

# TRAVEL INFORMATION COUNCIL

Eliza Canty-Jones, Council Chair  
Mac Lynde, Executive Director



SAFETY  
ACCESSIBILITY  
OPERATIONS  
MAINTENANCE



Joint Committee on Transportation  
December 11, 2024



# MISSION

TIC serves Oregon travelers and local communities by providing safe and welcoming rest areas, helpful highway signage, informative historical markers, and heritage tree designations.

## Key Statistics

- 63 full-time employees
- 9 member governing council
- 40+ volunteers
- Annual budget FY24 \$13.9 M
- 13 M customers served in 2023

## Safety Rest Areas



25 Rest Area Locations; 39 Facilities

## Heritage Trees



84 designated trees

## Blue Signs



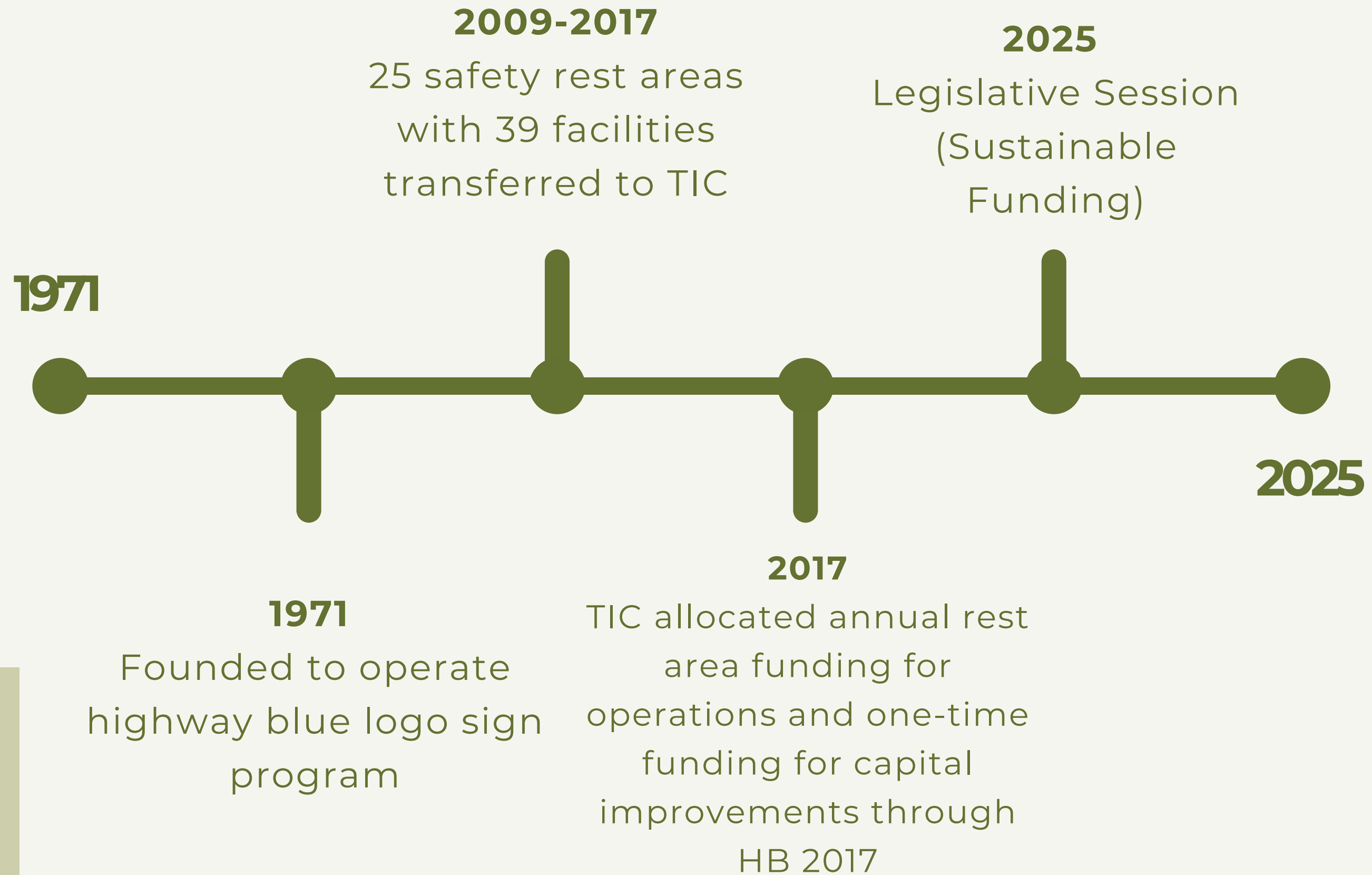
TIC works with 2500 customers, managing 5000 signs

## Historical Markers



112 markers

# LEGISLATIVE HISTORY OF TIC





# HOW TIC IS FUNDED



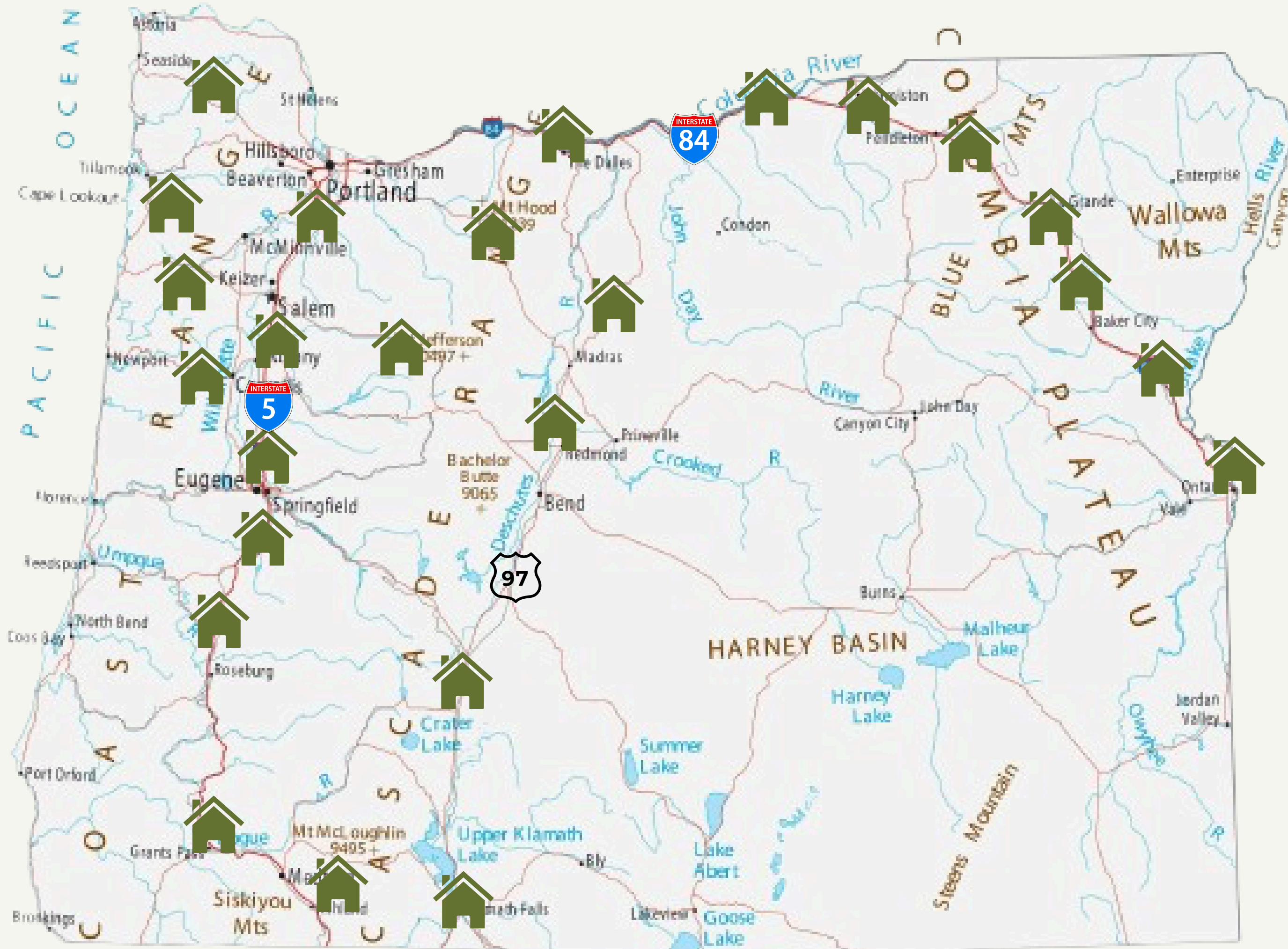
## Self-Funded

- Highway Blue Signs
- Historical Markers
- Heritage Trees

## Reliant on transfer of funds from Highway Trust Fund

- Safety Rest Areas
  - Operations - \$9.16 M Annually
  - Capital Improvements



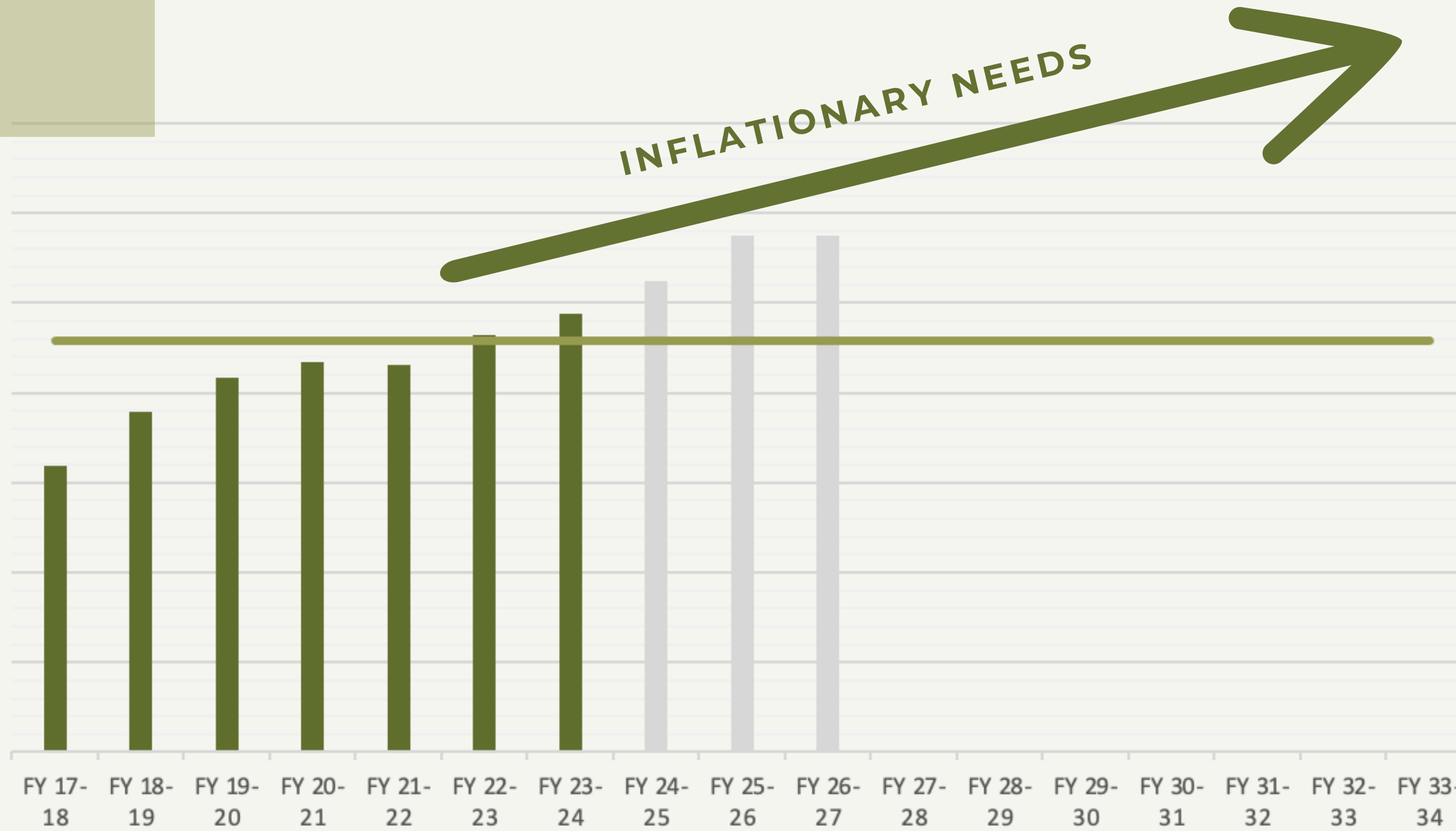


# TIC SAFETY REST AREA MAP

Image from GIS Geography

# REST AREA OPERATIONS FUNDING

\$9.16 M FUNDING



## OPERATING EXPENSES

- Over the past eight years, TIC has received \$9.16 million annually from the State Highway Fund (ORS 377.841) to operate and maintain roadside rest areas.
- Costs for supplies, materials, and staff compensation have increased.
- In response, TIC has:
  - Streamlined operations;
  - Adjusted staffing model; and
  - Leveraged interest income to support operational costs.
- Rest area operations need increases to \$13.1 M annually next biennium.





# OPTIMIZING OUTCOMES WITH AVAILABLE RESOURCES

DEMANDS - CHANGE - COST INCREASES



**THE AVERAGE AGE OF TIC REST AREA STRUCTURES IS 50 YEARS.**

**20% INCREASED TRAVELER USE SINCE 2017.**

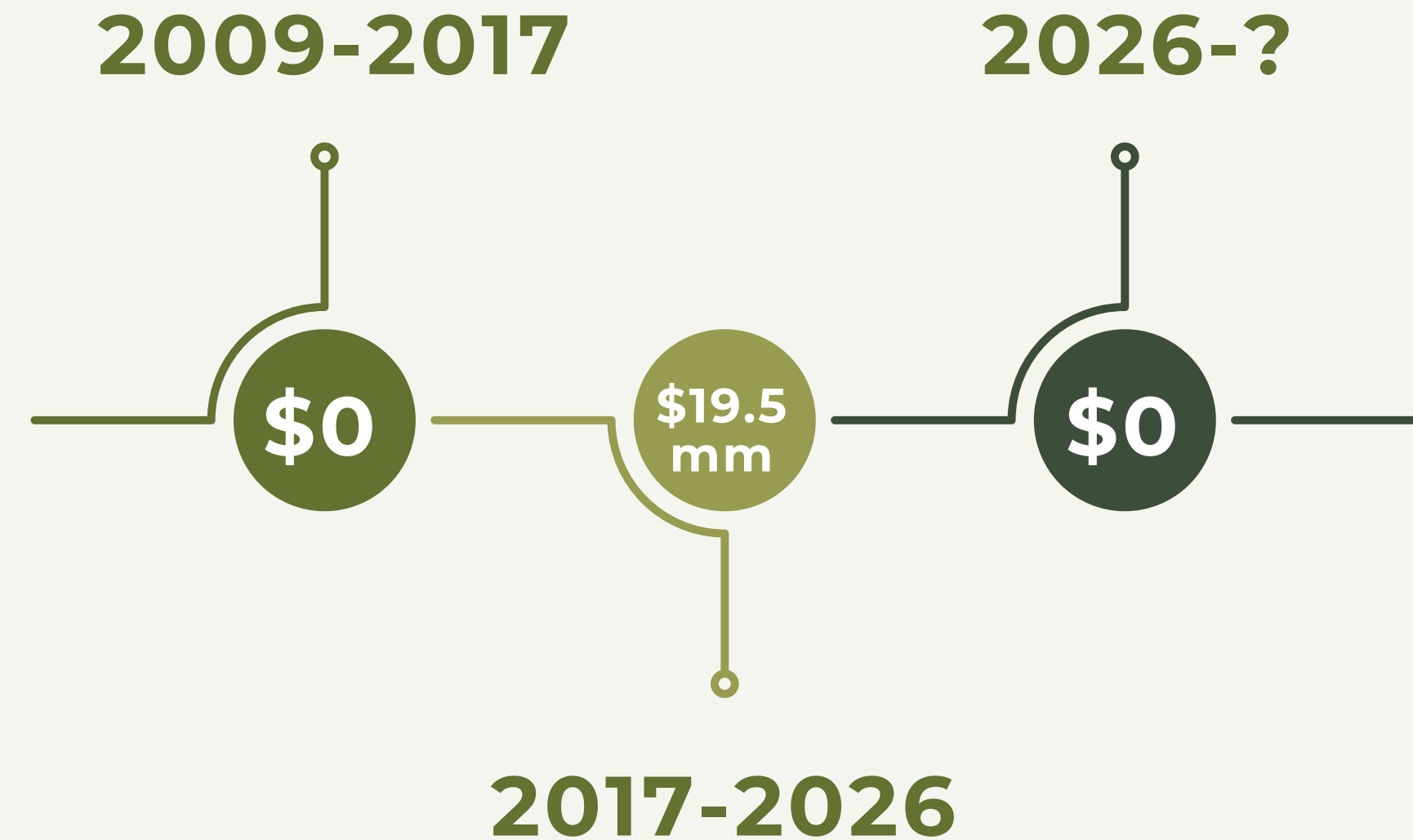


**TIC SAFETY REST AREAS ARE OPEN 365 DAYS A YEAR AND ARE STAFFED DAILY.**



# FUNDING REST AREA IMPROVEMENTS

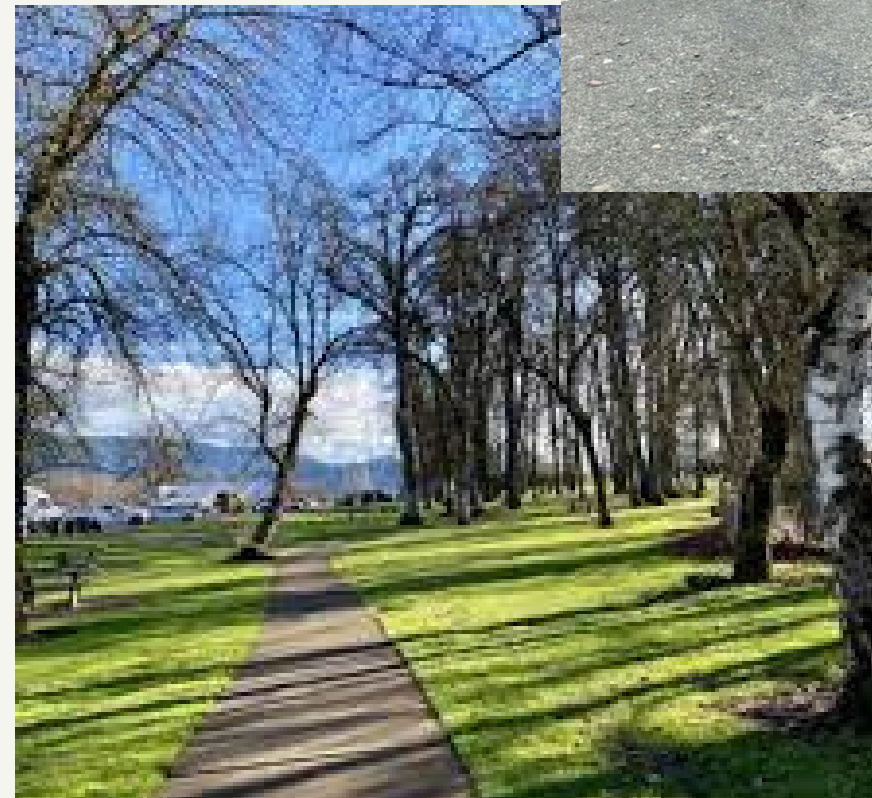
- ORS 377.841 allocated \$19.5 million to TIC for capital improvements from 2018 to 2026.
- Current funding ends in July 2026 and is insufficient to cover:
  - Ongoing maintenance needs
  - Compliance with ADA standards
  - Any new safety enhancements





# FUTURE OPPORTUNITIES AND CHALLENGES

- Truck parking; mandatory rest
- ADA Companion bathrooms
- Preventing rest area closures
- Wildfire assistance



# SERVICE EXCELLENCE



4/5

Traveler Feedback rating on safety conditions.



4.1/5

Traveler Feedback rating on condition of grounds.



3.9/5

Traveler Feedback rating on courtesy of staff

...I JUST FELT COMPELLED TO DO SOMETHING I’VE NEVER DONE BEFORE AND CALLED THE NUMBER ON THE SIDE OF THE BUILDING BECAUSE THE RESTROOM INSIDE WAS IMPECCABLE. IT DIDN’T ONLY LOOK NICE AND APPEARED NICE. IT ALSO SMELLED REALLY NICE AND FRESH AND PEOPLE APPRECIATE THAT. SO YOU GUYS ARE DOING A GREAT JOB AND IF NOBODY ELSE TELLS YOU THAT, I CERTAINLY AM...”

-VISITOR AT ELLMAKER WAYSIDE SAFETY REST AREA







**THANK YOU**

for trusting us with  
our work.

