

Neeley, Nick

From: Laird, Jacqueline <Jacqueline.Laird@bpthosp.org>
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Subject: House Bill 5041

When my daughter was old enough to take her drivers test we scheduled with the DMV, it took us over four months to get a permit test and then almost 6 months to get a drivers test scheduled. This is not including the 180 days mandatory wait in between tests. There is never an "I'm sorry for the wait" or "how can I help you", all you get is the "next" and then you have to explain. If you treated people like this at any other business you would not have a job, yet it is acceptable and commonplace at the DMV. You show up on time for your appointment, yet you still wait. US questions, and you're told "that's just the way it is". Not all interactions are bad, but sadly the majority are. I believe if the business was privatized and they were held to a standard that private businesses are they would be a change.

Thank You,

Jackie Laird
Orange, CT

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