

## Mainiero, Phil

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**From:** Pat <pklonoski@comcast.net>  
**Sent:** Tuesday, March 15, 2016 4:29 PM  
**To:** tratestimony  
**Cc:** zRepresentative Sam Belsito  
**Subject:** House Bill 5041

This morning I spent 40 minutes on hold during a call to the DMV. It is 4 weeks until fishing season starts and the registration renewals for boats have not been sent out. In previous years, we always received this paperwork in early February. Registrations expire on April 30, 2016. The DMV is not allowing the time needed by law abiding citizens to return the proper payment and get their yearly stickers. The people answering the phone are rude, on the defense and do not seem to know the laws. Why is the DMV closed on Mondays?? Perhaps they should work everyday of the week if they cannot handle the work load. If a person in the private sector worked with the same rudeness or incompetence as most of the State Employees, they would be fired and replaced with some one that can do the job. It seems that compensation is expected for lackluster performance. What kind of stress could the DMV employees possibly have that is not caused by their poor attitude and work ethics. Close the DMV, spread out the responsibility to the Departments of Transportation and private agencies and local government. Just think of the money that will be saved and the stress that will be relieved for the private citizens.