

LINKS TO OREGON BENCHMARKS

Agency Name: <b>Transportation, Oregon Department of (ODOT)</b>		<b>Last Updated: 01/16/04</b>
Contact Person: Mike Marsh	Phone: 503-986-4399	
Alternate Contact: Scott Bassett	Phone: 503-986-4462	

Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs): OBM #1 – Rural Jobs, OBM #4 – Net Job Growth, OBM #58 – Independent Seniors, OBM #59 – Disabled Employment, OBM #45 – Premature Death, OBM #68 – Travel Delay, OBM #70 – Alternatives to One Person Commuting, OBM #71 – Vehicle Miles Traveled, OBM #72 – Road Condition, OBM #75 – Air Quality, OBM #85 – Salmon Recovery

Agency Mission – To provide a safe, efficient transportation system that supports economic opportunity and livable communities for Oregonians.

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value*	2005 Target	Participating Division(s)
Goal 1 Improve <b>Travel Safety</b> in Oregon	OBM #45	<b>Fatalities:</b> Traffic fatalities per 100 million Vehicle Miles Traveled	730-01	1992	N/A	1.26 2002 Value  (1999 and 2000 values are well below trendline)	1.30  (2010 target is 0.99)	Transportation Safety
Goal 1	Mission	<b>Injuries:</b> Traffic injuries per 100 million Vehicle Miles Traveled	730-02	1992	N/A	80 2002 Value	76	Transportation Safety
Goal 1	OBM #45	<b>Safe Drivers:</b> Percent of licensed drivers who drove safely during the prior three years	730-03	NA	New	62.9% 2003 Value	64.0%	DMV
Goal 1	OBM #45	<b>Impaired Driving:</b> Percent of traffic fatalities that involved alcohol	730-04	1992	N/A	37.4% 2002 Value	35.0%	Transportation Safety
Goal 1	OBM #45	<b>Use of Safety Belts:</b> Percent of all vehicle occupants using safety belts	730-05	1992	N/A	90% 2002 Value	95%	Transportation Safety

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Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value*	2005 Target	Participating Division(s)
Goal 1	OBM #45	<b>Large Truck Accidents:</b> Number of large truck (commercial motor vehicle) at fault accidents	730-06	1992	N/A	526 2002 Value	548	Motor Carrier
Goal 1	OBM #45	<b>Rail Crossing Incidents:</b> Number of highway-railroad at-grade incidents	730-07	1992	N/A	25 2002 Value	25	Rail
Goal 1	OBM #45	<b>Derailment Incidents:</b> Number of train derailments caused by human error, track, or equipment	730-08	1992	N/A	45 2002 Value	42	Rail
Goal 1	Mission	<b>Travelers Feel Safe:</b> Percent of public satisfied with transportation safety	730-09	1992	N/A	71% 2002 Value	74%	Transportation Safety
Goal 2 <b>Move People and Goods Efficiently</b>	OBM #58 & #59	<b>Transit Annual Rides:</b> Average number of public transit rides per person by elderly and disabled Oregonians annually	730-10	2001	Mod.	6.1 2002 Value	7.0	Public Transit
Goal 2	OBM #68 & #75	<b>Travel Delay:</b> Hours of travel delay per capita per year in urban areas	730-11	2001	Mod.	23	26	Transportation Development
Goal 2	OBM #70 & #71	<b>Passenger Rail Ridership:</b> Number of rail service passengers	730-12	N/A	New	121,281 2002 Value	124,955	Rail

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Goal 2	OBM #68 & #70	<b>Alternatives to One Person Commuting:</b> Percent of Oregonians who commute to work during peak hours by means other than Single Occupancy Vehicles	730-13	1992	N/A	29% 2002 Value	30%	Transportation Development
Goal 2	OBM #71	<b>VMT Per Capita:</b> Vehicle Miles Traveled per capita in Oregon metropolitan areas for local, non-commercial trips	730-14	2001	Mod.	7,125	7,083	Transportation Development
Goal 2	OBM #72	<b>Pavement Condition:</b> Percent of pavement lane miles rated "fair" or better out of total lane miles on the State highway system	730-15	1992	N/A	84% 2003 Value	78%	Highway
Goal 2	Mission	<b>Bridge Condition:</b> Percent of state highway bridges that are not deficient	730-16	1992	N/A	69% 2002 Value	66%	Highway
Goal 3 Provide a Transportation System that Supports <b>Livability and Economic Prosperity</b> in Oregon	OBM #1 & #4	<b>Construction Job Impact:</b> Number of jobs sustained as a result of annual construction expenditures	730-17	2002	New	5,350 2003 Value	9,188 (was 7,783)	Highway
Goal 3	OBM #85	<b>Fish Passage at State Culverts:</b> Number of river miles of habitat opened up for fish passage as a result of culvert retrofits and replacements	730-18	1998	N/A	24.2 2003 Value	2.8	Highway

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Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value*	2005 Target	Participating Division(s)
Goal 3	Mission	<b>Intercity Passenger Service:</b> Percent of Oregon communities of 2,500 or more with intercity bus or rail passenger service	730-19	1992	N/A	90% 2002 Value	95%	Public Transit
Goal 3	Mission	<b>Bike Lanes and Sidewalks:</b> Percent of urban state highways miles with bike lanes and sidewalks	730-20	1992	N/A	10%	15%	Transportation Development
Goal 4 <b>Provide Excellent Customer Services</b>	Mission	<b>Customer Satisfaction:</b> Percent of department customers who are satisfied with services	730-21	N/A	New	84.1% 2003 Value	85.0%	ODOT
Goal 4	Mission	<b>DMV Customer Services:</b> DMV customer services	730-22			(See Below)		DMV
Goal 4	Mission	<b>Field Office Wait Time</b> (minutes)	730-22a	1992	N/A	13.6 2003 Value	15.0	DMV
Goal 4	Mission	<b>Phone Queue Time</b> (seconds)	730-22b	1992	N/A	64.0 2003 Value	45.0	DMV
Goal 4	Mission	<b>Title Transaction Time</b> (days)	730-22c	1992	N/A	21.1 2003 Value	21.0	DMV

# PERFORMANCE MEASURE DATA SUMMARY

Agency Name: <b>Oregon Department of Transportation (ODOT)</b>	
Contact Person: Mike Marsh	Phone: 503-986-4399
Alternate Contact: Scott Bassett	Phone: 503-986-4462

Performance Measure Definition	Data					Targets					
	1998	1999	2000	2001	2002	2000	2001	2002	2003	2004	2005
<b>Fatalities:</b> 730-01, Traffic fatalities per 100 million Vehicle Miles Traveled	1.61	1.19	1.29	1.41	1.26						1.30
<b>Injuries:</b> 730-02, Traffic injuries per 100 million Vehicle Miles Traveled	96	83	79	78	80						76
<b>Safe Drivers:</b> 730-03, Percent of licensed drivers who drove safely during the prior three years			62.4%	62.1%	62.7% (62.9% in 2003)		62.1%	62.1%	62.3%	63.1%	64.0%
<b>Impaired Driving:</b> 730-04, Percent of traffic fatalities that involved alcohol	41.1%	39.4%	38.6%	35.5%	37.4%						35.0%
<b>Use of Safety Belts:</b> 730-05, Percent of all vehicle occupants using safety belts	87%	88%	89%	91%	90%						95%
<b>Large Truck Accidents:</b> 730-06, Number of large truck (commercial motor vehicle) at fault accidents	582	612	586	567	526						548
<b>Rail Crossing Incidents:</b> 730-07, Number of highway-railroad at-grade incidents	33	29	27	34	25						25
<b>Derailment Incidents:</b> 730-08, Number of train derailments caused by human error, track, or equipment	44	51	34	46	45						42
<b>Travelers Feel Safe:</b> 730-09, Percent of public satisfied with transportation safety	67%	67%	72%	72%	71%						74%

Performance Measure Definition	Data					Targets					
	1998	1999	2000	2001	2002	2000	2001	2002	2003	2004	2005
<b>Transit Annual Rides:</b> 730-10, Average number of public transit rides per person by elderly and disabled Oregonians annually	4.8	4.3	4.9	5.3	6.1						7.0
<b>Travel Delay:</b> 730-11, Hours of travel delay per capita per year in urban areas	19.7	20.8	22.9								25.5
<b>Passenger Rail Ridership:</b> 730-12, Number of rail service passengers	77,496	83,164	92,362	120,290	121,281				122,494	123,718	124,955
<b>Alternatives to One Person Commuting:</b> 730-13, Percent of Oregonians who commute to work during peak hours by means other than Single Occupancy Vehicles	29%		27%		29%						30%
<b>VMT Per Capita:</b> 730-14, Vehicle Miles Traveled per capita in Oregon metropolitan areas for local, non-commercial trips	7,063	6,969	7,125								7,083
<b>Pavement Condition:</b> 730-15, Percent of pavement lane miles rated "fair" or better out of total lane miles on the State highway system	77%	78%		81%	(84% in 2003)				79%		78%
<b>Bridge Condition:</b> 730-16, Percent of state highway bridges that are not deficient	78%	71%	71%	71%	69%						66%
<b>Construction Job Impact:</b> 730-17, Number of jobs sustained as a result of annual construction expenditures	6,541	6,414	5,538	5,395	5,468 (5,350 in 2003)					9,188 (replaces 7,826)	10,687 (replaces 7,783)

Performance Measure Definition	Data					Targets					
	1998	1999	2000	2001	2002	2000	2001	2002	2003	2004	2005
<b>Fish Passage at State Culverts:</b> 730-18, Number of river miles of habitat opened up for fish passage as a result of culvert retrofits and replacements	139.0	26.5	37.7	15.7	56.9 (24.2 in 2003)	28.3	4.0	28.9	17.0	29.5	2.8
<b>Intercity Passenger Service:</b> 730-19, Percent of Oregon communities of 2,500 or more with intercity bus or rail passenger service	66%		76%		90%						95%
<b>Bike Lanes and Sidewalks:</b> 730-20, Percent of urban state highways miles with bike lanes and sidewalks			10%								15%
<b>Customer Satisfaction:</b> 730-21, Percent of department customers who are satisfied with services	83.4%	83.7%	83.6%	84.6%	83.5% (84.1 in 2003)	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
<b>DMV Customer Services:</b> 730-22, DMV customer services											
<b>Field Wait Time</b> (minutes)	14.5	13.3	12.8	12.5	13.8 (13.6 in 2003)	15.0	15.0	15.0	15.0	15.0	15.0
<b>Phone Queue Time</b> (seconds)	71.8	52.0	29.2	32.3	44.0 (64.0 in 2003)	45.0	45.0	45.0	45.0	45.0	45.0
<b>Title Transaction Time</b> (days)	28.1	20.1	18.6	19.5	20.1 (21.1 in 2003)	21.0	21.0	21.0	21.0	21.0	21.0

DATA SOURCES – TRANSPORTATION, OREGON DEPARTMENT OF

PM #	Key Performance Measure	Data Source
730-01	<b>Fatalities:</b> Traffic fatalities per 100 million Vehicle Miles Traveled	Crash Analysis and Reporting, ODOT, Fatality Analysis Reporting System, Federal Highway Administration, USDOT. This measure indicates success of safety programs such as requiring use of seat belts and motorcycle helmets, and DUI enforcement efforts.
730-02	<b>Injuries:</b> Traffic injuries per 100 million Vehicle Miles Traveled	Crash Analysis and Reporting, ODOT.
730-03	<b>Safe Drivers:</b> Percent of licensed drivers who drove safely during the prior three years	Driver & Motor Vehicle Services Division, ODOT. The Safe Driver measure reports the percent of state motorists who are driving safely over a three-year period of time. Specifically, the measure is the percent of Oregon motorists who do not have any accidents, convictions, DUII diversions or implied consent suspensions posted to their driving record during the prior three years.
730-04	<b>Impaired Driving:</b> Percent of Traffic Fatalities that Involved Alcohol	Same data sources as above. In 2000, 38.6 percent of all traffic fatalities were alcohol-related and 8.4 percent were drug-related. Less than 3.3 percent had both alcohol and drug involvement.
730-05	<b>Use of Safety Belts:</b> Percent of all Vehicle Occupants Using Safety Belts	Transportation Safety Division, ODOT, Occupant Protection Observation Study, Intercept Research Corporation.
730-06	<b>Large Truck Accidents:</b> Number of large truck (commercial motor vehicle) at-fault accidents	Motor Carrier Accident Database, ODOT. The Department has determined that as more truck drivers are placed out of service for critical safety violations, truck-at-fault accidents decline.
730-07	<b>Rail Crossing Incidents:</b> Number of highway-railroad at-grade incidents	Annual reports from railroads to the Rail Division, ODOT. This measure tracks the number of accidents involving trains at public crossing where the tracks are on the same level as the cars and pedestrians.
730-08	<b>Derailment Incidents:</b> Number of train derailments caused by human error, track, or equipment	Same data sources as above. This measure combines incident reports for three causes of derailments into one measure.



PM #	Key Performance Measure	Data Source
730-09	<b>Travelers Feel Safe:</b> Percent of public satisfied with transportation safety	Transportation Safety Division, ODOT, Traffic Safety Attitude Survey, Intercept Research Corporation.
730-10	<b>Transit Annual Rides:</b> Average number of public transit rides per person by elderly and disabled Oregonians annually	Public Transit Division, ODOT. This measure reports the annual “rides per person” provided to elderly and disabled Oregonians. The target for 2005 is to return to a service level equal to the early 1990’s.
730-11	<b>Travel Delay:</b> Hours of travel delay per capita per year in urban areas	ODOT, Urban Mobility Study, Texas Transportation Institute, Texas A&M University System. This is Benchmark No. 68. Travel delay causes increased driver stress, lost work time, increased air pollution and fuel consumption, and higher costs for goods and services. The impact of metered on-ramps, ride sharing, incident response, and access management standards are examples of Department actions that can help to reduce the rate of future increases in travel delay.
730-12	<b>Passenger Rail Ridership:</b> Number of rail service passengers	Rail Division, ODOT, Amtrak.
730-13	<b>Alternatives to One Person Commuting:</b> Percent of Oregonians who commute to work during peak hours by means other than Single Occupancy Vehicles	Oregon Population Survey, Oregon Progress Board. The count for this measure including car pool, public transit, bicycle, pedestrian, and working at home. This is Benchmark No. 70. Driving to work alone is a major cause of congestion and air pollution.
730-14	<b>VMT Per Capita:</b> Vehicle Miles Traveled per capita in Oregon metropolitan areas for local, non-commercial trips	Transportation Development Division, ODOT. This is Benchmark No. 71 and has recently been modified by the Progress Board to exclude commercial vehicles and travel that does not begin or end inside a metropolitan area.
730-15	<b>Pavement Condition:</b> Percent of pavement lane miles rated "fair" or better out of total lane miles on the State highway system	Pavement Condition Management System, Highway Division, ODOT. The rating scale is Very Good, Good, Fair, Poor, and Very Poor. This measure is critical to managing a safe and efficient transportation system. (The condition of both State and county roads is reported in Benchmark No. 72.)
730-16	<b>Bridge Condition:</b> Percent of state highway bridges that are not deficient	Bridge Engineering, Highway Division, ODOT. This federal definition of bridge condition has been used for some time. The Highway Division has found that this definition does not provide enough detail to monitor the condition of the state bridges. A more detailed measure of bridge condition is under development.

PM #	Key Performance Measure	Data Source
730-17	<b>Construction Job Impact:</b> Number of jobs sustained as a result of annual construction expenditures	Highway Division, ODOT. This measure reports the number of jobs that are supported by state highway expenditures. This is a new measure that tracks the impact of construction expenditures on the economy.
730-18	<b>Fish Passage at State Culverts:</b> Number of river miles of habitat opened up for fish passage as a result of culvert retrofits and replacements	Highway Division, ODOT. The culverts that carry water under state roads are intended to enable fish passage.
730-19	<b>Intercity Passenger Service:</b> Percent of Oregon communities of 2,500 or more with intercity bus or rail passenger service	Public Transit Division, ODOT. All of the communities of 2,500 or more with rail service also have bus service. The measure counts the percent Oregon communities of 2,500 or more with intercity passenger service connecting on a reasonable schedule with the next larger regional market.
730-20	<b>Bike Lanes and Sidewalks:</b> Percent of urban state highways with bike lanes and sidewalks	ODOT Bicycle/Pedestrian Program Manager, ODOT.
730-21	<b>Customer Satisfaction:</b> Percent of department customers who are satisfied with services	Customer satisfaction surveys, ODOT. Details on the level of customer satisfaction for each type of service is available.
730-22	<b>DMV Customer Services:</b> DMV customer services	<p>730-22a <b>DMV Field Office Wait Time:</b> Time (in minutes) that customers wait to obtain service at a DMV Field Office Source: Driver &amp; Motor Vehicle Services Division, ODOT.</p> <p>730-22b <b>DMV Phone Queue Time:</b> Time (in seconds) that customers wait to talk to a DMV Phone Agent. Source: Driver &amp; Motor Vehicle Services Division, ODOT.</p> <p>730-22c <b>DMV Title Transaction Time:</b> Number of days DMV takes to process a vehicle title transaction. Source: Driver &amp; Motor Vehicle Services Division, ODOT.</p>

# Performance Measures Review

## FINAL

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**Agency:** Transportation, Oregon Department of (ODOT)  
**Date:** September 5, 2002  
**Lead Reviewer:** Rita Conrad  
**Approved:** Jeff Tryens

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**Mission:** To provide a safe, efficient transportation system that supports economic opportunity and livable communities for Oregonians.

### Summary

The DAS Review Committee finds that performance measures for ODOT meet all five basic criteria as specified in the Performance Measure Guidelines. The agency presents 22 performance measures that are well aligned with four goals and numerous Oregon Benchmarks. The measures are clear, appear to address the scope of agency responsibility, conform to standard definitions and concepts and are extremely results-oriented. All measures have targets. An excellent data sources sheet is included, demonstrating verifiability of the data.

### Comments and recommendations specific to basic criteria

#### 1. Gauge progress towards goals and pertinent benchmarks

ODOT presents 22 performance measures that are well aligned with four goals and numerous high-level outcomes, all of which are Oregon Benchmarks with primary linkages to agency work. The goals are derived from the agency mission statement. One issue that might be addressed relates to Goal #2, provide a transportation system that supports livability and economic prosperity in Oregon. The only linked performance measure, #17, measures the number of construction jobs resulting from highway funds. Can you develop a measure that gauges how well the transportation system allows Oregonians in general get to where their jobs are? Or how well goods and services are moved within, to and from the state?

#### 2. A few key measures

These 22 measures are stated clearly, allowing lay readers and analysts to understand the key areas in which ODOT measures its progress. The agency has many more internal measures that it uses to manage performance.

#### 3. Conforms to standard concepts and definitions

All measures are consistent with DAS approved concepts and definitions.

#### 4. Targets

The department provides targets for all of its measures. Most of the targets represent an improvement over the most recently reported condition.

#### 5. Accurate and reliable data

Data sources are well described. Additionally, data points are offered for all measures.