in doing his ID. He thought he was going to miss a lot more class and as a result we're losing a whole generation that doesn't have jokes about the DMV and they won't understand them so thank you for that. My question today really is about a lot of states are moving towards having paperless forms of ID in terms of your smartphone you can have your drivers license, your car registration, a copy of your car insurance, and those sort of things and they're accepted by the police if you're pulled over. I'm not sure about licensing for purchasing ID but in terms of if you are pulled over by the police some states are moving towards that. Do we have any plans for the state of Connecticut to do that?

SIBONGILE MAGUBANE: I don't want to say no but I have personally not spent a lot of time. We know that it's out there but right now we're just focused on some of the items, the getting back to basics that's part of phase three, we're looking at 21st century capabilities so yes it's out there but I don't have any concrete plans that I can share today.

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TONY GUERRERA: Let me just add to that. This is a very interesting question because technology is obviously moving very rapidly and especially for us in DMV and we're starting to see that. I think being part of that as the commissioner told me is that going to these [inaudible -00:29:51] meetings and learning what these other states are doing with the technology out there that some day that maybe you can take a picture of yourself and use it as a picture for your license, you know doing everything by the phone. Every day it keeps changing. You know we have to be up on it and we're starting to do that as you know dealing with COBAL and now going to this is a like a drastic change, but we are moving forward and have to be vigilant that times are changing, and technology is changing, and we have to be ready for that.

SIBONGILE MAGUBANE: Let us think you've got to crawl before you walk and right now our website and other capabilities, appointments, chatbots which is not there so that is probably three or four years out but I'm hoping we can do it sooner but we really have to establish a strong technology foundation in making sure of the security implications so we're in the really thinking about it stage but at a very high level.

REP. DATHAN (142ND): That's great. I'm hopeful that we can do that because I can see that there's some good cost savings there. Second question I had I didn't see it and I'm sorry if I missed it in your testimony but in terms of you have electronic voter registration but one of those proposals is automatic voter registration so when my son who is 16 would have gone in and does his permit and all that test day they have an automatic, we're looking at a proposal to do an automatic voter registration. Is that something

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your systems can easily build, or we can incur more costs to try to have an automatic voter registration?

SIBONGILE MAGUBANE: I'll have to find out.

SHARON GEANURACOS: Good afternoon, I'm Sharon Geanuracos. I'm the agency legal director for DMV. We, if we go to automatic voter registration our systems are totally set up for that right now. We have something called EDR2. We have an actual customer facing device upon which you can register to vote. Now we'll always have the ability to decline at the counter. So even with automatic voter registration some states they don't allow you to decline. They send you a postcard afterward and make you fill that postcard out to decline. I don't think we'll go to that. We will always have that option available, but our systems are totally capable of handling that now so --

REP. DATHAN (142ND): So we shouldn't see another fiscal note for that one then?

SHARON GEANURACOS: No I don't think so. [Laughter]

REP. DATHAN (142ND): Great! Thank you so much for your presentation. Thank you for all your work. Thanks Madam Chair.

SENATOR OSTEN (19TH): Thank you. Representative Reyes followed by Senator Formica.

REP. REYES (75TH): Thank you Madam Chair. Commissioner good after to the yourself and your associates. DMV is one of those departments that's a personal experience and it's one of those I've heard great feedback from the great city of Waterbury, and we have our, a very busy DMV especially on Saturday mornings. So, I like to equate a lot of the good

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feedback that I've had and I'm going to apply that to my own experience because I have to go there and renew my license so I'm going to be a guinea pig to test it to see how good my experience is but I'm hearing great things about it. And a lot of it has to do I think basically what you're doing is going back to basics and organizing and with some discipline and that's the [Inaudible-00:33:40] philosophy and I guess my -- one of my questions is what is the next step for the Department of Motor Vehicle because what you're talking about is really [Inaudible-00:33:51] philosophy in organizing and streamlining and getting rid of redundancies. What would be the next obvious step for you for the DMV?

SIBONGILE MAGUBANE: The next step is to introduce modern -- modern capabilities. For example, registration so folks can register to home, have a specific time come in and do their transaction. Many DMVs already have that. The other is kiosks. Not everybody, you know if you're doing it online you need a credit card. If we have kiosks available hopefully one day at libraries folks could then go up to the kiosks and be able to do transactions so really it's introducing capabilities that already exists and leveraging technology to make it easier for people to do business with us.

REP. REYES (75TH): Thank you. And could you explain to me in volume, which are the top three busiest DMVs in the state of Connecticut in volume of work?

SIBONGILE MAGUBANE: That I don't know. I didn't look at it that way. [Side conversation] Bridgeport, Wethersfield, and Waterbury.

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REP. REYES (75TH): Okay. Thank you commissioner and we will see you in the associates at DMV. Thank you very much. Thank you Madam Chair.

SENATOR OSTEN (19TH): Thank you. Senator Formica.

SENATOR FORMICA (20TH): Thank you very much Madam Chair. Good afternoon. Thank you for your good service and your good work. The auto dealers are online. You mentioned it briefly in your comments here. Does it make sense to expand that to allow public access to because they are already tied into the system? Could Ford dealers register and renew your Ford registration? I mean I don't know if it has to be the same car. It seem to be a system that's already in place. I didn't know if it would make sense. It might give them a few bucks and it might drive traffic away from your busy spot.

TONY GUERRERA: Good afternoon, Senator. Yes, that is something we are looking at in regards to expanding some of our relationships with our partners out there and that is one other area that we are looking closely at.

SENATOR FORMICA (20TH): Okay great, thank you. Two other quick questions. The voter registration when you do that what are the requirements they have to bring to you to be able to register themselves to vote?

SIBONGILE MAGUBANE: We follow the federal and state law which basically requires someone to subscribe under oath that they're a citizen of the United States, that they're at least 17 and will be 18 by election day, that they don't have any disenfranchising felonies and that they live at the address that's on their applications in Connecticut.

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So, those are the only requirements they have to sign under oath. Keep in mind that DMV has a lot of citizenship information but not every person who has a license or ID their citizenship is known. Not every one of them. So if we know that you're not a US citizen the way our system works is, it does not offer you a voter registration application. If we know you're a US citizen you will get the application. If you're unknown you will also get the application and the requirement is that is you have to sign under oath under the penalty of perjury.

SENATOR FORMICA (20TH): So no ID. No picture ID. Just raise your right hand and say I swear under oath to whatever the criteria you just laid out?

SIBONGILE MAGUBANE: Well I mean keep in mind that you're doing this in connection with a licensing transaction so typically when you would come in to get a license or ID that's the only time you're offered the opportunity to vote or to change your address for voter registration purposes. Typically --

SENATOR FORMICA (20TH): I didn't realize that. I thought it was any transaction.

SIBONGILE MAGUBANE: Right, it's not affiliated with your registration transaction. Only your license transaction.

SENATOR FORMICA (20TH): Okay thank you very much. And then one final question with regard to passport to parks. I put in a suggestion that I've been hearing a lot from my constituents as I own three cars and I pay \$10 dollars on the registration on all three cars. I don't know if will ever pass but if there was ever an opportunity to allow one car per person, can you guys

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track that or is that a nightmare to try to separate out?

SIBONGILE MAGUBANE: We had this conversation a couple of days ago and I think it's difficult because the two transactions are separated and so when you come in we don't exactly have one view of you as the owner of three vehicles to then say okay you're already covered this vehicle. That's part of the work that we're trying to figure out how to make sure the data is clean, if there's a relationship between the owner and vehicle. There's a lot of work and I don't think we're in the position right now where we stand with both the systems and the data to be able to do that.

SENATOR FORMICA (20TH): That might get better as you referred to the good representative about next steps in introducing technology maybe.

SIBONGILE MAGUBANE: Yep and as you saw in my written comments one of the key projects is getting the data clean and one view of the customer.

SENATOR FORMICA (20TH): Well thank you for your good work and for your good service. Thanks. Thank you Madam.

SENATOR OSTEN (19TH): Representative DiMassa.

REP. DIMASSA (116TH): Thank you Madam chair. Actually Senator Formica kind of tapped into where I was heading but at some point if there was a legislative change as far as those fees one of the things that I think you could look at is your civil system because I know that you have a customer ID and a vehicle ID and it's usually what the towns are going by these days to clear vehicles that have back taxes with your office so hopefully the avenue is not I know that sometimes

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the variations in names right. There may be different customer numbers that get issued for the same person so hopefully as we move down the pike with this if we get one unique ID to each customer and DOB squared away and everything else that might be a tool that you can use to address maybe one fee for one person for passport to parks and I guess if you have any comments on that system I'll be happy to hear those.

SIBONGILE MAGUBANE: Other than to say that civils have a lot of data issues that needs to be cleaned up in order for us to get there and it's a priority to do that. But once we clean up the data I think options will be made available.

REP. DIMASSA (116TH): And is that something that's an IT expenditure for you? Is that something that you're budgeting or is that something that because there's a lot of functions with DAS now. What line item particular funding?

SIBONGILE MAGUBANE: We have in house IT resources and this is one of their projects that a member of internal staff is working on. I think there's a team of three or four people actually they've identified so you have screens that allow you to input data. There are holes in the edits in those screens, so we are right now we have a three-phase approach. One is, we call it stop deleting or stop corrupting the data and then we're going to then have clean up so that a lot of work I think the two step is really important for the other work we need to do but really stop the corruption and then clean up what's been corrupted and then we'll figure out where we are.

REP. DIMASSA (116TH): That's perfect and you know that's a big key not only for the state but for a lot of municipalities that rely on you as the stop-gap for

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those back collections. Having a system where we can kind of zone in on one person with all the vehicles and clean that up is something that we can strive for so thank you very much commissioner. Thank you. Thank you Madam Chair.

SENATOR OSTEN (19TH): Thank you very much. Any other comments or questions? Seeing none. I appreciate it. You guys have a nice day. Up next Commissioner with the Department of Transportation. Good afternoon Commissioner. How are you?

JOSHEPH GIULIETTI: Doing well, thank you.

SENATOR OSTEN (19TH): So, we don't need you to read it for us. If you can just hit the highlights and we'll move on, we'd appreciate it.

JOSEPH GIULIETTI: Well Senator, thank you for that because that's exactly what I was hoping you would say so that we could move forward. I'm sure that questions will be much more interesting than what I offer for comments. [Side conversation] [Laughter] So, Chairwoman Walker and all the members of the committee thank you for this opportunity to be here. Highlights that I'm going to talk about is that we have in here some long-term infrastructure maintenance and the upgrades are adequately funded. The governor recommendations on truck towing on bridges along with proposed utilization of various federal loan programs will help set the stage for our path forward. You've already been talking about there's a special transportation fund appropriation of \$728.9 million and that the governor's proposed personal service budgets of \$194.2 million provides funding for department employees, that plan to maintain and provide support for the highways but we are also dealing with the fact that there's going to be 24

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positions that will transfer the department of administrative services and the office of policy management and part of the governor's initiatives. I will close off with a key component of department's mission is to maintain the existing rail transit service that serve the mobility needs of over 80 million passengers annually. These services along with the ADA program represent approximately 63 percent of the department's operating budget and I look forward to the questions because there's a lot that's been going on in our department in the last year and I'm in a better position to talk about it this time than I was this time last year so thank you.

SENATOR OSTEN (19TH): All right so I'm going to go to the number of personnel. And last year you asked for position, an additional number of positions for storm water management. I'm wondering I don't see that in here this time. Are you using your staff differently to accommodate that?

BOB CARD: We didn't receive the positions for that so we're trying to deal with what we can do with the resources we have available to us.

SENATOR OSTEN (19TH): Okay good. I like to hear that.

BOB CARD: Bob Card, Finance and Administration DOT.

SENATOR OSTEN (19TH): I actually can't stand those lights there because I can't tell if your mics are on so, because my eyes are right at that level.
[Laughter] So, I am also curious about the, I see that most of the changes that are happening in regards to consolidating human resources and labor relations you will still keep that staff within your buildings?

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JOSEPH GIULIETTI: We keep about 20 in the building, 15 on the HR and five on the labor relations side and we are working with them because there's a number of those positions that require to hold onto because of the federal programs and the fact that they have to be reporting to me and in light of the federal requirements.

SENATOR OSTEN (19TH): And the two million and \$300,000 on bus operations. My understanding from OFA that is not a decrease in services.

JOSEPH GIULIETTI: That is correct. What we're looking at right there is the fact that when we expand the U-Pass program there actually is more revenue that's coming in so it's a matter of moving that revenue over as not being you know needed under request to the legislature it's money that's going to be coming in as part of the program.

SENATOR OSTEN (19TH): Thank you and I have two other questions. One revolves around calcium. I was just wondering or liquid magnesium. Has there been any look at the on what is happening with the environment with this product?

JOSEPH GIULIETTI: I'll answer from the standpoint that we have had requests that some people have felt that it is having an affect on the water wells and everything else. We go out and investigate every one of them and in cases that we've seen and there needed to be some remediation we've done that but in the overall we've done much better on doing that than we used to do with the sand which would not take care of the highway. On top of that when you had to take it all back up we had to treat it as hazardous material that was being deposited and had to be thrown back in so we're following the best standards in the industry

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right now and we're trying to work with that. We also have got it down to computerized output on every one of our vehicles so we're using the absolute minimum in order to keep the highway and it measures everything from the road temperature to the forecast on the storm to make sure we're trying to be as judicious as possible.

SENATOR OSTEN (19TH): And actually I have two more questions instead of only one. One I have a question on tree mortality. Have you been able to put real dollars into seeing as we had a fairly thus far, knock on wood we've had a fairly light winter, are we able to move real dollars over to take down additional trees?

JOSEPH GIULIETTI: I just want to from the standpoint from I had to actually spend some time with this one and I want you to know that since December 2018 in terms of the budget \$10.1 million that was appropriated \$9.8 was used to cut and remove these and I want to be very careful on this. The trees that you know needed to come down because of the disease and everything else that was there. I'm very sensitive to some of the comments of our declaring war on trees but it's more of a situation that --

SENATOR OSTEN (19TH): I'm actually in favor of you taking the trees down because when we do have that hurricane at a higher level I don't want to be without power for months on end.

JOSEPH GIULIETTI: Well that's why I actually why I looked into it because I was actually hoping for question along here. In 2012 to 2014 there was 7,800 tree related crashes resulting in 147 deaths. 2016 to 2018 5,267 crashes resulting in 145 deaths but it was a decline of 2,533 crashes so we are expending the

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money. We've done an extremely good job of going out there and getting those trees down. The budget is very narrow going forward and we may have to make adjustments going forward because we have expended within the first season. We have been very very successful at finding people that not only have the correct machinery to go and do it but it's fascinating to watch. They can grab a 40-foot tree, saw off the bottom of it, turn it sideways, run it through, and shred it on site and it's been doing a great job of taking care of those trees that are being affected by the diseases and we know there's more coming.

SENATOR OSTEN (19TH): Do you use a vendor name? Distinctive Tree Service or something along those lines. They have a new piece of equipment.

PAUL RIZZO: Paul Rizzo, Bureau Chief Operations. Yes, we use a number of vendors. One of them is Distinctive. The piece of equipment you are referring to is called the Senebogen so it's like an extension of your arm.

SENATOR OSTEN (19TH): Instead of a bucket truck.

PAUL RIZZO: Correct.

SENATOR OSTEN (19TH): Is it safer?

PAUL RIZZO: It's safer, it's quicker. You know, it's very affective and we've even been able to utilize the equipment to do tree removal at night on say I-95, you know how the traffic is there. We could never cut at night because of the dangers. Now with this equipment we're able to go in there at night and very safely do tree removal when traffic is a lot lighter.

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SENATOR OSTEN (19TH): And my understanding is that they can do it quicker with that piece of equipment. That's my understanding.

PAUL RIZZO: So a Senebogen depending on the area you could get up to 300 to 500 trees a day. A Feller Buncher sometimes 700 to 800 trees a day where a typical tree crew you might get depending on the size of the tree you might get two to four maybe.

SENATOR OSTEN (19TH): My understanding also is that this is sort of more a gender-neutral piece of equipment. Male and females can operate that type of equipment.

PAUL RIZZO: I would imagine so. If you can operate a piece of equipment whether you're a male or female. If you're a good operator I would imagine but I will say we have female maintainers that are very good with a chainsaw and can do it the old way also.

SENATOR OSTEN (19TH): I have a chainsaw. People tell me not to use it. [Laughter]

PAUL RIZZO: Probably good advice. [Laughter]

SENATOR OSTEN: So, I just want to understand you had \$10.1 million dollars and you've used \$9.8. That's in your tree removal part of the budget so my real question is snow removal you're not using money out of that. Are we going to be able more money over?

BOB CARD: We're actually although it doesn't we were actually mostly in an average type winter because of the number of ice events and the things we use up so we're using a lot of salt to keep the ice off the roads and get people, get traffic moving. We're not really a mild winter. We're kind of an average and

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there's still quite a bit to go. We're expecting at least --

SENATOR OSTEN (19TH): The groundhog said we're going to have an early spring. I pay attention to him. I keep hoping he'll be right one day. Representative Walker.

REP. WALKER (93RD): Thank you and thank you for your testimony. The information that you just shared with us about the tree removal can you please send that to us because I think that's really important for us to know.

JOSEPH GUILIETTI: Yeah and I'd like you to have it and we may even be able to send you a video on how these different types of machineries work. It's fascinating to go see. Like I said we've got another coming up to Pennsylvania this spotted fly that eats everything in its path so we're trying to stay ahead of the disease that's going and hitting the disease so that we can try and get them down before they fall on the cars.

REP. WALKER (93RD): Absolutely, thank you. My question is about bus transportation. One of the big things I hear, at least in my community forums and everything are the complaints that about the buses. One, because a lot of people, especially in New Haven most of our jobs, real big jobs are outside of New Haven so they're very dependent upon getting buses out of New Haven and I also heard it from some people from Bridgeport and Meriden. So can you tell me where we are with evaluating our buses and how are we adjusting to the build out that our workforce commission is trying to institute in the state?

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JOSEPH GIULIETTI: Well, first let me start by saying I've met with the mayor of New Haven to go and talk about specifically this. I was there roll out of the plan looking at the strategic utilization of buses and we are looking at how do we revamp New Haven. Gonna keep going with that. We, I just also met with Bridgeport. Same type of issue. They've got new development and we've got to find a new way to tie that new development into center city and to the stations, so the good thing is that we've got a governor that has been very very pro transit and pro looking at these issues going forward. The other end of it is Rich Andreski if you're behind me come on over and sit down because Rich actually on the plan on New Haven. We've also been sitting down with the Department of Housing so that there we intelligently look at when we're putting developments in the future, how are we going to tie those developments into mass transit solutions so that it works going forward so I can tell you that there's a lot of progressive movement. Rich, if you can talk just a little bit about what happened with New Haven.

RICH ANDRESKI: Good afternoon, Rich Andreski Chief of Public Transportation. The move New Haven study has been a collaborative of a working partnership of the city as well as the surrounding communities. There are a couple of key lessons learned from that study. One was the reliability and frequency of the bus system is not what it should be given where the development patterns have been. Trip times are a little bit long. What we learned out of the Harford area was CT fast track and some of the other improvements up here ride that it's not just a matter of providing the service but doing it frequently and reliably, so the study recommendations fall to a

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couple of key categories. One falls under a rationalization of service. Looking at some of the routes it's streamlining instead of doing each corporate office park. You know rationalizing and making the routes more direct. Eliminating bus stops to speed service. Right now we have some areas we have bus stops literally every block. That slows the bus down. In a couple of corridors we've identified it for the opportunity for bus rapid transit and what we're talking about there is not a CTfastrack system. What we're talking about is on street bus rapid transit so higher frequency service, more amenities at the bus stops, more on-board amenities, taking some of the lessons learned out of the CTfastrack service up here. All of those, oh and there's one more and that is weekend coverage. We've heard a lot from the communities, the communities that we serve that the Saturday, Sunday service, the schedule is not attractive. Folks have to wait too long for a bus and also the service winds down early in the evening so that's another opportunity. So all these opportunities we're looking at now in the next days of work is to begin to develop operating plans that we can roll out in a phase manner as funding becomes available.

REP. WALKER (93RD): It would be really helpful to know about these - roll outs before they get there so we can, if nothing else put it out into our news feeds that we send out to our districts to help them because they really struggle. And I'll tell you I get a lot of questions from people on third shift. We have a lot of nursing homes and hospitals and facilities that require multiple shifts that are complaining about transportation so when we do that when they do that what do we what should we do with legislators? Should

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we log in with you on the routes that people are talking about or should we wait for you to communicate to us the the future of the different directions? What would you like us to do?

JOSEPH GIULIETTI: I'll take that. From the standpoint that of course reach out to us but we're going to with one of the things we have to be more successful on the department is getting back to that is legislative with the things that are going on in each of your districts.

REP. WALKER (93RD): That would be so appreciated.

JOSEPH GIULIETTI: Our pledge as a department is we are working on that. I've got a new Deputy Commissioner Garrett [phonetic] who's come up with a plan for how it is for even when we're doing signage and everything else. We're going to make sure that signage gets out and you're also aware of all the signage that we're putting out in your district so that people will know what their legislature is doing for the and the other end of it is we will keep you in the loop on this. I've spent a good deal of time both with the past mayor of New Haven and then with the current mayor of New Haven that the issues at New Haven are the same that we're looking down at Bridgeport. Believe it or not it's the same in Stamford. And what you're saying about the change in work patters, it's affected the railroad. The fact that people are no longer working 40-hour work weeks as the same commuting hours has changed the dynamics of how the systems are operating. It's almost to the point right now you can't tell a rush hour anymore. You get on a train at midday it's the same as the rush hour so we're looking at when we can run express trains that are outside of the normal commuting windows that we may be able to run them

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faster because people have to get there earlier because of being on ten hour shifts of 12 hours shifts three days or four days a week so we're trying to take in all that information and as we process it we'll be more than happy to share it.

REP. WALKER (93RD): Thank you and it is the ten-hour shift people that were making the most, having the loudest discussion about this because they had no dependencies. I thank you for that and I look forward to the communication because it really is important, and we all do newsfeeds out in our district and it would be an easy way for all of us to communicate what's going on for you so it would probably be cheaper for you probably.

JOSEPH GIULIETTI: Not only that from our end okay, you know one of the things that I was frustrated with when I first come into the job a lot of conversation whether or not the DOT is really being responsive and when I sit there day after day going over the things that we're involved in I realize that we have to be communicating to you better and believe it or not we are your biggest champions because what you're looking to go and do feeds us okay so it's a true symbiotic relationship and we've got to get that information out to you and we will.

REP. WALKER (93RD): Thank you and thank you sir. Can I just say one other thing? Just because we've been talking to a lot of people, commissioners and everything the last couple of days you've utilized more of your staff than anybody else has and you know your staff well and immediately when somebody you say okay. Really it made me feel good because you really know who is behind you.

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JOSEPH GIULIETTI: Well actually I had to turn around and say Richie you back there? [Laughter] Quite honestly I have a tremendous team. I've actually said I actually feel that I've been fortunate as a commissioner because I knew the team that I was walking into because I worked with them at Metro North and it is a tremendous value to have people that have anywhere from, most of them are in their 30 plus years of service, a lot of experience there and I'm able to draw upon that.

REP. WALKER (93RD): Well you're very secure with yourself because you allow them to speak what they have so I appreciate that because you know them. Thank you.

SENATOR OSTEN (19TH): So, in regards to you using the legislature and getting us information I think you should share that with other commissioners. That would be really good. [Laughter] Representative Lavielle followed by Representative Baker.

REP. LAVIELLE (143RD): Well well, good afternoon. Nice to see you all. I just have one question. One quickie. On the U Pass. So, you know so very simple. If you're going to get more revenue from the U Passes and so it's gonna take some of that out of the budget. What about the, did you factor in the I assume students are going to have a U pass up until now we're taking a number of single trips where they just bought a round trip ticket or one-way ticket and took the bus and now they're not doing that anymore, but they are buying a U pass. So, did you factor in the lost revenue from the single tickets?

JOSEPH GIULIETTI: Well, I'll say it to you this way. It's so outweighs when you are able to offer to first off we'll win if the ridership goes up even though

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we'll have to come back and look at what capital improvements will be needed in the future. You're creating the future ridership but they're already there. They want this livable, workable. So, from the standpoint of what you get by charging for all the student base versus the number of students that are utilizing it, it's been a plus in every single column so I know what you're saying about would it be better because you're losing the single trip ride.

REP. LAVIELLE (143RD): No I'm not really, I'm not asking to evaluate the benefit of the year pass. It's in terms of the what is it here, \$2.3 million. No that's not it. It would be less than that. No, it is. Yeah that you're taking out to offset.

BOB CARD: So that's the existing revenue with what's coming in right now and basically we're just putting it into the budget, so this is additional revenue coming in as a result of this as the service that have been running and are running now and they're just putting it in the budget so we because that's subsidy. We pay subsidy out of these accounts. And because this revenue is coming in it's lowering the subsidy and they're just leveling that off.

REP. LAVIELLE (143RD): Right. So in other words you took the difference between what used to be coming in and what's going to come in with the U pass. Yep that is the question. I'm not questioning the year pass. I'm sure it's a very you know I'm sure you wouldn't have done it if it wouldn't have come out of the pocket.

JOSEPH GIULIETTI: Thank you for that vote of assurance. I'm not sure everybody wouldn't have agreed with you on that, but it is true. Yes.

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REP. LAVIELLE (143RD): Well, let's just say that today I have confidence. Yeah that's all I wanted to find out. Somebody mentioned that to me as well so that's really all I have as a question. Thank you.

SENATOR OSTEN (19TH): Representative Baker followed by Senator Hartley.

SENATOR HARTLEY (15TH): Thank you Madam Chair. Thank you Commissioner for coming up here. I apologize if my questions are redundant. I missed the testimony and I don't have any information in front of me, but I was looking at my budget sheet and I have question in regards to highway planning and research. Can you elaborate on what that is that existent project? More like upgrading projects. Can you elaborate what that line item is for?

JOSEPH GIULIETTI: I'm going to ask Mark Rolfe who has one of those people that I talked about who has 37 years of engineering on the highway side and actually designed the bridge and a number of other projects and he's the deputy commissioner here now so Mark can you elaborate on that?

MARK ROLFE: Well, I can speak to that in general. Highway planning and research takes up a broad range of different activities. Some of that is leveraging federal dollars that come in research from the Federal Highway Administration, so we do research activities around new materials and new products that come in. We spend it for new systems that we develop. There's also we use it for highway safety too. Bob can you add anything to that?

BOB CARD: So yeah as part of getting federal funds we're mandated to do a certain amount of research and claiming exercises and things we need to turn into

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feds and that pays for those things as well and then we match up with some of our state money and can do some other, like you said materials and things that are useful to the state. A good portion of it is mandated by the feds. We have to have a planning program in place, to produce certain documents over the course of the year.

REP. BAKER (124TH): So this predominantly has to do with just highways and the products that are used with highways and things and find new roadways predominantly.

BOB CARD: And rails and trails and things of that sort but yes. Predominantly FHWA activities.

DARREN MEYERS: I'm Darren Meyers. I'm with the highway capital planning office so I wanted to offer a couple of points of clarification just to kind of fill out the story a little bit. We do a wide array of research and planning things. Part of that what we do is with the metropolitan planning and planning with the regional planning agencies. That is some federal funding that goes into that, but we match that funding and they do their coordination activities regarding the statewide transportation improvement program, the types of projects we're going to do, the cost and schedule of those projects we need their endorsement to put those projects out on the street. That's a federal requirement. We also do some things like the guide rail that we use for example needs to be safety compliant. Recently FHWA stepped away from certification of certain safety devices like some guiderail so we're doing some partnering with other states to get different guiderail systems certified as safe and compliant with the standards so that we can use that having those certifications done. So,

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there's a number of different avenues that we pursue as far as corridor studies, how do we move traffic through corridors better, how do we accommodate shared roads with pedestrians and bicycles to complete streets type of thinking so it's a wide array of planning as well as researching new types of material, new types of construction, you know the different ways of building things. We have to test and research those methods to see if it's something we can do in Connecticut like advanced accelerated bridge construction. Those types of things that we just don't develop in house. We just have to get outside resources on those. I hope that answers your question.

REP. BAKER (124TH): Yeah it does. That I kind of thought I just wanted you to elaborate on the details of it. So that's where minor capital projects would kind of fall in that line too when you do your research more for those particular projects that are moving forward.

BOB CARD: No actually minor capital projects are things on some of our buildings and facilities that we have to do that don't rise to the size of a capital project that you would bond for like replacing a whole building. It's things like roofs and boilers and new garage doors when they fail and things like that so they're large expenses, but they don't rise to the level of bonded type expense for capital improvement.

REP. BAKER (124TH): Yeah I know recently the governor had talked about in his address about looking at some of the older existing train stations and wanted to spend money in upgrading that. Would that, have you had opportunity to even begin to put a budget together with that line item. Is that research, is that in

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there in terms of to begin to look at the cost and then also have you identified different train stations that you will be and how you will be identifying different train stations that are moving forward that you are going to be looking into do upgrades, repairs, remodeling, and improvements?

JOSEPH GIULIETTI: And I'm going to answer that from the standpoint one we're looking at it from you know there's been a lot of discussion on whether or not there's partnerships involved between the city and the state on these stations. We are putting together a list right now based on utilization. How many people are going through that station? What are the economic opportunities at each one of those stations so yes we are looking at it? We have got the governor's message that there's key stations that are truly regional and their impacts that we're looking at as well. That's why I started off by talking about you know some of the stations that initially came to the forefront, New Haven being a center one. We, if I single out any stations then it automatically leads to the questions why is this other station not in there so I'd rather come back to as we've developed what the utilization is and what the criteria is that we're looking at in terms of how much can we actually bring back in that will help both the city, state or the town and the state in terms of the investment that will be made there. So yes we are putting together budgets and we're sitting down in this case with the ECD as well to look at what are the economic opportunities as we look to partner with these cities and towns on it.

REP. BAKER (124TH): Well I thank you for that information because in my town I know that's been one of the questions that's been asked of me as a representative in terms of okay the governor doesn't

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want to invest into the third train I mean second train station in Bridgeport. What is the plan for the downtown and I really don't have any answers for them so moving forward I would love to be able to start addressing that in some sense, you know?

JOSEPH GIULIETTI: Hand to the chair if that's okay.

SENATOR OSTEN (19TH): I can tell you I'm in favor of that train station. [Laughter] I think that's a great idea.

JOSEPH GIULIETTI: And from my end okay the first thing I ended up dealing with as recently as the last few weeks. I will keep you in the loop on this because one of the first things we have to do is make sure that any development that's gonna to go on there has a mass transit tie in now. While we look at there's a lot of questions there okay. Do we invest in the current station? Do we look at whether or not a new station could you know actually take out the old and I'm not suggesting that. I'm just telling you that everything is on the table right now as we talk about what are the opportunities there. It is, there is definitely an opportunity there and we definitely want to tie in the same type of transit plans as we look at a city like New Haven to Bridgeport. How are we going to make the transit work there as we're going forward so I'm hearing you and you'll be in the loop.

REP. BAKER (124TH): I appreciate that because also one of the things they asked of me well how much does the city have to put into it. But thank you and I look forward to the conversation. Thank you, Madam Chair.

SENATOR OSTEN (19TH): Thank you. Senator Hartley followed by Representative Reyes.

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SENATOR HARTLEY (15TH): Thank you Commissioner and staff for being here and let me just preface my remarks by saying that I appreciate the enormity of the department's mission and just your day to day functioning. There's a lot of moving parts and it's quite frankly you know a high priority department. Not that any others aren't but for all the reasons we talked about for years. So, I got a lot of questions. I'm assume you're going to be back in the subcommittees. So, I just would like when you come back in the subcommittee I would like a history of the last ten years of the usage of the excess fund, how much money per year, and on what projects because I understand when you use it's the money at the end of the year that you know on the federal reimbursement, yeah I don't know if I got the right title there but you I know you have been very diligent in getting that and that is to your credit.

SENATOR OSTEN (19TH): They're saying that somebody's mic is not on.

JOSEPH GIULIETTI: Yeah I turned it off because I thought he was going to answer but I do understand your question and yes the department has been extremely good where we're among one of the few states that is able to grab when other states aren't utilizing all the federal funds. We've been able to go in every single year and get additional funds drawn down. We'll be happy to draw a ten-year criteria on that for you.

SENATOR HARTLEY (15TH): And take a bow on that. And actually while we're talking about that you know we have all this conversation about you know potential lost money you know if we go to a different funding scheme on federal money because onwards we're getting

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about what, \$750 million a year? Can you for the record straighten me out on that? That money is secure?

BOB CARD: So it's as secure as it could be in any government function. Sometimes it goes up and down. There are revisions that fall back but it's been running basically in that realm. Any of the anything we are doing right now would jeopardize that or prospectively. The tolling situations that are being examined are within the federal guidelines for it so that wouldn't lessen the funds for those but yeah so they're fairly secure as the federal government is so.

JOSEPH GIULIETTI: And I think your question was more to the tune is there anything that we are doing that would jeopardize that amount coming in. What we're talking about now is that we have been successful at getting every single dollar that was allocated for this state and on top of that get additional dollars and right now every plan we are working with secures that going forward.

SENATOR HARTLEY (15TH): Okay that's important to know. Now the Build for American program you've got the what the tip of the okay I'm going to talk about the rail piece of that all right. Why haven't we ever to fore availed ourselves to that?

JOSEPH GIULIETTI: I'll take the first crack at it and I'll let the finance person correct me if I'm wrong, but I'll tell you that from the standpoint that when I was working at all of the other systems that I work with. RIF comes with a lot of I'll say restraints that are on it and in most cases when your bone rating is high enough it wasn't worth going after the RIF. It wasn't that we didn't go to take advantage of it and yes in the last three or four years we actually

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did go after RIF funding when we had to do the positive train control with the federal government and now that their rates are down in an extremely aggressive manner to where they're below one percent, we're actually looking at what other opportunities we have as well but the reason it was utilized in the past was used for positive train control we got \$1.2 billion between us and New York to be able to put the positive train control in and on top of that we are looking at now there are other opportunities that we can go after knowing that that rate is where its at. It may meet some of the other criteria that we have to deal with worth dealing with as we're going forward.

SENATOR HARTLEY (15TH): And so with regard to that do you have a priority list in which you're trying to match that potential opportunity up with? What are you going to try to spend it on?

BOB CARD: So, I think it's really just to do the program that we've laid out for you in our five-year capital plan. It's really a funding source to take care of the projects that are in the five-year capital plan as put in you know through the budgets so it's not a specific thing within that. It's projects that are already in the plan that need to be funded.

JOSEPH GIULIETTI: Let me answer it slightly different. Up until this last discussion with Build America they never allowed you to use RIF or TIFEA in terms of program. It had to be specific for a certain project. Now we're looking at the possibility of it being utilized for programs and we're examining that as we're going forward.

SENATOR HARTLEY (15TH): And for projects?

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JOSEPH GIULIETTI: Projects within a program as well. In other words specific on projects yes we know we can do that but if you can use it for a program as well we would like to be able to utilize that because the rates are so affective and so good.

SENATOR HARTLEY (15TH): And so you are considering at looking at that for actual projects, bricks and mortar?

BOB CARD: That's our cap. That's what we use the bonds now for.

SENATOR HARTLEY (15TH): Okay I guess I'm interested then in what are your priorities in trying to apply that potential revenue for? I mean you say it's the five-year plan.

BOB CARD: It's projects that are in the five-year plan and so we'd have to go and see which ones are coming forward and how we would utilize that but they're in the five-year plan at this time. We have to do that for a number of reasons but it's nothing beyond what would be in that already. It's not newer projects. It's projects that are slated.

SENATOR HARTLEY (15TH): So where is the Waterbury branch line in the five-year plan? How far down are we because we're on the list but we never get over the finish line?

JOSEPH GIULIETTI: Again you and I have had a number of conversations on this. The Waterbury line right now is being heavily invested in, in terms of putting in the signal system on top of the PTT system.

SENATOR HARTLEY (15TH): Behind schedule.

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JOSEPH GIULIETTI: Okay I'll respect your stating that, but the truth of the matter is it's right in line with what was filed with the federal government back when I was the president of Metro North and it is coming in. The line is coming in. What you're saying is behind schedule is the fact that the PTC looks like it's behind schedule because we made a decision to not just put the PTC in but to enhance the signal system so we could get more trains on that line so we were willing to take a delay in the PTC going in so that way there when that PTC is in we can put more trains out there and also in this budget you'll see that we've gone for the full number of cars so I can have the right number of cars to be able to increase the services that are on that Waterbury line. So, we're doing everything we can to enhance and move it forward. I understand there's been a lot of frustration on the Waterbury line. It's been that way for a long time but everything we're doing right now is to go ahead and enhance that and have not only the ability to have a better signal system, more trains on that line, to be able to potentially offer direct service into Manhattan and those are the things we're looking to come back to and I'm hoping to be able to give you those for you to be able to talk about the situations and what we're going to be able to do going forward.

SENATOR HARTLEY (15TH): Okay so I just didn't cart my file with all of my emails over the years with all these dates and so forth and it's with me today or would you want to even see that but if you could give me an updated chronology of where we are because every single time I get this the dates are different and then you know I guess I'd like to know where we are with the baggage station conversion, you know and all

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I want to say is you know you have a very trusted member of your team here who is a resident there. Go to that train station all right, and you tell me if that's a train station for the fifth largest city in the state of Connecticut and then I hear this conversation about with regard to station utilization. That is completely unequitable. You cannot make a determination about a train station based on utilization when the train station has all but put up signs to say don't come here. You're in peril if you park here. Your physical person is in peril. Your personal property is in peril and guess what when the conductor stands on the train and he says last stop Waterbury and there's this ripple throughout the car because it literally is the last stop analgias to apocalypse night and I'm not kidding.

SENATOR OSTEN (19TH): I'm just so glad it wasn't me that was mean all day today. [Laughter] I'm really happy about that Senator Hartley because now the message is not just happy, that's mean.

SENATOR HARTLEY (15TH): Listen I gotta tell you I may be a little over the edge on this, but I am threadbare on this subject and so pardon me. I do respect everything that you do, and I know how hard it is but I gotta tell you I am threadbare, you know and quite frankly in accounting to this to my district.

JOSEPH GIULIETTI: And Senator I've met with the mayor in Waterbury as well. You do know that there are issues with that station with whom the ownership is with so I look forward to setting up a meeting with you, me, the mayor, and let's talk about what actually can be done with the station. I, everything I have told you has not changed since a year ago when I've spoken to you and now in terms of the timeframes and

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what we are intending to do, and we are moving on that path going forward and I will stay in touch with your office as will the rail administrator.

SENATOR HARTLEY (15TH): Okay so that's about the baggage claim but then there's all the other pieces of that which is the parking area, the lighting, the security, the simple overhang you know where people are being forced to wait. The optics of the whole thing you know are really scary so there's all that stuff that can be dealt with. I understand you know this other back and forth situation we're dealing with but that should not you know take over the entire project. There's lots of other parts of that need to be moved forward. When we last met and actually thank you so much having your staff down in Naugatuck for that event that we had. I asked if you could change the policy with regard to taking our train and putting it on the main line when something on the main line goes down and then we end up with a bus. I asked if that's a policy that you could change because what it says to me right from the beginning is that we don't care about that branch line. Put them on the bus okay and give them a bus driver, a poor bus driver who doesn't even know the stops to make when they're driving the bus that's supposed to be the train.

JOSEPH GIULIETTI: The best answer I can give you on that right now, okay is that it is true when the main line shuts down they do go to grab the diesels that are out there. We are looking to go purchase more of the diesels so we'll have spare sets there so that way can potentially keep some of these branch lines going at the same time. There is a logic to it and it would I would rather say let's sit down and talk about this and I'll explain that to you on how we're going to try to mitigate that going forward and it's already been

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tremendously mitigated because if you look at the standpoint that they used to keep sending the trains out even in the face of the snow storms and they no longer do that so it's not as basic as it used to be in terms of going and grabbing the equipment to go and save the main line but what will save us is getting the latest in technology on diesel locomotives and having more of those locomotives available to go and assist on the service as it will be for your line, the Danbury line, and Trailine East.

SENATOR HARTLEY (15TH): And so about the locomotives. So, we've worked on this a long time. I've worked with one of our commissioners you know we worked on squirreling out money to hire the engineer who would then be the person who does the design so that we can go to the procurement except we never at the end of the day are there as recipient of the cars.

JOSEPH GIULIETTI: And right now you are and it's in this budget.

SENATOR HARTLEY (15TH): So just right now please forgive me if it's like you know I gotta see it in flesh because I've been there too many times. I've went to this dance too many times and I've you know gone home a lot.

JOSEPH GIULIETTI: I'm hearing you loud and clear and I don't take it as what was it you said that who comes off as mean. I don't see it as mean at all even though it's been a long fight and we're trying to work it.

SENATOR HARTLEY (15TH): Yeah it's all pent up. This is years of stuff. Okay let me just close by just you know, and I thank you for the indulgence of the chair and my colleagues. When you talk about making

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determinations about train station upgrades based upon utilization I'm going to tell you right now okay we have no utilization because have no service because we have been overlooked. We have been bumped down and so if that's the measure that you're using then it is wrong and I'm going to tell you I'm gonna buck up on it. You cannot measure that on utilization. We have an entire corridor that has been mothballed and shuttered and hampered in terms of development. Look at that Route A corridor you know we've got all of those communities down the line. We're just being shackled here and if we're going to continue I mean I've fought this for years when they take away the 12 o'clock train service. You know you can't measure utilization when you don't provide a service. You know you're giving them a bus and you're going to measure how many people ride the train so I don't know what other metric you're going to use because you can't use utilization because that is a misnomer. I'm sorry again but thank you Madam Chair. Thank you Mr. Commissioner.

SENATOR OSTEN (19TH): Thank you very much Senator. Representative Reyes from Waterbury.

REP. REYES (75TH): Thank you Madam Chair. So I haven't been at the dances as long as Senator Hartley, but I do know the dance steps well and Commissioner thank you very much for being here. We've had many conversations about the train, the Waterbury line and then we'll continue. I would like to be just like Senator Hartley. I would absolutely like to be part of those conversations and I will tell you that your staff is very professional and has answered every single question I've asked. I wanted to, I took a line I took a look in the on the rail transportation line and I see that year over year you have a \$20

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dollar jump on the budget and can you explain that?
Year over year.

BOB CARD: When you say year over year do you mean
recent history or over the last two years?

REP. REYES (75TH): 19-20 protectively. Right now
you're running a 232.

BOB CARD: Yeah so that's what our recurring costs
have been so there was a number of things that was
some labor settlements, a couple of back payments for
--

JOSEPH GIULIETTI: Bridgeport accent. There were other
issues that went in that all came in this past year
that had to be settled. There was a union settlement
as well that the MTA provided that also had an effect
on those costs.

REP. REYES (75TH): Even though commissioner even
though so the budget was increased by \$6 million but
it's really going to come in at \$23 million and even
though the governor is proposing you hold the line
this is what it's going to come in \$232 million?

JOSEPH GIULIETTI: That is correct.

REP. REYES (75TH): I'm not going to, thank you very
much for the answer and clarification. I'm going to
get into the Waterbury rail line conversation. I
think my senator actually did a great job and but what
I will tell you is years and years of frustration from
my constituents so the train station is squarely in
the middle of my district and we have been begging for
years and we want to thank you for the work that is
finally coming on board and just as the senator so
eloquently put it, it really can't happen fast enough.
Thank you very much for what you guys are doing.

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JOSEPH GIULIETTI: And again I mentioned to the senator and I will also be keeping you in the loop on this. Yes there's a lot of discussion that have to take place there and they have to take place with the city, and I'll explain further on utilization, but I don't want to open up the conversation right now. I've already taken quite a discussion on it so thank you Madam Chair.

SENATOR OSTEN (19TH): Thank you. Senator Formica followed by Representative Dathan and Representative Perone, and then those comments we are supposed to start the next group at 3 o'clock so keep that in mind.

SENATOR FORMICA (20TH): Thank you Madam Chair, good afternoon. Nice to see you. Your second paragraph refers to the capital plan and I'm making sure the long-term infrastructure is adequately funded. There has been some conversation about how to do that up here. My question is a few years ago we were able to speak with the commissioner and understand what the requirement was for debt service to fund the necessary infrastructure bonds that you needed to do. Are those numbers available that we would know what kind of what you need and how we would do it? I'll just ask two other questions so you can answer it all. Can we get a copy of the five-year capital plan because I don't know that I have one?

BOB CARD: So the debt service is \$850 in the current year and the \$875 next year is included in the governor's budget. Obviously resources I think we had had for a billion dollars but there's not the resources to do that but with the \$850 we can continue along and try to keep good, steady repair projects going forward.

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SENATOR FORMICA (20TH): And that number is sufficient to kind of keep us even a little bit. It's going to get us far ahead but we're not going backwards.

JOSEPH GIULIETTI: That is correct. That is the best way that I would describe it and keep that state of good repair going. The state of good repair which is the most important part for us we have to be a little bit more judicious on trying to do expansion projects or enhancement projects would be the better way of saying it.

SENATOR FORMICA (20TH): And the expenditure dollars to service you said is in there but is it are we getting do we have any idea is to service a billion dollars?

BOB CARD: I'll get that for you in a minute.

SENATOR FORMICA (20TH): Thank you. That's it.

SENATOR OSTEN (19TH): Go ahead Senator. Ask that question. Next is Representative Dathan followed by Representative Parone.

SENATOR DATHAN (142ND): Thank you very much commissioner and your whole team. You do amazing work for the shoestring budget that we have given you and keeping up our roads. And I'm sure it's very frustrating at times because you have a good vision of where you'd like things to be and I totally recognize that, and I applaud that and hopefully we'll get there. Really wanted to follow up first of all and I want to say that hopefully you got my email from earlier this week where I forwarded an economic report on the New Canaan line where we are in desperate need of repairs and additional service. You know when you start looking at utilization I know we had a difficult time talking about it particularly in Fairfield county

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within that report you really see that a lot of the neighboring towns in Fairfield county have much less utilization than our neighbors in New York just because lack of service and the regular service. I know at the New Canaan branch they only operate once an hour. The morning trains are trucker full and it is a difficult thing. There is standing room only and some people are stood up for 78 minutes as they get into the city every morning and it's we pay a lot in the state for our taxes and we'd love to see something happen with that. Talking about utilization I really would love to see last year as part of the small group sessions you provided a ridership analysis on each of the lines. I think it was a [Inaudible-01:37:10] if we could do that again this year would love to see sort of a ridership analysis, you know how much operational costs are how much we you know state subsidizes for it and would love to see you know the capital projects also done also on each of those lines for the past five years. I think that would be really useful. So, going back to my colleague's question on rail operations. The difference in fiscal year 20 and 21 the is about a \$17 million-dollar difference. Is all \$15 million of that labored settlement? You mentioned that in our discussion and is that?

JOSEPH GIULIETTI: The quick answer to that is no. Part of it I was referencing the Bridgeport settlement for the repairs that were done after the accidents that occurred in Bridgeport as well so it's both labor and repair costs from past accidents.

REP. DATHAN (142ND): So truly one-off cost. Hopefully.

JOSEPH GIULIETTI: Yes.

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REP. DATHAN (142ND): Okay great. I think that's all I have for today and I really do hope that we get some improvements in the line and we can really show you how important rail is to our whole state and getting people off the roads. It's vital.

JOSEPH GIULIETTI: And it goes throughout the state. I know on the rail lines we talk about it often because it's very clear and transparent there but between you know the success we've had with the Hartford line, the success with the FastTrack the fact that we've gotta get these bus systems so that they interact and feed into our transit systems in a state like this you are right. It's sometimes frustrating that we don't have more funds that are available to go and do these things because we're ready, willing, and able to keep moving these things forward and it's more of a situation that if we could get more funding that there's a lot more that can be done but we are going to keep progressing. We're not regressing yet. We still are working towards the progress going forward.

REP. DATHAN (142ND): I lived in Europe I think I told you for a long time in my life and commuted, didn't own a car for over 10 years and so you know trains work there. Buses work there and you pay a lot for your tickets, but people are okay paying a lot for their monthly passes because it's a reliable service and I do think that if we improve the service that we will get more utilization. I mean there's so much, so many people are so passionate about cleaning up our environment. This is something easy for us to do and I will finish because I know we're under a time pressure but thank you for all you do. Thank you Madam Chair.

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SENATOR OSTEN (19TH): Thank you. Representative Perone. You're on. Go ahead. And Representative Horn I know you want to talk too but we're going to try and keep them down because we have to start in two minutes, somebody else. Go ahead Representative.

REPRESENTATIVE PERONE (137TH): Thank you very much Madam Chair. I think that, first of all thank you for your testimony. It's always great to see you and you've got a great team around you. I would say that just in some ways I feel like I've been Senator Hartley's wingman for a while with various committees. [Laughter] Frankly time and again Waterbury and/or the economic development within the region has come up time and time again and I heard her issues are obviously valid but more specifically I'm just wondering what kind of analysis or studies have happened in that region because talking about transportation in its own right is helpful but it doesn't unless it's in conjunction with revitalizing larger areas, larger sections transit oriented development talking about having these picture conversations it really, you're not that conversation is not going to move forward in a productive way where are we in terms of economic development analysis.

JOSEPH GIULIETTI: One is that I work very very close with David in economic development and we are looking at what the opportunities are and there's a lot more you know this is a brief meeting. It doesn't give you an awful lot of opportunity but there's an awful lot coming at us. There's a lot of business interests coming in, what are alternate routes that can come in, what are alternate routes that can be utilized as rail routes that can be underutilized today that we can use that can also enhance other areas of the state as well but that's a much larger discussion but I don't want

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you to think that we've missed it for any reason whatsoever. Look to go on to have another conversation with you where we can actually talk about some of the things that we're looking at right now.

REP. PERONE (137TH): Okay well we will be there, and I know Senator Hartley will be there also. Thank you very much for your answer.

SENATOR OSTEN (19TH): Representative Horn.

REP. HORN (64TH): Thank you Madam Chair. I'm going to talk very fast. It's not really a question. So, I represent the northwest corner which is to say the 45 minutes of Connecticut that goes beyond Torrington. We would like a train station. We would like a bus, so I just want to put that out there. [Laughter]
Thank you.

JOSEPH GIULIETTI: And I have met with Torrington. I've been up there and let's just say there's a lot of opportunity. Please help me with the funding end because we do a lot more.

REP. HORN (64TH): I do hear you on that. Thank you.

SENATOR OSTEN (19TH): Are there any comments or questions? Seeing none commissioner you're all set.