DMV in 2020 and beyond

2020 is a big year for DMV! In July we will complete our computer system modernization and say goodbye to technology originally from the 1960s-70s. Read more on the next page.

Leadership Notes

This year will mark the completion of our work to modernize computer systems at DMV. Although this will be a major accomplishment, we are also proud of many other things. At the end of the day, this is really a larger story about many years of technological innovation at DMV. Over the past few years, we have added online vehicle registrations, credit/debit card payments, and digital imaging. These are just some of the ways we have changed to improve services for you, our customers.

We will not stop striving to find new and improved ways to serve Oregonians. This new technology is a vehicle [please excuse the DMV pun!] to get us there. Replacing this system is not the end of our work, rather it is an excellent beginning. We have more improvements in the works.

Tom McClellan
DMV Administrator

IN THIS ISSUE

DMV is offering more ways than ever before to skip the trip and go online. Learn more about how to avoid your next trip to DMV.

RENEWING YOUR ID

Plan ahead to avoid longer than usual lines in 2020. Renew your license up to a year in advance.

TAKE ME HOME

Take this issue of Shifting Gears home to your family and friends. Thanks for helping DMV share our news.
For the past 18 months we have used both the new (launched in January 2019) and the old system. We want to thank you, our customers, for your patience as our staff has worked hard to keep providing excellent customer service in what can only be described as challenging conditions.

We are already handling vehicle title and registrations more quickly, and are looking forward to finding even more ways to improve once we are using a single modern system. This includes things like adding more online services to DMV2U in July. We’re also taking a look at how we engage with our business partners, and finding ways we can make working with DMV more convenient for them.

So what is next for DMV? In October 2018, we held an online open house to hear from the public about some ideas we had for the future. After our new system is in place, we will use your feedback to choose the next steps in our transformation. Follow along on our journey, and keep checking www.oregondmv.com to learn more about what is new at DMV!
Going online helps everyone, especially you

In January 2019, we launched our new online service site DMV2U. It is the “one-stop-shop” for any DMV business you can complete (or get started) online – and is open 24x7. Before planning a trip to a DMV office, get in the habit of checking DMV2U. We are always looking at expanding what we can offer online, so you might be able to skip the trip!

Using our online services not only helps save you time, but staying out of the office means that other people with more complicated transactions won’t have as long to wait. So be a pal, and do your part to help out your fellow Oregonians.

We thought it would be fun to share some numbers of how many of our most popular transactions were submitted online in 2019.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Registration Renewal</td>
<td>386,675</td>
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<tr>
<td>Notice of Vehicle Sale</td>
<td>79,620</td>
</tr>
<tr>
<td>Plate replacement request</td>
<td>4,413</td>
</tr>
<tr>
<td>Trip Permit Purchase</td>
<td>108</td>
</tr>
<tr>
<td>Title/Registration Pre-Applications</td>
<td>40,123</td>
</tr>
</tbody>
</table>

New online services are now available at DMV2U

**Not sure if you need a Real ID?** Use our online tool to determine if you need a Real ID driver license or ID card. You may already have another form of identification that will work for you.

**Psssssst...if you have a valid passport or passport card you’re all set!**

If you decide you need a Real ID license, use the requirements guide on our website to make a personal checklist of the items you'll need to bring with you. This means that you can take advantage of the time between now and July to make sure you have all the documents you need so your visit to the office will go smoothly. Just know, we expect lines to be very long so, if you do come in to get a Real ID, plan accordingly. We suggest bringing a good book.

**Play in the snow.** Do you hit the slopes or enjoy other outdoor winter activities? Starting this winter, you can buy a Sno-Park permit online. Do you get an annual permit? Now you can print it from home immediately when you purchase. No more waiting to receive it in the mail before you go play.

Visit [www.oregondmv.com/DMV2U](http://www.oregondmv.com/DMV2U) to check out all the great services we offer. We’re never closed at DMV2U, access our page anytime from your home or personal device.
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. Coming 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.