

2018 Regular Session

SENATE RESOLUTION NO. 112

BY SENATOR BISHOP

PUBLIC SFTY/CORRECT DEPT. Requests the office of motor vehicles to continue to improve its efficiency in delivering services to the citizens of Louisiana.

1 A RESOLUTION

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

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

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

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

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

16 WHEREAS, the Senate of the Legislature of Louisiana realizes that waiting in line
17 for government services is not a productive use of time for the people of our state and that
18 every effort needs to be made to improve efficiency of government service delivery,

1 especially at the office of motor vehicles.

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

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

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

The original instrument and the following digest, which constitutes no part
of the legislative instrument, were prepared by Jerry J. Guillot.

SR 112 Original DIGEST Bishop
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