



TASK 8 – STAKEHOLDER FEEDBACK SURVEY SUMMARY

RESPONDANTS

- Sutha Suthahar (Caltrans)
- Kathleen (SACOG/CARTA)
- Spencer (City of Woodland)
- Sarah Janus (UC Davis Health)
- Jennifer D’Onofrio (City of Davis)

OBJECTIVE

The goal of the feedback survey is to continue the collaboration with stakeholders and consider their satisfaction with the developed EEAs. The feedback will play a role in developing the final recommendations.

EEA FEEDBACK SUMMARY

Prior to receiving the survey, stakeholders to the Yolo 80 Managed Lanes Project were invited to three workshops to establish equity goals and priorities and discuss potential conflicts for consideration.

The consultant team took information from these workshops to develop a set of thirteen potential strategies and actions to explore for the project’s ultimate Equity Framework and strategies. The following summarizes stakeholder feedback on the Exploratory Equity Actions (EEAs) developed. Two of the stakeholders who responded were not available at the third workshop in late fall 2025—the survey not only provided all stakeholders an opportunity to review the EEAs at an early stage, but also provided additional space for those who couldn’t participate in the last workshop to make their thoughts known. Stakeholder satisfaction levels for the corresponding EEAs have been reflected in the feedback.

1. [Community-Informed Priorities]

➤ **Establish a Community Reinvestment Advisory Committee (CRAC) to recommend and score projects:**

- Mixed support; several respondents question forming another committee due to staff burden and community fatigue.
- Suggestions to use existing groups, shorten committee duration, and align with CARTA governance.
- Some propose expanding eligibility to *“live or work in Yolo County.”*

Stakeholder satisfaction: Ranges from very satisfied to somewhat dissatisfied.

➤ **Establish a community-informed shortlist of equity priorities for excess toll revenue reinvestment:**

- Calls for clarity on roles (CARTA vs. YoloTD).
- Concerns about timing (priorities may become outdated).
- Requests for weighted criteria and alignment with existing plans.
- One suggests only considering excess revenue *after* VMT mitigation.

Stakeholder satisfaction: Mostly satisfied.

2. [Multimodal Investments]

➤ **Prioritize toll revenue reinvestment in multimodal upgrades that expand non-auto travel options:**

- Strong approval but emphasis on being performance-driven—invest only in measures that show VMT reduction.
- Requests for focusing on existing plans, bike/ped safety, slow streets, and addressing skill and safety gaps.
- Questions about why e-bikes are singled out instead of “all active modes.”

Stakeholder satisfaction: Mostly satisfied or somewhat satisfied

3. [Neighborhood and Safety Investments]

➤ **Prioritize corridor reinvestments in neighborhoods experiencing diversion or increased traffic impacts:**

- Strong push for traffic analysis before allocating funds.
- Consider before/after diversion counts, noting impacts may occur on nonadjacent roads.
- Some prioritize bike/ped safety over noise/maintenance.
- Suggestions for placemaking and art as safety/behavior tools.

Stakeholder satisfaction: Somewhat dissatisfied or neutral

4. [Increase Access]

➤ **Explore lenience strategies / waivers for low-income first-time offenders**

- Mixed interpretations; some note the description did not match the title.
- Many support lenience; some prefer universal, non-income-based approaches for fairness.

- Questions about enforcement philosophy (strict vs. light).

Stakeholder satisfaction: Somewhat satisfied

➤ **Establish accessible dispute & resolution channels (multilingual, multi-format)**

- Broad support.
- Prioritize the most accessible modalities, potentially guided by research.
- Emphasis on clear communication.

Stakeholder satisfaction: Somewhat satisfied and very satisfied

➤ **Transponder distribution strategies beyond minimum requirements**

- Strong support for libraries, pop-up events, existing community partners.
- Some want eligibility expanded to “live or work in Yolo County.”

Stakeholder satisfaction: Mostly somewhat satisfied and very satisfied

5. [Community Support and Education]

➤ **Multilingual education campaigns**

- Requests for clarity on “the agency”.
- Desire for creative messaging (e.g., humor).
- Outreach in community hubs like markets & schools.
- Some caution about limiting to equity communities—prefer corridor-wide fairness.

Stakeholder satisfaction: Mixed, with most in Somewhat satisfied range.

➤ **Provide live customer support in key languages**

- Many prefer single phone lines with language options instead of dedicated hotlines.
- Phone support remains popular; apps less preferred.
- Coordination with TCA suggested.

Stakeholder satisfaction: Mixed, with most in Somewhat satisfied range.

➤ **Explore opportunities to invite and incorporate community input**

- Avoid more committees; instead create direct access to CARTA Board.
- Need clearer division of responsibilities between CARTA & YoloTD.

Stakeholder satisfaction: Mixed, with most in Somewhat satisfied range.

6. [Transit Partnerships]

➤ **Coordinate with local transit agencies to share multimodal travel information**

- Strong support; coordination is seen as “crucial.”
- Questions about where information is shared.

Stakeholder satisfaction: High Satisfaction

➤ **Explore opportunities for shared accounts or payment platforms between agencies**

- Concerns about being out of scope or needing larger regional governance.
- Support for integration but flag administrative burden.
- Needs more detail to understand intent.

Stakeholder satisfaction: Very diverse (from Very dissatisfied to Very satisfied).

7. [CBO Partnerships]

➤ **Contract with CBOs to support ongoing outreach, education, and co-design of improvements**

- Supportive of CBO involvement; believed to be effective.
- Some question cost-effectiveness.
- Suggestions for FasTrak Ambassadors with proper training.

Stakeholder satisfaction: Mostly Somewhat satisfied / Very satisfied.

RESPONDENT ADDITIONAL COMMENTS

Additional comments suggest that stakeholders would like clearer acknowledgement of CARTA’s ongoing regional toll equity study and clarify how the recommendation will be incorporated into CARTA’s broader decision-making framework. The importance of balancing fairness, equity and equality was emphasized, recommending a review of certain actions to ensure benefits are distributed consistently and do not disproportionately favor specific groups.