

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA 10/24/12-BATA
07/27/16-BATA 02/28/18-BATA
09/23/20-BATA 10/27/21-BATA
11/17/21-BATA 05/24/23-BATA
07/24/24-BATA

ABSTRACT

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.

This resolution was revised on July 27, 2016, to clarify that the FasTrak® Regional Customer Service Center Policies are applicable to all facilities served by the FasTrak® Regional Customer Service Center. Attachment A to this Resolution was also revised on July 27, 2016 to update the minimum balance for License Plate and One Time Payment Accounts and to make other clarifying changes.

Attachment A to this Resolution was revised on February 28, 2018 to amend the policies to increase the California Department of Motor Vehicles (DMV) Hold fee consistent with DMV fee increases.

Attachment A to this Resolution was revised on September 23, 2020 to amend the policies to authorize post-paid license plate toll invoices for state-owned bridges upon commencement of All Electronic Tolling at state-owned bridges and include information about the cash payment network.

Attachment A to this Resolution was revised on October 27, 2021 to amend the policies to reduce the violation penalties for violations on the state-owned bridges, effective January 1, 2021 and to clarify existing practices. Reduced penalties may apply to other toll facilities, if adopted by their respective agencies.

Attachment A to this Resolution was revised on November 17, 2021 to amend the policies effective March 31, 2022 to reduce the tag deposit, reduce the pre-paid toll account opening balance for accounts funded by cash or check, and have agencies absorb cash payment network convenience fees for FasTrak[®] account replenishments and violation notice payments on behalf of customers, and also revised to make clarifying edits.

Attachment A to this Resolution was revised on May 24, 2023 to include the reduced violation penalties adopted by express lanes operators for transactions occurring on or after October 3, 2022; amend the policies related to waiver of toll evasion penalties; add policies related to a payment plan for low-income customers; and to make other clarifying changes.

Attachment A to this Resolution was revised on July 24, 2024 to update policies related to: (1) the replenishment amount for cash paying customers; (2) violation penalty amounts for Golden Gate Bridge, Highway and Transportation District; (3) waiver of toll evasion penalties for all toll operators; (4) inclusion of all Express Lanes (Alameda County Transportation Commission, Santa Clara Valley Transportation Authority, and San Mateo County Express Lanes Joint Powers Authority) in the payment plan for low-income customers; and (5) reduction in the California Department of Motor Vehicles (DMV) fee for placing unpaid violations on registration hold

Further discussion of this resolution is contained in the Executive Director's memoranda or summary sheet dated July 7, 2004; July 5, 2006, October 3, 2012, July 6, 2016, February 7, 2018, September 9, 2020, October 13, 2021, November 10, 2021, May 10, 2023 and July 10, 2024.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/27/16-BATA

Re: Adoption of the FasTrak® Regional Customer Service Center (RCSC) Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area, as revised for all facilities served by the RCSC

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, and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; now, therefore, be it

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

BAY AREA TOLL AUTHORITY

Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on July 28, 2004, was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California, on July 27, 2016.

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Attachment A
Resolution No. 52
Page 1 of 5

**FasTrak® Regional Customer Service Center (RCSC) Policies,
effective December 8, 2012 on the
San Francisco Bay Area State-Owned Toll Bridges, as revised for all
facilities served by the RCSC**

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 24, 2024

	Policy	Regional CSC effective December 8, 2012, as revised on July 24, 2024
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- \$25 per tag N/A for License Plate Account and One Time Payment
11.	Replenishment Amount	<p>Private – Effective through July 23, 2024: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 1-month average based on previous 90 days usage</p> <p>Private – Effective July 24, 2024: Credit card - \$25 per tag min. Cash/check - \$25 per tag min. or 1-month average based on previous 90 days usage</p> <p>Business – Effective through July 23, 2024: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 45-day average based on previous 90 days usage</p> <p>Business – Effective July 24, 2024: Credit card - \$25 per tag min. Cash/check - \$25 per tag min. or 45-day average based on previous 90 days usage</p> <p>N/A for License Plate Account and One Time Payment</p>
12.	Replenishment Threshold	<p>Credit Card Account - \$15 min. or 2-week average use based on previous 90 days</p> <p>Cash/check Account - \$30 min. or 2-week average use based on previous 90 days</p> <p>N/A for License Plate Account and One Time Payment</p>

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 24, 2024

13.	License Plate Account and One Time Payment Minimum Balance	Credit card – Charged to credit card Cash/check - \$7.25 or current toll rate on GGB for 2 axle vehicle
14.	Tag Deposit	Credit Card Account - \$5 per tag, waived for first 3 tags Cash/check Account - \$5 per tag N/A for License Plate Account and One Time Payment
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
	Policy	Regional CSC effective December 8, 2012, as revised on July 24, 2024
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	\$5 interior \$5 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 and state-owned bridges
32.	Violation Policies	

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 24, 2024

33.	Toll Evasion	<p><u>Violations</u></p> <p><u>Golden Gate Bridge</u> <u>effective for transactions starting July 1, 2024:</u></p> <p>1st Notice Toll + \$25 penalty</p> <p>2nd Notice Toll + \$25 penalty</p> <p><u>State-owned bridges:</u></p> <p>1st Notice Toll + \$5 penalty</p> <p>2nd Notice Toll + \$15 penalty</p> <p><u>Regional express lanes:</u></p> <p>1st Notice Toll + \$10 penalty</p> <p>2nd Notice Toll + \$30 penalty</p> <p>Exceptions:</p> <ol style="list-style-type: none">1. If the violation is determined to be the fault of the toll agency.2. One-Time Waiver for Express Lanes Violations for all express lanes except BAIFA express lanes; One-Time Waiver for Express Lanes Violations for BAIFA express lanes, effective October 1, 2024: For 1st time offense, upon request a non-customer can open a FasTrak® account prior to DMV registration hold or collections and the 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 replenishment threshold amount prior to posting the violation toll amount.4. One-Time Waiver for Golden Gate Bridge and State-Owned Bridge Violations: Upon request, violation penalties will be waived for all open violations at the time of request, up to and including violations on DMV registration hold or at collections. A customer is eligible for this waiver one time only. To receive the waiver, the customer must pay all outstanding tolls and DMV processing fees or, if eligible, enter into a low-income payment plan
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Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 24, 2024

		<p>in accordance with Section 37 below and make the first payment. This waiver may apply to other toll facilities if adopted by their respective agencies.</p> <p>5. One-Time Low-Income Waiver for Express Lanes: For individuals who qualify as low income (defined as 200 percent or less of the federal poverty guidelines), upon request, violation penalties will be waived for all open violations at the time of request, up to and including violations on DMV registration hold or at collections. A customer is eligible for this waiver one time only. To receive the waiver, the customer must pay all outstanding tolls and DMV processing fees or enter into a low-income payment plan in accordance with Section 37 below and make the first payment. This waiver goes into effect for BAIFA express lanes on October 1, 2024.</p> <p>Processing fee of \$2 for DMV registration holds or as otherwise set by the DMV, when applicable.</p>
34.	Cash Payment Network	
35.	Electronic Toll Collection Payment Locations	<p>Toll payment can be made at the FasTrak® Regional Customer Service Center, by mail and by the internet. For cash customers, toll payments can also be made via a network of cash payment locations. A list of available walk-in centers can be found on the Bay Area FasTrak® website, http://www.bayareaFasTrak.org. BATA, Golden Gate Bridge Highway and Transportation District, and other entities and toll facility operators supported by the FasTrak® Regional Customer Service Center will absorb the cost of convenience fees for One-Time Payments, Invoice payments, and License Plate Account replenishment, FasTrak® Account replenishment, and Violation Notice payments until further notice.</p>

Attachment A



Regional Customer Service Center Policies

effective December 8, 2012, as revised on July 24, 2024

36.	Payment Plan Policies	
37	Payment Plan	<p>Effective July 1, 2023, a payment plan will be available to qualified Bridge and Express Lanes customers as follows:</p> <ol style="list-style-type: none">1. Available to individuals who qualify as low income (defined as 200 percent or less of the federal poverty guidelines).2. Transactions in first violation notice status through violations on DMV registration hold or at collections can be included in a payment plan.3. Minimum debt to enter into a payment plan: \$100 in tolls, penalties, and DMV processing fees combined.4. Maximum debt to enter into a payment plan: None.5. Minimum first payment amount to enter into payment plan: 50% of tolls owed or \$100, whichever is lower; this payment is required before violations on DMV registration renewal hold may be removed.6. Maximum number of plans: No concurrent plans will be allowed; up to two plans in a four-year period; eligibility will be verified each time customer applies for a payment plan. <p>Other toll facilities may participate in the payment plan if adopted by their respective agencies.</p>