

2025 Regular Session

HOUSE RESOLUTION NO. 357

BY REPRESENTATIVES PHELPS AND SCHAMERHORN

A RESOLUTION

To urge and request the office of motor vehicles (OMV) to implement 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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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SPEAKER OF THE HOUSE OF REPRESENTATIVES