

## Rep Cameron

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**From:** Jeff Antrican <jeffantrican@gmail.com>  
**Sent:** Sunday, April 14, 2013 2:45 PM  
**To:** Rep Cameron  
**Subject:** DMV's terrific service and hours

Hello, Representative Cameron. Thank you for soliciting feedback regarding DMV hours. I am a big fan of the DMV, especially our South Salem branch. I have had three occasions to become a raving DMV fan, which I like to brag about with folks from other states:

1. For a simple item, I once visited DMV before going into work. Arriving a few minutes before opening at the South Salem branch, I waited by the door. The staff member opened the door EARLY and asked me if I'd like to be helped. Thinking I was at a normal state agency, I explained I could wait until they were officially open, but she insisted and I was done within five minutes! The topper was when she asked me if I'd like a free Oregon map before I left. I was floored.
2. Another time, while travelling on business, I arrived in Massachusetts only to realize I had left my ODL at home. I called the main DMV office and the representative was able to issue a letter and have it faxed to the car rental location for me. No expense, terrific service, and saved my bacon.
3. The last example, which underscores your point while highlighting my stupidity, was a few years ago when I was pulled over in Philomath on a Friday evening in my Westfalia. The officer pointed out that I had expired tags. It had been a year since I had taken the kids camping, so the tags AND registration were on the counter at home. Of course, he also informed me that my license also expired the previous week on my birthday. Argh! He was willing to let me off with a warning and my wife picked me and the kids up. On Saturday morning, I was in the South Salem branch renewing my license and the camping trip was saved.

I understand it's difficult to balance a department's budget and the director faces tough choices. I'd be willing to pay for Saturday convenience, or as you recommended, close the locations on a lighter day. At our business, the technical support staff understand that weekends are a part of the regular job when they are hired.

I apologize for not being able to submit this testimony in person. The DMV staff that I met deserve the recognition and support. Perhaps the director can submit an alternative solution that meets the needs of the taxpayers.

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Regards,  
Jeff Antrican