How are we doing?

Measuring the performance of ODOT and the transportation system as a whole helps us know what areas to focus on and how to best spend our limited resources.

This report is a snapshot of the 17 goals, called Key Performance Measures, which we follow. They fall into four categories:

- Safety (helping arrive safely)
- Stewardship (making wise use of public funds)
- Mobility (helping get where we need to be)
- Preservation (ensuring the system is available when we need it).

See our progress

This kind of data makes us better managers of the state transportation system and more accountable for the return on investment. We take these measures seriously. If we see one or more going in the wrong direction we find out how we can improve.

Stewardship

- Maximizing value from transportation investments

| Policy Goal | Key Performance Measure | Current Performance | Goal | Goal Met (within 10%) | Compared to Five-Year Average | Better | Steady | Worse | Desired Trend | Comments
|-------------|-------------------------|--------------------|-----|-----------------------|-----------------------------|-------|-------|-------|--------------|-----------|
| Stewardship | Performance Goal | 86% | 80% | -6.2% | We have refined how we categorize contract change orders that affect project schedules, allowing us to tell if a given change was avoidable, unavoidable, or elective.
| | Projects for which expenditures do not fall within the authorized contract information by more than 10% | 90% | 80% | 10% | Performance has remained in the range of 82%–90% for the past five years.
| | Percent of projects awarded to certified small businesses | 11.5% | 15.0% | -3.2% | We provide statewide training for staff and reach out to notified firms to let them know about opportunities and resources for working on ODOT projects.
| | Percent of ODOT customers who are satisfied with services | 86.7% | 90.0% | 4.4% | Improvements in metrics between 2016 and 2018 are not statistically significant and have been near the target of 85% for the past two years.
| | Percent of DMV field office customers served within 20 minutes | 63.8% | 70.0% | 0.8% | In Fiscal Year 2016, 64% of DMV field office customers waited less than 20 minutes to be served.

Effective Project Delivery

- We strive to bring projects in on time and on budget, offering excellent service to customers, and ensuring that all Oregon businesses can compete effectively to win contracts.

Customer Service

- We aim for 90% satisfaction rate based on surveys of DMV, Motor Carrier Transportation Division, and Ask ODOT customers.
- Even with increased demand for services and rising population, we were within 3% of our goal for 2018.

DMV Field Office Wait Time

- We strive for high quality service in each of our 60 field offices by having courteous, efficient and professional employees and minimizing customer wait time. We reduce wait times by providing other means to complete DMV services — including encouraging the use of online services, partnering with the Department of Environmental Quality for registration and emissions testing, and supporting third party driver testing at subcontracts. Our customers get served within the goal of 20 minutes, but wait times can be longer in busy urban field offices.

Safety

- Engineering, educating and enforcing a safe transportation system.

| Policy Goal | Key Performance Measure | Current Performance | Goal | Goal Met (within 10%) | Compared to Five-Year Average | Better | Steady | Worse | Desired Trend | Comments
|-------------|-------------------------|--------------------|-----|-----------------------|-----------------------------|-------|-------|-------|--------------|-----------|
| Safety | Performance Goal | 1.19 | 0.84 | 6.6% | Increases in traffic fatalities in 2015 and 2016 erased a 15-year improvement. 2017 saw a return to the reduction trend.
| | Number of traffic fatalities per 100 million miles traveled in Oregon | 4.79 | 4.42 | 1.0% | Increases in serious injuries in 2015 and 2016 erased a decade of improvement. 2017 saw a return to the reduction trend.
| | Number of serious injuries per 100 million miles traveled in Oregon | 0.49 | 0.37 | 17.8% | The top three leading causes of truck at fatal crashes continue to be driver behavior, speed, following to closely and unsafe lane changes. We got drivers out of service for critical safety violations at a higher rate than any other rule in the table.
| | Number of highway-railroad grade incidents | 19 | 10 | -23.6% | Rail release incidents steadily declined from 32 occurring in 1968 to just six in 2008, and 10 in 2013. Since 2010 however, rail-crossing incidents have almost doubled.
| | Number of train derailments caused by human error (track, equipment) | 20 | 25 | 12.4% | From 2009 to 2013, derailments increased 26% from 14 to 18.

Enhancing safety for all drivers is our top priority.

Traffic Safety

- Our strategy to reduce traffic fatalities is to continue to implement traffic safety programs, proven countermeasures, and strategic infrastructure improvements based on the causes of fatal Oregon crashes. Unfortunately, we are falling short of our targets. A bustling economy and increasing population have put more drivers on the road, while inadequate levels of law enforcement on the road result in poor driver behavior. Though the fatality rate declined in 2017, it was 28% higher than the historic low we have put more drivers on the road, while inadequate levels of law enforcement on the road result in poor driver behavior. Though the fatality rate declined in 2017, it was 28% higher than the historic low we

Large Truck Safety

- Most large truck crashes are caused by truck driver behavior such as speeding, tailgating, changing lanes unsafely, failure to yield right of way and driver fatigue. Law enforcement personnel conduct roadside inspections after probable cause stops for unsafe driving behaviors, and our staff conducts inspections at weigh stations and performs safety compliance reviews at trucking company terminals. Oregon ranks well above all states in truck safety efforts, but crashes caused by trucks are rising along with other crashes.

Rail Safety

- Working with the Federal Railroad Administration, we use a combination of inspections, enforcement actions and industry education to improve railroad safety and reduce the incidence of derailments and the potential for release of hazardous materials. We also work with railroads, local governments and law enforcement to fix dangerous crossings. Rail safety incidents are up in recent years along with the number of trains moving through the state, but incidents remain well below historical levels.

Mobility

- Keeping people and the economy moving.

| Policy Goal | Key Performance Measure | Current Performance | Goal | Goal Met (within 10%) | Compared to Five-Year Average | Better | Steady | Worse | Desired Trend | Comments
|-------------|-------------------------|--------------------|-----|-----------------------|-----------------------------|-------|-------|-------|--------------|-----------|
| Mobility | Performance Goal | 30.79 | 32 | -4.2% | Starting in 2018 all inflows of funds from the Statewide Transportation Improvement Fund will fund new, and expanded public transportation service.
| | Average number of transit riders per hour (within 10%) | 173,995 | 231,705 | 0.0% | The number of transit ridership has increased since 2012, exceeding the average goal for that period by 14.26.
| | Number of rail service passengers | 39% | 56% | 0.2% | ODOT is making strategic investments where communities have identified the greatest need. Often times that need is on non-state highways.
| | Number of congested lane miles — ratio of critical traffic to hourly capacity | 65 | 500 | 17.1% | The number of congested lane miles rise by 27% from 2015 to 2017 due to economic and population growth that caused increased driving.
Preservation

Policy Goal: Preserving and maintaining the transportation infrastructure.

<table>
<thead>
<tr>
<th>Key Performance Measure</th>
<th>Current Performance</th>
<th>Goal</th>
<th>Goal Met (within 10%)</th>
<th>Compared to Five-Year Average</th>
<th>Desired Trend</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of state highway miles rated fair or better.</td>
<td>90%</td>
<td>85%</td>
<td>✓</td>
<td>1.7%</td>
<td>Steady</td>
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<td>(Pavement funding levels provide about one-half of the actual need for pavement preservation and major repairs. (Reported every two years.).)</td>
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<td>Percent of state highway bridges that are not distressed.</td>
<td>79%</td>
<td>78%</td>
<td>✓</td>
<td>0.2%</td>
<td>Steady</td>
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<tr>
<td>(Percent of State Highway Bridges that are not distressed is a measure that is unique to Oregon. Oregon bridge conditions in comparison to national averages show fewer good and poor bridges but a much higher level of fair bridges, many of which will fall to poor condition in coming years.)</td>
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<tr>
<td>Percent of public transit buses that meet replacement standards.</td>
<td>40.8%</td>
<td>40%</td>
<td>✓</td>
<td>-4.5%</td>
<td>Steady</td>
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<td>(Favorable conditions for improvements include funding from the Oregon Transportation Commission of $5 million per year, Statewide Transportation Improvement Funds, and FTA increase of $1.75 million per year.)</td>
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Preserving our transportation assets in good condition keeps the system running smoothly, and it’s less expensive than rebuilding roads and bridges once they’ve fallen into disrepair.

Pavement Condition — We want to keep highways in the best condition possible with available funding. The most cost-effective strategy is to apply preservation treatments to keep highways out of “poor” condition. Thanks to our asset management and investment strategies, pavement conditions are currently above target, however funding levels provide about one-half of the actual need for pavement preservation and major repairs.

Bridge Condition — Due to inadequate funding, we have had to extend the service life of many bridges. These bridges have a high risk of continued deterioration and demand vigilance and dedication by inspectors and maintenance personnel to maintain safe conditions. While we have a low number of bridges in poor condition, a large percentage are in fair condition and will fall into poor condition in the near future at current funding levels.

Transit Vehicle Condition — We partner with local agencies to provide buses that help communities offer safe, cost-effective public transportation. About 1,000 buses purchased with ODOT investment operate in Oregon. We seek to replace buses before increased maintenance costs become a poor investment. Oregon transit providers often have difficulty raising the required local funds to maintain an optimum replacement schedule. Current funding levels will slow the decline of asset conditions, not reverse it.

Traffic Congestion — As Oregon grows, more people and freight are squeezed onto a transportation system that cannot keep pace. We have a three-part approach aimed at providing mobility: optimize use of infrastructure; manage the traffic network; and support transportation options. Despite efforts to reduce demand and address bottlenecks, population and economic growth have caused congestion to grow rapidly in recent years — particularly in our state’s largest metropolitan areas.

Bikeway and Walkways — With our local partners, we work to create safe, walkable and bikeable communities in Oregon. Our target is to provide bike lanes and sidewalks on 56% of state highways in urban areas, but much of our investment is in off-road trails or connections on local roads.

ODOT Report Card

We work to reduce congestion and improve transportation options throughout the state.

Transit Rides — Public transportation is critical for those who cannot or choose not to drive. The demand for public transportation in Oregon will increase as population grows. An influx of funds from the Statewide Transportation Improvement Fund (part of Keep Oregon Moving) is financing new and expanded public transportation services that should boost ridership. This measure will help us assess the impact of the new funds.

Passenger Rail Ridership — Oregon supports the Amtrak Cascades passenger rail service, which stretches from Eugene to Portland and then on to Seattle and Vancouver, British Columbia. Though ridership on the corridor is among the highest of any in the nation, a derailment in Washington reduced ridership in 2018, continuing a downward trend in recent years.

We are proud to serve the people of Oregon. Learn more about us at www.oregon.gov/ODOT.