

Mainiero, Phil

From: Marianne M. Veth <mmv@cvm.com>
Sent: Monday, March 14, 2016 4:26 PM
To: tratestimony
Subject: Please privatize DMV Services

Please privatize Department of Motor Vehicle services. I have been a Connecticut resident for 29 years. My husband owns an IT Services firm and we have raised all six of our children in Madison. We have 8 vehicles so I am very familiar with the DMV; the OLD Saybrook branch in particular. I have never seen any organization run so inefficiently. Wait times are consistently 2-6 hours depending on how busy they are on a particular day, often with lines out the door. The people who work behind the counters have absolutely no sense of urgency. They don't seem to care. I have often thought if I could get on the other side of the counter I could do the job faster even with no training. It's not difficult, and there is no reason why transactions take the amount of time they do. The number system they have giving priority to certain transactions over others, dealership priorities etc. is wrong. There are always people in the back offices – management? I have gone back sometimes to ask with all of the people waiting for service why they don't have all hands on deck – they don't care any more than the people working at a snail's pace behind the counters. It has never improved in the 29 years we've been here. Consistently awful service. There is no accountability and it's a monopoly. People with that kind of work ethic would be fired immediately in a private company and it continues year after year after year. The new software that was implemented in August pushed the whole mess over the edge. We waited 7 hours to register a car and we arrived at the DMV 15 minutes before it opened. That's unacceptable. I wrote a letter to Jodi Rell a few years back after waiting there for hours with several small children asking her to visit the DMV branch to see the inefficiency first hand. I told her it didn't matter what day of the week or what time of day, I was confident it would be a ridiculous wait and she would see a whole lot of people standing around behind the counter with all of the waiting chairs full. Sometimes it takes 15-30 minutes just to have one number called. You can ask any Connecticut resident big or small about their experience with DMV and you'll hear the same thing. Everyone hates going and knows they are going to be there for hours. Thank you for addressing this serious ongoing issue. Looking forward to positive change!

We love living in Connecticut and very much appreciate the opportunity to be heard!