

PRELIMINARY STAFF MEASURE SUMMARY

CARRIER:

House Committee on Transportation & Economic Development

REVENUE: No revenue impact

FISCAL: May have fiscal impact, statement not yet issued

SUBSEQUENT REFERRAL TO: Ways and Means

Action:

Vote:

Yeas:

Nays:

Exc.:

Prepared By: Troy Rayburn, Administrator

Meeting Dates: 4/15

WHAT THE MEASURE DOES: Directs Department of Transportation to offer extended hours at field offices. Requires department’s field offices to remain open on state-mandated furlough days. Declares emergency, effective on passage.

ISSUES DISCUSSED: To be filled in after April 15 public hearing.

EFFECT OF COMMITTEE AMENDMENT: No amendment.

BACKGROUND: In January 2012 the Oregon Department of Transportation (Department) informed the Legislative Assembly that the Department would be closing Saturday services across the state, although Saturday's are the busiest day of the week at some locations. For example, the Department of Motor Vehicles (DMV) located in south Salem received approximately 11,000 customer visits during 2011.

Approximately 70% of the Saturday transactions are related to drivers licensing and produce long wait times due technical specialists at the DMV headquarters not being available on Saturdays to support field offices in completing transactions. This would lead to customers needing to make a second visit during the week and, as a result, creating a high level of customer dissatisfaction.

In response, the primary sponsor filed House Bill 2411 that would require the DMV to have alternative hours available for citizens, some evening and/or Saturday hours, to accommodate those that are not able to take time off work or have other responsibilities that prevent a traditional Monday through Friday, 8:00 AM to 5:00 PM visit to the DMV.