

REVENUE: No revenue impact

FISCAL: Minimal fiscal impact, no statement issued

Action:	Do Pass as Amended, Be Printed Engrossed, and Be Referred to the Committee on Ways and Means by Prior Reference
Vote:	10 - 0 - 0
Yeas:	Bentz, Cameron, Davis, Doherty, Gorsek, Lively, McKeown, Nathanson, Parrish, Read
Nays:	0
Exc.:	0
Prepared By:	Patrick Brennan, Administrator
Meeting Dates:	2/5, 2/10, 2/12

WHAT THE MEASURE DOES: Creates the Task Force on Transportation and Customer Service Efficiency to study customer service performance at field offices of the Department of Transportation that provide driver and motor vehicle services. Directs Task Force to report to Legislative Assembly by November 1, 2014. Sunsets Task Force upon convening of the 2015 Legislative Session. Declares emergency, effective on passage.

ISSUES DISCUSSED:

- House Bill 2411 (2013)
- Level of access to services at Department field offices
- Results and purpose of customer satisfaction surveys utilized by the Department
- Methods by which “wait time” and “reasonable wait time” are determined

EFFECT OF COMMITTEE AMENDMENT: Replaces member of Task Force from Secretary of State Audits Division with member from Department of Administrative Services. Specifies that Department of Administrative Services will provide staff support for Task Force. Replaces references to Marion County with “this state.” Deletes reference to Mid-Willamette Valley as sample group for study. Clarifies that Department field office staff appointed to Task Force is be a represented employee.

BACKGROUND: The Driver and Motor Vehicle Services Division (DMV) of the Oregon Department of Transportation (ODOT) operates field offices throughout the state that provide customer service for a number of transactions, including application for and renewal of driver licenses and identification cards; creation and renewal of vehicle registrations; titling of motor vehicles; and written and road tests for licensure. Not all services are provided at all DMV offices; some offices are referred to as “full service” offices. While office hours for DMV offices vary, no office is open on weekends or state and federal holidays. DMV’s website suggests that the best time to visit a field office is before Noon, during the middle of the week, and during the middle of the month; conversely, the longest waits occur during lunch time, on Mondays, Tuesdays and Fridays, on the first or last week of the month, or the day before or after a holiday. The website also provides information for completing transactions online, as an alternative to visiting a field office.

House Bill 4047-A creates a Task Force on Transportation and Customer Service Efficiency, comprised of 11 members (which includes two nonvoting Legislative members) to study the efficiency of services provided at DMV field offices and to make recommendations to ODOT’s Director on changes and improvements that could and should be made to DMV’s customer service delivery methods. State agencies are directed to provide information as requested, and staffing is to be provided by the Department of Administrative Services. The Task Force is directed to submit a report of its findings and recommendations to the Legislative Assembly by November 1, 2014.

2/14/2014 8:50:00 AM

This summary has not been adopted or officially endorsed by action of the committee.