Real time data: Helping our partners on the road

Walking up to the back of the car, Oregon State Police Trooper Mike Lopez isn’t sure what exactly he is about to encounter, but he is thankful that he knows a few important things like who owns the car and that it isn’t listed as

(Continued on next page)

Leadership Notes

In just one year, DMV will complete another important step in our transformation. Replacing decades-old computer systems isn’t just about expanding online services (even though we are)! or improving the way we do business (even though we are!), it is about DMV being prepared for the future. If you had knee surgery you couldn’t leave the hospital and complete an Ironman competition. First you would need to do physical therapy and learn how to use your knee until you felt comfortable and confident with your new “tool.” After that you begin to train and build your skills until you are able to compete.

Right now we’re still in surgery, but next year our physical therapy begins. We’ll become more confident with the new system and start to see other ways we can change DMV to meet the needs of Oregonians today and in the future. It is a new lease on life!

Tom McClellan
DMV Administrator

IN THIS ISSUE

We spent the afternoon with an Oregon State Trooper to learn about how DMV technology helps them do their job.

CUSTOMER FEEDBACK

Customers share their opinions on DMV’s expanded online services page DMV2U.

TAKE ME HOME

Take this issue of Shifting Gears home to your family and friends. Thanks for helping DMV share our news.
stolen. Likely it is just an average person who is moving a bit too quickly trying to make it to work on time. Every day, law enforcement officers like Trooper Lopez help keep our roads safe and traffic moving. One of the most important tools he needs to do his job is information.

The Oregon DMV connects directly with law enforcement systems to provide data for officers in the field. In the past, some important data wasn’t able to be updated right away and instead was refreshed every night. As part of DMV’s transformation, new computer systems will enable partners like law enforcement and courts to see changes in vehicle and driver records in real time as soon as they are entered at the DMV office.

On July 6, 2020, DMV will complete the work to update systems so that partners can have access to even more real-time data. With more people moving to Oregon each year, it is valuable information for some of our hardest working public servants.

“Oregon is getting bigger with Washington to the north of us and California south. We are getting an influx of people, just getting busier,” says Trooper Lopez

Information not only helps law enforcement do their job, it also helps keep the roads safe for everyone driving in Oregon. Trooper Lopez agrees, “I rely on the information provided to make decisions roadside. Getting people off the road that are not supposed to be on the road like suspended drivers, uninsured drivers and people with no license.”

“For my safety, it is important,” says Trooper Lopez, “Who the car belongs to, who is driving it, and whether or not they are authorized to be driving it. It is important for my safety to be able to know that the person I talk to is the person they say they are.”

Customers react to DMV2U

We visited our North Salem DMV field office to talk with customers about the new DMV2U online services website. People were happy to hear DMV is adding more online services, so that next time they might not have to come in. Some customers were even able to leave the line and get back to their day!

• Elsi came in to transfer the title of a car into her name and was able to submit her information via DMV2U while she waited for her number to be called. “I used the online form [for a title transfer] and it took just a few minutes.” – Elsi

• Lindsey stopped by the office to fill out a title and registration form, but was able to leave the line to head back to work. She plans to submit her information online from home and come in another day when she has the day off. “This is great! That is more convenient.” – Lindsey

• Joseph came in to renew his license so he couldn’t use the online services, but was excited about the changes at DMV. “It’s about time! I’ve been waiting for this.” – Joseph

See if you can skip the trip. Visit us at www.oregondmv.com/DMV2U.

(Real time data: continued)
Renew your license early

Does your ID/license expire next year? Renew today!

Most Oregon ID cards and driver licenses expire every eight years on your birthday. Did you know that you can visit a DMV field office and renew up to a year in advance and not “lose” any time? For Oregonians who have a license or ID card expiring between July 2020 and December 2020, you are encouraged to come in early to renew.

In July 2020 we will launch our new Drivers System and begin offering Real ID federally compliant cards. We expect these changes will result initially in much longer lines than usual. And we mean LONG lines. For those who are eligible to renew, if you come in a year early your new ID card or driver license will expire eight years after your existing card expires, which means you won’t have to replace it for up to nine more years!

What is a Real ID compliant card, and do I need one?

Starting in October 2020, the federal government’s new regulations will go into effect. For example, to get through airport security all travelers will need to show a federally accepted form of ID. The good news is that your passport or passport card will still be accepted to board a plane. If you don’t travel by air or need to enter secure federal facilities, you also don’t need a special Real ID compliant Oregon driver license or ID card. However, if you have a valid passport and are still considering getting a Real ID, we recommend waiting until the next time your license/ID expires when we expect customer wait times to be back to normal. To learn more about Real ID visit www.oregondmv.com.

So choose to do the things you love, not stand in line at DMV. Avoid July through December 2020 for your DMV visit, and give yourself the gift of time.
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 much 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 launched 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.