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## SENATE JOINT RESOLUTION NO. 299

Offered January 11, 2017

*Requesting the Department of Motor Vehicles to study its funding models to ensure continuing superior customer service. Report.*

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Patrons—Black; Delegate: LaRock

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Referred to Committee on Rules

WHEREAS, the Department of Motor Vehicles (DMV) administers almost six million active driver's licenses and more than eight million active vehicle registrations with its 1,864 employees, 75 Customer Service Centers, one Call Center, 50 DMV Selects, five DMV mobile units, five DMV Connect units, and 26 weigh stations and is the face of government that many of Virginia's citizens and businesses interact with on a regular basis; and

WHEREAS, the Department of Motor Vehicles collected \$2.62 billion in gross revenue in FY16 on an operating budget of \$237.3 million; transferred \$2.12 billion to the Commonwealth Transportation Fund to provide road, rail, transit, aviation, and port improvements; collected \$77.1 million in sales tax on motor fuels for regional transportation projects; passed through \$3.7 million in charitable donations to colleges, universities, and other organizations; and provided over \$75.2 million for emergency medical services, safety inspections, and trauma response; and

WHEREAS, the Department of Motor Vehicles strives to offer convenience to its customers by increasing online services; operating mobile units to assist rural communities, communities affected by natural disasters, the elderly, and prisoners; and partnering with other state and federal agencies to offer additional services, such as issuing official copies of birth, death, and marriage certificates, offering E-Z Passes, and allowing customers to apply for Transportation Worker Identification Cards (TWICs) and TSA Pre-Check identification; and

WHEREAS, the Department of Motor Vehicles continues to look for innovative ways to improve customer service despite operating on a decades-old funding model; now, therefore, be it

RESOLVED by the Senate, the House of Delegates concurring, That the Department of Motor Vehicles be requested to study its funding models to ensure continuing superior customer service.

In conducting its study, the Department of Motor Vehicles shall look at alternative models of funding that could ensure continuing success in maximizing efficiency, customer service, and customer satisfaction.

All agencies of the Commonwealth shall provide assistance to the Department of Motor Vehicles for this study, upon request.

The Department of Motor Vehicles shall complete its meetings by November 30, 2017, and shall submit to the Governor and the General Assembly an executive summary and a report of its findings and recommendations for publication as a House or Senate document. The executive summary and report shall be submitted as provided in the procedures of the Division of Legislative Automated Systems for the processing of legislative documents and reports no later than the first day of the 2018 Regular Session of the General Assembly and shall be posted on the General Assembly's website.

INTRODUCED

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