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Senator Joel Ford DMV Statement

Monica Fuller (Sen. Joel Ford) [Forddla@ncleg.net]

Sent: Thursday, August 09, 2018 3:53 PM

To: Steve Johnston

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STATEMENT ON DMV CONCERNS

During these last few months, many have **expressed concerns** regarding longer wait times at the **DMV**. Unfortunately, the summer months are traditionally the busier times due to students getting permits and licenses, challenging technology, and **REAL ID request**. To address your concerns, the DMVs across the state have asked staff to walk the lines to ensure patrons **have the proper documentation** to avoid lost time. Staff will also be asked to see if patrons in line are able to conduct their affairs **online** through the DMV website. Low staffing for the DMV is also being addressed by Human Resources. There are over 80 temporary and permanent positions that **need to be filled** and the DMV is taking the necessary steps to fill those positions. As a **recommendation**, I urge you to visit the DMV website (www.ncdot.gov/dmv) **FIRST** to see if your business with the DMV can be addressed **prior** to visiting a location. Also, if feasible, **schedule an appointment** in a nearby location. It cannot be stressed enough that it is vital that you **maintain proper documentation** prior to coming to any DMV location to alleviate the stress of long wait times. If any further **assistance is needed**, contact your local DMV or you may contact our office.

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Thank you for continuing to voice your issues, thoughts, and concerns through your many e-mails, phone calls, and office visits. Please feel free to contact me or my office at any time. Please kindly forward this newsletter to your family and friends so they can stay in the loop as to what is going on in Raleigh and our District. If interested, they may send us their contact information so we can add them to our newsletter!

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