



Unified Government Wyandotte County/KCK

Treasury Office

710 North 7th Street, Suite 240

Kansas City, KS 66101

Phone: (913) 573-2819

dpack@wycokck.org

House Bill 2530

**Testimony of Debbie Pack, Director of Revenue/Treasury
Unified Government of Wyandotte County/Kansas City, Kansas**

Mr. Chairman and Members of the Committee:

I am submitting my written testimony in opposition of House Bill 2530.

The changes being requested to KSA 2015 concerning appropriations for Department of Revenue page 5, paragraph (e) have a very negative impact on the County's ability to provide motor vehicle registration renewals for the citizens of Wyandotte County. The proposed post card does not provide all of the information necessary for vehicle owners to plan for and send in payment without interaction either through the internet, through the county office or through a phone call to either the state or the county. My concern is that a lot of citizens either do not have access or are not comfortable with the internet, so they will be bombarding the county office either walking in or calling because they are more comfortable and familiar with the county level staff and the state staffing has proven not to be adequate to handle this level of calls as is shown with the county support motor vehicle lines.

In Wyandotte County, because renewal customers have the option of renewing on-line and through the mail, we have implemented the county service fee on walk in renewals only. The mail and on-line options are a much more effective use of resources in the offices. We have seen a significant increase in mail and on-line renewals with this initiative. The passage of this bill will negate those efforts because I believe that instead of following the instructions on the replacement post card, taxpayers will either call or walk in to the Treasurer's office to get information that was previously provided on the renewal notice. This influx will not only strain the resources of motor vehicle clerks, but will push the limits of our phone room staff. For those counties that do not have dedicated phone room staff, I believe the office staff will not be able to keep up with the volume of walk ins.

In the event that this bill passes as drafted, Wyandotte County would have to look into printing renewal notices for their taxpayers in order to provide the level of customer service that they deserve. The estimated additional cost to Wyandotte County would be \$50,000.00.

This proposal to go from renewal notices to postcards was made during last year's legislative calendar and was overwhelmingly defeated as an unfunded mandate to the counties.

The Treasurer's Office of Wyandotte County opposes HB 2530 because I feel it puts undue burden on the citizens of Kansas and the county Treasury that has already taken a lot of additional responsibilities from KDOR.

I was not able to appear in person today, but would welcome any follow up questions from the committee via phone or email.

I would like to thank the House Committee on Transportation for hearing my testimony and considering this issue.