

April 2019



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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Introduction

We started conducting cost/fee studies in 2013 to provide agency leaders with comprehensive data on what it costs to deliver DMV products and services compared against the fees we charge. Each biennium we release an addendum that incorporates any additional legislative changes or sophistication gained in how we measure and evaluate our costs. This analysis provides a current baseline with which to measure performance, and to evaluate a key piece of our mission to “collect revenue to finance Oregon’s multimodal transportation system.”

Since 2013, two additional reports were published in 2015 and 2016. The analysis was adjusted using actual costs for the previous biennium. Other adjustments related to specific policy decisions that impacted expenditures such as mandated employee furloughs and a freeze on management service salary step increases. Each new analysis used actual transaction volumes from the prior biennium. In 2016 several timings of process steps were updated for hearings case management, record services, mail center operations, and customer call centers.

In 2017, the Legislature passed House Bill 2017 (“*Keep Oregon Moving*”). It is estimated to generate \$5.3 billion in total revenue over its first 10 years by increasing the state gas tax, weight-mile tax, and vehicle title and registration fees. Additionally, the annual vehicle registration fees will be tiered based on vehicle miles per gallon (MPG) ratings to ensure that more efficient vehicles pay their fair share for using the roads. All of these funds are constitutionally dedicated to the State Highway Fund. HB 2017 will produce \$500 million in State Highway Fund revenue annually by the year 2024.

The Legislature has authorized a major investment to replace legacy mainframe computer systems and transform services at DMV. The Service Transformation Program (STP) began in July 2015 and impacts to the delivery of products/services began with a new Vehicles system in January 2019. The direct costs for STP and the resulting operational changes are excluded from this 2019 report. DMV is on track for a July 2020 release of a new Drivers system. Data collected from the new systems will be used to measure the efficiencies and effectiveness of changes implemented with STP.

The 2019 report used actual 2015-17 biennial expenditures and transaction counts, and updated process timings. The cost analysis reports provide a good baseline upon which STP can be evaluated and new costs of services (and fees) are examined.

Tom McClellan

DMV Administrator

Executive Summary

This is the third update of the DMV Cost of Services Study originally published in September 2013. (An update was completed in June 2015 and December 2016.) Previous study methodology used a look toward the next biennium with transaction forecasts and budgeted amounts to determine cost of delivering services. This report is based upon actual transactions and operational costs from the 2015-17 biennium to determine the cost of products delivered. The methodology change from use of forecasts to use of actuals became necessary due to changes in delivery of vehicle services with the first rollout of the Service Transformation Program. Because the vehicle system is so new, determining timings for business processes at the time of the study was not realistic. Hence the look back to transaction costs and volumes which represent the “old” way of doing business. The next study will present challenges as the transition from the old system to the new will need to be reviewed in a shorter timeframe to produce a study in 2020.

Most DMV fees are set in statute and require legislative approval to change. The cost study continues to demonstrate many fees intended for cost recovery are no longer enough. Fees from vehicle transactions (titles and registration) continue to supplement the driver program products and services. Operating costs (including State Government and Central Service Assessments) are increasing faster than revenues, resulting in less net revenue for local governments and the State Highway Fund. While HB 2017 (2017 Legislative Session) has provided targeted revenues for the Highway Fund, it did not address the disparity between base operational costs of DMV services and statutory limits in fees changed.

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).

This report provides a holistic view of ODOT funding and expenses, a focused view of DMV expenses and revenues, a detailed product cost analysis, and observations about significant deviations from past cost studies. Included in this study is the second cost analysis of DMV Record Services, including information on 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 work starts 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 four studies are summarized below:

2019 Cost of Services is a look back at actual transactions and expenditures incurred from the 2015-17 biennium. Unlike the previous study, forecast values are not being applied to the study. The look back gives a benchmark of how DMV services worked prior to the first major upgrade of DMV's computer systems. Vehicle transactions now function in the new computer system. Service Transformation Program implementation costs are excluded from the study.

2016 Cost of Services was 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 was then distributed based on the percentages. Transaction volumes were from the June 2016 ODOT Revenue Forecast for the 2017-19 biennium or actual 2013-15 volumes. Excluded were proposed driver card expenditures (SB833, 2013 Session) and spending on the Service Transformation Program³. New for this study was timed analysis for Hearings Case Management, Record Services, and Mail Center Operations. Customer Call Center costs also included more detailed timings based on the transaction type instead of a general average time per call.

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.

³ The Service Transformation Program (STP) is a 10 year \$90 million 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.

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 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. Estimate for the 2017-19 biennium is also included. The graph also shows the number of full time equivalent (FTE) positions approved for DMV each biennium excluding STP.

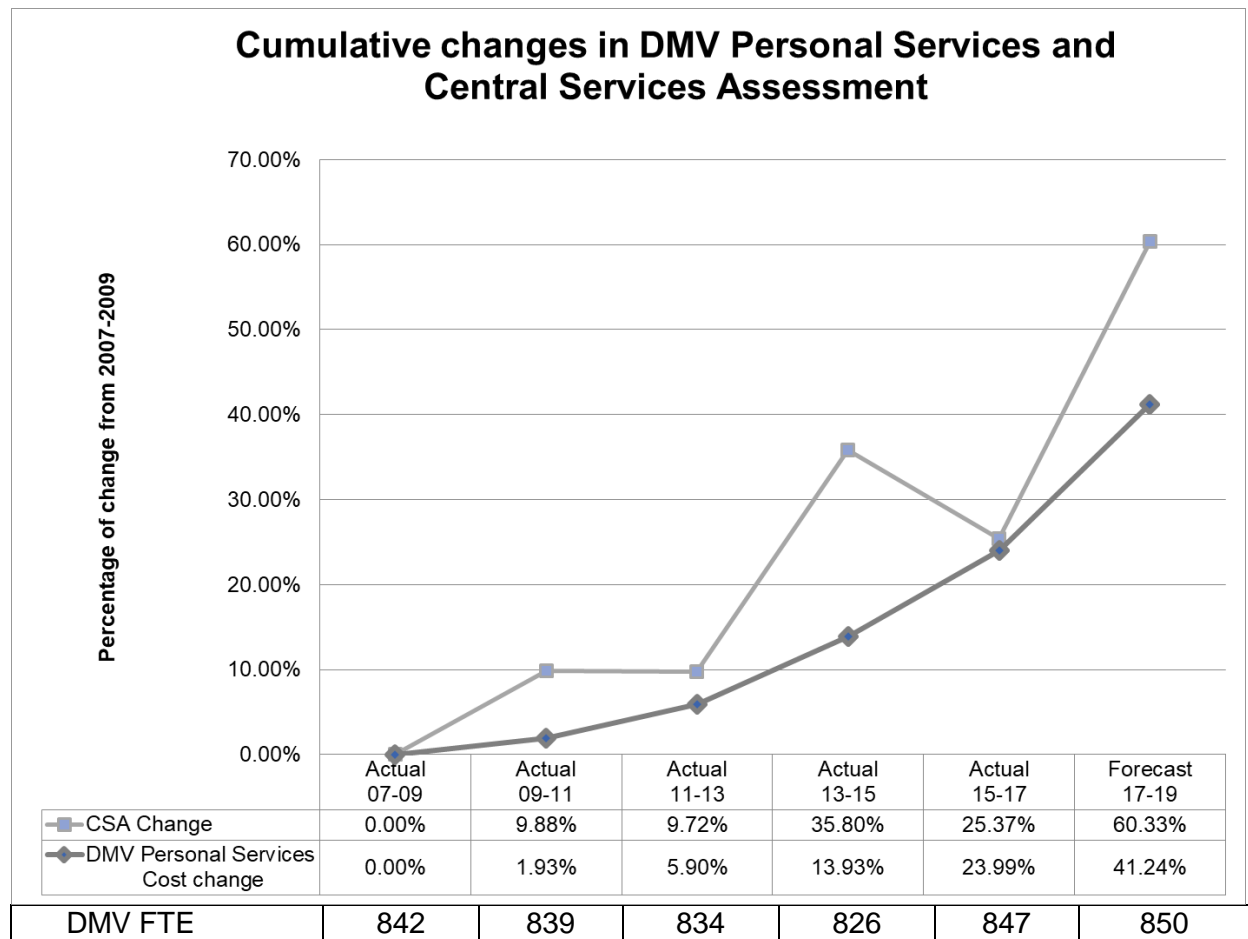


Figure 1: Cumulative percentage increase in DMV Personal Services Budget and Central Services Assessment (CSA) since 2007-09.

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

2015-2017 Legislatively Adopted Budget

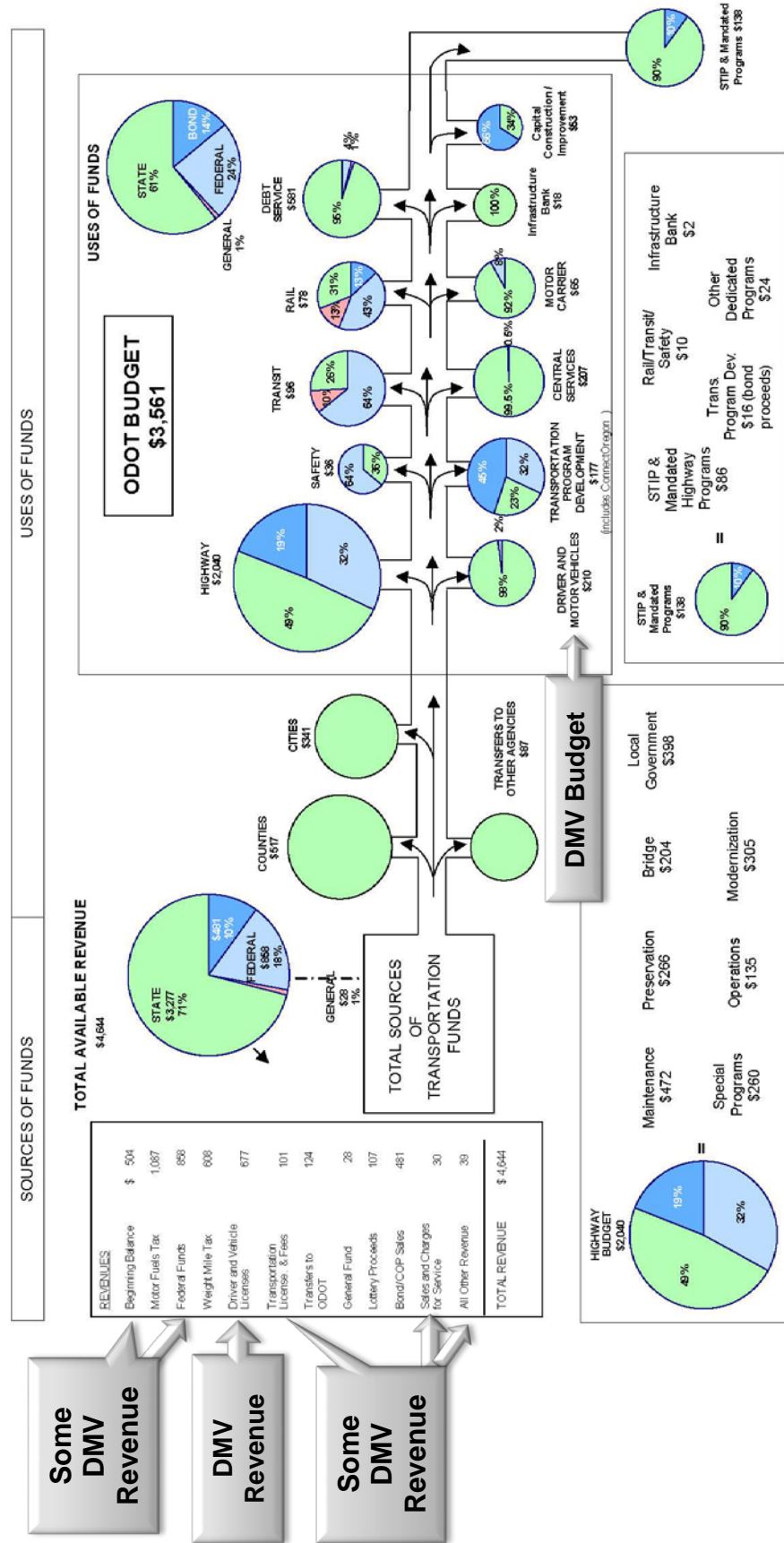


Figure 2: Oregon Department of Transportation Sources and Uses of Funds Department funding sources, including DMV Revenue and use or allocations of funding including DMV Operating expense

Figure 3 DMV-specific revenues and allocations (2015-17 Biennium Distributions)

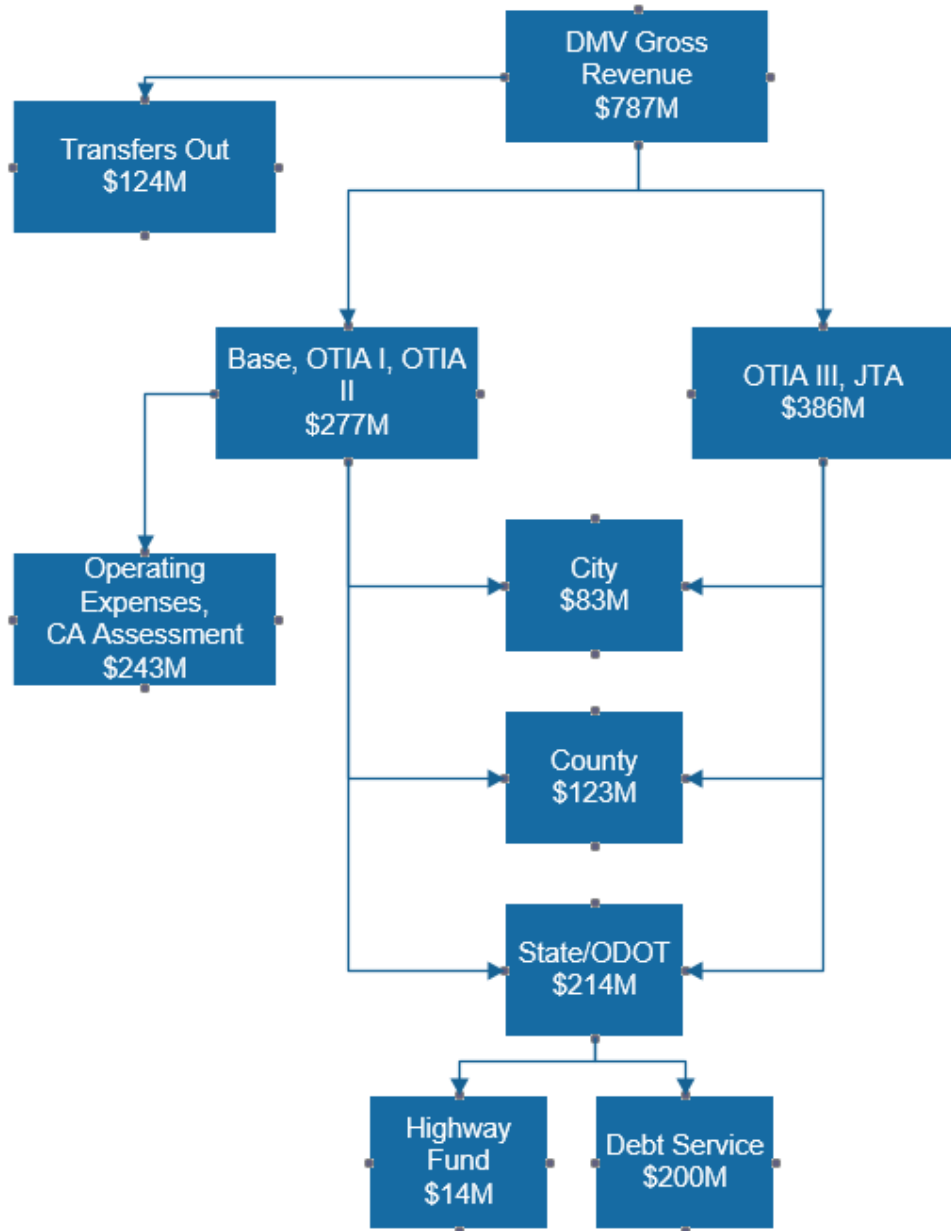
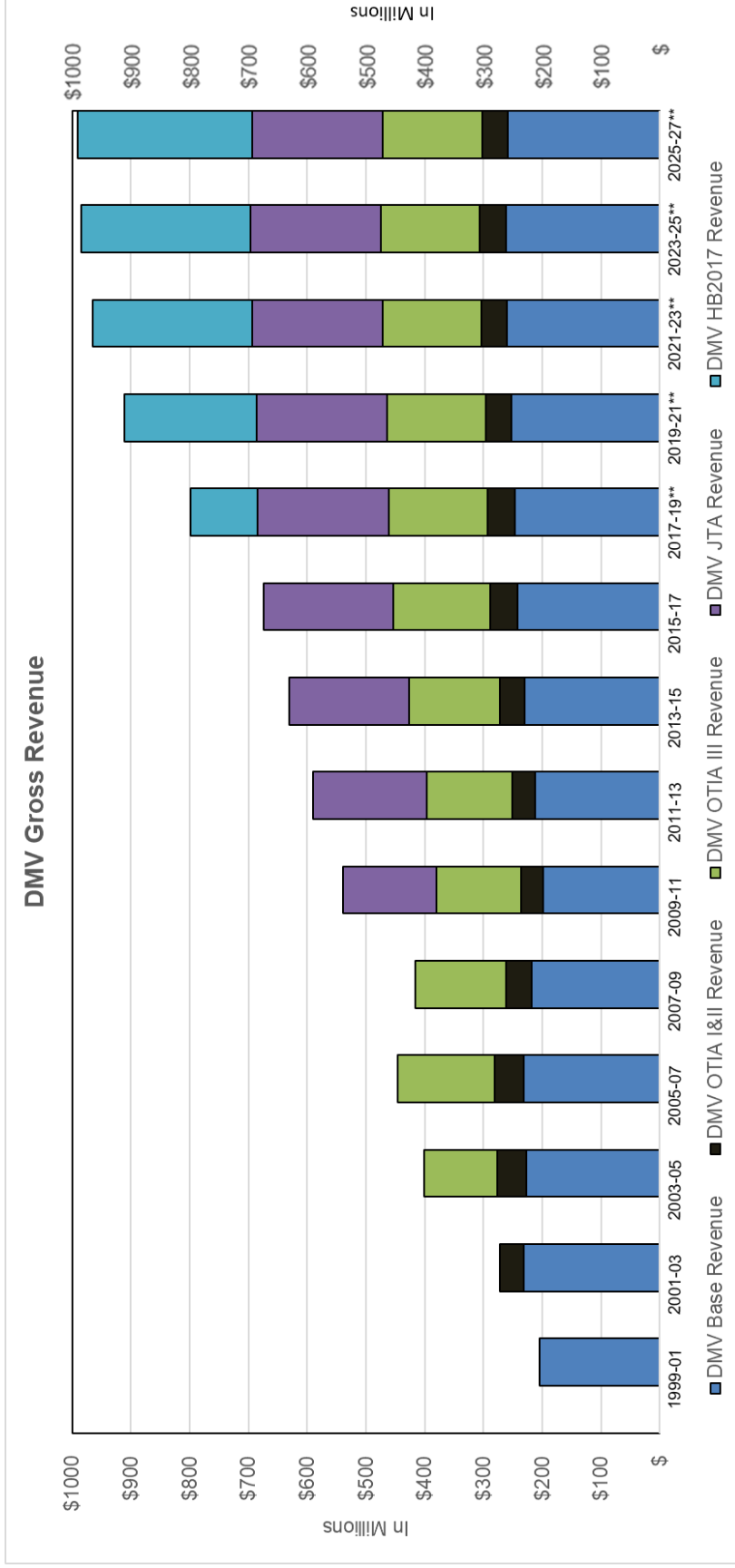


Figure 3: DMV Revenue Allocations.

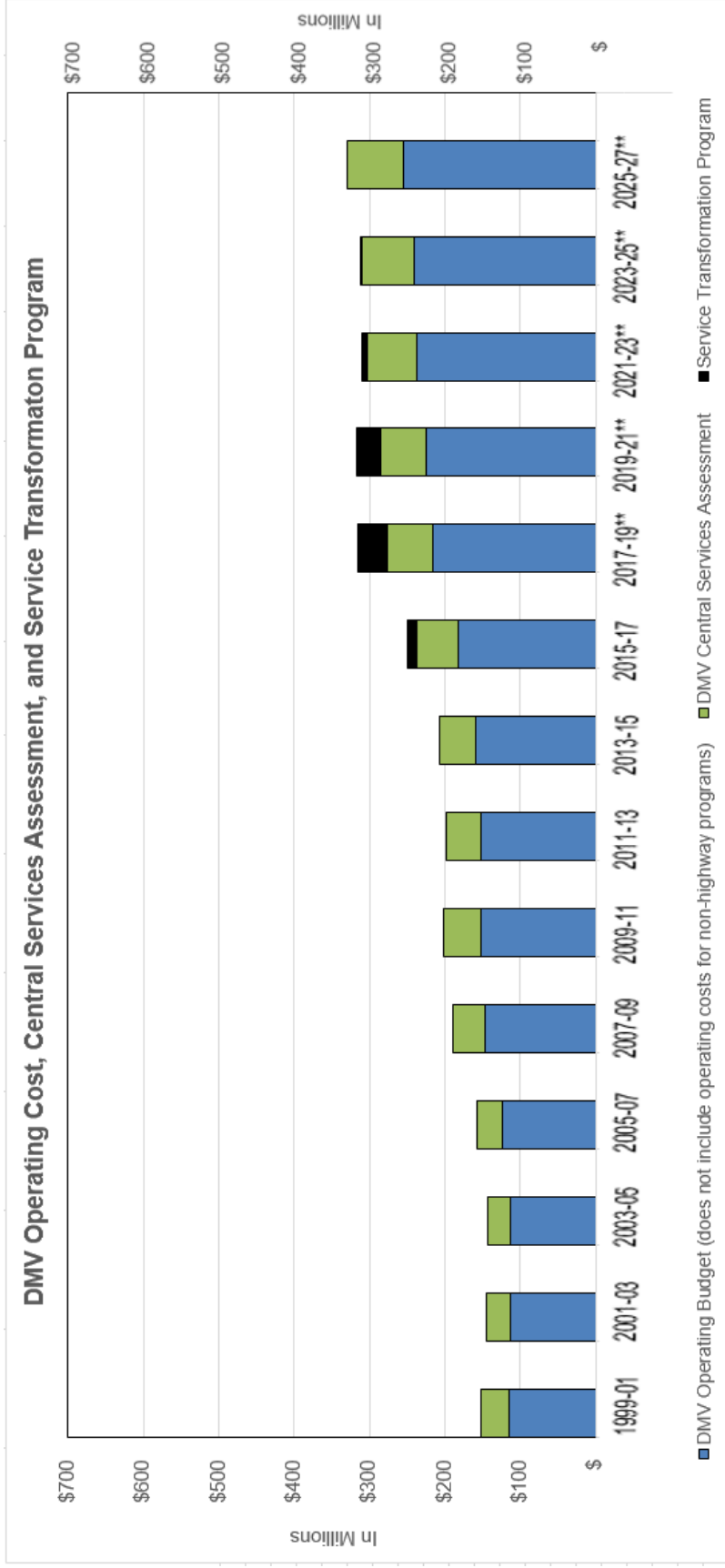
Figure 4 shows actual and forecasted DMV (highway fund) revenue. Increases attributed to OTIA, JTA, and HB 2017 legislation (see page 27 for details) have raised overall revenue collections, but base revenues have remained unchanged.



**Forecasted revenue.

Figure 4: DMV Gross Revenue Biennium 1999-01 through 2025 (See Figure 15 for details on HB 2017, JTA, OTIA III, and OTIA I & II Revenue)

Figure 5 is the DMV operating budget, Central Services Assessment and Service Transformation Program showing actual amounts from 1999-2001 to 2015-2017 with forecasted amounts for 2017-19 to 2025-27. The Service Transformation Program (STP) will create a temporary operating cost increase for a few biennia.



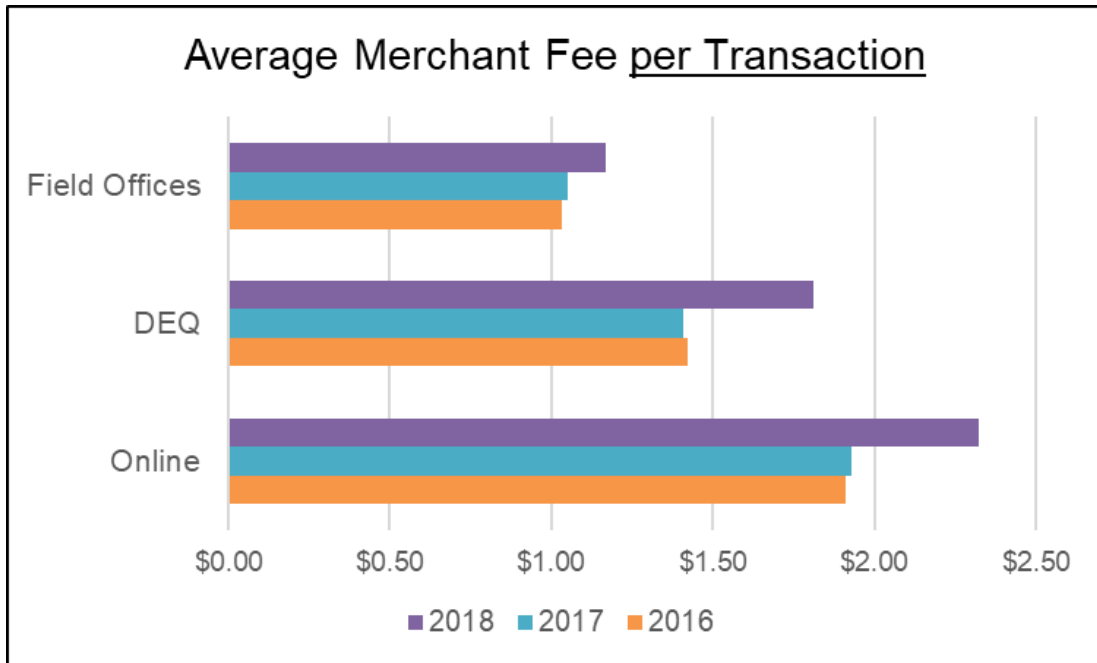
**Forecasted budget.

Figure 5: DMV Expenditures, Central Services Assessment, and Service Transformation Program Biennium 1999-01 through 2025-27

Findings

1. DMV fees cover operating expenses and DMV's share of OTIA/JTA obligations (bond debt service) and HB 2017 (see page 27 for details). However, fees charged 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 (\$112) or 4-year (\$224) vehicle registration. Plate transfer transactions grew from 98,773 in 2005/07 biennium to 175,067 in the 2015/17 biennium. Changes made in the 2018 legislative session around this activity are reducing plate transfers.
 - b. Regular Class C drive test fees (\$9) are below their cost (\$107), 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 (\$435), 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. Most DMV fees have not been increased in 20-25 years, except to repay bonds issued for OTIA, JTA highway construction programs, and HB 2017 (2017 Legislative Session) projects. HB 4062 (2018 Legislative Session) made some changes to align some fees.
7. The DMV Gross Base Revenue for 2015-17 \$242M and the DMV Operating Cost, Central Service Assessment, and Service Transformation Program Expense was \$249M for 2015-17 biennium. This is the first biennium that operations exceeds base revenue and the deficit is expected to continue until base rates are adjusted. An example of how DMV expenditures continue to rise

is merchant fees. Merchant fee expenses are going to continue to increase as credit/debit card transactions and fees collected grow. This is an additional expense in the DMV operating budget. In January 2019, DMV2U went live adding additional online services that only accept credit/debit cards. Currently, DMV does not charge a convenience fee to cover this cost. Scheduled fee increases for HB 2017 (2017 Legislative Session) in 2020 and 2022 will also increase merchant fee expenditures. The first increase in fees from HB 2017 started in 2018, which showed a notable increase in merchant fees for that year over the previous two years.



[Figure 6: Average merchant fee charged per transaction for calendar years 2016, 2017, and 2018.](#)

Figure 7 identifies sixteen driver fees that recover the lowest percentage of costs. No fee was collected for the CDL combination test and motorcycle knowledge test in 2015-17, although HB 4062 (2018 Session) created fees for these services. Other DMV tests also have a low fee relative to their cost to administer.

Commercial Driver License (CDL) Combination Test	0%
Class C Skills (Driving) Test	8%
CDL Airbrake Restriction Removal Test	13%
Hardship/Probationary Permit	15%
CDL Skills (Driving) Test	16%
CDL Instructional Permit	26%
Motorcycle Instructional Permit	42%
Class C Instructional Permit	49%
Motorcycle Endorsement	49%
Suspension Reinstatement Fee	51%
Class C Driver License Renewal	71%
CDL Renewal	72%
Farm Endorsement	87%
Replacement Driver License/Permit or ID Card	87%
CDL Original	88%
Class C Driver License Original	92%

Note: This list excludes limited-term products

Figure 7: DMV Driver Products with Lowest Fee to Cost Ratio

The combination of additional driver licensing responsibilities and economic inflation over the past few decades has resulted in driver services no longer being self-supporting with driving-related fees.

Figure 8 is a summary of the current fees, actual 2015-17 costs, and volumes.

Fee Group Fee Name	Current Fee	Actual 15/17 Cost	15/17 Volume
Class C Driver License²			
Class C Driver License Original*	\$54.00	\$ 58.92	302,966
Class C Driver License Renewal*	\$34.00	\$ 47.98	533,788
Original Class C Instruction Permit	\$23.00	\$ 47.02	147,752
<i>NOTE: *Student Driver Training Fund Fee of \$6.00 (currently added to Driver License fees)</i>			
Class C Knowledge (Written/ATD/Oral) Test	\$5.00	\$ 1.56	561,953
Class C Skills (Driving) Test	\$9.00	\$ 107.32	123,344
Limited Term Original Class C**	\$23.00	\$ 58.92	19,226
Limited Term Renewal Class C**	\$8.00	\$ 47.98	18,664
<i>NOTE: **Student Driver Training Fund Fee of \$2.00 (currently added to Limited Term Driver License Fees)</i>			
Farm Endorsement			
Farm Endorsement	\$29.00	\$ 29.97	1,722
Motorcycle Endorsement			
Motorcycle Endorsement	\$27.00	\$ 54.72	28,410
Motorcycle Safety Subaccount Fee: Original Motorcycle Endorsement	\$38.00		
Motorcycle Safety Subaccount Fee: Renewal of MC-endorsed Driver License	\$28.00		
Original Motorcycle Instruction Permit	\$23.00	\$ 54.37	4,019
Motorcycle Knowledge Test	\$5.00	\$ 1.97	17,966
<i>Motorcycle Skills Test-No longer administered by DMV</i>			
Replacement Driver License or Permit			
Replacement Driver License/Permit	\$26.00	\$ 29.97	245,926
Commercial Driver License (CDL) ²			
CDL Original (in addition to Class C base Fees)	\$75.00	\$ 85.31	12,651
CDL Renewal ***	\$55.00	\$ 76.48	19,176
<i>NOTE: ***Student Driver Training Fund Fee of \$2.00 (currently added to CDL Renewal Fee)</i>			
Original CDL Instruction Permit	\$23.00	\$ 88.10	12,673
CDL Knowledge Test (Most Types)	\$10.00	\$ 1.13	73,831
CDL Airbrake Restriction Removal Test	\$56.00	\$ 434.70	14
CDL Combination Test	\$10.00	\$ 1.13	11,472
CDL Skills (Drive) Test	\$70.00	\$ 434.70	1,083

Figure 8: Current fee in relation to cost (part 1 of 4)

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Fee Group Fee Name	Current Fee	Actual 15/17 Cost	15/17 Volume
CDL Commercial Driver Competency Certificate Fee	\$40.00		
Limited Term Original CDL (Class A,B,C)	\$45.00	\$ 85.31	2

Driver Sanction Fees

Hardship/Probationary Permit	\$50.00	\$ 326.56	6,526
Reinstatement Fee	\$75.00	\$ 147.77	130,699

Identification Cards (ID)

Identification Card Original	\$44.50	\$ 26.79	111,392
Identification Card Renewal	\$40.50	\$ 20.78	31,303
Identification Card Replacement	\$39.50	\$ 26.97	55,683
Limited Term ID Card Original	\$20.00	\$ 26.79	7,130
Limited Term ID Card Renewal	\$18.00	\$ 20.78	2,143

Current ID Card fee recommendations include maintaining current revenue transfer to Public Transit.

Vehicle Title Fees

Title, Issuance, Transfer, and/or Duplicate - Light Vehicle, Motor Home, Light Trailer	\$77.00	\$27.85	2,049,918
Title, Issuance, Transfer, and/or Duplicate - Heavy Vehicle, Heavy Permit Trailer	\$90.00	\$27.85	
Title, Issuance, Transfer, and/or Duplicate - Salvage Titles	\$27.00	\$18.49	
Titles - Late Transfer Penalty (Day 31-60)	\$25.00		
Titles - Late Transfer Penalty (Day 61+)	\$50.00		
Total Title related transactions			

Miscellaneous Vehicle Title Fees

Transitional Ownership Document	\$13.00	\$ 14.07	7,843
VIN Inspection	\$7.00	\$ 8.44	537,244

Figure 8: Current fee in relation to cost (part 2 of 4)

Fee Group Fee Name	Current Fee	Actual 15/17 Cost	15/17 Volume	
Vehicle Registration				
Registration - Passenger & Light Trailer (per year)	\$56.00	\$5.70		
Registration Moped, Motorcycle (per year)	\$84.00	\$5.70		
Registration Weight Vehicles > 8000 lbs.: Truck, Bus, etc. (per year)	\$396 to \$1295	\$5.70		
Registration Weight Vehicles > 8000 lbs.: Charitable Organization	\$50 to \$415	\$5.70		
Registration Weight Vehicles > 8000 lbs.: Manufactured Structure Transport	\$102 to \$845	\$5.70		
Registration Trailer, Heavy (+8000 lbs.)	\$10.00	\$5.70		
Registration Fixed Loads 0 - 3000 lbs.	\$54.00	\$5.70		
Registration Fixed Loads 3001 lbs. +	\$75.00	\$5.70		
Registration Trailer, Special Use (6-10 ft.)	\$58.00	\$5.70		
Registration Trailer, Special Use (over 10 ft.)	\$54.00+ \$3.00/ft.	\$5.70		
Registration Special Use Trailers (ALL)	\$93.00	\$5.70		
Registration Farm Vehicles (based on weight)	\$35 to \$585	\$5.70		
Recreational Vehicle Registration Fees				
<i>Net revenues transferred to Oregon State Parks</i>				
Reg. Travel Trailer, Camper (6-10 ft.)	\$81.00	\$5.70		
Reg. Travel Trailer, Camper (over 10 ft.)	\$81 + \$6.75/ft.	\$5.70		
Reg. Motor Home (6-14 ft.)	\$86.00	\$5.70		
Reg. Motor Home (over 14 ft.)	\$156.00 +	\$5.70		
	\$7.50/ft.			
Total Vehicle Registrations			2,874,507	
Plate Fees				
Plate Fee ("Plate Manufacturing Fee")	\$12.00/single \$24.00/pair			
Plate - Replacement (including Custom)	\$29 at renew, \$34 otherwise			
Plate – Custom Fees (per year)	\$50.00			
Miscellaneous Registration Fees				
Plate Transfer Fee	\$6.00	\$23.25	18,660	
Reg. Sticker Replacement - Month and Year	\$10.00	\$26.11	103,797	

Figure 8: Current fee in relation to cost (part 3 of 4)

Fee Group Fee Name	Current Fee	Actual 15/17 Cost	15/17 Volume
<i>Trip Permit Fees (based on paper forms, discontinued as of Jan 2019)</i>			
Trip Permit - Heavy Trailer	\$10.00	\$10.76	
Trip Permit - Registration Weight	\$5.00	\$10.76	
Trip Permit – (* Registered Vehicle	\$7.50	\$10.76	
Trip Permit - Heavy Motor Vehicle	\$43.00	\$10.76	
Trip Permit - Light Vehicle	\$32.00	\$10.76	
Trip Permit - Recreational Vehicle	\$32.00	\$10.76	
Trip Permit - Dealer-issued	\$15.00	\$10.76	
Total Trip Permits Forecasted			475,444
Sno-Park Permits NOTE: Net revenues transferred to Sno-Park program (Winter Recreation)			
Sno-Park 1-day permit (DMV Office issue)	\$4.00	\$3.81	133,343
Sno-Park 3-day permit (DMV Office issue)	\$9.00	\$3.81	11,697
Sno-Park Annual permit (DMV Office issue)	\$25.00	\$3.81	88,895
Sno-Park 1-day permit (agent issued)	\$4.00	\$1.90	84,833
Sno-Park 3-day permit (agent issued)	\$9.00	\$1.90	7,441
Sno-Park Annual permit (agent issued)	\$25.00	\$1.90	56,555

Figure 8: Current fee in relation to cost (part 4 of 4)

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 plus actions with issuing and maintaining programs associated with driving privileges. In comparing these three examples, program cost is distributed for services impacted like “At Risk Driver Program” or “Address Change”.

Examples of Cost Components

Figure 9: Class C Driver License ~ Cost Components by Work Type

Original Class C Driver License	\$37.86
Rescinds (driving privileges)	\$1.92
At Risk Driver Program	\$4.22
Accident Reports	\$4.27
Mandatory Insurance	\$0.72
Serious Accident Program	\$0.05
Conviction Entry	\$4.64
Driver Improvement Program	\$0.22
Habitual Offender Program	\$0.02
ALIR (Automobile Liability Insurance Reporting)	\$0.06
Address Change	\$0.44
Disabled Parking Permit	\$2.65
SR22/SR26 Filings	\$1.84
TOTAL Class C Cost	\$58.91

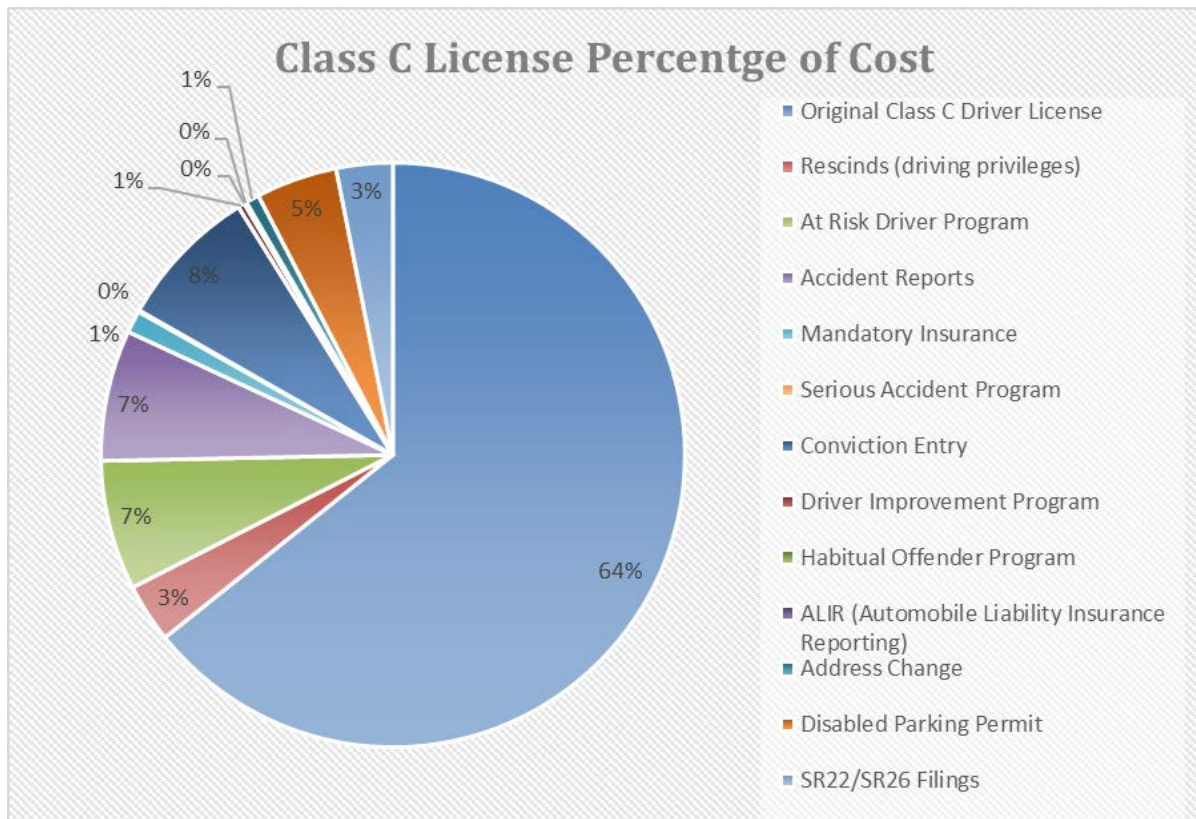


Figure 9: Class C Driver License Cost Components by Work Type

Figure 10: Commercial Driver’s License ~ Cost Components by Work Type

Original CDL Driver License	\$41.72	Driver Improvement Program	\$0.22
CDL Medical Waiver Program	\$2.34	Habitual Offender Program	\$0.02
Rescinds	\$1.92	ALIR (Automobile Liability Insurance Reporting)	\$0.06
At Risk Driver Program	\$2.61	Address Change	\$0.44
CDL Positive Drug Test Program	\$0.78	Disabled Parking Permit	\$2.65
Accident Reports	\$4.27	SR22/SR26 Filings	\$1.84
Mandatory Insurance	\$0.72	CDL Medical Card Program	\$20.97
Serious Accident Program	\$0.05	CDL/CMV Sanctions	\$0.05
Conviction Entry	\$4.64		
TOTAL CDL Cost			\$85.30

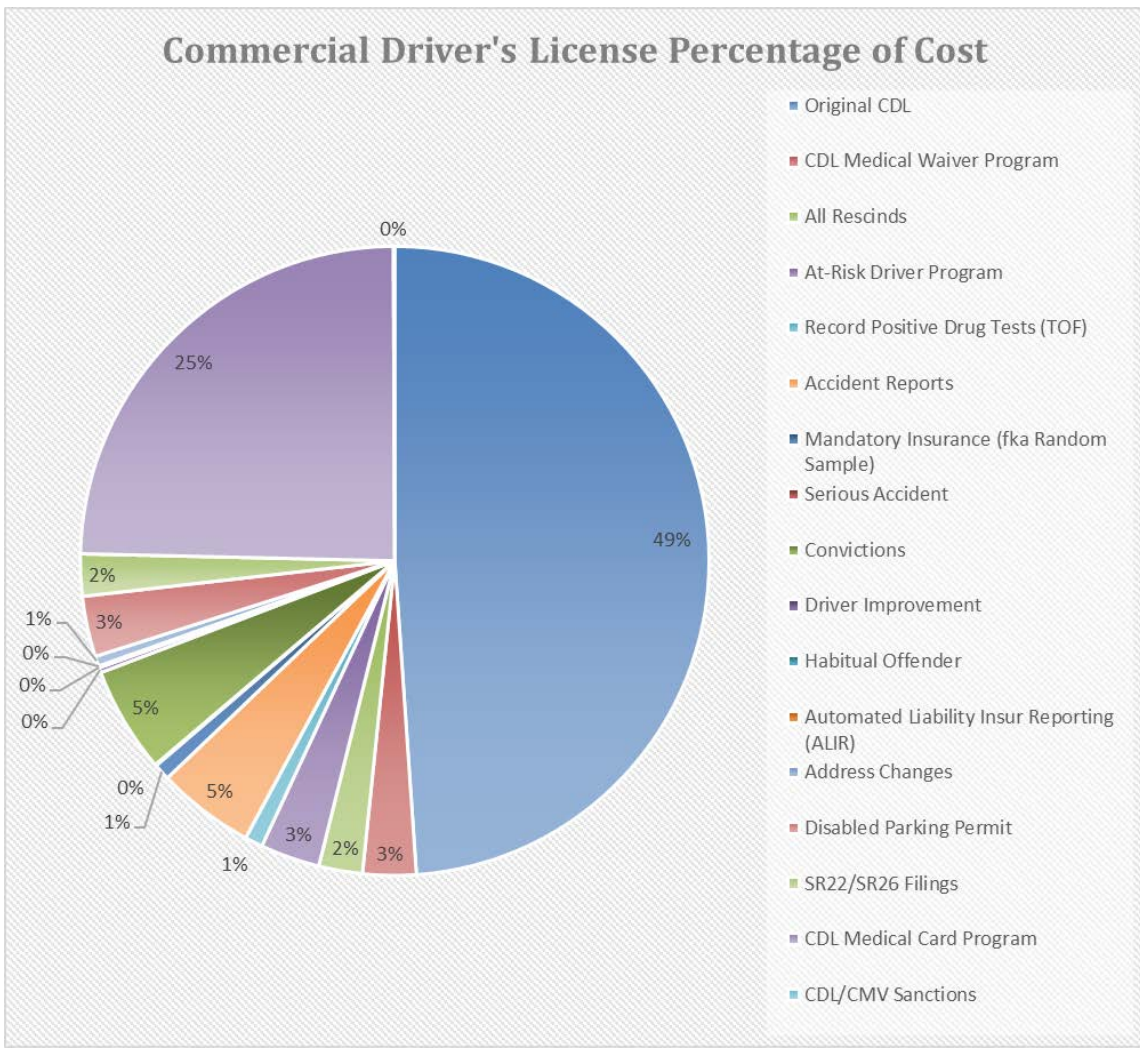


Figure 10: Commercial Driver’ License ~ Cost Components by Work Type

Figure 11: Driving Privilege Reinstatement ~ Cost Components by Work Type

Accident Sanctions	\$34.41	Conviction Entry	\$4.64
Reinstatements	\$31.26	Driver Issuance Sanctions	\$1.10
Implied Consent Sanctions	\$27.73	Automated Driver Improvement Sanctions	\$2.04
Failure to Appear / Comply	\$15.90	At Risk/ Other Sanctions	\$2.12
Miscellaneous Sanctions	\$4.57	CDL/CMV Sanctions	\$0.05
CDL Medical Card Sanctions	\$5.70	Address Change	\$0.44
Fully Automated Sanctions	\$8.65	Habitual Offender Sanctions	\$0.09
Automated Sanctions	\$6.99	CS - Suspension Packet	\$0.16
Judgments / Court Ordered Sanctions	\$1.91		
		TOTAL Reinstatement Cost:	\$147.76

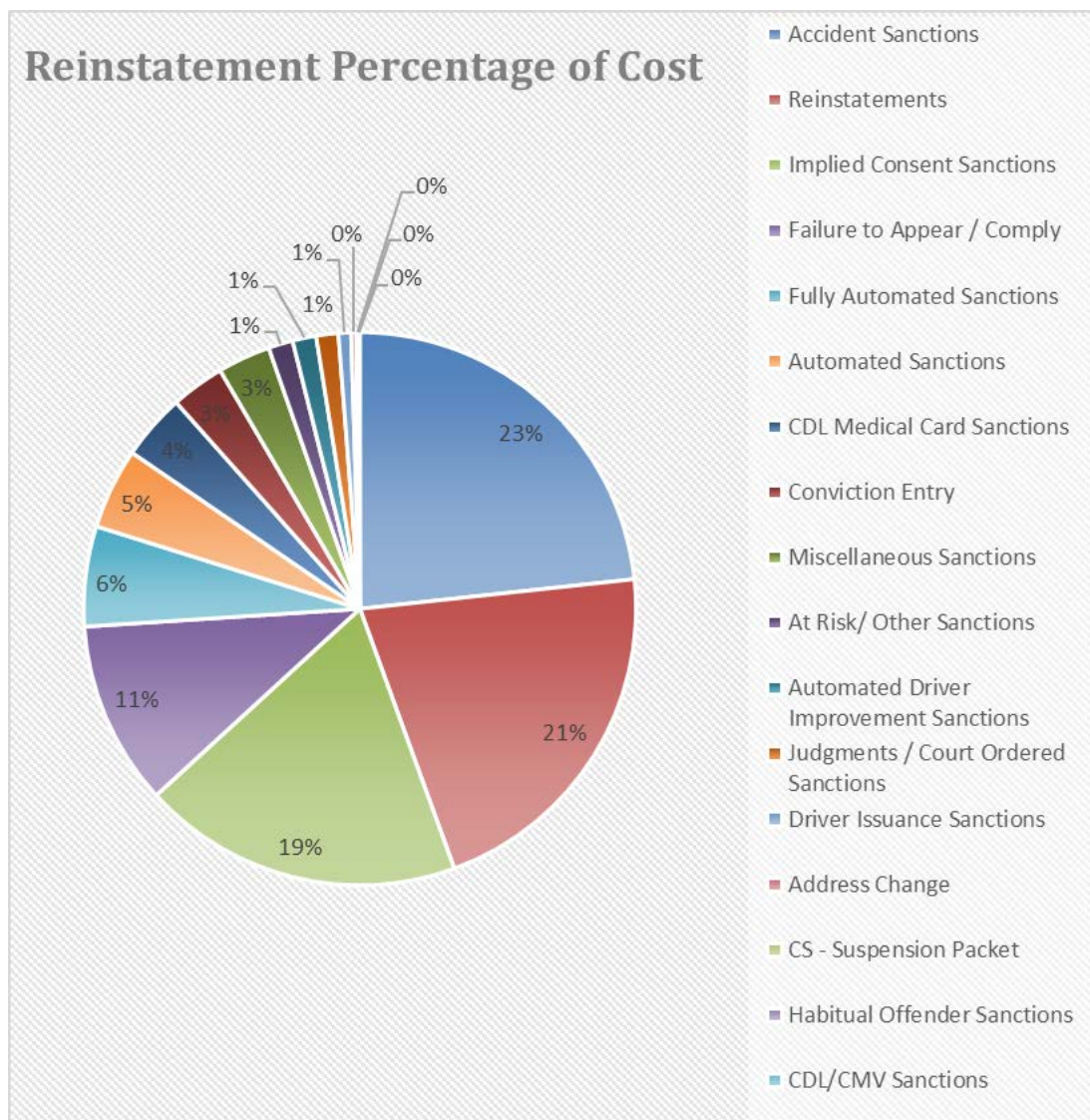


Figure 11: Driving Privilege Reinstatement ~ Cost Components by Work Type

Record Services

Figure 12 Overview of DMV Driver and Vehicle Record Services.

Fee Group Fee Name (Billing Code)	Current Fee	15/17 Cost	15/17 Volume	Year Fee Set
Driver Records				
Accident Report (DA)	\$12.50	\$24.01	881	1990
Suspension Packet (CS)	\$11.50	\$54.67	8,460	1990
Driver History (DH)	\$17.50	\$97.61	319	1990
Driver UTL Record (DU)*	\$1.50	\$7.97	2,664	1990
Hearing Tape (HT)	\$6.00	\$15.47	432	1999
Motor Carrier Packet (MC)	\$5.00			N/A
Police Accident Report (PA)	\$8.50	\$33.68	6,649	1990
PDPS Employer Search (PD)	\$1.50	\$6.05	7,329	N/A
Photo Lineup (PL)	\$9.00	\$43.54	345	N/A
Duplicate Photo (PN)	\$6.50	\$21.85	119	1999
Purged Driver Info (RP)	\$1.50	\$19.60	1,464	1987
Vehicle Records				
Insurance Info Search (II)	\$10.00	\$21.16	1,647	1990
Manual Motor Skip (MS)	\$1.50	\$4.99	1,853	1987
Odometer Previous Reading (OP)	\$3.50	\$21.99	17	1986
Previous Owner (VO)	\$14.00	\$28.79	1,454	1990
Vehicle History (VH)	\$22.50	\$103.16		1990
Odometer History (OH)	\$25.00	\$103.16		1990
Total Vehicle/Odometer History Transactions			1,693	
Vehicle Record Print (VR)	\$4.00	\$5.80		1990
Sanitized Vehicle Record Print (VN)	\$4.00	\$5.80		N/A
Total Vehicle Record Print Transactions			73,262	
Records Searches - Verbal/Phone Agent				
Driver Telephone, Verbal (DT)	\$1.50	\$3.73		1990
Phone Agent Unable to Locate Driver Record (IU)	\$1.50	\$3.73		1990
Vehicle Telephone, Verbal (VT)	\$2.50	\$3.73		1990
Phone Agent Unable to Locate Vehicle Record (VU)	\$2.50	\$3.73		1990
Total Verbal/Phone Agent Transactions			161,719	

[Figure 12: Record Services Cost by product type \(part 1 of 2\)](#)

Fee Group Fee Name (Billing Code)	Current Fee	15/17 Cost	15/17 Volume	Year Fee Set	
Field Lookup/Display					
Field Driver Info (FD)	n/a	\$16.69		N/A	
Field ODO (FO)	n/a	\$16.69		N/A	
Field Vehicle Info	n/a	\$16.69		N/A	
Total Field Lookup/Display Transactions			10,537		
Miscellaneous Record Lookups					
Certified Court Print (CP)	\$3.00	\$4.34		1990	
Certified Court Print with CDL Medical Certification (MQ)	\$3.00	\$4.34		N/A	
Non-Employment Driving Record (DR)	\$1.50	\$4.34		1990	
Employment Driving Record (DE)	\$2.00	\$4.34		1990	
Open-Ended Non-Employment Driving Record (DO)	\$1.50	\$4.34		2001	
Driver License Information (DI)	\$1.50	\$4.34		1990	
Sanitized Certified Court Print (CN)	\$3.00	\$4.34		N/A	
Sanitized Non-Employment Driving Record (DN)	\$1.50	\$4.34		N/A	
Sanitized Employment Driving Record (EN)	\$2.00	\$4.34		N/A	
Automated Reporting Service (RS)	\$2.00	\$4.34		1990	
Employment Driving Record with Drug Test Result Information (DD)	\$2.00	\$4.34		N/A	
Odometer Information Search (OI)	\$2.00	\$4.34		1990	
Driver Purged File History (HP)	\$1.50	\$4.34		1990	
Total Miscellaneous Record Lookup Transactions				368,320	
Other					
Certification**	\$1.00	\$3.33		9	1986

Service not used as of Feb 2019.

*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 12: Record Services Cost by product type (part 2 of 2)

Additional Information

Transfers

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

The CSA has increased at a higher rate than DMV labor costs as shown in *Figure 1*. The components of this assessment are shown in *Figure 13*.

Figure 13 DMV's share of the Central Services Assessment.

DMV ODOT Central Services Assessment	2015-17
State Government (DAS, State Library, etc.)	\$1,190,917
DAS Enterprise Technology Services (ETS) CPU	\$9,638,550
ETS Data Storage	\$364,978
ETS Page Lines (Printing)	\$1,047,300
ETS Security Charges	\$773,854
ETS Network & Server Charges	\$3,871,165
ETS General Assessment	\$250,443
State Government Service sub-total	\$17,137,207
ODOT Director's Office, Communications, Government Relations Office, Civil Rights, Admin Rule Coordinator	\$4,960,136
ODOT Central Services Deputy Director, Audit Branch	\$724,394
ODOT Financial Services	\$4,307,992
ODOT Human Resources	\$2,473,850
ODOT Business Services	\$466,059
ODOT Procurement	\$655,935
ODOT Reprographics and Photo/Video	\$147,951
ODOT Facilities	\$954,266
ODOT ISB - DMV Application Development	\$12,343,586
ODOT ISB - Branch Management	\$3,096,645
ODOT ISB - Field Services (IT support)	\$1,547,614
ODOT ISB - Help Desk	\$516,910
ODOT Assessment sub-total	\$32,195,338
Total Central Services Assessment	\$49,332,545

[Figure 13: DMV's Portion of State Government and Central Services Assessment](#)

Figure 14 Distribution of DMV revenues other than operating expenses.

DMV Portion of Revenue Transfers		
Transfer to ODOT:	2015/17	Purpose for Distribution
Highway Fund	\$12,740,901	State share of Highway Fund (HF)*
Winter Recreation (Sno-Park)	\$4,457,238	Sno-Park Permit revenue collected for snow removal
Transportation Safety	\$10,021,980	Student Driver Training Fund, Motorcycle Safety, Safety Operations
Public Transit	\$4,585,767	Net ID Card Revenues for Senior and Disabled Transit program.
Rail Transportation	\$6,908,452	Custom Plates Revenue
Central Services Division	\$49,332,545	Central Services Assessment (see Figure 12 for breakdown of actual expenditures)
Debt Service	\$274,162,911	Debt Service due to OTIA & JTA
ODOT Total:	\$362,209,794	
Transfer to Others:	2015/17	Purpose for Distribution
To Cities	\$83,295,571	Highway Fund Distribution
To Counties	\$122,871,688	Highway Fund Distribution & Multnomah County Registration Fee
Parks & Recreation Dept.	\$37,197,152	Special Plates & Recreational Vehicle Revenues
Special Plates (all)	\$3,947,598	Special Plates Revenue
Dept. of Environmental Quality (DEQ)	\$1,230,810	Vehicle Registration Fee Collection
Travel Info Council (OTE)**	\$10,495,276	Rest Area Maintenance
Outside Entities Total:	\$259,038,095	
Total Transfers:	\$621,247,889	

Figure 14: 2015-17 DMV Revenue Transfers

Figure 15: Vehicle and Driver Fee increases since 2001.
Refer to the next section Legislative Fee History for details on legislation.

<i>Description</i>	Current Base Fee	OTIA I & II Increment	OTIA III Increment	JTA Increment	HB 4062* & HB 2017 Increment	Current Total Fee
<i>CDL Commercial Driver Competency Certificate Fee</i>	\$33.00		\$7.00			\$40.00
<i>CDL Knowledge Test</i>	\$3.00		\$7.00			\$10.00
<i>CDL Original (in addition to the Class C base fees)</i>	\$55.50		\$20.00		(-\$0.50)*	\$75.00
<i>CDL Renewal (in addition to the Class C base fees)</i>	\$42.00		\$13.50		(-\$0.50)*	\$55.00
<i>CDL Skills Test</i>	\$56.00		\$14.00			\$70.00
<i>Class C Knowledge Test</i>			\$5.00			\$5.00
<i>Class C Skills Test</i>			\$9.00			\$9.00
<i>Identification Card Original</i>	\$33.50			\$11.00		\$44.50
<i>Identification Card Renewal</i>	\$29.50			\$11.00		\$40.50
<i>Identification Card Replacement</i>	\$29.50			\$10.00		\$39.50
<i>Limited Term ID Card Original</i>	\$10.00			\$10.00		\$20.00
<i>Limited Term ID Card Renewal</i>	\$8.00			\$10.00		\$18.00
<i>Original Class C Instruction Permit</i>	\$18.50		\$5.00		(-\$0.50)*	\$23.00
<i>Original Commercial Driver License (CDL) Permit</i>	\$18.50		\$5.00		(-\$0.50)*	\$23.00
<i>Original Motorcycle Instruction Permit</i>	\$18.50		\$5.00			\$23.50
<i>Plate - Custom (per year registration)</i>	\$25.00			\$25.00		\$50.00
<i>Plate Manufacturing Fee (Pair)</i>	\$4.00			\$20.00		\$24.00
<i>Plate Manufacturing Fee (Single)</i>	\$2.00			\$10.00		\$12.00
<i>Registration - Passenger & Light Trailer</i>	\$30.00		\$24.00	\$32.00	\$26.00	\$112.00
<i>Registration Antique Vehicle</i>	\$30.00		\$24.00		\$46.00	\$54.00
<i>Registration Camper (average cost)</i>	\$77.31		\$38.65			\$115.96
<i>Registration E-Plate</i>	\$2.00		\$1.50		\$1.50	\$5.00
<i>Registration Light Fixed Load Vehicle</i>	\$30.00		\$24.00		\$7.00	\$61.00
<i>Registration Low, Medium Speed Vehicle</i>	\$30.00		\$24.00	\$32.00	\$30.00	\$116.00

Figure 15: Vehicle and Driver Fee increases since 2001 (part 1 of 2)

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<i>Description</i>	Current Base Fee	OTIA I & II Increment	OTIA III Increment	JTA Increment	HB 4062* & HB 2017 Increment	Current Total Fee
<i>Registration Moped, Motorcycle</i>	\$9.00		\$21.00	\$18.00	\$30.00	\$78.00
<i>Registration Motor Home Toter - (average cost)</i>	\$108.66			\$112.69	\$59.76	\$281.11
<i>Registration Motor Home - (average cost)</i>	\$175.36		\$87.68			\$263.05
<i>Registration Motor Home - (6 to 14 foot)</i>	\$54.00				\$32.00	\$86.00
<i>Registration Tow Truck (average cost)</i>	\$90.03			\$93.36	\$49.52	\$232.91
<i>Registration Trailer - (average cost)</i>	\$15.00		\$12.00			\$27.00
<i>Registration Trailer, Special Use (average cost)</i>	\$69.27		\$24.00		\$37.00	\$130.27
<i>Registration Travel Trailer - (average cost)</i>	\$118.80		\$59.40			\$178.20
<i>Registration Weight Vehicles - Bus</i>	\$108.67		\$57.92	\$172.76		\$339.35
<i>Registration Weight Vehicles -Farm Truck</i>	\$100.98		\$0.91	\$52.37	\$41.65	\$195.91
<i>Registration Weight Vehicles - Truck</i>	\$130.02		\$69.30	\$206.70	\$61.31	\$467.32
<i>Registration - Special Interest Vehicle</i>	\$45.00		\$36.00		\$19.00	\$100.00
<i>Title Heavy Replacement & Transfer -Salvage</i>	\$10.00	\$80.00				\$90.00
<i>Title Light Replacement & Transfer - Salvage</i>	\$10.00	\$20.00	\$25.00	\$22.00	\$16.00	\$93.00
<i>Title, Issuance, Transfer, and/or Duplicate - Heavy Vehicle, Heavy Permit Trailer</i>	\$10.00	\$80.00				\$90.00
<i>Title, Issuance, Transfer, and/or Duplicate - Light Vehicle, Motor Home, Light Trailer, Snowmobile, ATV</i>	\$10.00	\$20.00	\$25.00	\$22.00	\$16.00	\$93.00
<i>Title, Issuance, Transfer, and/or Duplicate - Salvage</i>	\$10.00	\$7.00		\$10.00		\$27.00
<i>Trip Permit - Light Vehicle</i>	\$20.00			\$10.00	\$2.00	\$32.00
<i>Vehicle Identification Number (VIN) Inspection</i>	\$4.00		\$3.00			\$7.00

*Note: HB 4062 (2018 Legislation) alignment of fees.

Figure 15: Vehicle and Driver Fee Increases since 2001 (part 2 of 2)

Legislative Fee History

Decisions made during Legislative Sessions in 2001, 2003, 2009, and 2017 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 highway infrastructure projects. Portions of this money not needed for bond repayment are allocated 30% to counties, 20% to cities, and 50% state highway fund.

- **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, Driver Testing, CDL, Instruction Permit issuance, and renewal 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. Also, increased Identification Card fees for public transit.

- **HB 2017 (2017 Session)**

Increased registration fees, title fees, and trip permit fees. The bill also established a new privilege tax and use tax on the sale or purchase of new vehicles. The bill increases fees in 2020, 2022, and 2024 for a total of 40 percent over 2017 rates, at full implementation. The next phase of HB 2017 includes fee increases based upon a miles per gallon or MPG vehicle rating fee scale with a forecasted revenue increase to be \$224 million in the 2019-21 biennium and \$272 million in the 2021-23 biennium.

- **HB 4062 (2018 Session)**

This bill adjusted driver and business regulation fee statutes, including changing some driver fees for consistency. It also changed how DMV handles certain plate transfer transactions. It amended other related statutes and fixed a vehicles fee statute from HB 2017 (2017 Session).

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*Past reports and
Contact for questions*

2016 Oregon DMV Cost of Services Study:

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2016.pdf

2015 Oregon DMV Cost of Services Study:

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2015.pdf

2013 Oregon DMV Cost of Services Study:

http://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study.pdf

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