

# Motor Carrier Transportation Advisory Committee

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April 18, 2024

Commerce and Compliance Division  
Oregon Department of Transportation

# Housekeeping

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- We are in a hybrid format.
- Today's meeting is being recorded.
- Please introduce yourself and with whom you are associated before speaking.
- We will pause throughout the presentation to allow time for questions.

# If you are on Teams ...

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- Please mute your microphone in the Teams application if you are using the application as your visual and calling in via phone for your audio.
- Turn down your desktop sound as well.
- Please use the “raise hand” function in Teams to signify you want to speak.

# Motor Carrier Transportation Advisory Committee (MCTAC) Agenda

Thursday, April 18, 2024 | 9 am to 10:30 am

[Click here to join the meeting](#) Audio only: [+1 971-277-1965,,339809420#](tel:+1971-277-1965,,339809420#)

Agenda/Meeting Materials: <https://www.oregon.gov/odot/MCT/Pages/MCTAC.aspx>



Time			Topic	Action	Lead
9:00-9:10	10 min	01	Welcome and Housekeeping	Discussion	Jason Lawrence
			<b>Objective:</b> <ul style="list-style-type: none"><li>Welcome, housekeeping, introductions, etc.</li><li>Review and approve previous meeting summary</li><li>Overview of today's agenda</li></ul>		
9:10-9:55	45 min	02	ODOT Budget	Information	Amy Ramsdell
			<b>Objective:</b> <ul style="list-style-type: none"><li>Update on ODOT budget and impact on CCD programs and services with Travis Brouwer</li></ul>		
9:55-10:15	20 min	03	CCD Operational Report	Information	Elisha Brackett
			<b>Objective:</b> <ul style="list-style-type: none"><li>Presentation on 2023 performance data and analysis<ul style="list-style-type: none"><li>CCD tax collection data, safety and crash and size and weight compliance data</li></ul></li></ul>		
10:15-10:25	10 min	04	Division Updates	Information	CCD Managers
			<b>Objective:</b> <ul style="list-style-type: none"><li>OD Permit Project Update – Nick Hopper</li><li>Upcoming Oregon Trucking Online (TOL) Enhancements – Jenny Galvin</li></ul>		
10:25-10:30	5 min	05	Agenda Build and Close	Discussion	All
			<b>Objective:</b> <ul style="list-style-type: none"><li>Identify agenda topics and action items for July 25, 2024</li><li>Looking ahead:<ul style="list-style-type: none"><li>Post-tax evasion study</li><li>Introduce CCD-sponsored legislative concepts</li><li>Suggestions from the committee?</li></ul></li></ul>		

**Next Meeting:** Thursday, July 25, 2024 9:00am-10:30 am

## MCTAC Summary Notes – January 18, 2024

**Attendees:** Members - Amy Ramsdell (ODOT-CCD), Kristan Mitchell (ORRA), Mark Gibson (OTA), Andy Owens (A&M Transport), Donny Callahan (OTTA), Reed Norton (FMCSA), Diane DeAutremont (Lile International); Support – Jason Lawrence (ODOT-CCD)

Presenters and Guests - Andrew Eno (FMCSA), Elisha Brackett (ODOT-CCD), Erik Havig (ODOT), Kristine Kennedy (HHH), Charlie Hutto (ODOT-CCD), Ken Oke (ODOT-CCD)

**Previous meeting's minutes approved.**

**Due to the winter storm, some items were presented in order differing from the agenda.** Amy Ramsdell started the meeting discussing the current emergency declaration and waivers, recapping the recent changes to the issuance of declarations and waivers.

**CCD's work fighting human trafficking – Ken Oke:** Ken joined us to provide a report on CCD's important work on human trafficking awareness. Ken provided updated statistics on human trafficking in Oregon, highlighting that this is a crime we must fight in our state. ODOT and CCD's primary role in fighting human trafficking is one of outreach and education. Ken highlighted available resources, the training our staff undergo, and the work we undertake with our partners across the state to fight this crime. He also introduced the recent billboards raised on US 97 near Klamath Falls.

### **Administrator's Report – Amy Ramsdell:**

- Annual adoption of federal safety regulations in OAR Chapter 740: Annual administrative process of simply changing of the year in Rule.
- Service updates (with Jenny Galvin): Jenny provided an update on the effect of changing tax service center service hours in October of 2023. We are happy to report that call wait times are down across the board. One challenge we are still facing is the call volume on Monday mornings, largely coming from bulk transactions from third-party service providers handling multiple transactions for their clients. We have adjusted staff to accommodate the consistency of that busy Monday morning and continuing to seek out ways to reduce this volume if possible.
- OD permit system replacement project: Amy provided a high-level update on where we are with this project. We have officially contract with ProMiles, with a Quarter 2 target launch date for 2025. Next in the project timeline is finalizing changes to notifications to customers, along with Rule changes. We will continue to update at MCTAC.
- Motor Carrier Education Program (MCE) update (with Elisha Brackett): Elisha provided a brief update on the MCE. Launch is nearing. We learned some valuable lessons on program development, particularly in regards to the process of Rulemaking.

**Oregon Highway Plan update – Erik Havig:** Erik joined us to provide an update on the [Oregon Highway Plan](#), which is not just be about highways, but also how the modes interact, and how to prioritize investments and make decisions about the full system. The plan has been adjusted and modified since 1999, but this current effort is the first substantial amendment, bringing the plan into 2024 and looking to set the vision and priorities out to the year 2050. Committees will be developed and the trucking industry will have a seat where appropriate.

**Agenda build discussion. Close of meeting.**



# ODOT Budget Update



# **State Transportation System Needs Funding Safety, Maintenance, and Operations**

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Amy Ramsdell, Administrator, CCD

Travis Brouwer, Assistant Director, Revenue, Finance and Compliance, ODOT

# A Broad Scope

## ODOT strives to:

- Maintain Oregon's state highways, roads, and bridges.
- Ensure a safe system through education, investment, and regulation.
- Develop a connected multimodal statewide network.

**The core functions** ODOT delivers keeps Oregon moving, keeps communities connected, and serves Oregonians.

## Oregon Transportation Plan Vision:

- Connect people and goods to places in the most safe, equitable, and climate-friendly ways.

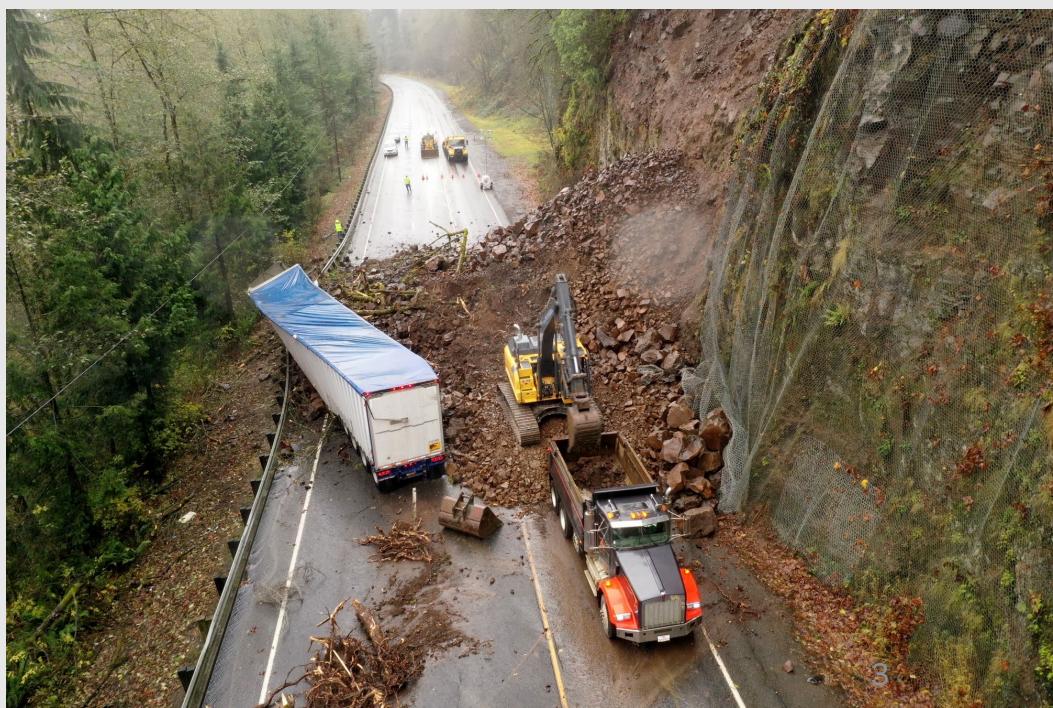


**Investments on a state level will lead to improvements and increased services across the state for all system users.**

# Our Priority Focus

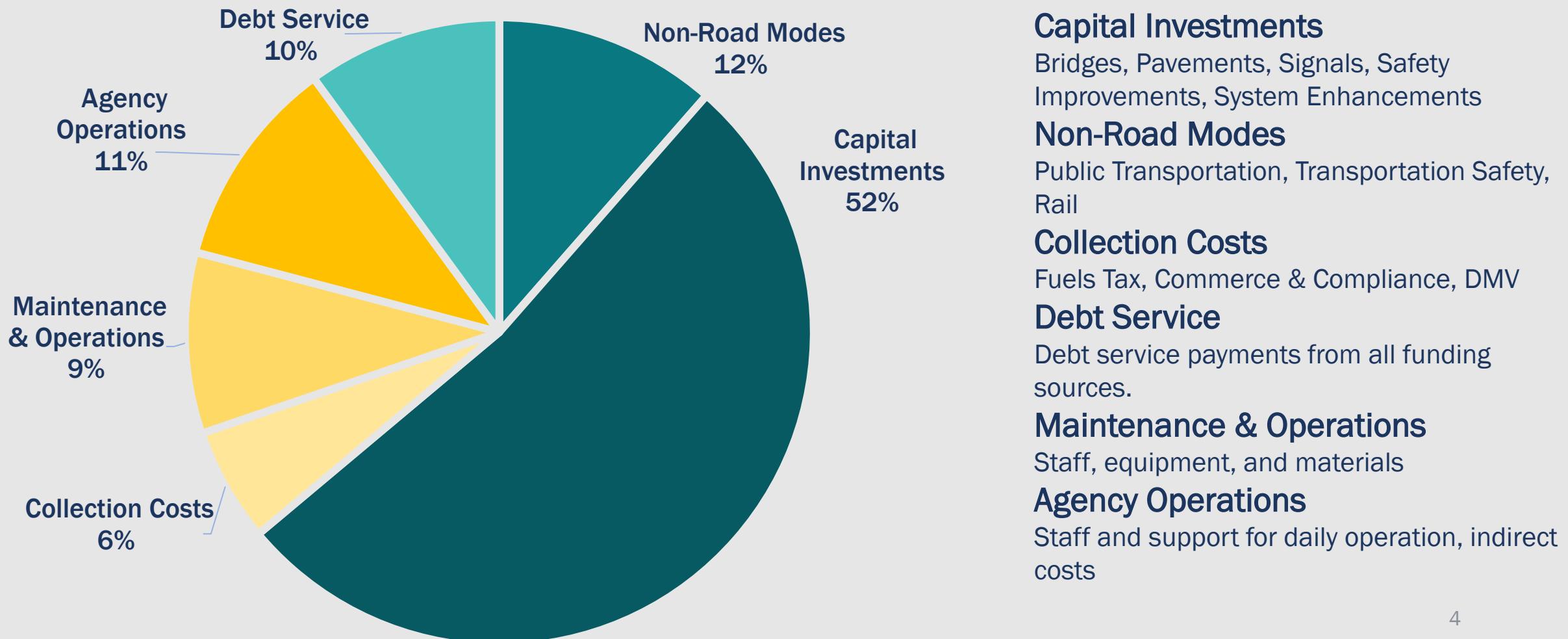
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- Delivering core critical services.
- Enhancing safety for all modes and users.
- Building structural revenue stability and resiliency for the future.
- ODOT's investment focus:
  - **First:** Service restoration and safety.
  - **Next:** Enhancements and capital improvements.



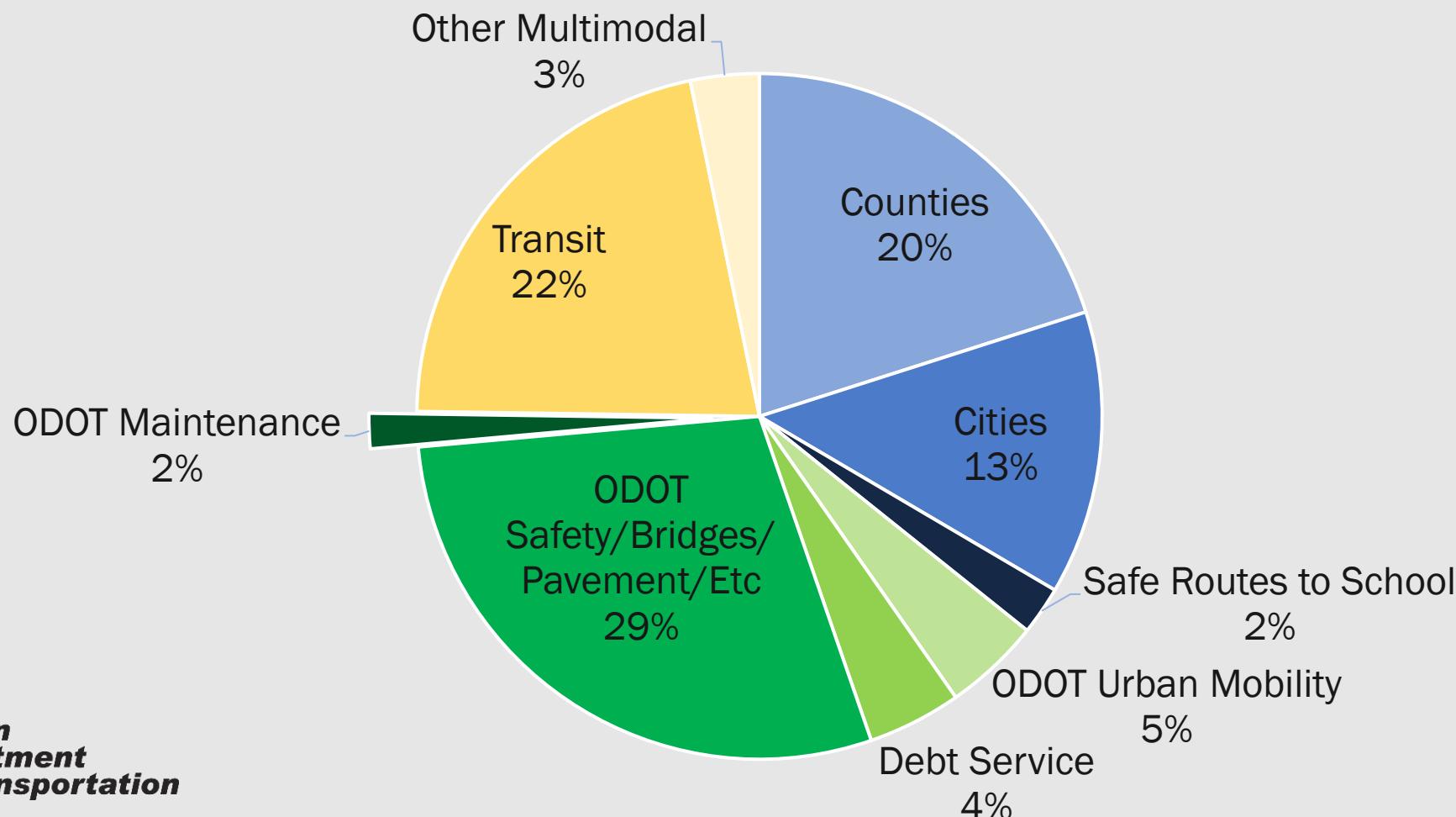
# 2023-25 ODOT Legislative Budget

## \$6.1 Billion in Expenditures



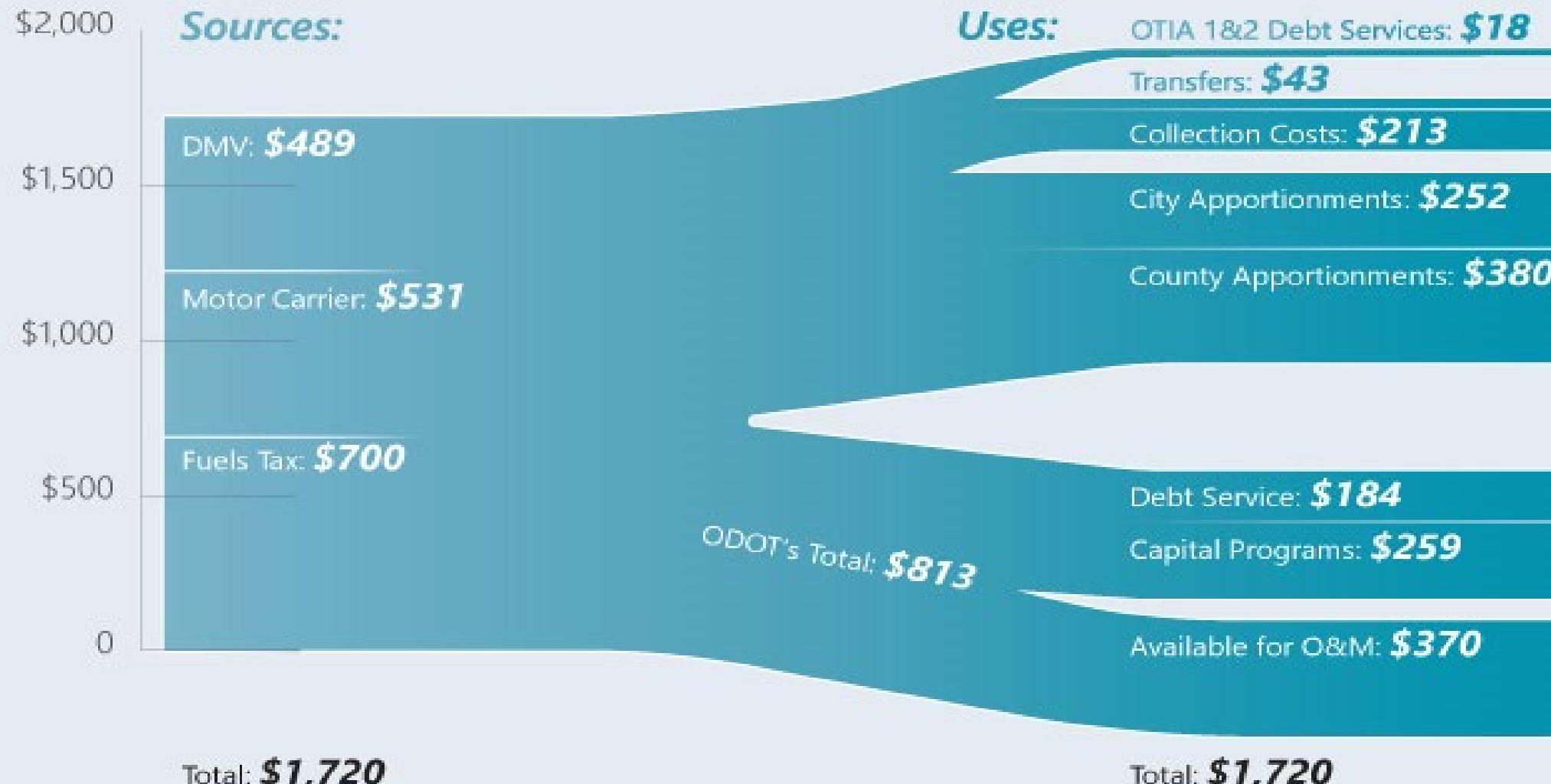
# HB 2017 Funding Distribution

Forecast for FY 2025; \$658 million total projected revenue



# State Highway Fund Sources and Uses

2023-2025 Annual Average in Millions



# State Highway Fund Challenges

- **Inflation erodes** all State Highway Fund revenue streams.
- **Growing fuel efficiency** is making the **fuels tax less reliable**.
- State and federal **laws limit how ODOT can spend** available funding on operations and maintenance.
- ODOT faces a significant **structural shortfall for operations and maintenance** now and into the future.
- Cost responsibility between light and heavy vehicles is currently **unbalanced**.



Service	Estimated Annual Need	Annual Funding Gap	
<strong>Service Functions</strong>			
Customer Service & Regulation (DMV)	\$170 million	\$50 million	
Customer Service & Regulation (CCD)	\$60 million	\$25 million	
Agency Operations	\$450 million	\$170 million	
Maintenance and Operations	\$450 million	\$205 million	
<strong>Safety System Investments</strong>			
Preservation	\$1,250 million	\$980 million	
Programmatic and Systemic Safety Investments	\$200 million	\$145 million	
Safe Routes to School Infrastructure	\$50 million	\$35 million	
On-Road Bicycle and Pedestrian Network	\$135 million	\$115 million	
Great Streets Program	\$65 million	\$45 million	
On Road Freight Investments	\$12 million	\$8 million	
<strong>TOTAL</strong>	<strong>\$2,842,000,000</strong>	<strong>\$1,778,000,000</strong>	
<strong>Fulfilling HB 2017 Commitments</strong>			
Fulfilling HB 2017 Commitments	Estimated Total Cost	Available Resources	Total Funding Gap
I-5 Rose Quarter Improvement Project	\$1,700 - \$1,900 million	\$160 million	\$1,540 - \$1,740 million
I-205 Improvements Project	\$1,290 - \$1,360 million	\$745 million	\$545 - \$615 million
<strong>TOTAL</strong>	<strong>\$2,990 - \$3,260 million</strong>	<strong>\$905 million</strong>	<strong>\$2,085 – 2,355 million</strong>

# Customer Service & Regulation (CCD)

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The Commerce and Compliance Division (CCD) regulates commercial vehicles, collects tax revenue, and provides direct customer service to commercial drivers and carriers.

With an increase in funding, ODOT would prioritize addressing essential needs and filling service gaps.

- Increase customer service capacity and enhance self-service availability.
- Maintain roadside size and weight enforcement infrastructure.
- Update and enhance the weigh-in-motion and vehicle screening systems utilizing modern trucking technology.

**Estimated annual need: \$60 million**  
**Annual funding gap: \$25 million**



# Customer Service & Regulation (DMV)

The Driver & Motor Vehicle Services (DMV) division provides essential customer service for millions of people each year.

- DMV's Customer Contact & Call Center takes **1.7 million customer contacts** a year.
- **2 million+ field office customers** each year.
- DMV has about the same number of employees as it did 20 years ago—while Oregon's population has **grown by 20%** over the same period.

With an increase in funding, ODOT would prioritize addressing essential needs and filling service gaps.

- Increase field office and call center staff to decrease wait times and keep offices open.
- Set up mobile DMV services and mobile offices.

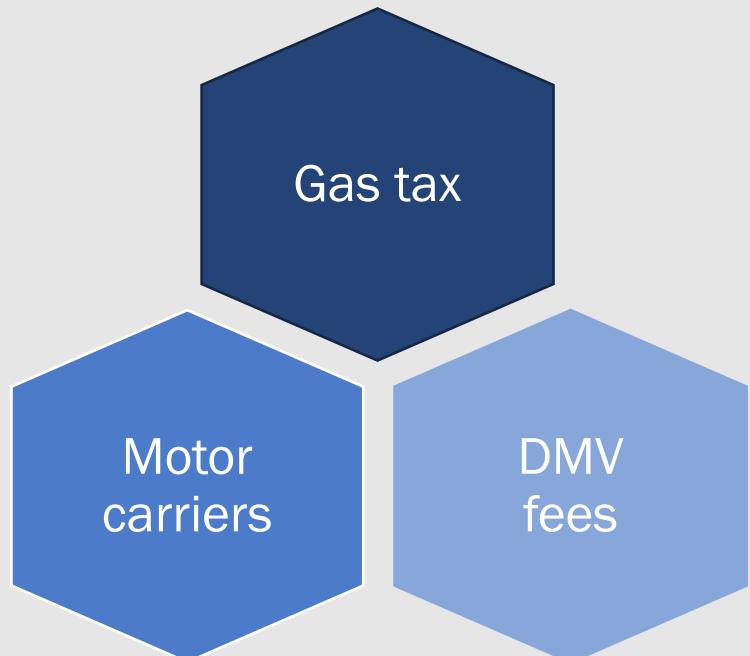
**Estimated annual need: \$170 million**  
**Annual funding gap: \$50 million**



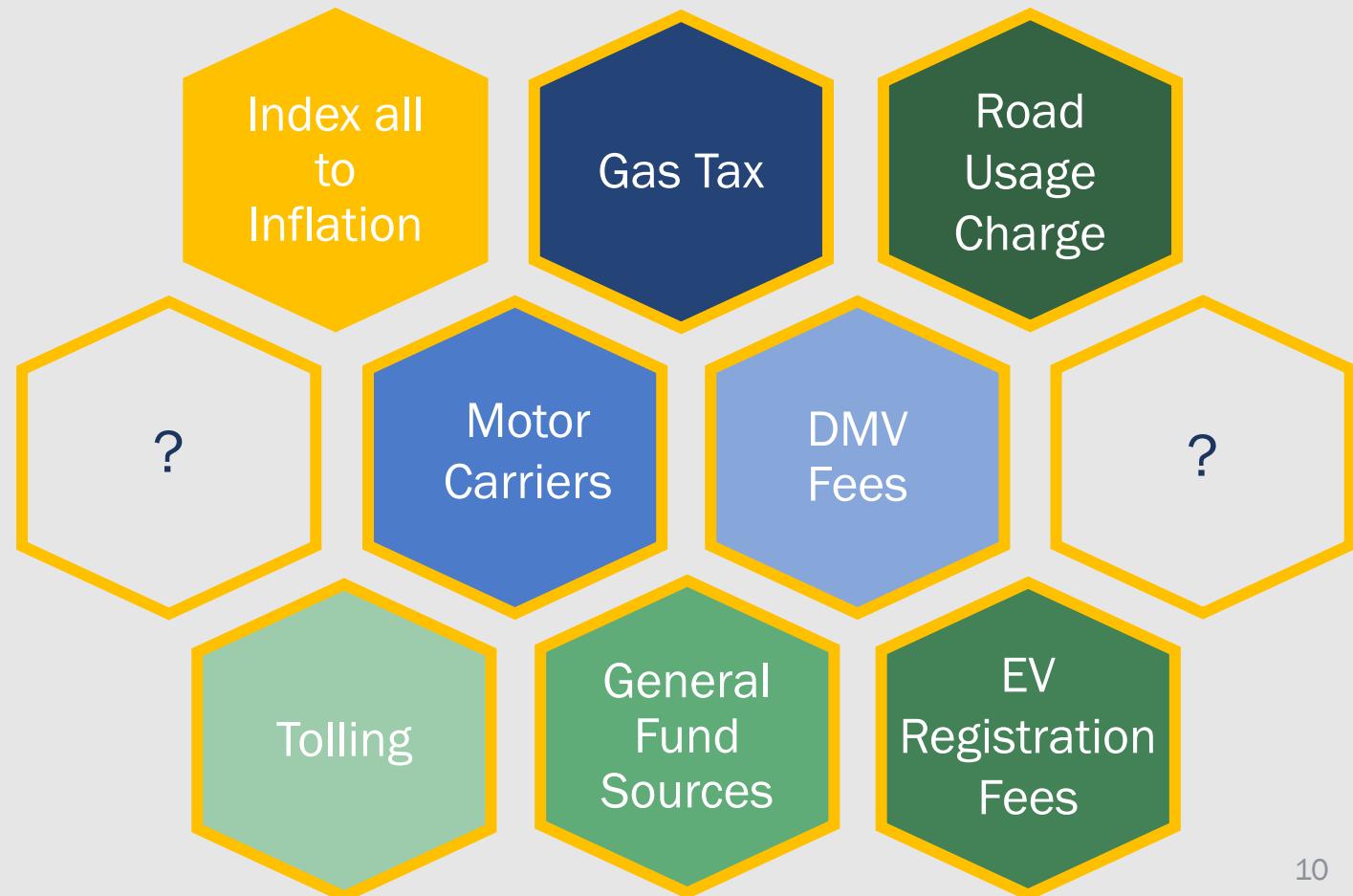
# A More Diversified Revenue Portfolio

Sufficient and sustainable funding is key to maintaining and modernizing our transportation system

## State Highway Fund Revenue Today



## Some Options for the Future



# ODOT Informational Video

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- Video: [Why Transportation Agencies Are Cutting Maintenance](#)

Questions?





# CCD Operational Report

CCD Branch Managers Elisha Brackett, Jenny Galvin & Carla Phelps

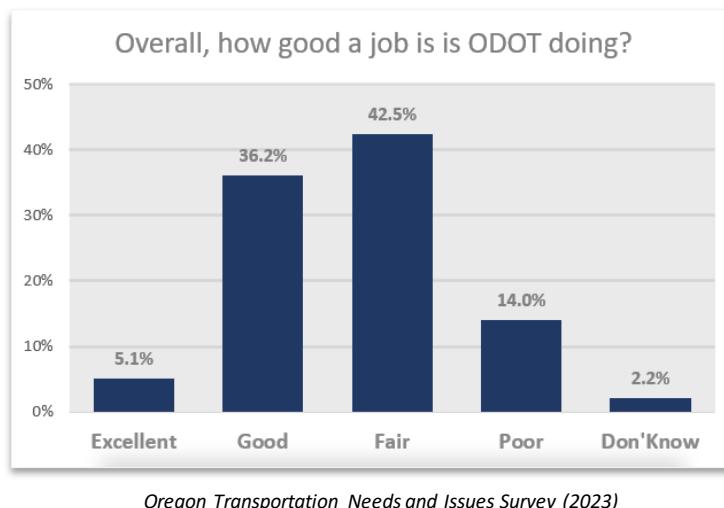
# Customer Service

## State of the System



Everything ODOT does is in some form customer service, from administering driver licenses and registrations, to issuing commercial permits and driver safety inspections, to providing maintenance on the state system to keep people and businesses moving (i.e., snow plowing, incident response and other maintenance work). ODOT's customer service efforts are currently challenging in many ways – there are operations and maintenance budget shortfalls, the number of customer-facing staff has decreased over the years, and we struggle with retaining a skilled workforce and being a competitive employer.

- Most Oregonians believe that ODOT is doing a fair or better job overall.
- 1 in 7 Oregonians, however, feel ODOT is doing a poor job
- Satisfaction with ODOT services has generally declined over the years.



## The Goal

Exceed customer expectations for service delivery and quality.

## Customer Service Topics

Learn more about how ODOT is doing in each of the categories by clicking below.

**DMV**  
Public Transactions

**Maintenance & Operations**  
Keeping roads open

**Commerce and Compliance**  
Freight transportation

The Commerce and Compliance Division (CCD) regulates intra- and interstate truck and rail freight in the State of Oregon. Working with our freight carrier customers as well as partner state and federal agencies, we are responsible for safety, legal compliance and collection of funds to maintain our transportation System. We oversee Commercial Vehicle Licensing Services, the Commercial Vehicle Tax Program, Roadside Enforcement and Safety Compliance, and the Rail Regulatory Program.



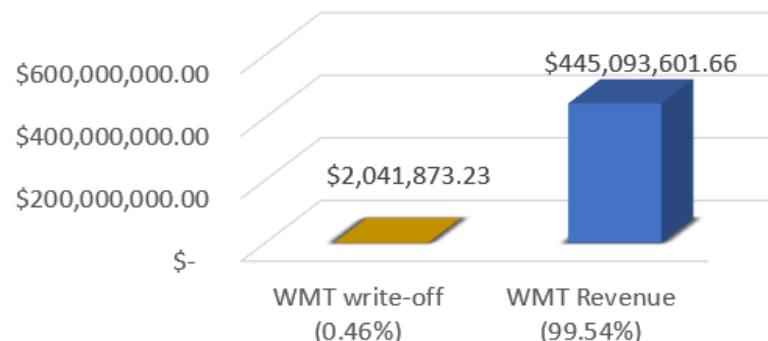
- 3.4M trucks per year pass through Weigh-in-Motion weigh stations/Ports of Entry (3-year average)
- 60,455 annual over-dimension permits issued each year (2021)
- 69,653 single-trip over-dimension permits used each year (2021)
- 17,300 vehicle, 26 rail operations and 1,538 rail safety inspections per year (2021)

#### Weight Mile Tax revenue collection rate is high.

CCD is responsible for the collection of approximately one third of the state highway fund. The bulk of that comes from the weight mile tax. The division works closely with the ODOT Collections Unit to minimize the amount of uncollectable debt and a significant portion of the unpaid debt comes from audits.

#### Weight-Mile Tax Collection Rate, 2023

- In 2023 CCD recorded over \$445 million in Weight Mile Tax revenue.
- Overall collection rate is 99.54%



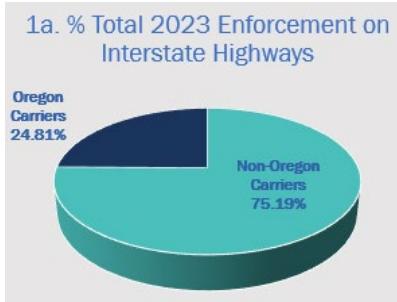
#### The Actions

- Update audit procedures to more accurately/timely identify accounts in need of a review.
- Increase educational offerings and hosts two webinars a year focused on tax reporting requirements.
- Review minimum information needed for carriers to estimate, verify and pay taxes. Implement changes to streamline carrier registration.

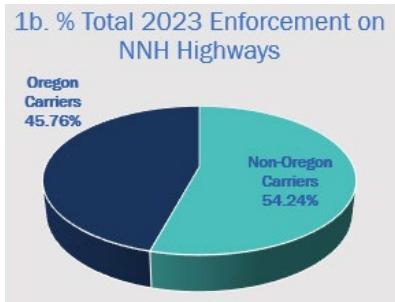
# Customer Service (CCD)

## Overall, the vehicles we weigh have a high rate of compliance

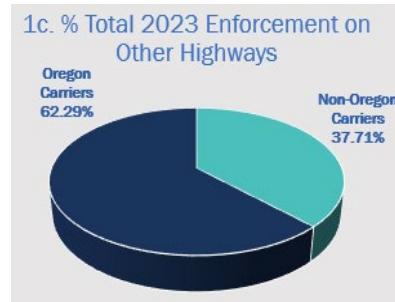
Enforcing size and weight regulations for commercial motor vehicles is crucial for preventing mechanical failures and breakdowns, minimizing stress on roads, preventing collisions with bridges and reducing accident rates.



Overall non-compliance rate on Interstate: 2.23%

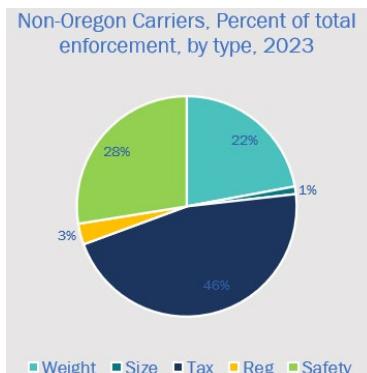
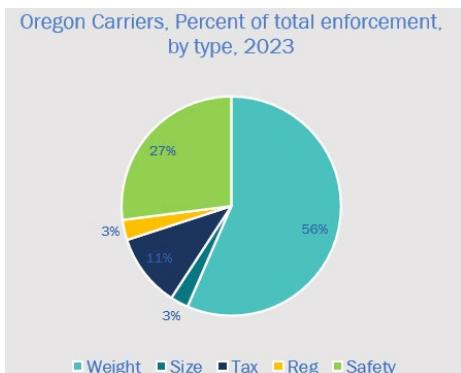


Overall non-compliance rate on NNH: 3.15%



Overall non-compliance rate on Other highways: 5.56%

- As we move away from the interstate, we see compliance levels drop, but still above 90%.



\*Total non-compliance rate, all vehicles on all highways, 2023:  
3.05%

## The Actions

- Increase online self-service options to reduce the number of tickets related to administrative actions, to focus on safety and size and weight.
- Upgrade roadside Weigh-in-Motion systems, using available Federal funding, to improve enforcement and safety compliance.
- Purchase and implement an online Over-Dimension permitting and routing system.
- Assess factors impacting self-service transactions and identify actions to boost usage levels.
- Develop the business case to seek approval for implementation of an off-the-shelf Commercial Vehicle Registration system.

**Driver and vehicle inspections reduce the number of truck at fault crashes**

Crash reduction remains CCD's primary focus. Ninety five percent of truck at fault crashes are due to driver behaviors, such as speeding, unsafe lane changes, following too close, fatigue and more. We place a high priority on driver inspection, while striving to prevent the percentage of crashes attributable to mechanical failures from rising.

The North American Standard **Out-of-Service Criteria (OOS)** is the pass-fail criteria for inspections. It identifies critical vehicle inspection items and details the criteria that can prohibit a motor carrier or driver from operating a commercial motor vehicle for a specified period or until the condition is corrected.

	2019	2020	2021	2022	2023
Driver OOS rates	14.59%	14.74%	19.60%	20.03%	15.56%
Vehicle OOS rates	29.03%	32.73%	40.01%	38.33%	35.72%

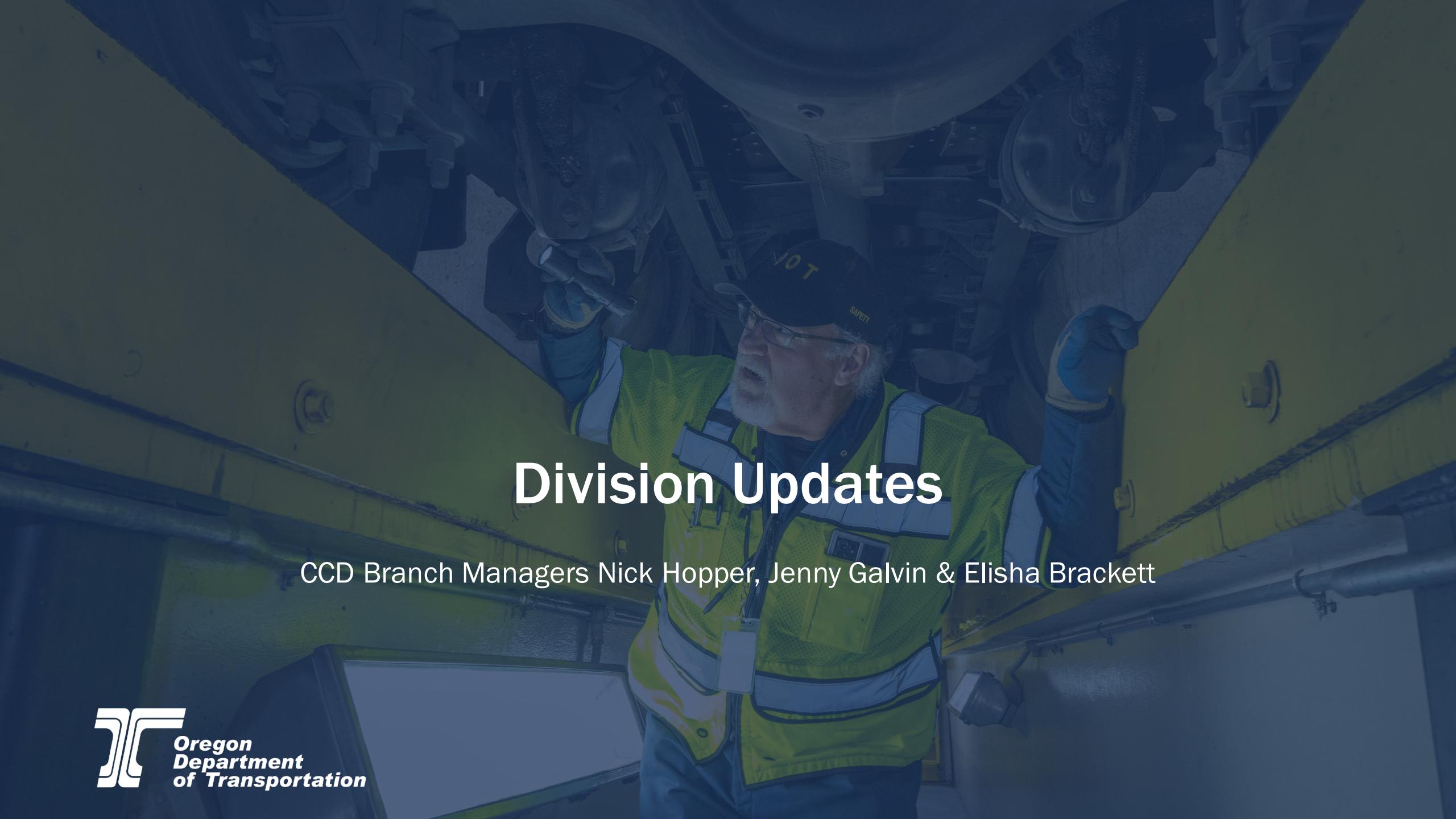
Driver and Vehicle Out-of-Service (OOS) Statistics

**The Actions**

- Implement enhanced methods for early identification and tracking of at-risk or non-compliant carriers.
- Identify levels and causes of non-compliance in small businesses and historically under-represented communities. Identify actions to improve outcomes.
- Assess and develop a plan to simplify, update and improve on-line information and educational opportunities for carriers

# Questions or Comments?

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A man with a beard and glasses, wearing a yellow safety vest and a hard hat with 'SAFETY' and 'VOT' on it, is working on the underside of a large yellow truck. He is using a tool to work on a mechanical component. The truck is a heavy-duty vocational model, likely a concrete mixer or similar. The background is a dark, industrial setting.

# Division Updates

CCD Branch Managers Nick Hopper, Jenny Galvin & Elisha Brackett

# Over-Dimension Permit System Update

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Nick Hopper

Commercial Vehicle Licensing and Services Branch Manager

# Recent Accomplishments



Issued Notice to Proceed



Continued discussions with stakeholder groups



Started system configuration work



Finalized processes to support the new system



Compiled a list of OARs that require modification

# ORION: 2024 Project Goals Activities

Communications

System Configuration

Testing & Training

Stakeholder Engagement Throughout

# ORION: Updated Timeline



# Questions or Comments?

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# TOL Enhancement Project

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Jenny Galvin

Commercial Vehicle Tax Programs Branch Manager

# TOL Enhancement Project

**Project Goal:** Enhance TOL self-service capabilities and improve overall user-experience to better serve the motor carrier industry.

Phase 1: TOL Password (PIN) Reset & TOL Account Creation

Phase 2: Self-Service Online Credential Purchasing

Phase 3: General User-Experience/Design Improvements

# Questions or Comments?

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# Agenda Build for Thursday, July 25, 2024

- Looking ahead:
  - Post-tax evasion study
  - New emergency notification procedures
  - Introduce CCD-sponsored legislative concepts
  - Suggestions from the committee?
    - What items would you like to consider for upcoming agendas?

# Additional Resources & Information

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- [Oregon Transportation Plan](#)
- [Oregon Transportation Commission](#)
- [Oregon Freight Advisory Committee](#)
- [Urban Mobility Office](#)
- [Equity and Mobility Advisory Committee](#)
- [Oregon Safety Transportation Plan](#)

For questions or comments about MCTAC meetings, please email:

[MCTACContacts@odot.Oregon.gov](mailto:MCTACContacts@odot.Oregon.gov)