

Clearing the traffic jams



ATMs at Oregon DMV offices help customers speed through the line.

Each day, hundreds of customers at Oregon Driver and Motor Vehicle Service Division offices can take care of their business in just one visit.

In 2002, Oregon DMV management launched a pilot program with Triton distributor Peregrin Financial Technologies, based in Portland, to install Triton ATMs in the lobbies of a few offices. The pilot program came about after customers and DMV staff suggested that management put ATM machines in the offices to allow customers to get the cash they needed and to be able to complete their transactions in one trip. If customers do not have enough cash or a checkbook, they will have to return another time; the clerks had to conduct the transaction a second time, and the customer had to wait in line again.

With successful customer feedback to the pilot placements, the DMV contracted with Peregrin to roll out Triton ATMs at 52 of the 64 DMV locations across the state.

Oregon residents are very pleased by the DMV's decision and the convenience because they can now complete their business in one visit to a DMV office.

Cindi Tuttle, operations support for the DMV, states "Because we don't take credit cards, the ATMs offer speedier service for the customer to get the cash they need. The ATMs have also improved operations for the DMV," Tuttle continues. "If a customer does not have the right amount of money or a checkbook and has to come back later in the day or another day to complete the transaction, that increases the customer counts and adds waiting time."

Peregrin selected Triton ATMs for the DMV installation project because of their functionality compact footprint, reliability and ease of service. Since this is a high-visibility application and up time is essential for customer satisfaction, the Triton machines were the logical choice for the DMV locations.

"We personally interviewed a number of ATM vendors and felt most comfortable with the products and personnel at Triton," said Sam Bosch, president of Peregrin Financial Technologies. "It has proven to be a good decision for us."

Discover how Triton's complete line of cost-effective, reliable ATMs can help you meet customer demands. Call your local Triton distributor today, or contact Triton directly at (228) 575-3365 or online at www.triton.com to learn more.



The RL2000, Triton's all-new, most flexible ATM to date, packs tons of features into a small, walk-up design, making it the ideal ATM for all types of locations.

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