



**Am. H.B. 182**

124th General Assembly

(As Reported by H. Transportation & Public Safety)

**Reps. Schuring, Hollister, Hartnett, Jerse, Britton, Collier, Bocchieri, Schaffer, Flowers, Seitz, S. Smith, Damschroder, Manning, Reidelbach**

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**BILL SUMMARY**

- Creates the Citizens Advisory Committee within the Bureau of Motor Vehicles to examine the customer service practices of the Bureau and to make recommendations for improvement.
- Requires the Bureau to establish a toll-free telephone number and an e-mail address by which citizens may contact the Committee.
- Mandates that the Committee expire three years after its creation unless renewed by the General Assembly.

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**CONTENT AND OPERATION**

**Duties of Citizens Advisory Committee**

The bill creates the Citizens Advisory Committee within the Bureau of Motor Vehicles. The purpose of the Committee is to provide feedback to the Bureau on the state of its relations with the public by undertaking a review and evaluation of the client service practices of the Bureau and advising the Bureau on ways to improve its interaction with the public. The bill does not include an exhaustive list of the procedures to be reviewed, but it requires the Committee to examine at least the following:

- (1) The form and processing of required applications and other documents;
- (2) The administration of tests;
- (3) The accessibility of Bureau employees, including the speed and accuracy with which they respond to questions from the public;

- (4) Methods for notification of the suspension or revocation of a driver's license;
- (5) Rules regarding proof of financial responsibility; and
- (6) The efficiency of service provided at deputy registrar offices.

As an advisory body, the Committee is required to develop recommendations for the Bureau on how to improve its interaction with the public. All recommendations must pass the Committee by a majority vote. The bill instructs the Committee to provide copies of its recommendations to the Governor, the President of the Senate, the Speaker of the House of Representatives, and the Director of Public Safety. (Sec. 4501.025(B).)

### **Contact with the Committee**

To aid the Committee's work, the bill directs the Bureau of Motor Vehicles to establish a toll-free telephone number and an e-mail address for the Committee. Either mode of contact may be used by citizens who wish to inform the Committee of a complaint, suggestion, or other comment about their interactions with the Bureau. The bill requires the Committee to review periodically any telephone calls or e-mails that it receives. Furthermore, the Bureau must cooperate with the Committee in the performance of the Committee's duties. (Sec. 4501.025(C).)

### **Expiration of the Committee**

In accordance with the state sunset law, the bill sets the expiration date for the Committee three years after the date of its creation, provided that the General Assembly has not taken action to continue its existence (sec. 101.83(A), not in the bill). If the General Assembly extends the Committee beyond the three-year duration, it must do so in accordance with the process of renewal specified in the sunset law regarding the automatic expiration of statutorily created agencies. The sunset law states that "[a]n agency may be renewed by passage of a bill that continues the statutes creating and empowering the agency, that amends or repeals those statutes, or that enacts new statutes, to improve agency usefulness, performance, or effectiveness" (sec. 101.83(D), not in the bill). Any renewal of the Committee must be for a three-year period only. (Sec. 4501.025(D).)

### **Committee membership**

Under the bill, the Citizens Advisory Committee consists of nine appointed members and the Registrar of Motor Vehicles, who serves as an ex officio nonvoting member. The Governor, the President of the Senate, and the Speaker of the House of Representatives each appoint three members to the Committee. The President of the Senate and the Speaker of the House of Representatives each must

appoint one legislator from their respective houses to serve on the Committee. Of the three members that the Governor, the President of the Senate, and the Speaker of the House of Representatives each appoint to the Committee, no more than two may be members of the same political party. Initial appointments to the Committee must be made not later than 60 days after the effective date of the bill. (Sec. 4501.025(A); Section 2.)

The initial terms of the members are staggered to prevent complete turnover in any one year, but all subsequent terms are for three years. The bill contains standard appointment procedures, including procedures for filling vacancies. Members are eligible for reappointment. The bill provides no compensation for members of the Committee although voting members receive reimbursement for necessary expenses incurred in the conduct of their official duties.

The Committee must choose a chairperson and a vice-chairperson from among its members. Under the bill, the Committee must meet at least twice a year and at any other time the chair determines is necessary. (Sec. 4501.025(A).)

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## HISTORY

ACTION	DATE	JOURNAL ENTRY
Introduced	03-22-01	p. 256
Reported, H. Transportation & Public Safety	05-16-01	pp. 435-436

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