

Customer Survey of DMV Online Appointment System and Cheshire Test Center



1. How satisfied are you with how long you spent at the DMV Test Center?

		Response Percent	Response Count
Very Satisfied		97.3%	2,216
Somewhat Satisfied		1.6%	36
Neutral		0.3%	7
Somewhat dissatisfied		0.3%	6
Very dissatisfied		0.5%	12
		answered question	2,277
		skipped question	0

2. How did you find out about DMV's online appointment system for the learner's permit knowledge test?

		Response Percent	Response Count
Newspaper/Magazine		5.9%	92
Television		4.0%	62
Radio		1.9%	30
Friend/colleague		23.3%	360
DMV website		46.0%	712
Online search		11.1%	171
School or driving school class		9.4%	145
Other		5.5%	85
	Other (please specify)		79
answered question			1,547

3. Who decided on using the online appointment system and Cheshire Test Center?

		Response Percent	Response Count
A parent		59.2%	926
A teen driver		11.8%	185
Both		30.7%	480
answered question			1,564

4. How do you feel about customer service at the DMV Test Center?

		Response Percent	Response Count
Very Satisfied		97.5%	2,220
Somewhat Satisfied		1.7%	39
Neutral		0.1%	3
Somewhat dissatisfied		0.2%	5
Very dissatisfied		0.4%	10
answered question			2,277
skipped question			0

5. Will you recommend the DMV Test Center to others?

		Response Percent	Response Count
Yes		99.3%	2,262
No		0.7%	15
answered question			2,277
skipped question			0

6. How easily did you find the DMV Test Center?

		Response Percent	Response Count
Very easy to locate		93.3%	2,125
Somewhat easy to locate		4.6%	104
Neutral		0.9%	21
Somewhat difficult to locate		0.5%	12
Very difficult to locate		0.7%	15
		answered question	2,277
		skipped question	0

7. Please rate your overall satisfaction with using the DMV Test Center.

		Response Percent	Response Count
Very Satisfied		97.2%	2,214
Somewhat Satisfied		1.8%	42
Neutral		0.2%	4
Somewhat dissatisfied		0.3%	6
Very dissatisfied		0.5%	11
		answered question	2,277
		skipped question	0

How did you find out about DMV's online appointment system for the learner's permit knowledge test?

1	heard from Commissioner Currey during a conference	Aug 15, 2012 11:42 AM
2	AAA	Aug 15, 2012 11:11 AM
3	AAA	Aug 10, 2012 12:54 PM
4	dmv information teller	Aug 10, 2012 11:49 AM
5	Lyman Hall High School	Aug 10, 2012 10:05 AM
6	relatives	Aug 10, 2012 8:59 AM
7	I went to the Old Saybrook DMV to ask about testing location options.	Aug 10, 2012 8:37 AM
8	passing by	Aug 9, 2012 9:15 AM
9	high school sent out an email	Aug 8, 2012 4:54 PM
10	My son was aware of the online material	Aug 8, 2012 2:41 PM
11	AAA driver education class	Aug 8, 2012 1:17 PM
12	third child	Aug 8, 2012 11:42 AM
13	friend used	Aug 8, 2012 8:24 AM
14	Wife saw something on TV	Aug 4, 2012 11:32 AM
15	Patch website	Aug 4, 2012 9:29 AM
16	Live in Cheshire, saw site, then heard on news	Aug 4, 2012 7:30 AM
17	flyer at public library	Aug 3, 2012 9:03 AM
18	saw it driving by	Aug 3, 2012 7:00 AM
19	friend	Aug 3, 2012 6:43 AM
20	other parents	Aug 2, 2012 10:29 AM
21	friend	Aug 1, 2012 4:13 PM
22	my daughter found it out somehow	Aug 1, 2012 3:14 PM
23	AAA	Aug 1, 2012 2:12 PM
24	all star	Aug 1, 2012 1:31 PM
25	daughter found it	Aug 1, 2012 1:10 PM
26	friends	Aug 1, 2012 10:45 AM
27	through teens friends	Aug 1, 2012 10:11 AM

How did you find out about DMV's online appointment system for the learner's permit knowledge test?

28	daughter	Jul 28, 2012 8:25 AM
29	dmv newbritten	Jul 28, 2012 8:19 AM
30	drove by on way to work	Jul 27, 2012 2:20 PM
31	Hamden DMV	Jul 27, 2012 12:25 PM
32	My daughter was at drivers ed and a fellow student told her.	Jul 27, 2012 11:43 AM
33	driving by the facility	Jul 27, 2012 11:37 AM
34	dmv in old saybrook told us	Jul 27, 2012 9:32 AM
35	my son looked it up online	Jul 27, 2012 6:57 AM
36	friends	Jul 26, 2012 10:55 AM
37	someone in line at the DMV	Jul 26, 2012 9:47 AM
38	live in town	Jul 26, 2012 9:03 AM
39	After finding it online, I heard it on the news	Jul 26, 2012 8:31 AM
40	family member	Jul 25, 2012 2:44 PM
41	DMV Office	Jul 25, 2012 2:13 PM
42	cheshire resident -- saw it driving by	Jul 25, 2012 2:00 PM
43	Friend	Jul 25, 2012 10:33 AM
44	friend	Jul 25, 2012 9:45 AM
45	daughter	Jul 21, 2012 8:09 AM
46	Drove by it	Jul 20, 2012 1:38 PM
47	My daughter told me	Jul 20, 2012 1:09 PM
48	friend	Jul 20, 2012 11:24 AM
49	AAA	Jul 20, 2012 10:03 AM
50	Patch	Jul 19, 2012 5:05 PM
51	Chehsire High School	Jul 19, 2012 1:45 PM
52	friend	Jul 19, 2012 8:34 AM
53	New Canaan Patch	Jul 18, 2012 10:03 AM
54	freind	Jul 18, 2012 8:32 AM

How did you find out about DMV's online appointment system for the learner's permit knowledge test?

55	fROM MY CHILD	Jul 14, 2012 12:03 PM
56	saw the sign	Jul 14, 2012 6:52 AM
57	friend	Jul 13, 2012 8:42 AM
58	my daughter	Jul 12, 2012 3:18 PM
59	facebook posting	Jul 12, 2012 3:15 PM
60	friend	Jul 12, 2012 2:43 PM
61	My dauhter told me about it.	Jul 11, 2012 4:40 PM
62	friend	Jul 11, 2012 1:24 PM
63	aaa	Jul 11, 2012 10:34 AM
64	drive by	Jul 11, 2012 8:34 AM
65	friend	Jul 7, 2012 12:23 PM
66	wife	Jul 7, 2012 9:11 AM
67	My child told me	Jul 7, 2012 8:04 AM
68	waterbury dmv	Jul 7, 2012 6:34 AM
69	Daughter, neighbor DMV employee	Jul 6, 2012 1:58 PM
70	friend	Jul 6, 2012 8:35 AM
71	husband told me	Jul 5, 2012 2:30 PM
72	through his high school Sheehan HS	Jul 5, 2012 10:39 AM
73	Spouse	Jun 30, 2012 6:57 AM
74	son	Jun 30, 2012 6:27 AM
75	from the Cheshire High school email	Jun 29, 2012 12:32 PM
76	school website	Jun 29, 2012 9:26 AM
77	my daughter	Jun 28, 2012 3:42 PM
78	my son	Jun 28, 2012 1:06 PM
79	I don't know...my wi.fe figured it out	Jun 28, 2012 11:17 AM

Q8. How would you improve the DMV Testing Center?

1	more specificity on "dated material". I would recommend instructions that you open your mail at home and look for a date before bringing to the testing center, however staff was accomodating and allowed insurance agent to fax in the documents. VERY SATISFYING EXPERIENCE!!	Aug 15, 2012 11:42 AM
2	Don't require SS card if a passport if presented. The SS# is already required on a passport.	Aug 15, 2012 11:11 AM
3	No improvement needed...this was an amazing experience! So much more efficient than DMV in Wethersfield!	Aug 15, 2012 11:04 AM
4	Nothing to improve	Aug 15, 2012 11:03 AM
5	Enforce the rules of cell phone use in waiting room.	Aug 15, 2012 11:01 AM
6	At this moment based on our expeience, I would change anything.	Aug 15, 2012 10:10 AM
7	it works just the way it is	Aug 15, 2012 10:08 AM
8	I'd recommend a phone number here for questions not found online.	Aug 15, 2012 9:49 AM
9	allow for the driving test also	Aug 15, 2012 9:41 AM
10	Cloning the staff and having them populate the other DMV branches.	Aug 15, 2012 9:28 AM
11	This was awesome. We waited 4 1/2 hours at the waterbury DMV for my sons 1st permitt test which he did not pass. this was so much better!!!!	Aug 15, 2012 9:18 AM
12	Making sure the student nows that they can't skip questions and go back later.	Aug 15, 2012 9:09 AM
13	This was a great experiece! My son took his test initially in February in Willimantic amd it was an awful experience on so many levels. My suggestion would be to doing what what you are doing here, add one more sight so that there are two sites across the state and add the ability to have the kids return to take their drivere's test out of this office.	Aug 15, 2012 9:07 AM
14	thank you for making this easy on a person taking a test like this for their first time...	Aug 15, 2012 9:06 AM
15	I felt that this was a wonderful experience. There isn't anything I would change.	Aug 15, 2012 8:43 AM
16	More testing areas would be nice.	Aug 15, 2012 8:32 AM
17	Have another one closer to the North of CT	Aug 15, 2012 8:24 AM
18	More Services	Aug 11, 2012 12:32 PM
19	No improvement needed, Everyone was very nice, knowledgable & friendly.	Aug 11, 2012 11:18 AM
20	allow other services like license renewal???	Aug 11, 2012 9:43 AM
21	I think you have put together a great resource.	Aug 11, 2012 9:33 AM
22	n/a	Aug 11, 2012 9:22 AM

Q8. How would you improve the DMV Testing Center?

23	everything WAS GREQAT NO IMPROVEMENTS NEEDED	Aug 11, 2012 9:02 AM
24	Wish all locations were as efficient as this one	Aug 11, 2012 8:44 AM
25	It is about time the DMV had something like this. This was long over due.	Aug 11, 2012 8:39 AM
26	I would not change a thing. Everyone is very polite and helpful..this is a great service for young new drivers. thank you!	Aug 11, 2012 8:32 AM
27	Not much needed for improvement...maybe serving breakfast!!! The entire sight, personel and process was unbelievable pleasant and efficient. This testing sight was a brilliant decision. It proves past stereotypes of the DMV are no longer accurate. Thanks	Aug 11, 2012 8:18 AM
28	honestly, it is excellent as it is! staff is extremely friendly and helpful! a model to how the rest of the DMV should operate! Congratulations!	Aug 11, 2012 8:05 AM
29	Very Friendly, Great experience, I recommend to all .	Aug 11, 2012 7:30 AM
30	NO NEED! IT WAS GREAT!	Aug 11, 2012 7:28 AM
31	I WOULDN'T..	Aug 11, 2012 7:04 AM
32	Does not need improvment. The best DMV experience I have ever had.	Aug 11, 2012 6:41 AM
33	No improvement necessary. What an efficient state service with friendly, welcoming staff!	Aug 11, 2012 6:41 AM
34	hink it was well done and the staff was very happy and friendly.	Aug 11, 2012 6:32 AM
35	Nothing at all. Staff very. pleasant and process was quick and easy	Aug 11, 2012 6:32 AM
36	would not improve a thing	Aug 11, 2012 6:27 AM
37	This is great, would not change anything.	Aug 11, 2012 6:27 AM
38	Document requirements could be simplified. it seemed everyone at the center had that issue. also, cannot print from an ipad so no confirmation. might want to fix that.	Aug 10, 2012 1:28 PM
39	Open bar for the parents :). Very well run program....no suggestions for improvement.	Aug 10, 2012 1:26 PM
40	do test here	Aug 10, 2012 1:02 PM
41	More locations. Hartford,New Haven,Bridgeport	Aug 10, 2012 12:54 PM
42	I wouldn't..thank you very much!!! all so helpful!!!!	Aug 10, 2012 12:49 PM
43	no recommendations	Aug 10, 2012 12:10 PM
44	this is much better, no improvement needed,a pleasure rather than a hassle.	Aug 10, 2012 11:49 AM
45	Nothing noted. Our experience at this location was very pleasurable. I will	Aug 10, 2012 11:21 AM

Q8. How would you improve the DMV Testing Center?

definitely recommend this location to others.

46	At this moment everything was excellent	Aug 10, 2012 10:05 AM
47	Nothing needs improvement in my opinion. Everything was run very smoothly and timely. The staff was very friendly. Thank you!!!!	Aug 10, 2012 9:35 AM
48	nothing at all. Everyone is so friendly. We like this DMV Testing Center and will let all her friends know	Aug 10, 2012 9:16 AM
49	Make it available at other DMV offices. But otherwise, it was a good experience! Excellent customer service from everyone we encountered.	Aug 10, 2012 9:00 AM
50	This is an excellent option for testing. Ryan is our fourth child and this by far was the best experience we have had to date and the best use of time!	Aug 10, 2012 8:37 AM
51	This was a great experience. I will recommend it others. Thank you.	Aug 10, 2012 8:20 AM
52	This was a wonderful experience! Much improved from the experience at Old Saybrook with my older son!	Aug 10, 2012 7:35 AM
53	Very friendly staff. Very smooth process. Wouldn't change anything.	Aug 10, 2012 7:34 AM
54	More testing centers would be wonderful	Aug 10, 2012 7:29 AM
55	Can't think of a thing -- compared to the hub centers, this was a dream!	Aug 10, 2012 7:22 AM
56	It's perfect	Aug 10, 2012 7:10 AM
57	There's no need to improve. The service was excellent. Everyone was very courteous and helpful.	Aug 10, 2012 7:02 AM
58	Friendly and courteous staff. Quick and efficient process.	Aug 10, 2012 6:35 AM
59	Keep up the good work	Aug 10, 2012 6:27 AM
60	All was great. Perhaps bring the kids who failed to another location to tell them to be more discreet. BUT service was great!	Aug 9, 2012 5:05 PM
61	closer to Ridgefield CT, an hour drive, ugh, but incredible service and smooth running system once here! kudos!	Aug 9, 2012 4:54 PM
62	Make the other DMV offices work this way	Aug 9, 2012 4:50 PM
63	Very pleased with my visit, Keep up the good work!	Aug 9, 2012 4:50 PM
64	everything was awesome! No complaints	Aug 9, 2012 4:46 PM
65	This was such a satisfying and wonderful experience. Everyone at this site was WARM, friendly and helpful. You are giving DMV a new personality!	Aug 9, 2012 4:33 PM
66	Nothing. Everything was perfect!	Aug 9, 2012 4:00 PM
67	No improvements to suggest - this was extremely convenient and easy!	Aug 9, 2012 3:44 PM

Q8. How would you improve the DMV Testing Center?

68	N/A	Aug 9, 2012 3:16 PM
69	Not at all. We had a wonderful experience!!!!	Aug 9, 2012 2:11 PM
70	would not improve anything...it is perfect	Aug 9, 2012 1:50 PM
71	This was an awesome experience. Efficient, quick and every staff member so welcoming and friendly. I will definitely recommend this to every parent of a teen driver that I know. Wow!	Aug 9, 2012 11:35 AM
72	These employees work for the taxpayer: the taxpayer is the customer. Have a policy that shows the customer respect and consideration. Their job should be to help the customer accomplish their task instead of looking for ways and excuses to not help the customer. I believe the employees in this office feel better, and more powerful if they keep the customer from accomplishing their task.	Aug 9, 2012 11:26 AM
73	not improve anything, this place is awesome!!!	Aug 9, 2012 11:12 AM
74	no improvement needed. this was delightful!!	Aug 9, 2012 11:10 AM
75	would not change	Aug 9, 2012 11:04 AM
76	move it to my hometown	Aug 9, 2012 11:01 AM
77	It was great and thank you.	Aug 9, 2012 10:10 AM
78	All employees very helpful and pleasant. System is very organized. Thank you!	Aug 9, 2012 10:06 AM
79	A little more sound proofing for test takers. Maybe just a closed door	Aug 9, 2012 9:46 AM
80	not a thing!	Aug 9, 2012 9:35 AM
81	Really this was so perfect, I can't think of anything!	Aug 9, 2012 9:27 AM
82	very well run. I have no ideas for improvement	Aug 9, 2012 9:17 AM
83	allow renewal of licenses as well.	Aug 9, 2012 9:15 AM
84	nothing to chan	Aug 9, 2012 9:03 AM
85	Just want to say thank you	Aug 9, 2012 8:41 AM
86	great experience...will highly recommend it to friends and family	Aug 9, 2012 8:38 AM
87	Very helpful staff and good customer service	Aug 9, 2012 8:20 AM
88	great flow	Aug 8, 2012 4:31 PM
89	Too many forms of ID and forms	Aug 8, 2012 4:23 PM
90	Notification on how long the testing will take would ease my anxiety. Otherwise, the people are a delight. Thank you.	Aug 8, 2012 4:01 PM
91	clearer directions on what paperwork is acceptable for identification.	Aug 8, 2012 3:51 PM

Q8. How would you improve the DMV Testing Center?

92	not possible	Aug 8, 2012 3:30 PM
93	Finally, what took so long... When will you do this for other vehicle dealing ie. registration???	Aug 8, 2012 3:25 PM
94	Very impressed with the organized system here! Everything runs smoothly!	Aug 8, 2012 2:42 PM
95	I would not suggest any improvements. All staff were courteous, and most helpful.	Aug 8, 2012 2:41 PM
96	food and drinks	Aug 8, 2012 2:22 PM
97	Have one in another area of the state.	Aug 8, 2012 2:07 PM
98	is perfect.	Aug 8, 2012 1:38 PM
99	Second child to be licensed, WOW what a different experience!!!! Thank you so much!!!	Aug 8, 2012 1:36 PM
100	Hve more of them in the state	Aug 8, 2012 1:17 PM
101	past experiences with dmv nothing but negative but this one staff very professional and courteous thats more important than a new building ;)	Aug 8, 2012 12:53 PM
102	great expierence	Aug 8, 2012 12:02 PM
103	No improvements needed. it was a very pleasureable experience. the staff was very friendly :)	Aug 8, 2012 11:50 AM
104	no need to	Aug 8, 2012 11:49 AM
105	it should state parent mail is okay	Aug 8, 2012 11:42 AM
106	serve coffee (kidding, kind of)	Aug 8, 2012 11:34 AM
107	I think it is awesome just the way it is!!! 5*s	Aug 8, 2012 11:16 AM
108	more art, less fright on the walls	Aug 8, 2012 11:10 AM
109	making it available for driving test also. much easier than regular dmv	Aug 8, 2012 10:58 AM
110	Nothing at this time. The staff were very helpful and friendly. This could give the DMV a more favorable opinion, which I have now.	Aug 8, 2012 10:00 AM
111	NO SUGGESTIONS	Aug 8, 2012 9:53 AM
112	IT WAS THE MOST PLEASANT EXPERIENCE I HAVE EVER HAD AT THE DMV AND I WILL RECOMMEND IT TO OTHERS.	Aug 8, 2012 9:38 AM
113	MIRROR BEFORE PICTURE	Aug 8, 2012 9:28 AM
114	Very impressed with the orou!ganization,professionalism, and courtesy of the staff.Made a stressful time very easy.Thank y	Aug 8, 2012 9:24 AM

Q8. How would you improve the DMV Testing Center?

115	everything is run great - very efficient, quick and improvements at this time	employees very helpful. No	Aug 8, 2012 9:17 AM
116	THIS IS A GREAT IMPROVEMENT TO OTHER DMV OFFICES SO GLAD YOU HAVE PROVIDED THIS WONDERFUL SERVICE!		Aug 8, 2012 9:00 AM
117	build more and tell other dmv offices to smile as well!!!!		Aug 8, 2012 8:21 AM
118	nothing, everything was just fine.		Aug 4, 2012 12:14 PM
119	Offer more services		Aug 4, 2012 11:32 AM
120	Add more info to the video in the waiting area		Aug 4, 2012 10:03 AM
121	works very well now		Aug 4, 2012 9:56 AM
122	Make the sign out front more noticable, I passed it, neither of us saw it and we were looking. Everyone here was great! Very nice people, very helpful, very quick. This is the best DMV I've ever been to. :-)		Aug 4, 2012 9:46 AM
123	All good		Aug 4, 2012 9:26 AM
124	no recomendations		Aug 4, 2012 9:12 AM
125	this is best thing you could do. 30 min compared to 3+ hours in the past. thanks!		Aug 4, 2012 8:56 AM
126	none needed, excellent all around		Aug 4, 2012 8:54 AM
127	this was a totally civiliza experience ! Loved it!		Aug 4, 2012 7:51 AM
128	Everyone was very friendly; the system was organized. It was very atypical for DMV and I wouldn't change a thing!		Aug 4, 2012 7:41 AM
129	N/A		Aug 4, 2012 7:30 AM
130	Everything was perfect. Best experience I have ever had at a DMV.		Aug 4, 2012 7:24 AM
131	This was the best experience I could have ever imagined!		Aug 4, 2012 7:17 AM
132	compared to the other sites, there is no improvement needed. Only problem is the people are too nice !!! All facilities should be like this.		Aug 4, 2012 7:10 AM
133	store resident information in case of re testing		Aug 4, 2012 7:09 AM
134	Best DMV experience in 25+ years of Connecticut DMV service. Outstanding job!		Aug 4, 2012 7:05 AM
135	Have Coffee Available		Aug 4, 2012 7:01 AM
136	Keep doing what you are currently doing. Process was extremely efficient, employees were very courteous and helpful. Much different than other DMV experiences. Thank you!		Aug 4, 2012 6:47 AM
137	nohting at all.		Aug 4, 2012 6:32 AM

Q8. How would you improve the DMV Testing Center?

138	None needed. Great Job!	Aug 4, 2012 6:31 AM
139	This place is awesome and the staff was extremely helpful. I've had a much different experience today than when my son's sister got her permit last year in another DMV office. Thanks!!!	Aug 4, 2012 6:20 AM
140	best idea DMV has ever had	Aug 4, 2012 6:18 AM
141	The center and those running it are great. The test itself should be less general and geared to only teens if its a teen taking the test.	Aug 3, 2012 2:26 PM
142	n/a	Aug 3, 2012 2:03 PM
143	Let teenstake their drivers license test here.	Aug 3, 2012 1:23 PM
144	fabulous - nothing to improve!	Aug 3, 2012 1:11 PM
145	increase services	Aug 3, 2012 1:03 PM
146	The staff here were quite pleasant and very effecient. There is nothing that needs improvement.	Aug 3, 2012 12:38 PM
147	After the students take and pass for the permit. I would take them to the parent waiting room where you have that loop up on the screen with facts about teen driving. I would make them watch that. It was very effective. I am bringing my daughter in to do just this. Thanks.	Aug 3, 2012 12:37 PM
148	This was a great experiance. No suggestions. Thank you!	Aug 3, 2012 12:13 PM
149	let teens take the driving test at this location	Aug 3, 2012 11:46 AM
150	Add the driving portion of the test to the center	Aug 3, 2012 11:28 AM
151	I really don't think there is any way. It is a nice relax environment for both nervous parents and teen testers.	Aug 3, 2012 11:20 AM
152	Just have one closer to where we live. southeastern ct or new london	Aug 3, 2012 11:00 AM
153	get in the phone system or online hard to reseach	Aug 3, 2012 10:36 AM
154	No improvement needed. It is very efficient and well-organized. Thank you.	Aug 3, 2012 9:42 AM
155	excellent experience	Aug 3, 2012 9:28 AM
156	Continue as is, personnel are friendly and helpful. My concern is that facility could become over-subscribed.	Aug 3, 2012 9:06 AM
157	reduce the fee	Aug 3, 2012 9:03 AM
158	Nothing. Best DMV experiance ever. You should open centers for specific DMV tasks.	Aug 3, 2012 8:48 AM
159	It is perfect!	Aug 3, 2012 8:42 AM

Q8. How would you improve the DMV Testing Center?

160	It would be great to have these located in other parts of the state so it is a little closer to our home.	Aug 3, 2012 8:36 AM
161	There was some confusion about the \$40 & the \$19 after my son failed the first time. We ended up paying both fees a second time. There was little information about this although at one point after the first test we had been given a PIN, there was no information about how to use this PIN.	Aug 3, 2012 8:32 AM
162	no improvements needed	Aug 3, 2012 8:04 AM
163	easier access to study materials	Aug 3, 2012 8:00 AM
164	you have it all set.....Couldnt be better!	Aug 3, 2012 6:44 AM
165	It works perfectly,and I recommend all DMV centers use the same approach.	Aug 3, 2012 6:36 AM
166	I was very satisfied. Just wish the DMV in Wethersfield was as easy and fast as this.	Aug 3, 2012 6:36 AM
167	keep up the good work	Aug 3, 2012 6:33 AM
168	All good	Aug 3, 2012 6:27 AM
169	Thank you for such a pleasant experience and facility. Very friendly staff and nice and clean bldg. Very efficient as well.	Aug 3, 2012 6:23 AM
170	my only reservation was the distance, it took us 40 minutes to get here and probably \$20 in gas! Could you have more than one location like this? but otherwise, GREAT!	Aug 3, 2012 6:22 AM
171	Not a thing, customer service is outstanding all employees so welcoming and efficient. Will be sure to tell others!	Aug 3, 2012 6:21 AM
172	none	Aug 2, 2012 5:05 PM
173	nothing....great staff	Aug 2, 2012 4:33 PM
174	no improvement needed	Aug 2, 2012 3:36 PM
175	It was fine as is, but maybe some water for parents in the waiting room.	Aug 2, 2012 3:28 PM
176	open another one in New Haven :) Great service, being able to have an appointment dramatically reduces time spent in line.	Aug 2, 2012 2:51 PM
177	I think everything was perfect as is	Aug 2, 2012 2:35 PM
178	NA	Aug 2, 2012 1:59 PM
179	nothing needs improving! very clean, organized and wonderful employees!! Keep up the good work	Aug 2, 2012 1:44 PM
180	you are all awesome and staff is extremely kind and friendly	Aug 2, 2012 1:02 PM
181	No improvements necessary	Aug 2, 2012 12:00 PM

Q8. How would you improve the DMV Testing Center?

182	Have the road test here as well!	Aug 2, 2012 11:48 AM
183	This experience was fantastic. We have spent several frustrating hours the DMV in Waterbury on a prior trip and this was so a very welcome change. Offering the full driving test here would be a great enhancement. Perhaps the procedures here could be implemented at the main DMV?	Aug 2, 2012 11:41 AM
184	It was perfect!	Aug 2, 2012 11:40 AM
185	you	Aug 2, 2012 11:30 AM
186	I am not sure. It seemed very organized and all of the employess were very friendly and helpful.	Aug 2, 2012 11:29 AM
187	Not sure? It was a positive experience.	Aug 2, 2012 11:25 AM
188	very happy with the whole process. website is very informative. thanks :)	Aug 2, 2012 10:39 AM
189	Can't think of any improvements to make at this time.	Aug 2, 2012 10:32 AM
190	I am very impressed with your facility-- a very nice setting and everyone here is extremely friendly.	Aug 2, 2012 10:08 AM
191	Nothing.... this place is AWESOME...I will bring all my other kids here.	Aug 2, 2012 10:00 AM
192	Add the driving portion also in cheshire.	Aug 2, 2012 9:44 AM
193	no change!	Aug 2, 2012 9:43 AM
194	Can't think of anything.... Create more centers like this around the state! It sure beats hours and hours at Wethersfield! Everyone was very friendly and it was super-efficient. I will recommend to EVERYONE!	Aug 2, 2012 9:05 AM
195	this is a big improvement over what we did in the past for older sibling	Aug 2, 2012 8:52 AM
196	I cannot think of any improvements. The staff was very nice to work with. I'm not sure, but I think the parent should be told some guidelines or have to take a test to see if they understand the permit rules.	Aug 2, 2012 8:41 AM
197	Offer in more locations.	Aug 2, 2012 8:32 AM
198	Really a great experience. Had done this before in Waterbury and it was a nightmare. I think having a dedicated building for permits is a great improvement.	Aug 2, 2012 8:28 AM
199	Have the driving test	Aug 2, 2012 8:27 AM
200	more locations	Aug 2, 2012 8:18 AM
201	the only thing is i dont feel u need to bring mail everytime u come in to repeat a test if only days apart....but its still great here	Aug 2, 2012 8:09 AM
202	Have more locations. Being almost 50 miles away is very inconvenient.	Aug 1, 2012 5:22 PM
203	Longer hours	Aug 1, 2012 5:02 PM

Q8. How would you improve the DMV Testing Center?

204	it was great-no comment for improvement.	Aug 1, 2012 4:59 PM
205	So much nicer than standard DMV lines and service	Aug 1, 2012 4:28 PM
206	Driver license renewals, Driving tests for new drivers. This place is much more organized than the motor vehicle Dept.!!!	Aug 1, 2012 4:22 PM
207	I wouldn't- it was a pleasure coming here- everyone was very nice and helpful!	Aug 1, 2012 4:13 PM
208	good experience. thank you very much!	Aug 1, 2012 4:05 PM
209	The temperature inside the facility was really cold.	Aug 1, 2012 4:01 PM
210	No improvement necessary. Amazingly easy for a DMV experience. Thank you so much.	Aug 1, 2012 3:53 PM
211	Very courteous and informative with any questions we had. A great experience with this process, thank you.	Aug 1, 2012 3:52 PM
212	Have one near Simsbury	Aug 1, 2012 3:47 PM
213	More sites to use and personal.	Aug 1, 2012 3:18 PM
214	No improvements needed! Everything was well organized, easy, and QUICK!	Aug 1, 2012 3:07 PM
215	CANNOT THINK OF A WAY TO IMPROVE ON THE WAY THIS TEST CENTER IS SET-UP. IT IS SO MUCH BETTER THAN A STANDARD DMV BRANCH	Aug 1, 2012 2:43 PM
216	no suggestions, this was absolutely the best DMV experience I've ever had	Aug 1, 2012 2:37 PM
217	driving tests	Aug 1, 2012 2:30 PM
218	Include driving tests :)	Aug 1, 2012 2:27 PM
219	Very Efficient	Aug 1, 2012 2:12 PM
220	If only every CT office ran this smoothly...	Aug 1, 2012 1:50 PM
221	doing great	Aug 1, 2012 1:35 PM
222	excellent service and all staff is very polite and attentive. I will strongly recommend this center to others	Aug 1, 2012 1:16 PM
223	great job the people here were great!!!!!!	Aug 1, 2012 1:13 PM
224	n/a	Aug 1, 2012 11:51 AM
225	I think it's fantastic just as it is. I've never in my life had such a nice experience at the DMV. Thank you!	Aug 1, 2012 11:46 AM
226	open more such sites	Aug 1, 2012 10:52 AM
227	have them everywhere.....scheduled appts. excellent experience. wonderful staff here..thank you...other DMV experiences have been a horror show.	Aug 1, 2012 10:50 AM

Q8. How would you improve the DMV Testing Center?

228	everything was great	Aug 1, 2012 10:45 AM
229	not at all like it how it is	Aug 1, 2012 10:41 AM
230	open more and have drivers portion of process available here	Aug 1, 2012 10:25 AM
231	We were taken in right away. Everyone was very plesant. Great experience!	Aug 1, 2012 10:11 AM
232	no need to improve,very smooth	Aug 1, 2012 9:48 AM
233	great service	Aug 1, 2012 9:48 AM
234	more clear on the documentation needed upfront	Aug 1, 2012 9:47 AM
235	Highlight on the website that actual doc's are needed. Bold or red print	Aug 1, 2012 9:44 AM
236	Have on closer to home. We live in Milford so it was a bit of a ride, but worth it.	Aug 1, 2012 9:19 AM
237	Nothing. Great job!	Aug 1, 2012 9:11 AM
238	Excellent experience! Who ever thought of this was a genius and kudos to the DMV for implementing this. I would love it if you also would perform the driving tests at a satellite office like this as well in the future.	Aug 1, 2012 9:03 AM
239	Everything was great. Plenty of staff and all very friendly. Easiest DMV experience.	Aug 1, 2012 8:55 AM
240	It was really a perfect experience. In and out within 20 minutes	Aug 1, 2012 8:52 AM
241	It's great!	Aug 1, 2012 8:37 AM
242	more of them. one in Danbury area	Aug 1, 2012 8:31 AM
243	everything was just fine	Aug 1, 2012 8:26 AM
244	N/A it was perfect!!!!	Aug 1, 2012 8:23 AM
245	coffee available for waiting	Jul 28, 2012 12:04 PM
246	Very satisfied. Friends had gone to Waterbury DMV and waited a minimal of hours. I am so happy I found about the test center in Cheshire. I have been telling all my friends. I found the staff here in Cheshire to be helpful. Thank You	Jul 28, 2012 11:56 AM
247	this location and the appointment with payment online was the best i have ever experienced!	Jul 28, 2012 11:44 AM
248	Very efficient staff and simple/organized process.	Jul 28, 2012 11:40 AM
249	do the driving test portion oft the test here.	Jul 28, 2012 11:04 AM
250	Process was executed extremely well. The requirement of having mail for a 16 year old is difficult. Most teenagers don't recieve mail and the mail they recieve is normally to the parents of the teenager. We were prepared because thisisthe	Jul 28, 2012 11:03 AM

Q8. How would you improve the DMV Testing Center?

	second child.	
251	keep up the good work	Jul 28, 2012 9:47 AM
252	This is a great process dont change a thing.	Jul 28, 2012 9:21 AM
253	Lower associated costs	Jul 28, 2012 9:02 AM
254	Nothing, a truly wonderful experience! Thanks!	Jul 28, 2012 8:46 AM
255	i like it all	Jul 28, 2012 8:19 AM
256	Please use a mouse for the computers. This test center was Fantastic!!!!	Jul 28, 2012 8:12 AM
257	no improvements needed in my book, very organized and a well trained friendly staff!	Jul 28, 2012 8:05 AM
258	no suggestions at this time	Jul 28, 2012 7:54 AM
259	So glad we could make an appointment to come in rather than wait away a day in lines.	Jul 28, 2012 7:41 AM
260	better directions to dmv center	Jul 28, 2012 7:38 AM
261	for the training center waiting room a tv for the parents	Jul 28, 2012 7:34 AM
262	no improvements- this is such a well run center. makes the permit process so easy!	Jul 28, 2012 7:16 AM
263	no suggestion, great experience	Jul 28, 2012 7:05 AM
264	The process was very efficient, I wouldn't change a thing.	Jul 28, 2012 6:46 AM
265	no improvements...would be nice to add more sites like Cheshire	Jul 28, 2012 6:32 AM
266	The system is perfect great improvment over old system	Jul 28, 2012 6:27 AM
267	No improvementa areneeded at this time.	Jul 27, 2012 2:21 PM
268	I almost did not have a current piece of mail with me so maybe drivers license and any other piece of mail with address should be sufficient.	Jul 27, 2012 2:15 PM
269	Slow down the rotation of the information on the screen.The information rotating on the television monitor is vital and extremely important; however, the rotation is too swift.	Jul 27, 2012 1:59 PM
270	Nothing, it was a great experience and a stark contrast to the Hamden DMV office. We waited over 2 hours but was told we needed a piece of mail. Of course, that was our fault, but this facility is just so pleasant and the employees so polite and helpful.	Jul 27, 2012 1:31 PM
271	It would be wonderful to have the drivers licensing test and license processing here for teens as well	Jul 27, 2012 1:24 PM

Q8. How would you improve the DMV Testing Center?

272	Don't leave it to the teen driver to decide whether to check off on the form whether they meet physical requirements to qualify for a license. \... or provide instructions on what someone should do if they are not certain before they come to the testing center. It will save time and gas and minimize frustration.	Jul 27, 2012 12:54 PM
273	Very good experience! Staff very pleasant. Not close to home but worth the drive	Jul 27, 2012 12:50 PM
274	Very good job!	Jul 27, 2012 12:49 PM
275	add driving test	Jul 27, 2012 12:45 PM
276	no improvements needed. Everyone is very pleasant!!!!!!	Jul 27, 2012 12:36 PM
277	Nothing. I am a former driving school instructor and this is nothing like the DMV testing experience of 20 years ago!! Excellent customer service, friendly and efficient. I would recommend everyone use	Jul 27, 2012 12:34 PM
278	It was actually a wonderful experience.	Jul 27, 2012 11:43 AM
279	Road signage to identify location earlier	Jul 27, 2012 11:37 AM
280	I felt the DMV process was very satisfactory and was quite pleased overall :)	Jul 27, 2012 11:37 AM
281	it would be nice to take the licensing test here as well. even though we live in wethersfield, i prefer not to go there because of the long wait time.	Jul 27, 2012 11:33 AM
282	n/a	Jul 27, 2012 11:03 AM
283	no need for improvement, thes people you have working here are the best people I've ever delt with at a DMV center, thank you for the pleasent experiece.	Jul 27, 2012 10:46 AM
284	No improvement needed.everyone here is very very nice and it runs smoothly.	Jul 27, 2012 9:56 AM
285	Make the laptop scroll more responsive.	Jul 27, 2012 9:36 AM
286	Nothing everything seems well organized	Jul 27, 2012 9:32 AM
287	no comment. thanks!!	Jul 27, 2012 9:07 AM
288	none needed. everyone was amazing	Jul 27, 2012 8:30 AM
289	get rid of molly!!!!	Jul 27, 2012 8:28 AM
290	Actual driving test should happen here as well	Jul 27, 2012 8:22 AM
291	n/a	Jul 27, 2012 7:50 AM
292	Clarify the type of mail that needs to be brought in. For example, explain that the parent's license is one form and another form can have the parents name on it and not the child's.	Jul 27, 2012 7:34 AM
293	hooray & bravo !!!!! all government should be like this! What a wonderful customer sevice experiece!!!	Jul 27, 2012 7:18 AM

Q8. How would you improve the DMV Testing Center?

294	Very efficient! So glad we were able to use the testing center - we have had several long and unproductive experiences at other DMV locations and found everyone here to be professional, friendly and approachable. Thank you so much!	Jul 27, 2012 7:15 AM
295	No improvements....easy to find, very friendly staff, bright, clean, very nice facility	Jul 27, 2012 7:10 AM
296	I think you should let people get their licenses here too. We went to wethersfield yesterday and it was a ZOO. If i never go there again it will be too soon. This was an absolute PLEASURE. The people were so nice and helpful to the kids. What a great experience!	Jul 27, 2012 7:08 AM
297	This center was so good i wish the kids could get their actual licence here.	Jul 27, 2012 6:57 AM
298	have us able to come get our photo taken for the actual drivers licence after passing the driving test.	Jul 27, 2012 6:55 AM
299	no change, veryfriendly and personable staff.	Jul 27, 2012 6:42 AM
300	Nothing to improve on. Everyone was friendlyand helpful. We moved through quickly.This was a much better experience than three years ago with my son at DMV.	Jul 27, 2012 6:26 AM
301	Fabulous, excellent customer service everyone was extremely helpful and we were all made to feel very comfortable. Thank you...	Jul 27, 2012 6:23 AM
302	more locations	Jul 27, 2012 6:22 AM
303	This is WONDERFUL!!!! No suggestions... just keep this up. Maybe offer the actual driving test here too? THANKS!!!	Jul 26, 2012 5:12 PM
304	Everything was great, friendly, efficient staff. Great experience!! Wish it was this easy when I was 16.	Jul 26, 2012 4:59 PM
305	Nothing to add. Very efficient.	Jul 26, 2012 3:48 PM
306	Nothing to add. Very efficient.	Jul 26, 2012 3:48 PM
307	Duplicate what Cheshire Center has excelled in, at other DMV offices.	Jul 26, 2012 2:17 PM
308	when an appt is made- the link to the site to study for the test would be appreciated,	Jul 26, 2012 1:42 PM
309	none	Jul 26, 2012 1:35 PM
310	its perfect	Jul 26, 2012 1:33 PM
311	it was so easy I wouldn't change a thing	Jul 26, 2012 1:18 PM
312	Perhaps adding some services such as license renewal, as this is a central location for many. Everything else is wonderful, especially the knowledgeable staff.	Jul 26, 2012 12:04 PM
313	Move it closer to New Haven!	Jul 26, 2012 11:51 AM

Q8. How would you improve the DMV Testing Center?

314	well done	Jul 26, 2012 11:48 AM
315	Add more locations to make it more efficient and economical to travel.	Jul 26, 2012 11:29 AM
316	please make it available for other transactions like getting a license!!	Jul 26, 2012 11:17 AM
317	no change	Jul 26, 2012 11:02 AM
318	Include driver's license testing in this location.	Jul 26, 2012 10:47 AM
319	more of them around the state	Jul 26, 2012 10:46 AM
320	nothing to improve. testing people are very couteous, helpful, and prompt. Keep it up!	Jul 26, 2012 9:59 AM
321	appt available at more locations	Jul 26, 2012 9:49 AM
322	No complaints. Absolutely outstanding after taking the test the first time at the DMV. It took us 3 hours that time - only 45 min. this time. There was no line, pleasnt people & a nice waiting room for mom. This was a great idea.	Jul 26, 2012 9:47 AM
323	The service , procees and the facility was excellent. However, the staff was exceptional and extremely friendly. I wouldn't change a thing.	Jul 26, 2012 9:42 AM
324	OPen Mondays & Tuesdays	Jul 26, 2012 9:34 AM
325	I was very impressed with the efficiency of the center and the friendliness of the staff. Thank you for a much more positive experience that I expected! Great job; keep it up.	Jul 26, 2012 9:15 AM
326	NA	Jul 26, 2012 8:56 AM
327	I cannot think of any changes. There is ample staff that are very helpful and led us through the process . Though the location is not close to us per say, it was easy to find and very efficient.	Jul 26, 2012 8:34 AM
328	Everything moved along smoothly	Jul 26, 2012 8:31 AM
329	This is my third daughter going through this process. The people that work here are very nice. It was very easy and I will definitely recommend this center to my friends.	Jul 26, 2012 8:29 AM
330	offer more of these smaller specialized centers instead of one larger DVM for all driving issues: a center for test driving, a center for regustration, etc...It would be a more efficient and pleasant experience for any reason you needed to go to a DMV.	Jul 26, 2012 8:25 AM
331	Have more of them around the state; especially near Hartford and New Haven.	Jul 25, 2012 5:24 PM
332	nothing. this is the best dmv experience of my life	Jul 25, 2012 4:22 PM
333	nothing needs to be improved	Jul 25, 2012 4:22 PM
334	Wish it was closer, drove over 1hr from Clinton, otherwise, great.	Jul 25, 2012 3:52 PM

Q8. How would you improve the DMV Testing Center?

335	very friendly envirnoment...	Jul 25, 2012 3:51 PM
336	put a bigger sign out in front by the road thank you	Jul 25, 2012 3:15 PM
337	No improvements needed.	Jul 25, 2012 3:00 PM
338	magazines	Jul 25, 2012 2:57 PM
339	You did a fine job. Can not say much more.Thanks	Jul 25, 2012 2:49 PM
340	It was the best DMV experience I've ever encountered....everyone was pleasant, helpful and we didn't have to wait! Job well done.	Jul 25, 2012 2:44 PM
341	more bathrooms	Jul 25, 2012 2:30 PM
342	no imrovements. Clean, efficient, friendly staff. Thank you.	Jul 25, 2012 2:13 PM
343	no comment-very satisfied overall	Jul 25, 2012 2:13 PM
344	I have no idea--s it wa a very good experience- I have already told several people how great you are!	Jul 25, 2012 2:02 PM
345	It was great. A big improvement over the regular DMV. Can not think of any improvements. Thank you for making it so easy!	Jul 25, 2012 1:47 PM
346	Get one in Fairfield County :)	Jul 25, 2012 1:44 PM
347	Based my passing on the third try, tell teens to study the manual and not to rely on their friends' saying the questions are all logical so you don't need to study, Driver's ed at Big A in Middletown was the difference.	Jul 25, 2012 1:33 PM
348	Great experiance today. Thank You.	Jul 25, 2012 12:11 PM
349	be able to renew learners permit also	Jul 25, 2012 11:55 AM
350	This location was great... staff was awesome and informative... most of all... everyone smiled.. unlike any other location of dmv... :-)	Jul 25, 2012 11:52 AM
351	At this time I honestly don't have a single complaint. I liked having the tv screen with bullets of information in the waiting room. I loved that fact that every employee we encountered was happy, smiling, friendly, and very informative. Thank you and keep up the good work.	Jul 25, 2012 11:05 AM
352	Be clear that need SS card not just number	Jul 25, 2012 11:03 AM
353	have more than one in CT!!	Jul 25, 2012 10:53 AM
354	only to be able to get license here also! As a side note, everyone was incredibly friendly! Good experience!	Jul 25, 2012 10:50 AM
355	Needs no improvement	Jul 25, 2012 10:33 AM
356	The process has improved tremendously since I went to get my permit a loooong time ago. Excellent service and staff. Nice Job DMV!	Jul 25, 2012 10:05 AM

Q8. How would you improve the DMV Testing Center?

357	nothing very happy	Jul 25, 2012 9:50 AM
358	great experience. knowledgeable, friendly staff.	Jul 25, 2012 9:43 AM
359	larger waiting/staging areas	Jul 25, 2012 9:16 AM
360	none	Jul 25, 2012 9:07 AM
361	Stay the course	Jul 25, 2012 8:47 AM
362	it functions fine I was pleased with the service	Jul 25, 2012 8:10 AM
363	So easy and very convenient. Staff very friendly and helpful. Would be nice to have more locations like this closer to home.	Jul 21, 2012 12:17 PM
364	i was hoping to get an online appointment in Norwalk but the system did not let me pick any other location than Cheshire. It should have said that online appointments are only for Cheshire walk-in can go to individual branches.	Jul 21, 2012 11:29 AM
365	The scheduling for the test was easy and convenient. I found that the process was much easier than with my last child who had to use the walk in testing at a DMV bracnh	Jul 21, 2012 11:16 AM
366	a computer mouse for this test	Jul 21, 2012 11:15 AM
367	No improvements needed.	Jul 21, 2012 10:38 AM
368	open more days and more hours	Jul 21, 2012 9:58 AM
369	excellent	Jul 21, 2012 9:48 AM
370	Leave it as it!!!! For a parent...this was great! No waiting, no hassle, GREAT customer service...wonderful women and men who were helping explaining the process and showing us the way. Loved being able to take test and process permit on a Saturday too!!! My 16 yr old son and I are so happy! Keep up the good work!	Jul 21, 2012 9:39 AM
371	Have more by appointment centers. This was a pleasure. Set it up for registration and all DMV functions	Jul 21, 2012 9:26 AM
372	Do road testing here!	Jul 21, 2012 9:16 AM
373	Can't think of anything except maybe have a Starbucks on site!	Jul 21, 2012 9:14 AM
374	Awesome testing center	Jul 21, 2012 9:01 AM
375	This site was excellent. Try mirror imaging the Bridgeport facility which is terrible.	Jul 21, 2012 8:14 AM
376	Something closer to Marlborough & have the road testing available here also. I must say all the staff here is VERY accomidating & Cheerfull.	Jul 21, 2012 8:09 AM
377	Proof of residence is bodering on ridiculous. Should accept passport/car registration as proof. Have to go thru all of the same steps and information to get	Jul 21, 2012 8:00 AM

Q8. How would you improve the DMV Testing Center?

	a passport...that should be adequate	
378	nothing this was a great idea	Jul 21, 2012 7:55 AM
379	I do not feel any improvements are needed at this time.	Jul 21, 2012 7:47 AM
380	I think the State finally got it right. Good job!	Jul 21, 2012 7:43 AM
381	I wouldn't. The staff was extremely friendly and helpful. The whole process was painless, not what I am used to at DMV. Great idea and very user friendly	Jul 21, 2012 7:29 AM
382	I think it would be helpful to have more relevant practice tests on the website. My child took the practice test before coming in the first time and it did not prepare her at all for the test. Multiple practice tests would be great.....They need to know these laws and it's just tough to find the information they need to know	Jul 21, 2012 7:23 AM
383	add similiar additional site to shoreline area	Jul 21, 2012 7:14 AM
384	Magazines in waiting area...otherwise excellent experience..thank you!	Jul 21, 2012 7:06 AM
385	coffee and doughnuts for the nervous parents! open a driving test center as well. Very well thought out and very well organized! thank you	Jul 21, 2012 6:57 AM
386	none	Jul 21, 2012 6:49 AM
387	Other DMV sites should use the testing center as a model; both for process and for attitude. The Testing Center compares favorably to not only other gov't entities, but to most private sector organizations as well.	Jul 21, 2012 6:36 AM
388	Have one in every town. This is awesome and worth the 40 minute drive.	Jul 21, 2012 6:34 AM
389	na	Jul 20, 2012 2:22 PM
390	open up to more testing services, drivers' licensing for example	Jul 20, 2012 2:09 PM
391	I wouldn't make any changes. This was a very good experience.	Jul 20, 2012 2:06 PM
392	add some reading materials in the waiting room	Jul 20, 2012 1:52 PM
393	No improvement needed.	Jul 20, 2012 1:52 PM
394	I was satisfied with everything- it was quick and everyone was very helpful.	Jul 20, 2012 1:38 PM
395	The sign doesn't look official, it looks more like a private testing facility. Put a very big State seal.	Jul 20, 2012 1:21 PM
396	It was great!	Jul 20, 2012 1:09 PM
397	It was great	Jul 20, 2012 1:05 PM
398	We had a very pleasant experience.	Jul 20, 2012 1:04 PM
399	Spread out this service with appointments more conveniently around the state.	Jul 20, 2012 1:01 PM

Q8. How would you improve the DMV Testing Center?

This was great but a little far from Shelton.

400	Reduce the price charged for teens to get their license. We already pay tax on our house, our cars, our income, and now to the DMV.	Jul 20, 2012 1:01 PM
401	more locations	Jul 20, 2012 12:37 PM
402	it was perfect!	Jul 20, 2012 12:24 PM
403	Please add driving test to this Testing Center with online appointment. This was a great experience. Love It!	Jul 20, 2012 12:08 PM
404	Great concept! All employees keep smiling, it makes all the difference!	Jul 20, 2012 11:37 AM
405	imossible	Jul 20, 2012 11:24 AM
406	this was so much better than the old process at the regular dmv office. very fast efficient friendly. hope the dmv decides to make more services available by appt . thank you	Jul 20, 2012 10:59 AM
407	Take on road test here? otherwise its AWESOME	Jul 20, 2012 10:54 AM
408	Awesome! It was perfect. Thanks.	Jul 20, 2012 10:03 AM
409	It's so much better than Waterbury that I can't even think of anything.	Jul 20, 2012 9:59 AM
410	The testing center is very well run. When will the rest of the DMV be equally functional and respectful of its customers? It remains nightmarish.	Jul 20, 2012 9:58 AM
411	I wouldn't! Easy process that staff walks you through! LOVED IT!!! Thank you making this so EASY!!!	Jul 20, 2012 9:51 AM
412	keep up the good work.	Jul 20, 2012 9:50 AM
413	Everyone was so accommodating and extremely nice. The State should hire the same caliber of people for all DMV locations, and life would good.	Jul 20, 2012 9:46 AM
414	This is awesome. People are friendly probably because they are not overwhelmed and it took me 20 minutes max. I dread the DMV because of the long waits-an hour or more. Give whoever thought this up a raise! Thank you (btw I had to drive over an hour to get here and will do it again in a heartbeat)	Jul 20, 2012 9:36 AM
415	Have driver road tesing done here.	Jul 20, 2012 9:13 AM
416	Move it to to Vernon. Just kidding. Everyone was pleasant, efficient and competent. I would not change a thing.	Jul 20, 2012 9:10 AM
417	This was a fabulous experience... nothing to improve.	Jul 20, 2012 8:57 AM
418	n/a	Jul 20, 2012 8:29 AM
419	This was a great process, a big improvement since my first son got his permit 2 years ago.	Jul 20, 2012 8:21 AM

Q8. How would you improve the DMV Testing Center?

420	Your Doing Great. Would'nt change a thing. A Great Message being sent to teens.	Jul 20, 2012 8:18 AM
421	Nothing - thanks for making this easy and convenient	Jul 20, 2012 8:12 AM
422	I thought it was great, much more efficient than regular DMV offices in Bpt or Waterbury	Jul 20, 2012 8:00 AM
423	Great Job!!! We need more in the state of CT	Jul 20, 2012 7:41 AM
424	back up generators in case of power outage	Jul 20, 2012 7:33 AM
425	Open another one in fairfield County	Jul 20, 2012 7:23 AM
426	make more of them around the state so we don't have to travel so far!	Jul 20, 2012 7:18 AM
427	no specific improvements. very impressed with smiles and customer service.	Jul 20, 2012 7:15 AM
428	Can't imagine an easier process! Nice work!	Jul 20, 2012 7:12 AM
429	No improvements needed! Great place - very helpful and friendly people!	Jul 20, 2012 7:04 AM
430	Everything is good to me, Thank you for your service.	Jul 20, 2012 7:03 AM
431	Nothing! This was the BEST experience I have ever had at a DMV in any state! Thank you!	Jul 20, 2012 6:55 AM
432	Keep the efficiency and very helpful staff. A pleasure versus a normal DMV office.	Jul 20, 2012 6:50 AM
433	it would be handy to have printed DMV manual available as a sample. Customer service is great. Nice job	Jul 20, 2012 6:42 AM
434	no improvement - staff very courteous and friendly. Process extremely fast and efficient. Thank U	Jul 20, 2012 6:27 AM
435	Both mine and my daughters experience was very pleasant. There is nothing that comes to mind that I would change.	Jul 19, 2012 5:15 PM
436	No improvement necessary	Jul 19, 2012 5:09 PM
437	can't think of anything!	Jul 19, 2012 5:05 PM
438	i dont think it needs to be improved, it was an excellent experience	Jul 19, 2012 5:01 PM
439	great experience. Service was prompt and professional.	Jul 19, 2012 4:45 PM
440	Its a great facility. I would have the staff here train those at the DMV sites. Everyone here is here is friendly and helpful!	Jul 19, 2012 4:12 PM
441	UNFORTUNATELY FOR US IT WAS OVER AN HOURS DRIVE TO GET TO THE CENTER	Jul 19, 2012 3:59 PM
442	Add driver's testing, too!	Jul 19, 2012 3:48 PM

Q8. How would you improve the DMV Testing Center?

443	Perfect!	Jul 19, 2012 3:41 PM
444	nothing	Jul 19, 2012 3:37 PM
445	It would be nice if you gave the final test too and put some other reading material in the waiting room.	Jul 19, 2012 3:05 PM
446	makeit more inclusive nad not just limited to learners permits	Jul 19, 2012 2:58 PM
447	No improvements needed. This was a much better experience than one nine months ago with my older daughter! Thank you!	Jul 19, 2012 2:57 PM
448	i woul,dnt change a thing...it works great	Jul 19, 2012 2:49 PM
449	the experience was perfect....BEST DMV visit EVER! everyone was very friendly and great.	Jul 19, 2012 2:42 PM
450	A true pleasure. Very friendly people. I recommend more of these centers.	Jul 19, 2012 2:41 PM
451	This DMV experience was a true pleasure. The employees here were very professional and compassionate to the kids trying to calm their nerves as they started the process to get their license. THANK YOU!	Jul 19, 2012 2:09 PM
452	Everything was great	Jul 19, 2012 1:45 PM
453	It was fantastic! Less stressful then the wethersfield DMV	Jul 19, 2012 1:32 PM
454	make everyone go through the center it is much easier	Jul 19, 2012 12:02 PM
455	Turn down the AC in the waiting room!	Jul 19, 2012 11:57 AM
456	nothing	Jul 19, 2012 11:22 AM
457	its perfect	Jul 19, 2012 10:54 AM
458	Magazines in the waiting room!	Jul 19, 2012 10:50 AM
459	This was perfect thank you for the new appointment process it makes parents lives so much easier. Also it is the first time that the staff at DMV has been so professional and friendly Thank you very much	Jul 19, 2012 10:42 AM
460	It was absouletly WONDERFUL....	Jul 19, 2012 10:10 AM
461	My daughter was called into work yesterday, so we rescheduled for today. Unfortunately, that meant another \$40. Not really happy.	Jul 19, 2012 10:06 AM
462	No improvements necessary! Wonderful experience - would highly recommend others to use the Cheshire Driving Center. Now if you could also allow the kids to take their road test here as well - that would be great! :o)	Jul 19, 2012 9:56 AM
463	Nicest, most helpful DMV I've ever been to...great experience!	Jul 19, 2012 9:55 AM
464	Great experience and DMV are not ordinarily used in the same sentence, but this was a great experience. Thank you	Jul 19, 2012 9:50 AM

Q8. How would you improve the DMV Testing Center?

465	No changes. Excellent service and friendly, efficient staff from start to finish.	Jul 19, 2012 9:42 AM
466	Great experience. Very easy to use.	Jul 19, 2012 9:31 AM
467	clarify the accepted items of correspondence to prove residence on the info form	Jul 19, 2012 9:30 AM
468	The 2 piece of mail thing is a bit much.	Jul 19, 2012 9:23 AM
469	Keep it as a testing center if you try to expand it for other services it may increase wait times unless you require appointments	Jul 19, 2012 9:18 AM
470	reading material for parents while waiting. Preferably teen driving rules etc.. Liked the powerpoint veiwng that was helpful. Would like more info though.	Jul 19, 2012 9:04 AM
471	it's perfect wouldn't change a thing	Jul 19, 2012 8:43 AM
472	runs great very nice people a pleasant experience	Jul 19, 2012 8:40 AM
473	Awesome!	Jul 19, 2012 8:33 AM
474	excellent experience, best idea the state has had in a long time	Jul 19, 2012 8:30 AM
475	I wouldn't, it's so wonderful :)	Jul 18, 2012 12:33 PM
476	Would not change a thing!!! Wonderful experience	Jul 18, 2012 11:45 AM
477	It is perfect... like night and day from the full service DMV offices... especially Waterbury!	Jul 18, 2012 11:10 AM
478	Have a center like this for the driving test too!	Jul 18, 2012 11:01 AM
479	Very happy with the way it is.	Jul 18, 2012 10:55 AM
480	nothing it was great	Jul 18, 2012 10:51 AM
481	n/a	Jul 18, 2012 10:39 AM
482	It is already awesome	Jul 18, 2012 10:35 AM
483	no improvement is needed...very satisfied !	Jul 18, 2012 10:26 AM
484	More DMV testing center ex: near each DMV	Jul 18, 2012 10:03 AM
485	location is too far from home. I would request something closer to northern ct area, new london area!	Jul 18, 2012 9:34 AM
486	I wouldn't!	Jul 18, 2012 9:20 AM
487	no recommendations. Veryefficient system. Thank you	Jul 18, 2012 9:13 AM
488	I wish it was in North Haven!	Jul 18, 2012 9:00 AM
489	Tell adult to bring reading material for the wait	Jul 18, 2012 8:56 AM

Q8. How would you improve the DMV Testing Center?

490	cant think of a thing. It was a great experience	Jul 18, 2012 8:51 AM
491	great	Jul 18, 2012 8:49 AM
492	This location is amazing, this is my 3rd child to obtain a permit for and by far this has been the best experience, thank you	Jul 18, 2012 8:26 AM
493	n/a	Jul 14, 2012 12:08 PM
494	Everyone was very nice, upbeat, pleasant. Nice! My daughter didn't have two things correct on her form or her proof and the clerk was very nice about it. Nicer than I was!	Jul 14, 2012 12:03 PM
495	Not sure. This experience was SO much better than when I brought my other daughter for her permit two years ago to another facility. Fast and easy.	Jul 14, 2012 11:33 AM
496	wouldn't change a thing.	Jul 14, 2012 11:31 AM
497	additional signage on rt. 10	Jul 14, 2012 9:29 AM
498	90 percent	Jul 14, 2012 9:28 AM
499	this facility is a pleasure to be at.	Jul 14, 2012 9:11 AM
500	this experience with an appointment is far superior to anything I have ever experienced at a DMV office and well worth the drive to Cheshire	Jul 14, 2012 9:09 AM
501	Get more centers	Jul 14, 2012 9:06 AM
502	Very pleasant experience	Jul 14, 2012 8:28 AM
503	Provide handouts with rules for teenagers getting their permit as well as graduated license law info.	Jul 14, 2012 8:17 AM
504	Its Perfect! Expand the program to include more essential services in this type of center. Its a success!	Jul 14, 2012 8:09 AM
505	While i think the new system is great I would try to provide a better system/more privacy for those individuals who unfortunately fail the test.	Jul 14, 2012 7:56 AM
506	Have one on the shoreline	Jul 14, 2012 7:52 AM
507	refreshments	Jul 14, 2012 7:42 AM
508	satisfied	Jul 14, 2012 7:21 AM
509	It is very well run. I wouldn't change a thing.	Jul 14, 2012 7:00 AM
510	maybe an additional green sign as you are coming up the hill.	Jul 14, 2012 6:58 AM
511	May be waiting areas a little more spacious	Jul 14, 2012 6:55 AM
512	Difficoult to exit DMV's lot. You have to drive way around! That needs to be improved!	Jul 14, 2012 6:40 AM

Q8. How would you improve the DMV Testing Center?

513	No improvement necessary.	Jul 14, 2012 6:39 AM
514	No recommendations, very well done	Jul 14, 2012 6:19 AM
515	More people who knows about immigration laws who could help immigrants who have filed and are in process of getting their green card, so we dont have to wait too long.	Jul 13, 2012 2:18 PM
516	No need for improvement everyone was very friendly and the service was fast. Excellent!	Jul 13, 2012 2:11 PM
517	had to return the following day dusons adresswith my e to dated material and info e rial for my sixte to a dated piece of mat	Jul 13, 2012 2:02 PM
518	ice cold lemonade - thanks. :)	Jul 13, 2012 1:42 PM
519	i wouldn't!!!	Jul 13, 2012 1:39 PM
520	Joyce at front desk is very helpful and accomodating. Impressed wit hher smiles and excellent services. Will refer more parents to bring their kids here. Thanks!	Jul 13, 2012 1:36 PM
521	I would not change anything.	Jul 13, 2012 1:15 PM
522	I am 54 years old. This has been the most positive experience I have ever had with the DMV!	Jul 13, 2012 12:58 PM
523	Magazines in the waiting room for parents . . . I watched the information numerous times which was great to have on the TV screen.	Jul 13, 2012 12:26 PM
524	Nothing.Staff wasGREAT	Jul 13, 2012 12:16 PM
525	NA	Jul 13, 2012 12:05 PM
526	It was a pleasure from the moment we walked in the door! Thank you!	Jul 13, 2012 11:18 AM
527	everything was great! no improvements needed	Jul 13, 2012 11:08 AM
528	No suggestions. It was perfect.	Jul 13, 2012 11:02 AM
529	seems most areas have been addressed. I sat here comparing it to my experience 2 years ago with my son in a regular office. This is a major improvement. easy comfartabl;e polite atmosphere and people well scheduled and efficient. Amazing!!!	Jul 13, 2012 9:56 AM
530	They were absolutely wonderful, helpful and doing a great job!	Jul 13, 2012 9:54 AM
531	quiet misic in the waiting room. closer testing centers to the northern part of ct	Jul 13, 2012 9:52 AM
532	Everyone is wonderful here. I would recommend directions be from Fairfield be Merritt exit 61, rt onto Rte 10, and then straight. It seemed much faster than the I-91 directions, and pretty direct.	Jul 13, 2012 9:45 AM
533	I was very happy with everything	Jul 13, 2012 9:43 AM

Q8. How would you improve the DMV Testing Center?

534	outstanding. 45 minutes from my home but so worth it!! your staff here are incredibly friendly and kind. how different from the usual experiences i have had at the bridgeport dmv!!!	Jul 13, 2012 9:24 AM
535	This is a great idea - wish the driving test and license process could be done here, too!	Jul 13, 2012 8:52 AM
536	runs just fine	Jul 13, 2012 8:46 AM
537	No changes. Seems like a very well run establishment; very organized; wonderful staff.	Jul 13, 2012 8:42 AM
538	no improvemnet needed. was great!	Jul 13, 2012 8:35 AM
539	This was an awesome experience. I can't think of anything to improve. Thank you. Thank you. Thank you for opening this testing center; staffing it with friendly, efficient people; and changing my mind about what the DMV experience can be!	Jul 13, 2012 8:32 AM
540	I wuoldn't. It is a great facility that makes the process smoth and relaxing. It is nice to have a dedicated place for this. love and wold reccommend to all.	Jul 13, 2012 8:21 AM
541	na	Jul 13, 2012 8:01 AM
542	It was so fantasic!!!! Wish more dmv experiences were this terific!!!!	Jul 13, 2012 7:53 AM
543	the friendliest customer service! so civil!	Jul 13, 2012 7:52 AM
544	great job thank you	Jul 13, 2012 7:45 AM
545	Nothing at all. It was a wonderful experience and it was fast and efficient.	Jul 13, 2012 7:42 AM
546	no complaints everyone friendly and amazingly efficient!!!	Jul 13, 2012 7:35 AM
547	this was a refreshing experience- everyone was wonderful	Jul 13, 2012 7:23 AM
548	open one in fairfield county...overall everything was great..thank you	Jul 13, 2012 7:16 AM
549	its perfect.	Jul 13, 2012 7:15 AM
550	bravo!!!! well done!	Jul 13, 2012 7:13 AM
551	EVERYTHING was great. So easy. Thank you so much! Im telling everyone!!	Jul 13, 2012 6:58 AM
552	Excellent customer service!	Jul 13, 2012 6:57 AM
553	Excellent set up and clear direction from the staff, wouldn't change a thing!	Jul 13, 2012 6:30 AM
554	great job by all !!!! very well run	Jul 13, 2012 6:27 AM
555	can't think of a thing. great experience!	Jul 13, 2012 6:17 AM
556	not possible.	Jul 12, 2012 5:14 PM

Q8. How would you improve the DMV Testing Center?

557	stress the needed documents, that was the hardest part for us	Jul 12, 2012 5:07 PM
558	No improvements needed. Great service. Very efficient.	Jul 12, 2012 4:58 PM
559	Put a note in bold type on the Web site that the SS Card is required and a copy of the card is not sufficient	Jul 12, 2012 4:48 PM
560	Emphasize the residency requirements more and bold print (proof of residency)	Jul 12, 2012 4:27 PM
561	No improvements needed. The DMV workers at this facility are really friendly & accommodating.	Jul 12, 2012 4:15 PM
562	i would not change a thing	Jul 12, 2012 3:57 PM
563	The tv in the waiting area scrolls to fast to read the text on the screen before it changes to the next screen. I would slow it down a few seconds.	Jul 12, 2012 3:35 PM
564	There is improvements need here. This tessting center is great!!! The staff is very very friendly and curtious. Keep up the good work!!	Jul 12, 2012 3:15 PM
565	this has been my best dmv experience	Jul 12, 2012 2:23 PM
566	No improvements, we had a great experience today...	Jul 12, 2012 1:58 PM
567	no improvments needed	Jul 12, 2012 1:56 PM
568	Nothing - this is awesome!!! Thank you...	Jul 12, 2012 1:16 PM
569	Excellent experience! Don't change a thing!!!! So much better than going the the Danbury DMV!!!!	Jul 12, 2012 11:39 AM
570	no improvement is necessary. It was a very good experience.	Jul 12, 2012 11:18 AM
571	I would't it was great!	Jul 12, 2012 10:00 AM
572	open more in the state	Jul 12, 2012 9:48 AM
573	very good service and experience compared with other DMV experiences	Jul 12, 2012 9:04 AM
574	We were very pleased overall. Can't think of anything that needs improvement. Thank you.	Jul 12, 2012 8:42 AM
575	It would be nice if there was a similar center in the north of the state... This was about an hour's drive away.	Jul 11, 2012 5:09 PM
576	Noimprovements needed! I felt I had to comment here to express how friendly and helpful each staff member was from the moment we stepped in the door! Thank you!	Jul 11, 2012 4:56 PM
577	overall, very pleased however, more locations and more hour would be convenient.	Jul 11, 2012 4:52 PM
578	This is my fourth teen driver and the experience was far superior to previous one. I was very impressed by the speed of the process and even more	Jul 11, 2012 4:40 PM

Q8. How would you improve the DMV Testing Center?

	impressed by the excellent customer service we experienced.	
579	unknown	Jul 11, 2012 4:17 PM
580	I realize this is a serious business, but it doesn't need to be as grim as everyone seems here.	Jul 11, 2012 3:52 PM
581	Can't think of any way.	Jul 11, 2012 3:28 PM
582	I cannot think of any improvements - I have been very satisfied with the overall experience.	Jul 11, 2012 3:17 PM
583	it is fine	Jul 11, 2012 2:58 PM
584	good as is	Jul 11, 2012 2:41 PM
585	It was great!!	Jul 11, 2012 2:11 PM
586	A great experience. Everyone was lovely and efficient. I think this was one of the most efficient and well run organizations to which I have been in ages! Thank you!	Jul 11, 2012 1:55 PM
587	Can't improve it is AWESOME! Thank you so much	Jul 11, 2012 1:40 PM
588	Not sure. The experience was very smooth.	Jul 11, 2012 1:28 PM
589	do easy no need to change anything!	Jul 11, 2012 1:06 PM
590	n/a	Jul 11, 2012 12:01 PM
591	Nothing. It was great. Hope there is one closer to Milford by the time my daughter comes in 5 years. Thanks!	Jul 11, 2012 11:53 AM
592	more locations	Jul 11, 2012 11:06 AM
593	there is nothing to improve upon. this was a wonderful experience.	Jul 11, 2012 10:39 AM
594	It was a great experience, but would be much easier if closer; it was a 45 minute drive from northwest Connecticut.	Jul 11, 2012 9:50 AM
595	it does not need to be improved; the staff is so friendly. new britain's dmv could learn a lesson from you. i wish you were here when my daughter was taking her driving test last summer. you are the best.	Jul 11, 2012 9:15 AM
596	Very impressed with this center!	Jul 11, 2012 8:28 AM
597	nothing except to open more like this	Jul 11, 2012 8:22 AM
598	Nothing! It was very easy and the people were very friendly and professional. Great job.	Jul 11, 2012 8:20 AM
599	coffee for anxious parents	Jul 7, 2012 12:35 PM
600	offer more services that take very long for teens and parents at dmv, such as	Jul 7, 2012 11:25 AM

Q8. How would you improve the DMV Testing Center?

	written portion of licensing test...driving portion tests would be a real bonus!!	
601	great service!! driving tests here would be great	Jul 7, 2012 11:02 AM
602	Wonderful experience - wish there were more offices like this one!	Jul 7, 2012 9:53 AM
603	No changes needed, very well organized. Maybe have the online I.D. requirments be setup out theto be seen easier and have reminders throughout the online process popup.	Jul 7, 2012 9:51 AM
604	more locations like this around the state...especially for those who have to repeat the test	Jul 7, 2012 9:35 AM
605	A newspaper in the waiting room would be an improvement, especially because quiet is called for. Still, this was an easy and pleasant experience.	Jul 7, 2012 9:11 AM
606	Outstanding concept! Thank you.	Jul 7, 2012 8:47 AM
607	Keep up the great job!	Jul 7, 2012 8:42 AM
608	Do the driving tests here too. It would be so convenient.	Jul 7, 2012 8:04 AM
609	This was so easy. I will recommend it to all	Jul 7, 2012 7:57 AM
610	No way - the staff is extraordinarily kind considerate and knowledgable!!!!!!!!!!!!!!!!!!!!!!	Jul 7, 2012 7:42 AM
611	Coffee and donuts. lol No improvement needed.	Jul 7, 2012 7:11 AM
612	Larger waiting room. Maybe some vending machines (coffee)	Jul 7, 2012 7:11 AM
613	Acomidations were fine.	Jul 7, 2012 6:35 AM
614	be able to provide more services	Jul 7, 2012 6:34 AM
615	I do not believe anything needs improving. Fantistic experience. Thank you!	Jul 7, 2012 6:31 AM
616	Model all other offices (DMV) after this location.	Jul 7, 2012 6:27 AM
617	it is an excellent efficient facility the way it is set up and I will recommend it to all the parents I know!	Jul 7, 2012 6:23 AM
618	Everything was good. Maybe reading material in the waiting area for the parents and kids.	Jul 6, 2012 2:09 PM
619	I took one twin to Wethersfield, and it took 5 hours. I took the other twin to Cheshire, and it took 1/2 hour. Can't improve on that. Great customer service, wonderful facility. Wish everything at DMV was this way. Great!	Jul 6, 2012 2:07 PM
620	I don't feel it is necessary to have a site just for this. One hour of travel vs. 20 min to Old Saybrook.	Jul 6, 2012 1:43 PM
621	Coffee	Jul 6, 2012 1:08 PM

Q8. How would you improve the DMV Testing Center?

622	free coffee and tea snack bar	Jul 6, 2012 12:41 PM
623	It was a great experience, I don't see any areas needing improvement.	Jul 6, 2012 12:37 PM
624	It was fabulous!!! This is awesome! I wouldnt change a thing!	Jul 6, 2012 12:32 PM
625	publish a % pass rate, so kids know it is not easy and to take it seriously.	Jul 6, 2012 11:49 AM
626	it was hard to get a manual--we ended up using one that a friend had printed professionally--i'm sure it is a cost savings to the state, but I would have been happy to stop in at a DMV or AAA and paid for a manual. That way I would have been sure it was correct and current! But otherwise, this was terrific!	Jul 6, 2012 11:46 AM
627	none	Jul 6, 2012 11:16 AM
628	I would move the waiting room to a location with a window. I would move the whole center closer to my house, but I guess everyone wants it near their house. Really much bet	Jul 6, 2012 9:47 AM
629	the reschedule process should be better explained to avoid an additional charge	Jul 6, 2012 9:41 AM
630	Everything was great, very smoothly run.	Jul 6, 2012 9:33 AM
631	its very organized, the people work here are very friendly, this place its son nice to came. thanks and congratulations for the great service	Jul 6, 2012 9:28 AM
632	Have more of them around the state.	Jul 6, 2012 9:11 AM
633	Open more and add the driving compent to the facility.	Jul 6, 2012 8:56 AM
634	We got stuck in traffic and were 10 minutes late and the staff was very professional and still was able to get us in. One of the best experiences at any DMV I have ever had	Jul 6, 2012 8:56 AM
635	The whole experience was excellent. Customer service was excellent! Keep up the great work and thank you!	Jul 6, 2012 8:37 AM
636	No improvements, everything excellent.	Jul 6, 2012 8:25 AM
637	I wouldn't; it was a wonderful experience. Everyone was so sweet and friendly. Good job CT!!	Jul 6, 2012 8:16 AM
638	I don't have any improvements to recommend. The staff was polite and helpful. The facilities are clean and organized. A very positive experience for my son and me.	Jul 6, 2012 8:08 AM
639	Keep up the good work!	Jul 6, 2012 7:56 AM
640	Nothing the experience was very pleasant and easy. Thank you.	Jul 6, 2012 7:50 AM
641	Wow!! I don't think there is any way to improve this other than to build more so the drive to get here was shorter. This was a great experience and I wish all other state services was this wonderful!	Jul 6, 2012 7:17 AM

Q8. How would you improve the DMV Testing Center?

642	more locations Until today I hated going to CT-DMV. In my 13 years in CT the worst customer service experiences I have had were at CT DMV.I considered it hell-on-earth! You have changed my mind and redeemed your image today!	Jul 6, 2012 7:02 AM
643	Everything was well done. Friendly and helpful staff.	Jul 6, 2012 6:56 AM
644	No suggestions at this time.	Jul 6, 2012 6:39 AM
645	awesome idea	Jul 6, 2012 6:36 AM
646	NOthing. The difference between this and the long lines and hours at Wethersfield is amazing! Thank you.	Jul 6, 2012 6:22 AM
647	This was Fantastic!!!!	Jul 5, 2012 5:02 PM
648	Not charge \$40. for mistaken appointment time.	Jul 5, 2012 4:50 PM
649	this is mtefficiency third child to get his permit and by far the best. quick and very	Jul 5, 2012 4:31 PM
650	Great idea to have a separate center for testing	Jul 5, 2012 4:13 PM
651	It was an absolute joy coming to the center, particularly compared to the long lines at other DMV centers. All employees were very pleasant. Thank you very much.	Jul 5, 2012 3:51 PM
652	No changes	Jul 5, 2012 3:44 PM
653	Create more such centers.	Jul 5, 2012 3:29 PM
654	Include in the instructions on the confirmation sheet to make sure you bring something with an address on it. The confirmatiion sheet was very ambiguous about what to bring. I happened to have my license and gun permit otherwise I would have had to come back which would have been a big inconvenience.	Jul 5, 2012 3:07 PM
655	Nothing	Jul 5, 2012 3:04 PM
656	i would leave it the way it is	Jul 5, 2012 2:58 PM
657	think you should get one free retest	Jul 5, 2012 2:50 PM
658	its fine	Jul 5, 2012 2:22 PM
659	Nothing, the people are very friendly and are very helpful as well. I have had a great experience and will recomend it to others.	Jul 5, 2012 2:10 PM
660	It awesome!!!!	Jul 5, 2012 2:09 PM
661	I wouldn't do a thing. This was great!!	Jul 5, 2012 2:07 PM
662	expand services here at thid beautiful facility!!!!	Jul 5, 2012 1:50 PM
663	Excelent facility!	Jul 5, 2012 1:28 PM
664	Have more sites so people don't have to drive 2 hours out of their way for a	Jul 5, 2012 1:09 PM

Q8. How would you improve the DMV Testing Center?

	permit!!!	
665	provide more services	Jul 5, 2012 1:02 PM
666	please dont change anything nor anyone it was perfect like it is!!	Jul 5, 2012 12:26 PM
667	no suggstions	Jul 5, 2012 11:48 AM
668	n/a	Jul 5, 2012 11:27 AM
669	Have several locations around the state. I have never been more satisfied at a DMV in any state I have lived.	Jul 5, 2012 11:03 AM
670	nothing to improve !!	Jul 5, 2012 10:44 AM
671	can't think of a thing...great experience for both my son and I ! Thank you!!	Jul 5, 2012 10:39 AM
672	Complimentary snacks for parents.	Jul 5, 2012 10:32 AM
673	Excellent service, very helpful staff.	Jul 5, 2012 10:24 AM
674	no improvements necessary	Jul 5, 2012 10:24 AM
675	Nothing. Great Experience	Jul 5, 2012 10:14 AM
676	I would love to see more of this style testing throughtout connecticut. I am very satisfied. Thank you	Jul 5, 2012 10:08 AM
677	n/a	Jul 5, 2012 9:48 AM
678	everyone was courteous and clearly communicated what we needed to do. Everything was prompt and simple to follow. Thank You.	Jul 5, 2012 9:21 AM
679	great the way it is thanks so much	Jul 5, 2012 9:02 AM
680	make a few more in other areas of the state, thank u	Jul 5, 2012 8:45 AM
681	Nothing. Everything and everybody was great. Very nice and helpful. Nothing like the regular DMV.	Jul 5, 2012 8:41 AM
682	Service was excellent. Good job State of CT!	Jul 5, 2012 8:37 AM
683	Perhaps have more locations in the state but other than that, everyone was very helpful and very friendly and knowledgable. It was an excellent experience and we highly recommend it.	Jun 30, 2012 11:59 AM
684	testing center is much, much better than the old way of taking the test - in and out in 30 minutes - it was great!	Jun 30, 2012 11:24 AM
685	getting their drivers test here,by appointment	Jun 30, 2012 11:24 AM
686	snacks	Jun 30, 2012 11:00 AM
687	Put the on road test in the same locations, away from the normal DDMV sites.	Jun 30, 2012 10:02 AM

Q8. How would you improve the DMV Testing Center?

688	I like Cheshire DMV test center :)	Jun 30, 2012 9:23 AM
689	everyone was very pleasant & the process was easy.....thank you!!!	Jun 30, 2012 9:22 AM
690	none works great	Jun 30, 2012 9:18 AM
691	Fantastic idea to have a dedicated testing center. The place is very well run No suggested improvements.	Jun 30, 2012 9:17 AM
692	I think Cheshire should extend upon the services offered - THIS IS THE BEST DMV BRANCH ever	Jun 30, 2012 9:15 AM
693	reading material in waiting room that pertains to driving such as suggestions for driving schools, etc.	Jun 30, 2012 8:49 AM
694	None needed in my opinion efficient courteous clean and quiet. great experience	Jun 30, 2012 8:37 AM
695	list phone #	Jun 30, 2012 8:35 AM
696	Great experience. Just keep up the good work.	Jun 30, 2012 8:13 AM
697	Excellent service. Very nice atmosphere. No changes!!!!	Jun 30, 2012 7:51 AM
698	No improvement needed. The experience was great.	Jun 30, 2012 7:50 AM
699	nothing	Jun 30, 2012 7:11 AM
700	The whole exp. was excellant and every employee was VERY friendly, which is much appreciated :)	Jun 30, 2012 7:04 AM
701	Breakfast buffet :)	Jun 30, 2012 6:57 AM
702	fine as is	Jun 30, 2012 6:27 AM
703	No Complaints At All!	Jun 30, 2012 6:21 AM
704	It would be great to have a center that is closer to South Windsor.	Jun 29, 2012 2:45 PM
705	I think it was a very good experience.	Jun 29, 2012 2:31 PM
706	I wouldn't. Nice job steering clear of annoying music or loud TV; those who want to read, can!	Jun 29, 2012 2:17 PM
707	have the option for liscense renewal	Jun 29, 2012 2:01 PM
708	It was excellent	Jun 29, 2012 1:47 PM
709	none	Jun 29, 2012 1:27 PM
710	Walking in test will be better. Because we may don't have all the document for the first time.	Jun 29, 2012 12:32 PM
711	nothing excellent job. fast and efficient	Jun 29, 2012 12:27 PM

Q8. How would you improve the DMV Testing Center?

712	They are amazing here in Cheshire! Nothing to improve! So grateful this is here now. Seriously, CT, what took you so long!	Jun 29, 2012 12:23 PM
713	I found it to be an extremely pleasant experience with very competent staff. I would not change a thing!	Jun 29, 2012 12:18 PM
714	None needed based on my experience.	Jun 29, 2012 12:09 PM
715	no improvement needed. great that you could make an appointmnt.	Jun 29, 2012 11:49 AM
716	let them review the questions before the score	Jun 29, 2012 11:43 AM
717	No improvements, just wish other DMV services could be handled this easily. PS Cindy K was wonderful!	Jun 29, 2012 11:27 AM
718	doing well don't change anything	Jun 29, 2012 11:02 AM
719	none	Jun 29, 2012 9:55 AM
720	by having drivers tests done here as well	Jun 29, 2012 9:26 AM
721	Excellent experience, more locations throughout the state would be very helpful	Jun 29, 2012 9:13 AM
722	include driving simulator	Jun 29, 2012 8:49 AM
723	Great experience, thank you!	Jun 29, 2012 8:38 AM
724	I wouldn't improve anything. Great experience	Jun 29, 2012 8:07 AM
725	add drivers license testing	Jun 29, 2012 7:53 AM
726	Nothing its perfect	Jun 29, 2012 7:14 AM
727	This was such a positive experience! Efficient, easy to register, and the staff is delightful! What a huge improvement over the experience that my older daughter had 2 years ago in Plainville. This system cannot be improved -- it is fabulous!!	Jun 29, 2012 6:59 AM
728	wow this place is great. What a treat. Wish we had one closer to us (Stonington). thanks	Jun 29, 2012 6:38 AM
729	Nothing-We had a great experience. Everyone was helpful and polite. Outstanding!!!!	Jun 29, 2012 6:36 AM
730	no changes	Jun 29, 2012 6:34 AM
731	No suggestions at this time - people were all smiles, very helpful and made for a wonderful experience.	Jun 29, 2012 6:30 AM
732	make all of your DMV sites this friendly	Jun 29, 2012 6:26 AM
733	everything is great!	Jun 28, 2012 5:10 PM
734	more of them	Jun 28, 2012 4:41 PM

Q8. How would you improve the DMV Testing Center?

735	need to- it is great.	Jun 28, 2012 4:31 PM
736	Offer more services!	Jun 28, 2012 4:23 PM
737	Everything was perfect. The instructions online as to what to bring for id could be more clear-ie it does not say you need to bring the birth certificate with a seal also the parent proof of residence was not clear.	Jun 28, 2012 4:21 PM
738	Very happy that you finally opened just a testing center and there is no more waiting 4 hours at the main DMV office, thank you!	Jun 28, 2012 3:58 PM
739	All centers should be by appt -we had to drive very far for this -over an hour	Jun 28, 2012 3:46 PM
740	fine	Jun 28, 2012 3:42 PM
741	Great job - we were late to our originally scheduled appt and we were taken right in - did not skip a beat. And she passed! Thanks for a very efficient errand!	Jun 28, 2012 3:17 PM
742	n/a	Jun 28, 2012 3:09 PM
743	Road test here as well as written :)	Jun 28, 2012 2:00 PM
744	Make more of them around the state!! It was wonderful in Cheshire!!	Jun 28, 2012 1:30 PM
745	All great. Thank you.	Jun 28, 2012 1:20 PM
746	A small DMV road sign prior to DMV location.	Jun 28, 2012 12:31 PM
747	This place is awesome! The people are extrememly friendly and welcoming and work very efficiently! Thank you!	Jun 28, 2012 11:42 AM
748	Get Mac	Jun 28, 2012 11:14 AM
749	It was great!	Jun 28, 2012 11:08 AM
750	larger sign in front of building	Jun 28, 2012 10:51 AM
751	none needed	Jun 28, 2012 10:43 AM
752	a water fountain.	Jun 28, 2012 10:02 AM
753	Nothing it was quick, organized and the staff was super pleasant	Jun 28, 2012 9:37 AM
754	open more like the cheshire DMV in other affluent areas.	Jun 28, 2012 9:36 AM
755	I am very thankful for the DMV Testing. The people are very friendly and helpful. They are role models for the young people. Thanks a lot Mariola Banaszuk	Jun 28, 2012 9:26 AM
756	Great experience	Jun 28, 2012 9:22 AM
757	No improvements to suggest. Staff was very helpful and friendly. Overall positive experience.	Jun 28, 2012 9:18 AM
758	would love to see this also be a sight for getting her driver's test - the	Jun 28, 2012 9:15 AM

Q8. How would you improve the DMV Testing Center?

	convenience was awesome	
759	Not Applicable	Jun 28, 2012 9:15 AM
760	Excellent experience.	Jun 28, 2012 9:09 AM
761	More rigorous vision testing. NOT E: glitch in question 2: no check box for OTHER. Had to check parent or teen.	Jun 28, 2012 8:58 AM
762	Great experience	Jun 28, 2012 8:39 AM
763	I dont see how you could improve it. It was so easy to find and people were so helpful!	Jun 28, 2012 8:28 AM
764	You cannot improve on perfection... I am so satisfied with this DMV Center that I cannot think of one improvement.	Jun 28, 2012 8:20 AM
765	no improvement needed. it was excellent	Jun 27, 2012 5:12 PM
766	I think this new way of testing is amazing. Compared to what I waited in Wethersfield the first time she took the test this couldn't be any better!!!!	Jun 27, 2012 5:03 PM
767	On our first visit, when Lisa did not pass, I did not find the service/follow-up to be good; and the overall wait was longer. I also think you should return the key documents (parent's driver's license, ssn card, passport) faster. you don't need to hold them that long, and doing so provides unnecessary opportunities for identity theft.	Jun 27, 2012 5:03 PM
768	Increase the number of centers around the state.	Jun 27, 2012 4:53 PM
769	Too chilly, less air conditioning.	Jun 27, 2012 4:51 PM
770	duplicate the service elsewhere in CT	Jun 27, 2012 4:38 PM
771	Whole experience was awesome...just need to publicize the facility...THANK YOU!	Jun 27, 2012 4:31 PM
772	this was a very positive experience Thank you	Jun 27, 2012 4:29 PM
773	Coffee!	Jun 27, 2012 4:13 PM
774	no improvement necessary great experience	Jun 27, 2012 4:02 PM
775	More locations in the state. We drove an hour.	Jun 27, 2012 2:55 PM
776	one testing center near southeastern CT	Jun 27, 2012 2:19 PM
777	No improvement needed.	Jun 27, 2012 2:11 PM
778	Nothing. All staff were pleasant and helpful.	Jun 27, 2012 1:25 PM
779	allow people to get their new drivers license here, regular motor vehicle departments have horrible service	Jun 27, 2012 11:55 AM

Q8. How would you improve the DMV Testing Center?

780	It is so much easier than the traditional DMV in H	Jun 27, 2012 11:51 AM
781	Please place the handicapped parking in the front of the building.	Jun 27, 2012 11:47 AM
782	What a positive experience!	Jun 27, 2012 11:42 AM
783	have more centers like this one	Jun 27, 2012 11:22 AM
784	It was wonderful! The people were very friendly and helpful.	Jun 27, 2012 11:12 AM
785	So worth the hour drive.	Jun 27, 2012 10:59 AM
786	I have no suggestions. I have never had a more pleasant experience at the DMV. Thank you so much!	Jun 27, 2012 10:57 AM
787	Very fast ,friendly service.better than new britain!!	Jun 27, 2012 10:16 AM
788	Nothing If was great	Jun 27, 2012 10:11 AM
789	good job as presented	Jun 27, 2012 9:59 AM
790	Very smat to have a testing center only. It was my best DMV experience ever. Should open more testing centers only!	Jun 27, 2012 9:59 AM
791	Absolutely will be recommending!	Jun 27, 2012 9:44 AM
792	Notify public of center more	Jun 27, 2012 9:43 AM
793	Can't think of anything, it was a very pleasant experience overall.	Jun 27, 2012 9:10 AM
794	Excellent Experience! Thank you!	Jun 27, 2012 8:52 AM
795	This is the best expereince at a DMV I have ever had. The people working here are so nice and helpful. Just fantastic!!!!	Jun 27, 2012 8:43 AM
796	it was a very positive experience. I can't think of anyway to improve upon our experience. Everyone was very nice and very efficient.	Jun 27, 2012 8:31 AM
797	I am so impressed with the efficiency of this testing center. I had heard many stories of hours waiting...we are almost done within a half hour! Thank you!!!	Jun 27, 2012 8:26 AM
798	I don't have any suggestions. It was a great experience. It was easy to arrange the appointment and very efficient at the center.	Jun 23, 2012 12:08 PM
799	Very good experience. Much faster than i expected. Well organized.	Jun 23, 2012 11:57 AM
800	no changes need. wonderful experience. best dmv experience I have ever had!	Jun 23, 2012 11:19 AM
801	its perfect	Jun 23, 2012 11:17 AM
802	The center was very good. I would just highlight the details of the documents needed - for instance, that the mail needs to have a DATE on it within the last 90 days.	Jun 23, 2012 9:51 AM

Q8. How would you improve the DMV Testing Center?

803	No improvements at this time. The employees were extremely friendly and helpful.	Jun 23, 2012 9:40 AM
804	Excellent service. No reason to change anything!	Jun 23, 2012 9:24 AM
805	This is one of the real signs of progress for the Connecticut DMV. Very helpful and courteous staff. Well done!	Jun 23, 2012 9:08 AM
806	for now every thing is great thank You all	Jun 23, 2012 8:41 AM
807	Good as is.	Jun 23, 2012 7:39 AM
808	The people working at this DMV were extra friendly & it was appreciated.	Jun 23, 2012 7:33 AM
809	None	Jun 23, 2012 6:59 AM
810	The reservation system works very well; the whole experience was extremely pleasant	Jun 23, 2012 6:43 AM
811	best one	Jun 23, 2012 6:24 AM
812	we couldn't find a phone # to call when we were running late.	Jun 22, 2012 2:08 PM
813	perfect	Jun 22, 2012 2:02 PM
814	it's fine as it is!	Jun 22, 2012 1:39 PM
815	Have reading material for the parents in the waiting room.	Jun 22, 2012 1:28 PM
816	none needed	Jun 22, 2012 12:24 PM
817	awesome experience no improvements needed :)	Jun 22, 2012 12:00 PM
818	It was efficient, organized and so easy! The employees were so friendly! Brilliant idea!!!	Jun 22, 2012 11:42 AM
819	seems fine to me.	Jun 22, 2012 11:40 AM
820	Nothing, it was a wonderful experience.	Jun 22, 2012 11:33 AM
821	add other services	Jun 22, 2012 11:31 AM
822	Dont change anything this is wonderful!	Jun 22, 2012 11:09 AM
823	Nothing. this was my 3rd child - I am thrilled with how easy and quick the process was - THANKS	Jun 22, 2012 9:43 AM
824	can't think of a thing; maybe add more services like license renewals and not just testing. Everything license related but not vehicle related	Jun 22, 2012 9:37 AM
825	Water in the waiting area (90 degrees outside)	Jun 22, 2012 9:08 AM
826	process the license and testing through the testing center as well as permits	Jun 22, 2012 9:05 AM

Q8. How would you improve the DMV Testing Center?

827	couldnt	Jun 22, 2012 8:06 AM
828	It's pleasure to find such a well-run state facility with excellent service. No improvement needed!	Jun 22, 2012 7:10 AM
829	No improvements - this was the absolutely best experience we've had with DMV!.	Jun 22, 2012 6:22 AM
830	It would be great if there were more centers like this around the state	Jun 22, 2012 6:22 AM
831	Possibly have some of the regulations as handouts for the parents as they wait for their child's testing. Very nice facility, keep up the good work!	Jun 21, 2012 5:01 PM
832	Move the sign out front to before the entrance; the entrance is hard to see and is easy to pass by before realizing the entrance location	Jun 21, 2012 4:48 PM
833	great experience. Slow the transition on the slides on the tv in the waiting area	Jun 21, 2012 4:47 PM
834	A bigger sign in the front would make it more visible. Did drive by.	Jun 21, 2012 3:05 PM
835	Allow people to leave the center via route 10	Jun 21, 2012 3:04 PM
836	Nothing, except I hope they add one closer to my home in Trumbull. Great experience!	Jun 21, 2012 2:58 PM
837	Very Friendly people, and very good experience. Not sure I can recommend a change a t this point	Jun 21, 2012 2:11 PM
838	I don't think that you could do anything better with regard to the testing. This was our 4th attempt to get my daughter's permit! I look forward to the additional services that you will provide at this location. Thank you!	Jun 21, 2012 1:50 PM
839	I am extremely happy and I could not imagine going to the DMV in Bridgeport. Everyone was extremely nice and helpful. I am a teacher in a high school and I will recomend this test center to all my students.	Jun 21, 2012 1:19 PM
840	The staff did a great job, especially Kimberaly A., very helpful. I can think of nothing to improve the process.	Jun 21, 2012 12:09 PM
841	Loved the no waiting ... can't think of any improvements ...	Jun 21, 2012 11:23 AM
842	Great experience! Would like to see the program expanded throughout the state.	Jun 21, 2012 11:04 AM
843	Offer capability to get driver's license at this location. Overall it was a very pleasant experience!!!!!!!!	Jun 21, 2012 9:53 AM
844	Thanks to Kim at the check in desk who found us a copy of a form that we had forgotten.	Jun 21, 2012 9:51 AM
845	Everyone was very pleasant and helpful. Thank you so much! You're doing a great job!	Jun 21, 2012 9:47 AM
846	add more sites!	Jun 21, 2012 9:11 AM

Q8. How would you improve the DMV Testing Center?

847	great place and friendly staff. not what you expect from THE DMV. KUDO's	Jun 21, 2012 9:09 AM
848	nothing! everything and everyone was stellar! should use this model to improve the other locations. I have been to 2 other sites and this was by far the best experience.	Jun 21, 2012 8:59 AM
849	There is nothing I would change. This was an excellent experience for both myself and my child.	Jun 21, 2012 8:55 AM
850	This is a great and comfortable way to get young people started with the state DMV system. I would not change a thing.	Jun 21, 2012 8:51 AM
851	have 1 closer to milford, gr e at idea.	Jun 21, 2012 8:39 AM
852	earlier am appts	Jun 21, 2012 8:22 AM
853	We are not familiar with this area and printed out the Wethersfield driving directions in error since that address is more evident on the print out and drove all the way to Wethersfield first. If you could somehow have the testing center address larger and more noticable, that would be great.	Jun 20, 2012 4:05 PM
854	serve ice cream!	Jun 20, 2012 3:35 PM
855	I was very happy with the staff and they were very personable.	Jun 20, 2012 3:08 PM
856	loved coming here!!! So much less stressful than regular DMV	Jun 20, 2012 3:00 PM
857	printed books for teens	Jun 20, 2012 3:00 PM
858	Keep up outstanding service!	Jun 20, 2012 2:02 PM
859	Nothing. Very nice and helpful staff.	Jun 20, 2012 2:00 PM
860	add services for other drivers such as renewing licenses	Jun 20, 2012 1:39 PM
861	none it was a great experience, everyone was very nice and pleasant. great job!!	Jun 20, 2012 12:18 PM
862	I think this place is WONDERFUL. A huge improvement over the previous Learners Permit process. However, it took us about an hour to get here. It would be ideal if there were more facilities open along the shoreline.	Jun 20, 2012 12:14 PM
863	I think the customer service was outstanding. They could not have been nicer to my 2 girls in calming their nerves and making the whole process very painless! Well worth the drive from Fairfield.	Jun 20, 2012 11:15 AM
864	it is perfect as is. I am glad for htis new testing facility which is very close to our residence,	Jun 20, 2012 10:32 AM
865	Its too far from the shoreline. It takes almost an hour to get here!	Jun 20, 2012 9:50 AM
866	create additional facilitys	Jun 20, 2012 9:48 AM
867	n/a very good already	Jun 20, 2012 9:20 AM

Q8. How would you improve the DMV Testing Center?

868	Don't change a thing! This was a great experience!	Jun 20, 2012 9:02 AM
869	add the driving part of the test. otherwise it was great.	Jun 20, 2012 8:53 AM
870	Not all of the men were pleasant to the kids. Wish it was closer to home	Jun 20, 2012 8:51 AM
871	Gett ing one learner's is a big deal and the males in the ofc is rude to the kids if they stop for a moment to celebrate. They need to realize the 30 seconds to take a break	Jun 20, 2012 8:48 AM
872	It was great!	Jun 20, 2012 8:28 AM
873	hope you add more locations for online appts soon.	Jun 16, 2012 12:18 PM
874	This was a wonderful experience - would not change a thing!	Jun 16, 2012 12:18 PM
875	Have more locations. Especially in Enfield.	Jun 16, 2012 12:16 PM
876	KEEP IT THE SAME!!!!!! love you guys	Jun 16, 2012 11:32 AM
877	Nothing, it was a very plesant experience.	Jun 16, 2012 11:20 AM
878	licence testing	Jun 16, 2012 11:17 AM
879	Great experience! Pleease train other branches how to treat customers.Outstanding Service,thanks	Jun 16, 2012 11:09 AM
880	The confirmation documents should show more clearlydhat ID requiremnets are needed.ie bullet points	Jun 16, 2012 10:03 AM
881	add drivers license testing	Jun 16, 2012 9:52 AM
882	Very efficiently run and pleasant staff.	Jun 16, 2012 9:37 AM
883	need to open closer to our area	Jun 16, 2012 8:49 AM
884	nothing its great	Jun 16, 2012 8:41 AM
885	Advertise this location better	Jun 16, 2012 8:25 AM
886	open more test ceters	Jun 16, 2012 8:02 AM
887	reading materials in waiting room - otherwise, an awesome concept!	Jun 16, 2012 7:55 AM
888	This a great service, I hope you can expand it throughout the State.	Jun 16, 2012 7:36 AM
889	have coffee available	Jun 16, 2012 7:13 AM
890	The niceshat DMV employees that I have ever met. Lots of parking, it's clean and efficient. I would highly recommend this center!!! Worth the drive, no wait at all!	Jun 16, 2012 7:01 AM
891	No improvement needed, this was incredibly easy to find and so convenient. Thank you.	Jun 16, 2012 6:35 AM

Q8. How would you improve the DMV Testing Center?

892	use this process with the same support for all DMV sites...	Jun 16, 2012 6:29 AM
893	have liscense testing as well	Jun 15, 2012 2:20 PM
894	i wouldnt change a thing,everything is perfect	Jun 15, 2012 1:57 PM
895	Just wish it was closer to home. Very convenient once we are here but this is an hour from our home	Jun 15, 2012 1:36 PM
896	Spread the word. Also, make it able to take the road test portion of the exam for those under 18. This facility is much better than going to a full service DMV	Jun 15, 2012 12:59 PM
897	The directions from I84 on the we site are wrong..you need to take a LEFT if you are coming from eastern Ct onto Highland, which is not marked with a sign.	Jun 15, 2012 12:56 PM
898	Donuts. Provide the parents with donuts while they wait. Actually I can't think of anything offhand. I am very pleased with the experience we had.	Jun 15, 2012 12:04 PM
899	It was very pleasant would not change at thing. Thank you!!!!	Jun 15, 2012 12:01 PM
900	This is the best!	Jun 15, 2012 11:58 AM
901	The experience was perfect. I would not change one thing.	Jun 15, 2012 11:51 AM
902	I wouldn't, I just commented that this is the nicest facility that I ever visited!	Jun 15, 2012 11:30 AM
903	I don't see where any improvement is needed. Excellent service and employees are very pleasant.	Jun 15, 2012 11:09 AM
904	very nice... excellent and very pleasant personnel... very nice facility... excellent process	Jun 15, 2012 11:02 AM
905	Have the actual driving test here, also	Jun 15, 2012 10:17 AM
906	Great place and great people. Can't improve on it.	Jun 15, 2012 9:49 AM
907	I would like to see the actual driving test offered at this facility	Jun 15, 2012 9:41 AM
908	more locations	Jun 15, 2012 9:07 AM
909	Advertise more. A friend told me about it so I researched it. This was the most efficient, pleasant experience. Thank you!	Jun 15, 2012 8:16 AM
910	Put one closer to my house!	Jun 15, 2012 8:09 AM
911	This is Fantastic!! Should have thought of this a long time ago!!! Emps were very friendly and great experience!!!! Thanks!	Jun 15, 2012 6:42 AM
912	it was great. The form going out for requirements was a bit confusing especially the mail component. When the letter for confirmation is sent it could stat things in more laymans terms .	Jun 15, 2012 6:35 AM
913	I'm very impressed on the new testing center in cheshire. I think you need more in the state. thank you	Jun 15, 2012 6:31 AM

Q8. How would you improve the DMV Testing Center?

914	nothing to improve. wonderful people, very professional	Jun 15, 2012 6:27 AM
915	everything is fine	Jun 14, 2012 4:46 PM
916	nothing could have been easier:)	Jun 14, 2012 4:34 PM
917	Provide license renewal services.	Jun 14, 2012 4:07 PM
918	This was the best experience with the CT DMV I have ever had! Thank you!!	Jun 14, 2012 3:35 PM
919	Add in license renewal - but I understand because you don't accept payments here...	Jun 14, 2012 2:18 PM
920	Wonderful experience. Staff was exceptional	Jun 14, 2012 1:36 PM
921	No suggestions...this was a great experience and a wonderful idea. Easy to schedule an appointment and it was an overall stree free experience.	Jun 14, 2012 1:21 PM
922	Instructionns on required documents aren't clear and aren't relevent given the new needs for privacy and electronic submission of most data. You should rethink the verification process	Jun 14, 2012 11:45 AM
923	would not; absolutely outstanding experience ... both visits with my son! He was treated with dignity and compassion the first time when he did not pass.	Jun 14, 2012 11:07 AM
924	Driving to Cheshire from Noank (near Mystic) was not a long drive. Cheshire office was less stressful and a more pleasant experience for my son and me. Thank you.	Jun 14, 2012 9:53 AM
925	Compared tp my last experience (2 years ago), this was a major improvement.	Jun 14, 2012 9:40 AM
926	Very nice facility, extremely pleasant staff	Jun 14, 2012 8:23 AM
927	I'm not certain I could. The staff is friendly. The atmosphere is positive and the facility is clean. This is a positive change in DMV processes since my daughter received her permit nearly 3 years ago. Thank you .	Jun 13, 2012 4:47 PM
928	there is no need for impovement . the staff was excellent	Jun 13, 2012 4:01 PM
929	really nice facility with great people...no improvements necessary	Jun 13, 2012 3:44 PM
930	Very fast, and an extremely friendly staff.	Jun 13, 2012 3:30 PM
931	its all good	Jun 13, 2012 2:10 PM
932	have computers set up in the parent waiting room so that we can "try" to take the tests as well..... - without penalty	Jun 13, 2012 2:00 PM
933	No improvements in this center. This is wonderful.	Jun 13, 2012 1:58 PM
934	I wish all the DMV services were this organized and easy to access. Thank you	Jun 13, 2012 1:43 PM
935	I can't think of any improvements at this point. The system works very well; it's quick and easy. I will definety recommend it to anyone in need of license testing	Jun 13, 2012 1:29 PM

Q8. How would you improve the DMV Testing Center?

services.

936	its good the way it is Veryconvenient	Jun 13, 2012 1:26 PM
937	Absolutely nothing! I didn't know DMV Testing Centers even existed. Great:)))	Jun 13, 2012 1:05 PM
938	add on road testing...so civilized...best atmosphere for nervous kids!	Jun 13, 2012 12:38 PM
939	It was a wonderful experience. Thank You.	Jun 13, 2012 12:14 PM
940	Add license renewal to the list of services	Jun 13, 2012 11:51 AM
941	Very nice, nice people for the most part.	Jun 13, 2012 11:38 AM
942	Communicate clearly on the DMV website that the Cheshire Testing site is for appointments only and list additional testing sites that are walk-in locations.	Jun 13, 2012 10:26 AM
943	I wouldn't change a thing! From the moment we walked in the door, we were treated warmly and professionally.	Jun 13, 2012 10:23 AM
944	OPEN ANOTHER ONE CLOSER TO GRANBY,CT	Jun 13, 2012 9:44 AM
945	I WOULD ADD THE DRIVER'S TEST TO THIS FACILITY. IT'S A VAST IMPROVEMENT OVER THE REGULAR DMV LOCATIONS. GOOD JOB!	Jun 13, 2012 9:22 AM
946	Well organized, very impressive	Jun 13, 2012 9:02 AM
947	NOTHING ,IT WAS PERFECT	Jun 13, 2012 8:53 AM
948	Coffee and Doughnuts in the Parents waiting area!	Jun 13, 2012 8:30 AM
949	It is alittle hard to see the entrance and we drove past it and had to turn around.	Jun 13, 2012 8:27 AM
950	none needed	Jun 13, 2012 8:23 AM
951	Offer appointments at more locations. This was great, not having to wait in line:)	Jun 9, 2012 12:16 PM
952	all good	Jun 9, 2012 12:10 PM
953	Wouldn't change anything	Jun 9, 2012 12:03 PM
954	No improvements	Jun 9, 2012 11:57 AM
955	It was pretty perfect	Jun 9, 2012 11:46 AM
956	Nothing	Jun 9, 2012 11:39 AM
957	nothing	Jun 9, 2012 11:27 AM
958	Excellent service and no need for improvement.	Jun 9, 2012 11:14 AM
959	Nothing	Jun 9, 2012 11:11 AM
960	make one closer to fairfield! great job. very efficient...better than waiting in	Jun 9, 2012 11:09 AM

Q8. How would you improve the DMV Testing Center?

	bridgeport	
961	They were extremely friendly and helpful.	Jun 9, 2012 10:36 AM
962	The Staff was extremely helpful, especially as we experienced some unexpected difficulty getting all the proper identification papers.	Jun 9, 2012 10:34 AM
963	This is fabulous!! We waited for 4 hours in Wethersfield the other day, it was a nightmare! This was great. People were kind, welcoming, and organized. Much less intimidating for my daughter than the big crowd at Wethersfield 2 weeks ago...she flunked the test. Thanks for taking appointments--great idea especially for teens who are scared and new at this!! Keep it up!!	Jun 9, 2012 10:16 AM
964	It is very clean and efficient, no reccomendations. Thanks!	Jun 9, 2012 9:55 AM
965	nothiing	Jun 9, 2012 9:49 AM
966	Nothing	Jun 9, 2012 9:42 AM
967	nothing	Jun 9, 2012 9:42 AM
968	All is fine.	Jun 9, 2012 9:35 AM
969	AS the parent I was confused about the swiping of the credit card in the first station. It should e made clear that the name of the person being tested is required.	Jun 9, 2012 9:22 AM
970	No improvements. Great Experience.	Jun 9, 2012 9:14 AM
971	Excellent service.	Jun 9, 2012 9:13 AM
972	awesome! needs free cookies!	Jun 9, 2012 9:12 AM
973	Excellent Experience. Nothing I can think of to improve the system.	Jun 9, 2012 9:11 AM
974	more across state----great way to get in and out and very organized great friendly staff!!!!!!!!!! A lot better than the standard DMVS THANK YOU John Pagnozzi	Jun 9, 2012 9:09 AM
975	Nothing to improve. The staff was extremely helpful and a pleasure to deal with. Congrats on a great program!	Jun 9, 2012 9:05 AM
976	I	Jun 9, 2012 8:58 AM
977	Keep it up. it was an enjoyable experiece, no comparison to my previous experiences with motor vehicles.	Jun 9, 2012 8:55 AM
978	wifi would be nice, but really we were in and out so fast I would barely have had time to use it. This place is AWESOME!!	Jun 9, 2012 8:47 AM
979	No suggestions. Terrific experience!	Jun 9, 2012 8:41 AM
980	Can't think of anything off the top of my head - this is an absolutely wonderful program!	Jun 9, 2012 8:40 AM

Q8. How would you improve the DMV Testing Center?

981	put a mirror in the picture taking area and have mouses as well as touch pads on the laptops.	Jun 9, 2012 8:38 AM
982	We missed the entrance to the place. A sign on the road with an "in" sign would be very helpful	Jun 9, 2012 8:35 AM
983	I have no idea	Jun 9, 2012 8:34 AM
984	staff was a bit unclear on the documents required	Jun 9, 2012 8:32 AM
985	nothing	Jun 9, 2012 8:22 AM
986	I would like to have the actual driver road test done at this facility. :o)	Jun 9, 2012 8:18 AM
987	road test too	Jun 9, 2012 8:18 AM
988	Nothing	Jun 9, 2012 8:14 AM
989	it is very organized and friendly staff. cant see need for improvements.	Jun 9, 2012 8:12 AM
990	I can't think of anything.	Jun 9, 2012 8:09 AM
991	This was by far our best DMV experience in Connecticut or any other state! The scheduled appt. is BRILLIANT! :)	Jun 9, 2012 8:04 AM
992	Make appointments quicker	Jun 9, 2012 8:03 AM
993	I don't have anything I would like to change.	Jun 9, 2012 7:57 AM
994	a little clearer on the mail regulations the teen needs to bring	Jun 9, 2012 7:54 AM
995	I would just recommend that the website indicate prior to filling in information on scheduling that same day appointments aren't possible.	Jun 9, 2012 7:39 AM
996	i was very satisfied. i could not think of any improvements	Jun 9, 2012 7:27 AM
997	i learned what i didn't know on the permit test	Jun 9, 2012 7:17 AM
998	Play music	Jun 9, 2012 7:17 AM
999	Beverages	Jun 9, 2012 7:15 AM
1000	Can't think of anything. Staff is very helpful & courteous. Process is much, much, much easier than at Wethersfield	Jun 9, 2012 7:14 AM
1001	there is nothing i would change	Jun 9, 2012 7:10 AM
1002	I enjoyed my experience	Jun 9, 2012 7:09 AM
1003	I was turned away the 1st time we came because Katelyn's passport had just expired. I had to come back with her birth certificate. I thought this was wrong. I had to have the birth certificate to get the passport.	Jun 9, 2012 7:07 AM
1004	Everthing was great hear. The staff was aswesome. And this place is so needed	Jun 9, 2012 7:06 AM

Q8. How would you improve the DMV Testing Center?

as oppoed to the weathersfield location. I want to THANK ALL of you.

1005	I would have the test computers tell you when you get something wrong.	Jun 9, 2012 6:48 AM
1006	coffee for parents in waiting. But overall, this was GREAT!	Jun 9, 2012 6:45 AM
1007	Fantastic! wish this was here when i got my permit	Jun 9, 2012 6:44 AM
1008	no improvements needed	Jun 9, 2012 6:34 AM
1009	print instructions online in larger bold print.. to make sure we notice required docs list (ss card)	Jun 9, 2012 6:34 AM
1010	none	Jun 9, 2012 6:32 AM
1011	improve computer that issues bar codes. When original photo not working, required to continue to rekey drivers name and information. Very inconvenient, however, staff very pleasant and assisted us.	Jun 9, 2012 6:29 AM
1012	Put more of them throughout the state! Great experience!	Jun 9, 2012 6:25 AM
1013	this has been the greatest dmv experience ever! you have already improved beyond my expectations. thank you!	Jun 9, 2012 6:23 AM
1014	I think that nothing needs to be improved	Jun 8, 2012 2:07 PM
1015	Very friendly staff, please keep up	Jun 8, 2012 2:04 PM
1016	nothing	Jun 8, 2012 2:03 PM
1017	Closer to my hometown.	Jun 8, 2012 2:01 PM
1018	all went very smooth no complaints	Jun 8, 2012 1:58 PM
1019	doesn't need improvement	Jun 8, 2012 1:57 PM
1020	perfct just the way it is!	Jun 8, 2012 1:55 PM
1021	I think it's perfect!	Jun 8, 2012 1:55 PM
1022	i don't know	Jun 8, 2012 1:49 PM
1023	it was great - can't think of anything to suggest!	Jun 8, 2012 1:47 PM
1024	It was great! Everybody was very friendly. A very good DMV experience.	Jun 8, 2012 1:38 PM
1025	This was BY FAR the best DMV experience I have ever had! People were friendly (that's a first!) A+++	Jun 8, 2012 1:34 PM
1026	Not much.	Jun 8, 2012 1:30 PM
1027	No suggestions	Jun 8, 2012 1:25 PM
1028	No Comment	Jun 8, 2012 1:21 PM

Q8. How would you improve the DMV Testing Center?

1029	Nothing to add	Jun 8, 2012 1:19 PM
1030	tell parents in advance to bring original birth cert and soc sec cards not copies	Jun 8, 2012 1:18 PM
1031	Great experience. Couldn't be better	Jun 8, 2012 1:08 PM
1032	add a driving facility	Jun 8, 2012 12:36 PM
1033	I cant think of anything better than our experience here today. Thank You DMV	Jun 8, 2012 12:32 PM
1034	overall good experience	Jun 8, 2012 12:19 PM
1035	great experience	Jun 8, 2012 12:16 PM
1036	perfect the way it is	Jun 8, 2012 11:23 AM
1037	nothing	Jun 8, 2012 11:23 AM
1038	Nothing. The people were fantastic and we were in and out. I will recommend this to everyone I know.	Jun 8, 2012 11:18 AM
1039	No improvements	Jun 8, 2012 11:09 AM
1040	no comment	Jun 8, 2012 11:06 AM
1041	Offer more services here like the driving portion of the test.	Jun 8, 2012 10:26 AM
1042	It was great.	Jun 8, 2012 9:53 AM
1043	Loved the whole process and politeness of the employees! I'd encourage you to add the drivers testing portion for full licencing (if you aren't already thinking of it). Thanks you for a much more positive experience than we had at Wethersfield!	Jun 8, 2012 9:52 AM
1044	i like it!	Jun 8, 2012 9:43 AM
1045	the on line info for payment were confussing, 40.00 test but didnt explain 19.00 fee...other wise wonderful	Jun 8, 2012 9:42 AM
1046	It was a good experience! Everyone was really nice and encouraging!	Jun 8, 2012 8:54 AM
1047	this was the best experience compared to my first child	Jun 8, 2012 8:52 AM
1048	add more locations	Jun 8, 2012 8:12 AM
1049	include the road tests here too,	Jun 8, 2012 8:03 AM
1050	have more of them available with appointments!!!!	Jun 8, 2012 7:40 AM
1051	it was a pleasure	Jun 8, 2012 7:25 AM
1052	nothing	Jun 8, 2012 7:22 AM
1053	Nothing needs improvement	Jun 8, 2012 6:51 AM

Q8. How would you improve the DMV Testing Center?

1054	coffee and tea?	Jun 8, 2012 6:42 AM
1055	Incorporate license testing here also. Very pleasant experience compared to the main DMV office.	Jun 8, 2012 6:41 AM
1056	Nothing - was great.	Jun 8, 2012 6:40 AM
1057	Nothing..... this was a fabulous process!!	Jun 8, 2012 6:24 AM
1058	AWESOME. Only request is to grandfather the parent class - I'm about to take it a 3rd time.	Jun 8, 2012 6:23 AM
1059	.	Jun 7, 2012 4:51 PM
1060	nothing	Jun 7, 2012 4:39 PM
1061	Great Job	Jun 7, 2012 4:37 PM
1062	this was a great experience - the whole process took about a half hour! People were very helpful. Great idea to open this and have appointments.	Jun 7, 2012 4:32 PM
1063	No need to improve	Jun 7, 2012 4:28 PM
1064	no improvements necessary! extremely satisfied with the entire process, very professional and welcoming staff. couldn't have made it any easier!!!	Jun 7, 2012 4:27 PM
1065	nothing	Jun 7, 2012 4:20 PM
1066	its all good	Jun 7, 2012 4:18 PM
1067	Ability to take licence tests here, it was very nice.	Jun 7, 2012 4:14 PM
1068	It seems perfect the way it is now?	Jun 7, 2012 4:14 PM
1069	I would improve the DMV Testing Center by making more accross connecticut that have the oppertunity to make appointments.	Jun 7, 2012 4:09 PM
1070	Don't know about any improvements (TV in the waiting area?), but everyone here was very nice at.nd supoortive. Very impressed with how my tax dollars are being spent.	Jun 7, 2012 4:07 PM
1071	Everything was Good.	Jun 7, 2012 4:04 PM
1072	There is nothing to improve here. I am very impressed with this new facility. I would highly recommend this to everyone. The people here are friendly and smiling. I've never experienced a good dmV. This was totally awesome.	Jun 7, 2012 4:03 PM
1073	wow you guys have really did well,no complaints...awesome experience!!!	Jun 7, 2012 3:50 PM
1074	nothing to improve at this time	Jun 7, 2012 3:41 PM
1075	nothing to improve on at this time	Jun 7, 2012 3:38 PM
1076	nothing, its fine	Jun 7, 2012 3:33 PM

Q8. How would you improve the DMV Testing Center?

1077	nothing	Jun 7, 2012 3:24 PM
1078	There really isn't anything that I would change. The whole process was easy and very well organized. I have already recommended this center to several friends with children who need to get their permits. Excellent!!!!	Jun 7, 2012 3:22 PM
1079	No improvement needed.	Jun 7, 2012 2:46 PM
1080	great experience	Jun 7, 2012 2:46 PM
1081	It was great, nothing needs to be improved.	Jun 7, 2012 2:44 PM
1082	I don't think you could! The staff were great!	Jun 7, 2012 2:41 PM
1083	nothing	Jun 7, 2012 2:38 PM
1084	Free donuts and coffee	Jun 7, 2012 2:36 PM
1085	This was so much easier and less stressful than going to the DMV hubs	Jun 7, 2012 2:14 PM
1086	Not require to much paperwork	Jun 7, 2012 2:06 PM
1087	mnkj	Jun 7, 2012 1:57 PM
1088	Its fine	Jun 7, 2012 1:57 PM
1089	No improvements! It was very convenient and quick!	Jun 7, 2012 1:49 PM
1090	I thought it was great the way it is.	Jun 7, 2012 1:02 PM
1091	everything was fine	Jun 7, 2012 1:01 PM
1092	? seemed EXCELLENT? Not sure how to make it any better!!!	Jun 7, 2012 12:30 PM
1093	Provide a phone number on line that is direct to this center for questions, instead of main line.	Jun 7, 2012 12:15 PM
1094	nothing	Jun 7, 2012 12:01 PM
1095	nothning it was great	Jun 7, 2012 11:59 AM
1096	nothing it was awesome	Jun 7, 2012 11:08 AM
1097	free lunch	Jun 7, 2012 11:06 AM
1098	Nothing Really	Jun 7, 2012 10:25 AM
1099	Overall very positive. The staff were very friendly, supportive and helpful.	Jun 7, 2012 10:21 AM
1100	none	Jun 7, 2012 9:59 AM
1101	No improvements needed.	Jun 7, 2012 9:45 AM
1102	make it clear that any ones name can be on the piece of mail that verifies the	Jun 7, 2012 9:38 AM

Q8. How would you improve the DMV Testing Center?

	person lives at that address	
1103	more locations	Jun 7, 2012 9:17 AM
1104	Create more of these centers!	Jun 7, 2012 8:56 AM
1105	Unlock the waiting rm door so that people inside don't have to get up to open it each time someone wants to get in.	Jun 7, 2012 8:45 AM
1106	continue to employ the great staff that i met today	Jun 7, 2012 8:36 AM
1107	very satisfied no changes needed	Jun 7, 2012 8:32 AM
1108	Excellent idea, need more locations!	Jun 6, 2012 5:30 PM
1109	it was good. although much of the mail is by automated system and does not come with a postmark date as it is bulk mail. it's getting harder to get mail with a postmark date.	Jun 6, 2012 5:14 PM
1110	Everyone was very helpful. No improvement needed..	Jun 6, 2012 5:13 PM
1111	nothing	Jun 6, 2012 5:04 PM
1112	no changes needed at this time.	Jun 6, 2012 5:00 PM
1113	Its is very pleasant	Jun 6, 2012 4:53 PM
1114	put one closer to my town (Enfield)	Jun 6, 2012 4:50 PM
1115	We are from Enfield. Would like the testing center reopened in that location.	Jun 6, 2012 4:50 PM
1116	I was completely satisfied with service and help. I hope that in the future the driving test will also be handled this way.	Jun 6, 2012 4:03 PM
1117	in no way	Jun 6, 2012 3:58 PM
1118	No improvements necessary.	Jun 6, 2012 3:58 PM
1119	From my experience today, I would not change anything. Everyone was very pleasant! Great idea!	Jun 6, 2012 3:43 PM
1120	you can't do much better than this! What a great experience!!!	Jun 6, 2012 3:33 PM
1121	its really great	Jun 6, 2012 3:21 PM
1122	i didnt see any improvements needed. very friendly staff, very satisfied.	Jun 6, 2012 3:06 PM
1123	no improvement	Jun 6, 2012 2:55 PM
1124	Everything was great!!	Jun 6, 2012 2:30 PM
1125	It seems perfect the way you have it. Very pleasant experience.	Jun 6, 2012 2:14 PM
1126	No suggestions. great experience.	Jun 6, 2012 1:52 PM

Q8. How would you improve the DMV Testing Center?

1127	Everyone was extremely helpful. It was a great experience. Thank you, Ed Cox	Jun 6, 2012 1:51 PM
1128	I like the information presented in the parents waiting room. The more, the better.	Jun 6, 2012 1:49 PM
1129	The testing center works very well. It would be nice if the driver license testing can be done here too.	Jun 6, 2012 1:46 PM
1130	no need for improvement. Very well organized. Easy instructions to get information and what is needed to complete all documents. Very nice facility! Thank you.	Jun 6, 2012 1:41 PM
1131	from on-line appointment throug now it has been gr8..we did have a loud younger sibling in the waiting room so perhaps keeping that door closed might be better since it's right across from the testing room. Thanks this was much better than waiting forever in line with my older son in Wethersfield a couple of years ago. Keep up the good work!	Jun 6, 2012 1:38 PM
1132	great experiene perfect as is! _	Jun 6, 2012 1:27 PM
1133	not at all	Jun 6, 2012 1:24 PM
1134	make process for retesting a bit simplr	Jun 6, 2012 1:19 PM
1135	Nothing comes to mind.	Jun 6, 2012 1:17 PM
1136	None needed as of yet	Jun 6, 2012 12:56 PM
1137	I can't think of anything. This is an exceptionally smart and efficient way of handling teen licensing!	Jun 6, 2012 11:57 AM
1138	customer service was excellent!!	Jun 6, 2012 11:44 AM
1139	This should be the model for allother DMV service locations	Jun 6, 2012 11:39 AM
1140	have one closer to homew	Jun 6, 2012 11:17 AM
1141	nothing it was great	Jun 6, 2012 11:06 AM
1142	Don't Know.	Jun 6, 2012 10:47 AM
1143	i would not do anything very nice place	Jun 6, 2012 10:43 AM
1144	A LITTLE CHILLY!	Jun 6, 2012 10:37 AM
1145	needs no improvment	Jun 6, 2012 10:17 AM
1146	Not a thing - this was an incredible experience! Can't wait to send all of my daughter's friends here!	Jun 6, 2012 9:32 AM
1147	You've already made great improvements over my past experiences.	Jun 6, 2012 8:53 AM
1148	it was good	Jun 6, 2012 8:45 AM

Q8. How would you improve the DMV Testing Center?

1149	no need to improve it	Jun 6, 2012 8:36 AM
1150	none	Jun 6, 2012 8:34 AM
1151	none	Jun 6, 2012 8:33 AM
1152	testers may be distracted with noise level outside rm. , otherwise great!	Jun 6, 2012 8:26 AM
1153	no improvement suggestions for this office. excellent experience, and the employees were all smiling at us! thank you for making this easy.	Jun 6, 2012 8:22 AM
1154	no improvement is great. The staff are great and very friendly	Jun 2, 2012 12:09 PM
1155	excellent experience nothing to improve	Jun 2, 2012 12:08 PM
1156	Please clearly mark the exit sign	Jun 2, 2012 12:01 PM
1157	I love the way this new system works. It is way easier than when I got my license.	Jun 2, 2012 12:00 PM
1158	This is the "Best of DMV." Every interaction should be this smooth and efficient!	Jun 2, 2012 11:34 AM
1159	i don't have any improvement suggestions,this was the best DMV experience I've ever rec'd	Jun 2, 2012 11:26 AM
1160	its good the way it is	Jun 2, 2012 11:21 AM
1161	Already wonderfu!!! Thankyou!	Jun 2, 2012 11:19 AM
1162	coffee station, tv	Jun 2, 2012 11:16 AM
1163	This was fantastic and so much better then how this was handled before	Jun 2, 2012 11:15 AM
1164	More locations.	Jun 2, 2012 11:14 AM
1165	No improvements	Jun 2, 2012 11:14 AM
1166	its fine nothing--to recommend.	Jun 2, 2012 11:00 AM
1167	Coffee and donuts on Saturday morning! Maybe Blackies Hot Dogs for lunch!	Jun 2, 2012 10:18 AM
1168	no recommendations	Jun 2, 2012 10:16 AM
1169	no recommendations	Jun 2, 2012 9:56 AM
1170	no improvement needed	Jun 2, 2012 9:50 AM
1171	no improving needed	Jun 2, 2012 9:49 AM
1172	cof and donuts haha	Jun 2, 2012 9:45 AM
1173	No suggestions.	Jun 2, 2012 9:44 AM
1174	It's a dream come true.	Jun 2, 2012 9:37 AM

Q8. How would you improve the DMV Testing Center?

1175	make more of them!	Jun 2, 2012 9:25 AM
1176	Please set up more of these "make an appointment in advance" type of centers across the state. This was the best DMV experience I have ever had with no waiting and crowds. I drove an hour to get here however and a closer center would have been nice.Still, it was very worth it!	Jun 2, 2012 9:21 AM
1177	needs no improvements	Jun 2, 2012 9:16 AM
1178	more facilities-this was a one hr drive for us	Jun 2, 2012 9:07 AM
1179	it was great!	Jun 2, 2012 9:05 AM
1180	none - liked having the guidance provided!!!	Jun 2, 2012 9:03 AM
1181	NA	Jun 2, 2012 8:59 AM
1182	tell people clearly to bring a piece of mail	Jun 2, 2012 8:50 AM
1183	more in state	Jun 2, 2012 8:31 AM
1184	it was all great--thanks for making it easily accessible and painless!	Jun 2, 2012 8:28 AM
1185	Our experience was excellent. Flawless execution. Everyone very pleasant. Congratulations on an enormous improvement.	Jun 2, 2012 7:59 AM
1186	i find everything is fine	Jun 2, 2012 7:55 AM
1187	very happy,as of now things were great!	Jun 2, 2012 7:54 AM
1188	offer more services in the future	Jun 2, 2012 7:48 AM
1189	have more centers like this all around the state!	Jun 2, 2012 7:45 AM
1190	Nothing	Jun 2, 2012 7:43 AM
1191	N/a	Jun 2, 2012 7:41 AM
1192	no improvements necessary	Jun 2, 2012 7:33 AM
1193	more location	Jun 2, 2012 7:31 AM
1194	nothing	Jun 2, 2012 7:24 AM
1195	No need for improvement. Very efficient operation and very well run. A nice experience.	Jun 2, 2012 7:23 AM
1196	Teen driving test if there is a problem with the paper work, tell the parent or guardian and not the teen taking the test as not to distract them.	Jun 2, 2012 6:52 AM
1197	not necessary	Jun 2, 2012 6:52 AM
1198	I have no suggestions for improvement	Jun 2, 2012 6:44 AM

Q8. How would you improve the DMV Testing Center?

1199	It's great, thanks.	Jun 2, 2012 6:39 AM
1200	Nothing. People are sooooo much friendlier and more helpful than experiecnce at other DMV locations. HIGHLY recommend others to do this same process! Thank you!	Jun 2, 2012 6:38 AM
1201	i wouldnt change anything	Jun 2, 2012 6:35 AM
1202	Its great the way it is!!!!!!	Jun 2, 2012 6:34 AM
1203	expand to do driving tests	Jun 2, 2012 6:31 AM
1204	Add after school hours	Jun 2, 2012 6:26 AM
1205	I have no suggestions. Everything went very smoothly.	Jun 2, 2012 6:24 AM
1206	I am completely satisfied and don't know how I would improve this phase of the process.	Jun 2, 2012 6:21 AM
1207	open one closer to Guilford	Jun 1, 2012 2:08 PM
1208	if the kids fail do not announce it to everyone	Jun 1, 2012 2:07 PM
1209	excellent improvement to the testing process. Well Done!!	Jun 1, 2012 2:05 PM
1210	build more in other locations please	Jun 1, 2012 2:00 PM
1211	no recommendations	Jun 1, 2012 1:58 PM
1212	Thank you for caring about your customers.	Jun 1, 2012 1:55 PM
1213	great experience	Jun 1, 2012 1:49 PM
1214	Locate more of them around the state	Jun 1, 2012 1:18 PM
1215	Have ice cream and coffee in the waiting area. Just kidding. This is really a great new thing you have going.	Jun 1, 2012 12:59 PM
1216	offer driving tests	Jun 1, 2012 12:54 PM
1217	This was a wonderful experience. Very friendly staff. Can't believe I am actually at the DMV.	Jun 1, 2012 12:51 PM
1218	Best experience I've had at a CT DMV site. Very friendly and help staff. No improvements needed.	Jun 1, 2012 12:37 PM
1219	turn on the tv in the waiting area	Jun 1, 2012 11:51 AM
1220	Nothing. It was excellent, easy to find, and very friendly and helpful people!!	Jun 1, 2012 11:26 AM
1221	no improvement	Jun 1, 2012 11:21 AM
1222	It was great!!! Much better than other DMV experiences!	Jun 1, 2012 8:28 AM

Q8. How would you improve the DMV Testing Center?

1223	No improvement needed	Jun 1, 2012 7:50 AM
1224	great experience, well organized and friendly staff - dont change a thing!!! What a pleasant surprise!	Jun 1, 2012 7:14 AM
1225	Absolutely, ridiculously fabulous! People were friendly and helpful and considering you are dealing with nervous young adults, the atmosphere is SOOOO much more conducive to putting these kids at ease. The regular DMV offices are loud, crowded and generally filled with people NOT in a good mood. THANK YOU so much. We will be telling all of our friends about this location.	Jun 1, 2012 7:03 AM
1226	very satisfied with the service	Jun 1, 2012 6:35 AM
1227	Fix the toilet.	Jun 1, 2012 6:30 AM
1228	no improvements needed, VERY EASY TO MAKE AN APPOINTMENT and EVERYONE on the Staff were Friendly and helpful! EXCELLENT FACILITY!!!!!!!!	Jun 1, 2012 6:27 AM
1229	The signage could have been a little better. No other comments. Great!	May 31, 2012 5:25 PM
1230	Nothing. Great facility!	May 31, 2012 5:25 PM
1231	It was all fine	May 31, 2012 5:18 PM
1232	no improvement needed	May 31, 2012 4:54 PM
1233	A breath of fresh air compared to other state agencies. Please consider adopting this technique for other walk in facilities. Thank you.	May 31, 2012 4:49 PM
1234	Have more of them around the state so as to be more local to where I live. 60+ miles is a hike.	May 31, 2012 4:48 PM
1235	Not much to improve. The pro that there was no waiting far outweighed the con that I drove from Manchester for the appointment. Well worth the drive down here! Thank you!	May 31, 2012 4:27 PM
1236	No room for improvement	May 31, 2012 4:20 PM
1237	very satisfied with with test center	May 31, 2012 4:17 PM
1238	Better signage by the road.	May 31, 2012 3:23 PM
1239	no improvement needed!	May 31, 2012 2:55 PM
1240	nothing to improve - very very friendly, efficient and professional	May 31, 2012 2:45 PM
1241	nothing needs to be improved. the experience was great for my daughter and myself	May 31, 2012 2:39 PM
1242	nothing. this was a very good option for getting a permit.	May 31, 2012 2:25 PM
1243	open a few more centers	May 31, 2012 2:23 PM

Q8. How would you improve the DMV Testing Center?

1244	nothing	May 31, 2012 2:21 PM
1245	no suggestions	May 31, 2012 1:50 PM
1246	I would not. Very efficient service.	May 31, 2012 1:44 PM
1247	we had a great experience!	May 31, 2012 1:40 PM
1248	It was well run. Much easier to negotiate than the process with my other children	May 31, 2012 1:38 PM
1249	This idea was awesome! Whoever came up with it should get an award. Totally positive experience, unlike regular DMV office. The employees were ALL very friendly & helpful. Everything was done quickly and ON TIME! no lines, no waiting, Totally awesome! Keep up the good work!	May 31, 2012 1:36 PM
1250	at this point it is great the way it is!!! great idea	May 31, 2012 1:30 PM
1251	no improvement	May 31, 2012 1:14 PM
1252	it'sn't perfect wouldn't change a thing!!!!	May 31, 2012 1:13 PM
1253	There is nothing that needs to be done to improve this center.	May 31, 2012 8:28 AM
1254	i wouldnt	May 30, 2012 5:16 PM
1255	I would reccommend that they put more of these out there.	May 30, 2012 5:11 PM
1256	This was very convenient! Everything worked out fine. No improvements needed.	May 30, 2012 4:57 PM
1257	great job thank you!	May 30, 2012 4:56 PM
1258	I would not change anything - this was a fabulous experience!	May 30, 2012 4:44 PM
1259	I think it is fine the way it is.	May 30, 2012 4:38 PM
1260	it was a great experience	May 30, 2012 4:35 PM
1261	nothing	May 30, 2012 4:26 PM
1262	nothing	May 30, 2012 4:24 PM
1263	n/a	May 30, 2012 4:08 PM
1264	Have scheduled road test available here at the DMV Testing Center.	May 30, 2012 4:06 PM
1265	have scedule road test made available	May 30, 2012 4:06 PM
1266	Honestly in no way did I personally experience any faults with the center, the process was quick and easy and it came out with a good result in the end with me passing my permit test. All's well that ends well.	May 30, 2012 4:00 PM
1267	none	May 30, 2012 3:56 PM

Q8. How would you improve the DMV Testing Center?

1268	N/A	May 30, 2012 3:46 PM
1269	n/a	May 30, 2012 3:46 PM
1270	nothing	May 30, 2012 3:42 PM
1271	I thought the entire process was great. Wish they had one closer to southeast Connecticut.	May 30, 2012 3:35 PM
1272	nothing	May 30, 2012 3:35 PM
1273	not needed	May 30, 2012 3:20 PM
1274	Put in another bathroom.	May 30, 2012 3:19 PM
1275	Great for what it is- would love to see expansion and include licensing	May 30, 2012 3:15 PM
1276	nothing	May 30, 2012 3:13 PM
1277	All good!	May 30, 2012 3:13 PM
1278	not needing two peaces of mail to prove you live in CT	May 30, 2012 3:10 PM
1279	Nothing to improve. Staff was helpful and friendly. Everything went smoothly. Wonderful experience. Thank you so much!	May 30, 2012 3:09 PM
1280	no suggestions at this time	May 30, 2012 3:06 PM
1281	It was better than expect. No ideas for improvement. Thanks to all!	May 30, 2012 2:58 PM
1282	-	May 30, 2012 2:55 PM
1283	Nothing	May 30, 2012 2:55 PM
1284	no comment Everything seemed very good :))	May 30, 2012 2:51 PM
1285	NOTHING, BIG IMPROVEMENT OVER OTHER DMV BRANCHES	May 30, 2012 2:51 PM
1286	more parking	May 30, 2012 2:46 PM
1287	IT SEEMS TO BE RUNNING FINE THE WAY IT IS.	May 30, 2012 2:41 PM
1288	it is good	May 30, 2012 2:39 PM
1289	none needed	May 30, 2012 2:24 PM
1290	Dont feel there is any need...it was a very quick and easy process.	May 30, 2012 2:21 PM
1291	Not sure it was the best DMV experience I have had. Thank you	May 30, 2012 2:11 PM
1292	Have more testing centers like this.	May 30, 2012 2:03 PM
1293	one possible improvement is to add more of these centers around the state.	May 30, 2012 1:59 PM

Q8. How would you improve the DMV Testing Center?

1294	This was a perfect experiance. Keep it the same.	May 30, 2012 1:47 PM
1295	maybe a diagram of what the steps are when the child gets is here. a walk through the stations.	May 30, 2012 1:35 PM
1296	Maybe you could offer driver testing as well. That would be very convenient.	May 30, 2012 1:24 PM
1297	Nice friendly staff. Excellent job	May 30, 2012 1:22 PM
1298	This was such a positive experience, so glad this facility opened up. I had spent 3 hours before with my other children getting there permits, hurray for the DMV	May 30, 2012 1:20 PM
1299	No improvements necessary...everyone was friendly, helpful and the process was very smooth	May 30, 2012 12:02 PM
1300	Its perfect!	May 30, 2012 11:49 AM
1301	give pedicures?	May 30, 2012 11:47 AM
1302	Nothing to improve. Everyone was kind and took us through the process step by step. Thank you.	May 30, 2012 11:45 AM
1303	everything was great...nothing to add	May 30, 2012 11:10 AM
1304	seems great to me	May 30, 2012 9:28 AM
1305	no suggestions at this time.	May 30, 2012 8:55 AM
1306	driving tests	May 30, 2012 8:53 AM
1307	It works fine, thanks.	May 30, 2012 8:53 AM
1308	I am totally satisfied nothing to change	May 30, 2012 8:42 AM
1309	looks good	May 30, 2012 8:40 AM
1310	regular tv in waiting area	May 30, 2012 8:36 AM
1311	Great Staff	May 30, 2012 6:48 AM
1312	Incredible Staff.	May 29, 2012 9:28 AM
1313	Wonderful experiance with DMV!	May 29, 2012 9:28 AM