2023 Toll Rulemaking Engagement Report

Statewide Toll Advisory Committee (STRAC) November 2023 Meeting Materials
Date Updated: November 10, 2023

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Oregon Department of Transportation

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Acronyms and Abbreviations

Acronym/Abbreviation	Definition
ODOT	Oregon Department of Transportation
OAR	Oregon Administrative Rule
STRAC	Statewide Toll Rulemaking Advisory Committee
OTC	Oregon Transportation Commission
EMAC	Equity and Mobility Advisory Committee
RTAC	Regional Toll Advisory Committee
UMS	Urban Mobility Strategy
CEL	Community Engagement Liaison
CBO	Community-Based Organization
CCD	Commerce and Compliance Division
MCTAC	Motor Carrier Transportation Advisory Committee
DMV	Department of Motor Vehicles

1 Report Purpose

1.1 Report Purpose

This report communicates feedback received on toll rulemaking topics from public engagement that ran parallel to and supported input into the Statewide Toll Rulemaking Advisory Committee (STRAC) between January and November 2023. Information in this report will be shared with STRAC to inform their input on the draft rules, as well as the Oregon Department of Transportation (ODOT) and Oregon Transportation Commission (OTC) to prepare for final adoption of the rules in mid-2024.

Statewide Toll Rulemaking Advisory Committee

Background

ODOT has worked with community members and regional partners to develop a toll program that raises funds for transportation improvements, keeps drivers moving with less bumper-to-bumper traffic, and minimizes traffic on nearby streets caused by drivers avoiding a toll. Tolls are proposed for only I-5 and I-205 in the Portland metro area. ODOT is in the process of determining how customers interact with and use the toll system and how toll rates are set and adjusted. These decisions will be documented in updates to Oregon Administrative Rules (OARs) through a public process known as rulemaking.

Next Steps

ODOT plans to present the draft rules to the Oregon Transportation Commission (OTC) for feedback and direction at their December 2023 meeting. ODOT will hold a public comment period and outreach in early 2024, with plans to bring the rules to the OTC for possible adoption in mid-2024.

1.1.1 STRAC and Rulemaking Process

ODOT organized a Statewide Toll Rulemaking Advisory Committee (STRAC) to inform the draft rules. They met nine (9) times and members included representatives from key customer audiences: local communities and businesses, transportation providers, employers, and trucking. To provide coordination among other toll advisory committees, STRAC included members of the Regional Toll Advisory Committee (RTAC) and the Equity and Mobility Advisory Committee (EMAC).

NOTE: Input from the STRAC on toll rules is going to be captured and communicated in a separate report.

Figure 1-1 Toll Rulemaking Process Timeline
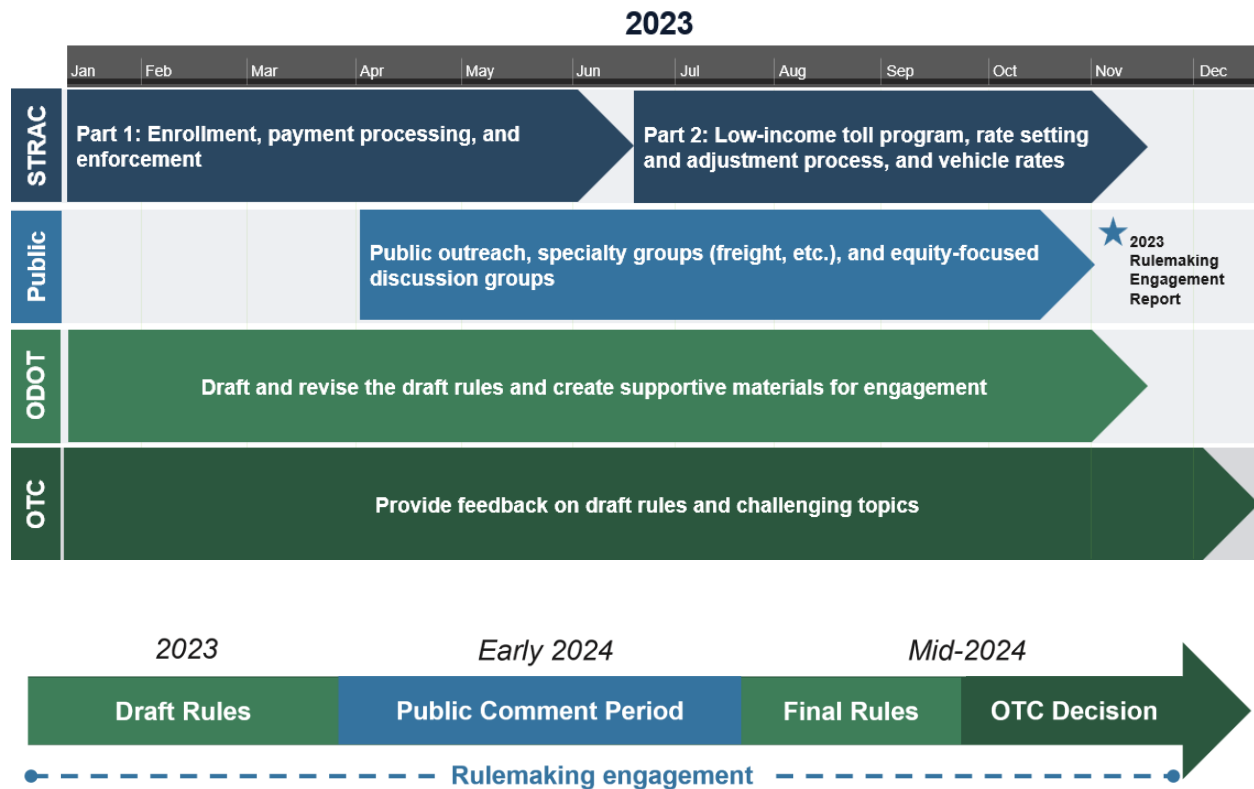
2 Engagement Goals and Approach

2.1 Engagement Goals

To gain additional feedback outside of STRAC, the team established the following goals and high-level activities:

- **Goal 1: Coordinate engagement on rulemaking with existing projects and committees.** To align engagement activities, avoid confusion, create efficiencies, and increase awareness about the entire Oregon Toll Program, the rulemaking project team worked closely with other toll projects and programs, including the Regional Mobility Pricing Project and the I-205 Toll Project. Additionally, the team used existing ODOT advisory committees, including EMAC, and outreach for trucking customers to co-produce events.

- **Goal 2: Ensure alignment with the rulemaking process and coordinate feedback to inform the STRAC's work.** After feedback on rulemaking topics was received, the project team shared key themes and meeting summaries with STRAC members to inform discussions on rulemaking topics. STRAC members also played a role in crafting outreach questions and sharing opportunities for input.

- **Goal 3: Build upon past equity-focused toll engagement and relationships.** The team built upon engagement with communities identified in the Toll Projects' Equity Framework , including

Black/African American, Chinese, Vietnamese, Latinx, Russian, BIPOC, Native American, people with disabilities, and youth to center historically excluded and underserved communities. ODOT conducted a variety of activities to engage with these communities including discussion groups with community-based organizations and focus groups with Community Engagement Liaisons.

- **Goal 4: Develop a clear communications strategy and provide key messages to consistent questions or concerns.** To offer clear and consistent messaging across multiple platforms, planned engagement activities were communicated through the monthly newsletters and STRAC meeting notices. As questions and concerns were raised, ODOT adjusted its messaging to provide clarity.

3 Feedback Received: Key Takeaways, Similarities, and Differences

3.1 Signing Up (Enrolling) for Toll Accounts

Key takeaways
Key themes for toll accounts included the following:

- **Partner with trusted organizations.** Partner with community-based organizations to help get people signed up for toll accounts and provide compensation and incentives for these services.
- **Account Incentives.** Interest in paying the least amount for tolls. More people would sign up for toll accounts if they received an incentive, like free trips and saved money.
- **Customer Service.** Interest in making it as easy as possible to sign up for a toll account. Provide locations for people to sign up for a toll account that they visit frequently, like grocery stores, schools, churches, libraries, community gathering spaces, and the Department of Motor Vehicles (DMV). Offer sign up locations in Washington and Oregon. Include account services to help businesses navigate the toll process.
- **Accessibility and Language.** Ensure that websites, apps, and materials meet accessibility guidelines for vision, language, and reading level. Provide in-person toll account services in different languages and mail information in different languages.
- **Toll Workshops.** Plan virtual and in-person events with interpreters available to share information about how to sign up for accounts. Individuals that attend the summit or workshop could become ambassadors for the Toll Program.
- **Information Sharing.** Provide signage on the highways about how to sign up for a toll account. Use social media accounts, including culturally specific accounts, to share information in visual and written formats.
- **Autopay and Pre-Paid Accounts.** Interest in using automatic payments instead of preloading the toll account with funds. Interest in signing up for pre-paid toll accounts to save money and avoid surprises. Frustration that they might pay more with a post-paid account or a mailed bill than a pre-paid account.
- **Compatible Technology.** Use technology that is compatible with other toll systems. This would be especially helpful for commercial vehicles and people that frequently travel out-of-state.

Electronic Toll System. Support for using toll tag technology and all electronic tolls. Interest in how much toll tags would cost.

Key similarities across groups

Similarities across groups included the following:

- Participants in most groups shared that they would sign up for an account if it would **save them money**.
- Almost all groups mentioned that they would like to have the opportunity to sign up for an account and **pay toll bills in person**.
- Participants in many groups shared that they would prefer navigating signing up for accounts with the **help of community-based organizations**.

Key differences across groups

Differences across and within groups included the following:

Equity-Focused Community Engagement
- Participants in the Vietnamese focus group were concerned about having **sufficient funds** to cover toll trips. Participants were interested in having a **pass purchased in advance** to help with budgeting and planning trips. Participants were also interested in setting up **automatic payments** to remove the need to replenish funds.
- Participants in the Vietnamese and Chinese focus groups shared the importance of creating an **easy-to-use system** with account services in **different languages**.
- Participants in the People Living with Disabilities focus group shared the need for materials, websites, and apps to meet **accessibility** guidelines.
- Participants in the Slavic focus group were concerned about the impact of tolling on **families that travel frequently**.
- Participants in the Vietnamese and Black and African focus groups were interested in receiving **incentives** to sign up for an account.
- Participants in the Chinese, Latinx, and BIPOC focus groups were supportive of using a **mobile app**. Participants in the People Living with Disabilities focus 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 focus group were concerned about the digital literacy of older individuals and difficulties navigating an app and suggested having toll customer service representatives available in-person and over the phone.
- Participants in the CBO discussion group were interested in **contracting with ODOT** to help get people signed up for accounts.
- Participants in the CBO discussion group suggested providing **sign-up locations in Washington and Oregon** and offering workshops to share information about tolling and get people signed up for accounts.

Trucking and Tabling Outreach
- Participants during tabling and trucking outreach activities were interested in using **technology that is compatible with other toll systems**.
- Participants in trucking outreach activities were interested in ODOT providing additional support services for companies to help navigate tolling.

3.1.1 Process for Paying Tolls, Keeping Information Updated, and Data Privacy

Key takeaways

Key themes for the toll payment process, updating information, and data privacy included the following:

- **Customer Service.** Employ customer service agents that speak different languages. Offer in-person locations to pay toll bills and ask account questions.
- **Account Reminders and Information.** Send text, email, and social media reminders (including push-notifications) to pay toll bills and update information in multiple languages. Hesitancy exists about using phone calls as a primary method of contact due to phone scams. Support exists for providing a mobile app to manage account information and for having multiple options to interact with accounts. Interest in automatically updating toll accounts when someone's information is updated with the Oregon Department of Motor Vehicles (DMV).
- **Toll Signage.** Provide clear signage with instructions for how to pay a toll bill along highways.
- **Surprise Bills.** Concern about receiving a surprise toll bill in the mail when someone loans their car.
- **Toll Evasion.** Concern about vehicles without license plates not being charged a tolls.
- **Citizenship Status.** Concern that unpaid tolls could jeopardize citizenship status.
- **Unpaid Bills.** In cases where someone doesn't pay their toll bill, offer payment plans or waive fees if a customer takes an educational class on how to sign up for an account and pay toll bills. Concern that withholding DMV registration was too strict of a consequence for not paying a toll bill. Support for having some consequences for missing payment.
- **Account Data.** Interest in what steps would be taken to protect bank and credit card information.
- **Mailing Fees.** Questions about how much the fee would be for mailing a toll bill. Frustration that there would be a fee associated with mailed bills.
- **Account Funds.** Questions about when funds in a pre-paid toll account would expire.

Key similarities across groups

Similarities across groups included the following:

- In general, participants were interested in a **variety of contact options,** including mail, text, email, and phone for navigating the toll payment process. They shared that the method depended on the age of the customer, digital literacy, and perceptions of legitimacy.
- 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.
- Many participants were interested in **providing signage along the highway** with information about how to pay a toll and what toll funds were used for. Participants in tabling outreach shared that this would be especially helpful for out-of-state drivers.

Key differences across groups

Differences across and within groups included the following:

Equity Community Engagement
- Participants from the Slavic focus 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 Chinese focus group were **concerned about phone scams** and preferred to receive information by mail because it seemed more legitimate.

- Participants from the Latinx focus group were concerned about **receiving surprise toll bills** if they loaned someone their car.
- Participants in the Black and African focus group were concerned that unpaid toll bills could jeopardize someone's **resident status**.
- Participants in the People with Disabilities focus group expressed their desire for the website and application to be **Web Content Accessibility Guidelines certified** so that they can easily update their information.
- Participants in the Vietnamese and Slavic focus groups were interested in **updating toll account information automatically through the DMV**.
- Participants in the Vietnamese and BIPOC focus groups suggested using **mobile and web push-notifications** to prompt people to update their information.
- Participants in tabling outreach were concerned about **vehicles without license plates not paying** tolls.
- Participants in the CBO discussion group recommended using **financial assistance programs** to help people pay their toll bills.

3.1.2 Low-Income Toll Discounts and Exemptions

Key takeaways
Key themes for low-income discounts and exemptions included the following:

- **Data Protection.** Interest in how data provided for the Low-Income Toll Program would be protected.
- **Income Verification.** Interest in offering a variety of ways to verify income information. Preference for using 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 pay stubs to qualify for a discount. Concern about the lack of verification options for people that are undocumented or unable to work and interest in distributing vouchers for people who are undocumented.
- **Partnering with trusted organizations.** Supportive of partnering with community-based organizations to assist with the income verification process and help people get signed up for the Low-Income Toll Program.
- **Expanding Exemptions.** Interest in providing exemptions for members of Federally Recognized Tribes, refugee and immigrant communities, and people living with disabilities. Some interest in providing exemptions for geographic areas that will be more impacted than tolling and individuals that provide a service, including delivering food, volunteering, driving people living with disabilities, and healthcare workers. Concern that daily commuters may not qualify for a discount.
- **Program Advertisement.** Suggestions for broadly advertising the Low-Income Toll Program to get people signed up.
- **Clear Guidelines.** Suggestions to provide strict guidelines for the application process to reduce fraud. Interest in having clear income requirements. Income requirement fluctuations can make confirming the income status of an applicant more difficult. Concern that certain programs, like child support or housing vouchers, could put individuals over the income threshold. Recommendations to not counting vouchers and child support in the application process.
- **Flexible Benefits.** Interest in having multiple benefit options. For example, being able to choose between a discount or a credit. The value of a discount versus a credit may change depending on an individual's travel patterns and needs. Interest in providing a discount for low-income businesses in addition to individuals.

- **Rideshare Services.** Questions about whether individuals that would qualify for a discount could apply their discount to rideshare services and different vehicles.
- **Balancing Discounts with Toll Rates.** Recognition of the need to balance discounts and exemptions with revenue needs. Many/some were interested in everyone paying to use the highways.

Key similarities across groups

Similarities across groups included the following:

- Most participants preferred providing **proof of enrollment in a different program** to qualify for the Low-Income Toll Program.
- Participants were generally supportive of providing a **discount for people experiencing low incomes.**

Key differences across groups

Differences across and within groups included the following:

Equity Community Engagement
- Participants in the People with Disabilities focus group use **rideshare programs** and were concerned about applying a discount to different vehicles.
- Participants in the Black and African focus 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 focus group were concerned about the need for **undocumented individuals** providing personal information to register for a toll account or the Low-Income Toll Program.
- Participants in the Black, Indigenous, and People of Color focus group were interested in **exemptions** for refugee and immigrant communities, and people living with disabilities.
- Participants in the Native American and Tribal focus group were interested in an **exemption** for tribes.
- Participants in the CBO discussion group were interested in providing **exemptions** for people living in certain geographic areas and people that are required to drive for work.
- Participants in the CBO discussion group recommended **not including child support and vouchers** when calculating income for a discount program.
- Participants in the CBO discussion group were interested in **partnering with ODOT** to help with income verification and to provide education about the program.

Trucking and Tabling Outreach
- Participants in trucking outreach activities were interested in **balancing discounts and exemptions with revenue needs** to keep toll costs as low as possible for customers. Interest in all drivers paying to use the highways.
- Participants in tabling and trucking outreach were interested in providing a **discount for businesses.**

3.1.3 Vehicle Classification

Key takeaways

Only the CCD Webinar and MCTAC Briefings discussed vehicle classification. See the meeting summaries for the full discussion. Key themes for vehicle classification included the following:

- **Weight-Mile Tax Considerations.** Questions about how ODOT will balance the weight mile tax with tolling for commercial vehicles. Concerns about the weight-mile tax and toll evasion and interest in cross-referencing out-of-state vehicles.
- **Use of Funds.** Concerns that existing fees for heavy vehicles are not being spent effectively to expand and modernize roads.
- **Oversized Loads.** Questions about how tolling will work for oversized loads and if these vehicles will be able to use I-5 and I-205.
- **Toll Multiplier.** Interest in whether the multiplier will be applied to the total length of the vehicle or by trip segment. Preference for implementing a multiplier by trip.
- **Towed Vehicles.** Questions about how towed vehicles would be tolled.
- **Accessible Information.** Interest in making sure rates are clear, posted ahead of time, and easy to find. Suggestions to provide an interactive map to plan trips and navigate tolls.

<u>Key similarities</u>
Similarities across groups included the following:

- Concerns about **balancing the weight mile tax with tolls**.

<u>Key differences</u>
Differences across and within groups included the following:

- Greater concern for **administrative costs** from smaller trucking companies.

4   Engagement Audiences and Activities

4.1.1   Overview

Between January and November 2023, the team engaged approximately 4,200 people. The breakdown includes discussion groups (110), trucking presentations (94), and in-person tabling events (4,000).

Table 4-1 2023 Toll Rulemaking Engagement Activities

Engagement Activity	Timeframe	Level of Participation	Rulemaking Topics
Community Engagement Liaison Focus Group Discussion	July and August 2023	88 participants	• Toll accounts • Toll payment • Discounts and exemptions
Community-Based Organization Discussion Groups	June and September 2023	22 participants	• Toll accounts • Toll payment • Discounts and exemptions

Engagement Activity	Timeframe	Level of Participation	Rulemaking Topics
Commerce and Compliance Division Brown Bag Webinars	September and October 2023	58 participants	• Toll accounts • Toll payment • Discounts and exemptions • Vehicle classification
Motor Carrier Transportation Advisory Committee Meetings	July and October 2023	36 participants	• Toll accounts • Toll payment • Discounts and exemptions • Vehicle classification
Public Comments for Statewide Toll Rulemaking Advisory Committee	January to November 2023	10 written comments	• All topics
Statewide Toll Rulemaking Advisory Committee Meetings and Notifications	January to November 2023	9 meetings	• February – *Toll program engagement* • March – *Rulemaking engagement approach* • April – *Equitable engagement* • May – *Engagement opportunities* • July – *Engagement opportunities* • September – *Summer engagement, CEL and CBO key themes* • October – *Trucking engagement key themes* • November – *2023 engagement report*
STRAC Webpage	December 2022 and ongoing	2,378 views	• All topics

Additional Toll Program Engagement Activities

The following activities were primarily focused on the I-205 Toll Project and the Regional Mobility Pricing Project but included secondary information related to rulemaking. High level themes for these activities are included in Section 3.

I-205 Environmental Assessment Community-Based Organization Discussion Group	March 2023	13 participants	• Toll accounts
I-205 Environmental Assessment Community Engagement Liaison Focus Groups	April 2023	82 participants	• Toll accounts • Discounts
Tabling Events	June – October 2023	More than 4,000 attendees	• Toll accounts • Toll payment • Discounts and exemptions
Worksystems Inc Board Meeting	September	5 participants	• Toll accounts • Discounts and exemptions

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4.1.2 Audience & Activities: Equity-Focused Communities

Community Engagement Liaison Focus 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 focus 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.

CELs recruited participants for the focus 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. Focus 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 focus 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 Focus Group Appendix for full summaries of each of the focus groups.

Table 4-2 Community Engagement Liaison Focus Groups

Focus 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
BIPOC Community	August 11, 2023	14
Slavic Community	August 14, 2023	15
Native American and Tribal Community	August 17, 2023	5

Community Based Organization Discussion Group

ODOT held two 90-minute virtual discussion groups with representatives from community-based organizations (CBOs) serving historically excluded and underserved communities. Each meeting included background on the Oregon Toll Program and break-out room discussions on rulemaking topics. The Jun. 6, 2023 6 discussion focused on signing up for toll accounts and the toll payment process. The discussion group included live interpretation in Spanish and gift cards were provided for participation. The Sept. 19, 2023 discussion focused on discounts, exemptions, and the Low-Income Toll Program.
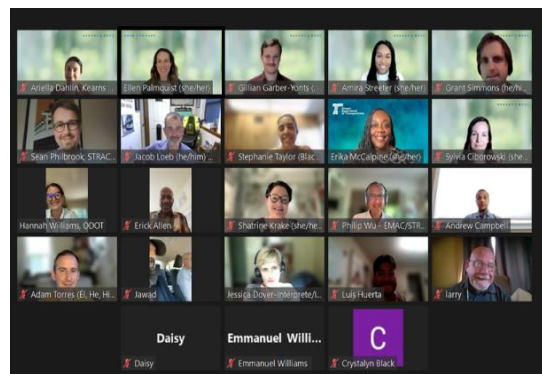
June 6 CBO Discussion Group Participants

The project team reached out to over 50 CBOs that serve communities along I-5 and I-205 and statewide to participate in the discussions. Discussion group attendees are listed in Table 2-4. See the CBO Discussion Group Appendix for a full summary of the discussion groups.

Table 4-3 Community-Based Organization Discussion Group Participants

June 6 Discussion Group Attendees	September 19 Discussion Group Attendees
Word is Bond	82nd 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
82nd 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

4.1.3   Audience & Activities: Trucking Community

Commerce and Compliance Division Brown Bag Webinars

In fall 2023, the project team coordinated with ODOT's Commerce and Compliance Division (CCD) to hold two, one-hour brown bag webinars with members of the trucking community. Each webinar included an overview of the Oregon Toll Program and the rulemaking process. The Sept. 27 webinar focused on enrollment and compliance for commercial accounts and the Oct. 25 webinar focused on vehicle classification and cost. The webinars included time for Q&A and discussion.

Webinar attendees are listed in Table 2-5. See the CCD Brown Bag Webinar Appendix for a full summary of the webinars.

Table 4-4 ODOT Commerce and Compliance Division Brown Bag Webinar Participants

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	

Motor Carrier Transportation Advisory Committee Meetings

The rulemaking project team attended hybrid Motor Carrier Transportation Advisory Committee (MCTAC) meetings on July 20 and Oct. 19. The MCTAC is made up of representatives from ODOT, the Oregon State Police, the trucking community, and related industries with an interest in motor carrier programs. ODOT presented on enrollment and compliance for commercial accounts during the July meeting and vehicle classification and cost during the October meeting. The meetings included brief Q&A and discussion.

See the MCTAC Briefing Appendix for a full summary of the briefings.

4.1.4 Audience & Activities: General Public

Tabling Events

ODOT held more than 28 tabling events between June and Oct. 2023. During the tabling events, the project team encouraged community members to take fact sheets and to share comments or ask questions about the Oregon Toll Program and rulemaking topics. Fact sheets were available in five languages and Community Engagement Liaisons attended several events to provide interpretation services. Over 4,000 people were engaged at the tabling events.

The project team attended the CCD Motor Carrier Open House on Sept. 13 in Woodburn, Oregon and engaged with 26 members of the trucking community. The event included Oregon Toll Program materials and an invitation to the CCD Brown Bag Webinars in September and October.

STRAC and OTC Public Comments

Community members and interested parties were invited to provide input to the STRAC by sending emails or letters to the project team, submitting a comment through the rulemaking website, emailing OregonTolling@odot.state.or.us, or leaving a voicemail on the project phone line at 503-837-3536. Public comments were summarized for the STRAC prior to each meeting. Between January and October 2023, 10 comments were submitted through these channels. Community members and interested parties could also provide public comments during OTC meetings. See the Email, Web, and Voicemail Comments Appendix to review all the STRAC comments received.

ODOT partnered with Community Engagement Liaisons to share information in multiple languages during the Chinese Festival tabling event.

ODOT purchased a tabling spot at Black United Fund's Last Thursday event and shared information with community members.

STRAC and OTC Meetings and Notifications

ODOT shared notices about STRAC meetings and public comment opportunities prior to each meeting through broadcast email notices to the Oregon Toll Program mailing list of nearly 10,000 subscribers. Meetings and engagement opportunities were also highlighted in the May, July, September, and November UMS Newsletter.

STRAC meetings were virtual and held monthly from 9 a.m. to 12 p.m. Meetings were not held in June and August. Members of the public were invited to watch the meetings on YouTube Live. Meeting materials and the meeting recording were uploaded to the STRAC website prior to each meeting. The project team communicated with STRAC members by email and phone, and held office hours and one-on-one meetings as needed to ensure members were able to fully participate in the public meetings and provide their input.

5 Responses to Feedback and Next Steps

5.1 Responses to Feedback

The following changes were made to proposed draft rules to address concerns or questions raised during rulemaking engagement

Table 5-1 Proposed Toll Rule and Program Changes in Response to Feedback

Rulemaking Topic	Feedback and Concerns	Proposed Changes and Next Steps
Toll Accounts	• Make it easy to sign up for toll accounts. • Make toll accounts compatible with other toll systems. •	• **Added options** to allow drivers to register for an account on the website, by mail, by phone, and in-person. • Establish a **system that is interoperable** with Washington's toll system on day one and pursue agreements with other existing toll operators (e.g., E-Z Pass) to simplify access to enrollment for customers.
Toll Payment Process and Data	• People need multiple payment options. • Work with customers to resolve unpaid bills. • Protect customer data.	• **Added options** to allow drivers to pay online, by mail, or in-person with credit card, cash, or check. • **Added additional time** to the payment process to resolve unpaid toll bills with the customer before the debit is pursued through internal collections. State law directs ODOT to place a hold on a driver's license if any tolls are unpaid, but we're planning that to be the last step that would only occur after months of notification and opportunities to reconcile. • Reinforced ODOT's commitment to state law requirements that **limit access to customer data from tolling**. ODOT will not be taking and storing pictures of people and information shared with law enforcement will only be accessible by court order.
Discounts and Exemptions	• Reduce the impacts of tolling on people with low incomes. • Consider Oregon's weight-mile tax and cost responsibility system when setting toll rates.	• Committed to making the **Low-Income Toll Program live on day one of tolling**. • **Limited exemptions** to only what is required and necessary (transit, military, Tribal, emergency response and highway safety), to keep the toll rates as low as possible for everyone.
Vehicle Classification	• Use a classification system that is easy to operate and accepts existing toll accounts.	• **Developed a shape-based system** with width and heigh guidelines for light, medium, and heavy vehicles that is cost-effective and simple for customers to navigate. This system would be cheaper to setup and maintain than traditional axle-based systems.
Additional concerns	• Electric vehicles will be exempt from paying tolls. • People from out of state will be exempt from paying.	• Electric vehicles and people from outside of Oregon will **not** be **exempt** from paying tolls. They will have to pay tolls like any other non-discounted or exempt group.

*Additional key themes not addressed through the draft rules will be considered during design and implementation of the Oregon Toll Program.

5.2   Next Steps: Rulemaking Process

Comments from the statewide toll rulemaking engagement process have helped inform the draft rules. In November 2023, the STRAC will provide final recommendations for draft toll rules and ODOT will prepare the draft rules for the 2024 public comment period.

Following the public comment period and public hearing, the project team will report on the methods used to communicate and engage with interested parties, the input received from different interest groups, and how that input influenced the final rules. The project team will develop a written report with information about notification strategies, engagement activities, who was reached, and a summary of what was heard. ODOT Toll Program staff will then give that information to toll committees and ODOT decision makers before the OTC's final decision on toll roles in 2024.

Figure 5-1 Toll Rulemaking Process Timeline