



Frequently Asked Questions

What is the Service Transformation Program?

The Service Transformation Program (STP) is a multi-year program to improve DMV business processes, enhance service capabilities, replace computer systems, and enable DMV to become more flexible and timely in meeting customer expectations and legislative mandates.

What will be new at the DMV?

Over the next few years, DMV is taking time to conduct research and pinpoint what changes will create the best experience for Oregonians. We believe that this step is important to our success. However, we do already know that STP will allow DMV to: access the most current information to assist our customers and our partners like law enforcement, provide more services online and improve the overall customer service experience, promote driver safety, protect financial and ownership interests in vehicles, increase flexibility for DMV to make improvements as laws change and collect revenue to finance Oregon's transportation system.

Why is this change needed?

Although DMV is often praised by our customers for our excellent customer service, we are still not able to deliver services in new ways that match the convenience of the private sector. Modern business standards like expanded online services and flexible payment options at field offices are difficult to put in place. Old technology used for DMV computer systems, from the mid-1960's, creates time-consuming business processes. This hinders DMV's ability to change quickly. Through the Service Transformation Program, DMV will use technology to support new business processes and create the DMV of the future.



SERVICE TRANSFORMATION PROGRAM



How long will this take?

DMV anticipates the Service Transformation Program to span over 9 or 10 years.

How can I tell you what I want in the DMV of the future?

Check back on this page for opportunities to learn more about STP and participate in this exciting program through activities like taking an online survey, attending a community meeting or stopping by an event at your local DMV office. You can contact us anytime by sending the Service Transformation Program team an email at Service_Transformation_Program@odot.state.or.us.