

Oregon Department of Transportation

Agency Overview

House Committee on Transportation Policy

February 3, 2017



Tom McClellan, Administrator

Driver & Motor Vehicle Services (DMV)

Driver & Motor Vehicle Services



Purpose /
Mission

Vision

Service Motto: "Exceeding
expectations one customer
at a time!"

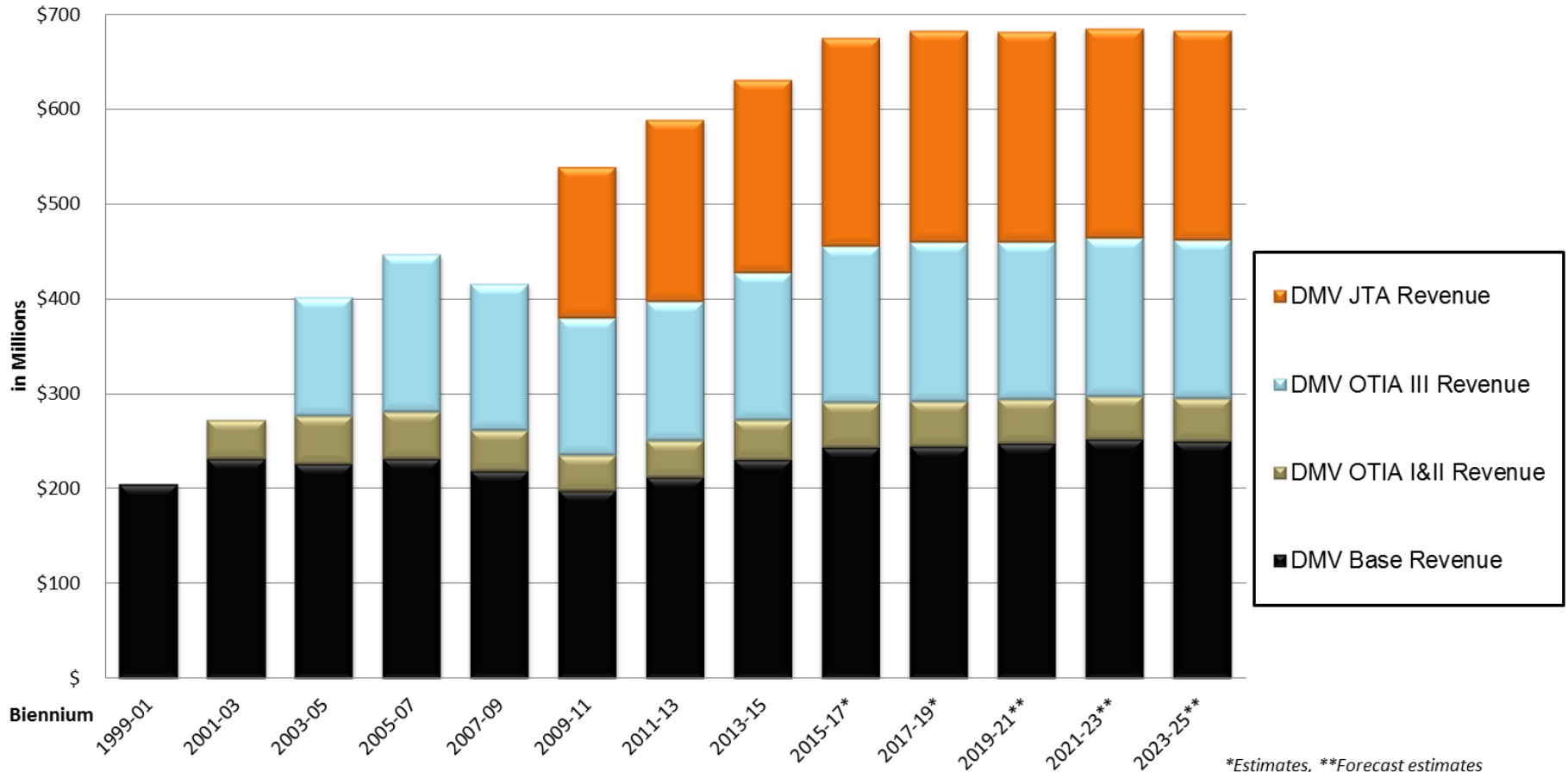


Revenue from Fee Collections

DMV collects approximately \$700 million each biennium

**Estimates, **Forecast estimates*

DMV Gross Revenue



**Estimates, **Forecast estimates*

Strategic Planning

Guiding Principles



Continuous Improvement



Leverage Technology



Employees & Culture





Customer Service Delivery

Driver
Licensing &
ID Cards

Vehicle
Title &
Registration

Collect
Revenue



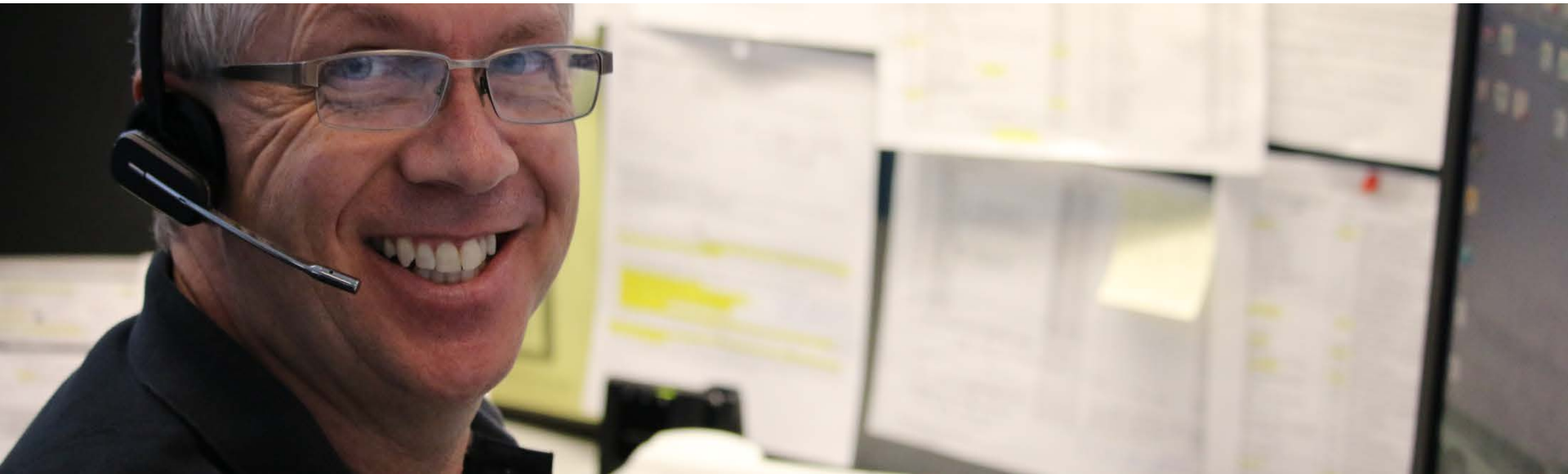
Service Levels

Key Performance Indicators

Field Office
Wait Time

Phone Wait
Time

Title Wait
Time





Customer Satisfaction

Setting goals, measuring results, & taking action

Goals

Results

Actions



Issues and Trends Facing DMV



Growing Demand for Services

Federal Real ID Act

Aging DMV Systems



Service Transformation Program

Business Process Changes Enabled by Technology

Business Case

Getting Ready

Future Steps



Amy Ramsdell, Administrator

Motor Carrier Transportation Division

Primary Purpose

Promote a safe, efficient, and responsible commercial transportation industry.



Commercial
Driver and
Vehicle Safety



Protect
Oregon's
Infrastructure



Collect
registration and
taxes





Commercial Vehicle And Driver Safety Program

Partnering
with state
and local law
enforcement

Roadside
vehicle and
driver
investigations

Compliance
Audits at
company
terminals



Size and Weight Permitting and Enforcement

2.2 Million
manual
weighings

1.7 Million
electronic
weighings

59,757 single
trip permits
and 52,915
annual
permits





Vehicle Registration and Tax

International
Registration
Plan

International
Fuels Tax

Audit results
demonstrate
compliance



Hal Gard, Administrator

Rail and Public Transit Division

Rail and Public Transit Division



Rail Safety



Public Transportation
Funding and Oversight



Rail Safety

2377 miles of heavy rail track

4800 public & private crossings





Rail Safety

Inspections

Enforcement
Actions

Industry
Education

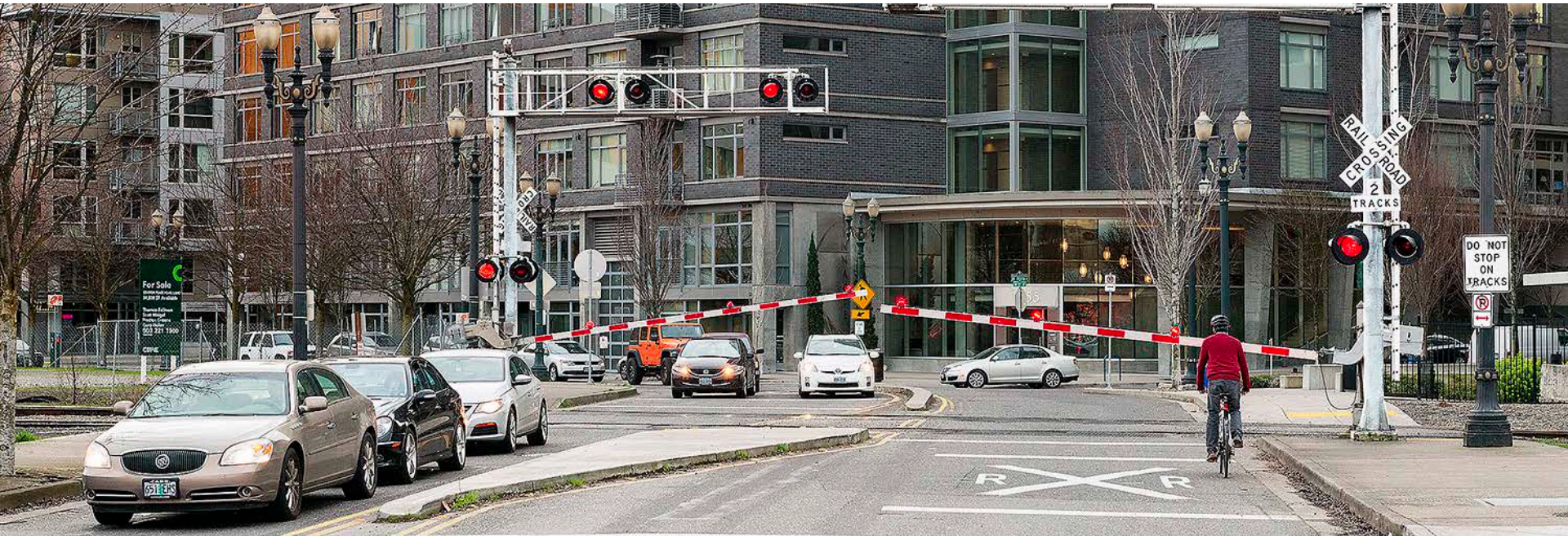


Crossing Safety

Enforces laws
and rules

Inspects
5,000
crossings
annually

Processes
crossing
orders



Public Transportation Funding and Oversight

Serve 200 cities; 36 counties; 9 tribes

131 million trips

2000 vehicles





Public Transportation

Regional

Intercity

Connections





Public Transportation

General
Public Transit

Elderly &
Disabled

Other Special
Transportation
Needs

