

ODOT – DMV Service Through Technology Successes

Joint Committee on Transportation

November 8, 2023

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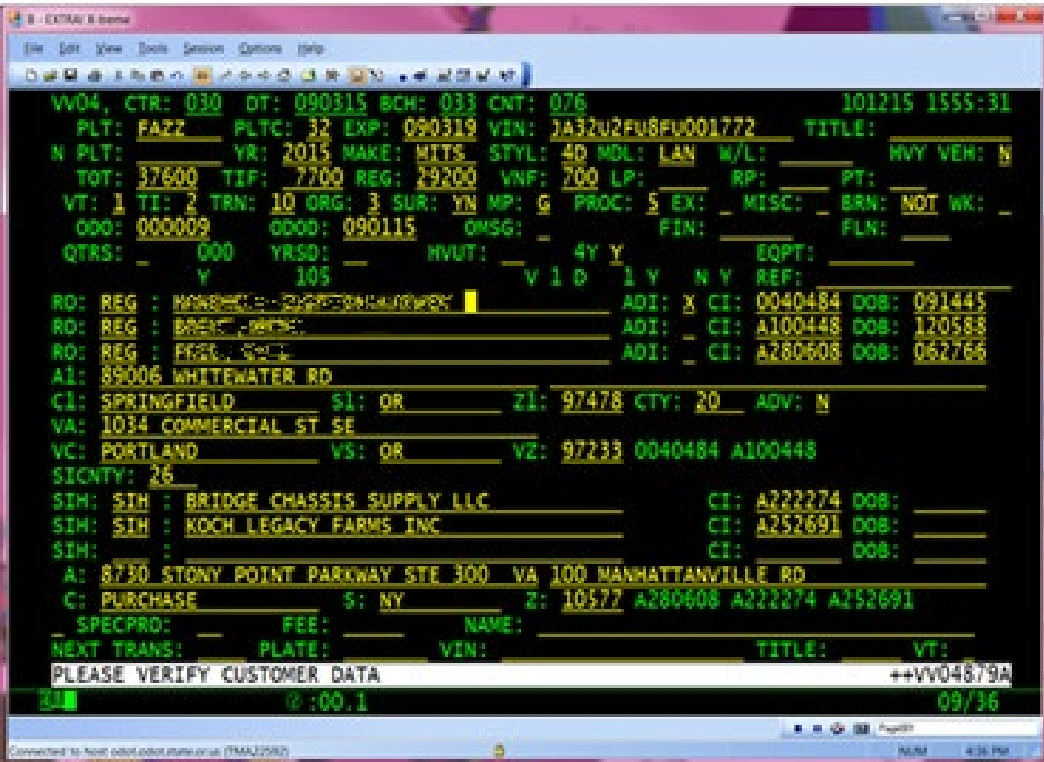
ODOT is a customer service agency.

DMV Services to Oregonians

Each year:

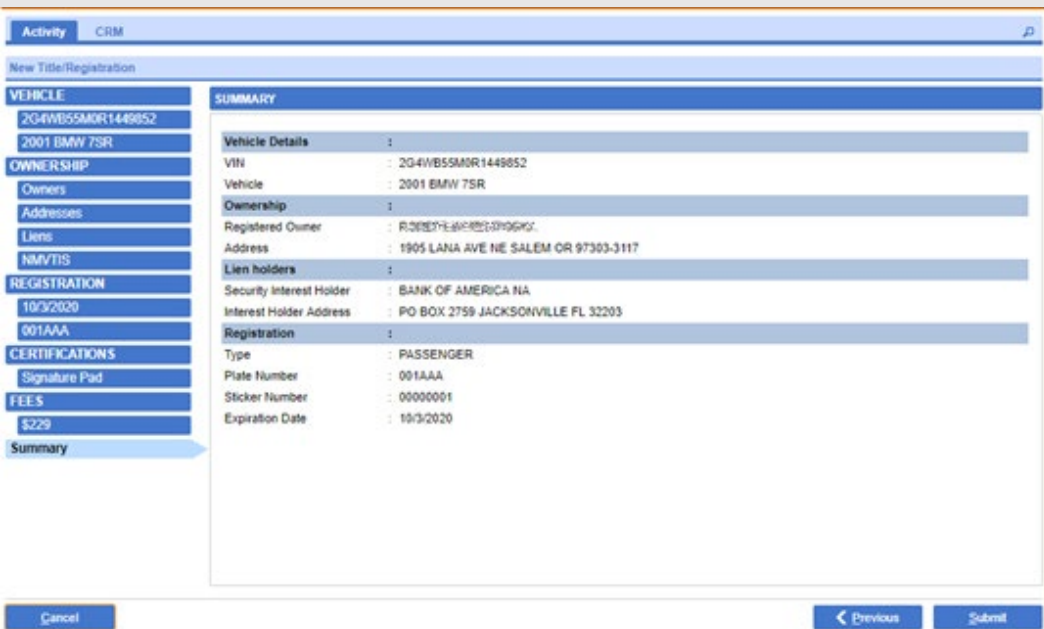
- 2.2 million customers served in 60 field offices
- 1.7 million customer phone calls
- 550,000 new and renewed driver licenses
- 1 million vehicle titles issued
- 2 million new and renewed vehicle registrations
- 60 million law enforcement connections





Investment in ODOT-DMV Service Transformation Program

- 2015 Legislative Session
- 10-year program, \$90 million investment
- COTS system
- Dedicated resources
- On time, on budget, fulfilled scope
- Success for customers



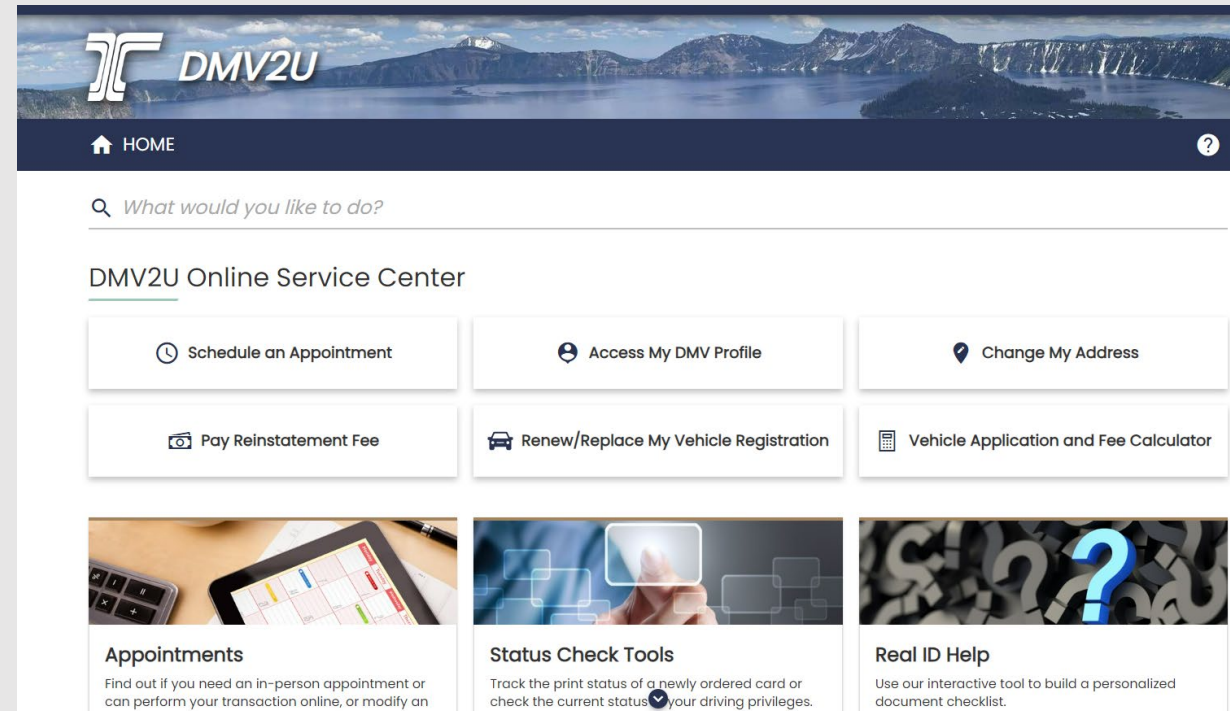
STP Delivers for Oregonians



- REAL ID issuances (enforcement May 7, 2025)
- Online service capability
- Changes to system are much simpler - for efficiency, legislative direction, etc.
- Better data
- IT programmers know the language

STP Delivers for Oregonians Online Options

- Appointments – make, change, cancel
- Replace a lost, damaged, or stolen card
- Renew license or ID
- Make a missing payment for certain transactions
- Reprint a vehicle registration renewal receipt or a temporary license/permit/ID card
- Order copy of your driving record
- Order certain trip permits or Sno-Park permits
- Order a new license plate



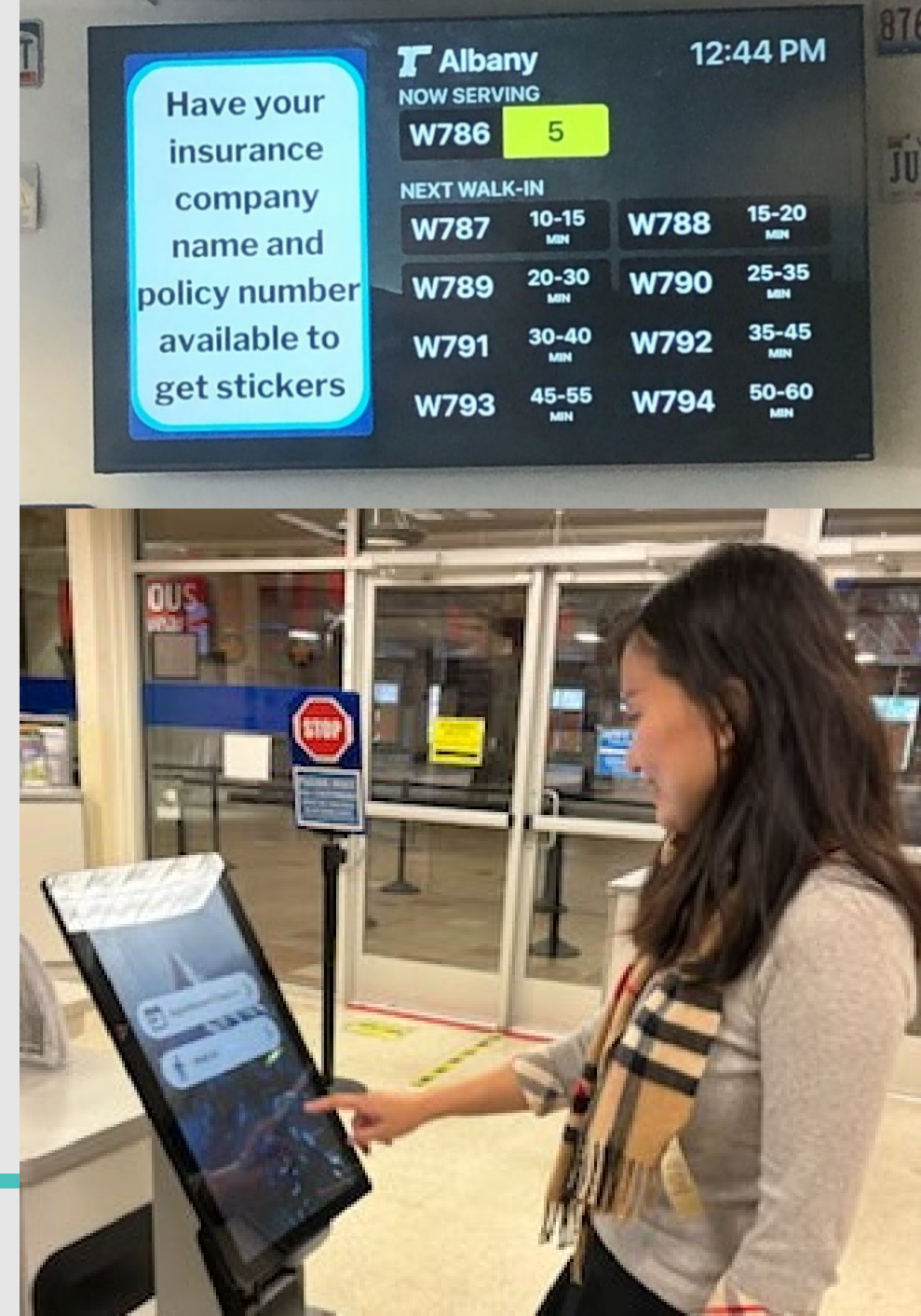
Field Office Visits Rerouted to Online Options

Since July 2020:

- Driver license / ID Card renewal or replacement: 732,000
- Trip Permits: 103,000
- Request Driving Record: 255,000
- Notice of vehicle sale: 478,000
- Vehicle Registration Renewal: 2.2 million
- **Total: 3.95 million online transactions**

Recently Added, or Coming Soon

- Lobby queuing system
- On-line knowledge testing
- Self-serve kiosks
- Pocket Talk Translators



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EASY. COMFORTABLE. CONVENIENT.

TEST WITH EASE

NO APPOINTMENTS.
NO WAITING AROUND.



 Oregon
Department
of Transportation

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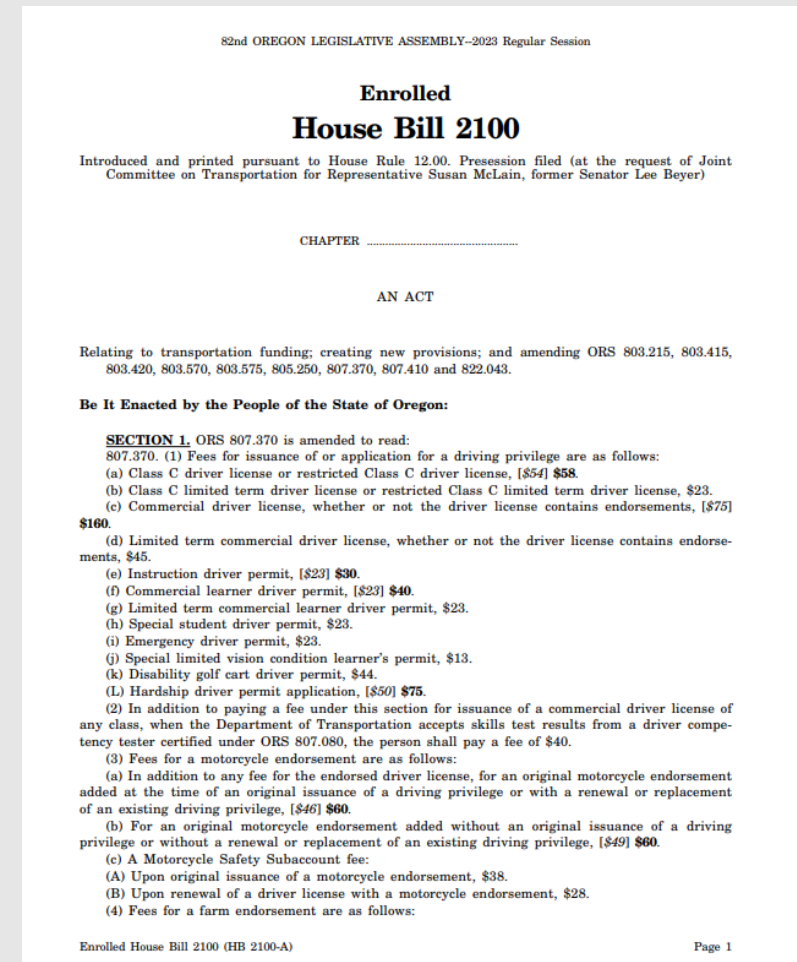
Recently Added, or Coming Soon

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- **Pocket Talk Translators**
 - 25% of staff bilingual
 - And, that's not sufficient



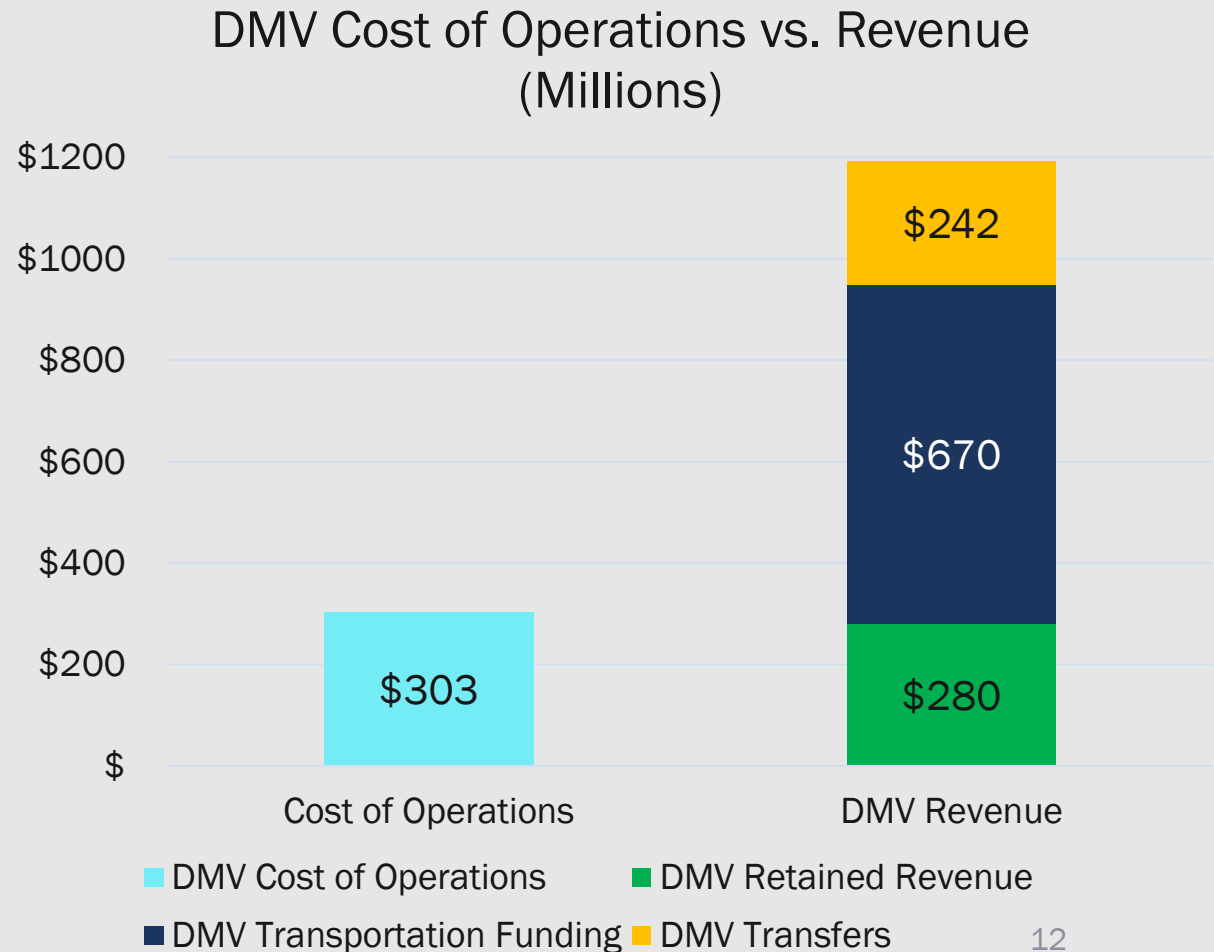
2023 DMV Fee Bill

- Thank you.
- \$18 million this biennium
- What does that buy for Oregonians?
 - Status quo for 23-25
- What would've happened without it?
 - Close 6 field offices
 - Reduce front line staff by 35 (10%)
- The fee bill as stop-gap; it did not solve the problem



DMV's Challenge

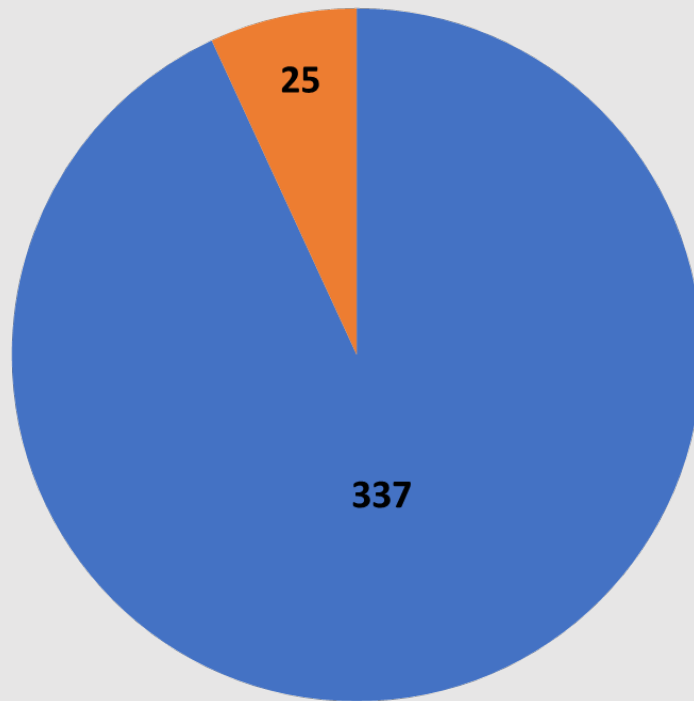
- DMV collected \$1.2 billion in 21-23 biennium.
- Two-thirds of DMV revenue has been directed by statute to state and local transportation investments.
- Fees retained by DMV no longer cover cost of operations.
- DMV has to be supplemented by other parts of State Highway Fund.
- Many individual services—particularly driver licenses—haven't been raised for years and lose money on each transaction.



Challenges and Opportunities

- Staffing

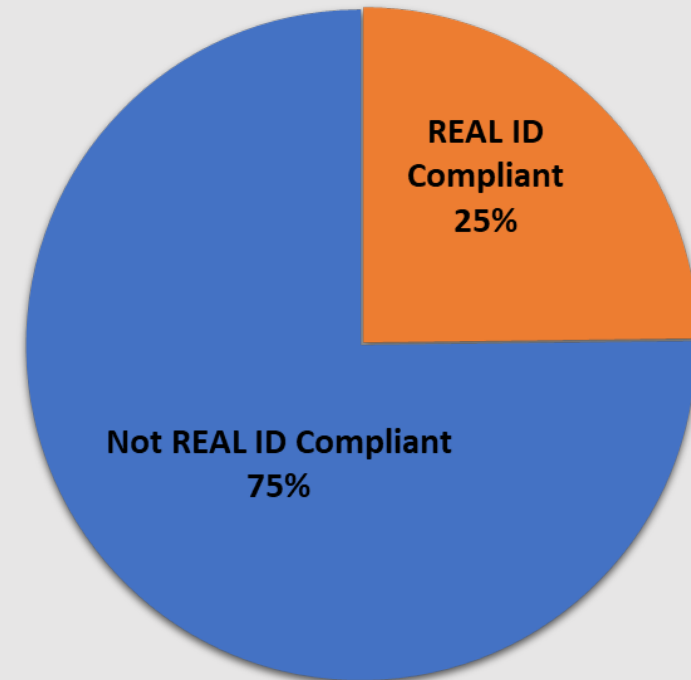
DMV Field Staff Vacant Positions



■ Filled Positions ■ Vacant Positions

- REAL ID enforcement May 2025

Valid DMV credentials that are Real ID compliant



What's Next? More improvements for customers

- eLiens and titles
- Online crash reporting
- Improving call center and website – A/I and Live Chat potential
- Electronic Vehicle Registration expansion
- Internal, critical work

DMV Exists to Serve Oregonians

Thank you.



Customers in line outside the Hillsboro DMV Field Office, October 2023