

Legislatively Approved 2019 - 2021 Key Performance Measures

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Agency: Transportation, Department of

Mission Statement:

Our Mission: We provide a safe and reliable multimodal transportation system that connects people and helps Oregon's communities and economy thrive.

Our Values: These principles inform decision making and guide our behavior in working with each other, our partners and the communities we serve: Integrity: We are accountable and transparent with public funds and hold ourselves to the highest ethical standards. Safety: We share ownership and responsibility for ensuring safety in all that we do. Equity: We embrace diversity and foster a culture of inclusion. Excellence: We use our skills and expertise to continuously strive to be more efficient, effective and innovation. Unity: We work together as One ODOT to provide better solutions and ensure alignment in our work.

Our Strategies: Provide outstanding customer service. Use innovative program design and technologies to solve transportation problems. Improve the return on investment of our transportation funds. Attract, retain and develop an outstanding ODOT workforce. Engage the public, other state agencies, local governments, business and community leaders in solving transportation problems and planning for the future. Increase intermodal linkages to improve access for people and goods. Communicate, educate and inform the public about transportation issues.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2020	Target 2021
1. Traffic Fatalities - Traffic fatalities per 100 million vehicles miles traveled (VMT).		Approved	1.35	0.83	0.78
2. Serious Traffic Injuries (Rate) - Serious traffic injuries per 100 million vehicle miles traveled (VMT)		Approved	5.37	4.06	3.78
3. Large Truck At-Fault Crashes - Number of large truck at-fault crashes per million vehicle miles traveled (VMT).		Approved	0.49	0.41	0.41
4. Rail Crossing Incidents - Number of highway-railroad at-grade incidents.		Approved	22	10	10
5. Derailment Incidents - Number of train derailments caused by human error, track, or equipment.		Approved	15	25	25
6. Pavement Condition - Percent of pavement lane miles rated "fair" or better out of total lane miles in state highway system.		Approved	88%	85%	85%
7. Bridge Condition - Percent of state highway bridges that are not "distressed"		Approved	79%	78%	78%
8. Public Transit Vehicle Condition - Percent of Public Transit buses that meet replacement standards		Approved	54.30%	40%	40%
9. Traffic Congestion - Number of Congested Lane Miles - Ratio of annual average daily traffic to hourly highway capacity		Approved	No Data	550	562
10. Passenger Rail Ridership - Number of state-supported rail service passengers.		Approved	193,910	197,894	201,852
11. Transit Rides - Average number of transit rides each year per Oregonian		Approved	No Data	32.50	33
12. Bike Lanes and Sidewalks - Percent of urban state highway miles with bike lanes and pedestrian facilities in "fair" or better condition.		Approved	39%	52%	52%
13. Construction Projects On-time - The percentage of state administered projects that have satisfactorily completed all on-site work within 90 days of the baselined contract completion date		Approved	No Data	80%	80%
14. Construction Projects On Budget - The percentage of projects for which total construction expenditures do not exceed the original construction authorization by more than 10%		Approved	No Data	80%	80%
15. Certified Firms (DMWESB*) - Percent of ODOT Awarded Contracts to Oregon Certified Small Businesses.		Approved	21.62%	15%	15%

Legislatively Approved KPMS	Metrics	Agency Request	Last Reported Result	Target 2020	Target 2021
16. DMV Field Office Wait Time - Percentage of DMV Field Office Customers Served within 20 Minutes		Approved	62.10%	60%	60%
17. Customer Satisfaction - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	Accuracy	Approved	91%	90%	90%
	Timeliness		91%	90%	90%
	Availability of Information		91%	90%	90%
	Helpfulness		91%	90%	90%
	Expertise		91%	90%	90%
	Overall		91%	90%	90%
9. Special Transit Rides - Average number of special transit rides per each elderly and disabled Oregonian annually.		Legislatively Deleted	20.29	24	24
11. Incident Response - Percent of lane blocking crashes cleared within 90 minutes.		Legislatively Deleted	78%	85%	85%
13. Fish Passage - Stream miles of access restored or improved to blocked fish habitat.		Legislatively Deleted	7.30	7	7
14. Jobs from Construction Spending - Number of jobs sustained as a result of annual construction expenditures.		Legislatively Deleted	11,701	13,219	11,874
15. Construction Project Completion Timeliness - Percent of projects with the construction phase completed within 90 days of original contract completion date.		Legislatively Deleted	75%	80%	80%
16. Construction Projects On Budget - Percent of original construction authorization spent.		Legislatively Deleted	99%	99%	99%

LFO Recommendation:

Approve Key Performance Measures.

SubCommittee Action:

Adopted LFO recommendation.