From:	Anne Reinert
To:	Rep. Mike Clampitt
Subject:	Need Assistance
Date:	Friday, January 22, 2021 04:01:43 PM

Hello!

I am hoping you can help us with a very frustrating situation.

As you may know, attempting to get any services completed at a NC DMV Driver's License office is now extremely difficult and involves a lengthy wait (most appointments can only be made six weeks in advance, or longer). My daughter went through that tortuous wait time to get her first driver's license. We had to drive from Bryson City to Asheville, as that was the soonest appointment we could make. She passed the exam, but was then told she would need to come back to take a "contactless driving test," due to her permit being from GA. This does not make sense to me, as she took her online classes and her required driving time in the state of NC, and is a NC student.

So we trudged back to the Asheville DMV to obediently complete this next task, only to be told that the computers were down, and she could not take the test. Then we were told that we would have to call the Raleigh office to make an appointment. We called repeatedly there, only to get a terminal recording (it hangs up on you). The Asheville office then told us to call the Clyde office. We made multiple attempts to call them, and they will not even pick up the phone. And, you cannot make an appointment online, because this is a specific test, which is not one of the options on the website.

Now we feel like our hands are tied, and defeated. My daughter has done everything she was asked to do, only to have disappointment, and nowhere to turn. My husband and I are ready for her to start driving, as she is 16 1/2. We are desperate for assistance, as we cannot get in touch with anyone who can help us.

Thank you for your time,

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