

AMENDED IN ASSEMBLY APRIL 16, 1998

CALIFORNIA LEGISLATURE—1997–98 REGULAR SESSION

ASSEMBLY BILL

No. 1690

**Introduced by Assembly Member Prenter
(Coauthor: Assembly Member Kuykendall)**

January 21, 1998

An act to add Section 338 to the Business and Professions Code, and to add Section 1669.5 to the Vehicle Code, relating to vehicles.

LEGISLATIVE COUNSEL'S DIGEST

AB 1690, as amended, Prenter. Vehicles: ~~Department of Consumer Affairs;~~ Department of Motor Vehicles.

~~(1) Existing law establishes the Department of Consumer Affairs in the State and Consumer Services Agency for the purpose of ensuring that those private business and professions that are deemed to engage in activities that have potential impact upon the public health, safety, and welfare are adequately regulated in order to protect the people of California.~~

~~This bill would also require the department to audit the Department of Motor Vehicles for the purpose of reporting the average time that it takes a person to complete a transaction with that department.~~

~~The bill would require the department to establish a system for measuring customer satisfaction with the Department of Motor Vehicles and generate a report rating each city, town, village, or community in the state as to customer satisfaction.~~

~~The bill would require the department to provide copies of the reports generated under these provisions to the Department of Motor Vehicles and the Legislature on or before an unspecified date.~~

~~(2) Existing~~

~~Existing law requires the Department of Motor Vehicles to post the hours of operation of each of its offices at or near the entrance to the office. Existing law also authorizes the department to allow a person to submit any document required to be submitted to the department by using electronic media deemed feasible by the department instead of requiring the actual submittal of the document, including documents requiring signatures, as specified. The department is authorized to establish specified criteria regarding the use of this process.~~

~~This bill would require the department, *with respect to every office of the department that is open to the public*, to conduct a public hearing in any city, town, village, or community that has been identified as having a low customer satisfaction rating in the report generated by the Department of Consumer Affairs, as specified above, and to develop a plan, based on the results of the hearing, to improve that customer satisfaction rating.~~

~~The bill would require the department to open every *those office offices* on Saturdays for 8 hours ~~of to provide~~ service to the public.~~

~~The bill would require the department to provide a satellite office, open to the public for one day a month, in any city, town, village, or community that does not have a regular office of the department. The department would be authorized to arrange for the use of other governmental offices or facilities for that purpose.~~

~~The bill would require the department to develop a secure system through which the public may conduct transactions with the department through the department's Internet website. Applications for original and renewal driver's licenses would be prohibited from being conducted through the system.~~

~~The bill would require the department to develop a program for authorizing private providers of driving~~



~~instruction to test applicants for driver's licenses and to adopt regulations prohibiting any provider of driving instruction, or any employee or agent of that provider, participating in that program from intentionally assisting any person in obtaining a driver's license while knowing that the person is not qualified for that driver's license.~~

~~The bill would make a violation of the regulations adopted by the department as specified above a felony, punishable by an unspecified term in the state prison. The bill would thereby impose a state-mandated local program by creating a new crime.~~

~~(3) The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.~~

~~This bill would provide that no reimbursement is required by this act for a specified reason.~~

~~Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: yes-no.~~

The people of the State of California do enact as follows:

- 1 ~~SECTION 1. This act shall be known and may be cited~~
- 2 ~~SECTION 1. This act shall be known and may be cited~~
- 3 ~~as the DMV Reform Act.~~
- 4 ~~SEC. 2. Section 1669.5 is added to the Vehicle Code,~~
- 5 ~~to read:~~
- 6 ~~1669.5. The department shall, with respect to every~~
- 7 ~~office of the department that is open to the public, open~~
- 8 ~~those offices on Saturdays for eight hours to provide~~
- 9 ~~service to the public.~~
- 10 ~~as the DMV Reform Act.~~
- 11 ~~SEC. 2. Section 338 is added to the Business and~~
- 12 ~~Professions Code, to read:~~
- 13 ~~338. The department shall do both of the following:~~
- 14 ~~(a) Audit the Department of Motor Vehicles for the~~
- 15 ~~purpose of reporting the average time that it takes a~~
- 16 ~~person to complete a transaction with that department.~~
- 17 ~~(b) Establish a system for measuring customer~~
- 18 ~~satisfaction with the Department of Motor Vehicles and~~



1 ~~generate a report rating each city, town, village, or~~
2 ~~community in the state as to customer satisfaction.~~

3 ~~(e) Provide copies of the reports generated under this~~
4 ~~section to the Department of Motor Vehicles and the~~
5 ~~Legislature on or before _____.~~

6 ~~SEC. 3. Section 1669.5 is added to the Vehicle Code,~~
7 ~~to read:~~

8 ~~1669.5. The department shall do all of the following:~~

9 ~~(a) Conduct a public hearing in any city, town, village,~~
10 ~~or community that has been identified as having a low~~
11 ~~customer satisfaction rating under subdivision (b) of~~
12 ~~Section 338 of the Business and Professions Code.~~

13 ~~(b) Based on the results of the hearing conducted~~
14 ~~under subdivision (a), develop a plan to improve that~~
15 ~~customer satisfaction rating.~~

16 ~~(c) Open every office on Saturdays for eight hours of~~
17 ~~service to the public.~~

18 ~~(d) Provide a satellite office, open to the public for one~~
19 ~~day a month, in any city, town, village, or community that~~
20 ~~does not have a regular office of the department. The~~
21 ~~department may arrange for the use of other~~
22 ~~governmental offices or facilities for the purposes of this~~
23 ~~subdivision.~~

24 ~~(e) Develop a secure system through which the public~~
25 ~~may conduct transactions with the department through~~
26 ~~the department's Internet website. Applications for~~
27 ~~original and renewal driver's licenses shall not be~~
28 ~~conducted through the system developed under this~~
29 ~~subdivision.~~

30 ~~(f) (1) Develop a program for authorizing private~~
31 ~~providers of driving instruction to test applicants for~~
32 ~~driver's licenses.~~

33 ~~(2) Adopt regulations prohibiting any provider of~~
34 ~~driving instruction, or any employee or agent of that~~
35 ~~provider, participating in the program developed under~~
36 ~~subdivision (a) from intentionally assisting any person in~~
37 ~~obtaining a driver's license while knowing that the person~~
38 ~~is not qualified for that driver's license.~~



1 ~~(3) A violation of the regulations adopted under~~
2 ~~paragraph (2) is a felony, punishable by a term of~~
3 ~~_____ years in the state prison.~~

4 ~~SEC. 4. No reimbursement is required by this act~~
5 ~~pursuant to Section 6 of Article XIII B of the California~~
6 ~~Constitution because the only costs that may be incurred~~
7 ~~by a local agency or school district will be incurred~~
8 ~~because this act creates a new crime or infraction,~~
9 ~~eliminates a crime or infraction, or changes the penalty~~
10 ~~for a crime or infraction, within the meaning of Section~~
11 ~~17556 of the Government Code, or changes the definition~~
12 ~~of a crime within the meaning of Section 6 of Article~~
13 ~~XIII B of the California Constitution.~~

14 ~~Notwithstanding Section 17580 of the Government~~
15 ~~Code, unless otherwise specified, the provisions of this act~~
16 ~~shall become operative on the same date that the act~~
17 ~~takes effect pursuant to the California Constitution.~~

