

# Driver and Motor Vehicle Services

The Driver and Motor Vehicle Services Division's primary role is to promote driver safety, protect financial and ownership interests in vehicles, and collect revenues for Oregon's highway system.

## Promoting safety through driver licensing. DMV:

- Ensures drivers can operate vehicles safely with **knowledge, driving and vision testing**.
- Requires additional testing and stricter suspension standards for drivers younger than 18.
- Requires additional tests to operate commercial motor vehicles and motorcycles.

### *Programs for unsafe drivers*

- The Driver Improvement and Habitual Offender programs help keep drivers off the road if they have an excessive number of traffic convictions or crashes. The agency **restricts, suspends or revokes driving privileges** when necessary.

### *Program for Medically At-Risk drivers*

- DMV requires additional testing for anyone who develops a physical or mental impairment that may make the person unsafe behind the wheel.
- Doctors are required to report to DMV any severe and uncontrollable impairment that makes a patient an unsafe driver.
- Law enforcement and family members can refer potentially unsafe drivers to DMV for additional tests.

## Protecting financial interests for vehicle owners

- DMV issues vehicle title certificates and retains ownership records to **protect the rights** of the owners.
- Customers can protect their pocketbooks when buying or selling vehicles by properly transferring vehicle titles and by notifying DMV when they sell their vehicles.

### *Consumer protection*

- DMV licenses and regulates vehicle dealers, vehicle dismantlers and commercial driver training schools and instructors to help protect consumers.
- DMV offers consumers a **database of licensed driving-related businesses** at [www.OregonDMV.com](http://www.OregonDMV.com).

### *Insurance requirements*

- Oregon law requires all vehicle owners to carry automobile liability insurance.
- DMV helps **fight the cost of uninsured drivers** by checking drivers' insurance information against auto insurance companies and by randomly checking to make sure vehicle owners meet insurance requirements.

### *How DMV helps prevent identity theft and fraud:*

- Applies **strict standards** for proving eligibility for driver licenses and ID cards and restricts access to personal information about drivers and vehicle owners.
- **Electronically verifies** Social Security numbers for all applicants for driving privileges and ID cards, including new applicants and people who are renewing or replacing cards.

- Requires **U.S.-issued documents** for proof of identity, U.S. citizenship or lawful immigration status. For people with limited stays in the United States, DMV issues cards valid for a limited term instead of the standard eight years.
- Electronically verifies immigration documents with the Department of Homeland Security.
- Uses **facial recognition technology** to prevent individuals from getting driver licenses or ID cards under other cardholders' names or under fictitious names.
- Uses **state-of-the-art security technology** in its driver license and ID cards, which are produced at a secure central location rather than field offices.
- Identifies and evaluates new risks, both internal and external, and recommends ways to improve prevention and detection of DMV-related fraud.



### Enhancing customer service

DMV's website, [www.OregonDMV.com](http://www.OregonDMV.com), offers many conveniences:

- Most vehicle registrations can be renewed online: more than **1 million Oregonians** had renewed their vehicles online as of April 2010.
- Oregon residents can file a **change-of-address online** for both driver licenses and ID cards and for any vehicles registered to them.
- Vehicle owners can notify DMV that they sold their vehicle, which helps protect them from parking tickets, towing charges and other potential liabilities of a sold vehicle.
- Customers can download many DMV forms and **do business by mail or online** instead of at field offices.

- DMV works with community groups to **improve access to DMV services** for special needs Oregonians, such as those with limited English proficiency, ex-offenders and homeless people.
- DMV works with businesses and other agencies to provide customer conveniences such as electronic registration through participating vehicle dealers, vehicle registration renewal at DEQ emissions testing stations, centralized issuance of driver licenses and ID cards, and court and law enforcement access to vehicle records.
- DMV measures its service by monitoring customer wait times in field offices and on the phone and continually makes adjustments to improve service.

### Supporting Oregon's transportation system

For the 2009-2011 budget, DMV fees will contribute about **\$640 million to the State Highway Fund** – monies that are restricted to building and maintaining state and local highways, bridges and rest areas.



## DMV statistics

### Top DMV Transactions Fiscal Year 2008

Vehicle registrations issued	1,392,600
Telephone calls answered	1,730,192
Vehicle titles issued	1,066,721
Driver licenses issued	139,947
Licenses renewed	253,571
Convictions posted	310,748
<i>calendar year 2008</i>	
Suspensions and revocations posted	
<i>calendar year 2008</i>	127,938

### Top DMV Transactions Fiscal Year 2009

Vehicle registrations issued	839,943
Telephone calls answered	1,633,879
Vehicle titles issued	1,107,990
Driver licenses issued	129,840
Licenses renewed	201,693
Convictions posted	470,025
<i>calendar year 2009</i>	
Suspensions and revocations posted	
<i>calendar year 2009</i>	128,517

### Vehicle and Driver Statistics Dec. 31, 2008

#### Total Registered Vehicles

Passenger cars	3,291,674
Buses	4,012
Trucks	40,078
Farm trucks	19,883
Motor homes	54,347
Commercial trucks	16,876
<i>(registered by MCTD)</i>	
Government vehicles	53,946

#### Non-highway vehicles

Trailers and semi-trailers	417,040
Campers and travel trailers	117,499

Licensed Drivers 3,115,666

### Vehicle and Driver Statistics Dec. 31, 2009

#### Total Registered Vehicles

Passenger cars	3,259,340
Buses	3,773
Trucks	38,430
Farm trucks	19,842
Motor homes	53,242
Commercial trucks	15,455
<i>(registered by MCTD)</i>	
Government vehicles	55,291

#### Non-highway vehicles

Trailers and semi-trailers	401,035
Campers and travel trailers	115,321

Licensed Drivers 3,126,961

**DMV field offices statewide serve  
13,000 customers daily.**

#### Population Statistics

- Oregon population (2009) 3,823,465
- Driving age population 2,673,782  
(16 years old and older)\*

\*PSU Population Research Center