

SENATE RESOLUTION NO. 112

BY SENATOR BISHOP

A RESOLUTION

To urge and request the office of motor vehicles to continue to improve its efficiency in delivering services to the citizens of Louisiana.

WHEREAS, the office of motor vehicles, Department of Public Safety and Corrections, is responsible for motor vehicle titling and licensing, driver licensing, and other services; and

WHEREAS, for many Louisianians, the office of motor vehicles is one of the very few governmental entities with which they do business, so for better or worse, their impression of state government generally is dependent on their experience with the office of motor vehicles; and

WHEREAS, the office has made a concerted effort over the past several years to improve customer services; and

WHEREAS, despite the progress, citizens are still having problems transacting business with the office in a timely and efficient manner, particularly long waits for service at field offices, and assistance on the help line; and

WHEREAS, the Senate of the Legislature of Louisiana realizes that waiting in line for government services is not a productive use of time for the people of our state and that every effort needs to be made to improve efficiency of government service delivery, especially at the office of motor vehicles.

THEREFORE, BE IT RESOLVED that the Senate of the Legislature of Louisiana does hereby urge and request the office of motor vehicles, Department of Public Safety and Corrections, to study the issues relative to services provided by or through the office with a focus on continuing to improve its efficiency in delivering these services to the citizens of Louisiana.

BE IT FURTHER RESOLVED that the office shall submit a written report of its findings and recommendations to the Senate Committee on Transportation, Highways, and Public Works not later than January 31, 2019.

BE IT FURTHER RESOLVED that a copy of this Resolution be transmitted to the assistant secretary of the office of motor vehicles.

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PRESIDENT OF THE SENATE