Three ways to help shorten the line at DMV

It’s a rare person who takes pleasure in waiting for service in a DMV office. Most of us want to complete our business as quickly as possible without needing a repeat visit. With this in mind, we offer three easy things you can do to make everyone’s visit to the DMV as quick as possible.

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Shifting Gears

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Visit DMV2U first. Before planning a trip to a DMV office, first visit our new online service site DMV2U and see if you can complete your business online. Not only does this allow you to skip the line, but using online services mean that other people requiring more complicated transactions in an office won’t have as long to wait. Go to www.oregondmv.com/DMV2U.

Tell a friend about DMV2U. People are used to heading into a local office when they need something from DMV. As we replace our systems, we are adding more online services to help Oregonians skip the line and make the most of their day. Spread the word by mentioning DMV2U to a friend or family member. Help your Great Aunt Sally renew her vehicle registration online and take her out to lunch instead of visiting DMV in person!

Be prepared for your visit. Some transactions cannot be processed online. In that case, you’ll need to visit one of our field offices and have one of our talented customer service representatives help you. Check out our website, www.oregondmv.com, and make sure you have all the documents you need before you come in. Although you’ll still have to wait for service, having everything you need helps your transaction go faster and prevents your business from needing special handling or review.

If you’re titling a vehicle, you can fill out and submit your information online to save time at the counter.

Steering towards the future

After successfully launching the vehicles system in January, our team hasn’t been resting on its laurels. With just fifteen months left before the drivers system launch in July 2020, we’ve already started work to configure the next modules of the commercial off-the-shelf software. This includes driver license and identification card applications, suspension and reinstatement of driving privileges, and ensuring driver eligibility.

You can find updates on how the work is progressing by reading this newsletter, or visiting the DMV website at www.oregondmv.com where you can find even more resources and information about our transformation.

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DMV technology is changing.

While our systems are under construction and our staff adjusts to using new tools, you may experience:

- longer lines
- longer wait times
- more time at the counter

Our goal is to improve your experience at DMV. Thank you for your support and patience.

Skip the trip and visit us at
www.oregondmv.com/dmv2u
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.