

2025 Regular Session

HOUSE RESOLUTION NO. 357

BY REPRESENTATIVES PHELPS AND SCHAMERHORN

MTR VEHICLE/OFFICE: Urges and requests the office of motor vehicles to study the potential benefits of implementing a uniform protocol for system outages

1 A RESOLUTION

2 To urge and request the office of motor vehicles (OMV) to study the potential benefits of  
3 implementing a uniform protocol for system outages to accomplish the following:  
4 reduce disruptions to scheduled appointments, improve scheduling procedures,  
5 establish real-time customer feedback mechanisms, hold staff accountable for  
6 improper service denials, and enhance overall customer service and reporting  
7 practices.

8 WHEREAS, the OMV plays a vital role in serving the citizens of Louisiana by  
9 providing essential motor vehicle and driver services; and

10 WHEREAS, the OMV is currently undertaking system updates intended to enhance  
11 service delivery; however, due to past practices and legacy system limitations, the current  
12 system continues to suffer unanticipated outages, disrupted access to services, and  
13 widespread frustration among citizens who depend on timely and reliable transactions; and

14 WHEREAS, during these system interruptions, previously scheduled appointments  
15 are frequently not honored, leaving citizens to experience extended wait times, confusion,  
16 and an overall lack of service continuity; and

17 WHEREAS, system outages have disrupted scheduled appointments, and customers  
18 are frequently left to manage rescheduling on their own, often without sufficient guidance  
19 or communication from OMV personnel, resulting in increased frustration and diminished  
20 public confidence; and

1 WHEREAS, there is currently no formal mechanism for customers to provide  
2 real-time feedback regarding their experiences at OMV locations; and

3 WHEREAS, numerous customer complaints and concerns brought to the attention  
4 of legislators suggest that some OMV personnel have denied services by citing questionable  
5 system outages; and

6 WHEREAS, the system outages at the OMV have been ongoing for an extended  
7 period, causing prolonged disruption to services without a clear or definite timeline for full  
8 restoration; and

9 WHEREAS, these continued disruptions have not only hindered access to essential  
10 services but have also contributed to a growing number of complaints regarding poor  
11 customer service at OMV field offices; and

12 WHEREAS, citizens have reported instances of unprofessional conduct, lack of  
13 responsiveness, and insufficient assistance from OMV personnel during both outage periods  
14 and normal operations; and

15 WHEREAS, in many cases, OMV staff have failed to provide clear communication  
16 or reasonable alternatives when services are unavailable, leaving customers without  
17 guidance and further delaying the completion of necessary transactions; and

18 WHEREAS, the lack of standardized training and oversight has resulted in  
19 inconsistent service delivery across OMV locations and a failure to meet the expectations  
20 of the public; and

21 WHEREAS, these ongoing service deficiencies have intensified public frustration,  
22 diminished confidence in the OMV, and created unnecessary hardship for citizens across the  
23 state who rely on consistent and accessible OMV services; and

24 WHEREAS, it is necessary to implement meaningful and comprehensive reforms to  
25 enhance customer service standards, strengthen staff accountability, and establish clear  
26 communication protocols; and

27 WHEREAS, in response to ongoing challenges and repeated system outages  
28 adversely affecting scheduled appointments, it is imperative that the OMV allow for the  
29 continued scheduling of future appointments during system downtimes.

1           THEREFORE, BE IT RESOLVED that the House of Representatives of the  
2   Legislature of Louisiana does hereby urge and request the office of motor vehicles to study  
3   the potential benefits of implementing a uniform protocol for system outages to accomplish  
4   the following: improve appointment scheduling and scheduling procedures, establish  
5   real-time customer feedback mechanisms, hold staff accountable for improper service  
6   denials, and enhance overall customer service and reporting practices.

7           BE IT FURTHER RESOLVED that the OMV shall submit a report detailing its  
8   findings to the House Committee on Transportation, Highways and Public Works by August,  
9   1, 2026.

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

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DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

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Phelps

Urges and requests the office of motor vehicles (OMV) to study the potential benefits of implementing a uniform protocol for system outages to accomplish the following: reduce disruptions to scheduled appointments, improve scheduling procedures, establish real-time customer feedback mechanisms, hold staff accountable for improper service denials, and enhance overall customer service and reporting practices. Requires the OMV submit a report detailing its findings to the House transportation committee by Aug. 1, 2026.