



BATA-Department of Transportation Master Cooperative Agreement #4-2078-

March 25, 2018

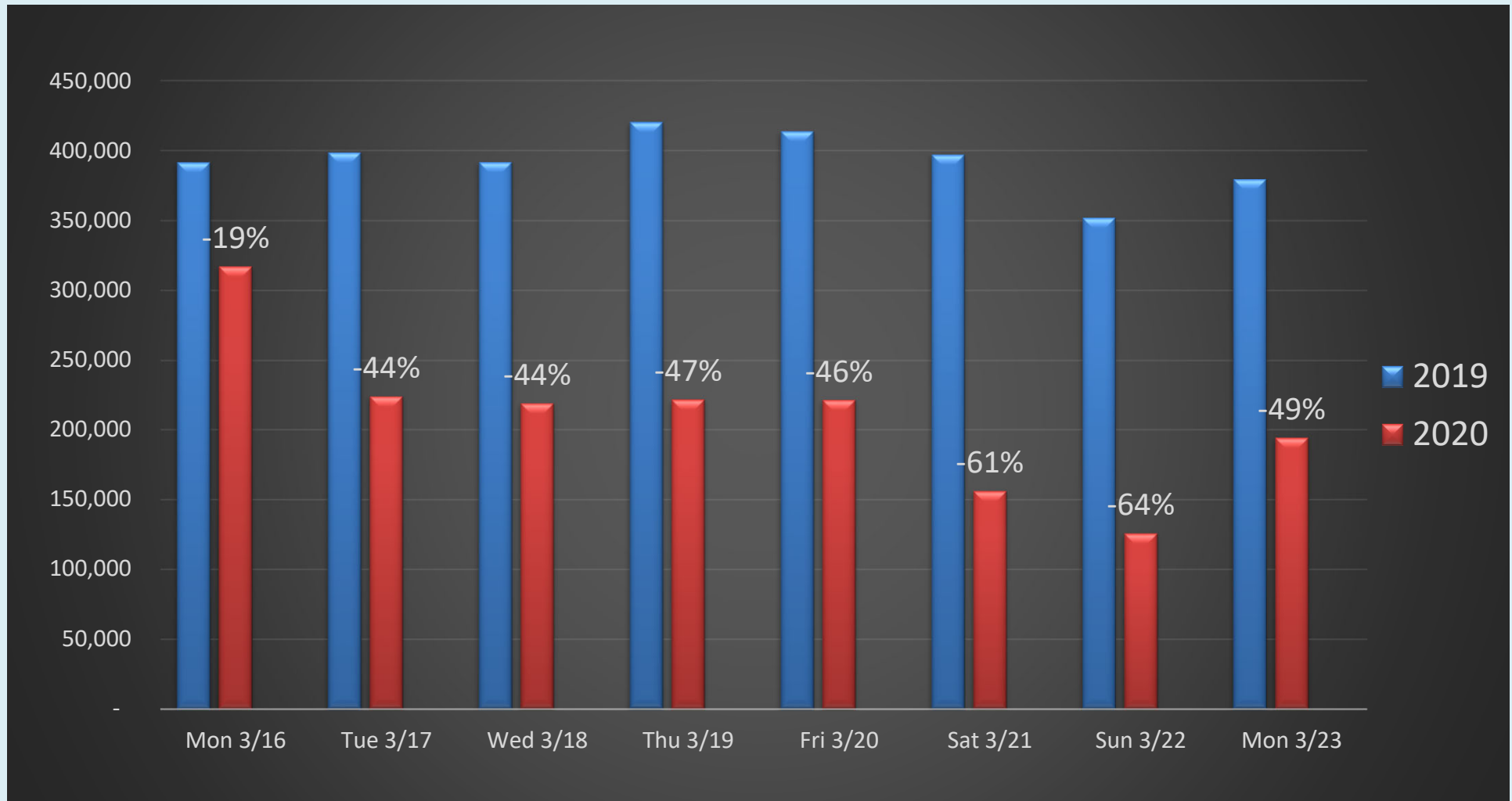
COVID-19 Timeline

- 3/13 – Governor Newsom issues Executive Order urging employers to provide flexibility during crisis
- 3/14 – Caltrans/BATA begin to consider impacts of cashless tolling
- 3/17 – California Shelter-In-Place starts
- 3/20 – Governor delivers letter to Caltrans/BATA
- 3/21 – Caltrans toll collectors leave at 12

U.S. Toll Agencies Suspending Cash Collection



Traffic Impacts



Efforts to Minimize Driver Confusion



Public Outreach
(Email, Social Media)



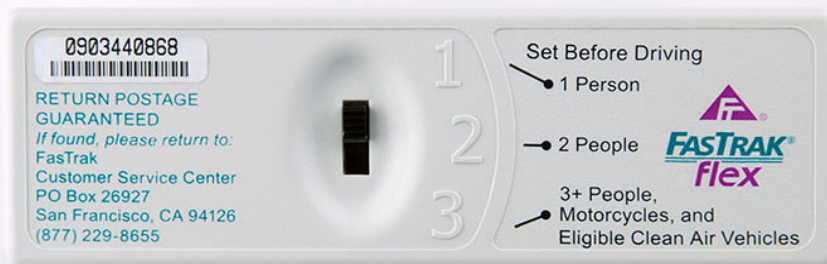
Portable Changeable Signs &
New Messages above Cash Lanes



In-booth flyers



Regional Customer Service Center Impacts



- Walk-in center closed 3/17
- FasTrak website and IVR updated
- Violation penalties set to \$0 on 3/17
 - First notices sent later this week
 - Mail to include new insert
- Conduent assessing staffing levels
 - Anticipates increase in notices, incoming calls, check payments
 - Call center volume just 10% higher than normal due to low traffic

Amending the Caltrans-BATA Cooperative Agreement

- Caltrans-BATA Cooperative Agreement states that the Department shall “provide staffing and supervision for the manual collection of toll revenues.”
- Staff requests approval to start negotiations with Caltrans to potentially modify the Cooperative Agreement in the following ways:
 - Establish staffing levels at the toll bridges during emergencies / pandemic
 - Determine appropriate shared responsibility to mitigate financial impacts arising from suspending manual toll collection
 - Resolve how future decisions and notifications would be made
- Decisions to amend the Cooperative Agreement will be reported back to BATA