

## Mainiero, Phil

---

**From:** Maria Cerino <alcerino@snet.net>  
**Sent:** Monday, March 14, 2016 6:45 PM  
**To:** tratestimony  
**Subject:** HB 5041

Dear Honorable Legislators:

Please consider taking action to make the CT DMV operate more efficiently.

Have you, personally, visited a DMV site or even the webpages over the last 18 months ? The upgrade project was a failure in many ways. The AAA offers a great option to handle many of the functions currently processed only at DMV - please consider adding to their scope and allowing more transactions at AAA or similar contractors. Our government contracts out many sensitive functions already, and many other states already allow expanded MV services to be performed outside of the state government. Please consider whatever actions are necessary to offer some level of customer service for our citizens who must register cars, take drivers license exams, etc etc.

The way the state managed the last system upgrade was horrendous, our citizens pay very high taxes and we deserve better service. Many staff at DMV are lacking in basic customer service skills as well, which points to a problem with with entire department and work environment/attitude. The department needs to be held accountable for their service level and clearly needs other/outside expertise.

Thank you for your consideration.

Maria Cerino