

August 22, 2025

Co-Chairs Wagner and Fahey, Vice-Chairs Bonham and Drazen, and Members of the Committee,

Thank you for the opportunity to provide testimony in support of LC 2. My name is Susan Lehner and I've worked as an ODOT Computer Support Analyst for almost 12 years. Computer Support assists with every aspect of ODOT Operation - personnel onboarding, computer maintenance, repair, use of technology, training assistance; everything and anything on which there is a question or a need, ODOT employees call us. Mobile Devices, computers, locked accounts/password changes, problems with remote connections, problems using applications including ODOT proprietary systems, Exchange - setup of shared mailboxes, ownership updates/changes, we support all employees except DMV staff.

We are slated to take a 30% reduction of our team - from 6 people supporting 3000+ to 4 people providing support. It would be impossible to continue the level of support we currently provide. Time to assist, even priority issues, would have to drastically increase. We currently provide assistance 10 hours a day for phones and incoming emails. Since a standard workday is 8 hours, I think it is obvious it will be impossible to maintain staffing to answer phones/emails in a timely manner. If staff cannot log in due to locked accounts, needed password changes, technical issues or they have issues with urgently needed application access/use and their wait time (first come first served phone queue) is excessive, that will impact all ODOT functions.

Please vote in support of this proposal and invest in ODOT to keep Oregon safe and moving forward.

Thank you,

Susan Lehner