

How are we doing?

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

This report is a snapshot of the 17 goals, called Key Performance Measures, which we follow.

They fall into four categories:

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

See our progress

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

Safety

Policy Goal Key Performance Measure	Current Performance	Goal	Goal Met (within 10%)	Compared to Five-Year Average Better Steady Worse	Desired Trend	Comments
Safety – Engineering, educating and enforcing a safe transportation system.						
Number of traffic fatalities per 100 million miles traveled in Oregon.	1.19	0.84		6.6%	↓	Increases in traffic fatalities in 2015 and 2016 erased over a decade of improvements. 2017 saw a return to the reduction trend. Our short and long term goals are aspirational with a mission of zero fatal and serious injuries by 2035.
Number of serious traffic injuries per 100 million miles traveled in Oregon.	4.79	4.42	✓	1.0%	↓	Increases in serious injuries in 2015 and 2016 erased over a decade of improvements. 2017 saw a return to the reduction trend.
Number of large truck (commercial motor vehicle) crashes per million miles traveled in Oregon.	0.49	0.37		17.8%	↓	The top three leading causes of truck at fault crashes continue to be driver behavior: speed, following too closely and unsafe lane changes. We put drivers out of service for critical safety violations at a higher rate than any other state in the nation.
Number of highway-railroad at grade incidents.	19	10		23.4%	↓	Rail crossing incidents steadily decreased from 312 occurring in 1968 to just six in 2009, and 10 in 2013. Since 2013 however, rail crossing incidents have almost doubled.
Number of train derailments caused by human error, track, or equipment.	20	25	✓	12.4%	↓	From 2009 to 2018, derailments have increased 25% from 16 to 20.

* Percentage point difference, not percentage change.

Enhancing safety for all users is our top priority.

Traffic Safety – Our strategy to reduce traffic fatalities is to continue to implement traffic safety programs, proven countermeasures, and strategic infrastructure improvements based on the causes of fatal Oregon crashes. Unfortunately, we are falling short of our targets. A bustling economy and increasing population have put more drivers on the road, while inadequate levels of law enforcement on the road result in poor driver behavior. Though the fatality rate declined in 2017, it was 28% higher than the historic low we achieved in 2013.

Large Truck Safety – Most large truck crashes are caused by truck driver behavior such as speeding, tailgating, changing lanes unsafely, failure to yield right of way and driver fatigue. Law enforcement

personnel conduct roadside inspections after probable cause stops for unsafe driving behaviors, and our staff conducts inspections at weigh stations and performs safety compliance reviews at trucking company terminals. Oregon ranks well above all states in truck safety efforts, but crashes caused by trucks are rising along with other crashes.

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

Stewardship

Policy Goal Key Performance Measure	Current Performance	Goal	Goal Met (within 10%)	Compared to Five-Year Average Better Steady Worse	Desired Trend	Comments
Stewardship – Maximizing value from transportation investments.						
Percentage of state projects completing on-site work within 90 days of contract completion date.	66%	80%		-10.2%*	↑	We have redefined how we categorize contract change orders that affect project schedules, allowing us to tell if a given change was avoidable, unavoidable, or elective.
Percentage of projects for which expenditures do not exceed original authorization by more than 10%.	90%	80%	✓	3.6%*	↑	Performance has remained in the range of 82% - 90% for the last five fiscal years.
Percent of contracts awarded to certified small businesses.	11.59%	15.0%		-3.2%*	↑	We provide statewide training for staff and reach out to certified firms to let them know about opportunities and resources for working on ODOT projects.
Percent of ODOT customers who are satisfied with services.	86.7%	90.0%	✓	-2.4%*	↑	Variations in results between 2008 and 2018 are not statistically significant and have been near the target of 90%. (Reported every two years.)
Percentage of DMV field office customers served within 20 minutes.	63.8%	70.0%	✓	0.8%*	↑	In Fiscal Year 2018, 64% of DMV field office customers waited less than 20 minutes to be served.

At ODOT, we seek to be a good steward of taxpayer resources by delivering projects on time and on budget, offering excellent service to customers, and ensuring that all Oregon businesses can compete effectively to win contracts.

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

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

Effective Project Delivery – We strive to bring projects in on time and on budget to minimize unnecessary costs and reduce impact on the public. Our goal for construction projects is to ensure total construction costs do not exceed the project’s original construction budget by more than 10%. Accurate schedule and budget development and effective contract and risk management throughout the life of the project help us achieve this. In 2018, we delivered 90% of projects on budget. Our goal is to satisfactorily complete construction projects within 90 days of the final completion date listed in the contract. In 2018 we fell short of this goal.

Certified Firms – We are committed to helping certified firms, including disadvantaged business enterprises, minority- and women-owned businesses, emerging small businesses and disabled veteran certifications, take advantage of contracting opportunities. We track certified firms winning contracts as prime contractors and those working as subcontractors. We set internal targets for payments to certified firms and implement programs to support these businesses as they grow.

Mobility

Policy Goal Key Performance Measure	Current Performance	Goal	Goal Met (within 10%)	Compared to Five-Year Average Better Steady Worse	Desired Trend	Comments
Mobility – Keeping people and the economy moving.						
Average number of transit rides each year per Oregonian.	30.79	32	✓	-4.2%	↑	Starting in 2019, an influx of funds from the Statewide Transportation Improvement Fund will fund new and expanded public transportation service.
Number of rail service passengers.	173,995	211,708		-10.0%	↑	Since 2009, passenger rail ridership has averaged 197,528, exceeding the average goal for that period by 1,428.
Percent of urban state highways with bike lanes and sidewalks.	39%	56%		0.2%*	↑	ODOT is making strategic investments where communities have identified the greatest need. Often times that need is not on state highways..
Number of congested lane miles – ratio of daily traffic to hourly capacity.	615	500		17.1%	↓	The number of congested lane miles rose by 27% from 2015 to 2017 due to economic and population growth that caused increased driving.

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

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

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

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

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

ODOT Report Card

Preservation

Policy Goal Key Performance Measure	Current Performance	Goal	Goal Met (within 10%)	Compared to Five-Year Average Better Steady Worse	Desired Trend	Comments
Preservation – Preserving and maintaining the transportation infrastructure.						
Percent of state highway miles rated fair or better.	90%	85%	✓	1.7%*	↑	Pavement funding levels provide about one-half of the actual need for pavement preservation and major repairs. (Reported every two years.)
Percent of state highway bridges that are not distressed.	79%	78%	✓	0.2%*	↑	Percent of State Highway Bridges that are not distressed is a measure that is unique to Oregon. Oregon bridge conditions in comparison to national averages show fewer good and poor bridges but a much higher level of fair bridges, many of which will fall to poor condition in coming years.
Percent of public transit buses that meet replacement standards.	40.8%	40%	✓	-4.5%*	↓	Favorable conditions for improvement include funding from the Oregon Transportation Commission of \$5 million per year, Statewide Transportation Improvement Funds, and FTA increase of \$1.75 million per year.

Preserving our transportation assets in good condition keeps the system running smoothly, and it’s less expensive than rebuilding roads and bridges once they’ve fallen into disrepair.

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

Bridge Condition – Due to inadequate funding, we have had to extend the service life of many bridges. These bridges have a high risk of continued

deterioration and demand vigilance and dedication by inspectors and maintenance personnel to maintain safe conditions. While we have a low number of bridges in poor condition, a large percentage are in fair condition and will fall into poor condition in the near future at current funding levels.

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

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

