

METRO'S REGIONAL CONGESTION PRICING STUDY – CONGESTION PRICING EXPERT REVIEW PANEL

Summary Materials (Guide)

On April 22, 2021 Metro hosted an expert review panel made up of congestion pricing experts with diverse expertise in North America and Europe to provide input on the Regional Congestion Pricing Study methods and findings and to provide lessons learned from their experience elsewhere to policy makers and project implementers.

The full video recording has been provided on Metro's Regional Congestion Pricing Study website: <https://www.oregonmetro.gov/regional-congestion-pricing-study>

The following documents are intended to capture the information from the meeting and provide an easy guide for those interested in understanding who participated and what was learned. The following materials are attached.

1. Agenda with time stamps for the discussion
2. Meeting summaries
 - a. High level summary – minutes
 - b. More detailed summary from Nelson\Nygaard
3. A detailed list of attendees
4. List of questions that were posted in the Question and Answer

METRO CONGESTION PRICING STUDY

Expert Review Panel – Recording Guide

For a link to the Expert Review Panel, go to:

<https://www.oregonmetro.gov/events/regional-congestion-pricing-study-expert-review-panel/2021-04-22>

Welcome and Introductions

- **Timestamp 0:1:23:** Jennifer Wieland, Nelson\Nygaard, begins the webinar
- **Timestamp 0:5:00:** Council President Lynn Peterson sets the stage
- **Timestamp 0:8:00:** Elizabeth Mros O'Hara from Metro provides an overview of the Metro Congestion Pricing Project
- **Timestamp 0:21:28:** Panelists begin introductions and provide an overview of their congestion pricing experience around the world

Expert Review Panel Discussion

Jennifer Wieland begins a facilitated discussion with the Expert Review Panelists. The questions that the panelists answered are noted below.

- **Timestamp 41:45** Based on your experiences, did anything surprise you about our findings? Did any of the findings really resonate with you or align with what you've seen in other cities? And was there anything you expected to see but didn't encounter in our results?
- **Timestamp 01:10:00:** How have you approached setting priorities for revenue reinvestment? In your experience, what is the typical decision-making process that goes into allocating revenues raised by congestion pricing? Are there restrictions on how funds are used in the jurisdictions where you work? Who decides?
- **Timestamp 01:27:20:** Are there ways you have framed the messaging around congestion pricing for different audiences, beyond talking about congestion reduction (e.g., equity, economic development, quality of life, travel time savings or reliability)? How have you worked with businesses to explain potential benefits and impacts? What about BIPOC or low-income communities?

Metro Council/JPACT Discussion

Next, Metro Council and JPACT members asked questions of the panelists.

- **Timestamp 01:40:30** Council President Lynn Peterson: What's the best example of a clear purpose and need and how did they achieve consensus?

Expert Review Panel – Prep Meetings

Metro

- **Timestamp 01:47:42** County Commissioner Paul Savas: What measures do you use to measure economic benefits (commerce and business)? How do you invest in suburban areas?
- **Timestamp 01:56:40:** How do we think about COVID in terms of travel behavior?
- **Timestamp 02:03:32** Metro Councilor Christine Lewis: From an academic perspective, how do you prevent diversion?
- **Timestamp 02:09:35** Mayor Steve Callaway: What mitigation strategies can be used to avoid equity and safety implications of diversion?

Expert Review Panel Final Thoughts & Closing

- **Timestamp 02:16:20:** Each panelist was asked to give their closing remarks.

Meeting: Expert Review Panel for the Regional Congestion Pricing Study
Date: Thursday, April 22, 2021
Time: 7:30 am – 10:00 am
Place: Zoom

HIGH-LEVEL SUMMARY / MINUTES

7:30-8:05 Welcome and Introduction

During the Expert Review Panel no decisions were made.

Metro Staff Elizabeth Mros-O'Hara provided an overview of Metro's Regional Congestion Pricing Study.

Panelists introduced themselves and briefly shared some of the congestion pricing work they are doing across the world.

8:05-9:05 Expert Review Panel Discussion

Many of the panelists noted that the results of the study were very similar to what they have seen in other cities they have worked in. In some panelists' experience, there are longer term effects that could be taken into consideration, like diversion decreasing over time and reinvestment of revenues to improve performance benefits.

It was emphasized that the best way to achieve equity is using a multi modal approach so that people have options. It is also important to think about how land use and housing policies affects transportation. Reducing auto use and vehicle miles traveled requires density around transit.

Mr. Firth made the point that it is important that the money raised from congestion pricing to be put towards the goals of the program. Another major point was that there are much better ways of raising revenue than congestion pricing.

In order to see a noticeable reduction in congestion there only needs to be about 5 to 10 percent fewer people on the road. Engagement is key for framing the discussion when bringing congestion pricing to the public. People seeing the results of congestion pricing often leads to more support for it.

9:05-9:10 Break

9:10-9:40 Metro Council/JPACT Discussion

Council President Lynn Peterson asked for a clear example of a region that created a program with very clear goals and how they achieved consensus around it.

Mr. Schwartz gave the example of New York as a system he would not have designed where the clear goal was to raise revenue.

Mr. Firth gave the example of London where the focus was very concentrated on congestion. There was agreement that congestion was the problem, even if congestion pricing was not initially seen as the solution.

Mr. Tomlinson agreed that defining the problem and getting people to understand it is important. He also emphasized engaging with many different groups.

Commissioner Paul Savas asked about investment in rural and suburban areas and what measures have been used to understand economic impacts of a transit system.

Ms. Cabansagan acknowledged that it is a new area for many to understand what it means to move people in suburban and rural areas. She stated there needs to be more investment in these areas and that it is also an opportunity to rethink transit systems as a whole.

Mr. Tomlinson noted that two strategies being used in the Atlanta are identifying new locations for park and ride lots near highways and discounting rideshares that started or ended at a transit point.

Ms. Hiatt listed measures used for understanding economic impact like hotel vacancy rates, sales taxes, and office vacancy rates.

Councilor Gerritt Rosenthal asked about the impacts of the COVID-19 pandemic on travel behavior.

Mr. Schwartz noted that people have been avoiding transit more during the pandemic. Nationally more people are driving than before and using less transit.

Mr. Firth agreed with Mr. Schwartz about what travel behavior looks like. Further, the impacts of the pandemic are highly unpredictable which makes a flexible tool like congestion pricing useful.

Councilor Christine Lewis expressed interest in equalizing pricing on all paths and asked where that stops.

Being able to understand what happens at multiple levels is important for deciding where to draw the line on pricing. The more localized level is important to understand the benefits and impacts of making that decision.

Mayor Steve Callaway asked what modeling level was being used and mitigation strategies to address unintended consequences in terms of equity.

A macroscopic approach was used. Mr. Schwartz described some of the challenges of addressing diversion from people trying to avoid tolls by using non-tolled streets in the city. Another factor is whether pricing is on an entire corridor or just a few lanes.

9:40-10:00 Expert Review Panel Final Thoughts & Closing

Pricing is a flexible tool that can be implanted differently in different contexts and to address different needs. The importance of revenue reinvestment as part of program design. Next steps

should also include thinking about who is impacted and the importance of a multi-modal approach. Personalizing benefits so that people can better understand congestion pricing.

Advice for Metro included having very clear goals to try and achieve, acknowledging this is a part of a much larger regional plan, understanding and addressing how populations are disproportionately impacted by congestion pricing, understanding microtransit potential, bringing in stakeholders, and being careful about exemptions and discounts.

Adjourn at 10:00 AM

METRO CONGESTION PRICING STUDY

Expert Review Panel – Meeting Notes

When: April 22, 2021, 7:30 a.m. – 10:00 a.m. Pacific

Where: Zoom

Welcome and Introduction

Jennifer Wieland from Nelson\Nygaard welcomed everyone to provide an overview of the panel. Jennifer introduced Metro Council President, Lynn Peterson, who set the stage. President Peterson emphasized that this project highlights Metro's commitment to learning and exploration and a recognition that the region can't build itself out of congestion. She also highlighted Metro's commitment to bring a climate change and racial equity lens to all its work. Elizabeth Mros-O'Hara from Metro followed by giving a short presentation on the project. Jennifer then invited each panelist to introduce themselves.

Expert Review Panel Discussion

Jennifer facilitated a discussion with the Expert Review Panel. The questions and associated response of each panelist are documented below.

Based on your experiences, did anything surprise you about our findings? Did any of the findings really resonate with you or align with what you've seen in other cities? And was there anything you expected to see but didn't encounter in our results?

- Chris Tomlinson: Chris noted that the road pricing seemed to deliver a lot of results and minimized tradeoffs. He was surprised at the high level of diversion anticipated on non-tolled arterials. Diversion was experienced initially in Georgia, but it dissipated over time. The study can't predict how long that diversion would happen. Diversion may be shorter term impact. He emphasized that over time people get used to pricing.
- Rachel Hiatt: Rachel applauded Metro's approach to look at range of options. She felt that the results weren't surprising and were similar to findings in the Bay Area. For the Bay Area, parking pricing has diminishing returns because they've done so much already. She thought the demonstration of relative effects of different types of strategies was good. The next phase of this study should be to tackle the reinvestment of revenues. Demonstrating the reinvestment potential will add to the performance/benefits of the study and help demonstrate the magnitude of benefits from a pricing program. As a next step, Metro should do a targeted deeper dive into which travel markets are affected and the distribution of benefits and impacts. A targeted revenue reinvestment and targeted fee structure to optimize the distribution of benefits will demonstrate the full spectrum of

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benefits of a pricing program. San Francisco has been able to incorporate the revenue reinvestment and look at how discounts and gradations in the fee structure can make a program more equitable and reduce negative effects.

- Daniel Firth: In London, the operators were pleased because their reliability was improved. We know pricing works. The challenge is how to make it fair and acceptable to people. There is a need for a detailed study to prove out concepts.
- Clarissa Cabansagan: Clarissa emphasized the need to put investments back into other modes. We need to incrementally get people used to the idea of pricing and fully understand the challenges for low income people (driving, transit, shared mobility). Need to study those who spend over 50% on transportation. H+T is real indicator to look for. The most important aspect to think about are the people that need access. We can manage congestion and auto throughput; but need to reduce auto ownership. How can Portland as a region encourage people to not own cars? Densify transit and consider land use. People want cash on their transit card. Subsidize the alternatives to driving.
- Sam Schwarz: Some low income people may be impacted, but the NY ratio was 38:1. The solution was to provide subsidized transit as a key part of pricing. Have these systems in place before programs are enacted.

How have you approached setting priorities for revenue reinvestment? In your experience, what is the typical decision-making process that goes into allocating revenues raised by congestion pricing? Are there restrictions on how funds are used in the jurisdictions where you work? Who decides?

- Daniel Firth: The single most important factor is to decide what to do with the revenue. Revenue generation shouldn't be the only reason you implement a pricing program. It also needs to be about congestion reduction, equity, and other community goals. Ask yourselves three questions:
 - What is the purpose? Why are you doing congestion pricing in the first place? Align revenue reinvestment to those goals.
 - Use equity as a lens to reinvest.
 - Use revenues to build acceptance by the people who are paying. London spent money on quick wins: bike paths (branded), sidewalks, new buses Stockholm spent money on heavy infrastructure approach, which was disconnected with what people are paying for; they couldn't see the benefits
- Rachel Hiatt: Co design/co creation process is important. Use it to help shape goals, metrics and what defines success. Ask people to help shape the policy options and use those to make decisions.
- Chris Tomlinson: The connection between pricing and transit can be hard. Funding at the federal level is also segregated. Take revenue to subsidize ongoing operations and maintenance of transit. Freight and logistics study committee is being formed. Can we design programs to accommodate a growing delivery culture?

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- Clarissa Cabansagan: We can't mitigate our way out of an inequitable pricing program. Holidays with 5% less people on the road makes for free-flowing traffic. Are we aiming for free flowing traffic? Are we aiming to provide more options? Who is 5% that we need to shift? And how? Vanpools? Employer shuttles? Incentivizing transit? Last mile to the destination is often underfunded. Find key employment hubs that need last mile connection. Small investments for big return.

Are there ways you have framed the messaging around congestion pricing for different audiences, beyond talking about congestion reduction (e.g., equity, economic development, quality of life, travel time savings or reliability)? How have you worked with businesses to explain potential benefits and impacts? What about BIPOC or low-income communities?

- Sam Schwartz: Advocates and government were all talking to each other in NY. Framing it as "drivers pay" is a challenge. Need engagement to hear what people have to say.
- Daniel Firth: People ask, "What's in it for me?" Illustrate that a small change makes a big difference in people's lives. A 5% reduction on holidays feels like a 50% reduction. Find what options are needed to affect the 5%. Focus on reliability and predictability. Understand it's ok to not have full support off the bat. You need the demonstrated results to build the case.

Metro Council/JPACT Discussion

Metro Council and JPACT members asked questions of the panelists.

- Lynn Peterson: What's the best example of a clear purpose and need and how did they achieve consensus?
 - Sam Schwartz: NY's clear purpose was to raise revenue for transit (\$1 billion a year or \$15 billion total). Exemptions were the biggest hurdle. List of extensions extend beyond just disabled and low income.
 - Daniel Firth: London's focus was on congestion. Within the city, it was clear that congestion was a very big problem.
 - Chris Tomlinson: Atlanta framed it around growth. "The entire population of Metro Denver" will be added to the region. \$11 billion capital program needed. Then focused on outcomes. Came up with analogies that non-transportation experts would be able to relate to. Go everywhere you can. Home owner's associations, stakeholders across the board.
- Paul Savas: Diversion impacts are less if there are transportation options. His county has transit deserts. What measures do you use to measure economic benefits (commerce and business)? How do you invest in suburban areas?

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- Clarissa Cabansagan: TransForm is exploring how to retrofit the suburbs. Exploring opportunities to expand bike access in the suburbs. In light of the pandemic, transit agencies have pushed back service. How do you reinstate service to people in suburbs who used to live in the city? Need to double down on suburban and rural areas. Explore microtransit and clean mobility options.
- Chris Tomlinson: In the suburbs, the last mile is the last five miles. Need to strategically try to identify locations for park-and-rides as close to highway entrances as possible. Did a pilot project with Uber/Lyft if a ride started or ended at a transit station, it would be subsidized.
- Rachel Hiatt: SF studied the impacts to commerce and business economy. We want to bring the same number of people traveling to downtown. Want to see a shift in mode or time of day. Indicators include sales tax revenue, tourism metrics (hotel vacancy rates), trends in office vacancy, unemployment trends.
- How do we think about COVID in terms of travel behavior?
 - Sam Schwartz: People have been shying away from transit. September study suggests no transmission on transit if people are masked. Nationally, transit is 20-60% of normal volumes; car volumes are in the 90% of normal. More people are driving.
 - Daniel Firth: Medium term impacts of the pandemic are unpredictable. Need flexible tools to respond to unknowns; congestion pricing is one of those flexible tools. Pricing can be adjusted. More lanes on highways are not flexible.
 - Rachel Hiatt: Trying to understand post COVID trips through their model. A wide range of recovery could unfold. The key is uncertainty. Higher congestion could prevail. Working from home, transit avoidance, delays, are all being looked at related to the future of work and congestion.
- Christine Lewis: Equalizing all paths along a corridor. But at what point do you stop? From an academic perspective, how do you prevent diversion? VMT model instead of a corridor model?
 - Chris Tomlinson: Looking at what Virginia has done to provide commuter credits. But they haven't implemented discounts in Georgia yet because 70% of users are occasional users – three times a week or less. These aren't "Lexus lanes" – they're actually "Honda Accord lanes." The occasional use is common.
 - Daniel Firth: This study needs to look at lots of different scales – the regional and local scale. Zooming in and out shows different levels of

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impact. The Portland study primarily looks at the regional scale. Distance based charging at a regional scale performs really well, but it's harder to predict the burdens and benefits at the local level.

- Steven Callaway: What modeling has been used? Was it macroscopic or mesoscopic? Worried about unintended consequences to increase the inequities. If we toll all the roads on the freeway, I'm concerned about people using the local roads instead. Concerned about equity and safety implications of diversion. What mitigation strategies can be used?
 - o Sam Schwartz: NY sees these diversion problems – air quality and safety problems are worse on city streets. It's counterintuitive to toll freeways through urban areas and not charge the urban streets. Strategies: slow streets, limit cars, diagonal diverters.
 - o Chris Tomlinson: It comes back to if your pricing study does a whole corridor or specific lanes. There's another set of issues that comes with pricing interstates. If you have highway options that give you some lanes that are tolled and some lanes that aren't, that has a dramatic impact on arterials.

Expert Review Panel Final Thoughts & Closing

Jennifer concluded the discussion by asking the panelists to draw together a few key themes from the conversation. She began by summarizing a few key themes from the conversation:

- The importance of pricing as a flexible tool to meet the region's goals.
- The need to create options and a multimodal system to complement a pricing program.
- The importance of revenue reinvestment as a part of program design to create an equitable program.
- Explore the ways to link land use and housing to congestion pricing.
- A focus on how do we communicate the benefits at both an individual and regional level.

Jennifer then handed it over to the panelists to provide their final closing comments.

- Daniel Firth: This is a difficult topic; it will take time. Decide what you want to achieve. Be clear about goal(s) and then design a program that helps you reach them. This is only one part of the program of things the region needs to do. Childcare, affordable housing, and so many other topics are interwoven into the region's strategy.
- Clarissa Cabansagan: Don't just see travel costs in the aggregate. Directly solve for transportation needs of the people you want to shift. What can we do on

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transit and prioritizing transit that we should be doing anyways and how can a congestion pricing program support that?

- Sam Schwartz: Take the next step; you have evidence that it's worth pursuing. Do it! Spend time with your likely opponents.
- Rachel Hiatt: This was technical study – to know whether there's merit to move forward. Now it's the time to launch the stakeholder engagement component.
- Chris Tomlinson: Be careful of exemptions; think through carefully. Gamify and get people interested. How can mobile phones complement what you implement?

Elizabeth Mrs O'Hara concluded the meeting with an overview of next steps:

- Incorporate findings
- Document areas of concern
- Wrap up report this summer
- Create resolution for JPACT and Metro Council to accept the findings

Meeting: Expert Review Panel for the Regional Congestion Pricing Study

Date: Thursday, April 22, 2021

Time: 7:30 am – 10:00 am

Place: Zoom

ATTENDEES

Panelists: Chris Tomlinson, Clarrissa Cabansagan, Daniel Firth, Rachel Hiatt, Sam Schwartz, Jennifer Wieland (moderator)

Metro Councilors: Lynn Peterson, Bob Stacey, Christine Lewis, Gerritt Rosenthal, Juan Carlos Gonzalez, Mary Nolan, Shirley Craddick

JPACT Members and Alternates: Carley Francis, Curtis Robinhold, Jamie Kranz, JC Vannatta, Kathy Hyzy, Mark Shull, Nafisa Fai, Paul Savas, Scott Langer, Steve Callaway, Ty Stober

Others: Aaron Deas, Adam Argo, Alex Bettinardi, Alex Oreschak, Ally Holmqvist, Andrew Plambeck, Andy Cotugno, Andy Shaw, Anna Dearman, Anne Debbaut, Anneliese Koehler, Anthony Martin, Art Pearce, Becky Steckler, Ben Haines, Bill Holmstrom, Bob Hart, Bob Kellett, Bradley Perkins, Brendan Finn, Brett Morgan, Brie Becker, Caleb Winter, Carrie Leonard, Casey Liles, Cheryl Twete, Choya Renata, Chris Johnson, Chris Neamtzu, Chris Smith, Christina Deffebach, Craig Beebe, Daniel Eisenbeis, Dave Roth, David Aulwes, Derek Bradley, Don Odermott, Dwight Brashear, Elizabeth Mros-O'Hara, Emily Cline, Emma Sagor, Eric Hesse, Erin Doyle, Garet Prior, Gillian Garber-Yonts, Glen Bolen, Gordon Howard, Greg Dirks, Gregg Snyder, Gwenn Baldwin, Heather Wills, Jaimie Huff, Jamie Snook, Jane Stackhouse, Jason Gibbens, Jean Senechal Biggs, Jeanna Troha, Jeb Doran, Jeff Owen, Jeffrey Raker, Jennifer Dill, Jennifer Donnelly, Jennifer John, Jessica Berry, Jessica Martin, Jessica Stanton, John MacArthur, Joseph Iacobucci, Josh Channell, Karen Buehrig, Kari Schlosshauer, Kate Freitag, Kate Lyman, Kate Sargent, Katherine Kelly, Kathy Fitzpatrick, Kelsey Lewis, Kevin Young, Khoi Le, Kim Ellis, Lisa Hunrichs, Lori Stegmann, Lucinda Broussard, Lynda David, Maggie Derk, Malu Wilkinson, Mandy Putney, Margi Bradway, Marie Dodds, Mark Gamba, Mat Dolata, Matt Bihn, Matt Freitag, Matt Ransom, Michael Espinoza, Mike Bezner, Mike Bomar, Mike Coleman, Mike Mason, Mike McCarthy, Mona Schwartz, Nancy Kraushaar, Nathaniel Price, Naveen Abdulghani, Nick Fortey, Oregon Walks, Patrick Sweeney, Peter Hurley, Rachael Tupica, Rachel Dawson, Ramona Perrault, Randy Tucker, Rebecca Small, Rich Peppers, Robyn Stowers, Roseann O'Laughlin, Roxy Mayer, Sara Wright, Sarah Iannarone, Scott Turnoy, Shaneka Owens, Shannon Walton-Clark, Shoshana Cohen, Shreya Jain, Sorin Garber, Stacy Cowan, Stephen Roberts, Stephen Williams, Steve Kelley, Ted Reid, Theresa Carr, Timothy Rogers, Tom Goldstein, Tom Mills, Tova Peltz, Vee Paykar, Victor Sin, Vivian Satterfield, Will Farley, Yuliya Lee

Meeting: Expert Review Panel for the Regional Congestion Pricing Study
Date: Thursday, April 22, 2021
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Questions from RCPS Expert Review Panel webinar

The below questions were submitted using Zoom's Q&A function during the webinar. These questions were generally answered by panelists as part of the discussion. Please refer to the video recording of the panel for more information.

Alex Bettinardi

VMT charges seem to be the best option – at least that's what I saw in the report, but that doesn't seem to align with Metro's congestion pricing definition and desire for the public to see the charge (VMT charging is easier to fall into the background). I'm hoping you can address how each option would align with the definition/design hope that travelers see and feel the change (charge?)

Anonymous Attendee

Could panelists please address how transport or cargo (trucking, rail) factors into congestion planning scenarios?

Jeff Owen – TriMet

As transit is such a key piece to the multimodal picture regarding options when implementing congestion pricing – How do you account for the financing needed to run extra (or more) transit service on day 1 when the charging begins? (So that there are alternatives in place as soon as the charging begins?)

Sorin Garber

Can any of the panelists provide insight about the kind of engagement about congestion pricing that has worked well with the public and what type was not successful.

Anonymous Attendee

So far, it doesn't sound like Transport electrification (charging stations, EV-ready infrastructure) isn't integrated very much into cities' congestion pricing plans, despite the GHG reduction goals – mostly being dealt with by reducing VMT, presumably. Is electrification just on a different track? Missed opportunities?

Peter Hurley, City of Portland

A critical issue to successfully designing and implementing congestion pricing is governance. Highway agencies shown little interest in investing substantially in transit, bike, and ped facilities and subsidies. What are panelists' thoughts on how to create, or shift to, a truly multimodal governance structure for congestion pricing in the Portland region? I'm especially interested in the Atlanta and SF models.

Anonymous Attendee

I'm interested in Chris' comment about how diversion dropped off after people adjusted in the Atlanta area – does he have any data to support that? The tolling programs on 205 seem likely to create a lot of diversion, without the authority to toll the whole area, like Sam suggested.

Jane Stackhouse MCAT

ODOT seems to have a plan for tolling to raise money for more roads and bridges. How can we interest ODOT in working with METRO to put the focus on congestion pricing before building more lanes to see if it reduces congestion?

Stephen Williams

Panelists – What is the best way to determine the geographic extent of the area in which congestion pricing is applied?

Anonymous Attendee

State legislators and the Oregon Transportation Commission are set on tolling to raise revenue in order to widen the region's highways. This has become a political issue that appears to be going off the edge of a cliff. What is your advice to pull this back before it's too late?

Anonymous Attendee

Greater Portland is considering two freeway expansions right now – the Rose Quarter expansion and the I-5 crossing over the Columbia River, a bridge replacement that adds many additional travel lanes. It's been touched on, but I wonder if the panelists could address this directly – what is their advice to our leadership on the timing of these expansions vs implementing congestion pricing?

Caleb Winter

What is a typical budget for mitigations to add mobility options to supplement travel in a priced corridor? What regions exemplify good policy to reinvest in both in the priced corridor and region-wide needs?

Oregon Walks

In terms of active transportation, I believe there should be strong push to make pedestrian infrastructure age friendly, to take care of our most vulnerable users (Communities of color, seniors, youth, and people with physical and mental disabilities). How can we tie tolling back to building out this infrastructure in communities where it does not exist?

Jessica Stanton

Fabulous discussion Will you be creating a summary or providing a recording of the event? Thank you to your panelists, facilitator and Metro for this brilliant work.

Response: Yes, the meeting is being recorded and will be posted online afterward.