



BAY AREA TOLL AUTHORITY

Bay Area Metro Center

375 Beale Street

San Francisco, CA 94105

TEL 415.778.6700

WEB [www.mtc.ca.gov](http://www.mtc.ca.gov)

## ***Memorandum***

TO: BATA Oversight Committee

DATE: July 6, 2016

FR: Executive Director

W. I. 1252

RE: BATA Resolution No. 52, Revised – Update to the FasTrak® Regional Customer Service Center (RCSC) Policies to Clarify Their Applicability to All Facilities Served by the RCSC

BATA has long been responsible for the administration of the electronic toll collection program for the state-owned toll bridges in the Bay Area and the Golden Gate Bridge. BATA also has contracted and will contract with other entities and toll facility operators, including those operating express lanes, to provide some or all of the services of its consolidated Regional Customer Service Center.

The efficient operation of the Regional Customer Service Center requires a common set of operating policies. Staff is proposing to update those policies by revising and superseding Resolution No. 52 to clarify that these policies are applicable to all facilities served by the Regional Customer Service Center. Staff also is proposing to update the minimum balance for license plate and one-time payment accounts from \$6 to \$7.25.

BATA Resolution No. 52, Revised is attached with revisions noted. Also attached is the Resolution as it would be forwarded to the Authority for approval.

### **Recommendation**

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

  
\_\_\_\_\_  
Steve Heminger

### **Attachments**

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Date: July 28, 2004  
W.I.: 1252  
Referred by: BATA Oversight  
Revised: 07/26/06-BATA  
10/24/12-BATA  
07/27/16-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.

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.

Further discussion of this resolution is contained in the Executive Director's memoranda dated July 7, 2004; July 5, 2006~~and~~, October 3, 2012, and July 6, 2016.

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 ~~first~~ entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in ~~Oakland~~ San Francisco, California, on ~~July 28, 2004~~ July 27, 2016.

Date: July 28, 2004  
W.I.: 1252  
Referred by: BATA Oversight  
Revised: 07/26/06-BATA  
10/24/12-BATA  
07/27/16-BATA

Attachment A  
Resolution No. 52  
Page 1 of 4

**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 27, 2016**

|     | Policy   | Regional CSC<br>effective December 8, 2012, <u>as revised on July 27, 2016</u>   |
|-----|--|--|
| 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<br>Cash/check Account- \$50 per tag<br>N/A for License Plate Account and One Time Payment   |
| 11. | Replenishment Amount                                       | <b>Private:</b><br>Credit card - \$25 per tag min.<br>Cash/check - \$40 per tag min.<br>or 1-month average based on previous 90 days usage<br><br><b>Business:</b><br>Credit card - \$25 per tag min.<br>Cash/check - \$40 per tag min.<br>or 45-day average based on previous 90 days usage<br><br>N/A for License Plate Account and One Time Payment |
| 12. | Replenishment Threshold                                    | Credit Card Account - \$15 min. or<br>2-week average use based on previous 90 days<br><br>Cash/check Account - \$30 min. or<br>2-week average use based on previous 90 days<br><br>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<br>Cash/check - <u>\$67.25 or current toll rate on GGB for 2 axle vehicle</u>   |
| 14. | Tag Deposit  | Credit Card Account - \$20 per tag, waived for first 3 tags<br><br>Cash/check Account - \$20 per tag<br><br>N/A for License Plate Account and One Time Payment   |

## Attachment A



### **Regional Customer Service Center Policies** **effective December 8, 2012, as revised on July 27, 2016**

|     | Policy  | Regional CSC<br>effective December 8, 2012, <u>as revised on July 27, 2016</u>   |
|-----|---|--|
| 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<br>Cash/check Account - Send notice requesting replenishment;<br>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<br>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<br>2. \$1 statement regeneration<br>3. \$7 for disk (business and commercial accounts only)                          |
| 26. | Bad Check Fee   | \$25   |
| 27. | Tag Replacement Charges   | \$20 interior<br>\$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, as revised on July 27, 2016

|     | Policy             | Regional CSC<br>effective December 8, 2012, <u>as revised on July 27, 2016</u>  |
|-----|--------------------|---|
| 32. | Violation Policies |   |
| 33. | Toll Evasion       | <p><u>All Violations</u></p> <p>1<sup>st</sup> Notice<br/>Toll + \$25 penalty</p> <p>2<sup>nd</sup> Notice<br/>Toll + \$70 penalty</p> <p>Exceptions:</p> <ol style="list-style-type: none"> <li>1. If the violation is determined to be the fault of the toll agency.</li> <li>2. For 1<sup>st</sup> time offense, a non-customer can open a FasTrak account and the \$25 penalty will be waived.</li> <li>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 <del>opening balance</del><u>replenishment threshold</u> amount prior to posting the violation toll amount.</li> </ol> <p>Processing fee of \$3 for DMV registration holds, when applicable.</p> |



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W.I.: 1252  
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Revised: 07/26/06-BATA  
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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

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Dave Cortese, Chair

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| 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   |  |
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| 21. | <b>Reciprocity</b>  |  |
| 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. | <b>Account fees</b>   |  |
| 25. | Additional Statement Fee  | 1. \$1 for monthly paper statements<br>2. \$1 statement regeneration<br>3. \$7 for disk (business and commercial accounts only)                          |
| 26. | Bad Check Fee   | \$25   |
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