

Update on DMV Operations

Kris Strickler, Director
Amy Joyce, DMV Administrator

Joint Committee on Transportation
January 28, 2021

DMV Field Operations

- 54 of 60 Field Offices closed March 24th, 2020
- 6 Field Offices remained open for CDL transactions by appointment only
- Field offices re-opened June 1st, 2020 by appointment only



What services were impacted?

- Original Class C driver license issuance
- Class C license renewals
- Class C skills tests
- Class C knowledge tests
- Vehicle titling & registration
- License reinstatements

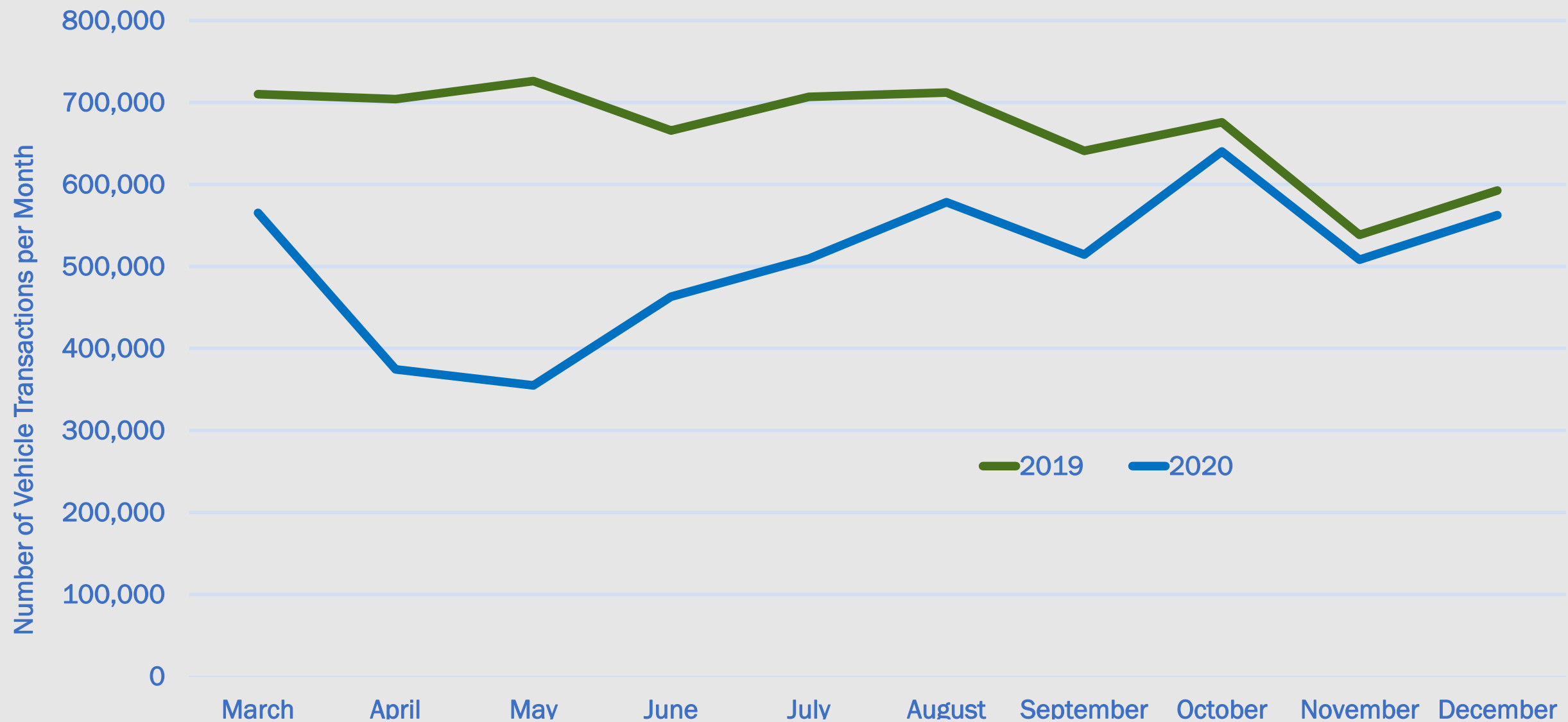


DMV Headquarters



- Vehicle title & registration
- Registration renewals
- License reinstatement fees
- Dealer paperwork
- Driver records
- Insurance filings

Vehicle Transactions



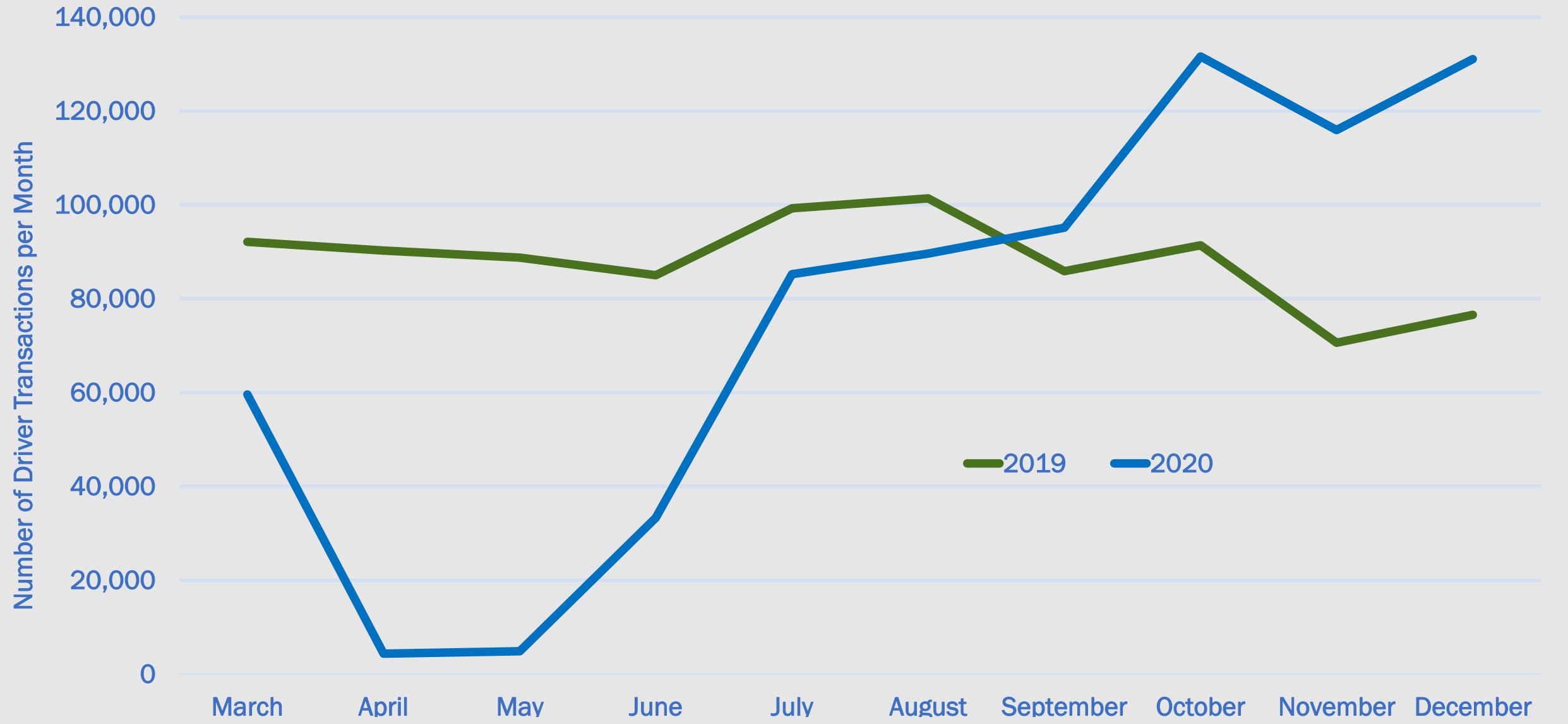
Vehicle Initiatives



**Post-COVID
Planning**



Driver Transactions



Driver & Other Initiatives

Post-COVID Planning

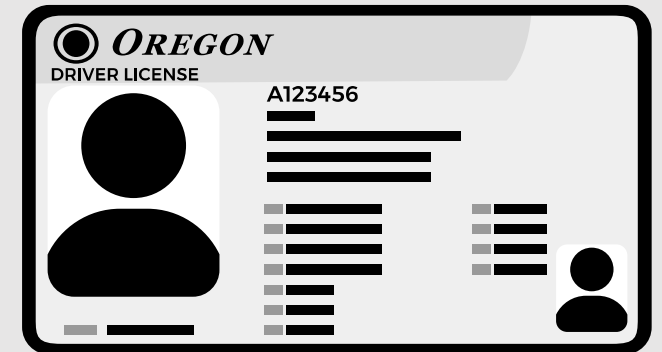


Staffing



Artificial Intelligence

Legislative Proposals



Online Renewals

Progress

Watson Assistant

Hello! Welcome to the DMV Virtual Assistant.

¡Hola! Bienvenido al Asistente Virtual de DMV.

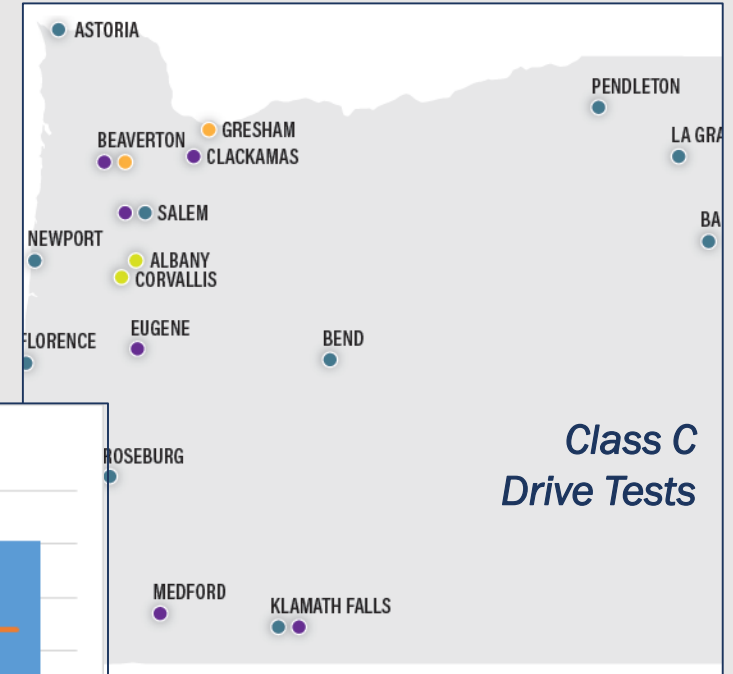
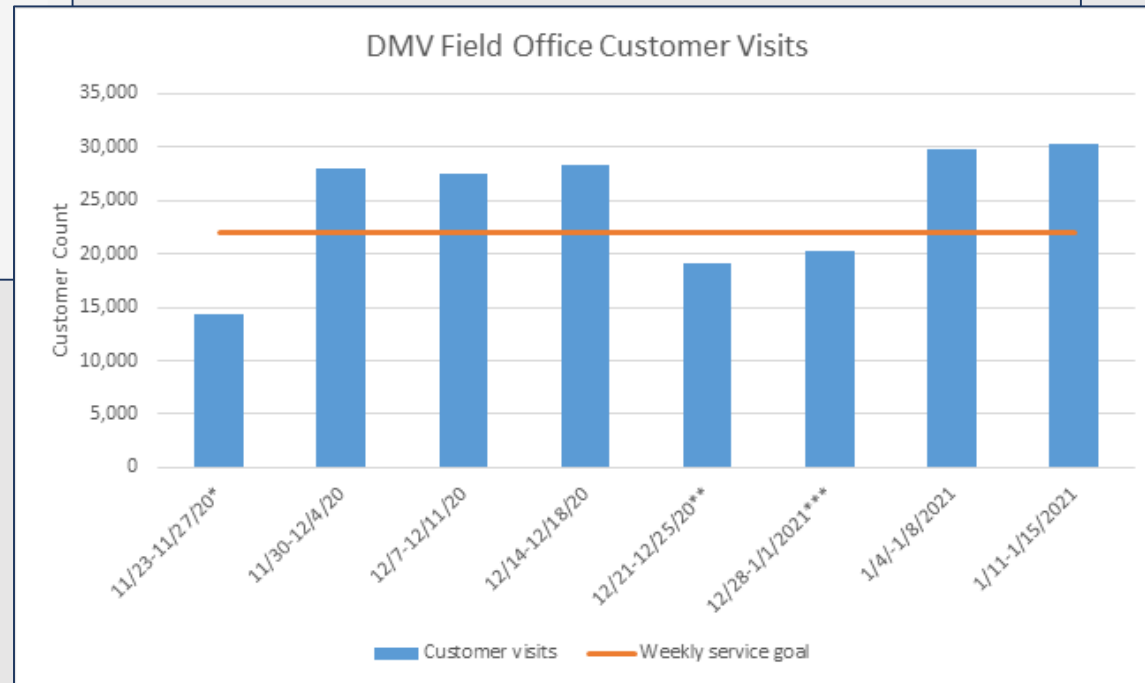
What language do you prefer? ¿Cuál es tu idioma preferido?

English - Inglés

Spanish - Español

*Leveraging
Technology*

Expanding Capacity



*Private Sector
Partnerships*

What's Next?

Post-COVID Planning

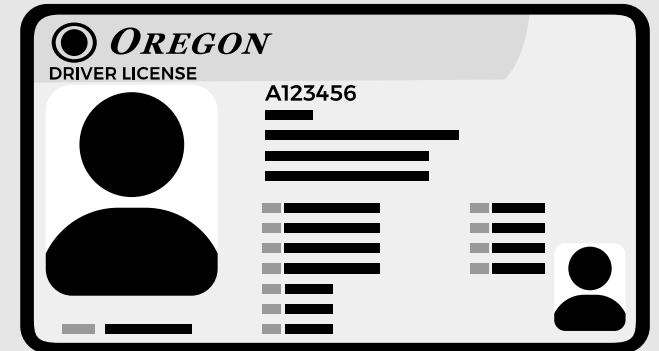


Staffing

Legislative Proposals



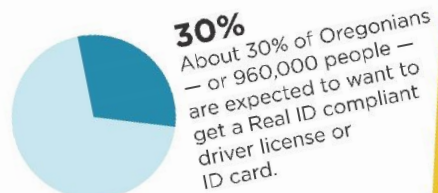
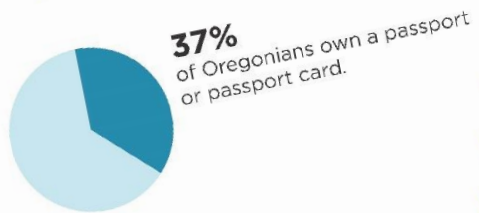
Information Technology



Online Renewals

WHAT YOU SHOULD KNOW ABOUT REAL ID

Oregonians travel by air about **6 million times each year**. Half of Oregonian air travelers fly four times per year.



FORMS OF IDENTIFICATION

If you're a frequent traveler, it may make sense to get a **passport or passport card** rather than a Real ID license.

SHOULD I get a Real ID card?

Here are the benefits to you that come with each form of ID.



U.S. Passport:

- ✪ International travel (land, sea or air).
- ✪ Cross U.S. land and sea borders.
- ✪ Air travel within the U.S.
- ✪ Enter secure federal facilities, such as military bases.



U.S. Passport Card:

- ✪ Cross U.S. land and sea borders.
- ✪ Air travel within the U.S.
- ✪ Enter secure federal facilities, such as military bases.



Real ID Compliant Oregon Driver License or ID card:

- ✪ Air travel within the U.S.
- ✪ Enter secure federal facilities, such as military bases.



Standard Oregon Driver License or ID card:

- ✪ All other state and federal purposes

More Information about Oregon Real ID:
www.oregon.gov/RealID

Real ID

- Federal Real ID deadline was extended to October 1, 2021
- Oregon began issuing in July 2020

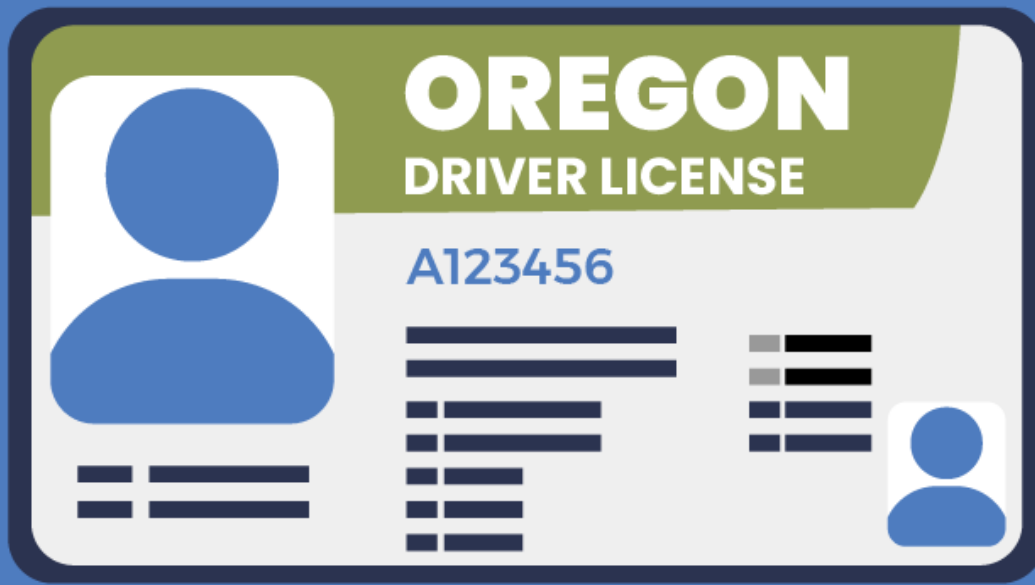


Be ready to fly Oct. 1, 2021.
Oregon.gov/RealID

ID requirements change Oct. 1, 2021. Are you ready?



HB 2015



HB 2015

www.driverslicenseforall.com

You Can Now Get an Oregon Driver's License!



你知道你不必是美国公民或拥有社会安全号码也可以获得俄勒冈州驾照吗?

这是真的!今年,一项新法律开始实施,允许非法移民获得俄勒冈州的驾照。

请浏览网站
DriversLicenseforall.com
查找有关如何申请驾照的中文信息。

Did you know that you do NOT have to be a U.S. citizen or have a Social Security number to get an Oregon driver's license?

It's true! A new law allows undocumented immigrants to get an Oregon driver's license.

Visit DriversLicenseforall.com to find information about how to apply for a license.

¿Sabía que NO tiene que ser ciudadano de los Estados Unidos o tener un número de seguro social para obtener una licencia de conducir de Oregon?

¡Es verdad! Este año entró en vigor una ley que le permite a los inmigrantes indocumentados obtener una licencia de conducir en el estado de Oregon.

Visite DriversLicenseforall.com para encontrar información en español sobre cómo solicitar esta licencia.

Poo ua e silafia pe iloa e le afaina pe afai ete le sitiseni Amerika, poo ia te oe se pepa saogalemū e mafai ai ona fai sou laisene ave ta'avale i le setete o Oregon?

E moni! E iai se tulafono fou na matalia i lenei tausaga, e mafai tagata e le'o iai ni pepa nofo ona fai laisene ave ta'avale i on.

fo i le upega tafa'ilagi, ona le tuatusi

enseforAll.com e mafai au, ma saili atili ai nisi suani, e mafai ai ona maua lou laisene ave ta'avale.

Quý vị có biết rằng quý vị KHÔNG cần phải là công dân Hoa Kỳ hoặc có số An Sinh Xã Hội để lấy bằng lái xe Oregon không?

Đó là sự thật! Một luật mới bắt đầu trong năm nay cho phép người nhập cư không có giấy tờ vẫn có được một giấy phép lái xe Oregon.

Mời Quý vị tham khảo thêm thông tin cũng như tìm hiểu về cách nộp đơn lấy bằng lái xe tại trang mạng DriversLicenseforall.com

'Oku ke 'ilo'i 'oku 'IKAI ke fiema'u ke ke hoko koe sitiseni 'Amelika pe 'i ai ha'o fika ngaue kae toki ma'u ha'o laiseni faka'uli Oregon?

Koe mo'oni! Koe lao fo'ou e kamata he ta'uni 'e fakangofua 'a kinautolu 'oku ta'e pepa nofofonua ke ma'u e laiseni faka'uli Oregon.

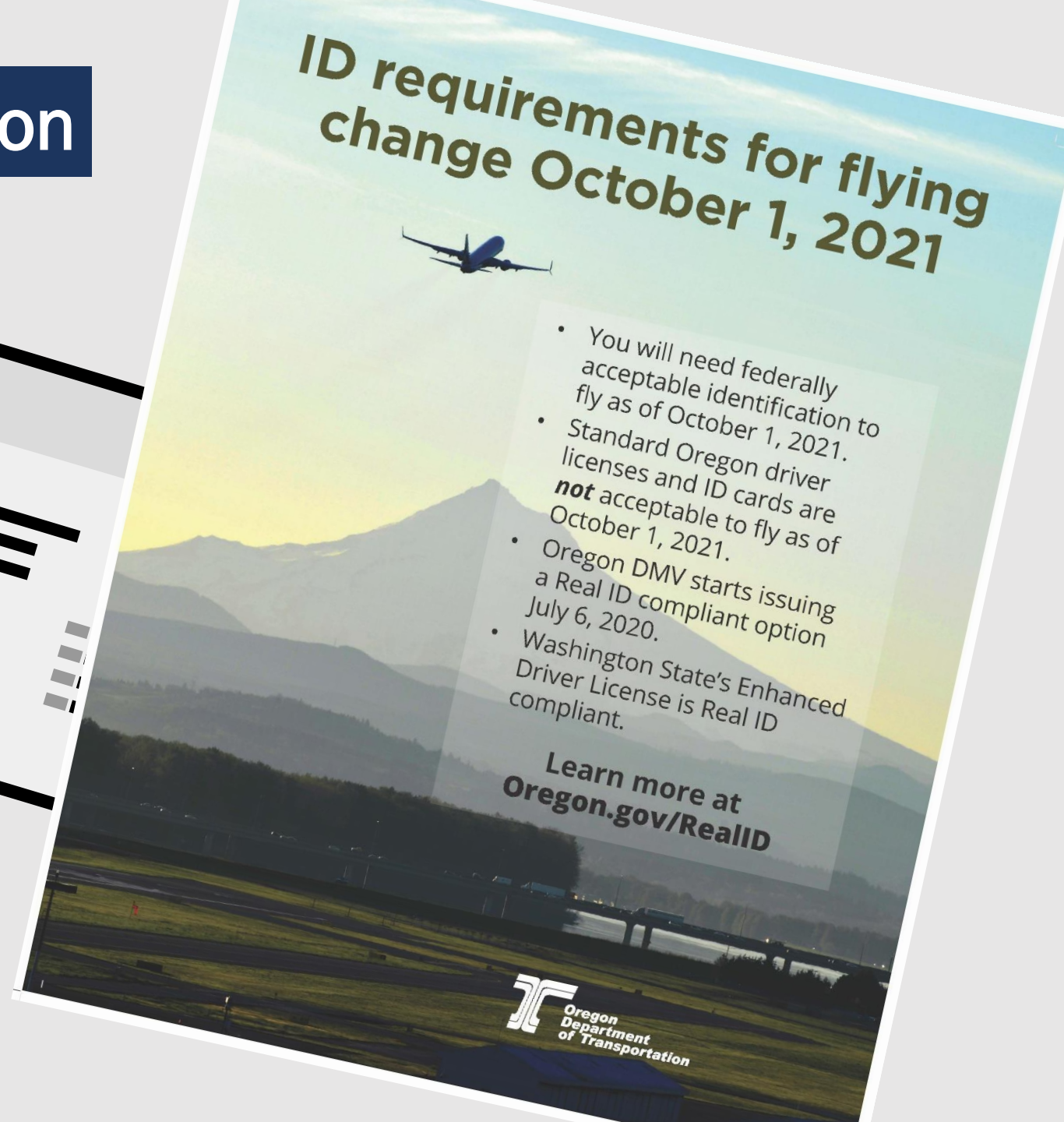
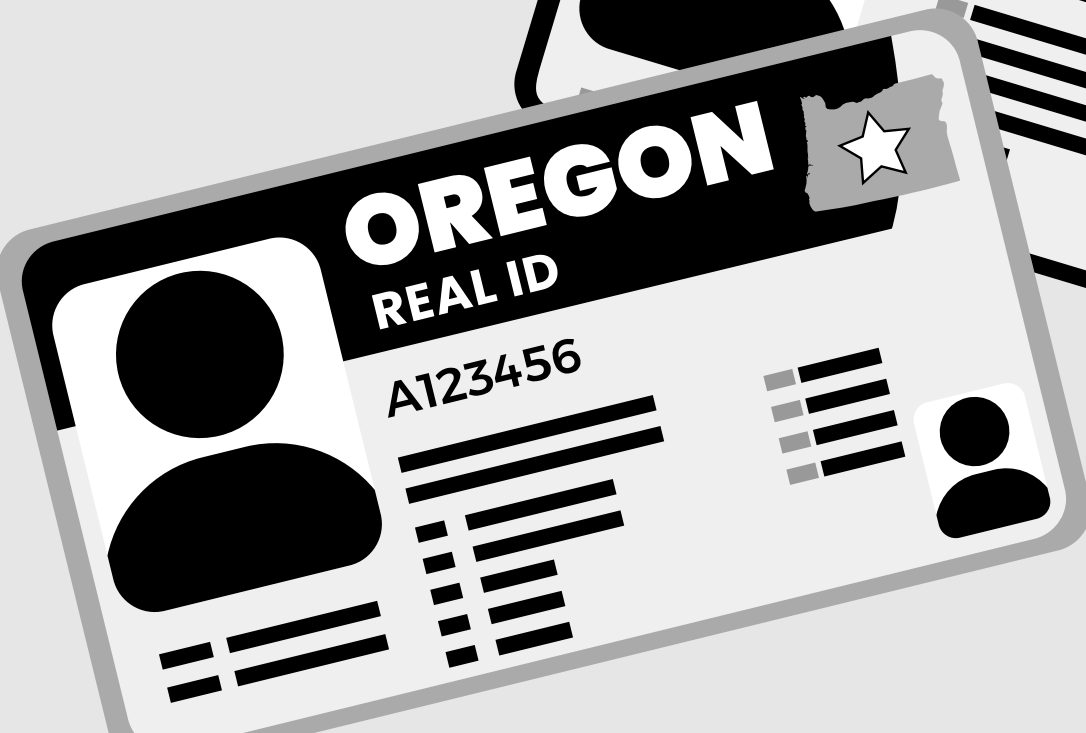
'Alu ki he DriversLicenseforall.com ke ma'u e fakamatala 'i he Fakatonga fekau'ali ki he 'an...

POP – DMV LD Extension

84 Positions

25.25 FTE

\$3.99 million



Thank You.