

Appendix B: Stakeholder Outreach Summary

(2022 Washington State Freight System Plan Update)

Appendix B: Stakeholder Outreach Summary documents the 2022 Washington State Freight System Plan Update’s stakeholder outreach process, thematic findings, and how the findings were used within the plan.

WASHINGTON STATE DEPARTMENT OF
TRANSPORTATION

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1. Stakeholder engagement and public outreach strategy

Recognizing that a well-coordinated freight system is at the heart of economic prosperity for Washington state, it was critically important to ensure that a wide variety of groups and industries were involved in shaping the Freight System Plan (FSP). Outreach and engagement efforts were aimed to inform potential stakeholders about the freight system and offer them with meaningful opportunities to provide input to support FSP planning work and technical analysis.

In October 2021, a Stakeholder Engagement and Outreach Plan (SEOP) was developed to serve as a proactive and transparent guide for public, private, and community-based freight stakeholder engagement activities. The SEOP also satisfied FHWA outreach requirements and WSDOT's standards for engagement and accessibility, in addition to advancing equitable opportunities for community participation. The guiding SEOP goals were to:

- Maintain regular contact with stakeholders to inform them of the planning process and findings.
- Provide opportunities for stakeholders to participate in the planning process by sharing data, information, insights, and perspectives and providing opportunities for feedback on the iterative evaluation of the plan and to inform recommendations.
- Advance equitable community participation as outlined in the state of Washington's Healthy Environment for All (HEAL) Act.
- Enable WSDOT and the FSP project team to hear and respond to stakeholder feedback and concerns, and incorporate them as appropriate.
- Build support for plan recommendations and raise awareness of freight's role in the state and local economies.

2. Targeted stakeholder audiences

Internal stakeholders: WSDOT divisions and teams

The FSP project team engaged WSDOT staff experts working on programs, plans, and projects that affect freight. Internal stakeholders included various divisional, regional, and functional leads within WSDOT with plans or knowledge relevant to freight transportation. Key WSDOT staff were engaged through:

- An electronic survey on issues, trends, and needs related to freight movement in existing plans and workstreams, as well as relevant data that was available from other WSDOT groups.
- Presentations to standing WSDOT committees and work groups relevant to freight.
- Follow-up consultations to ensure further opportunity for discussion and input.
- Review of the draft plan to ensure it aligns with other WSDOT initiatives and policies.

External stakeholders: subject matter experts

Engagement with external subject matter experts is critical to FSP development. These stakeholders provide supportive quantitative data and insight on freight system use, including the type and volume of goods moved, key modes, routes, and origins and destinations. They also provide significant qualitative information; validate and supplement data; and help to identify system issues, needs, and possible solutions.

Examples of external subject matter expert stakeholders include representatives from other state agencies, state ports, freight railroads, shippers, carriers, freight-related associations, third-party logistics providers, local agencies, Metropolitan Planning Organizations and Regional Transportation Planning Organizations, and the industry workforce. WSDOT identified freight stakeholders recommended in federal guidelines for Freight Stakeholder Committees and those in the 2020 WSDOT Freight Stakeholder Group Report.

Key subject matter expert stakeholders were engaged through:

- Individual in-depth interviews (or consultations) on key trends, needs, and issues related to freight and their industry and/or subject matter expertise.
- Presentations to industry associations and/or relevant external committees.
- Follow up consultations to ensure further opportunity for discussion and input.
- Opportunity to review the draft plan and submit comments related to their areas of expertise.

External stakeholders: broader communities

Washington residents and businesses are the ultimate beneficiaries of a well-run state freight system. Conducting outreach and engagement with members of the broader community was critical to understanding how the freight system impacts communities, public health, quality of life, the environment, and local livelihoods. Education was an important element of the outreach to the broader communities to ensure freight transportation planning issues resonated with these broader audiences.

Of critical importance in this category of stakeholders is engagement with communities of color, limited English proficiency populations, low-income communities, tribes, and overburdened populations and

communities who have experienced disproportionate environmental and health impacts. These communities and the broader public were engaged through:

- Individual in-depth interviews (or consultations) with community and equity-based organizations on key trends, needs, and issues they perceive related to freight and the impact on communities.
- Project information posted on the WSDOT website, translated into Spanish, Russian, Vietnamese, Korean, Chinese, Somali, and Arabic.
- An online survey to allow individuals and groups to provide their feedback, ideas, and perspectives.
- Virtual public information webinars to ask questions and learn about the FSP directly from project team members.
- Timely and relevant blog and social media posts on issues and topic areas relevant to freight and opportunities to provide input on the development of the FSP on WSDOT Facebook and social media channels.
- Opportunity to review the draft plan and submit comments and questions.

3. Engagement tactics and findings

Internal outreach

Outreach to internal stakeholders within WSDOT has been a continuous effort since before the formal start of the FSP update process. However, there have been notable outreach events conducted, and these events are noted below. Internal outreach was designed to meet four main goals:

- Identify how other WSDOT groups' work intersects with freight transportation.
- Collect internal agency feedback on freight-related needs and issues identified in ongoing work and stakeholder outreach.
- Identify public plans, data, and other resources that may be relevant for the development of the FSP.
- Provide other groups with the opportunity to learn more about WSDOT's freight work.

Internal survey

In November 2021, WSDOT FSP staff distributed an internal survey, consisting of six open-ended questions, via a Word document to other WSDOT offices, divisions, and regions.

Nine individual offices, divisions, and/or regions provided subject matter and location-specific feedback to the FSP project team:

Figure 1: Survey responses from WSDOT offices, divisions, and regions

- Active Transportation Program (HQ)
- Local Programs (HQ)
- Maintenance and Operations (HQ)/Urban Mobility and Access (UMA)
- Transportation Safety and Systems Analysis (HQ)
- Planning (Eastern Region)
- Planning (Northwest Region)
- Planning (North Central Region)

Internal meetings

The FSP project team offered project updates and responded to requests for information at three WSDOT meetings.

Figure 2: Internal meetings/presentations

- WSDOT Multimodal Technical Forum (April 20, 2022)
- WSDOT Planning Managers Meeting (April 26, 2022)
- WSDOT Training and Data Academy (June 22, 2022)
- WSDOT Planning Managers Meeting (June 23, 2022)
- WSDOT Executive Team (August 19, 2022)

Key findings

The internal survey and meetings provided insightful feedback from WSDOT transportation staff regarding freight system needs and trends:

- **Needs**

- Roadway preservation needs to be addressed with respect to freight. WSDOT cannot keep up with ever-growing volume of road and bridge preservation needs leading to reactive patch work rather than a comprehensive, proactive approach to fix deteriorating roads.
- The freight plan needs to consider the needs of other transportation users – such as bikers and pedestrians. Increased freight movement, driven by the rise in e-commerce and urban freight, is creating tensions with the need to create more “compete streets” within communities.
 - Larger and more frequent delivery trucks are increasing potential for conflicts with bikers and pedestrians. However, roadway configurations that support active transportation could decrease freight access.
- Since the beginning of the pandemic, WSDOT staff have seen an increase of speeding and erratic driving along state highways and roads. Travel safety is an increasing concern and overall need to be addressed across modes – including freight.
- WSDOT staff wish to learn more about emerging autonomous truck technology and freight travel data – how it will help with freight development, increase data sharing, and improve freight movement modeling.
- At grade rail crossings need to be considered as part of the freight plan (for vehicles and solutions for pedestrians/bikes) that supports freight movement but also address mobility and safety needs.
- Coordination and prioritization need to be improved for freight movement on the Washington State Ferries (WSF) system (in particular, Island/San Juan Counties).
- The truck driver infrastructure and support need to be addressed. WSDOT is continuing to see the following activities, which are also leading to a shortage in drivers:
 - Trucker drivers must compete for safe parking space.
 - There is a lack of supportive driver amenities on the road (i.e., lights at rest areas and clean, safe bathrooms for breaks).
 - The stress experienced by truckers is seemingly affecting trucker behavior industry-wide – WSDOT is seeing a wide range of behaviors from vandalization to suicide.

- **Trends**

- Awareness and understanding of freight (i.e., air cargo/shipping industries, freight routes, volumes, logistics and technology) and where to find freight information within other departments of WSDOT is somewhat minimal.
- There seems to be confusion by external stakeholders (and even the occasional internal stakeholders) on how a freight plan builds on regional plans and the state highway plan.
 - For example, local jurisdictions do not understand how a state freight plan leads to funded projects.
- WSDOT is often called on to mediate discussions between local jurisdictions and developers whose projects will generate significant freight traffic on the state system, such as warehouses or production facilities.

External outreach

Like internal engagement, external engagement has continued throughout the planning process, with earlier efforts focused on consultations to collect feedback about freight transportation assets, needs, and issues, and more-recent efforts focused on sharing information about plan findings and collecting feedback on those findings. External outreach was designed to meet four main goals:

- Better understand the greater freight industry landscape and identify plans, data, and other resources that may be relevant for the development of the FSP.
- Collect external feedback on freight system needs and issues and opportunity for improvement.
- Learn about and address freight system impacts on the environment, overburdened communities, and overall quality of life for state residents and business.
- Improve relationships and opportunity for knowledge sharing between WSDOT, the freight stakeholders, and the community.

External outreach was promoted using a variety of methods, including email distribution, posting materials on the WSDOT FSP webpage, use of WSDOT’s social media channels, and on-line webinars. The email distribution list included individuals who had signed up for freight updates on the WSDOT website and stakeholders and organizations identified by the FSP project team. Specific means of notification for meetings, consultations, and webinars are noted in the sections below.

Subject matter experts

Consultations

Thirty-five consultations were conducted between fall 2021 and spring 2022. The purpose of these consultations was to collect insights and feedback in small-group discussions with freight transportation stakeholders and subject matter experts. Figure 3 lists the subject matter expert consultations completed during early FSP development. A consultation facilitation guide was developed to guide the conversations, but the interviewer allowed the stakeholder(s) to focus on topics of importance to them or their organization. All these interviews were conducted virtually or by phone call.

Figure 3: Consultations with subject matter experts

<p>Maritime Ports/Martine</p> <ul style="list-style-type: none"> • Washington Public Ports Association • Northwest Seaport Alliance/Port of Seattle • Port of Pasco, Kennewick • Port of Bellingham • Pacific Northwest Waterways Association <p>Third Party Logistics Providers</p> <ul style="list-style-type: none"> • Expeditors International <p>Shippers and Beneficial Cargo Owners</p> <ul style="list-style-type: none"> • Boeing • Shaver Transportation <p>Freight Rail</p> <ul style="list-style-type: none"> • BNSF <p>Aviation/Airports</p>	<p>Metropolitan Planning Organizations/Regional Transportation Planning Organizations (MPO/RTPO)</p> <ul style="list-style-type: none"> • Spokane Regional Transportation Council • PSRC/FAST Committee • Palouse RTPO • Puget Sound Regional Council • Southwest Washington Regional Transportation Council <p>International/Multi-State Organizations/ Neighboring States</p> <ul style="list-style-type: none"> • International Mobility and Trade Corridor Program • Oregon Department of Transportation • Idaho Department of Transportation <p>Local Governments</p>
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<ul style="list-style-type: none"> • Port of Seattle/Aviation • Spokane International Airport • SeaTac Air Cargo • WSDOT Aviation <p>Trucking</p> <ul style="list-style-type: none"> • Washington Trucking Association <p>Agriculture</p> <ul style="list-style-type: none"> • Washington State Tree Fruit Association • Washington Grain Commission <p>Labor</p> <ul style="list-style-type: none"> • International Longshore and Warehouse Union • Teamsters 	<ul style="list-style-type: none"> • Clark County • City of SeaTac <p>State & Local Agencies</p> <ul style="list-style-type: none"> • Department of Ecology • Department of Commerce • Port of Camas-Washougal <p>Private/Pipelines</p> <ul style="list-style-type: none"> • BP Oil • US Oil <p>University Transportation</p> <ul style="list-style-type: none"> • University of Washington Supply Chain Transportation Center • Washington State University
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External presentations and outreach

The FSP project team offered to host additional meetings or presentations with the subject matter expert groups listed above, as well as to all organizations solicited for a consultation (in addition to, or in lieu of individual consultation). WSDOT provided the following additional outreach and presentations. Presentations were structured to provide significant timing for open discussion, to collect feedback from attendees, and provide an opportunity for questions and answers.

Figure 4: External outreach & events with subject matter experts

- Washington Public Ports Association (December 14, 2021) – Informational Webinar
- Informational Webinar for NHFP Project Requests (January 19, 2022) – Informational Webinar
- Whitman County Local Emergency Planning Committee (February 17, 2022) – Informational Webinar
- Planning Association of Washington Annual Conference (April 28, 2022) - FSP Update
- Washington Public Ports Association Spring Meeting (May 4, 2022) – FSP Update
- Freight Plan Webinar for MPOs and RTPOs (June 14, 2022) – Informational Webinar

Key findings

The subject matter expert consultations and outreach meetings provided a wealth of insight from across various freight-related industries. Subject matter experts consistently noted the following trends, over the last five years, across the following topic areas:

- **Traffic congestion/interest in alternate modes**
 - Shippers outside the Puget Sound area noted that delays and congestion are increasingly impacting their operations.
 - Most freight industry shippers and practitioners are looking to use more rail, barge, air, and ocean where possible.
 - For example, many are open to coastal short sea shipping opportunities, transitioning to rail shipping, and/or looking at different intermodal (rail to barge) combinations. Many expressed interest in financially supporting (at least in a partial capacity) the construction and expansion of alternative mode facilities.

- Shippers and carriers are increasingly engaging in active management of transportation operations due to decreasing system reliability.
 - For example, they are avoiding peak periods of congestion in Seattle/Tacoma and Portland/Vancouver and monitoring and managing weather-related shutdowns.
- Roadway congestion and reliability are also a concern for non-road modes of transportation (such as rail and water shipping) and shippers who use these modes.
- Congestion and decreased travel time reliability puts additional strain on trucking companies and their labor force.
- **E-commerce**
 - Increasing remote work will change the population's commute patterns, which could impact retail store viability and lead to increases in home delivery.
 - There is increased demand for warehouse space in increasingly smaller urban markets.
 - Locating warehouses closer to ports is making a comeback as e-commerce firms seek to manage local distribution near the port.
 - Increased demand for e-commerce is creating more work and greater need for workers across the transportation sector
 - The first or last mile of deliveries may not occur on the state network, but the state and local systems are connected. Inefficiencies on one system can have an impact on the other.
- **Resiliency and climate change**
 - Fires, mudslides, floods, and other weather activities create major disruptions on road and rail routes.
 - Shippers, carriers, and government agencies are becoming more focused on climate change at both micro and macro levels.
 - There is an interest and desire to move to alternative fuels, invest in technology, and modify operations to make supply chains and freight transportation greener.
 - Drought and heat have impacted the wheat exports on the river system.
- **Land use and transportation**
 - Smaller manufacturing is moving to the fringe of large urban areas and to smaller communities
 - The growing number of medium and small freight shippers in these areas has quickly added to truck traffic in areas not accustomed to large freight volumes.
 - Supply chain delays are creating a shift to greater reliance on warehousing and product storage and less on transportation as companies are doing less JIT (just in time) and more JIC (just in case), which can be less than optimal for both the land use and transportation system.
 - Increasing residential incursion into areas traditionally used for freight is a concern because it may limit the ability to construct or adapt freight facilities in the future.
 - Some developable land adjacent to or near the freight system is not connected to the system and/or lacks other infrastructure. Similarly, some industrial land along the freight system cannot be put into productive use because it lacks needed rail infrastructure.
 - Leasing industrial space in industrial freight network-served buildings to ensure reliable supply storage can result in fewer and lower-paying jobs and underutilized freight system capacity.

- **Infrastructure improvements**

- Stakeholders are engaging in discussions about big infrastructure projects and issues; these discussions are important not just to goods movement but access for workers that move goods. Examples of infrastructure projects include:
 - West Seattle bridge
 - Snake River navigation
 - Columbia River Crossing
 - Structurally deficient bridges across the state
- Many noted that truck parking areas are sometimes closed due to crowding, illegal activities, homelessness, a shortage of rest area workers, and lack of security.
- Increase in e-commerce volumes for local/home delivery has created a new set of infrastructure needs not typically seen before. New drivers support local/home delivery need access to the same amenities long-haul drivers need access to during their shifts.
- Many shippers from across the Pacific Northwest rely on the Columbia-Snake River system as a low-cost, reliable means for transporting goods. Breaching the dams would shift a large amount of freight to rail and trucks, which could further impact rail and road infrastructure and congestion.

- **Connectivity and accessibility**

- Transportation to and from a freight site can be challenging for workers.
- Congestion and bottlenecks getting into and out of ports in Puget Sound impact not just local communities, but shippers across the state and beyond.
- Existing routes to port facilities sometimes send trucks through neighborhoods or create congestion in local commercial districts, which increases air pollution.
- At-grade rail crossings limit the access to and/or create safety issues for first/last mile and personal travel.
- There are insufficient rail connections at some ports.

- **Pacific Northwest regional partnership and coordination**

- Companies near Washington's borders often face more challenges connecting to customers and facilities across the border than to other locations in Washington.
- Many companies, regardless of location in Washington, have locations, suppliers, and customers in Idaho, Oregon, and British Columbia. Getting goods to out-of-state markets reliably can be challenging.
- Companies across Washington rely on key intermodal facilities in neighboring states and British Columbia.
- Project cargoes, such as renewable energy infrastructure (windmills and solar panels), are sometimes slowed by having to adhere to differing oversize/overweight regulations in the three Pacific Northwest states.
- Freight system users sometimes must navigate three different systems to get important travel information when traveling through the Pacific Northwest.

- **Agency coordination and collaboration**

- Smaller MPOs/RTPOs and local governments do not have the resources to hire freight transportation experts. They also have limited access to freight data and limited capacity to analyze the data.

- Local entities do not always have access to private sector freight stakeholders (carriers, infrastructure owners, shippers).
- Local governments also have limited access to freight-specific funding. Funding is available for designated routes, but local communities need funding just to evaluate and justify the designation request.
- Local agencies struggle to fund freight projects that are critical for the local community, and yet may not rank high as a statewide priority to receive funding from existing programs.
- Potential conflicts between first-/last-mile delivery trucks and passenger vehicles are spilling over into local jurisdictions to manage – for example, delivery trucks double-parking, decreasing parking for passenger vehicles, and increasing overall congestion.
- Current commodity flow data (i.e., truck counts) is not the best at providing border-specific commodity volumes.
- **Workforce**
 - Demand is increasing for local delivery drivers and for local driver services such as truck/van parking and traditional freeway truck stop amenities (food, restrooms, break areas, etc.). This increase in demand has been particularly strong in urban areas.
 - The shortage of truck drivers is being seen and felt across the industry.
 - Workforce shortage is in some ways like health care, in that shortages are occurring where the work is by nature demanding and the surge in volume contributes to very challenging work conditions.
 - There is a loss of workforce due to vaccine requirements (snowplow drivers and truck parking maintenance team).
 - It is difficult to recruit young drivers, who are more interested in office jobs.
- **Innovation and technology**
 - Current freight infrastructure and facilities are designed for the fossil fuel economy. Carriers have an interest in more sustainable fleets, but there are often large up-front and initial start-up operating costs that make investments in the transition difficult.
 - Technology can help make the freight system more efficient. Sharing data with industries, across industries, and throughout the freight transportation system can reduce VMT, emissions, congestion, and supply chain costs.
- **Regulatory and permitting**
 - Permitting cannot only be costly, but it can also take an extended and uncertain amount of time, which can put investments and upgrades at risk. This is due to risks related to windows for grant funding, construction, customer-driven private/public partnerships, and others.
 - Truck clearance times into the U.S. at Washington border crossings can be lengthy and unpredictable.
- **Equity and environmental justice**
 - Smaller communities need technical assistance to comply with environmental justice (EJ) and women-owned and minority-owned business enterprise (WMBE) requirements in grant applications.
 - Understanding of freight equity impacts is inconsistent and/or incomplete.

Equity-based engagement

Consultations

Throughout the development of the FSP, WSDOT actively sought to engage and receive feedback from individuals and organizations representing diverse geographies, income levels, and race and ethnicities. All outreach efforts were designed in accordance with WSDOT's Community Engagement Plan guidance and in the spirit of the recently enacted Healthy Environment for All Act (HEAL Act), to identify and address environmental health disparities in overburdened communities and underserved populations.

In late 2021, the FSP project team reached out to over 40 individuals and organizations representing these diverse communities to share information and request an interview to discuss the impacts of the state freight network on their communities. The FSP project team identified equity stakeholders and communities based on the agency's ongoing outreach activities and used data on demographics and environmental health across the state, including the Washington Department of Health's Environmental Health Disparities Map. The team prioritized identification of communities located near primary freight corridors that bear greater environmental burdens from the state freight system. Additionally, the FSP project team reached out to community engagement and government affairs professionals at transportation and large statewide advocacy organizations to discuss their local and specific experience, insight, and community organization contact recommendations regarding equity-based issues and engagement.

The FSP project team sought to understand and apply the input and feedback of these disadvantaged and underserved communities in the development of the 2022 FSP update and met with all the parties who responded with time and interest in participating in an interview. Additional organizations and individuals who were contacted for informational interviews did not participate. As outreach occurred during the ongoing pandemic, the FSP project team heard from some that they were focused on other issues or still in COVID-19 response mode and unable to participate. The full list of organizations and individuals who were contacted is included in Figure 5. These individuals and groups also were invited to participate in online webinars and comment on the draft FSP as part of the final outreach process.

During each interview, the WSDOT team provided a brief overview of the state freight system, the purpose and process of updating the FSP every five years, and used a facilitation guide to prompt discussion on the freight-related issues and topics that most impact the interviewees' communities. Between February and April 2022, the team conducted eight interviews focusing on equity. One additional meeting was held in August during the public review of the draft FSP. See Figure 6 for the list of equity-focused consultations.

The individuals and organizations identified in Figures 5 and 6 were included on the FSP stakeholder list and received information on opportunities for engagement throughout the planning process, including the public webinars and stakeholder survey discussed in the following sections. Similarly, the FSP project team actively sought feedback and engagement of diverse interests in all public communications during the planning process.

Figure 5: Additional organizations and individuals contacted for equity consultations

- **Benton County Board of Commissioners**
- **Black Lives Matter Alliance**
- **Chelan-Douglas County Community Action Council**
- **Community Health of Central Washington**
- **Duwamish River Community Coalition**

- Economic Development Alliance of Skagit County/Latino Leadership Initiative and Social Justice and Equity Task Force
- Familias Unidas
- Front and Centered
- Got Green
- Greater Spokane Progress
- Latino Community Fund of Washington State
- Lutheran Community Services Northwest – Clallam County Services
- NAACP (Alaska Oregon Washington State Conference and Seattle-King County Branch)
- Poverty Action Network
- Puget Sound Partnership
- Reshmi Group
- Sightline (Publication)
- Spokane Regional Health District
- The Noble Foundation/Our Place Nuestra Casa
- University of Washington Transportation Center
- United Farmworkers, Pacific Northwest Office
- Washington Build Back Black Alliance
- Washington State Association of County Engineers
- Washington State Coalition of African Community Leaders
- Yakima Valley Community Foundation
- Yakima Valley Farm Workers Clinic

Figure 6: Consultations focused on equity

- Asian Pacific Islander Coalition, Yakima
- Asian Pacific Islander Coalition, Statewide Chairs
- Association of Washington Cities
- David Mendoza (Environmental Justice Council member/The Nature Conservancy)
- Port of Seattle Community Engagement Team
- Washington Build Back Black Alliance/FMS Global Strategies
- Washington State Department of Agriculture
- Washington State Department of Health, Environmental Justice Council
- Washington State Potato Commission

Key findings

The trends and topics heard from interviews with the groups and community representatives focused on issues related to equity and environmental justice aligned closely with the other external feedback regarding safety, traffic, and truck parking/driver support. However, additional emphasis was placed on public health issues such as air pollution and noise pollution as well as opportunities for jobs.

- **Safety**
 - Respondents were concerned about having more trucks on highways and local streets and how that impacts safety within communities.

- **Congestion**

- Many believe congestion is getting worse due to more cars and trucks on the roads.
- Respondents stated concerns about heavily impacted areas where trucks are entering and exiting highways to go to ports, warehouses, etc.
- Several respondents shared concern that congestion impacts low-income communities heavily (value of time, cost of gas, etc.).

- **Truck parking/support**

- Respondents stated a need for more truck parking somewhere in the roadway system, especially to serve ports as some communities are now being used for that purpose, and idling trucks add to noise and air pollution and raise concerns about pedestrian safety.
- Many stated a need for more amenities for truck drivers (bathrooms, etc.).

- **Air and noise pollution**

- Respondent were concerned with disproportionate noise pollution specifically in communities of color.
- There were concerns about noise pollution related to hours of service in neighborhoods (including package delivery, grocery delivery, restaurant delivery, etc.).
- Respondents were concerned about air pollution and emissions in local neighborhoods due to idling trucks/parking and deliveries.

- **Employment and job opportunities**

- Many jobs in freight are seen as good jobs (truck driver, forklift operator, train operators, running complex irrigation and warehousing systems, etc.).
- Discussions included common barriers to employment and how to improve educational opportunities for disadvantaged communities, especially for truck driving jobs, and opportunities for hourly wage earners in freight-dependent jobs (such as farm workers) to move to these higher-wage jobs.

Tribal engagement

Tribal listening session

The FSP project team hosted a Tribal Listening Session on April 11, 2022. The Tribal Listening Session was promoted via the WSDOT Tribal Liaison's office and was attended by a representative from the Lummi tribe, one of the largest in the state of Washington.

Following a brief presentation from WSDOT's FSP project manager and Tribal and Federal Relations Director, the FSP project team was able to engage in a productive and insightful conversation about the freight system's impact on safety and congestion of roadways near and within Lummi Nation tribal land, the broad and freight-specific challenges facing their populations, and opportunities for freight-related development, employment, training, and recruitment.

Key findings

Feedback was predominately focused on the Lummi Nation experiences with the freight system; however, the representative offered some insight to tribal issues within the state of Washington. Feedback centered upon the following topics:

- **Safety/traffic congestion**
 - Concerns about more trucks on roads to/from refineries and I-5 and mixing with casino traffic and speeds.
 - Increased traffic causes more accidents and back-ups in towns.
- **Driver shortages**
 - Barriers for potential truck drivers within the tribal community include background checks, unpaid parking tickets/suspended licenses, physical exams, and insurance eligibility.
 - Hard to recruit young/new drivers – they don't like the hours and are more interested in office work.
- **People development**
 - Increasing evictions and homelessness, partially due to HUD housing requirements tied to funding.
 - There is less opportunity to fish, but people feel connected to the water, so water-based job development may be the future (e.g., ferries).
 - May be more opportunity to do something with a free-trade zone.
- **Land development**
 - Lack of a transportation connection between the tribal center, nearby college, and the casino is an issue for Lummi Nation. They would like a centralized transit center.
 - Lummi Nation is proud of a local truck stop they developed off Interstate 5 at Slater Road.

Community engagement

Larger meetings, listening sessions, and presentations were held to engage a wide range of organizations and individuals with the FSP plan process and explore the preliminary findings. The FSP team hosted three virtual community engagement meetings in 2022 – one focused on truck driver engagement and two focused on general public engagement. Engagement meetings were conducted online to accommodate COVID-19 precautions and access for participation statewide.

Figure 5: Public webinars/listening sessions

- **Truck Driver Listening Session (April 18, 2022)**
- **General Information Public Webinar (May 11, 2022)**
- **General Information Public Webinar (August 1, 2022)**

Truck driver listening session

The FSP project team conducted a listening session on April 18, 2022, with truck drivers and the trucking industry with the primary goal to collect feedback from members of the state's trucking community. The listening session was promoted via email distribution to members of the trucking community and was attended by 15 participants. Representatives, members, or individuals from the following organizations attended.

Figure 6: Truck driver listening session attendance

- **CDS Logistics**
- **Toro Trucking**
- **Ludtke-Pacific Trucking**

- Washington Trucking Association
- King Safety & Compliance (KSC)
- IEDS Logistics
- Sutton Trucking
- Teamsters Union
- Truck Specialized Parking Services
- Pier Trucking
- (Several additional individuals did not self-identify an organization or company)

Key findings

The truck driver listening session conversation focused on several key discussion points:

- **Driver safety**
 - Safety (or lack thereof) of personal vehicle drivers around heavy trucks.
 - Distracted driving is becoming worse.
- **Truck parking**
 - Need for safe places for truck drivers to park with access to restrooms and other facilities.
 - Adequate access to restrooms and safe parking areas would help support a sustainable workforce and encourage women in the profession.
 - When new freight facilities are planned, approvals should include accommodating increased parking needs.
- **Driver treatment**
 - During the pandemic closures, when few businesses were accessible, and continuing today, drivers are discouraged from using restrooms and facilities in businesses, etc.
 - General need for respect and recognition for the industry.
- **Driver development**
 - Support for a sustainable workforce could include initiating programs in high schools to encourage younger people to become truck drivers, creating programs/policies to allow younger drivers to cross state borders, and instituting ride-along programs, etc.
- **Driver classification**
 - Concerns with misclassification of owner/operators (self-employed commercial truck driver) and access to jobs for drivers who want company driver jobs (employees who drive trucks provided by their employer) and understanding some drivers prefer to be independent owner/operators.

Public webinars

The FSP team hosted two informational public webinars. The first, held on May 26, 2022, consisted of a short overview presentation of the purpose and need for an FSP, the development process, and early findings. An interactive online poll sought to understand what the public thinks about and how they are impacted by the state freight network, and time was allowed for the public to ask questions of the project team. The public webinar was promoted via email distribution, information posted to WSDOT's FSP webpage, and WSDOT's Facebook and Twitter accounts and was attended by approximately 14 participants.

A second public webinar that was held on August 1, 2022, provided an overview of the draft FSP and offered an opportunity for the public to ask questions of the project team. The webinar was promoted

via email distribution and on WSDOT's FSP webpage. The webinar was attended by approximately 30 participants.

Key findings

While the first public webinar was primarily an information sharing tool to provide background and context for the development of the FSP, a live, interactive Menti.com poll was used to understand how attendees thought about freight and how they perceive it impacts their lives. Two questions were asked, and their responses are provided below. Attendees demonstrated a high-level of understanding of the freight system, and their thoughts aligned to recent supply chain challenges – product delays, lack of availability, and higher prices.

- **What does the term “freight” mean to you?**
 - “System of road, trains moving products”
 - “Movement of goods and products across the state”
 - “Movement of goods/services”
 - “Movement of goods across all modes of service”
 - “Stuff”
 - “Goods”
 - “Movement”
 - “In Oregon, a number of businesses are affected by delays at California and Washington ports”
 - “Empty car lots / empty shelves / higher prices”
- **How have you seen supply chain impacts in your life or business?**
 - “Need to plan further ahead for certain purchases than in years previous”
 - “More restricted access to products. Parents ordered a chair nearly 1 year ago and now expect it to be delivered in September”
 - “Lumber pricing is higher than buying a diamond for a wedding”
 - “Sheet metal for garage doors is backlogged”
 - “Computer replacement”
 - “Empty car lots / empty shelves / higher prices”
 - “I got a lot more for my used car”
 - “2022 Tahoe has been tough to get :-)”

The second public webinar saw higher attendance and more specific questions about the draft FSP. Attendees had specific FSP questions regarding:

- How specific projects were incorporated into the plan (e.g., I-5 bridge replacement).
- How new sources of funding were considered in the plan (such as the recently passed federal Infrastructure and Investment Jobs Act).
- Incorporation of complete streets concepts (e.g., cargo bike/bike couriers).

Public survey

To facilitate further outreach and collect feedback to inform development of the draft FSP, the project team developed a seven-question survey via SurveyMonkey that aimed to understand each

respondent's connection or relationship to the freight transportation system, their general thoughts about how well they believe the state freight system functions, their recent experiences and perceptions when ordering goods online and shopping in stores, and how specific freight transportation topics impact them and their communities.

A link to the survey was shared via WSDOT's FSP update webpage, by email to freight stakeholders (including those WSDOT conducted interviews with), and through social media. A link to the survey was distributed via posts on WSDOT's Facebook page and Twitter account on June 7, 2022.

The Facebook post was shared 24 times by organizations and individuals via Facebook. The organization and/or industry accounts that shared the post included the Spokane Regional Transportation Council, the North Seattle Industrial Association, and One Trucking Media. There were 63 comments on WSDOT's post. The Twitter post was retweeted 10 times by organizations and individuals via Facebook. Several WSDOT regional office accounts retweeted the post.

The survey garnered over 400 responses, and feedback on key trends, needs, and issues has been incorporated into the draft FSP.

Key findings

- **Dependency on freight network for basic goods**
 - Washington residents overwhelmingly responded (over 90 percent) that they depend on the state freight transportation system to buy basic goods in stores and online.
- **Cautious confidence in the freight network**
 - Twenty-two percent of respondents responded that the state freight network functioned safely and efficiently, while 50 percent of respondents said that they felt the state freight network functioned "somewhat" safely and efficiently.
 - Open-ended responses indicated specific concern with increased road safety, more truck parking, improved road maintenance, increased road capacity/widening and/or dedicated lanes or separate routes for freight.
- **Product shortages felt everywhere**
 - Approximately 94 percent of respondents documented that they tried to make a purchase in-store or online within the last six months and the product was not available, and/or they had to wait longer than anticipated.
- **General confidence in e-commerce delivery times**
 - In the last six months, most respondents (60 percent) claimed that their products "usually" arrive on-time within a day or two.
 - Approximately 28 percent indicated their products "somewhat" arrive on time, and only 6 percent stated they "rarely" arrive on time.
 - This response seems to indicate there is a somewhat acceptable level of confidence in shipping time estimates by respondents, but there is room for improvement.
- **Real and perceived lack of reliability of goods at in-person stores**
 - Over 53 percent of respondents stated that they "always" or "usually" saw empty shelves at grocery/clothing/home goods stores.
 - This real and perceived lack of availability may further push people to order online and increase demand on e-commerce services.

- **Key freight topics that most impacted or concerned the general public include:**

- Product shortages and supply chain disruptions
- Shortages of truck drivers
- Traffic congestion
- Transportation impact on climate change/air pollution
- Road conditions/maintenance
- Trucking parking/rest solutions
- Truck safety operations

A detailed summary report of the survey is included in the Materials at the end of this appendix.

Community outreach and education

Website

To further educate, inform, and engage interested stakeholders, WSDOT launched a dedicated FSP project webpage at <https://wsdot.wa.gov/construction-planning/statewide-plans/freight-rail-plans/freight-system-plan> in late 2021. The webpage was updated throughout development of the FSP to provide a description of the FSP; outline the plan development process; highlight opportunities to participate in plan development, including the virtual public meetings and listening sessions; and promote visual tools such as the interactive FSP StoryMap. The draft plan documents were posted on the website on August 1, 2022, for a 30-day public review period, and the final plan will be shared on the website when completed. The website also offered staff contact information for questions and to make requests for information in alternate languages.

Website information was also translated and posted in Spanish, Russian, Vietnamese, Korean, Chinese, Somali, and Arabic.

Blog post and social media

Early stakeholder education included a blog post in early January 2022 on the official WSDOT blog. The blog post highlighted global supply chain challenges in relation to post-holiday shipping delays as well as the impact on the exporting of Washington-grown grains and fruit. WSDOT leveraged its prominent social media presence on Twitter to promote the blog post in a tweet on January 18, 2022.

It was determined that other WSDOT social media channels led to greater engagement, so the ongoing focus was on leveraging WSDOT's Facebook and Twitter accounts for further outreach. Social media posts related to the public online survey in early June and the opportunity for public comment on the draft plan in August resulted in better response.

To further reach those who are more engaged through visual channels, the FSP project team is developing a short video about the FSP that highlights the findings and provides a quick overview of its contents. This will be shared widely through social media channels, on the WSDOT website, and in presentations over the next several years.

4. Themes from feedback

Some common comments from internal and external feedback include:

- Continued concern about the shortage of truck drivers and development and recruitment of young drivers. This was a very frequent comment from consultations, and survey respondents ranked this topic as the most important freight challenge in Washington.
- Traffic congestion on highways and congestion caused by truck traffic in urban areas is a concern, particularly in areas around major freight facilities such as warehouses and ports.
- Continued supply chain disruptions are a concern for all industries as well as many consumers and community members who responded to the public survey.
- Many stakeholders spoke to the rapid rise in e-commerce creating a new demand for innovative freight solutions, including increasing last-mile options, traffic and neighborhood impact mitigation, and support for local drivers.
- Safety is a concern across all drivers. Concerns about distracted driving, speed differentials between passenger vehicles and freight vehicles, and freight trucks in local neighborhoods were discussed throughout the truck driver/tribal listening sessions and equity-based consultations.
- Quality of life issues resulting from air and noise pollution in lower-income, freight-adjacent communities were of concern for many stakeholders. The entire impact of the freight network is not fully understood, and more is needed to support their communities in addressing and mitigating the adverse effects of freight.
- Concerns about the state of existing roads, perceived needs for new infrastructure projects to support freight, and plans to address long-term maintenance were consistently brought up with internal, external, and public stakeholders.

5. How feedback is being used

Feedback has been incorporated into the draft plan document in several ways. First, assessments of needs and issues in the plan and appendices reflect problems and challenges mentioned through outreach. Second, the plan's implementation strategies respond to these needs and issues and reflect solutions that stakeholders raised as being important or relevant. Lastly, the final FSP was updated to reflect and address comments received from stakeholders and members of the public during the 30-day public review period (August 1, 2022 – August 31, 2022).

6. Lessons learned

The FSP project team heard and responded to stakeholder feedback throughout the development of the plan. The following lessons were learned and applied to ongoing stakeholder outreach and should be considered for the development of future WSDOT freight planning documents.

- Stakeholder feedback fatigue, especially among equity-based groups. Stakeholder feedback and input sought from equity-based groups, while in the spirit of the HEAL Act, may be placing undue time burdens on groups with limited staff and resources to respond to all the requests. Public agencies should consider coordinating on similar topics and focusing on participating in existing meetings and events to share information and seek feedback rather than request separate interviews or meetings.
- Need to demonstrate that stakeholder input is being utilized. Stakeholders need to see how their input was incorporated via a feedback loop. If they do not see how their feedback was evaluated, and/or influenced work, plans or policy, they will become discouraged from participating in the planning process.

7. Materials

The following materials are included in more detail on the following pages.

- Attachment 1: Public Survey Summary Report

Attachment 1: Public Survey Summary Report July 15, 2022

Survey purpose and context

The Washington state freight network – an interconnected system of ports, airports, highways, railways, waterways, and pipelines – impacts the average Washingtonian in more ways than they realize. The state freight network influences the price and availability of goods, the job market, traffic congestion, land-use planning and greenhouse gas emissions within almost every community throughout the state.

As part of a comprehensive public outreach and engagement plan to update the 2022 WSDOT Freight System Plan, in early 2022 WSDOT interviewed key industry organizations, companies, native tribes, transportation experts, environmental justice organizations, leaders representing overburdened communities, and many other statewide stakeholder groups to understand how the state freight system impacts their organization, environment and/or communities.

However, pandemic-related supply chain challenges (material shortages, changing consumer habits, and worker shortages) – and resulting impacts to the average consumer (price hikes, lack of basic household goods, and longer-than-expected delivery times) – catapulted the state and global freight network to become a starring topic of conversation around the dinner table and (mostly virtual) water cooler.

Therefore, WSDOT also sought to hear about freight topics from the general public. WSDOT developed a seven-question survey via SurveyMonkey that aimed to understand each respondent's connection or relationship to the freight transportation system, their general thoughts about how well they believe the state freight system functions, their recent experiences and perceptions when ordering goods online and shopping in stores, and how specific freight transportation topics impact them and their communities.

Below is a recap of the survey distribution, survey response and key findings.

Survey distribution

A link to the survey was shared via WSDOT's Freight System Plan update [webpage](#), by email to freight stakeholders (including those WSDOT conducted interviews with), and through social media. A link to the survey was distributed via posts on WSDOT's [Facebook page](#) and [Twitter account](#) on June 7, 2022.

The Facebook post was shared 24 times by organizations and individuals via Facebook. The organization and/or industry accounts that shared the post included the [Spokane Regional Transportation Council](#), the [North Seattle Industrial Association](#), and [One Trucking Media](#). There were 63 comments on WSDOT's post. The Twitter post was retweeted 10 times by organizations and individuals via Facebook. Several WSDOT regional office accounts retweeted the post.

Survey respondents

Total survey respondents

- As of July 8, 2022, approximately **400 individuals completed or nearly completed the survey**. Most who did not completed the survey, dropped off after Question 6. Question 7 allowed respondents to share additional open-ended information to WSDOT, and Questions 8–10 requested contact and demographic information.

- Approximately **21 percent (85 individuals)** of the 400 respondents provided their name or organization contact information to WSDOT and offered to provide further insight to the survey topics, indicating a high level of interest in the topic of freight. Those who did provide contact information were added to the FSP email distribution list and received ongoing informational updates related to the plan.

Demographic breakdown of respondents

- Approximately 75 percent of respondents provided demographic and household income information.
- Of those that shared demographic information, the percentage of respondents was close to **evenly split between male (45 percent) and female (48 percent)**, with 6 percent preferring not to disclose or identified as other.
- **Respondents who provided demographic information identified as “Caucasian” 76 percent of the time**, with approximately 20 percent preferring not to disclose or identifying as other.
 - The next highest self-reporting ethnicity categories were 3 percent Hispanic or Latino, 2 percent Asian, 2 percent American Indian/Alaskan Native, 1 percent Native Hawaiian/Pacific Islander, and 1 percent Black/African American.
- **Over 90 percent of these respondents reported speaking English at home**, with 9 percent preferring not to disclose.
 - The other self-reported languages at home categories were 2 percent for Spanish, German, and Chinese, 1 percent for Korean, and less than 1 percent for Russian, Tagalog, and Vietnamese. Nearly 3 percent reported speaking other languages or a combination of two languages.
- The most **common age ranges for respondents were 55-64 (25 percent) and 45-54 (21 percent)**.
- Approximately **45 percent of respondents reported an annual household income (HHI) between \$50,000 to \$124,000**. Twenty percent preferred not to disclose their HHI.
 - HHI responses were evenly spread split across all income brackets.

Respondent relationships to freight

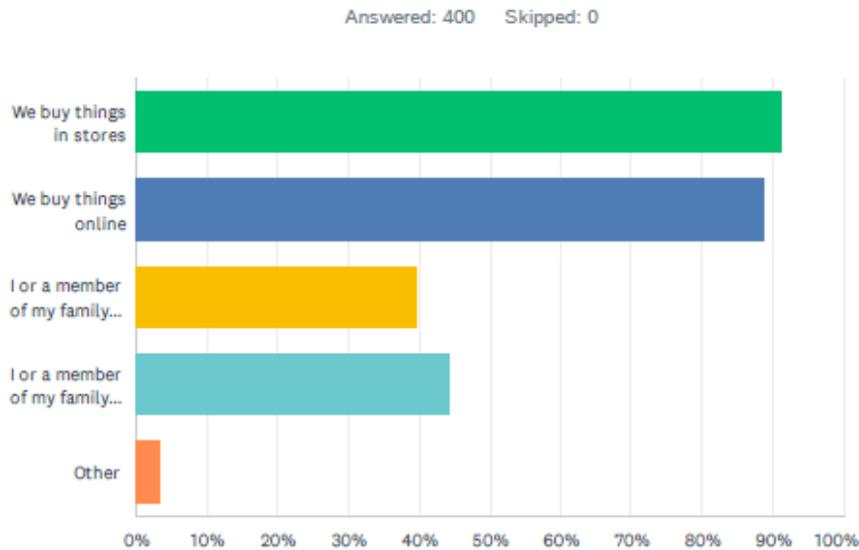
The first question asked how survey respondents and/or their families rely on the state freight system. Of note is that the number of **respondents who reported they had a direct connection to freight-related industries mirrors the draft Freight System Plan freight workforce estimates** (approximately 45 percent of Washington’s workforce is employed in freight-related industries):

- Forty-five percent indicated that they, or a member of their family, **work in an industry that relies on freight transportation to support their operations**.
- Forty percent indicated that they, or a member of their family, **work in transportation (such as trucking, railroads, aviation, or shipping)**.

As respondents were allowed to check all categories that applied to them, there is likely a high level of overlap between the people who selected both these attributes.

Key findings

Q1 – How do you and your family rely on the freight transportation system? Select all that apply.

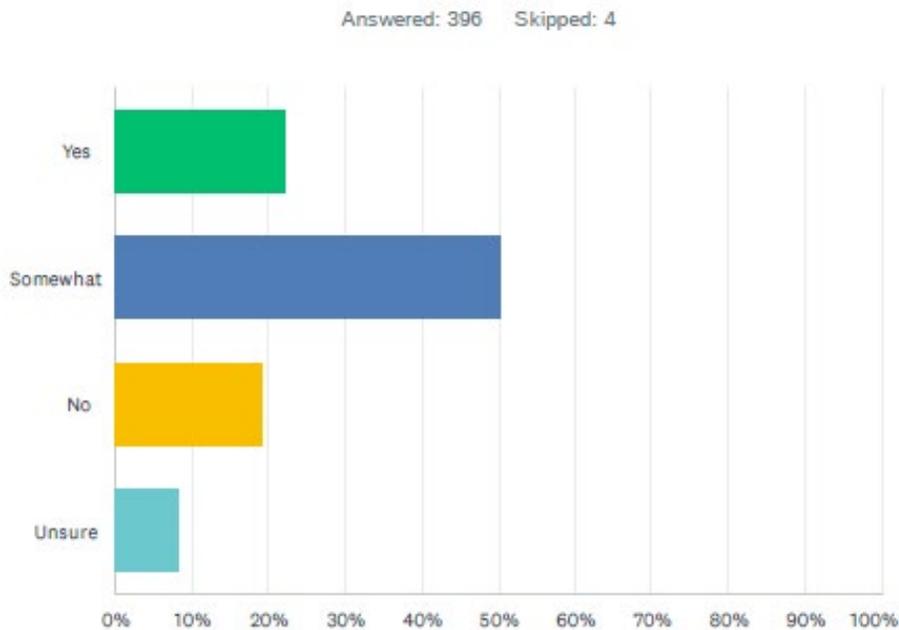


ANSWER CHOICES	RESPONSES
We buy things in stores	91.25% 365
We buy things online	89.00% 356
I or a member of my family work in transportation (trucking, railroads, aviation, shipping, etc.)	39.75% 159
I or a member of my family work in an industry that relies on freight transportation to support our operations (agriculture, manufacturing, warehousing, etc.)	44.25% 177
Other	3.50% 14
Total Respondents: 400	

Respondents were permitted to select any options that applied. Approximately 90 percent of respondents indicated “We buy things in stores” and “We buy things online” – which underscores a **key assumption that the state freight system impacts nearly every single Washingtonian with basic, everyday needs for goods (either bought online or in stores).**

Respondents were also given the opportunity to elaborate in the “other” box, and while there were only 14 submissions – the range of relationships to the freight industry was wide-reaching and likely indicative of the wide range of freight-related and freight-dependent industries (works in event operations/logistics, as a construction inspector, owns a rail museum, furniture dealer, waiting for an air conditioning unit). There was a specific callout to an individual living near a rail line and being impacted by air pollution and potential explosions.

Q2 – Do you feel the freight transportation system in Washington state functions safely and efficiently? (Meaning there are few accidents or incidents and goods come to and move around the state in a timely manner on a direct route).



ANSWER CHOICES	RESPONSES	
Yes	22.22%	88
Somewhat	50.25%	199
No	19.19%	76
Unsure	8.33%	33
TOTAL		396

About 50 percent of respondents felt that the freight system functioned somewhat safely and efficiently, with the remaining 22 percent responding “yes” and 20 percent responding “no.” 8 percent were “unsure.”

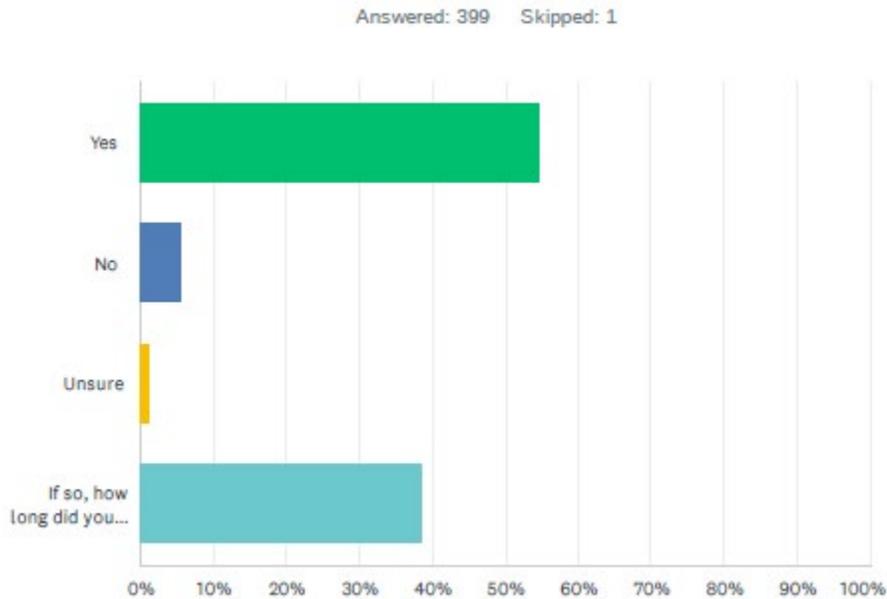
While this indicates **that respondents are not wholly unconfident in the freight system**, the open-ended responses indicate **they have concerns that they would like to see addressed**, and those concerns are impeding their ability to say that they believe the system is operating at top safety and efficiency capacity.

When asked what they would like to see changed or improved, over 186 respondents provided a wide range of feedback, both broad-based and specific. However, feedback tended to cluster around the following topics:

- Overall concerns about road safety (for both trucks and passenger vehicles) and enforcement of existing laws (such as speed limit and truck lanes).
- Need to dedicate freight lanes or new routes to separate trucks from cars.
- Need for increased truck parking.
- Need for improved road maintenance.

- Need for increased road capacity/widening.
- Need for investment/shift to freight rail.

Q3 – Thinking of your shopping experiences (groceries, clothes, home goods, etc.) in the last six months: Have you tried to make a purchase (in-store or online) and discovered items were not available?

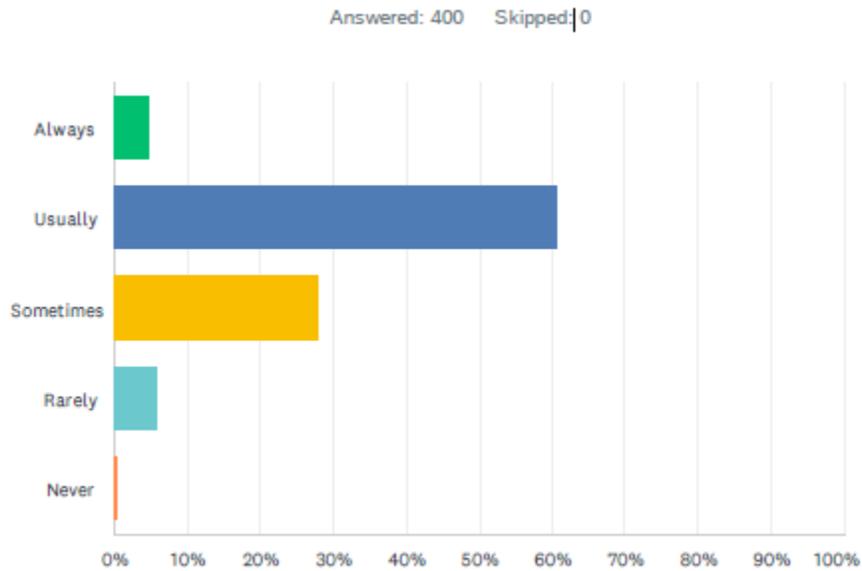


ANSWER CHOICES	RESPONSES	
Yes	54.64%	218
No	5.51%	22
Unsure	1.25%	5
If so, how long did you have to wait for the product(s) to be available?	38.60%	154
TOTAL		399

Approximately 94 percent of respondents documented that they have tried to make a purchase in-store or online within the last 6 months and the product was not available. Of those that answered, “If so, how long...,” most respondents reported that they waited weeks to months for the product to come back in stock, with a few respondents stating that they waited over a year or are still waiting for the product.

While this is not a scientific survey, this does seem to support a key assumption that the overwhelming majority of Washingtonians have been impacted personally by supply chain challenges by not being able to purchase basic household products at the time they wanted them.

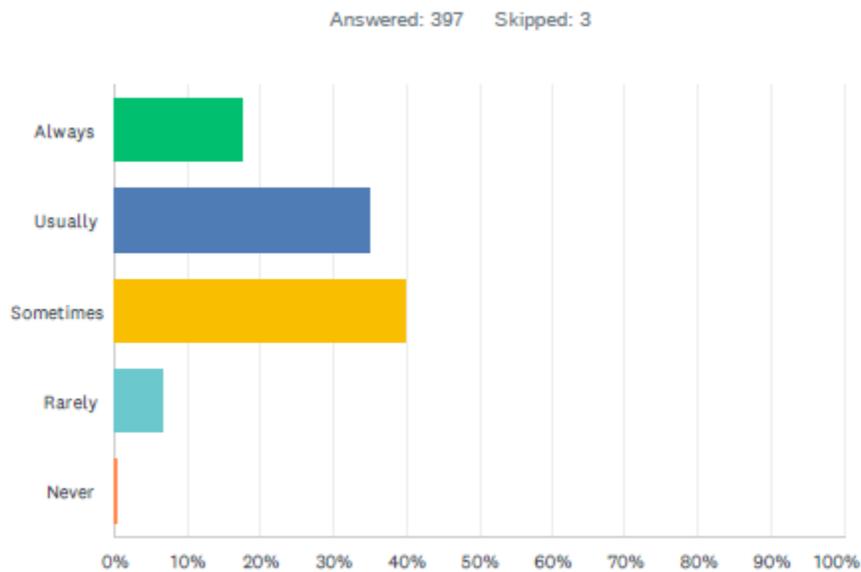
Q4 – Thinking of your shopping experiences (groceries, clothes, home goods, etc.) in the last six months: When ordering goods and products online, are items delivered on time (within 1-2 days of the estimated arrival date)?



ANSWER CHOICES	RESPONSES	
Always	5.00%	20
Usually	60.75%	243
Sometimes	28.00%	112
Rarely	5.75%	23
Never	0.50%	2
TOTAL		400

Of those that ordered products online in the last six months, most respondents claimed that their products “usually” arrive on-time within a day or two. Approximately 28 percent said “somewhat” and 6 percent said they “rarely” arrive on time. This response seems to indicate there is a **somewhat acceptable level of confidence in shipping estimates by respondents**, but there is room for improvement.

Q5 – Thinking of your shopping experiences (groceries, clothes, home goods, etc.) in the last six months: When shopping in store, have you seen empty shelves?



ANSWER CHOICES	RESPONSES
Always	17.63% 70
Usually	35.26% 140
Sometimes	40.05% 159
Rarely	6.55% 26
Never	0.50% 2
TOTAL	397

Similar to Question 3, respondents reported issues with the availability of daily household goods, this time in physical stores. Nearly 53 percent of respondents reported they “always” or “usually” saw empty shelves on grocery stores. Another 40 percent reported that they “sometimes” saw empty shelves. Only 7 percent reported that they rarely or never have seen empty shelves in the past 6 months.

These responses document not only the **lack of product availability at traditional brick and mortar stores, but also contribute to the issues of both real and perceived lack of reliability of goods at stores and may further push people to order online via e-commerce service.**

Q6 – Which, if any, freight transportation topics impact you and your community? Check all that apply and rate their importance.

	LOW	MEDIUM	HIGH	N/A	TOTAL	WEIGHTED AVERAGE
Product shortages and supply chain disruptions	9.80% 39	41.71% 166	47.49% 189	1.01% 4	398	2.38
Transportation impacts on climate change	36.13% 142	26.97% 106	27.99% 110	8.91% 35	393	1.91
Noise from traffic and freight operations	54.66% 217	28.21% 112	10.33% 41	6.80% 27	397	1.52
Traffic congestion	18.09% 72	33.67% 134	45.48% 181	2.76% 11	398	2.28
Air pollution	40.40% 160	28.79% 114	24.49% 97	6.31% 25	396	1.83
Shortage of truck drivers	7.44% 29	32.82% 128	46.92% 183	12.82% 50	390	2.45
Safety of freight movement and accidents	27.92% 110	34.26% 135	34.01% 134	3.81% 15	394	2.06
Truck parking shortages/trucks parking in your neighborhood	37.72% 149	22.78% 90	22.28% 88	17.22% 68	395	1.81
Delays at railroad crossings	58.73% 232	18.48% 73	7.59% 30	15.19% 60	395	1.40

Respondents were asked to rate several freight topics on a scale of Low to High with respect to how they impact themselves and their community. **Respondents rated being most highly concerned about “product shortages and supply chain disruption,” “traffic congestion,” “safety of freight movement and accidents,” and “shortages of truck drivers.”** Interestingly, people were relatively less concerned about “delays at railroad crossing,” “noise from traffic and freight operations,” and “air pollution.”

Open ended responses to the prompt for “other impacts?” covered a variety of topics – many respondents reiterating the prepared response selections, such as safety impacts, traffic congestion, and lack of truck parking – however, **many respondents also called attention to road conditions and maintenance and the increased cost of delays and high cost of fuel.**

A few interesting impacts were reported that, if resolved by coordinating or sharing information with operators and authorities, could go a long way in improving relations with various communities (such as “Bark from logging trucks clogs storm drains and requires the city to clean them much more often than other storm drains.”).

Q7 – Is there anything else you would like to share with WSDOT related to freight transportation and the preparation of the 2022 Freight System Plan update?

Approximately 31 percent of respondents provided specific feedback, including the following common topics:

- Need for improved **road conditions/maintenance.**
- Need for more **truck parking/rest solutions.**
- **Need for increased safety** measure awareness and enforcement of existing laws (speed, right two lanes for trucks).
- Need for more truck **drivers and driver training, support, and oversight.**

- Need for expanded and **improved Washington port capacity and operations.**
- **Shift to and expansion of rail freight.**
- **Fuel prices.**
- Limit automated/autonomous freight vehicles testing to dedicated corridors/off-peak hours.

The three most commonly heard open-ended comments referred to **road conditions/maintenance, trucking parking/rest solutions,** and an increase in general **safety of truck operations.**