

Mainiero, Phil

From: Susan Grudzien <nasus928@aol.com>
Sent: Tuesday, March 15, 2016 9:24 AM
To: tratestimony
Cc: zRepresentative Eric Berthel
Subject: DMV Testimony

I am writing in support of House Bill 5041 to privatize the CT DMV.

I have used the AAA Waterbury office to renew my license as well as passport photo. There was no waiting in line and the employees are pleasant and efficient. I highly support the idea of expanding their DMV services and the possibility of offering the same services at other private businesses.

My past experiences at Waterbury DMV office have been a nightmare. The worst was waiting for 2 1/2 hours with my 85 year old mother to simply remove my deceased father's name off her automobile's title and add my name.

I am also one of the thousands of CT residents who received (in error) a threatening letter from DMV Compliance Dept. this past November stating my registration would be cancelled if I did not pay a sizable fine. It stated that my insurance had lapsed. I had never lapsed coverage but only switched insurance carriers in August. I ended up calling the State of CT Insurance and they gave me the contact at my new insurance carrier, I called them and was appalled to hear CT DMV did not accept electronic notification of certification of insurance, this info had to be mailed! They re-mailed it and, after 4 weeks, I got a letter from DMV that the compliance issue had been resolved.

Please pass House Bill 5041, as this will give CT residents a choice to receive better service, and, at the same time, relieve the volume of waiting customers at current state DMV locations to hopefully enable the new commissioner & staff to straighten out it's operation. I thank Eric Berthel for promoting this change and urge you to vote in favor of this legislation.

Respectfully submitted,

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Sent from my iPad