

Oregon Department of Transportation

Motor Carrier Transportation Division

Program Description

The Motor Carrier Transportation Division (MCTD) supports ODOT's mission by promoting a safe, efficient, and responsible commercial transportation industry. MCTD regulates a diverse industry ranging from one-truck owner-operators to carriers with large fleets that operate throughout the states and Canada. The division maintains accounts for approximately 23,000 trucking companies with 325,000 trucks registered to operate in Oregon. This includes 9,000 Oregon companies with 50,000 trucks.

The division helps truckers comply with Oregon laws and regulations relating to registration, safety, highway-use tax, and truck size and weight.

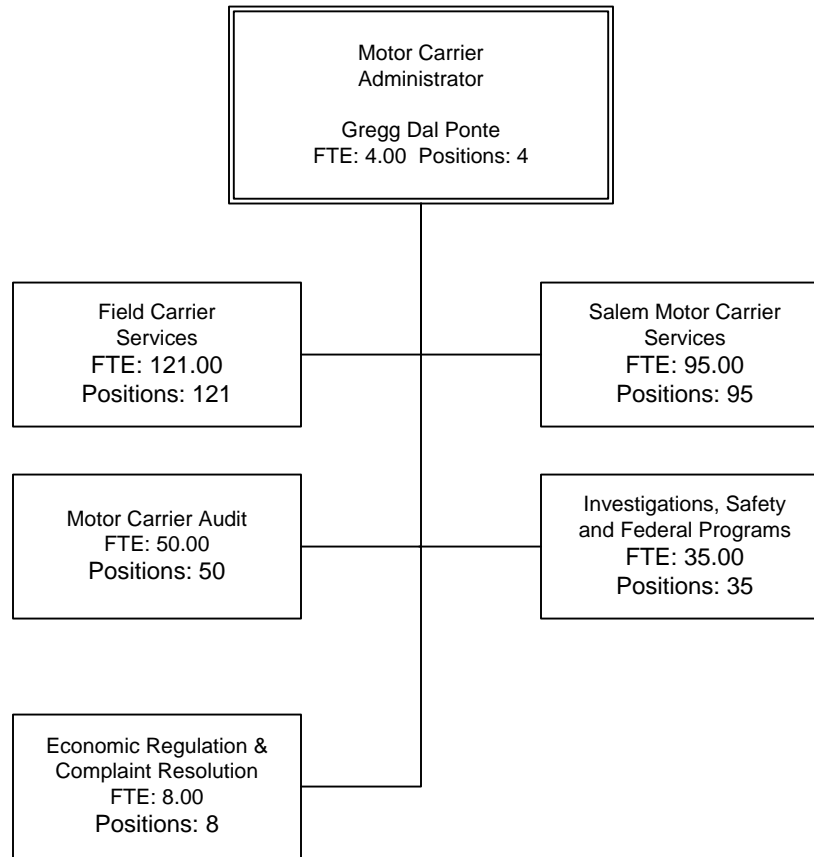
MCTD is organized into five major sections:

1. Safety and Intelligent Transportation Systems
2. Registration and Permit Services
3. Truck Size and Weight Enforcement and Field Registration Services
4. Motor Carrier Audit
5. Economic Regulation and Complaint Resolution

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2009–2011 Organization Chart

FTE: 313.00 Positions: 313



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Internal Measures and Division Performance

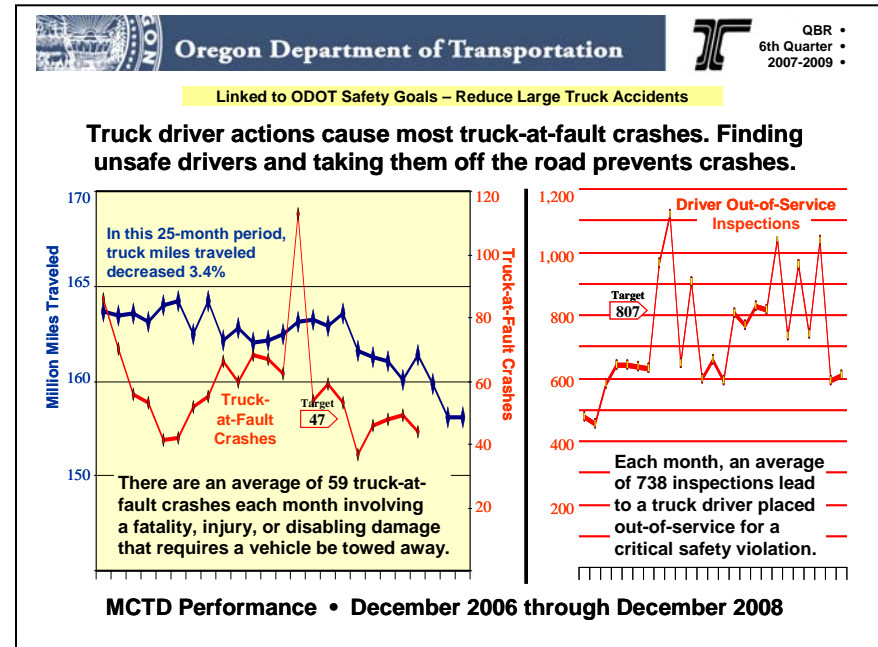
Safety

Highway safety is the top priority for MCTD. Staff administers and enforces state and federal safety rules regarding the mechanical condition of trucks, qualifications of truck drivers, securement of cargo, and proper shipping of hazardous cargo. Inspectors check trucks at weigh stations and along roadsides and conduct comprehensive audits of trucking companies at their offices to review safety programs and regulatory compliance. Safety specialists also occasionally help law enforcement officers investigate truck crashes.

One performance measure the division tracks is the number of truck drivers with critical safety violations. There is a statistical correlation between violations and truck-at-fault crashes. As more drivers are placed out-of-service because of critical violations, truck-at-fault crashes decline. Reducing at-fault crashes is the focus of the department's Key Performance Measure No. 6 – Large Truck At-Fault Crashes – the number of crashes per million truck miles traveled.

Oregon saw a decline in truck crashes in 2007, ending a multi-year stretch in which crashes had been steadily increasing. The state recorded 1,245 truck crashes, down 11 percent from 1,403 in 2006. Every type of truck crash declined in numbers except crashes involving hazardous materials, which were up by five to a total of 52. Both injuries and fatalities fell sharply. Truck crashes resulted in 520 injuries and 52 deaths, representing declines of 20 percent and 17 percent respectively compared with 2006.

Final truck crash totals for 2008 will not be available until sometime in May or June, but the numbers appear to be holding steady with 2007. What's remarkable in the preliminary results for 2008 is that injuries currently appear to be down about six percent and fatalities appear to be down 36 percent.



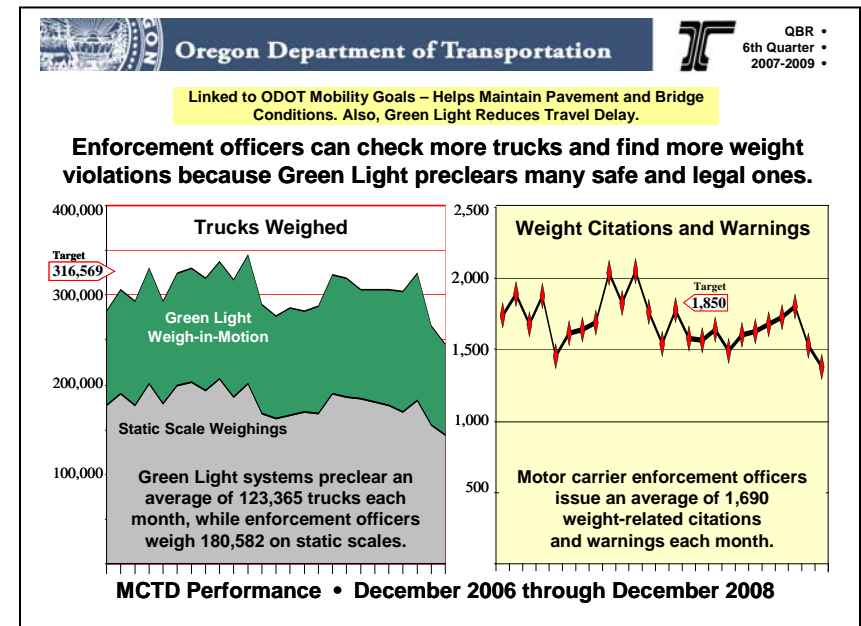
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In late-2007, MCTD produced a special publication called the 2007-09 Safety Action Plan to Reduce Truck-at-Fault Crashes. This plan sought to raise awareness about truck-at-fault crashes and ways to prevent them. In June 2008, the American Association of Motor Vehicle Administrators and the Federal Motor Carrier Safety Administration announced that Oregon's Action Plan had earned their first Highway Safety Award for Commercial Vehicles. The Agencies created the award to annually recognize a jurisdiction, agency or person who has made significant contributions to improving highway safety involving commercial vehicles and their drivers.

MCTD manages the federal Motor Carrier Safety Assistance Program (MCSAP) in Oregon and receives more than \$2.4 million in federal funds each year to support truck safety-related efforts. Oregon State Police annually receive \$1.6 million of the total federal funds. Many city police, county sheriffs, and county weighmasters participate in the program under non-compensated agreements. As a condition for receiving MCSAP funds, the division produces an annual Commercial Vehicle Safety Plan addressing ways to reduce crashes, injuries, and fatalities. This plan is also required by Oregon law and all trained and certified inspectors must follow the provisions of the plan.

Truck Size and Weight Enforcement

Motor carrier enforcement officers are based in eight districts statewide. They work at 87 fixed weigh stations, including six ports of entry, and dozens of portable scale sites to ensure trucks stay within size and weight limits. In 2008, the officers weighed 2,072,855 trucks on static scales. They sorted and sent on their way hundreds of thousands of empty trucks that did not need to be weighed. And they processed 1,481,278 trucks that were electronically weighed and checked at highway speed by the Green Light weigh station preclearance system. The officers' work protecting Oregon highways and bridges from damage by oversize and overweight trucks contributes to Oregon Benchmark No. 72 – Road Condition – the percent of roads and bridges in fair or better condition.



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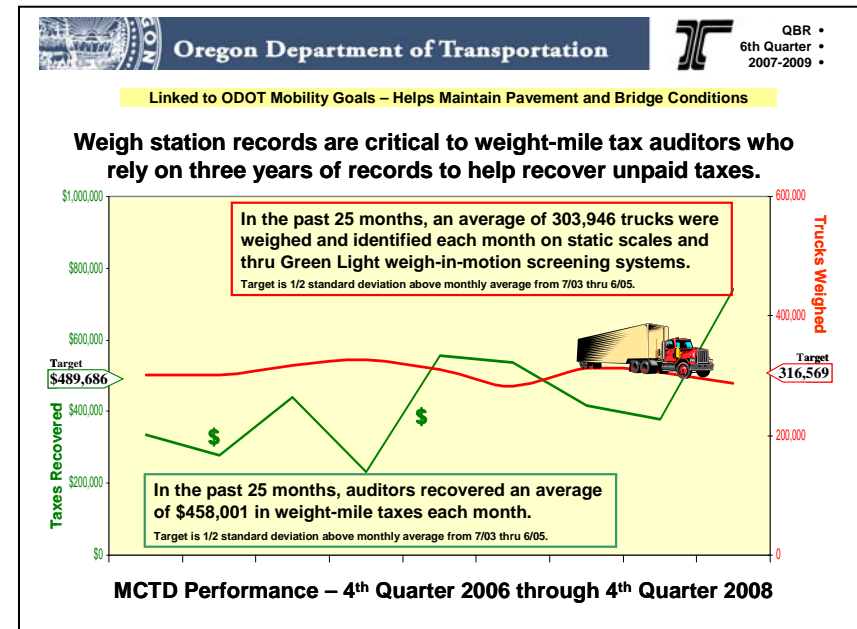
Weight-mile Tax Collection

MCTD staff annually processes more than \$240 million in weight-mile tax payments from all motor carriers operating in Oregon and auditors verify the accuracy of highway-use reports. In 2008, auditors completed 743 weight-mile tax audits and assessed \$6,407,469 in unreported taxes and fees. But for every one account that is assigned to an audit, hundreds more are screened and cleared by staff. In 2008, auditors screened 44,568 accounts to determine which warrant close scrutiny.

MCTD's performance measures include tracking the number of trucks weighed on static scales or electronically screened by Green Light. There is a statistical correlation between weighing and identifying trucks and the weight-mile tax that auditors recover when they examine carrier records. A "scale crossing" record is made as each truck is weighed. As more scale crossings are recorded, auditors recover more tax dollars. In another correlation, more weight-related citations and warnings are issued as more trucks are precleared by Green Light. This system increases weigh station capacity and acts as a filter, preclearing the trucks operating within size and weight limits. Thus, a greater percentage of the remaining traffic weighed on static scales is likely to be overweight.

Weight-mile taxes recovered in recent years:

2003 - \$ 5.519 million
2004 - \$ 5.140 million
2005 - \$ 4.015 million
2006 - \$ 3.552 million
2007 - \$ 4.748 million
2008 - \$ 6.407 million

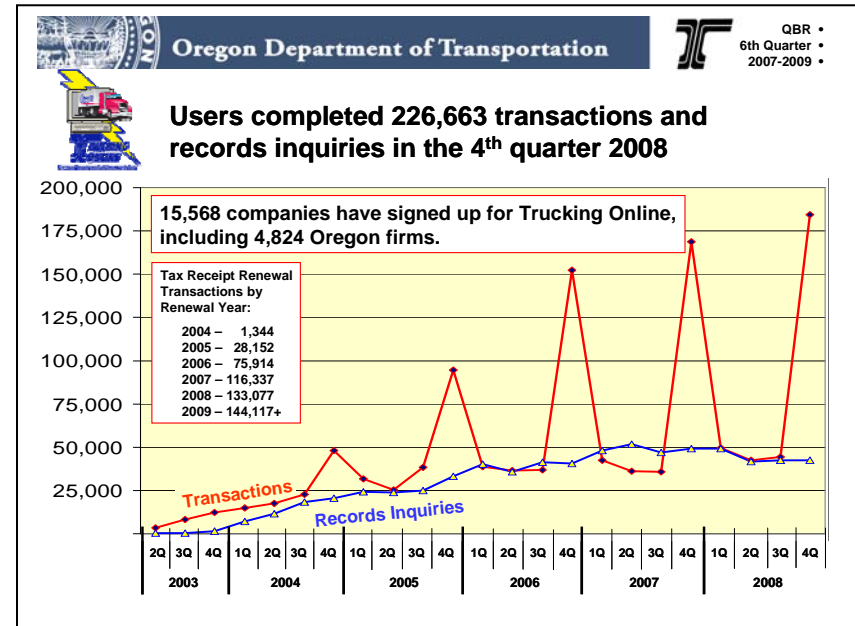


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Trucking Online

MCTD was one of the first Oregon state agencies to offer an Internet-based service that allows customers to go online to conduct business. There are currently 64 business processes that can be completed online and developers continue to add services. Besides transactions, Trucking Online lets authorized users check their trucking company accounts and it features a Public Access Menu that allows anyone to view public records. More than 15,500 trucking companies now save time and money every day using a home or office computer to run their business without the need for a phone call, fax, mail delivery, or over-the-counter service. Since January 2003, Trucking Online has been used for well over 1.9 million transactions or record inquiries.

Online business was up in 2008 as Trucking Online handled 13 percent more transactions than the previous year. In the major categories of activity, there has been a steady increase in online weight-mile tax reports and payments. Now more than 11 percent of all such transactions are completed online.



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Customer Satisfaction

MCTD is contributing to the department's strategic goal of providing outstanding customer service, as measured by Key Performance Measure 25 – Customer Service Satisfaction. MCTD regularly conducts customer satisfaction surveys that ask, “How are we doing and how can we do a better job?” In 2008, 89 percent of respondents from ten customer groups rated MCTD good or excellent in terms overall service, while another 9 percent rated service fair. A total of 5,514 surveys were sent by mail and 23 percent were completed and returned.

This was the fifth time in ten years that MCTD has reached out to its customers.

Industry Engagement

MCTD meets with its “customers” on a monthly basis to confer and collaborate on industry issues. The Motor Carrier Transportation Advisory Committee – MCTAC – consists of trucking association representatives, trucking company and regulatory officials, and other interested parties. It was formed in 1995 when legislators transferred motor carrier regulation from the Public Utility Commission to ODOT.

Results – Responses to six benchmarks of customer service – standard questions on all state agency surveys

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?	41%	48%	9%	2%	1,264
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?	42%	47%	8%	3%	1,266
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?	50%	39%	8%	3%	1,264
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?	42%	45%	10%	3%	1,248
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?	39%	46%	12%	3%	1,247
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	39%	50%	9%	2%	1,260

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2009-11 Essential Budget Level (EBL) and the Governor's Recommended Budget (GRB)

Funding the work of the Motor Carrier Transportation Division is one of the best values in state government, contributing directly to each of ODOT's high-level goals – Improve Safety, Move People and Goods Efficiently, and Improve the Economy and Livability. This budget essentially buys an ordered trucking industry that conducts safe operations and pays its fair share for use of Oregon highways. In return for their investment, taxpayers get all of the following:

- Management of accounts for about 23,000 trucking companies with about 325,000 trucks.
- Processing of tax and fee payments that contribute nearly one-third of all money received for the state's Highway Fund.
- Audits of all trucking companies to verify tax and fee payments, recovering millions each year in unpaid taxes.
- Roadside safety inspections of about 40,000 trucks and drivers and oversight of state-certified law enforcement officers who conduct an additional 22,000 inspections each year.
- Comprehensive checks of hundreds of companies each year to determine if they are in compliance with safety regulations.
- Operation of ports of entry, weigh stations, and portable scale sites that check millions of trucks each year to make sure they operate within vehicle size and weight limits. Additionally, weigh station enforcement officers check that trucks have necessary operating credentials, are in safe mechanical condition, and are operated by fit drivers.
- Management of intelligent transportation systems that deliver efficiencies for both industry and government as about 1.5 million trucks each year are weighed in-motion and identified by transponders so they can pass weigh station checks at highway speed.
- Issuance of variance permits with safe routing instructions to trucks and truck/trailer combinations operating in excess of standard size, weight, or height so they do not damage the highway infrastructure or create a hazard to the motoring public.
- Assistance resolving freight mobility issues and mitigating the impact of road and bridge construction through participation in project design, identification of ideal detours and alternate routes, and consultation with the trucking industry.

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MAJOR BUDGET DRIVERS, ISSUES AND ENVIRONMENTAL FACTORS

Just-in-Time Service

MCTD services are driven by the demands of a trucking industry that is itself under pressure to meet shipper demands. The division must meet the industry's need for fast, just-in-time registration and permit services, while keeping staff and administrative costs to a minimum.

Freight Mobility

As every corner of the state is impacted by the unprecedented amount of work funded by the Oregon Transportation Investment Acts, MCTD is actively involved in mitigating those impacts. Staff participates in project design, identifies key routes and types of loads that may be operating in and around construction projects, provides feedback regarding clearances for freight loads, helps find detours and alternate routes, and advises the trucking industry of project impacts. As a result of this work, Oregon can minimize delays for the traveling public and freight industry, minimize the detouring of trucks onto local roads through communities, minimize route restrictions, and maintain an unimpeded north/south and east/west route for freight movement through the state.

Innovation

MCTD plays a significant role in the department's key strategy to use innovative program designs and technologies to solve transportation problems. The Green Light intelligent transportation system makes weigh stations highly efficient. More than 4,300 companies have equipped 40,000 trucks with transponders and they're preclearing Oregon stations 1.5 million times a year. Besides saving truckers time and money, emission testing confirms there's as much as a 67 percent reduction in pollutants when trucks stay at highway speed past a weigh station. Trucks also experience a 57 percent improvement in fuel economy.

Institutional Barriers

The Green Light weigh station preclearance system will realize its full potential to increase weigh station capacity when institutional barriers to truckers' use of compatible transponders are removed. Thousands of trucks are unnecessarily forced to pull into Oregon weigh stations each month because their PrePass-brand transponders belong to a company called HELP, Inc. that prohibits their use in Oregon. Except for HELP's institutional barrier to interoperability, the transponders could work here and could allow the truckers to be weighed in motion, identified, and precleared to pass Oregon stations.

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Data Security

As a result of the Payment Card Industry Data Security Standards instituted in 2004 and tightened in 2006, and the passage of Oregon Senate Bill 583 in 2007, MCTD has made changes to its e-commerce and point-of-sale transactions to better protect the sensitive information it collects from motor carriers. MCTD also must ultimately make physical modifications to its Salem Headquarters building to restrict the public's access to areas where sensitive information is stored.

Organizational Assessment

In 2007, ODOT completed Organizational Assessment surveys that checked perceptions of the workplace and personal experiences. MCTD employee responses were generally favorable and notably positive in the categories of Fairness and Treatment of Others, Communication, Use of Resources, and Work and Family/Personal Life. Managers are addressing certain employee concerns about training, career development, and workplace safety. They remain open to employee input about ways the business can improve, advance, and stay in step with expectations.

Process and Program Changes

Regulatory Streamlining

Governor Kulongoski has directed that all agencies will review business regulations, establish plans to streamline them, and identify ways to improve service. MCTD prides itself in being a leader in regulatory streamlining. It is constantly searching for, considering, and implementing opportunities that make regulations simpler, speedier, and less expensive without decreasing the protections that Oregonians expect for the public and the environment. In recent years, streamlining initiatives included eliminating an Oregon license plate that out-of-state-based trucks had been required to display, revamping security bond and cash deposit requirements, redesigning the Motor Carrier Education Program, simplifying the verification of Heavy Vehicle Use Tax payment, simplifying over-dimension permitting, and consolidating International Registration Plan and Fuel Tax Agreement applications and renewals.

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Technology Streamlining

MCTD works in close partnership with Motor Carrier Applications Development (MCAD) staff from ODOT Information Systems to take advantage of technology in the simplest, speediest, and least expensive ways. Staff created Trucking Online, for example, in a matter of months with \$217,000 in start-up costs and \$105,000 in initial applications development costs. A third-party vendor would charge millions for such work. MCTD's Trucking Online e-government service exemplifies streamlining. More than 15,000 companies now save time and money completing a wide range of transactions, from obtaining a trip permit, to paying road-use taxes, to making some records inquiry, all without the need for a phone call, fax, mail delivery, or over-the-counter service. This online service narrows a gap in customer service. In the past, Oregon offered extensive over-the-counter service throughout the state. But since 1996, the division has trimmed staff by more than 22 percent as part of agency-wide budget cuts.

There are many similar examples of technological advancements that resulted in cost savings. In 2005 and 2006, staff streamlined credentialing and fuel tax payment processes for the benefit of 5,000 Oregon companies who operate throughout North America under the International Registration Plan and International Fuel Tax Agreement. These new applications reduced administrative costs substantially. For a one-time investment of \$541,000, MCTD eliminated \$328,000 in annual software licensing fees. In early 2009, for another example, staff transitioned Trucking Online from a system reliant on a "middleware" product to one based on software called ColdFusion. The transition eliminates a \$55,000 annual product licensing fee, but also converts Trucking Online into a system that can be maintained by most MCAD staff as opposed to the two technicians who were trained in middleware work.

MCTD is currently working with its Information Systems staff to eliminate a number of the expensive T1 frame relay lines that currently connect most weigh stations to the state computer network. Both motor carrier enforcement officers and safety inspectors need the network connection in order to have real-time access to MCTD applications related to weigh station records and enforcement actions, called Real Time and Enforcer, DMV applications related to commercial driver license suspensions and revocations, called the National Driver Register/Problem Driver Pointer System, and federal applications related to motor carrier safety records, called SAFETYNET and SAFER. MCTD is investigating the elimination of frame relay lines at 17 weigh station sites and, instead, equipping existing laptop computers with AirCard devices that allow for wide area wireless Internet access to the network. By investing \$28,000 in AirCard devices and new cell phone charges, MCTD could realize ongoing net savings of as much as \$300,000 per biennium in network charges. Moreover, in the future AirCard-equipped laptops can be used by motor carrier enforcement officers and safety inspectors working at weigh stations where network connections never existed, limited only by cell phone coverage throughout the state.

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More Technology Streamlining

County weighmasters and law enforcement officers contribute to Oregon's truck size and weight enforcement efforts by weighing more than 40,000 trucks a year. Historically, that activity has been a paper-intensive process that routinely required interaction with MCTD staff. County personnel would open a weigh station, make paper records of the trucks weighed, and periodically call MCTD for help checking a truck's registration status or a driver's logbook. The county then mailed its paper records to MCTD so they could be manually entered into the state's weigh station records. In 2009, Motor Carrier Applications Development staff introduced an Internet service called WEB Enforcer that empowers counties by giving them direct, real-time access to MCTD records. Using AirCard-equipped laptops connecting through the Internet, authorized county personnel can now enter truck weighings directly into Oregon weigh station records, making the information immediately available to all users throughout the state. MCTD no longer needs to manually handle county records. With real-time access to MCTD records, county personnel no longer need to call for help checking the status of a truck or driver. WEB Enforcer is currently being piloted by Jackson County weighmasters. Eight other counties have active size and weight enforcement programs that can benefit from the innovation.

Cost Avoidance

The federal Unified Carrier Registration Agreement (UCRA) requires all interstate motor carriers, brokers, freight forwarders, and leasing companies to pay an annual fee to support safety and enforcement programs in certain states. Oregon and every other state must enforce UCR requirements. In fact, someday the timely payment of UCRA fees may be part of safety inspection criteria that apply nationwide. Failure to pay fees could be an out-of-service violation. Since January 2009, MCTD enforcement officers have been using a slow, unpredictable manual look-up process to access a federal database to verify that carriers have paid UCRA fees. To address this constraint, Motor Carrier Applications Development staff has devised a way to automate the verification process and accomplish it in a matter of seconds as part of our automated weigh station screening process. This innovation allows MCTD to avoid paying as much as \$100,000 annually to establish a communications link with a third-party verification system that is now being offered to states.

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Direct Payment – Automated Clearing House (ACH)

Just like any regular business, MCTD pays a merchant fee, equivalent to about 2.2% of each credit card payment, whenever customers use credit cards for transactions online, by phone, or over-the-counter. These fees have been rising dramatically, particularly with the growth in online activity. They totaled over \$1.2 million in 2008 for roughly \$55 million in credit card transactions. Part of the growth is due to the fact that large companies often make substantial weight-mile tax payments by credit card. To address this, in March 2009 MCTD began allowing Trucking Online users to make electronic payments directly from a checking or savings account. This Direct Payment services is simply the electronic way to write a check. It's an extremely low cost alternative to credit cards. Regardless of the transaction amount, MCTD will be charged just \$0.06 for each direct payment. For example, instead of paying \$2,200 in fees for a \$100,000 credit card payment, MCTD will pay 6 cents. MCTD is now engaging an implementation plan and marketing strategy to promote this service. Although it's too soon to make firm estimates, one particular strategy could yield a savings of \$150,000 in 2009 alone.

Policy Packages

#140	Truck Weigh Station Scale Deferred Maintenance Budget	\$2,000,000	0 Positions	0.00 FTE
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The purpose of this policy package is to address deferred maintenance issues at weigh stations throughout Oregon. There are 87 permanent weigh station sites, 57 with buildings of varying size and condition. An inventory of the buildings shows that 60% are over 40 years old and the rest are over 50 years old. Many of them are undersized, single-purpose shacks that need to be updated to accommodate the needs of both size and weight enforcement officers and truck safety inspectors. Many also need to address ADA, DEQ, and OSHA standards. The concrete or asphalt parking lots and entry/exit ramps need repaving on a recurring basis, typically 20-30 years depending on location. The Farewell Bend Port of Entry parking lot, for example, was repaved in 2007 at a cost of \$740,000. The Umatilla Port of Entry currently needs similar work estimated to cost \$989,000.

This policy package provides MCTD with a budget for such major and routine maintenance costs. At one time, ODOT's truck size and weight program was housed in 14 Highway Districts where construction, maintenance, and scale facility operations costs were covered in the operations budget of each district. In the 1990s, the program was transferred first to DMV and then in 1996 to MCTD. But no budget for major or routine maintenance of the scales, weigh station buildings, truck inspection buildings, entry/exit ramps, and parking lots was transferred to MCTD.

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#502	Jobs and Transportation Act of 2009	\$5,000	0 Positions	0.00 FTE
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This is the Governor's Transportation Plan for the 2009 Legislature. Investing in Oregon's transportation system is one of the strongest most immediate stimulus tools available during the current economic downturn. This package will create and sustain jobs, support the efficient movement of goods, and help local businesses keep their doors open.

MCTD estimates that it will cost about \$5,000 to update its forms and notify the industry of the changes to the tax and fee rates.

Summary of Proposed Legislation

Senate Bill 126 – Truck driver drug testing-related requirements

Purpose

Senate Bill 126 seeks to strengthen requirements for reporting truck driver positive drug test results and instances in which drivers refuse to be tested. The bill is the product of a Motor Carrier Transportation Advisory Committee work group. As amended, the bill allows a motor carrier employer to report to DMV when it knows an employee has tested positive for drugs. It also makes the carrier responsible for reporting if an employee refuses to take a test. These changes make it harder for a truck driver who tests positive for drugs or refuses to take a drug test to hide that drug problem and find employment driving trucks.

Policy

The changes address shortcomings in current law. Today only a Medical Review Officer is required to report positive drug test results and DMV does not take reports from carriers. But there's no penalty for a Medical Review Officer who fails to report test results. A motor carrier should be allowed to make a report as a backup to the existing requirement. Also, motor carriers should be required to report to DMV whenever a driver refuses to be tested. Six other states have similar drug test reporting requirements and five of them include reporting refusal to take a test because federal law considers a refusal to test to be a positive test. Adding this information to the employment driving record, and making it available with the person's permission would better inform motor carriers about the person's fitness to drive a truck. The changes will enhance highway safety and support efforts to reduce truck at-fault crashes.

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Budget Detail

	2005–2007 Expenditures	2007–2009 Approved Budget	2009–2011 Governor’s Recommended w/o JTA	2009–2011 JTA	2009–2011 Governor’s Recommended
Program					
<u>Motor Carrier Transportation</u>	\$51,988,542	\$57,381,379	\$63,265,191	\$5,000	\$63,270,191
Total MCTD	\$51,988,542	\$57,381,379	\$63,265,191	\$5,000	\$63,270,191
Expenditures by Revenue Source					
Federal (FF and FF as OF)	\$4,480,455	\$5,371,863	\$5,561,876	\$0	\$5,561,876
State (Other)	47,508,087	52,009,516	57,703,315	5,000	57,708,315
Revenue Bonds					
State (General)					
Total	\$51,988,542	\$57,381,379	\$63,265,191	\$5,000	\$63,270,191
Positions	315	316	313	0	313
Full-Time Equivalent (FTE)	315.00	316.00	313.00	0.00	313.00
Personal Services	\$37,352,473	\$40,587,176	\$43,948,668	\$0	\$43,948,668
Services & Supplies	14,328,982	13,042,663	18,951,067	5,000	18,956,067
Capital Outlay	307,087	373,159	365,456	0	365,456
Special Payments	0	3,378,381	0	0	0
Debt Service	0	0	0	0	0
Total	\$51,988,542	\$57,381,379	\$63,265,191	\$5,000	\$63,270,191

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Essential Packages

	Package Amount	Pos / FTE
Non PICS Increases	\$ 22,004	
General Inflation	540,987	
PERS Pension Bond Increase	23,040	
State Government Service Charge Increase	(18,667)	
Total	\$ 567,364	

Summary

Over the years, MCTD has found millions of dollars in efficiencies and other savings as part of several ODOT-wide budget adjustment efforts. Most budget cuts have been to personal services because the division has little or no margin in either its capital outlay or services and supplies budget.

In July 2002, MCTD moved its 24/7 Phone Service Center from the Farewell Bend Port of Entry on the Idaho border to Salem. In August 2002, it closed the Registration Offices at the Woodburn Port of Entry on southbound I-5 and the Cascade Locks Port of Entry on eastbound I-84. In September 2004, it closed the Registration Office at the Klamath Falls Port of Entry on northbound US97. (Closing these offices has had no effect on truck size and weight enforcement or safety inspection activities and the locations continue to operate their Green Light weigh station preclearance systems.)

In the past 13 years, MCTD has reduced its original work force by 22 percent while managing to operate all programs and absorb workload increases. When the division became part of ODOT in January 1996, it had 345 FTE stationed throughout the state. The work force grew in 2001 when the Audit Section moved from the Central Services Division to MCTD, adding 57 FTE. Since 1996, the division has reallocated or abolished 89 positions. It currently employs 313 FTE.