

HOUSE COMMITTEE ON AGENCY OVERSIGHT AND EFFICIENCY

February 25, 1997 Hearing Room H-170

1 P.M. Tapes 20 - 21

MEMBERS PRESENT:

Rep. Jane Lokan, Chair

Rep. Richard Devlin, Vice-Chair

Rep. Tom Brian

Rep. Ryan Deckert

Rep. Steve Harper

Rep. Eldon Johnson

Rep. Mike Lehman

MEMBER EXCUSED:

STAFF PRESENT:

Brian Griffin, Administrator

Valerie Luhr, Administrative Support

Kellie Shoemaker, Committee Clerk

MEASURE/ISSUES HEARD:

Information Hearing on Driver and Motor Vehicle Services Branch (DMV)

These minutes are in compliance with Senate and House Rules. Only text enclosed in quotation marks reports a speaker's exact words. For complete contents, please refer to the tapes.

Tape/#	Speaker	Comments
TAPE 20, A		
004	Chair Lokan	Calls the meeting to order at 1:16 p.m.
013	Brian Griffin	Committee Administrator, reviews the bills referred to the committee.
022		

	Chair Lokan	Asks about two bills that haven't been heard--SB 24 and SB 135.
030	Rep. Johnson	Testifies about staff preparing letter to <i>The Oregonian</i>. Incorrect reporting in the newspaper about salaries of key people in the state. Asks chair to consider salary issue for committee review. Is troubled that the state does not pay enough to hire the best.
063	Rep. Lehman	Concurs with Rep. Johnson's comments.
084	Vice- Chair Devlin	Requests information be given to all members of the committee when work groups are formed.
094	Chair Lokan	Says she announced it as soon as the work group decision had been made. Asks Rep. Deckert and Rep. Johnson if they have anything they would like to report.
107	Rep. Deckert	Privatization of the motor pool--still in process of compiling information for saving and efficiency.
125	Chair Lokan	Opens informational meeting.
<u>DRIVER AND MOTOR VEHICLE SERVICES BRANCH (DMV) INFORMATIONAL MEETING</u>		
133	Jan Curry	DMV, manager, submits and reviews written information (EXHIBIT A) on DMV. Testifies on DMV business.
167	Rep. Johnson	Asks Curry where the weight-mile function is located in the organization.
173	Curry	Under Motor Carrier Transportation. Continues prepared testimony.
213	Rep. Johnson	Asks what Business Regulation is.
216	Curry	Will cover that area shortly. Continues prepared testimony.
239	Rep. Harper	Asks Curry if she has measurement criteria for the transactions.
241	Curry	Replies she does and explains the goal measurements. Continues testimony.
280	Rep. Johnson	Asks when identity is verified.
284	Curry	Explains identification process. Continues testimony.

332	Curry	Continues testimony.
351	Chair Lokan	Asks if someone requests a driving record, are they available.
	Curry	The photo file is not available in current law. Privacy act effective September 13. Continues testimony.
TAPE 21, A		
001	Curry	Continues testimony.
017	Chair Lokan	Asks how a person is to inform DMV if they have a medical problem.
	Curry	The person tells DMV or maybe a family member does. Medical information is confidential, not public record. Some DMV testing will indicate certain problems. Continues testimony.
053	Curry	Continues--vehicle registration and titles (EXHIBIT A).
073	Chair Lokan	Asks what the special interest groups are to plates that are issued.
087	Chair Lokan	Asks what the costs of the special interest plates are.
094	Curry	Continues testimony.
126	Chair Lokan	Asks what happens if the vehicle identification number is wrong.
129	Curry	DMV does not issue a title. Continues testimony.
141	Curry	Discusses the business regulation area (EXHIBIT A).
157	Rep. Harper	Asks why we license all these people.
164	Curry	Explains why the business licenses are issued.
175	Rep. Lehman	Asks if it is appropriate for DMV to license these entities instead of someone else.
188	Curry	It may be in the vehicle code. Continues testimony--records services (EXHIBIT A).
205	Rep. Johnson	Asks if statutes require insurance companies to notify for insurance cancellation.
211	Curry	SB 955 was passed last session requiring that. Computer programs need to be implemented to allow it to happen. Continues testimony.
238	Rep. Johnson	Asks about documentation retention.
249	Curry	Documents are microfilmed. Continues testimony--services to other agencies and ODOT branches (EXHIBIT A).

266	Chair Lokan	Asks how long has DMV been registering voters.
282	Kelly Taylor	Legislative Liaison for the Oregon Department of Transportation, responds since 1989.
277	Curry	Continues testimony.
291	Chair Lokan	Asks how long DMV has been administering exams for occupational licensing board tests.
307	Curry	DMV has done it for a number of years. Continues testimony.
321	Rep. Harper	Asks if DMV charges to administer the occupational licensing board tests.
330	Curry	Will provide that information. Continues testimony--DMV field offices (EXHIBIT A).
TAPE 20, B		
001	Curry	Continues testimony.
008	Rep. Lehman	Asks about service by mail, and why would anyone have to go to a DMV office.
012	Curry	Responds to have your photo taken, testing. Some people procrastinate so they have to go to a DMV office.
042	Rep. Lehman	Asks of the two sides, does vehicle the registration side get more visits.
050	Curry	Explains different types of transactions.
061	Chair Lokan	Testifies about a committee trip to a field office.
068	Rep. Harper	Asks about the average wait time in January 1996 and July 1996, and in comparison to the rest of the United States.
080	Curry	Will provide the details. Seventeen-minute wait last summer--goal is 20 minutes. March through October are busy months.
092	Rep. Johnson	Asks where the revenues from sno-park permits go.
098	Curry	Explains.
102	Rep. Johnson	Comments on scheduling of vacations for employees.
108	Curry	Try to minimize time people are away from the office.
114	Rep. Johnson	More people are away in July--re-work the contract as to when they take their vacation.
120	Curry	Responds. Re-negotiation is not an easy process.
125	Rep. Johnson	

		Manager at the branch office he questioned said he was not concerned with customer service but with vacation time.
131	Curry	Will look into the matter.
132	Chair Lokan	Too many people are out at lunch hours. Wait times, lack of courtesy, asks about breakdowns in the computer system.
147	Curry	About a month and half ago there was a failure because of vendors providing network access. Talks about what happens if networks are down.
160	Chair Lokan	Asks if present computer system allows them to accomplish what they need to.
170	Curry	Responds.
174	Vice-Chair Devlin	Asks about access of records on-line; what is the experience in wait times.
185	Curry	Availability has been quite good--99%. Increased business volume requires increased computer capacity.
218	Curry	Continues testimony--DMV office locations (EXHIBIT A). DMV owns one field office and leases the remainder. Explains the private/public partnerships with DMV (EXHIBIT B).
262	Chair Lokan	Asks how people become third-party testers.
275	Curry	Explains the third party testing.
300	Curry	Continues testimony--defensive driver courses (EXHIBIT B).
TAPE 21, B		
004	Curry	Continues testimony--proctoring of tests (EXHIBIT B).
055	Chair Lokan	Asks about DEQ vehicle emission compliance.
069	Bill Seely	Department of Motor Vehicles. When car passes DEQ tests, certificate of compliance is issued. Must bring it to DMV for vehicle registration.
096	Vice-Chair Devlin	DMV has more contact with the public than any other state agency.
105	Curry	Appreciates opportunity.
110		Declares the meeting adjourned at 2:45 p.m.

	Chair Lokan	
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Submitted by, Reviewed by,

Valerie H. Luhr Judy Edstrom

Administrative Support Specialist Administrator

Transcribed by,

Erik Deitz

Committee Clerk

EXHIBIT SUMMARY

A - DMV Informational Meeting, Written Testimony, Jan Curry, 14 pp.

B - DMV Informational Meeting, Written Testimony, Jan Curry, 3 pp.