



General Assembly

January Session, 2013

**Proposed Bill No. 635**

LCO No. 1850

Referred to Committee on TRANSPORTATION

Introduced by:  
SEN. BOUCHER, 26th Dist.

**AN ACT CONCERNING CUSTOMER SERVICE WAITING TIMES AT  
THE DEPARTMENT OF MOTOR VEHICLES.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

- 1 That the Commissioner of Transportation review the Department of
- 2 Motor Vehicles' customer service waiting times, including waiting
- 3 times at each branch of the Department of Motor Vehicles and waiting
- 4 times on customer service telephone lines, and submit a report of the
- 5 findings of such review, in accordance with the provisions of section
- 6 11-4a of the general statutes, to the joint standing committee of the
- 7 General Assembly having cognizance of matters relating to
- 8 transportation.

**Statement of Purpose:**

To require a report of waiting times at branches of the Department of Motor Vehicles and on the department's customer service phone lines.