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Memorandum

TO: BATA Oversight Committee

DATE: October 3, 2012

FR: Executive Director

W. I. 1252

RE: FasTrak® Regional Customer Service Center Policies and Golden Gate Bridge All Electronic Toll Program – BATA Resolution No. 52, Revised

Golden Gate Bridge All Electronic Program Background

In February 2012, the Golden Gate Bridge District (GGB) authorized staff to move forward with an All Electronic Tolling (AET) program including developing payment methods and policies to support the program. Their AET program includes introducing new payment options and eventually eliminating cash collection at the GGB toll plaza. GGB has adopted license plate accounts, one-time payments and post-paid invoices as options for toll payment. These payment types will be processed through the FasTrak® Regional Customer Service Center, which also processes BATA's toll tag transactions and violations. GGB will bear the operating costs associated with those payment types.

- License plate accounts would be established prior to trips and would be backed by a valid credit card or with a balance prepaid by check. Upon crossing the toll plaza, the toll would be charged to the credit card or deducted from the prepaid balance.
- One-time payment accounts would be similar to license plate accounts but would be of limited duration and require a minimum payment of one toll trip.
- For patrons who do not pre-establish a FasTrak® account, a license plate account or a one-time payment account, a toll invoice will be sent to the vehicle's registered owner. Failure to pay the invoice will result in it being escalated to a toll violation with the associated penalties.
- For customers who want or need to use cash, a cash payment network (CPN) is being developed. The CPN will allow customers to use cash at a kiosk or cashier to replenish accounts and pay invoices or violations.

GGB plans to begin using these payment methods in December 2012 to introduce them to the public. During this time cash will still be collected at the toll plaza. GGB has targeted February 2013 to eliminate all cash collection at the plaza and begin full all electronic toll collection operation.

BATA FasTrak® Regional Customer Service Center Policies

Staff is proposing to modify our FasTrak® Regional CSC policies such that patrons who set up license plate accounts or one-time payment accounts for their GGB trips can also use these accounts to pay for their toll trips on state-owned bridges. This action is recommended to reduce customer confusion and support customer convenience. Customers who travel on the Golden Gate Bridge frequently also have trips on the Bay Bridge or Richmond-San Rafael Bridge. However, we do not expect a significant volume of license plate account trips compared to the volume of FasTrak® and cash patrons on BATA bridges.

Staff is not recommending that BATA deploy post-paid invoicing at this time since cash collection will still be available at the state- owned bridges. Failure to pay tolls via a FasTrak®, license plate account, one-time payment account or cash at the plaza will result in violation notices.

Staff will monitor GGB's All Electronic Toll program to evaluate is effectiveness and assess whether it could be deployed on state owned bridges in the future. If it is determined to be feasible and effective, staff would bring to the Committee proposed policies, tasks, costs and schedules for implementing a similar AET program.

Recommendation

Staff recommends that the Committee refer BATA Resolution No. 52, Revised to the Authority for approval.

Steve Heminger

SH: bz

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Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA
10/24/12-BATA

ABSTRACT

BATA Resolution No. 52, Revised

This resolution adopts the FasTrak® Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area.

Attachment A to this Resolution was revised on July 26, 2006 to revise the policies for toll tag deposit and prepaid toll balances for the FasTrak® program, effective October 1, 2006.

Attachment A to this Resolution was revised on October 24, 2012 to amend the policies to add license plate and one-time payment accounts and to delete the commercial post-paid account from the FasTrak® program, effective December 8, 2012 or upon commencement of Golden Gate Bridge Highway and Transportation District All Electronic Toll Collection Program.

Further discussion of this resolution is contained in the Executive Director's memorandum dated July 7, 2004; July 5, 2006 and October 3, 2012.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight

Re: Adoption of the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area

BAY AREA TOLL AUTHORITY
RESOLUTION No. 52, Revised

WHEREAS, Streets and Highways Code Sections 30950 *et seq.* created the Bay Area Toll Authority ("BATA"); and

WHEREAS, Streets and Highways Code §§ 30950 *et seq.* transfers to BATA certain duties and responsibilities of the California Transportation Commission ("CTC") and California Department of Transportation ("Caltrans") for the toll bridges owned and operated by Caltrans in the San Francisco Bay Area; and

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, except revenues from the seismic retrofit surcharge, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, pursuant to the BATA-Caltrans Cooperative Agreement dated July 1, 2004, Caltrans delegated to BATA certain responsibilities related to the administration of the electronic toll collection program, and

WHEREAS, BATA and the Golden Gate Bridge Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak™ Service Center operations, and

WHEREAS, the consolidated Regional Customer Service Center requires a common set of operating policies, now, therefore, be it

RESOLVED, that BATA hereby adopts the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length.

BAY AREA TOLL AUTHORITY

Steve Kinsey

The above resolution was first entered into by the
Bay Area Toll Authority at a regular meeting
of the Authority held in Oakland, California,
on July 28, 2004.

FasTrak® Regional Customer Service Center Policies, effective December 8, 2012 on the San Francisco Bay Area State-Owned Toll Bridges

Attachment A

Regional Customer Service Center Policies

effective December 8, 2012

	Policy	Regional CSC effective December 8, 2012
1.	General	
2.	Terms & Conditions	Regional CSC license agreement
3.	Privacy Policy	Regional CSC privacy policy
4.	Account types	
5.	Prepaid Accounts	- Private, Business, Non-revenue, Anonymous
6.	***Commercial Post Paid Accounts***	***Deleted***
7.	***License Plate Account***	***Yes***
8.	***One Time Payment***	***Yes***
9.	Account policies	
10.	Prepaid Toll Account Opening Balance	Credit Card Account - $25 per tag Cash/check Account- $50 per tag N/A for License Plate Account and One Time Payment
11.	Replenishment Amount	**Private:** Credit card - $25 per tag min. Cash/check - $40 per tag min. or 1-month average based on previous 90 days usage **Business:** Credit card - $25 per tag min. Cash/check - $40 per tag min. or 45-day average based on previous 90 days usage N/A for License Plate Account and One Time Payment
12.	Replenishment Threshold	Credit Card Account - $15 min. or 2-week average use based on previous 90 days Cash/check Account - $30 min. or 2-week average use based on previous 90 days N/A for License Plate Account and One Time Payment
13.	***License Plate Account and One Time Payment Minimum Balance***	***Credit card – Charged to credit card*** ***Cash/check - $6***
14.	Tag Deposit	Credit Card Account - $20 per tag, waived for first 3 tags Cash/check Account - $20 per tag N/A for License Plate Account and One Time Payment

Attachment A

Regional Customer Service Center Policies

effective December 8, 2012

	Policy	Regional CSC effective December 8, 2012
15.	Max number of tags	None
16.	Lost/stolen tags maximum liability	$0 after notification, No maximum
17.	Low Balances	Credit Card Account - Automatic replenishment Cash/check Account - Send notice requesting replenishment; In-lane display shows low balance message
18.	Account Suspension	Immediate tag suspension when account balance is less than zero
19.	Account Revocation	Negative Balance for 90 days OR No activity for one year
20.	***One Time Payment Account Closure***	***Limited term – account closed after 30 days Balance not refundable***
21.	Reciprocity	
22.	Toll Discounts apply to customers of other toll facilities	Yes
23.	Guarantee of tolls to other toll agencies based on Regional CSC tag and plate files	Yes
24.	Account fees	
25.	Additional Statement Fee	1. $1 for monthly paper statements 2. $1 statement regeneration 3. $7 for disk (business and commercial accounts only)
26.	Bad Check Fee	$25
27.	Tag Replacement Charges	$20 interior $20 exterior
28.	Infrequent User Fee	None.
29.	Account Maintenance Fee	None.
30.	Tags Fees/Sales	None.
31.	***Post Paid License Plate Toll Invoices***	***Golden Gate Bridge Only***

Attachment A

Regional Customer Service Center Policies

effective December 8, 2012

	Policy	Regional CSC effective December 8, 2012
32.	Violation Policies	
33.	Toll Evasion	All Violations 1st Notice Toll + $25 penalty 2nd Notice Toll + $70 penalty Exceptions: 1. If the violation is determined to be the fault of the toll agency. 2. For 1st time offense, a non-customer can open a FasTrak account and the $25 penalty will be waived. 3. For FasTrak account holders in good standing, toll-only will be posted to the account balance. If the account balance is less than the amount of the toll, the account balance must be brought to the opening balance amount prior to posting the violation toll amount. Processing fee of $3 for DMV registration holds, when applicable.