Neeley, Nick

From: Carla Hamel <hamel@watertownct.org>
Sent: Thursday, February 11, 2016 10:55 AM
To: tratestimony
Cc: 'Donlin, William L.'
Subject: CORRECTION HB# 5055

Follow Up Flag: Follow up
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LETTER REFERS TO HB 5055. THANK YOU

Carla M. Hamel, CCMC
Tax Collector Town of Watertown

860.945.5232 phone 860.945.4741 fax

From: Carla Hamel [mailto:hamel@watertownct.org]
Sent: Thursday, February 11, 2016 10:46 AM
To: 'tratestimony@cga.ct.gov'
Cc: 'Donlin, William L.'
Subject: Bill #5150

Dear Committee:

Please reconsider this bill proposal. I don't think this is the answer to reducing the long lines at the DMV.

What this bill will do is far worse than what the Governor thinks it may do. I have been collecting taxes for 25 years and I can tell you that I get taxpayers here on a daily basis to pay their delinquent taxes BECAUSE THEY NEED TO GO REGISTER. If you pass this bill, I'm afraid these people will no longer feel obligated to pay. This system has worked for many, many years and people are used to this "policy". The DMV has invested a great deal of money and time in their new software, as did the Towns, to accommodate these changes which has greatly improved how services are provided. Releasing delinquent taxpayers is easier than ever and we are reminding these people that renewing can now be done online.

I think the answer to the long lines at DMV is to better advertise these improved services. Renewing online is incredibly easy. Let's start with that and letting AAA offer registration services as well. I think we will start to see results. Realistically, these new improvements take time and we all to need to exercise more patience in a world where people want things instantly. I am willing to speak with any committee members in greater detail if you have any questions. Thank you for your time.

Carla M. Hamel, CCMC
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