

# DMV Update

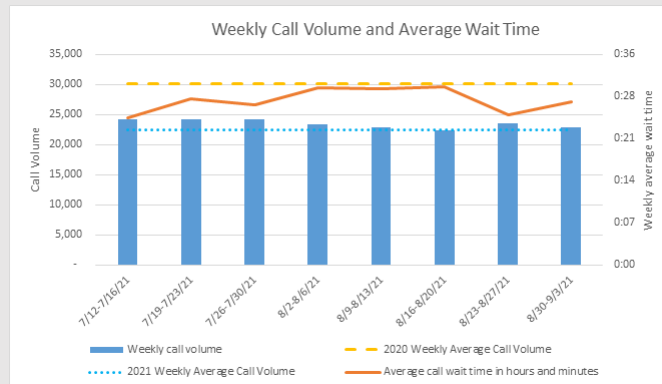
---

November 17, 2021

Amy Joyce, DMV Administrator

# Addressing the Backlog

## Passage of HB 2137



### Call Centers

- Doubled call center team
- New phone technology

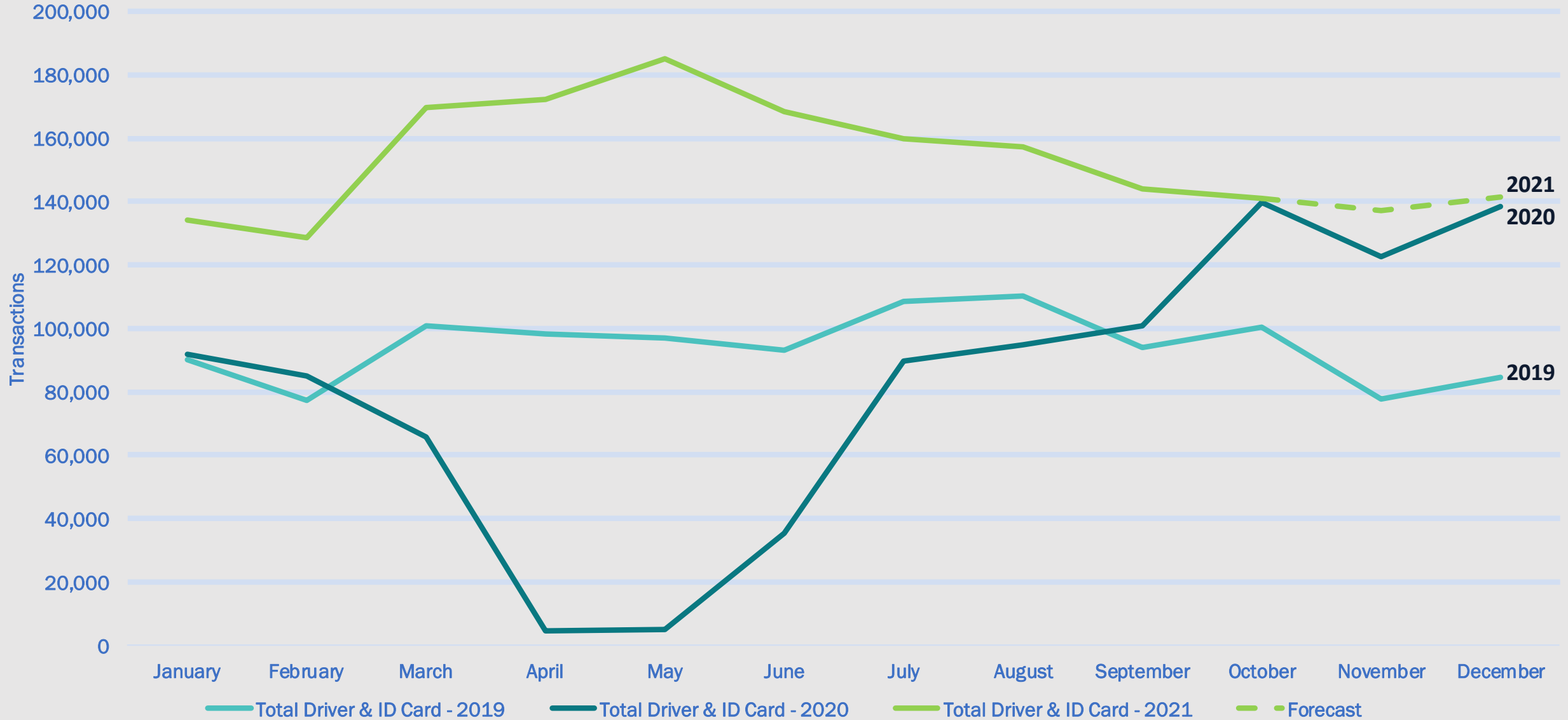
### Drivers

- Online DL/ID renewal
- Online DL/ID replacement
- Expanded 3<sup>rd</sup> party testing businesses
- Expanded knowledge test machines
- Temp/LD hiring

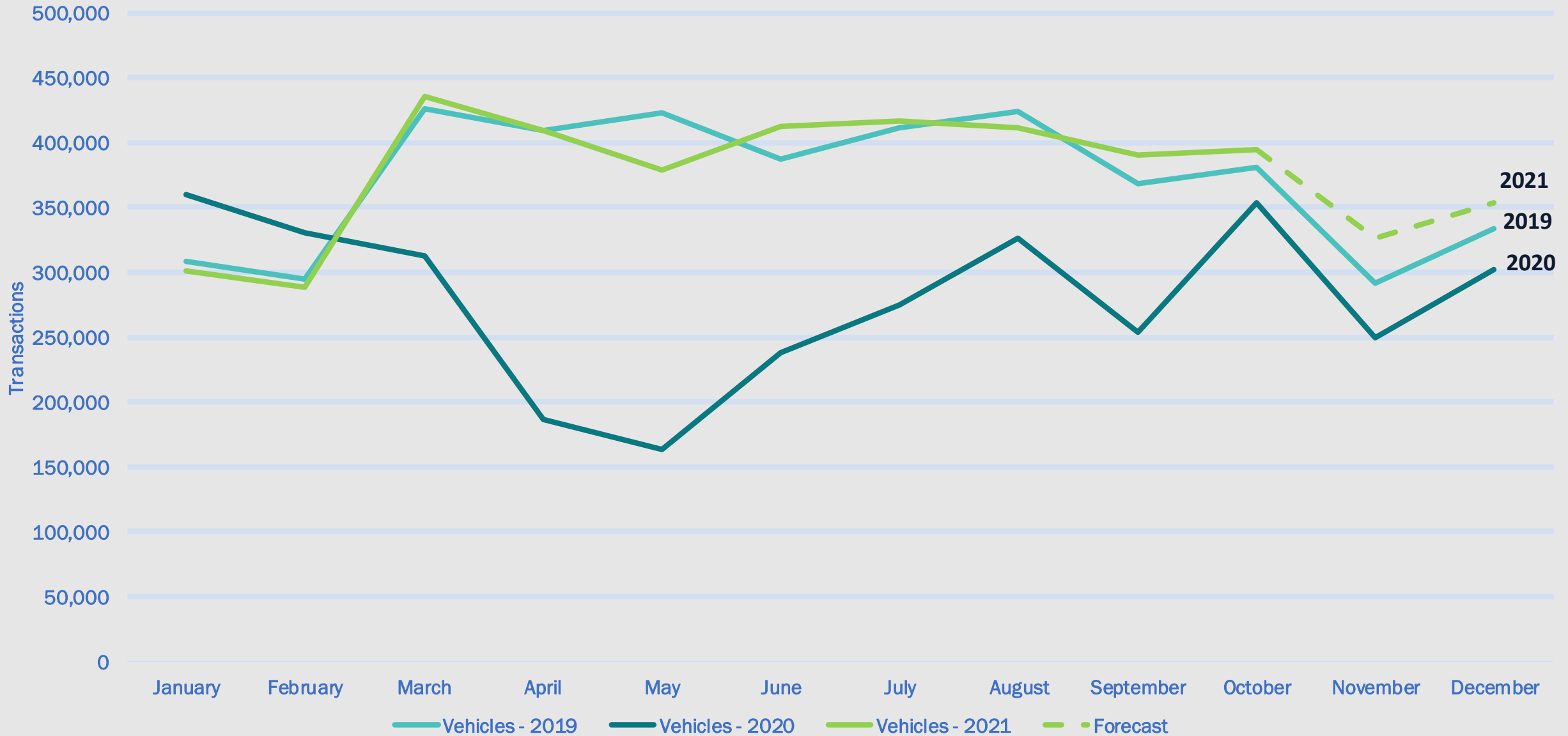
### Vehicles

- Front-end imaging
- Temp/LD hiring
- Online payments

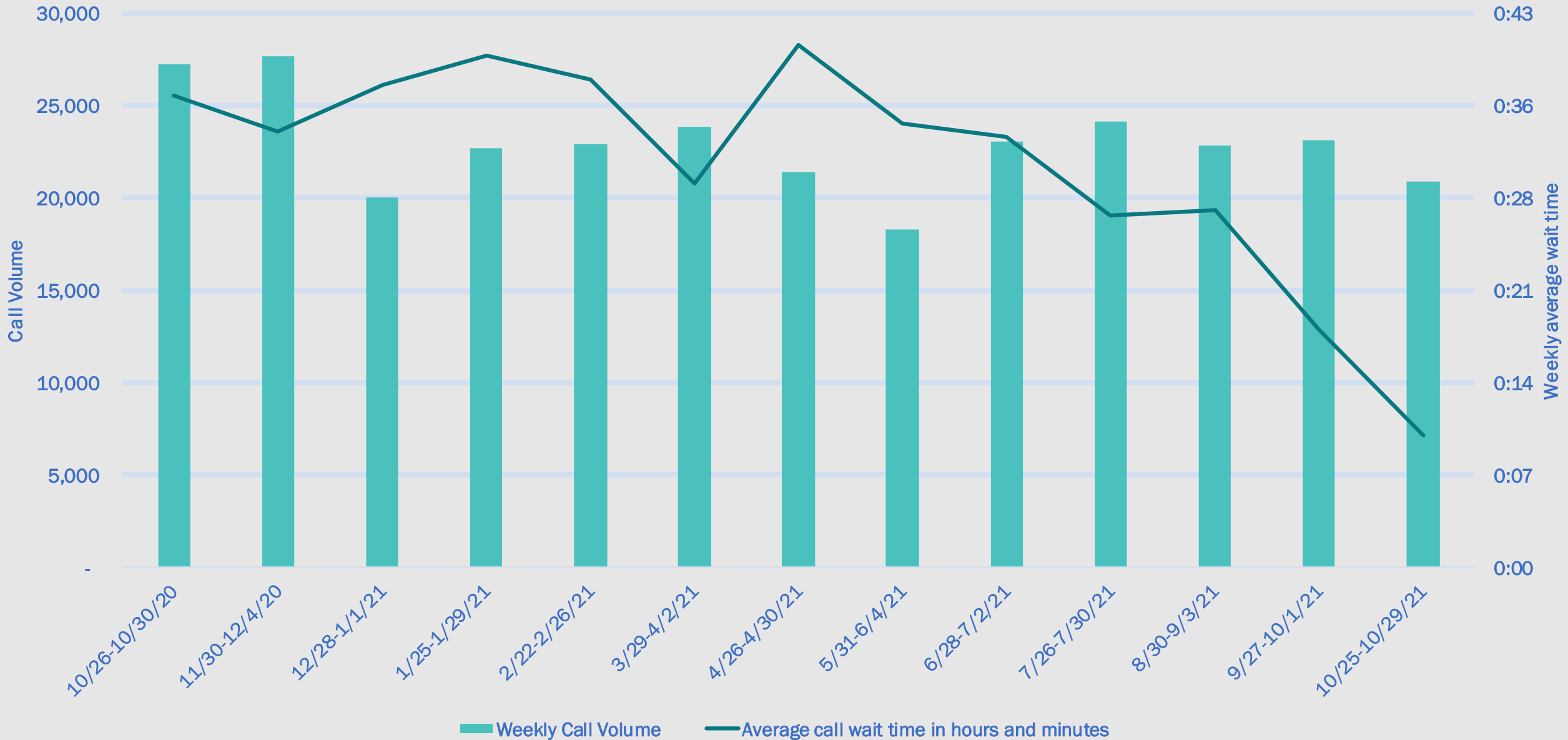
# Driver & ID Card Transaction Volume



# Titles, Registration, and Permits



# Call Center Wait Times



# Looking Ahead

## Short-term

Customer Connect  
Managing appointments and  
walk-ups  
Continued focus on title/vehicle  
transactions

## Long term

Continued expansion of online services  
Vehicle-side efficiencies  
Field office queueing system  
Kiosks



## Challenges

LD positions ending Dec. 2021  
End of moratorium  
Real ID enforcement – May 2023

**Ready to fly?**  
Make sure to bring  
the right ID!



- As of **May 2023**, you will need federally acceptable identification to board a plane, even for domestic flights.
- Your **standard** Oregon driver license or ID card will **not** be acceptable for air travel as of May 2023.
- Consider getting the Real ID option when you renew your Oregon license.

### **Acceptable ID at airport security includes, but is not limited to:**

- Oregon driver license or ID card **with Real ID option.**  
More info: [Oregon.gov/RealID](https://Oregon.gov/RealID)
- Washington enhanced driver license or another state's **Real ID** license or ID card.
- U.S. passport or passport card.
- Foreign passport.
- U.S. military ID.
- Federal trusted traveler card.  
More airport ID options: [TSA.gov](https://TSA.gov)

Get ready now, and remember  
to bring your ID to the airport!

# Commercial Vehicle Safety Compliance

---

November 17, 2021

Amy Ramsdell, Commerce & Compliance Division Administrator

# Commercial Vehicle Safety & ODOT's role

*Motor Carrier inspection authority: ORS 825.250*

*Hours of service*

*Hazmat*

*DUII*

*Mechanical violations*

*Load securement*





# Inspection Trends

## Driver Inspections

Oregon ~45%  Nationwide ~19%

## Vehicle Inspections

Oregon ~50%  Nationwide ~19%

## Driver Out-of-Service Rate

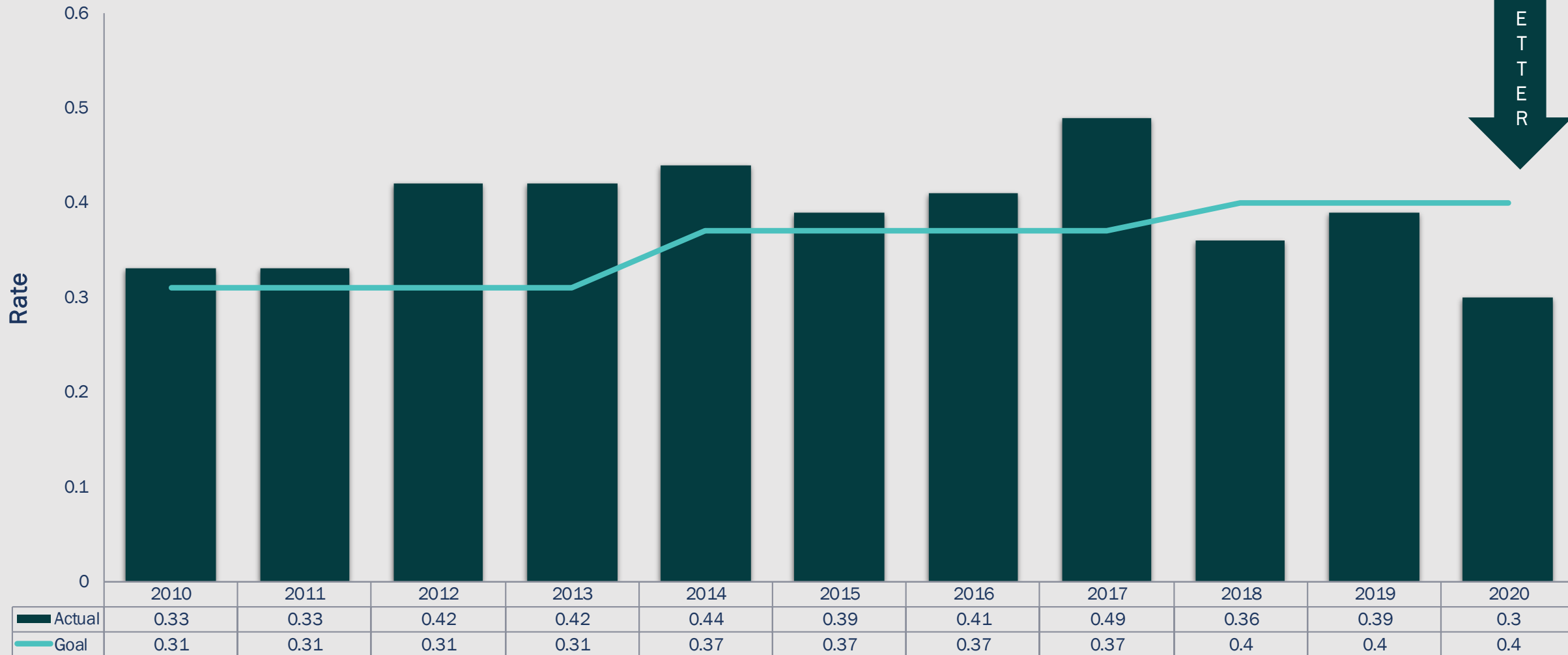
Oregon ~61%  Nationwide ~24%

## Vehicle Out-of-Service Rate

Oregon ~35%  Nationwide ~1%

# Truck Safety

Large Truck Crashes (commercial motor vehicle) at fault crashes per million VMT





Thank you.