

Oregonians praise DMV's online vehicle registration renewal service

Thousands of Oregon residents are flocking to the vehicle registration renewal service at www.OregonDMV.com and saving themselves at least a postage stamp, if not the time and fuel to visit a field office.

As of mid-April, customers have used the Internet application to renew the tags on more than 13,000 vehicles. The service, launched as a pilot in Deschutes County in late December 2003, became available statewide in February 2004.

"In the first three months, we've reached usage levels that we didn't expect to see for a year," said interim DMV Administrator Bill Seely.

Customers overwhelmingly praise the site's convenience after using it. Here is a sample of their feedback:

- "Well done! Your online registration renewal is efficient, easy to navigate and a fine motivation to renew upon receipt of the notice instead of waiting to mail later."
- "This was just great. No problems with the renewal at all. No waiting in lines, saved on fuel and only took a few minutes. Great site."
- "Great job setting up the online renewal. It was easy and it worked. It certainly beats waiting in line and making a special trip to a DMV office, and I hope it frees up the DMV workers to work on the stuff that isn't 'routine.' Again, great job."
- "Paying for renewal was very easy online. Your Web site was clean and the directions were easy to follow. Thank you."
- "I found using the Web site very easy and convenient. I will recommend others to use this service."
- "This online registration renewal is great!! Thanks for providing it. And I suppose it saves us money in the DMV administrative costs, too. Good job!"
- "This is a great service! Very easy and straightforward process. Kudos to your Web design and programming team."



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Gov. Ted Kulongoski praised the site as well.

"Our regulatory streamlining initiative is not simply about making it easier for businesses to grow and create jobs in Oregon," said Kulongoski. "Making government services more accessible and more convenient for individuals, and more efficient for agencies, also contributes to Oregon's competitiveness and quality of life."

DMV has two other online services on its Web site as well. Customers can submit a change of address online, and they

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can also notify DMV of the sale of a vehicle.

"Online registration renewal is among the first e-government services created under the 'DMV from Home' strategy, one of our many efforts at regulatory streamlining," said Bruce Warner, Oregon Department of Transportation director. "It also is part of our efforts to maintain good customer service in an era of tighter budgets with a smaller work force."

To use the secure Internet renewal system, customers need to have their renewal reminder from DMV and a credit card handy when they go to www.OregonDMV.com. Customers cannot use the service before they receive their renewal reminder, which states whether their vehicle is eligible for online renewal.

Vehicles subject to DEQ testing are not eligible for online renewal. Customers in the DEQ testing area can take the renewal reminder to the DEQ testing station because DEQ can renew tags after the vehicle passes the emissions test.

DMV developed its e-government service with the assistance of a systems integration company, Covansys. The DMV team members include:

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- Polly Dixon
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- Karen Gilpin
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- Linda Hopper
- Lori Bowman
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