

# Oregon Toll Program

## Community Engagement Liaison Discussion Groups

July and August, 2023



# Community Engagement Liaison Discussion Groups

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Prepared for:



Prepared by:



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**Acronyms and Abbreviations**

Acronym/Abbreviation	Definition
BIPOC	Black, Indigenous, People of Color
CEL	Community Engagement Liaison
DMV	Department of Motor Vehicles
ODOT	Oregon Department of Transportation
STRAC	Statewide Toll Rulemaking Advisory Committee

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# 1 Introduction

ODOT is continuing conversations across the Portland metro region to build a toll program on I-5 and I-205 that works for communities. In July and August of 2023, ODOT held eight discussion groups in partnership with Community Engagement Liaisons (CELs). These liaisons facilitated conversations with community members who identify as Vietnamese, Chinese, Latinx, Black and African, Indigenous, Slavic, people living with disabilities, and more. The CEL program is vital to our outreach work, helping us engage with communities who are often unrepresented in transportation decisions. In these discussion groups, we talked with community members about plans for toll accounts, payment options and process, data privacy, 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.

**Community Engagement Liaisons** are active community leaders who provide interpretation, translation, and engagement services for toll projects. ODOT has held **41** discussion groups with liaisons since the start of the Oregon Toll Program.

## 1.1 Desired outcomes

Desired outcomes of the discussion groups were to:

- Provide a brief update on the Oregon Toll Program.
- Invite feedback to inform draft rules, specifically to understand preferences for ways to sign up for toll accounts, update toll account information, establish a process for toll payment, and discounts and exemptions.
- Share opportunities for future engagement as toll projects and policies continue to develop.

# 2 About the Discussion Groups

## 2.1 Discussion group overview

ODOT worked with the CEL program to plan and facilitate eight discussion groups. CELs used community connections and social media to invite participants. Participation ranged from five to 16 attendees. Input from the discussion groups was shared with the Statewide Toll Rulemaking Advisory Committee (STRAC) for consideration and used to help inform the development of draft rules for toll accounts, payment options and process, data privacy, and discounts and exemptions.

## 2.2 Discussion group format and agenda

Discussion groups were virtual and held in the evenings. Each group included a presentation on the Oregon Toll Program and brief Q&A followed by background information and discussion on toll accounts, payment options and process, data privacy, and discounts and exemptions. The discussion groups included open-ended questions and multiple-choice questions with Zoom Polls. Several meetings were held in language, including the Vietnamese, Chinese, Latinx, and Slavic discussion groups. Translated materials were provided.

## 2.3 Discussion group participants

Table 2-1 lists the discussion group audiences, CEL facilitator, dates, and total participants.

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Vietnamese Community	Thi Luong	July 25, 2023,   5:30 – 7pm	9
People Living with Disabilities	Trevor Attenberg	August 7, 2023,   5:30 – 7pm	6
Chinese Community	Yvonne Li	August 8, 2023,   5:30 – 7pm	12
Latinx Community	Romeo Sosa	August 9, 2023,   5:30 – 7pm	16
Black and African Community	Roseline Jindori Yunusa Vakkai	August 10, 2023,   5:30 – 7pm	11
BIPOC Community	Lung Wah Lazum	August 11, 2023,   5:30 – 7pm	14
Slavic Community	Hanna Grishkevich	August 14, 2023,   5:30 – 7pm	15
Native American and Tribal Community	Daria Bingham	August 17, 2023,   5:30 – 7pm	5

**Table 2-1 Discussion Group Participants**

## 3 Discussion Group Discussion Questions

The discussion groups were designed to be conversational to understand community needs and concerns, as well as to hear new ideas. The facilitator asked the following questions during the meetings:

### Signing Up for Toll Accounts

- If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?
- What do you think are the best options to encourage people to sign up for toll accounts?

### Data Privacy and Keeping Information Up to Date

- What are ways to get and keep up-to-date information on toll accounts?

### Toll Collections Process

- We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?

### Exemptions and Discounts

- What is the best way for people to provide income information?

## 4 Key Takeaways

### 4.1 Pre-paid toll accounts

We shared that if you signed up for a toll account and put money in your account, you would get the best deal. We asked participants if they would consider setting up a pre-paid account. Key takeaways include:

- Interest in signing up for pre-paid toll accounts to save money and avoid surprises.
- Provide in-person toll account services in different languages.
- Interest in setting up automatic payments rather than preloading the toll account with funds.
- Provide reminders to replenish funds when the toll account balance is low.
- Concerns about protecting bank and credit card information.
- Provide in-person locations to replenish toll accounts and make payments.
- Frustration that you might pay more with post-paid accounts or mailed bills versus pre-paid accounts.
- Questions about when funds in a toll account would expire.

#### Key differences between groups

- Participants in the Vietnamese discussion group were concerned about having sufficient funds to cover toll trips. Participants were interested in having a monthly pass to plan trips accordingly. Participants were also interested in setting up automatic payments to remove the need to replenish funds.
- Participants in the Vietnamese and Chinese discussion groups shared the importance of creating an easy-to-use system with account services in different languages.
- Participants in the People Living with Disabilities discussion group shared the need for materials, websites, and apps to meet accessibility guidelines.
- Participants in the Slavic discussion group were concerned about the impact of tolling on families that travel frequently.

#### Key similarities among groups

- Participants in most groups shared that they would sign up for an account if it would save them the most money.
- Almost all groups mentioned that they would like to have the opportunity to pay toll bills in person.

### 4.2 Toll accounts

We shared that we are looking into multiple ways customers can register for an account and pay their toll bill, including with cash, in person, or by mail. We asked participants about the best ways to encourage community members to sign up for accounts. Key takeaways include:

- Partner with community organizations to help get people signed up for toll accounts. Provide compensation for these services.
- Offer incentives, like free trips, to sign up for a toll account.
- Offer locations for people to sign up for a toll account that they visit frequently, like grocery stores, churches, and community gathering spaces.
- Provide signage on the highways about how to sign up for a toll account and pay your bill.
- Mail information in different languages to help people register for a toll account.
- Share information using short videos, in addition to written formats.
- Ensure websites, apps, and materials meet accessibility guidelines.
- Use social media accounts, including culturally specific accounts, to share information.

### Key differences between groups

- Participants in the Vietnamese and Black and African discussion groups were interested in receiving incentives to sign up for an account.
- Participants in the Chinese, Latinx, and BIPOC discussion groups were supportive of using an app. Participants in the People Living with Disabilities discussion 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 discussion group were concerned about the digital literacy of older individuals and difficulties navigating an app.

### Key similarities among groups

- Participants in the Latinx, Black and African, and Native American and Tribal discussion groups shared that they would prefer navigating account registration and payment with the help of community-based organizations.
- Almost all discussion groups shared the importance of providing advertisements, mailings, and other information in multiple languages. Many participants shared that highways signs, social media, and mailings would be helpful ways to share information about the program.

## 4.3 Toll account data

We shared ODOT's draft plan for collecting data and asked participants about the best ways to keep information up to date on toll accounts. Key takeaways include:

- Provide pop-up reminders to update your account information quarterly or when replenishing funds.
- Send text and email reminders to update account information.
- Offer a mobile app to manage account information.
- Automatically update accounts when information is updated with the Oregon Department of Motor Vehicles (DMV).

### Key differences between groups

- Participants from the Chinese discussion group were concerned about phone scams and preferred to receive information by mail because it seemed more legitimate.
- Participants in the People with Disabilities discussion group expressed their desire for the website and application to be WCAG certified, in order to be able to easily update their information.
- Participants in the Vietnamese and Slavic discussion groups were interested in updating toll account information automatically, through the DMV.
- Participants in the Vietnamese and BIPOC discussion groups suggested using pop up reminders to prompt people to update their information.

### Key similarities among groups

- 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.

## 4.4 Toll payment process

We shared ODOT's draft plan for collecting payments and asked participants about the best communication methods to let people know about payment options. Key takeaways include:

- Employ customer service agents that speak different languages.
- Provide notices and bills in multiple languages.
- Send text and email reminders to pay toll bills.



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- Concerns about receiving a surprise toll bill in the mail when someone borrows a car.
- Post on social media to remind people to pay toll bills.
- Concerns about using phone calls as a primary method of contact due to phone scams.
- Concerns that unpaid tolls could jeopardize citizenship status.

**Key differences between groups**

- Participants from the Slavic discussion 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 Latinx discussion group were concerned about receiving surprise toll bills if someone borrowed their car.
- Participants in the Black and African discussion group were concerned that unpaid toll bills could jeopardize someone's citizenship status.

**Key similarities among groups**

- In general, discussion group participants were interested in a variety of contact options, including mail, text, email, and phone. They shared that the method depended on the age of the customer, digital literacy, and perceptions of legitimacy.

## 4.5 Discounts and exemptions

We shared ODOT's draft plan for discounts and exemptions and asked participants about the best ways to provide income information. Key takeaways include:

- Questions from individuals that would qualify for a discount about if they could apply their discount to rideshare services and different vehicles.
- Provide more details on how data will be protected.
- Preference to use 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 paystubs to qualify for a discount.
- Concerns about the lack of verification options for people that are undocumented or unable to work.
- Concerns that people who are undocumented do not qualify for programs used to provide income information, like the Supplemental Nutrition Assistance Program.
- Interest in distributing vouchers for people that are undocumented.
- Interest in providing exemptions for members of Federally Recognized Tribes, refugee and immigrant communities, and people living with disabilities.

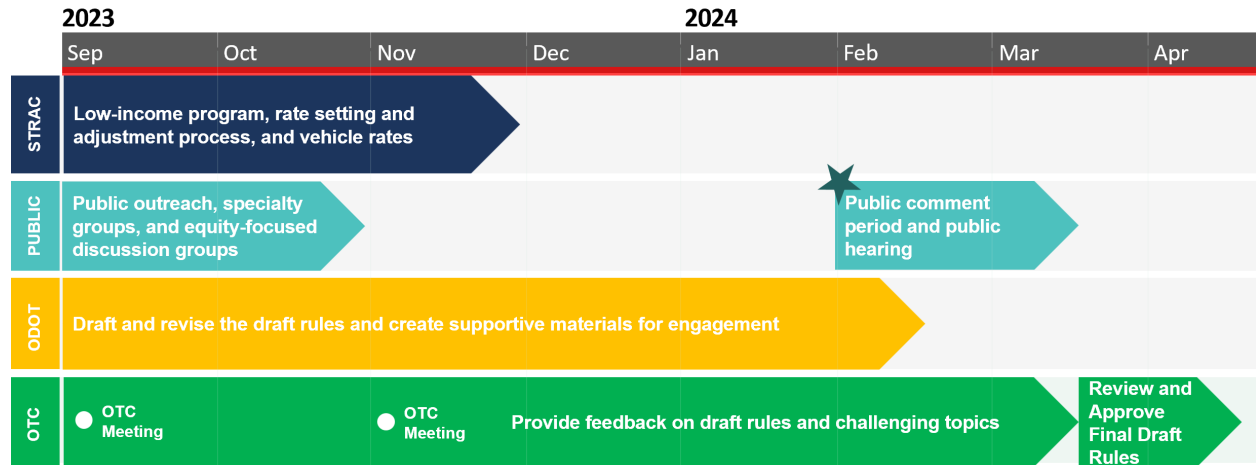
**Key differences between groups**

- Participants in the People with Disabilities discussion group use rideshare programs and were concerned about applying a discount to different vehicles.
- Participants in the Black and African discussion 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 discussion group were concerned about undocumented individuals providing personal information to register for a toll account or the Low-Income Toll Program.
- Participants in the BIPOC discussion group were interested in exemptions for refugee and immigrant communities, and people living with disabilities.
- Participants in the Native American and Tribal discussion group were interested in an exemption for tribes.

**Key similarities among groups**

- Most participants preferred providing proof of enrollment in a different program to qualify for the Low-Income Toll Program.

## 5 Next Steps



**Figure 5-1 Statewide Toll Rulemaking Process Timeline**

Feedback from the Community Engagement Liaison Discussion Groups was shared with the Statewide Toll Rules Advisory Committee (STRAC) during their September meeting. Input from the discussion groups will be used to inform draft rules and operations for tolling. To-date, the following solutions have been developed to respond to community feedback:

- Low-income toll program on day one of tolling.
- Pay online, by mail, or in-person with credit, cash, or check.
- Multiple options to enroll and in-person and assistance available in many languages.
- Addresses and photos of license plates and vehicles will only be used for billing.

For more information on the STRAC and to stay up to date, visit the [project website](#).

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## 6 Appendices

### 6.1 Vietnamese Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Vietnamese Community	Thi Luong	July 25, 2023,   5:30 – 7pm	16 (7 staff, 9 participants)

**Table 6-1 Vietnamese Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the Vietnamese discussion group included maintaining an account balance, ease of signing up, and accessible materials.

**Maintaining an Account Balance.** Participants were concerned about maintaining sufficient funds in their toll account to cover their trips. They were interested in paying for tolls in a variety of ways including setting up automatic payments, using a monthly pass, or being billed at the end of the month.

**Ease of Signing Up:** Participants shared the importance of providing language assistance services to help individuals with limited English proficiency register for toll accounts. Participants suggested partnering with community-based organizations to assist with the registration process and providing registration services at community events, grocery stores, and other community spaces.

**Accessible Materials.** Participants noted that materials need to be available in different languages. Participants suggested including a notification on envelopes or postcards that is easily recognizable in different languages to ensure people do not discard mail.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>Participants were hesitant about signing up for a prepaid toll account. They felt that setting up automatic payments would be easier than replenishing the account with funds and didn't want to worry about their balance. Participants were interested in purchasing a monthly pass or being billed at the end of the month.</li> <li>Participants shared that providing in-person account services in different languages would be helpful for seniors and individuals with limited English proficiency.</li> </ul>

Discussion Group Summary	
<p><b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b></p>	<ul style="list-style-type: none"> <li>• Participants suggested providing signage on the highway near toll gantries with information about how to sign up for a toll account and pay your toll bill.</li> <li>• Participants suggested mailing information in various languages and helping people register for accounts at community events, grocery stores, and community-based organizations.</li> <li>• Participants suggested providing incentives to get community members to sign-up for accounts.</li> </ul>
<p><b>What are ways to get and keep up-to-date information on toll accounts?</b></p>	<ul style="list-style-type: none"> <li>• Participants suggested automatically updating toll accounts when information with the DMV changes.</li> <li>• Participants suggested using a quarterly pop-up or a reminder when replenishing funds to update personal information.</li> </ul>
<p><b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b></p>	<ul style="list-style-type: none"> <li>• Participants shared that the best way to alert someone of an overdue payment would be by mail. Mailings should be in various languages with a notification on the envelope to prompt people to open it. Text messages and emails would also be effective ways for someone to find out that they were missing a payment.</li> <li>• Participants suggested using social media posts to remind people to check their accounts, so they don't miss payments.</li> <li>• Customer service should be available in multiple languages. Participant shared that automated systems are often challenging for individuals with limited English proficiency.</li> </ul>
<p><b>What is the best way for people to provide income information? (multiple choice)</b></p>	<ul style="list-style-type: none"> <li>• Participants shared that community members may be hesitant to provide information to government agencies, especially after the DMV breach. It's important to share how data will be protected.</li> <li>• Participants were supportive of providing proof of enrollment in another low-income program to qualify.</li> </ul>

Table 6-2 Vietnamese Discussion Group Summary

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What do you think are the best options to encourage people to sign up for toll accounts? Select all that apply.

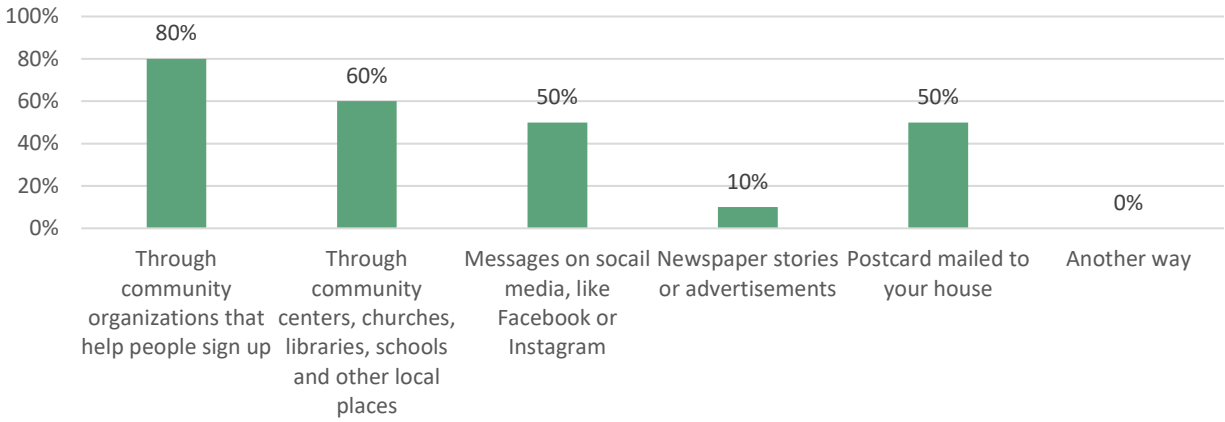


Figure 6-1 Vietnamese Discussion Group Zoom Poll 1

What is the best way for people to provide income information? Select all that apply.

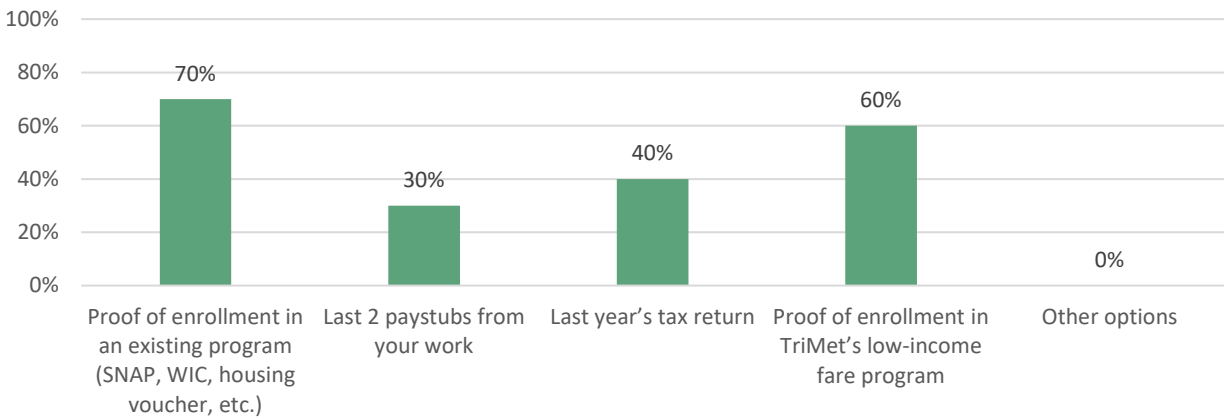


Figure 6-2 Vietnamese Discussion Group Zoom Poll 2

## 6.2 People with Disabilities Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
People with Disabilities	Trevor Attenberg	August 7, 2023,   5:30 – 7pm	10 (4 staff, 6 participants)

**Table 6-3 People with Disabilities Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the People with Disabilities discussion group included rideshare considerations, accessibility, and income verification.

**Rideshare Considerations.** Many participants rely on various vehicles and drivers, making it difficult to cover the tolls, especially if the cost varies. Participants were concerned about not being able to transfer a discount to different cars or ride services.

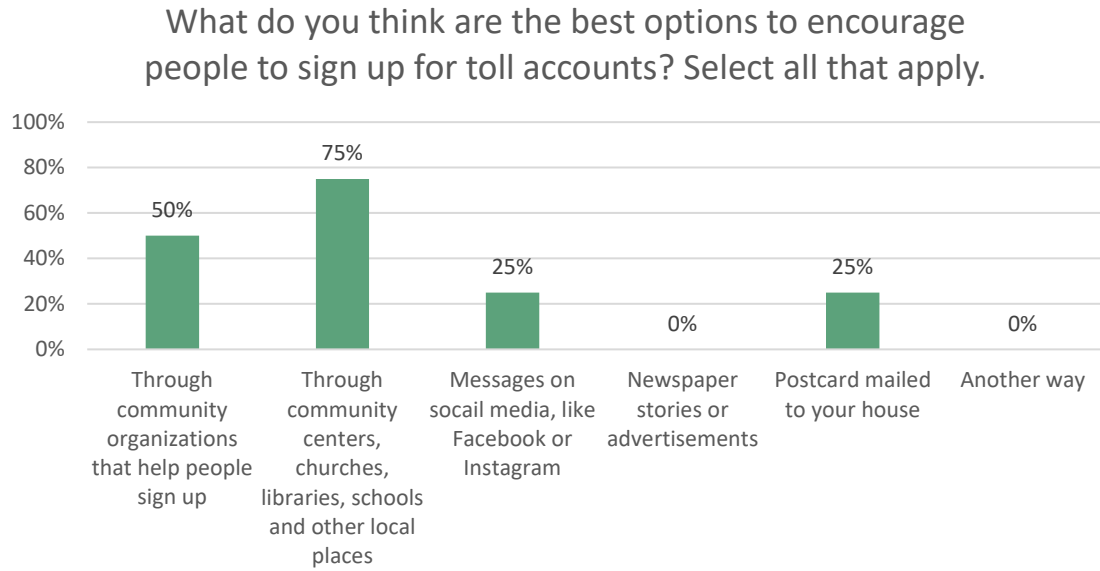
**Accessibility.** Participants shared the importance of providing information orally, in the form of short videos, and ensuring all platforms used WCAG (Web Content Accessibility Guidelines).

**Income Verification.** Participants felt that existing discount programs could be used to qualify for the Low-Income Toll Program. Participants were interested in exemptions for people living with disabilities.

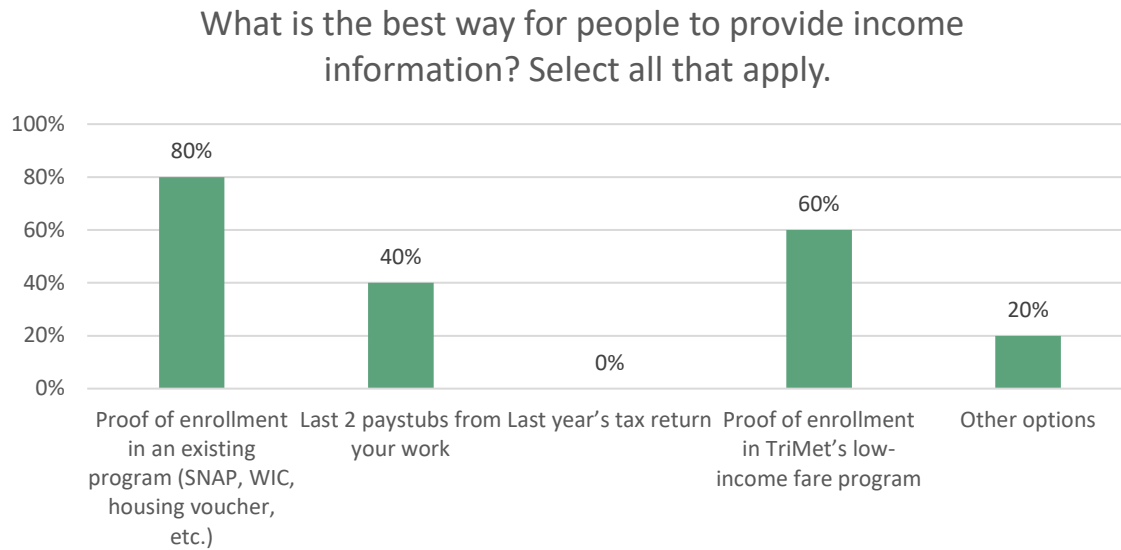
Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>Participants were interested in learning how a discount could be applied to different cars and ride services.</li> <li>Participants were interested in why a pre-paid account would cost less.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	Participants expressed that information should be shared orally, via short videos, in addition to written formats. Participants recommended using Washington’s Good to Go program as a model. This program eliminates late fees for account holders.
<b>What are ways to get and keep up-to-date information on toll accounts?</b>	<ul style="list-style-type: none"> <li>Participants shared that they would be hesitant to provide personal information because of the recent DMV data breach.</li> <li>Participants stressed that the toll website or application needs to meet Web Content Accessibility Guidelines (WCAG). Participants clarified that apps are not always WCAG regulated. Captcha also creates accessibility issues.</li> </ul>

Discussion Group Summary	
<b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b>	<ul style="list-style-type: none"><li>• Participants shared that text messages and emails are the most reliable methods of communication. Emails and phone calls are also good notification options.</li></ul>
<b>What is the best way for people to provide income information? (multiple choice)</b>	<ul style="list-style-type: none"><li>• Participants mentioned numerous programs that could be used to qualify for the Low-Income Toll Program, including Oregon Health Plan (OHP), Supplemental Security Income (SSI), and Social Security Disability Income (SSDI). Participants shared that connecting Home Care Services and determining eligibility regardless of income would make tolling more inclusive.</li><li>• Participants shared that public transit is not accessible to many people living with disabilities.</li><li>• Participants were concerned about the amount of information needed to sign up for the Low-Income Toll Program. Participants were interested in registering for the Low-Income Toll Program using government assistance programs as a qualifier.</li></ul>

**Table 6-4 People Living with Disabilities Discussion Group Summary**



**Figure 6-3 People Living with Disabilities Discussion Group Zoom Poll 1**



**Figure 6-4 People Living with Disabilities Discussion Group Zoom Poll 2**



### 6.3 Chinese Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Chinese Community	Yvonne Li	August 8, 2023,   5:30 – 7pm	15 (3 staff, 12 participants)

**Table 6-5 Chinese Community Discussion Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the Chinese Community discussion group included privacy concerns and ease of use.

**Privacy Concerns.** Participants expressed concerns about providing personal information that would be stored on a database and linking credit or debit cards to an account. Participants would prefer to use enrollment in existing programs to qualify for a discount and to manually reload their accounts to limit security risks.

**Ease of Use.** Participants shared the importance of creating user-friendly communications, websites and apps. Participants preferred a variety of communication methods and agreed that all communications must be provided in multiple languages.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>• Participants shared that they would sign up for the pre-paid account because of the lower cost.</li> <li>• Participants shared that it would be helpful to receive an automatic reminder to add money to their toll account when their balance was low.</li> <li>• Some participants were concerned about connecting their account to a credit or debit card because of the recent DMV data breach. Participants shared that they would prefer to reload their toll accounts manually, rather than have their information stored in the system.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	<ul style="list-style-type: none"> <li>• Participants shared that in-person communication options and assistance for account registration would be beneficial for individuals with limited English proficiency.</li> <li>• Participants recommended using culturally specific social media accounts to share information, like WeChat.</li> <li>• Participants preferred receiving information in the mail because it would seem more legitimate coming from a government agency.</li> </ul>

Discussion Group Summary	
<p><b>What are ways to get and keep up-to-date information on toll accounts?</b></p>	<ul style="list-style-type: none"> <li>• Participants were supportive of using an app because it would be easy to use and convenient.</li> <li>• Participants would prefer a centrally located place where they could find information about where the tolls were, how far away they were from their location, and what the cost would be.</li> <li>• Some participants were supportive of receiving text or email alerts.</li> </ul>
<p><b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b></p>	<ul style="list-style-type: none"> <li>• Participants preferred mailed notices because they seem more legitimate and would not be discarded. Participants recommended providing information in multiple languages.</li> <li>• Some participants were not supportive of phone notifications, given the number of phone scams. Participants felt that a phone service would confuse people and open them up to further fraud opportunities.</li> </ul>
<p><b>What is the best way for people to provide income information? (multiple choice)</b></p>	<p>Participants believed it would be best to share proof of enrollment in existing programs to qualify for a discount program. Participants did not feel comfortable providing personal information to a database.</p>

Table 6-6 Chinese Discussion Group Summary

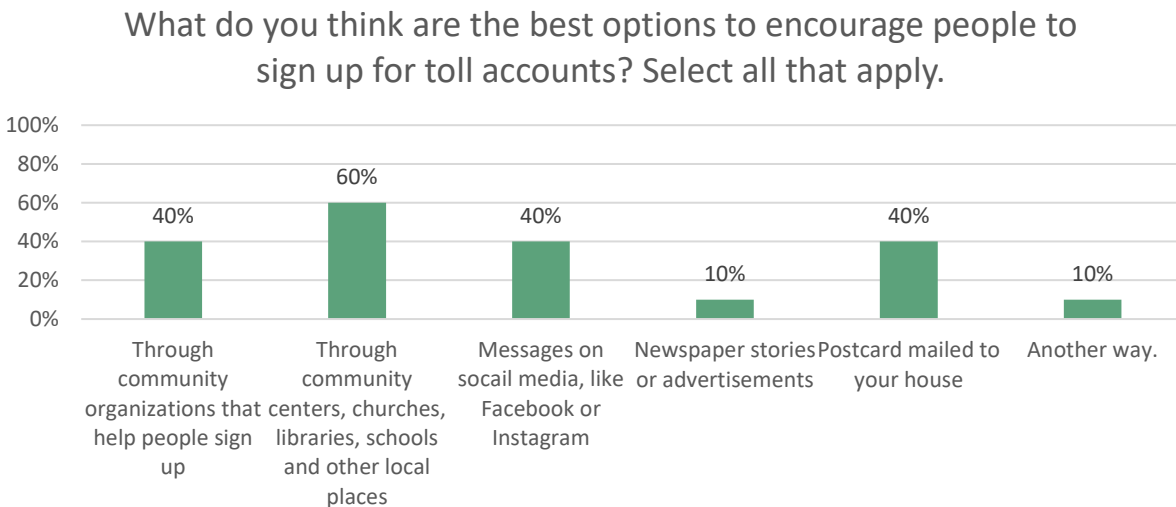


Figure 6-5 Chinese Discussion Group Zoom Poll 1

Community Engagement Liaison Discussion Groups

What is the best way for people to provide income information? Select all that apply.

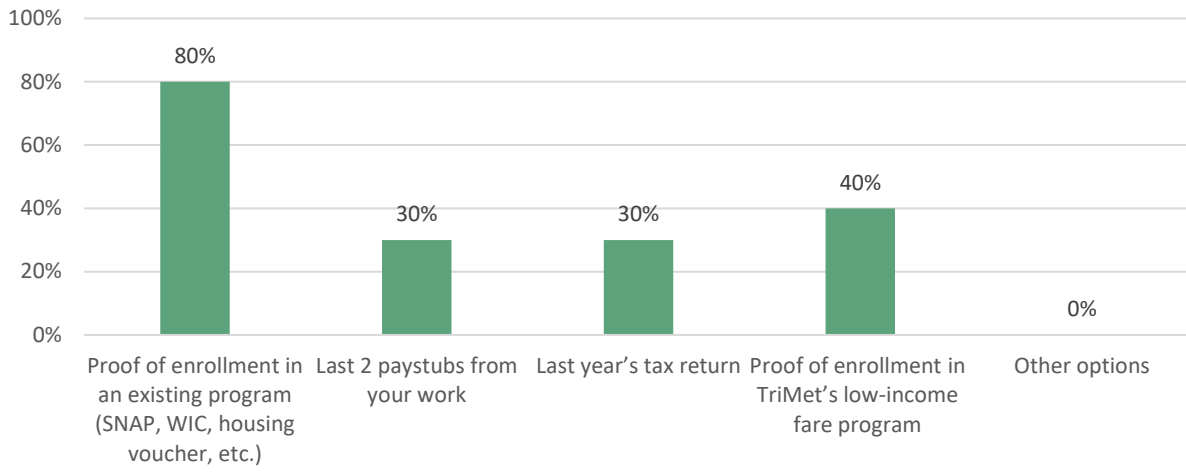


Figure 6-6 Chinese Discussion Group Zoom Poll 2

## 6.4 Latinx Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Latinx Community	Romeo Sosa	August 9, 2023,   5:30 – 7pm	19 (3 staff, 16 participants)

**Table 6-7 Latinx Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the Latinx discussion group included concerns about surprise toll bills, partnering with community-based organizations, and sharing information about tolling.

**Surprise Toll Bills.** Participants were concerned about someone borrowing their car and acquiring unknown toll bills. To avoid this, participants shared that they would register for a toll account.

**Partnering with Community-Based Organizations.** Participants were concerned about making mistakes when using the online toll account system. Participants would prefer to visit community-based organizations for help with registering, paying, and updating information.

**Sharing Information.** Some participants had never heard about the Oregon Toll Program. Participants recommended sharing more information about tolling to build trust with the community.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>Participants shared that they would sign up for a toll account if the cost was lower.</li> <li>Participants were concerned about surprise toll bills if someone borrowed their car. To prevent this, participants agreed that they would open a toll account.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	<ul style="list-style-type: none"> <li>Participants would prefer to register for a toll account through trusted community-based organizations. They felt that these organizations would help them avoid language-based errors.</li> <li>Participants suggested sharing information about tolling through social media and the mail.</li> </ul>
<b>What are ways to get and keep up-to-date information on toll accounts?</b>	<ul style="list-style-type: none"> <li>Participants shared that they prefer email and text communications because they are quick and easy.</li> <li>Some participants mentioned that they would not feel comfortable giving out their mailing address for communications.</li> </ul>

Discussion Group Summary	
<b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b>	Participants shared that an app with notifications would allow for real-time updates. Several participants shared that they would prefer email or text message notifications because they would not need to download an app.
<b>What is the best way for people to provide income information? (multiple choice)</b>	<ul style="list-style-type: none"> <li>Participants shared that they would prefer using the last two paystubs or enrollment in an existing discount program to apply for the Low-Income Toll Program.</li> <li>Participants felt that community members who live or work on the I-205 should receive a special toll rate.</li> </ul>

Table 6-8 Latinx Discussion Group Summary

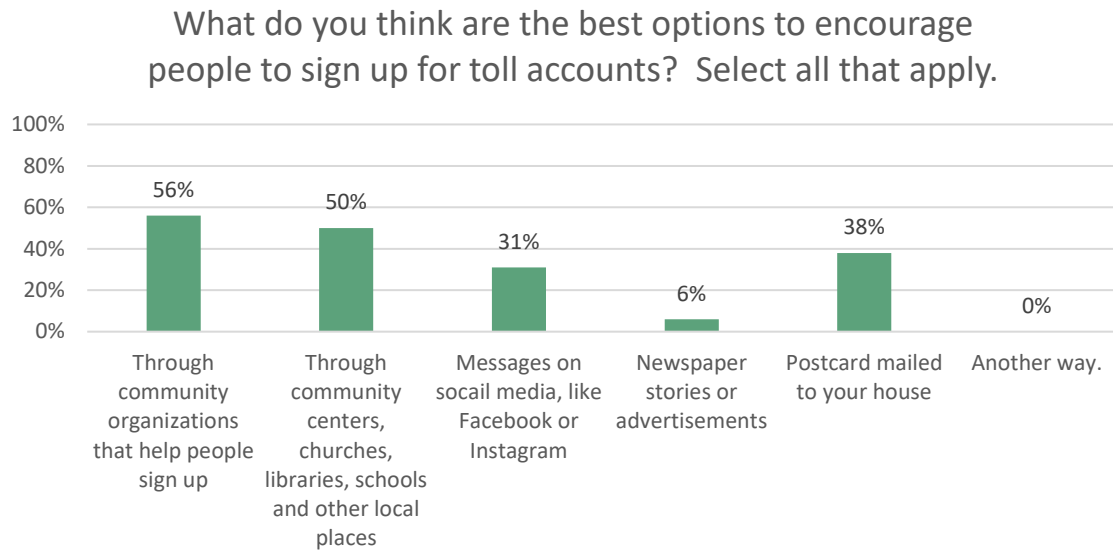


Figure 6-7 Latinx Discussion Group Zoom Poll 1

What is the best way for people to provide income information? Select all that apply.

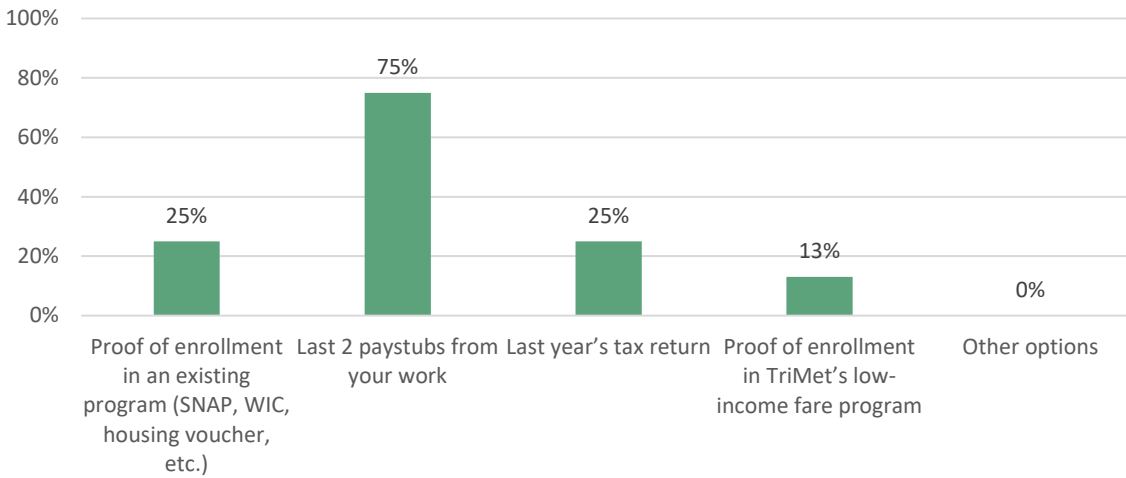


Figure 6-8 Latinx Discussion Group Zoom Poll 2

## 6.5 Black and African Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Black and African Community	Roseline Yunusa-Vakkai	August 11, 2023,   5:30 – 7pm	14 (3 staff, 11 participants)

**Table 6-9 Black and African Discussion Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the Black and African discussion group included income verification, community partnerships, and citizenship barriers.

**Income Verification.** Participants shared concerns with income verification options for the Low-Income Toll Program. Many assistance programs have qualifiers that are not accessible to immigrants. Participants suggested that community-based organizations could distribute toll vouchers to individuals that meet income requirements but may not qualify for the Low-Income Toll Program.

**Community Partnerships.** Participants suggested partnering with community-based organizations to assist with signing up for toll accounts and maintaining toll account information. Participants shared that they trust community-based organizations to handle their personal information with care.

**Citizenship barriers.** Participants expressed concerns that unpaid toll bills could impact applications for citizenship. Participants were also concerned about undocumented individuals providing information to the government.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>Participants shared that they would sign up for a pre-paid account if it was the lowest price.</li> <li>Participants suggested incentivizing signing up for a pre-paid account with a bonus or extra funds.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	<ul style="list-style-type: none"> <li>Participants recommended providing account services at stores to replenish toll account or pay toll bills.</li> <li>Participants agreed that providing information through social media, billboards, or community gathering spaces is the best way to reach a broad audience.</li> <li>Participants recommended providing account services through churches, libraries, and schools.</li> </ul>
<b>What are ways to get and keep up-to-date information on toll accounts?</b>	<ul style="list-style-type: none"> <li>Participants suggested using a variety of options to keep information up to date to appeal to different ages and demographics.</li> <li>Participants suggested partnering with community-based organizations to assist the community with keeping toll account information up to date.</li> </ul>

Discussion Group Summary	
<b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b>	Participants were concerned that unpaid tolls could jeopardize their citizenship status.
<b>What is the best way for people to provide income information? (multiple choice)</b>	<ul style="list-style-type: none"> <li>• Participants were concerned that people who are unemployed or unable to work would not have W-2s or paystubs and would not qualify for the Low-Income Toll Program.</li> <li>• Participants suggested providing community-based organizations with toll vouchers. This would be especially beneficial for undocumented individuals that may not qualify for the Low-Income Toll Program.</li> <li>• Participants suggested that bank statements or employee verification letters also be considered for the Low-Income Toll Program verification.</li> <li>• Participants expressed concerns about undocumented individuals providing personal information to register for a toll account or the Low-Income Toll Program.</li> </ul>

Table 6-10 Black and African Discussion Group Summary

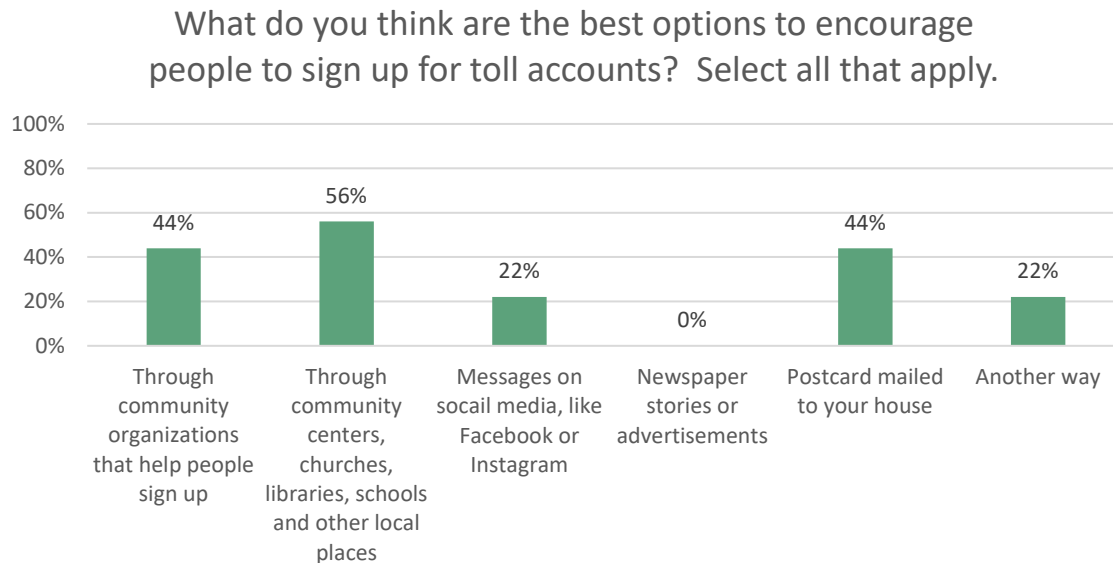


Figure 6-9 Black and African Discussion Group Zoom Poll 1



What is the best way for people to provide income information? Select all that apply.

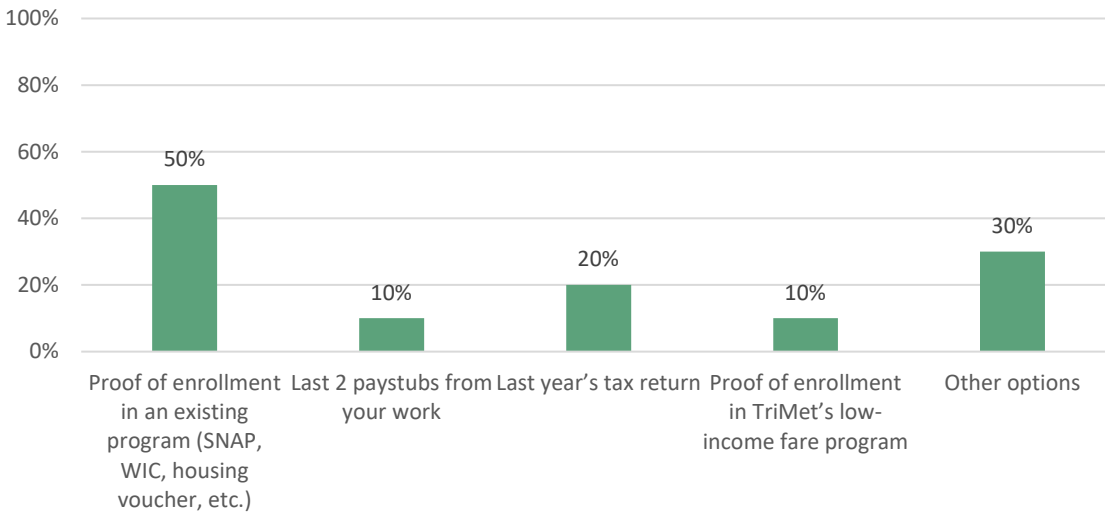


Figure 6-10 Black and African Discussion Group Zoom Poll 2

## 6.6 BIPOC Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
BIPOC Community	Lung Wah Lazum	August 11, 2023,   5:30 – 7pm	18 (4 staff, 14 participants)

**Table 6-11 BIPOC Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the BIPOC discussion group included ease of access and frequent notifications.

**Ease of Access.** Participants were concerned that registering for a toll account would be difficult and suggested making the program as easy to access as possible. Participants suggested developing visual aids and informational materials to guide enrollment. Participants preferred using an app because it would be easy to understand and navigate.

**Frequent Notifications.** Participants expressed their desire to have all aspects of the tolling account be as quick and easy as possible. Participants wanted notifications to be sent through an application or email immediately after a toll was passed without payment. Participants recommended advertising for the accounts on social media so that they could register immediately after seeing the post.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>Participants shared that they would choose the option that was the lowest price. Participants were frustrated that the pre-paid option would cost the least because not everyone has extra money to add to an account.</li> <li>Some participants were concerned that signing up for the program might be difficult.</li> <li>Participant wanted to know if account funds would expire after a certain amount of time.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	<ul style="list-style-type: none"> <li>Participants agreed that the best ways to reach a broad audience would be through social media, billboards, or community gathering spaces.</li> <li>Participants suggested using advertisements on social media with information about how to register for an account. Participants also liked the idea of registering at a church, library, or school to avoid errors.</li> </ul>
<b>What are ways to get and keep up-to-date information on toll accounts?</b>	<ul style="list-style-type: none"> <li>Participants were interested in using an app to access information. Some participants expressed concern that not everyone would be able to use apps, and they would prefer email or mail.</li> <li>Participants suggested providing daily email of push notifications about account activities.</li> </ul>

Discussion Group Summary	
<p><b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b></p>	<ul style="list-style-type: none"> <li>• Participants shared that app and email notifications would be the best options to remind someone their toll payment is coming up or to notify someone that they missed a payment. Mail and phone notifications could also be used. Participants expressed that they would want to receive a notification immediately after they missed a payment.</li> <li>• Participants suggested providing a penalty for late payment to incentivize people to make their payments on time. They noted that the penalty should not be expensive.</li> </ul>
<p><b>What is the best way for people to provide income information? (multiple choice)</b></p>	<ul style="list-style-type: none"> <li>• Participants shared that the best option was to use proof of enrollment in another program to qualify for the Low-Income Toll Program.</li> <li>• Participants listed Medicaid and Medicare as additional programs to consider for enrollment.</li> <li>• Participants were interested in providing exemptions for low-income, refugee, and immigrant communities and people living with disabilities.</li> </ul>

Table 6-12 BIPOC Discussion Group Summary

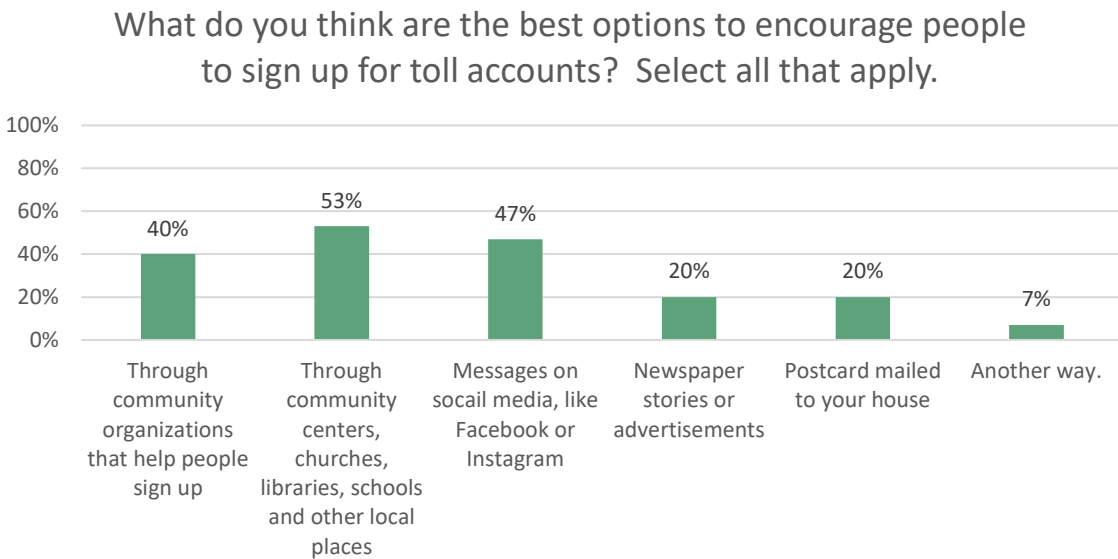


Figure 6-11 BIPOC Discussion Group Zoom Poll 2

Community Engagement Liaison Discussion Groups

What is the best way for people to provide income information? Select all that apply.

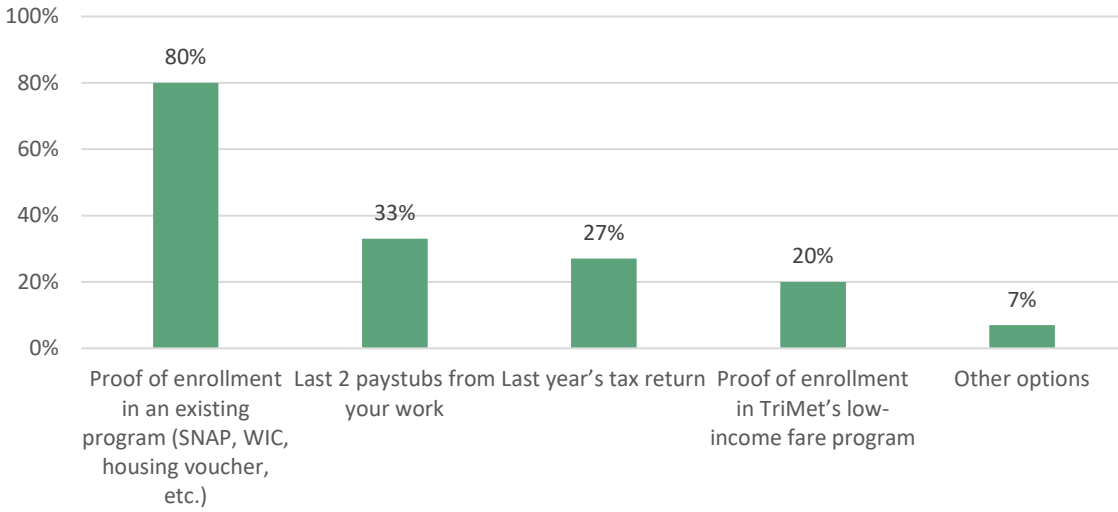


Figure 6-12 BIPOC Discussion Group Zoom Poll 2

## 6.7 Slavic Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Slavic Community	Hanna Grishkevich	August 14, 2023,   5:30 – 7pm	18 (3 staff, 15 participants)

**Table 6-13 Slavic Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the Slavic discussion group included the cost burden of tolling and toll notifications.

**Cost Burden.** Participants were concerned that the people who would most be impacted by tolls would be middle class families that frequently drive on tolled roads. Participants suggested there be exceptions for trips for school and work related activities.

**Toll Notifications.** Participants shared their concern about missing communications relating to tolling. Participants mentioned that they do not read mail that could be perceived as “junk” and do not answer phone calls from unknown numbers. They suggested using billboards and social media posts to remind community members to look at their tolling account would prevent missed communications.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>Participants were interested in signing up for a toll account to pay the lowest price.</li> <li>Participants were concerned about the cost of the toll, especially those that travel on roads that would be tolled up to 5 times per day for work.</li> <li>Participants noted that they would prefer to pay in person for the toll, if they did not have money on their account, rather than receive a bill in the mail.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	<ul style="list-style-type: none"> <li>Participants suggested advertising on billboards to inform people that there will be tolls in advance of driving through them. Participants noted that the message should be short and informative.</li> <li>Participant shared that advertising on social media would help reach a wider audience and would help keep the community informed about any changes or updates.</li> </ul>
<b>What are ways to get and keep up-to-date information on toll accounts?</b>	<ul style="list-style-type: none"> <li>Participants would treat toll bills similar to other bills, with the understanding that they would have to keep their information up to date.</li> <li>Participants suggested working with the DMV to keep information up to date.</li> </ul>

Discussion Group Summary	
<b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b>	<ul style="list-style-type: none"> <li>• Participants shared that email is the best form of contact. People do not answer calls from unknown numbers and may dispose of mail.</li> <li>• Participants mentioned that having a way to pay for the toll in person would prevent people missing a payment.</li> </ul>
<b>What is the best way for people to provide income information? (multiple choice)</b>	<ul style="list-style-type: none"> <li>• Participants were concerned that providing the last two paystubs would not work for someone whose employment was recently terminated. They suggested providing a letter of unemployment to be eligible for immediate assistance.</li> </ul>

Table 6-14 BIPOC Discussion Group Summary

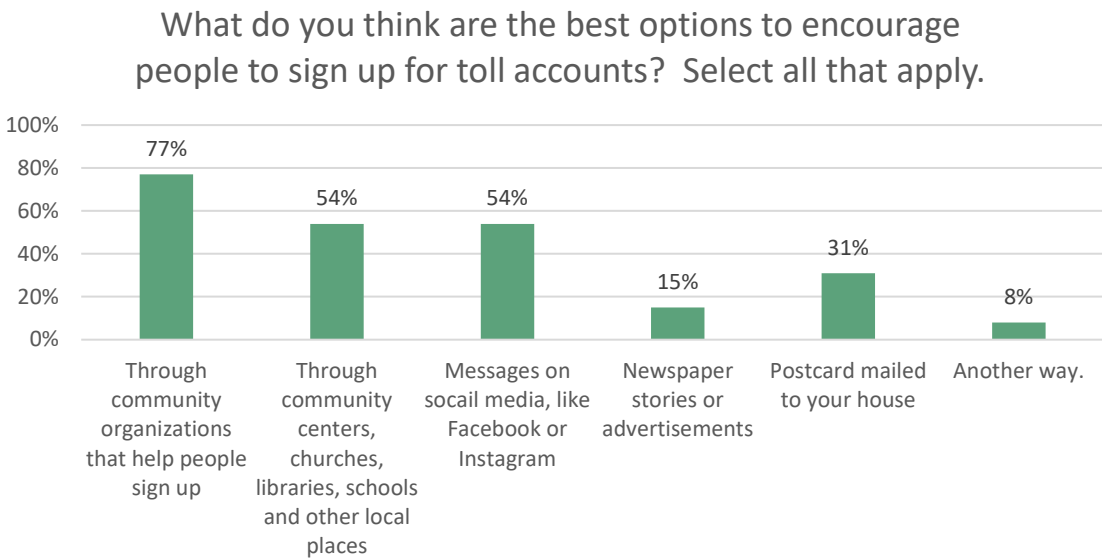


Figure 6-13 Slavic Discussion Group Zoom Poll 1

What is the best way for people to provide income information? Select all that apply.

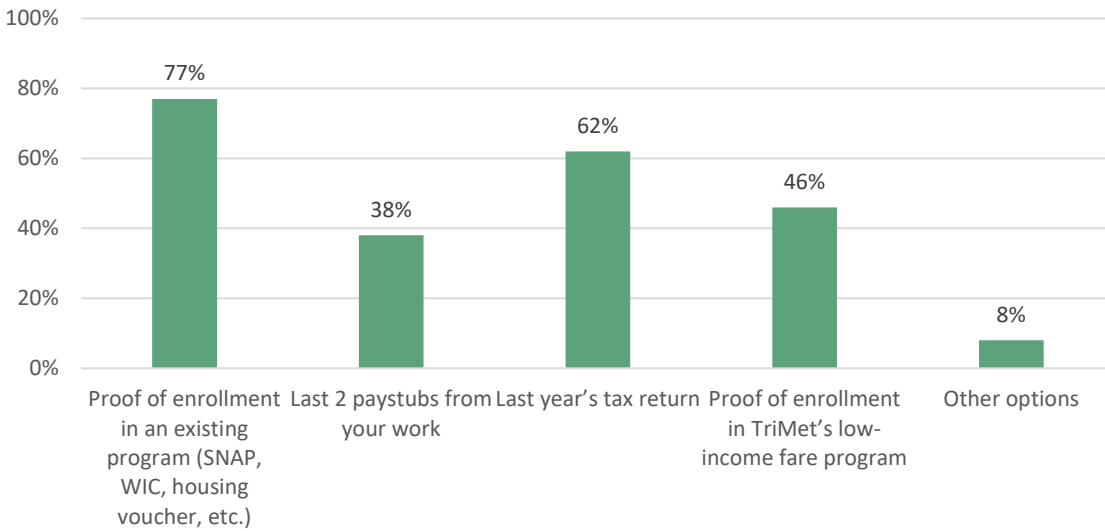


Figure 6-14 Slavic Discussion Group Zoom Poll 2

## 6.8 Tribal and Native American Discussion Group

Discussion Group Audience	Facilitator	Date & Time	Number of Attendees
Tribal and Native American Community	Daria Bingham	August 17, 2023,   5:30 – 7 pm	10 (5 staff, 5 participants)

**Table 6-15 Tribal and Native American Group Summary – Facilitator, Date, Time, Attendees**

Themes that commonly appeared in the Native American discussion group included privacy concerns, using a variety of communications methods, and exemptions for tribal members.

**Privacy Concerns:** Participants expressed distrust for government agencies and concerns about the recent DMV data breach. Participants shared that they would be hesitant to provide personal and income information to sign up for an account or enroll in a discount program.

**Communications Methods.** Participants recommended using a variety of communication methods to reach audiences of different ages including push notifications, email and text updates, and mailed information.

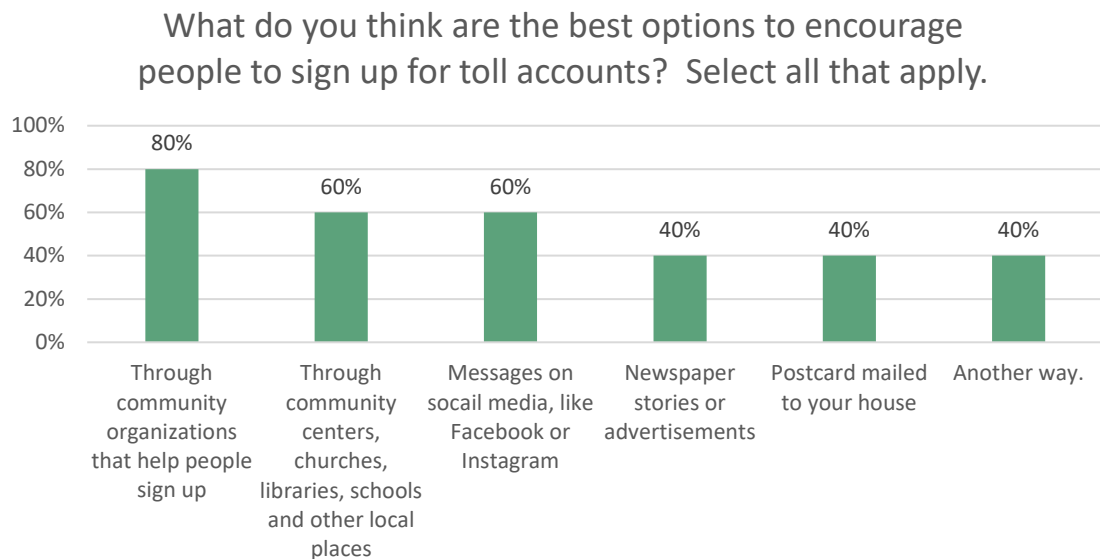
**Exemptions for Tribal Members.** Participants shared multiple times that they believed members of the federally recognized tribes should be exempt from tolling. They stated that this would be a way to establish more trust with the members and to help their community.

Discussion Group Summary	
Question	Key Themes
<b>If you signed up for a toll account and put money in your account, you would get the best deal. Is this something you would consider doing?</b>	<ul style="list-style-type: none"> <li>• Participants mentioned that they did not trust ODOT to protect their information from data breaches. However, they would likely register for the toll account if it was the best deal.</li> <li>• Participants shared that the online account system would be difficult to access for seniors or others that are not technologically savvy.</li> <li>• Some participants shared that they would actively avoid tolls by driving on other roads.</li> </ul>
<b>What do you think are the best options to encourage people to sign up for toll accounts? (Multiple choice)</b>	<ul style="list-style-type: none"> <li>• Participants were interested in seeking help from community-based organizations when registering for an account. Participants were concerned that assisting the community with toll registration would create too much work for the community-based organizations and suggested providing compensation.</li> <li>• Participants suggested working with the Native American Youth and Family Center (NAYA), the Confederated Tribes of Siletz Indians, JOIN, Indian Health Services, and Impact NW.</li> </ul>



Discussion Group Summary	
<p><b>What are ways to get and keep up-to-date information on toll accounts?</b></p>	<ul style="list-style-type: none"> <li>Participants shared that a text or email would be the best way to keep information up to date. Participants also suggested using push notifications to remind people to update their information.</li> <li>Participants shared that many people have P.O. Boxes and are not able to check them frequently so an electronic notification would be the most helpful.</li> </ul>
<p><b>We know that there are many reasons why someone might miss a toll payment. What are the best communication methods to let people know about payment options?</b></p>	<ul style="list-style-type: none"> <li>Participants mentioned that young people would prefer text and email reminders, but older people would prefer mailed or in-person information.</li> </ul>
<p><b>What is the best way for people to provide income information? (multiple choice)</b></p>	<ul style="list-style-type: none"> <li>Participants shared that proof of enrollment in a state program would be the best way to apply for the Low-Income Toll Program.</li> <li>Participants were concerned about providing personal information to register for the program that could be susceptible to a data breach..</li> <li>Participants felt strongly that members of Federally Recognized Tribes should be exempt from paying tolls. Membership could be confirmed through the tribes or through the school system.</li> </ul>

**Table 6-16 Tribal and Native American Discussion Group Summary**



**Figure 6-15 Tribal and Native American Discussion Group Zoom Poll 1**

Community Engagement Liaison Discussion Groups

What is the best way for people to provide income information? Select all that apply.

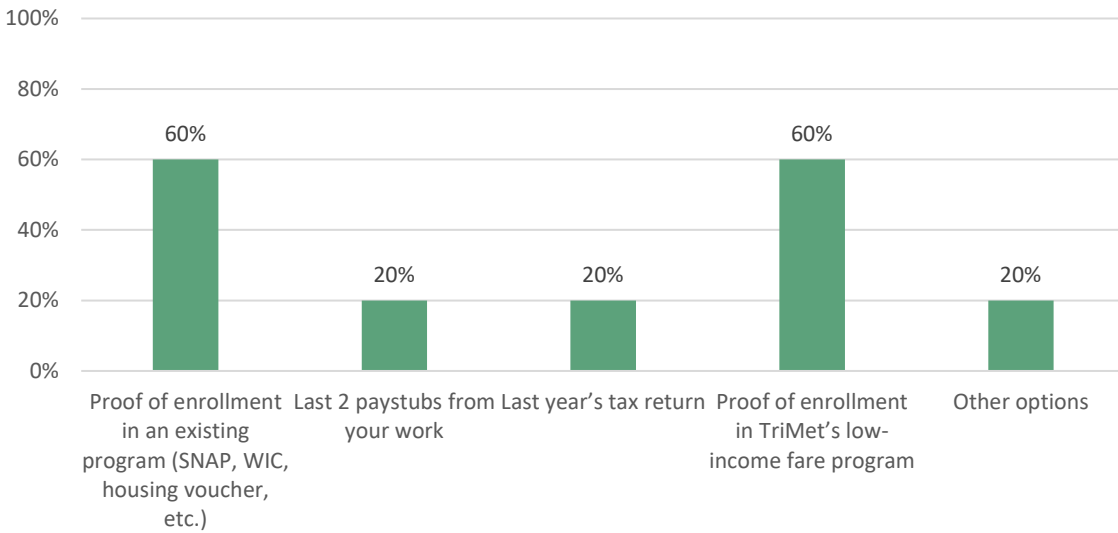


Figure 6-16 Tribal and Native American Discussion Group Zoom Poll 1