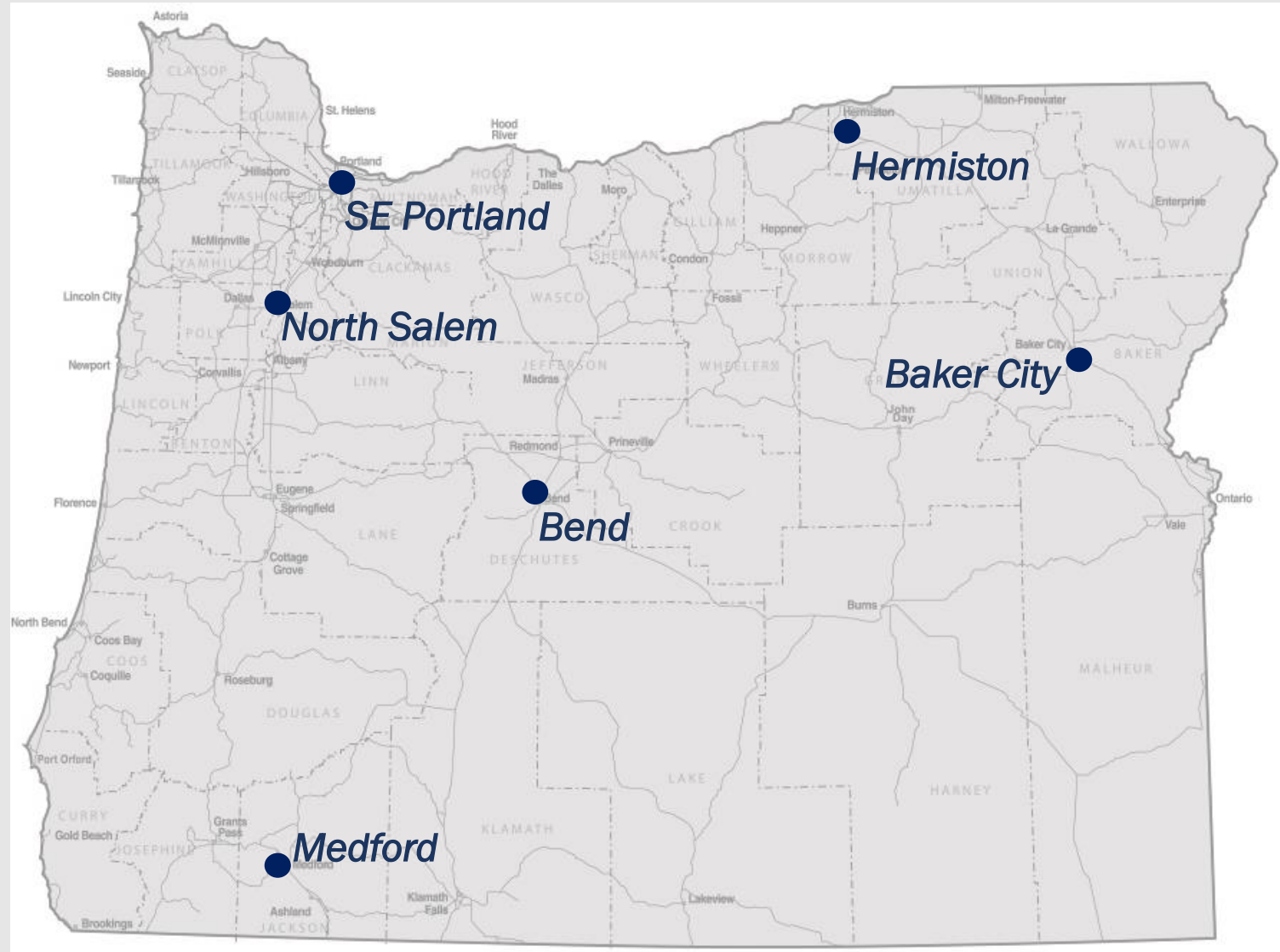


Real ID Act & DMV Operations

Travis Brouwer, Assistant Director for Revenue,
Finance, & Compliance

DMV Field Operations

- 54 of 60 Field Offices closed March 24th
- 6 Field Offices remained open for CDL transactions by appointment only



What services were impacted?

- Class C driver license original issuance
- Class C license renewals
- Class C skills tests
- Class C knowledge tests
- Vehicle titling & registration
- Driving privilege reinstatements



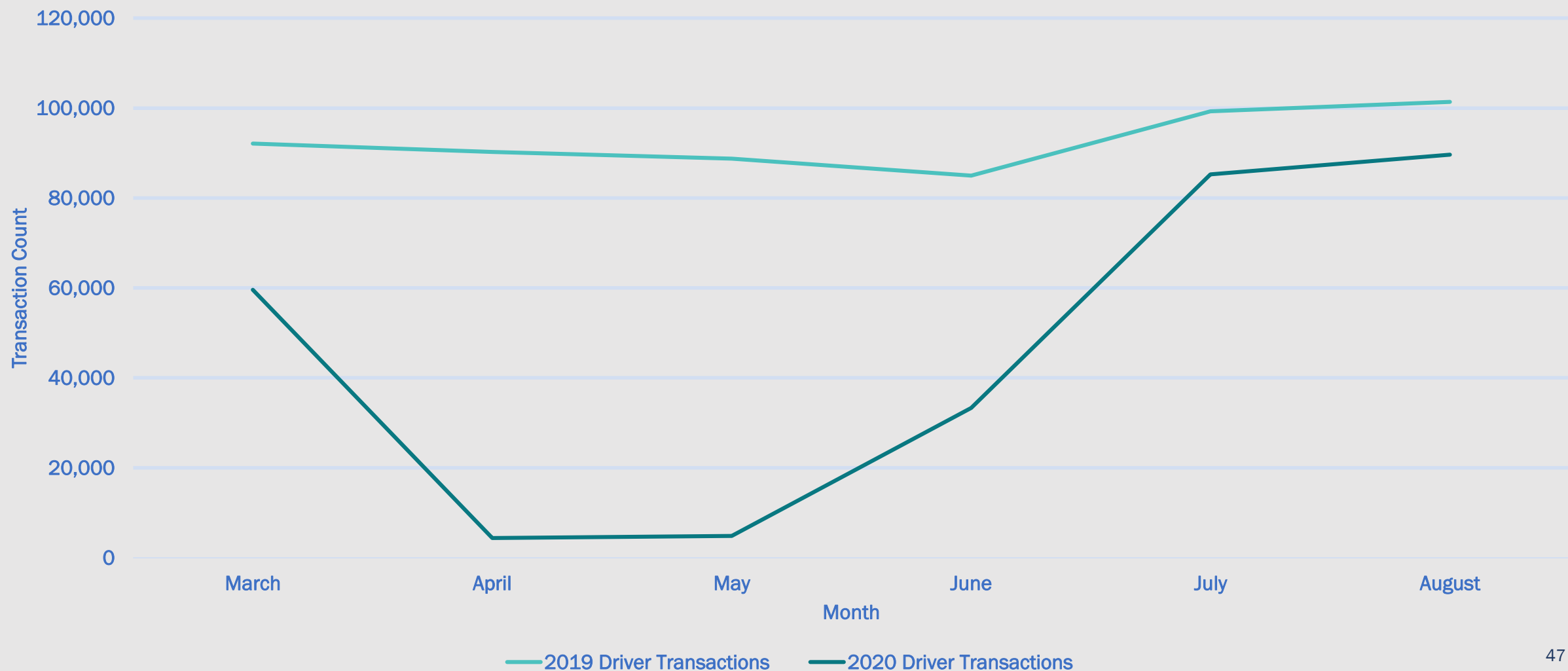
DMV Headquarters Remained Open



- Vehicle title & registration
- Registration renewals
- License reinstatement fees
- Dealer paperwork
- Driver records
- Insurance filings

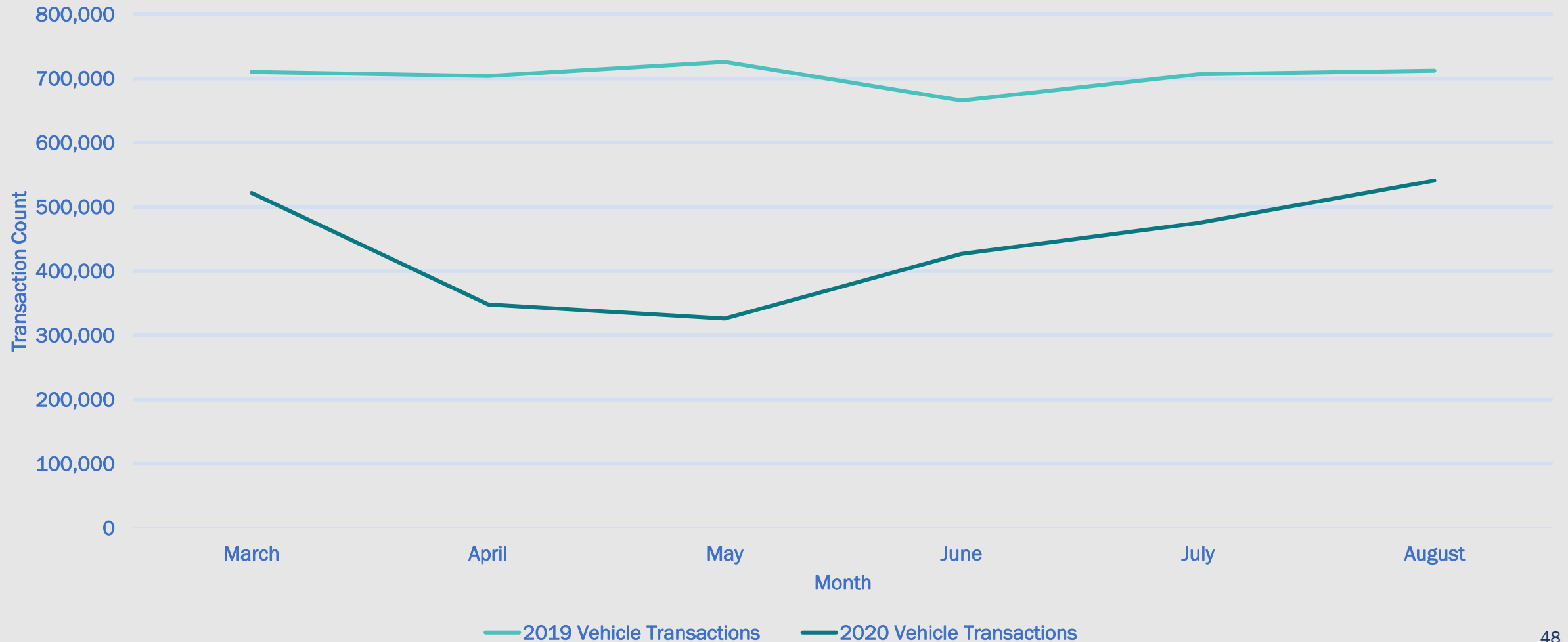
Driver Transaction Volume

2019 vs 2020



Vehicle Transaction Volume

2019 vs 2020



Re-opening DMV Field Offices

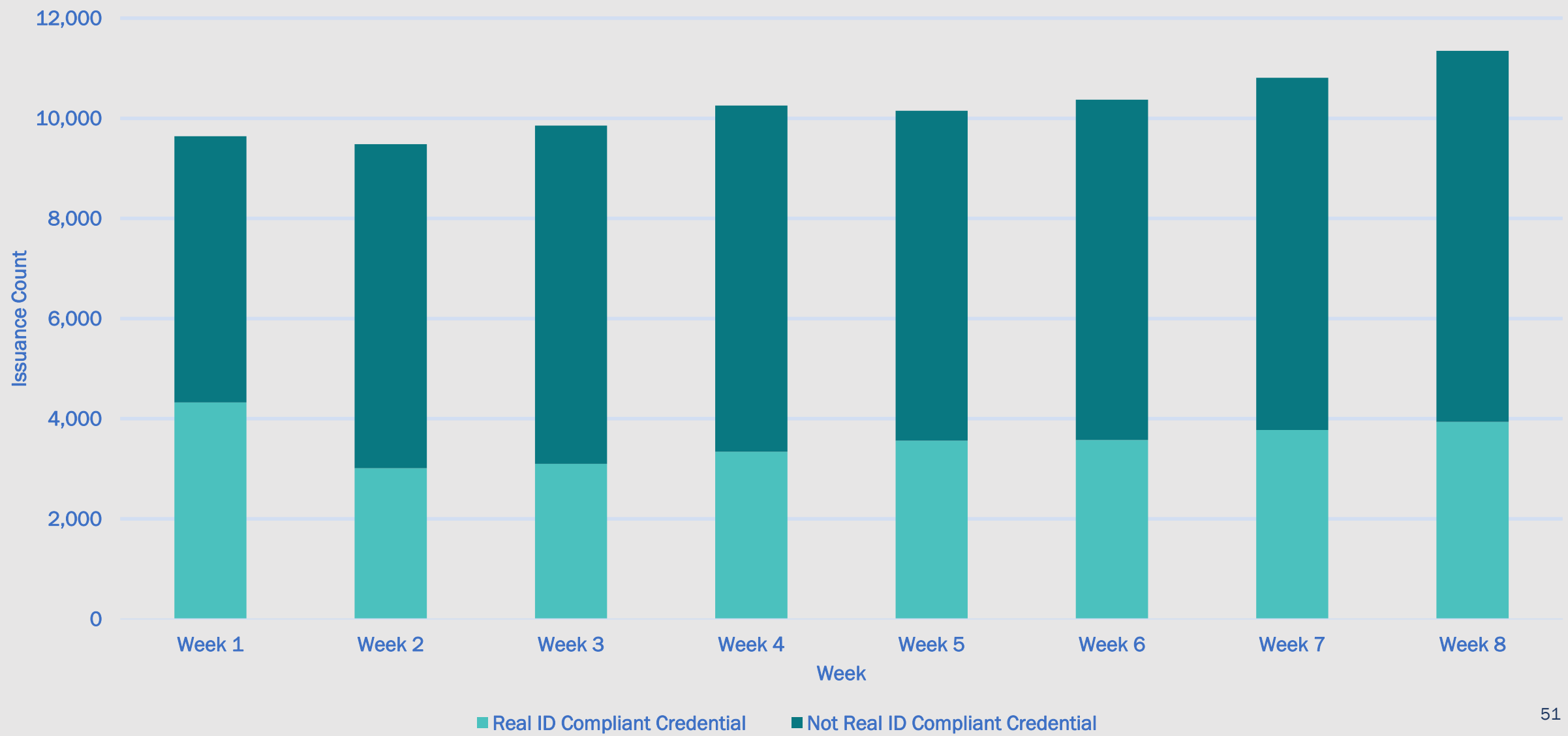
Services	June 1 st	Sept. 8 th	TBD
Class C & Commercial driver licensing (original, renewal, replacement)	•		
Knowledge tests	•		
Driving privilege reinstatements	•		
ID Card issuance (original, renewal, replacement)	•		
Drive-up VIN Inspections	•		
Drive Tests (At-risk, ADA, IID)		•	
Dealer Centers (Medford, North Salem, SE Portland)		•	
Drive Tests – All			•
Vehicle transactions			•

Real ID

- Federal Real ID enforcement extended to October 1, 2021
- Oregon began issuing in July 2020



Real ID Issuance



Addressing the Backlog

Drivers

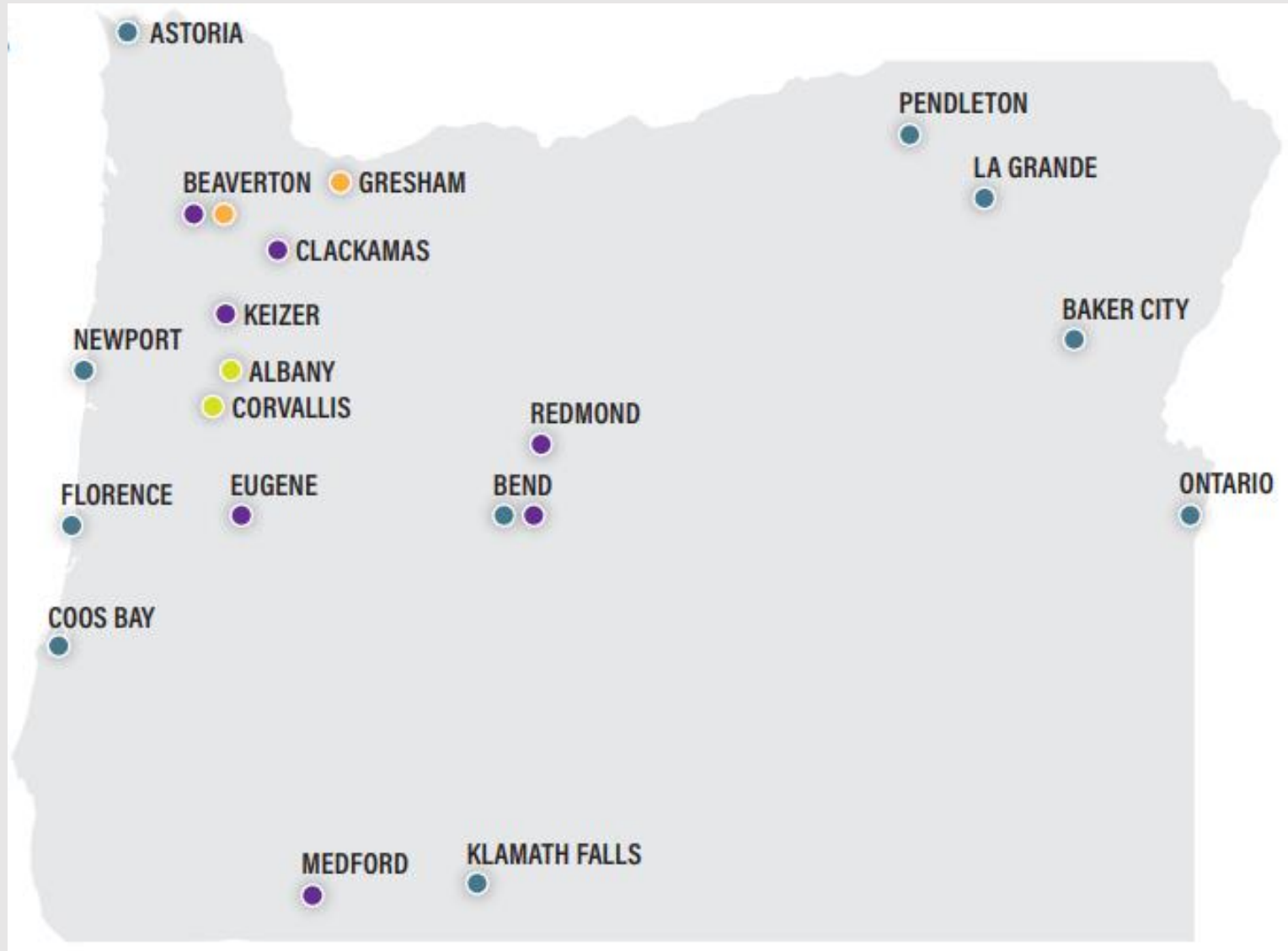
Vehicles

Call center

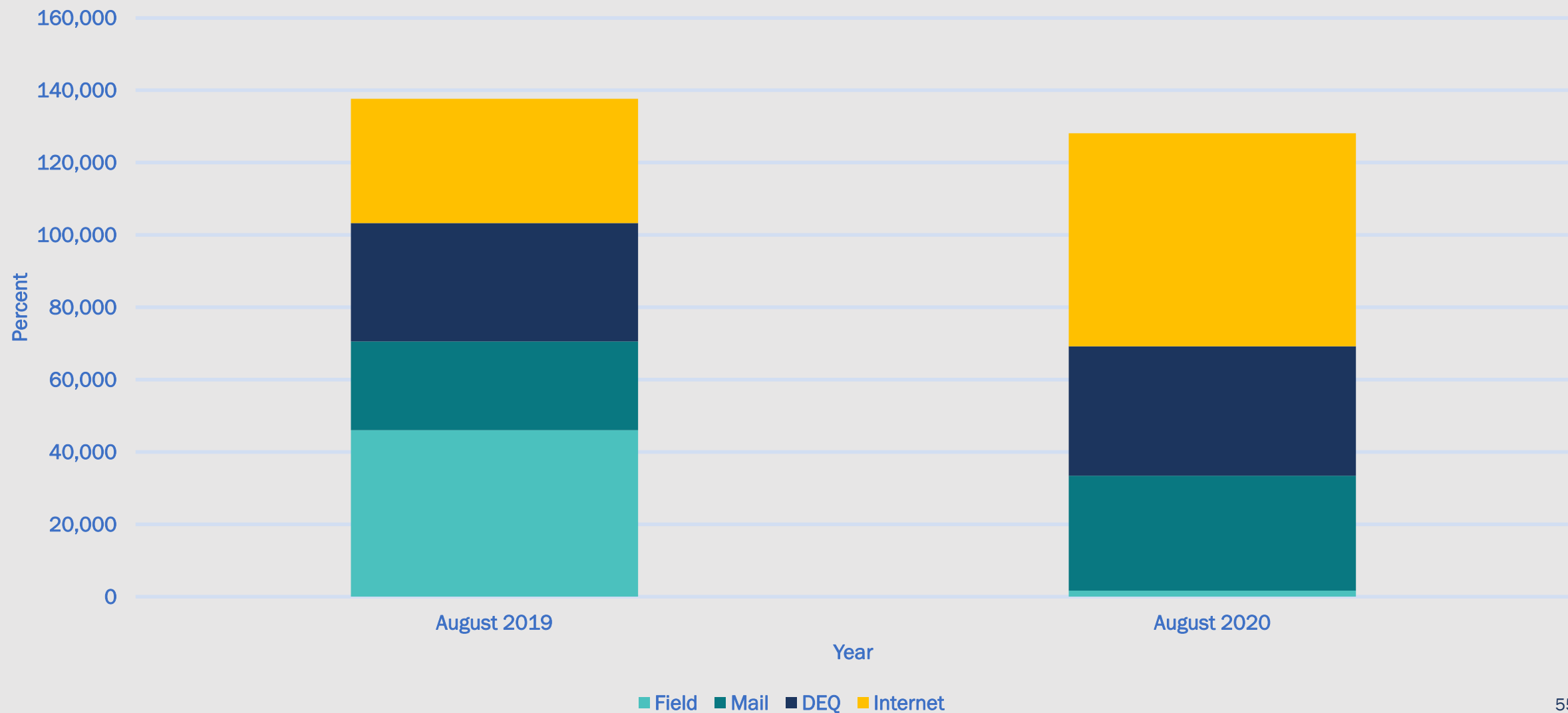
Online Services (DMV2U)

- Appointment scheduling
- Change my address
- Pay reinstatement fee
- DL/ID card replacement
- DL/Permit/ID card pre-application
- Purchase my driving record
- Upload my Medical Examiner's Certificate

3rd Party Drive Tests



Registration Renewal



Wildfire Impacts

- No loss of structures
- DMV HQ and most offices closed due to air quality and evacuation notices (Sept. 11, 14, 15, & 16)
- Rescheduling thousands of appointments
- Some employees evacuated & lost homes
- Coordinating with Red Cross for DL/ID card replacements

What's Next?

Expanded use
of dealer boxes

Field office
partitions for
expanded
capacity

Dedicated CDL
lines at certain
offices

Dedicated lines
for
urgent/difficult
transactions

Thank You.