

# DMV Staffing Challenges and Opportunities

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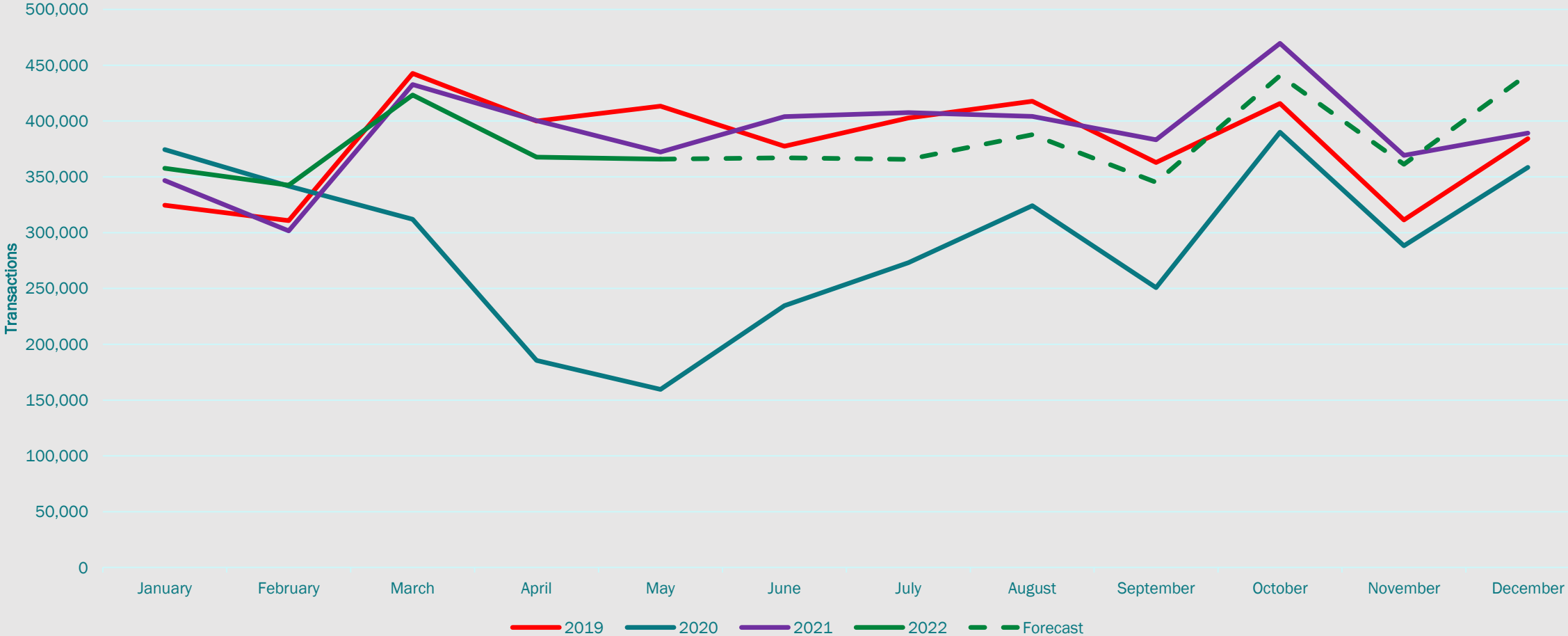
Amy Joyce, Administrator, DMV, ODOT

June 3, 2022

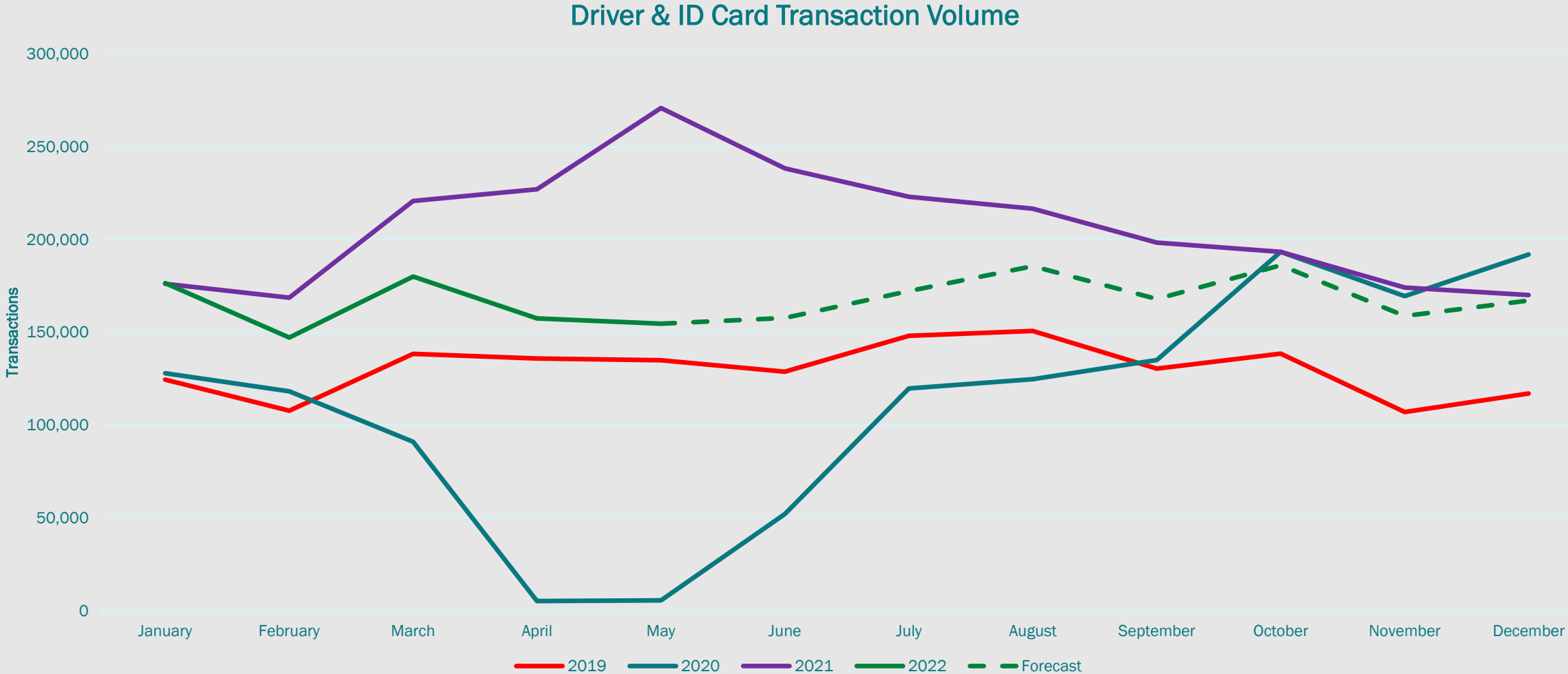
Joint Committee on Transportation

# Transaction Volumes

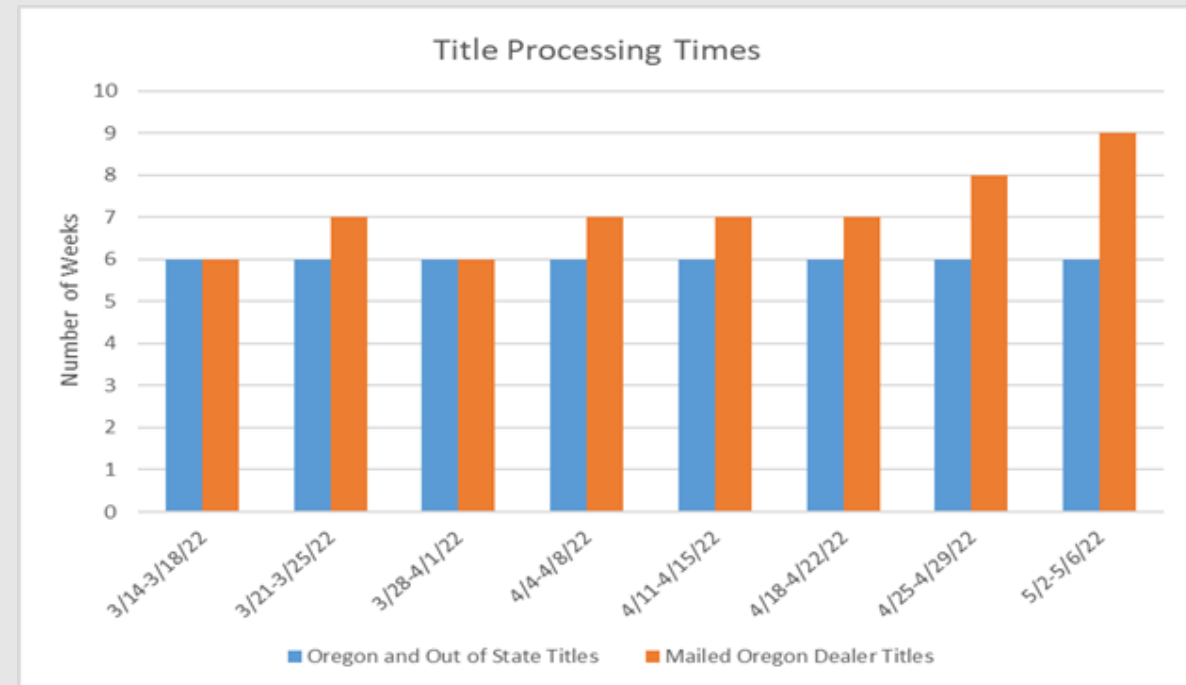
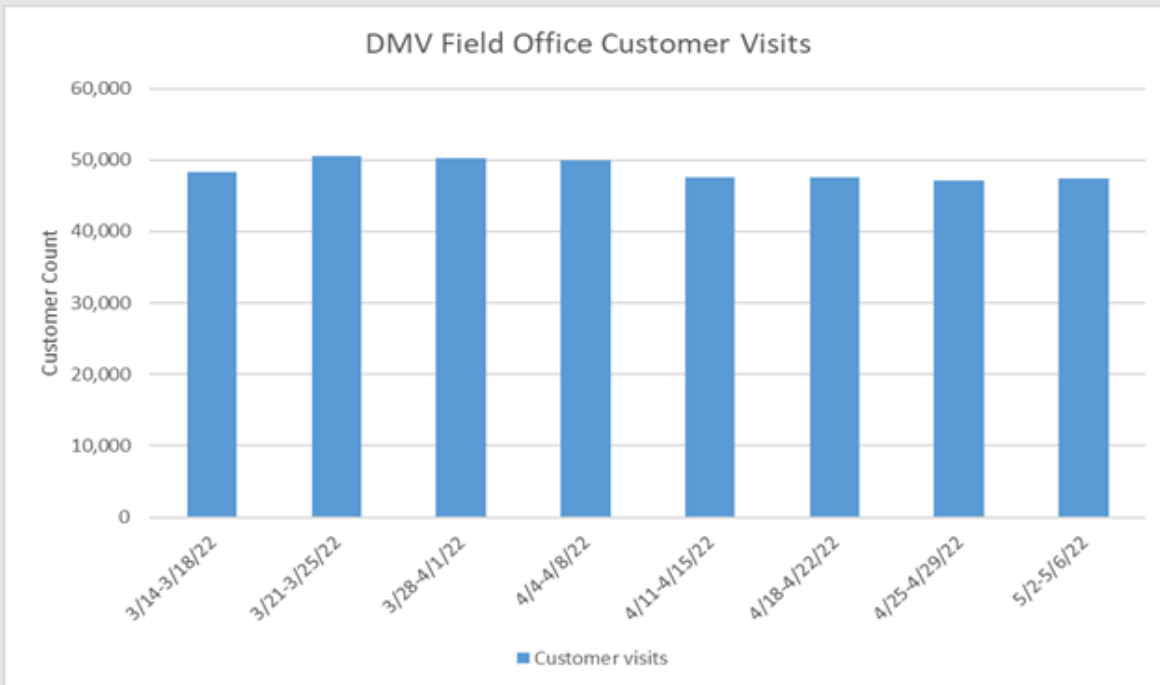
Titles, Registrations, Plates, and Permits



# Transaction Volumes

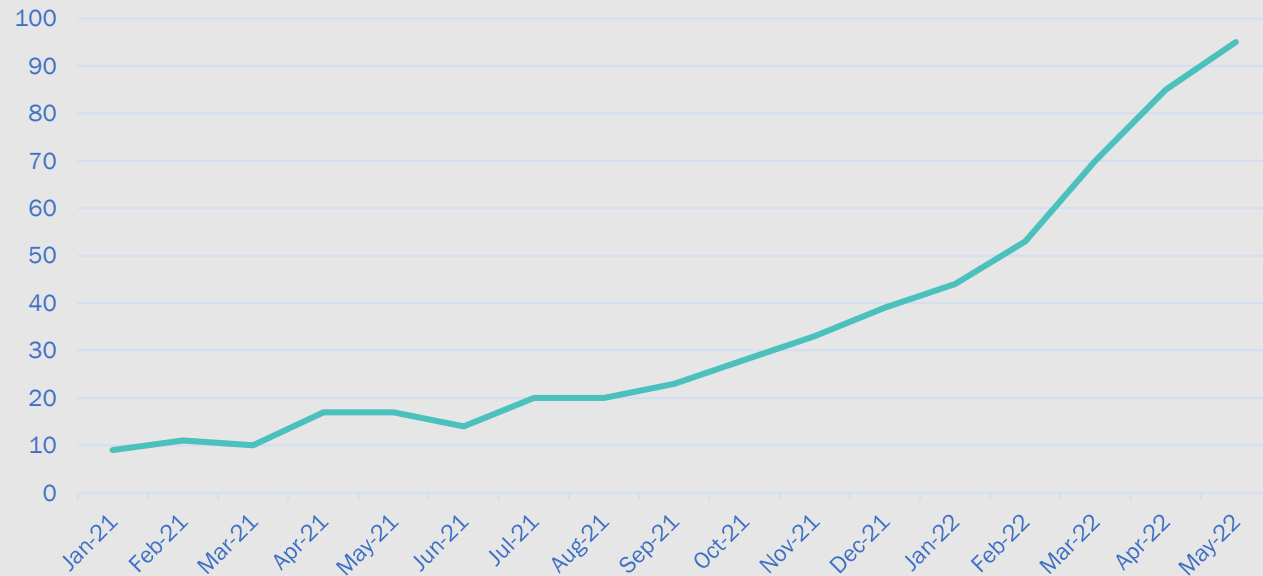


# Good news: Holding steady on some key service metrics

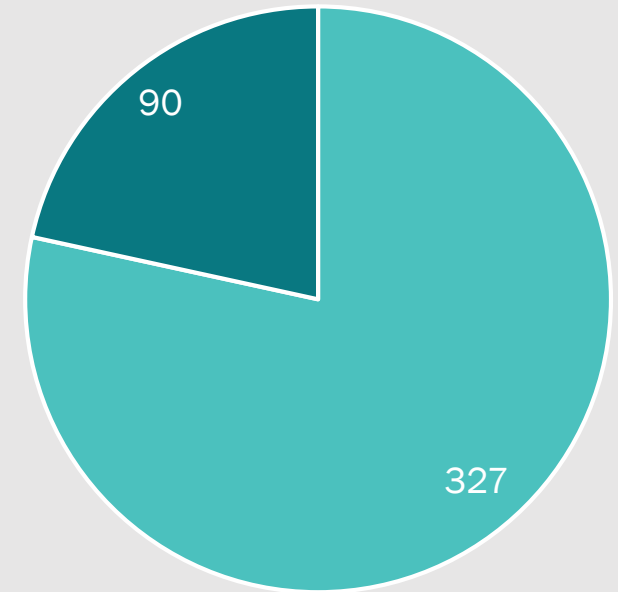


# Field Office Staff Shortages

## Vacant Field Staff Positions By Month



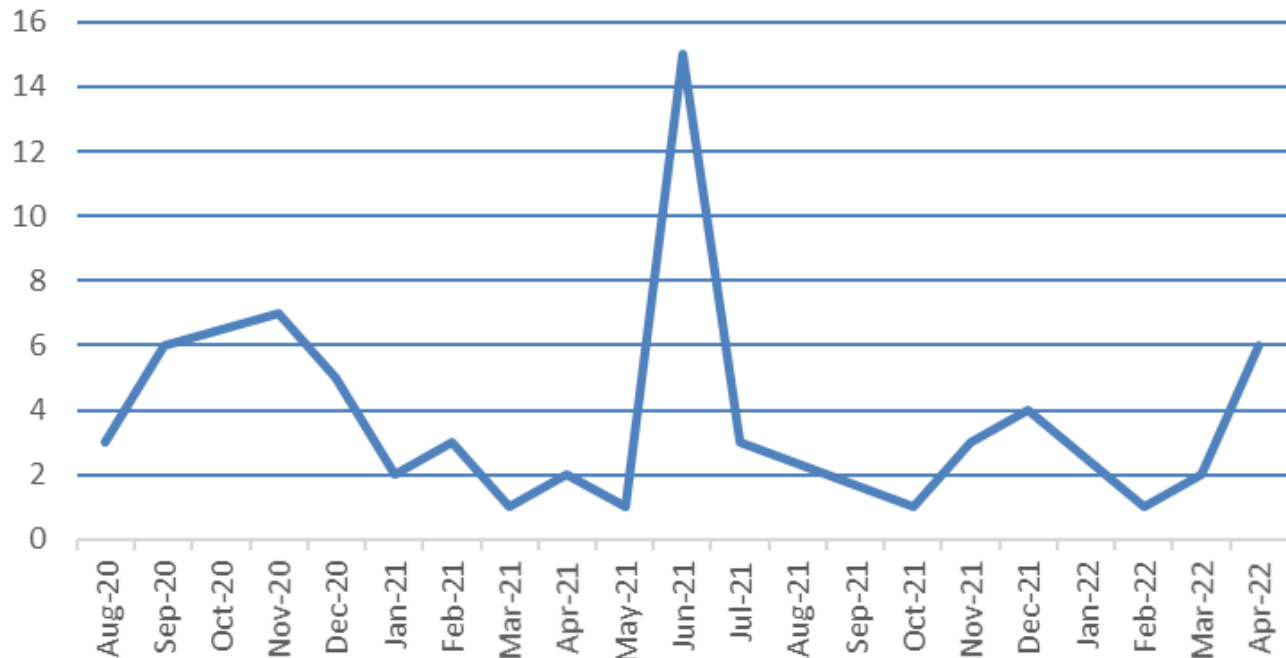
## Current Field Staff Filled Positions and Vacancies



■ Front Line Field Staff ■ Vacancies

# Filling Vacancies, Recruitment Challenges

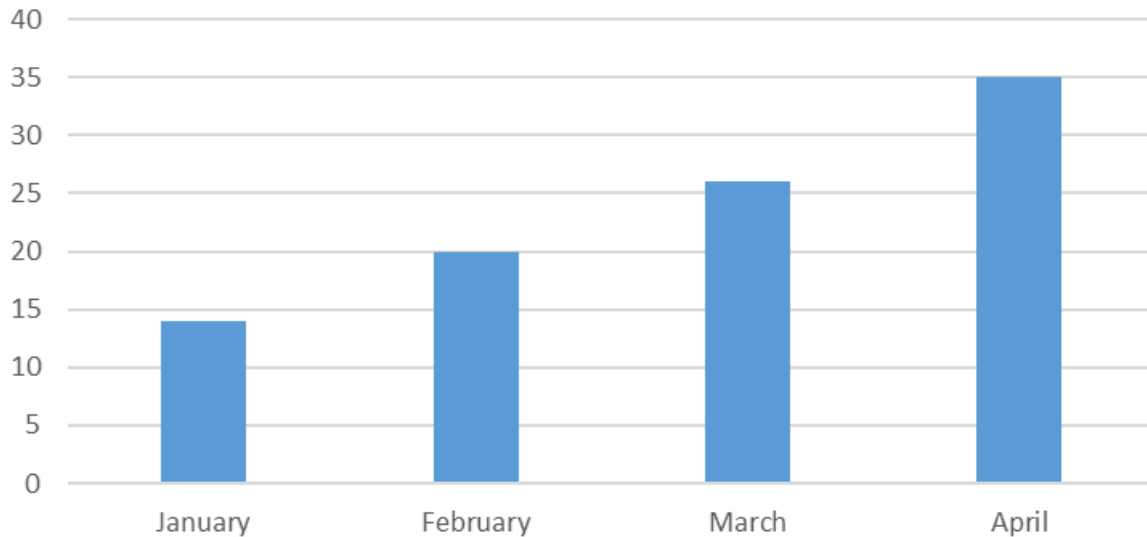
Employees Hired August 2020 - April 2022



- Tough job market for employers
- Retention challenges
- Lengthy recruitment process
- Small recruitment pools
- Bilingual positions particularly hard to fill
  
- There are definite pluses

# Unplanned Office Closures

Number of Closures due to Staffing  
January - April, 2022



- 80-90 vacancies in direct-service staff
- Unplanned absences (call-outs)
- Any given day we are down one-quarter or more of our direct service field staff.
- Open late, close for lunch, or close early: frequently used tools.
- First two weeks of May:
  - 14 all-day closures
  - 15 with reduced hours

# What Do We Do: Recruitment

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- Coordinated, region-wide recruitments, open until filled
- Recruitments posted in-office and shared with local employment office
- Streamline agency hiring processes
- One-day hiring events
- Actively promote these good jobs within the community





# What Do We Do: Temporary Office Hour Changes

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- Temporary closures of certain offices that have a nearby option
- Reduced hours in a few smaller offices
- Limit days of week a few offices are open
- Monitoring plan monthly



# Thank you.

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