

## RepCameron Intern

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**From:** Rep Cameron  
**Sent:** Monday, April 15, 2013 2:27 PM  
**To:** RepCameron Intern  
**Subject:** FW: DMV Saturday Services -- McMinnville & South Salem  
**Attachments:** Briefing Paper - Saturday Services.doc

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**From:** MCCLELLAN Thomas L [mailto:Thomas.L.MCCLELLAN@odot.state.or.us]  
**Sent:** Tuesday, January 31, 2012 4:54 PM  
**To:** Sen Courtney; Sen Winters; Rep Clem; Rep Komp; Rep Cameron; Rep Berger; Sen Boquist; Rep Weidner; Rep Thompson  
**Cc:** Sen Courtney; Sen Ferrioli; Sen Roblan; Rep Hanna; Rep Cameron; Rep Kotek  
**Subject:** DMV Saturday Services -- McMinnville & South Salem

Dear Legislators:

I am writing to advise you of potential DMV office changes in your area, and to seek your feedback prior to implementing the changes. DMV is preparing to switch its offices in McMinnville and South Salem to regular Monday through Friday operating hours (8:00am - 5:00pm) by the end of May this year.

The DMV office in McMinnville is open 39 hours on Tuesday through Friday and 5 hours on Saturday (8:00am - 1:00pm). The heaviest day for customer visits is Tuesday because the office is closed on Monday and some transactions cannot be completed on a Saturday. Many people choose to return on the next available day (Tuesday), which creates longer customer wait times.

The McMinnville office will operate on days and times that are standard throughout the state, and be available when most people typically assume that government agencies are open for business. The change creates more consistency in routine staffing decisions and the availability of coverage from surrounding offices. Technical specialists at DMV Headquarters are not available on Saturdays to support field offices in completing complex transactions. This leads to more repeat visits and frustrated customers who assume all DMV-related services are available whenever the office door is open. The Monday - Friday schedule creates better continuity and balances workload, while increasing the number of people served on their first visit.

The office in South Salem is open the same days and hours as McMinnville. They also see an increase in customer volumes on Tuesdays, but this impact is blunted by the availability of the North Salem office on Mondays. The South Salem office is busy on Saturdays with over 11,000 customer visits during 2011. However, about 70% of the Saturday transactions are related to driver licensing, so wait times for counter staff and knowledge testing machines can be lengthy without potential relief from nearby offices. During the week, people can choose to visit North Salem, Stayton, or Albany offices if they perceive a long wait at South Salem. However, this not an option on Saturdays. It's also important to recognize that about 15% of Saturday transactions are vehicle title and registration business that can be completed by mail or online without an office visit.

Benefits to shifting to Monday - Friday office hours include:

- \* Greater consistency in services availability and hours of service throughout Oregon
- \* Fewer repeat visits by customers to complete transactions not available on Saturdays
- \* More drive test appointments (8-10 per week) and knowledge test availability by opening a full day on Monday instead of half-days on Saturday
  
- \* Lower wait times on Mondays at nearby offices
- \* Savings in employee overtime, shift differential, and driving/travel for coverage

Our analysis shows a strong business case for the change. We have a solid public communication plan similar to the one used in closing two Portland area limited service offices during the past year (Clackamas Promenade; Lloyd Center). We also have experience in notifying the public about ending Saturday office hours (e.g., Medford, Southeast Portland, and Corvallis). These changes were implemented very smoothly and with few complaints.

We have not made the final decision to move ahead, since your perspectives as elected officials in the area are important for us to consider. However, this is part of a coordinated plan of changes at several DMV offices envisioned for this Spring. Those include closing the Tanasbourne Limited Service Office (NW 185th Ave in Portland), closing the Valley River Limited Service Office (Eugene), and changing office hours (including ending Saturday hours) at the Sherwood office. The reasons for those changes are similar to those for McMinnville and South Salem, but if you would like detailed information on any or every one of them we will provide that upon request.

We welcome your comments and questions. I will call your office within the next week to ensure that we have your feedback as we make our decision. You are also welcome to call me at 503-945-5100 if that is more convenient.

Thank you in advance for your consideration of this important decision.

Sincerely,

Tom McClellan, DMV Administrator  
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[Thomas.L.McClellan@odot.state.or.us](mailto:Thomas.L.McClellan@odot.state.or.us)

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C: Senate President Peter Courtney  
Senate Republican Leader Ted Ferrioli  
House Co-Speaker Arnie Roblan  
House Co-Speaker Bruce Hanna  
House Republican Leader Kevin Cameron  
House Democratic Leader Tina Kotek

Enclosure