

Chair Beyers, Members of the Committee. My name is Catherine Webber. Salem. I was the Chair of the HB 4047 Task Force created last session to explore customer satisfaction with DMV.

First, I want to thank the Sponsors, for continuing to keep interest and the spot light on customer service improvement, especially with DMV being one of the primary contact points for Oregonians with Government. Your goal of accommodating working Oregonians is very important.

Improvement of customer service at DMV, I believe, will result in a huge increase in public confidence with State Government and will generate support for the state's modernization efforts.

Keeping office open on Saturday is an idea that requires exploration and constituents' who question ... "why not?" ... deserve a serious explanation. Yesterday, a legislative staffer asked me why DMV couldn't just close on Mondays and open on Saturdays. Sounds like a simple thing...unfortunately, it is not simple. DMV is a complex and dynamic operation.

Okay, so, on to the Task Force. It is my understanding that the idea of re-opening DMV offices in Marion County on Saturdays was the initial intent of Rep. Cameron's HB 4047. However, the 2014 session, the focus moved to improving **overall** customer satisfaction with DMV. The final version of HB 4047 recognized the complexity and possible cost and created the Joint Task Force.

I believe that results of such groups are only as good as the members. We were very lucky to have: Three members of the legislature, Sen Thatcher, Sen Edwards and Rep Gorsek,

representatives from the trucking industry, rental car industries, a DMV represented worker, DAS staff, the DMV Director, a City/County representative and another public member. I was appointed and the group elected me Chair.

Actions Taken:

1. We visited both DMV Central Office and a Salem field office.
2. We examined DMV customer satisfaction surveys.
3. We asked DMV to solicit comments from DMV "customer facing" staff.
4. Our report was presented to the legislature late Nov. and is available on the DAS Website. Supportive documents are also available there.

I believe our findings and recommendations will be of interest to you.

Overall Impressions:

1. Most significantly, we were struck...almost STUNNED by the rudimentary nature of the computer systems DMV and the paper systems that they are forced to use...
2. Significant parts of the system we put in in 1978, over 37 years ago and long before PCs and the internet.
3. The DMV computer "system" is made up of multiple, individual software applications that use COBOL (Latin of computer languages)
4. DMV is still using microfilm/ microfiche and
5. Some of the input screens still use the Function Keys.

We examined the results of the monthly Customer Service surveys. 85% of customers say they are satisfied with the service they receive in the field office. The two primary complaints, almost exclusively, about field office service were:

1. Wait times
2. Inability to use credit/debit cards.

Surprising to us, what they don't complain about (to any significant degree):

- Hours of service, including extended time open: late hours or Saturday services.

Specifically:

"Survey comments from July 2012 to December 2013 were reviewed to determine if DMV customers were raising concerns regarding Saturday or evening hours. This table provides a summary of the results:

1,292 comments were received during this 18 month period.

16 comments were received about Saturday/evening hours or .01%.

225 comments were received about needing more staff at the counters and wait times or 17.4%."

NOTE: Briefing paper prepared by DAS staff for the Task Force found the DMV couldn't justify the expense of keeping offices open extended hours.

The other surprise was that there were no/few complaints about DMV fees – the latter probably because Oregon overall has some of the lowest DMV fees in the country.

### Task Force Recommendations

Overall

#1 Replace the Core Computer system (Most important for the group)

#2 Take debit/credit cards in field offices.

In total there were 11 recommendations which we strategically grouped for a Customer

Perspective:

First Strategy: Avoid the field office altogether

Replace computer systems (increasing on-line opportunities)

- § Legislation to allow the receipt from on-line vehicle registration renewal as proof of valid registration (results in more renewals on-line) Last minute customers don't trust that an online renewal will be honored if stopped.
- § Study use of self-service kiosks

Second Strategy: Speed up the field office visit

- § Post wait times on-line (customers will self-select shorter lines)
- § Accept credit/debit (fewer second visits, and less delay from using the ATM in the office)
- § Schedule appointments for dealerships and fleets if they have a large number of transactions
- § Increase staffing at large offices
- § Lobby queuing management system
- § Replace the computer system (fewer people in the office; people more prepared when they arrive)

Third Strategy: Improve the customer experience while waiting

- § Provide wireless internet for use while "waiting"
- § Placards at empty counters, so customers know why there's an empty spot
- § Replace the computer system so that more tasks can be automated for in office services.

§ Please note: The field offices are highly dependent on the central office being open to support/complete the transactions of the field offices. Also, there are many Business functions that require Monday to Friday operations.

Bottom line: I believe that the desire for opening on Saturday is driven by the long wait times.

1. Opening Saturday offices would significantly and negatively impact the ultimate goal of better customer service.
2. The short term cost of extended hours does not provide an equal benefit.
3. DMV has tried opening extended but determined that they were not successful.

Personally, I believe HB 5040 (ODOT Budget) which contains a Modernization plan, has a better, cheaper and longer term solution to the "root problem" long wait times.

Please consider supporting this as a viable alternative which will reduce wait times. I believe the state's precious financial resources show a far higher return on investment if the DMV modernization plan containing the new computer system is approved. Opening on Saturday is on the surface a great solution but the distraction and redeployment of resources for a temporary solution will delay the modernization effort.

