



CITY OF BEND

Nonresidential Transportation Fee Discussion #3

Sarah Hutson, Senior Management Analyst

Ben Hemson, Economic Development Manager

Russ Grayson, Chief Operating Officer

December 4, 2023

Goals with BEDAB Today

1. Review survey data results
2. Hold listening session
3. Discuss next steps

Survey Results

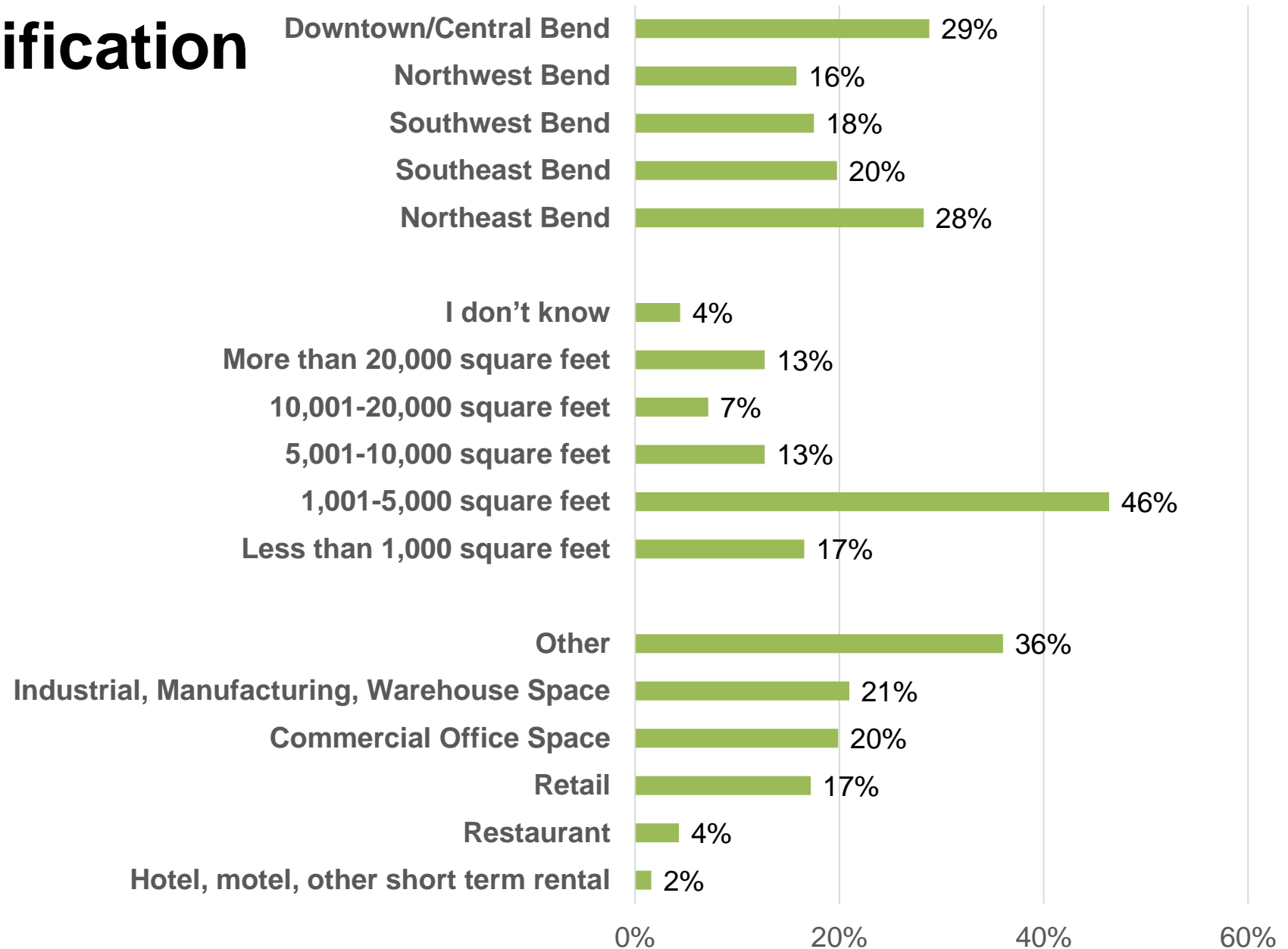
Survey Overview

- 289 responses
- Filter question to exclude residents/home-based businesses (n=99)
- Distributed via City Business Registration List, Bend Chamber, local media outlets
- Questions included:
 - Transportation values
 - Phase-in
 - Incentives/discounts
 - Preferred method of communication
 - Business classification questions like location, type, and size



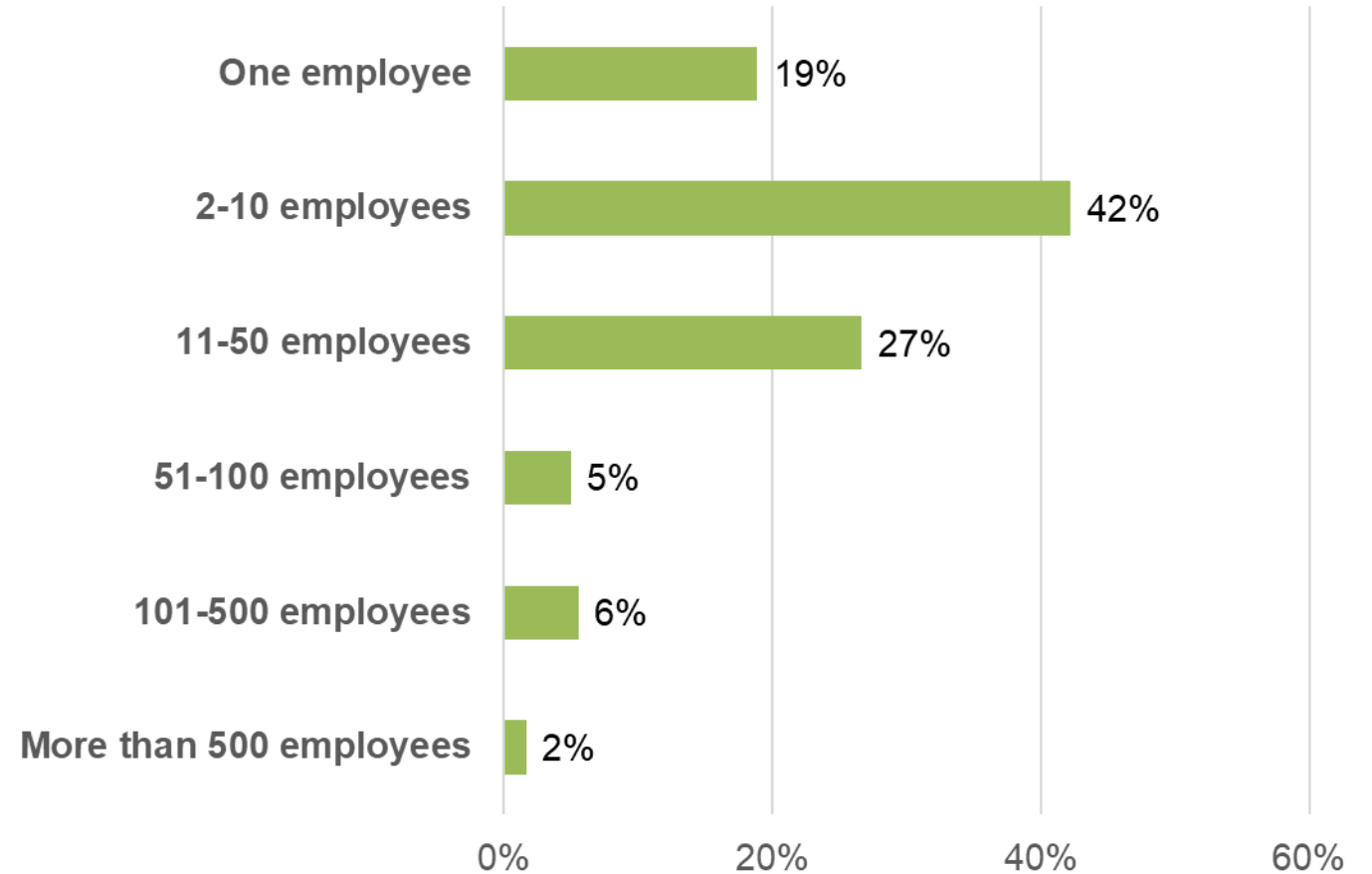
Business Classification

- Responses represent a wide variety of business types, sizes, and locations in the City
- “Other” businesses included healthcare, non-profits, real estate, education, government, and financial services



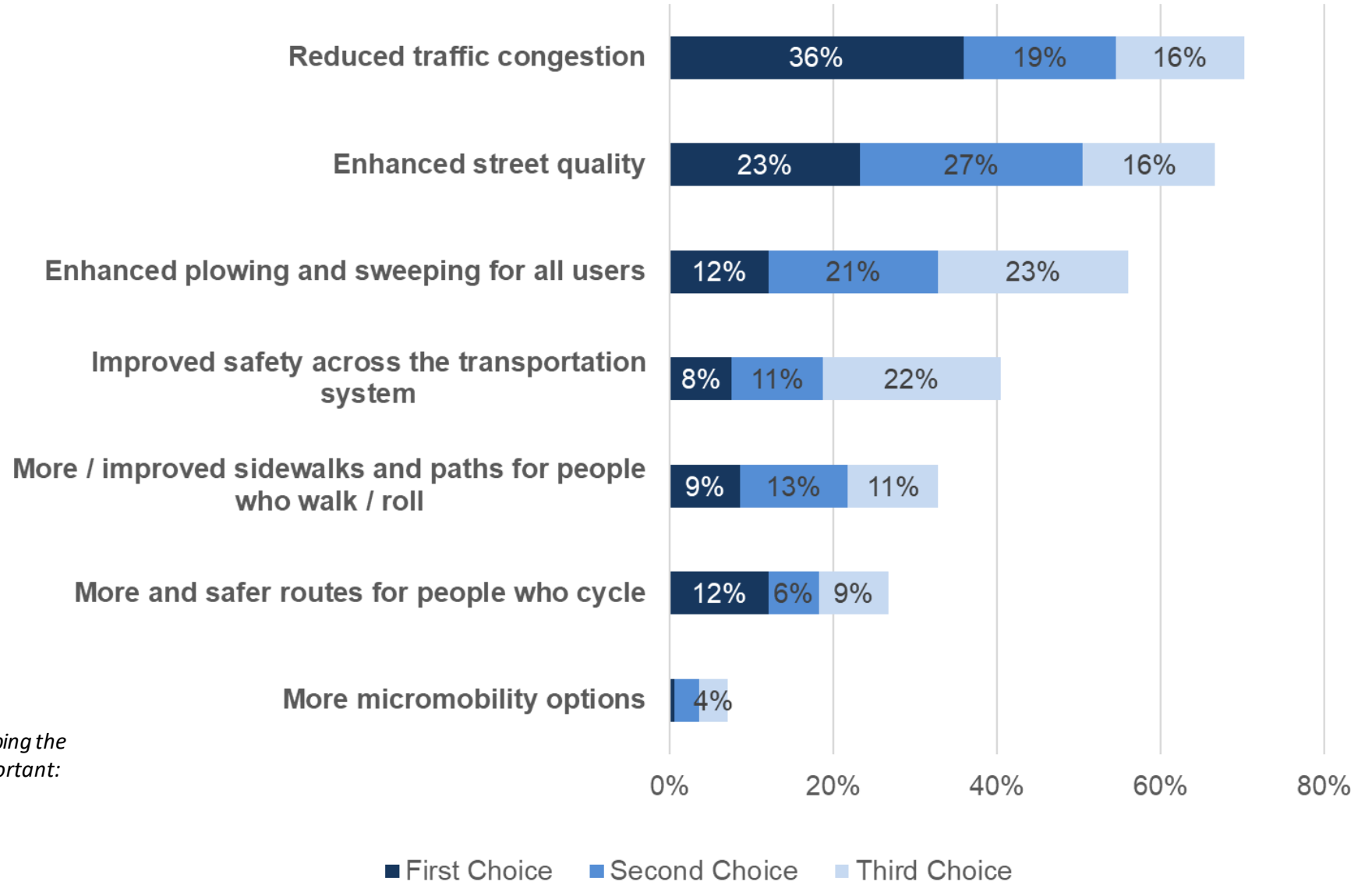
Business Classification

- A majority of respondents represent businesses with 50 or fewer employees
- Over half (58%) directly manage their utility bill; 37% pay utilities as part of their rental agreement
- Most respondents (77%) work in-person most of the time, with half working in-person exclusively



Transportation Values

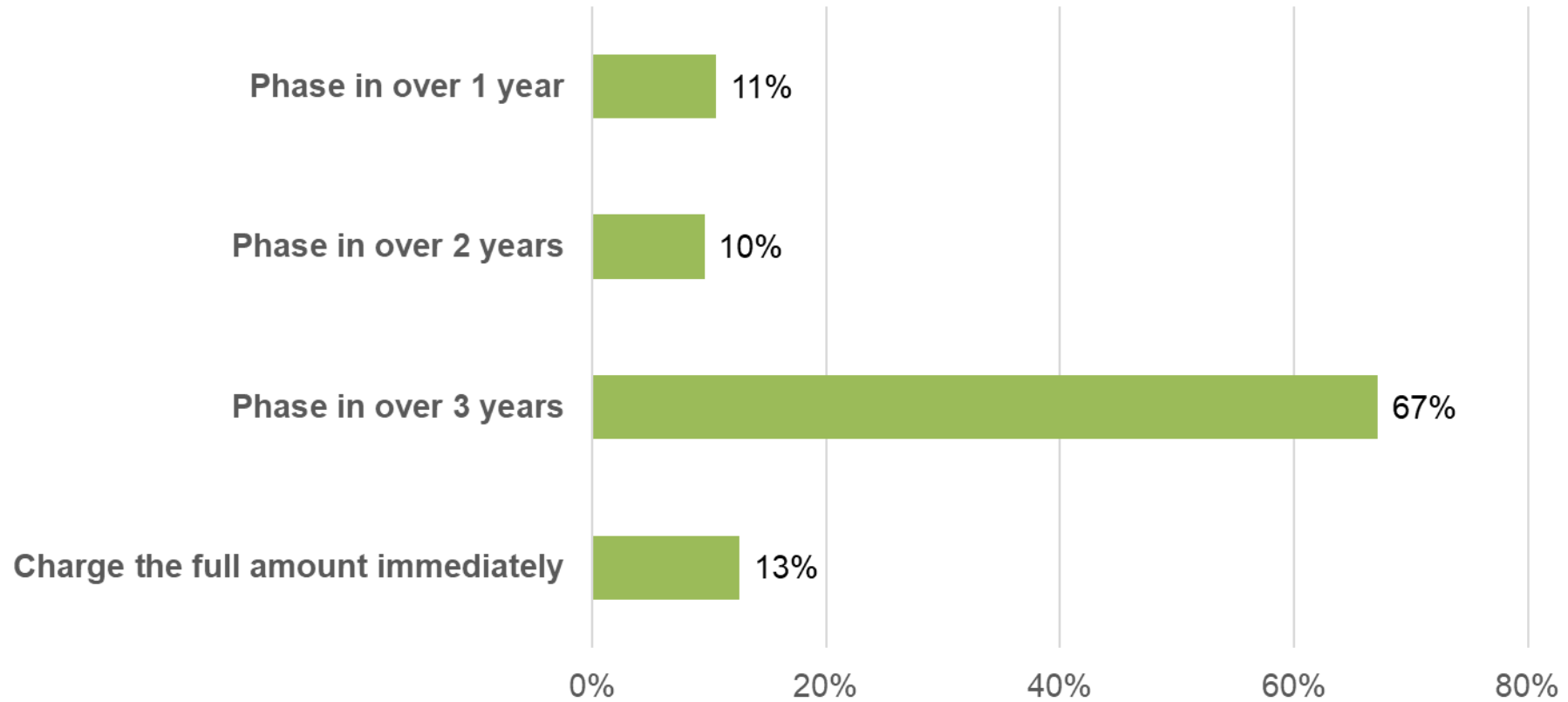
Reduced congestion, enhanced street quality and level of maintenance most important to businesses



Q: Please indicate the transportation values most important to your business by dragging and dropping the following in priority order, from most to least important:

Phase-In Preferences

Two-thirds of respondents prefer a longer phase in (over 3 years)

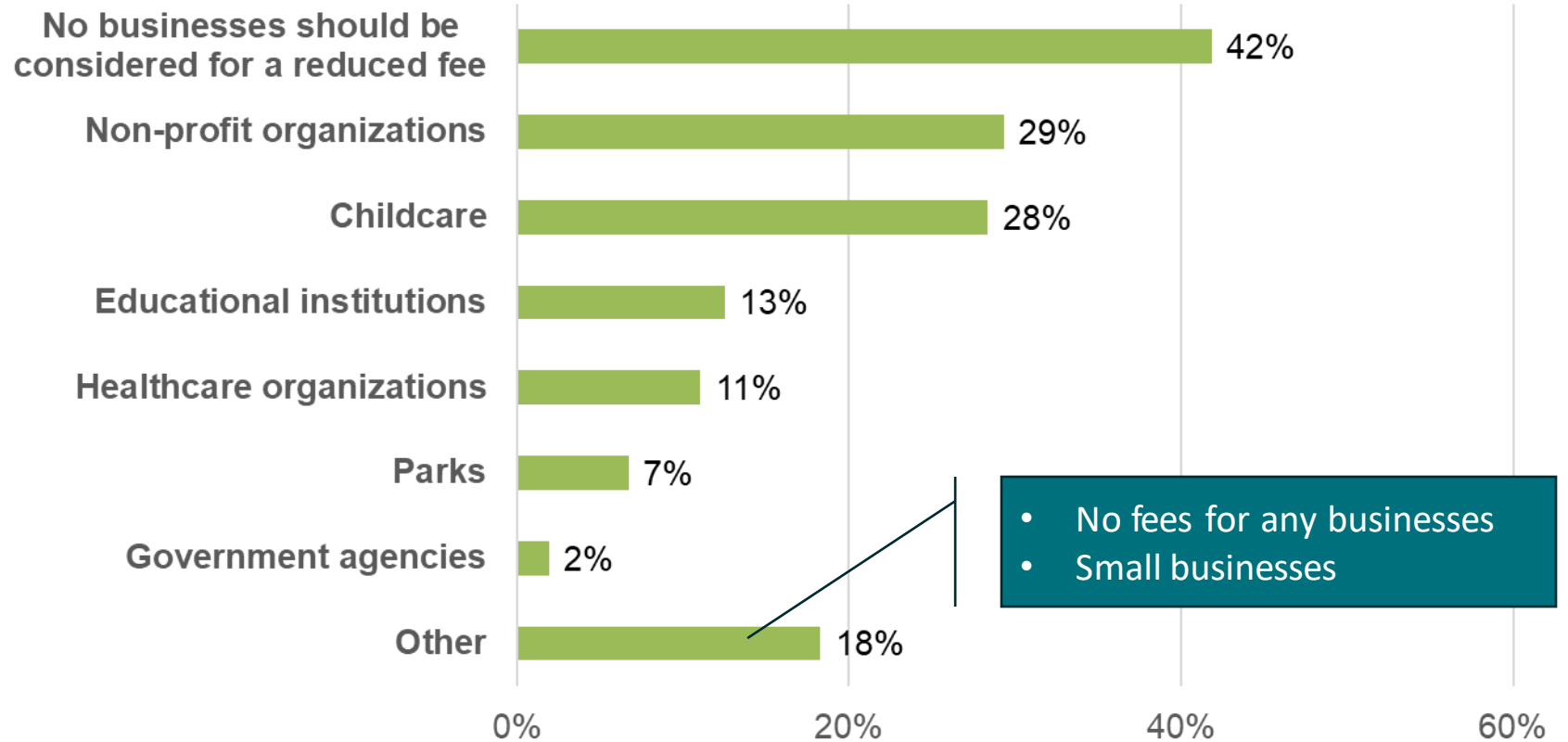


Sampling of Comments: Phase-In

Response	Sample Comment
Full Amount Immediately	<ul style="list-style-type: none"> • <i>Having the funds immediately, will begin to address the issues sooner.</i>
	<ul style="list-style-type: none"> • <i>Phasing in over time just delays the inevitable increase in business costs. It also allows for a weakening of the message, and I think it is important for businesses to understand just how much the City is asking for up front.</i>
	<ul style="list-style-type: none"> • <i>Depends on how large the fee is</i>
Phase in over 1 year	<ul style="list-style-type: none"> • <i>A little more time to plan.</i>
	<ul style="list-style-type: none"> • <i>Time for education on utilization</i>
Phase in over 2 years	<ul style="list-style-type: none"> • <i>Unsure of the amount so nice to have time to adjust finances based on actuals.</i>
	<ul style="list-style-type: none"> • <i>The phased in fee allows customers time to understand the cost impacts and provide the city with better data to see if the costs can be lowered after the 2 year mark.</i>
Phase in over 3 years	<ul style="list-style-type: none"> • <i>With costs of food, gas, labor and other services that business owners are dealing with currently, a phased in approach would help owners take on these increases, assuming costs of goods/services/labor see continued decreases over the coming 1-3 years.</i>
	<ul style="list-style-type: none"> • <i>Uncertain economic conditions</i>
	<ul style="list-style-type: none"> • <i>As a small business funds are tight, spreading the expense out will lessen the burden.</i>

Businesses to Consider for Reduced Fee

The largest share of respondents indicated no businesses should be considered for a reduced fee; of those to be considered, non-profits and childcare businesses rose to the top



Sampling of Comments: Incentive/Discounts

If they: 1) purchase bus passes for their employees, 2) allow 75% of their employees to work remotely 3 days per week, 3) shift to a 4 day per work week, 4) have workday start and end times that are off-peak traffic hours

This seems like it would cost money to implement a process for this when those funds could just be used toward the intended use- the roads

Carpool program or employee incentive

Encouraging workers that can work remotely to do so 2-3x/week. Bonus plan for workers that can prove they cycle or take public transpo to work. Some kind of reduction if business can hire workers that live close by/commute less. All must be transparent and provable to the City.

I believe all business should pay the fee, as they all have owners and employees that are using the transportation system. This includes non-profits and government organizations. Often, users of vehicles are viewed as the only ones that should pay, but cyclist and those that walk also use the City transportation system.

Do they contribute positively to safe streets? Do they encourage cycling or walking? Do they incentivize their employees and/or customers to walk or bike? Under no condition should ANY auto related businesses get a reduced fee.

Q: What ideas or suggestions, if any, do you have for what activities could make a business eligible for a reduced Transportation Fee?

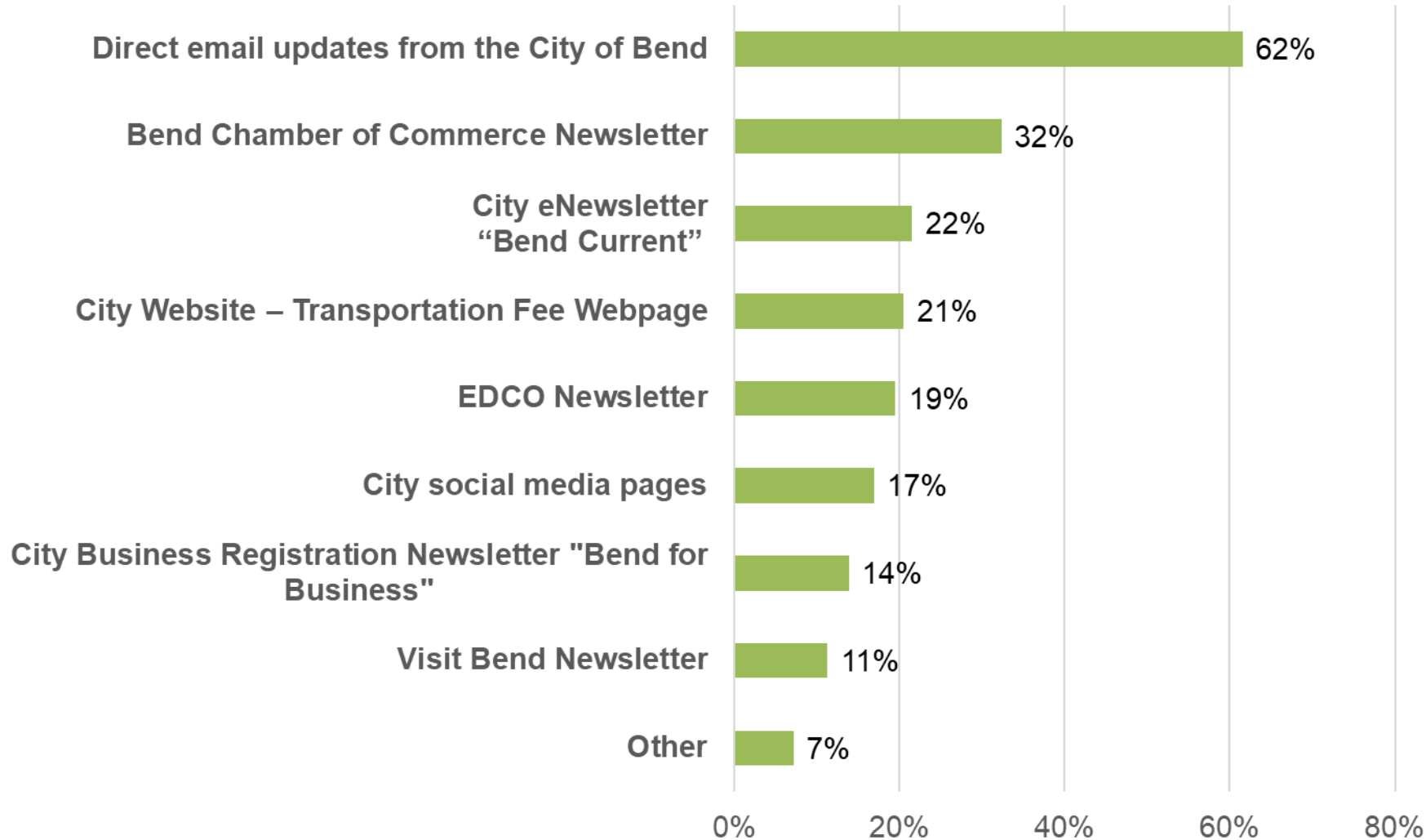


CITY OF BEND

Ways to Assess Fee (Beyond SQFT/Type)

- # of employees
- Revenues
- Parking spaces
- Vehicle registration and use
- Utility usage
- Customer visits
- Charge tourism-focused businesses more
- Flat fee

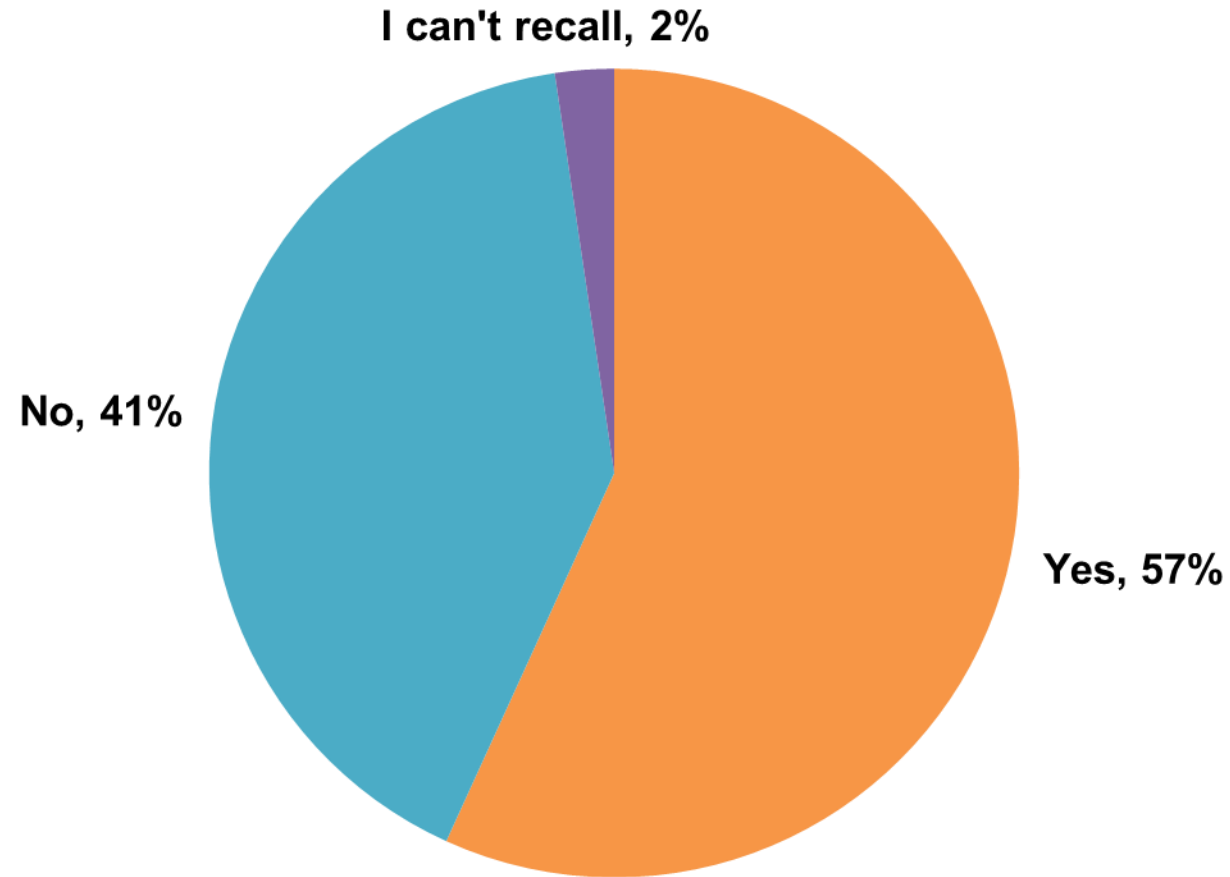
Communication Preferences



- Direct email updates from the City are most preferred
- Respondents chose an average of two options, highlighting the importance of communicating information via multiple pathways

Awareness of Transportation Fee

Respondents were split in their prior awareness of the fee



Listening Session

Next Steps

Upcoming Touchpoints

- December 18:
 - Preliminary analysis of preferred near-term option
 - Continue to discuss business feedback
 - Develop recommendations for Council
- January 3:
 - BEDAB recommendations during Council Work Session

Questions

- Keep survey open?
- Info you want to see at 12/18 meeting?

Accommodation Information for People with Disabilities



To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Sarah Hutson at shutson@bendoregon.gov or 541-693-2132; Relay Users Dial 7-1-1.

