

Joint Committee on Ways and Means

Carrier – House: Rep. Cameron
Carrier – Senate: Sen. Hansell

Revenue: No revenue impact

Fiscal: Minimal fiscal impact, no statement issued

Action: Do Pass the A-Engrossed Measure

Vote:

House

Yeas:

Nays:

Exc:

Senate

Yeas:

Nays:

Exc:

Prepared By: Kim To, Legislative Fiscal Office

Meeting Date: February 28, 2014

WHAT THE MEASURE DOES: Creates 11-member 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:

- Expectations of the task force

EFFECT OF COMMITTEE AMENDMENT: No amendment.

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.