STATEWIDE TOLL RULEMAKING ADVISORY COMMITTEE (STRAC)

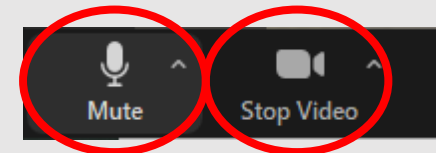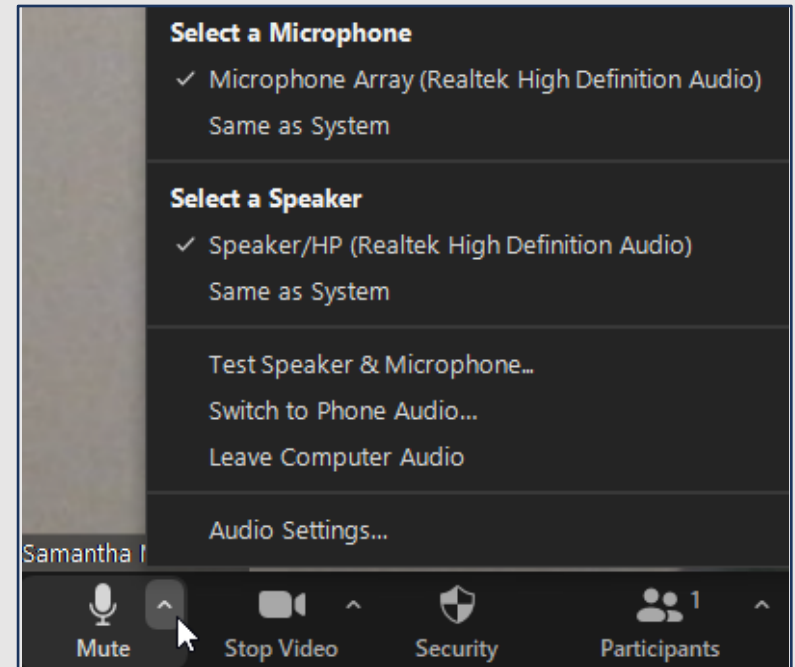Meeting #3

March 24, 2023

Oregon Department of Transportation

# 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.*

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ZOOM MEETING TIPS FOR STRAC MEMBERS
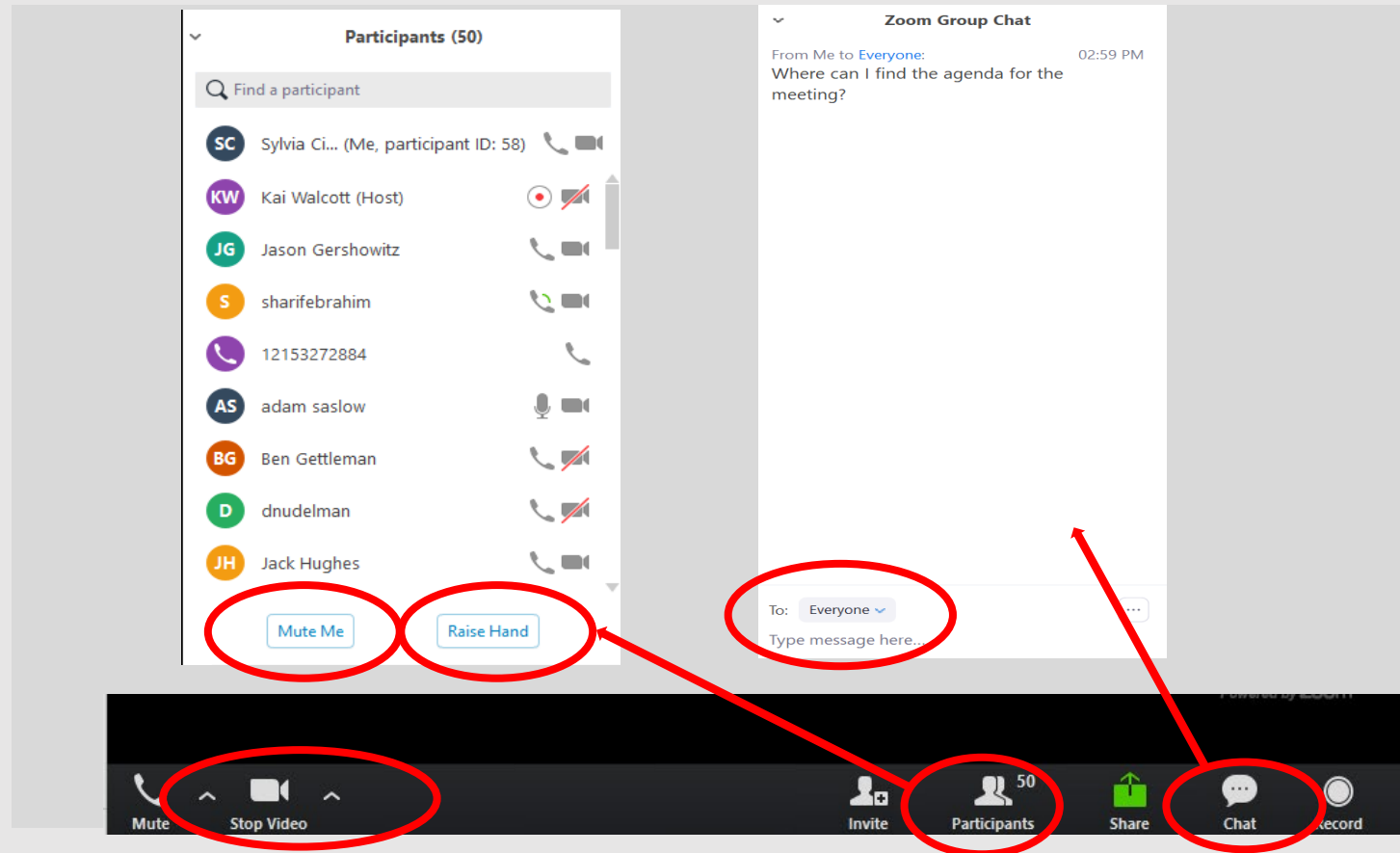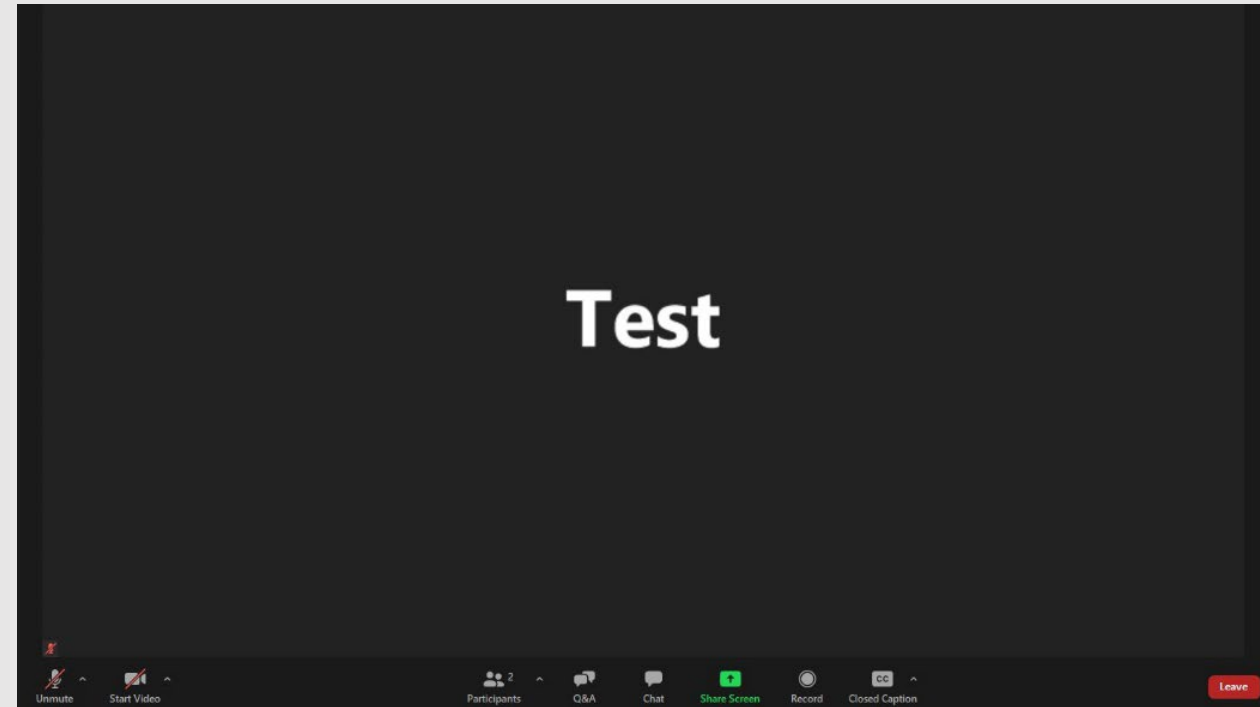

- To raise your hand by phone, press *9

- 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.

Test

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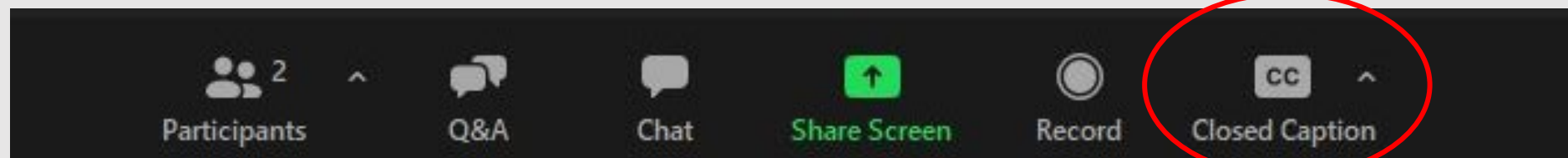
HOW TO COMMENT

For STRAC comments, please email oregontollrules@odot.oregon.gov with "STRAC Public Comment" in the subject line.

Submit comments via phone: 503-837-3536.
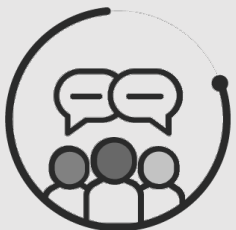
Comments received by 11:00 AM two business days before each meeting will be shared with advisory committee members before the meeting. All comments will be added to the meeting record.

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AGENDA

- **9:00 am:** Opening & Introductions
- **9:10 am:** Welcome
- **9:20 am:** Where We've Been & Where We're Going
- **9:35 am:** Customer Accounts and Payment Processing: Common Practices
- **11:05 am:** Break
- **11:10 am:** Customer Accounts and Payment Processing: Draft Rules
- **11:25 am:** Community Engagement
- **11:50 pm:** 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	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

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

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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 customer accounts and payment processing.

- Share and gather feedback on the community engagement plan to inform the rulemaking process.

- Understand the role and status of the other toll advisory committees.

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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"

Mentimeter

Please enter the code

1234 5678

Submit

The code is found on the screen in front of you

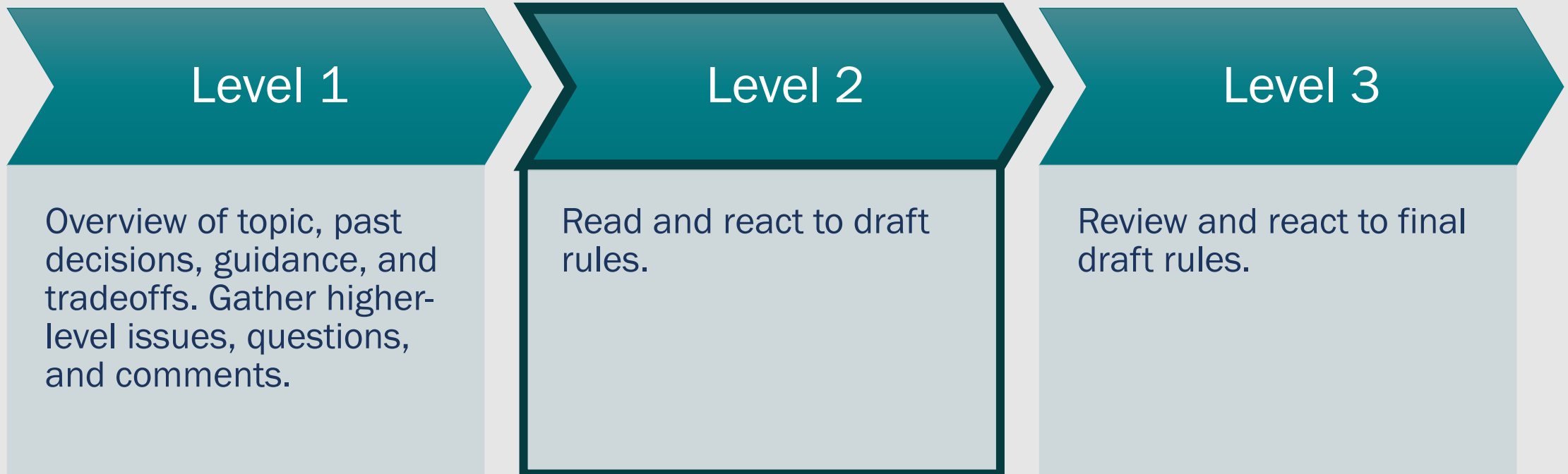**Oregon Department of Transportation**

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

Level 1

Overview of topic, past decisions, guidance, and tradeoffs. Gather higher-level issues, questions, and comments.

Level 2

Read and react to draft rules.

Level 3

Review and react to final draft rules.

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WHERE WE'VE BEEN AND WHERE WE'RE GOING

Kelly Bruce

Senior Consultant, Organizational Strategy

Oregon Department of Transportation

Oregon Department of Transportation
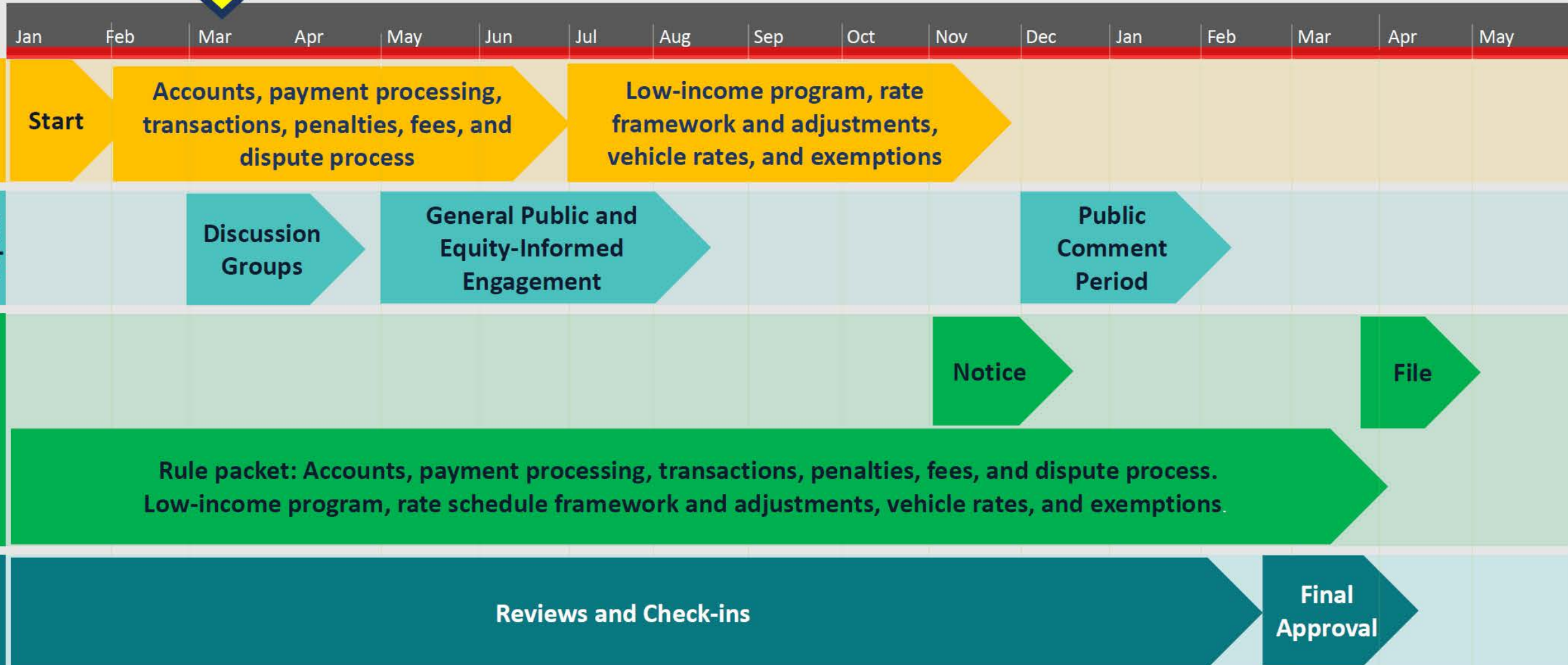
TOLLING SYSTEM INFORMATION

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CUSTOMER ACCOUNTS & PAYMENT PROCESSING

CUSTOMER ACCOUNTS AND PAYMENTS: FEEDBACK TO-DATE AND COMMON PRACTICES

Dr. Philip Wu

EMAC & Community Feedback

Phil Miller

Common Industry Practices

EQUITY AND MOBILITY ADVISORY COMMITTEE FEEDBACK

- 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

- 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

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CUSTOMER ACCOUNTS

- Recognize range of technological competence and access

- Create in-person and online enrollment process

- Collaborate with Community Based Organizations in setting up and maintaining accounts, including incentives

- Diverse, Women, or Minority-owned businesses should not be overburdened

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PAYMENT SYSTEM

- Consider incentives for pre-paying tolls
- Cash-based payment option with low or no minimum dollar amount
- Flexible window of time to pay tolls to avoid contributing to financial indebtedness
- No criminal penalties

CUSTOMER ACCOUNTS AND PAYMENTS

COMMON PRACTICES WITHIN THE INDUSTRY
FOR FREQUENT AND INFREQUENT CUSTOMER TYPES

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ELECTRONIC TOLL ACCOUNT FREQUENT / DAILY CUSTOMERS

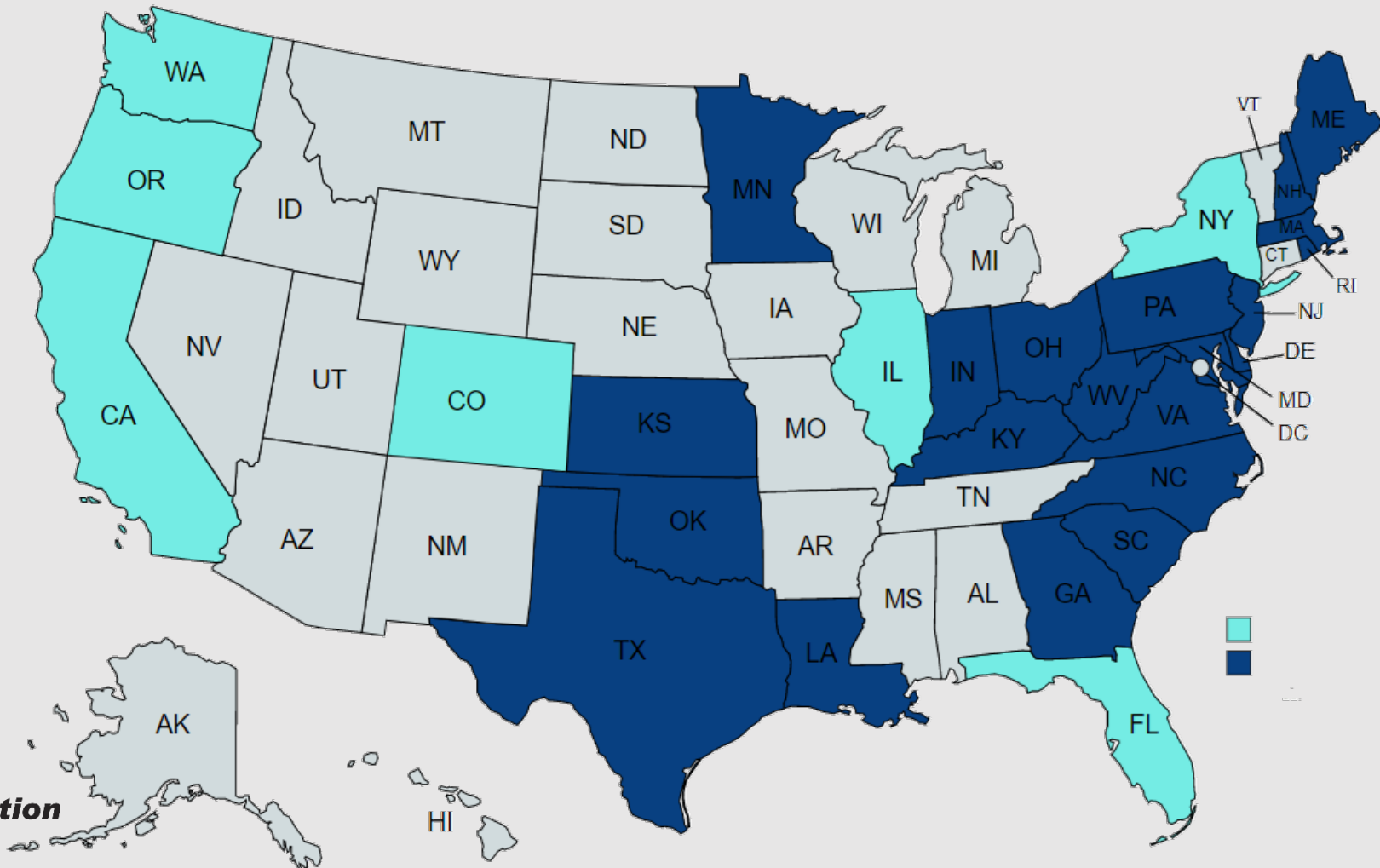Daily Commuter

Commercial

Business

COMMON FEATURES IN SAMPLE ELECTRONIC TOLL ACCOUNTS

SEE DOCUMENT IN MEETING PACKET

Typical Electronic Toll Accounts

Account features and options		ODOT (Oregon)	WSDOT (Washington) Good to Go!	TCA (California) FasTrak Prepaid	E-470 (Denver) Express Toll	ISTHA (Illinois) I-PASS	New York E-ZPass	CFX (Florida) E-Pass
Account brand logo		TBD	Good To Go!	FASTRAK	ExpressToll	I PASS	E-ZPass	E-PASS
Pre- or postpaid	Before the toll ("Prepay")	YES	YES	YES	YES	YES	YES	YES
	After the toll ("Postpaid")	TBD	YES[1]	YES[1]	NO[2]	NO[2]	NO[2]	NO[2]
Where account is valid	All "home" ODOT Toll Facilities	All OR and WA[3]	all WA	All CA	All CO	19 E-ZPass states		
Rates and charges	Different toll rates	TBD	Lowest	Lowest	Lowest	Lowest	Lowest	Lowest
	Typical pre-pay deposit	TBD	$30 +/-	$30, $60, $100	$35	$20 +	Varies	$10
	Charge for sticker transponders	TBD	$5	$0	$0	N/A	N/A	$0
	Deposit / cost for hard-case transponders	Probably N/A	$15	N/A	N/A	$10 per tag	$10 per tag	$14.95 per tag
	Charge for account per month	NO	NO	NO	NO	NO	$1 (P.A. only)	NO
Discounts and aid programs	Multi-use discounts / rebates	TBD	NO	YES	NO	NO	NO	YES
	Low Income toll benefits	YES	NO	NO[4]	NO[4]	YES	NO	NO
Automatic payment available	Auto-replenishment of a prepaid account using a credit card on file	YES	YES	YES	YES	YES	YES	YES
Notes	NOTE 1: WSDOT and TCA offer electronic toll accounts without deposits, but they require valid credit cards on file with authorization to make automatic payments. If payment is unsuccessful these tolls are invoiced, charges increase, and penalties are incurred if invoices are not paid.							
	NOTE 2: Most agencies (to include ODOT) will offer some post-payment arrangement based on license-plate capture and automatic payments and/or invoicing. The structures vary widely, but in all cases these tolls cost more than transponder-based accounts, and if invoices remain unpaid, the charges increase and penalties may be imposed.							
	NOTE 3: ODOT will seek interoperable agreements with partner agencies including WSDOT on opening day, to be followed with broader interoperability in the short-term thereafter.							
	NOTE 4: Low income programs exist on TCA and E-470 but are limited to areas and are not system wide.							

US STATES WITH SIMILAR ELECTRONIC TOLL ACCOUNTS

TYPICAL ELECTRONIC TOLL ACCOUNT FEATURES

Prepaid balances - universal since electronic tolls began in 1989/1990

Lowest cost for registered, prepaid accounts

Today, small sticker-transponders are typically free or low cost

Older or specialized hard-case transponders cost about $10

No monthly cost to maintain account

All accounts offer auto-replenishment

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OTHER SYSTEM USERS

Vacation/Business Visitor

Unexpected User

Moving/Travel

Non-Account Holder

OPERATIONAL DETAILS, NOT IN DRAFT RULES

SEE FAQs DOCUMENT IN MEETING PACKET

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Frequently Asked Questions: Customer Accounts and Payment Processing

Note: This information identifies our March 2023 thinking for toll operations. It is provided to spur discussion and input to enhance our work. Changes will be made between now and when tolling begins as toll rules are established and more is learned through the implementation process. We are planning to make a toll operations system that is scalable and evolves to lessons learned along the way.

1. Where can you register for an account?

- Website – The customer opens an account in real time using the ODOT tolling website.
- Mail – The customer completes a paper application and sends the application via mail to the Customer Service Center (CSC).
- Telephone – The customer provides account information to a Customer Service Representative (CSR) over the telephone and the CSR opens the account in real time.
- In-Person – The customer completes an application or provides account information to the CSR along with account payment at an In-Person Center.

Note: To support the I-205 Toll Project, ODOT will locate a service center facility in the immediate service area.

2. What information will be needed to register and create an account?

DISCUSSION AND Q&A

BREAK

5 Minutes

Returning at am

CUSTOMER ACCOUNTS AND PAYMENTS: DRAFT RULES

Draft Toll Rules: Customer Accounts and Payment Processing

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.

(3) "Director" means the Director of the Oregon Department of Transportation, or the person designated by the Director.

(4) "Interstate bridge" means a bridge over a waterway that contains a boundary line with another state and the boundary line.

(5) "Invoice" or "Toll Invoice" means an invoice for toll payments not yet collected by an

Kelly Bruce

Draft Rules

Oregon Administrative Rules (OARs) and Procedures/FAQs

Draft Toll Rules: Customer Accounts and Payment Processing

Department of Transportation
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Frequently Asked Questions: Customer Accounts and Payment Processing

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Note: To support the I-205 Toll Project, ODOT will locate a service center facility in the immediate service area.

RULES & PROCEDURES EXAMPLE

OARs (Rules)

- The Department shall accept payment of tolls with valid toll accounts of interoperable toll operators

FAQs (Procedures)

- ODOT intends to reach interoperable agreements with WSDOT (the Good To Go! program) and BreezeBy (used on bridges in the Columbia Gorge) as operations begin

- We also hope to have agreements in place with third party account managers

- Vehicles registered with accounts from these toll account managers should be able to use these accounts on ODOT facilities

- As law and business agreements allow, ODOT will expand interoperability to the other Western Region toll operators and perhaps beyond in the United States when it makes business sense, for example possibly with E-ZPass

Draft Rules: Next Steps

- Revise draft rules based on feedback received

- STRAC April meeting: Level 2 Review
  - Administrative fees, civil penalties, and dispute process

- STRAC May meeting: Level 3 Review
  - Updated draft rules – customer accounts, payments, administrative fees, civil penalties, and dispute process

COMMUNITY ENGAGEMENT

Hannah Williams
Tolling Community Engagement Coordinator
Oregon Department of Transportation

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STRAC ENGAGEMENT

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

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ENGAGEMENT TIMELINE OVERVIEW

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

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AUDIENCES

- 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
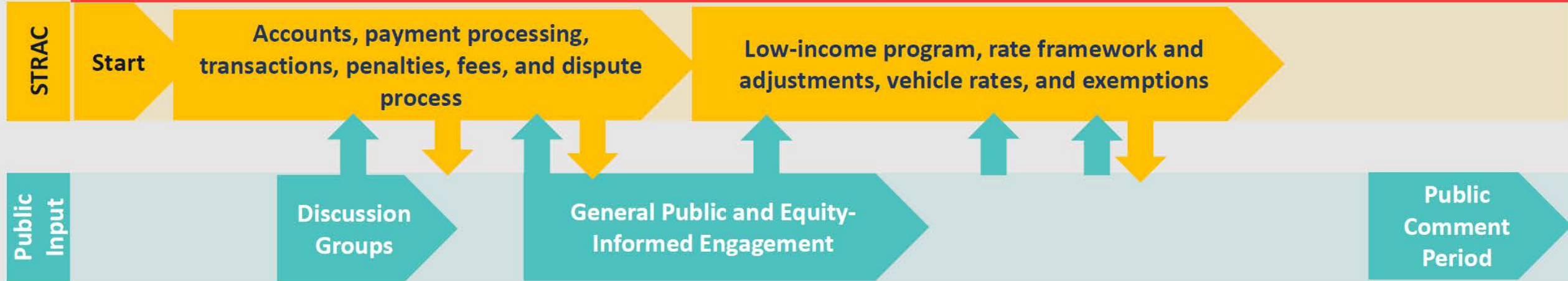- Any voices missing from STRAC membership
- General public

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

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Rulemaking and Engagement Timeline: 2023-2024

Loop #1
Community-Based Organization (CBO) Discussion Groups

Topics: Customer accounts, penalties, and enforcement

Loop #2
General Public Engagement
- Tabling at meetings/events

Equity-Informed Engagement
- CBO discussion and equity focus groups

Topics: Rate setting and adjustments, Low Income Toll Program

Loop #3
Public Comment Period
- Draft rules posted online and shared statewide public
- Public hearing

Topics: Rule Packet #1

![Oregon Department of Transportation logo]

Q&A

I-205 TOLL PROJECT: ENVIRONMENTAL ASSESSMENT PUBLIC COMMENT PERIOD

- **60-day public comment period** is open until April 21 (extended)
- **Community Events:** to share I-205 Toll Project information and answer questions:
  - Friday, March 31: 3:00-5:00 p.m. Grocery Outlet, Oregon City
  - Monday, April 3: 4:30-6:00 p.m. Auditorium Clackamas County Development Services Building
  - Wednesday, April 5: 10:00 a.m.-12:00 p.m. Tualatin Public Library
  - Thursday, April 13: 12:00-2:00 p.m. Gladstone Senior Center
- **Virtual public hearing** to provide verbal comment
  - Tuesday, April 4, 3-6 p.m.

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I-205 TOLL PROJECT: ENVIRONMENTAL ASSESSMENT PUBLIC COMMENT PERIOD

- 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
  - 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

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

- **Webinar recordings available** in Cantonese, Russian, American Sign Language, Mandarin, Vietnamese, Spanish

- **Executive summary (8 pages) available** in English, Spanish, Russian, Chinese, Vietnamese

- **Key findings videos available** in English, Spanish, Russian, Chinese, Vietnamese

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OREGON TRANSPORTATION COMMISSION AND ADVISORY COMMITTEES

EQUITY AND MOBILITY ADVISORY COMMITTEE (EMAC)

- Next Meeting: Wednesday, April 5, 2023

REGIONAL TOLL ADVISORY COMMITTEE (RTAC)

- Next Meeting: Monday April 24, 2023

OREGON TRANSPORTATION COMMISSION (OTC)

- Next Meeting: Thursday, May 11, 2023

# REPORT OUT - EQUITY AND MOBILITY ADVISORY COMMITTEE

- *Purpose*: Helping ODOT reinforce concept of equity (e.g, equality vs. equity) and a trauma-informed approach

- Feb 1 meeting discussed priorities for work plan: accountability in the future system, revenue allocation, and aligning rate-setting with the Low Income Toll Program

- Brainstormed ideas for the ODOT-EMAC Accountability Workshop in July

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REPORT OUT - REGIONAL TOLL ADVISORY COMMITTEE

- *Purpose*: Providing regional input for toll projects and partnerships to address diversion, transit-multimodal options, alignment of projects with policies, and toll revenue allocation

- Discussion on legal and financing requirements for toll revenue allocation, which included memo on administration costs

- Provided feedback to ODOT on what would be needed to close the implementation gap between I-205 Toll Project and the larger I-5 and I-205 system

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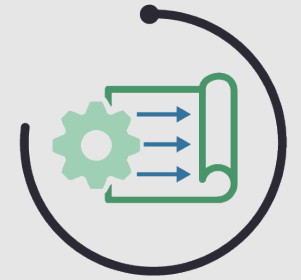
NEXT STEPS

- Evaluations to be sent after today's meeting
- Next STRAC meeting scheduled for April 28, 2023, 9:00am – 12:00pm.

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THANK YOU

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DISCUSSION QUESTION(s)

1. 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?
2. Do the types of accounts that are proposed meet the needs of our variety of users? Is there anything missing?
3. Do you agree with an approach where registered, pre-paid accounts pay a lower administration fee? If yes, how much lower should the fee be. If no, why not?
4. For minimum balances and auto-replenishment, what should be the minimum amount for each?
5. For customers who are English language learners or who speak a different language, how should ODOT tailor its customer experience? How have they experienced this with other programs? What are best practices?

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PROCESS TO BRING FEEDBACK TO STRAC

- **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

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