

## Neeley, Nick

---

**From:** Eric Hall <eric@miric.us>  
**Sent:** Sunday, March 13, 2016 12:00 PM  
**To:** tratestimony  
**Cc:** zRepresentative Arthur O'Neill  
**Subject:** House Bill 5041

There is a clear question as to why the DMV is performing at a poor level. Representatives that suggest we privatize the DMV are clearly looking to shift blame for the issues away from poor policies and management. Clearly, DMV has an extremely important role in insuring that vehicles and drivers are properly registered and licensed. We should be looking at the current processes in place at DMV to determine a cost effective method to get the job done better. We should be asking why would an independent contractor want to take on these services, clearly it's a profit motive. To streamline DMV I suggest that a system of preregistration occurs online prior to coming to a DMV office, provide residents with an interactive web site to complete the paperwork, see what's missing and prepare for a visit to a local DMV office. Have that web-site provide an easy lookup for the information, i.e. Bar they would scan upon arrival at DMV and be directed to the appropriate area. This would further assist in the process, giving residents a clear understanding of what they will need. Fees could also be paid in advance thus shortening time spent at the DMV office. Residents would be notified in Town Taxes, liens etc. needed to be dealt with prior to the trip to a DMV office.

Also, why not permit residents to go to their local Eye Doctor for the eye exam. They are licensed professionals who could complete a form waiving that. Another timely step at DMV that could be eliminated thus freeing up the DMV inspectors to help reduce the extremely lengthy waiting list for Road Tests.

Lastly, who knows best the problems residents encounter with DMV. A Citizen panel should be formed to look at these ongoing issues and make suggestions to the Legislature on how best to address them

Eric Hall  
Southbury, CT 06488  
203-405-6576