



DMV TRANSFORMATION NEWS

SHIFTING GEARS

What's changing for customers?

DMV's transformation is doing more than just replacing technology. Having new systems in place is only one part. We are adapting some of our business processes to take advantage of what the new technology has to offer. We are reviewing how we do business to find improvements for our customers wherever possible.

(Continued on next page)

Leadership Notes

We strive each and every day to deliver excellent customer service to the Oregonians who walk through our doors, visit our website or call us on the phone. Replacing decades-old technology is a big step toward providing the services our customers expect in today's world. Our teams have been working hard to replace aging technology and find opportunities to improve the ways we serve our customers.

Beginning January 22, we will be using a new computer system for vehicle-related transactions. As we get familiar with the new system, you may notice longer wait times. This short-term learning curve is expected to yield long-term gains for your experience at DMV. New online services include starting your DMV transaction from home before visiting one of our offices, or even completing your business online without going to an office at all. This means you can anticipate a more efficient visit.

One thing that will never change is our commitment to constantly improve our service to Oregonians!

Tom McClellan
DMV Administrator



IN THIS ISSUE

We're launching new vehicle services January 22.

Learn more about how DMV is changing to better serve you.

THE FUTURE

Fill out forms from home with new online services.

GO ONLINE

Starting January 22, you can use DMV's new online services site.

www.oregondmv.com/dmv2u



Preparing for Jan 22

Like the proverbial duck on a pond, it may seem like everything is calm and serene January 22 at DMV, but we will be working feverishly below the water's surface. We will close our doors on Friday evening [January 18] with computer systems created in the 1970s, and then open up Tuesday morning with modern technology tools. This requires an immense amount of work to make the transformation. Taking advantage of the holiday closure for Martin Luther King Jr. Day ensures we will have the time to install and test the new system, while causing the least amount of impact to customers. Some tasks, like transferring data from the old to the new system, can take up to twenty hours. January 22 is also the first day our staff will apply their training and use the new vehicle system to process customer transactions. As with any new skill, they may take a little extra time to make sure they get it right. Thank you for your patience and understanding in the weeks after we start using the new system as our staff becomes more confident with each day. We are working hard to serve you better.

[What's changing for customers?: continued]

Most of the ways you do business with DMV will stay the same, but there are a few improvements we think will help save you time and streamline your experience at DMV. Keep reading to learn more about what is changing at DMV on January 22, 2019.

Vehicle title processing designed to be faster and more accurate

In addition to saving days of time in processing, another benefit of entering data into the system at the beginning of the process is that the system can help us get the data right the first time. Built in business rules and fee calculation means that there will be fewer missing requirements and fee errors – two of the major contributors to a vehicle title being held up for review. The new system has checks in place to make sure a transaction isn't submitted with costly errors or missing information, which translates to a faster overall process.

DMV is also adding an interface with the National Motor Vehicle Title Information System [NMVTIS], which allows for a real-time check for previous titles in other states. This additional check helps DMV issue more accurate titles that reflect a vehicle's true history.

Registration cards available at the counter

Registration cards will now be printed in DMV field offices instead of being mailed to customers when you renew your registration in the office. With the new system, data is entered right into the system at the field office counter, making it possible for our staff to issue most registration cards right then and there. Customers who renew online or by mail will continue to get their new registration card in the mail, and customers who renew at a DEQ station will continue to get their registration card from DEQ. The easiest way of all is with online registration renewal at DMV2U!

Some types of registration transactions, like special plates that require extra review or some farm registrations, will not print in the office and will continue to be mailed to customers along with their plates and stickers.

If a temporary registration is needed, those can also be printed in the office. These will be faster, more readable, and harder to alter compared to today's handwritten forms. They also help others, like law enforcement, easily and quickly verify the information.



New online services available in January

Our new online services site, DMV2U, will launch January 22, 2019. New features will be available including ordering custom or replacement plates, checking plate availability, ordering trip permits, and starting your vehicle title and registration application. You will still be able to access the same services we provide today.

Order a trip permit online

Some trip permits will also be available for ordering online. Trip permits will be mailed directly to your address, but may take a couple weeks to arrive. Receipts of your order will not be accepted for use as a trip permit instead of the permit itself, so order early.

Check to see if a custom plate is available

New online tools allow you to see what a custom plate would look like and let you know if it is available. You can choose the plate background and then get a preview of what your custom plate would look like. Some plates cost more than others, so you can also see how much a particular type of plate would cost.

Order custom or replacement plates

If you are replacing your existing plates with a new type of plate, including custom plates, you will now be able to submit your order online.

Start your vehicle title and registration application online

An online pre-application for vehicle title and registration will help speed up office visits, since much of the data entry will be in the system before customers ever reach the counter. Starting the data entry before coming into the office means that you don't need to fill out the form at an office or wait at the counter for our employees to input your information into the system. When you fill out and submit your form online, you'll also receive a handy checklist that reminds you what documents to bring with you to the office along with an estimate of how much the transaction will cost.

Let DMV know about an issue with a Dealer or Dismantler

If you have a complaint to submit about a vehicle dealer or dismantler in Oregon, we've improved the way you fill out and submit the complaint form online. If you provide your contact information, you may be contacted for further details.

CALENDAR

January

- National Blood Donor Month
- **January 9:** National Law Enforcement Appreciation Day
- **January 11:** National Human Trafficking Awareness Day
- **January 21:** Martin Luther King Jr. Day
- **January 22:** DMV2U Launch Day

February

- Black History Month
- **February 14:** Oregon's 160th Birthday
- **February 19:** President's Day

March

- Women's History Month
- **March 18:** National Biodiesel Day

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A new DMV is on the horizon

For most Oregonians, DMV is the face of state government. We handle millions of customer transactions every year – over the telephone, face-to-face, through the mail and via the internet. What most people don't know is that we do all of this with seriously outdated computer systems. The systems currently in use were created in the 1960s and 1970s. Today our staff navigate a maze of black and green screens most of us have not seen since Apple Inc. was headquartered in Steve Job's garage.

Why is this change needed now? DMV is a service organization and dramatic changes are happening in the delivery of services in both public and private sectors. The obsolete computer systems used by Oregon DMV can't keep up with what Oregonians expect us to deliver. By using new technology, we can better serve our customers [you!] in modern and efficient ways that are now available in most businesses. Groups like car dealerships, trucking companies, law enforcement and courts will get their DMV-related business done better and faster than before.

For all these reasons and more, we are taking on one of the largest

transformation efforts in our history.

New technology means we will be able to offer more services online. Your time is valuable, and skipping the line means you can get back to living your life. We all could use more time fishing Oregon's pristine lakes or hitting the slopes. Creating real-time access to data and information gives law enforcement and courts what they need to do their job effectively and safely. Improved flexibility also allows us to adapt as laws change.

We began our transformation work in the summer of 2015. It will take several more years to complete our project, but that does not mean it will be that long before you see changes at your local DMV office or on our website. After almost four years of preparation, we are ready to launch the vehicles system on January 22, 2019. Then on July 6, 2020, the drivers system will go live. Between now and then, our project team is hard at work configuring and refining the new system to meet Oregon's specific needs and preparing our employees and business partners to use the new tools.

Follow us on our journey at www.oregondmv.com