

2023 Toll Rulemaking Engagement Report: Appendix

December 2023

Prepared for:



Prepared by:



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Statewide Toll Rulemaking Advisory Committee (STRAC)

Meetings and Materials

STRAC Meeting	Meeting Materials
January 27	<ul style="list-style-type: none"> • STRAC Orientation Agenda • STRAC Charter - DRAFT • STRAC Charter - Attachment A - Membership • STRAC Charter - Attachment B - Committees and Inputs • STRAC Charter - Attachment C - Rule Process • Equity terms • 2023_0119_STRAC Orientation Presentation - 508 v.1
February 24	<ul style="list-style-type: none"> • STRAC Meeting 2 - Agenda • STRAC Meeting 2 - Rules Outline • STRAC Meeting 2 - Feedback to date • STRAC Work Plan 2023 • STRAC Meeting 2 - Presentation
March 24	<ul style="list-style-type: none"> • STRAC Meeting #3 - Agenda • STRAC Meeting #3 - Toll Procedures FAQs • STRAC Meeting #3 - Toll Rules - March • STRAC Meeting #3 - Electronic Toll Comparisons • STRAC Charter - Signed • STRAC Meeting #3 - Presentation
April 28	<ul style="list-style-type: none"> • Agenda • Toll Rules - April • Toll Enforcement Common Practices • Process Flow Enforcement
May 26	<ul style="list-style-type: none"> • STRAC Meeting 5 - Agenda • STRAC Meeting 5 - Toll Procedures • STRAC Meeting 5 - Toll Rules _ Edits • STRAC Meeting 5 - Toll Rules _ Clean • STRAC Meeting 5 - Process Flows • STRAC Meeting 5 - Presentation
July 21	<ul style="list-style-type: none"> • Agenda • Presentation • Outline of draft rules for part 2 topics • Summary of feedback received to-date • Existing practices for toll rate setting and adjustments • Existing low income, discount, and exemption programs • Research: regulations, policies, and rules – part 2 topics • Comparison charts of existing toll discounts and exemptions

STRAC Meeting	Meeting Materials
September 22	<ul style="list-style-type: none"> • Agenda • Community Engagement Memo • Discounts and Exemptions Memo • Draft Toll Rules • Self-Certification Research Memo • Low-Income Process Flow • Tolling Implementation Update Packet • Tolling Implementation Update Presentation • Meeting Presentation
October 27	<ul style="list-style-type: none"> • Agenda • Draft Toll Rules • Highway Cost Allocation Study • Toll Rate Setting Research • Vehicle Class Memo • Presentation
November 17	<ul style="list-style-type: none"> • Agenda • Engagement Summary • Draft Toll Rules - Clean • Draft Toll Rules - Redlined • OARs Outline • Fiscal and Equity Impact Statements • Exemptions Research

Meeting Summaries

- [January 27, 2023, Meeting Summary](#)
- [February 24, 2023, Meeting Summary](#)
- [March 24, 2023, Meeting Summary](#)
- [April 28, 2023, Meeting Summary](#)
- [May 26, 2023, Meeting Summary](#)
- [July 21, 2023, Meeting Summary](#)
- [September 22, 2023, Meeting Summary](#)
- [October 27, 2023, Meeting Summary](#)
- November 17, 2023, Meeting Summary (link will be updated in later December 2023)

Community-Based Organizations Discussion Groups

June 6 Discussion Group Attendees	September 19 Discussion Group Attendees
Word is Bond	82 nd Avenue Business Association
Urban League of Portland	Clackamas Workforce Partnership Center
Latino Network	Community in Motion
Black United Fund of Oregon	Ethiopian and Eritrean Cultural Resource Center
Urban League of Portland	Exceed Enterprises
82 nd Avenue Business Association	Hayden Island Neighborhood Network
Muslim Educational Trust	Imagine Black
Muslim Educational Trust	Muslim Educational Trust
Exceed Enterprises	New Martyrs of Russia Orthodox Church
Latino Leadership Northwest	Latino Leadership Northwest
Black Community Portland	Vietnamese Community of Clark County

June 6 Meeting

Subject	Community-Based Organization Discussion Group
Date and Time	June 6, 2023 5-6:30 p.m.
Location	Virtual Zoom Meeting
Attendees	11
Staff, Presenters, and Committee Members	Erika McCalpine, ODOT Hannah Williams, ODOT Sylvia Ciborowski, Kearns & West Amira Streeter, Kearns & West Ellen Palmquist, Kearns & West Ariella Dahlin, Kearns & West Gillian Garber-Yonts, Kearns & West Grant Simmons, Kearns & West Jessica Dover, Community Engagement Liaisons (Interpreter) Adam Torres, Equity and Mobility Advisory Committee (EMAC) Dr. Phillip Wu, Statewide Toll Rulemaking Advisory Committee (STRAC) and EMAC Sean Philbrook, STRAC Shatrine Krake, STRAC

Attendee	Organization
Andrew Campbell	Word is Bond
Crystalyn Black	Urban League of Portland
Daisy Ulloa	Latino Network
Emmanuel Williams	Black United Fund of Oregon
Erick Allen (EA)	Urban League of Portland
Jacob Loeb	82 nd Avenue Business Association
Jawad Khan	Muslim Educational Trust
Jawad Khoja	Muslim Educational Trust
Larry King	Exceed Enterprises

Attendee	Organization
Luis Huerta Hernandez	Latino Leadership Northwest
Stephanie "Bastet" Lynch Taylor	Black Community Portland

Event Summary

The Community-Based Organization (CBO) Discussion Group began at 5:00 pm on Tuesday, June 6, 2023. The objectives of the meeting were to:

- Inform and build relationships with CBOs.
- Provide a brief update on the Toll Program and focus on rulemaking discussion questions.
- Close the feedback loop with attendees from the March discussion group and be intentional about follow-up.
- Share opportunities for further engagement
- Have tolling advisory committee representatives hear community feedback directly from CBOs.

ODOT invited representatives from CBOs serving equity-framework communities.

The virtual discussion was facilitated by Erika McCalpine, ODOT, and included live interpretation in Spanish. The meeting opened with a presentation from Hannah Williams, ODOT, on the Regional Mobility Pricing Project (RMPP), the I-205 Toll Project, and toll rulemaking. Following the presentation, Amira Streeter, Kearns & West, facilitated questions on the toll program. Hannah Williams shared additional information about enrollment and enforcement topics before Erika McCalpine directed participants to join break out rooms for group discussions.

Oregon Toll Program Update

Hannah Williams presented updates on RMPP and the I-205 Toll Project, the Low-Income Toll Program, how tolling will work, and the Statewide Toll Rulemaking Advisory Committee (STRAC). There was a short question session after the presentation. Participants asked the following questions:

- Question from Andrew Campbell: Will funds be available for CBOs to partner with ODOT?

Response, Hannah Williams, ODOT: Explained that there is an ongoing need to work with CBOs and that ODOT is trying to figure out which services CBOs are interested in providing. Share that an evaluation would be distributed following the meeting to indicate which types of services CBOs are interested in partnering with ODOT to provide.

- Question from Stephanie Lynch Taylor: How many times could someone be tolled driving down I-5? After you're tolled once, are you good for the entire roadway?

Response, Hannah Williams, ODOT: For the I-205 Toll Project, there is a toll on the Abernathy Bridge and the Tualatin River Bridge. For RMPP, congestion pricing, using variable rate tolling, will be used along parts of I-5 and I-205 will be tolled. We don't know yet where toll gantries will be located.

- Question from Shatrine Krake, STRAC: Will the RMPP environmental assessment be open for public comments like the I-205 environmental assessment?

Response, ODOT: Yes, there will be a public comment period. In late 2023, FHWA and ODOT will share the Draft Environmental Assessment for public review and comment. ODOT will continue to provide ongoing project updates and opportunities for involvement.

Break Out Room Discussions on Enrollment and Enforcement

Participants discussed the following questions on toll account enrollment and data privacy and enforcement. Key themes that emerged from the discussion groups are included below.

Question: What are the best ways we can encourage you and the communities you serve to sign up for accounts?

Key Themes:

- **Provide CBOs with incentives, compensation, and contracts to share information and get people signed up for accounts.** CBOs are trusted by and accessible to the communities they serve, making them excellent resources to share information about tolling and sign people up for accounts. Participants noted that offering enrollment through CBOs as early in the program as possible could help ODOT enroll more people.
- **Use individual incentives to get people signed up early.** Providing a discount (one-time or annual) or waiving fees for the first three months to one year of the Toll Program could increase the number of people who sign up early. CBOs shared an example of TriMet handing out pre-loaded HopCards.
- **Recommend using financial assistance programs to assist people facing financial difficulties.** CBOs suggested providing income-based payment plans, fee waivers, or discounted rates for qualifying individuals.
- **Partner with the Oregon Department of Motor Vehicles (DMV) to sign up for accounts.** CBOs were supportive of offering kiosks and other ways to sign up for a toll account at the DMV.
- **Tradeoffs with in-person and virtual sign-up options.** CBOs recognized the value of signing-up for an account online with a credit card. Participants shared that physical payment options, like a HopCard, may be more convenient for some customers and can help protect someone's identity.
- **Offer sign-up locations in Vancouver.** Participants shared that many customers may live in Vancouver. Offering sign-up locations in Washington and Oregon will be important.

Question: What communications materials or community resources do you think we should use to reach your community to share information about tolls and get people signed up for an account?

Key Themes:

- **Host community summits or outreach workshops to build trust and prevent misinformation.** CBOs suggested planning virtual and in-person events (not hybrid) with interpreters available to share information. Individuals that attend the summit or workshop could become ambassadors for the Toll Program.
- **Provide materials in multiple languages.** CBOs stressed the importance of providing materials that are accessible and available in multiple languages.
- **Share information in digital and physical spaces.** CBOs noted the value of providing information digitally on social media and streaming platforms and providing QR codes on printed materials to easily access additional information. CBOs also stressed the importance of providing information at places community members frequently access including libraries, community centers, neighborhood associations, events, and rest stops.
Distribute information through schools and colleges. CBOs recommended distributing information through educational institutions to reach both students and parents.
- **Tolling will take time to implement.** CBOs shared that it will take time for the community to understand how to set up an account and pay a toll.

Question: What are ways to get and keep up-to-date information on tolls accounts for the communities you serve?

Key Themes:

- **Offer in-person locations to update information.** Participants recommended allowing customers to update their information at the same places they can sign up for an account or pay a fee. This could include CBOs, kiosks, services centers, and other in-person locations.
- **Provide reminders to update your information.** CBOs shared creative solutions for reminding people to update their information when they move or sell their car. For example, including a reminder to update your address in a welcome packet.

Question: We're ultimately looking to prevent collections but in cases where someone doesn't pay their bills we have rules for enforcement. What could be added or changed to improve accessibility and equity in this process?

Key Themes:

- **Concerns about withholding DMV registration.** CBOs shared that withholding DMV registration may adversely impact underrepresented and marginalized communities. They recognized that withholding registration is a tool for enforcement and highlighted the need to build trust with the community. CBOs urged ODOT to find ways to balance the needs of the system with the interests of the people.
- **Offer payment plans.** CBOs recommended offering payment plans for customers that cannot afford to pay all their toll bills at one time.
- **Waive enforcement fees.** Participants recommended waiving fees if customers take an educational class on how to sign up for an account and pay toll bills. The classes could be offered online or in-person.
- **Provide information about how and where to sign up with the toll bill.** CBOs stressed the need to pair bill collection with education on how to sign up for an account.

Participants asked the following clarifying questions during the discussions:

- Question: Will Washington residents have to pay the toll?

Response, ODOT: Anyone using Oregon roads and/or bridges that have tolls will receive a bill for a toll.

- Question: Will someone have to pay late fees if they do not pay their toll on time?

Response, ODOT: Several fees could be accrued if someone does not pay a toll on time. Fees will be set during the rulemaking process.

- Question: Can ODOT work with the DMV to suspend someone's license if they don't pay?

Response, ODOT: ODOT is considering the following factors before escalating to collections, penalties, or DMV registration hold: the number and cost of unpaid tolls or fees, enrollment in the low-income toll program or financial hardship, other hardship reasons (medical emergency, bereavement, military service, etc.).

Next Steps

Hannah Williams shared opportunities for further engagement.

- ODOT is looking for CBO events to attend this summer and will pay for a table.
- ODOT is conducting interviews with CBOs to gather feedback on important community resources and to understand how to best engage with communities moving forward. Invitations for interviews will be sent out in June.

- ODOT will host additional CBO discussion groups on low-income discounts and exemptions late summer and fall 2023.
- The RMPP Draft Environmental Assessment public comment period is anticipated to take place in fall/winter 2023.
- CBOs and the public will have the opportunity to share input on draft rules during the rulemaking public comment period and public hearing in December 2023 and January 2024.

Closing

Erika McCalpine and Hannah Williams thanked the attendees for their participation and closed the meeting.

September 19 Meeting

Subject	September CBO Discussion Group
Date and Time	September 19, 2023 5:30 pm – 7:00 pm PST
Location	Virtual Zoom Meeting
Attendees	11
Staff, Presenters, and Committee Members	Hannah Williams, ODOT Ben Duncan, Kearns & West Ellen Palmquist, Kearns & West Maria Verano, Kearns & West Gillian Garber-Yonts, Kearns & West

Attendee	Organization
Jacob Loeb	82 nd Avenue Business Association
Samir Randolph	Clackamas Workforce Partnership Center
Gerina Hatch	Community in Motion
Yonas Kassie	Ethiopian and Eritrean Cultural Resource Center
Larry King	Exceed Enterprises
Pam Ferguson	Hayden Island Neighborhood Network
Kelie McWilliams	Imagine Black
Jawad Khan	Muslim Educational Trust
Aleksandr Kirilin (AK)	New Martyrs of Russia Orthodox Church
Luis Huerta Hernandez	Latino Leadership Northwest
Phung Ojala	Vietnamese Community of Clark County

Event Summary

The Community-Based Organization (CBO) Discussion Group began at 5:30 pm on Tuesday, September 19, 2023. The objectives of the meeting were to:

- Hear a brief update on the Oregon Toll Program.
- Have a conversation about discounts, exemptions, and the Low-Income Toll Program.
- Learn about opportunities to stay updated and provide input on how to build a toll program that works for you.

ODOT invited representatives from CBOs serving equity-framework communities.



The virtual discussion was facilitated by Ben Duncan, Kearns & West. The meeting opened with a presentation from Hannah Williams, ODOT, on the Regional Mobility Pricing Project and the I-205 Toll Project. Hannah Williams shared additional information about discounts, exemptions, and the Low-Income Toll Program followed by small group discussions in break-out rooms.

Oregon Toll Program Update

Hannah Williams presented information on how tolling will work, updates on the Regional Mobility Pricing Project and the I-205 Toll Project, and information about discounts, exemptions, and the Low-Income Toll Program. There was a short question session after the presentation. Participants asked the following questions:

- Question from Samir Randolph: How is congestion defined for the Toll Program?
- Comment from Kelie McWilliams: The Denver discount program is limited to people who live in two specific areas of town; it is designed to make up for the displacement of a Black neighborhood.
- Question from Samir Randolph: What will ODOT do to ensure enrollment in the Low-Income Toll Program is not low?

Response, Hannah Williams, ODOT: That is why we are here. We have heard we need to look at the interoperability of other programs and plug into that. We want to hear what is going on in your world and what is working for you. We can collect information and influence what is and is not feasible. These decisions have not been made - we are looking to understand what the barriers are for enrollment in discount programs.

- Comment from Samir Randolph: Will ODOT partner with CBOs to help people enroll in the Low-Income Toll Program?

Response, Hannah Williams, ODOT: Yes. ODOT is looking to hear from CBOs about what works and does not work for enrollment.

- Comment from Yonas Kassie: I work with African refugees and immigrants and recommend ODOT reach out to and involve these groups in discussions about tolling.
- Comment from Yonas Kassie: Consider those who use the system the most, including Uber drivers, delivery drivers, and medical transportation.
- Comment from Pam Ferguson: Recommend including an incentive to enroll in the Low-Income Toll Program by a certain date to encourage people to sign up.

1.1 Break Out Room Discussions on Discounts, Exemptions, and the Low-Income Toll Program

Participants discussed the following questions on discounts, exemptions, and the Low-Income Toll Program. Key themes that emerged from the discussion groups are included below.

1. **Question:** How has your organization helped people sign up for benefit programs such as discounts, health care, or transit passes? What has your experience been?

Key Themes:

- **Partnering with CBOs.** Many CBOs shared that they did not offer enrollment services for discount programs but were willing to educate the public on how to register for a toll account.

CBOs that did offer these services, like Ethiopian and Eritrean Cultural and Resource Center (EECRC), were interested in assisting with income verification for the Low-Income Toll Program.

- **Concerns About Enrollment.** Participants recommended strict guidelines for the Low-Income Toll Program application process to reduce fraud. Participants also shared that certain programs, like child support or housing vouchers, could put people over income threshold. Participants recommended not counting vouchers and child support in the application process.
 - **Clear Income Requirements.** Participants recommended having a clear baseline for income requirements. Income requirements for other programs often fluctuate and can make confirming the income status of an applicant more difficult.
2. **Question:** Which of the following options do you think would work best for communities enrolled in Oregon's Low-Income Toll Program?
- 50% discount on each trip
 - Credit for a certain number of free trips per month

Key Themes:

- **Flexible Benefits.** Participants recommended giving the applicant a choice between the discount or credit option. Participants also recommended allowing participants to use both benefit types.
 - **Credit and Discount Tradeoffs:** Many participants thought that the 50% discount would be more beneficial because it would result in a greater cost reduction for those who travel frequently. Frequent drivers may include families, truck drivers, delivery drivers, and people who live in neighborhoods that would need to use tolled roads more often. For those who travel less frequently, the credit option may be preferable.
 - **Geographic Exemptions:** Participants shared that certain geographic areas, like Hayden Island and Black communities between I-5 and I-205, will be impacted by tolling more than others and should receive exemptions. Participants were also interested in exemptions for people providing a service, like delivering food, volunteering, driving people living with disabilities, and healthcare workers.
3. **Question:** What is the best way for people to provide income information?
- Proof of enrollment in an existing program (SNAP, WIC, housing voucher, etc.).
 - Last 2 paystubs from your work.
 - Last year's tax return.
 - Proof of enrollment in TriMet's low-income fare program.
 - Other options: _____.

Key Themes:

- **Verification Options.** Participants were interested in a variety of options for providing income information. People who are self-employed may benefit from showing their tax returns while others may prefer to show a paystub. Participants acknowledged there may be security concerns when sharing this type of information. Participants recommended having a variety of ways to provide income information.
- **Enrollment in Other Programs:** Many participants were supportive of sharing proof of enrollment in TriMet's Low-Income Fare Program, the Affordable Care Act, or other programs to qualify for the Low-Income Toll Program.

Next Steps

Hannah Williams shared next steps for the rulemaking process and the following opportunities for further engagement:

- Complete a survey for the Regional Mobility Pricing Project from Sept. 26-Oct. 9 and help share the survey with their networks.

- Share input on draft rules during the rulemaking public comment period and public hearing in early 2024.
- Request a briefing for their organization.
- Attend and provide comments at tolling advisory committee meetings.

Closing

Hannah Williams and Ben Duncan thanked the attendees for their participation and closed the meeting.

Community Engagement Liaison Discussion Groups

In July and August, ODOT held eight discussion groups in partnership with the Community Engagement Liaisons (CELs) program. CELs facilitated conversations with Vietnamese, Chinese, Latinx, Black and African, Indigenous, People of Color, Slavic, people living with disabilities, and Tribal and Native American community members. The project team talked with community members about plans for toll accounts, payment options and process, data privacy, and discounts and exemptions. Participants then shared ideas about how to make it easy to sign-up for an account, update information, and pay bills on time. Input from the discussion groups was shared with the Statewide Toll Rulemaking Advisory Committee (STRAC) for consideration and used to help inform draft rules for toll accounts, payment options and process, data privacy, and discounts and exemptions.

Community Engagement Liaison Discussion Groups

Discussion Group	Date	Attendees
Vietnamese Community	July 25, 2023	9
People Living with Disabilities	August 7, 2023	6
Chinese Community	August 8, 2023	12
Latinx Community	August 9, 2023	16
Black and African Community	August 10, 2023	11
Racial and/or Ethnic Minorities (BIPOC) Community	August 11, 2023	14
Slavic Community	August 14, 2023	15
Native American and Tribal Community	August 17, 2023	5

CELs recruited participants for the discussion groups within the I-5 and I-205 Portland metro region through a variety of methods, such as direct outreach and social media. Participation ranged from five to 16 attendees. Discussion groups were virtual and held in the evenings. Each group included a presentation on the Oregon Toll Program and brief question and answer period followed by background information and discussion on toll accounts, payment options and process, data privacy, and discounts and exemptions. The discussion groups included open-ended questions and multiple-choice questions with Zoom Polls. Several meetings were in-language and included translated materials. Gift cards were provided for participation. See the CEL Discussion Group Appendix for full summaries of each of the discussion groups.

Desired outcomes

Desired outcomes of the discussion groups were to:

- Provide a brief update on the Oregon Toll Program.

- Invite feedback to inform draft rules, specifically to understand preferences for ways to sign up for toll accounts, update toll account information, establish a process for toll payment, and discounts and exemptions.
- Share opportunities for future engagement as toll projects and policies continue to develop.

Discussion group overview

ODOT worked with the CEL program to plan and facilitate eight discussion groups. CELs used community connections and social media to invite participants. Participation ranged from five to 16 attendees. Input from the discussion groups was shared with the Statewide Toll Rulemaking Advisory Committee (STRAC) for consideration and used to help inform the development of draft rules for toll accounts, payment options and process, data privacy, and discounts and exemptions.

Discussion group format and agenda

Discussion groups were virtual and held in the evenings. Each group included a presentation on the Oregon Toll Program and brief Q&A followed by background information and discussion on toll accounts, payment options and process, data privacy, and discounts and exemptions. The discussion groups included open-ended questions and multiple-choice questions with Zoom Polls. Several meetings were held in language, including the Vietnamese, Chinese, Latinx, and Slavic discussion groups. Translated materials were provided.

Discussion group participants

Table 2-1 lists the discussion group audiences, CEL facilitator, dates, and total participants.

Discussion Group Participants

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Vietnamese Community	Thi Luong	July 25, 2023, 5:30 – 7pm	9
People Living with Disabilities	Trevor Attenberg	August 7, 2023, 5:30 – 7pm	6
Chinese Community	Yvonne Li	August 8, 2023, 5:30 – 7pm	12
Latinx Community	Romeo Sosa	August 9, 2023, 5:30 – 7pm	16
Black and African Community	Roseline Jindori Yunusa Vakkai	August 10, 2023, 5:30 – 7pm	11
Racial and/or Ethnic Minorities (BIPOC) Community	Lung Wah Lazum	August 11, 2023, 5:30 – 7pm	14
Slavic Community	Hanna Grishkevich	August 14, 2023, 5:30 – 7pm	15
Native American and Tribal Community	Daria Bingham	August 17, 2023, 5:30 – 7pm	5

Discussion Group Discussion Questions

The discussion groups were designed to be conversational to understand community needs and concerns, as well as to hear new ideas. The facilitator asked the following questions during the meetings:

Signing Up for Toll Accounts

- If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?
- What do you think are the best options to encourage people to sign up for toll accounts?

Data Privacy and Keeping Information Up to Date

- What are ways to get and keep up-to-date information on toll accounts?

Toll Collections Process

- We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?

Exemptions and Discounts

- What is the best way for people to provide income information?

Key Takeaways

Pre-paid toll accounts

We shared that if you signed up for a toll account and put money in your account, you would get the best deal. We asked participants if they would consider setting up a pre-paid account. Key takeaways include:

- Interest in signing up for pre-paid toll accounts to save money and avoid surprises.
- Provide in-person toll account services in different languages.
- Interest in setting up automatic payments rather than preloading the toll account with funds.
- Provide reminders to replenish funds when the toll account balance is low.
- Concerns about protecting bank and credit card information.
- Provide in-person locations to replenish toll accounts and make payments.
- Frustration that you might pay more with post-paid accounts or mailed bills versus pre-paid accounts.
- Questions about when funds in a toll account would expire.

Key differences between groups

- Participants in the Vietnamese discussion group were concerned about having sufficient funds to cover toll trips. Participants were interested in having a monthly pass to plan trips accordingly. Participants were also interested in setting up automatic payments to remove the need to replenish funds.
- Participants in the Vietnamese and Chinese discussion groups shared the importance of creating an easy-to-use system with account services in different languages.
- Participants in the People Living with Disabilities discussion group shared the need for materials, websites, and apps to meet accessibility guidelines.
- Participants in the Slavic discussion group were concerned about the impact of tolling on families that travel frequently.

Key similarities among groups

- Participants in most groups shared that they would sign up for an account if it would save them the most money.
- Almost all groups mentioned that they would like to have the opportunity to pay toll bills in person.

Toll accounts

We shared that we are looking into multiple ways customers can register for an account and pay their toll bill, including with cash, in person, or by mail. We asked participants about the best ways to encourage community members to sign up for accounts. Key takeaways include:

- Partner with community organizations to help get people signed up for toll accounts. Provide compensation for these services.
- Offer incentives, like free trips, to sign up for a toll account.
- Offer locations for people to sign up for a toll account that they visit frequently, like grocery stores, churches, and community gathering spaces.
- Provide signage on the highways about how to sign up for a toll account and pay your bill.
- Mail information in different languages to help people register for a toll account.
- Share information using short videos, in addition to written formats.
- Ensure websites, apps, and materials meet accessibility guidelines.
- Use social media accounts, including culturally specific accounts, to share information.

Key differences between groups

- Participants in the Vietnamese and Black and African discussion groups were interested in receiving incentives to sign up for an account.
- Participants in the Chinese, Latinx, and BIPOC discussion groups were supportive of using an app. Participants in the People Living with Disabilities discussion group were more hesitant to support the use of an app, because apps are often not as accessible as other options. Participants in the Native American and Tribal discussion group were concerned about the digital literacy of older individuals and difficulties navigating an app.

Key similarities among groups

- Participants in the Latinx, Black and African, and Native American and Tribal discussion groups shared that they would prefer navigating account registration and payment with the help of community-based organizations.
- Almost all discussion groups shared the importance of providing advertisements, mailings, and other information in multiple languages. Many participants shared that highways signs, social media, and mailings would be helpful ways to share information about the program.

Toll account data

We shared ODOT's draft plan for collecting data and asked participants about the best ways to keep information up to date on toll accounts. Key takeaways include:

- Provide pop-up reminders to update your account information quarterly or when replenishing funds.
- Send text and email reminders to update account information.
- Offer a mobile app to manage account information.
- Automatically update accounts when information is updated with the Oregon Department of Motor Vehicles (DMV).

Key differences between groups

- Participants from the Chinese discussion group were concerned about phone scams and preferred to receive information by mail because it seemed more legitimate.
- Participants in the People with Disabilities discussion group expressed their desire for the website and application to be WCAG certified, in order to be able to easily update their information.

- Participants in the Vietnamese and Slavic discussion groups were interested in updating toll account information automatically, through the DMV.
- Participants in the Vietnamese and BIPOC discussion groups suggested using pop up reminders to prompt people to update their information.

Key similarities among groups

- Participants in most groups were concerned about protecting personal information when signing up for accounts, paying for toll bills, or enrolling in the Low-Income Toll Program.

Toll payment process

We shared ODOT's draft plan for collecting payments and asked participants about the best communication methods to let people know about payment options. Key takeaways include:

- Employ customer service agents that speak different languages.
- Provide notices and bills in multiple languages.
- Send text and email reminders to pay toll bills.
- Concerns about receiving a surprise toll bill in the mail when someone borrows a car.
- Post on social media to remind people to pay toll bills.
- Concerns about using phone calls as a primary method of contact due to phone scams.
- Concerns that unpaid tolls could jeopardize citizenship status.

Key differences between groups

- Participants from the Slavic discussion group preferred to be contacted by email. Participants shared that they do not answer phone calls from unknown numbers and do not read physical mail.
- Participants from the Latinx discussion group were concerned about receiving surprise toll bills if someone borrowed their car.
- Participants in the Black and African discussion group were concerned that unpaid toll bills could jeopardize someone's citizenship status.

Key similarities among groups

- In general, discussion group participants were interested in a variety of contact options, including mail, text, email, and phone. They shared that the method depended on the age of the customer, digital literacy, and perceptions of legitimacy.

Discounts and exemptions

We shared ODOT's draft plan for discounts and exemptions and asked participants about the best ways to provide income information. Key takeaways include:

- Questions from individuals that would qualify for a discount about if they could apply their discount to rideshare services and different vehicles.
- Provide more details on how data will be protected.
- Preference to use proof of enrollment in existing programs to qualify for a discount.
- Interest in using government assistance programs, Medicare and Medicaid, bank statements, employee verification letters, and paystubs to qualify for a discount.
- Concerns about the lack of verification options for people that are undocumented or unable to work.
- Concerns that people who are undocumented do not qualify for programs used to provide income information, like the Supplemental Nutrition Assistance Program.
- Interest in distributing vouchers for people that are undocumented.

- Interest in providing exemptions for members of Federally Recognized Tribes, refugee and immigrant communities, and people living with disabilities.

Key differences between groups

- Participants in the People with Disabilities discussion group use rideshare programs and were concerned about applying a discount to different vehicles.
- Participants in the Black and African discussion group were interested in providing bank statements or employee verification letters to qualify for the Low-Income Toll Program.
- Participants in the Black and African discussion group were concerned about undocumented individuals providing personal information to register for a toll account or the Low-Income Toll Program.
- Participants in the BIPOC discussion group were interested in exemptions for refugee and immigrant communities, and people living with disabilities.
- Participants in the Native American and Tribal discussion group were interested in an exemption for tribes.

Key similarities among groups

- Most participants preferred providing proof of enrollment in a different program to qualify for the Low-Income Toll Program.

Next Steps

Feedback from the Community Engagement Liaison Discussion Groups was shared with the Statewide Toll Rules Advisory Committee (STRAC) during their September meeting. Input from the discussion groups will be used to inform draft rules and operations for tolling. To-date, the following solutions have been developed to respond to community feedback:

- Low-income toll program on day one of tolling.
- Pay online, by mail, or in-person with credit, cash, or check.
- Multiple options to enroll and in-person and assistance available in many languages.
- Addresses and photos of license plates and vehicles will only be used for billing.

Discussion Group Summaries

Vietnamese Discussion Group

Table 6-1 Vietnamese Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Vietnamese Community	Thi Luong	July 25, 2023, 5:30 – 7pm	16 (7 staff, 9 participants)

Themes that commonly appeared in the Vietnamese discussion group included maintaining an account balance, ease of signing up, and accessible materials.

Maintaining an Account Balance. Participants were concerned about maintaining sufficient funds in their toll account to cover their trips. They were interested in paying for tolls in a variety of ways including setting up automatic payments, using a monthly pass, or being billed at the end of the month.

Ease of Signing Up: Participants shared the importance of providing language assistance services to help individuals with limited English proficiency register for toll accounts. Participants suggested

partnering with community-based organizations to assist with the registration process and providing registration services at community events, grocery stores, and other community spaces.

Accessible Materials. Participants noted that materials need to be available in different languages. Participants suggested including a notification on envelopes or postcards that is easily recognizable in different languages to ensure people do not discard mail.

Table 6-2 Vietnamese Discussion Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> • Participants were hesitant about signing up for a prepaid toll account. They felt that setting up automatic payments would be easier than replenishing the account with funds and didn't want to worry about their balance. Participants were interested in purchasing a monthly pass or being billed at the end of the month. • Participants shared that providing in-person account services in different languages would be helpful for seniors and individuals with limited English proficiency.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> • Participants suggested providing signage on the highway near toll gantries with information about how to sign up for a toll account and pay your toll bill. • Participants suggested mailing information in various languages and helping people register for accounts at community events, grocery stores, and community-based organizations. • Participants suggested providing incentives to get community members to sign-up for accounts.
What are ways to get and keep up-to-date information on toll accounts?	<ul style="list-style-type: none"> • Participants suggested automatically updating toll accounts when information with the DMV changes. • Participants suggested using a quarterly pop-up or a reminder when replenishing funds to update personal information.

Discussion Group Summary

<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> Participants shared that the best way to alert someone of an overdue payment would be by mail. Mailings should be in various languages with a notification on the envelope to prompt people to open it. Text messages and emails would also be effective ways for someone to find out that they were missing a payment. Participants suggested using social media posts to remind people to check their accounts, so they don't miss payments. Customer service should be available in multiple languages. Participant shared that automated systems are often challenging for individuals with limited English proficiency.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> Participants shared that community members may be hesitant to provide information to government agencies, especially after the DMV breach. It's important to share how data will be protected. Participants were supportive of providing proof of enrollment in another low-income program to qualify.

Figure 6-1 Vietnamese Discussion Group Zoom Poll 1

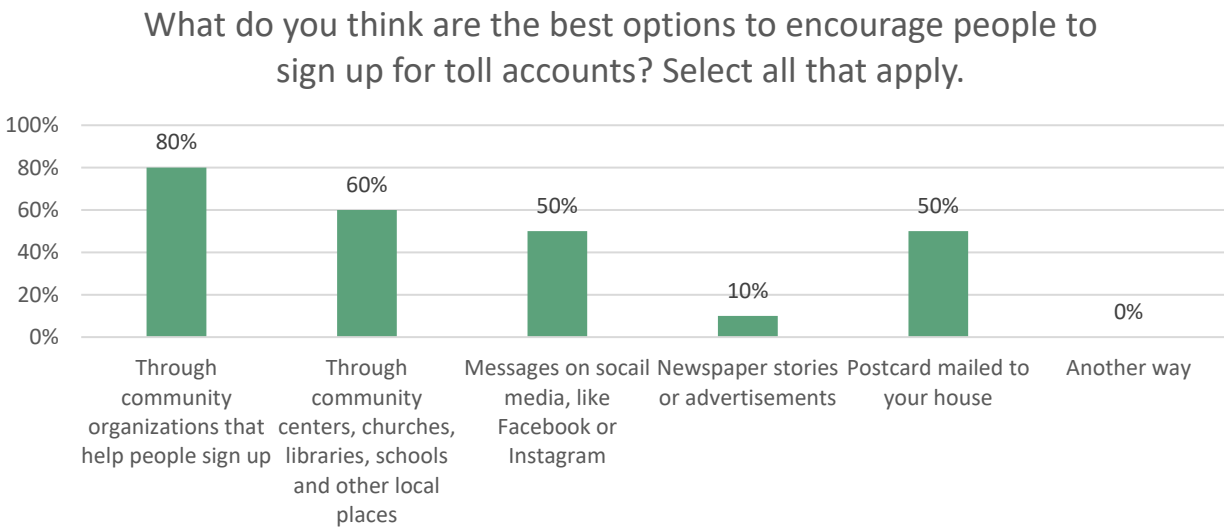
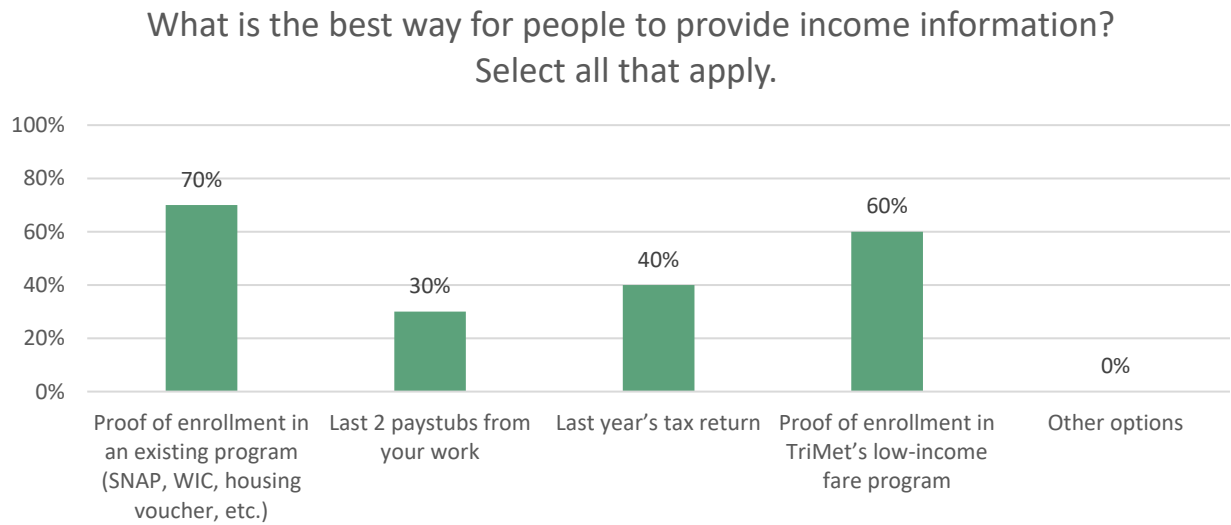


Figure 6-2 Vietnamese Discussion Group Zoom Poll 2



People with Disabilities Discussion Group

Table 6-3 People with Disabilities Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
People with Disabilities	Trevor Attenberg	August 7, 2023, 5:30 – 7pm	10 (4 staff, 6 participants)

Themes that commonly appeared in the People with Disabilities discussion group included rideshare considerations, accessibility, and income verification.

Rideshare Considerations. Many participants rely on various vehicles and drivers, making it difficult to cover the tolls, especially if the cost varies. Participants were concerned about not being able to transfer a discount to different cars or ride services.

Accessibility. Participants shared the importance of providing information orally, in the form of short videos, and ensuring all platforms used WCAG (Web Content Accessibility Guidelines).

Income Verification. Participants felt that existing discount programs could be used to qualify for the Low-Income Toll Program. Participants were interested in exemptions for people living with disabilities.

Table 6-4 People Living with Disabilities Discussion Group Summary Figure

Discussion Group Summary

Question	Key Themes
<p>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</p>	<ul style="list-style-type: none"> • Participants were interested in learning how a discount could be applied to different cars and ride services. • Participants were interested in why a pre-paid account would cost less.
<p>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</p>	<ul style="list-style-type: none"> • Participants expressed that information should be shared orally, via short videos, in addition to written formats. Participants recommended using Washington’s Good to Go program as a model. This program eliminates late fees for account holders.
<p>What are ways to get and keep up-to-date information on toll accounts?</p>	<ul style="list-style-type: none"> • Participants shared that they would be hesitant to provide personal information because of the recent DMV data breach. • Participants stressed that the toll website or application needs to meet Web Content Accessibility Guidelines (WCAG). Participants clarified that apps are not always WCAG regulated. Captcha also creates accessibility issues.
<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> • Participants shared that text messages and emails are the most reliable methods of communication. Emails and phone calls are also good notification options.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> • Participants mentioned numerous programs that could be used to qualify for the Low-Income Toll Program, including Oregon Health Plan (OHP), Supplemental Security Income (SSI), and Social Security Disability Income (SSDI). Participants shared that connecting Home Care Services and determining eligibility regardless of income would make tolling more inclusive. • Participants shared that public transit is not accessible to many people living with disabilities. • Participants were concerned about the amount of information needed to sign up for the Low-Income Toll Program. Participants were interested in registering for the Low-Income Toll Program using government assistance programs as a qualifier.

Figure 6-3 People Living with Disabilities Discussion Group Zoom Poll 1

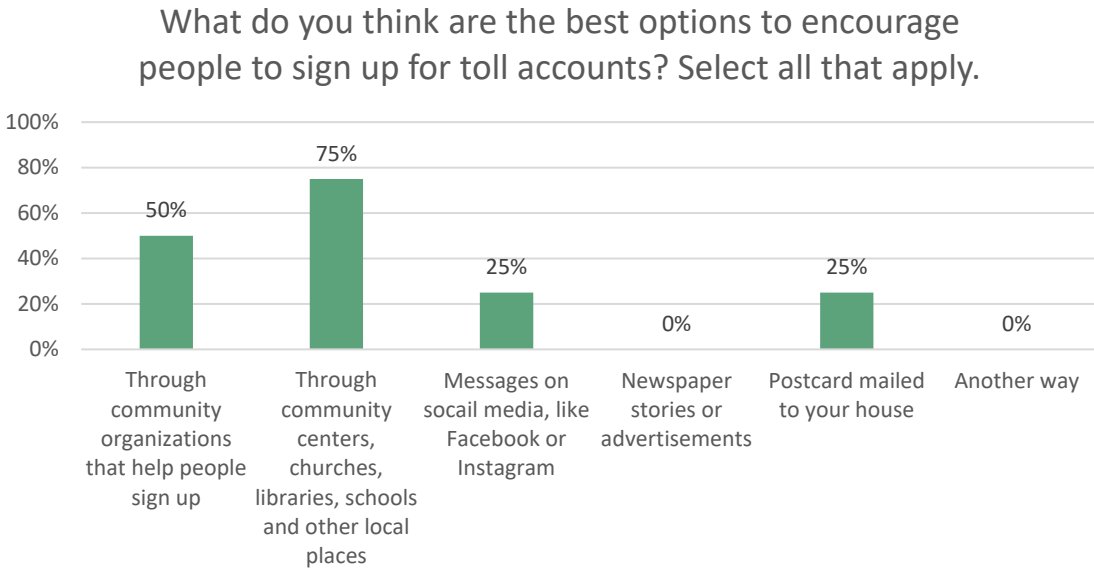
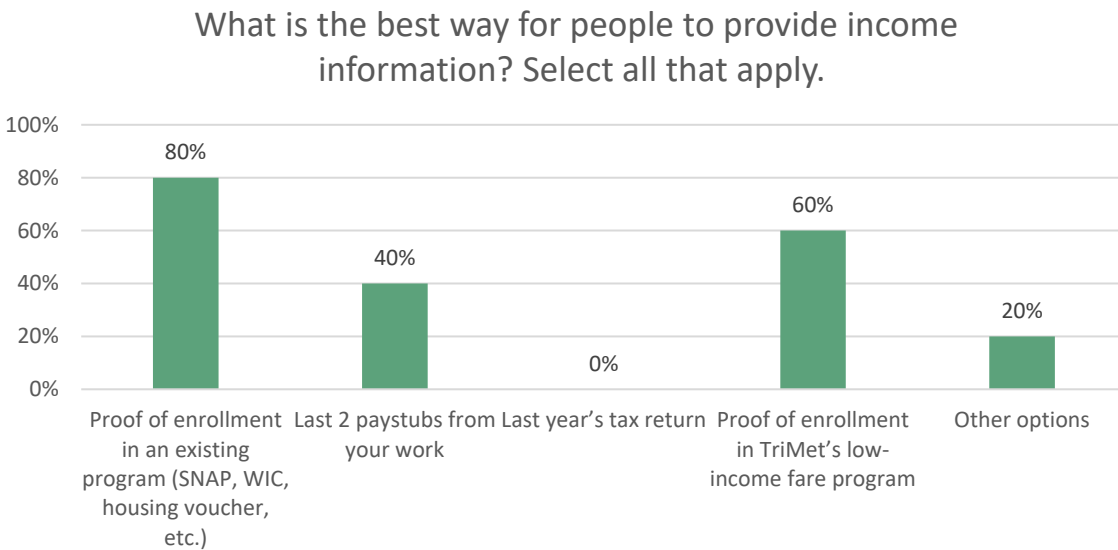


Figure 6-4 People Living with Disabilities Discussion Group Zoom Poll 2



Chinese Discussion Group

Table 6-5 Chinese Community Discussion Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Chinese Community	Yvonne Li	August 8, 2023, 5:30 – 7pm	15 (3 staff, 12 participants)

Themes that commonly appeared in the Chinese Community discussion group included privacy concerns and ease of use.

Privacy Concerns. Participants expressed concerns about providing personal information that would be stored on a database and linking credit or debit cards to an account. Participants would prefer to use enrollment in existing programs to qualify for a discount and to manually reload their accounts to limit security risks.

Ease of Use. Participants shared the importance of creating user-friendly communications, websites and apps. Participants preferred a variety of communication methods and agreed that all communications must be provided in multiple languages.

Table 6-6 Chinese Discussion Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> Participants shared that they would sign up for the pre-paid account because of the lower cost. Participants shared that it would be helpful to receive an automatic reminder to add money to their toll account when their balance was low. Some participants were concerned about connecting their account to a credit or debit card because of the recent DMV data breach. Participants shared that they would prefer to reload their toll accounts manually, rather than have their information stored in the system.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> Participants shared that in-person communication options and assistance for account registration would be beneficial for individuals with limited English proficiency. Participants recommended using culturally specific social media accounts to share information, like WeChat. Participants preferred receiving information in the mail because it would seem more legitimate coming from a government agency.

Discussion Group Summary

<p>What are ways to get and keep up-to-date information on toll accounts?</p>	<ul style="list-style-type: none"> • Participants were supportive of using an app because it would be easy to use and convenient. • Participants would prefer a centrally located place where they could find information about where the tolls were, how far away they were from their location, and what the cost would be. • Some participants were supportive of receiving text or email alerts.
<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> • Participants preferred mailed notices because they seem more legitimate and would not be discarded. Participants recommended providing information in multiple languages. • Some participants were not supportive of phone notifications, given the number of phone scams. Participants felt that a phone service would confuse people and open them up to further fraud opportunities.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> • Participants believed it would be best to share proof of enrollment in existing programs to qualify for a discount program. Participants did not feel comfortable providing personal information to a database.

Figure 6-5 Chinese Discussion Group Zoom Poll 1

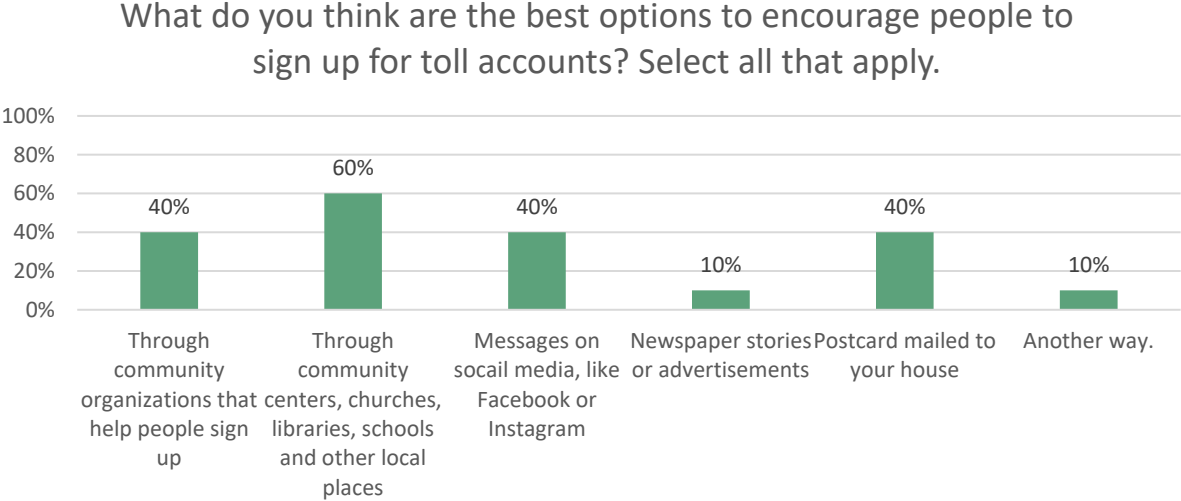
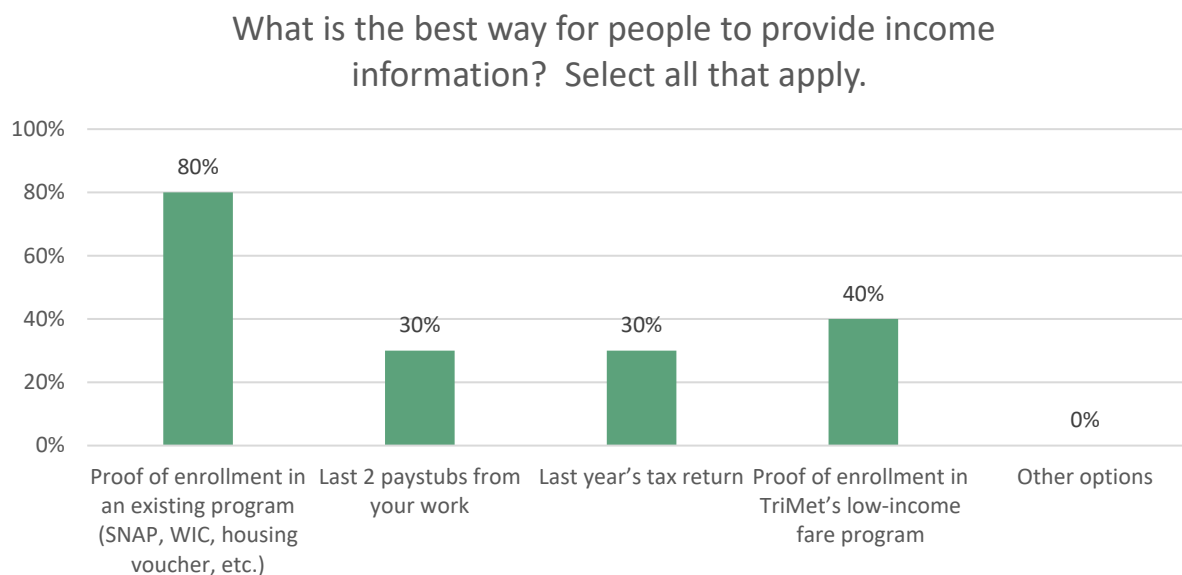


Figure 6-6 Chinese Discussion Group Zoom Poll 2



Latinx Discussion Group

Table 6-7 Latinx Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Latinx Community	Romeo Sosa	August 9, 2023, 5:30 – 7pm	19 (3 staff, 16 participants)

Themes that commonly appeared in the Latinx discussion group included concerns about surprise toll bills, partnering with community-based organizations, and sharing information about tolling.

Surprise Toll Bills. Participants were concerned about someone borrowing their car and acquiring unknown toll bills. To avoid this, participants shared that they would register for a toll account.

Partnering with Community-Based Organizations. Participants were concerned about making mistakes when using the online toll account system. Participants would prefer to visit community-based organizations for help with registering, paying, and updating information.

Sharing Information. Some participants had never heard about the Oregon Toll Program. Participants recommended sharing more information about tolling to build trust with the community.

Table 6-8 Latinx Discussion Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> • Participants shared that they would sign up for a toll account if the cost was lower. • Participants were concerned about surprise toll bills if someone borrowed their car. To prevent this, participants agreed that they would open a toll account.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> • Participants would prefer to register for a toll account through trusted community-based organizations. They felt that these organizations would help them avoid language-based errors. • Participants suggested sharing information about tolling through social media and the mail.
What are ways to get and keep up-to-date information on toll accounts?	<ul style="list-style-type: none"> • Participants shared that they prefer email and text communications because they are quick and easy. • Some participants mentioned that they would not feel comfortable giving out their mailing address for communications.
We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?	<ul style="list-style-type: none"> • Participants shared that an app with notifications would allow for real-time updates. Several participants shared that they would prefer email or text message notifications because they would not need to download an app.
What is the best way for people to provide income information? (multiple choice)	<ul style="list-style-type: none"> • Participants shared that they would prefer using the last two paystubs or enrollment in an existing discount program to apply for the Low-Income Toll Program. • Participants felt that community members who live or work on the I-205 should receive a special toll rate.

Figure 6-7 Latinx Discussion Group Zoom Poll 1

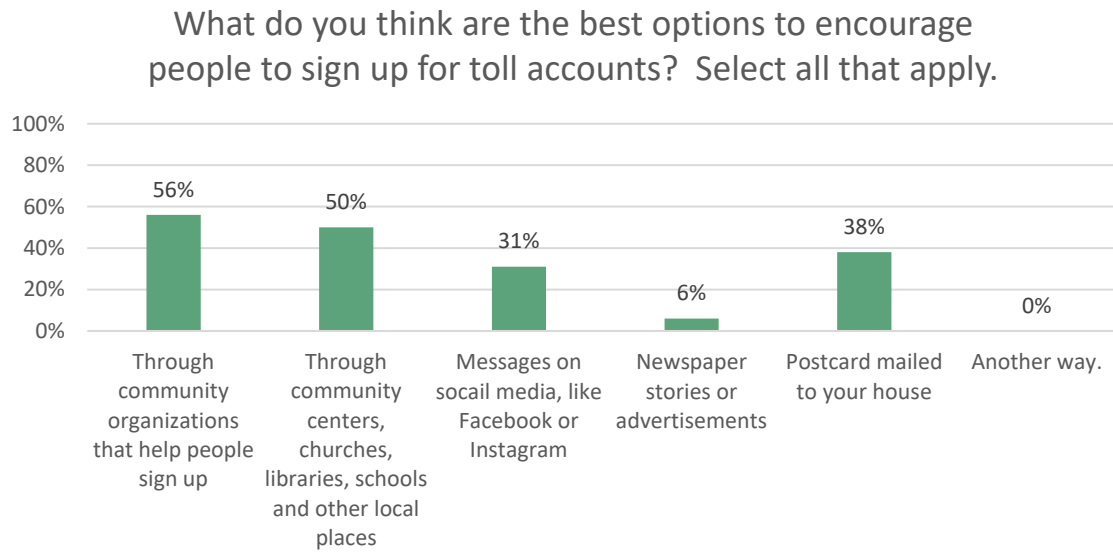
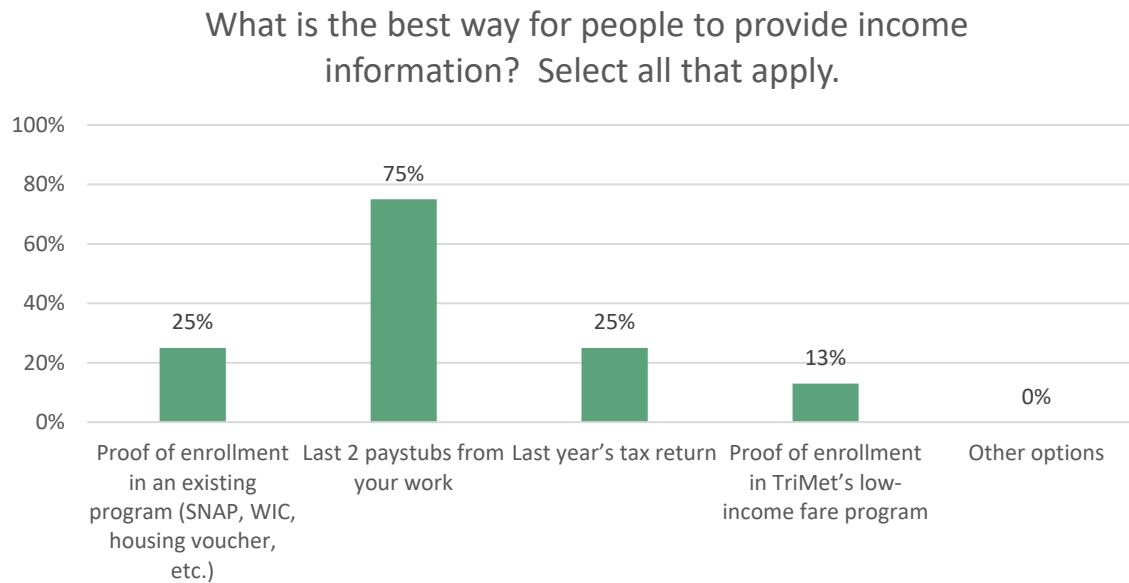


Figure 6-8 Latinx Discussion Group Zoom Poll 2



Black and African Discussion Group

Table 6-9 Black and African Discussion Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Black and African Community	Roseline Yunusa-Vakkai	August 11, 2023, 5:30 – 7pm	14 (3 staff, 11 participants)

Themes that commonly appeared in the Black and African discussion group included income verification, community partnerships, and citizenship barriers.

Income Verification. Participants shared concerns with income verification options for the Low-Income Toll Program. Many assistance programs have qualifiers that are not accessible to immigrants. Participants suggested that community-based organizations could distribute toll vouchers to individuals that meet income requirements but may not qualify for the Low-Income Toll Program.

Community Partnerships. Participants suggested partnering with community-based organizations to assist with signing up for toll accounts and maintaining toll account information. Participants shared that they trust community-based organizations to handle their personal information with care.

Citizenship barriers. Participants expressed concerns that unpaid toll bills could impact applications for citizenship. Participants were also concerned about undocumented individuals providing information to the government.

Table 6-10 Black and African Discussion Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> Participants shared that they would sign up for a pre-paid account if it was the lowest price. Participants suggested incentivizing signing up for a pre-paid account with a bonus or extra funds.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> Participants recommended providing account services at stores to replenish toll account or pay toll bills. Participants agreed that providing information through social media, billboards, or community gathering spaces is the best way to reach a broad audience. Participants recommended providing account services through churches, libraries, and schools.

Discussion Group Summary

<p>What are ways to get and keep up-to-date information on toll accounts?</p>	<ul style="list-style-type: none"> • Participants suggested using a variety of options to keep information up to date to appeal to different ages and demographics. • Participants suggested partnering with community-based organizations to assist the community with keeping toll account information up to date.
<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> • Participants were concerned that unpaid tolls could jeopardize their citizenship status.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> • Participants were concerned that people who are unemployed or unable to work would not have W-2s or paystubs and would not qualify for the Low-Income Toll Program. • Participants suggested providing community-based organizations with toll vouchers. This would be especially beneficial for undocumented individuals that may not qualify for the Low-Income Toll Program. • Participants suggested that bank statements or employee verification letters also be considered for the Low-Income Toll Program verification. • Participants expressed concerns about undocumented individuals providing personal information to register for a toll account or the Low-Income Toll Program.

Figure 6-9 Black and African Discussion Group Zoom Poll 1

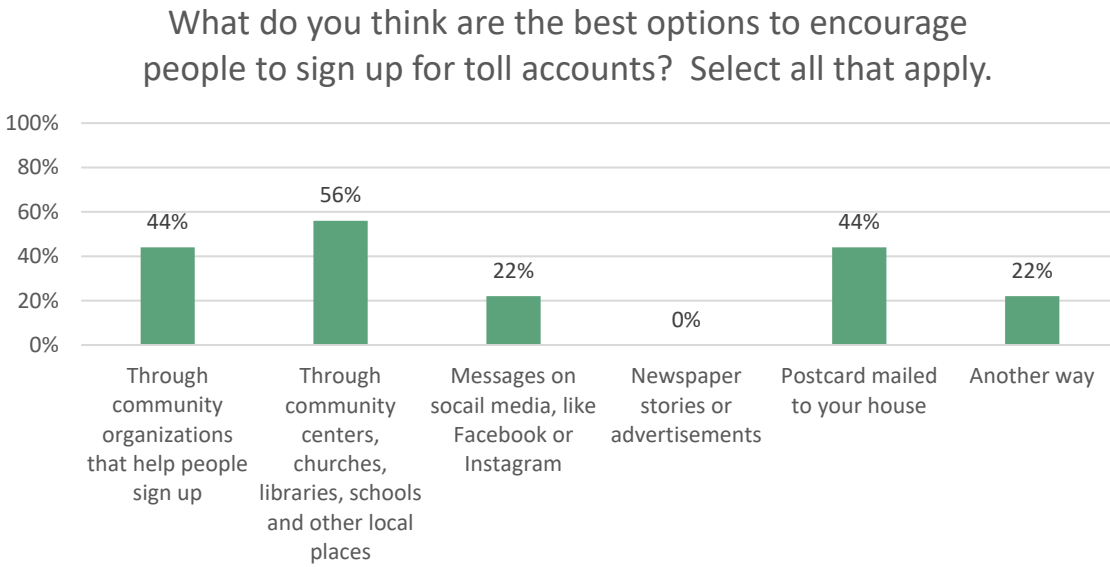
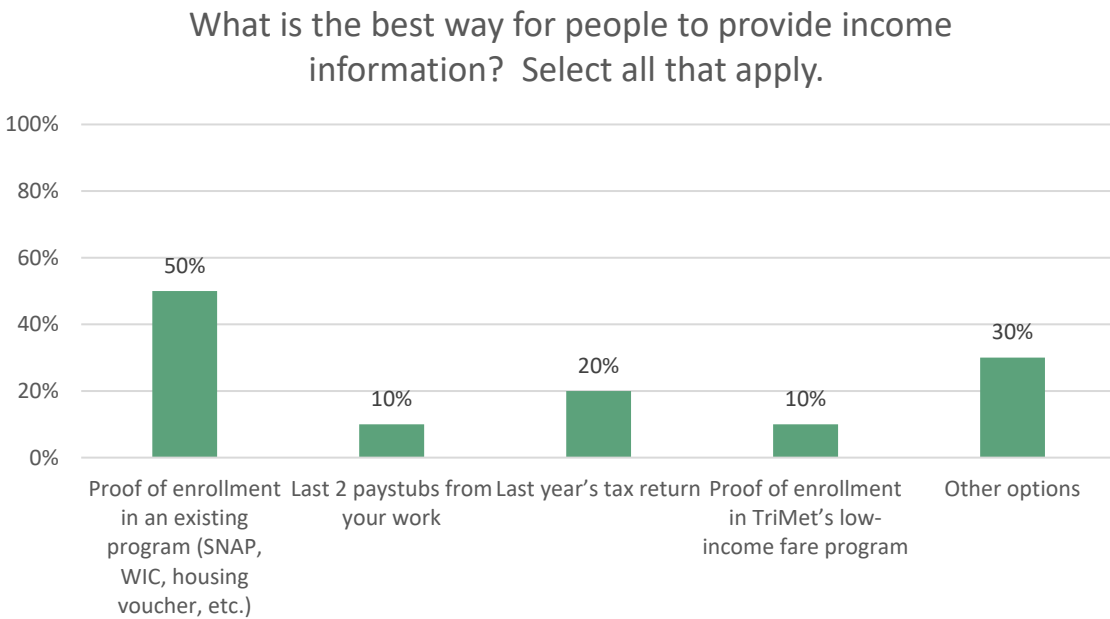


Figure 6-10 Black and African Discussion Group Zoom Poll 2



Racial and/or Ethnic Minority (BIPOC) Discussion Group

Table 6-11 BIPOC Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Racial and/or Ethnic Minority (BIPOC) Community	Lung Wah Lazum	August 11, 2023, 5:30 – 7pm	18 (4 staff, 14 participants)

Themes that commonly appeared in the BIPOC discussion group included ease of access and frequent notifications.

Ease of Access. Participants were concerned that registering for a toll account would be difficult and suggested making the program as easy to access as possible. Participants suggested developing visual aids and informational materials to guide enrollment. Participants preferred using an app because it would be easy to understand and navigate.

Frequent Notifications. Participants expressed their desire to have all aspects of the tolling account be as quick and easy as possible. Participants wanted notifications to be sent through an application or email immediately after a toll was passed without payment. Participants recommended advertising for the accounts on social media so that they could register immediately after seeing the post.

Table 6-12 BIPOC Discussion Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> Participants shared that they would choose the option that was the lowest price. Participants were frustrated that the pre-paid option would cost the least because not everyone has extra money to add to an account. Some participants were concerned that signing up for the program might be difficult. Participant wanted to know if account funds would expire after a certain amount of time.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> Participants agreed that the best ways to reach a broad audience would be through social media, billboards, or community gathering spaces. Participants suggested using advertisements on social media with information about how to register for an account. Participants also liked the idea of registering at a church, library, or school to avoid errors.

Discussion Group Summary

<p>What are ways to get and keep up-to-date information on toll accounts?</p>	<ul style="list-style-type: none"> • Participants were interested in using an app to access information. Some participants expressed concern that not everyone would be able to use apps, and they would prefer email or mail. • Participants suggested providing daily email of push notifications about account activities.
<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> • Participants shared that app and email notifications would be the best options to remind someone their toll payment is coming up or to notify someone that they missed a payment. Mail and phone notifications could also be used. Participants expressed that they would want to receive a notification immediately after they missed a payment. • Participants suggested providing a penalty for late payment to incentivize people to make their payments on time. They noted that the penalty should not be expensive.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> • Participants shared that the best option was to use proof of enrollment in another program to qualify for the Low-Income Toll Program. • Participants listed Medicaid and Medicare as additional programs to consider for enrollment. • Participants were interested in providing exemptions for low-income, refugee, and immigrant communities and people living with disabilities.

Figure 6-11 BIPOC Discussion Group Zoom Poll 1

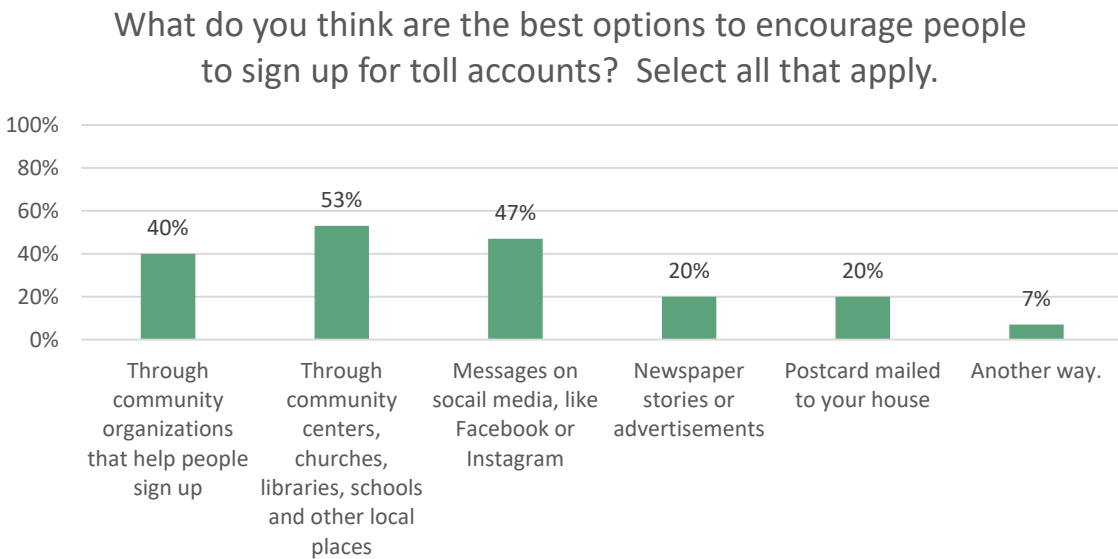
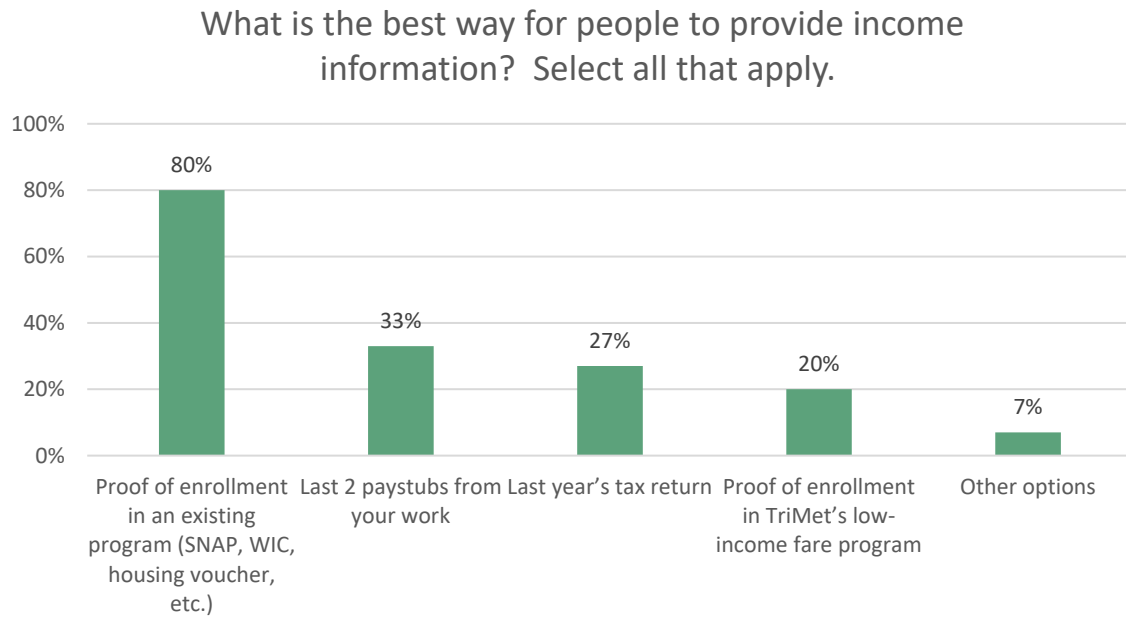


Figure 6-12 BIPOC Discussion Group Zoom Poll 2



Slavic Discussion Group

Table 6-13 Slavic Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Slavic Community	Hanna Grishkevich	August 14, 2023, 5:30 – 7pm	18 (3 staff, 15 participants)

Themes that commonly appeared in the Slavic discussion group included the cost burden of tolling and toll notifications.

Cost Burden. Participants were concerned that the people who would most be impacted by tolls would be middle class families that frequently drive on tolled roads. Participants suggested there be exceptions for trips for school and work related activities.

Toll Notifications. Participants shared their concern about missing communications relating to tolling. Participants mentioned that they do not read mail that could be perceived as “junk” and do not answer phone calls from unknown numbers. They suggested using billboards and social media posts to remind community members to look at their tolling account would prevent missed communications.

Table 6-14 Slavic Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> Participants were interested in signing up for a toll account to pay the lowest price. Participants were concerned about the cost of the toll, especially those that travel on roads that would be tolled up to 5 times per day for work. Participants noted that they would prefer to pay in person for the toll, if they did not have money on their account, rather than receive a bill in the mail.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> Participants suggested advertising on billboards to inform people that there will be tolls in advance of driving through them. Participants noted that the message should be short and informative. Participant shared that advertising on social media would help reach a wider audience and would help keep the community informed about any changes or updates.

Discussion Group Summary

<p>What are ways to get and keep up-to-date information on toll accounts?</p>	<ul style="list-style-type: none"> • Participants would treat toll bills similar to other bills, with the understanding that they would have to keep their information up to date. • Participants suggested working with the DMV to keep information up to date.
<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> • Participants shared that email is the best form of contact. People do not answer calls from unknown numbers and may dispose of mail. • Participants mentioned that having a way to pay for the toll in person would prevent people missing a payment.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> • Participants were concerned that providing the last two paystubs would not work for someone whose employment was recently terminated. They suggested providing a letter of unemployment to be eligible for immediate assistance.

Figure 6-13 Slavic Discussion Group Zoom Poll 1

What do you think are the best options to encourage people to sign up for toll accounts? Select all that apply.

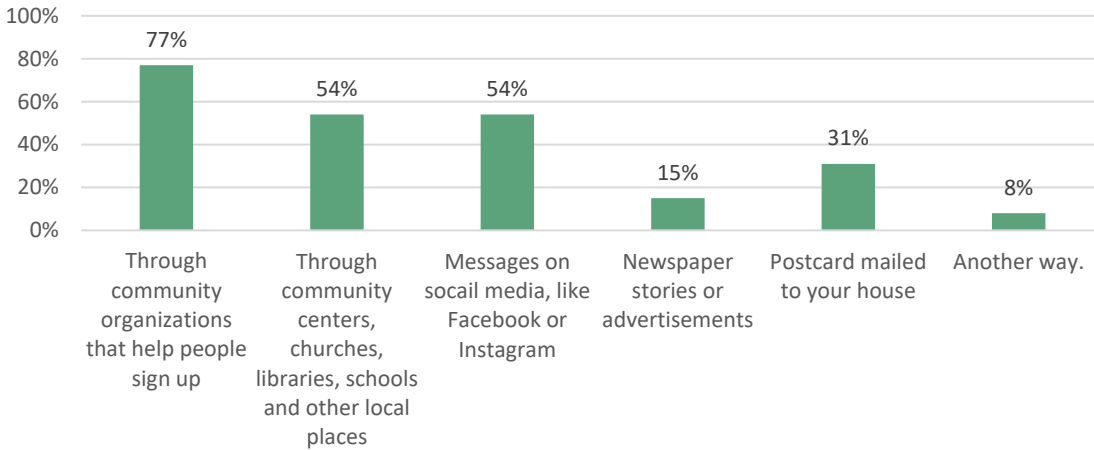
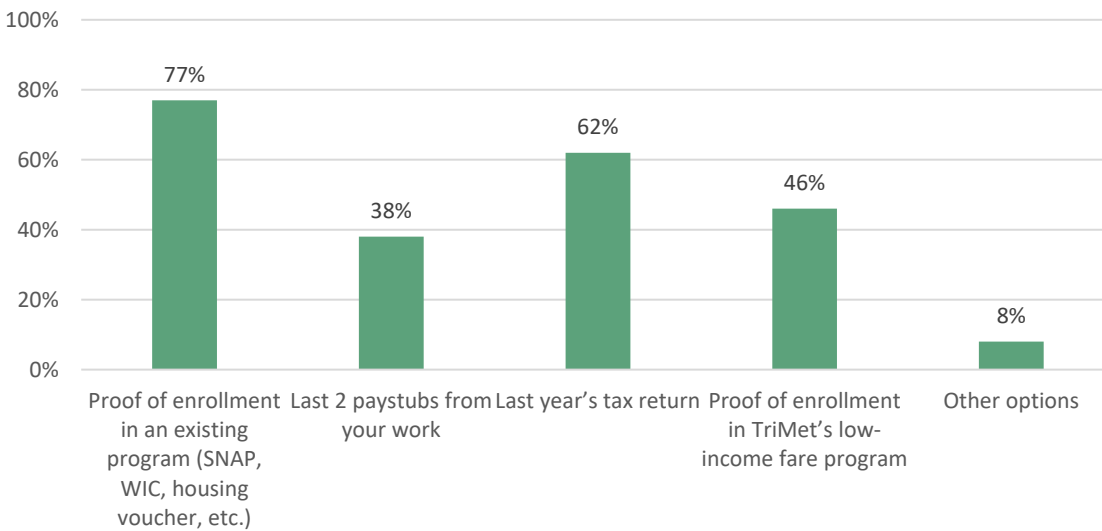


Figure 6-14 Slavic Discussion Group Zoom Poll 2

What is the best way for people to provide income information? Select all that apply.



Tribal and Native American Discussion Group

Table 6-15 Tribal and Native American Group Summary – Facilitator, Date, Time, Attendees

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Tribal and Native American Community	Daria Bingham	August 17, 2023, 5:30 – 7 pm	10 (5 staff, 5 participants)

Themes that commonly appeared in the Native American discussion group included privacy concerns, using a variety of communications methods, and exemptions for tribal members.

Privacy Concerns: Participants expressed distrust for government agencies and concerns about the recent DMV data breach. Participants shared that they would be hesitant to provide personal and income information to sign up for an account or enroll in a discount program.

Communications Methods. Participants recommended using a variety of communication methods to reach audiences of different ages including push notifications, email and text updates, and mailed information.

Exemptions for Tribal Members. Participants shared multiple times that they believed members of the federally recognized tribes should be exempt from tolling. They stated that this would be a way to establish more trust with the members and to help their community.

Table 6-16 Tribal and Native American Discussion Group Summary

Discussion Group Summary	
Question	Key Themes
If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?	<ul style="list-style-type: none"> • Participants mentioned that they did not trust ODOT to protect their information from data breaches. However, they would likely register for the toll account if it was the best deal. • Participants shared that the online account system would be difficult to access for seniors or others that are not technologically savvy. • Some participants shared that they would actively avoid tolls by driving on other roads.
What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)	<ul style="list-style-type: none"> • Participants were interested in seeking help from community-based organizations when registering for an account. Participants were concerned that assisting the community with toll registration would create too much work for the community-based organizations and suggested providing compensation. • Participants suggested working with the Native American Youth and Family Center (NAYA), the Confederated Tribes of Siletz Indians, JOIN, Indian Health Services, and Impact NW.

Discussion Group Summary

<p>What are ways to get and keep up-to-date information on toll accounts?</p>	<ul style="list-style-type: none"> • Participants shared that a text or email would be the best way to keep information up to date. Participants also suggested using push notifications to remind people to update their information. • Participants shared that many people have P.O. Boxes and are not able to check them frequently so an electronic notification would be the most helpful.
<p>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</p>	<ul style="list-style-type: none"> • Participants mentioned that young people would prefer text and email reminders, but older people would prefer mailed or in-person information.
<p>What is the best way for people to provide income information? (multiple choice)</p>	<ul style="list-style-type: none"> • Participants shared that proof of enrollment in a state program would be the best way to apply for the Low-Income Toll Program. • Participants were concerned about providing personal information to register for the program that could be susceptible to a data breach.. • Participants felt strongly that members of Federally Recognized Tribes should be exempt from paying tolls. Membership could be confirmed through the tribes or through the school system.

Figure 6-15 Tribal and Native American Discussion Group Zoom Poll 1

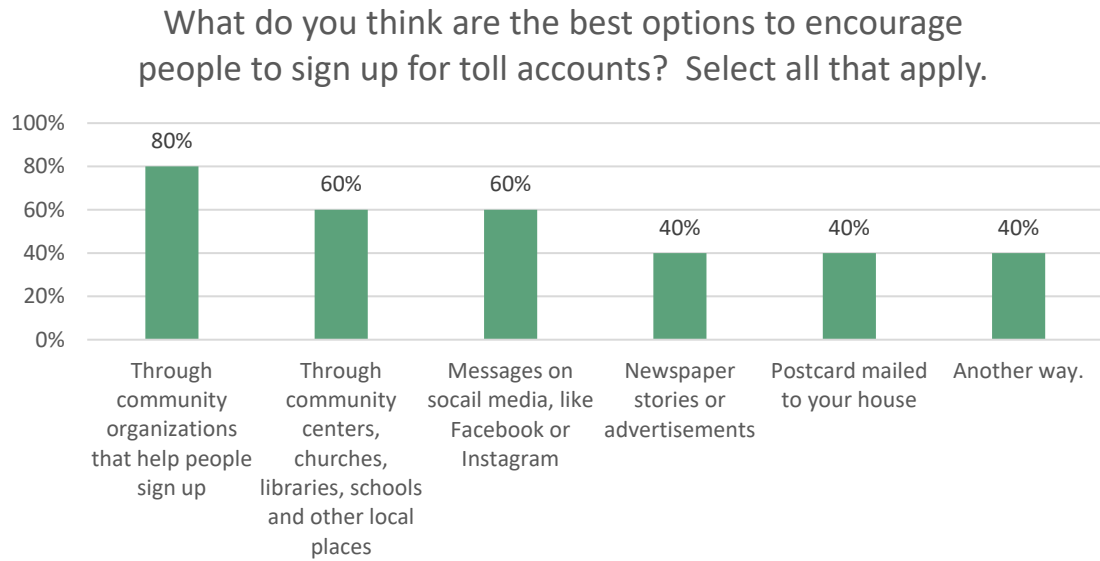
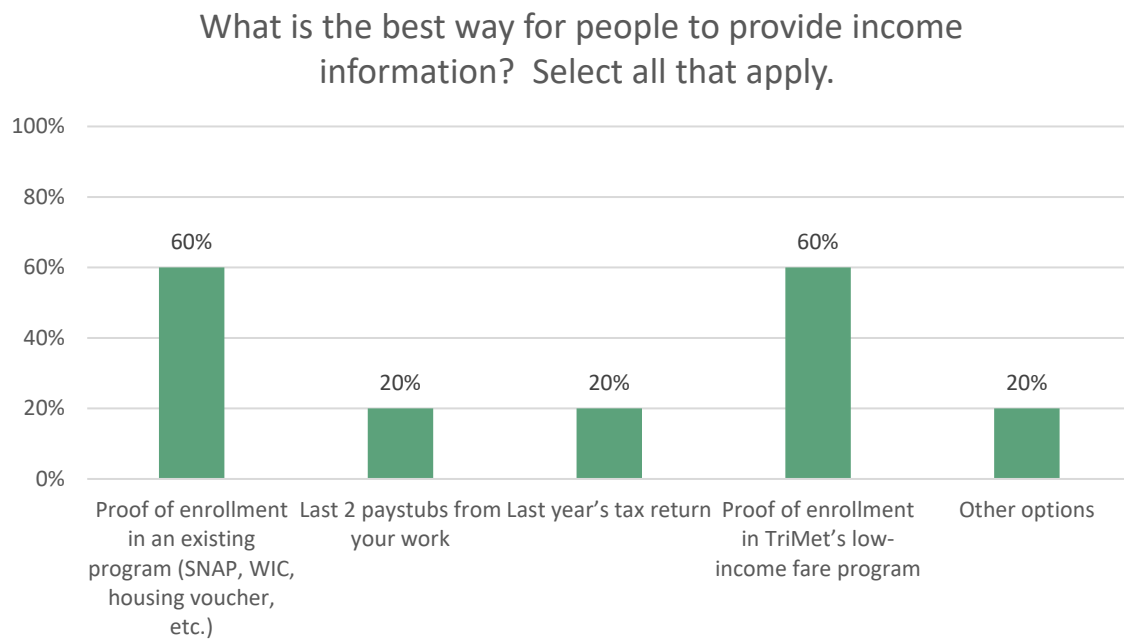


Figure 6-16 Tribal and Native American Discussion Group Zoom Poll 2



Trucking

September 27 Webinar Attendees	October 25 Webinar Attendees
Associated General Contractors Oregon Chapter	AGC Oregon
Bestpass	Bestpass
Boshart Trucking	Boshart Trucking
Combined Transport	Bridgeway
Comdata	CDM Smith
FastCore	Disdero Lumber Company
Hill Meat Company	Hill Meat Company
Hughes Fire Equipment	Hughes Fire Equipment
Identity Clark County	Iwasaki Bros
JJ Keller	Lile Relocation Services
PGN	Market Express
Premier Truck Group	Oregon Beverage Recycling Cooperative
Providence	Oregon Trucking Online
Quality Trading Co	Port of Portland
RSB Logistic Group	Premier Truck Group
Ryder	Providence
Schneider Electric	Quality Trading USA
Signature Transport Inc	Sunstate Equipment
Tillamook	Thornrun
Waste Connections	Tillamook
Waste Management	

September 27 Commerce and Compliance Division Brown Bag Webinar

Subject	Commerce and Compliance Division Brown Bag Webinar
Date and Time	September 27, 2023 12:00 pm – 1:00 pm PST
Location	Virtual Teams Meeting
Attendees	25
Staff, Presenters, and Committee Members	James Buell (ODOT), Michelle Bowlin (ODOT), Elisha Brackett (ODOT), Jennifer Galvin (ODOT), Philip Grant (ODOT), Sven Johnson (ODOT), Chuck Larsen (ODOT), Jason Lawrence (ODOT), Renee Mercado (ODOT), Phil Miller (ODOT), Kim Ostrin (ODOT), Carla Phelps (ODOT), Tamera Prince (ODOT), Garet Prior (ODOT), Amy Ramsdell (ODOT), Howard Russell (ODOT), Ryan Sinks (ODOT), Hannah Williams (ODOT), Yvonne Wolf (ODOT), Sylvia Ciborowski (Kearns & West), Kirsten Hauge (Kearns & West), Ellen Palmquist, (Kearns & West), Amira Streeter (Kearns & West), Josh Channell (WSP)

Materials

- Annotated agenda
- Presentation slides

Attendee	Organization
Angela Anderson	RSB Logistic Group
Samia Barakat	Ryder
Scott Bishop	Signature Transport Inc
Brant Boyer	NA
Tom Campbell	NA
Mike Card	Combined Transport
Eric Carlson	JJ Keller
Laura Cook	Providence
Julie Doney	FastCore
Matt Eide	Quality Trading Co
Katie Kawasoe	Hill Meat Company
Tanner Lloyd	Associated General Contractors Oregon Chapter
Pat McHugh	Tillamook
Jo Moody	PGN
Megan Pearl	Comdata
Sean Philbrook	Identity Clark County
Marge Reed	NA
Mary Richards	Bestpass
John Schmitz	Premier Truck Group
Hedie Schulte	Boshart Trucking
Sheryl Sherry	Schneider Electric
Alvara Stroh	Waste Management
Sheri Taylor	Hughes Fire Equipment
Audra Tiller	Waste Connections
Margaret Valdez	Waste Management

Event Summary

The Commerce and Compliance Division (CCD) Brown Bag Webinar began at 12:00 pm on Wednesday, September 27, 2023. The objectives of the webinar were to:

- Share an overview of the Oregon Toll Program and project updates.
- Gain feedback on the tolling approach to enrollment and compliance for commercial accounts. Input will be shared with ODOT and STRAC to inform the rulemaking process and operations development.
- Share information about the rulemaking process and the upcoming October webinar on draft plans for vehicle classification and cost.
- Answer questions about the Oregon Toll Program.

The webinar was open to invited members of the freight community. Attendees registered ahead of time on the CCD website.

The virtual discussion was facilitated by Jason Lawrence, ODOT. The meeting opened with a presentation from Gareth Prior, ODOT, on the Oregon Toll Program. Gareth Prior and Phil Miller, ODOT, shared additional information about enrollment and compliance followed by time for Q&A and discussion.

Oregon Toll Program Update

Gareth Prior shared an overview of the Oregon Toll Program, described how tolling will work, and shared updates on the Regional Mobility Pricing Project, the I-205 Toll Project, and the statewide toll rulemaking process.

Enrollment and Compliance Approach

Gareth Prior and Phil Miller presented the draft plan for enrollment and compliance for commercial customers and how it addresses questions and comments from trucking customers. Participants shared the following questions and comments.

Question: Will weight mile tax rates be reduced when tolling is implemented?

- **Response from ODOT:** *ODOT will consider the weight mile tax when setting toll rates for commercial vehicles. There will be a higher toll rate for commercial vehicles.*

Question: Will commercial vehicles have to pay tolls on sections where weight mile tax is also paid?

- **Response from ODOT:** *Yes, ODOT anticipates that this will be an additional fee to use those facilities.*

Comment: How is ODOT balancing exemptions and the Low-Income Toll Program with revenue needs?

- **Response from ODOT:** *Exemptions and the Low-Income Toll Program will be factored into the analysis to understand what toll rates need to be. Initial analysis for the Low-Income Toll Program shows a low impact to revenue generation. ODOT wants to keep administrative costs low for the groups that are exempt from tolling. ODOT is considering exemptions connected to safety, transportation response, equity, and climate needs.*

Comment: Trucking and freight companies are concerned that existing fees are not being spent to expand and modernize roads.

Question: Why can't ODOT increase the fuel tax?

- **Response from ODOT:** *Revenue generation is an ongoing challenge. ODOT feels the needed investments can be delivered with tolling. ODOT will keep administrative costs as low as possible to keep toll costs as low as possible.*

Question: Will there be electronic tolls from the Abernethy Bridge to the I-205 Bridge? I'm familiar with tolls for bridge projects, but this sounds like a new revenue stream.

- **Response from ODOT:** *There will be additional toll gantries along the I-5 and I-205 corridors. ODOT does not know the specific toll gantry locations. The I-205 Toll Project and the Interstate Bridge Replacement Program would use tolls to pay for new infrastructure. RMPP will apply congestion pricing, which means higher tolls would be charged during rush hours and lower (or no) fees would be charged during busy times of day, to reduce congestion. This model is used in New York City as well.*

Question: Does congestion pricing work to reduce traffic?

- **Response from ODOT:** *Congestion pricing has worked for other facilities. ODOT is planning to set toll rates for specific times of day so people can plan their trips in advance. A small change in traffic during peak periods can yield a change in the system. Toll rates would be lower during certain times of day.*

Comment: It would make more sense to add the average cost per mile that commercial vehicles pay in taxes to electric vehicles and bicycles.

Comment: Trucking and freight companies do not have control over delivery windows and often must travel during peak times. Concerned about providing discounts and exemptions for certain users.

- **Response from ODOT:** *ODOT recognizes that tolling will impact business models. A small reduction in the amount of traffic on the road (3-5%) will increase free flowing traffic. ODOT will watch the system closely to optimize toll rates and service offerings.*

Comment: Historically, commercial vehicles have not seen prices decrease. Once rates are set, we assume they will increase.

Next Steps

Garet Prior shared next steps for the rulemaking process and the following opportunities for further engagement:

- Complete a survey for the Regional Mobility Pricing Project from Sept. 26-Oct. 9.
- Join the CCD webinar on October 25 to learn more about the rulemaking process and discuss vehicle rate structures.
- Attend and provide comments at tolling advisory committee meetings.
- Share input on draft rules during the rulemaking public comment period and public hearing in early 2024.

Closing

Garet Prior and Jason Lawrence thanked the attendees for their participation and closed the meeting.

Resources

- September 27 CCD Brown Bag Webinar Recording: <https://www.youtube.com/watch?v=VMscjROm7Sw>
- Regional Mobility Pricing Project: <https://www.oregon.gov/odot/tolling/pages/i-5-tolling.aspx>
- I-205 Toll Project: <https://www.oregon.gov/odot/tolling/pages/i-205-tolling.aspx>
- Statewide Toll Rulemaking Advisory Committee: <https://www.oregon.gov/odot/tolling/Pages/Statewide-Toll-Rulemaking-Advisory-Committee.aspx>
- Toll Options Survey: <https://www.surveymonkey.com/r/69B6FPD>
- October Webinar Registration: <https://forms.office.com/Pages/ResponsePage.aspx?id=E9CwKLxGZEqNhhyKMc9ZDabDcToRA89JgcYI5eYAkBRUNjFDR0ZSSzJaRIRQQ1VJTEhLQTFEuu1XOC4u>

October 19 Motor Carrier Transportation Advisory Committee Summary

Subject	Motor Carrier Transportation Advisory Committee
Date and Time	October 19, 2023, 8:30 a.m. – 10:00 a.m.
Location	Hybrid via Teams and in-person at the Commerce and Compliance Division (CCD)
Project Staff Attendees	Garet Prior (ODOT), Phil Miller (ODOT), Daniel Porter (ODOT), Ellen Palmquist (K&W), Jason Lawrence (ODOT), Eliza Brackett (ODOT), Sven Johnson (ODOT), Boren John (ODOT), Kenneth Stewart (ODOT), Erik having (ODOT)

	Meeting Attendees	Organization/Role
1	Mark Gibson	NA
2	Kaiger Braseth	NA
3	Joseph Gardner	NA
4	Andrew Eno	FMCSA
5	Peter Van Houten	Bobs Metals
6	Tasha Cockreham	Highway Transport
7	Sherry Eidson	Peterson Trucks
8	Diane DeAutremont	Lile
9	Waylon Buchan	CFM PDX
10	Andrew Owens	AM Transport
11	Jana Jarvis	Oregon Trucking Associations, Inc.

* Other in-person attendees are not included.

Questions and Comments Received

Question: Who would be responsible for the toll if a tow truck is towing another vehicle?

- **Response from ODOT:** The intent would be for the vehicle towing to be responsible for the toll. We'll investigate what would happen if there was a toll tag in the vehicle being towed. We will be capturing license plates in addition to the transponders.

Question: Is the length category flexible? The longest log truck we use is 38 feet long.

- **Response from ODOT:** There will be a number of cases that are close to the long length category. ODOT can work with customers on a case-by-case basis to navigate this when they sign up for an account.

Action Items

- Phil/Garet: Look into toll responsibility for tow trucks towing an additional vehicle.
- Garet: Coordinate sharing STRAC packet/materials with MCTAC members for awareness.

October 25 Commerce and Compliance Division Brown Bag Webinar

Subject	Commerce and Compliance Division Brown Bag Webinar
Date and Time	October 25, 2023 12:00 pm – 1:00 pm PST
Location	Virtual Teams Meeting
Attendees	34 participants

**Staff,
Presenters,
and Committee
Members**

James Buell (ODOT), Elisha Brackett (ODOT), Jennifer Galvin (ODOT), Thomas Parker (ODOT), Chuck Larsen (ODOT), Jason Lawrence (ODOT), Phil Miller (ODOT), Kim Ostrin (ODOT), Carla Phelps (ODOT), Daniel Porter (ODOT), Tamera Prince (ODOT), Garet Prior (ODOT), Amy Ramsdell (ODOT), Ryan Sinks (ODOT), Hannah Williams (ODOT), Sylvia Ciborowski (Kearns & West), Madeline Kane (Kearns & West), Ellen Palmquist, (Kearns & West), Amira Streeter (Kearns & West)

Attendee	Organization
April	NA
Ashley Alcala	Disdero Lumber
Aubrey Staveley	Sunstate Equipment
Callie Weber	Badger State Western, Inc.
Carmen Merlo	Port of Portland
Christine Logue	Oregon Trucking Associations
Danielle	NA
Diane DeAutremont	Lile International Companies
Emily Eckert	Thorn Run Partners
Arti Gupta	CDM Smith
Heather Therriault	NA
Hedie Schulte	Boshart Trucking
Jean Ferl	Mount Shasta Bottling and Distributing
Jeanette Chambers	Sunstate Equipment
Joe Gardner	NA
John Schmitz	Premier Truck Group
Katie Kawasoe	Hill Meat Company
Kirsten Adams	Associated General Contractors Oregon-Columbia Chapter Foundation
Kyle Dickens	Hughes Fire Equipment
Laura Cook	Providence Health & Services
Marge Reed	NA
Marisol Cosme	Bridgeway
Mary Richards	Bestpass
Matt Eide	Quality Trading Co.
Melanie Dabulskis	Hill Meat Company
Mike Card	Combined Transport
Miti	NA
Rachael Howe	Market Express LLC
Sam Nathman	Oregon Beverage Recycling Cooperative
Scott Schriber	Tillamook County Creamery Association
Sean Philbrook	Identity Clark County
Sheri Taylor	Hughes Fire Equipment
Tanner Lloyd	Associated General Contractors Oregon Chapter
Thad Stovall	Iwasaki Bros., Inc.

Event Summary

The Commerce and Compliance Division (CCD) Brown Bag Webinar began at 12:00 pm on Wednesday, October 25, 2023. The objectives of the webinar were to:

- Share an overview of the Oregon Toll Program and project updates.
- Share a summary of what was heard during the September webinar.
- Gain feedback on the tolling approach to vehicle classification and cost for commercial accounts. Input will be shared with ODOT and STRAC to inform the rulemaking process and operations development.
- Answer questions about the Oregon Toll Program.

The webinar was open to invited members of the freight community. 34 attendees registered ahead of time on the CCD website.

- The virtual discussion was facilitated by Jason Lawrence, ODOT. The meeting opened with a presentation from Gareth Prior, ODOT, on the Oregon Toll Program. Gareth Prior, Daniel Porter, and Phil Miller, ODOT, shared additional information about vehicle classification followed by time for Q&A and discussion.

Oregon Toll Program Update

Gareth Prior shared an overview of the Oregon Toll Program and shared updates on the Regional Mobility Pricing Project, the I-205 Toll Project, and the statewide toll rulemaking process.

Vehicle Classification and Cost

Gareth Prior, Phil Miller, and Daniel Porter provided background information on the Highway Cost Allocation Study (HCAS). The HCAS is a study that is the main instrument used during legislative sessions to determine changes in weight-mile and fuel taxes and vehicle registration fees. ODOT staff then presented the draft plan for vehicle classification and cost for commercial customers. Participants shared the following questions and comments.

Question: Where is tolling addressed in the HCAS 2023 report?

- **Response from ODOT:** *Link to report appendix with information on tolling:*
<https://www.oregon.gov/odot/tolling/Documents/STRAC%20Meeting%208%20-%20Highway%20Cost%20Allocation%20Study.pdf>

Question: What is ODOT's plan for tolling oversized loads?

- **Response from ODOT:** *The oversized load would need a special permit. Oversized vehicles would be considered heavy vehicles for the purpose of the toll. In Oregon anything over 80,000 lbs. requires a size and weight permit. ODOT has annual or single trip permits depending on the size of the load. Tolling will not require any additional permits. Once enrolled in the system, the company will be billed accordingly.*

Question: Will ODOT restrict the size and weight of vehicles that can use I-5 and I-205?

- **Response from ODOT:** *No, tolling will not add additional restrictions. The Abernethy Bridge will have 19 feet of clearance and there will be minimal changes to I-5, clearance heights.*

Question: Is ODOT proposing to use the toll rates in Exhibit 3 of the HCAS Appendix, or will the base the policy for PCE (Programmatic Categorical Exclusions) be used to set rates?

- **Response from ODOT:** *After the Federal Highway Administration's environmental review process, there will be a six to eight month toll rate setting process. This will include robust public comment and analysis. We will conduct a bonding investment grade traffic and revenue analysis with multiple toll rates studies. Then, the Oregon Transportation Commission (OTC) will adopt a base toll rate.*

Question: What height will toll gantries be? Will oversized loads and large pieces of equipment be able to travel on I-5?

- **Response from ODOT:** *Toll gantries will be 19 ft 1in.*
 - **Comment:** There are some opportunities to move oversized equipment from Asia through Oregon.
- **Response from ODOT:** *Dimensions and proposed structures have been through the Motor Carrier Transportation Advisory Committee (MCTAC) and ODOT is fairly far along in the design process. Making a change at this point will be a challenge.*

Question: Will revenue from tolling only go to maintenance and operations?

- **Response from ODOT:** *Yes, toll revenue will fund maintenance and operations. For I-205, toll revenue will go to paying for the Abernathy Bridge construction. There will also be required mitigation to address local impacts, as part of the environmental process.*

Question: How will vehicles be identified for billing?

- **Response from ODOT:** *Signing up for an account will be the lowest cost option for customers and the least expensive option to administer. Customers with accounts will have a transponder in their vehicle. Transponders cost less than \$1 and are the size of a band aid. ODOT will also have license plate capture technology for billing. In addition to the Oregon DOT program and our partners at Washington DOT, ODOT will be able to accept pre-pass accounts, which support the Weight Station Bypass Program.*

Question: Will tandem tractor trailers be considered heavy vehicles?

- **Response from ODOT:** *Based primarily on height and length, it will be classified as medium or heavy, if it has a trailer.*

Question: Will plates be read?

- **Response from ODOT:** *Plates will be read. ODOT has not determined which plate type will be read yet.*

Question: How much will the fee be for mailed toll bills?

- **Response from ODOT:** *ODOT is working on this through the rulemaking process and will be transparent about what the fees will be. There will be a mailing and administrative fee. ODOT anticipates approximately \$5 per invoice.*

Comment: Fees in Texas are \$1.15 and in Southern California, fees are \$25 to \$50 per bill.

Question: Will occasional travelers be able to pass through without paying a toll?

- **Response from ODOT:** *All unpaid toll bills impact the Highway Trust Fund. ODOT is required to pursue the debt to an extent and does not have authority according to state law to waive the toll bill. However, there are steps built into the process to ensure ODOT is not spending excess money to track down a small toll bill.*

Question: Will the multiplier for medium and heavy vehicles be applied to the total length of the trip or by segment?

- **Response from ODOT:** *For the Abernathy Bridge, there will be one multiplier. For I-5 and I-205, ODOT is still determining if it will be by segment or length of trip.*

Comment: I-66 in Virginia DOT implemented a multiplier by segment rather than by trip and received some backlash.

Closing



Garet Prior and Jason Lawrence thanked the attendees for their participation and closed the meeting at 1:18 pm.

Resources

- Regional Mobility Pricing Project: <https://www.oregon.gov/odot/tolling/pages/i-5-tolling.aspx>
- I-205 Toll Project: <https://www.oregon.gov/odot/tolling/pages/i-205-tolling.aspx>
- Statewide Toll Rulemaking Advisory Committee:
<https://www.oregon.gov/odot/tolling/Pages/Statewide-Toll-Rulemaking-Advisory-Committee.aspx>

Public Comments

Public comments received for STRAC meetings and public notifications:

- [January 27, 2023, Meeting Public Comments](#)
- [February 24, 2023, Meeting Public Comments](#)
- [March 24, 2023, Meeting Public Comments](#)
- [April 28, 2023, Meeting Public Comments](#)
- [May 26, 2023, Meeting Public Comments](#)
- [September 22, 2023, Meeting Public Comments](#)
- [October 27, 2023, Meeting Public Comments](#)
- [November 17, 2023, Meeting Public Comments](#)