

November 2024



Cost of Services Study

Oregon Department of Transportation



Purpose and Values

DMV is made up of hard-working people who care about customers in their communities and across Oregon. DMV's focus remains on its mission and a strategic vision of delivering excellent customer service to Oregonians.

Mission

To promote driver safety, protect financial and ownership interests in vehicles, and collect revenue to finance Oregon's multimodal transportation system.

Strategic Vision and Goals

Excellent customer service is at the core of our strategy for strengthening operations and exceeding customer expectations. The following goals support this vision and are the lens through which we assess and deliver services.

- Equity
- Safety
- Efficient and Paper-less Operations
- Best Workplace
- Performance Focused
- Data Informed
- Trust Fund Stewardship



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Acknowledgements

Sincere appreciation is given to ODOT employees who served as technical resources and reviewers in the development of this update:

Debra Burger Libolt; Tammy Cloyd; Mary Penfield; Satenik Donaca; Amy Joyce; Travis Brouwer; Daniel Porter; Linda Beuckens; Katie Hafner; Ben Kahn; David McKay; Steve Palomo; and Gary Seeder.

INTRODUCTION

The Oregon Department of Transportation (ODOT), through the Driver and Motor Vehicles Services Division (DMV), is the state agency charged with the responsibility of licensing people to operate vehicles, as well as titling and registering vehicles to operate on public roads. DMV charges fees for its services, which are intended to cover DMV's operating expenses, generate revenue for the State Highway Fund, and fund specific allocations of certain transportation packages.

This study has found that many DMV fees are not sufficient for cost recovery. Although House Bill 2017 (2017) and House Bill 2100 (2023) made a start at adjusting DMV fees to better align with DMV costs, there are still base DMV fees that have not been increased in more than 20 years. For the 2019-21 biennium, DMV gross Base-Revenue was \$261 million, and the DMV Operating Cost, Central Service Assessment, and Service Transformation Program expenses were \$327 million. This was the second biennium that operational and collection costs exceeded base revenue, and the deficit is projected to continue to grow.

DMV's costs were further impacted by inflation, and DMV labor costs continue to rise. The cost of postage rates, printing prices, merchant fees, and license plate manufacturing costs all increased during this time. This Cost of Services study covers the 2021-2023 period; if we stay on the current path, the deficit is expected to increase in the next biennium and beyond. Labor costs are projected to increase because of cost-of-living adjustments, pay equity assessments (increasing the average starting wage or adjusting existing employees), and the minimum state of Oregon hourly wage increase eliminating the lower steps of several salary ranges.

Despite these challenges, DMV has maintained its focus on customer service and has sought to offer cost-efficient ways of delivering services, including enhancing our online capabilities through DMV2U. As documented in the report, online services cost DMV considerably less compared to in-person services. DMV has also invested in technology solutions and upgrades to improve efficiency and take advantage of new technologies. For example, the DMV Virtual Assistant for Voice and Web Services was initiated in 2021 to help handle high call volumes, freeing up customer service agents to handle complex customer calls. DMV continues to seek solutions to reduce costs while still delivering the range of services that Oregonians need and deserve.

Amy Joyce
DMV Administrator

EXECUTIVE SUMMARY

DMV fees support three core purposes as defined in Oregon Revised Statutes (ORS):

- 1) Cover direct and administrative costs of providing DMV services.
- 2) Generate revenue for the State Highway Fund (including transportation infrastructure debt service and disbursements to local governments for highway and roadway purposes); and
- 3) Generate revenue for other programs, agencies, and local governments.

DMV operations are one of the four primary ODOT revenue collection paths. Revenues collected from the fees charged for DMV activities flow into the State Highway Fund, the Transportation Operating Fund (TOF), and into other funds administered by ODOT divisions such as Public Transit. There is a unique subset of TOF revenue used to cover the operating cost of the Business Regulation functions, which are intended to be funded by DMV base fees that have not been updated in over a decade. Other dedicated fees are transferred to outside entities. Finally, revenues remaining after deducting transfers and costs are apportioned to cities and counties statewide for local road repair, maintenance, and construction.

DMV transactions can largely be grouped into three business lines: Vehicle, Driver, and Business Regulation, as shown below. In FY 2023, 80 percent of the revenue was collected by the top ten DMV transactions, and passenger vehicle registrations alone accounted for 47.8 percent of DMV revenues.

Vehicle	Driver	Business Regulation
<ul style="list-style-type: none"> • Ownership and operation of a vehicle • Titling, plates, registration, permits • \$433 million in revenue in FY 23 • Revenue is split between the Highway Fund and other agencies and programs 	<ul style="list-style-type: none"> • Right to operate a vehicle • Permits, license, endorsements, testing • \$56 million in revenue in FY 23 • Revenue is distributed among the Highway Fund, Transportation Operating Fund, and other agencies and programs 	<ul style="list-style-type: none"> • Licensing vehicle-related businesses that sell, dismantle, appraise and transport vehicles in Oregon • \$1.5 million revenue in FY 23 • Revenue generated solely funds the Business Regulation program

The Cost of Services (COS) study continues to demonstrate that many fees intended for cost recovery are no longer enough to meet that intent. Fees from vehicle transactions (title and

registration) continue to subsidize driver products and services. Recent changes to state and federal requirements, business process changes, and cost increases particularly in labor, have altered the costs associated with providing DMV services. Operating costs (including State Government and Central Service Assessments) are increasing faster than revenues, resulting in less net revenue for local governments and the Highway Fund. Causes of the costs increases include:

1. Labor cost increases due to cost-of-living adjustments, pay equity assessments (increasing the average starting wage and wages for some existing employees), and The Oregon Management Project (TOMP) review of most management service classifications.
2. Merchant fees paid to credit/debit card companies have risen due to the increase in consumer credit card use, DMV fee increases to support transportation funding packages, increases in fees charged by the companies, and the availability of more online DMV services requiring the use of a credit or debit card.

In the 2023 legislative session fee increases for some DMV products helped to partially fill in the gap but were not enough to address the growing shortfall between revenue and the cost of delivering excellent customer service.

HISTORY AND METHODS

DMV developed the original Cost of Services (COS) Study in 2013 with a 10-person COS advisory committee and a team from DMV to develop and review methodology and results. The purpose of the study is to provide data on what it costs to deliver DMV products and services compared to the base fees charged. The study is updated and published following each biennium and incorporates timed and untimed transactions to determine the cost to DMV to deliver its products and services. In 2019 the study methodology transitioned to a point-in-time study that used actual data from the previous biennium to more accurately report on costs. The [previous report](#) was published in 2022 and used data from the 2019-2021 biennium, including a time period in which DMV services went through great periods of change due to the COVID-19 pandemic and the final major change to DMV's new computer system, the Oregon License Issuance and Vehicle System (OLIVR).

The calculation methodology used in the initial (2013) COS study is followed as closely as possible for consistent analysis. However, DMV updates the methodology as necessary to adjust for process and workflow modifications. Through analysis of specific processing steps for each transaction, DMV can determine the total time required to perform each type of work. The methodology used to determine the timing for the cost of services relies on work measurement timings to determine direct labor costs for most DMV products and services. Timings conducted at DMV offices and statistics captured by headquarters units are used to determine the time required to perform the work steps associated with each work type. All untimed staff cost is applied based on product volume while administrative overhead cost is applied based on FTE in work units. After more than a decade of refinement, the timing method provides an accurate, detailed accounting of direct labor time for DMV products and services.

Other methodological changes between the six studies are summarized below:

2024 COS Study is based on data from the actual transactions and expenditures incurred during the 2021-23 biennium. Timings are the same as those used in the 2022 study. Cost-of-living adjustments (COLAs) have increased the personal services cost significantly from the 2019-21 biennium. The 2021 Legislature approved extending limited duration staffing to handle the increase in REAL ID workload. During the development of this report ODOT Financial Services conducted data validation and review.

2022 COS Study was a look at actual transactions and expenditures incurred from the 2019-21 biennium. The driver licensing system replacement was completed in July 2020, after the implementation of the vehicle transactions system replacement in 2019. This provided one full year's worth of complete data from OLIVR. Timings were based on a sample of the new computer system (OLIVR) and business practices changed with the new system. Timings using OLIVR were applied to cover both years of the biennium. Due to the COVID-19 pandemic causing office closures, service capacity restrictions, deferred renewal requirements, and customer-initiated renewal delays, volumes for the biennium were not typical. Additionally, Oregon's Equal Pay Act (2017) changed how salary steps were assigned to newly hired employees and increased many existing employees' pay rates. Pay equity, along with added top steps to the pay scale and cost-of-living adjustments (COLAs), increased the personal services cost significantly from the 2015-17 biennium. Additional limited duration and permanent staffing

was also approved by the 2019 legislature in response to additional demand for credentials, including REAL ID.

2019 COS Study was a look back at actual transactions and expenditures incurred from the 2015-17 biennium. Unlike the previous study, forecast values were not applied to the study. The study gave a benchmark of how DMV services worked prior to the first major upgrade of DMV's computer systems. Service Transformation Program (STP) implementation costs were excluded from the study.¹

2016 COS Study was based on a cost per unit derived from the actual 2013-15 biennium results (*no furlough or pay freezes during this time*) to determine the percentage of costs incurred by each work group. The Agency Requested Budget for 2017-19 was then distributed based on the percentages. Transaction volumes were from the June 2016 ODOT Revenue Forecast for the 2017-19 biennium or actual 2013-15 volumes. Excluded were proposed Driver Card expenditures (SB833, 2013 Session [repealed by referendum before it became operative]) and spending on the Service Transformation Program. New for this study was timed analysis for Hearings Case Management, Record Services, and Mail Center Operations. Customer Call Center costs also included more detailed timings based on the transaction type instead of a general average time per call.

2015 COS Study used actual data from 2011-13 biennium (*furlough cost savings measures in place, FY 2011 Management Service step increase freeze*) to determine the percentage distribution of cost used by each group. The spending forecast was based on 2015-17 Governor's Recommended Budget and transaction volumes from the December 2014 ODOT Revenue Forecast for the 2015-17 biennium or actual 2011-13 volumes.

2013 COS study used actual data from 2009-11 biennium (*furlough cost savings calculated, FY 2009 step increase freeze, FY 2010 SEIU step increase restored, Management step increase freeze*) to determine the percentage distribution of cost used by each group. The spending forecast was based upon the Legislatively Adopted Budget for 2013-15. Transaction volumes were based on the December 2012 ODOT Revenue Forecast for the 2013-15 biennium or actual 2009-11 transactions.

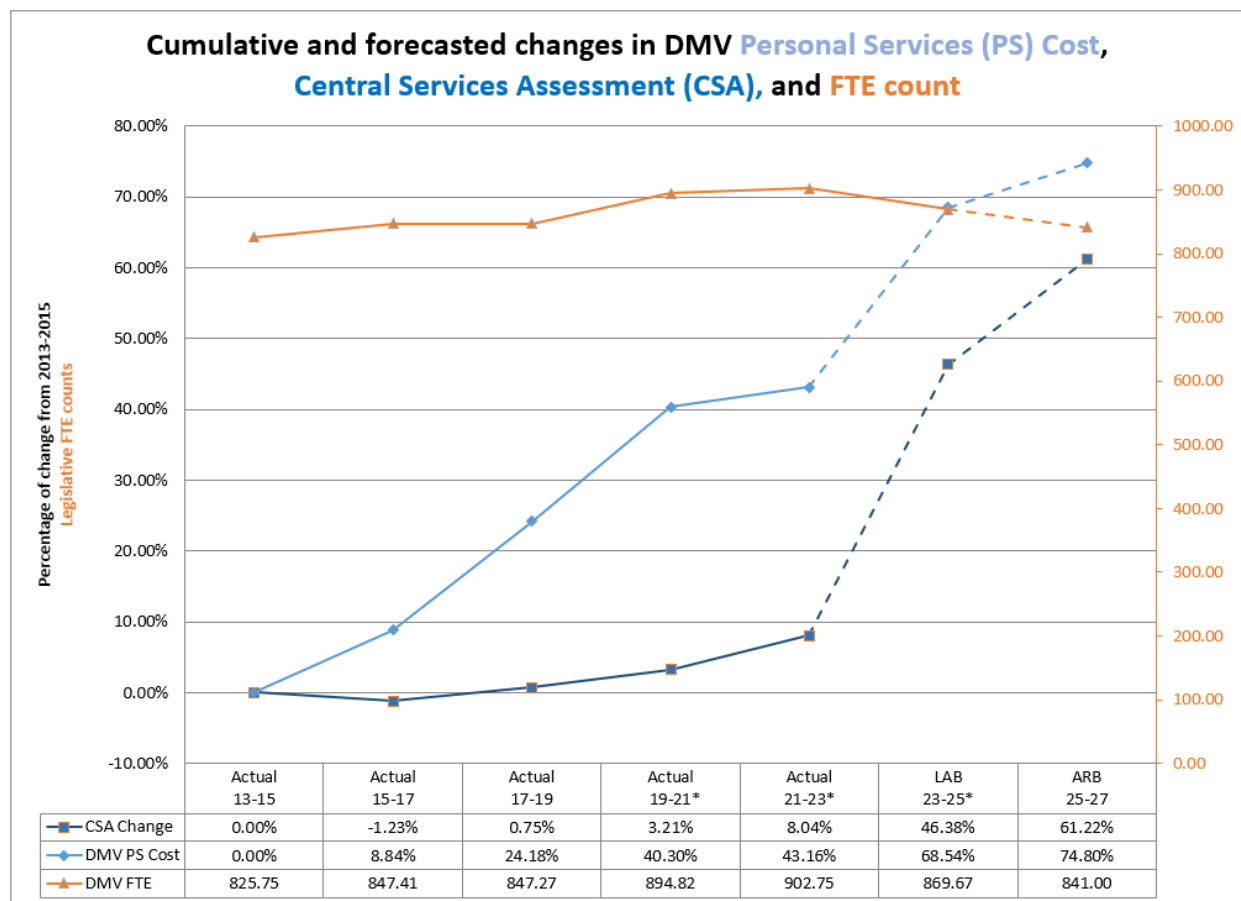
¹ The Service Transformation Program (STP) was an eight-year \$90 million program to improve DMV business processes, enhance service capabilities, replace computer systems, and enable DMV to become more flexible and timelier in meeting customer expectations and legislative mandates.

DMV REVENUES AND EXPENDITURES

Figure 1: Cumulative percentage increase in DMV Personal Services Expenditures, Central Services Assessment (CSA), FTE since 2013-15

Central Services Assessment contains central administrative costs for Audits, Human Resources, Financial Services, Social Equity, Data Solutions, Information Services (data storage, server, network, mainframe charges), and the state government services charge. These costs are distributed quarterly to ODOT divisions based on budgeted full time equivalent positions (FTE). DMV's central services assessment is subtracted prior to operating budget allocation.

New this study is the number of FTE positions approved for DMV each biennium. Dashed lines indicate forecasted data.



**Note: FTE includes limited duration positions for REAL ID and Driver License for All, HB 2015 (2015 legislative session) and 25 permanent positions.*

Figure 2: Oregon Department of Transportation Sources and Uses of Funds

This is an agency overview of revenue and use of funds for programs and operations.

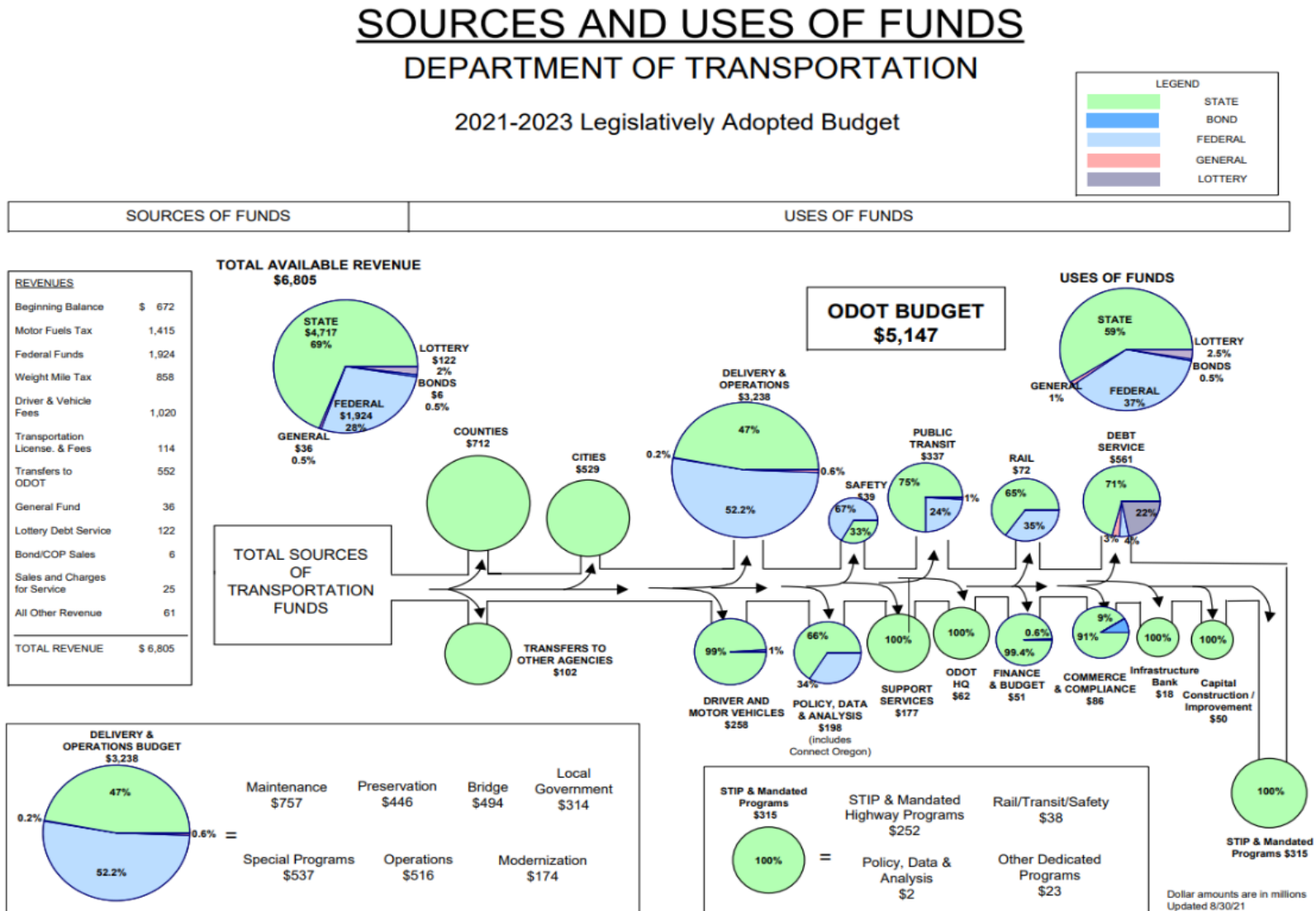
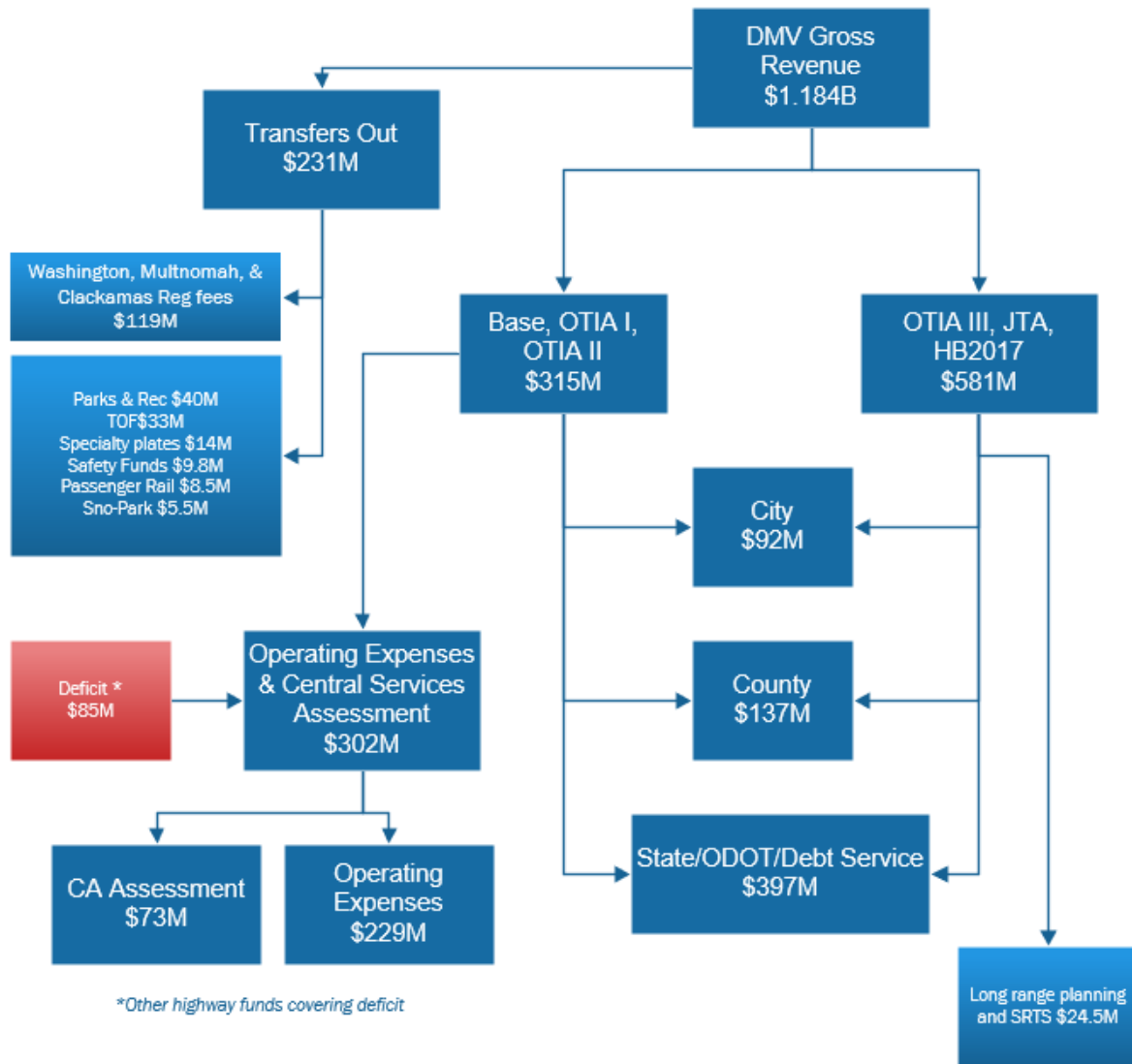


Figure 3: DMV-Specific Revenues and Allocations (2021-23 Biennium Distributions)

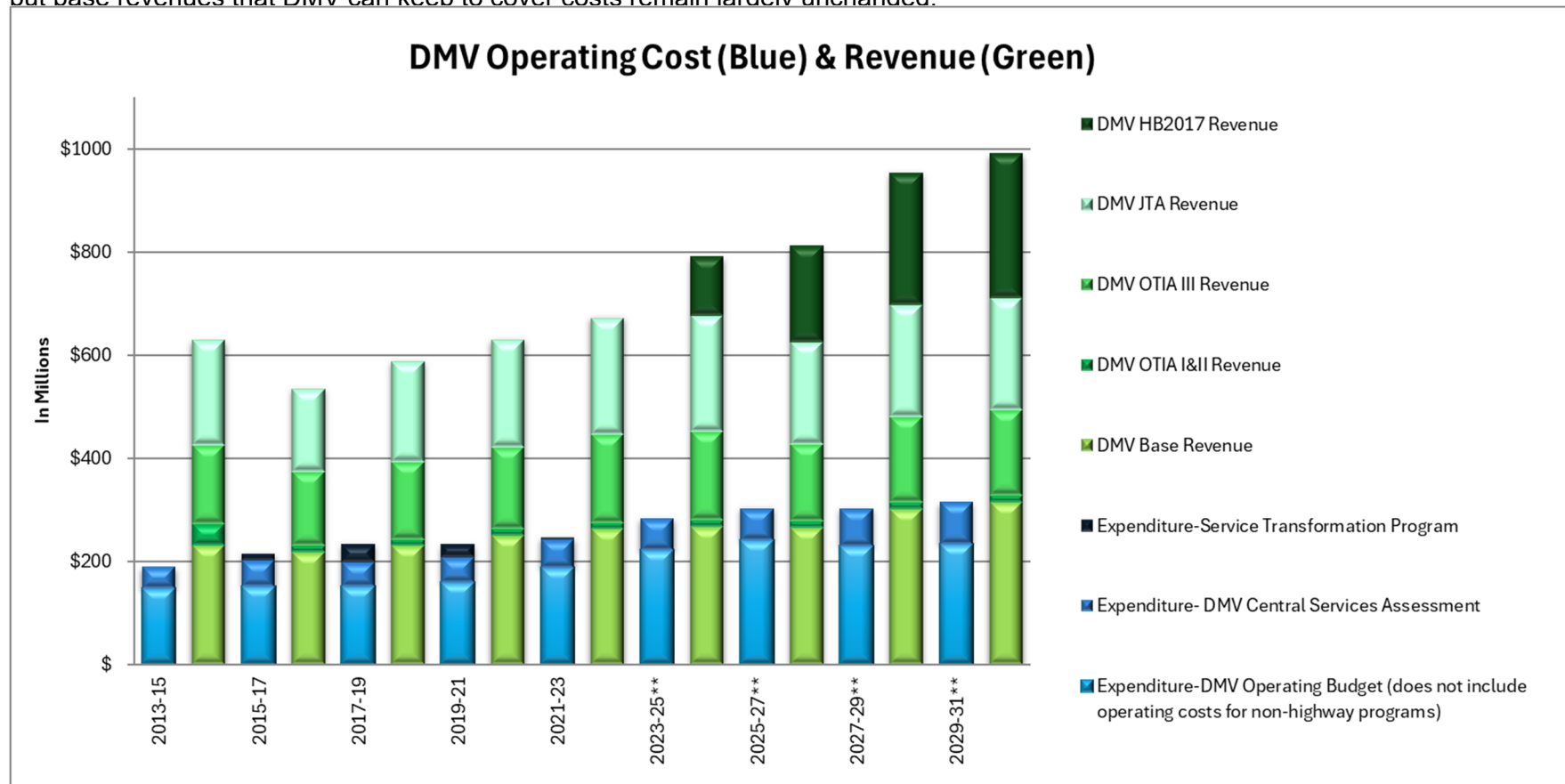
This diagram depicts the flow of DMV revenue to designated programs and operations.



**Note: the red deficit of \$85 million represents funds not allocated due to the imbalance between base fees and operating expenses.*

[Figure 4: DMV Operating Cost & Revenue](#)

This figure shows actual and forecasted DMV revenue and expenditures from 2013-15 biennium through 2029 – 2031. Blue indicates DMV operating budget (for highway programs), Central Services Assessment and STP showing actual amounts from 2013-2015 biennium through 2021-2023 with forecasted amounts for 2023-2025 through 2029-2031. STP created a temporary operating cost increase in 2015 through 2023. Green shows the same time frame of actual and forecasted DMV (Highway Fund) revenue. Increases attributed to OTIA, JTA, and HB 17 (2017) legislation (see figure 13 for details) have raised overall revenue collections, but base revenues that DMV can keep to cover costs remain largely unchanged.



****Forecasted revenue and expenditures.**

FINDINGS

1. DMV fees do not cover base operating expenses and DMV's share of prior transportation funding packages OTIA I, OTIA II, OTIA III, JTA, and HB 2017 (see Figure 12 for details). In the 2023 legislative session some base fees were increased to help recover operational cost. However, since 2021-23 biennium, operational cost continues to increase, and fees charged yield no net revenue to the State Highway Fund and agency operations overall.
2. Vehicle-related fees continue to subsidize driver and record products and services.
3. Record fees have remained the same for 30 or more years. Oregon DMV has some of the lowest fees for record request services in the country.
4. Non-Commercial Class C drive skills test fees (\$45) are below their cost (\$110.88), and significantly undercut the private businesses that offer non-commercial driver skills tests on behalf of DMV. About 75% of drive tests are conducted by third party testing services. The average cost per test for DMV to administer these third-party testing services is \$4.64. This is far less than the cost to conduct this test at a DMV office.
5. A significant component of product/service cost is the amount of time employees spend processing the transaction. Federal and state mandates have been added to service requirements increasing the time necessary to complete transactions.
6. Vehicle-related business application fees for vehicle dealers, vehicle appraisers, and transporters does not cover the cost to support the expenditures related to licensing and investigations of the licensed and unlicensed businesses.
7. DMV's operational costs continue to exceed or be close to base revenue and the deficit will continue to grow until base rates are adjusted. An example of how DMV expenditures continue to rise is merchant fees. Merchant fee expenses will continue to increase as credit/debit card transactions and fee amounts collected grow. Currently, DMV does not charge a fee to cover this cost.
8. It is much cheaper for DMV to provide services online through DMV2U compared to the cost of providing in-person service.

[Figure 5: Average merchant fee per transaction and annual merchant fee expenditures by fiscal year.](#)

The bars on the chart show the average merchant fee charged per card transaction by fiscal year. The line represents the total amount of merchant fee paid by DMV in the fiscal year. The chart shows data for fiscal years 2018 to 2023.

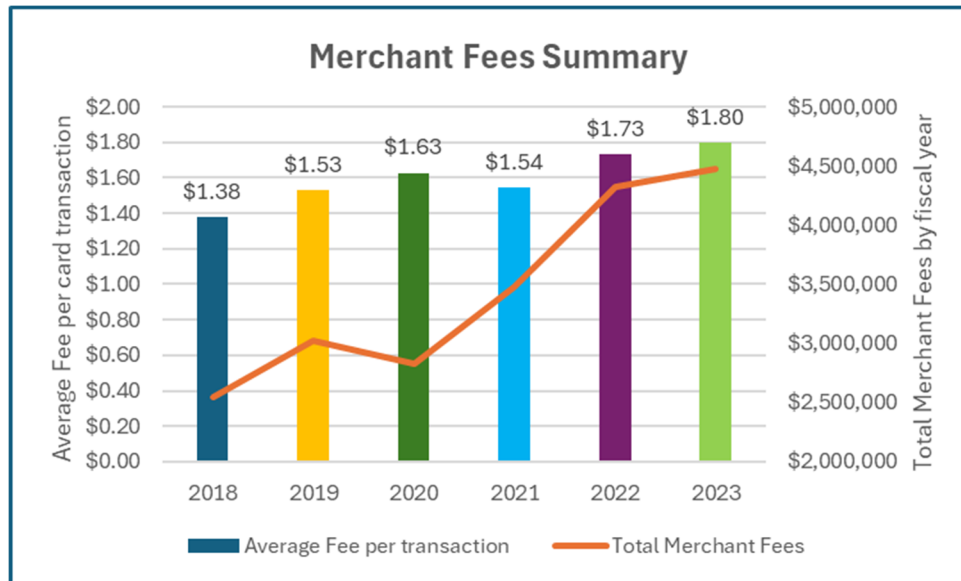


Figure 6: DMV Driver Products with Lowest Fee to Cost Ratio

This figure identifies driver fees that recover the lowest percentage of costs. Other DMV Driver Products also have a low fee relative to their cost to administer. Percentage is based on services provided in field offices. *Note: This list excludes limited-term products such as Original Driver License, Original Instruction Permit, Original CDL, and others.*

Product	Cost Recovery
Class C Knowledge Test*	21%
NC Instr. Permit Original* (2 yr)	22%
Orig. Motorcycle Instr. Permit*	23%
CDL Skills Test*	24%
Orig. CDL Instr. Permit*	31%
CDL_CDP Replacement*	32%
Class C Skills Test*	32%
Farm endorsement	33%
CDL Knowledge Tests* (total)	35%
NC Instr. Permit* (2 yr) Renewal	37%
MC Instruction Permit Renewal	38%
All Hardship/ Probationary Permits	45%
Hardship/Probationary Permits-renewal	45%
NC-Instruction Permit Replacement*	52%
NC License Replacement * (< 8 yr)	54%
NC License Original * (8 yr)	58%
NC License Renewal* (8 yr)	73%
Original ID Card* (TOF)	96%

**HB 2100 updated fees in 2023 for these products to better align fees to costs; however, many costs are still not fully recovered.*

The combination of additional driver licensing responsibilities, merchant fees, and economic inflation over the past few decades has resulted in driver-related fees failing to support the cost of driver services, even with fee increases from HB 2100 in 2023.

This section is a summary of cost findings using actual 2021-23 costs and volumes. The table shows the type of product, the current fee as of this report, and the base fee which takes off any fee increments that do not contribute to operation and maintenance cost. The base fee is the amount DMV retains in its budget to provide the service. The next column "Actual 21/23 Cost" is the DMV cost attributed to the product as determined by finding in this report. The last column "21/23 Volume" is the volume of transactions recorded in the study timeframe. DMV2U is online services that have the same Consumer Fee and Base Fee allocated to DMV.

Figure 7: Driver-related findings

Driver and ID products and services are delivered to consumers at the 59 DMV Field Offices and online through [DMV2U](#).

Non-Commercial (NC) Class C	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
NC License Original * (8 yr)	\$64.00	\$58.00	\$100.47	380,447
NC Instr. Permit Original* (2 yr)	\$30.00	\$25.00	\$111.43	146,885
NC License Renewal* (8 yr)	\$54.00	\$54.00	\$74.28	429,126
NC License Renewal * (8 yr) DMV2U			\$41.98	274,694
NC Instr. Permit* (2 yr) Renewal	\$26.00	\$26.00	\$69.43	17,317
NC Instr. Permit* (2 yr) Renewal-DMV2U			\$27.98	11,072
NC License Replacement *(< 8 yr)	\$30.00	\$30.00	\$56.00	219,231
NC License Replacement- DMV2U (<8 yr)			\$10.05	177,208
NC Instr. Permit Replacement* (<2 yr)	\$30.00	\$30.00	\$57.74	4,705
NC Instr. Permit Replacement-DMV2U (<2 yr)			\$10.08	3,803
Class C Knowledge Test*	\$7.00	\$2.00	\$9.56	411,663
Class C Skills Test*	\$45.00	\$36.00	\$110.88	50,285
Farm endorsement	\$29.00	\$29.00	\$87.10	1,442
Commercial Driver License (CDL)	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Original CDL* (8 yr)	\$160.00	\$140.00	\$135.29	16,092
Original CDL Instr. Permit*	\$40.00	\$35.00	\$112.05	15,692
CDL_CDP Replacement*	\$30.00	\$30.00	\$95.21	8,070
CDL_CLP Replacment-DMV2U			\$12.84	6,523
CDL Renewal	\$104.00	\$90.50	\$81.61	16,170
CDL Renewal- DMV2U			\$37.38	4,561
CDL Skills Test*	\$145.00	\$131.00	\$539.81	156
CDL Knowledge Tests* (total)	\$10.00	\$3.00	\$8.56	98,215

**HB 2100 updated fees in 2023 for these products to better align fees to costs*

Motorcycle Endorsement	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Original Motorcycle Endorsement*	\$98.00	\$90.00	\$105.06	27,851
Orig. Motorcycle Instr. Permit*	\$30.00	\$25.00	\$109.63	3,663
MC Instruction Permit Renewal	\$26.00	\$26.00	\$67.71	524
MC Instruction Permit Renewal-DMV2U			\$27.98	335

**HB 2100 updated fees in 2023 for these products to better align fees to costs*

Identification (ID)	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Original ID Card*	\$47.00	\$36.00	\$37.66	119,994
ID Card Renewal	\$43.00	\$32.00	\$31.94	34,583
ID Card Renewal- DMV2U			\$12.38	16,275
ID Card Replacement*	\$40.00	\$30.00	\$27.59	38,524
ID Card Replacement-DMV2U			\$16.59	30,268

**HB 2100 updated fees in 2023 for these products to better align fees to costs*

Driver Sanctions	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
All Hardship/ Probationary Permits	\$75.00	\$75.00	\$168.22	5,802
Hardship/Probationary Permits-renewal	\$75.00	\$75.00	\$168.11	327
All Reinstatements	\$85.00	\$85.00	\$70.47	204,085

[Figure 8: Vehicle related findings](#)

Vehicle products and services are delivered to consumers through multiple channels: 59 DMV Field Offices, Department of Environmental Quality (DEQ) testing stations, mailed-in transactions to DMV Headquarters, online through [DMV2U](#), and Electronic Vehicle Registration (EVR). EVR is used by authorized dealers through a third party which processes vehicle title and registration applications for DMV.

Vehicle Identification Number (VIN) Inspection	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
VIN Inspection*	\$9.00	\$6.00	\$4.98	526,769

**HB 2100 (2023) updated fees to better align fees to costs*

Vehicle registration tiered consumer fee listed below.

Vehicle Registration Renewal	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Vehicle Reg Renewal-DEQ		\$30.00	\$8.38	653,287
Vehicle Reg Renewal-DMV2U		\$30.00	\$9.39	1,205,329
Vehicle Reg Renewal-Field		\$30.00	\$29.64	550,096
Vehicle Reg Renewal-Mail		\$30.00	\$16.93	523,559

Types of vehicle registration valid for 2 years	Consumer Fee
Vehicle year is 1999 or older	\$126
Vehicle year 2000 or newer, has a combined rating of 0-19 MPG	\$126
Vehicle year 2000 or newer, has a combined rating of 20-39 MPG	\$136
Vehicle year 2000 or newer, has a combined rating of 40 MPG or higher**	\$156
Vehicle is all electric**	\$316

Recreational vehicles are charged the \$126 consumer fee plus additional cost

*** If customers enroll in [OReGO](#), the registration fee is \$86 (doubled if new vehicle). If they leave the OReGO program prior to the end of the registration period, DMV will bill them for the full registration fee.*

Vehicle titles have tiered consumer fees based on vehicle type listed below.

Vehicle Titles	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Titles Only - Field Office		\$10.00	\$30.87	378,891
Titles Only - Mail In		\$10.00	\$52.04	196,545
Titles Only - Dealer		\$10.00	\$47.34	40,765
Titles Only - EVR		\$10.00	\$9.56	139,814
Salvage Titles	\$27.00	\$10.00	\$25.60	115,862

Title Fees Passenger vehicles and trucks (26,000 pounds GVWR or less)	Consumer Fee
Vehicle year is 1999 or older	\$101
Vehicle year 2000 or newer, has 0-19 Combined MPG	\$101
Vehicle year 2000 or newer, has 20-39 Combined MPG	\$106
Vehicle year 2000 or newer, has 40+ Combined MPG	\$116
Electric Vehicle	\$192
Light Trailers, Travel Trailers, Motorcycles, Mopeds, Motor Homes, Buses, Campers, Park Model RVs, ATVs	\$101

**Motor vehicles with a gross vehicle weight rating (GVWR) over 26,000 pounds and trailers with a loaded weight over 8,000 pounds, excludes motor homes, special use trailers, and travel trailers.*

Vehicle Title with Registration The combination of vehicle title with a vehicle registration is a lower cost combination of transactions and is mostly done with vehicles sales or vehicles new to Oregon. New vehicles typically have a four-year registration. Consumer fees are title and registration cost combined.

Vehicle Title with Registration	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Title w/Reg - Field Office		\$40.00	\$40.98	612,774
Title w/Reg - Mail In		\$40.00	\$53.18	109,104
Title w/Reg - Dealer		\$40.00	\$48.48	102,369
Title w/Reg - EVR		\$40.00	\$10.04	421,456

Trip permit consumer fees based on vehicle type listed below.

Trip permit - light vehicle only	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Trip Permits- Field Office		\$20.00	\$27.35	124,115
Trip Permits- DMV2U		\$20.00	\$6.30	39,653
Trip Permits- Business Regulation		\$20.00	\$6.09	7,702
Trip Permits- DMV2U Dealer Portal		\$20.00	\$2.85	42,696

Trip Permit Types	Consumer Fee
Light Vehicle Trip Permit - 21 Days	\$35
Heavy Motor Vehicle Trip Permit - 10 Days	\$43
Heavy Trailer Trip Permit - 10 Days	\$10
Recreational Vehicle Trip Permit - 1 to 10 Days	\$35
Registered Vehicle Trip Permit - 10 Days	\$7.50
Registration Weight Trip Permit - 10 Days	\$5

Vehicle plate transfer records the move of a license plate from one vehicle to another vehicle.

Transfers entail moving Oregon plates onto another vehicle. Customers also pay the registration/county fees if they do not own the vehicle the plates were removed from.

Vehicle Plate Transfer	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Vehicle Plate Transfer*-Field Office	\$30.00	\$30.00	\$43.61	41,740
Vehicle Plate Transfer*-Dealer	\$30.00	\$30.00	\$43.32	11,350
Vehicle Plate Transfer*-Mail	\$30.00	\$30.00	\$14.61	8,387

***HB 2100 (2023) updated fees for these products to better align fees to costs.**

Sno-Park permits support the maintenance of winter recreational areas. DMV receives an administrative fee intended to cover DMV operations, but this is still lower than cost.

Sno-Park Permits	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Sno-Park Permit - Field Office			\$11.40	323,023
Sno-Park Permit – Sales Agents			\$7.50	230
Sno-Park Permit – via DMV2U			\$6.84	25,434

Sno-Park Permit Current Fee	Consumer Fee
Sno-Park Permit - Daily	\$4
Sno-Park Permit - 3 Day	\$9
Sno-Park Permit - Annual	\$25
Snowmobile Trip Permit - 60 Days (non-residents only)	\$7

Replacement Fees (Plates with or without stickers)

Replacement Plates, stickers, or changes of vehicle class	Consumer Fee	Base Fee	Cost per transaction	Actual 21-23 Volume
Replacement Plate/Sticker Transaction - Field Office	\$12/\$10		\$33.45	77,435
Replacement Plate/Sticker Transaction - DMV2U	\$12/\$10		\$18.33	62,187
Replacement Plate/Sticker & Change of Class Transaction - Mail In	\$12/\$10		\$17.54	6,478

Figure 9: Record Services

Most Record Services fees are 30 or more years old. Any person ordering DMV records must qualify to receive the information under ORS 802.175 - 802.191. If the customer doesn't qualify, DMV will deny the request and return payment to the requestor. See [OAR 735-10-030 and OAR 735-10-040](#) for information on the fees. The records are requested through multiple channels: 59 field office locations throughout the state, mailed into DMV headquarters, and online through [DMV2U](#).

DMV2U – the first table item is automatically generated by the OLIVR system. Other lines require manual work on the part of DMV staff.

Record Services	Base/ Consumer Fee	Date last changed	Cost per transaction	Actual 21-23 Volume
DMV2U- Automated- no manual work	varies		\$0.02	2,112,394
DMV2U- Vehicle Sold Indicator	\$4.00	1990	\$29.51	1,045
DMV2U- Vehicle Sold Indicator w/Buyer Info	\$4.00	1990	\$29.51	17,037
DMV2U- Vehicle Title History	\$22.50	1990	\$29.51	1,220
DMV2U-CC - Certification (Driver/Vehicle)	\$1.00	1986	\$30.99	542
DMV2U-CS - Suspension Packet	\$11.50	1990	\$30.75	4,663
DMV2U-Dealer Stock	\$4.00	1990	\$29.51	3,030
DMV2U-DH -Driver License/ID Card Application History	\$17.50	1990	\$55.73	166
DMV2U-DP - Miscellaneous Driver Document Copy	\$4.00	1990	\$41.89	203
DMV2U-II - Driver Insurance Info Search	\$10.00	1990	\$25.50	289
DMV2U-PA -Police Traffic Crash Report	\$8.50	1990	\$34.21	2,001
DMV2U-RP- Purged Driver Info	\$1.50	1987	\$14.17	618
DMV2U-II Vehicle Insurance Info Search	\$10.00	1990	\$41.55	613
DMV2U-VO - Previous Owner	\$14.00	1990	\$37.92	527
DMV2U-VP - Miscellaneous Vehicle Document	\$4.00	1990	\$29.51	4,636
DMV2U -- Unable to locate driver record	\$0.10	2020	\$50.51	268
DMV2U -- Unable to locate vehicle record	\$0.10	2020	\$50.51	1,311

Field Office request- first item is completed by field staff. Other lines require manual work.

Record Services	Base/ Consumer Fee	Date last changed	Cost per transaction	Actual 21-23 Volume
Field Office-Record Request/view/print	\$4.00	1990	\$17.61	27,260
Field Office-CC - Certification	\$1.00	1986	\$29.81	235
Field Office-DH-DL/ID card Application history	\$17.50	1990	\$70.55	84
Field Office-DP - Misc Driver	\$4.00	1990	\$56.70	73
Field Office-Oregon Traffic Accident and Insurance Information	\$12.50	1990	\$57.12	72
Field Office-PA - Police Traffic Crash Report	\$8.50	1990	\$49.02	64

Record Services	Base/ Consumer Fee	Date last changed	Cost per transaction	Actual 21-23 Volume
Field Office-RP - Purged Driver Record Info	\$1.50	1987	\$53.34	85
Field Office-VH - Vehicle Title History	\$22.50	1990	\$86.42	67
Field Office-VP - Miscellaneous Vehicle Document	\$4.00	1990	\$44.32	1,250

Mailed in request- first item is manual entry of request that is sent out either electronically or mailed automatically by OLIVR. Other lines require manual work by DMV staff to complete.

Record Services	Base/ Consumer Fee	Date last changed	Cost per transaction	Actual 21-23 Volume
Mail-Fax-Record Request Entry			\$11.05	9,347
Mail-Fax - DP - Misc Driver	\$4.00	1990	\$39.53	130
Mail-Fax - VP Miscellaneous Vehicle Document	\$4.00	1990	\$27.15	2,024
Mail-Fax - Motor Carrie Packet	\$5.00	n/a	\$19.24	193
Mail-Fax - Police Traffic Crash Report	\$8.50	1990	\$31.85	1,229
Mail-Fax - Vehicle Previous Owner Info	\$22.50	1990	\$35.56	75
Mail-Fax - VP Vehicle Record Print	\$4.00	1990	\$36.72	2,039
Mail-Fax- Suspension Packet	\$11.50	1990	\$55.85	196
Mail-Fax- DU -Unable to locate driver record	\$1.50	1990	\$57.73	223
Mail-Fax- Unable to locate vehicle record	\$1.50	1990	\$57.73	378
Mail-Fax- Vehicle Sold Indicator w/Buyer Info	\$4.00	n/a	\$36.72	17
Mail-Fax- VH Vehicle Title History	\$22.50	1990	\$36.72	446
Mail-Fax-CC - Certification	\$1.00	1986	\$2.68	38
Mail-Fax-DH Driver License/ID Card Application History	\$17.50	1990	\$53.37	58
Mail-Fax-II-Vehicle Insurance Info Search	\$10.00	1990	\$39.19	139

Mailed-in request from Record Inquiry Account (RIA) holders. The first item is manual entry of request that is sent out either electronically or mailed automatically by OLIVR. Other lines require manual work by DMV staff to complete.

Record Services	Base/ Consumer Fee	Date last changed	Cost per transaction	Actual 21-23 Volume
Mail-RIA - Mailed in request (file sent electronically via secure service)			\$14.53	63,578
Mail-RIA - DP - Misc Driver	\$4.00	1990	\$52.58	235
Mail-RIA- Law Enforcement Photo Request	\$9.00	n/a	\$113.94	304
Mail-RIA- Oregon Traffic Accident and Insurance Information	\$12.50	1990	\$53.00	341
Mail-RIA- PDPS NDR Air Carrier	\$2.00	n/a	\$30.20	44,139

Record Services	Base/ Consumer Fee	Date last changed	Cost per transaction	Actual 21-23 Volume
Mail-RIA- PDPS NDR Driver Employer	\$2.00	n/a	\$30.20	184
Mail-RIA- PDPS NDR Railroad Workers	\$2.00	n/a	\$26.73	1,789
Mail-RIA- PL - Photo Lineup	\$9.00	n/a	\$113.94	190
Mail-RIA-- Unable to locate driver record	\$1.50	1990	\$61.20	2,333
Mail-RIA- Unable to locate Police Traffic Crash Report	\$1.50	1990	\$61.20	44
Mail-RIA- Unable to locate vehicle record	\$1.50	1990	\$58.52	378
Mail-RIA-- Vehicle Sold Indicator	\$4.00	n/a	\$41.95	39
Mail-RIA- Vehicle Sold Indicator w/Buyer Info	\$4.00	n/a	\$40.20	276
Mail-RIA- Vehicle Title History	\$22.50	n/a	\$41.95	219
Mail-RIA -VP - Miscellaneous Vehicle Document	\$4.00	1990	\$40.20	617
Mail-RIA-CC - Certification	\$1.00	1986	\$29.06	16
Mail-RIA-CS - Suspension Packet	\$11.50	1990	\$65.42	1,013
Mail-RIA-DH Driver License/ID Card Application History	\$17.50	1990	\$62.95	36
Mail-RIA-HT - Hearing Tape	\$6.00	1999	\$57.02	63
Mail-RIA-II - Insurance Info Search	\$10.00	1990	\$48.77	31
Mail-RIA-PA - Police Accident Report	\$8.50	1990	\$41.43	15,768
Mail-RIA-RP- Purged Driver Info	\$1.50	1987	\$45.74	397
Mail-RIA-II-Vehicle Insurance Info Search	\$10.00	1990	\$48.77	298
Mail-RIA--VO - Previous Owner	\$14.00	1990	\$45.13	113

Figure 10: Business Regulation

Business Regulation costs include the Business Licensing and Investigations units.

The Business Licensing Unit issues business certificates (licenses) to the following regulated businesses:

- Vehicle Dealers;
- Dismantlers;
- Vehicle Transporters;
- Vehicle Appraisers;
- Snowmobile Instructors; and
- RV Show Organizers.

The Investigations Unit focuses on regulating dealer and dismantler businesses. Their main purpose is to:

- Check for compliance with the Oregon Vehicle Code;
- Conduct inspections;
- Review vehicle records;
- Review complaints;
- Investigate possible violations which may result in fines/sanctions;
- Investigate unlicensed dealers ("curbers") and dismantlers; and
- Provide educational visits to discuss vehicle laws, rules and policies.

<i>Business Regulation Original Applications</i>	Base/ Consumer Fee	Cost per transaction	Actual 21-23 Volume
Type 1 (new/franchised) Dealers License (3 yr)	\$1,188.00	\$2,120.91	32
Type 1 (non-franchised/used) Dealers License (3 yr)	\$1,188.00	\$2,120.91	414
Type II (motorcycle/moped/snowmobile) Dealers Lic (3 yr)	\$1,188.00	N/A	N/A
Primary Dismantler Business Location (1 yr)	\$500.00	\$3,400.69	29

<i>Business Regulation Renewal Applications</i>	Base/ Consumer Fee	Cost per transaction	Actual 21-23 Volume
Renewal Type I (Franchised/New Car Dealers) Business Location	\$1,175.00	\$2,044.20	241
Renewal Type I (non-Franchised/used car dealers)	\$1,175.00	\$2,043.84	854
Renewal Type II (Motorcycles/mopeds/snowmobiles)	\$1,175.00	\$984.99	24
Renewal Primary Dismantler Business Location Certificate Issuance	\$800.00	\$2,492.49	117

<i>Business Regulation Supplemental Locations</i>	Base/ Consumer Fee	Cost per transaction	Actual 21-23 Volume
Supplemental Location Vehicle Dealer Type I (non-Franchised/used car dealers)	\$350.00	\$1,052.65	104
Supplemental Location Vehicle Dealer Type II (MC/mopeds/snowmobiles)	\$350.00	N/A	N/A
Supplemental Location Vehicle Dealer Type I (Franchised/New Car Dealers) Certificate Issuance	\$350.00	\$1,052.65	119
Supplemental Loc Veh Dismantler Cert	\$500.00	\$2,860.26	17

<i>Business Regulation-Transporter & Vehicle Appraiser</i>	Base/ Consumer Fee	Cost per transaction	Actual 21-23 Volume
Transporter Certificate (3 yr)	\$450.00	\$1,320.93	54
Renewal-Transporters	\$150.00	\$1,293.89	164
Vehicle Appraiser Certificate	\$100.00	\$504.06	234

ADDITIONAL INFORMATION

[Figure 11: 2021-23 DMV Revenue Transfers](#)

Distribution of DMV revenues. Administrative cost retained by DMV is not deducted.

DMV Portion of Revenue Transfers		
Transfer to ODOT:	2021/23	Purpose for Distribution
Highway Fund	\$ 123,305,243	State share of Highway Fund (HF)
Winter Recreation (Sno-Park)	\$5,319,206	Sno-Park Permit revenue collected for snow removal
Transportation Safety	\$9,848,396	Student Driver Training Fund, Motorcycle Safety, Safety Operations
Transportation Operating Fund	\$32,783,186	Senior and Disabled Transit program, Business Regulation administration and REAL ID program administration.
Rail Transportation	\$8,485,650	Custom Plates Revenue
Central Services Division	\$73,611,123	Central Services Assessment ODOT & DAS
Debt Service	\$190,311,255	Debt Service due to OTIA, JTA, HB2017
ODOT Total:	\$320,358,815	
Transfer to Others:	2021/23	Purpose for Distribution
To Cities	\$113,409,218	Highway Fund Distribution
To Counties	\$153,407,512	Highway Fund Distribution
County Registration Fee	\$119,147,548	Multnomah, Washington, and Clackamas
Parks & Recreation Dept.	\$40,846,040	Recreational Vehicle Revenues
Special Plates (all)	\$14,238,559	Specialty Plates Revenue
Outside Entities Total:	\$441,048,876	
Total Transfers out from DMV Revenue:	\$761,407,692	

[Figure 12: Vehicle and Driver Fee Increases since 2001](#)

See Legislative Fee History for details on program fee legislation.

Description	Current Base Fee	OTIA III Increment	JTA Increment	HB2017 (2017)	Current Total Fee
Class C Knowledge Test	\$2.00	\$5.00			\$7.00
Class C Skills Test	\$36.00	\$9.00			\$45.00
Non-Commercial Instr. Permit Original	\$25.00	\$5.00			\$30.00
Original CDL	\$140.00	\$20.00			\$160.00
CDL-Commercial Driver Certificate of Exam Completion	\$33.00	\$7.00			\$40.00
CDL Knowledge Test	\$3.00	\$7.00			\$10.00
CDL Renewal (in addition to the Class C base fees)	\$84.50	\$13.50			\$98.00
CDL Skills Test	\$131.00	\$14.00			\$145.00
Original Commercial Driver License (CDL) Permit	\$40.00	\$0.00			\$40.00
Original Motorcycle Instruction Permit	\$25.00	\$5.00			\$30.00
Plate - Custom (per year registration)	\$25.00		\$25.00		\$50.00
Plate Manufacturing Fee (Pair)	\$6.00		\$20.00		\$26.00
Plate Manufacturing Fee (Single)	\$3.00		\$10.00		\$13.00
Registration-Vehicle year is 1999 or older	\$30.00	\$24.00	\$32.00	\$40.00	\$126.00
Registration-Vehicle year 2000 or newer, has a combined rating of 0-19 MPG	\$30.00	\$24.00	\$32.00	\$40.00	\$126.00
Registration-Vehicle year 2000 or newer, has a combined rating of 20-39 MPG	\$30.00	\$24.00	\$32.00	\$50.00	\$136.00
Registration-Vehicle year 2000 or newer, has a combined rating of 40 MPG or higher	\$30.00	\$24.00	\$32.00	\$70.00	\$156.00
Registration-Vehicle is all electric	\$30.00	\$24.00	\$32.00	\$230.00	\$316.00
Title-Vehicle year is 1999 or older	\$30.00	\$25.00	\$22.00	\$24.00	\$101.00
Title-Vehicle year 2000 or newer, has 0-19 Combined MPG	\$30.00	\$25.00	\$22.00	\$24.00	\$101.00
Title-Vehicle year 2000 or newer, has 20-39 Combined MPG	\$30.00	\$25.00	\$22.00	\$29.00	\$106.00
Title-Vehicle year 2000 or newer, has 40+ Combined MPG	\$30.00	\$25.00	\$22.00	\$39.00	\$116.00
Title-Electric Vehicle	\$30.00	\$25.00	\$22.00	\$115.00	\$192.00
Title-Vehicle- Salvage	\$10.00	\$7.00	\$10.00		\$27.00
VIN Inspection	\$6.00	\$3.00			\$9.00
Trip Permit Light Vehicle - 21 Days	\$20.00		\$10.00	\$5.00	\$35.00
Trip Permit Recreational Vehicle- 1 to 10 Days	\$30.00			\$5.00	\$35.00
Trip Permits - Dealer/ Tower		\$7.50	\$7.50		\$15.00

**County registration fees for Multnomah, Washington, and Clackamas counties not included.*

LEGISLATIVE FEE HISTORY

Figure 13: Decisions made during Legislative Sessions in 2001, 2002, 2003, 2009, 2017, and 2023 have impacted DMV fees (see Figure 12):

- **Oregon Transportation Investment Act (OTIA) I & II (2001 Session, HB 2142 and 2002 Session, HB 4010)**

Specific per-transaction contributions not identified, but the total collected in DMV fees set aside \$71.2 million for payment of principal and interest due on bonds for highway infrastructure projects. Portions of this money not needed for bond repayment are allocated 30% to counties, 20% to cities, and 50% state highway fund.

- **OTIA III (2003 Session, HB 2041)**

Increased vehicle title and registration fees: 57.53% to ODOT; 25.28% to repay bonds issued for replacement and repair of county bridges (any unused allocated to counties); and 16.99% to repay bonds issued for replacement/repair of city bridges (any unused allocated to cities). It also increased fees for VIN Inspection, License Plate, Driver Testing, CDL issuance, Instruction Permit issuance, and renewal: 60% to counties, 40% to cities.

- **Jobs and Transportation Act (JTA) (2009 Session, HB 2001)**

Increased fees for vehicle titles, registration, plate, and vehicle trip permit. Projected to increase revenue collection: \$24 million per year for ODOT long-range planning, \$3 million per year for the Oregon Travel Information Council (rest area maintenance). For any remainder, the revenue was to be split: 50% to ODOT, 30% to Counties, 20% to Cities. Also, increased Identification Card fees for public transit.

- **HB 2017 (2017 Session)**

Increased fees for vehicle registration, title, and trip permit in three stages. Increased fees in 2020, 2022, and 2024, including tiered fee increases based on MPG, with a revenue increase on these DMV fees to be \$186 million in the 2019-21 biennium and forecasted \$261 million in the 2021-23 biennium. HB 2017 also established a new "privilege tax" or "use tax" on the sale or purchase of new vehicles. All revenue from this bill is dedicated to projects and programs and does not apply to DMV base cost.

- **HB 4062 (2018 Session)**

Small adjustments to business regulation fees for a self-supporting program, and to some driver fees for consistency.

- **HB 2021 (2023 Session)**

Increased some base fees on some driver fees and plate transfers.

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Further Information

2024 Oregon DMV Cost of Services Study

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2024.pdf

2022 Oregon DMV Cost of Services Study

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2022.pdf

2019 Oregon DMV Cost of Services Study

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2019.pdf

2016 Oregon DMV Cost of Services Study:

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2016.pdf

2015 Oregon DMV Cost of Services Study:

https://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study_2015.pdf

2013 Oregon DMV Cost of Services Study:

http://www.oregon.gov/ODOT/DMV/docs/DMV_Cost_of_Services_Study.pdf

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