



# Vehicle Inspection Program

Joint Committee on Ways and Means  
*Natural Resources Subcommittee*



# Phase II Hearing - Vehicle Inspection Program

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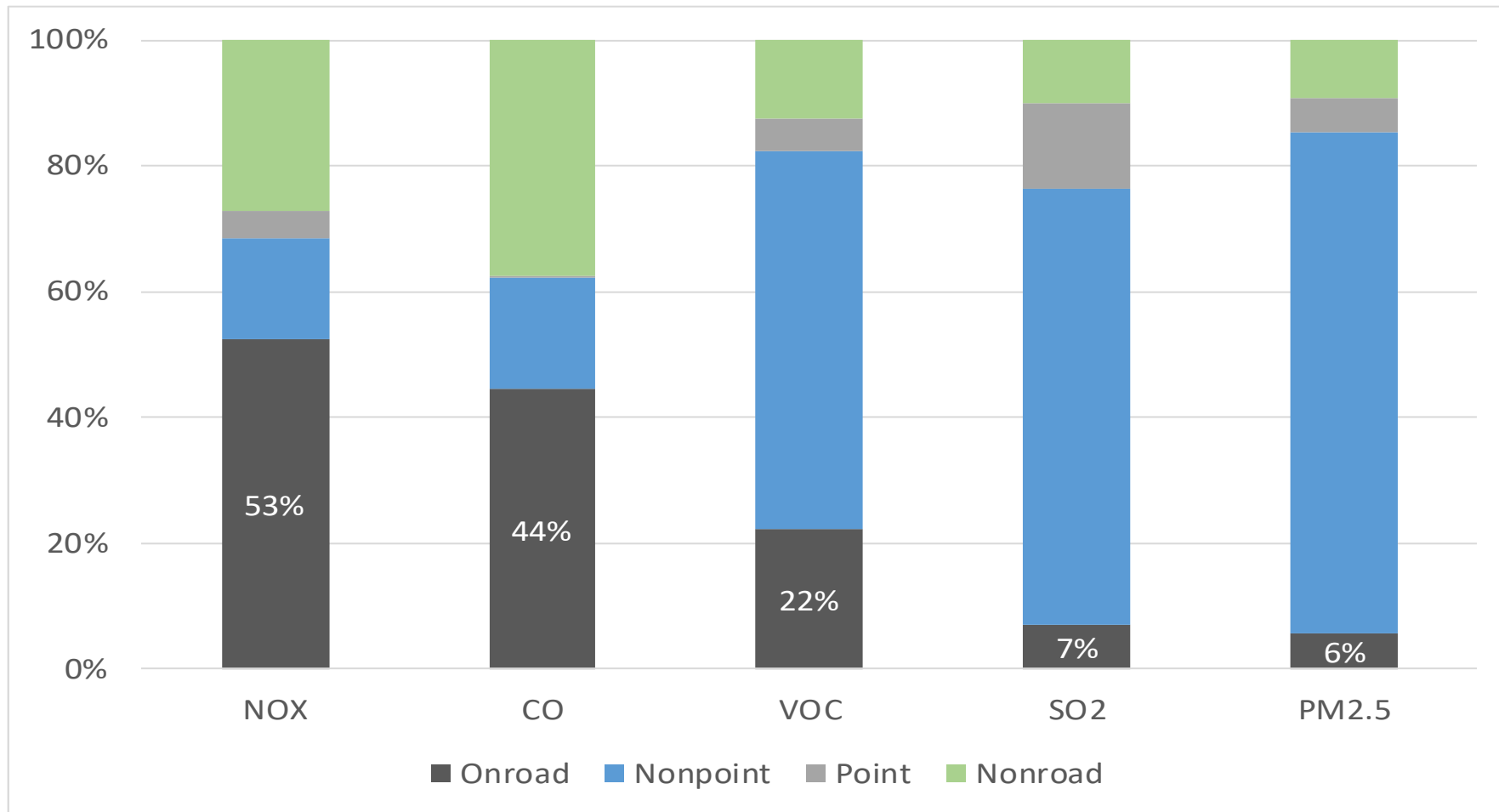
- Vehicle emissions
- Program purpose, scope and benefit
- Cost-effectiveness analysis
- Efforts to improve efficiency and customer experience
- Proposed fee increase
- Questions

# Vehicle Emissions

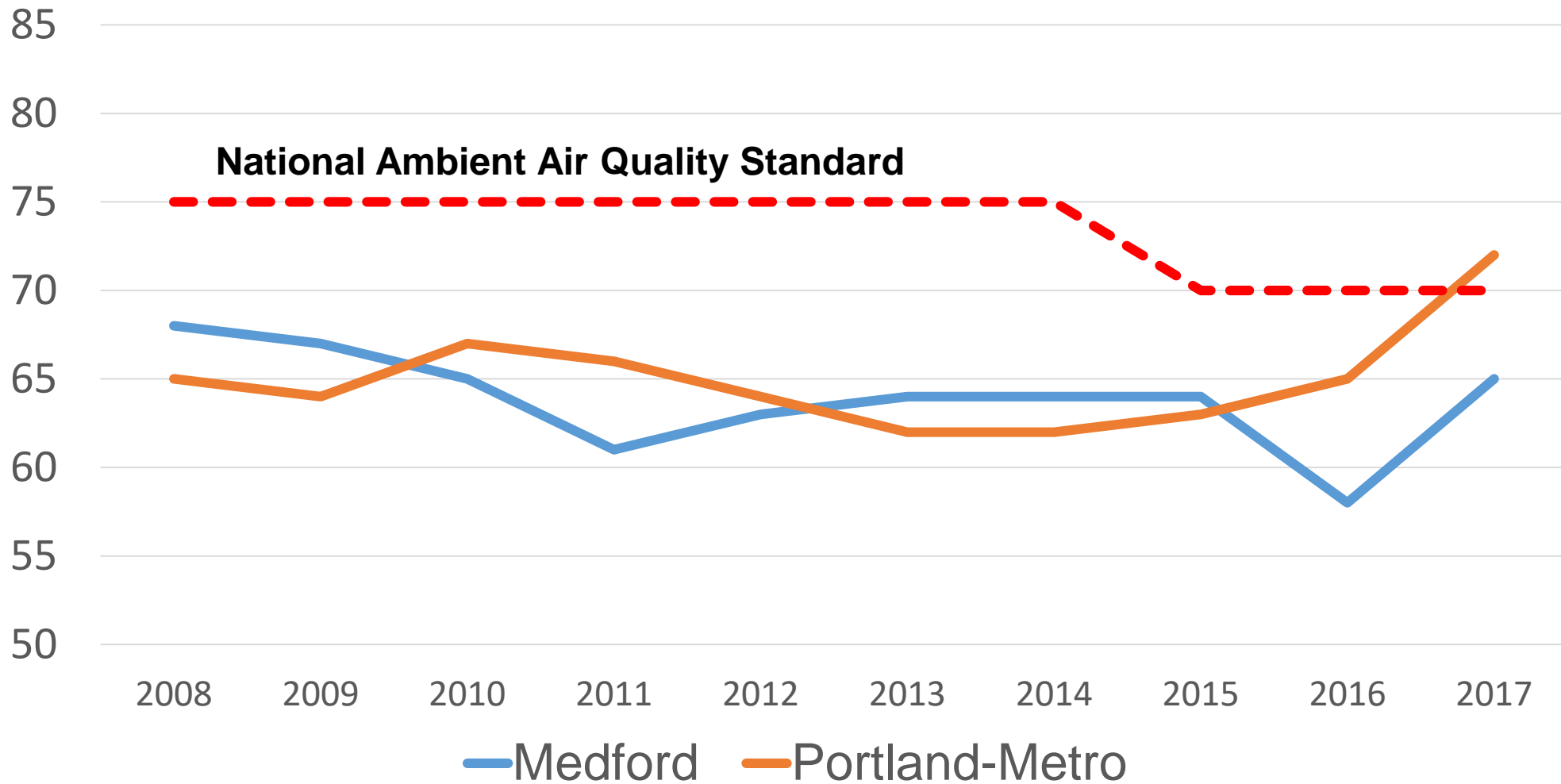


# Vehicle Emissions

Criteria pollutant emissions sources: Portland-metro Airshed



# Ground-level Ozone Trends

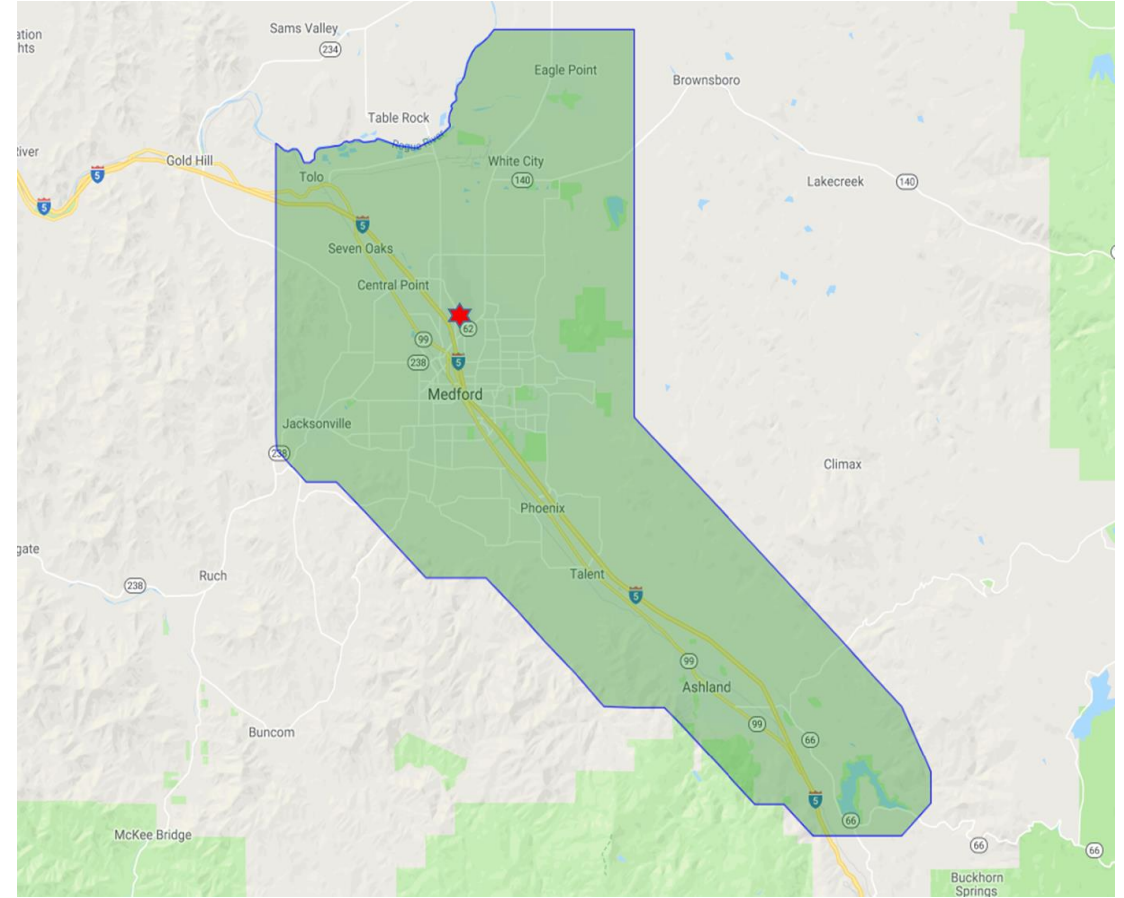
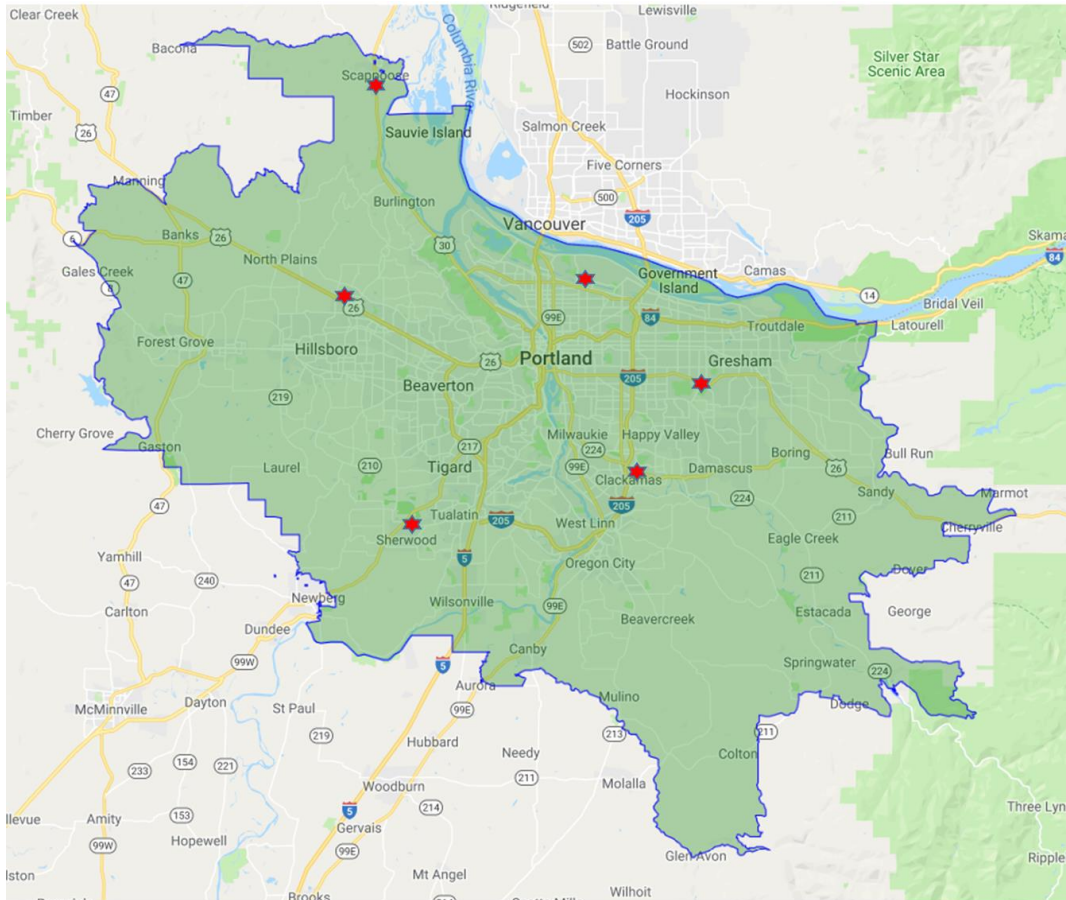




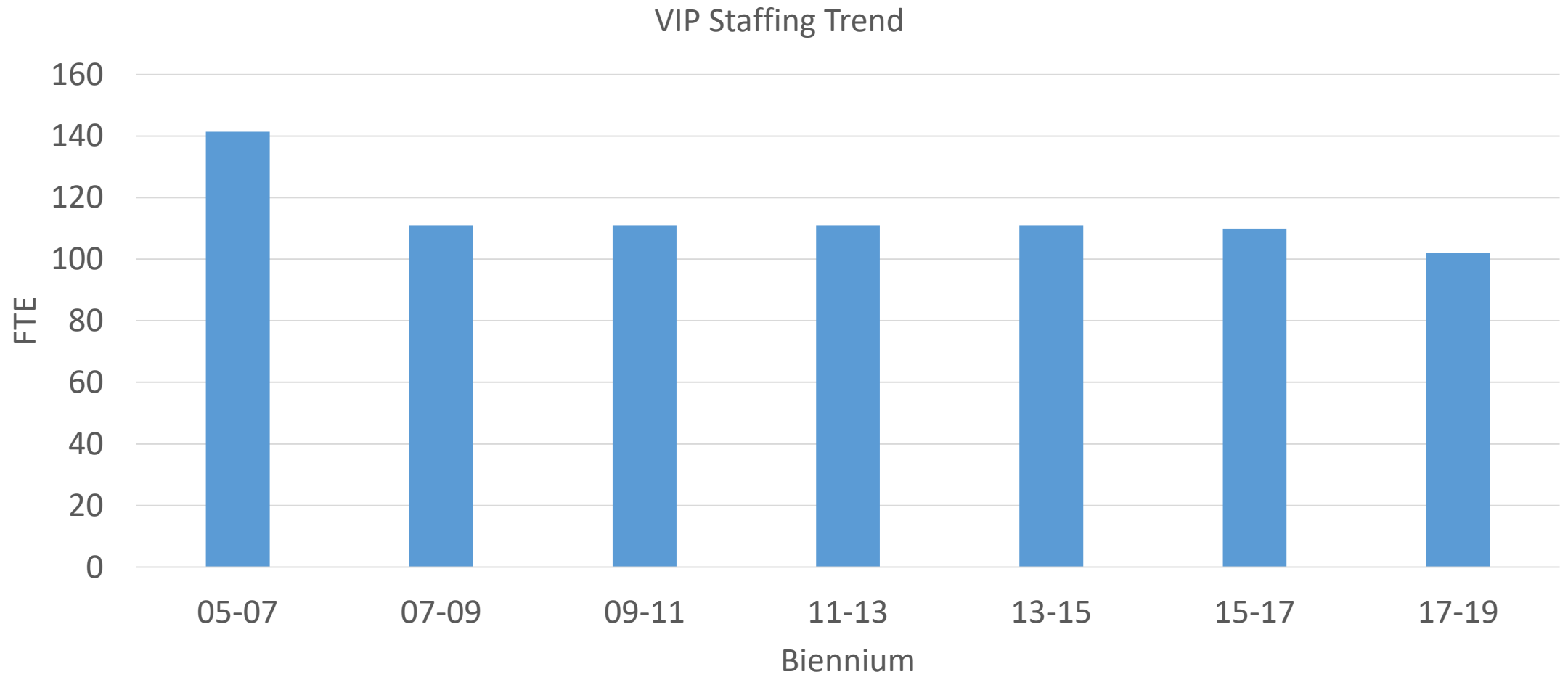
# Program Purpose, Scope and Benefit



# Program Purpose, Scope and Benefit



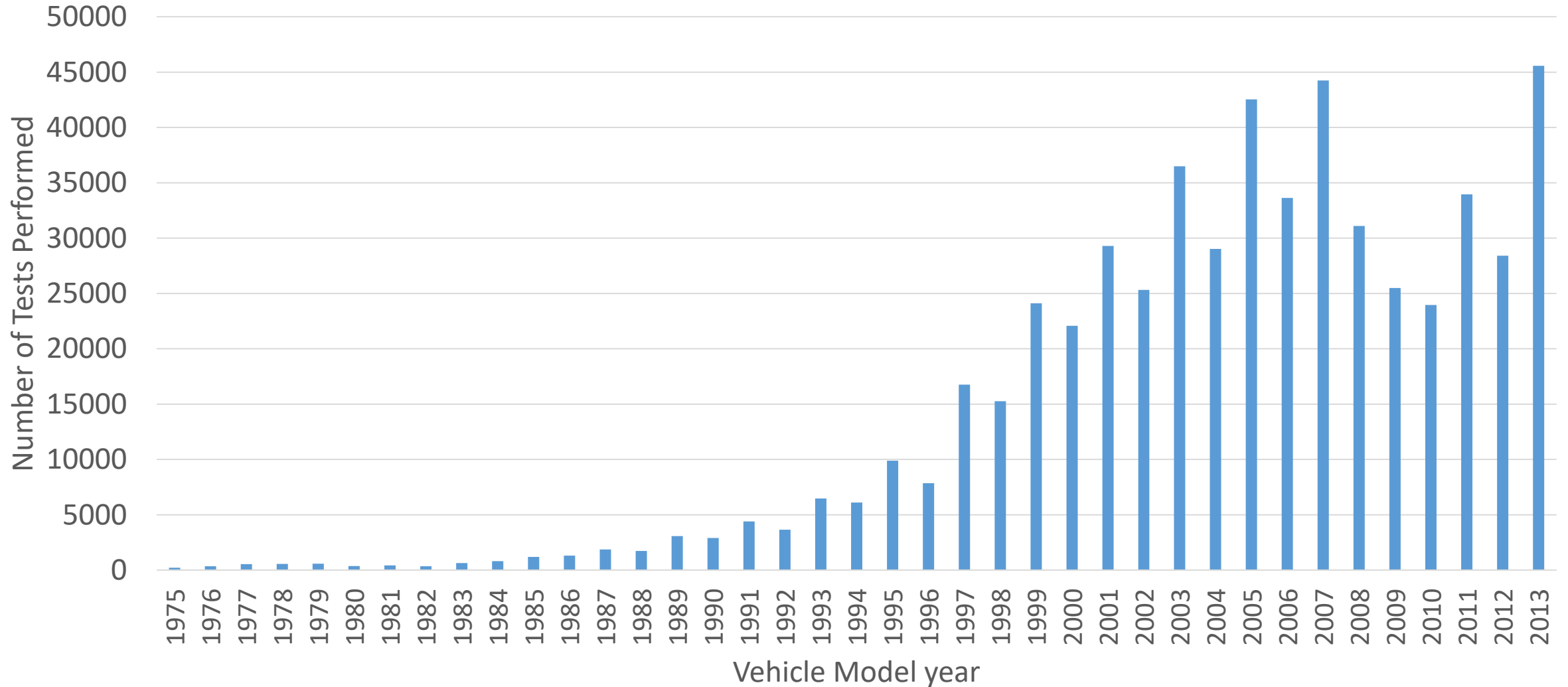
# Program Purpose, Scope and Benefit



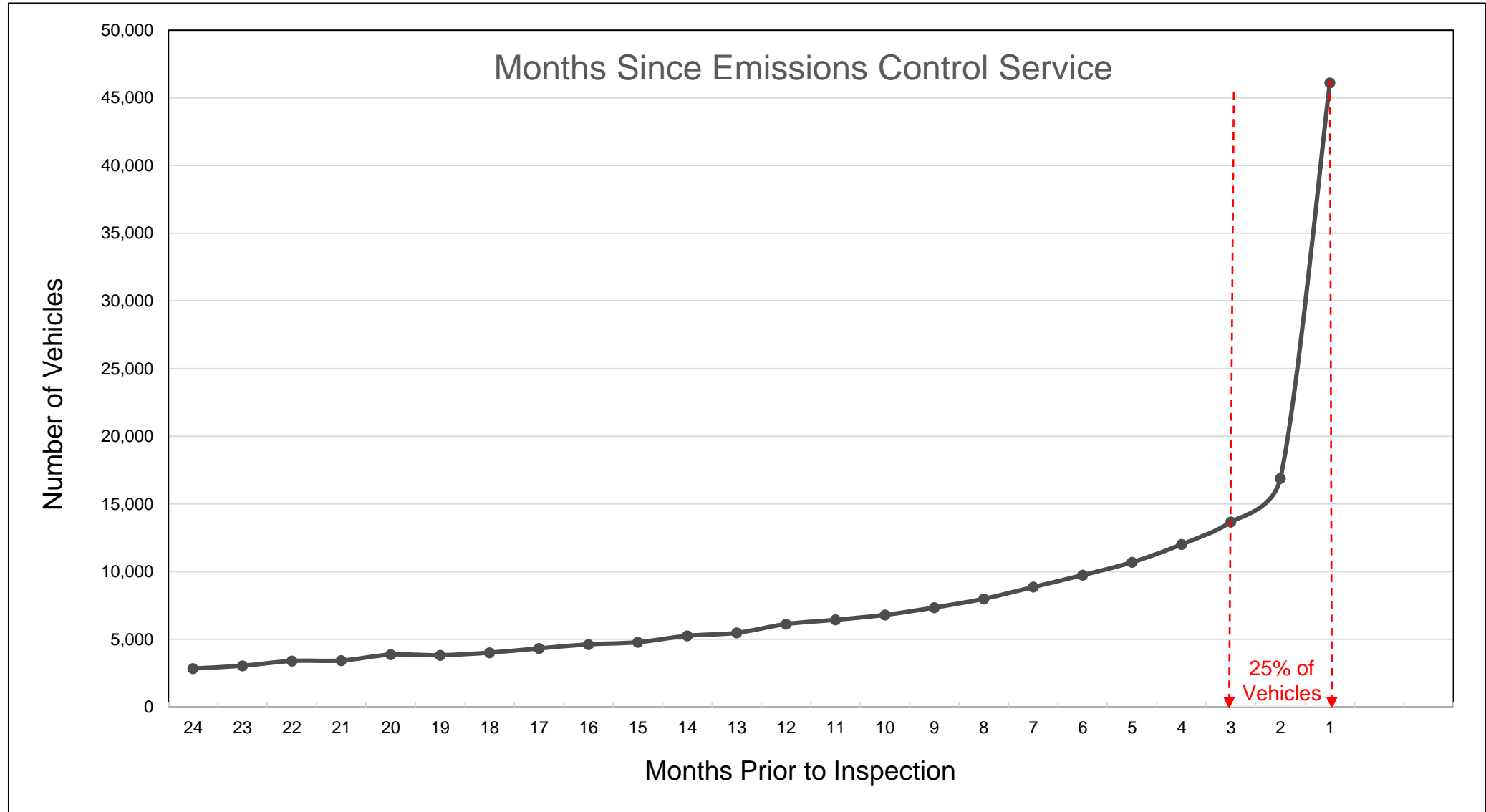


# Program Purpose, Scope and Benefit

Test Volume by Vehicle Model Year (2017)



# Program Purpose, Scope and Benefit



# Program Purpose, Scope and Benefit

## Portland-metro

		2015 2015 (tpy)	2015 No VIP (tpy)	Emissions Increase (a)
Air Toxic	1,3-Butadiene	30.14	35.71	18%
	Benzene	213.3	255.3	20%
	Ethylbenzene	128.0	148.5	16%
	Acetaldehyde	90.3	103.9	15%
	Napthalene	15.18	17.31	14%
	15-PAH	5.454	6.162	13%
	Formaldehyde	106.51	119.35	12%
	Acrolein	7.286	8.043	10%
Criteria	NOX	13,760	14,698	7%
	CO	74,894	85,748	14%
	VOC	7,783	9,260	19%

(a) % increase = ((2015 tpy no VIP) - (2015 tpy)) / (2015 tpy)

## Medford/Ashland

		2015 2015 (tpy)	2015 No VIP (tpy)	Emissions Increase (a)
Air Toxic	1,3-Butadiene	8.04	8.73	8%
	Benzene	62.8	67.7	8%
	Ethylbenzene	43.1	45.7	6%
	Acetaldehyde	22.3	24.0	8%
	Napthalene	3.77	4.04	7%
	15-PAH	1.463	1.551	6%
	Formaldehyde	25.03	26.64	6%
	Acrolein	1.458	1.550	6%
Criteria	NOX	2,597	2,767	7%
	CO	21,703	22,920	6%
	VOC	2,515	2,647	5%

(a) % increase = ((2015 tpy no VIP) - (2015 tpy)) / (2015 tpy)

# Cost-Effectiveness Analysis

- ORS 468A.370 and 400
- Compiled data from 38 programs
- Assessed parameters identified in statute

## Service-delivery model

- Centralized
- Decentralized

## Funding

- Fees
- Other sources

## Features

- Retests
- Waivers
- Testing options

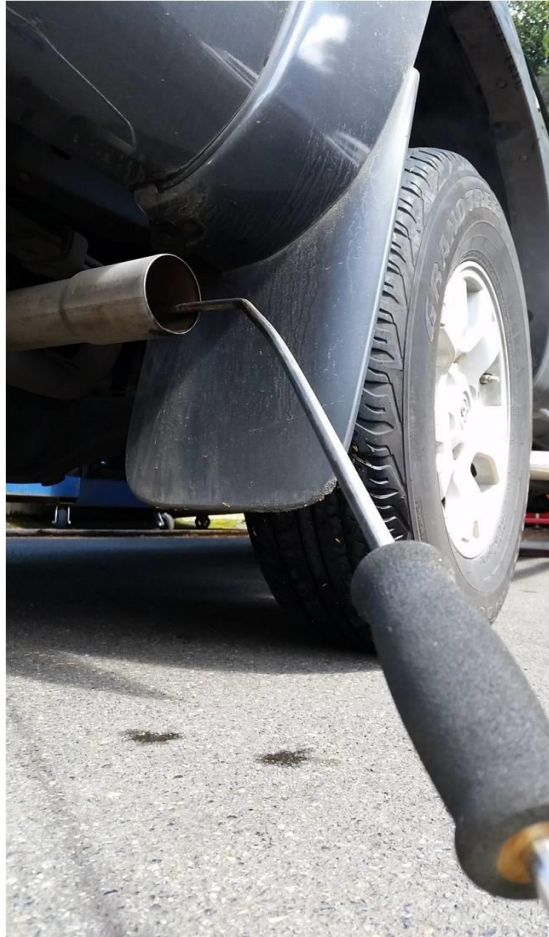


# Cost-Effectiveness Analysis





# Efforts to Increase Efficiency and Customer Experience

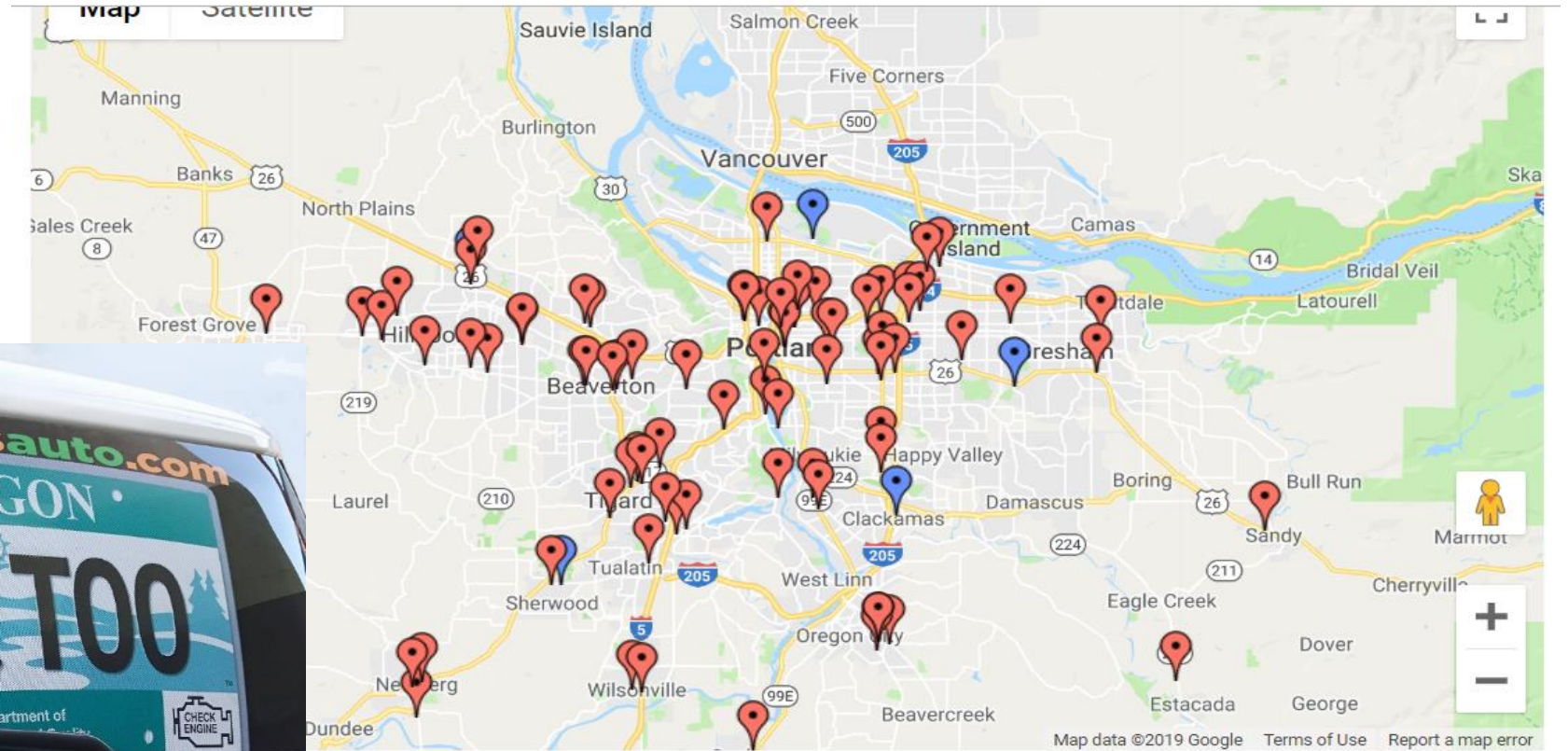


# Efforts to Increase Efficiency and Customer Experience





# Efforts to Increase Efficiency and Customer Experience



# Measuring Customer Experience

## How are we doing?

- Customers have a 95% approval of the service provided.
- In 2017, over 10,937 comment cards received!

**DEQ** **We Want To Hear From You!**  
Please take a moment to complete this survey and drop it in any mailbox. We welcome your feedback and comments!

*26,688*

Date Visited: \_\_\_\_\_  
Station Visited: \_\_\_\_\_

Clackamas ☐ Gresham ☐  
Medford ☐ Sherwood ☐ NE Portland ☐ Scappoose ☐  
Sunset ☐

	Excellent				Poor
Was the service helpful and courteous?	5	4	3	2	1
Was the inspection performed skillfully the first time?	5	4	3	2	1
Was there enough test information available?	5	4	3	2	1
Were questions answered to your satisfaction?	5	4	3	2	1
How was DEQ's overall service today?	5	4	3	2	1
Was your wait time reasonable?	5	4	3	2	1
How long was your wait and were any delays explained?	5	4	3	2	1

*You were WAY BUSY but wait was NOTHING*

Would you like to recognize someone for exceptional or unsatisfactory service?  
Employee name (on printout): *The manager*  
Reason: *for hiring all the right people*

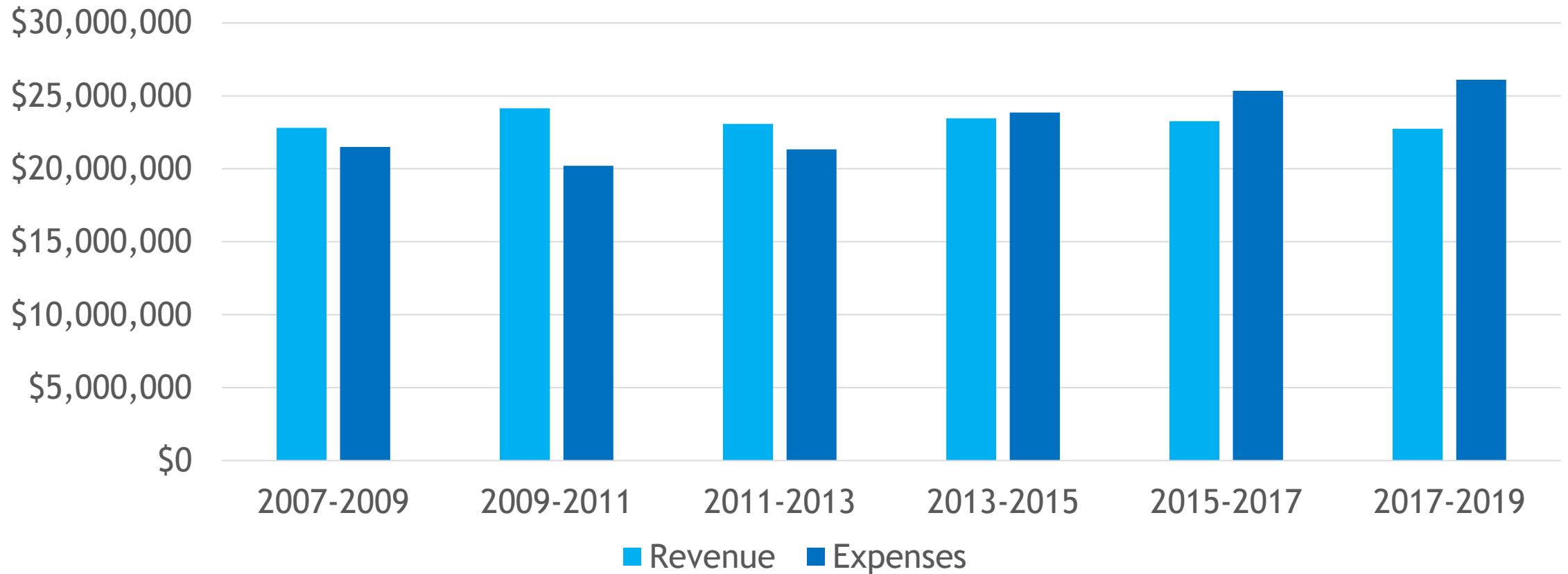
What could we do to improve and serve you better:  
*stay the way you are! way you*

Additional Comments: *Any complainers never had to smog in California!*

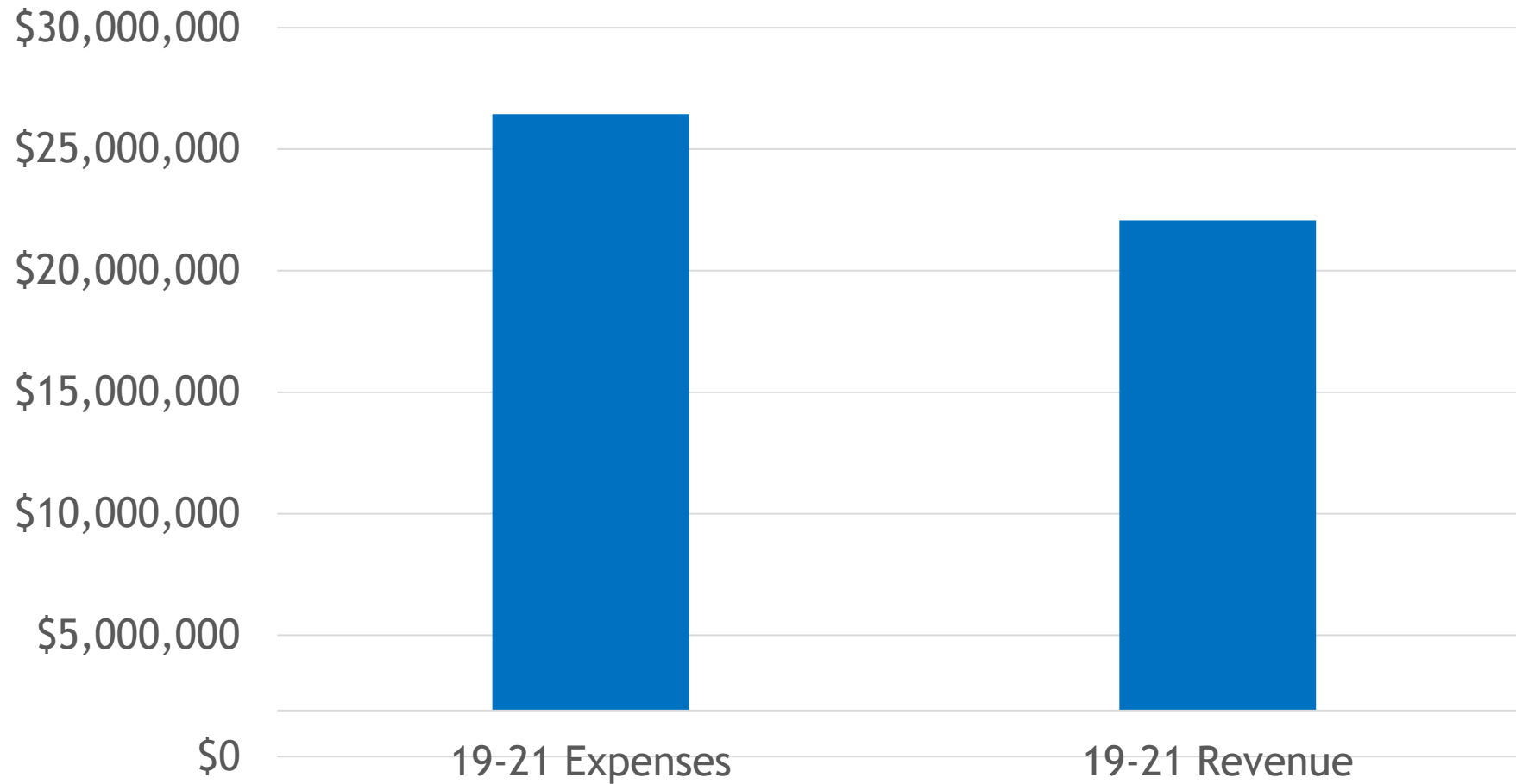
Remove tape, fold in half and seal to top. Postage is free.

# Program Finances

VIP Revenue and Expenses



# Program Finances





# Package 118: Maintain Effective Vehicle Inspection Service

Program	Package Type	FUND	Pos	FTE
Air	Service Continuation	OF	8	8.0

- Maintains current level of service
- Ensures low wait-times and continued innovation
- First fee increase since 1997
  - Increase Portland fee from \$21 to \$25
  - Increase Medford fee from \$10 to \$25, over six years

# Thank You

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