

# Motor Carrier Transportation Advisory Committee

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Commerce and Compliance Division  
Oregon Department of Transportation  
Thursday, July 20, 2023

# Housekeeping

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- We are back in a hybrid format.
- Today's presentation 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, July 20, 2023 | 8:30 am to 10:00 am

[Click here to join the meeting](#) Audio only: +1 971-277-1965,,578660104#

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



Time		Topic		Action	Lead
8:30-8:35	5 min	01	Welcome, Housekeeping and Intros	Decision	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>			
8:35-9:00	25 min	02	Tolling Update	Information	Garet Prior
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Update on tolling project</li> </ul>			
9:00-9:10	10 min	03	Update on CCD activities related to tax-evasion study	Information	Jenny Galvin
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Update on work we are conducting following the last tax-evasion study</li> </ul>			
9:10-9:25	15 min	04	CCD Quarterly Business Report Draft	Information	Elisha Brackett
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Key highlights from our draft Q1 business report for 2023</li> </ul>			
9:25-9:40	15 min	04	Changes in CCD Service Hours	Information	Sven Johnson
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Update on changes to CCD call center service hours</li> <li>Aligning resources with peak customer demand</li> </ul>			
9:40-9:45	5 min	05	Oregon Administrative Rule Amendments	Information	Sven and Amy
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Amendments to OAR 734-074-0070 and 734-082-0045</li> </ul>			
9:40-9:55	10 min	06	Administrator's Report	Information	Amy Ramsdell
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Our Portland Bridge office is moving to Tualatin</li> <li>Internal reorganization</li> <li>Motor Carrier Education Program Update (Elisha Brackett)</li> <li>Upcoming open houses and webinars</li> </ul>			
9:55-10:00	5 min	07	Agenda Build	Discussion	All
		<b>Objective:</b> <ul style="list-style-type: none"> <li>Identify agenda topics for October 19, 2023</li> </ul>			
<b>Next Meeting: Thursday, October 19, 2023 8:30-10:00 am</b>					

## MCTAC Summary Notes – April 20, 2023

**Attendees:** Members - Amy Ramsdell (ODOT-CCD), Kristan Mitchell (ORRA), Jon Golly (AOL), Mark Gibson (OTA), Brent Vander Pol (Peninsula Truck Lines), Donny Callahan (OTTA), Jonathan Wilson (FMCSA), Kaiger Braseth (Mountain West Moving)

Presenters and Guests – Elisha Brackett (ODOT-CCD), Sven Johnson (ODOT-CCD), Jenny Galvin (ODOT-CCD), Carla Phelps (ODOT-CCD), David Babb (ODOT-CCD)

Support – Jason Lawrence (ODOT-CCD)

**Previous meeting's minutes approved.**

**Update on tow industry OAR Division 76 revision requests, Sven Johnson (CCD-ODOT)** – As has been discussed here, the tow industry approached CCD with requests for amendments to OAR Division 76 (see slides for specific requests). All but one of these requests had been agreed upon previously and remain in draft status with amendments. The request for moving three or more axles to Weight Table 4 has been the most complex request. ODOT bridge engineers have been hesitant to agree to this. CCD, ODOT Bridge and tow industry representatives continue to discuss this matter, exploring possible compromises and alternatives. Meetings will continue to be scheduled and updates will come back at later meetings.

**CCD Quarterly Business Report Introduction, Elisha Brackett (CCD-ODOT)** – CCD has been asked to bring back the practice of publishing quarterly – and annual – business reports. We have been working on compiling data and information to create the best report possible. Some of our primary goals are transparency, continued engagement with industry and internal accountability. The report will cover all important aspects of our programs and services. We appreciate suggestions and feedback as we develop, draft and share these reports. We will bring an update with elements of the draft for the July meeting.

### Division Updates:

- **Carla Phelps (ODOT-CCD)** – Human trafficking prevention is an important area of work for our Division. We work with CMVSA, FMCSA, Truckers Against Trafficking (TAT), industry and more to continue to fight human trafficking.

A recent victory in this war occurred thanks to the work of TAT-trained staff at Sunset Empire District, as two teens were saved from a potential kidnapping scam.

CCD has a webpage full of resources and information to help industry fight human trafficking, take TAT training and more. The training works and saves lives! We encourage all carriers to take the training and continue to fight human trafficking.

- **Elisha Brackett (ODOT-CCD)** – Our new Motor Carrier Education (MCE) Program continues to wait on the administrative and legislative processes for finalizing and approving the fee and fee process. Once the Legislature passes the bill that includes this piece, we can move forward with our RFP. Internally we have been working on training staff to be ready for official launch later this year.

**Administrator's Report: Amy Ramsdell, ODOT-CCD** – As soon as we can this year, we will be moving our Portland Bridge office to a new location in Tigard. This will be our new home for at least a couple of years until we establish a permanent, long-term office. There will be communication ahead of time so that carriers are aware of the change.

We are also going to change our service hours for our call center. We are going to align our resources to meet the highest demand and improve our service levels. The benefits from this change will be substantial for both our Division and industry. We will have details on these changes in July.

We have applied for federal funding to improve our registration/IFTA systems.

We are in the process of negotiating a contract with a vendor for our new over-dimension permit system. We will share more specific information as soon as we can. Overall, we are ahead of schedule with this system replacement project and are shooting for an early 2025 launch.

We are hosting in-person open houses and online webinars throughout the year. Please visit our website and find more information on when and where you can connect with us.

**Agenda build discussion.** We anticipate another tow update. There will be the presentation on changes in service hours and our QBR work. We will also update on MCE and the OD permit system projects. Other potential topics include fire season, construction season and legislative and tolling project updates.

**Close of meeting.**





# Toll Rulemaking Update

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Garet Prior, Toll Policy Manager

# Urban Mobility Strategy Map

## ODOT Projects

-  System Improvement Project
-  Bike/Ped Crossing Project
-  Regional Mobility Pricing Project Extents\*
-  I-205 Toll Project

## Partner Project with ODOT Support

-  System Improvement Project

\*The exact locations where congestion pricing will be applied on I-5 and I-205 as part of the Regional Mobility Pricing Project will be determined during the federal National Environmental Policy Act (NEPA) process.





# TIMELINE: TOLL RULES UPDATE (OARs)



2023

2024

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May

STRAC

Part 1: Enrollment, payment processing, and enforcement

Part 2: Low-income toll program, rate setting and adjustment process, and vehicle rates

Public

Equity focused discussion groups

Public outreach, specialty groups (freight, etc.), and equity focused discussion groups

Public comment period

ODOT

Draft and revise the draft rules and create supportive materials for engagement

OTC

Provide feedback on draft rules and challenging topics

Review & approve

# Accounts for large and small commercial users

# ACCOUNTS FOR LARGE AND SMALL COMMERCIAL USERS – RULE REVISIONS

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- Questions around how customers with many vehicles will be contacted for billing
- Desire to see a tailored customer service experience – especially with disputes and reconciliation

## Changes made:

- Created a new process flow to clarify monthly invoicing
- Noted in procedures how these are essential customers and ODOT is planning on a quality customer service experience (online dashboard, outreach, etc.)
- Working with and learning from existing ODOT weight-mile tax collection

# PAYMENT: Commercial and registered users

## Payment process: commercial customer

Establishing and maintaining relationships with commercial customers that have these large accounts, collecting weigh-mile easy to access database process to work through

Toll transaction(s) occur

Account balance or valid credit card on file?

Yes

Complete

No

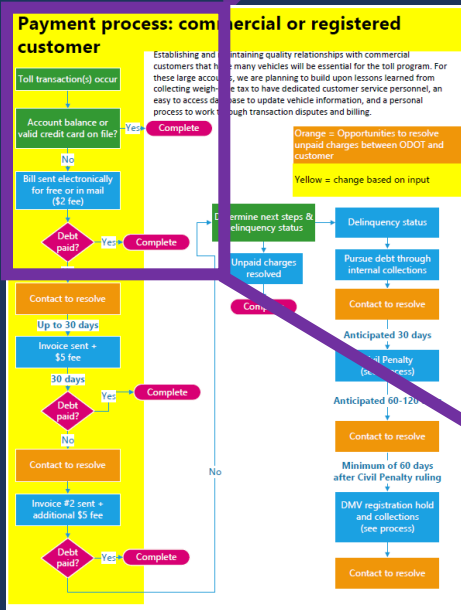
Bill sent electronically for free or in mail (\$2 fee)

Debt paid?

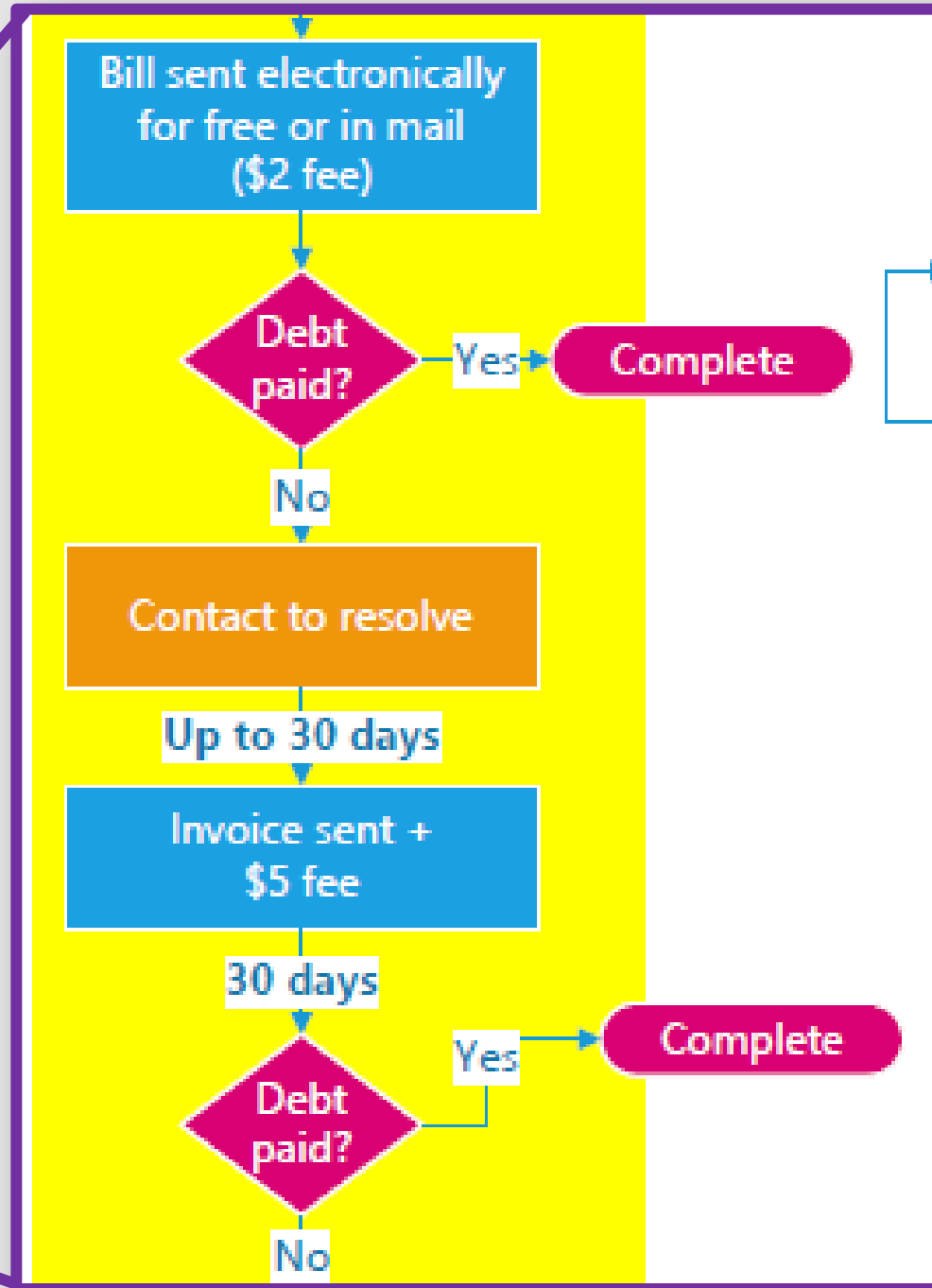
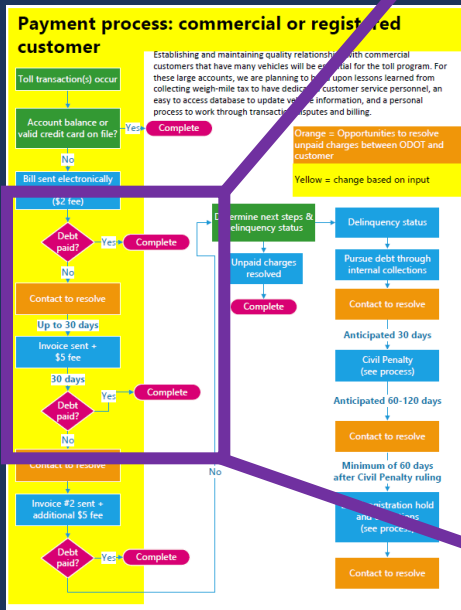
Yes

Complete

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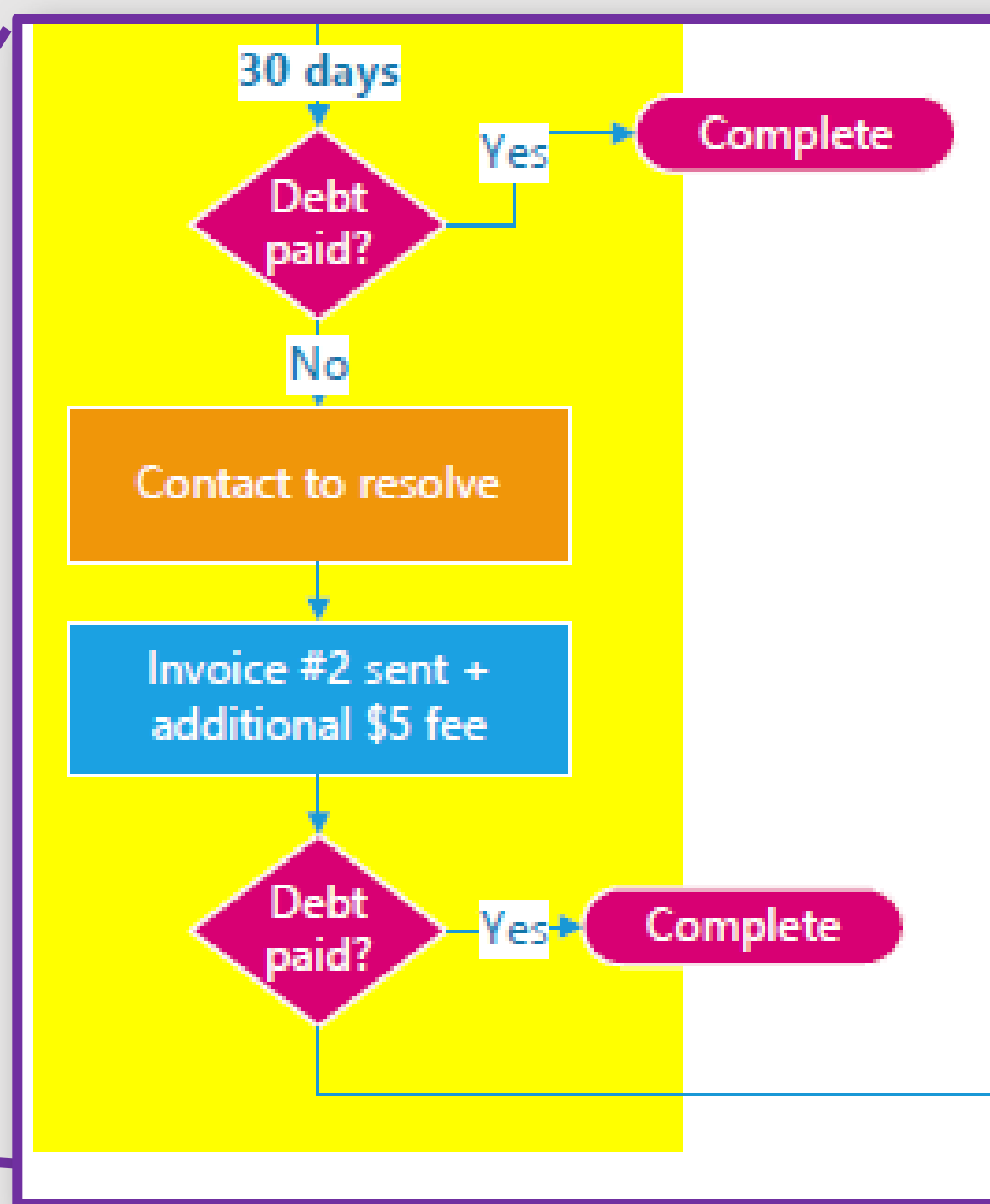
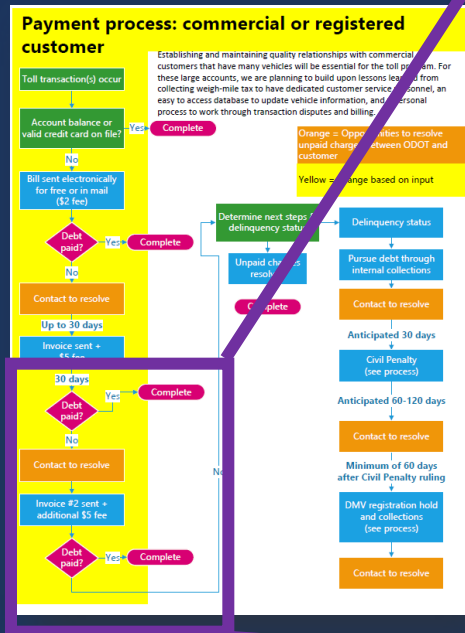


# PAYMENT: Commercial and registered users





# PAYMENT: Commercial and registered users



A worker in a blue safety suit and hard hat is positioned on a blue scissor lift, working on the steel structure of a bridge. The background is a dense forest of evergreen trees. The entire image has a dark blue overlay.

# Interoperability

# INTEROPERABILITY WITH EXISTING TOLL SYSTEMS

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- Desire to see ODOT commit to interoperability with nationwide operators by opening day (e.g. E-ZPass)

## Changes made:

- Clarified in procedures that ODOT intends to honor most of the major third-party account managers that may attract niche market segments such as underbanked customers
- Begun discussion with other operators (including WSDOT, Western Region Toll Operators, and E-ZPass)



# Discussion break

- Did you understand the process for registration and payment?
- What did you like?
- What is missing or should change?

# LOOKING AHEAD & NEXT STEPS



# TIMELINE: TOLL RULES UPDATE (OARs)

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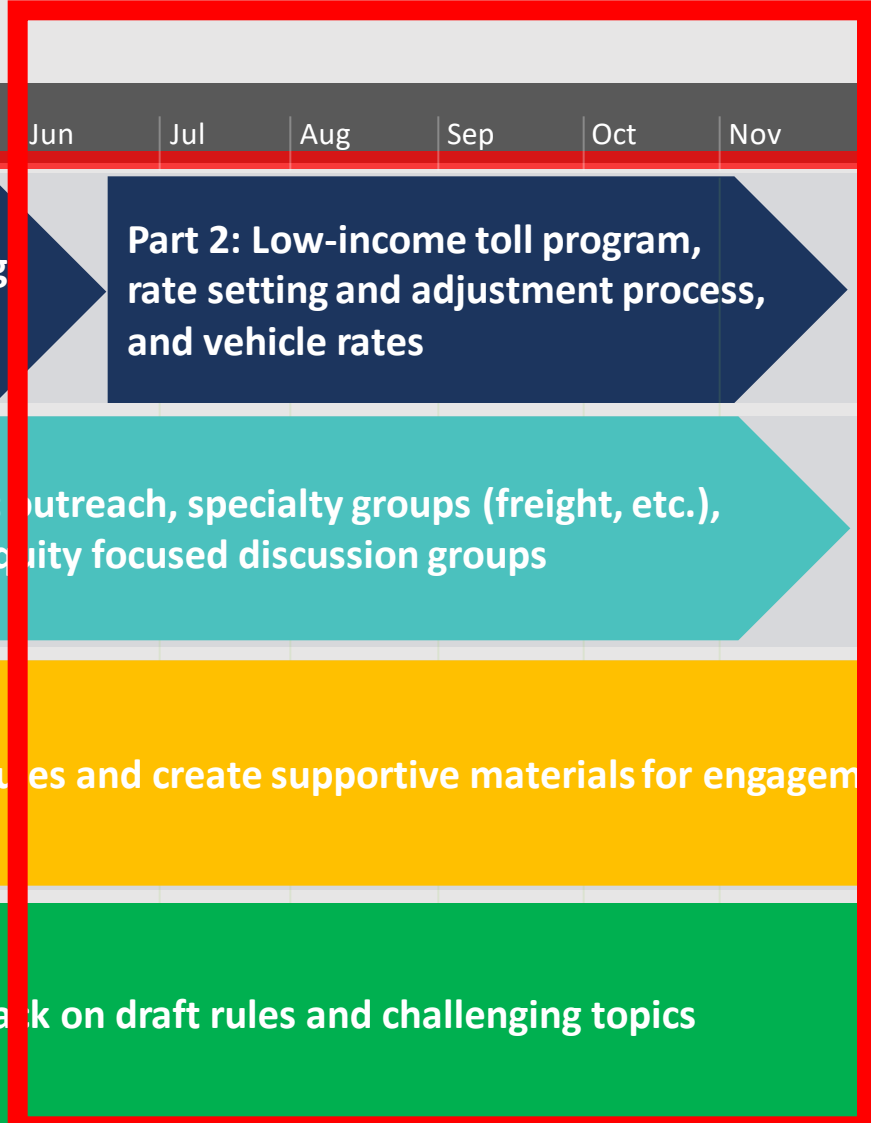
ODOT

Draft and revise the draft rules and create supportive materials for engagement

OTC

Provide feedback on draft rules and challenging topics

Review & approve





# LOOKING AHEAD

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- Table setting for topics, joint meeting with EMAC (July 21)  
Low-income toll program, discounts, and exemptions (September 22)
- Toll rate setting/adjustments process and rate framework for vehicles by type (October 27)
- Finalize feedback on draft rules (November 17)

# SUPPORTIVE INFORMATION WE ARE PLANNING TO PREPARE



- Highway Cost Allocation Study and toll interaction memo
- Research from other places for low-income toll programs and rates for different vehicle types (size, weight, motorcycles)
- Analysis of low-income toll program benefit options and process flows for enrollment and verification
- Understanding of existing law and policy for exemptions and discounts (transit, emergency vehicles, military, etc.)

## Discussion break

- What challenging questions or topics are we going to face?
- What are your thoughts on our plan for developing supportive information?

## Future engagement

Motor Carrier Open House (9/13)

MCTAC (10/19)

Trucking webinar (TBD)

# STAY UP-TO-DATE WITH THE LATEST INFORMATION

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Visit [oregontolling.org](http://oregontolling.org) and sign up for the newsletter



[oregontolling@ODOT.Oregon.gov](mailto:oregontolling@ODOT.Oregon.gov)



(503) 837-3536



# Questions or Comments?

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Thank you!



# Update on CCD Activities Related to Tax Evasion Study

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Jenny Galvin, Commercial Vehicle Tax Program Manager

# Prior Evasion Studies

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1996 VMT analysis 3% - 7%

## 2021-Three Different Methodologies

- WMT analysis gave estimate of 8% - 12%
- IFTA analysis gave estimate of 8% - 11%
- IRP analysis estimate was 8% - 11%

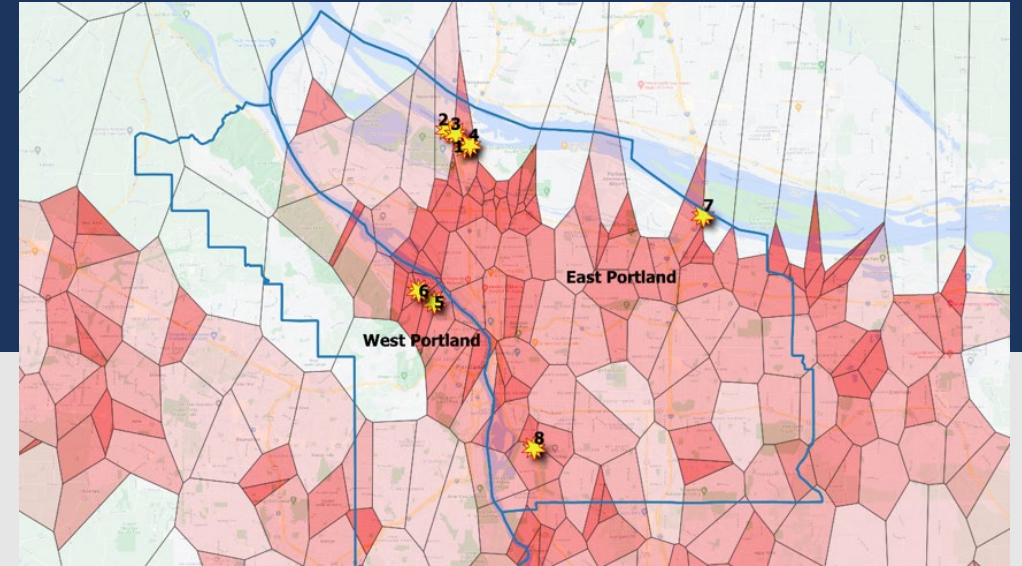
# 2021 Pilot Study-Unscreened Carriers

## Portland Metro “Heat Map”



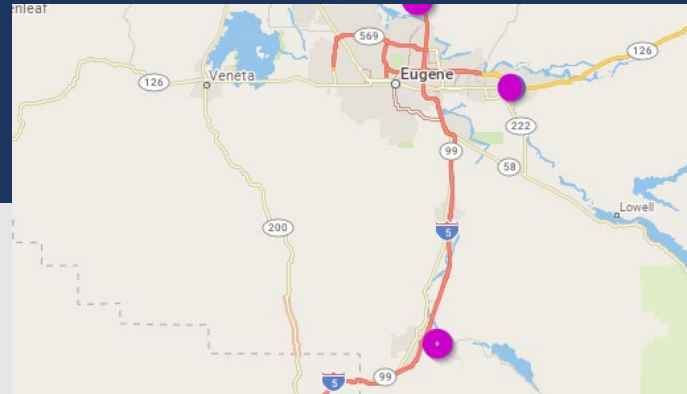
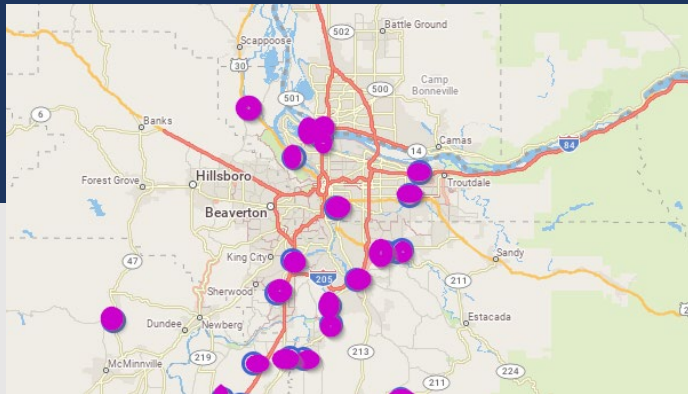
- Largest amount of unscreened carriers operating in Portland Metro

## Screening Locations



- 10 days in June '21 at 8 locations
- 1,312 unique vehicles
- 41.5% vehicles unscreened

# 2022-2023 Data Collection-Focus on I-5 Corridor



- Recommendation for ODOT to expand study
- Expanded to 39 sites
- Concentrated on sites with unique/unscreened vehicles

# Study Results

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- 37,433 total observations
- 15,981 vehicles
- 5,518 motor carriers
- 74% of vehicles based in OR
- 8% of vehicles based in WA
- 64% of observations made from Salem to the north
- Two highest data collections site: Cornelius Pass and Riddle Bypass





## 2023-Next Steps

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- Analyze data
- Conduct audits where appropriate
- Track results/attributes of evasion amongst unscreened carriers
- Develop new methods to identify evasion risk for unscreened carriers.
- Report back



# Questions or Comments?

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Thank you!

# Quarterly Business Report Draft

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Quarter 1: January – March 2023

Elisha Brackett, Business Operations Manager





# Size and Weight Program

Tables 1a, 1b, 1c and 1d.  
Enforcement totals, by type,  
Q1 2023.

# Carrier Compliance

Enforcement type	Enforcement numbers
Static scale weighing	267,429
Green Light preclearance crossings	497,374
<b>Total weighing</b>	<b>764,803</b>
<b>Weight warnings</b>	<b>661</b>
<b>Weight citations</b>	<b>1,675</b>
<b>Weight enf. total for quarter</b>	<b>2,336</b>
<b>Size warnings</b>	<b>36</b>
<b>Size citations</b>	<b>81</b>
<b>Size enf. total for quarter</b>	<b>117</b>
<b>Size and weight enforcement ratio</b>	<b>0.92%</b>
<b>Trucks required to legalize</b>	<b>265</b>

Enforcement by type	Enforcement numbers
Registration warnings	227
Registration citations	39
<b>Registration enf. total</b>	<b>266</b>

Enforcement by type	Enforcement numbers
Tax warnings	1,741
Tax citations	1,748
<b>Tax enf. total</b>	<b>3,489</b>

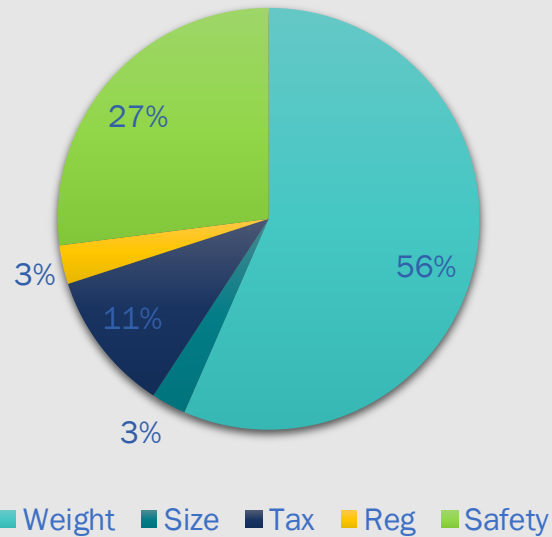
Enforcement by type	Enforcement numbers
Other warnings (e.g., chains, FMCSR)	1,227
Other citations	2,015
<b>Other enf. total</b>	<b>3,242</b>

**Total enforcement ratio: 3.23%**

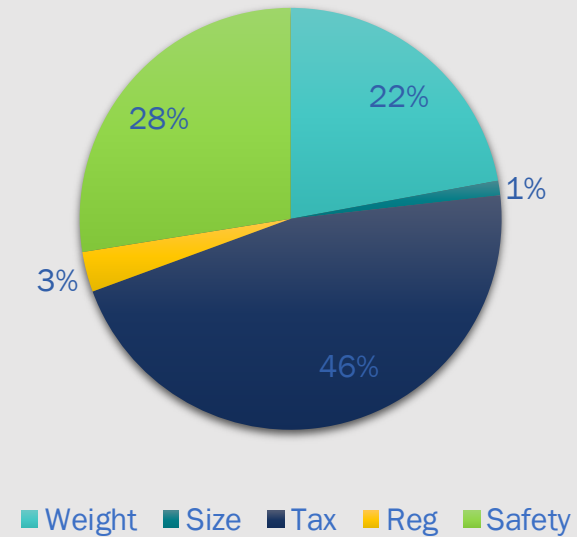
# Compliance on our highways

Figures 1a and 1b. Percent of total enforcement actions, by type, Q1 2023.

1a. Percent of total enforcement actions by type, Oregon-based carriers, all highways, Q1 2023



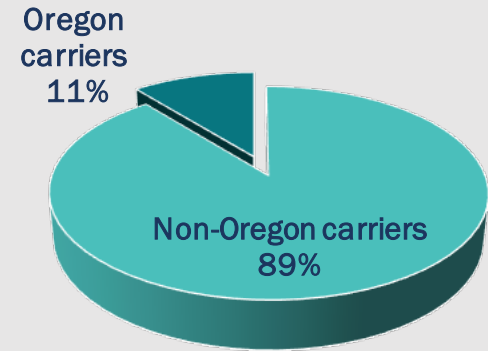
1b. Percent of total enforcement actions by type, non-Oregon carriers, all highways, Q1 2023



# Compliance on our highways

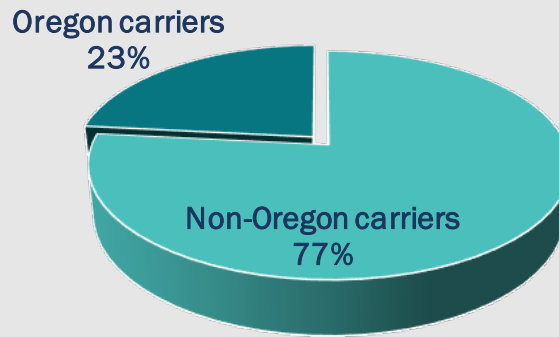
Figures 2a, 2b and 2c. Enforcement actions on highways, percent of total, by carrier type, Q1 2023.

2a. Enforcement actions on Interstate highways.



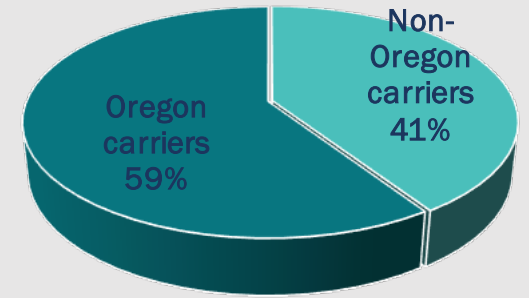
Total Interstate actions: 5,976

2b. Enforcement actions on NNH (national network) highways.



Total NNH actions: 2,341

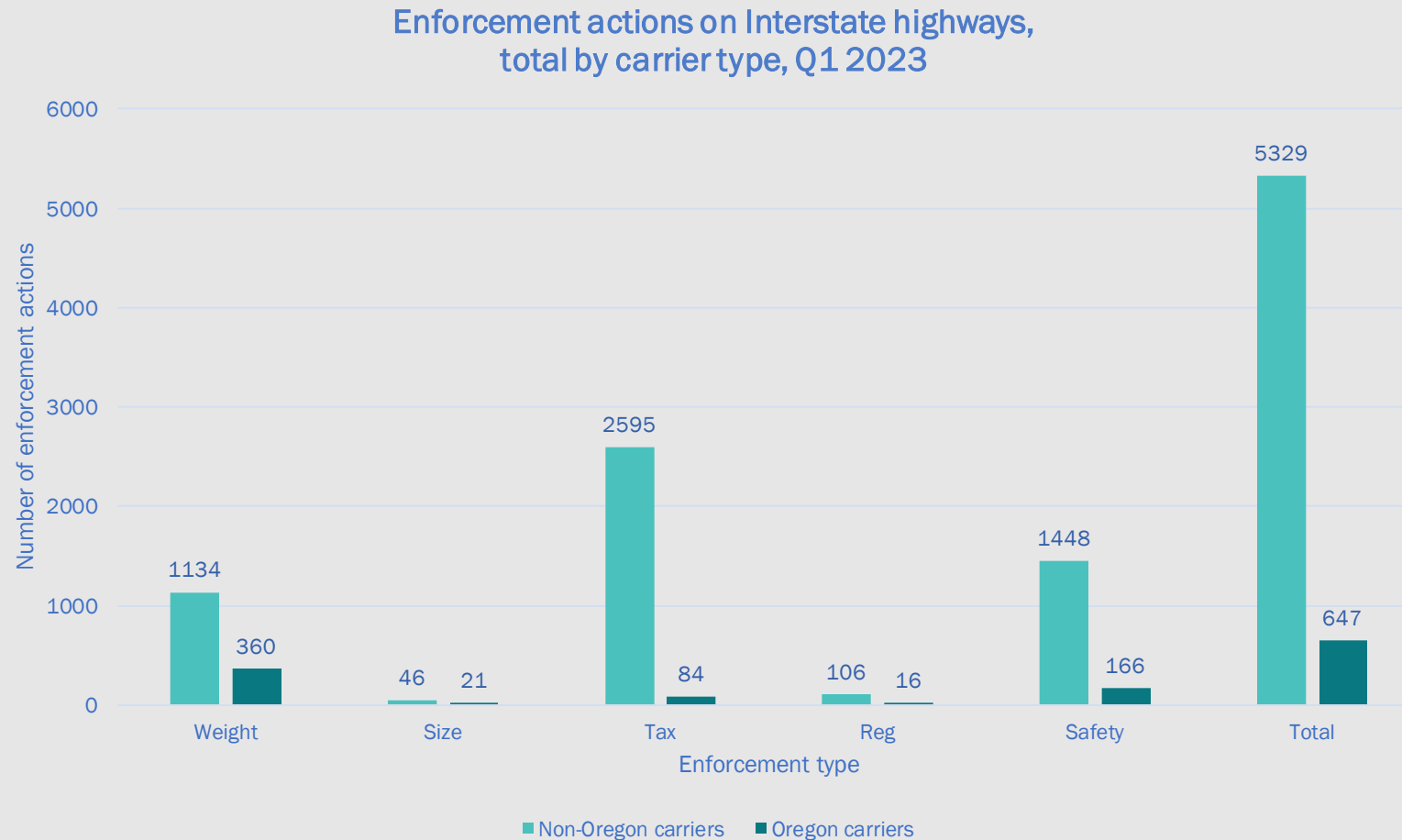
2c. Enforcement actions on other highways.



Total other hwy. actions: 140

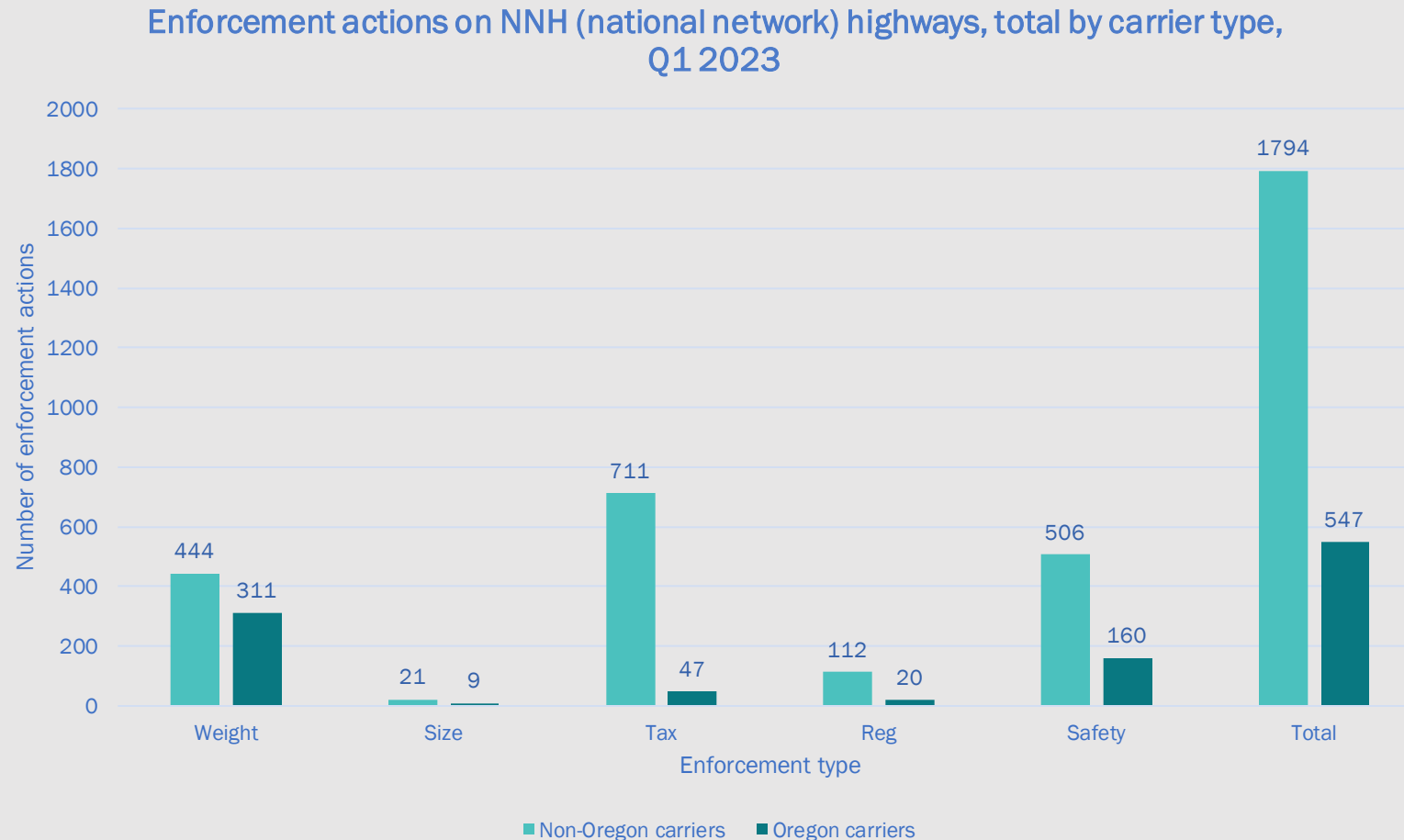
# Compliance on our Interstate highways

Figure 3. Enforcement actions on Interstate highways, totals, Q1 2023.



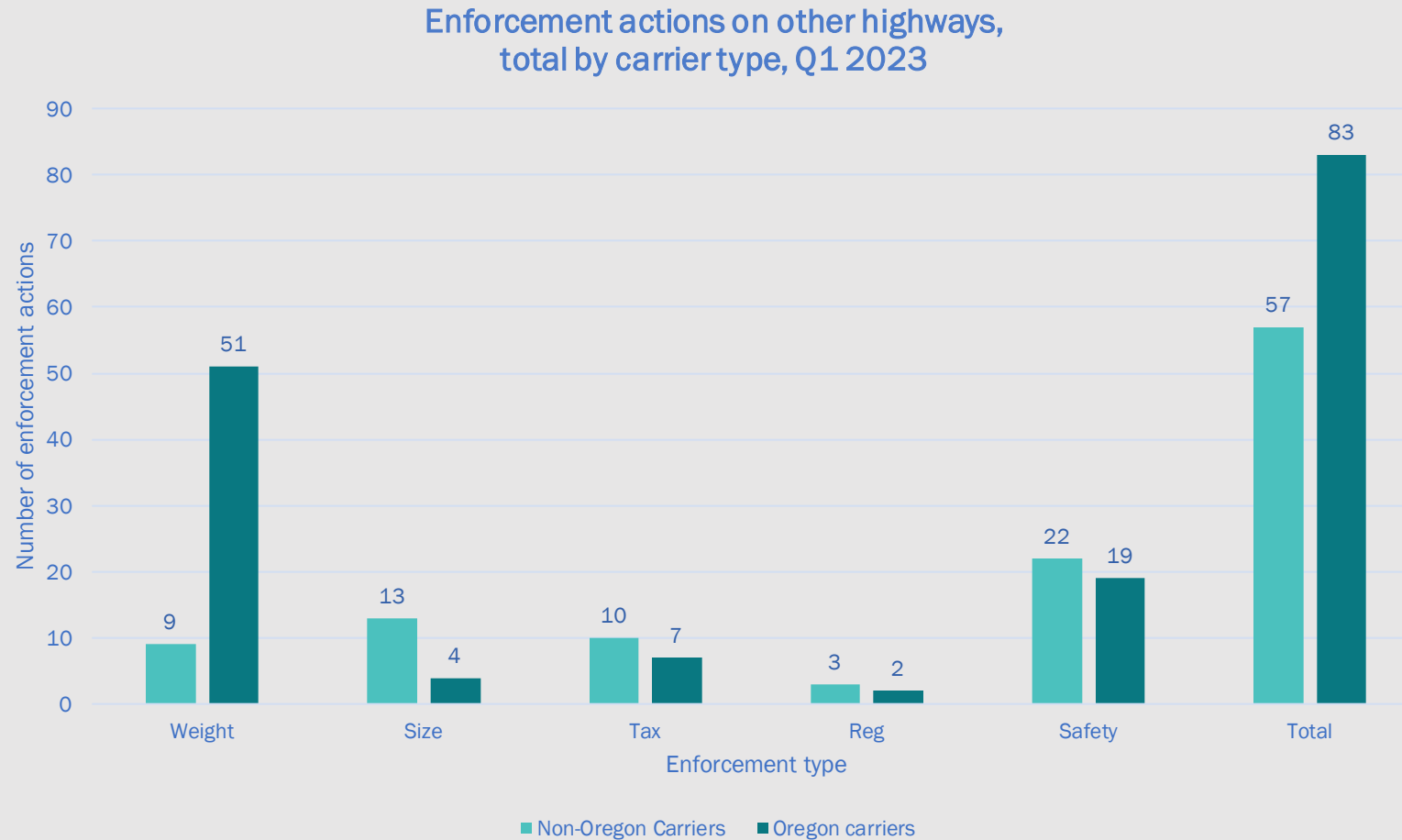
# Compliance on our NNH (national network) highways

Figure 4. Enforcement actions on NNH (national network) highways, totals, Q1 2023.



# Compliance on our other highways

Figure 5. Enforcement actions on other highways, totals, Q1 2023.





# Size and weight compliance

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- For Q1 2023, we issued three (3) orders for general size and weight noncompliance.
  - All three orders issued were for violations of over-dimension permits, two of which included violations for striking a structure.
  - No suspensions resulted from the three issued orders.
- Less than 1% of total accounts were issued orders for noncompliance.\*





# Customer Service Data

# Main Contact Center (\*6699) Call Data

Figure 4.  
Main contact center call volume and wait time averages, Q1 2023

Total calls:

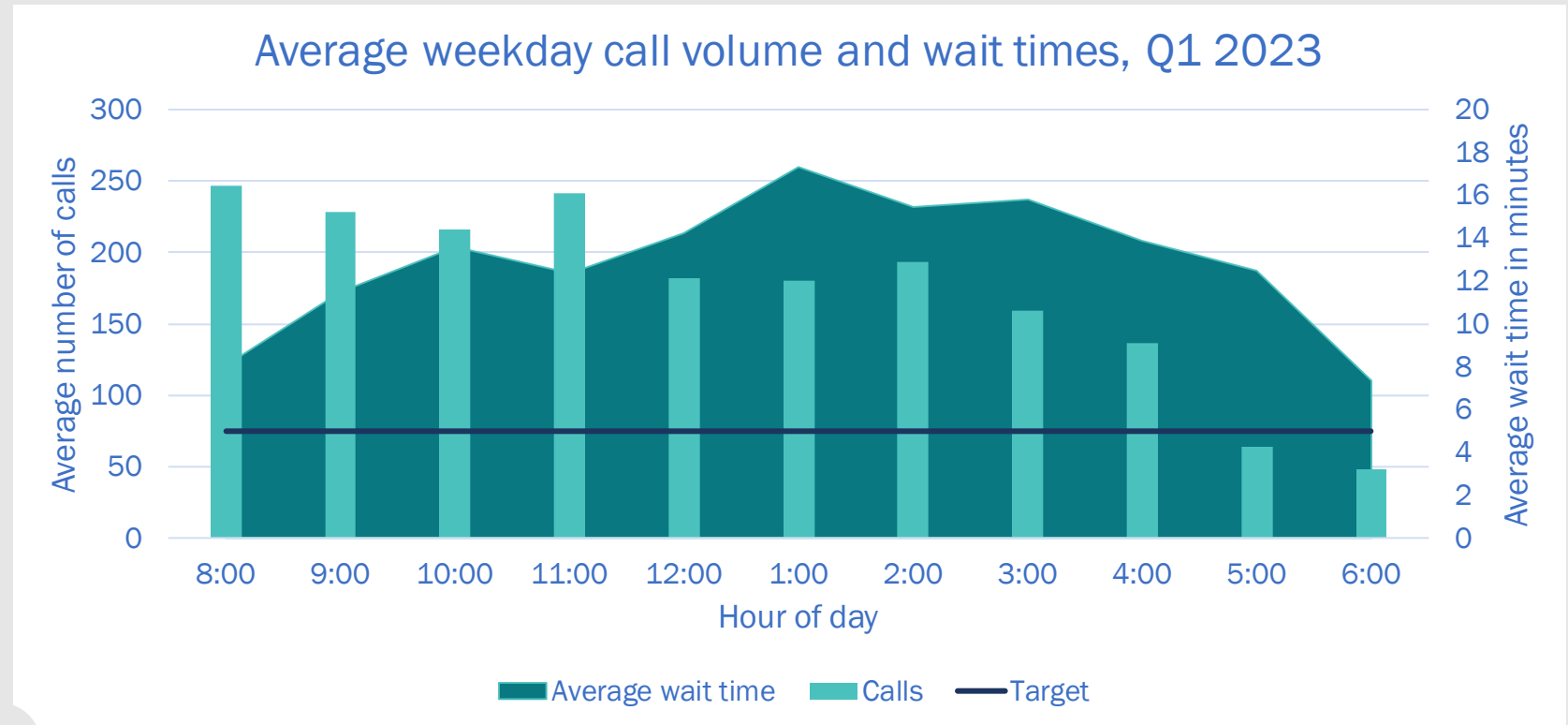
- January: 11,602
- February: 10,416
- March: 14,021

Total use of callback feature:

- January: 2,140
- February: 1,728
- March: 1,828

Calls answered within 7 minutes:

- January: 22.9%
- February: 33.1%
- March: 36.3%





# Commercial Vehicle Licensing (\*5983) Call Data

Figure 5.  
Commercial vehicle licensing call volume and wait time averages, Q1 2023

**Total calls:**

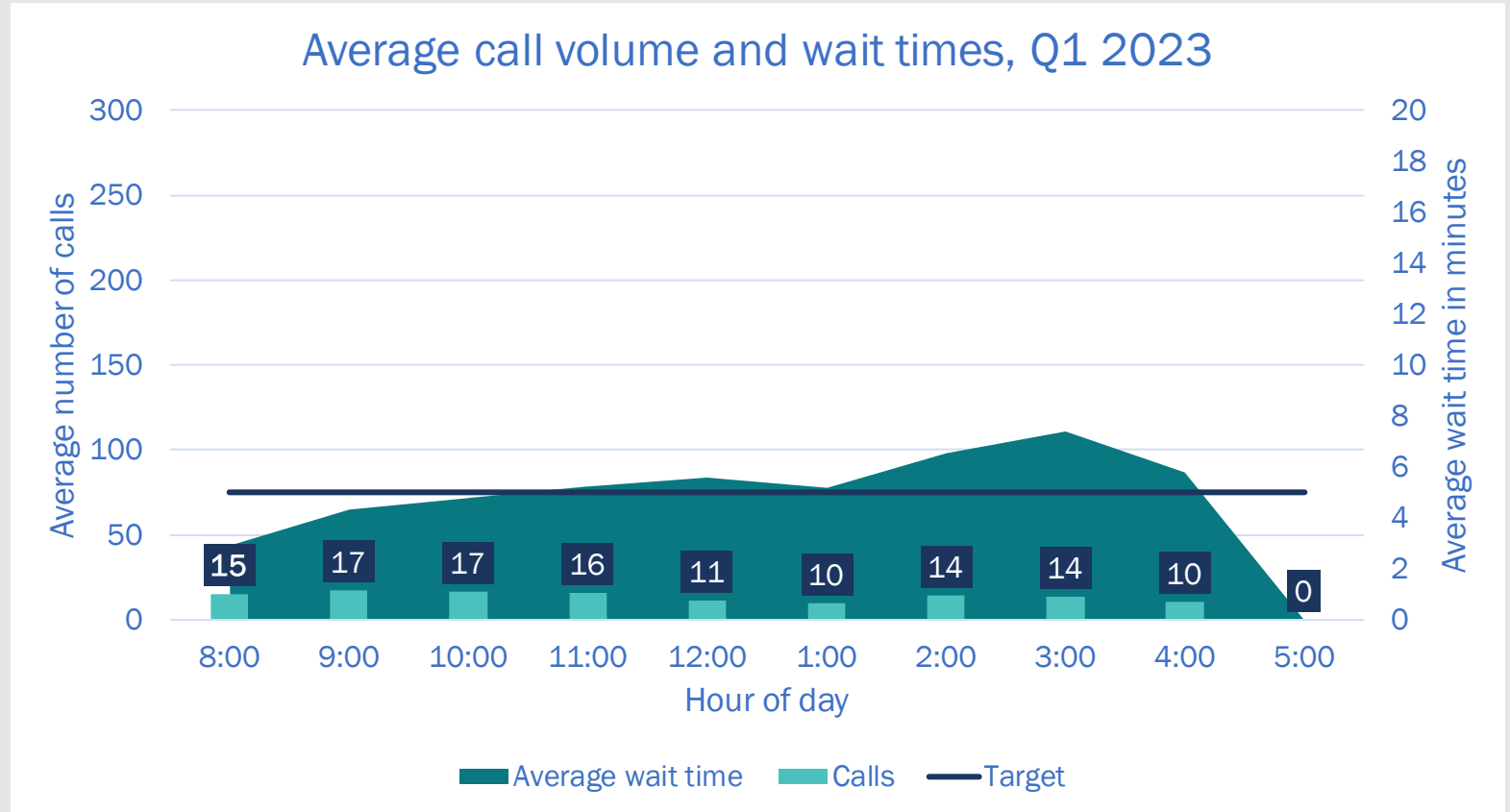
- January: 695
- February: 441
- March: 706

**Total use of callback feature:**

- January: 253
- February: 47
- March: 47

**Calls answered within 6 minutes:**

- January: 49.4%
- February: 85.7%
- March: 84.5%



# Questions or Comments?

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Thank you!

# CCD Call Center Hours

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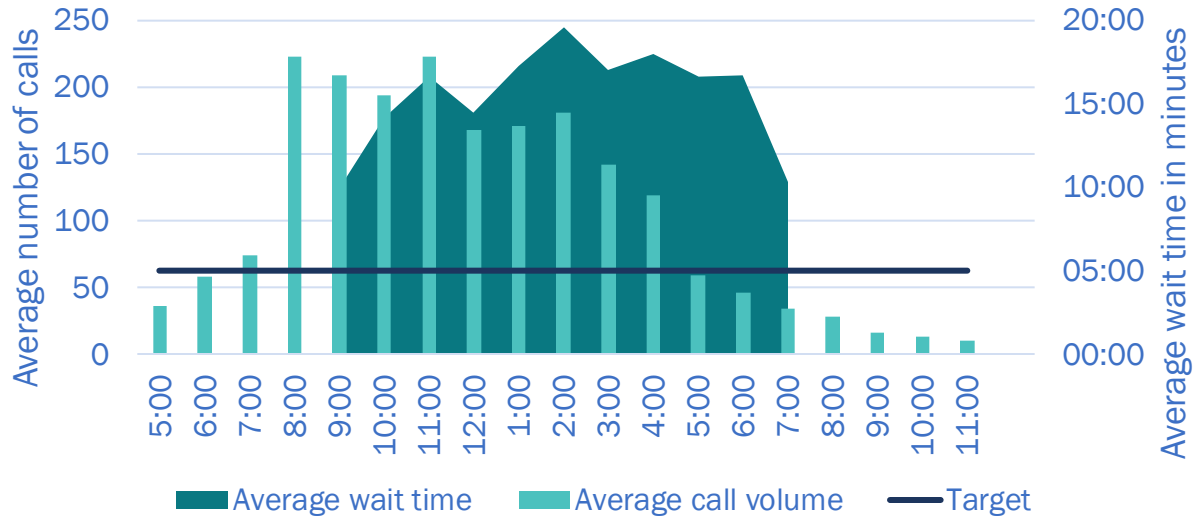
Sven Johnson  
Commercial Vehicle Licensing Services Branch Manager

# Our Current Staffing Level and Hours (\*6699)

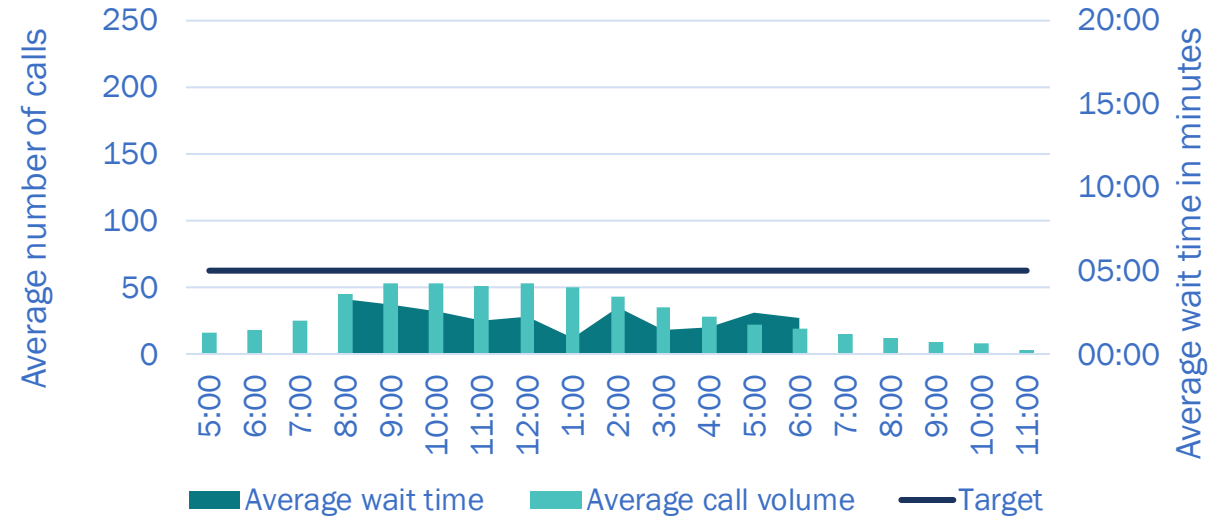
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- 20 weekday staff
- 6-7 weekend and holiday staff (varies)
- Open 5am – 12 midnight

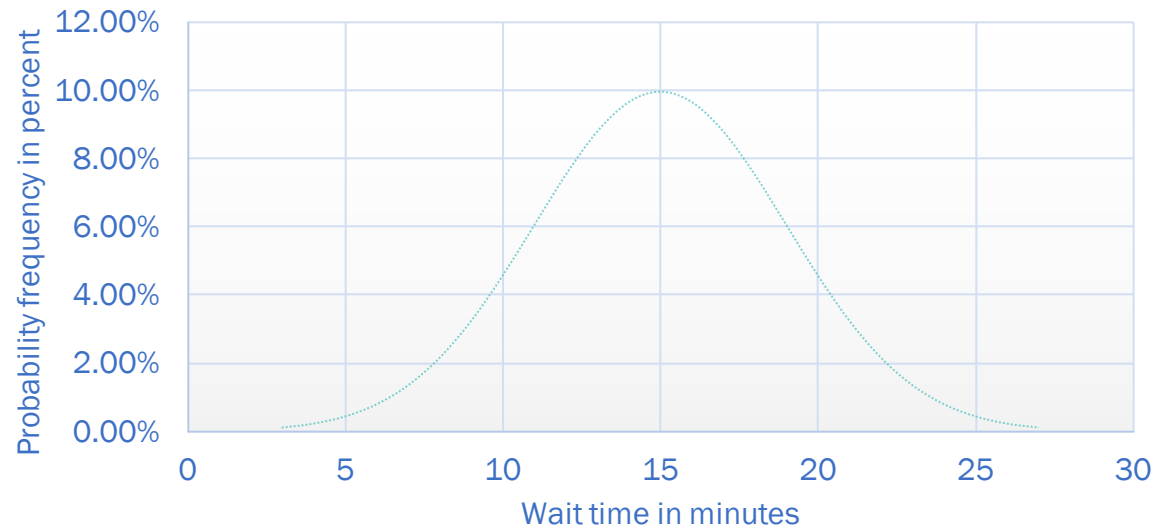
### Average weekday call volume and wait times



### Average Weekend Call Volume and Wait Times



### Main contact center call wait time probability, M-F, Q1 2023



# Other States' Days and Hours of Service

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- California: Monday-Friday, 8am-5pm
- Idaho and Washington: Monday-Friday, 7am-5pm
- New Mexico, Kentucky and New York: Monday-Friday, 8am-4:30pm



# Our New Staffing Level and Hours

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- Move all weekend staff to weekdays
- Change hours to 6am – 6pm, closed weekends and holidays
- Closed for 1-hour staff development, 3rd Wednesday of the month from 9-10am.
  - Published on website
  - Other units will see same opportunity for staff development time
- Target date: October 1, 2023

# Benefits for You

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- Improved service levels and reduced call wait times
- Employee retention and recruitment efforts
- Enhanced employee safety
- Opportunities for employee training and development
- Creates an opportunity to push planned system upgrades outside of business hours, minimizing disruption and downtime

# Questions or Comments?

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Thank you!

# Oregon Administrative Rule Amendments

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Commerce and Compliance Division

# OAR 734-074-0070

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- OAR 734-074-0070 allows triple trailers under certain provisions.
- New language in (4) aligns language with current DMV and CFR standards for necessary requirements to operate with triple-trailer configurations.
- Amends language changing “road test” to **skills test**.

# OAR 734-074-0070 Amendments

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- (4) Triple trailer drivers hired by the permit holder after the effective date of this rule, must successfully complete **a skills [a road] test**, using triple trailers, **as described in 49 CFR 380**. *[This shall be the road test established by the Oregon Department of Transportation, Driver and Motor Vehicle Services Division. The road test must be conducted by an experienced triple trailer driver or trainer.]* The permittee must maintain a record of **the skills [road] test** for inspection by ODOT personnel for three years following **the skills [road] test**.

# OAR 734-082-0045, Trailer Provisions

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- OAR 734-082-0045 (5) and (7) allow exceptions for particular over-dimension permits upon the granted authority of the CCD Administrator.
- New language in (5) and (7) amends Rule such that these exceptions can be granted by other CCD managers upon **written delegation** from the CCD Administrator.
- Paragraph 10 is amended to align with other existing Rule and current practice to change “front haul” and “back haul” to **primary haul** and **secondary haul**.

# OAR 734-082-0045 Amendments

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- (5) **Unless otherwise revised by written delegation, r[R]equests** for permits for semitrailers or trailers in a truck-tractor semitrailer or trailer combination that exceed 53 feet in length, which cannot be classified as a semitrailer or trailer under section (4) of this rule, will not be granted unless the Administrator of CCD determines that the public interest requires the semitrailer or trailer for the impending movement, and the movement can be performed safely.
- (7) **Unless otherwise revised by written delegation, r[R]equests** for permits for unladen semitrailers or trailers in a truck-tractor semitrailer or trailer combination that exceed 53 feet in length, which cannot be classified as a trailer under section (6) of this rule, will not be granted unless the Administrator of CCD determines that the public interest requires the semitrailer or trailer for an impending movement, and the movement can be performed safely.
- (10) Requests for permits for trailers or semitrailers exceeding 53 feet in length for movement of a non-divisible load that does not warrant the size of the trailer as described in section (2), may be authorized on a case-by-case basis as **a primary [front] haul or secondary [back] haul movement.**



# Administrator's Report

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Amy Ramsdell

Administrator, Commerce and Compliance Division

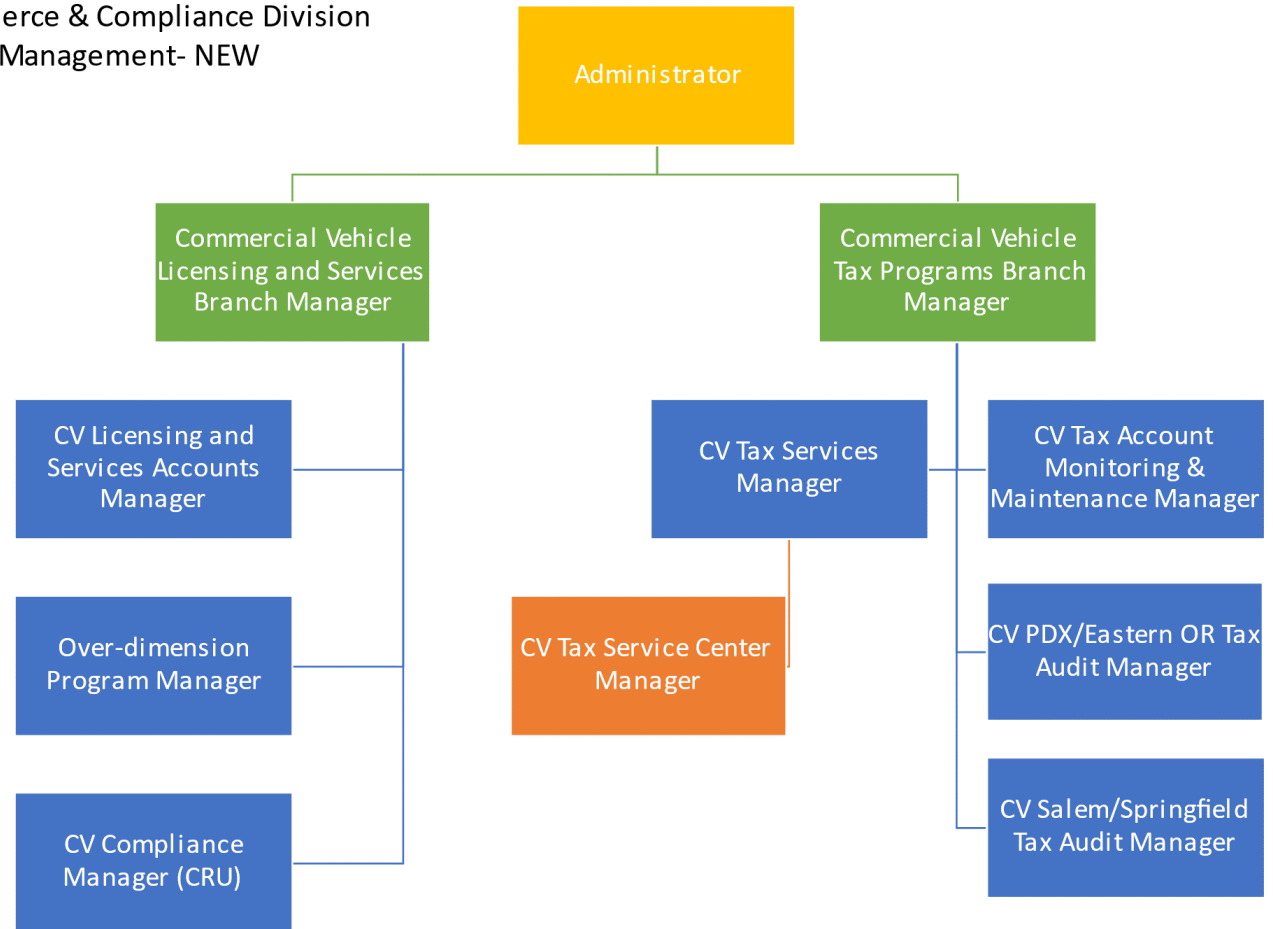
# Administrator's Report

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- Portland Bridge office moving to Tualatin
- Internal reorganization
- Motor Carrier Education Program Update (Elisha Brackett)
- Open houses and webinars

# CCD Reorganization

Commerce & Compliance Division  
(CCD) Management- NEW



# Administrator's Report

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- Motor Carrier Education Program Update (Elisha Brackett)
- Open houses and webinars
  - Woodburn open house in September
  - Webinars this fall

# MOTOR CARRIER OPEN HOUSES

# 2023 Webinar Series



**MAY 10 - ROSEBURG**

**JULY 12 - SALEM**

**SEPTEMBER 13 - WOODBURN**

**June 7: Over-Dimension Permitting**

**August 9: Safety Compliance**

**October 4: Motor Carrier Registration  
and Renewal**

**December 6: Size and Weight Compliance  
12pm - 1pm**

**Use the QR code to register online today!**



**[truckinginoregon.org](http://truckinginoregon.org)**

**Agenda Build  
for  
October 2023**

What items would you like CCD 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)