



# Oregon

Kate Brown, Governor

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**DATE:** April 12, 2017

**TO:** House Committee on Transportation Policy

**FROM:** Tom McClellan, DMV Administrator

**SUBJECT:** HB 3416, Saturday and extended weekday hours at field offices

## INTRODUCTION

HB 3416 would require DMV field offices to be open on Saturdays, and other extended weekday hours at least one day each week. Previous analyses indicate other priorities for improved customer service. To maintain full-service operations six days per week will require substantial Highway Fund resources.

## DISCUSSION

DMV operates 60 field offices throughout Oregon. Office sizes range from very small (one or two FTE in 17 offices such as Lakeview, Coquille, Junction City, and Burns) to very large (25 FTE in Southeast Portland). Four satellite offices are open one day per week or less, and are staffed by employees rotated out of nearby offices. Two more (Enterprise and Madras) are open three days per week.

Quality customer service at a DMV consists of many components. They include employee helpfulness and courtesy, fast and efficient service, and completing the transaction in a single visit. A factor in being able to complete a transaction in a single visit is the availability of people and systems outside of the DMV field office. Field personnel frequently contact technicians and experts at DMV's headquarters for look-ups of records, contact to courts, clearing suspensions, and interpretations or decisions on complex issues. Therefore, headquarters staff needs to be available or some transactions cannot be completed. In addition, federal databases are consulted and courts are questioned. If outside their business hours, or when those systems are down, those questions cannot be answered to complete the transaction. When an office is open is only one factor in providing excellent customer service.

A task force to study DMV customer service was established by the 2014 Legislature, and was particularly tasked with analyzing extended office hours. After studying the Oregon DMV, other states' DMV-type operations, and other information, that group submitted 11 recommendations. The primary one was to replace DMV's inefficient computer system. The group considered, and rejected, the idea of extended hours of service.

The 2015 Legislature began a 10-year, \$90 million investment in DMV's Service Transformation Program (STP). A large component is replacement of the old mainframe computer system with a commercial off the shelf (COTS) system that will provide significant customer web access and convenience. The effort is broader than an IT modernization. Rather, the program is focused on transforming the way DMV serves our customers.

DMV has made strides to accommodate customers, particularly teens looking to obtain their first driver license. DMV exercised its rule-making authority to waive the drive test for teens who complete a teen driver education course approved by ODOT. Also, in 2014 DMV began a pilot program allowing private businesses to offer drive tests in lieu of the test at DMV. The pilot has been extended twice and now is on track toward a permanent program with appropriate training and oversight of providers. DMV anticipates up to 12 businesses with 50 or 60 new drive test examiners when fully operational.

The -1 amendment requires DMV to engage in a study to identify if and where flex or extended hours would be feasible, and to identify specifics for a potential pilot, including locations and criteria for assessment of results. As DMV continues to overhaul how we do business with our customers through the STP, engaging in a reassessment of hours, would aid in our ongoing improvement efforts.

### **SUMMARY**

HB 3416 would add extended weekday hours, and Saturday hours, to the times DMV field offices are open. Office hours are only one of many factors constituting good customer service. A 2014 task force specifically studied, and rejected, the idea of expanded hours. DMV is proactively seeking ways to reduce the need to come to a field office particularly for teen driver skills tests. In addition, the Service Transformation Program, DMV's highest priority, will fundamentally change for the better the way DMV serves Oregonians.

Attachments: 2014 Customer Service Task Force Report