



Oregon

Tina Kotek, Governor

Oregon Transportation Commission

Office of the Director, MS 11

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Salem, OR 97301-3871

DATE: April 25, 2024
TO: Oregon Transportation Commission

FROM: Kristopher W. Strickler
Director

SUBJECT: Agenda Item F – ODOT Operational Report

Requested Action:

Receive a report on Oregon Department of Transportation (ODOT) operations, including project delivery, customer service, and budget.

Background:

As part of its regular operational report to the Commission, ODOT will highlight a number of areas of particular relevance.

State Highway Fund revenue forecast: ODOT recently published the April 2024 revenue forecast. The latest revenue forecast shows State Highway Fund revenue continuing to slip compared to the October 2023 forecast. Total projected revenue is down \$340 million over the ten year forecast period (state FY 2024-2023) compared to October 2023 across all three major sources. The total reduction amounts to just under 2% of previously forecast revenue over this period. Overall, State Highway Fund gross revenue is essentially flat, and net revenue will decline after factoring in growing collections costs.

DMV customer service: Across a variety of key metrics—including field office visits, call wait time, and title processing time—DMV's customer service is stronger than it has been since the pandemic. With a new lobby management system, ODOT is now able to provide data on field office customer wait times, which are incorporated in this report for the first time. Several DMV regions across the state have customer wait times that meet ODOT performance standards, but several—including those in and around the Portland metro region—are lagging due to staffing limitations.

CCD permits for motor carriers: The Commerce and Compliance Division is responsible for issuing size and weight variance permits for state highways. Through intergovernmental agreements with all counties, our permits include county roads. Forty percent of all transactions include state and county roads. This provides motor carriers a single point of contact for their permits. Single permit transactions increased through 2022 but fell in 2023, in alignment with an overall reduction in trucking activity. CCD expects to implement a new online permit system in spring of 2025 that will simplify permit issuance for motor carriers and ODOT.

Delivery & Operations Division: On April 16, Governor Kotek signed legislation approving ODOT's two general fund requests – \$19 million for maintenance and operations support and \$20 million for cleanup in the Portland area. The first of the 10-yard trucks has arrived, and efforts are underway to prepare the truck for use. Crews will continue to ramp up striping on low volume highways, pavement patching repairs and other maintenance efforts through the summer months utilizing the additional funding. Crews in the Portland area kicked off work immediately following the approval of funds, initiating work to pick up litter and paint over graffiti, and completed a fencing and barrier project to protect infrastructure from further damage. D&O continues to prioritize safety outreach, education and awareness, through events, messaging and coordination, especially with April identified as Workzone Safety Awareness month.

Outcomes

Based on questions and feedback from the Commission, ODOT will bring back additional information to report at future meetings.

Attachments:

- Attachment 01 - Operational Report

ODOT Operational Report

May 2024



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Biennial Budget Performance

Spending as of March 31, 2024

As of March 31, 2024, 37.5% of the '23-'25 biennium is complete. The Comparison to Trend column compares the percent of budget expended by division or program area to the percent of the biennium complete to show how each area is spending based on a linear projection (though spending is actually lumpy rather than smooth).

The Operating Budget column includes funding provided by the 2024 Legislature, including \$39 million for Maintenance as well as additional DMV funding for Real ID and adjustments in other divisions.

With these budget adjustments, all divisions are now spending under their linear trendline.

Budget Area	Operating Budget	Spent to Date	Percent Expended	Comparison to Trend
Project Delivery & Support	\$ 2,795,516,254	\$ 711,317,705	25.44%	67.85%
Local Government	\$ 620,303,628	\$ 122,773,511	19.79%	52.78%
Maintenance	\$ 578,995,572	\$ 199,552,521	34.47%	91.91%
Driver & Motor Vehicle Services	\$ 315,481,989	\$ 95,528,371	30.28%	80.75%
Commerce & Compliance Division	\$ 113,876,763	\$ 34,595,263	30.38%	81.01%
Administrative Services	\$ 230,540,422	\$ 76,042,928	32.98%	87.96%
Finance & Budget	\$ 79,903,544	\$ 28,264,583	35.37%	94.33%
Policy, Data & Analysis	\$ 212,983,030	\$ 41,146,276	19.32%	51.52%
Public Transportaiton	\$ 527,095,478	\$ 161,877,764	30.71%	81.90%
Debt Service	\$ 615,038,790	\$ 185,537,530	30.17%	80.44%
Transportation Infrastructure Fund	\$ 25,000,000	\$ 2,389,009	9.56%	25.48%
Capital Construction/Improvements	\$ 57,582,836	\$ 7,689,826	13.35%	35.61%

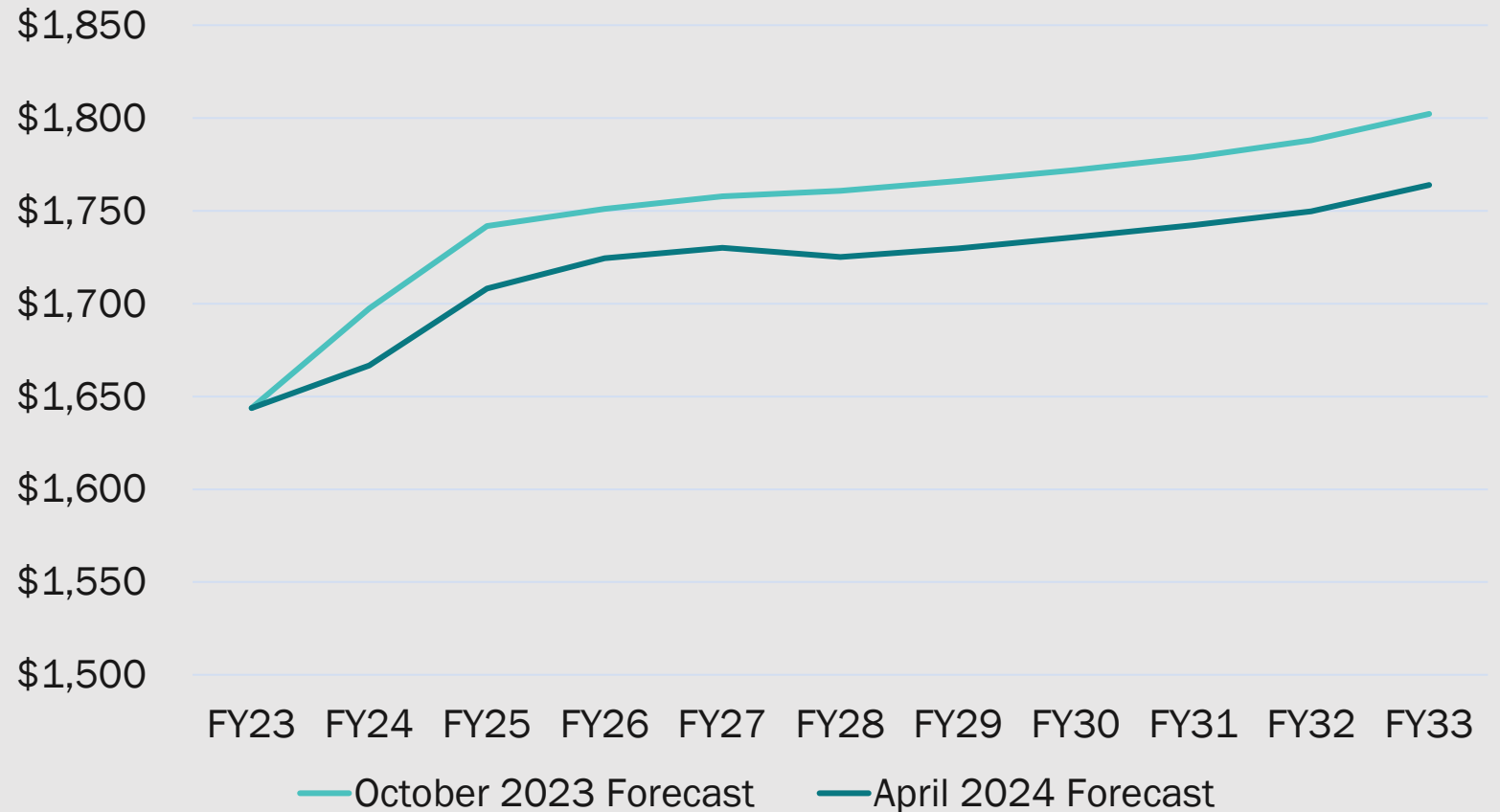
State Highway Fund Revenue Forecast

ODOT recently published the April 2024 revenue forecast. The latest revenue forecast shows State Highway Fund revenue continuing to slip compared to the October 2023 forecast.

Total projected revenue is down \$340 million over the ten year forecast period (state FY 2024-2023) compared to October 2023 across all three major sources: fuels tax revenue is down \$193 million, DMV fees are down \$84 million, and motor carrier revenue is down \$63 million. The total reduction amounts to just under 2% of previously forecast revenue over this period.

While DMV and motor carrier are predicted to grow modestly (in nominal terms) over the forecast period, fuels tax revenue is projected to decline by more than 10% from 2024 through 2033. Overall, State Highway Fund gross revenue is essentially flat, and net revenue will decline after factoring in growing collections costs.

Gross State Highway Fund Revenue October 2023 Forecast Compared to April 2024

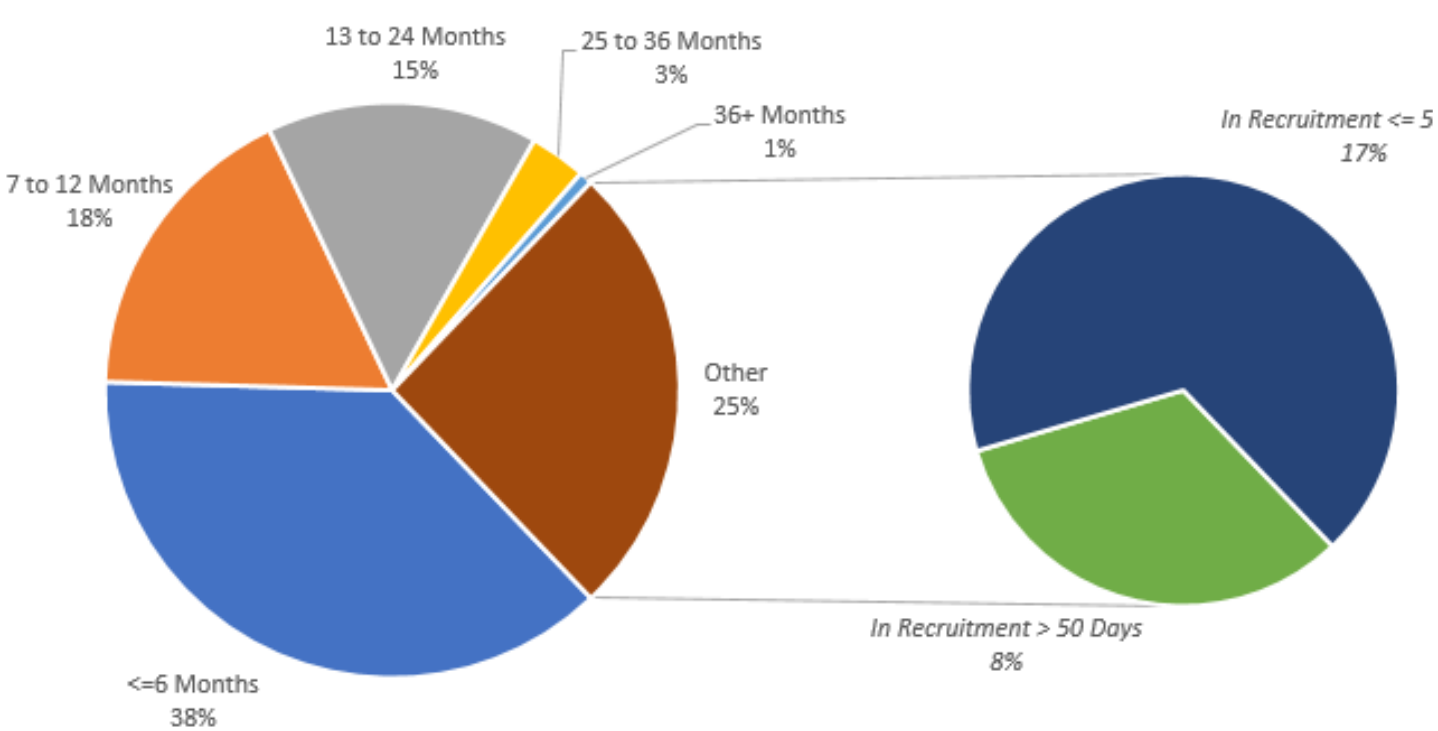


Vacant Positions

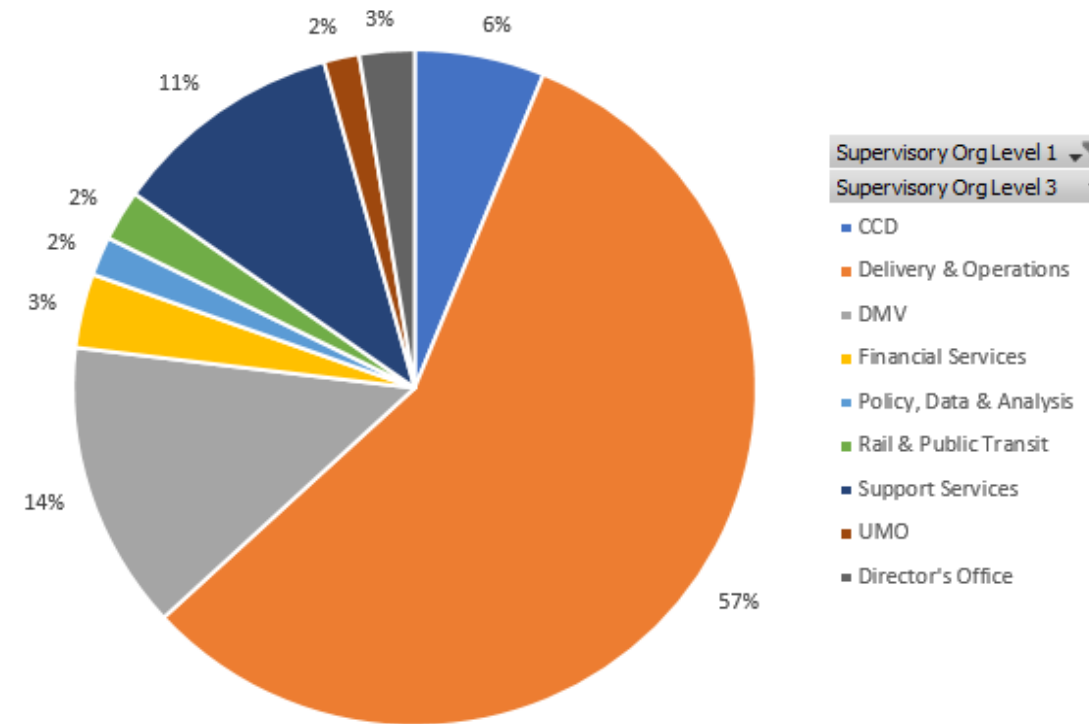
As of March 31, 2024, ODOT has 537 vacant positions across the agency.

- Approximately 25% (# = 138) of vacant positions are currently in recruitment.
- Approximately 75% of remaining vacant positions are less than 12 months old (# = 296).
- Overall vacancy rate remains stable at 10-11% of total positions; excluding positions in recruitment. vacancy rates average only 8-9%.
- Delivery & Operations and DMV account for 70% of ODOT's vacancies, consistent with their overall portion of the agency's workforce.

Total Number of Vacant Positions = 537 | In Recruitment = 138



Allocation of Vacancies by Branch



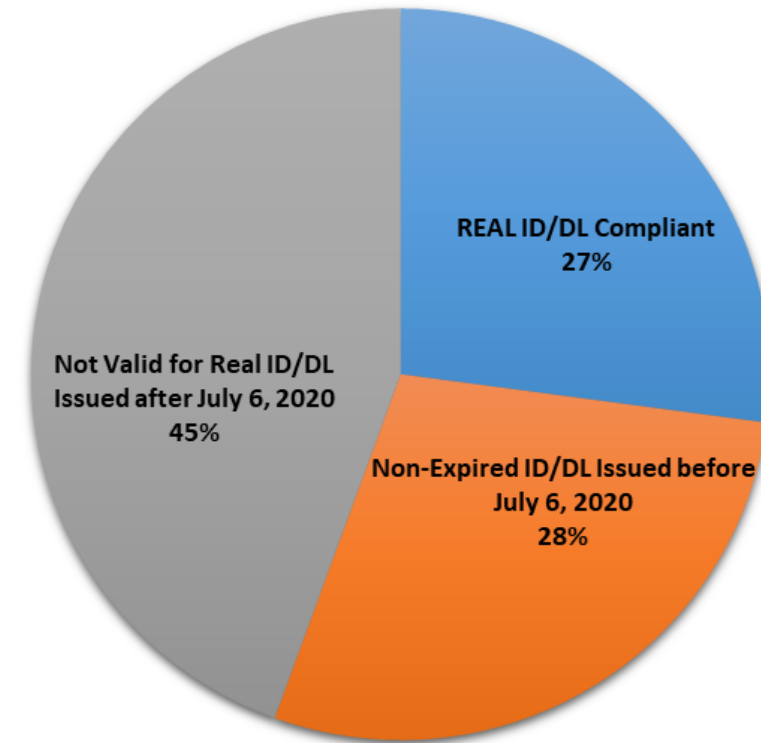
DMV Real ID Implementation

DMV began offering customers the option of a Real ID compliant driver license or ID card on July 6, 2020. Since then, 27% of license/card holders have received a compliant credential.

To provide additional capacity to serve the surge of customers anticipated as the compliance deadline of May 7, 2025, approaches, the Legislature recently provided ODOT authority and budget to hire 26 limited duration positions. These new staff will focus on Real ID transactions, allowing for an increased number of appointments and assisting many more customers. DMV will also launch a communications campaign using direct mail, paid advertising, community and partner outreach, and media events to alert people who hold non-compliant credentials of the opportunity to get a Real ID.

These costs will be paid out of the \$30 supplemental Real ID fee that customers pay.

Oregon Identification Card (ID)/Driver License (DL) Holders as of March 2024



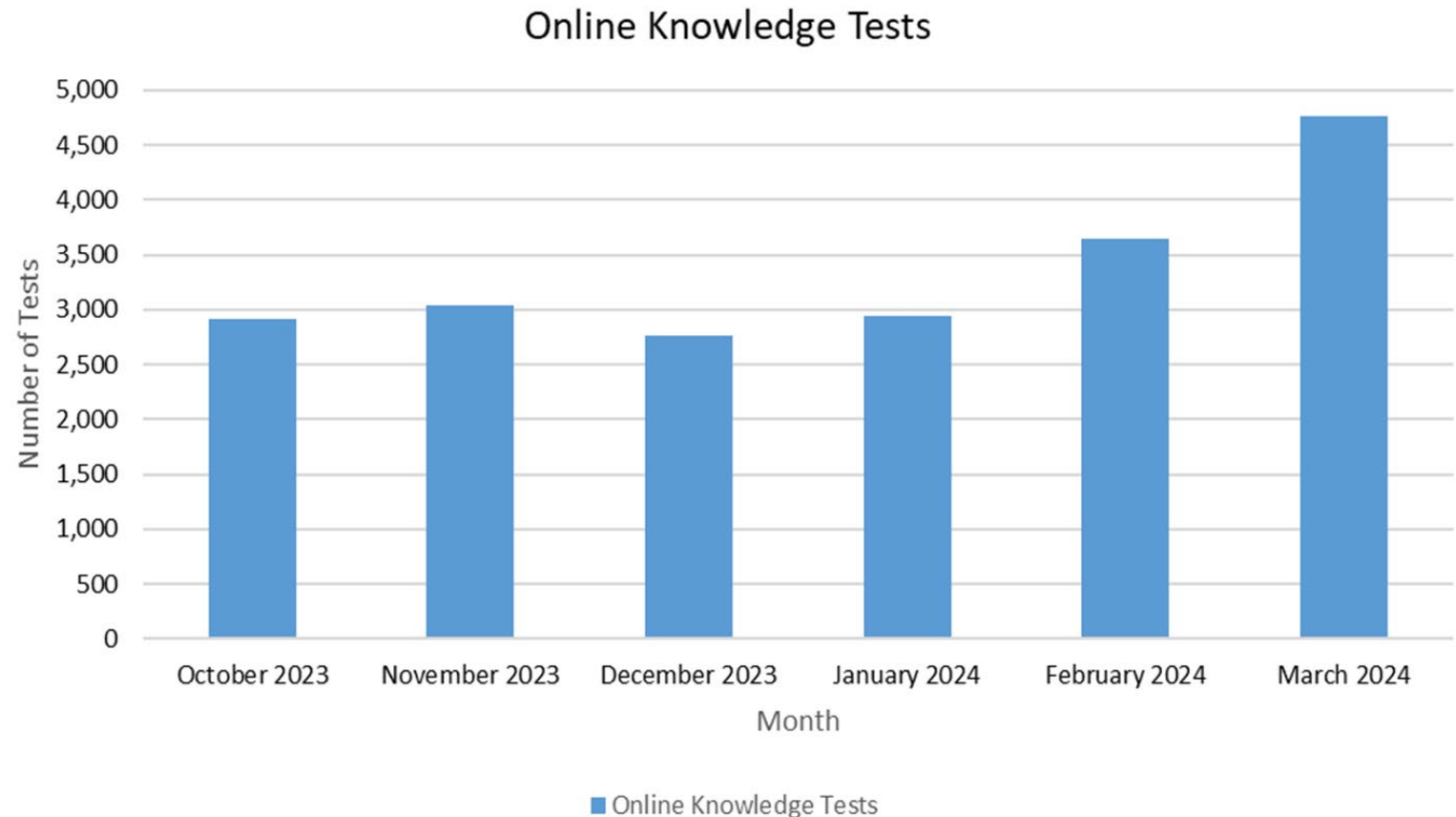
*DMV started offering customers the choice of Real ID on July 6, 2020

DMV Online Knowledge Tests

Online knowledge testing, the most recent offering on DMV2U, launched in October 2023, and already about 1 in 6 test-takers have taken the test online.

In preparation for spring break, beginning in February we ramped up communications on our web pages, to schools and on social media. We saw a significant increase in tests taken online in March, with more than 1,350 taken during spring break week. Usually, the number of tests taken at the office increases during spring break week; this year saw a 23% decrease in tests taken in office compared to last year.

Online tests are currently available in English and Spanish. Additional languages will be offered later this year.

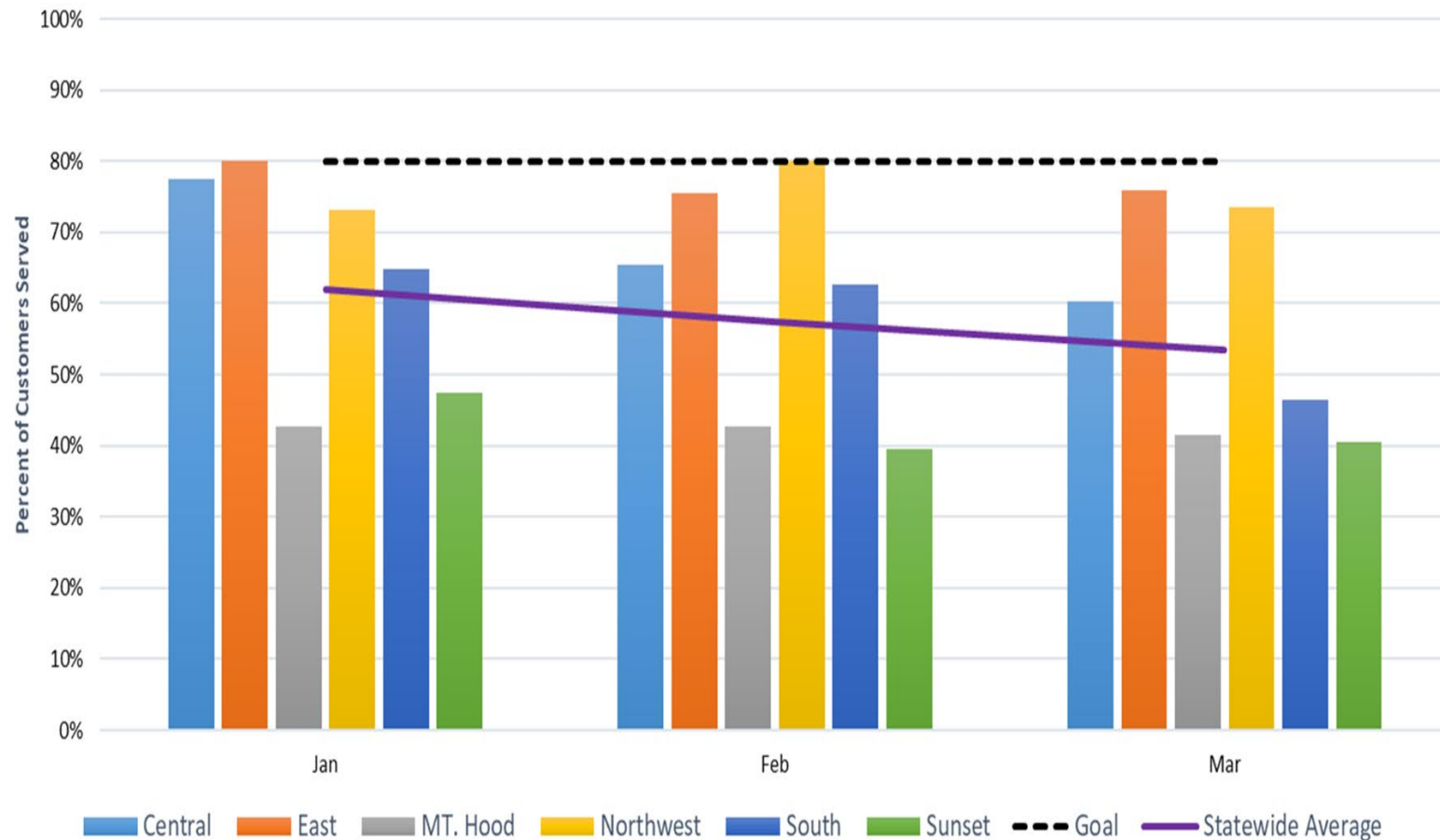


DMV Field Office Wait Times

DMV offices are divided into six regions. While some regions are meeting or close to meeting the goal of serving 80% of customers within 20 minutes or less, the two Portland area regions (Mt. Hood and Sunset) struggle to meet the goal. These two regions serve the most diverse population, English is a second language for many visiting these offices, and we experience our most challenging staffing issues here. Eastern Oregon consistently does very well, compared to other regions, in customer wait times.

Our lobby queuing system and the introduction of *Pocketalk* (a handheld translation device) are helping us serve customers faster and more effectively.

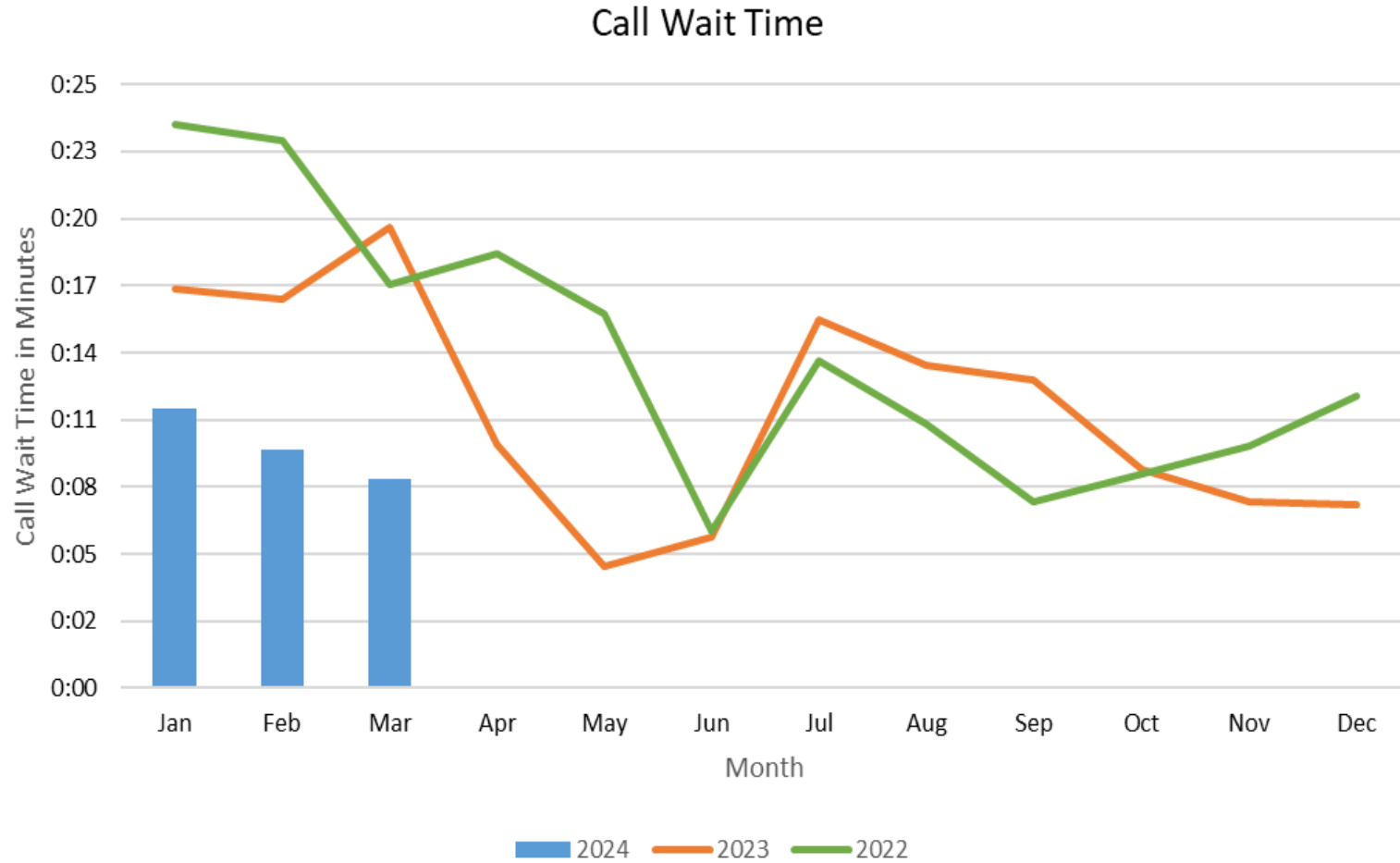
Field Office Wait Time by Region: Percent of Customers Served Within 20 Minutes



DMV Call Wait Time

DMV average call wait times in March averaged around eight minutes, significantly lower than the same period in 2023 and 2022.

Call centers are close to being fully staffed, although keeping them fully staffed remains a challenge.

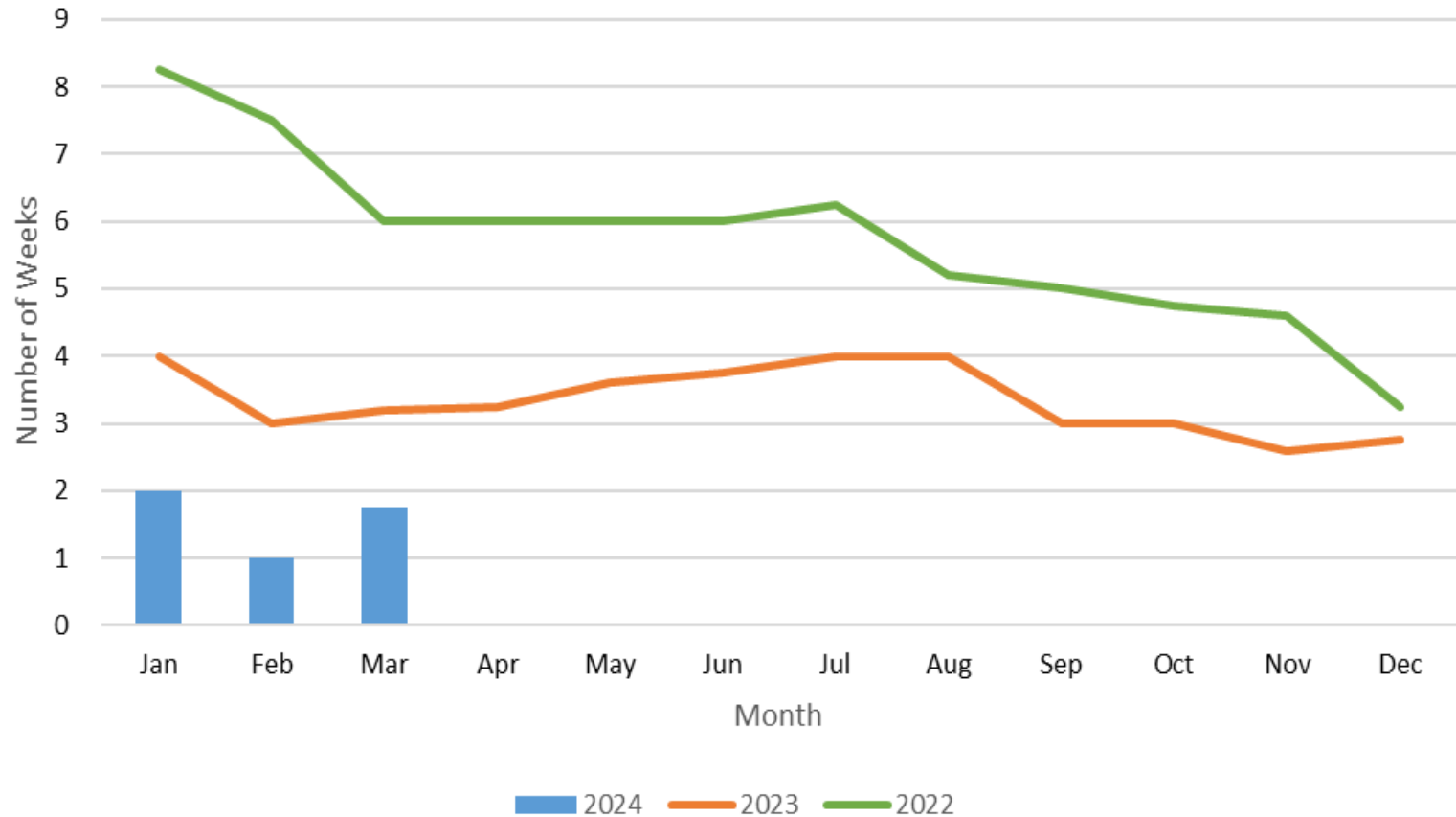


DMV Title Processing Time

Processing times for titles in March 2024 averaged under 14 business days. Processing times reached acceptable levels in late 2022 and have remained at or below 30 days for all of 2023.

Processing timelines for dealer transactions remain higher but are now consistently going down – from eight weeks in January, five weeks in February, and four weeks in March. DMV is in process of adjusting operations (including adding at least one more dealer center and, within headquarters, shifting staff to dealer work) to further reduce these processing times.

Title Processing Time: Non-Dealer Title Transactions

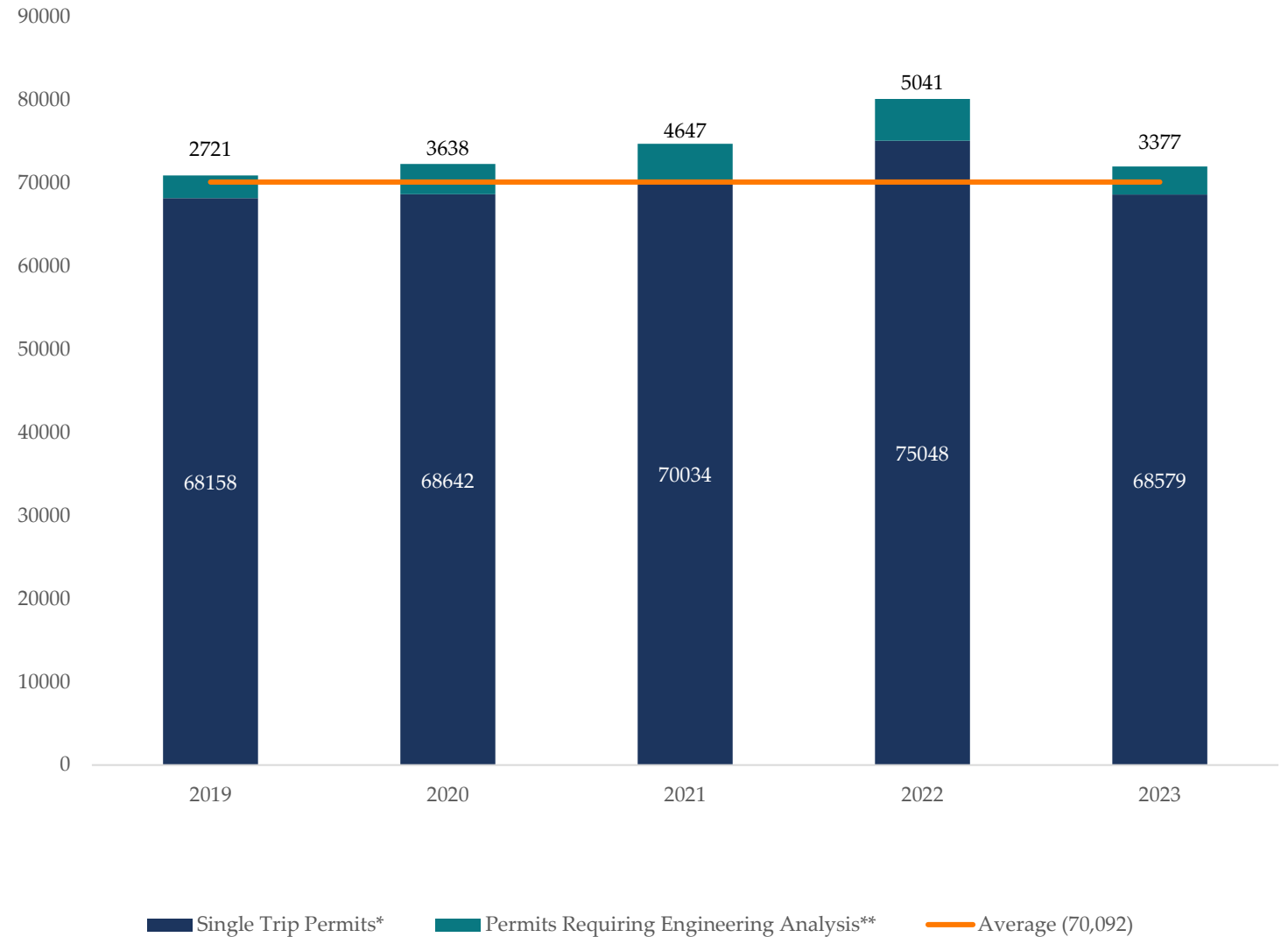


CCD Size and Weight Permits

The Commerce and Compliance Division is responsible for issuing size and weight variance permits for state highways. Through intergovernmental agreements with all counties, our permits include county roads. Forty percent of all transactions include state and county roads. This provides motor carriers a single point of contact for their permits.

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Single Permit Transactions by Year*



A single trip is issued for non-divisible loads that exceed the annual permit limits. Single trip permits can be valid for 10 day or 30 days.

Supplemental Maintenance Funding

Governor Kotek signed legislation providing ODOT \$19 million in supplemental funding for maintenance for the 2023-25 biennium. This one-time infusion of funding helps restore select maintenance services for 23-25, similar to what they were last year. Based on legislative commitment, we began to apply funds in good faith starting last December. This gave us the confidence to use the deicer and salt we had on hand during the January ice storm, knowing that we'd be able to refill our coffers.

Winter Maintenance (\$8 million)

This funding supported robust operations during January ice storm, including paying for additional overtime, materials, and seasonal staff.

Road, Bridge & Traffic (\$7 million)

This funding provides for continued edge and fog line retracing for low-volume roads as well as pavement patching.

Fleet & Materials (\$4 million)

Ten new 10-yard trucks are already in production to replace aging vehicles in ODOT's fleet.



Supplemental Cleanup Funding

Governor Kotek signed legislation providing \$20 million in general fund resources dedicated to graffiti, litter and campsite cleanup in and around Portland.

Camp Cleanup (\$4 million)

The City of Portland authorized use of funds ahead of the bill signing allowing work to begin.

Graffiti Removal (\$4 million)

Contract work began April 18 along sections of I-5, I-205 and I-84.

Litter Removal (\$4 million)

A contract pre-construction meeting was held on April 19 and work started April 22.

Fencing & Barriers (\$8 million)

One project is already completed. We're prioritizing additional locations for safety and security enhancements over the summer months. We are researching other options to further prevent vandalism to system property, electrical systems and structures.



Safety

Emergency Repair on I-5, near the Fremont Bridge



- Failed bridge joint created a “large pothole” in the pavement, requiring a closure from about 4:45 to 11:30 p.m. Lane closures during late afternoon rush hour resulted in longer commute times. Traffic diverted onto I-405.
- The Region 1 bridge crew installed replacement joint and cured concrete during the closure. The crews had materials on hand, expediting repair.
- The event required incredible coordination among operations center, the district manager, region bridge manager, PIO, and maintenance crews. ODOT did a news release and live media interviews to keep the public informed.
- The cost was about \$20,000 from the maintenance budget.

Work Zone Safety



- On Wednesday April 10, ODOT staff gathered in Vancouver for a joint event with Washington DOT to bring awareness to work zone safety and ask the public to drive more carefully.
- Oregon State Police, the City of Vancouver, the Portland Bureau of Transportation and Clark County representatives also attended.
- The best protective measures and safety procedures developed for work zones over decades cannot prevent all crashes and save lives.
- We need drivers to do their part to protect road crews, themselves and their passengers by slowing down and paying extra attention whenever they see orange – the color of road construction.