

## Take a number and...fall in love



Randy and Carrie celebrated their wedding by visiting the McMinnville office of DMV, where the two first met while in line.

When two customers took numbers at the McMinnville DMV field office on Dec. 9, 2006, they had no idea those little slips of paper would change their lives forever.

By the end of their visit, the two 46-year-old strangers had exchanged phone numbers on the backs of their DMV number slips. And just about two years after that, they were married.

To celebrate their wedding, Randy and Carrie Miller dashed from the ceremony Nov. 1, 2008, to the McMinnville DMV to snap a photo and then back to their reception.

"The picture is of them in front of our DMV sign because they met two years ago in the McMinnville DMV office lobby," McMinnville field office manager Bill Halsne said.

The Millers, now 48, presented a 3-by-5-inch print of their DMV wedding photo to Halsne on Jan. 6 when they returned to the McMinnville field office to get Carrie a driver license with her new last name.

"I have a frame at home I will use, and I am going to put it in the break room to share with all employees," Halsne said.

The couple is hanging on to another souvenir of their first meeting — the DMV tickets with their phone numbers.

## Reedsport award highlights safety partnership

Acknowledging the successful partnership between its police department and ODOT's Transportation Safety Division, the Reedsport City Council presented the Reedsport Regional Traffic Safety Coordinator Rosalee Senger with a commemorative plaque at its Jan. 5 council meeting.

"It is unusual to commend a person from a government agency, but I believe that Rosalee Senger deserves the recognition," said Sgt. Tom Beck of the Reedsport Police Department. "[She] has been a constant lending hand when it comes to the safety and well-being of the citizens and children of the Reedsport community."

In addition to participating in local safety fairs and car seat check-up clinics, Senger helps provide the Reedsport community safety equipment ranging from moving radar units to booster seats and bike helmets.

The recognition and award presentation came as a complete surprise.

"They invited me to present safety data and grant opportunities, so I had no idea what was coming," Senger said. "It was a ruse on their part!"

"But this is a wonderful acknowledgement for our Transportation Safety Division and the agency itself. Our partnership with Reedsport continues to be a great example of how local and state agencies can address a community's safety needs."



City officials in Reedsport recognized Rosalee Senger for her work in local safety programs.

## AskODOT passes 20,000 mark!

AskODOT, the "ears of the Oregon Department of Transportation," has passed another landmark in its service to Oregonians. The citizens' representatives who staff the AskODOT program recently closed their 20,000 case since establishing a client database in 2005.

AskODOT is part of the ODOT Communications Division and serves as a first point-of-contact for people with questions, concerns or complaints about the department. People contact AskODOT by a toll-free telephone line (1-888-ASK ODOT) or by e-mail, either through the ODOT Web site or directly at AskODOT@odot.state.or.us. The program also handles written correspondence passed along by the Governor's office, state legislators, the federal Congressional delegation or other state and federal agencies.

On an average day, citizens' representatives answer 30-40 e-mails and 125-150 telephone calls — and many more during extreme weather conditions. During December's "arctic blast," staff responded to nearly 1,200 phone inquiries and more than 250 e-mails.

Topics typically range from current highway conditions to car and truck registration procedures to highway project updates. AskODOT staff most often provides responses on the spot. Questions requiring more in-depth answers or research, complaints about highway project-related issues, and quality of service concerns are referred to appropriate subject matter experts and managers.

"The AskODOT program is a partnership between the staff in the field and the headquarters staff in getting the questions answered," said Communications Division Administrator Patrick Cooney. "Without everyone's timely and outstanding assistance, this agency

would not be successful in responding to our customers."

For e-mail and correspondence, and about one-quarter of telephone calls, staff is required to create a case file and enter the details into a database, where it is assigned to a subject matter expert. The individual or unit then has five days to respond to the client. Staff monitors the database to ensure prompt response — response time is one of ODOT's performance measures!

Staff also monitors the program's service with an on-going customer satisfaction survey. When an AskODOT case is closed, the database automatically sends a brief survey on the agency's timeliness, quality of answer and overall response. Participants also are asked how they heard about AskODOT, whether they had used the service before, and if they plan on using it again.

Recent survey results show 94

percent of respondents said they were either "very satisfied" or "somewhat satisfied" with the timeliness of the response. Some 84 percent were either "very satisfied" or "somewhat satisfied" with the response they received from ODOT, and 90 percent said that overall, they were either "very satisfied" or "somewhat satisfied" with their contact with the department.

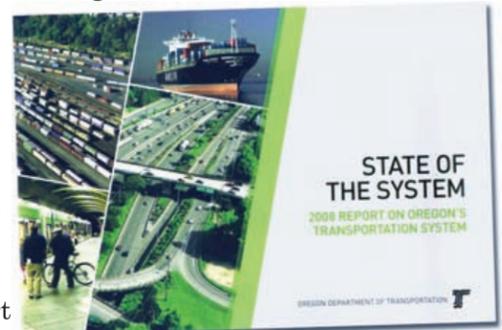
A citizens' representative has been part of ODOT's Communications Division since 1991. The office started with one employee whose sole job was to answer letters forwarded to the department from the Governor's office. A toll-free telephone line and e-mail inbox were added in 1997. In 2008, AskODOT for Employees was added and the program became officially known as the AskODOT Program. Today, the program is staffed by three full-time and two part-time employees.

## New publication offers insight into Oregon's transportation system

ODOT's new *State of the System* report aims to increase understanding of the state's valuable transportation assets, along with the trends and challenges the system is facing statewide. Every two years, the report will provide key information about how the transportation system is performing in relation to the seven goals of the Oregon Transportation Plan. The report features measures and themes that explore the effects and benefits of our transportation system on Oregon's economy, society and environment.

*State of the System* focuses on the portion of the transportation system ODOT manages. Future editions of this publication may expand to provide a more comprehensive report on the transportation system.

To view the report, along with other resource links and information, visit [www.oregon.gov/ODOT/TD/stateofthesystem.shtml](http://www.oregon.gov/ODOT/TD/stateofthesystem.shtml).



State of the System report