

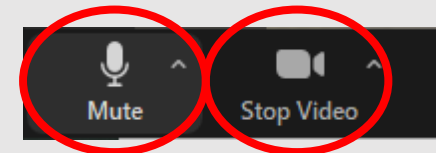
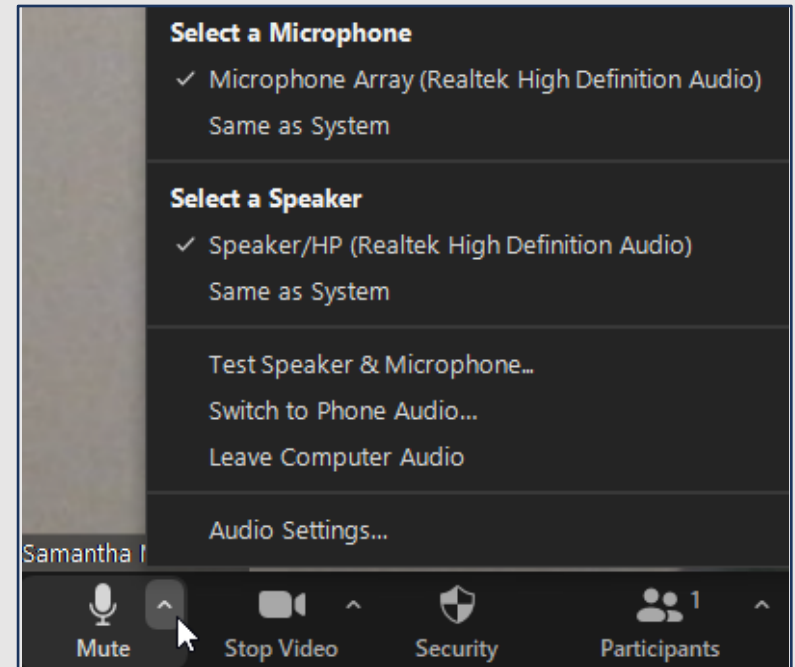
STATEWIDE TOLL RULEMAKING ADVISORY COMMITTEE (STRAC)

Meeting #4
April 28, 2023

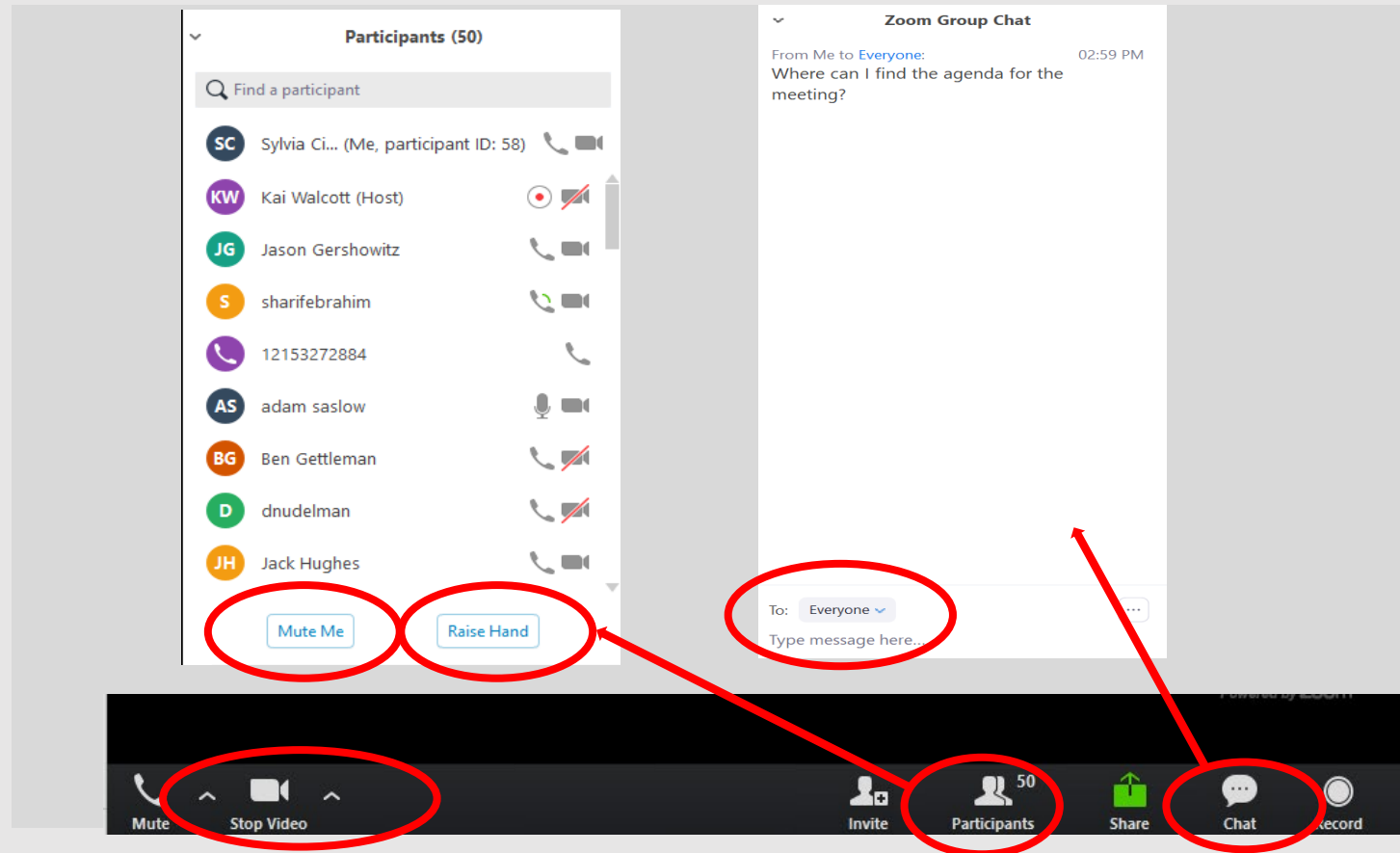
ZOOM MEETING TIPS FOR STRAC MEMBERS

- 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.



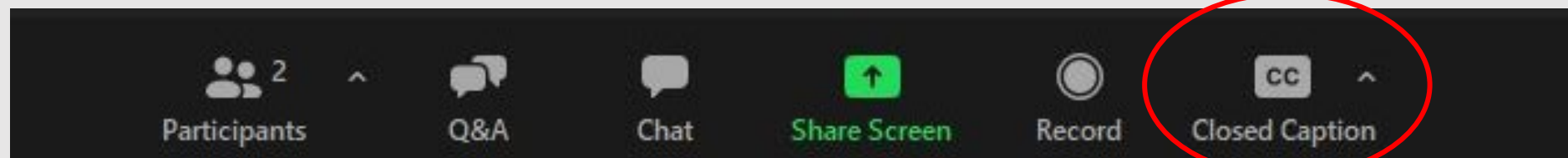
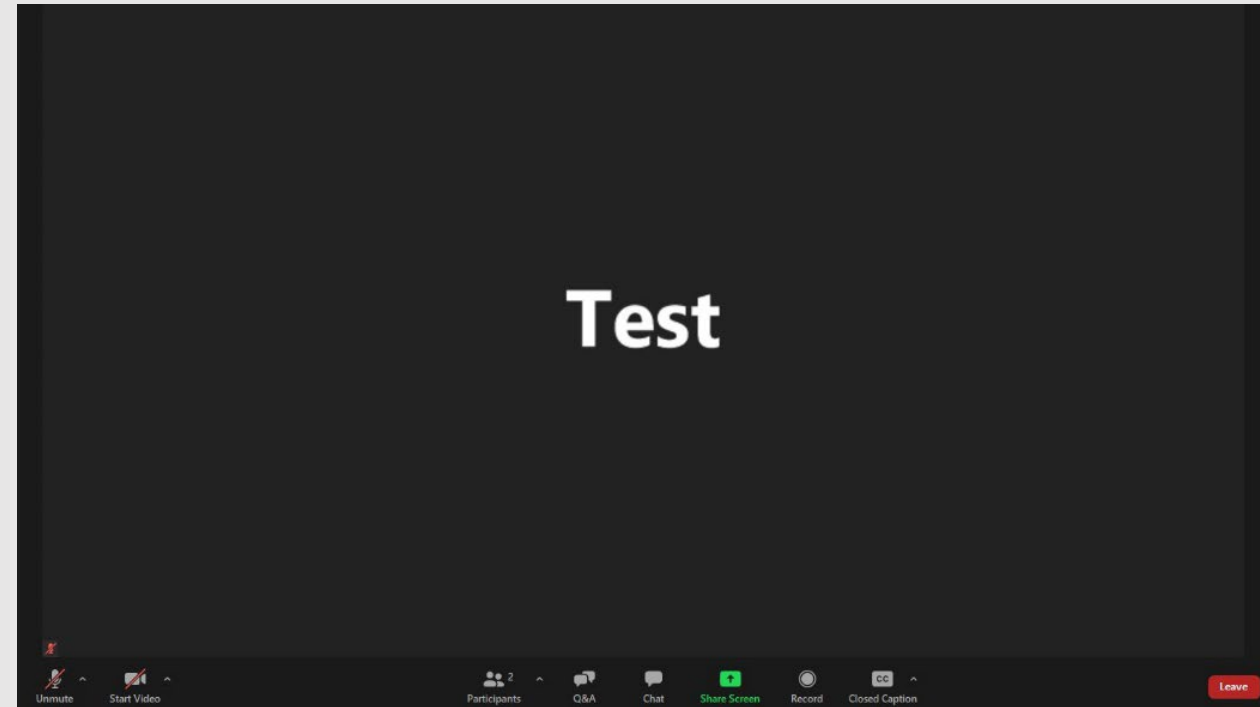
ZOOM MEETING TIPS FOR STRAC MEMBERS



- 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.



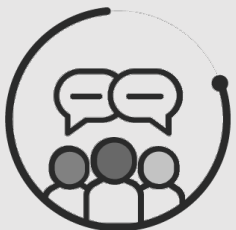
HOW TO COMMENT



For STRAC comments, please email 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 two business days 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
- 9:10 am: Welcome
- 9:15 am: Where We've Been & Where We're Going
- 9:40 am: Payment Process and Equitable Enforcement: Overview
- 10:35 am: Break
- 10:40 am: Customer Data
- 11:00 am: Draft Rules
- 11:30 am: Community Engagement
- 11:50 am: Next Steps & Thank You

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	Global Medical Response (GMR)
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



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

- Understand the current stage of the committee's work in the rulemaking process including the expected timeline and process for Oregon Transportation Commission decision-making.
- Build upon past STRAC member input and share common practices in the tolling industry to inform STRAC member feedback on draft rules relating to, civil penalties and administrative fees, and the process to dispute bills.
- Understand the role and status of the other toll advisory committees.

TRIVIA

Which state has the oldest toll road?

TRIVIA

- **Correct Answer:
Pennsylvania**

WELCOME



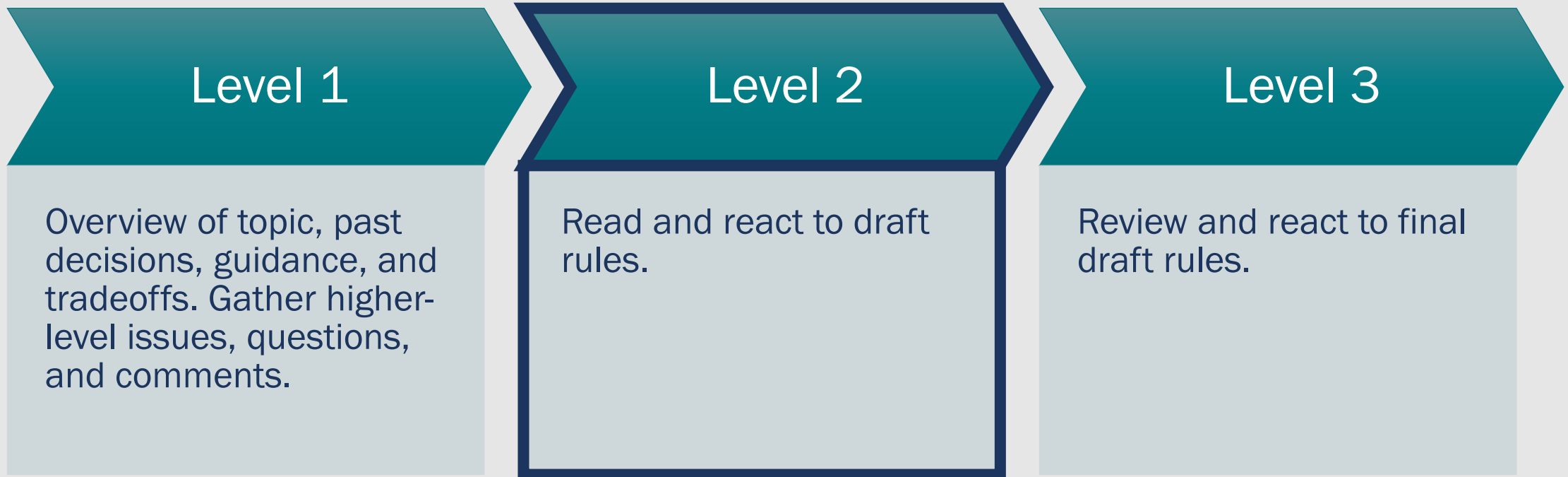
Travis Brouwer

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

WHERE WE'VE BEEN & WHERE WE'RE GOING



STRAC & ODOT ENGAGEMENT PROCESS







Timeline: Update the Statewide Toll Rules (OARs)








Urban Mobility Strategy Map

ODOT Projects

-  System Improvement Project
-  Bike/Ped Crossing Project
-  Regional Mobility Pricing Project
-  I-205 Toll Project

Partner Project with ODOT Support

-  System Improvement Project
-  Bike/Ped Crossing Project
-  Bus on Shoulder Pilot
-  TriMet Project
-  Multimodal/Community Study

Note: Core project names are boxed



EQUITABLE ENFORCEMENT: FINDING THE RIGHT BALANCE





ENFORCEMENT: TRICKY 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 we fine-tune this balance?

STRAC MEMBER FEEDBACK – FEBRUARY 2023 MEETING

- Accessibility and Equity
- Ease of Use
- Education and Communication



FEEDBACK, COMMON PRACTICES, & PROPOSED PROCESS FLOWS



Dr. Philip Wu

EMAC & Community
Feedback



Phil Miller

Common Industry
Practices



Garet Prior

Proposed
Process Flows



COMMUNITY & EMAC FEEDBACK

- Lack of trust in current enforcement processes, desire to have trusted organizations as a part of the system
- Need to know what will happen if tolls are not paid, especially on those who are financially challenged
- Concerns about interacting with public safety, especially for undocumented community members
- Concerns about being tracked by ODOT
- Oversight of enforcement should be a part of the long-term accountability system

COMMON PRACTICES

- Building an enforcement program that is transparent, systematic, and customer-friendly is central to maintaining revenue efficiency while maximizing customer service
- A clear structure and diverse set of enforcement measures can assist in building a robust practice while minimizing punitive measures toward drivers



Toll Enforcement – Current Practices: Statewide Toll Rule Advisory Committee (STRAC)

Building an enforcement program that is transparent, systematic, and customer-friendly is central to maintaining revenue efficiency while maximizing customer service. There are several best practices that can drastically reduce the reliance on collections of aging receivables from customers.

A clear structure and diversification of enforcement measures can assist in building a robust practice while minimizing punitive measures toward drivers. This helps to ensure customers know the toll operator is providing a fair benefit to all.

Current Industry Practices

Most toll operators use invoices to collect toll money, followed by a violation notice that can result in a uniform traffic citation and ultimately a hold or suspend their vehicle registration or driver's license, or both, for those who refuse to pay. Most toll operators use contracted collection agencies to pursue unpaid debt from the biggest offenders with a registration and or driver's license hold, as a control to encourage payment if other measures are not successful in finding or contacting a debtor to resolve outstanding debt. Current common industry practices include:

Inter-State Agreements – Establishing operating agreements with nearby operators

PROACTIVE ENFORCEMENT MEASURES



Continuous
Education



Forgiveness



Timing and
Lifecycle



Inter-State
and
Commercial
Agreements

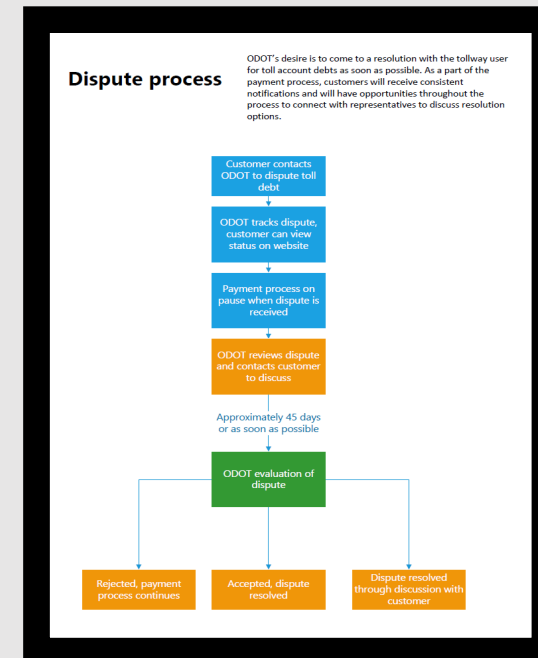
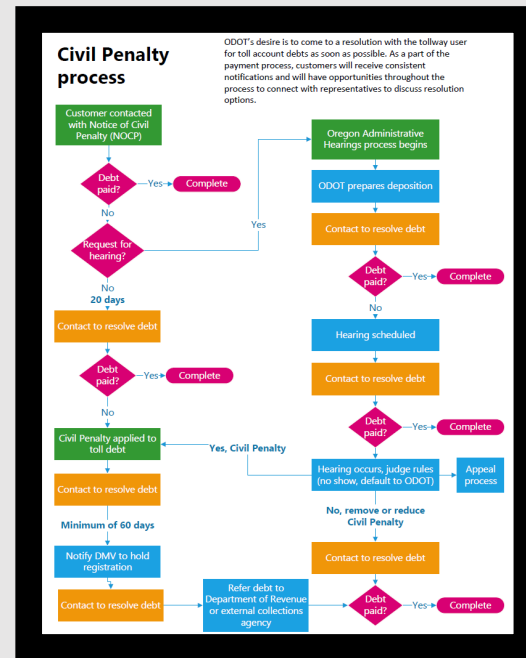
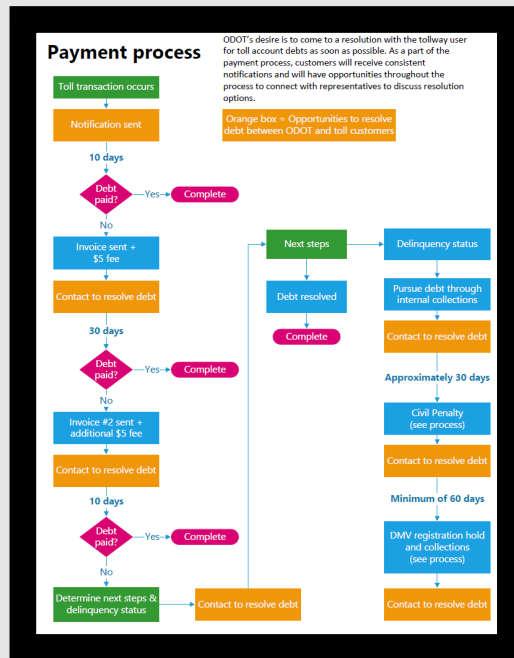
RESEARCH

ODOT is NOT going to suspend your driver's license for unpaid tolls

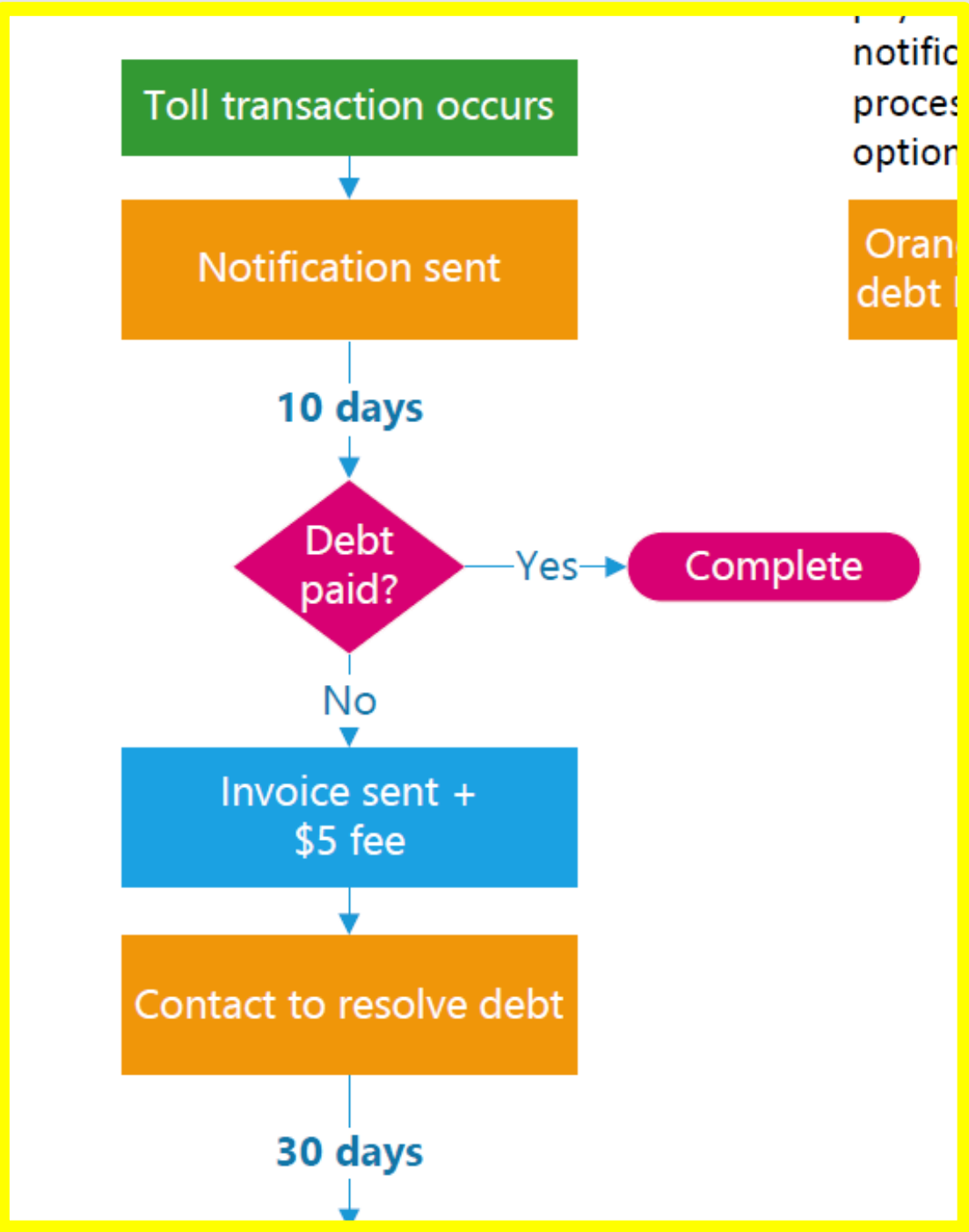
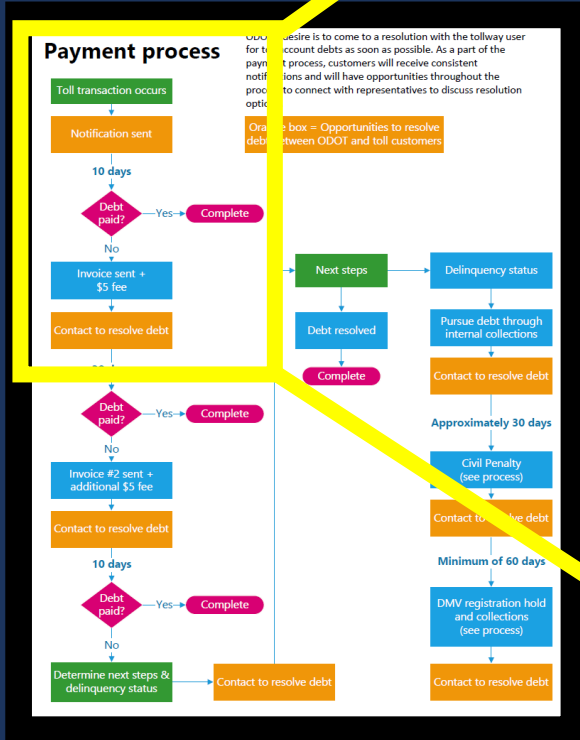
Toll Operator	Dispute hearings	Registration hold	Driver's license suspension
Oregon Department of Transportation (proposed)	Yes	Yes	No
Central Florida Expressway	No	Yes	No
Florida's Turnpike	Yes	Yes	No*
Illinois Tollway	Yes	Yes	No
Maryland Transportation Authority	Yes	Yes	No
Miami-Dade Expressway	No	Yes	No
North Carolina Turnpike Authority	Yes	Yes	No
North Texas Turnpike Authority	No	Yes	No
Ohio Turnpike	No	No	No
Pennsylvania Turnpike Commission	Yes	Yes	No
Washington Department of Transportation	Yes	Yes	No

PROPOSED PROCESS FLOWS: PAYMENT, CIVIL PENALTY, & DISPUTES

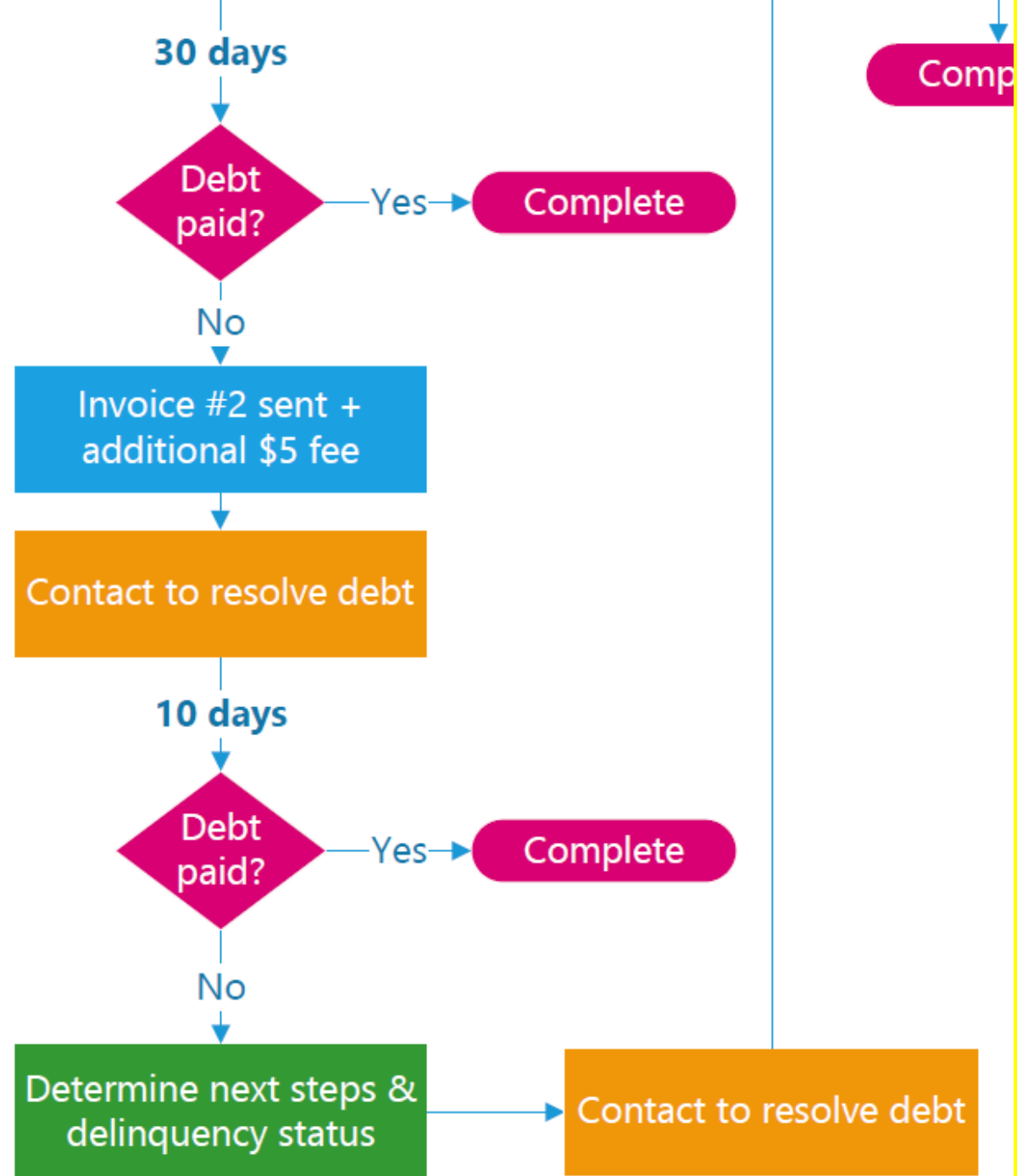
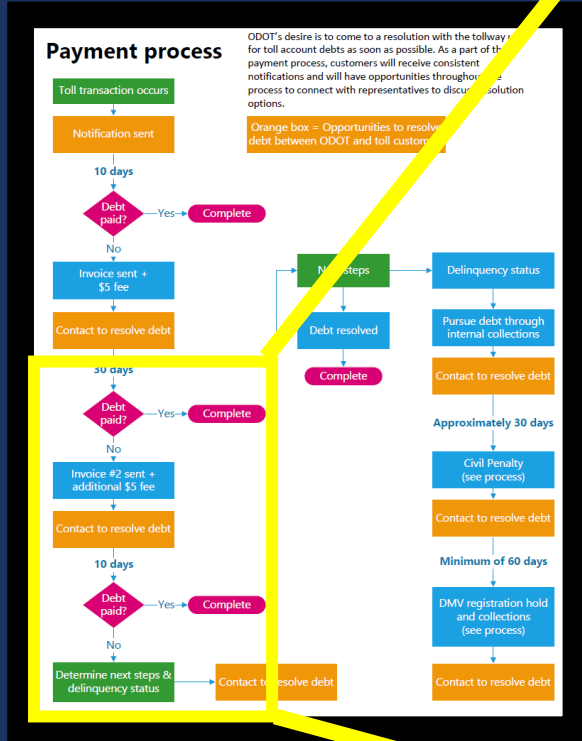
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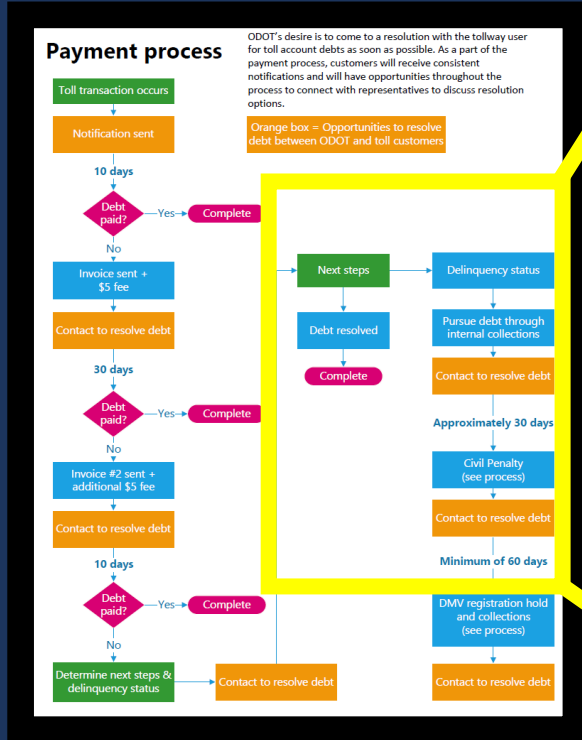
PAYMENT PROCESS



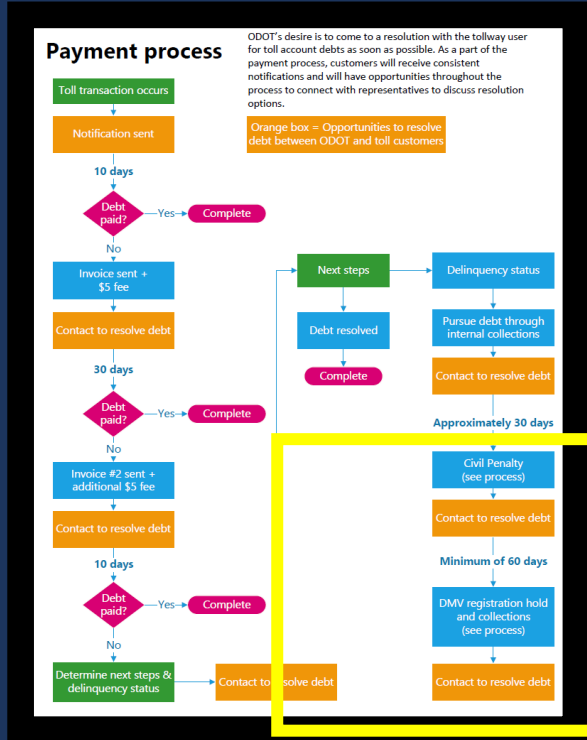
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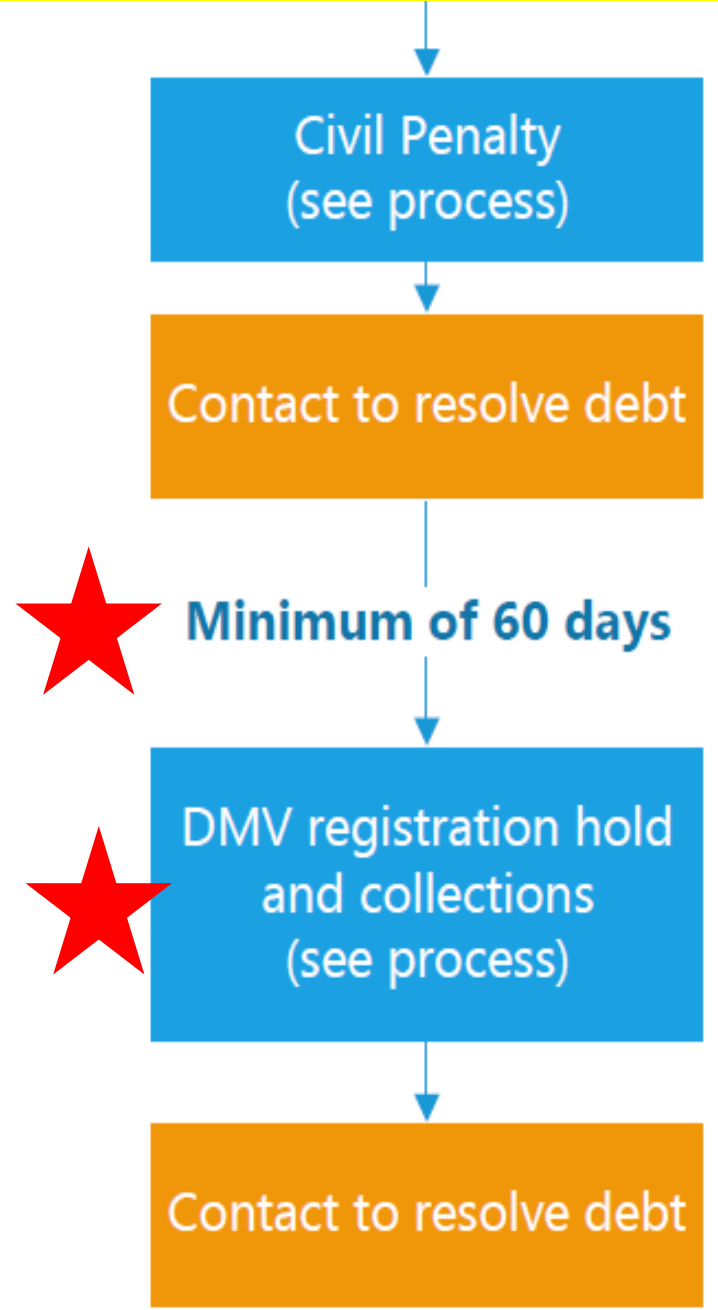
PAYMENT PROCESS



PAYMENT PROCESS

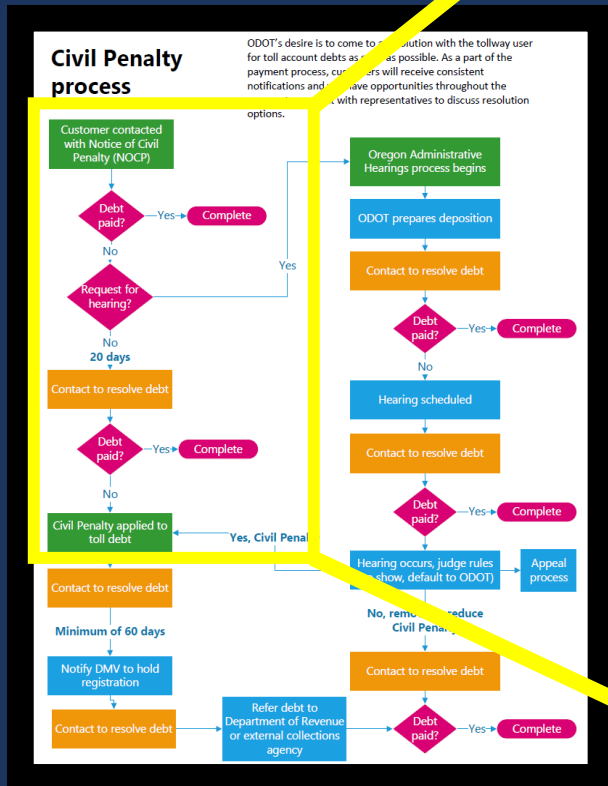


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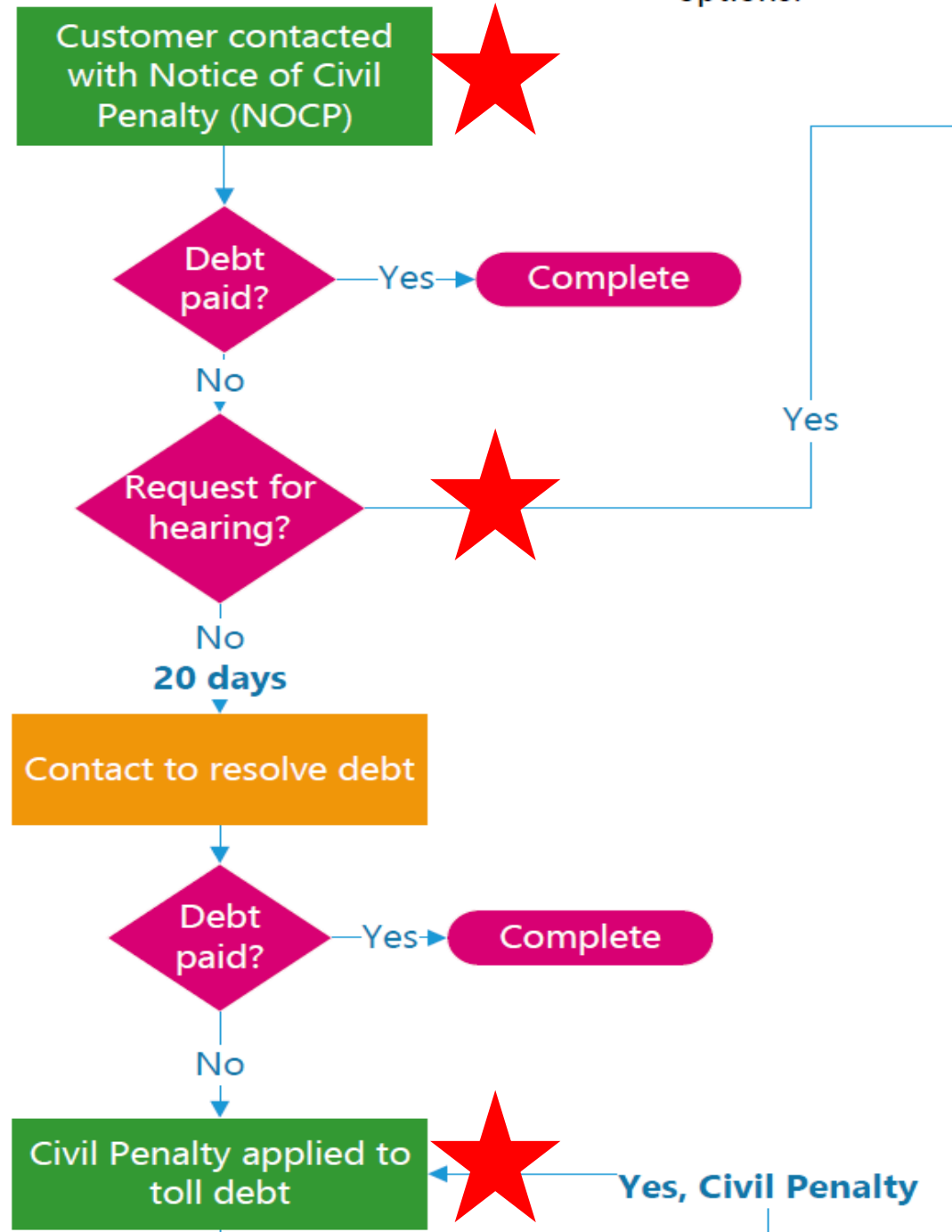


CLARIFICATION QUESTIONS?

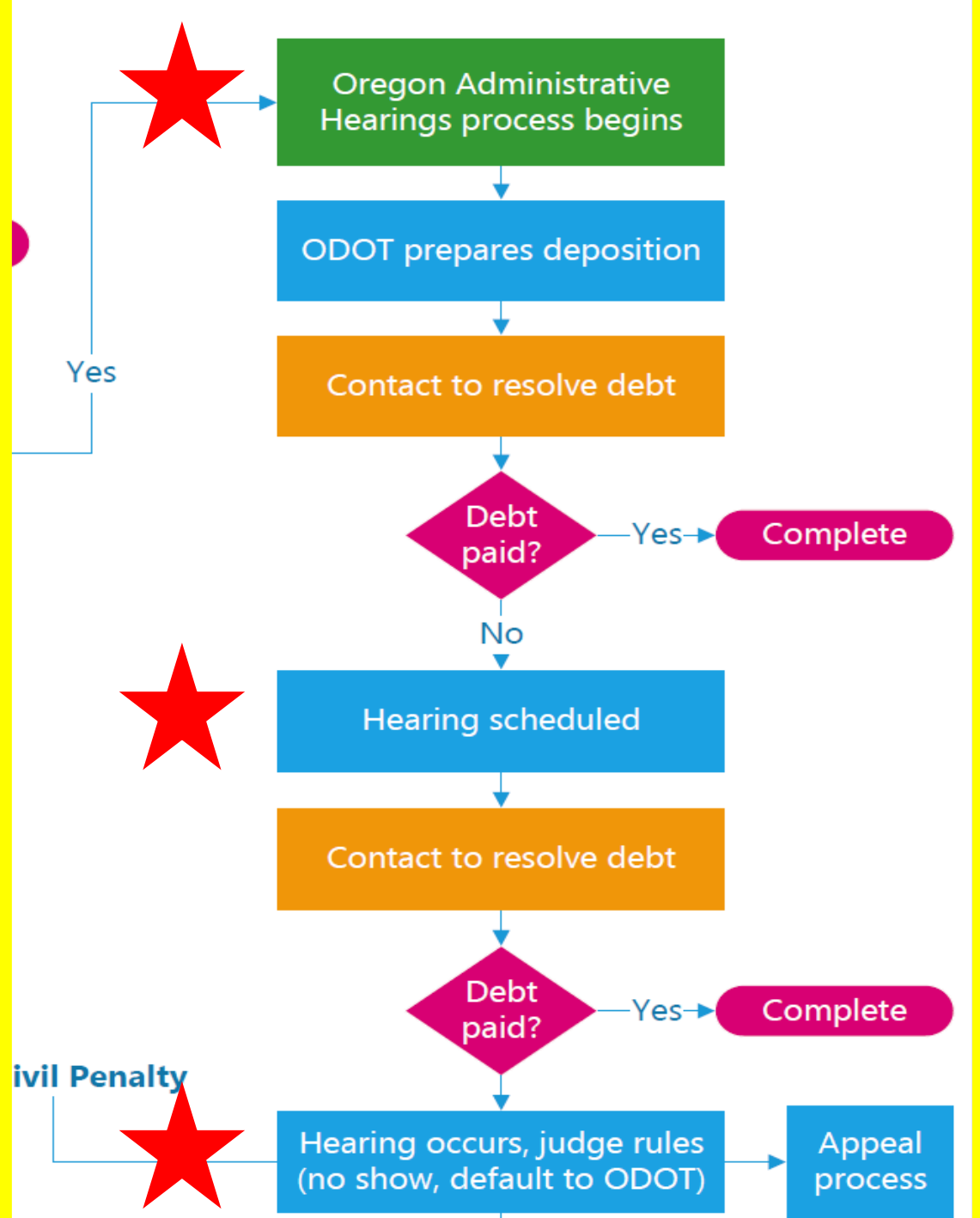
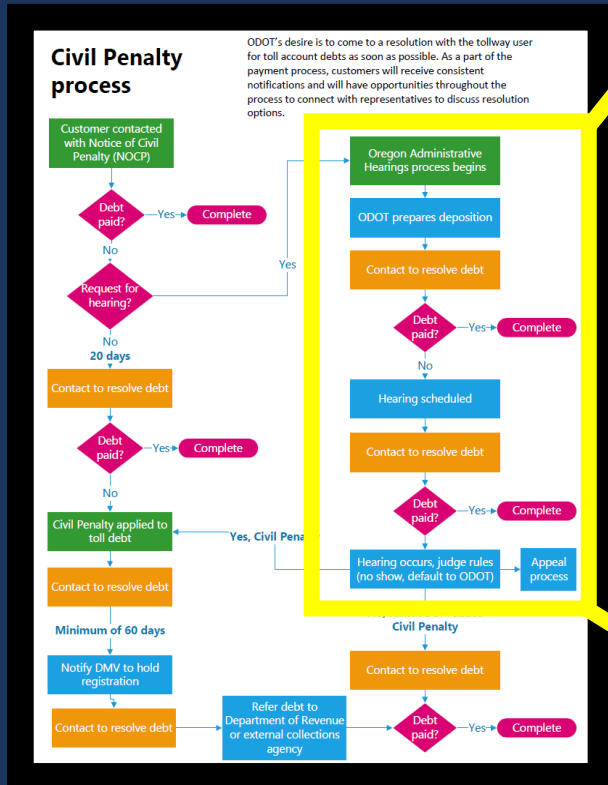
CIVIL PENALTY PROCESS



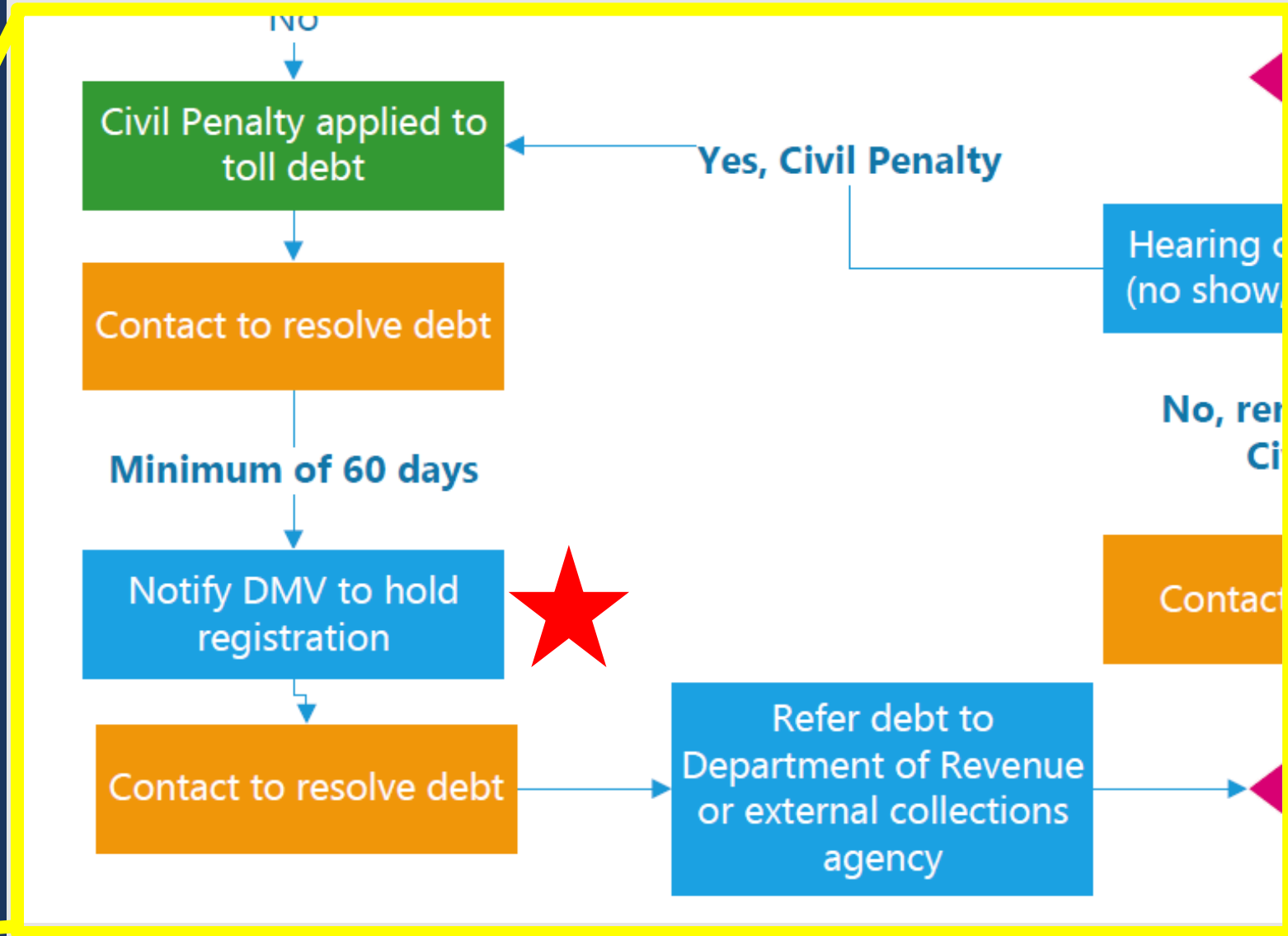
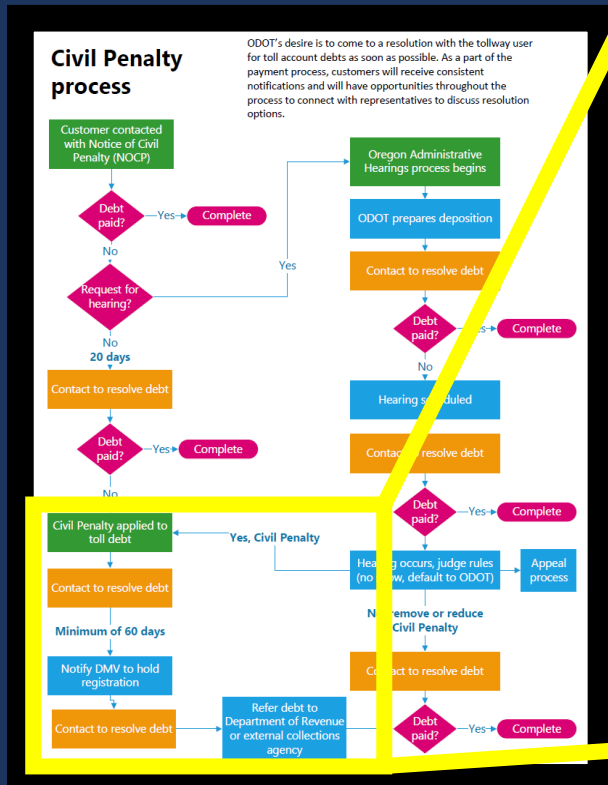
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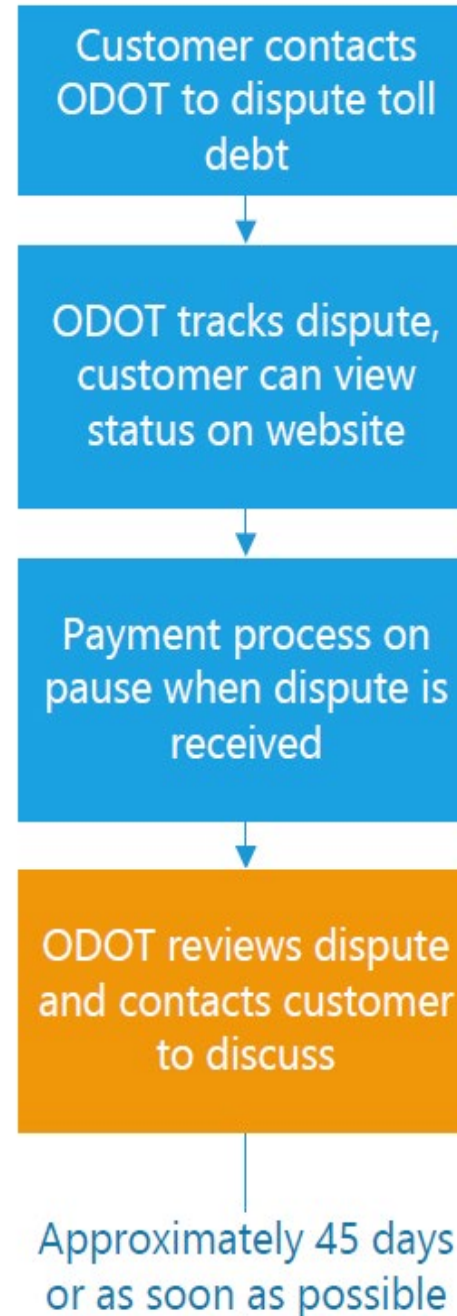
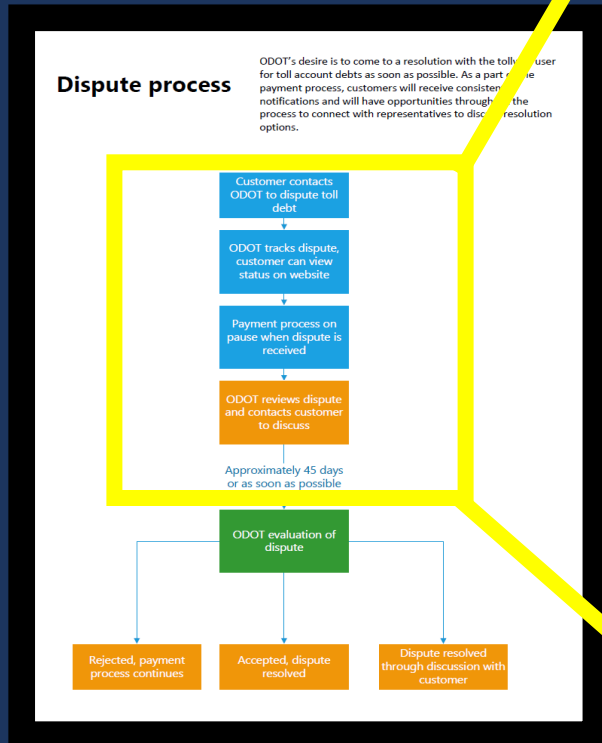
CIVIL PENALTY PROCESS



CIVIL PENALTY PROCESS



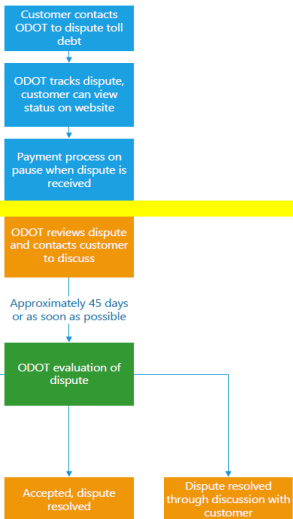
DISPUTE PROCESS



DISPUTE PROCESS

Dispute process

ODOT's desire is to come to a resolution with the tollway user for toll account debts as soon as possible. As a part of the payment process, customers will receive consistent notifications and will have opportunities throughout the process to connect with representatives to discuss resolution options.



and contacts customer to discuss

Approximately 45 days or as soon as possible

ODOT evaluation of dispute

Rejected, payment process continues

Accepted, dispute resolved

Dispute resolved through discussion with customer

CLARIFICATION QUESTIONS?

THOUGHTS ON EQUITABLE ENFORCEMENT

- Unpaid toll bills will not lead to criminal penalties or jail
- We will work with customers on payment time/plan to resolve debt
- Offer bilingual communications and customer services
- Consider enrollment in Low Income Toll Program when determining delinquent status
- ODOT is required by state law to hold vehicle registration if customer has toll debt, but planning this as a last step

DISCUSSION AND Q&A

- What do you like about the proposed enforcement process and rules? What would you change? Are we missing anything?
- What factors should ODOT consider before putting an account into delinquent status or to reduce/waive debt?
- How much time should ODOT give a customer to pay before escalating?



BREAK

5 Minutes

Returning at 11:05 am

CUSTOMER DATA



Hannah Williams

Community Feedback



Gareth Prior

Data Collection Requirements



COMMUNITY CONCERNS

- Concerns for safety and privacy
- Concerns about how information will be stored, and who it will be shared with
- Concerns that information will be tracked outside of the tolling system

MYTH BUSTING: TOLL CUSTOMER DATA

- State law limits ODOT to only capture images of a vehicle and the license plate
- ODOT will not be taking and storing photos of you and your family
- Toll technology cannot track you – license plate information will be captured only when you drive under a toll gantry
- ODOT will only access a person's address to send a toll bill
- Required to follow all public information privacy regulations and Payment Card Industry standards

All lanes, all electronic, no stopping



DISCUSSION AND Q&A

- Did the state laws or information on toll technology on data privacy address your concerns?
- Do you have additional items that you would want addressed in rules?

DRAFT TOLL RULES

STATE LAW (BLUE)

ADMINISTRATIVE FEE, CIVIL PENALTY, & CUSTOMER DATA

Blue highlighted = state law

731-040-####

Administrative fees

- (1) The Department may enforce the payment of a toll by one or more of the following, per [ORS 383.035](#):
- Imposing an administrative fee;
 - Imposing a civil penalty;
 - Suspension of vehicle license registration renewals; or
 - Pursuing unpaid amounts through a collection process either internally or by assigning them to a collection agency.

- (2) The Department will apply an administrative fee, consisting of one or more of the following:

Mailed Statement Fee	\$2.00
Returned Check/Automated Clearing House (ACH) Rejection Fee	\$35.00
Invoice Fee	\$5.00 per invoice

- (3) The civil penalty and administrative fees established by the tollway operator will not exceed the actual cost of collecting the unpaid toll, per [ORS 383.035\(2\)](#).

Payment process |

- (4) Tollway users will receive notifications from the Department of outstanding account debts and will be provided options for resolution as outlined in OAR 731-040-####. The Department may choose not to apply the administrative fee if the tollway user pays toll account debts within a time deemed acceptable by the Department.
- (5) The Department will hold the registered owner of vehicle as the responsible party for all unpaid toll transactions.

DRAFT TOLL RULES: NEXT STEPS

- Revise draft rules based on feedback received
- May 11 OTC meeting: check in on draft rules
- May 26 STRAC meeting: Level 3 Review (updated draft rules – customer accounts, payments, and enforcement process)
- June: No STRAC Meeting



COMMUNITY ENGAGEMENT



EQUITY FRAMEWORK COMMUNITY ENGAGEMENT

Focus area	Date
Vietnamese	April 5, 5:30pm – 7:30-m
Russian	April 6, 5pm – 7pm
People with Disabilities	April 8, 3pm – 5pm
Chinese	April 10, 5:30pm – 7:30pm
Latinx	April 13, 5:30pm – 7:30pm
Black, Indigenous, and People of Color (BIPOC)	April 14, 5:30pm – 7:30pm
Tribal/Native American	April 22, 10am – 12pm

EQUITY FRAMEWORK COMMUNITY ENGAGEMENT

- Understood the need for tolls as a fact of life
- Concerns about people experiencing low incomes being able to pay the toll online
- Concerns about non-English speakers getting into a new system
- Skepticism on the impacts of tolling on personal finances
- Lots of questions on the logistics of tolling and payments
- Reduced rates and exemptions – not limited to income; tolling will increase cost of services
- Will trucks and cars pay the same rate?

EQUITY FRAMEWORK COMMUNITY ENGAGEMENT

- March CBO Discussion introduced STRAC and rulemaking process
- June CBO Discussion on enrollment and enforcement
June 6th 5-6:30 p.m.
- **Ask: What would you like to share or ask this community to support/inform your work on enrollment and enforcement?**

OREGON TRANSPORTATION COMMISSION AND ADVISORY COMMITTEES



OREGON TRANSPORTATION COMMISSION (OTC)

- Next Meeting:
Thursday, May 11,
2023

REGIONAL TOLL ADVISORY COMMITTEE (RTAC)

- Next
Meeting: Monday
May 22, 2023

EQUITY AND MOBILITY ADVISORY COMMITTEE (EMAC)

- TBD

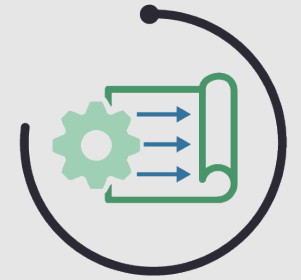
REPORT OUT - EQUITY AND MOBILITY ADVISORY COMMITTEE

- 2023 work plan will focus on accountability and engagement
- Planned input to RTAC on revenue allocation criteria
- Planned input to STRAC on rate setting framework and Low-Income Toll Program considerations
- Preparing for an ODOT-EMAC Accountability Workshop this summer
- Developing a recommendation for an accountability process and structure

REPORT OUT - REGIONAL TOLL ADVISORY COMMITTEE

- Discussed the past work of the Equity and Mobility Advisory Committee, which includes the trauma-informed approach and Foundational Statements to address equity
- Provided input on the Public Transit Strategy work plan
- Listened to a presentation on how toll systems are monitored from federal officials and state of Washington – partnership between local, state, and federal levels

Q&A



NEXT STEPS

- Evaluations to be sent after today's meeting
- Next STRAC meeting scheduled for May 26, 2023, 9:00am – 12:00pm.
 - Calendaring changes



THANK YOU