

DMV TRANSFORMATION NEWS

SHIFTING GEARS

So long, farewell, auf wiedersehen, adieu

The Service Transformation Program (STP) will officially end in 2023 – two years ahead of schedule. The successful replacement of legacy driver and vehicle systems, launching new online services, implementing improvements to our business processes, and making headway on future improvements are all accomplishments of the program. *Continue reading to learn more...*

IN THIS ISSUE

Online services are fast, convenient and secure. Learn more about what is new at DMV2U.

Leadership Notes

I began my career at DMV during a time when the agency had just closed the book on an unsuccessful attempt to replace its systems. As we began our transformation I was adamant that we learn from our past mistakes, keep a laser focus on our goal, and build strong partnerships with governance groups to help keep the runway clear for the program to meet its objectives. We did our homework, held our vendor to a milestone-based contract, and prioritized the work even in the midst of a pandemic. Technology is vital to the ongoing improvement of how DMV delivers our services to Oregonians.

Now that DMV has successfully rolled out our new computer system ahead of our anticipated schedule, I am left with feelings of relief and achievement. Crossing this finish line is a defining moment in my career – and one I am incredibly proud to have guided during a time of unprecedented change.

Tom McClellan
DMV Administrator



DOING BUSINESS

Tools to help you get your DMV business done.

LAST ISSUE

Frame me! This is our last issue. DMV's system modernization is ending early in 2023.

[So long, farewell...: continued]

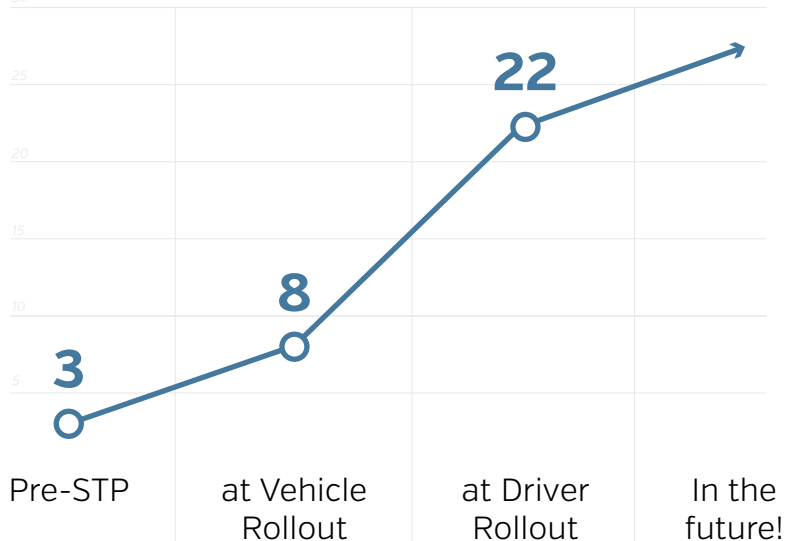
Although initially slated as a 10-year program to transform the way we do business, DMV has achieved many objectives identified in our charter and will be ending the program in June 2023, two years ahead of schedule. As part of its dedication to ongoing continuous improvement, DMV is using the remaining funds to begin new work like installing self-service kiosks across the state.

When STP began in 2015, DMV offered three online services. During the course of the program, DMV has expanded our online service offerings to 22 different services available on DMV2U. We aren't stopping there! Our teams continue to review public feedback and evaluate Oregon laws and rules to identify services we can offer online in the future.

Aside from these nuts-and-bolts benefits, DMV staff are now leading transformation from every chair at DMV. Staff are able to take the skills, processes and expertise gained through STP and apply them moving forward as DMV continues to refine the customer experience. DMV staff learned new skills and received training in new approaches to project management and change management. These valuable skills will not be lost as employees take the experience gained working on the program back to their home units to improve how we tackle other parts of our business.

STP is proud to be a program in the unique position to end early because of the success of our team's work. In any industry, but especially the public sector, it is an accomplishment to end a program of this magnitude ahead of schedule and on budget.

Service available online since rollout



Tools to help you conduct business by mail

Currently, DMV field offices are limited in accepting vehicle title applications in person. However, we have [instruction sheets online](#) to walk you through the process of completing your transaction by mail. We've heard from customers that they are not sure what fees they need to pay based on factors like their specific vehicle mpg (miles per gallon) rating or the county they live in. To help you calculate fees and streamline the mail-in process, DMV has created an online Fee Calculator to help you submit the correct payment for passenger vehicles. Sending in all the necessary paperwork and the correct payment allows DMV to process your application faster. You can find the online Fee Calculator at [DMV2U.oregon.gov](#).

Some title transactions require a VIN inspection, and some DMV field offices are conducting VIN inspections with a drive-up visit – no appointment needed. Just check the DMV field office page to see if your local office is offering drive-up inspections and check the days and hours it is available. If you prefer to make an appointment, you can use our online tool to schedule an appointment at a date/time that works best for you.

A new way to visit DMV

Now that DMV is open by appointment, you will need to plan ahead. Here are some tips on how you can make sure you are prepared:

Don't wait. Appointments are booking up fast! If you know that you need to renew your license or ID card in the next three months, make an appointment for the next available date/time at your preferred office. The moratorium on expired licenses ends December 31, 2020. If no appointments are available, check back regularly to see if more appointment dates/times have been added.

Be flexible. Appointments at offices in metropolitan areas are filling up quickly. Consider traveling a short distance to a more rural office if you need to get in faster than what is available at your regular office.

Go online. Some services, like replacing your license with its current expiration date, can be done online. You don't need to make an appointment and wait to go into the office. The online replacement will use the photo and address you have on file at DMV, so make sure you update your address information online before you order a replacement.

Be Real ID ready. If you already have a form of ID that you can use to travel under the Federal Real ID Act, like a passport, plan to use that instead of getting a Real ID card from the DMV. You are required to go into a DMV office to have a Real ID issued to you, so avoid an extra trip if you can. For those that have to renew their license and will be making a trip to DMV anyway, consider if you want a Real ID before your appointment and make sure you have all the necessary documents. You can learn more at Oregon.gov/RealID.



Take a look at these new online services

Schedule an appointment. Now you can use our online scheduler to make an appointment. Go online to see when the next appointment is available and sign up for a time that fits your schedule. Currently, not all services are available by appointment, so check our DMV COVID-19 information page for what you can do at our field offices and what needs to be done online or by mail.

Replace your lost driver license or ID card. It can be stressful to lose your license or ID card. You can order a replacement card online and print a receipt to show a new one is on the way without needing to step foot in an office. Before you replace your card, make sure you have the correct mailing address on file by signing into your DMV profile and submitting an address change, if needed, before ordering your replacement. We'll mail your new license to you in about a week. Did you know that if your lost card is within a year of expiration, you can actually renew your license and not lose any time. However, you will need to schedule an appointment so we can update your photo and review your proof of identity documents.

Begin a driver license, learner permit or identification card application. Start your driver license, learner permit or ID card application online to save time in the office. Bring your proof of identity to any DMV office appointment within 90 days to complete the process.

Pay a reinstatement fee. Not all reinstatements require an in-person visit. Now, if your final step is paying the reinstatement fee, you can do that using our easy and secure online service to restore your driving privileges and get back on the road.

Submit a medical examination certificate. For commercial drivers, you need to submit a medical examination certificate when the previous one expires. Keep on truckin' and use your tablet, smart phone or computer to submit your "MEC" from wherever you are.

These are just a few of the online services available to you. To see everything you can do, go to DMV2U.oregon.gov.

CALENDAR

October

- **October 2:** National Name Your Car Day
- **October 18-24:** Teen Driver Safety Week
- **October 19-23:** National School Bus Safety Week

November

- **November 15-21:** International Fraud Awareness Week

December

- National Drunk and Drugged Driving Prevention Month
- **December 7-11:** Older Driver Safety Awareness Week

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A new DMV is here

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 have been doing much of this with seriously outdated computer systems. Until now, the systems in use were created in the 1960s and 1970s and our staff navigated a maze of black and green screens most of us have not seen since Apple Inc. was headquartered in Steve Job's garage.

Why did we embark on this change? 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 couldn'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 took on one of the largest transformation efforts in our history. New technology means we are 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 better, faster and safely. Improved flexibility also allows us to adapt as laws change.

We began our transformation work in the summer of 2015. After five years, we successfully completed the replacement of our mainframe computer systems on July 6, 2020. DMV is incredibly proud of this accomplishment and the new options for the future of driver and motor vehicle services in our state.

We're not done yet – our transformation will continue as we find new and innovative ways we can serve you. Be sure and check www.oregondmv.com for the latest information before planning your next visit to DMV.

