

***December 2016
Update***



Cost of Services Study

Oregon Department of Transportation



Purpose and Value

DMV serves a wide range of individuals, businesses and government agencies in Oregon. We provide a variety of products and services related to personal identification and driving privileges as well as the buying, selling, owning, and operating of vehicles.¹

Mission

To promote driver safety, protect financial and ownership interests in vehicles, and collect revenue to finance Oregon's multimodal transportation system.

Vision

To be a nimble and easily accessible DMV recognized for serving customers through innovation, efficiency and dedicated employees.

Service Motto

Exceeding expectations one customer at a time!

Guiding Principles

DMV's "**PACE**" principles guide and inspire our organization. These aspects of our work are especially important to achieving our Vision:

Public Service: *Passionate commitment to our core services, performed with*

- ✓ *Accountability*
- ✓ *Superior value*
- ✓ *Ethical and equitable practices*

Amazing Quality: *Performance at highest levels of confidence & reliability, including*

- ✓ *High transaction efficiency & reliability*
- ✓ *Effective application of technology*
- ✓ *Security and confidentiality*

Customer Focus: *Constant attention to the needs of those who rely on DMV, ensuring*

- ✓ *Convenience, accessibility, ease of use*
- ✓ *Responsive and courteous service*
- ✓ *Support for safety, compliance and development of the state's transportation system*

Engaging Workplace: *Commitment to and respect for DMV's people, skills and culture that offer*

- ✓ *Recognition of each individual's value and contributions*
- ✓ *Spirit of openness to innovation*
- ✓ *A desirable place to work*

¹ This page is from the DMV Strategic Plan 2016-2019.

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Acknowledgements

Sincere appreciation is given to former and current ODOT employees who served as technical resources and reviewers in the development of this update:

Craig Austin; Linda Beuckens; Richard Brock; Mark Cadotte; Darel Capps (former); Tammy Cloyd; Stefanie Coons; David Eyerly; Deborah Fraser; Cindy Garza; William "Bill" Halsne; Wendee Heagy; Amy Joyce; Scott Lough; Teri Martin; Andrea McCausland; Stephanie Milton; Sue Page; Dan Porter; Tim Roby; Kathryn Ryan; Val Schoenfeldt; Lucy Sotelo, Amber Taylor and Lana Tribbey.

Introduction

Oregon DMV is firmly committed to its fiduciary responsibilities. We work hard to efficiently and effectively manage the programs and services we deliver throughout Oregon. Our mission is clear with regard to “collecting revenue to finance Oregon’s multimodal transportation system,” and values around stewardship of public funds are deeply embedded within our workplace culture.

It’s only natural that we would conduct an in-depth financial analysis to identify what it actually costs to deliver DMV products and services. However, the comprehensive analysis we completed in 2013 was the first in decades. We had diligently analyzed fiscal impacts of new legislation and federal mandates, and reduced our operating expenses by eliminating vacant positions and imposing spending limits substantially below legislative approved levels. However, like the story of a frog in a pot of water with gradually increasing heat, we were “boiling” without even realizing it. Our services had become more complex and time consuming over the years, and the central government assessments (paid with revenue transfers) were growing much faster than our operating budget. Our fees had not kept pace with costs.

Fee increases approved by the Legislature for the Oregon Transportation Investment Acts (OTIA I, II, & III) in 2001-03 and Jobs and Transportation Act (JTA) in 2009 actually masked the problem. Revenues from DMV fees grew substantially during that decade, although the revenues were designated for local governments and debt service on construction bonds and not for cost recovery at DMV. The base fees for many core services such as driver licensing, vehicle and driver records, and permits have not changed in over 20 years.

Historically, DMV fees were established with a cost recovery expectation with one major exception. Vehicle registration fees were set at levels to generate a “profit” for repair, maintenance, and enhancement of the state’s transportation system. Revenue sharing with cities and counties ensured that local governments received a portion of the excess vehicle registration funds. The fee increases and fees created for OTIA and JTA purposes went beyond the traditional focus upon vehicle registration.

Our “book of business” is quite extensive, and nearly all of our fees are set in statute. This means any changes in those fees require legislative approval. This 2016 Cost of Service Study includes current data to make informed decisions about the fees that DMV should charge for its products and services.

Tom McClellan

DMV Administrator

Executive Summary

This is the second update of the DMV Cost of Services Study originally published on September 23, 2013. (An update was completed in June 2015.) This report expands information about the cost of providing driver and vehicle records in print copy or electronically. Most of the fees for DMV records have not changed for over 25 years.

Most DMV fees are set in statute and require legislative approval to change. The cost study revealed that many fees intended for cost recovery are no longer sufficient. Fees from vehicle transactions (titles and registration) continue to supplement the driver program products and services. Operating costs (including State Government and Central Services Assessments) are increasing faster than revenues, resulting in less net revenue for local governments and the State Highway Fund.

DMV revenue is generally dedicated to transportation system funding through the Oregon Constitution under Article IX Section 3a. Inflation, changes to business processes and new federal and state requirements have altered the costs associated with providing DMV services.

DMV fees support three core purposes as defined in Oregon Revised Statutes (ORS):

- 1) Cover direct and administrative costs of providing DMV services;
- 2) Provide funding for transportation infrastructure debt service;
- 3) Generate revenue for the State Highway Fund (including disbursements to local governments for highway and roadway purposes).

The 2013 Cost of Services Study included several significant findings:

1. Fees collected for driver-related services recovered only 40% of their costs, thereby reducing revenue-generating capacity of vehicle registration fees due to subsidizing the driver-related services.
2. Increases to DMV fees over the previous 15 years plus new driver license testing fees, were for transportation system replacements or repairs and not for cost recovery at DMV.
3. Fee revenues flowing into the State Highway Fund not otherwise earmarked for specific purposes (such as debt service on highway construction bonds) had declined significantly as operating costs had risen and fees had not kept pace.

These findings continue to be true three years later.

This report provides a holistic view of ODOT funding and expenses, a focused view of DMV expenses and revenue, a detailed product cost analysis, and observations about significant deviations from past cost studies. In this study we are introducing a cost analysis of DMV Record Services, including when the current fees were established for these services. The report concludes with supplemental information about DMV revenues and how they are apportioned with a historical view of the DMV Central Services Assessment².

² Assessments are paid by DMV to the Oregon Department of Administrative Services (DAS) and for shared services used throughout Oregon Department of Transportation.

History and Overview

This Cost of Services Study was conducted during an even numbered year to better align budget and legislative work sessions during odd numbered years. The cost for DMV products and services were derived from data collected and allocated from both timed and untimed transactions. Costs attributed to administrative and indirect activities were allocated according to full time employee (FTE) counts in operational units. Total operational costs were then allocated to component work or product types.

The calculations used in this update follow the original fee study methodology as closely as possible for consistent analysis. Changes were made to adjust for process and work flow modifications. Used together with work measurement timings on specific processing steps for each transaction, DMV can determine the total time required to perform each type of work. The methodology used to determine the cost of services relies on work measurement timings, developed by the DMV Analysis Unit, to determine direct labor costs for most DMV products and services. Stopwatch timings conducted at DMV field offices and statistics captured by headquarters units are used to determine the time required to perform the work steps associated with each work type. The work measurement timings are maintained by the DMV Analysis Unit which after nearly two decades of refinement provides an accurate, detailed accounting of direct labor time for DMV products and services. This data is particularly valuable when analyzing potential legislation impacting DMV business processes. All timing updates done by the DMV Analysis Unit were incorporated into this study.

Other methodological changes between the three studies are summarized below:

2016 Cost of Services is based on a cost per unit derived from the actual 2013-15 biennium results (*no furlough or pay freezes during this time*) according to the percentage of costs incurred by each work group. The Agency Requested Budget for 2017-19 is then distributed based on the percentages. Transaction volumes are from the June 2016 ODOT Revenue Forecast for the 2017-19 biennium or actual 2013-15 volumes. Excluded are for proposed driver card expenditures (SB833, 2013 Session), and spending on the Service Transformation Program³. New for this study is timed analysis for Hearings Case Management, Record Services, and Mail Center Operations. Customer Call Center costs also include more detailed timings based on the transaction type instead of a general average per call time.

2015 Cost of Services used actual data from 2011-13 biennium (*furlough cost savings measures in place, FY 2011 Management Service step increase freeze*) to determine the percentage distribution of cost used by each group. The spending forecast was based on 2015-17 Governor's Recommended Budget and transaction volumes from the December 2014 ODOT Revenue Forecast for the 2015-17 biennium or actual 2011-13 volumes.

2013 Cost of Services used actual data from 2009-11 biennium (*furlough cost savings calculated, FY 2009 step increase freeze, FY 2010 SEIU step increase restored, Management step increase freeze*) to determine the percentage distribution of cost used by each group. The spending forecast was based upon the Legislatively Adopted Budget for 2013-15. Transaction

³ The Service Transformation Program (STP) is a multi-year program to improve DMV business processes, enhance service capabilities, replace computer systems, and enable DMV to become more flexible and timely in meeting customer expectations and legislative mandates.

volumes were based on the December 2012 ODOT Revenue Forecast for the 2013-15 biennium or actual 2009-11 transactions.

Figure 1 shows the cumulative change in DMV spending on employees compared against biennial increases in central government assessments (revenue transfers) since the 2007-09 biennium. Estimates for the 2015-17 and 2017-19 biennium also are included. The graph also shows the number of full time equivalent (FTE) positions approved for DMV each biennium.

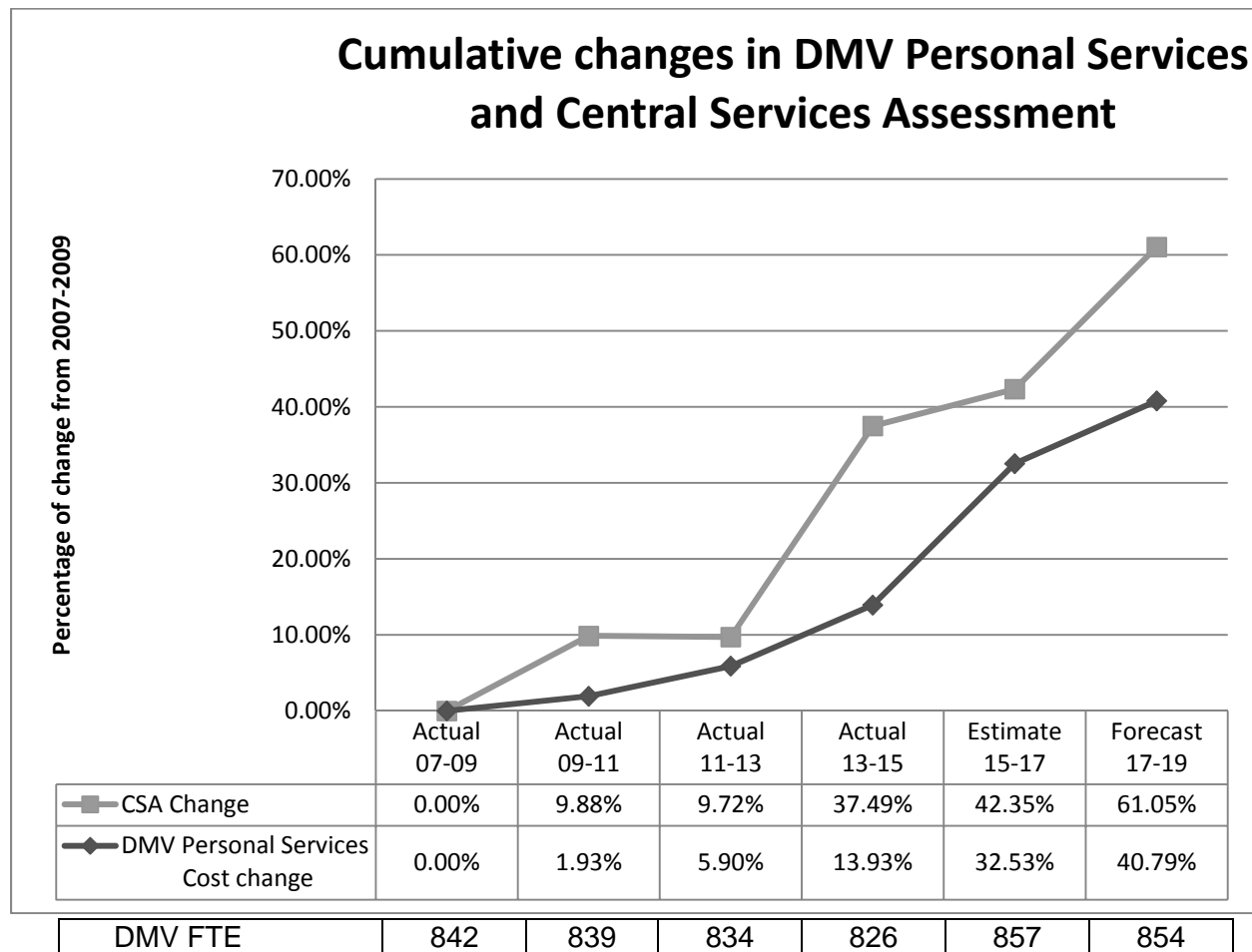


Figure 1: Cumulative percentage increase in DMV Personal Services Budget and Central Services Assessment (CSA) since 2007-09.

On the next page, **Figure 2** shows the funding sources for the Oregon Department of Transportation including DMV revenues and the use of the funds including transfers to Cities, Counties, and other agencies. In **Figure 3** DMV-specific revenues and allocations are shown. **Figure 4** shows actual and forecasted DMV revenue from 1999 to 2025. **Figure 5** shows actual and forecasted DMV expenditures, Central Services Assessment, and STP from 1999 to 2025.

SOURCES AND USES OF FUNDS

DEPARTMENT OF TRANSPORTATION

2017-2019 Agency Requested Budget

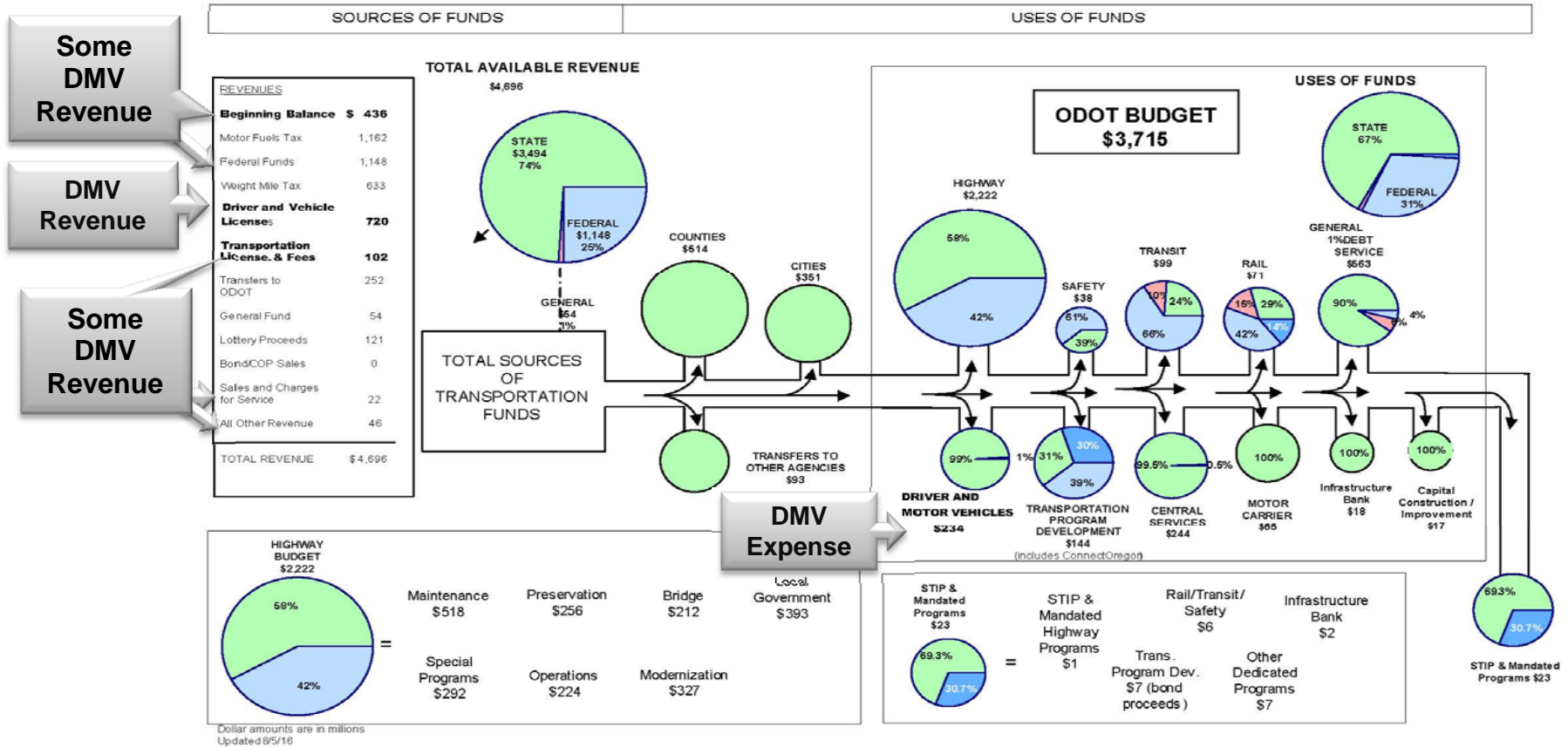


Figure 2: Oregon Department of Transportation Sources and Uses of Funds
 Department funding sources, including DMV Revenue and use or allocations of funding including DMV Operating expense

Figure 3 DMV-specific revenues and allocations (2017-19 Agency Request Budget)

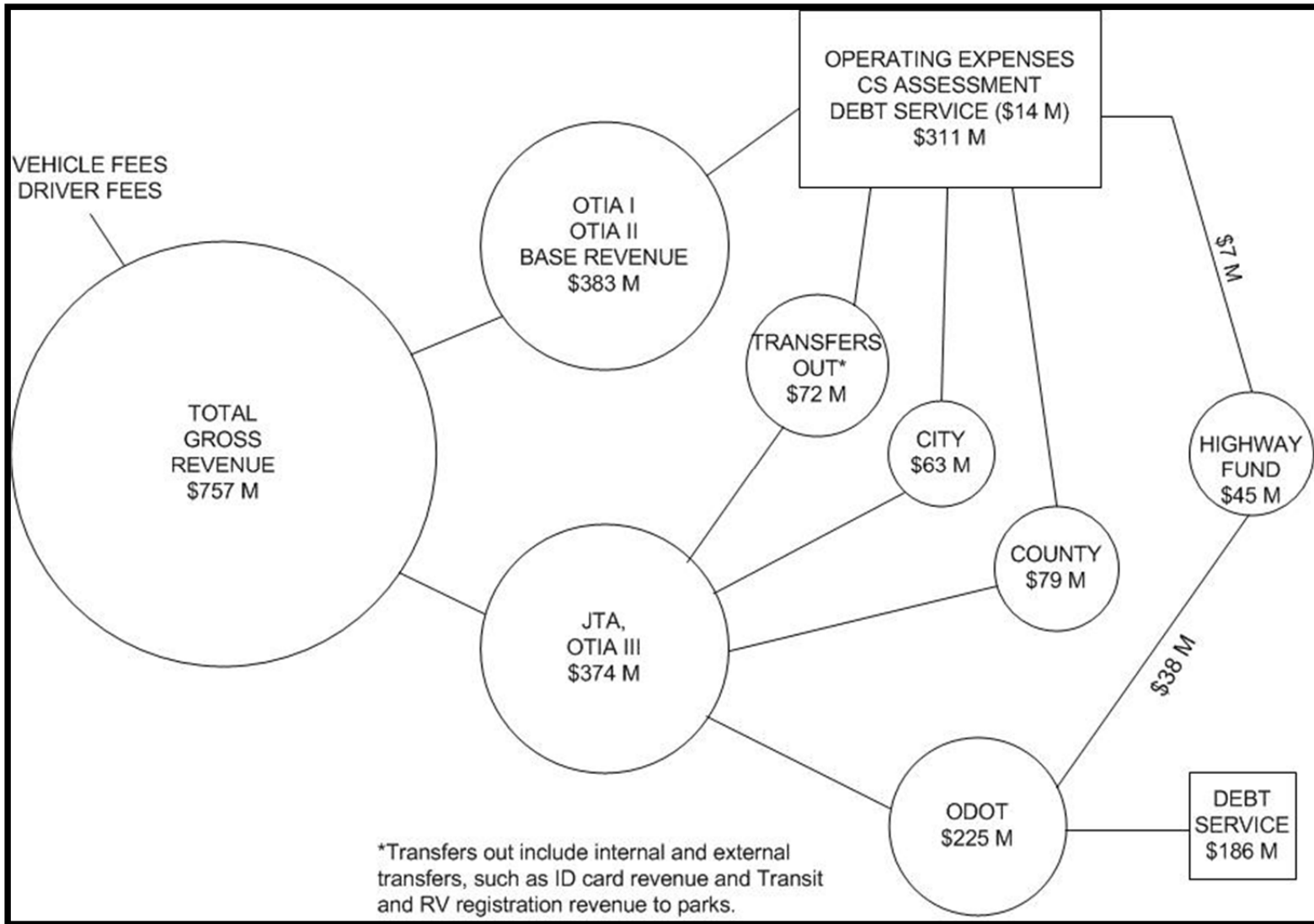


Figure 3: DMV Revenue Allocations.

Figure 4 shows actual and forecasted DMV (highway fund) revenue. Increases attributed to OTIA and JTA legislation have raised overall revenue collections, but base revenues have remained unchanged.

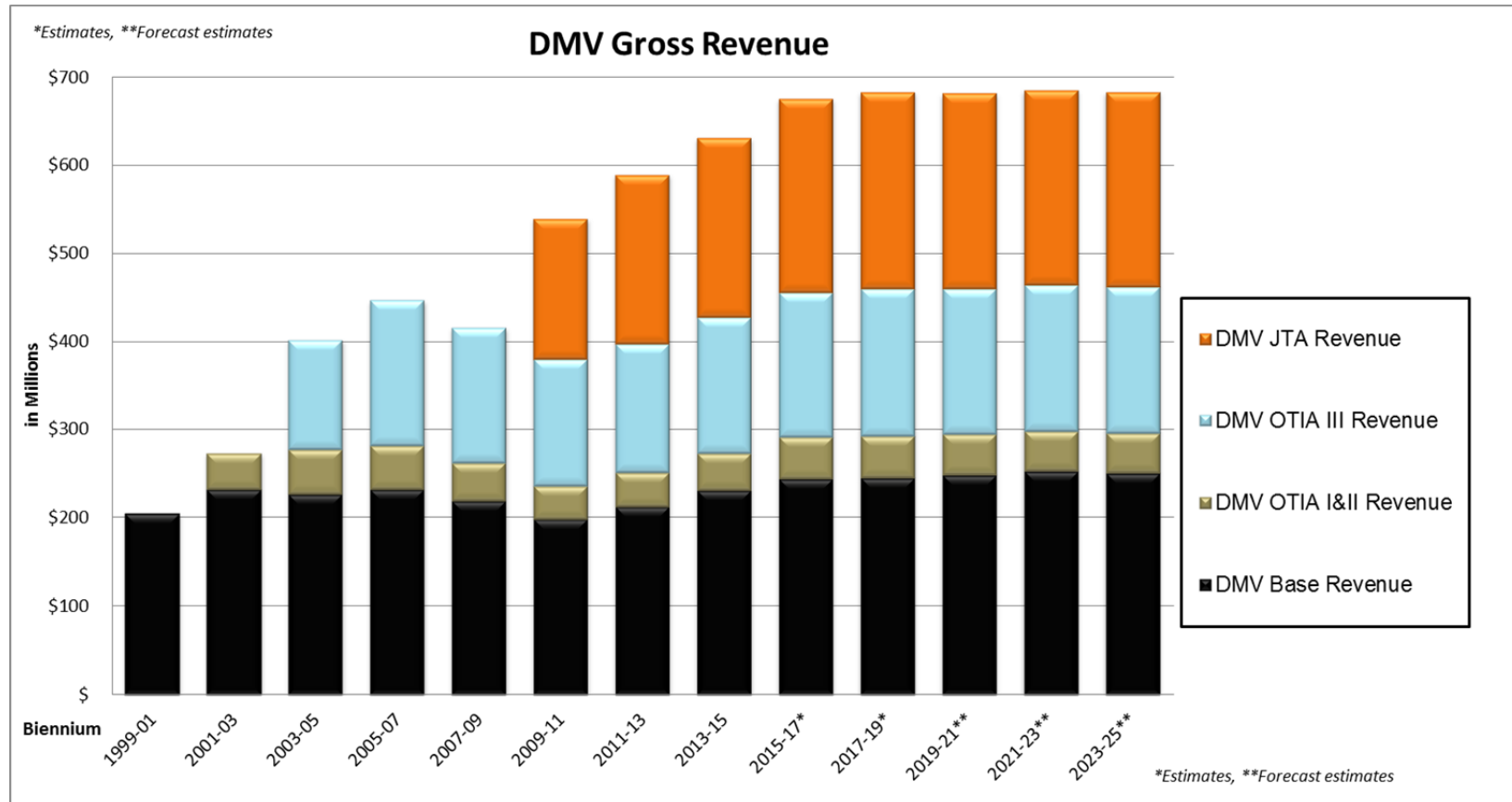


Figure 4: DMV Gross Revenue
Fiscal Year 1999 through 2025 (See Figure 14 for details on JTA, OTIA III, and OTIA I & II Revenue)

Figure 5 is the DMV operating budget and Central Services Assessment showing actual amounts from 1999 to 2015 with forecasted amounts for 2015-17 to 2023-25. The Service Transformation Program (STP) will create a temporary operating cost increase for a few biennia.

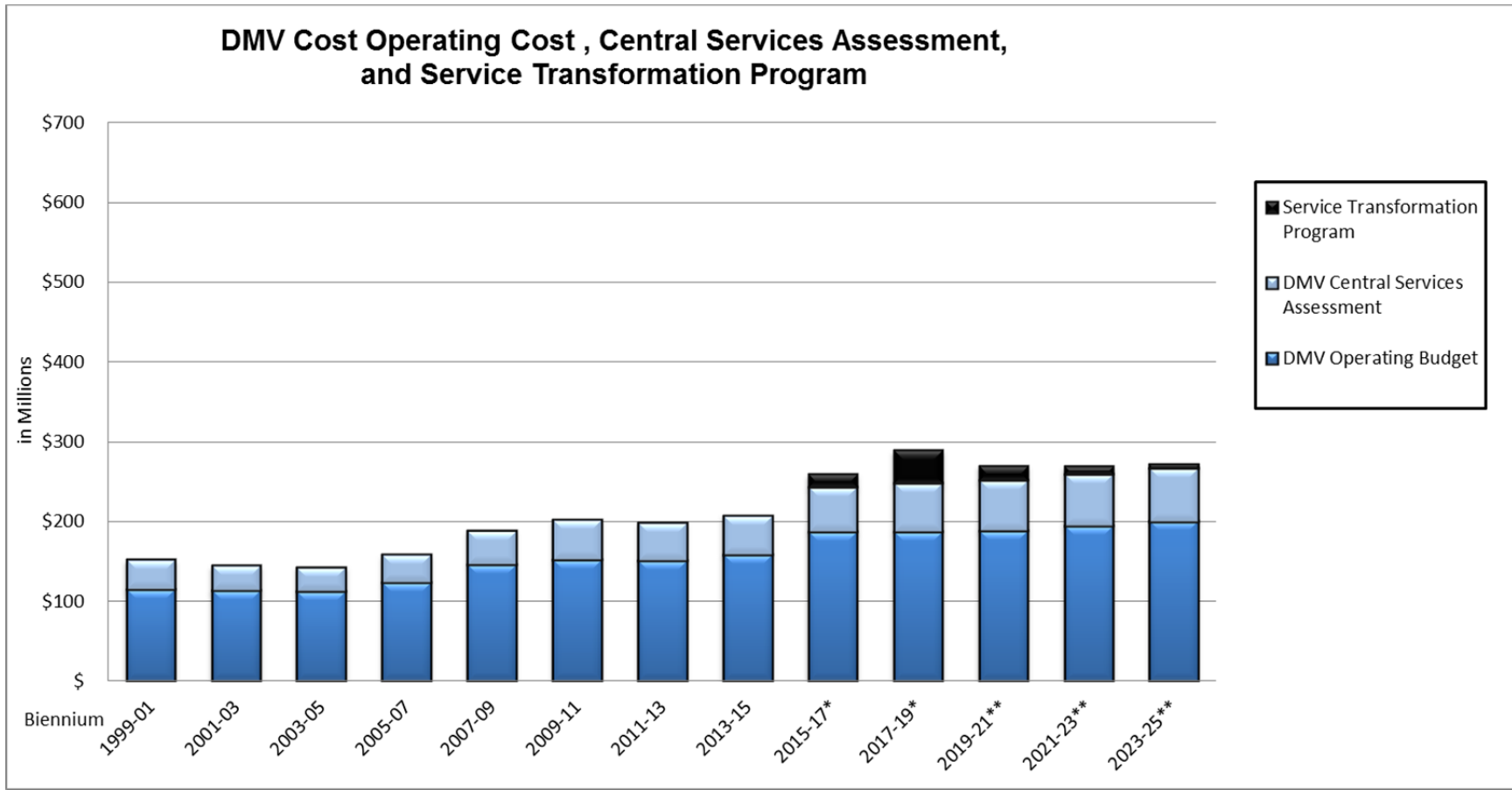


Figure 5: DMV Expenditures, Central Services Assessment, and Service Transformation Program Fiscal Years 2019 through 2025

Findings

1. DMV fees cover operating expenses and DMV's share of OTIA/JTA obligations (bond debt service), but yield very little net revenue to the State Highway Fund and agency operations overall.
2. Vehicle-related fees continue to subsidize Driver and Record products and services.
3. Driver-related fees are falling further behind in recovering costs (e.g., Class C Drive Tests, CDL Skills Tests, Driver License Reinstatements, and Hardship/Probationary Permits.)
4. Under-performing fees also result in unintended consequences:
 - a. Plate transfer fees (\$6) are substantially below cost (\$24), and incentivize transfers of plates with unexpired registration instead of buying a new plate set (\$24) plus 2-year (\$86) or 4-year (\$172) vehicle registration. Plate transfer transactions have grown from 47,720 in fiscal year 2007 to 77,929 in fiscal year 2015.
 - b. Regular Class C drive test fees (\$9) are below their cost (\$87), and undercut the private businesses that offer non-commercial driver skills tests on behalf of DMV for \$45-\$50
 - c. CDL driver skills tests (\$70) are below their cost (\$688) take over two hours of staff time to administer, and put the private businesses that offer commercial driver skills tests on behalf of DMV at a competitive disadvantage.
5. A significant component of product/service cost is the amount of time spent on the transaction by employees. For example, more stringent federal requirements for CDL testing added an hour to each transaction and nearly doubled the cost to administer the tests.
6. Many DMV fees have not been increased in 20-25 years, except to repay bonds issued for OTIA and JTA highway construction programs.

Figure 6 identifies seventeen driver fees that recover the lowest percentage of costs. No fee is currently collected for the CDL combination test and motorcycle knowledge test. Other DMV tests also have a low fee relative to their cost to administer.

Commercial Driver License (CDL) Combination Test	0%
Motorcycle Knowledge Test	0%
CDL Airbrake Restriction Removal Test	8 %
CDL Skills (Driving) Test	10%
Class C Skills (Driving) Test	10%
Hardship/Probationary Permit	16%
CDL Instructional Permit	23%
Motorcycle Instructional Permit	25%
Class C Instructional Permit	34%
Driving Privilege Reinstatement Fee	36%
Class C Driver License Renewal	53%
CDL Renewal	54%
Motorcycle Endorsement	65%
CDL Original	71%
Class C Driver License Original	78%
Farm Endorsement	80%
Replacement Driver License/Permit or ID Card	81%

Note: This list excludes limited-term products

Figure 6: DMV Driver Products with Lowest Fee to Cost Ratio

The combination of additional driver licensing responsibilities and economic inflation over the past twenty years has resulted in driver services are no longer self-supporting.

Figure 7 is a summary of the current fees, projected 2017-19 costs, and 2017-19 forecasted volumes (June 2016).

Fee Group Fee Name	Current Fee	Projected 17/19 Cost	17/19 Forecast Volume
Class C Driver License			
Class C Driver License Original*	\$54.00	\$69.20	288,132
Class C Driver License Renewal*	\$34.00	\$64.73	524,831
Original Class C Instruction Permit	\$23.50	\$69.34	133,372
<i>NOTE: *Student Driver Training Fund Fee of \$6.00 (currently added to Driver License base fees)Class C Driver License Original</i>			
Class C Knowledge (Written/ATD/Oral) Test	\$5.00	\$1.60	515,952
Class C Skills (Driving) Test	\$9.00	\$87.25	131,560
Limited Term Original Class C**	\$23.00	\$69.20	15,065
Limited Term Renewal Class C**	\$8.00	\$64.73	8,986
<i>NOTE: **Student Driver Training Fund Fee of \$2.00 (currently added to Limited Term Driver License base fees)</i>			
Farm and Motorcycle Endorsement			
Farm Endorsement	\$26.00	\$32.66	1,687
Motorcycle Endorsement	\$46.00		
Motorcycle Safety Subaccount Fee: Original Motorcycle Endorsement	\$38.00	\$70.55	24,548
Motorcycle Safety Subaccount Fee: Renewal of MC-endorsed Driver License	\$28.00		
Original Motorcycle Instruction Permit	\$23.50	\$94.56	2,847
Motorcycle Knowledge Test		\$1.51	28,167
Motorcycle Skills Test-No longer administered by DMV			
Biometrics Data Collection Fee (Farm/Motorcycle only)	\$3.00		26,235
Commercial Driver License (CDL)			
CDL Original (in addition to Class C base Fees)	\$75.50	\$106.82	13,349
CDL Renewal (in addition to Class C base Fees)	\$55.50	\$103.44	19,829
Original CDL Learner Permit	\$23.50	\$101.66	12,858
CDL Knowledge Test (Most Types)	\$10.00	\$1.07	71,200
CDL Airbrake Restriction Removal Test	\$56.00	\$688.15	20
CDL Combination Test		\$1.07	9,116
CDL Skills (Drive) Test	\$70.00	\$688.15	996

Figure 7: Current fee in relation to cost (part 1 of 4)

Fee Group Fee Name	Current Fee	Projected 17/19 Cost	17/19 Forecast Volume	
CDL Commercial Driver Competency Certificate Fee	\$40.00			
Limited Term Original CDL (Class A,B,C)	\$45.00	\$106.82	105	
Driver Sanction Fees				
Hardship/Probationary Permit	\$50.00	\$312.58	6,776	
Reinstatement Fee	\$75.00	\$206.92	121,739	
Identification Cards (ID)				
<i>Net ID Card Revenues transferred to ODOT Senior and Disabled Transit program.</i>				
Identification Card Original	\$44.50	\$47.14	102,840	
Identification Card Renewal	\$40.50	\$43.99	31,878	
Identification Card Replacement	\$39.50	\$32.66	45,267	
Limited Term ID Card Original	\$20.00	\$47.14	8,304	
Limited Term ID Card Renewal	\$18.00	\$43.99	1,129	
Replacement Driver License or Permit				
Replacement Driver License/Permit	\$26.50	\$32.66	231,555	
Vehicle Title Fees				
Issuance, Transfer, and/or Duplicate - Light Vehicle, Motor Home, Light Trailer	\$77.00	\$22.40	1,946,524	
Issuance, Transfer, and/or Duplicate - Heavy Vehicle, Heavy Permit Trailer	\$90.00	\$22.40		
Issuance, Transfer, and/or Duplicate – Salvage Titles	\$27.00	\$22.40		
Expedited Title	\$10.00			
Late Transfer Penalty (Day 31-60)	\$25.00			
Late Transfer Penalty (Day 61+)	\$50.00			
Total Title related transactions				1,946,524
Miscellaneous Vehicle Title Fees				
Transitional Ownership Document (TOD)	\$13.00	\$29.23	6,893	
VIN Inspection	\$7.00	\$9.26	491,353	
Vehicle Registration				
Passenger & Light Trailer (per year)	\$43.00	\$6.53	1,946,524	
Moped, Motorcycle (per year)	\$24.00	\$6.53		
Weight Vehicles > 8000 lbs.: Truck, Bus, etc. (per year)	\$55 to \$1295	\$6.53		
Weight Vehicles > 8000 lbs.: Charitable Organization	\$50 to \$415	\$6.53		
Weight Vehicles > 8000 lbs.: Manufactured Structure Transport	\$102 to \$845	\$6.53		
Trailer, Heavy (+8000 lbs.)	\$10.00	\$6.53		

Figure 7: Current fee in relation to cost (part 2 of 4)

Fee Group	Current Fee	Projected 17/19 Cost	17/19 Forecast Volume
Fee Name			
Fixed Loads (0 - 3000 lbs.)	\$54.00	\$6.53	
Fixed Loads (3001 lbs. +)	\$75.00	\$6.53	
Trailer, Special Use (6-10 ft.)	\$54.00	\$6.53	
Trailer, Special Use (over 10 ft.)	\$54+\$3/ft	\$6.53	
<i>Special Use Trailers (ALL)</i>	\$93.00	\$6.53	
Farm Vehicles (based on weight)	\$35 to \$585	\$6.53	
Recreational Vehicle Registration			
<i>Net revenues transferred to Oregon State Parks</i>			
Travel Trailer, Camper (6-10 ft.)	\$81.00	\$6.53	
Travel Trailer, Camper (over 10 ft.)	\$81 +\$6.75/ft	\$6.53	
Motor Home (6-14 ft.)	\$54.00	\$6.53	
Motor Home (over 14 ft.)	\$156+\$7.50/ft	\$6.53	
Total Vehicle Registrations Forecast			2,832,930
Field Office Cost for Vehicle services			
Field Office Cost for Vehicle Services over mail or online.	n/c	\$7.70	928,315
Miscellaneous Registration Fees			
Plate Fee (Formerly referred to as "Plate Manufacturing Fee")	\$12.00 /single \$24.00 /pair		
Plate Transfer Fee	\$6.00	\$24.23	183,792
Plate – Custom Fees (per year)	\$50.00		68,352
Replacement Plates (including Custom)	\$5 at renew, \$10 otherwise	\$32.62	
Registration Sticker Replacement Yr	\$10.00	\$28.48	
Total Replacement Plates and Sticker			85,046
Trip Permit Fees			
Trip Permit - Heavy Trailer	\$10.00	\$12.67	
Trip Permit - Registration Weight	\$5.00	\$12.67	
Trip Permit – Registered Vehicle	\$7.50	\$12.67	
Trip Permit - Heavy Motor Vehicle	\$43.00	\$12.67	
Trip Permit - Light Vehicle	\$30.00	\$12.67	
Trip Permit - Recreational Vehicle	\$30.00	\$12.67	
Trip Permit - Dealer-issued	\$15.00	\$12.67	
Total Trip Permits Forecasted			

Figure 7: Current fee in relation to cost (part 3 of 4)

Fee Group Fee Name	Current Fee	Projected 17/19 Cost	17/19 Forecast Volume
Sno-Park Permits⁴			
<i>NOTE: Net revenues transferred to ODOT Highway Division for Winter Recreation Parking Program</i>			
Winter Recreation (Sno-Park) 1-day permit (DMV office visit purchase)	\$4.00	\$5.77	99,611
Winter Recreation (Sno-Park) 3-day permit (DMV office visit purchase)	\$9.00	\$5.77	8,738
Winter Recreation (Sno-Park) Annual permit (DMV office visit purchase)	\$25.00	\$5.77	66,407
<i>The agent issued Sno-park is from retail outlet.</i>			
Winter Recreation (Sno-Park) 1-day permit (agent issued)	\$4.00	\$4.01	49,418
Winter Recreation (Sno-Park) 3-day permit (agent issued)	\$9.00	\$4.01	4,335
Winter Recreation (Sno-Park) Annual permit (agent issued)	\$25.00	\$4.01	32,946

Figure 7: Current fee in relation to cost (part 4 of 4)

In the next pages are Examples of Cost Components of the work types and programs accounted for in the cost of an original Class C driver license, a Class C driver license renewal, and reinstatement of driving privileges. The cost is a loaded rate with directly attributed work and work actions with issuing and maintaining programs associated with driving privileges. In comparing these three samples, program cost is distributed for services impacted like “At Risk Driver Program” or “Address Change”.

⁴ Oregon's Winter Recreation Parking Program at ODOT was created in 1977 to fund snow removal in designated winter recreation parking locations (Sno-Parks). There are about 100 Snow-Parks statewide in all mountain passes, as well as most ski snowmobile and play areas.

Examples of Cost Components

Figure 8: Class C Driver License ~ Cost Components by Work Type

Original Class C Driver License	\$43.91
Rescinds (of driving privileges)	\$2.15
At Risk Driver Program	\$4.38
Accident Reports	\$5.10
Mandatory Insurance	\$0.68
Serious Accident Program	\$0.09
Conviction Entry	\$5.92
Driver Improvement Program	\$0.18
Habitual Offender Program	\$0.02
ALIR (Automobile Liability Insurance Reporting)	\$0.09
Address Change	\$0.50
Disabled Parking Permit	\$3.65
SR22/SR26 Filings	\$2.52
TOTAL Cost	\$69.20

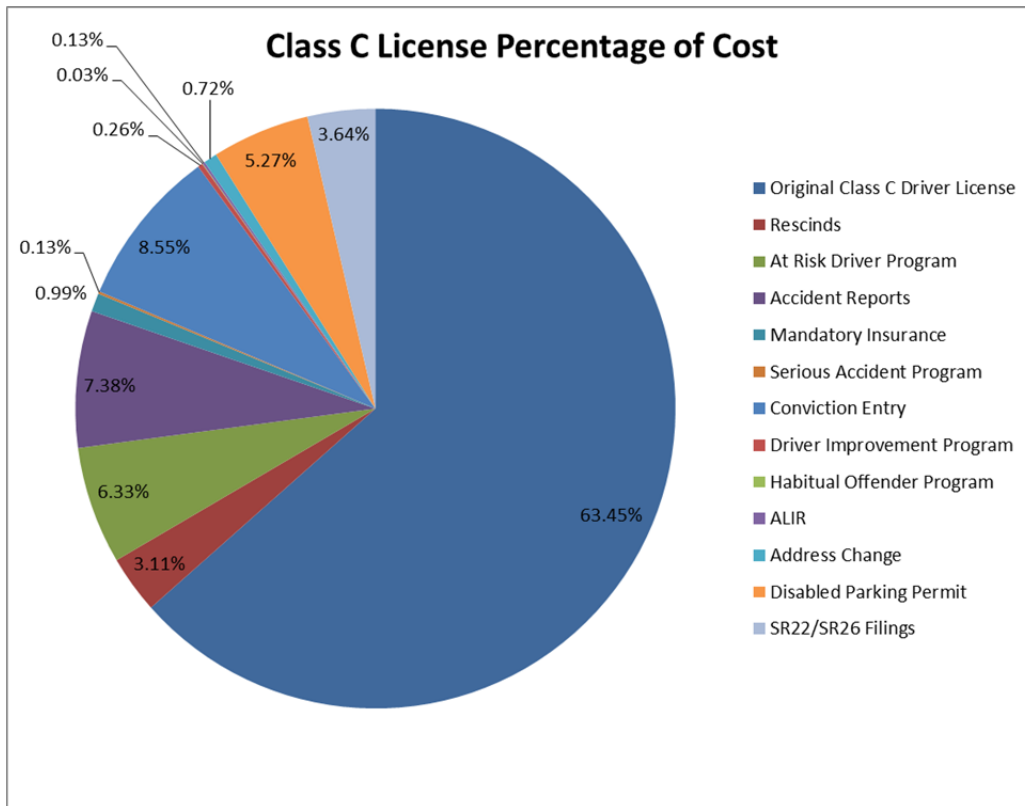


Figure 8 Class C Driver License Cost Components by Work Type

Figure 9: Commercial Driver’s License ~ Cost Components by Work Type

Original CDL Driver License	\$54.88	Driver Improvement Program	\$0.18
CDL Medical Waiver Program	\$3.43	Habitual Offender Program	\$0.02
Rescinds	\$2.15	ALIR (Automobile Liability Insurance Reporting)	\$0.09
At Risk Driver Program	\$2.48	Address Change	\$0.50
CDL Positive Drug Test Program	\$0.75	Disabled Parking Permit	\$3.65
Accident Reports	\$5.10	SR22/SR26 Filings	\$2.52
Mandatory Insurance	\$0.68	CDL Medical Card Program	\$23.63
Serious Accident Program	\$0.09	CDL/CMV Sanctions	\$0.74
Conviction Entry	\$5.92		
TOTAL CDL Cost			\$106.82

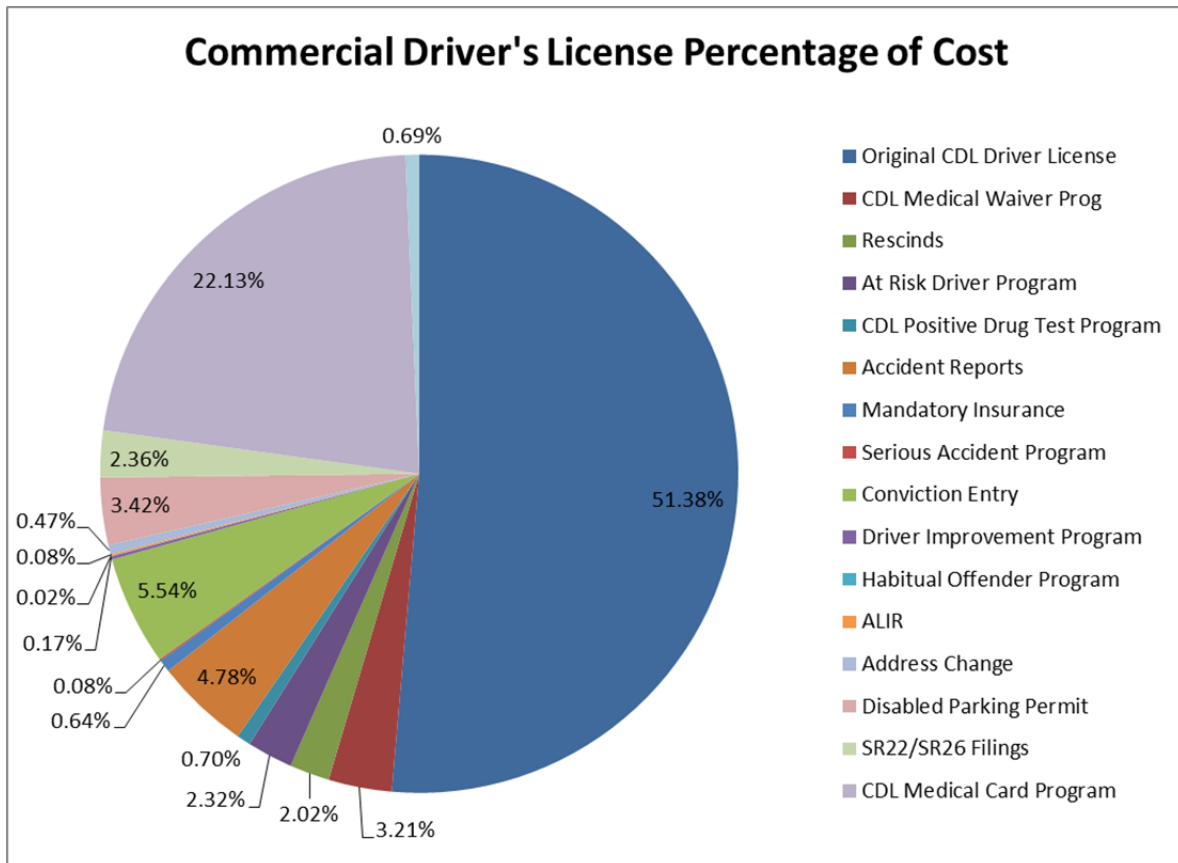


Figure 9 Commercial Driver License ~ Cost Components by Work Type

Figure 10: Driving Privilege Reinstatement ~ Cost Components by Work Type

Implied Consent Sanctions	\$47.29	Conviction Entry	\$ 5.92
Reinstatements	\$40.25	Driver Issuance Sanctions	\$ 5.48
Failure to Appear / Comply	\$25.94	Automated Driver Improvement Sanctions	\$ 5.25
Accident Sanctions	\$18.40	At Risk/ Other Sanctions	\$ 4.01
Miscellaneous Sanctions	\$12.59	CDL/CMV Sanctions	\$ 0.74
CDL Medical Card Sanctions	\$12.13	Address Change	\$ 0.51
Fully Automated Sanctions	\$11.67	Habitual Offender Sanctions	\$ 0.42
Automated Sanctions	\$ 9.69	CS - Suspension Packet	\$ 0.17
Judgments / Court Ordered Sanctions	\$ 6.45		
TOTAL REINSTATEMENT Cost:		\$206.92	

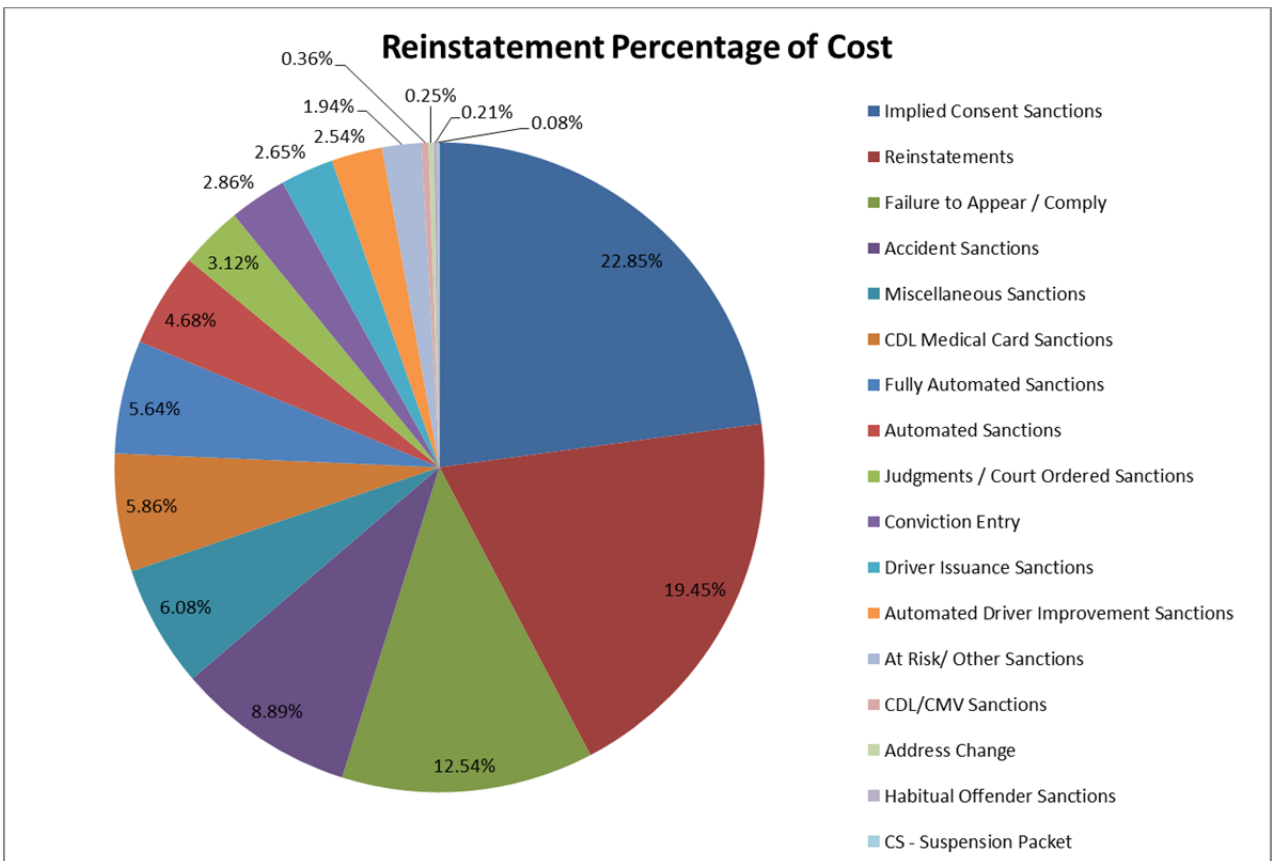


Figure 10 Driving Privilege Reinstatement ~ Cost Components by Work Type

Record Services

Figure 11 is an overview of DMV Driver and Vehicle Record Services.

Fee Group Fee Name (Billing Code)	Current Fee	Projected 17/19 Cost	17/19 Forecast Volume	Year Fee Set
Driver Records				
Accident Report (DA)	\$12.50	\$26.93	787	1990
Suspension Packet (CS)	\$11.50	\$47.32	9,216	1990
Driver History (DH)	\$17.50	\$111.51	668	1990
Driver UTL Record (DU)*	\$1.50	\$10.52	4,306	1990
Hearing Tape (HT)	\$6.00	\$20.35	571	2002
Motor Carrier Packet (MC)	\$5.00	\$8.89	2,082	n/a
Police Accident Report (PA)	\$8.50	\$35.39	13,669	1990
PDPS Employer Search (PD)	\$1.50	\$6.70	4,667	n/a
Photo Lineup (PL)	\$9.00	\$38.21	373	n/a
Duplicate Photo (PN)	\$6.50	\$8.03	171	1999
Purged Driver Info (RP)	\$1.50	\$30.86	1,268	1987
Vehicle Records				
Insurance Info Search (II)	\$10.00	\$30.86	1,470	1990
Manual Meter Skip (MS)	\$1.50	\$5.60	2,791	1987
Odometer Previous Reading (OP)	\$3.50	\$29.66	31	1986
Previous Owner (VO)	\$14.00	\$31.94	1,912	1990
Vehicle History (VH)	\$22.50	\$114.46		1990
Odometer History (OH)	\$25.00	\$114.46		1990
Total Vehicle/Odometer History Transactions			1,798	
Vehicle Record Print (VR)	\$4.00	\$6.43		1990
Sanitized Vehicle Record Print (VN)	\$4.00	\$6.43		n/a
Total Vehicle Record Print Transactions			47,359	
Records Searches - Verbal/Phone Agent				
Driver Telephone, Verbal (DT)	\$1.50	\$2.38		1990
Phone Agent Unable to Locate Driver Record (IU)	\$1.50	\$2.38		1990
Vehicle Telephone, Verbal (VT)	\$2.50	\$2.38		1990
Phone Agent Unable to Locate Vehicle Record (VU)	\$2.50	\$2.38		1990
Total Verbal/Phone Agent Transactions			177,902	

Fee Group	Current Fee	Projected 17/19 Cost	17/19 Forecast Volume	Year Fee Set	
Fee Name (Billing Code)					
Field Lookup/Display (Fee for printed copy only)					
Field Driver Info (FD)	\$1.50	\$24.74		n/a	
Field ODO (FO)	n/c	\$24.74		n/a	
Field Vehicle Info (FV)	\$4.00	\$24.74		n/a	
Total Field Lookup/Display Transactions			9,138		
Miscellaneous Record Lookups					
Certified Court Print (CP)	\$3.00	\$6.64		1990	
Certified Court Print with CDL Medical Certification (MQ)	\$3.00	\$6.64		n/a	
Non-Employment Driving Record (DR)	\$1.50	\$6.64		1990	
Employment Driving Record (DE)	\$2.00	\$6.64		1990	
Open-Ended Non-Employment Driving Record (DO)	\$1.50	\$6.64		2001	
Driver License Information (DI)	\$1.50	\$6.64		1990	
Sanitized Certified Court Print (CN)	\$3.00	\$6.64		n/a	
Sanitized Non-Employment Driving Record (DN)	\$1.50	\$6.64		n/a	
Sanitized Employment Driving Record (EN)	\$2.00	\$6.64		n/a	
Automated Reporting Service (RS)	\$2.00	\$6.64		1990	
Employment Driving Record with Drug Test Result Information (DD)	\$2.20	\$6.64		n/a	
Odometer Information Search (OI)	\$2.00	\$6.64		1990	
Driver Purged File History (HP)	\$1.50	\$6.64		1990	
Total Miscellaneous Record Lookup Transactions				399,284	
Other					
Certification**	\$1.00	\$3.75		8	1986
Online Portal Records					
(Base Rates only listed, actual charges includes NIC/USA Convenience Fee \$3.00 and Fair Market Value Rate currently at \$4.55⁵)					
Court Print (RC)	\$2.00			2009	
Non-Employment Driving Record (RR)	\$2.00			2009	
Employment Driving Record (RE)	\$2.00			2009	
Driver UTL Record (RU)	\$1.50			2009	
Total Online Portal Records			2,263,036		

*A \$1.50 fee charged if/when no record can be found.

**Hand signing & dating a document certifying that it is a true & correct record (Stamp or certified copy).

Figure 11 Record Services Cost by product type (part 2 of 2)

⁵ Fair Mark Value funds transfer to Oregon Travel Information Council (aka Oregon Travel Experience). This was established under SB 1591 (2012 Session).

Additional Information

Transfers

DMV transfers revenue to pay for its portion of the State Government Assessment and an agency “Central Services Assessment” (CSA) for shared services used throughout ODOT. These services include auditing, procurement, budget development, financial, and other resources. This assessment is a revenue transfer that is treated as an expense for this study.

The CSA is increasing at a higher rate than DMV labor costs as shown in *Figure 1*. The components of this assessment are shown in *Figure 12*. One component demonstrating a significant increase is the Department of Administrative Services (DAS) Enterprise Technology Services (ETS) Mainframe (CPU)⁶ that has nearly doubled in two biennia.

⁶ The Department of Administrative Services (DAS) State Data Center established by legislation was renamed the “Enterprise Technology Services (ETS)” in March 2011. During the 2015 Legislative Session, the information technology and data center function was transferred from DAS to a new Office of State Chief Information Office (OSCIO) 2015 Session HB 3099. Current Agency Rate Sheet: http://www.oregon.gov/das/OSCIO/Documents/ETS_Rates.pdf

Figure 12 DMV's share of the Central Services Assessment.

DMV's Portion of State Government Assessment	2011-13 Actual	2013-15 Actual	2015-17 Estimate
State Government Service Charge (DAS, State Library, etc.)	\$787,851	\$919,721	\$1,887,424
Enterprise Technology Services CPU ⁷	\$10,624,466	\$17,912,555	\$10,543,901
Disk Usage	\$340,283	\$1,671,100	\$1,303,142
Page Lines (Printing)	\$824,779	\$1,017,838	\$1,157,067
Tapes	\$694,943	\$187,645	\$318,980
Network Costs	\$4,930,228	\$4,437,404	\$3,571,229
E-Government Office	\$180,898	n/a	n/a
sub-total	\$18,383,448	\$26,146,263	\$18,781,742
ODOT Central Services Assessment	2011-13 Actual	2013-15 Actual	2015-17 Estimate
ODOT Director's Office, Communications, Government Relations Office, Civil Rights, Administrative Rule Coordinator	\$3,171,701	\$3,022,885	\$4,426,119
Chief Administrative Officer (CAO) & Audit Services Branch	\$374,281	\$579,599	\$799,553
Financial Services	\$3,489,470	\$3,323,610	\$4,781,260
Human Resources	\$2,553,577	\$2,268,332	\$2,961,437
Business Services	\$589,621	\$612,353	\$538,221
Procurement Office	\$218,303	\$192,594	\$769,059
Reprographics and Photo/Video	\$122,520	\$116,507	\$179,842
Support Services Branch (13/15 eliminated due to restructuring)	\$16,140	n/a	n/a
Facilities Services (added 13/15)	n/a	\$945,007	\$1,181,168
ISB ⁸ - DMV Application Development	\$10,300,116	\$12,114,621	\$16,317,864
ISB - Branch Management	\$1,442,295	\$1,103,306	\$2,345,740
ISB - Field Services (IT Support)	\$1,050,492	\$1,030,200	\$975,790
ISB - Help Desk/DMV Technical Resource Center	\$1,462,676	\$1,959,147	\$1,957,688
sub-total	\$24,791,192	\$27,268,161	\$37,233,740
Total Assessments - DMV Revenues	\$43,174,640	\$53,414,424	\$56,015,483

Figure 12: DMV's Portion of State Government and Central Services Assessment

⁷ Transferred in 2015 from Department of Administrative Services to the Office of the State Chief Information Officer (OSCIO).

⁸ ISB refers to the ODOT Information Services Branch that handles information technology services.

Figure 13 Forecasted distribution of DMV revenue other than operating expenses.

Agency Requested Budget ~ ODOT- Estimated DMV Portion of Revenue Transfers		
Transfer to ODOT:	2017/19*	Purpose for Distribution
Highway Fund	\$44,817,084	State share of Highway Fund (HF)*
Winter Recreation (Sno-Park) Program	\$2,901,708	Sno-Park permit revenue collected for snow removal
Transportation Safety	\$8,494,343	Student Driver Training Fund
Public Transit	\$4,259,174	Net ID Card Revenues for Senior and Disabled Transit program.
Rail Transportation	\$6,519,526	Custom Plates Revenue
ODOT Central Services Division	\$63,089,941	Central Services Assessment (see Figure 11 for breakdown of actual expenditures)
Debt Service	\$199,979,026	ODOT Debt Service due to OTIA & JTA
ODOT Total:	\$330,060,802	
Transfer to Others:	2017/19	Purpose for Distribution
To Cities	\$63,274,898	Highway Fund Revenue
To Counties	\$78,991,254	Highway Fund Distribution & Multnomah County Registration Fee
Oregon Cultural Trust	\$748,853	Special Plates Revenue
Dept. Veterans Affairs	\$209,447	Special Plates Revenue
Parks & Recreation Dept.	\$33,910,078	Special Plates & Recreational Vehicle Revenues
Watershed Enhancement Board	\$438,303	Special Plates Revenue
Dept. of Environmental Quality (DEQ)	\$1,230,811	Vehicle Registration Fee Collection
Other & Travel Info Council (OTE)**	\$16,125,480	Special Group Plates, Rest Area Maintenance
Outside Entities Total:	\$194,929,124	
Total Transfers:	\$524,989,926	

* After apportionment to cities and counties.

** Oregon Travel Experience

Figure 13: Forecasted DMV Revenue Transfers

Figure 14: Vehicle and driver fee increases since 2001. Refer to the next section Legislative Fee History for details on legislation.

Description	2001 Fee	OTIA I & II Increment	OTIA III Increment	JTA Increment	Current Total Fee
Commercial Driver License (CDL) Competency Certificate	\$33.00		\$7.00		\$40.00
CDL Knowledge Test	\$3.00		\$7.00		\$10.00
CDL Original (in addition to the Class C base fees)	\$55.50		\$20.00		\$75.50
CDL Renewal (in addition to the Class C base fees)	\$42.00		\$13.50		\$55.50
CDL Skills Test	\$56.00		\$14.00		\$70.00
Class C Knowledge Test			\$5.00		\$5.00
Class C Skills Test			\$9.00		\$9.00
Identification Card (ID) Original	\$33.50			\$11.00	\$44.50
ID Card Renewal	\$29.50			\$11.00	\$40.50
ID Card Replacement	\$29.50			\$10.00	\$39.50
Limited Term ID Card Original	\$10.00			\$10.00	\$20.00
Limited Term ID Card Renewal	\$8.00			\$10.00	\$18.00
Original Class C Instruction Permit	\$18.50		\$5.00		\$23.50
Original CDL Permit	\$18.50		\$5.00		\$23.50
Original Motorcycle Instruction Permit	\$18.50		\$5.00		\$23.50
Plate - Custom (annual registration)	\$25.00			\$25.00	\$50.00
Plate Manufacturing Fee (2 plates)	\$4.00			\$20.00	\$24.00
Plate Manufacturing Fee (1 plate)	\$2.00			\$10.00	\$12.00
Registration - Passenger & Light Trailer	\$30.00		\$24.00	\$32.00	\$86.00
Registration Antique Vehicle	\$30.00		\$24.00		\$54.00
Registration Camper (average cost)	\$77.43		\$38.71		\$116.14
Registration E-Plate	\$2.00		\$1.50		\$3.50
Registration Light Fixed Load Vehicle	\$30.00		\$24.00		\$54.00
Registration Low, Medium Speed Vehicle	\$30.00		\$24.00	\$32.00	\$86.00
Registration Moped, Motorcycle	\$9.00		\$21.00	\$18.00	\$48.00
Registration Motor Home Total-(average cost)	\$109.97			\$114.03	\$224.00

Description	2001 Fee	OTIA I & II Increment	OTIA III Increment	JTA Increment	Current Total Fee
Registration Motor Home (average cost)	\$175.59		\$87.79		\$263.38
Registration Tow Truck (average cost)	\$91.34			\$94.74	\$186.05
Registration Trailer (average cost)	\$15.00		\$12.00		\$27.00
Registration Trailer, Special Use (average cost)	\$69.09		\$24.00		\$93.09
Registration Travel Trailer (average cost)	\$120.78		\$60.39		\$181.17
Registration Weight Vehicles-Bus	\$109.94		\$58.60	\$174.77	\$343.31
Registration Weight Vehicles-Farm Truck	\$101.15		\$0.91	\$52.46	\$154.52
Registration Weight Vehicles-Truck	\$130.02		\$69.30	\$206.70	\$406.02
Registration-Special Interest Vehicle	\$45.00		\$36.00		\$81.00
Title Heavy Replacement & Transfer -Salvage	\$10.00	\$80.00			\$90.00
Title Light Replacement & Transfer - Salvage	\$10.00	\$20.00	\$25.00	\$22.00	\$77.00
Title, Issuance, Transfer, and/or Duplicate - Heavy Vehicle, Heavy Permit Trailer	\$10.00	\$80.00			\$90.00
Title, Issuance, Transfer, and/or Duplicate - Light Vehicle, Motor Home, Light Trailer, Snowmobile, ATV	\$10.00	\$20.00	\$25.00	\$22.00	\$77.00
Title, Issuance, Transfer, and/or Duplicate – Salvage	\$10.00	\$7.00		\$10.00	\$27.00
Trip Permit - Light Vehicle	\$20.00			\$10.00	\$30.00
Trip Permits - Dealer			\$10.00	\$5.00	\$15.00
Vehicle Identification Number (VIN) Inspection	\$4.00		\$3.00		\$7.00

Figure 14: Vehicle and Driver Fee Increases Since 2001(part 2 of 2)

Legislative Fee History

Decisions made during Legislative Session in 2001, 2003 and 2009 have impacted DMV fees (see *Figure 14*):

- **Oregon Transportation Investment Act (OTIA) I & II (2001 Session, HB 2142 and 2002 Session, HB 4010)**

Specific per transaction contributions not identified, but the total collected in DMV fees set aside \$71.2 million for payment of principal and interest due on bonds for infrastructure projects. Portions of this money not needed for bond repayment are allocated 50% to ODOT, 30% to counties and 20% to cities.

- **OTIA III (2003 Session, HB 2041)**

Increased Vehicle Title and Registration Fees: 57.53% to ODOT; 25.28% to repay bonds issued for replacement and repair of county bridges (any unused allocated to counties); and 16.99% to repay bonds issued for replacement/repair of city bridges (any unused allocated to cities). It also increased VIN Inspection, Plate, and Driver Testing fees: 60% to counties, 40% to cities

- **Jobs and Transportation Act JTA (2009 Session, HB 2001)**

Increased Vehicle Title and Registration, Plate, and Vehicle Trip Permit fees, which was projected to increase revenue collection: \$24 million per year for ODOT long-range planning, \$3 million per year for the Oregon Travel Information Council (rest area maintenance), and the remainder: 50% to ODOT, 30% to Counties, 20% to Cities.

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*Past reports and
Contact for questions*

2015 Oregon DMV Cost of Services Study:

2013 Oregon DMV Cost of Services Study:

Andrea McCausland
Senior Budget Coordinator
Driver & Motor Vehicles Services (DMV)
Administrator's Office
Phone: (503) 945-5294

Email: Andrea.L.McCausland@odot.state.or.us

1905 Lana Avenue NE, Salem, Oregon 97314