



North Carolina General Assembly  
House Of Representatives

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August 28, 2018

Commissioner Torre Jessup  
North Carolina Department of Motor Vehicles  
110 New Bern Avenue  
Raleigh, NC 27697

Dear Commissioner Jessup:


Given your pledged commitment to shorten the excessive wait times at DMV office across the state, I was outraged to learn about a secret DMV Driver's License location that has been in operation for select state employees. While North Carolinians across the state are spending hours waiting for service at other facilities, it appears that special invitations were sent to senior state employees for speedy, 20-minute appointments. Having a separate set of rules and privileges for a special few state employees is an affront to the taxpayers who pay their salaries.

In light of this discovery, I am requesting that you provide an explanation as to why this secret driver's license office is in operation. North Carolina taxpayers deserve to know who had access to it, why those individuals were selected, and how they were notified. The significant frustration already felt from all those waiting in long lines at their local DMV facilities will only be compounded as they learn of the secret, invitation-only office.

I am also concerned that your proposed plan to reduce the existing long lines at regular DMV locations is only a band-aid solution to a growing problem. We need a more substantive approach to accommodate increased volumes of customers, which must include enhanced use of technology. Continued failures in providing efficient service – available to all citizens - for the state's most basic functions will erode the public's confidence in our state government.

I look forward to hearing back from your office as soon as possible on these important issues.

Kindest Regards,

  
Rep. Scott D. Stone  
North Carolina House of Representatives

CC: NCDOT Secretary Jim Trogdon

