

RÉSUMÉ DIGEST

HR 357	2025 Regular Session	Phelps
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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 written report detailing its findings to the House transportation committee by Aug. 1, 2026.