



MISSOURI HOUSE OF REPRESENTATIVES
WITNESS APPEARANCE FORM

BILL NUMBER: HB 1768		DATE: 1/17/2024	
COMMITTEE: Transportation Infrastructure			
TESTIFYING: <input checked="" type="checkbox"/> IN SUPPORT OF <input type="checkbox"/> IN OPPOSITION TO <input type="checkbox"/> FOR INFORMATIONAL PURPOSES			
WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: HOLLY MARBLE		PHONE NUMBER: 417-451-4750	
BUSINESS/ORGANIZATION NAME: NEOSHO LICENSE OFFICE		TITLE: CONTRACT LICENSE OFFICE MANAGER	
ADDRESS: 112 W SPRING ST			
CITY: NEOSHO		STATE: MO	ZIP: 64850
EMAIL: holly@growneosho.com	ATTENDANCE: Written	SUBMIT DATE: 1/16/2024 12:31 PM	
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When supporting a fee increase, you are providing a vital investment in our office's efficiency, safety, and overall well-being. The additional funds will enable us to maintain a fully staffed office, ensuring faster and more efficient customer service. As well as upgrading our facilities, including new chairs, handicap-accessible doors, and updated security camera's, which are essential for both customer and clerk safety. The fee adjustment would allow us to afford proper office supplies, and equipment, contributing to a more productive work environment. Most importantly, it will allow us to pay our employee's a livable wage, which will provide us with a more motivated and dedicated team. By implementing the fee increase, we can secure the financial stability needed to keep our office fully operational without having to reduce staff, ensuring sustained quality of service for our customers.



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WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: JINNY MOORE		PHONE NUMBER: 660-734-3469	
BUSINESS/ORGANIZATION NAME: BROOKFIELD LICENSE OFFICE		TITLE: AGENT	
ADDRESS: 523 MACON STREET			
CITY: BROOKFIELD		STATE: MO	ZIP: 64628
EMAIL: jrm.jamorgan2015@gmail.com	ATTENDANCE: Written	SUBMIT DATE: 1/15/2024 9:01 AM	
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HB 1768 Hearing on Wednesday 1/17/2024 Committee on Transportation Infrastructure Good morning. I am Jinny Moore, the agent for the Brookfield License Office. It is an honor and my pleasure to have been invited to present to you today and I am deeply disappointed that I could not be here in person because when something is read to you rather presented in person there is a lot of information and emphasis lost in transition. I write to speak in favor of HB 1768. Representative Perkins, thank you so very much for literally begging the License Offices to let you again sponsor HB 1768 regarding creation of the License Office Distribution Fund, increasing the amount of the fees collected, and revising the fee office contract award process. I spoke before the Transportation Infrastructure Committee Mar 1, 2023 (see the archived video at 11:30:54AM) in support of the session 101 version of this bill (HCS HB 424). Your committee's consideration during that legislative process sent the Bill to the Senate last April with support of your 9 AYES among the 85 total House AYES. Senator Sandy Crawford's similar bill, SB 366, also worked its way quickly through the legislative process in both chambers and back to the Senate and was ready to go to Gov Parson's desk for his approval. I feel that I may be "speaking to the choir" in seeking your support again on this issue but this and all the other bills ready to go to the Governor were killed at the end of session because of filibusters by Senator Eigel and Senator Moon, so I here am before you again. During last session, the DOR/DMV and the 178 Licenses Offices in the state were experiencing many refreshing changes in partnership, policies and procedures that helped return fees from online registration to the License Offices and streamline tasks for the clerks and DMV Help Line. This new partnership continues to make a difference in the day-to-day functions in each office. Even with these great changes, my office and many other small rural offices continue to run just behind break even and struggle with making ends meet due to continued increasing costs of every operating expense. A good business owner can't budget for a loss like this and think it is the way to stay viable. Last session our office was in its 14th amendment to our original contract and in May we were awarded our new 5-year contract effective August 2, 2023. While this is good news and guarantees that the office is eligible to work on behalf of the State, if the fee increases and Distribution Fund are not approved this session, I will close the office the moment the news is announced that the bill did not pass. Please let me share some statistics with you. I am not alone; there are 42 License Offices listed in an "at risk" status of closing unless this bill is passed. That is roughly 24%, nearly one fourth (1/4), of all offices in the state. Twenty seven (27) of those offices comprise the entire border-to-border extent of North Missouri with county populations all less that 20,000. Over a 5-year period each office has registered an average of at least two (2) vehicle transactions per county resident. Interestingly, this is the same average as the largest offices' volumes and indicates that the smallest offices are performing equally well at serving all their residents. Those counties and offices are represented by seven House members. On this committee, Rep Sharpe has 8 counties with 7 "at risk "**

offices; one of his counties does not even have an office. Additionally, all four (4) of the offices in Rep Perkins's 4 counties are "at risk" offices. The other 15 offices are in a pattern south and east including Missouri's beautiful Ozark Plateau and St Francois Mountains and regions represented on this committee by Rep Buchheit-Courtway, Rep Copeland, and Rep Burger. Seasonal tourism is a big part of the economy and people who are part of keeping the economy functioning live in these counties year-round. To the legislators who don't support the existence of rural offices and the passage of this bill, I ask, "How can the State possibly manage the required Motor Vehicle, Marine, and Driver License non-electronic transactions, titles, plates tabs, decals, licenses, and mailings without out these tiny offices being available?" Costs keep going up and the offices are having to do more DMV-directed tasks. While we are truly a business, we can't set or adjust what we charge for our services. We can advertise but we have nothing available to entice more business such as BOGO promotions or other cost-reducing incentives. Our only incentive is our physical presence in the communities and our existing friendly and accurate customer service. The DOR has continued to provide wonderful training, better help desk support, additional equipment, and streamlined updated procedures all of which help us with in person services. DMV also has given us the capability of providing online as well as call-in services for certain transactions. These have been helpful for our financial bottom line but are not enough for the long term. In closing, I especially want to thank you, the members of this Committee on Transportation Infrastructure, for listening to our testimonies and ask each of you not only to vote AYE on sending this bill along but to continue speaking in support of the importance of its passage for the sake of all the constituents represented by our great State Legislature.



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WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: RAY ROWLAND		PHONE NUMBER: 573-820-0742	
BUSINESS/ORGANIZATION NAME: DEXTER LICENSE OFFICE		TITLE:	
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CITY: DEXTER		STATE: MO	ZIP: 63871
EMAIL:	ATTENDANCE:	SUBMIT DATE: 1/17/2024 12:00 AM	
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WITNESS NAME			
BUSINESS/ORGANIZATION:			
WITNESS NAME: RYAN WILLIAMS		PHONE NUMBER: 816-806-7444	
BUSINESS/ORGANIZATION NAME: MISSOURI ASSOCIATION OF LICENSE OFFICES		TITLE: LEGISLATIVE CHAIR	
ADDRESS: 1232 GRAND COVE ROAD			
CITY: SUNRISE BEACH		STATE: MO	ZIP: 65079
EMAIL:	ATTENDANCE:	SUBMIT DATE: 1/17/2024 12:00 AM	
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WITNESS NAME		
BUSINESS/ORGANIZATION:		
WITNESS NAME: TIFFANY LETTERMAN		PHONE NUMBER: 573-832-3100
BUSINESS/ORGANIZATION NAME: LK HOLDINGS LLC; MORGAN COUNTY LICENSE OFFICE		TITLE: AGENT
ADDRESS: 301 WESTVIEW DRIVE		
CITY: VERSAILLES		STATE: MO
		ZIP: 65084
EMAIL: tiffany@lettermancpa.com	ATTENDANCE: Written	SUBMIT DATE: 1/16/2024 2:31 PM

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As the agent for the Versailles MO license office, our rural location faces challenges due to the fixed fee arrangement impacted by inflation. To remain competitive and attract skilled employees, we've significantly increased the starting hourly rate. Attracting and maintaining a strong team is essential for effective service. Our office is crucial for Morgan County. The previous fee adjustment, along with the return of online transactions to the offices, has supported operations. However, inflation now strains our ability to offer competitive benefits. Rising costs in utilities, taxes, supplies, and insurance compound the challenge. The proposed fee adjustment is crucial to ensure our ability to keep up with the ever-rising costs associated with running a business. Additionally, I kindly request your support for House Bill 1768, as it is vital for us to continue providing essential services. Despite being in a rural area, contract requirements demand meeting standards akin to larger offices. Our community prefers in-person transactions, and the increased workload necessitates adjustments to sustain the office's vital services.



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WITNESS NAME		
INDIVIDUAL:		
WITNESS NAME: ARNIE C. "HONEST-ABE" DIENOFF-STATE PUBLIC ADVOCATE		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE: ZIP:
EMAIL: arniedienoff@yahoo.com	ATTENDANCE: Written	SUBMIT DATE: 1/17/2024 11:23 PM
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I am highly Opposed to this Bill. This is yet another Fee and in reality a Tax to make State/County Fee Offices or favors to Political Friends more profits. This is very unnecessary and yet another money-grab. We NEED to be Fiscally Conservative and STOP raising Taxes and State Fees.



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WITNESS NAME		
BUSINESS/ORGANIZATION:		
WITNESS NAME: ZACHARY WYATT		PHONE NUMBER: 573-751-0191
BUSINESS/ORGANIZATION NAME: MISSOURI DEPARTMENT OF REVENUE		TITLE: LEGISLATIVE DIRECTOR
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CITY: JEFFERSON CITY		STATE: MO
		ZIP: 65101
EMAIL:	ATTENDANCE:	SUBMIT DATE: 1/17/2024 12:00 AM
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