ODOT – DMV Service Through Technology Successes

Joint Committee on Transportation November 8, 2023

Amy Joyce, Ben Kahn, Dave McKay

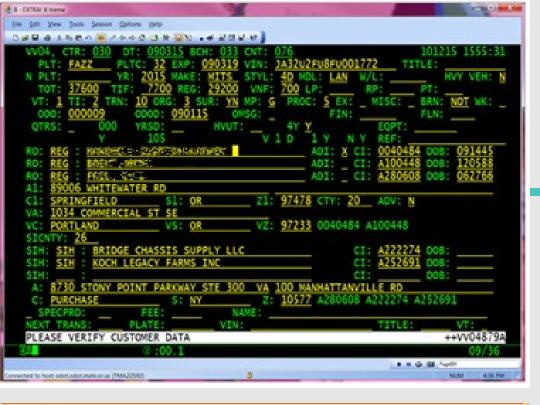


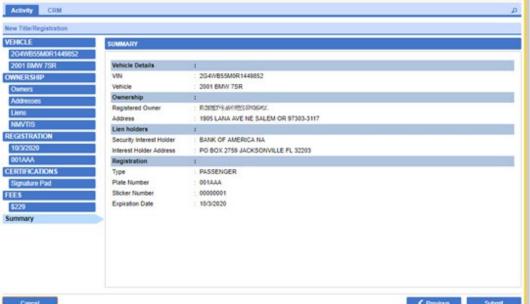
ODOT is a customer service agency.

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



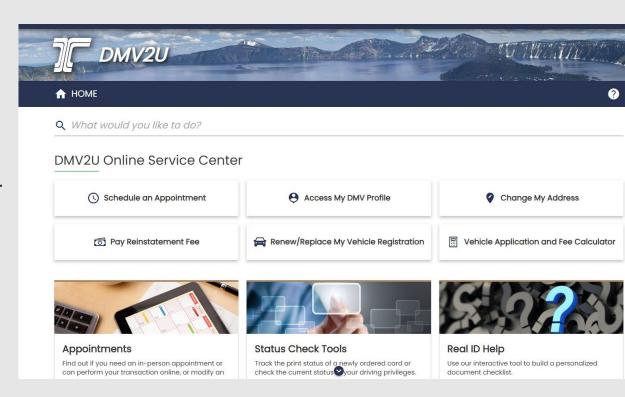
- REAL ID issuances (enforcement May 7, 2025)
- Online service capability
- Changes to system are much simpler for efficiency, legislative direction, etc.
- Better data
- IT programmers know the language



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





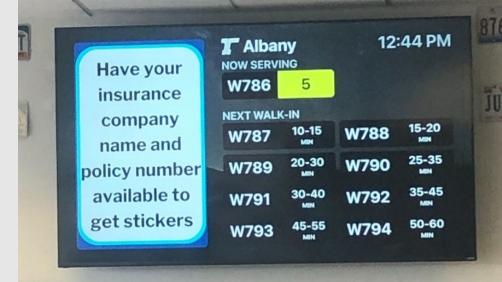
Field Office Visits Rerouted to Online Options

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



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





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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



82nd OREGON LEGISLATIVE ASSEMBLY-2023 Regular Session

Enrolled House Bill 2100

Introduced and printed pursuant to House Rule 12.00. Presession filed (at the request of Joint Committee on Transportation for Representative Susan McLain, former Senator Lee Beyer)

CHAPTER	

AN ACT

Relating to transportation funding; creating new provisions; and amending ORS 803.215, 803.415, 803.420, 803.570, 803.575, 805.250, 807.370, 807.410 and 822.043.

Be It Enacted by the People of the State of Oregon:

SECTION 1. ORS 807.370 is amended to read:

- 807.370. (1) Fees for issuance of or application for a driving privilege are as follows:
- (a) Class C driver license or restricted Class C driver license, [\$54] \$58.
- (b) Class C limited term driver license or restricted Class C limited term driver license, \$23
- (c) Commercial driver license, whether or not the driver license contains endorsements, [\$75]

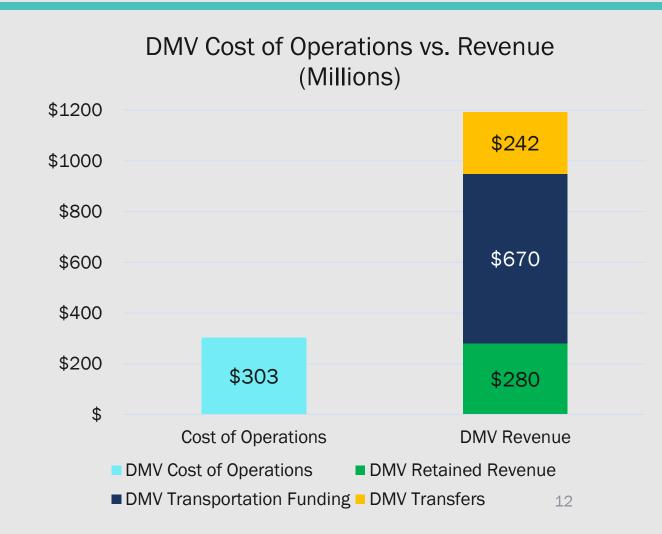
(d) Limited term commercial driver license, whether or not the driver license contains endorsements, \$45.

- (e) Instruction driver permit, [\$23] \$30.
- (f) Commercial learner driver permit, [\$23] \$40.
- (g) Limited term commercial learner driver permit, \$23.
- (h) Special student driver permit, \$23.
- Emergency driver permit, \$23.
- (j) Special limited vision condition learner's permit, \$13.
- (k) Disability golf cart driver permit, \$44.
- (L) Hardship driver permit application, [\$50] \$75.
- (2) In addition to paying a fee under this section for issuance of a commercial driver license of any class, when the Department of Transportation accepts skills test results from a driver competency tester certified under ORS 807.080, the person shall pay a fee of \$40.
- (3) Fees for a motorcycle endorsement are as follows:
- (a) In addition to any fee for the endorsed driver license, for an original motorcycle endorsement added at the time of an original issuance of a driving privilege or with a renewal or replacement of an existing driving privilege, [\$46] \$60.
- (b) For an original motorcycle endorsement added without an original issuance of a driving privilege or without a renewal or replacement of an existing driving privilege, [\$49] \$60.
- (c) A Motorcycle Safety Subaccount fee:
- (A) Upon original issuance of a motorcycle endorsement, \$38.
- (B) Upon renewal of a driver license with a motorcycle endorsement, \$28.
- (4) Fees for a farm endorsement are as follows:

Enrolled House Bill 2100 (HB 2100-A)

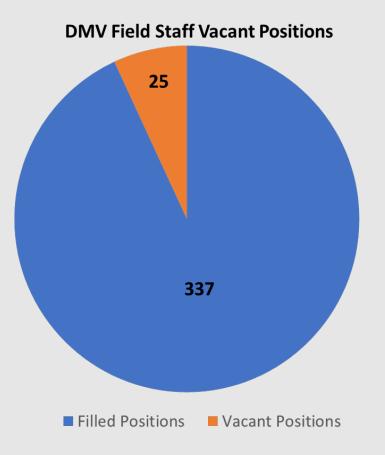
DMV's Challenge

- 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.



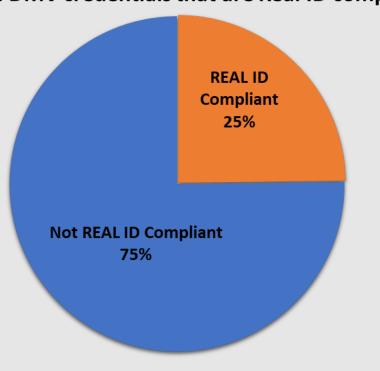
Challenges and Opportunities

Staffing



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