

# Over-Dimension Permit Project Advisory Committee (ODPAC) MEETING NOTES



Thursday, February 25, 2022 | 10 a.m. to 12 p.m.

Agenda and Meeting Materials are available on our [Oregon OD Permit Project web page](#).

Time		Topic		Action	Lead
10:00-10:30	30 min	01	<b>Welcome and Grounding</b>	Discussion	Jen Gray-O'Connor; Audrey Lawson
		<p><b>NOTES:</b></p> <p>Committee and staff reintroduced themselves. Present:</p> <p>Jen Gray-O'Connor (Coraggio Group), Sherri Reed (Coraggio Group), Mark Gibson, Jason Cole, Danielle Hamm, Anthony Barghini, Kyle Barnhart, Robert Russell, Sarah Caylor, Aaron Clodfelter and Brian Worley</p> <p>Barghini presented slides, sharing project progress to date, upcoming items, and a project organizational chart that had been requested by the group at the prior meeting. Barghini responded to the group's question about third-party agents by noting that a special working group will be established for third-party agents to address needs and requirements.</p>			
10:30-10:45	15 min	02	<b>Stakeholder Outreach and Communication Plan</b>	Discussion	Jen Gray-O'Connor
		<p><b>NOTES:</b></p> <p>Gray-O'Connor shared with the group the goals of the communication plan and asked for input from the committee on changes they would suggest to make outreach more comprehensive and effective. She shared that ODOT has an external webpage that includes an FAQ and a dedicated email inbox, and she again asked for input.</p> <p>Various members of the committee shared ideas, such as the Oregon Trucking Association reaching out to members and nonmembers, ODOT sending out materials with permits, ODOT printing information directly on permits, the importance of the information trickling down the driver, handing out something at the scales and ports of entry, utilizing already scheduled conventions and meetings to share materials, piggy-backing on routine communications from organizations, and more.</p> <p>The group offered to review communication materials if requested – who the audience is, etc., as well as the current website – so they could offer suggestions for improvement. Gray-O'Connor noted that share a list of planned 2022 activities (events/publications/methods) will be shared at the next meeting for their input.</p>			
10:45-11:15	30 min	03	<b>Customer Survey</b>	Discussion	Jen Gray-O'Connor
		<p><b>NOTES:</b></p> <p>Gray-O'Connor talked with the group about the customer survey, opening up discussion about what the group thought about the survey. Several comments came up, including potentially confusing language around annual, single trips, and superloads on the first page, useful datapoints not captured such as what type of permits one typically seeks, the benefit of allowing ranked answers rather than just choosing one answer as top choice, and the potential benefit of capturing the role of the survey responder.</p>			

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		Next Gray-O'Connor opened the discussion to ideas on best ways to get the survey out to folks. Responses included using every medium from paper to email to fax, to putting the survey request and link directly on the permits, a link on Trip Check, use of a QR code, making sure to reach out to companies that self-issue single trip permits, and using social media.		
11:15-11:25	10 min	04	BREAK (skipped)	
11:25-11:50	30 min	05	<b>Open Discussion</b>	Discussion Jen Gray-O'Connor
		<b>NOTES:</b> Gray-O'Connor opened discussion about Pilot Cars, an issue that had come up in the prior meeting. Comments were around county/state collaboration and communication, more consistency in rules around pilot cars, better ways to notify drivers of potential changes and reroutes, and more. Idaho's system was brought up again by the group as a good example of a system that works well, particularly their route planning tool.		
11:50-12:00	10 min	05	<b>Closing Comments and Wrap-up</b>	Informational Jen Gray-O'Connor
		<b>NOTES:</b> Gray-O'Connor opened the discussion to anything else the Committee members would like to discuss. Comments were around how best to notify drivers when emergencies or new restrictions come up during a trip, the importance of online mapping of the permit routes, variation in permit route and instructions with seemingly similar routes/loads, and the shared feeling that the customer service now available through ODOT needs to remain. Committee members also suggested they'd liked to hear more about how other states handling permitting challenges.		