Legislatively Approved 2025 - 2027 Key Performance Measures

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Agency: Department of Transportation

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.

Legislatively Approved KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
1. Traffic Fatalities and Serious Injuries Rate - Traffic Fatalities and Serious Injuries per 100 million vehicles miles traveled (VMT).		Approved	10.64	6.28	6.28
2. Pavement Condition - Percent of pavement centerline miles rated “fair” or better out of total centerline miles in the state highway system		Approved	88%	85%	85%
3. Bridge Condition - Percent of state highway bridges that are not "distressed"		Approved	78%	78%	78%
4. Public Transit Vehicle Condition - Percent of Public Transit buses that meet replacement standards		Approved	30.50%	40%	40%
5. Traffic Congestion - Number of Congested Lane Miles - Ratio of annual average daily traffic to hourly highway capacity		Approved	444	560	560
6. Passenger Rail Ridership - Number of state-supported rail service passengers.		Approved	199,838	124,230	124,230
7. Transit Rides - Average number of transit rides each year per Oregonian		Approved	16.80	32	32
8. Pedestrian and Bicycle Facilities Index - Percent of miles of ODOT priority pedestrian and bicycle corridors in fair or better condition and percent of miles of ODOT priority pedestrian and bicycle corridors that meet target crossing spacing.		Approved	42%	49%	49%
9. 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	68%	80%	80%
10. 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	97%	85%	85%
11. Disadvantaged Business Enterprise Utilization - Percent of ODOT Awarded Contracts to Oregon Disadvantaged Business Enterprises (DBEs)		Approved	15.34%	25%	25%
12. DMV Service Index - The number of DMV service performance measures trending positive by meeting their goal		Approved	3.25	4	4
13. 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	84.50%	90%	90%
	Timeliness		84.50%	90%	90%
	Availability of Information		84.50%	90%	90%
	Helpfulness		84.50%	90%	90%
	Expertise		84.50%	90%	90%

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	Overall		84.50%	90%	90%

LFO Recommendation:

The Legislative Fiscal Office recommends Key Performance Measures and targets as presented above.

SubCommittee Action:

The Capital Construction Subcommittee approved the key performance measures and targets.