

**GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2003**

**SESSION LAW 2004-77
HOUSE BILL 1555**

AN ACT TO PROVIDE AN ADDITIONAL FEE TO BE PAID TO COMMISSION CONTRACT AGENTS FOR TRANSACTIONS RELATED TO MOTOR VEHICLE TITLES AND TO REQUIRE THE JOINT LEGISLATIVE TRANSPORTATION OVERSIGHT COMMITTEE TO STUDY CUSTOMER SERVICE PROVIDED BY THE DIVISION OF MOTOR VEHICLES AND THE COMMISSION CONTRACT AGENTS.

The General Assembly of North Carolina enacts:

SECTION 1. G.S. 20-63 is amended by adding a new subsection to read:

"(h1) Commission contracts entered into by the Division under this subsection shall also provide for the payment of an additional one dollar (\$1.00) of compensation to commission contract agents for any transaction assessed a fee under subdivision (a)(1), (a)(2), (a)(3), (a)(7), (a)(8), or (a)(9) of G.S. 20-85."

SECTION 2. G.S. 20-85 is amended by adding a new subsection to read:

"(a1) An additional one dollar (\$1.00) fee shall be imposed for any transaction assessed a fee under subdivision (a)(1), (a)(2), (a)(3), (a)(7), (a)(8), or (a)(9) of this section. The fees collected pursuant to this section shall be credited to the North Carolina Highway Fund. The Division shall use the fees derived from transactions with the Division for technology improvements. The Division shall use the fees derived from transactions with commission contract agents for the payment of compensation to commission contract agents."

SECTION 3. The Joint Legislative Transportation Oversight Committee shall study the issue of customer service at Division of Motor Vehicle license offices, registration offices, and the services provided by commission contract agents. The study shall include the procedures and policies implemented by the Division and how they impact on providing customer-friendly services in all interactions with citizens of North Carolina. The Committee shall also investigate whether staffing requirements for Division license offices are adequate to provide a high level of customer-friendly service to the public and whether those positions are consistently filled. In conducting the study the Committee shall seek input from representatives from the Division, contract agents, and the motoring public. The Committee shall report to the General Assembly on the results of the study on the first day of the 2005 Regular Session.

SECTION 4. This act is effective when it becomes law. Sections 1 and 2 of this act become effective October 1, 2004, and apply to fees assessed on or after that date.

In the General Assembly read three times and ratified this the 30th day of June, 2004.

s/ Beverly E. Perdue
President of the Senate

s/ Richard T. Morgan
Speaker of the House of Representatives

s/ Michael F. Easley
Governor

Approved 4:10 p.m. this 8th day of July, 2004