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Overview
The primary purpose of the survey was to understand public perceptions about the availability and quality of commercial truck parking in Oregon. The study sought feedback particularly from truck drivers on truck parking issues within key freight corridors of the State, including I-5, I-205, I-84, US97, OR 22, US 20/26, and OR 58. The study included questions about capacity, safety and convenience and sought to determine where additional truck parking may be needed. The data collected will help decision makers prioritize projects related to future parking infrastructure.

Methodology
The outreach approach included three methods:

- **Survey**: The online survey tool was intended to gather opinions from travelers who use truck parking within Oregon. The survey was intended to help supplement the in-person outreach by increasing the geographic breadth of potential participation and make the survey available over a longer time period. The survey questions were formatted to complement the in-person interview questions.

- **Interviews**: The team conducted 26 in-person and phone interviews with key stakeholders familiar with commercial truck parking in Oregon and/or nationally. The interviews provided an opportunity to gather feedback, educate industry leaders about the study process, and further disseminate survey materials through internal networks to drivers and other relevant contacts.

- **Tabling/In-Person Surveys**: Previous outreach has noted the difficulty of collecting freight industry feedback. In accordance with studies recommending best practices for reaching truck drivers, the team conducted in-person surveys at the following locations:
  
  *Jubitz Travel Center* (Portland, I-5)
  *Pilot Travel Center and Grand Central Travel Center* (Biggs Junction, I-84)
  *Truck ’N’ Travel* (Coburg, I-5)
  *2019 Oregon Truck Driver Championships* (Portland)

The design of the survey tool followed a literature review of similar studies and stakeholder surveys. The survey included questions about how, why and when truck drivers choose their parking locations, where they are going, and what amenities they prefer when parking. The survey instrument was also designed to allow respondents to provide corridor-based geographic data that would offer insights into specific problematic corridor segments throughout the state.

The online survey was live from June 7 through August 26, 2019. A link to the online survey was provided to interviewees and advertised using direct email to members of the study Technical Advisory Committee, with the request that they relay the survey to their constituencies. The survey link was subsequently distributed to the Oregon Trucking Association email listserv, the ODOT Motor Carrier Division GovDelivery listserv and the ODOT MCTD internal email bank. The survey and related project information was also the subject of an article in the online magazine “OverDrive” (July 22).

The online survey was supplemented by physical surveys at the four tabling events. Event participants were also provided with fact sheets and sharable cards with a link to the online version of the survey.
Feedback Summary

The survey received **729 responses**, including 662 online submissions and 67 in-person surveys. Longer, in-person and phone interviews were conducted with **26 respondents**.

Respondent Profile

The majority of survey respondents (80%) self-identified as truck drivers. The second most common choice was “Dispatcher” (11%). Of interview participants, only about 22% identified as truck drivers, with the other two highest categories being “Truck stop operator/employee” (25%) and “Other” (35%), which primarily included transportation management and planning personnel. Several associations were also interviewed.

Roughly two thirds of survey respondents (68%) said that they look for parking in Oregon between “2-3 times per month” and “3-4 times per week”. A significant majority of survey takers (75%) said that they have been driving for more than 10 years. Most respondents indicated that they drive vehicles with five (71%) or more axles (25%), and usually operate regionally (48%) or nationally (40%). Survey respondents tended to be older, with half of respondents over 55 and 75% over 45 years old.

Parking Availability

Most respondents identified the general availability of truck parking in Oregon as “Poor” (39.7%) or “Very Poor” (19.1%). Only 13.57% of respondents held a positive view regarding parking availability. Interview participants were less sure about overall parking availability, but also tended to rate parking availability negatively.

By far, survey takers and interviewees identified a general lack of available parking for trucks as a significant issue in Oregon. The deficiency was particularly pronounced near urban areas, but problematic throughout the state. Another common response was that rules and regulations surrounding hours of service were a significant issue related to truck parking. Many respondents also viewed delays, both with traffic and loading/unloading, that impact their schedule as an issue. Parking limitations at rest areas, and the difficulty associated with knowing if and where spots are available were also popular problems identified by survey takers. Interviewees also identified local regulations and public perception as issues affecting parking and the ability to create new parking areas.

Survey respondents were asked to rate truck parking availability on select Oregon travel corridors. Sections in the Portland Metropolitan Area (I, H, J); I-5 between Portland and Roseburg (G, F, E, C); I-84 between Portland and The Dalles (K); US 97 between The Dalles and Bend (O, N); I-5 between Medford and the California Border (A); and OR 58 were all ranked by 50% or more of respondents as having low parking availability. More than half of the respondents ranked all the sections unfavorably with regard to availability.

The three sections that were judged to have the least availability were the three sections surrounding the Portland area (I, H, and J). The areas that were viewed to have the most availability were in the northeast corner of Oregon on the border with Washington and near La Grande, and the southwest near Roseburg (L, S, and B). Even the areas ranked best, however, didn’t have more than about 3% of respondents select any of them as “Always Available".
Consistent with the statewide ratings, the most common complaint within individual segments was that there were not enough parking spaces and/or parking lots. Another common complaint was that the amenities available at truck stops were inadequate, with some citing a lack in overall quality of things like restrooms, showers, and meal services. Interviewees who called out individual segments also rated nearly all of them as not having enough parking space during peak hours. They particularly called out the Portland Metro area as a major concern due to the amount of demand for very limited parking.

The time required to locate parking varied, though only two segments were cited as taking less than 15 minutes: segment D (OR 58 from I-5 in Eugene to US 97 near Chemult, 37%) and segment Q (US 20 from US 395 in Riley to the Idaho State Border in Nyssa, 33%). For segments that interviewees commented upon, most responses indicated that drivers spend at least 60 minutes looking for parking there.

Nights and evenings were ranked as the most difficult times to find parking, with weekday evenings and weeknights consistently ranked as the top two most difficult times to find parking in all segments. Interviewees generally agreed, but a few noted that some shipping models experience peak travel times at other times of day.

Required breaks due to hours of service rules was the most popular reason for stopping in all segments except for segments in and around the Portland metropolitan area, where “overnight stays waiting for next day deliveries” was the most popular response. This was consistent with interviewee feedback.

Survey takers were presented with a series of possible solutions for alleviating truck parking issues and asked to identify all that they thought would be helpful. The most popular option among survey takers was creating larger truck rest areas and parking lots. All of the methods that involved the creation or expansion of parking space were popular selections among respondents. Options such as “paid parking reservation systems”, “cell phone notification system”, and “reduced delivery curfews” were among the least popular of the proposed strategies. Interviewees also favored the expansion of parking areas but were more amenable to paid reservation systems. Interviewees also doubted the efficacy of reduced delivery curfews, incentivizing businesses to accept delivery 24/7, and cell phone notifications as methods to relieve parking problems. Interviewees tended to offer specific recommendations for incentivizing new parking areas, such as regulatory changes to allow truck parking in more areas and tax breaks for truck stop owners.

Interviewees said that drivers tend to respond to parking problems by parking on highway ramps or in other undesignated areas. This is often due to HOS rules which either require drivers to plan ahead and often stop short of their hours (impacting utilization) or find themselves having to pull over in unplanned locations for mandatory breaks. Several interviewees believed that some truck drivers may not mind parking in undesignated parking, particularly in rural areas, as they tend to be pretty self-sufficient.

Respondent Behavior

The survey sought to determine how respondents typically locate parking in Oregon. Most respondents (65%) said that they have “favorite locations” that they visit frequently. 39% said that they use smartphone apps such as “Park my Truck” or “Truckers Path” to find parking. Only a small portion of respondents indicated that they use printed material or that their companies provide parking options. Some public sector interviewees were not aware of what options truckers use.

60% of respondents said that the number one reason they stop driving is because they are required to do so by hours of service rules. 75% of respondents identified this as one of their top 3 reasons to stop. “Personal safety or cargo safety” was identified by just under half of respondents as one of their top three most common reasons to stop. “Cost/rates” was one of the least common reasons for stopping. The least common reason for stopping was “Established stops provided by my company.” Other reasons for stopping included general schedule planning, available amenities, and overall parking availability.
Interviewees also cited HOS rules as a main reason for stopping, as well as proximity to route/destination and customer availability. These factors were noted as particularly challenging when it comes to planning deliveries to high demand urban areas where drivers must balance HOS requirements with the possibility of not finding parking near their destinations.

When choosing truck stops based on amenities, respondents cited restrooms (80%) and expected parking availability (66%) as the top criteria. Food, ease of vehicle access, and showers were also important factors. Internet/Wi-Fi availability, maintenance centers, facilities for pets, and vending machines were the least common answers. Interviewees generally agreed, although they added refueling options as a significant consideration. They also reemphasized proximity to the delivery location as a main factor in choosing stop locations.

Survey takers were asked to how often they take required breaks at different types of parking areas. Private truck stops were the most popular with 51% stopping three or more times per week. Terminals were the least popular (8% stopping three or more times per week), followed by businesses (9%) and customer locations (15%). Out of all the options, private truck stops have the most daily visits. 34% of respondents said they visited public rest areas three or more times per week. Over of half of survey respondents said that they never take breaks at a terminal. These findings may indicate some bias towards non-terminal users, many of whom are specifically routed and scheduled for breaks at terminal locations.
Survey Questions

Segment Feedback

Q1: How would you rate the availability of truck parking within each of the following segments? (Choose one for each row)

651 respondents answered this question.

- A: I-5 from California State Border to US 199 in Grants Pass
- B: I-5 from US 199 in Grants Pass to OR 138 in Roseburg
- C: I-5 from OR 138 in Roseburg to OR 58 in Eugene
- D: OR 58 from I-5 in Eugene to US 97 near Chemult
- E: I-5 from OR 58 in Eugene to US 58 near Chemult
- F: I-5 from US 20 in Albany to OR 22 in Salem
- G: I-5 from OR 22 in Salem to I-205 in Tualatin
- H: I-5 from I-205 in Tualatin to the Columbia River
- I: I-205 from I-5 in Tualatin to the Columbia River
- J: I-84 from I-5 in Portland to the Sandy River in Troutdale
- K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction
- L: I-84 from US 97 in Biggs Junction to US 395 in Pendleton
- M: OR 22 and US 20 from I-5 in Salem to US 97 in Bend
- N: US 97 from I-84 in Biggs Junction to US 26 in Madras
- O: US 97 from US 26 in Madras to US 20 in Bend
- P: US 20 from US 97 in Bend to US 395 in Riley
- Q: US 20 from US 395 in Riley to the Idaho State Border in Nyssa
- R: US 97 from the California State Border to OR 58 near Chemult
- S: I-84 from US 395 in Pendleton to the Idaho State Border
- T: US 97 from OR 58 near Chemult to US 20 in Bend
Observations: Parking availability was rated most frequently as “Never Available” in the areas around or just outside of Portland. Only a relatively small number of respondents thought that any of the sections in Oregon has parking a “Always Available”. The response data suggests that, while some sections may be better than others, the state of Oregon as a whole has a parking availability problem. The data also suggests that a large portion of respondents may not have experience looking for parking in all of the map sections.

Q2: Choose a segment below, then click “Next” to answer questions about it.
193 respondents answered this question.

<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: I-5 from California State Border to US 199 in...</td>
<td>85</td>
</tr>
<tr>
<td>B: I-5 from US 199 in Grants Pass to SR-138 in...</td>
<td>37</td>
</tr>
<tr>
<td>C: I-5 from SR-138 in Roseburg to OR 58 in Eugene</td>
<td>34</td>
</tr>
<tr>
<td>D: OR 58 from I-5 in Eugene to US 97 near Chemult</td>
<td>26</td>
</tr>
<tr>
<td>E: I-5 from OR 58 in Eugene to US 20 in Albany</td>
<td>33</td>
</tr>
<tr>
<td>F: I-5 from US 20 in Albany to OR 22 in Salem</td>
<td>37</td>
</tr>
<tr>
<td>G: I-5 from OR 22 in Salem to I-205 in Tualatin</td>
<td>57</td>
</tr>
<tr>
<td>H: I-5 from I-205 in Tualatin to the Columbia River</td>
<td>109</td>
</tr>
<tr>
<td>I: I-205 from I-5 in Tualatin to the Columbia River</td>
<td>64</td>
</tr>
<tr>
<td>J: I-84 from I-5 in Portland to the Sandy River in...</td>
<td>101</td>
</tr>
<tr>
<td>K: I-84 from the Sandy River in Troutdale to US 97...</td>
<td>81</td>
</tr>
<tr>
<td>L: I-84 from US 97 in Biggs Junction to US 395 in...</td>
<td>43</td>
</tr>
<tr>
<td>M: OR 22 and US 20 from I-5 in Salem to US 97 in...</td>
<td>13</td>
</tr>
<tr>
<td>N: US 97 from I-84 in Biggs Junction to US 26 in...</td>
<td>28</td>
</tr>
<tr>
<td>O: US 97 from 26 in Madras to US 20 in Bend</td>
<td>28</td>
</tr>
<tr>
<td>P: US 20 from US 97 in Bend to US 395 in Riley</td>
<td>19</td>
</tr>
<tr>
<td>Q: US 20 from US 395 in Riley to the Idaho State...</td>
<td>15</td>
</tr>
<tr>
<td>S: I-85 from US 395 in Pendleton to the Idaho State...</td>
<td>33</td>
</tr>
<tr>
<td>R: US 97 from the California State Border to OR 58...</td>
<td>32</td>
</tr>
<tr>
<td>T: US 97 from OR 58 near Chemult to US 20 in Bend</td>
<td>24</td>
</tr>
</tbody>
</table>

Observations: Respondents had the most to say about segment A (I-5 from California State Border to US 199 in Grants Pass), segment H (I-5 from I-205 in Tualatin to the Columbia River), and segment J (I-84 from I-5 in Portland to the Sandy River in Troutdale).

Responses by individual segment are included below.
Segment A: I-5 from California State Border to US 199 in Grants Pass

Q3 What are the main truck parking issues within this Segment?
85 respondents answered this question.

Observations: By far the most common response by survey takers was that the main issue in this area was that there was “Not enough parking space specifically during peak hours”. This complaint tracks with the fact that most respondents also found that parking availability was inadequate statewide. The second complaint was that available services are inadequate.

Other (please specify)
- One respondent said there was not enough training for drivers, creating problems.
- One respondent suggested that no one has budgeted for increased truck traffic or the impact of Electronic Logging Devices (ELDs), which has led to congestion and crowded parking.
- 2 survey takers noted that they feel that parking is not safe in this segment.

Q4 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
80 respondents answered this question.

Observations: More than half of the respondents that answered this question spend more than 30 minutes looking for parking in this area. One quarter of the respondents spend an hour or more searching for parking.

Q5 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
79 respondents answered this question.

Observations: The most popular responses were that of “Weeknights” and “Weekday evenings”. The overall tone of the graph suggests that as time goes on throughout the day, it become more difficult to find parking as more people come in from the road. The popularity of “Weekend evenings” as a response suggests that the tide of drivers coming to find parking may begin earlier on the weekend. The data points to the fact that evenings and nights are the most difficult times to find parking.
Q6 Do you have other comments on this segment or on specific locations within this segment?
28 respondents answered this question.

- 11 respondents cited the need for more truck parking areas in this segment. Some noted that there are parking areas that allow too many RVs and campers, while others said that there was simply a lack of places to park.
- 4 survey takers noted that safety was an issue in this segment. Most that cited this said there was just a general lack of safe places in the area.

Q7 Why do you typically park in this segment? (Check all that apply.)
82 respondents answered this question.

**Observations:** Most respondents stated that they were stopping in this segment due to the fact that they were required to stop after a certain number of hours as required by service rules. The next most popular answer was that they were stopping overnight to wait for a delivery the next day.

- **Other (please specify)**
  - 2 respondents cited being out of hours as their main reason for stopping in this area.
  - 1 survey taker said that this is a location they choose to take a break in, but not stay in.
Segment B: I-5 from US 199 in Grants Pass to OR 138 in Roseburg

**Q8 What are the main truck parking issues within this segment? (Check all that apply.)**

37 respondents answered this question.

**Observations:** The most common answer in this section was that there was “Not enough parking space specifically during peak hours”. This is a common theme throughout the study as a whole, as well. The next most common complaint was that the “Available services are inadequate”. More than 97% selected the lack of parking as an issue, while the next most popular complaint about services only received about 57% of selections.

**Other (please specify)**

8 respondents provided follow-up information.

- 6 respondents said that the main issue in this area was that there are limited parking areas that quickly become overcrowded.
- 1 respondent said the problem is not enough training for drivers, creating problems.
- 1 survey taker cited ELDs as the reason parking gets so crowded, as everyone is coming in at the same time.

**Q9 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)**

38 respondents answered this question.

**Observations:** The most common amount of time that respondents said they spent looking for parking in this section was between 15 and 45 minutes. More respondents said that they spend “Less than 15 minutes” looking for parking in this segment than respondents that said they spend “More than 60 minutes”.

**Q10 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**

35 respondents answered this question.

**Observations:** The most common responses from survey takers were that they had the most difficulty finding parking on “Weeknights” and “Weekday evenings”. Those two selections were far above the rest, with the next two most popular answers being “Weekday afternoons” and “Weekend evenings”. These results track with other data sets that promote the idea that it becomes more and more difficult to find parking as the day goes on.
Q11 Do you have other comments on this segment or on specific locations within this segment?
8 respondents answered this question.

- 3 respondents said that an issue is simply more parking is needed. Some noted that there are summertime conflicts with RVs and campers, while others just want more spaces.
- 2 survey takers cited safety as a concern in this area.

Q12 Why do you typically park in this segment? (Check all that apply.)
8 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for due to the fact that they were required to stop after a certain number of hours as required by service rules. The next most popular answer was that they were stopping overnight to wait for a delivery the next day.

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daytime stay waiting for delivery window</td>
<td>8</td>
</tr>
<tr>
<td>Overnight stay waiting for next day delivery</td>
<td>18</td>
</tr>
<tr>
<td>For a break after long hours of driving (as required by hours...)</td>
<td>29</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4</td>
</tr>
</tbody>
</table>

Other (please specify)
4 respondents provided follow-up information.

- Weather - road closed
- If I can get into this area, is usually for break, or I barely made it to park for the night to get some rest, when I couldn’t make to segment A.
- Meal break
- 34hr reset
Segment C: I-5 from OR 138 in Roseburg to OR 58 in Eugene

Q13 What are the main truck parking issues within this segment? (Check all that apply.)
34 respondents answered this question.

Observations: The most common answer in this section was, again, that there was “Not enough parking space specifically during peak hours”. This is a common theme throughout the study as a whole, as well. The next most common complaint was that “Drivers often park on highway ramps here” and “Available services are inadequate”, followed closely by “Drivers often park in undesignated areas (besides highway ramps)”. More than 91% selected the lack of parking as an issue, while the next most popular complaint about services only received about 51% of selections. The priority for a basic need to park is evident.

Other (please specify)
5 respondents provided follow-up information.

- No parking until certain areas, and very Dark and unsafe. Usually if you leave Segment B, you are aiming for Oakland, OR at the Pilot Truck Stop. If not good luck, park anywhere or hope to find something into TA at Eugene, OR.
- Cars parked in truck parking
- Parallel parking rest areas are next to impossible to squeeze into when your 75 ft long. Rest area that are not truck accessible is a waste of time money and resources. Cars and even motor homes can get off at many off ramps to go to local business’ for rest breaks and leaves truckers (also human beings) waiting for the next available place to pull off.
- Oregon City viewpoint area
- Parking on freeway shoulder

Q14 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
34 respondents answered this question.

Observations: The most common amount of time that respondents said they spent looking for parking in this section was between 15 and 45 minutes. The same number of respondents that said that they spend “Less than 15 minutes” looking for parking in this segment said they spend “More than 60 minutes” looking.
**Q15 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**

32 respondents answered this question.

**Observations:** The most common responses from survey takers were that they had the most difficulty finding parking on “Weekday evenings” and “Weeknights”. Those sections were followed by “Weekend evenings” and “Weekday afternoons”. These results track with other data sets that promote the idea that it becomes more and more difficult to find parking as the day goes on.

<table>
<thead>
<tr>
<th>Time</th>
<th>Number</th>
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<tbody>
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<td>Weekend nights</td>
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<tr>
<td>Weekend mid-day</td>
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<tr>
<td>Weekend mornings</td>
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</tr>
<tr>
<td>Weeknights</td>
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<tr>
<td>Weekday evenings</td>
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<tr>
<td>Weekday afternoons</td>
<td>12</td>
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<tr>
<td>Weekday mid-day</td>
<td>6</td>
</tr>
<tr>
<td>Weekday mornings</td>
<td>3</td>
</tr>
</tbody>
</table>

**Q16 Do you have other comments on this segment or on specific locations within this segment?**

11 respondents answered this question.

- 3 respondents said that they believed there needed to be **more parking**. There were similar complaints to other sections regarding conflicts with RVs, and also a call for just more parking.
- Another respondent said this segment was in need of some attention for the state, implying that it needed more care and upkeep.

**Q17 Why do you typically park in this segment? (Check all that apply.)**

34 respondents answered this question.

**Observations:** Most respondents stated that they were stopping in this segment for a due to the fact that they were required to stop after a certain number of hours as required by service rules. The next most popular answer was that they were stopping overnight to wait for a delivery the next day.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (please specify)</td>
<td>5</td>
</tr>
<tr>
<td>Daytime stay waiting for delivery window</td>
<td>9</td>
</tr>
<tr>
<td>Overnight stay waiting for next day delivery</td>
<td>16</td>
</tr>
<tr>
<td>For a break after long hours of driving (as)</td>
<td>26</td>
</tr>
</tbody>
</table>

**Other (please specify)**

5 respondents provided follow-up information.

- I run out of hours sometimes, or I feel tired, or the weather is bad and I sometimes stop. This is an area that would benefit with parking.
- Don’t park here if I can avoid it, either stop before or after.
- Lunch break
- Bathroom break. I travel with my wife and she requires a bathroom.
- 34 reset
Segment D: OR 58 from I-5 in Eugene to US 97 near Chemult

Q18 What are the main truck parking issues within this segment? (Check all that apply.)
26 respondents answered this question.

Observations: The most common response by survey takers was that “Available services are inadequate” in this segment. The next most popular response was that there was “Not enough parking space specifically during peak hours”, which is a common complaint for the state of Oregon as a whole, and a common complaint for many other segments. Another popular complaint was that “Drivers often park in undesignated areas (besides highway ramps)”.

Other (please specify)
4 respondents provided follow-up information.

- This segment has literally no designated safe truck Parking, and services. Very few places to park along the way and near highway on shoulder, and I deem this area not safe at all. This is a very busy highway and specially in the winter, when the US 26 or US 20 are packed with snow or unsafe to drive, this is an alternate route as well in both directions.
- Always a place to park along road.
- Don’t run this route
- There are literally no designated spaces along the entire length of Hwy 58

Q19 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
27 respondents answered this question.

Observations: The most common amount of time that respondents said they spent looking for parking in this section was “Less than 15 minutes”. The trend in this segment suggests that most respondents spend less time searching for parking in this area than many others.
Q20 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)

25 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common responses were “Weeknights”, “Weekend evenings”, and “Weekday evenings”. This data suggests that parking difficulty increases throughout the day, on both weekdays and weekends.

Q21 Do you have other comments on this segment or on specific locations within this segment?

6 respondents answered this question.

- 2 respondents noted that this section needs more parking. There was a complaint about summer conflicts with RVs and a general call for more parking.
- One respondent said they don’t feel safe traveling on this stretch at night, due to the lack of lighting.

Q22 Why do you typically park in this segment? (Check all that apply.)

26 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a due to the fact that they were required to stop after a certain number of hours as required by service rules. The next most popular answer was that they were stopping overnight to wait for a delivery the next day.

Other (please specify)

5 respondents provided follow-up information.

- I only park for a break if at all, but never considered it, to Park or rest due to no safe, lit, services or Parking. Avoid at all Cost.
- I cannot park along this segment as there are no designated spaces. I would park there if designated spaces existed for HOS rest breaks
- To use the restroom.
- 34 reset
Segment E: I-5 from OR 58 in Eugene to US 20 in Albany

**Q23 What are the main truck parking issues within this segment? (Check all that apply.)**

33 respondents answered this question.

**Observations:** The most common response by survey takers was that the main issue in this segment was “Not enough parking space specifically during peak hours”, which is a common complaint in other areas and throughout Oregon. The next two most common issues for survey takers are “Drivers often park in undesignated areas (besides highway ramps)” and “Drivers often park on highway ramps here”, which are followed by “Available services inadequate”. Other than there not being enough parking spaces, it appears that respondents had an issue with drivers parking in areas they aren’t supposed to be parking in.

**Other (please specify)**

5 respondents provided follow-up information.

- This area has several safe areas to stop along the way. Although at Peak times, and in the winter time, everything goes out the window. This area gets a lot of traffic and gets crowded during winter.
- Car dwellers
- Loop
- Unsafe in Albany. Eugene/Corvallis lots of people parked in undesignated areas.
- Overcrowded

**Q24 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)**

29 respondents answered this question.

**Observations:** The response to this question was varied. The two most common answers were that it took between “45-60 minutes” and “Less than 15 minutes” to find parking.

**Q25 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**

31 respondents answered this question.

**Observations:** Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common responses were “Weeknights”, “Weekend evenings”, and “Weekend afternoons”. This data suggests that parking difficulty increases throughout the day, on both weekdays and weekends.
Q26 Do you have other comments on this segment or on specific locations within this segment?

5 respondents answered this question.

- 2 respondents said there is a need for more parking in this segment. One noted that there is a variation in availability during different seasons, and another just said there needs to be more.
- 1 respondent said there is a lot of parking, but there are also a lot of trucks.

Q27 Why do you typically park in this segment? (Check all that apply.)

33 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a due to the fact that they were required to stop after a certain number of hours as required by service rules. The next most popular answer was that they were stopping overnight to wait for a delivery the next day.

Other (please specify)

3 respondents provided follow-up information.

- I will stop to rest, sleep or stop/wait for a delivery next day.
- Meal break
- Sleep
Segment F: I-5 from US 20 in Albany to OR 22 in Salem

Q28 What are the main truck parking issues within this segment? (Check all that apply.)
37 respondents answered this question.

Observations: The most common response by survey takers was that the main issue in this segment was “Not enough parking space specifically during peak hours”, which is a common complaint in other areas and throughout Oregon. The next two most common issues for survey takers are “Drivers often park in undesignated areas (besides highway ramps)” and “Available services inadequate”, which are followed by “Drivers often park on highway ramps here”. Other than there not being enough parking spaces, it appears that respondents had an issue with drivers parking in areas they aren’t supposed to be parking in and a lack of adequate services.

Other (please specify)
5 respondents provided follow-up information.

- All of 1-5 doesn’t have enough parking.
- Not enough room for oversize length loads in rest areas
- I don’t usually stop to sleep in this area, breaks only, but I do see a lot of trucks on the shoulder along the interstate and the rest area, and truck Parking seems inadequate for the trucks that make deliveries around Albany to Salem.
- Worst
- Overcrowded

Q29 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
32 respondents answered this question.

Observations: The most common amount of time that respondents said they spent looking for parking in this section was between “30-45 minutes”. The variation between times spent looking for parking is pretty small, suggesting that there is wide range of difficulty in searching for parking in this area.
Q30 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
36 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common responses were “Weeknights” and “Weekday afternoons”. This data suggests that parking difficulty increases throughout the day and is more difficult on weekdays than weekends.

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<td>6%</td>
</tr>
<tr>
<td>Weekends</td>
<td>4</td>
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Q31 Do you have other comments on this segment or on specific locations within this segment?
12 respondents answered this question.

- 7 respondents said that they thought there needed to be more parking, 3 of which said it was too crowded.
- One respondent noted that some drivers have more difficulty in this area during the winter.

Q32 Why do you typically park in this segment? (Check all that apply.)
35 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a due to the fact that they were required to stop after a certain number of hours as required by service rules. The next most popular answer was that they were stopping overnight to wait for a delivery the next day.

<table>
<thead>
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<th>Reason</th>
<th>Respondents</th>
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<td>Overnight stay waiting for next day delivery</td>
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<tr>
<td>Daytime stay waiting for delivery window</td>
<td>6</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>2</td>
</tr>
</tbody>
</table>

Other (please specify)
2 respondents provided follow-up information.

- Don't park here, because, there's no parking.
- Restroom
Feedback Summary - Oregon Commercial Truck Parking Study

Segment G: I-5 from OR 22 in Salem to I-205 in Tualatin

Q33 What are the main truck parking issues within this segment? (Check all that apply.)
57 respondents answered this question.

Observations: The most common response by survey takers was that the main issue in this segment was “Not enough parking space specifically during peak hours”, which is a common complaint in other areas and throughout Oregon. The next most common issue for survey takers was “Available services inadequate”, which is followed by “Drivers often park in undesignated areas (besides highway ramps)” and “Drivers often park on highway ramps here”. Other than there not being enough parking spaces, it appears that respondents had an issue a lack of services and with drivers parking in areas they aren’t supposed to be parking in.

Other (please specify)
9 respondents provided follow-up information.

- 2 respondents said this segment as limited parking.
- 2 respondents noted that non-trucks taking up spots is a problem. People in RVs and cars that appear to some respondents to live at the lot, take up valuable truck parking.
- 1 respondent said this are has traffic control problems that deter them from parking there.
- 1 respondents noted homelessness as a problem in the area.

Q34 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
53 respondents answered this question.

Observations: The most common amount of time that respondents said they spent looking for parking was between 15 and 45 minutes. Approximately 11% of respondents said that the spend “Less than 15 minutes” looking for parking in this segment, meaning most respondents tend to spend a significant chunk of time searching for a place to park.

Q35 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
55 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common response was “Weeknights”, followed by “Weekday afternoons”. This data suggests that parking difficulty increases throughout the day, and is more difficult on weekdays than weekends.
Q36 **Do you have other comments on this segment or on specific locations within this segment?**

15 respondents answered this question.

- 3 respondents said that they wanted there to be **more parking**. The survey takers noted that it gets very crowded, and that parking in this area is always in-demand.
- 2 respondents cited **non-truckers at stops** as an issue. One survey taker said that there were too many car-dwellers, while another noted that there tended to be homeless in the lots.

Q37 **Why do you typically park in this segment? (Check all that apply.)**

56 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a due to the fact that they were required to stop after a certain number of hours as required by service rules and that they were stopping overnight to wait for a delivery the next day.

- **Other (please specify)**
  - 2 respondents said that they stop in this area for quick **breaks**.
  - 1 respondent said they utilize stops in this segment for **everything**.
Segment H: I-5 from I-205 in Tualatin to the Columbia River

**Q38 What are the main truck parking issues within this segment? (Check all that apply.)**

109 respondents answered this question.

**Observations:** The most common response from survey takers was that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. The complaint about the lack of parking space garnered more than 93% of responses, while the next closest to that, “Available services inadequate”, received about 60% of responses. This suggests that, even though there are complaints about other issues in this segment, the most prominent issue is parking availability.

**Other (please specify)**

19 respondents provided follow-up information.

- 14 respondents said there is just not enough parking in this segment. Some said there were too few truck stops, some cited a lack of parking for deliveries, and some noted that the area has too much traffic for so few places to park.
- 1 respondent said that local drivers parking at stops and leaving their trucks there was an issue taking up space.
- 1 respondent noted homelessness as an issue that they run into here.

**Q39 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)**

104 respondents answered this question.

**Observations:** The most common response from survey takers was that finding parking typically takes between “30-45 minutes” but is closely followed by “More than 60 minutes”. There were very few respondents that said it took “Less than 15 minutes” to find parking, meaning that, although the time it takes varies, it is still time consuming.

**Q40 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**

103 respondents answered this question.

**Observations:** Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common response was “Weeknights”, followed by “Weekend nights”, “Weekday afternoons”, and “Weekend evenings”. This data suggests that parking difficulty increases throughout the day on both the weekday and weekend.
Q41 Do you have other comments on this segment or on specific locations within this segment?
34 respondents answered this question.

- 22 respondents said that they believed there needed to be more parking or that there simply wasn’t enough. Some said that there was absolutely nothing available in the area, while others said the lack of availability forces them to park in less safe areas.
- 5 respondents said there is just no space for trucks, both on the roads and in the city.
- One respondent said there tended to be a lot of non-truckers in lots in this area taking up space.

Q42 Why do you typically park in this segment? (Check all that apply.)
104 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for an “Overnight stay waiting for next day delivery”. The second most common response was that respondents took a break as required by hours of service rules. The two most common responses track with many of the other areas, but in this segment more respondents tended to stay for next day delivery rather than because they were required by hours of service rules, which is different than most other sections.

Other (please specify)
10 respondents provided follow-up information.

- 3 respondents said that they will avoid this area at all costs.
- 2 respondents said they stop in this section for home time.
Segment I: I-205 from I-5 in Tualatin to the Columbia River

**Q43 What are the main truck parking issues within this segment? (Check all that apply.)**

64 respondents answered this question.

**Observations:** The most common response from survey takers was that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. The complaint about the lack of parking space garnered more than 84% of responses, while the next closest to that, “Available services inadequate”, received about 59% of responses. This suggests that, even though there are complaints about other issues in this segment, the most prominent issue is parking availability.

**Other (please specify)**

13 respondents provided follow-up information.

- 13 respondents said there is virtually **no parking** in this area. Many cited the high demand that contrasts with the low availability.

**Q44 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)**

61 respondents answered this question.

**Observations:** The most common response from survey takers was that finding parking typically takes between “30-45 minutes” but is closely followed by “More than 60 minutes” and then “45-60 minutes”. Only about 16% of respondents said that it took “Less than 15 minutes”, while about 71% said that it took them more than 30 minutes.

**Q45 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**

62 respondents answered this question.

**Observations:** Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common response was “Weeknights”, followed by “Weekday afternoons”. This data suggests that parking difficulty increases throughout the day, specifically on weekdays.
Q46 Do you have other comments on this segment or on specific locations within this segment?

23 respondents answered this question.

- 17 respondents said there is virtually no parking and that there needed to be more parking in this segment. Several said they don’t even bother looking in this area.
- One respondent noted that the only parking is hard to find, and you have to know where to look.

Q47 Why do you typically park in this segment? (Check all that apply.)

61 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for an “Overnight stay waiting for next day delivery”. The second most common response was that respondents took a break as required by hours of service rules. The two most common responses track with many of the other areas, but in this segment more respondents tended to stay for next day delivery rather than because they were required by hours of service rules, which is different than most other sections.

Other (please specify)

6 respondents provided follow-up information.

- 2 respondents said they stop in this segment after deliveries to rest.
- 2 respondents said there is no place to stop in this segment.
Segment J: I-84 from I-5 in Portland to the Sandy River in Troutdale

**Q48 What are the main truck parking issues within this segment? (Check all that apply.)**

101 respondents answered this question.

**Observations:** The most common response from survey takers was that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. There were also complaints about inadequate services, parking not being safe or secure, and drivers not parking where they should be parking, but far fewer respondents selected those as pressing issues than parking availability.

**Other (please specify)**

16 respondents provided follow-up information.

- 8 respondents said they saw high demand and a need for additional parking. Many said that lots fill up quick, and there is a need for more lots.
- 1 respondent said they felt mistreated when parking in commercial areas.
- 1 respondent cited homelessness in the area as a problem.

**Q49 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)**

98 respondents answered this question.

**Observations:** The most common response from survey takers was that finding parking typically takes “More than 60 minutes”. About 83% of respondents said that it takes them more than 15 minutes to find parking in this section. The responses show that the time it takes to find parking varies, but generally takes respondents quite a while.

**Q50 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**

99 respondents answered this question.

**Observations:** Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common response was “Weeknights”, followed by “Weekday afternoons”, “Weekend evenings” and “Weekend nights”. This data suggests that parking difficulty increases throughout the day, specifically on weekdays, but also later in the day on weekends.

**Q51 Do you have other comments on this segment or on specific locations within this segment?**

35 respondents answered this question.
• 18 respondents cited the need for more parking in this area. 2 of those respondents also noted that the parking needs to be dedicated truck parking, as there is not enough available.
• 3 survey takers noted that homeless people were a problem in this area, making them feel unsafe.

Q52 Why do you typically park in this segment? (Check all that apply.)
99 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for an “Overnight stay waiting for next day delivery”. The second most common response was that respondents took a break as required by hours of service rules. The two most common responses track with many of the other areas, but in this segment more respondents tended to stay for next day delivery rather than because they were required by hours of service rules, which is different than most other sections.

Other (please specify)
9 respondents provided follow-up information.
• 3 respondents said they stop here for hours of service regulation compliance.
• 3 respondents said they stop in this segment for various breaks, such as for meals or sleep.
Segment K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction

Q53 What are the main truck parking issues within this segment? (Check all that apply.)

81 respondents answered this question.

Observations: The most common response from survey takers was that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. There were also complaints about inadequate services, parking not being safe or secure, and drivers not parking where they should be parking, but far fewer respondents selected those as pressing issues than parking availability.

Other (please specify)

14 respondents provided follow-up information.

- 7 respondents said that there is a general lack of parking in this area. Some said the parking that is available is not safe, and 1 respondent said the problem is that there is only one rest area.

Q54 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)

81 respondents answered this question.

Observations: The most common response from survey takers was that finding parking typically takes between “30-45 minutes”. About 90% of respondents said that it takes them more than 15 minutes to find parking in this section. The responses show that the time it takes to find parking varies, but generally takes respondents quite a while.

Q55 Segment K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction - When do you have the most trouble finding available parking in this segment? (Choose all that apply.)

79 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common response was “Weeknights”, followed by “Weekend evenings”, “Weekday afternoons”, and “Weekend nights”. This data suggests that parking difficulty increases throughout the day, specifically on weekdays, but also later in the day on weekends.
**Q56 Do you have other comments on this segment or on specific locations within this segment?**

31 respondents answered this question.

- 15 respondents said that they believed there needed to be **more parking**. There were similar complaints to other sections: a general lack of parking in the area.
- One survey taker said that the parking that is available is unsafe.

**Q57 Why do you typically park in this segment? (Check all that apply.)**

79 respondents answered this question.

**Observations:** Most respondents stated that they were stopping in this segment for either a break as required by hours of service rules or an “Overnight stay waiting for next day delivery”. The two top responses track with most other segments as popular reasons respondents stop.

**Other (please specify)**

14 respondents provided follow-up information.

- 3 respondents said they stop in this area due to **hours requirements**.
- 2 respondents said that this area is a good place to stop at and is **highly sought after** for meal and rest breaks.
Segment L: I-84 from US 97 in Biggs Junction to US 395 in Pendleton

Q58 What are the main truck parking issues within this segment? (Check all that apply.)
43 respondents answered this question.

Observations: The most common response from survey takers was that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. There were also complaints about inadequate services, parking not being safe or secure, and drivers not parking where they should be parking, but far fewer respondents selected those as pressing issues than parking availability.

Other (please specify)
6 respondents provided follow-up information.

- 2 respondents said there is simply not enough parking in this area.
- 1 respondent noted that, of the available parking, there is too much paid parking.

Q59 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
43 respondents answered this question.

Observations: The most common response from survey takers was that finding parking typically takes between “15-30”. About 88% of respondents said that it takes them more than 15 minutes to find parking in this section. The responses show that the time it takes to find parking varies, but generally takes respondents quite a while.

Q60 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
41 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”. The next most common response was “Weeknights”, followed by “Weekend evenings”, “Weekend nights”, and “Weekday afternoons”. This data suggests that parking difficulty increases throughout the day, specifically on weekdays, but also later in the day on weekends.

Q61 Do you have other comments on this segment or on specific locations within this segment?
13 respondents answered this question.

- 6 respondents said there is limited parking in this area and there needs to be more. The complaint was similar to other segments, but some survey takers said parking is adequate.
Q62 Why do you typically park in this segment? (Check all that apply.)

41 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. More than 80% of respondents identified the hours of service reason as why they typically park, with the next closes response being “Overnight stay waiting for next day delivery”, which about 49% of respondents identified as a reason. The two top responses track with most other segments as popular reasons respondents stop, but there is more disparity between them here than in other segments.

Other (please specify)

5 respondents provided follow-up information.

- I stop to eat, sleep and for breaks.
- Tired RV drivers need more rest areas too.
- Weather conditions
- Sleep
- Road closures due to weather
Segment M: OR 22 and US 20 from I-5 in Salem to US 97 in Bend

**Q63 What are the main truck parking issues within this segment? (Check all that apply.)**
13 respondents answered this question.

**Observations:** The most common response from survey takers was that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. There were also complaints about inadequate services, parking not being safe or secure, and drivers not parking where they should be parking, but far fewer respondents selected those as pressing issues than parking availability. The most prevalent complaint other than the lack of parking was that of inadequate services.

**Other (please specify)**
3 respondents provided follow-up information.

- I didn’t find this route to appealing, nevertheless I am glad for this route, for is alternate for US 26 and US 58 in the winter. This area would benefit from a smaller truck rest area.
- No truck parking anywhere
- There’s no place to PARK. I been run out of anyplace I try to park. Security cops. Bend has no parking

**Q64 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)**
13 respondents answered this question.

**Observations:** The responses in this segment present a varied amount of time it takes to park. The two most popular responses were “More than 60 minutes” and “Less than 15 minutes”.

- More than 60 minutes: 5 respondents
- 45-60 minutes: 0 respondents
- 30-45 minutes: 2 respondents
- 15-30 minutes: 2 respondents
- Less than 15 minutes: 4 respondents

**Q65 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)**
12 respondents answered this question.

**Observations:** Respondents most commonly said that they had difficulty finding parking on “Weeknights”. The next most common response was “Weekday evenings”, followed by “Weekend evenings” and “Weekend nights”. This data suggests that parking difficulty increases throughout the day, specifically on weekdays.

**Q66 Do you have other comments on this segment or on specific locations within this segment?**
5 respondents answered this question.

- 2 respondents said there is a need for more parking.
### Q67 Why do you typically park in this segment? (Check all that apply.)

12 respondents answered this question.

**Observations:** Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. More than 91% of respondents identified the hours of service reason as why they typically park, with the next closest response being “Overnight stay waiting for next day delivery”, which about 42% of respondents identified as a reason. The two top responses track with most other segments as popular reasons respondents stop, but there is more disparity between them here than in other segments. Hours of service rules are by far the most popular reason that respondents say they stop in this segment.

**Other (please specify)**

2 respondents provided follow-up information.

- Whatever I need according to the log
- Sleep

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<td>2</td>
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<td>Other (please specify)</td>
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Segment N: US 97 from I-84 in Biggs Junction to US 26 in Madras

Q68 What are the main truck parking issues within this segment? (Check all that apply.)
28 respondents answered this question.

Observations: The most common responses from survey takers were that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study, and “Available services are inadequate”. There were also complaints about parking not being safe or secure and drivers not parking where they should be parking, but far fewer respondents selected those as pressing issues than parking availability and lack of adequate services.

Other (please specify)
6 respondents provided follow-up information.

- 6 respondents said that there was no parking or not enough places to stop in this segment.

Q69 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
27 respondents answered this question.

Observations: The most popular response in this segment was that parking took between “15-30 minutes” which is followed by “Less than 15 minutes”. While many respondents cited longer parking search times, many said they didn’t spend as much time here as in some other places.

Q70 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
25 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weeknights”. The next most common response was “Weekday evenings”, followed by “Weekend nights” and “Weekend evenings”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend.

Q71 Do you have other comments on this segment or on specific locations within this segment?
7 respondents answered this question.

- 4 respondents noted that there is little to no designated parking. Some said that there are rest areas to park at, but many drivers wind up parking on the side of the road due to a lack of availability in this segment.
Q72 Why do you typically park in this segment? (Check all that apply.)
26 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. 100% of respondents identified the hours of service reason as why they typically park, with the next closest response being “Overnight stay waiting for next day delivery”, which about 42% of respondents identified as a reason. Hours of service rules are by far the most popular reason that respondents say they stop in this segment.

Other (please specify)
2 respondents provided follow-up information.

- I stop for sleep in the winter, and for breaks.
- Most of the time my driving hours ends in middle of this road
Segment O: US 97 from US 26 in Madras to US 20 in Bend

Q73 What are the main truck parking issues within this segment? (Check all that apply.)
28 respondents answered this question.

**Observations:** The most common responses from survey takers were that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. Another common complaint was that “Available services are inadequate”, which is also a frequent complaint in this study. There were also complaints about parking not being safe or secure and drivers not parking where they should be parking, but far fewer respondents selected those as pressing issues than parking availability.

**Other (please specify)**
5 respondents provided follow-up information.

- There is no parking
- Limited parking for over dimensional loads
- No designated parking.
- The Bend Sisters area has become very truck unfriendly
- Do not plan on stopping

Q74 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
27 respondents answered this question.

**Observations:** The most popular response in this segment was that parking took between “15-30 minutes”. While respondents had various difficulty finding parking in this segment, the data suggests most don’t spend more than 30 minutes searching in this area.

Q75 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
26 respondents answered this question.

**Observations:** Respondents most commonly said that they had difficulty finding parking on “Weeknight nights” and “Weekday evenings”. The next most common response was “Weekend nights”, followed by “Weekend evenings” and “Weekday afternoons”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend, but more difficult during the week.
Q76 Do you have other comments on this segment or on specific locations within this segment?  
11 respondents answered this question.

- 6 respondents noted that there is limited parking in this segment. Some said there is no parking at all, while others said that if you don’t arrive early you will not find parking.

Q77 Why do you typically park in this segment? (Check all that apply.)  
26 respondents answered this question.

**Observations:** Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. Approximately 77% of respondents identified the hours of service reason as why they typically park, with the next closes response being “Overnight stay waiting for next day delivery”, which about 54% of respondents identified as a reason. Hours of service rules are again the most popular reason that respondents say they stop in this segment, but “Overnight stay waiting for next day delivery” was a relatively close second.

**Other (please specify)**

4 respondents provided follow-up information.

- For my 10-hour break or my 30 minutes mandatory break
- When out of hours for the day
- One cannot stop
- I don’t bother to look
Segment P: US 20 from US 97 in Bend to US 395 in Riley

Q78 What are the main truck parking issues within this segment? (Check all that apply.)
19 respondents answered this question.

Observations: The most common responses from survey takers were that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. Other common complaints were that “Available services are inadequate”, which is also a frequent complaint in this study, and “Parking is not safe or secure”. There were also complaints about drivers not parking where they should be parking, but the prevalence of responses noting safety and security as an issue sets this section apart from many others.

Other (please specify)
5 respondents provided follow-up information.
- Only a very few pull outs available, none are safe from accidents.
- Parking is not much of a problem in this area. there are a few places to stop along the way.
- More parking
- There is no safe, legal truck parking in Bend. There is also no fueling for big trucks other than cardlocks
- Basically, no parking available except the few spaces at the Brothers rest area.

Q79 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
20 respondents answered this question.

Observations: 50% of respondents said that finding parking in this section took 30 minutes or less. While respondents had various difficulty finding parking in this segment, the data suggests most don’t spend more than 30 minutes searching in this area.

Q80 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
18 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”, followed by “Weeknights”. The next most common response was “Weekend evenings”, followed by “Weekend nights”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend, but more difficult during the week.

Q81 Do you have other comments on this segment or on specific locations within this segment?
8 respondents answered this question.
• 4 respondents said that they believed there needed to be **more parking**.
• 2 respondents said that they thought **parking was adequate** in this segment.

**Q82 Why do you typically park in this segment? (Check all that apply.)**
20 respondents answered this question.

**Observations:** Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. Approximately 80% of respondents identified the hours of service reason as why they typically park, with the next closest response being “Overnight stay waiting for next day delivery”, which about 30% of respondents identified as a reason. Hours of service rules are again the most popular reason that respondents say they stop in this segment, but “Overnight stay waiting for next day delivery” was a far second.

**Other (please specify)**
2 respondents provided follow-up information.

• I do this trip every week and know every stop. I plan my break at the couple of safe places there
• Sleep
Segment Q: US 20 from US 395 in Riley to the Idaho State Border in Nyssa

Q83 What are the main truck parking issues within this segment? (Check all that apply.)
15 respondents answered this question.

Observations: The most common responses from survey takers were that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. Other common complaints were about inadequate services, safety and security, and drivers not parking where they should be parking, but these complaints are all grouped around the same percentage of respondents. The most prevalent complaint is again about a lack of parking.

Other (please specify)
3 respondents provided follow-up information.

- Parking is not a big problem in my opinion in this segment
- There is only 1 truckstop available in Hines, OR with 1 small rest area available.
- The whole state is short on parking between the locals and the rvs there is a hand full of spots

Q84 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
15 respondents answered this question.

Observations: The parking times in this area were varied, as reported by respondents. With “Less than 15 minutes” being the most response, followed by “More than 60 minutes”, suggesting that the amount of time it takes to park in this segment varies depending on several factors.

Q85 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
14 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”, followed by “Weeknights”. The next most common response was “Weekend evenings”, followed by “Weekend nights”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend, but more difficult during the week.
Q86 Do you have other comments on this segment or on specific locations within this segment?  
3 respondents answered this question.

- 2 respondents said that they found there to be no parking in this section.

Q87 Why do you typically park in this segment? (Check all that apply.)  
16 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. Approximately 80% of respondents identified the hours of service reason as why they typically park, with the next closes response being “Overnight stay waiting for next day delivery”, which about 30% of respondents identified as a reason. Hours of service rules are again the most popular reason that respondents say they stop in this segment, but “Overnight stay waiting for next day delivery” was a far second.

Other (please specify)  
1 respondent provided follow-up information.

- I stop to sleep when I drive through here.
Segment R: US 97 from the California State Border to OR 58 near Chemult

Q93 What are the main truck parking issues within this segment? (Check all that apply.)
32 respondents answered this question.

Observations: The most common responses from survey takers were that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. Other common complaints were about inadequate services and drivers not parking where they should be parking. The most prevalent complaint, is again about a lack of parking.

Other (please specify)
2 respondents provided follow-up information.
- Parking is needed along this route specially in the winter
- More parking

Q94 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
30 respondents answered this question.

Observations: The most popular response by survey takers was that parking in the area took “15-30 minutes”, which was selected by 20% more respondents than the next closest answer. 80% of respondents said that parking in the area took under an hour, which means that while parking is difficult in this segment, it is not as bad as some other areas.

Q95 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
31 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”, followed by “Weeknights”. The next most common response was “Weekend evenings”, followed by “Weekend nights”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend, but more difficult during the week.

Q96 Do you have other comments on this segment or on specific locations within this segment?
10 respondents answered this question.
- 7 respondents noted that there was limited parking in this segment. One noted that parking couldn’t be found after 3pm, another said winter is more difficult, and another said that there is limited safe parking.
Q97 Why do you typically park in this segment? (Check all that apply.)

31 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. Approximately 71% of respondents identified the hours of service reason as why they typically park, with the next closes response being “Overnight stay waiting for next day delivery”, which about 58% of respondents identified as a reason. Hours of service rules are again the most popular reason that respondents say they stop in this segment, but “Overnight stay waiting for next day delivery” was again the second most popular answer.

Other (please specify)

3 respondent provided follow-up information.

- I stop at various locations depending on availability, and winter is bad in this segment.
- Meal and fuel stops
- Sleep
Segment S: I-85 from US 395 in Pendleton to the Idaho State Border in Ontario

Q88 What are the main truck parking issues within this segment? (Check all that apply.)
33 respondents answered this question.

Observations: The most common responses from survey takers were that there was “Not enough parking space specifically during peak hours”, which is a common complaint throughout this study. Other common complaints were about drivers not parking where they should be parking and inadequate services, but these complaints are all grouped around the same percentage of respondents. The most prevalent complaint, is again about a lack of parking.

Other (please specify)
4 respondents provided follow-up information.
- Truck stop has overflow parking and they do not use it.
- There is parking along this segment but more is needed for the winter season, when parking is in high demand
- Oregon often shut road down or uses chain laws when not really necessary
- Not enough room to park during road closures

Q89 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
32 respondents answered this question.

Observations: The most popular response by survey takers was that parking in the area took “45-60 minutes”. Only about 3% of respondents said that it took “More than 60 minutes” to find parking, whereas about 22% of respondents said that parking took them “Less than 15 minutes”, suggesting parking likely takes most people between 15 minutes to an hour.

Q90 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
31 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”, followed by “Weeknights”. The next most common response was “Weekend evenings”, followed by “Weekend nights”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend, but more difficult during the week.
Q91 Do you have other comments on this segment or on specific locations within this segment?  
9 respondents answered this question.

- 2 respondents said that they believed there needed to be more parking.
- One respondent cited a need for more services.

Q92 Why do you typically park in this segment? (Check all that apply.)  
16 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. Approximately 87% of respondents identified the hours of service reason as why they typically park, with the next closes response being “Overnight stay waiting for next day delivery”, which about 39% of respondents identified as a reason. Hours of service rules are again the most popular reason that respondents say they stop in this segment, but “Overnight stay waiting for next day delivery” was again the second most popular answer.

Other (please specify)  
6 respondent provided follow-up information.

- 4 respondents said they stop in this segment for routine breaks such as some sleep, safety checks, restroom use, or just a 30-minute break.
- 2 respondents said they stop in this segment for closures and weather conditions.
Segment T: US 97 from OR 58 near Chemult to US 20 in Bend

Q98 What are the main truck parking issues within this segment? (Check all that apply.)
24 respondents answered this question.

Observations: The most common responses from survey takers were that there was “Available services are inadequate”, which is a common complaint in most areas, but not usually the most identified. The lack of parking is a close second to inadequate services, and the two are much more popular selections than any other options, as is the case throughout this study.

Other (please specify)
5 respondents provided follow-up information.

- This area would benefit from a truck parking location
- To many RV taking up space
- Need more designated spaces
- More parking
- Only 1 truckstop available at Wikiup Jct / no rest areas NB / SB

Q99 How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling? (Choose one.)
23 respondents answered this question.

Observations: The most popular response by survey takers was that parking in the area took “15-30 minutes”, which was selected by more than 25% more respondents than the next closest answer. About 83% of respondents said that parking in the area took under an hour, which means that while parking is difficult in this segment. More than half of respondents said that parking took under 30 minutes in this section.

Q95 When do you have the most trouble finding available parking in this segment? (Choose all that apply.)
25 respondents answered this question.

Observations: Respondents most commonly said that they had difficulty finding parking on “Weekday evenings”, followed by “Weeknights”. The next most common response was “Weekend evenings” and “Weekend nights”. This data suggests that parking is specifically difficult in the evening and nighttime during both the week and the weekend, but more difficult during the week.
Q101 Do you have other comments on this segment or on specific locations within this segment? 8 respondents answered this question.

- 5 respondents noted that there is limited parking in this segment.

Q102 Why do you typically park in this segment? (Check all that apply.) 25 respondents answered this question.

Observations: Most respondents stated that they were stopping in this segment for a break as required by hours of service rules. The two most common answers in all other sections apply here as well. Respondents tend to park due to requirements of hours of service rules or “Overnight stay waiting for next delivery”.

Other (please specify)
5 respondent provided follow-up information.

- I stop to rest and sleep along this segment.
- Loads take me this way
- To comply with HOS
- Sleep
- Overnight parking for required 10 break
Respondent Information

Q103 How would you describe yourself? (Check all that apply.)
447 respondents answered this question.

Observations: The most prevalent descriptor that respondents used to identify themselves was “Truck Driver” at about 88%. The next closest respondent was a “Dispatcher”. The overwhelming message of these demographics is that the people providing responses about what parking in Oregon is like are the same ones that are looking for parking on a regular basis.

<table>
<thead>
<tr>
<th>Descriptor</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Truck stop operator/employee</td>
<td>5</td>
</tr>
<tr>
<td>Freight Planner</td>
<td>16</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>16</td>
</tr>
<tr>
<td>Member of an advocacy group</td>
<td>3</td>
</tr>
<tr>
<td>I work for a company that...</td>
<td>17</td>
</tr>
<tr>
<td>Dispatcher</td>
<td>47</td>
</tr>
<tr>
<td>Truck driver</td>
<td>394</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>31</td>
</tr>
</tbody>
</table>

Q104 How often do you look for parking in Oregon? (Choose one.)
310 respondents answered this question.

Observations: The most common response by survey takers was that they look for parking in Oregon about “2-3 times a month”, with the second most popular answer being “3-4 times per week”. There were a wide variety of respondents involved in this survey, from those that frequently park in Oregon, to those that rarely do. The wide variety suggests there is some expertise offered up alongside some notions from a common observer.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>4</td>
</tr>
<tr>
<td>Once / month or less</td>
<td>52</td>
</tr>
<tr>
<td>2-3 times / month</td>
<td>101</td>
</tr>
<tr>
<td>1-2 times / week</td>
<td>48</td>
</tr>
<tr>
<td>3-4 times / week</td>
<td>61</td>
</tr>
<tr>
<td>5-6 times / week</td>
<td>26</td>
</tr>
<tr>
<td>Daily</td>
<td>18</td>
</tr>
</tbody>
</table>

Q105 How do you typically locate parking in Oregon? (Check all that apply.)
361 respondents answered this question.

Observations: The most popular response among survey takers was that they frequented favored destinations, but many had their own unique methods as well. Smartphone apps were also popular means of locating parking. “Printed material” and using locations provided by their company were the least selected options, suggesting that respondents, like most of the world, are utilizing technology to find what best fits their needs.

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet</td>
<td>61</td>
</tr>
<tr>
<td>Smartphone App</td>
<td>107</td>
</tr>
<tr>
<td>Provided by company</td>
<td>10</td>
</tr>
<tr>
<td>Printed material</td>
<td>14</td>
</tr>
<tr>
<td>I have favorite locations</td>
<td>233</td>
</tr>
<tr>
<td>Other</td>
<td>144</td>
</tr>
</tbody>
</table>
Other (Please specify)

144 respondents provided follow-up information.

- 42 respondents said they use the **Truckers Path** App to locate parking. This app was mentioned several times, and noted many more times than any other app.
- 26 respondents said they try their luck and take **whatever is there**. Many survey takers said that they hope they just get lucky or they come in from the road at a certain time to find more open spots. Some respondents said they will stop if they see available parking from the road.
- 10 survey takers said they actively **search while driving**. Respondents noted that they often look for parking as the go about their route throughout the day, taking the best option they find.
- 9 respondents said they relied on **word of mouth** to find parking. Some survey takers said they belonged to chat groups, while others said they spoke to other drivers over the radio or at breaks.
- 7 respondents noted that they did some sort of **planning** to ensure that they would have a place to stop.
- 3 respondents noted that they relied on personal **relationships** or connections with customers to find a place to stop.

**Q106 What are the main factors that influence where and when you stop for breaks? (Rank the following options.)**

341 respondents answered this question.

**Observations:**

Hours of service rules that require drivers to stop are the most popular reason respondents said they stop for breaks. This is consistent with frequent comments about drivers feeling hampered by scheduling rules.
Q107 What other factors influence where and when you stop for breaks?

165 respondents provided follow-up information.

- The most popular theme present in respondents answers was that of schedule. 34 survey takers noted that they usually found a place to stop when hours of service rules force them to, when they have mapped out a destination for a certain time, or when they have to wait to make a delivery. E-Logs were also a common complaint under this theme.
- 31 respondents noted that amenities were a big factor in why they stopped driving. Survey takers stated that they wanted a place that had what they needed, and also had some things to provide them with entertainment.
- Availability was also a common theme among respondents, with 29 people citing it as a reason they stop or a reason why they stop when they do.
- 15 survey takers stated that they stop depending on traffic. Some respondents said they stop based on the time of day to avoid traffic, some said they stop if traffic gets bad, and some said they stop more frequently in cities like Portland because of the increased traffic.
- Another popular theme was that of fatigue. 14 respondents said they stop when they get tired, need a short break, or feel like driving has “taken it out of them”.
- Safety was another recurring theme among 13 survey takers. One respondent noted that as a woman driver it was important for her to find some place she felt safe. Many respondents said they just want to find a place where they don’t have to worry about their safety or the security of their truck.
- 8 respondents said that they looked for quality when searching for a place to stop. Many looked for cleanliness or better options at their stops.

Q108 What specific features and/or amenities do you look for when choosing a rest area? (Choose all that apply.)

363 respondents answered this question.

Observations: The most important amenities for respondents were restrooms. The priorities for those that took the survey seem to be necessities, such as parking availability, restrooms, showers, space and ease of vehicle access, and food. The other options such as “Less light/noise”, internet availability, and pet facilities, didn’t seem to be as high of a priority as finding a place they knew they could park, eat, use the restroom/shower, and rest.

Other (please specify)

57 respondents provided follow-up information.

- 11 respondents made comments about safety and security as being a main factor that they consider when looking for parking. Some survey takers tied that to lighting, a lack of crime, or a general sense of being safe.
- 15 survey takers cited quality as a chief concern when looking for a spot. Some said they look for good coffee/food, clean restrooms, and others just noted that they preferred facilities that had generally better upkeep.
- One respondent made note of how they like to have some sort of access to exercise. The survey taker said they enjoy having access to a bike or walking trail in order to stretch their legs.
**Q109 How often do you take required (10-hour) breaks at the following types of locations? (Choose one for each.)**

311 respondents answered this question.

<table>
<thead>
<tr>
<th>Location</th>
<th>Daily</th>
<th>5-6 times / week</th>
<th>3-4 times / week</th>
<th>1-2 times / week</th>
<th>&lt; once / week</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terminal</td>
<td>6</td>
<td>33</td>
<td>67</td>
<td>155</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>10</td>
<td>50</td>
<td>85</td>
<td>118</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer</td>
<td>12</td>
<td>24</td>
<td>79</td>
<td>94</td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>Public Rest Area</td>
<td>12</td>
<td>24</td>
<td>67</td>
<td>94</td>
<td>68</td>
<td>38</td>
</tr>
<tr>
<td>Private Truck Stop</td>
<td>36</td>
<td>38</td>
<td>83</td>
<td>74</td>
<td>51</td>
<td>23</td>
</tr>
</tbody>
</table>

**Observations:** The most common “Never” responses came at “Terminal” and “Business” with the most frequent breaks being noted at “Private Truck Stops”. Respondents tended to answer that they stop at “Public Rest Areas” and “Private Truck Stops” more than the other options. These findings may indicate some bias towards non-terminal users, many of whom are specifically routed and scheduled for breaks at terminal locations.

**Q110 How long have you been driving a commercial truck?**

317 respondents answered this question.

**Observations:** The large majority of respondents have been driving for “More than 10 years”. The depth of experience in truck driving suggests that they may have noticed changes in truck parking availability over time and/or in other places.
Q111 How many axles does your vehicle(s) have? (Check all that apply.)
308 respondents answered this question.

Observations: Most respondents reported having 5 or more axles on their vehicle.

Q112 What is your usual range of operation? (Choose one.)
307 respondents answered this question.

Observations: Most respondents are “Regional” or “National”, which suggests that they may have more comparative knowledge about truck parking in other areas than respondents that are “Local” drivers.

Q113 In general, how would you rate the availability of truck parking in Oregon? (Choose one.)
398 respondents answered this question.

Observations: Most respondents ranked parking availability in Oregon in the negative. The overwhelming sentiment is that truck parking is poor in the state. Only about 14% of respondents thought that parking was either good or very good, meanwhile about 69% saw it as poor or very poor.
Q114 What do you think are the main problems and issues with truck parking in Oregon? (Choose your top 5.)

426 respondents answered this question.

**Observations**: The lack of available parking and issues with hours of service were the two most popular responses from survey takers. There is a common thread of being delayed by traffic or having to interrupt their schedule in order to meet service rules which goes hand in hand with the perception that there is a lack of available parking.

**Other (please specify)**

94 respondents provided follow-up information.

- 7 respondents described one of the biggest issues is that **people are unkind to truckers/trucks**. Several respondents noted that a lot of places are not truck friendly, and that some large shopping lots will kick trucks out.
- 7 respondents noted the prevalence of **no parking signs** in the form of restrictions on where they can park. Some said there is a lack of parking in populated areas and near delivery areas, and others cited that despite there being room to park, there are often no parking signs or no truck parking signs.
- 5 survey takers noted that they run into problems with **non-truckers in lots**. Some said that they deal with homeless people that make them feel unsafe, while others noted RVs and campers that take-up spots.
- 9 respondents cited **rules and regulations** as a significant issue, with 3 specifically noting **hours of service/e-logs** as the problem. Several felt there was contempt from truckers from lawmakers, and saw the rules placed on them as unhelpful and event hurtful to the way they do their business.
- 1 survey taker said there needs to be some sort of **comprehensive list** of legal truck parking areas.
Q115 Which of the following strategies to alleviate truck parking issues make sense to you? (Check all that apply.)

416 respondents answered this question.

Observations: The most popular option that respondents selected was that of “Larger truck rest areas and truck parking lots”. Any strategy that increased access to parking or increased parking was a popular answer, which reflects the fact that the most common complaint, that parking availability is the biggest problem in Oregon. Respondents did not respond as positively to things such as “Paid parking reservation systems”, “Cell phone notification system”, and “Reduced delivery curfews”, which had nothing to do with expanding available parking, and was just a means to better find current parking.

Other (please specify)

59 respondents provided follow-up information.

- The most common response surrounded the theme of expanding parking (27 respondents) for trucks. Some respondents stated that there needed to simply be more space provided, some pushed for opening up more areas (commercial, stadium lots, etc.) to truck parking, and others believed municipalities need to be forced to allow more parking in city limits. A very common theme was making parking areas more exclusive to trucks, expanding the area that trucks can park, but prohibiting RVs and other types of vehicles.

- Some survey takers noted that hours of service changes (3 respondents) would make a big difference. Those that commented on this issue stated that it prevents them from driving their way, and makes finding a spot, and driving in general, more difficult.

- Some respondents (3) noted that local drivers leave their trucks at nearby truck stops when they are at home, taking up valuable parking. One suggestion was that drivers should have to prove they have a spot for their own truck before they receive their license.
Q116 How old are you? (Choose one.)
359 respondents answered this question.

Observations: Most of the respondents were older. About 92% of respondents said they were 35 years old or older, and more than 50% were 55 years old or older.

Q117 What is your preferred language? (Choose one.)
357 respondents answered this question.

Other (please specify)
5 respondents provided follow-up information.

- English & Spanish
- French
- That should be the only language used!
- No one cares every thinks we are low life
- Punjabi Hindi Urdu
Interview Feedback

Q1. Interview participants included:

- Jim Anderson (Truck and Travel, TA Coburg)
- Amy Mills (Pilot Travel Centers)
- Steve Kubishta (District 4 ODOT Maintenance)
- Mike Matousek (Owner Operator Independent Drivers Association)
- Kelly Sills, Mike Crebs (City of Portland)
- Andrew Gleason (FedEx Freight)
- Brad Aimone (Central Oregon Truck)
- Scott Grenerth (Truck Specialized Parking Services, Inc.)
- Robert Norris, VP; Todd Boldin Division Safety Manager (Reddaway)
- Steve Duval (Oregon State Police)
- Richard Greer (Truck Depot)
- Jason Beloso and Travis Daviscourt (WSDOT)
- Tiffany Wlazlowksi Neuman (NATSO)
- Andrew Eno (Federal Motor Carrier Safety Administration)
- John Kane (TravelCenters of America)
- Tyler McMullen, Ryan Hanyak (J.B. Hunt Transport, Intermodal Operations)
- Dennis Ruikka (Woodburn POE/ODOT)
- Jim Denno (Travel Oregon Information Council)
- Barry Brown (POE/ODOT)
- John R. Barri (I-84 Farwell/Bend POE/ODOT)
- Dave C. (Flying J/Aurora)
- Tom Fine (Arrowhead Truck Plaza, Pendelton/I-84)
- David Pilot (C.R. England)
- Dennis Hyland (Koch Trucking)
- Jana Jarvis (OTA)
- Rod Iwata (Jubitz)

Q2. Interviewee categories:

Other (please specify) 9
Truck stop operator/employee 7
Freight Planner 1
Law enforcement 1
Member of an advocacy group 3
Works for a company that hauls freight (not nec. a... 6
Dispatcher 1
Truck driver 0

Other:
- Highway and facility maintenance
- City Planner/MPO?
- Provider of technology and systems to truck stops and public agencies such as state dot
- Oversight Agency
- Woodburn POE
- Oregon Travel Information Council
- POE, ODOT
- POE staff
- OTA
Q3. In general, how would they rate the availability of truck parking in Oregon? (Choose one.)

**Observations:** Interviewees tended to be unsure (9) or feel negatively about the general availability of truck parking (9). Only four rated parking availability as better than “neutral”.

Q4. What do you think are the main problems and issues with truck parking in Oregon? (If applicable) Are there unique problems and issues that specifically affect you/your customers?

**Observations:** As with survey respondents, interviewees also perceived a general lack of availability as the most common issue with truck parking in Oregon. Likewise, HOS rules were also an important issue.

**Other (please specify)**

- **Urban areas and particularly the Portland metro area** have the most significant parking problems (7). Trucks must stop outside these areas to rest and stage before deliveries/pickups. City ordinances and business prohibitions against truck parking in the city near delivery locations keep trucks from using convenient space. Some drivers park and take Ubers off-site, due to parking restrictions in the Metro area. This does not support the truck stop and takes up parking space.
- **HOS rules and electronic logging** (4) impact driver behavior. There is some perception of more vehicles parking on the shoulder since December [2018]. Drivers can’t fudge hours the way they used to with written logs. Drivers wait until the last second to find parking, and there are fewer opportunities later in the day. This is partially an issue of driver experience and training.
- There are not enough useful **parking tools** (3) such as online reservation systems, websites with availability information.
- **Drivers tend to park illegally or in unsafe locations** (3) when they can’t find parking. This seems to be happening more than it used to. Some drivers don’t want to pay for reservations.
- There is **old infrastructure** (2) that does not accommodate freight needs and/or leads to broader traffic problems. Traffic has increased but supply hasn’t kept pace.
- **Rest areas** (2) are not designed for trucks. They have too limited parking and services.
- There are not enough **incentives** to create new parking and there are often cost prohibitive challenges associated. Tax breaks could help counter the cost of improvements, land, design, permitting, maintenance, and zoning restrictions. The public often has a negative perception of truck stops.
Q5. In general, how do parking issues with rest areas and/or parking directly and indirectly impact you/commercial haulers/your customers? (In terms of lost business, overtime wages, etc.)

- **Utilization impacts** (drivers stopping work early) was the most common response (7). Respondents noted that drivers must often stop driving before they are ready in order to ensure that they have a safe, secure parking spot that is close to the delivery location. Hours of service rules are also a factor in forcing drivers to stop before they want to, since there is a risk of exceeding HOS constraints in order to find parking. Most drivers will start to seek parking when they have up to two hours of drive time left. Fleets that work within HOS rules have higher fixed costs. HOS rules can negatively impact driver wages due to lost driving time. Some drivers don’t want to pay for reservations, and this can make it more difficult to locate parking.

- **New parking rules** (6) are created because of parking deficits. These impact drivers because of related towing, fines, new fees (that are often not covered by the fleet), and new loyalty programs. Some locations are seeing truckers park for multiple days, and new rules are intended to help recoup costs and free up space for working drivers.

- **Parking safety and security** (5) are increasingly problematic as parking density increases. Parking areas can bring prostitution, drugs, and theft. While parking on ramps and in unofficial locations can lead to accidents with other vehicles, allowing drivers to recover from fatigue is also an acknowledged safety concern.

- **Increased truck stop maintenance** (3) is necessary as loads increase. This includes cost related to security improvements such as cameras and fencing and costs to address environmental rules.

- **Weather** (2) is a significant factor in drivers parking in unsafe or unofficial locations.

Q6. What do haulers usually do to compensate for parking issues in Oregon?

- Drivers often **park illegally or in unsafe locations** (6) such as on highway ramps, shoulders, or unsanctioned parking areas.

- Drivers **stop short or adjusting their schedule** (5) to make parking easier. Not all drivers have this option, however; traffic related delays are usually unavoidable (particularly around urban areas) and delivery-windows may not be inflexible.

- Drivers **adjust trip planning** (4) to change routes and travel times. Some drivers try to avoid the need for overnights at truck stops altogether by parking at customer locations or terminals or avoiding multi-day trips.

- Drivers **resort to reservation systems** (3) that require payment.

- Drivers **avoid locations** (2) altogether.
**Q7-Q13. Issues and feedback on specific segments.**

Interviewees identified the following problem and features within individual study segments:

<table>
<thead>
<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
</tr>
</thead>
</table>
| A: I-5 from California State Border to US 199 in Grants Pass | 3  | **Problems:** Not enough parking space specifically during peak hours; not safe or secure.  
**Most trouble finding parking** weekday mornings and nights. (Weekday mornings and nights for interlining.)  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries, Medford is a big interline point on the N-S route.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| B: I-5 from US 199 in Grants Pass to OR 138 in Roseburg | 3  | **Problems:** Not enough parking space specifically during peak hours (3); not safe or secure.  
**Most trouble finding parking** weekday mornings and nights. (Weekday mornings and nights for interlining.)  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
<table>
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<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
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</table>
| C: I-5 from OR 138 in Roseburg to OR 58 in Eugene | 4 | **Problems:** Not enough parking space specifically during peak hours (3); not safe or secure.  
**Most trouble finding parking** weekday mornings, weekday and weekend afternoons, evenings, and nights. (Weekday mornings and nights for interlining.)  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| D: OR 58 from I-5 in Eugene to US 97 near Chemult | 1 | **Problems:** Not enough parking space specifically during peak hours; not safe or secure.  
**Most trouble finding parking** weekday mornings, evenings/nights.  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| E: I-5 from OR 58 in Eugene to US 20 in Albany | 3 | **Problems:** Not enough parking space specifically during peak hours (2); not safe or secure.  
**Most trouble finding parking** weekday mornings, evenings/nights. (Weekday mornings and nights for interlining.)  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). Between Eugene and Coburg some people lease land for parking on private property. |
<table>
<thead>
<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
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</thead>
<tbody>
<tr>
<td>F: I-5 from US 20 in</td>
<td>3</td>
<td>Problems: Not enough parking space specifically during peak hours (3); not safe or secure. ODOT investigating. Traffic increases, even ramps are overloaded. Ramps are too short going on to freeways. Commuters, rush hour are problems.</td>
</tr>
<tr>
<td>Albany to OR 22 in</td>
<td></td>
<td>Most trouble finding parking weekday mornings, evenings, nights, and during peak traffic times. (Weekday mornings and nights for interlining.)</td>
</tr>
<tr>
<td>Salem</td>
<td></td>
<td>Drivers stop here because of HOS rules, waiting for next-day deliveries.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drivers typically spend more than 60 minutes looking for parking.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drivers address problems by parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). Trucks park at I-5 Jefferson exit NB to position for deliveries the next day.</td>
</tr>
<tr>
<td>G: I-5 from OR 22 in</td>
<td>6</td>
<td>Problems: Not enough parking space specifically during peak hours (6); parking on highway ramps (2); parking in other undesignated areas (2); not safe or secure. ODOT investigating. Traffic increases, even ramps are overloaded. Ramps are too short going on to freeways. Commuters, rush hour are problems. Problems with ramp parking near Baldock Rest Area (near Aurora). TA truck stop has safety issues and drivers prefer to park elsewhere.</td>
</tr>
<tr>
<td>Salem to I-205 in Tualatin</td>
<td></td>
<td>Most trouble finding parking weekday mornings, afternoons, evenings, nights; weekend afternoons, evenings, and nights. (Weekday mornings and nights for interlining.) No parking available after 7 PM in Metro area. Mondays and Fridays are peak for JBI; weekends are not an issue when drivers are at home.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drivers stop here because of HOS rules, waiting for next-day deliveries.</td>
</tr>
<tr>
<td></td>
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<td>Drivers typically spend more than 60 minutes looking for parking (3).</td>
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<tr>
<td></td>
<td></td>
<td>Drivers address problems by parking on highway ramps, shoulders, or undesignated areas (besides highway ramps); reserving parking space.</td>
</tr>
<tr>
<td>Segment</td>
<td>#</td>
<td>Main Parking Issues</td>
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<tr>
<td>---------</td>
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<td>---------------------</td>
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</tbody>
</table>
| H: I-5 from I-205 in Tualatin to the Columbia River | 6   | **Problems:** Not enough parking space specifically during peak hours (6); not safe or secure; trucks park on ramps.  
**Most trouble finding parking** weekday mornings, afternoons, evenings, nights; weekend afternoons, evenings, nights. (Weekday mornings and nights for interlining.) Tues-Thurs are fully booked for TA. Mondays and Fridays are peak for JBI; weekends are not an issue when drivers are at home.  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries, some leave their trucks parked and go home.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** circling parking lots, parking on highway ramps, shoulders, or undesignated areas (besides highway ramps); reserving parking space; parking elsewhere. |
| I: I-205 from I-5 in Tualatin to the Columbia River | 4   | **Problems:** Not enough parking space specifically during peak hours (4); not safe or secure; trucks park on ramps.  
**Most trouble finding parking** weekday mornings, afternoons, evenings, and nights; weekend afternoons, evenings, nights. (Weekday mornings and nights for interlining.) Tues-Thurs fully booked for TA. Mondays and Fridays are peak for JBI; weekends are not an issue when drivers are at home.  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** circling parking lots, parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| J: I-84 from I-5 in Portland to the Sandy River in Troutdale | 6   | **Problems:** Not enough parking space specifically during peak hours (6); not safe or secure; weather is an issue on I-84; trucks park on ramps.  
**Most trouble finding parking** weekday mornings, afternoons, evenings, nights; weekend afternoons, evenings, nights. Tues-Thurs fully booked for TA (busier than Aurora TA location). Mondays and Fridays are peak for JBI; weekends are not an issue when drivers are at home.  
**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
**Drivers typically spend** more than 60 minutes looking for parking.  
**Drivers address problems by** stopping short of hours, circling parking lots, parking on highway ramps, shoulders, or undesignated areas (besides highway ramps); reserve parking space; park elsewhere. |
<table>
<thead>
<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
</tr>
</thead>
</table>
| **K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction** | 3 | **Problems:** Not enough parking space specifically during peak hours (2); not safe or secure; weather is an issue on I-84 (2).  

**Most trouble finding parking** weekday mornings, evenings, nights.  

**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  

**Drivers typically spend** more than 60 minutes looking for parking.  

**Drivers address problems by** stopping short of hours; parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| **L: I-84 from US 97 in Biggs Junction to US 395 in Pendleton** | 4 | **Problems:** Not enough parking space specifically during peak hours (3); parking on highway ramps (2); parking in other undesignated areas; not safe or secure; weather is an issue on I-84 (2), trucks stack up at La Grande and Pendleton. Exit 216 w/ overflow and HWY 31 there is truck traffic on the side of the road.  

**Most trouble finding parking** weekday mornings, afternoons, evenings, nights; weekend afternoons, evenings, and nights. Thursdays after 2pm are heaviest.  

**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  

**Drivers typically spend** more than 60 minutes looking for parking.  

**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). **There has been an improvement with ODOT meeting with Tribal Police and coordinating actions.** |
| **M: OR 22 and US 20 from I-5 in Salem to US 97 in Bend** | 3 | **Problems:** Not enough parking space specifically during peak hours (2); not safe or secure; parking on highway ramps; parking in other undesignated areas; weather is an issue on I-84;  

**Most trouble finding parking** weekday mornings, evenings, nights  

**Drivers stop here because** of HOS rules, waiting for next-day deliveries.  

**Drivers typically spend** more than 60 minutes looking for parking.  

**Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
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<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
</tr>
</thead>
</table>
| **N: US 97 from I-84 in Biggs Junction to US 26 in Madras** | 2 | **Problems:** Not enough parking space specifically during peak hours (2); weather is an issue on I-84 and US 97; competition with other travelers for parking.  
  
  **Most trouble finding parking** weekday evenings, nights. Parking unavailable after 6 pm.  
  
  **Drivers typically spend** more than 60 minutes looking for parking.  
  
  **Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| **O: US 97 from US 26 in Madras to US 20 in Bend** | 3 | **Problems:** Not enough parking space specifically during peak hours (3); not safe or secure; weather is an issue on US 97; competition with other travelers for parking.  
  
  **Most trouble finding parking** weekday mornings, evenings, nights. Parking unavailable after 6 pm.  
  
  **Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
  
  **Drivers typically spend** more than 60 minutes looking for parking.  
  
  **Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| **P: US 20 from US 97 in Bend to US 395 in Riley** | 1 | **Problems:** Not enough parking space specifically during peak hours (2); not safe or secure.  
  
  **Most trouble finding parking** weekday mornings, evenings, nights.  
  
  **Drivers stop here because** of HOS rules, waiting for next-day deliveries.  
  
  **Drivers typically spend** more than 60 minutes looking for parking.  
  
  **Drivers address problems by** parking on highway ramps, shoulders, or undesignated areas (besides highway ramps). |
| **Q: US 20 from US 395 in Riley to the Idaho State Border in Nyssa** | 0 | *No feedback provided.* |
| **S: I-85 from US 395 in Pendleton to the Idaho State Border** | 1 | **Problems:** Not enough parking space specifically during peak hours.  
  
  **Drivers address problems by** parking on highway ramps; undesignated areas (besides highway ramps). |
### Segment 1: US 97 from the California State Border to OR 58 near Chemult

<table>
<thead>
<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
</tr>
</thead>
</table>
| R: US 97 from the California State Border to OR 58 near Chemult | 2 | Problems: Not enough parking space specifically during peak hours (2); weather is an issue on I-84 and US 97; competition with other travelers for parking.  
Most trouble finding parking weekday evenings, nights. Parking unavailable after 6 pm.  
Drivers typically spend more than 60 minutes looking for parking.  
Drivers address problems by parking on highway ramps; undesignated areas (besides highway ramps). |

### Segment 2: US 97 from OR 58 near Chemult to US 20 in Bend

<table>
<thead>
<tr>
<th>Segment</th>
<th>#</th>
<th>Main Parking Issues</th>
</tr>
</thead>
</table>
| T: US 97 from OR 58 near Chemult to US 20 in Bend | 2 | Problems: Not enough parking space specifically during peak hours (2); weather is an issue on I-84 and US 97; competition with other travelers for parking.  
Most trouble finding parking weekday evenings, nights. Parking unavailable after 6 pm.  
Drivers typically spend more than 60 minutes looking for parking.  
Drivers address problems by parking on highway ramps; undesignated areas (besides highway ramps). |

**Observations:** Interviewee responses regarding specific segments were generally consistent with online survey findings about the same segments.

- **Problems with a general lack of parking during peak hours** were reported as problematic in nearly all segments that were commented upon.
- Parking tends to be **less available later in the day.** There are some different types of delivery models may have different “peak” travel times, such one example of a linehaul fleet which typically moves between terminals at night. They rely on terminal parking for breaks and overnights built into their schedule. Finding suitable space for interlining (swapping trailers and reversing direction) can be difficult.
- **60-minutes was considered the amount of time required** to locate parking in nearly all segments that interviewees commented upon.
- Drivers most commonly **address parking problems by parking on highway ramps** or other undesignated areas. Some companies have strict rules about illegal parking, so drivers also tend to either stop short or be forced to drive over HOS rules. In winter weather adverse to travel, drivers will often look for the closest legal and safe spot to park like chain-up areas. Some can park at customer locations or company facilities, others do not. Some drivers try to avoid parking in problematic areas. Parking at casinos was mentioned as a viable option. While parking may be available at paid sites, drivers are not always compensated for the parking reservation expense, and so many drivers avoid paying for reservations unless all other options are exhausted.
- Generally, most **deliveries are made within the I-5 and I-84 corridors.**
- **Portland Metro area** (segments G, H, I, J) traffic and available parking is a major concern for similar reasons as online survey takers. Shipping activity and the customer base in and around Portland is what makes drivers want to park there. The lack of parking can affect parking much farther away. A best practice is for drivers to park as close to their morning customer delivery location as possible, but urban...
sprawl and aversion to new truck stops means drivers must park far from their optimal location. This is a nationwide issue.

- **Rural areas were perceived as less problematic.**
- **US 97** (segments N, O, R, T) is remote, heavily travelled, and subject to adverse winter weather. Parking capacity is scarce and traffic volumes can be high due to conflicts with tourist traffic. As in Portland, customer deliveries in Central Oregon drive the demand for parking on the US 97 segments. Due to distances, interstate deliveries are often not possible in a single day. Bend is a busy area and drivers who need to park there often must drive to Chemult to find available parking.

**Q14. Based on what you know, how do drivers typically locate parking in Oregon? (Check all that apply.)**

**Observations:** Interviewees described several approaches to locating parking in Oregon.

- **Apps** included: *Truckerpath*, *Trucksmart*, *Park My truck*, *My Pilot* and other (unnamed) truck stop operator specific apps. The *TripCheck* and *Google Maps* websites were also mentioned.
- **Other** responses included: experience, guessing, dispatch. Some respondents felt that parking issues were largely due to poor driver planning, unfamiliarity with routes, and mistrust of data about available parking.

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
</tr>
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<tbody>
<tr>
<td>Other (please specify)</td>
<td>17</td>
</tr>
<tr>
<td>I have favorite locations...</td>
<td>6</td>
</tr>
<tr>
<td>Printed material</td>
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<tr>
<td>Provided by my company</td>
<td>6</td>
</tr>
<tr>
<td>Smartphone App such as...</td>
<td>10</td>
</tr>
<tr>
<td>Internet</td>
<td>8</td>
</tr>
</tbody>
</table>

**Q15. (For TS operators) Do you post real-time information about availability of parking? (Open ended.)**

- Yes (2)
- No (3)

**Comments:** An increasing number of operators do post available parking information, though some post only to company and NATSO applications and not to third party apps. Some drivers are perceived to be concerned about the accuracy of parking counts; new systems will automatically update based on cameras.

**Q16. (For TS operators) Do you take reservations for parking? (Open ended.)**

- Yes (5)
- No (0)

**Comments:** While all respondents to the question said that they take reservations, one commenter said that reservations are not typical. Two interviewees said that they take reservations by phone only at this time, and one said that these were primarily used to accommodate oversize or hazardous loads. Two have a limited number of reservable spots; most are not reservable. Pricing for reservations can vary with demand.
Q17. Based on your experience, what are the main factors that influence where and when drivers usually stop for breaks in Oregon? (Check all that apply.)

**Observations:** Consistent with earlier comments, HOS rules and proximity to route and destination were the top factors that determine where drivers usually stop. Available amenities were also important. Respondents echoed these priorities in the “other” responses.

<table>
<thead>
<tr>
<th>Factor</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (please specify)</td>
<td>18</td>
</tr>
<tr>
<td>Weather/road conditions</td>
<td>6</td>
</tr>
<tr>
<td>Cost/rates</td>
<td>5</td>
</tr>
<tr>
<td>Proximity to route/destination</td>
<td>13</td>
</tr>
<tr>
<td>Established stops provided by company</td>
<td>5</td>
</tr>
<tr>
<td>Available rest stop amenities</td>
<td>11</td>
</tr>
<tr>
<td>Personal safety or cargo security</td>
<td>6</td>
</tr>
<tr>
<td>Required to stop by hours of service...</td>
<td>19</td>
</tr>
</tbody>
</table>
Other answers:

- **Hours of Service** rules (7) and ELD
- **Customer hours** (4)
- **Available amenities** (4)
- **Weather** (2)
- **Personal preference** (2)
- Avoiding **peak traffic hours** (2)
- **Other responses**: associated fees, local rules that impact trucks (idling ordinances, inspection traps), and company policy.

**Q18.** What specific features and/or amenities do drivers typically look for when choosing a rest area? As applicable: What services are the most important to your customers? Are there other specific reasons that drivers tend to stop and use your truck stop?

**Observations:** Restrooms, showers, fuel, and food were cited as the most popular amenities. Features such as less noise and light, pet facilities, maintenance/service centers, internet, and vending machines were the least popular reasons for selecting a stop location.

**Other:**

- **Proximity to delivery location** (5) or route was the most popular “other” option.
- **General safety and security** (5) was noted as an important consideration.
- While some interviewees noted **food** (4) and proximity to restaurants, others said that sit-down service is in low demand. Most drivers carry tend to carry their own food, so it may not be a critical factor.
- **Loyalty programs** (4) draw drivers to locations on provider networks where companies have fuel discounts, or where parking and showers are free with fuel purchase.
- **Showers** (3) were reiterated as very important for some drivers, as was the distance between truck parking spots and the shower itself.
- **Other comments:** Needs often depend on the type of vehicle (trucks with sleepers don’t need lodging) and individual needs. One truck stop reported that drivers don’t seem particularly interested in access to “shore” power hook-ups or on-site heating/cooling for trucks.
Q19. Which of the following strategies to alleviate truck parking issues make sense to you? (Indicate whether you agree or disagree with the following list.)

**Observations:** Respondents were generally supportive of all of the proposed solutions. Larger truck stops, encouraging private investment, providing real-time parking information, and smart signs were the most popular options. Interviewees were the least sure about providing business incentives, reducing delivery curfews, and cell phone notifications.

**Other:**
- **Provide incentives** to local jurisdictions to allow truck parking and reduce costs to truck stop operators. Create market driven incentives for new parking; do not make private truck stops compete against the state. Incentives can be hard to offer if most parking is currently free. Consider tax breaks to address high land prices which make truck stop expansion difficult.
- **Change rules** (primarily HOS rules) to be more flexible, but also do a better job of enforcing and regulating. Revise local ordinances and use restrictions that currently make it difficult to site new truck stops.
- **Leverage public investment** by making sure infrastructure exists to support improvements. Consider providing portable restrooms and using surplus (undeveloped) public property or public lands for parking.
- **Minimize new public investment:** expect more from private investors; don’t add more expensive rest areas.
- **Customers and local businesses** should help provide parking or flexible solutions; currently some penalize drivers for early/late delivery.
- **Technology:** use satellite radio to provide notifications. Provide new emergency communication in bad weather. Avoid distracting drivers with “push notifications”. Avoid technologies that invade trucker privacy.
- **Improve security at public rest areas** with patrols. Review public rest area designs to better accommodate trucks.
- Consider changes to **truck stop design**. Build more small truck stops instead of fewer large ones. TA provides “premium” parking closer to facilities with reservations; some large facilities provide on-site transportation (trams).
- Improve staffing availability at **points of entry**.
- There may not be enough room for parking at **weigh stations**. Parked trucks can make inspections more difficult.
- **Different business models have different needs**. The LTL business model requires more localized parking in metro areas. The linehaul operation is affected by weather. Triple trailers require larger parking spaces.

Additional Questions for Truck Stop Operators and Ports of Entry

**Q20. What times of the day and week do you usually see the most trucks? (Choose all that apply.)**

**Observations:** Consistent with other answers, weekday and weekend afternoons, evenings, and nights experience the most truck traffic.

<table>
<thead>
<tr>
<th>Time of Day</th>
<th>Frequency</th>
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<tr>
<td>Weekend afternoons</td>
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</tr>
<tr>
<td>Weekend mid-day</td>
<td>3</td>
</tr>
<tr>
<td>Weekend mornings</td>
<td>3</td>
</tr>
<tr>
<td>Weeknights</td>
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</tr>
<tr>
<td>Weekday evenings</td>
<td>13</td>
</tr>
<tr>
<td>Weekday afternoons</td>
<td>8</td>
</tr>
<tr>
<td>Weekday mid-day</td>
<td>3</td>
</tr>
<tr>
<td>Weekday mornings</td>
<td>4</td>
</tr>
</tbody>
</table>

**Q21. Where are your customers typically coming from and going to?**

**Observations:** While the sample size was small, respondents represented a range of primarily regional and western interstate travelers.

**Origins**
- California (4)
- Varies (4)
- Washington (2)
- *Unknown* (2)
- Eastern OR (1)

**Destination**
- Washington (3)
- California (2)
- Oregon (2)
- *Varies* (2)
- Canada (1)
- Idaho (1)
- *Unknown* (1)
Q22. How many of your customers are independent owners as opposed to part of a larger fleet? (Open ended.)

- Mostly larger fleets (5)
- Mostly independent owners (2)
- Unknown (3)
- Varies (1)

Q23: How often do you think that you go over-capacity? (Open ended.)

- Every Day (3)
- A few times per week (1)
- Other (7)

Comments: Varies by location, day of the week, weather, or if traffic is impacted by accidents. Urban areas are consistently bad.

Q24: What services do you offer?

Observations: Respondents noted that services varied by location. Some services and features are not open 24/7 (restrooms, lighting, vending machines). Pay phones are not usually available anymore.

Other services not listed: pet wash, hotel, cinema, bar.

Q25: How much do you typically charge for parking?

- Free (5) – Some offer both free and paid parking; some is free with purchase or loyalty program membership.
- $15-$20 (3)
- $12-$15 (2)
- $25-$35 (1) (Includes an option to purchase parking days in bulk for less: $200-$350/30 days).
Q26. Do you have expansion plans for your facility? If so, what considerations are you making for parking? (Open ended.)

**Yes (5) - Considerations include:**

- Autonomous truck needs.
- Exploring expansion criteria for different locations (community acceptance, weather, trip generators, hours of service rules that compel drivers to stop).
- Costs of planning, development, maintenance; zoning restrictions; requirements to pay for local street, interchange, and infrastructure improvements.
- ADA accessibility; improved lighting for safety and security.
- Paving gravel parking lots.

**No (7) – Comments:**

- No room to expand (2)
- Changing from free to paid/reservation system to help pay for upkeep and changing driver habits. Drivers are buying less at the truck stop. Some are parking and using Uber to reach other destinations.
- Focusing on franchising.
- Parking at this location is secondary to regulating/inspecting vehicles.

Q27. Recommendations for conducting future outreach. (Open ended.)

- Truck stops
- Oregon Trucking Association Conference(s)
- Distribute surveys by SMS text
- Provide survey in Russian (a large number of drivers are Russian or Ukrainian)

Q28. Other comments? (Open ended.)

**Problems**

- Increasing truck volumes mean increased impact to ramps and shoulders.
- Some cities won’t allow large trucks downtown, so there must be more locations to unload to smaller trucks. There is a need for secure sites for staging before deliveries or unhitching trailers to get service. Most places won’t let you bring your trailer when you get service due to space constraints.
- I-84 Eastbound fills up overnight and then trucks park unsafely on ramps.

**Changing Technology and Approach**

- Truck Depot is currently developing a camera for monitoring the utilization of truck parking and automatically updating a website every three minutes without sensors in the pavement.
- Be mindful of advances in driving assistance technologies and autonomous vehicles, platooning (allowing trucks to travel closely together) and Uber freight, which may reduce the demand for truck parking in the future.
- Services like cross docking may be offered at truck stops.
- Carriers are putting more pressure on shippers to provide some amenities or flexibility with new regulations.
- Look to other states and interstate solutions. (Washington passed SB 5506 which provides parking for commercial vehicles one hour beyond federal rest periods at rest areas.)
- ODOT traffic cams on websites and in-store displays can be a tool for drivers.
Helping new truck stops happen

- If states and localities want to help, they need to lower the costs and barriers to parking areas through tax incentives, land acquisition, zoning. Maintenance of truck stops is expensive and includes things like trash collection, lighting, sealing and snow removal. To expand, local operators need to be able to more easily bid on available land.

- **Public perception and “NIMBYism” must be addressed.** Communities get caught up in stereotypes and may not realize that most truck stops are family-owned businesses that also cater to buses and RVs for recreational customers. Truck stop visitors have ability to support local businesses such as medical clinics, pharmacies, movie theaters, fitness center, and dining.

- **Look for public-private partnerships** like the “oasis program” in Utah: this is an agreement between the state and truck stop operators so that if truck stops agree to be open for 24 hours, allow use of the restroom without purchase, and is near to interstate, then they can get signage on interstate that points travelers to the oasis. This allowed Utah to close rest areas and direct people to alternative facilities.

- **Improve communication.** DOT personnel should talk with truck stop owners about problems. There is usually a reason if demand exists, but new parking still isn’t being added.

- **Address questions about parking on public lands.** Can it be allowed? Who covers the cost of maintenance? Who is responsible/liable if there is any problem?

Weigh Stations, Ports of Entry, and Rest Areas

- **Ports of entry and weigh stations allow parking if it is safe** and doesn’t interfere with business.

- **Parking at weigh stations is perceived as safer than rest areas** due to prostitution and crime.

- Weigh stations and POEs tend to be limited to parking and restrooms. No vending machines or other amenities.

- There are concerns about enforcing rules and the ability to expel drivers if increased parking is allowed at weigh stations or POEs.

Truck stop issues

- Some drivers leave trucks parked for extended periods of time. There are no systems for tracking and monitoring time limits.

- Repair services sometimes do not have their own parking areas to do work.

- Some drivers are not aware of available reservable spaces.

- Truck Depot focuses on parking and does not offer fuel or restaurants. Lots are secured with fences and password accessible 24/7. The sites are not paved or striped, but offer other services such as maintenance, cross docking and warehousing.
Appendix A: Online Survey Instrument

Overview: The design of the survey tool follows a literature review of similar studies and stakeholder surveys. This survey is intended to determine how, why and when truck drivers choose their parking locations in Oregon, where they are going, and what amenities they prefer when parking.

The survey has two parts. The first part allows respondents to provide location-based data that offers insights into specific problem areas. These questions are primarily oriented towards truck drivers and others with specific knowledge of the corridors and locations in question. The second section allows for more general feedback on truck parking in Oregon as a whole.

Page 1: Parking availability

Map Instructions: The segments on the map are being studied to identify possible commercial truck parking improvements.
1. How would you rate the availability of truck parking within each of the following segments?

<table>
<thead>
<tr>
<th>Segment Description</th>
<th>1 (Always Available)</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 (Never Available)</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A: I-5 from California State Border to US 199 in Grants Pass</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>B: I-5 from US 199 in Grants Pass to OR 138 in Roseburg</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>C: I-5 from OR 138 in Roseburg to OR 58 in Eugene</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>D: OR 58 from I-5 in Eugene to US 97 near Chemult</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>E: I-5 from OR 58 in Eugene to US 20 in Albany</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>F: I-5 from US 20 in Albany to OR 22 in Salem</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>G: I-5 from OR 22 in Salem to I-205 in Tualatin</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>H: I-5 from I-205 in Tualatin to the Columbia River</td>
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<td>0</td>
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</tr>
<tr>
<td>I: I-205 from I-5 in Tualatin to the Columbia River</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>J: I-84 from I-5 in Portland to the Sandy River in Troutdale</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>L: I-84 from US 97 in Biggs Junction to US 395 in Pendleton</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>M: OR 22 and US 20 from I-5 in Salem to US 97 in Bend</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>N: US 97 from I-84 in Biggs Junction to US 26 in Madras</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>O: US 97 from US 26 in Madras to US 20 in Bend</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>P: US 20 from US 97 in Bend to US 395 in Riley</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q: US 20 from US 395 in Riley to the Idaho State Border in Nyssa</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>S: I-85 from US 395 in Pendleton to the Idaho State Border</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>R: US 97 from the California State Border to OR 58 near Chemult</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>T: US 97 from OR 58 near Chemult to US 20 in Bend</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Page 2: Tell us more

1. Where is it the most difficult to find parking in Oregon? (Select a segment from the map to answer questions about specific truck parking issues and problems. You will be able to come back and provide feedback on multiple segments if you wish.)

- A: I-5 from California State Border to US 199 in Grants Pass
- B: I-5 from US 199 in Grants Pass to OR 138 in Roseburg
- C: I-5 from OR 138 in Roseburg to OR 58 in Eugene
- D: OR 58 from I-5 in Eugene to US 97 near Chemult
- E: I-5 from OR 58 in Eugene to US 20 in Albany
- F: I-5 from US 20 in Albany to OR 22 in Salem
- G: I-5 from OR 22 in Salem to I-205 in Tualatin
- H: I-5 from I-205 in Tualatin to the Columbia River
- I: I-205 from I-5 in Tualatin to the Columbia River
- J: I-84 from I-5 in Portland to the Sandy River in Troutdale
- K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction
- L: I-84 from US 97 in Biggs Junction to US 395 in Pendleton
- M: OR 22 and US 20 from I-5 in Salem to US 97 in Bend
- N: US 97 from I-84 in Biggs Junction to US 26 in Madras
- O: US 97 from US 26 in Madras to US 20 in Bend
- P: US 20 from US 97 in Bend to US 395 in Riley
- Q: US 20 from US 395 in Riley to the Idaho State Border in Nyssa
- R: US 97 from the California State Border to OR 58 near Chemult
- S: I-85 from US 395 in Pendleton to the Idaho State Border
- T: US 97 from OR 58 near Chemult to US 20 in Bend
- I don't have any more specific feedback to share.

[Skip logic: Respondents will be taken to the “Page 3: Segment questions” for each of the Segment choices above. If they select “I don’t have any more specific feedback to share” they will be taken to “Page 4: Tell us about you.”]
Page 3: Segment questions

1. **What are the main truck parking issues within this segment?** *(Check all that apply.)*

   - [x] Not enough parking space specifically during peak hours
   - [x] Parking time-limits are too short
   - [ ] Drivers often park on highway ramps here
   - [ ] Drivers often park in undesignated areas (besides highway ramps)
   - [x] Available services are inadequate
   - [x] Parking is not safe or secure
   - [ ] Other ________________________________

2. **How much time do you typically spend looking for parking in this segment that would otherwise be spent traveling?** *(Choose one.)*

   - [ ] Less than 15 minutes
   - [ ] 15-30 minutes
   - [ ] 30-45 minutes
   - [ ] 45-60 minutes
   - [ ] More than 60 minutes

3. **When do you have the most trouble finding available parking in this segment?** *(Choose all that apply.)*

   - [ ] Weekday mornings
   - [ ] Weekday mid-day
   - [ ] Weekday afternoons
   - [ ] Weekday evenings
   - [ ] Weeknights
   - [ ] Weekend mornings
   - [ ] Weekend mid-day
   - [ ] Weekend afternoons
   - [ ] Weekend evenings
   - [ ] Weekend nights

4. **Why do you typically park in this segment?** *(Check all that apply.)*

   - [ ] For a break after long hours of driving (as required by hours of service rules)
   - [ ] Overnight stay waiting for next day delivery
   - [ ] Daytime stay waiting for delivery window
   - [ ] Other ________________________________

5. **Do you have other comments on this segment or on specific locations within this segment?** *(Open ended.)*

   ________________________________
Page 4: Tell us about you

1. How would you describe yourself? *(Check all that apply.)*

- □ Truck driver
- □ Dispatcher
- □ I work for a company that hauls freight (not necessarily as a dispatcher or driver)
- □ Member of an advocacy group
- □ Law enforcement
- □ Freight Planner
- □ Truck stop operator/employee
- □ Other ____________________

Page 5: Questions for truck drivers

1. How often do you look for parking in Oregon? *(Choose one.)*

- □ Never
- □ Once per month or less
- □ 2-3 times per month
- □ 1-2 times per week
- □ 3-4 times per week
- □ 5-6 times per week
- □ Daily

2. How do you typically locate parking in Oregon? *(Check all that apply.)*

- □ Internet
- □ Smartphone App such as “Park My Truck” (please list any apps you use below)
- □ Provided by my company
- □ Printed material
- □ I have favorite locations I visit regularly
- □ Other ________________

3. What are the main factors that influence where and when you stop for breaks? *(Rank the following options.)*

   1. I’m required to stop by hours of service rules
   2. Personal safety or cargo security
   3. Available rest stop amenities
   4. Established stops provided by my company
   5. Proximity to route/destination
   6. Cost/rates
   7. Weather/road conditions
   Other _______________________________
4. What specific features and/or amenities do you look for when choosing a rest area? *(Choose all that apply.)*

☐ Refueling services
☐ Restrooms
☐ Showers
☐ Expected parking availability
☐ Width of parking space/ease of access
☐ Maintenance/service centers
☐ Restaurants/food service
☐ Vending machines
☐ Less lights/noise
☐ Internet/Wi-Fi availability
☐ Pet facilities
☐ Other ___________________________

5. How often do you take required (10-hour) breaks at the following types of locations? *(Choose one for each.)*

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Less than once a week</th>
<th>1-2 times per week</th>
<th>3-4 times per week</th>
<th>5-6 times per week</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Truck Stop</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Public Rest Area</td>
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<td>○</td>
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</tr>
<tr>
<td>Customer</td>
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<td>○</td>
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<tr>
<td>Business</td>
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<td>○</td>
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<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Terminal</td>
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<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

6. How long have you been driving a commercial truck? *(Choose one.)*

☐ Less than 6 months
☐ 6 to 12 months
☐ 1 to 3 years
☐ 4 to 6 years
☐ 7 to 10 years
☐ More than 10 years

7. How many axles does your vehicle(s) have? *(Check all that apply.)*

☐ 2
☐ 3
☐ 4
☐ 5
☐ 6 or more

8. What is your usual range of operation? *(Choose one.)*

☐ Local
☐ Regional
☐ National
☐ International
Page 6: Questions for all respondents

1. In general, how would you rate the availability of truck parking in Oregon? (Choose one.)
   - Very good
   - Good
   - Neutral
   - Poor
   - Very poor
   - Not sure

2. What do you think are the main problems and issues with truck parking in Oregon? (Choose your top 5.)
   - Current hours of service rules and regulations
   - A general lack of available parking
   - Delays associated with loading/unloading that impact schedule and the ability to plan rest stops
   - Delays associated with congestion and traffic that impact schedule
   - Crowding due to severe weather or weather-related delays
   - Parking limitations at rest areas
   - Distance between parking areas
   - Out-of-direction travel required to reach parking areas
   - Lack of oversize truck parking spots
   - Difficulty knowing if and where spaces are available
   - Public perception of truck parking
   - Other ___________________________

3. Which of the following strategies to alleviate truck parking issues make sense to you? (Check all that apply.)
   - Paid parking reservation systems
   - Smart signs that show available parking before reaching destinations
   - Cell phone notification system
   - Reduced delivery curfews
   - Incentivize businesses to accept deliveries 24/7
   - Real-time parking availability information (via website or app)
   - More/better maps of truck parking areas
   - Incentivize local businesses to allow truck parking
   - Build more public truck stops
   - Encourage private investment and expansion of truck stops
   - Convert weigh stations to provide additional parking
   - Larger truck rest areas and truck parking lots
   - Other ___________________________
4. **How old are you?** *(Choose one.)*
   - Under 18 years old
   - 18-24 years old
   - 25-34 years old
   - 35-44 years old
   - 45-54 years old
   - 55-64 years old
   - 65 years or older

5. **What is your preferred language?** *(Choose one.)*
   - English
   - Spanish
   - Other ___________________________

6. Please provide the following information if you would like to receive more information about this project.

   Name ___________________________  Email ___________________________
Appendix B: Interview Questions

**Suggested Introduction:** Thank you for speaking with us. These questions are intended to determine how, why and when truck drivers choose their parking locations in Oregon, where they are going, and what amenities they prefer when parking.

### Parking availability

1. **In general, how would you rate the overall availability of truck parking in Oregon?** *(Choose one.)*
   - Very good
   - Good
   - Neutral
   - Poor
   - Very poor
   - Not sure

2. **What do you think are the main problems and issues with truck parking in Oregon?**

3. **What do haulers usually do to compensate for parking issues in Oregon?** *(For example, avoiding travel in certain areas, or at specific times.)*

4. **In general, how do parking issues with rest areas and/or parking directly and indirectly impact you/commercial haulers?** *(In terms of lost business, overtime wages, etc.)*
5. The following facilities are being studied to identify possible truck parking improvements. Based on this list, where is it the most difficult to find truck parking in Oregon? (Choose from the list of facilities and segments listed below or on the map.)

[Phone interviews: provide copy of map by email, or list facilities below and ask interviewee to refine by segment.]

- **Interstate 5**
  - A: I-5 from California State Border to US 199 in Grants Pass
  - B: I-5 from US 199 in Grants Pass to OR 138 in Roseburg
  - C: I-5 from OR 138 in Roseburg to OR 58 in Eugene
  - E: I-5 from OR 58 in Eugene to US 20 in Albany
  - F: I-5 from US 20 in Albany to OR 22 in Salem
  - G: I-5 from OR 22 in Salem to I-205 in Tualatin
  - H: I-5 from I-205 in Tualatin to the Columbia River
- **OR 58**
  - D: OR 58 from I-5 in Eugene to US 97 near Chemult
- **I-205**
  - I: I-205 from I-5 in Tualatin to the Columbia River
- **I-84**
  - J: I-84 from I-5 in Portland to the Sandy River in Troutdale
  - K: I-84 from the Sandy River in Troutdale to US 97 in Biggs Junction
  - L: I-84 from US 97 in Biggs Junction to US 395 in Pendleton
  - S: I-84 from US 395 in Pendleton to the Idaho State Border
- **OR 22 and US 20**
  - M: OR 22 and US 20 from I-5 in Salem to US 97 in Bend
- **US 97**
  - N: US 97 from I-84 in Biggs Junction to US 26 in Madras
  - O: US 97 from US 26 in Madras to US 20 in Bend
  - R: US 97 from the California State Border to OR 58 near Chemult
  - T: US 97 from OR 58 near Chemult to US 20 in Bend
- **US 20**
  - P: US 20 from US 97 in Bend to US 395 in Riley
  - Q: US 20 from US 395 in Riley to the Idaho State Border in Nyssa
  - **Not sure.**

For each identified segment

1. What are the main truck parking issues in this segment?
2. How much time do drivers typically spend looking for parking in this segment that would otherwise be spent travelling?

3. Based on your experience, when do you/drivers have the most trouble finding available parking in this segment?

4. What do drivers typically do when they encounter the problems or issues you describe?

5. Why do drivers typically park in this segment?

6. Do you have other comments on this segment or on specific locations within this segment?
Questions about driver experience

1. How do drivers typically locate parking in Oregon? *(Internet, apps, etc.)*

2. Based on your experience, what are the main factors that influence where and when drivers usually stop for breaks in Oregon? *(Examples: Required by hours of service rules; safety and security; available amenities; set by company; proximity to route or destination; cost/rates; weather/road conditions.)*

3. What specific features and/or amenities do drivers look for when choosing rest areas?

4. Which of the following strategies to alleviate truck parking issues make sense to you? *(Indicate whether you agree or disagree with the following list.)*

   - Paid parking reservation systems
   - Smart signs that show available parking before reaching destinations
   - Cell phone notification system
   - Reduced delivery curfews
   - Incentivize businesses to accept deliveries 24/7
   - Real-time parking availability information (via website or app)
   - More/better maps of truck parking areas
   - Incentivize local businesses to allow truck parking
   - Build more public truck stops
   - Encourage private investment and expansion of truck stops
   - Convert weigh stations to provide additional parking
   - Larger truck rest areas and truck parking lots
   - Other ___________________________

Final Questions

5. Do you have recommendations for upcoming events or locations where we might collect in-person feedback about truck parking?

6. Would you like to receive more information about the study in the future?
   - Yes
   - No

7. Are you willing to send the truck parking survey to your internal email list?
   - Yes
   - No

8. Would you like copies of the project fact sheet?
   - Yes
   - No
Appendix C: Tabling Questions

The following questions are intended to streamline feedback from intercept surveys and collect the most vital information from busy travelers. Respondents will be directed to use the online survey if they wish to provide more in-depth feedback.

**Suggested Introduction:** “Thank you for speaking with us. These questions are intended to determine how, why and when truck drivers choose their parking locations in Oregon, where they are going, and what amenities they prefer when parking.”

**Parking availability**

1. **In general, how would you rate the overall availability of truck parking in Oregon?** *(Choose one.)*
   - [ ] Very good
   - [ ] Good
   - [ ] Neutral
   - [ ] Poor
   - [ ] Very poor
   - [ ] Not sure

2. **What do you think are the main problems and issues with truck parking in Oregon?**

3. **The following facilities are being studied to identify possible truck parking improvements. Based on this list, where is it the most difficult to find truck parking in Oregon?** *(Choose from the list of facilities and segments listed below or on the map.)*

   For each identified segment

   1. **What are the main truck parking issues in this segment?** *(For example: Not enough parking space specifically during peak hours; time-limits are too short; Drivers often park on highway ramps or undesignated areas; inadequate services; parking is not safe or secure.)*

   2. **How much time do you typically spend looking for parking in this segment that would otherwise be spent travelling?**

   3. **When do you have the most trouble finding available parking in this segment?** *(Choose all that apply.)*

   4. **Why do you typically park in this segment?** *(Examples: required by hours of service rules; overnight stay waiting for next day delivery; daytime stay waiting for delivery window.)*
Questions about driver experience

1. How do drivers typically locate parking in Oregon? (Internet, apps, etc.)

2. What are the main factors that influence where and when drivers usually stop for breaks in Oregon? (Examples: Required by hours of service rules; safety and security; available amenities; set by company; proximity to route or destination; cost/rates; weather/road conditions.)

3. What specific features and/or amenities do drivers look for when choosing rest areas?

4. Which of the following strategies to alleviate truck parking issues make sense to you? (Indicate whether you agree or disagree with the following list.)

   - Paid parking reservation systems
   - Smart signs that show available parking before reaching destinations
   - Cell phone notification system
   - Reduced delivery curfews
   - Incentivize businesses to accept deliveries 24/7
   - Real-time parking availability information (via website or app)
   - More/better maps of truck parking areas
   - Incentivize local businesses to allow truck parking
   - Build more public truck stops
   - Encourage private investment and expansion of truck stops
   - Convert weigh stations to provide additional parking
   - Larger truck rest areas and truck parking lots
   - Other ____________________________

Final Questions

Please provide the following information if you would like to receive more information about this study.

Name ___________________________   Email ___________________________