

**From:** [Rayburn Troy](#)  
**To:** [Clark Cathy](#)  
**Subject:** FW: DMV hours comments  
**Date:** Monday, April 22, 2013 3:14:11 PM

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**From:** Rep Cameron  
**Sent:** Monday, April 22, 2013 3:08 PM  
**To:** Rayburn Troy  
**Subject:** FW: DMV hours comments

Troy,

If you can get this email into the public record, we would sure appreciate it.

Thanks,

Denyc Boles  
Legislative Assistant  
Representative Kevin Cameron  
900 Court Street NE, Rm 384  
Salem, OR 97301  
503-986-1419

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**From:** Eileen Sheelar [<mailto:eileen4865@comcast.net>]  
**Sent:** Monday, April 15, 2013 5:42 PM  
**To:** Rep Cameron  
**Cc:** [dmvwebservicecenter@odot.state.or.us](mailto:dmvwebservicecenter@odot.state.or.us)  
**Subject:** DMV hours comments

Your article about Salem DMV hours in Sunday's Statesman-Journal surprised me. I work for the state. We have had to cut back in many places, in places where we don't like to cut, but we acknowledge the reality of today's economy. We do the best we can, all day, every day. Friday, I saw the DMV office on Lancaster do the best they can - and it was a great job!

I took an hour off work to renew my driver's license. I walked in their doors at 4 pm on Friday afternoon - full knowing that it's probably not the best time to try to do business at a busy office. I had a few questions about the validity of the form I had for a birth certificate. The questions were answered cheerfully and courteously at the front desk, so I was assured when I took my number that I had all the appropriate paperwork. That's an efficient and customer-friendly way to do business, in my opinion.

My number was 450. They were calling #350 when I arrived, but business moved

smoothly and I was helped at about 4:40. I walked out the door at 4:58 with a new license. I saw people walking in at 4:59 and not being turned away. The waiting room was half-full when I left, and I must presume that all those folks were helped and not just evicted at 5:00.

I know that not all folks can take an hour off to go to DMV. However, I would guess that many of the people in jobs that won't allow time off don't always work Monday-Friday 8-5, which should allow some time to do business during the week. When the offices were open on Saturday, I went then because it was convenient. But now they aren't open on Saturday. There are good reasons for that decision. Working on Saturdays without adequate technical support causes angry customers, as you pointed out, who have to return for a second visit. Without the resources to provide adequate customer service on Saturdays, the decision was made to offer the best service possible when support is available. Customers have adjusted. The same issue exists in private business. I would really like it if a favorite retail store's hours accommodated my every need. But it's not efficient for them to be open 18 hours a day, and so I adjust because they have a service I want. In this case, DMV has a service I need. I had more than enough notice about the need to do my business and plan my life to get it accomplished. I am responsible for doing what needs to be done in a timely manner.

DMV is open to the public 8-5 every day except Wednesday, and they are open 9-5 on that day. That's 44 hours a week. They are open during lunch. They have many services available on the web. I think they've done a great job of accommodating as many people as possible. I suspect they would love to do more. So would I at my agency. The litany continues about lack of available resources - money, time, and people. In my experience, DMV has met their mission of serving the customer with the best customer service they can offer given the resources available to them.

Please enter my comments on the record, as you promised you would in your article.

Eileen Sheelar