



SHENNA BELLOWS
SECRETARY OF STATE

STATE OF MAINE
OFFICE
OF THE
SECRETARY OF STATE

**TESTIMONY OF
SHENNA BELLOWS, SECRETARY OF STATE
DEPARTMENT OF THE SECRETARY OF STATE**

Before the Joint Standing Committee on Transportation

March 25, 2021

L.D. 161, An Act Making Unified Appropriations and Allocations for the Expenditures of State Government, Highway Fund and Other Funds and Changing Certain Provisions of the Law Necessary to the Proper Operations of State Government for the Fiscal Years Ending June 30, 2021, June 30, 2022 and June 30, 2023

Senator Diamond, Representative Martin, and distinguished members of the Joint Standing Committee on Transportation, my name is Shenna Bellows and I am the Secretary of State. I am here today to present testimony in support of the items presented in the 2022 – 2023 Biennial Budget for the Department of the Secretary of State, Bureau of Motor Vehicles.

As you know, the Bureau of Motor Vehicles (BMV) was established to provide for better regulation of traffic through the administration of laws relating to the operation of motor vehicles. The bureau has grown considerably over the years and has the responsibility of licensing and monitoring drivers, renewing licenses and IDs, registering and titling vehicles, licensing driver education schools and instructors, licensing vehicle and trailer dealers and managing all motor carrier programs. The bureau provides services at the main office in Augusta, 13 branch office locations and 19 outreach stations throughout the State and through a suite of online services. Additionally, 516 municipalities and 12 non-governmental agents offer registration services to residents and non-residents of this State.

The bureau will collect about \$199 million in Highway Fund revenue over 2022 – 2023 biennium.

Bureau information begins on **page A-26** of the **Budget Document**. The Bureau's Highway Fund baseline budget is \$42,751,333 in fiscal year 2021-22 and \$43,418,657 in fiscal year 2022-23.

Administration – Motor Vehicles 0077:

There are 25 Highway Fund initiatives, of which, 12 are for approved position reorganizations or reclassifications, 7 are for information technology infrastructure and equipment/software upgrades and 3 are savings initiatives.

1. Initiative: Reduces funding for out-of-state travel, rent expenses, repairs to buildings and equipment, employee training and fuel to maintain costs within available resources. The All Other reduction is **\$80,000 in fiscal year 2021-22 and \$80,000 in fiscal year 2022-23.**

Staff will reduce out of state travel to professional organizations. Training for employees will be granted "only as required" to perform their job duties. Rents, repairs to buildings and equipment and fuel will be managed within available resources.

2. Initiative: Reduces funding for information technology equipment. The All Other reduction is **\$100,000 in fiscal year 2021-22 and \$100,000 in fiscal year 2022-23.**

Equipment purchases of scanners and personal computers for the main office are being deferred until the next biennium.

3. Initiative: Provides funding for the approved reorganization of one Business Manager I position to a Business Manager II position and related All Other costs. The Personal Services and All Other request is **\$12,825 in fiscal year 2021-22 and \$12,823 in fiscal year 2022-23.**

This management-initiated reorganization from Business Manager I, range 21 to a Business Manager II, range 24 was approved by the Bureau of Human Resources on September 10, 2020.

4. Initiative: Reduces funding by eliminating mobile unit operations in southern Maine. The All Other reduction is **\$20,000 in fiscal year 2021-22 and \$20,000 in fiscal year 2022-23.**

Closing the mobile unit servicing the southern Maine locations will result in savings in rent, information technology costs for phone lines and network access and state vehicle rental expenses.

5. Initiative: Provides funding for software updates to the e-CDL skills and road test program in compliance with the Federal Motor Carrier Safety Administration (FMCSA) Commercial Driver License (CDL) division performance review. The All Other request is **\$106,709 in fiscal year 2021-22.**

As a result of the 2018 FMCSA CDL Division performance review of the Maine's CDL testing program, this funding request covers vendor costs to perform software updates to the e-CDL skills and road test program to correct the deficiencies identified in this review. Failure to comply can result in 4% loss in the first federal fiscal year and 8% loss second and subsequent years of Federal Highway Funds as required by 49 U.S.C. 31314. In addition, under 49 U.S.C. 31312, FMCSA has the authority to prohibit Maine from issuing CDLs until the state comes into compliance with the Federal CDL testing requirements.

6. Initiative: Provides funding for the approved reclassification of one Public Service Manager II position from range 30 to range 31 and related All Other costs. The approved range change has an effective date of May 30, 2019. The Personal Services and All Other request is **\$14,445 in fiscal year 2021-22 and \$4,800 in fiscal year 2022-23.**

This employee-initiated reclassification of one Public Service Manager II (Human Resources Director) position to a Public Service Manager II (Human Resources Director) position was approved by the Bureau of Human Resources on August 20, 2020.

7. Initiative: Provides funding for the annual fee and per driver fee for State to State (S2S) Verification services. The All Other request is **\$89,693 in fiscal year 2022-23**.

The State-to-State (S2S) Verification Service is a means for states to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification card in another state. Schedule to start in FY2023 in conjunction with the implementation of the REAL ID Act.

8. Initiative: Provides funding for the approved reorganization of one vacant Customer Representative Associate II - Motor Carrier Services position to an Office Specialist I position and related All Other costs. The Personal Services and All Other request is **\$3,244 in fiscal year 2021-22 and \$3,375 in fiscal year 2022-23**.

This management-initiated reorganization from Customer Representative Associate II – Motor Carrier Services, range 14 to an Office Specialist I, range 16 was approved by the Bureau of Human Resources on September 25, 2020.

9. Initiative: Provides funding for increased costs as a result of higher STA-CAP. The All Other request is **\$1,076,311 in fiscal year 2021-22 and \$1,121,048 in fiscal year 2022-23**.

The increased costs resulting from higher STA-CAP exceed baseline budgeted resources. The current STA-CAP rate for the Secretary of State's Office is 6.709%.

10. Initiative: Provides funding for the approved reorganization of one vacant Staff Development Specialist IV position to a Public Service Coordinator I position and related All Other costs. The Personal Services and All Other request is **\$17,436 in fiscal year 2021-22 and \$18,312 in fiscal year 2022-23**.

This management-initiated reorganization of one Staff Development Specialist IV position to a Public Service Coordinator I position was approved by the Bureau of Human Resources on January 9, 2020.

11. Initiative: Provides funding for the approved reorganization of one Clerk IV position to a Motor Vehicle Section Manager position and related All Other costs. The Personal Services and All Other request is **\$22,320 in fiscal year 2021-22 and \$23,314 in fiscal year 2022-23**.

This management-initiated reorganization from Clerk IV position to a Motor Vehicle Section Manager position was approved by the Bureau of Human Resources on November 6, 2019.

12. Initiative: Provides funding for the approved reorganization of 3 Customer Representative Associate I positions to 3 Customer Representative Associate II positions and related All Other costs. The Personal Services and All Other request is **\$8,055 in fiscal year 2021-22 and \$8,489 in fiscal year 2022-23**.

This management-initiated reorganization of 3 Customer Representative Associate I positions to Customer Representative Associate II positions was approved by the Bureau of Human Resources on January 22, 2020.

13. Initiative: Provides funding for the approved reorganization of one Data Base Administrator position to an Information Technology Consultant position and related All Other costs. The Personal Services and All Other request is **\$15,055 in fiscal year 2021-22 and \$15,051 in fiscal year 2022-23.**

This management-initiated reorganization from Data Base Administrator, range 29 to Information Technology Consultant, range 31 was approved by the Bureau of Human Resources on May 9, 2019.

14. Initiative: Provides funding for the approved reorganization of one Programmer Analyst position to an Information Technology Business Analyst position and related All Other costs. The Personal Services and All Other request is **\$21,068 in fiscal year 2021-22 and \$21,064 in fiscal year 2022-23.**

This management-initiated reorganization from Programmer Analyst, range 23 to IT Business Analyst, range 28 was approved by the Bureau of Human Resources on May 9, 2019.

15. Initiative: Provides funding for the approved reorganization of one Office Specialist II position to a Programmer Analyst position and related All Other costs. The Personal Services and All Other request is **\$24,885 in fiscal year 2021-22 and \$25,875 in fiscal year 2022-23.**

This management-initiated reorganization from Office Specialist II, range 19 to Programmer Analyst, range 23 was approved by the Bureau of Human Resources on August 23, 2019.

16. Initiative: Provides funding for the approved reorganization of one Senior Programmer Analyst position to an Agency Application Architect position and related All Other costs. The Personal Services and All Other request is **\$7,809 in fiscal year 2021-22 and \$7,809 in fiscal year 2022-23.**

This management-initiated reorganization from Senior Programmer Analyst, range 27 to an Agency Application Architect, range 29 was approved by the Bureau of Human Resources on August 23, 2019.

17. Initiative: Provides funding for the approved reorganization of one Senior Technical Support Specialist position to an Information Technology Consultant position and related All Other costs. The Personal Services and All Other request is **\$9,992 in fiscal year 2021-22 and \$9,950 in fiscal year 2022-23.**

This management-initiated reorganization from Senior Technical Support Specialist, range 29 to an Information Technology Consultant, range 31 was approved by the Bureau of Human Resources on May 11, 2020.

18. Initiative: Provides funding for the approved reorganization of one Senior Programmer Analyst position to an Agency Application Architect position and related All Other costs. The Personal Services and All Other request is **\$7,821 in fiscal year 2021-22 and \$7,819 in fiscal year 2022-23.**

This management-initiated reorganization from Senior Programmer Analyst, range 27 to an Agency Application Architect, range 29 was approved by the Bureau of Human Resources on March 31, 2020.

19. Initiative: Continues 6 limited-period Customer Representative Associate II - Motor Vehicle positions continued by Financial Order 001067 F1 through June 10, 2023 and provides funding for related All Other costs. The All Other request is **\$451,789 in fiscal year 2021-22 and \$466,800 in fiscal year 2022-23.**

Continues 6 limited-period Customer Representative Associate II - Motor Vehicle positions that are currently limited-period positions ending August 31, 2021, per Financial Order 001067 F1. Branches are the first point of contact with the public for many transactions, and these limited-period positions were created to reduce wait times for the public when obtaining services at BMV branch offices. While the wait times for all branch offices averaged 28 minutes in 2019 (a representative year), the average wait times in more heavily populated areas of the state is between 33 and 40 minutes. Without these positions, wait times will increase significantly, negatively impacting our ability to serve the public efficiently and effectively. We also anticipate increased demands upon the branches when TSA begins to require a REAL ID to board planes on October 1st.

20. Initiative: Provides one-time funding for one backup storage array for the production system. The Capital Expenditure request is **\$91,909 in fiscal year 2022-23.**

The backup storage array will reach end of life on January 31, 2023, along with the maintenance support for this equipment and needs to be replaced. The backup storage array allows for quick and convenient restoration of production data in the event of any failure in the main production storage array.

21. Initiative: Provides one-time funding for 2 database servers and 2 servers to be used with virtual machine technology. The Capital Expenditure request is **\$72,248 in fiscal year 2021-22.**

Two servers will be configured to be used with Virtual Machine (VM) technology which will allow for the consolidation of non-production (test, development and proof-of-concept) servers, reducing

the number of servers needed. Two servers will be configured specifically for Oracle databases which will reduce the number of core-based licenses needed and allow for higher memory amounts. The current Oracle database servers were purchased in 2016 and will reach end of life and require replacement.

22. Initiative: Provides one-time funding for the replacement of 3 tape drives. The Capital Expenditures request is **\$23,076 in fiscal year 2021-22.**

The tape drives will replace older tape drives and standardize the tape library to the new tape formats with a larger capacity to hold data.

23. Initiative: Provides one-time funding for the replacement of 10 scanners. The All Other request is **\$52,907 in fiscal year 2021-22.**

The current scanners will be five years old, are reaching end of life and need to be replaced. These scanners are needed to maintain and keep up with the ever-increasing volume of daily document scanning.

24. Initiative: Provides one-time funding for 130 laptop computers in branch offices statewide. The All Other request is **\$173,403 in fiscal year 2021-22.**

These laptop computers will replace personal computers that are going to be five years old and are scheduled for replacement and can be used for working remotely if needed. Replacement of this computer equipment and associated updated software will keep them in working order, preventing downtime due to equipment failure.

25. Initiative: Provides one-time funding for the replacement of 2 cluster switches for the production storage array. The Capital Expenditure request is **\$35,102 in fiscal year 2022-23.**

The production storage array switches are coming to the end of life and maintenance support, therefore need to be replaced.

There is a language item in **Part I** on page 4 authorizing the State Controller to carry forward any unexpended balances in the Personal Services and All Other line categories in the Department of Secretary of State, Administration - Motor Vehicles program, after all financial commitments for salary, benefits and other obligations and budgetary adjustments have been made, at the end of fiscal year 2020-21 and fiscal year 2021-22 to the All Other line category for the following fiscal year in the Department of Secretary of State, Administration - Motor Vehicles program to be used for the procurement and implementation of hardware and software for computer modernization projects and provide funding for the increase in Statewide Cost Allocation Plan (STA-CAP) obligations.

This concludes my testimony on the items included the Governor's proposed 2022-2023 Biennial budget. I would be happy to answer questions now or at the work session.