

## Questions for Motor Vehicles Commissioner Nominee

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

- Enforces motor vehicle laws;
- Oversees the department's operations, contracts for services, hires consultants, and holds hearings;
- Issues driver's licenses, commercial driver's licenses (CDL), non-driver photo identification cards, motor vehicle registrations, motor vehicle titles, and other documents relating to licensing drivers and registering motor vehicles;
- Keeps driver's license and vehicle registration records and conducts administrative hearings relating to license and registration suspensions or revocations and DMV-licensed businesses;
- Licenses and regulates various motor vehicle related businesses, such as dealers, repairers, recyclers, wreckers, manufacturers, automobile clubs, and driving schools;
- Administers registration-based enforcement systems relating to uninsured drivers, driving under the influence, unpaid municipal property taxes, and unpaid municipal parking tickets;
- Administers the Connecticut motor vehicle exhaust emissions inspection program;
- Operates the Motor Carrier Safety Assistance Program (truck weight and safety inspections and carrier follow-up) and conducts safety inspections of school buses, public service vehicles, totaled and rebuilt vehicles, and certain other vehicles; and
- Implements state responsibilities regarding numerous federal mandates and interstate agreements on commercial vehicles, licenses, exchange of driver information, and other matters.

# Questions

## *DMV Operations*

1. What do you see as the major challenges and opportunities facing DMV? What are your top priorities as DMV's new commissioner?
2. Given the large number of recent state employee retirements, does DMV have the staff it needs to achieve your goals? Are there functions DMV could privatize, like emissions testing has been, that would reduce costs and increase efficiency without compromising quality?
3. What services does DMV currently offer on its website? How effective has the department been in encouraging people to conduct their business online? Do you envision expanding DMV's online services? Are there barriers to moving certain services online?
4. What has DMV done to enhance customer service and reduce wait times for customers visiting its offices? What more can it do?

## *Current Issues*

1. In response to the increased number of deaths on Connecticut's roadways, the Department of Transportation launched the first statewide vision zero council in the country composed of representatives from several state agencies, including DMV. How has the council worked this past year? Do you suggest any changes to improve upon it?
2. The 2021 bill legalizing recreational cannabis contained significant changes to Connecticut's DUI laws, including establishing procedures for suspending driver's licenses of drug impaired drivers before the disposition of their criminal case (as has been the practice for alcohol impaired drivers). Has DMV used this process yet? If so, how has it worked?
3. Do you think that the current drivers' education requirements on drug impaired driving is sufficient, or should additional education be required? What else can DMV do to address the problem of drugged motorists?
4. What is the department doing to educate drivers about the dangers of texting while driving?
5. Connecticut's population is aging. What is DMV doing to ensure that this population can continue to drive safely?
6. In response to the nationwide shortage of CDL drivers, PA 22-10 requires the Department of Correction (DOC) and the DMV to work together to make the CDL knowledge test available to

certain incarcerated people who are reentering the community. Please update us on the status of this workforce development initiative.

7. Citing rising costs, Connecticut's towing companies want a 60% increase in fees for removing and storing vehicles. However, during a contentious public hearing, numerous residents and tenants complained about some tow operators aggressively enforcing minor parking rules that result in expensive vehicle seizures and storage costs. State law allows wreckers to recover "just and reasonable" expenses and a profit determined by the DMV. In your opinion, what constitutes "just and reasonable" expenses? Does state law adequately protect consumers from predatory towing practices?
8. Online used car dealers like Carvana and Vroom have grown substantially since the pandemic. But in 2022, legislators heard from many constituents who had trouble getting title and registration documents from these businesses in a timely manner, forcing the constituents to continue driving on temporary registrations from other states, drive their vehicle unregistered, or stop driving the vehicle they purchased. Is this issue still ongoing? If so, what can DMV do to address it? What can the legislature do?

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