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To: tratestimony
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Testimony

Went to Enfield DMV last Tuesday (close to where I work) to transfer my vanity plate to another vehicle and turn in set of plates already on that vehicle after I sold a car. Stood in line with plates and all required paper work for one hour and 15 minutes. Got to the desk where paperwork was reviewed and was told there was an additional wait time of an hour and 15 minutes. Respectfully, I asked why I had to wait when nothing in the registration information had changed and I did not owe any money to the DMV. I was told that that person could not process the request. I told her I would be happy to leave the unneeded plates with her and receive a refund in the mail with the revised registration showing the transfer. I explained I was on my lunch hour from work and could not wait any longer.

How much money does the state want me to lose to comply with their policies? As it is, I will continue to pay property taxes on a vehicle I sold months ago because I need receipt from the DMV to bring to town hall showing I no longer own the car. I can not afford to take time off from work or time away from my family to stand in line to accomplish nothing. Worse, the DMV owes me for a registration on a car I no longer own.

I checked the web site to see if this transaction could be processed on line before I went to DMV. No. At the DMV, I asked if there was a form that I could fill out and leave with DMV to do this by mail. No. If that is the case, there should have been an expedited line at the DMV to process this transaction that is, to me, straightforward. Why on earth would this transaction need to be so complex when DMV already has ALL THE INFORMATION on both vehicles in their system? Why would this take 3 hours and at least 2 DMV employees to accomplish? Why wait in one line for an hour to then wait in another line for an hour? When you get a ticket at the bakery or the deli, you don't have to wait over an hour to get your number. Outrageous.

Then the woman is contemptuous of me when I have the impertinence to ask a simple question. Excuse me for pointing out the obvious flaws in your process and the fact that this system DOES NOT SERVICE THE PEOPLE WHO PAY FOR IT! When DMV closes at 4pm and opens at 745am there is no option but to take time off from work to do these things. Again, outrageous. I can see why people are leaving this state in droves. It would be one thing to pay more money for excellent service. It's another thing to pay good money for poor service. For the 40 years that I have been a licensed driver in CT, poor service at DMV has been a joke. This is just not amusing anymore. I think the time to privatize this disaster is well overdue.