

Recommendations for Consideration by the Task Force on Transportation and Customer Service Efficiency

The Task Force has discussed a range of ideas for improvements to customer service the DMV during its meetings. This list is intended to assist the task force in selecting those to recommend to the Director of the Oregon Department of Transportation and the Legislature.

Endorsement of Agency Actions: In areas where the DMV is already addressing opportunities to improve service provision the Task Force may choose to endorse the agencies actions.

- 'Live' field office wait times posted online
 - Suggested that the project also include posting wait times in offices
- Acceptance of Debit and Credit Cards
- Expand third party provision of driving tests to class C licenses
- Business Transformation Strategy –particular areas of interest to the Task Force are:
 - Expanded online transactions
 - *Additional areas pending September meeting presentation

Recommendations for improvement: Ways in which the DMV can provide an enhanced service to customers

- Extended hours, evenings/weekends
- Lobby/queue management system
- Scheduling of appointments (in addition to driving tests)
- Customer information placards to place at empty field office counters
- Kiosks (that can issue documents/stickers) for simple transactions in offices, or expanded access
- Wi Fi in field offices
- Franchise locations to improve service accessibility through increased locations and expanded hours
- Surcharge for in-office transactions that can be completed online; to reflect difference in cost, encourage use of online services and reduce volume of customers in field offices
- *Additional areas pending employee survey results

Suggestions for Legislation: Areas where the Task Force believes legislation is required to enable the DMV to address issues or capture opportunities for improvement.

- Allowing a receipt for an online transaction (e.g. registration renewal) to be used as proof of payment during a traffic stop while waiting for stickers/documentation
- Reduction or simplification of license suspensions
- Alignment of fees to cost of service (with indexing?)
 - Including credit card fees in transaction fee