

Neeley, Nick

From: Maryann Hudson <MHudson@carbiderelatedtech.com>
Sent: Monday, March 14, 2016 12:06 PM
To: tratestimony
Subject: DMV Testimony

After waiting in line at the Hamden DMV for 1 hour and 40 minutes, my destination was in sight and I was 5 people away from getting to the magic window where I could get a number and get to wait for longer time to get my business taken care of (return a plate and no, the directions for that option were very unclear online so I didn't want to take a chance)

When I was 5 people from the desk, the line behind me was still out the door. At that time, a DMV employee came out and said who is here for returned plates (X number of hands go up), OK he said, "you all go to this line", who is here for registration, again hands fly up "ok, you are all in this line". In no time at all we were all in our respective lines to wait for the second time. My question is why is that gentleman, or a counterpart, not standing at the door making these calls? If someone directs us at the door, our wait wouldn't be 3 hours but perhaps only 1 hour... I don't think you need to contract out services, I think you need to hold people's feet to the fire and run the da%n place like a business and expect people to work using common sense. Also, my husband just went to AAA to renew a license. The wait was still about 40 minutes because, DMV only gives them ONE camera... Really? Can't even go there..

You are reinventing the wheel here. Stop thinking like a bureaucracy who has ever deep pockets in the form of taxpayers wallets and start thinking like a business that NEEDS to make money to stay alive.

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