

## Neeley, Nick

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**From:** Joanne Brazalovich <jeebraz@sbcglobal.net>  
**Sent:** Friday, March 11, 2016 5:50 PM  
**To:** tratestimony  
**Cc:** zRepresentative Tom ODea  
**Subject:** Support House Bill 5041

I am in support of House Bill 5041 to privatize services at the DMV. I have recently visited a DMV office with my son to obtain a new driver road test. It was the most intimidating, frustrating, time wasting experience I have had and to top it off not much improvement since I obtained my license some 38 years ago. The DMV is antiquated and lacks customer service soft skills that private companies like AAA emphasize. One of the things I would like to see privatized is new driver licensing. AAA and other driving schools are responsible for the 8 hour drug and alcohol class, teen driver classroom and driving lessons. I know taking driving lessons is not a requirement but perhaps if you have taken more than 6 hours of lessons and the school signs off on your driving you should be able to get a license and avoid the trip to DMV. The driving school instructor is a much better gauge of driving competencies and evaluating who is able to drive, than 15 minutes with a DMV inspector. Driving instructors are licensed by the state so they would be able to perform the same state testing requirements as the DMV and do it in a more natural less intimidating environment. Please consider new driver licensing at AAA and other sanctioned driving schools. Thank you.

Joanne Brazalovich  
East Granby, CT



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