

A-Engrossed
House Bill 4047

Ordered by the House February 14
Including House Amendments dated February 14

Sponsored by Representative CAMERON; Representatives DAVIS, DOHERTY, READ (Presession filed.)

SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure.

Establishes Task Force on Transportation and Customer Service Efficiency to study customer service performance in Department of Transportation field offices that provide driver and motor vehicle services.

Sunsets task force on date of convening of 2015 regular session of Legislative Assembly.
Declares emergency, effective on passage.

A BILL FOR AN ACT

1
2 Relating to the Task Force on Transportation and Customer Service Efficiency; and declaring an
3 emergency.

4 **Be It Enacted by the People of the State of Oregon:**

5 **SECTION 1. (1) The Task Force on Transportation and Customer Service Efficiency is**
6 **established, consisting of 11 members appointed as follows:**

7 **(a) The President of the Senate shall appoint:**

8 **(A) One member from among members of the Senate.**

9 **(B) One member who is a resident of this state and who, in the past 12 months, has been**
10 **a customer of a Department of Transportation field office that provides driver and motor**
11 **vehicle services.**

12 **(C) One member who is the owner, or the designee of the owner, of a business in the**
13 **freight trucking industry in Marion County.**

14 **(b) The Speaker of the House of Representatives shall appoint:**

15 **(A) Two members from among members of the House of Representatives.**

16 **(B) One member who is a resident of this state and who, in the past 12 months, has been**
17 **a customer of a Department of Transportation field office that provides driver and motor**
18 **vehicle services.**

19 **(C) One member who is the owner, or the designee of the owner, of a business in the**
20 **vehicle sales industry in this state.**

21 **(c) The Director of the Oregon Department of Administrative Services shall appoint one**
22 **member from the Oregon Department of Administrative Services.**

23 **(d) The Director of Transportation shall appoint one member who is a represented em-**
24 **ployee of a Department of Transportation field office that provides driver and motor vehicle**
25 **services in Marion County.**

26 **(e) The administrator of the Department of Transportation field offices that provide**

NOTE: Matter in **boldfaced** type in an amended section is new; matter *[italic and bracketed]* is existing law to be omitted.
New sections are in **boldfaced** type.

1 driver and motor vehicle services, or the designee of the administrator, shall serve as an ex
2 officio member of the task force.

3 (f) The Governor shall appoint one member who is a representative of a city or other
4 local government in this state.

5 (2) The task force shall study the efficiency of customer services provided by Department
6 of Transportation field offices that provide driver and motor vehicle services and shall make
7 recommendations to the Director of Transportation on changes and improvements to exist-
8 ing customer service delivery methods.

9 (3) The task force may request data from the Department of Transportation regarding
10 customer service functions performed by Department of Transportation field offices that
11 provide driver and motor vehicle services and may gather public comment on current cus-
12 tomer service delivery methods and on alternatives to current methods. When the task force
13 is studying the current systems and developing recommendations for change and improve-
14 ment, the task force shall:

15 (a) Examine the types and frequencies of customer service needs and interactions at the
16 Department of Transportation field offices that provide driver and motor vehicle services;

17 (b) Study the Department of Transportation field offices that provide driver and motor
18 vehicle services using a sample group; and

19 (c) Propose benchmarks to effectively measure success in achieving desired customer
20 service delivery outcomes.

21 (4) Members of the Legislative Assembly appointed to the task force are nonvoting
22 members of the task force and may act in an advisory capacity only.

23 (5) A majority of the voting members of the task force constitutes a quorum for the
24 transaction of business.

25 (6) Official action by the task force requires the approval of a majority of the voting
26 members of the task force.

27 (7) The task force shall elect one of its members to serve as chairperson.

28 (8) If there is a vacancy for any cause, the appointing authority shall make an appoint-
29 ment to become immediately effective.

30 (9) The task force shall meet at times and places specified by the call of the chairperson
31 or of a majority of the voting members of the task force.

32 (10) The task force may adopt rules necessary for the operation of the task force.

33 (11) The task force shall submit a report in the manner provided by ORS 192.245, and
34 may include recommendations for legislation, to an interim committee of the Legislative
35 Assembly related to transportation no later than November 1, 2014.

36 (12) The Oregon Department of Administrative Services shall provide staff support to the
37 task force.

38 (13) Members of the task force who are not members of the Legislative Assembly are not
39 entitled to compensation, but may be reimbursed for actual and necessary travel and other
40 expenses incurred by them in the performance of their official duties in the manner and
41 amounts provided for in ORS 292.495. Claims for expenses incurred in performing functions
42 of the task force shall be paid out of funds appropriated to the Department of Transportation
43 for purposes of the task force.

44 (14) All agencies of state government, as defined in ORS 174.111, are directed to assist
45 the task force in the performance of its duties and, to the extent permitted by laws relating

1 to confidentiality, to furnish such information and advice as the members of the task force
2 consider necessary to perform their duties.

3 **SECTION 2.** Section 1 of this 2014 Act is repealed on the date of the convening of the 2015
4 regular session of the Legislative Assembly as specified in ORS 171.010.

5 **SECTION 3.** This 2014 Act being necessary for the immediate preservation of the public
6 peace, health and safety, an emergency is declared to exist, and this 2014 Act takes effect
7 on its passage.

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