

**Department of Planning and Budget**  
**2020 Special Session I - Fiscal Impact Statement**

**1. Bill Number:** HB5001

**House of Origin**     Introduced     Substitute     Engrossed

**Second House**     In Committee     Substitute     Enrolled

**2. Patron:** Cole, M.L.

**3. Committee:** Transportation

**4. Title:** Department of Motor Vehicles; open hours.

**5. Summary:** Requires all Department of Motor Vehicles customer service centers to be open and accept walk-in customers six days a week between 8:30 a.m. and 5:00 p.m. This requirement expires upon the expiration or revocation of all states of emergency declared by the Governor related to the novel coronavirus (COVID-19) pandemic.

**6. Budget Amendment Necessary:** No.

**7. Fiscal Impact Estimates:** Preliminary. See Item 8.

**8. Fiscal Implications:** HB5001 requires extended operational hours at all Department of Motor Vehicles (DMV) Customer Service Center (CSC) locations over an unknown period of time. This requirement is expected to impact DMV's ability to meet production goals by stretching existing staff resources to cover the additional hours. It will require DMV to balance existing staff schedules over the extended operational hours, and may require overtime pay. These additional hours of operation will require additional staff hours from customer service representatives, security staff, and headquarters support staff.

Opening windows to provide walk-in service also will require additional staffing. In order to abide by Department of Labor and Industry regulations, DMV has allocated existing staff to cleaning and monitoring duties, while also maximizing the number of service windows available for appointments. In addition, the agency has had to absorb a higher than normal number of employees on leave. By calculating the additional hours HB5001 requires the CSC's to be open, and the staffing currently in place at each CSC, DMV estimates HB5001 will cost approximately \$61,733 per week, or \$3.2 million annually, in additional staffing costs for the duration of the emergency declaration. DMV would have to absorb this cost with existing revenues and appropriation levels.

**9. Specific Agency or Political Subdivisions Affected:** Department of Motor Vehicles.

**10. Technical Amendment Necessary:** No.

**11. Other Comments:** None.