

# STATEWIDE TOLL RULEMAKING ADVISORY COMMITTEE (STRAC)

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Meeting #5

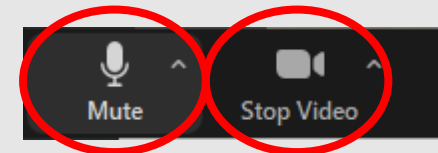
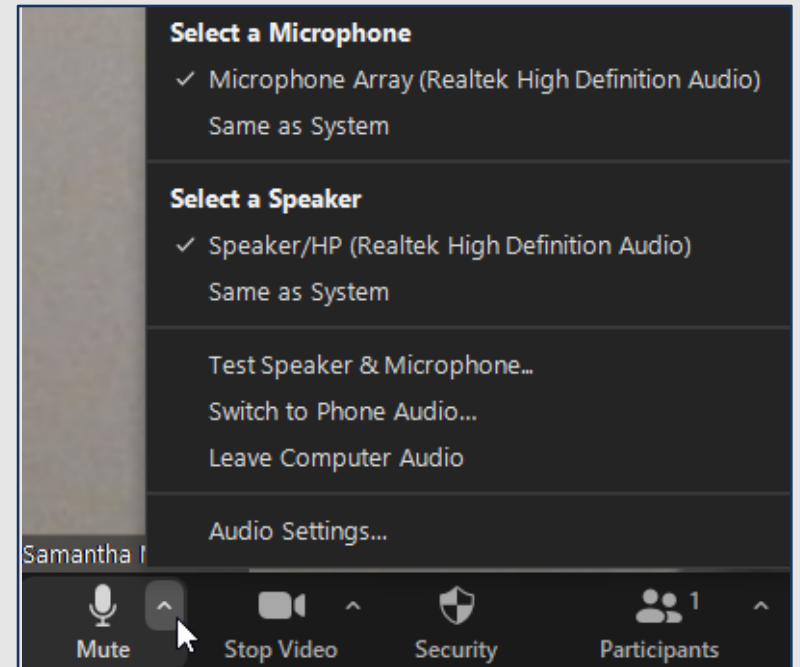
May 26, 2023

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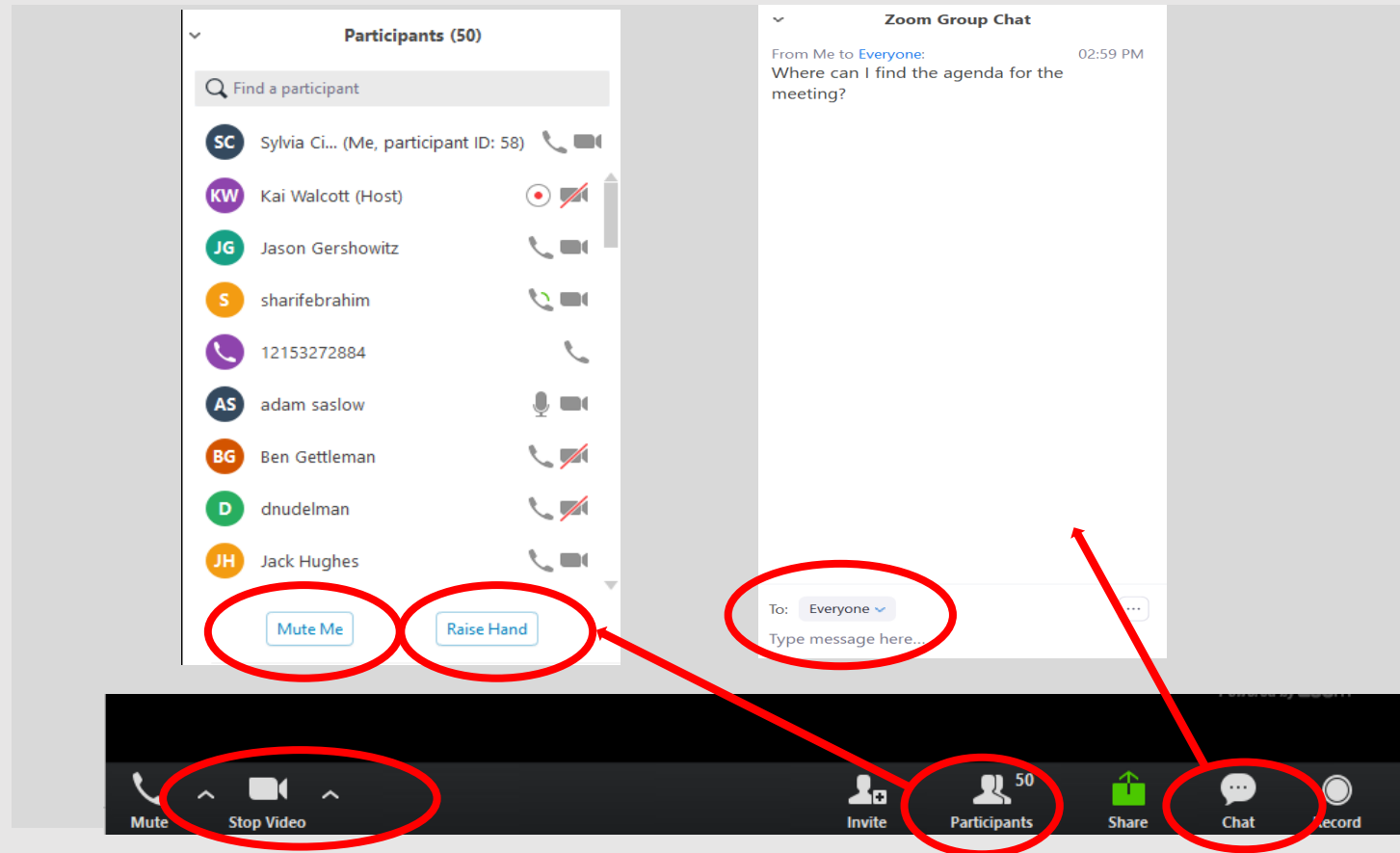
# ZOOM MEETING TIPS FOR STRAC MEMBERS

- 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.*



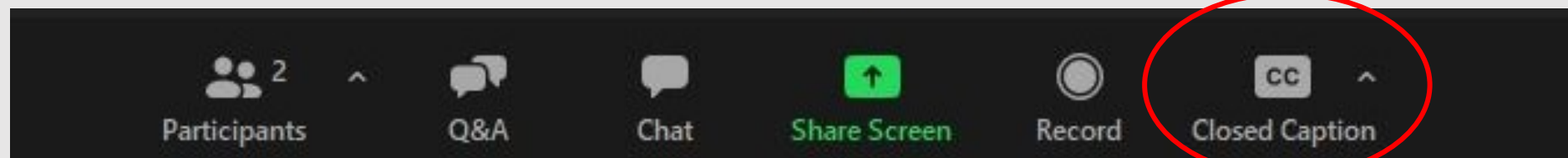
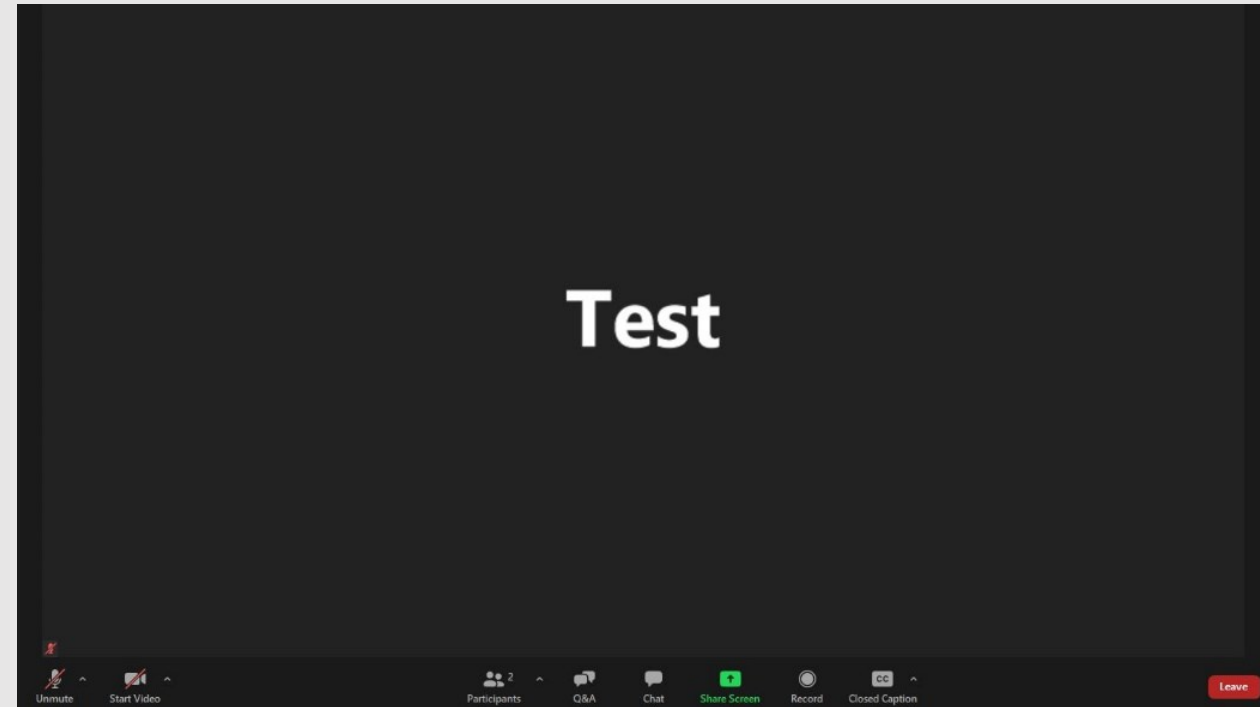
# ZOOM MEETING TIPS FOR STRAC MEMBERS



- 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 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:** Tolling Update
- **9:25 am:** Where We've Been & Where We're Going
- **9:35 am:** Accounts, Payments, and Enforcement Draft Rules – Level 3 Review
- **10:35 am:** Break
- **10:40 am:** Discussion
- **11:10 am:** Looking Ahead
- **11:30 am:** Community Engagement
- **11:50 am:** Next Steps & Thank You<sub>6</sub>

# 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

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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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- Understand the current stage of the committee's work in the rulemaking process including the expected timeline and process for Oregon Transportation Commission (OTC) decision-making
- Review and provide feedback on ODOT's responses to the committee's comments, questions, and edits to the draft rules and procedures for account types, enrollment, compliance, and data privacy
- Hear about what the OTC had to say on these draft rules at their May meeting
- Understand the role and status of the other toll advisory committees

# TRIVIA

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What is the world's oldest known toll road?

# TRIVIA



- Susa-Babylon Highway
- 7<sup>th</sup> century
- Connected the capital of Persia, Susa with the Aegean Sea
- Tolling has existed for over 2700 years

# WELCOME

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**Travis Brouwer**

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

# Governor's Direction

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- Collection of tolls delayed until 2026 to:
  - Provide more time to engage communities
  - Develop solutions to address equity concerns
  - Find new ways to move the program forward
- New legislative committee will be formed
- Does not delay the development of a toll program or STRAC's work



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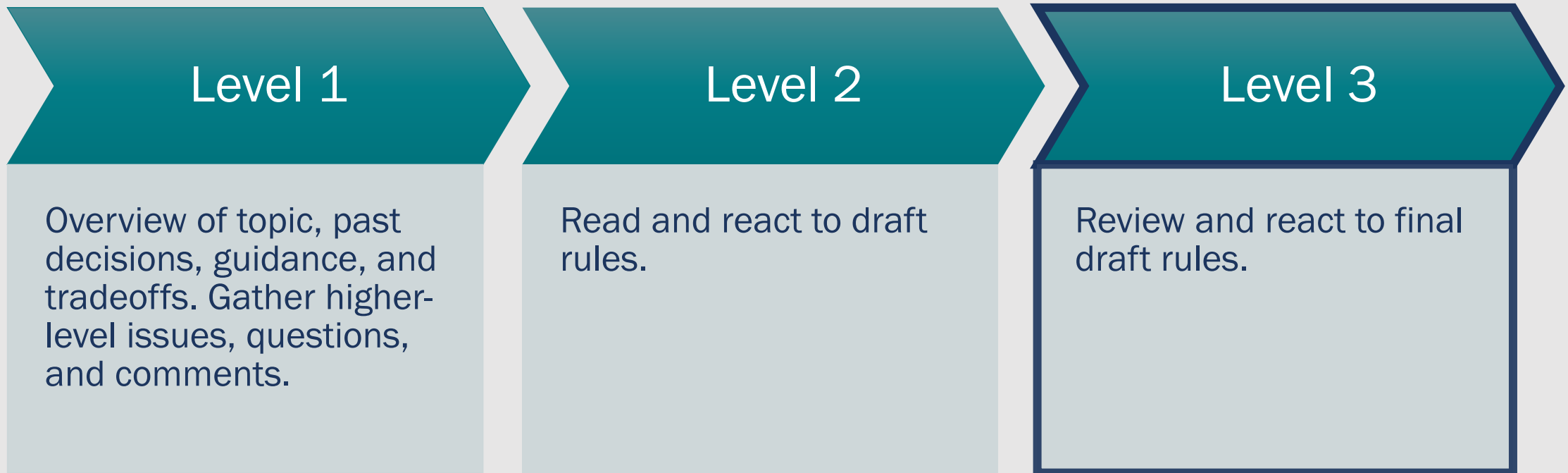
# Q&A

# WHERE WE'VE BEEN & WHERE WE'RE GOING



# STRAC & ODOT ENGAGEMENT PROCESS

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# TIMELINE: TOLL RULES UPDATE (OARs)



2023

2024

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May



# ACCOUNTS, PAYMENTS, AND ENFORCEMENT DRAFT RULES – LEVEL 3 REVIEW



Hannah Williams

Community  
Organization  
Engagement



Gareth Prior

OTC Feedback &  
Process and Rule  
Revisions

# WHAT WE'VE HEARD: EQUITY-FOCUSED COMMUNITY ENGAGEMENT

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- Engagement with Community-Based Organizations and interested parties:
  - Concerns about online payments for people experiencing low-incomes
  - Need to pay with cash
  - Questions about how to pay
  - Concerns about accessibility
  - Questions about vehicle rates



# WHAT WE'VE HEARD: OREGON TRANSPORTATION COMMISSION (OTC)

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- OTC met on May 11 to discuss the toll policy decision timeline, work of STRAC and rulemaking, and discuss Tribal governments and tolls
- Support for centering of equity in rules
- No direct feedback on the work-to-date for draft rules
- Appreciated STRAC's work and look forward to hearing their input on future topics



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# Q&A

# DRAFT RULE REVISIONS

Key topics:

- Definitions
- Accounts for large and small commercial users
- Interoperability with existing toll systems
- Timing on the enforcement process
- How different vehicle types could work

A worker in a blue 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 dimly lit, suggesting dusk or dawn. The lift bucket has the number '1-800-UR-RENT' visible on its side.

# Definitions

# DEFINITION RULE REVISIONS

- **Interoperability:** agreement with another organization to exchange charge and payment information about known customers
- **Toll gantry:** structure over the roadway on which electronic toll equipment is mounted
- **Clarified definitions** for transponder, accounts, and vehicle identification device

## Draft Toll Rules – May 2023 Meeting: State Toll Rulemaking Advisory Committee

Date: May 19, 2023

Blue highlighted = state law

Department of Transportation  
Chapter 731  
Division 40  
TOLLWAY PROJECTS

### DEFINITIONS

731-040-0020  
Definitions

As used in these [OAR 731, division 40](#), rules:

- (1) "Commission" means the Oregon Transportation Commission.
- (2) "Department" or "ODOT" means the Oregon Department of Transportation has the meaning given in [ORS 383.003](#).
- (3) "Director" means the Director of the Oregon Department of Transportation, or the person designated by the Director.
- (4) "Electronic toll collection system" has the meaning given in [ORS 383.003](#).
- (5) "Interstate bridge" means a bridge over a waterway that contains a boundary line with another state and the [boundary](#)-line.
- (6) "Invoice" or "Toll Invoice" means an invoice for toll payments not yet collected by an electronic toll collection system or other payment system.
- (7) "Interoperability" [commonly refers to an agreement with another organization to exchange charges and payments about known customers.](#)
- (8) "Private entity" has the meaning given in [ORS 383.003](#).



# Accounts for large and small commercial users

# ACCOUNTS FOR LARGE AND SMALL COMMERCIAL USERS – RULE REVISIONS

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- Questions around how customers with many vehicles will be contacted for billing
- Desire to see a tailored customer service experience – especially with disputes and reconciliation

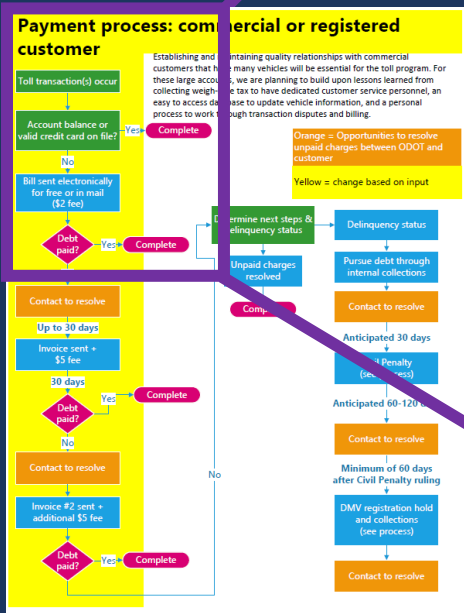
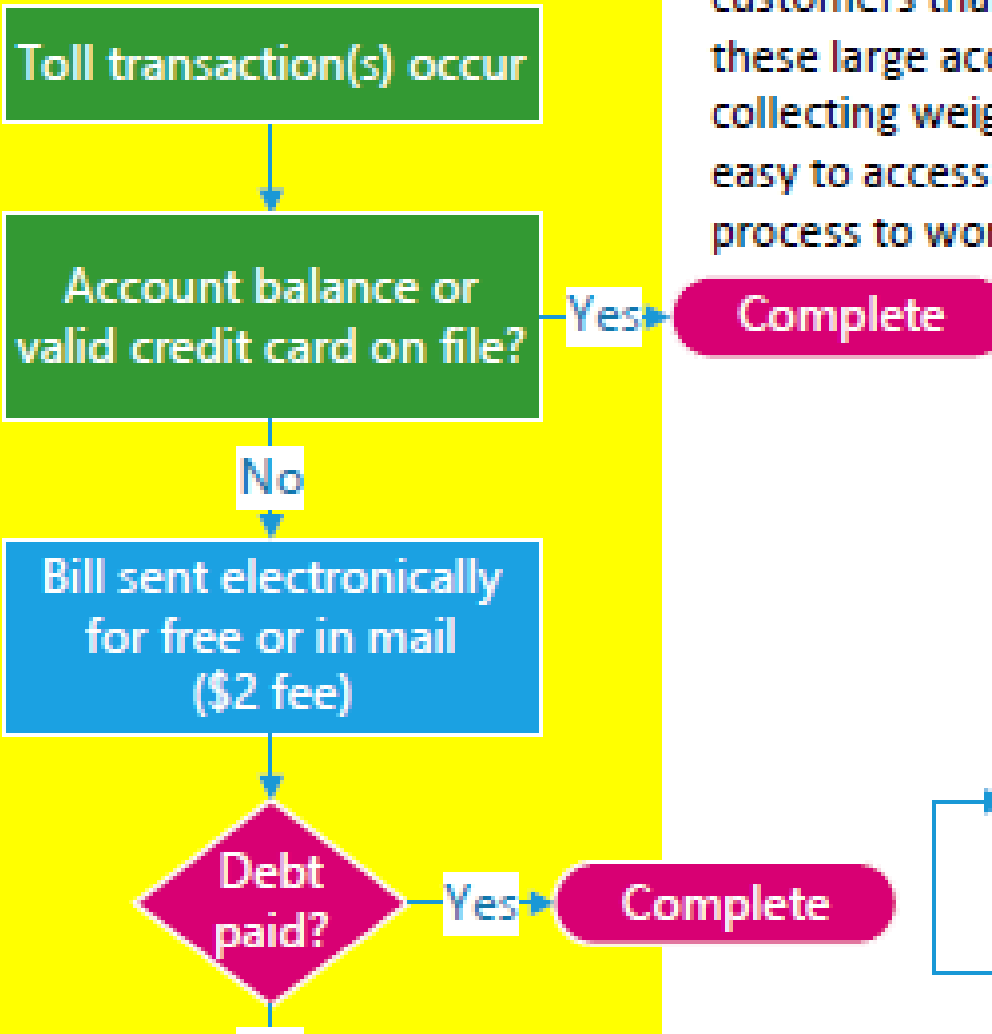
## Changes made:

- Created a new process flow to clarify monthly invoicing
- Noted in procedures how these are essential customers and ODOT is planning on a quality customer service experience (online dashboard, outreach, etc.)
- Working with and learning from existing ODOT weight-mile tax collection

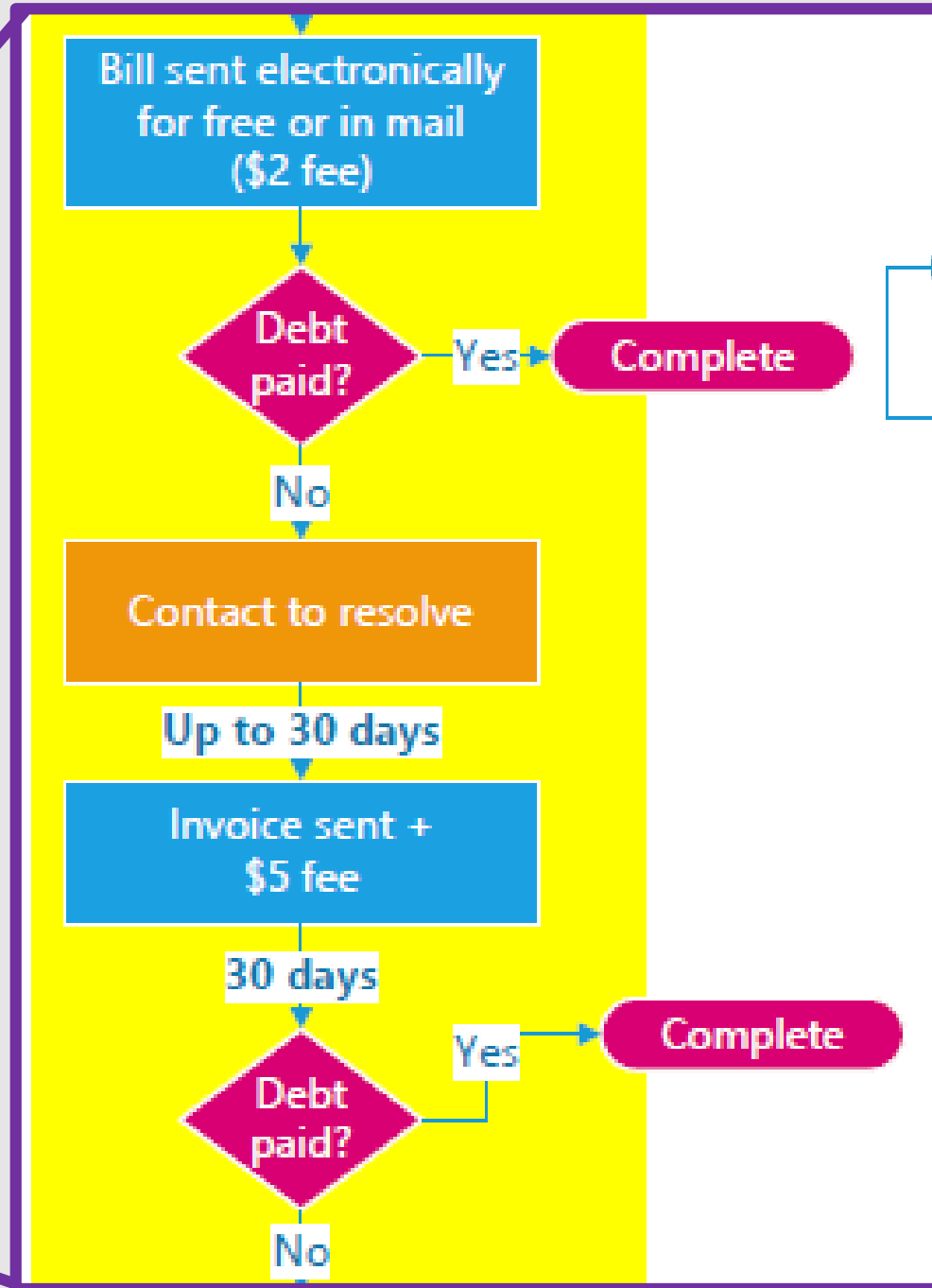
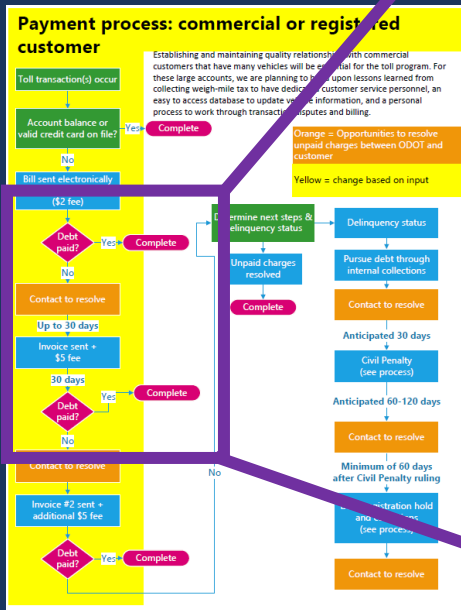
# PAYMENT: Commercial and registered users

## Payment process: commercial customer

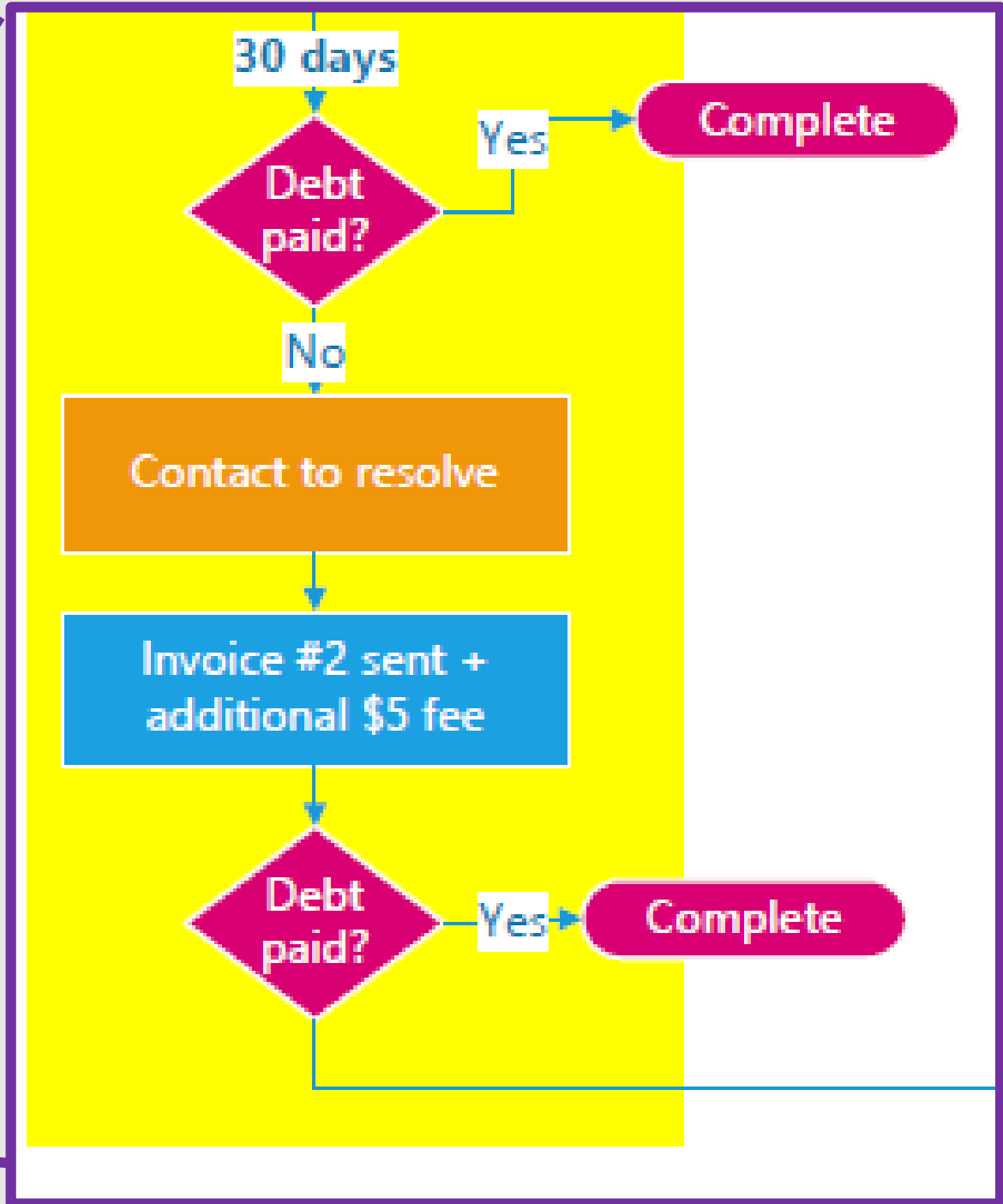
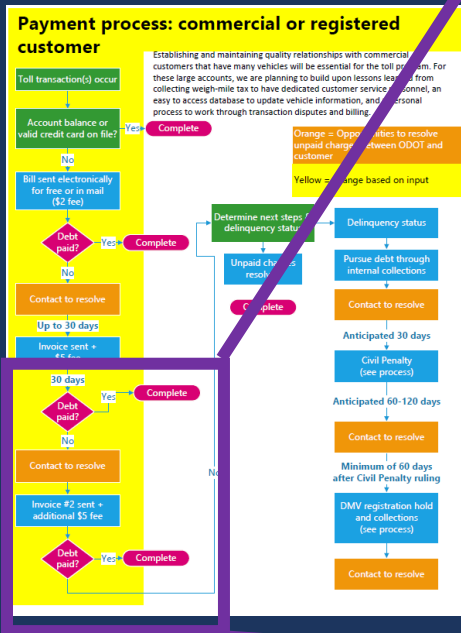
Establishing and maintaining quality relationships with commercial customers that have many vehicles will be essential for the toll program. For these large accounts, collecting weigh-mile tax is more complex than for individual users. We are planning to build upon lessons learned from the existing toll program to have dedicated customer service personnel, an easy-to-access database to update vehicle information, and a personal process to work through transaction disputes and billing.



# PAYMENT: Commercial and registered users



# PAYMENT: Commercial and registered users



# Interoperability

# INTEROPERABILITY WITH EXISTING TOLL SYSTEMS

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- Desire to see ODOT commit to interoperability with nationwide operators by opening day (e.g. E-ZPass)

## Changes made:

- Clarified in procedures that ODOT intends to honor most of the major third-party account managers that may attract niche market segments such as underbanked customers
- Begun discussion with other operators (including WSDOT, Western Region Toll Operators, and E-ZPass)

# Compliance Process



# PAYMENT PROCESS

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- Concerns about limited amount of timing for 1st invoice
- Clarification of steps and timing before Civil Penalty and DMV registration hold
- Concerns about 3rd party collections and impact to personal credit history
- Question about effectiveness the Civil Penalty amount to deter scofflaws

## Changes made:

- Removed 10-day first invoice requirement
- Removed timing requirements between 1st and 2nd invoice
- Clarified timing of Civil Penalty process
- Increasing Civil Penalty to \$50 per invoice

# PAYMENT PROCESS

customers throughout resolution

Toll transaction(s) occur

Up to 30 days

Invoice sent + \$5 fee

Contact to resolve (possible reduction of fee or rate if customer registers)

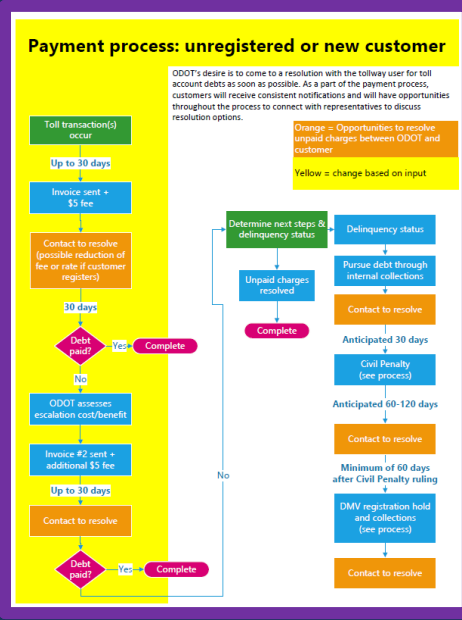
30 days

Debt paid?

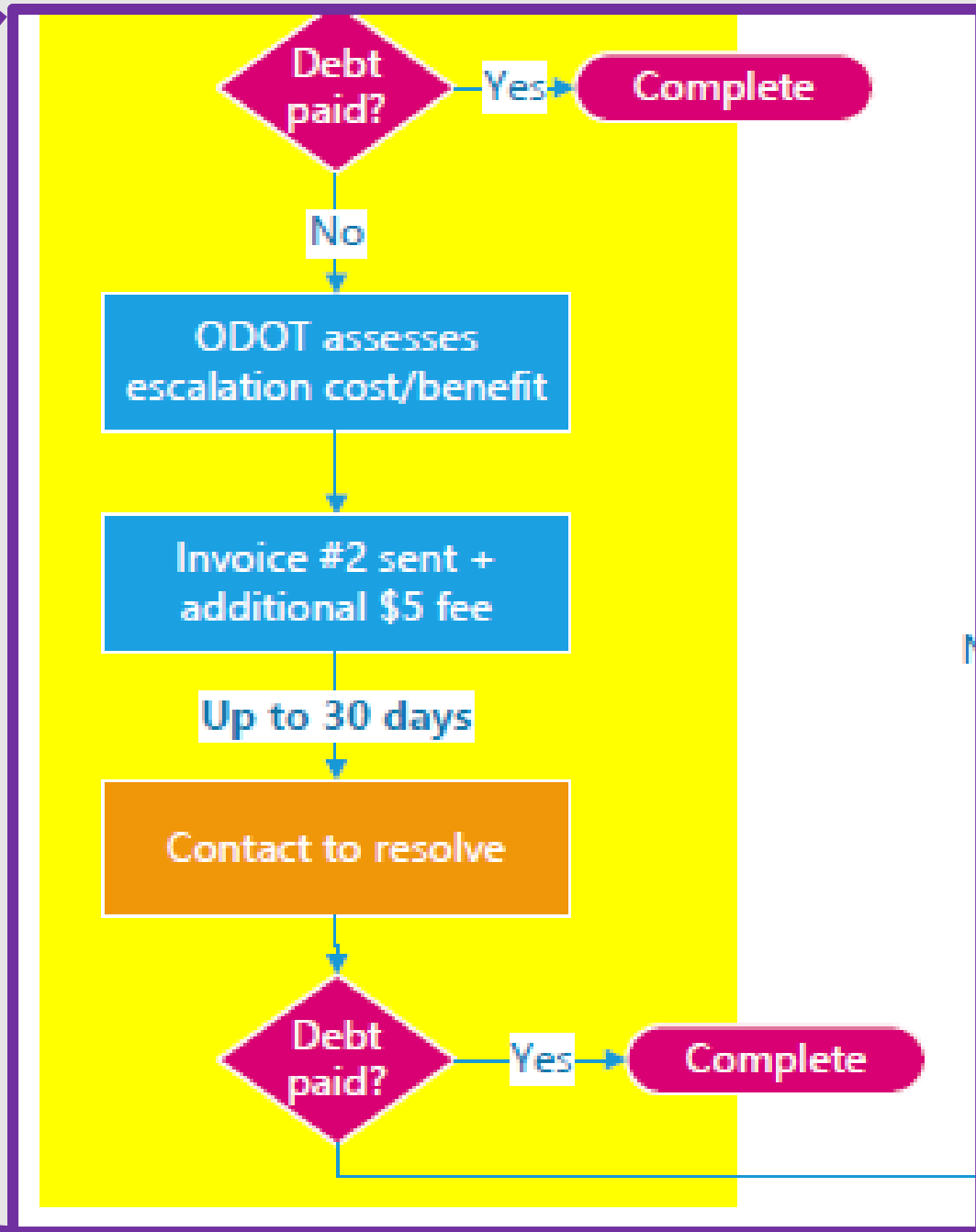
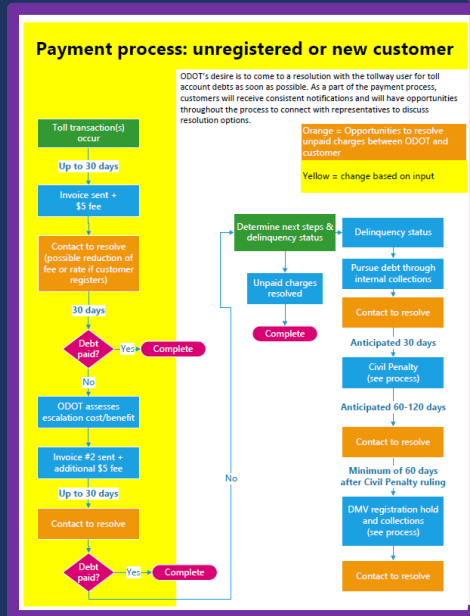
Yes

Complete

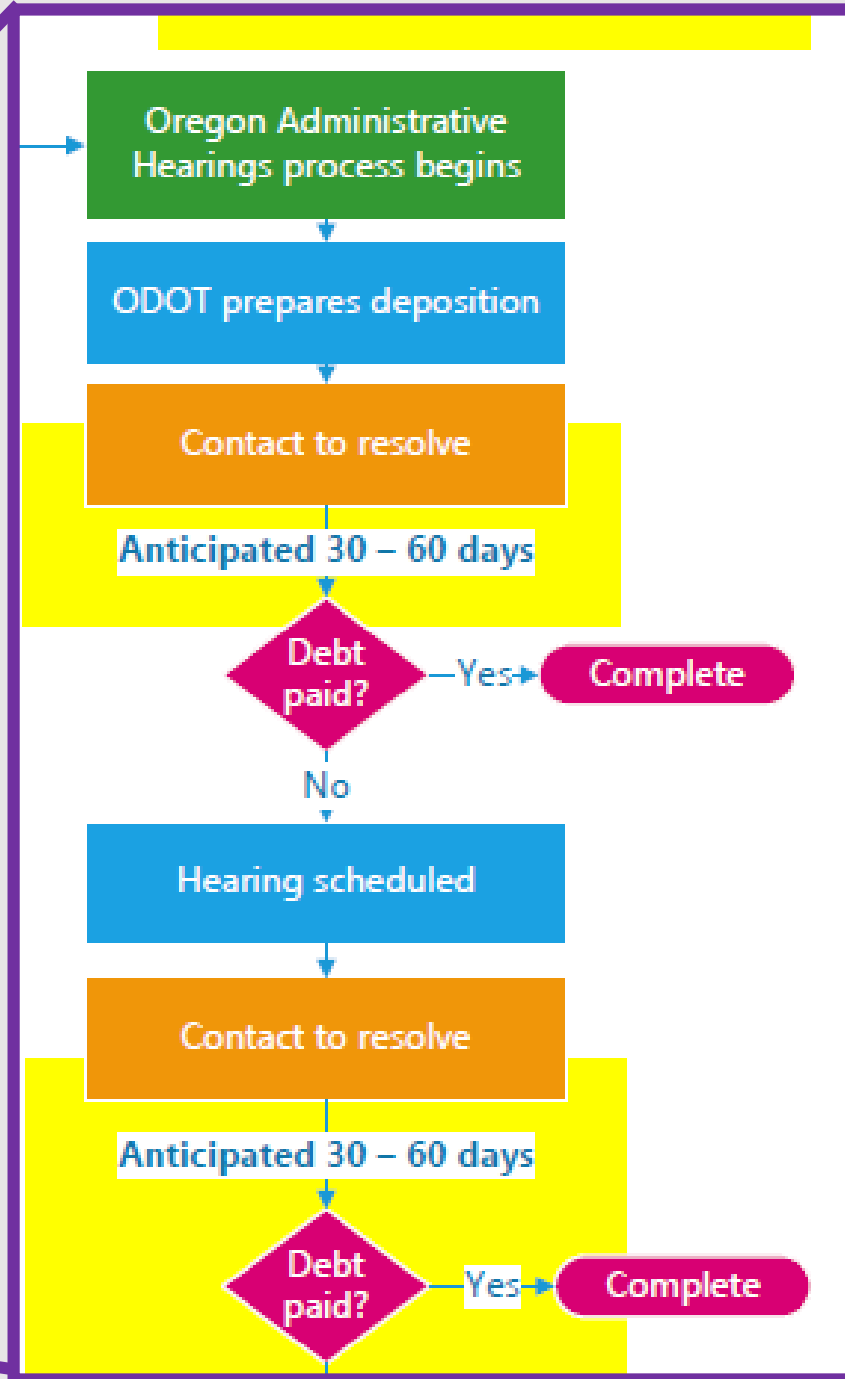
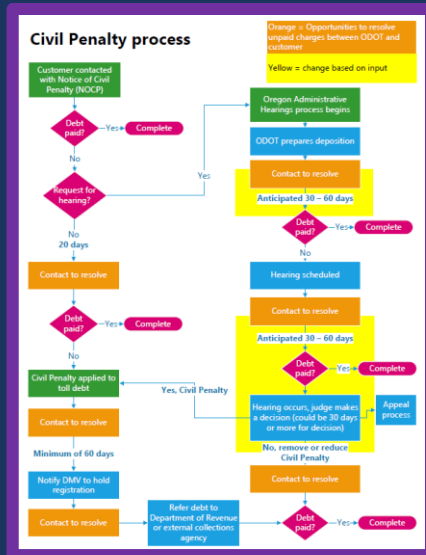
No



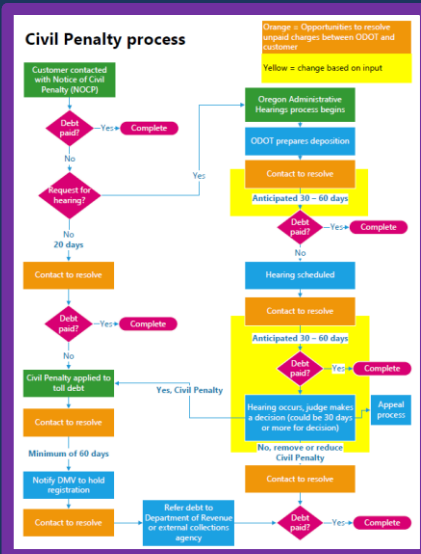
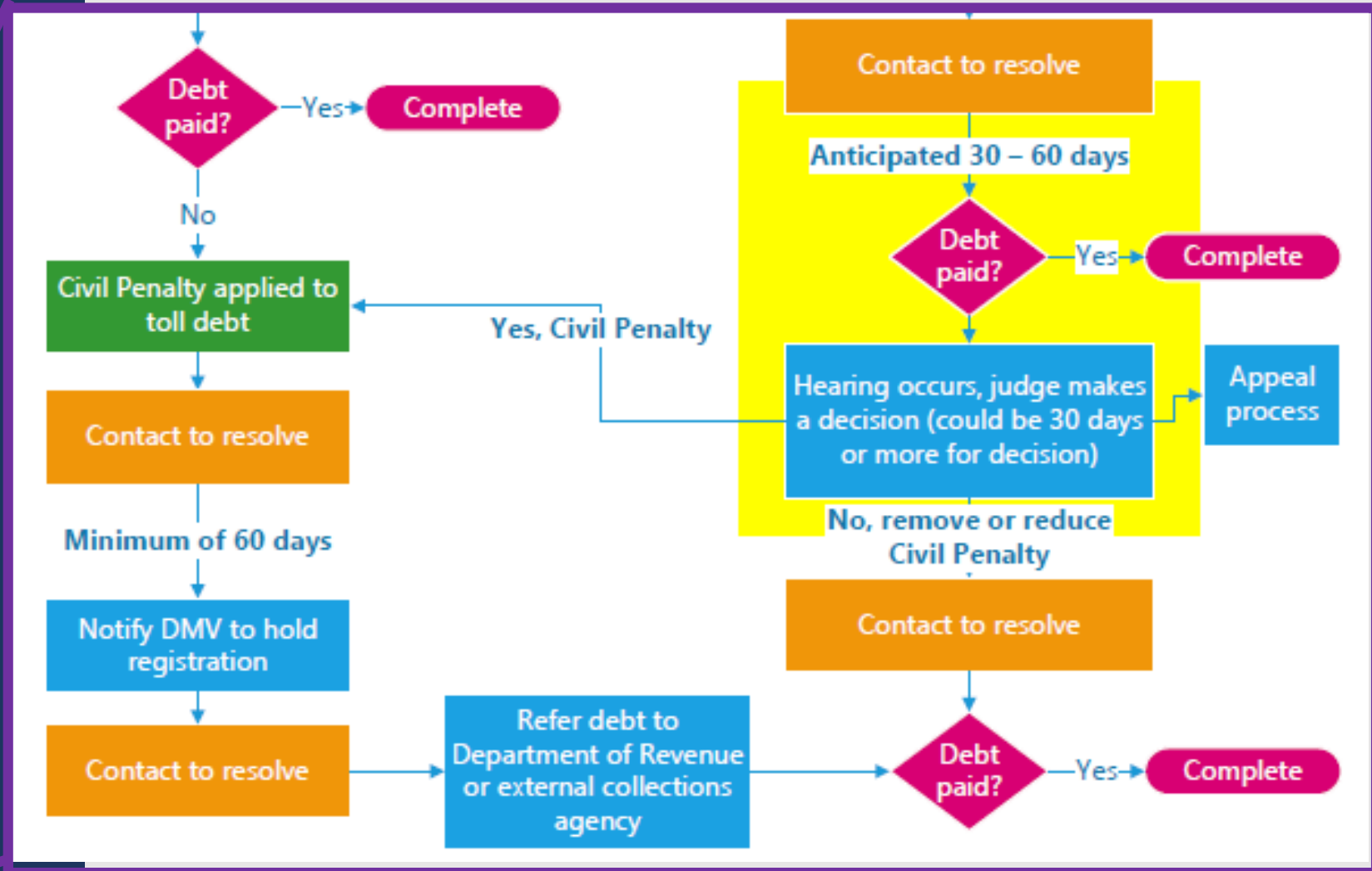
# PAYMENT PROCESS



# CIVIL PENALTY PROCESS



# CIVIL PENALTY PROCESS





# Vehicle Types

More information is coming on this for  
our July – November STRAC meetings

# DIFFERENT TYPES OF VEHICLES

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- **Motorhomes (not being towed) and motorcycles:** will be treated as other individual vehicles on the road
- **Trailers, boats, and camper/fifth wheels (towed):** Currently planning not to charge extra
- **Temporary permits and license plates:** Customers may update their account at any time and we encourage customers to do so at time of sale and purchase of a new vehicle

# CLARIFICATION QUESTIONS?

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# BREAK

5 Minutes

Returning at 10:55 am



# DISCUSSION

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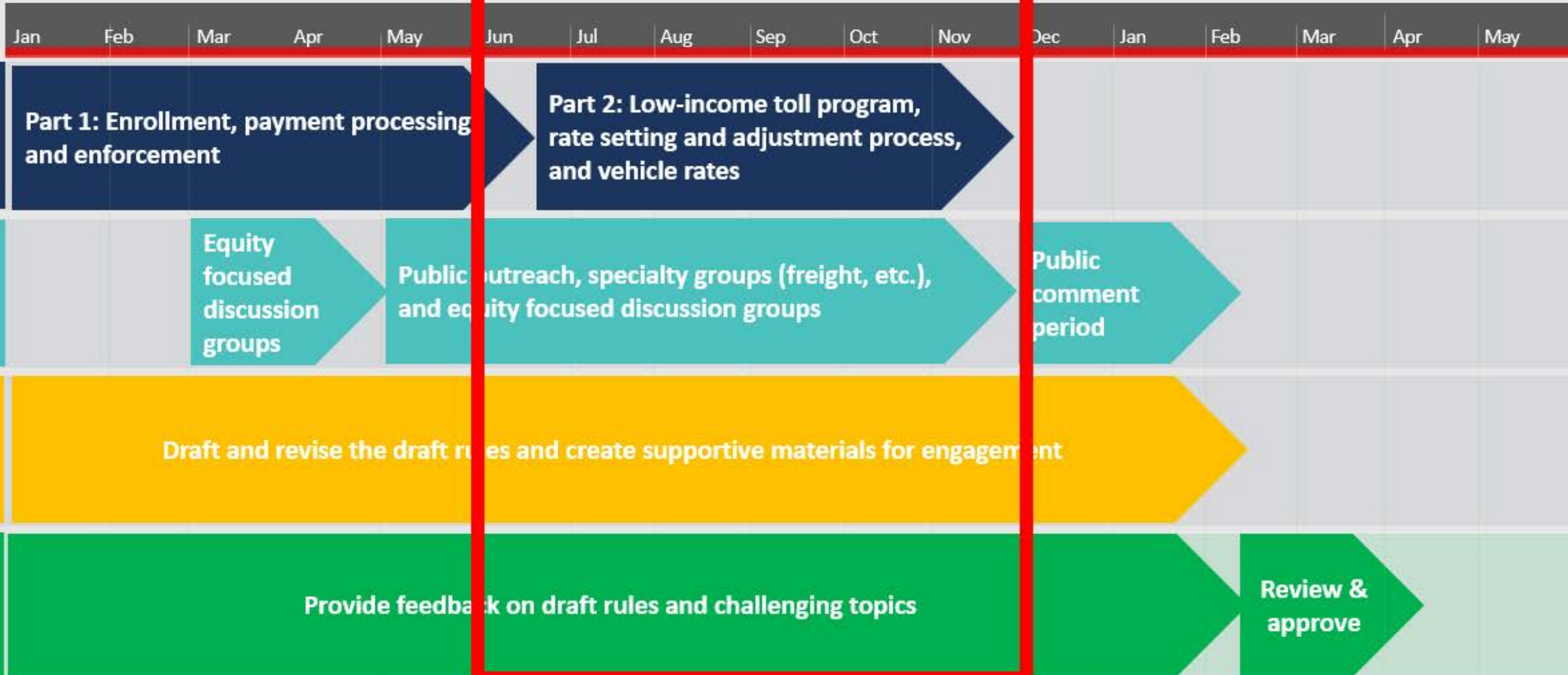
# LOOKING AHEAD & NEXT STEPS



# TIMELINE: TOLL RULES UPDATE (OARs)

2023

2024





# LOOKING AHEAD

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- Level 1: Table setting for topics, joint meeting with EMAC (July 21)
- Level 2: Low-income toll program, discounts, and exemptions (September 22)
- Level 2: Toll rate setting/adjustments process and rate framework for vehicles by type (October 27)
- Level 3: Finalize feedback on draft rules and committee fiscal and equity statement (November 17)

# SUPPORTIVE INFORMATION WE ARE PLANNING TO PREPARE



- Highway Cost Allocation Study and toll interaction memo
- Research from other places for low-income toll programs and rates for different vehicle types (size, weight, motorcycles)
- Analysis of low-income toll program benefit options and process flows for enrollment and verification
- Understanding of existing law and policy for exemptions and discounts (transit, emergency vehicles, military, etc.)



# ENGAGEMENT PLANNING

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- Community engagement supporting the STRAC's work
  - Community Based Organization Discussions
  - Tabling
  - Equity Focused Discussion Groups



# DISCUSSION

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- We've completed the first set of rules topics (definitions, enrollment, payment processing, and enforcement) using the level 1,2,3 approach. Before we start the next set of topics (low-income program, rate setting process, vehicle rates), **what are some observations and reflections on how this approach worked that we could apply to our next round of work?**
- In preparation for our upcoming meetings, **what are key questions or important information do you want to make sure we discuss?**
- As you know our engagement team is sharing information with the broader community about the rules development process and gathering feedback to bring back to you to inform your work. **Is there anything you would like us to ask the community?**



# COMMUNITY ENGAGEMENT



# OREGON TRANSPORTATION COMMISSION AND ADVISORY COMMITTEES



## OREGON TRANSPORTATION COMMISSION (OTC)

- Next Meeting:  
Thursday, July 13,  
2023

## REGIONAL TOLL ADVISORY COMMITTEE (RTAC)

- Next Meeting:  
Monday June 26,  
2023

## EQUITY AND MOBILITY ADVISORY COMMITTEE (EMAC)

- Next Meeting: Late  
June - early July

# REPORT OUT - EQUITY AND MOBILITY ADVISORY COMMITTEE (EMAC)

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- Processing the impact of the Governor's recent directive and exploring the opportunities for advancing equity
- **Engagement:** Provided guidance on the Regional Mobility Pricing Project's Public Involvement Plan
- **Accountability:** Interested in the role of Community-Based Organizations with toll operations and furthering ODOT's relationship with equity communities
- **EMAC Recommendations:** Focusing on implementing EMAC's recommendations and supporting ODOT's progress in operationalizing them
- **Upcoming Work:** Preparing for the ODOT-EMAC Workshop on July 10

# REPORT OUT - REGIONAL TOLL ADVISORY COMMITTEE (RTAC)

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- RTAC met on Monday, May 22 for a listening session between committee members and ODOT Director Strickler
- Committee feedback themes:
  - Center equity, continue and enhance this work
  - Start talking specifics about what will be funded with toll revenue (and how to fund other needs)
  - Clarity about long-term involvement with region
  - Compromise will be needed (all parties)
  - Coordination between RTAC, OTC, and new legislative committee



# NEXT STEPS

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- Evaluations to be sent after today's meeting
- Next STRAC meeting scheduled for July 21, 2023, 9:00am – 12:00pm.
  - Calendaring changes

A worker in a blue 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 dimly lit, suggesting dusk or dawn. The text "THANK YOU" is overlaid in large white letters in the center of the image.

# THANK YOU