
Summary of Policy Considerations and Agency Recommendations:

The Legislature may consider the following policy changes:

- Convert the role of the Service Oklahoma Operator Board to be advisory in nature to alleviate conflicts.
- Vest full operational and regulatory authority of Service Oklahoma to the director.
- Direct Service Oklahoma to dedicate the primary use of the Licensed Operator Performance Fund to subsidize Licensed Operator locations that do not generate enough customer transactions to be profitable, with the goal of ensuring there is a minimum of one licensing facility in each county.
- Create a separate fund to reimburse Licensed Operators for the vehicle registration fees that are waived for disabled veterans.
- Direct the Service Oklahoma Operator Board to promulgate administrative rules requiring Licensed Operators provide annual financial statements, empowering the board to make decisions based on the reported financial position of Licensed Operators.
- Remove the statutory exemption for Licensed Operators operating prior to the creation of Service Oklahoma to adhere to the brand standards, requiring that each location make annual progress toward meeting the standards set for all service locations.

Service Oklahoma should:

- Assess the ideal ratio of Licensed Operators to population.
- Create a process and dedicate personnel to review, report, and recommend action for poor customer service by Licensed Operators.
- Evaluate the metrics of the Licensed Operator Performance Fund to ensure they are measurable and accomplish the goals of consistent service delivery in rural areas of the State.
- During unannounced Operational Audits, Service Oklahoma should record the posted business hours and validate those hours with the hours of service reported to Service Oklahoma.
- Require the next Licensed Operator Compensation Evaluation examine the market impact of enforcing or eliminating the three-mile proximity rule. A copy of the evaluation should be provided to the Chairs of the respective oversight subcommittees of the Legislature.
- Issue vehicle registrations at all Service Oklahoma locations.
- Examine the new technology tools being used by other states to determine if they have the potential to improve the delivery of services or reduce costs.
- Require all Licensed Operators to utilize the same online queue system that Service Oklahoma uses, so the wait times of all locations can be displayed on Service Oklahoma's website.
- Implement a customer feedback form on Service Oklahoma's website that is easy to find and provides clear direction for submission. The agency should include a summary of the feedback in its annual report on driver's licenses and vehicle registrations.
- Design the Licensed Operator Compensation Evaluation RFP so that the same consultant cannot be used more than two times in a row, to ensure the report maintains objectivity.