

# STATEWIDE TOLL RULE ADVISORY COMMITTEE (STRAC)

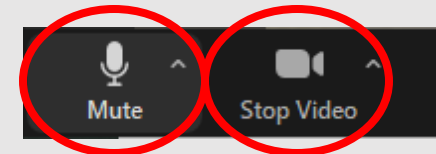
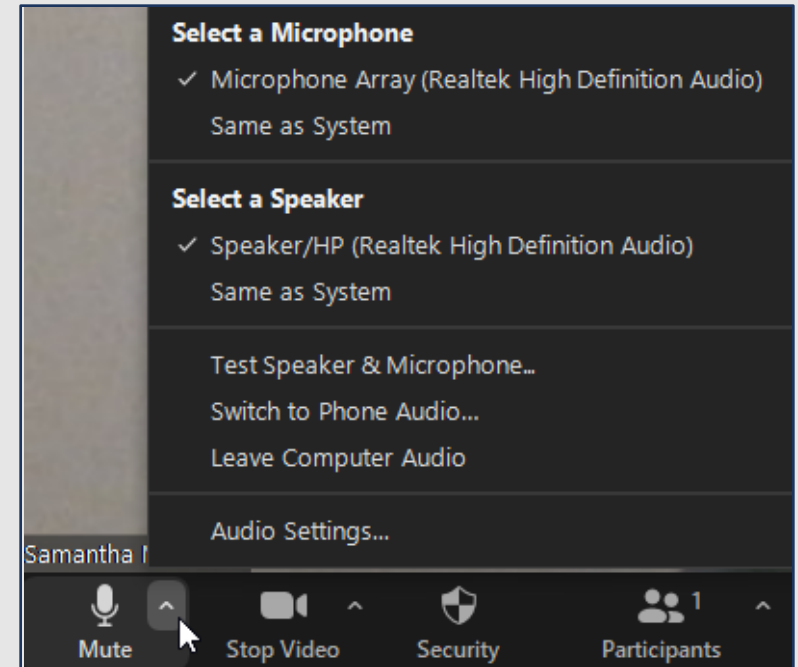
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Meeting #2  
February 24, 2023

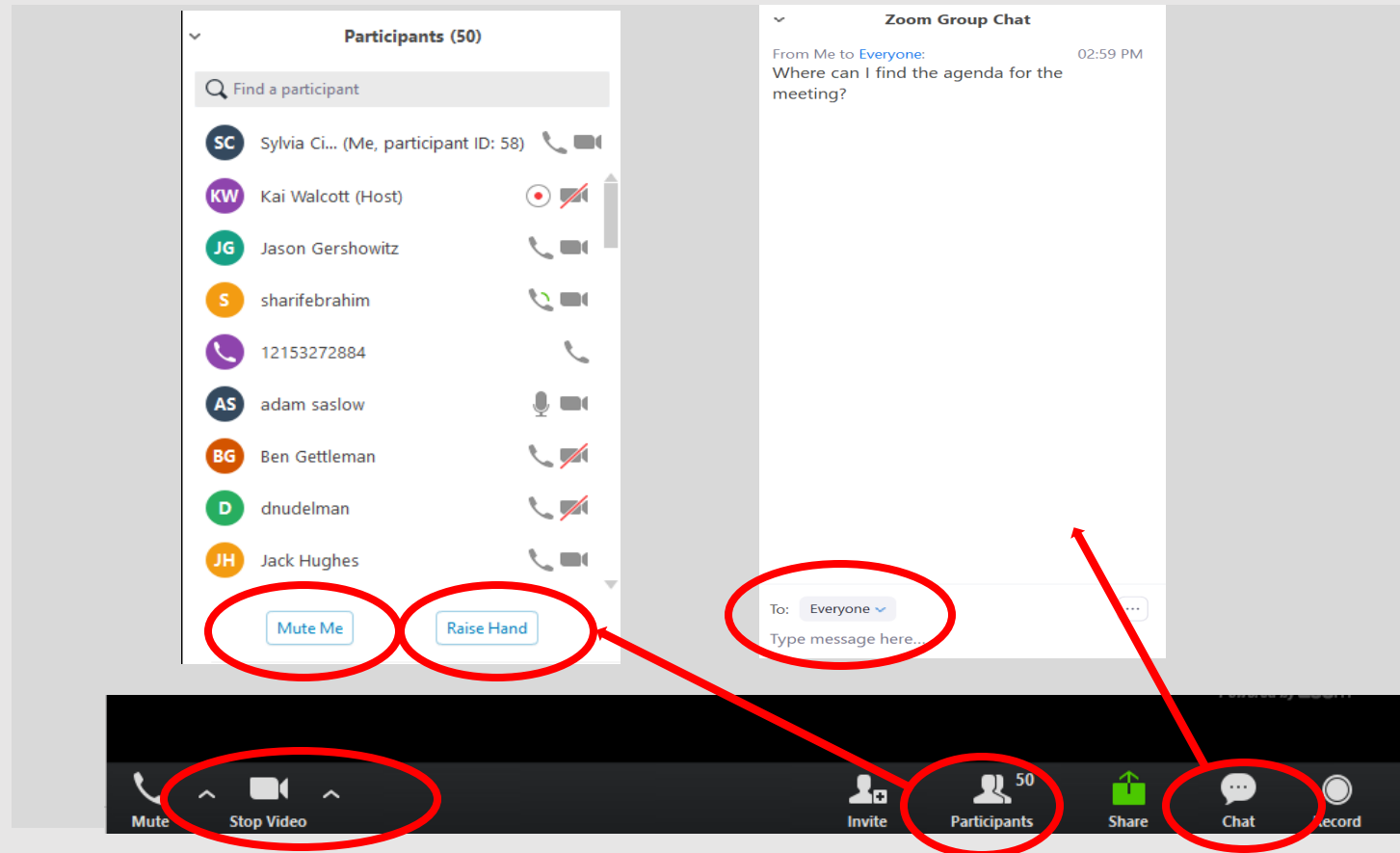
# ZOOM MEETING TIPS FOR STRAC MEMBERS

- If you have not already **connected your audio**, click on the arrow next to the microphone icon, then click “Join Computer Audio” or “Switch to Phone Audio” to connect your computer speakers or to view the conference line information.
- Please **keep yourself on mute** when not speaking. To mute and unmute, either select the microphone icon, or use your personal phone.
- **Use video** if possible, to promote face to face communication. Click the video icon to turn on your webinar camera.

*If you are experiencing technical difficulties, please send a text to Madeline Kane at (719)209-5138.*



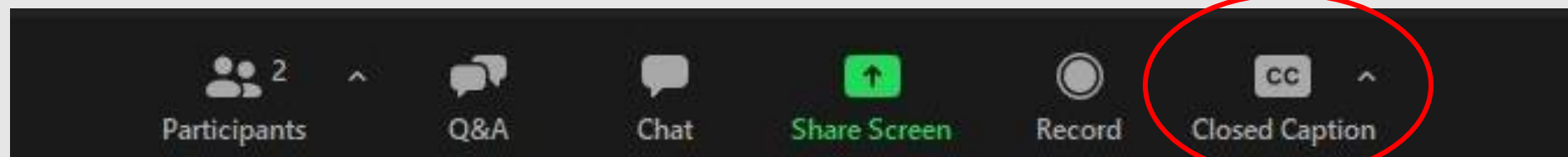
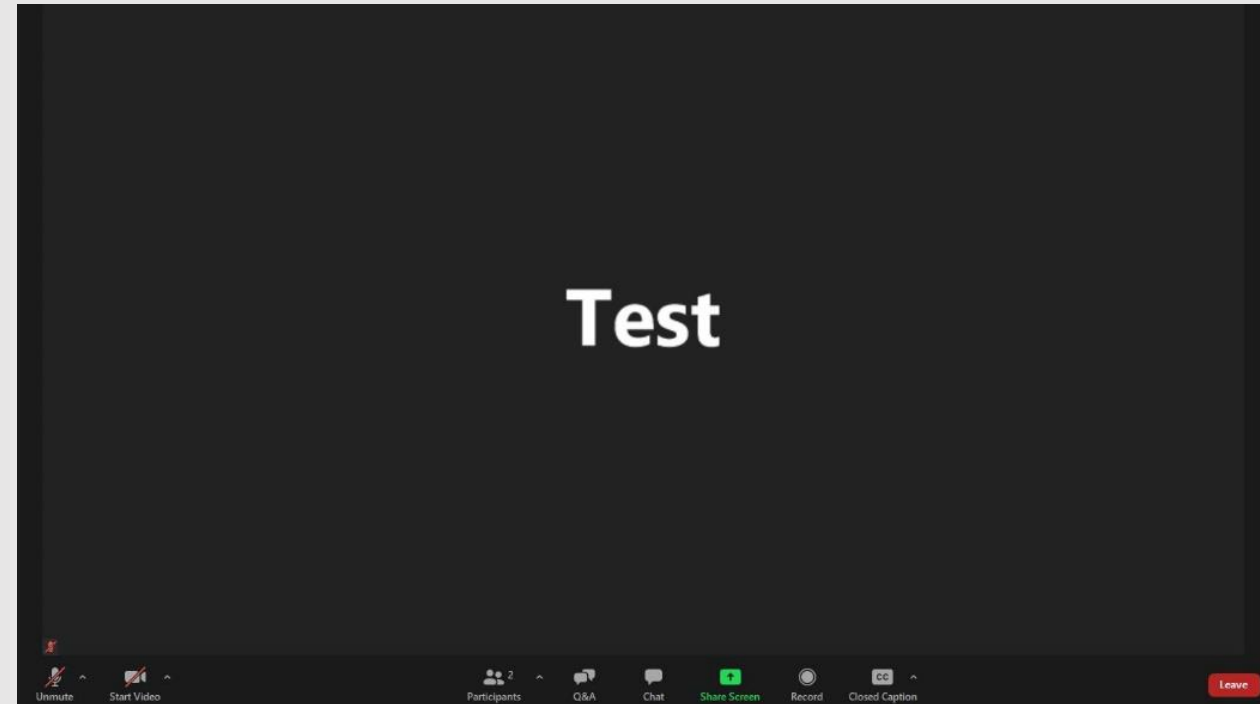
# ZOOM MEETING TIPS FOR STRAC MEMBERS



- To raise your hand by phone, press \*9
- To unmute yourself by phone, press \*6

# HOW TO ACCESS CLOSED CAPTIONS

1. At the bottom middle of your screen, you should see a menu of options. If you can't see the menu, hover your mouse over the bottom middle of the screen.
2. Click on the "CC" icon and a separate window with captions will appear.



# HOW TO COMMENT

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For STRAC comments, please email [oregontolrules@odot.oregon.gov](mailto:oregontolrules@odot.oregon.gov) with “STRAC Public Comment” in the subject line.



Submit comments via phone: 503-837-3536.



Comments received by 11:00 AM one business day before each meeting will be shared with advisory committee members before the meeting. All comments will be added to the meeting record.

# AGENDA

- **9:00 am:** Opening & Introductions
- **9:15 am:** Welcome
- **9:25 am:** Feedback We've Heard to Date
- **9:55 am:** Customer Accounts and Interactions Overview
- **10:40 am:** Break
- **10:45 am:** Customer Accounts and Interactions Discussion
- **12:00 pm:** Wrap Up and Next Steps

# INTRODUCTIONS

STRAC Member	Organization
Elizabeth Mazzara Myers	Westside Economic Alliance
Ethan Hasenstein	Knife River Corporation
Jeff Spiegel	Penske Truck Leasing
Lanny Gower	XPO Logistics
Lauren Poor	Oregon Farm Bureau
Marc Ortega Kilman-Burman	American Medical Response (AMR)
Marie Dodds	AAA Oregon/Idaho
Michael Card	Combined Transport Inc.
Nafisa Fai	Washington County Commission Liaison from Region Toll Advisory Committee
Omar Cruz	May Trucking
Park Woodworth	Ride Connection
Philip Wu	Oregon Environmental Council and public health Liaison from Equity and Mobility Advisory Committee
Sean Philbrook	Identity Clark County
Shannen Knight	A Sight for Sport Eyes
Sharla Moffett	Oregon Business and Industry
Shatrine Krake	West Linn Chamber
To be determined	Legislative Commission on Indian Services

# MEETING GUIDELINES

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Fully participate in Work Group meetings



Come prepared for meetings



Participate in an open and mutually respectful way



Balance speaking time



Serve as a liaison to your larger community of interest



Act in good faith – Listen and be respectful of others' contributions



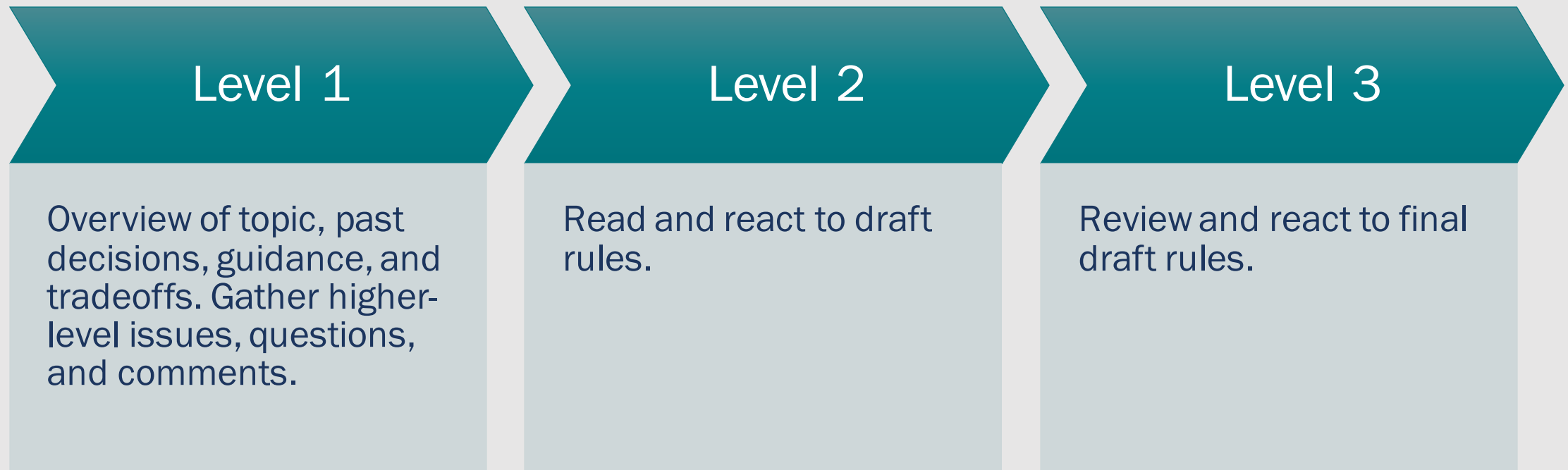
# MEETING OBJECTIVES

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- Develop a shared level of understanding of content and topics relating to customer accounts and interactions and the approach for rulemaking.
- Share feedback of past engagement efforts related to the STRAC.
- Engage the expertise of the committee members to begin drafting rule language.

# STRAC & ODOT ENGAGEMENT PROCESS

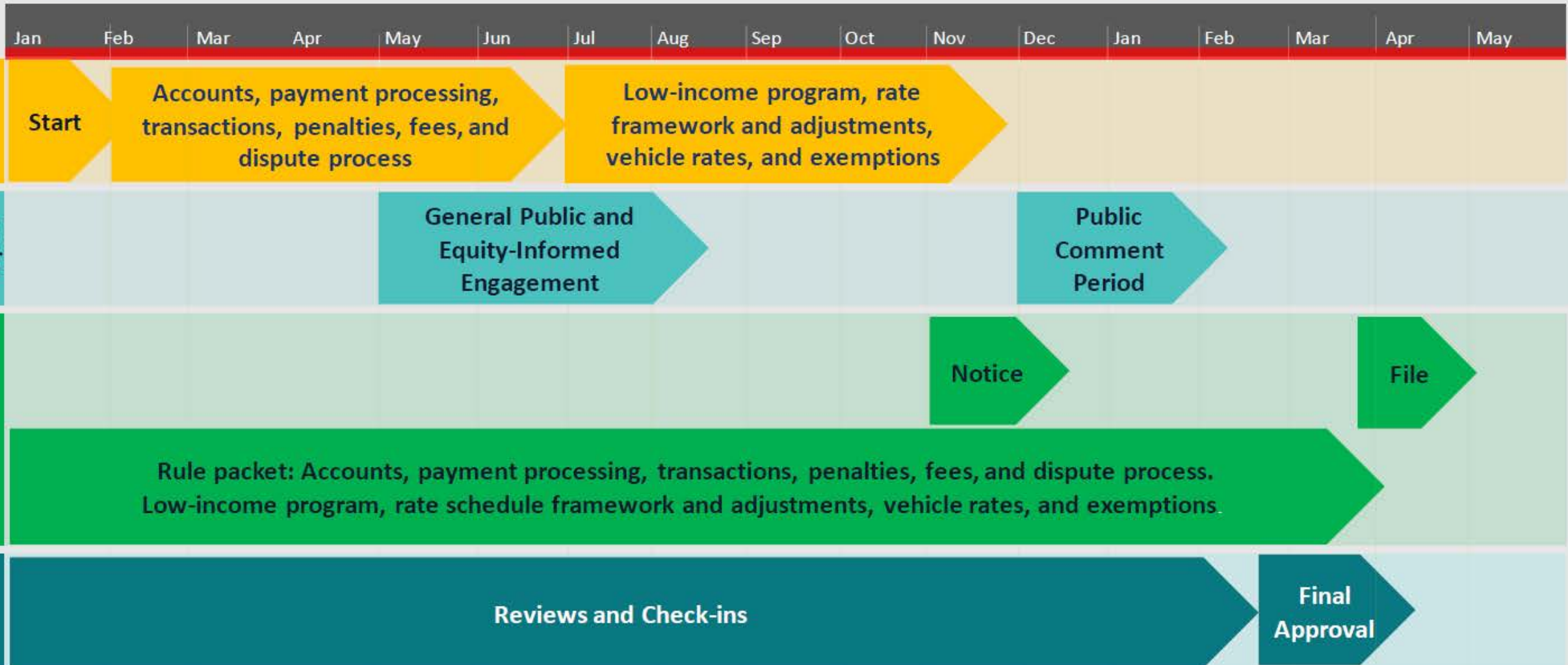
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# RULEMAKING PROCESS: 2023-2024

2023

2024



# INTERACTIVE ACTIVITY

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- **STRAC Meeting Attendees:**  
Open a browser window on your cell phone or computer. Go to **Menti.com**
- Type in the code in the chat. Click “Submit”



Please enter the code

Submit

The code is found on the screen in front of you

# WELCOME

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**Travis Brouwer**

Assistant Director of Revenue, Finance, and Compliance  
Oregon Department of Transportation

# FEEDBACK WE'VE HEARD TO DATE

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**Hannah Williams**

Tolling Community Engagement Coordinator  
Oregon Department of Transportation

# ENGAGEMENT OVERVIEW

2019

2020

2021

2022

2023

## AUDIENCES

- People using I-5 & I-205, commuters, small business, freight
- Equity Framework Communities
- Community Partners
- Partner Agencies
- Toll Advisory Committees

## TACTICS

- Briefings, Working Groups, Workshops
- Open Houses, Webinars, Tabling
- Surveys
- Community-Based Organization Outreach
- Community Engagement Liaisons
- Newsletters, Emails
- Media Publications
- Social Media



# FEEDBACK: EQUITY AND MOBILITY ADVISORY COMMITTEE



- Tolling must be a user-friendly system that is clear and easy to use by people of all backgrounds and abilities, including linguistic diversity, and those without internet access
- Equitable benefits that are offered in Oregon must extend into Southwest Washington
- Collaborate with trusted organizations to overcome barriers of trust, language, and financial impacts, including obtaining a transponder and understanding the toll rates for location and time of day

# FEEDBACK: EQUITY AND MOBILITY ADVISORY COMMITTEE



- Commit to offering additional time to pay a toll bill without incurring fines, and study options for effectively doing so
- Ensure the process of applying for exemptions, discounted rates, or credits considers varying degrees of technological competency and access (internet reliability in rural areas)
- Design the system to be clear and easy to use for everyone, including non-English language speakers

# FEEDBACK: COMMUNITY

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# FEEDBACK: CUSTOMER ACCOUNTS

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- Concern for procedural burdens
- Accounts should be easy to access and understand
- Consideration for how to set up business accounts and obtain transponders
- Use of community resources in setting up and maintaining accounts

# FEEDBACK: PROCESS PAYMENT & TRANSACTIONS



- Translated information and assistance regarding how to pay the tolls
- Provide support for those who can't make toll payment to minimize impacts from fees and penalties.
- Concern about the ease of use for tourists and recreational or infrequent drivers
- Consider incentives for pre-paying for tolls, setting up online accounts, and ordering transponder

# FEEDBACK: CIVIL PAYMENTS, FEES, & DISUPUTE PROVISIONS



- Interest in toll enforcement and what will happen if toll fees are not paid
- Considerations towards undocumented members of our community
- Concerns about being tracked
- Concerns about community and personal safety when interacting with public safety and enforcement systems
- Concern about the impact to people already financially burdened

# FEEDBACK: WHAT WE HEARD FROM THE STRAC



- Concerns with impacts to small businesses, trucking, workforce, underserved communities, and tourism
- Would like to see a fair, accessible and smooth process/toll implementation, and ease of use of the program
- Concern about how dispute process is handled with other agencies

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# Q&A



# CUSTOMER ACCOUNTS AND INTERACTIONS OVERVIEW



Philip Miller



Garet Prior

# CUSTOMER ACCOUNTS & PAYMENT PROCESSING



## Customer Accounts

- Transponders and License Plates



## Account Features

- A range of payment options and locations
- Account types with various requirements and features

# USER SCENARIO



DAILY  
COMMUTER

# USER SCENARIO



## SMALL BUSINESSES

# USER SCENARIO



**FREIGHT  
FLEET  
BI-STATE  
COMMUTER**

# USER SCENARIO



TOURIST OR  
VISITOR

# USER SCENARIO



**LOW-INCOME  
USERS**



# A DRIVER FORGETS TO PAY: INVOICES, CIVIL PENALTIES & DISPUTE PROCESS

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**At least two invoices sent with:**

- Tolls due (date, time, location)
- How to pay (on-line, in-person, mail)
- How to save money with a toll account

**Then after a minimum number of days:**

- ODOT may send a NOCP (Notice of Civil Penalty) with tolls and fees due and process to schedule hearing begins
- ODOT would still pursue settling with customer before hearing



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# Q&A



# BREAK

5 Minutes



# **CUSTOMER ACCOUNTS AND INTERACTIONS DISCUSSION**

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# DISCUSSION QUESTION

- One way to ensure that the most amount of the toll fee goes towards investment in the system is to have a low-cost administrative system. A registered account with a pre-paid balance will be the most efficient and cost-effective to manage.
- **What actions and incentives should ODOT provide to encourage this?**

# DISCUSSION QUESTION

- Going after outstanding toll bills is a costly, time-consuming process for the customer and ODOT. ODOT is trying to strike a balance between imposing proportionate consequences without causing long-term financial indebtedness.
- **How can this be accomplished?**

# NEXT STEPS

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- STRAC Engagement
- Committee Engagement
- I-205 Environmental Assessment Public Comment Period

# STRAC ENGAGEMENT

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## Purpose and Approach

- To inform and engage the public on key issues in rulemaking development by bringing information back to STRAC
- To focus on broad and equity-focused engagement with underrepresented populations
- To integrate with existing public engagement opportunities that are part of the toll projects

# ENGAGEMENT TIMELINE OVERVIEW

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2023

- **Summer:** Equity informed public engagement
- **Winter:** Public Hearing on rules

2024 (after STRAC)

- Ongoing engagement for I-205 Toll Project toll rate setting
- **Summer:** Public hearing for I-205 Toll Project toll rate setting



# AUDIENCES

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- People experiencing low-income or economic disadvantage
- Black, Indigenous and people of color (BIPOC)
- Older adults and children
- Persons who speak non-English languages or limited English proficiency
- Persons living with a disability
- Any voices missing from STRAC membership
- General public

*Look for a STRAC follow-up survey to provide ideas for engagement!*



# PROCESS TO BRING FEEDBACK TO STRAC

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- Engagement report outs during July and September meetings!
- Public comments sent prior to each meeting
- Summary of what we've heard to-date on topics coming to STRAC
- Support STRAC members by sharing information about engagement opportunities with networks

# OREGON TRANSPORTATION COMMITTEE AND ADVISORY COMMITTEE ENGAGEMENT



## REGIONAL TOLL ADVISORY COMMITTEE (RTAC)

- Next Meeting: Monday February 27, 2023

## OREGON TRANSPORTATION COMMISSION (OTC)

- Next Meeting: Thursday, March 9, 2023

## EQUITY AND MOBILITY ADVISORY COMMITTEE (EMAC)

- Next Meeting: Wednesday, April 5, 2023

# REPORT OUT - EQUITY AND MOBILITY ADVISORY COMMITTEE

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- Discussed 2023 work plan and identified areas of focus:
  - Revenue allocation
  - Accountability
  - Engagement
  - Toll rate setting and adjustment

# REPORT OUT - REGIONAL TOLL ADVISORY COMMITTEE

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- Working to finalize the committee charter
  - Public transportation coordination with tolling
  - Closing the gap between the toll projects
  - Input on toll revenue allocation
  - Monitoring and engagement plan once tolls are in place
  - Aligning the toll projects with policies
- Discussed options to close the gap between the I- 205 Toll Project and Regional Mobility Pricing Project

# I-205 TOLL PROJECT: ENVIRONMENTAL ASSESSMENT PUBLIC COMMENT PERIOD

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- 45-day public comment period is open until April 7
- **Webinars** to share the results of the report and answer questions on the Environmental Assessment
  - Tuesday, March 14: 6-7:30 p.m.
  - Thursday, March 16: 12-1:30 p.m.
- **Virtual public hearing** to provide verbal comment
  - Tuesday, April 4, 3-6 p.m.

# I-205 TOLL PROJECT: ENVIRONMENTAL ASSESSMENT PUBLIC COMMENT PERIOD

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- How to comment?
  - Complete the I-205 Toll Project online comment form (Coming soon in Vietnamese, Spanish, Russian and Chinese)
  - Email us at [I205TollEA@odot.oregon.gov](mailto:I205TollEA@odot.oregon.gov)
  - Call 503-837-3536 and leave a voicemail message
  - Verbal comment in-person April 4, from 3:00 to 6:00 p.m.
  - Mail your written comment to: Mandy Putney, ODOT Urban Mobility Office, 18277 SW Boones Ferry Road, Tualatin, OR 97224Oregon



# NEXT STEPS

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- Next STRAC meeting scheduled for March 24, 2023, 9:00am – 12:00pm.



A worker in a red safety suit and hard hat is positioned on a blue lift bucket, working on a steel bridge structure. The background is a dense forest of evergreen trees. The scene is overlaid with a semi-transparent blue filter.

# THANK YOU