

HB 3416 -1 STAFF MEASURE SUMMARY

House Committee On Transportation Policy

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Meeting Dates: 4/12

WHAT THE MEASURE DOES:

Directs the Department of Transportation to offer extended weekday hours and Saturday operating schedules at field offices.

REVENUE: May have revenue impact, but no statement yet issued

FISCAL: May have fiscal impact, but no statement yet issued

ISSUES DISCUSSED:

EFFECT OF AMENDMENT:

-1 Replaces the measure. Directs the Department of Transportation to study the feasibility of Division of Driver and Motor Vehicles field offices providing services out side of normal business hours on weekdays and on Saturday. The department will report on the results of the study to an appropriate committee or interim committee of the Legislative Assembly no later than March 31, 2018.

BACKGROUND:

Historically, Division of Driver and Motor Vehicles (DMV) field offices have been open to the public from 8:00 a.m. to 5:00 p.m., except on Wednesday when offices would open at 8:30 to allow time for staff meetings (this began in 1979). In 1994, 21 offices with less than 2.5 full-time equivalents (FTE), hours were changed to 9:00 a.m. to 5:00 p.m. From 2000 to 2004, field office hours were changed in response to community requests or organizational changes. Express Offices established in shopping malls operated from 10:00 a.m. to 7:00 p.m. Tuesday through Friday and Saturday 10:00 a.m. to 6:00 p.m. The West Eugene office opened one half day on Saturday once a month. The Medford office began operating on a Monday through Saturday basis in July of 2001, and is the only large full service office to do so. In December of 2004, DMV employees made a recommendation for office hours based on the number of employees located at each field office. Field offices would be open Monday through Friday, and for a few Express Offices, Tuesday through Saturday. The minimum hours a field office would be open was based on the number of FTE assigned to the office and whether or not the office was full-time or part-time. Part-time offices tended to be in rural areas. During 2010 and 2011, the Mt. Hood regions extended hours at Portland offices in SE Portland, Gresham, Gladstone, North Portland and NE Portland. The hours of operation for these offices was from 8:00 a.m. to 6:00 p.m..