

Mainiero, Phil

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To: tratestimony
Subject: DMV Testimony- H.B.- 5041

My name is Howard koenig. I am a retired DMV Sgt. I live in Cheshire, Ct. I am strongly opposed to any DMV privatization for 3 reasons.

1. The problem that DMV now has is due to hiring a company that does not understand DMV workings. they sold the State a 24 million dollar system and now the DMV is trying to make it work. If you look into the system 3m forced the DMV to accept things they did not want or could work. The biggest problem is with new vehicle and used vehicle registrations. Prior to the new system, the examiner would create a file and all the supporting documents were taken and entered into the computer at a later date. With the new system, the examiner scans all the documents into the computer while the customer waits for all this to be done. Switching between screens and scanning all the supporting documents takes a lot of time.

2. If you look at DMV history, there have been problems with prior privatization. The first is the current ongoing mess with using a private IT. When DMV first started using AAA, we arrested a AAA employee for stealing senior citizens payments to the DMV for driver licenses. When EnviroTech was doing emission tests, we arrested almost a dozen EnviroTech emission techs for taking bribes and fixing emission and vehicle inspections reports.

3. In 1983 there was almost one thousand DMV employees. Now there is approximately five hundred. You expected the employees to do more with less. To have someone due DMV work, you will have to come up with an added expense to Connecticut residents in the form of service fees.

If you have any questions please contact me as I am willing to help save the DMV where I worked for 35 years. my email is hkoenig@snet.net