



# Increasing Payment Processing Capabilities of the FasTrak<sup>®</sup> Customer Service Center

May 13, 2020



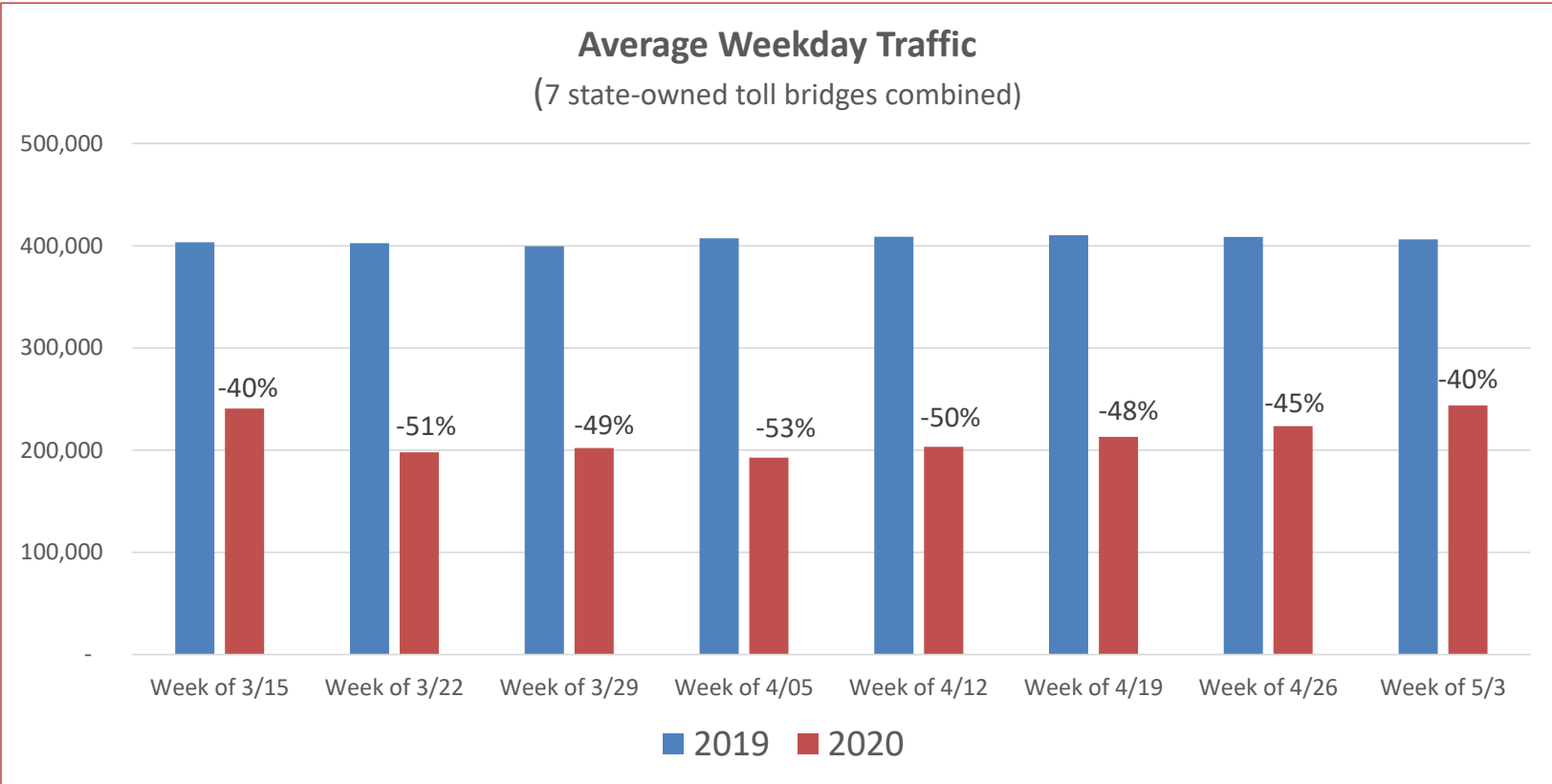
METROPOLITAN TRANSPORTATION COMMISSION




# COVID-19 Timeline Update

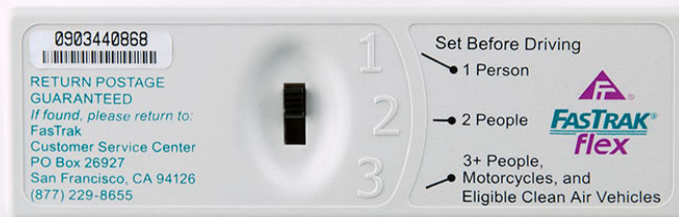
- 3/17 – California Shelter-In-Place starts
- 3/21 – Caltrans stops manual toll collection
- 4/03 – First bill without penalty mailed
- 4/20 – Customer Service Representative contracts COVID-19
- 5/4 – Six Bay Area counties jointly agree to ease Shelter-In-Place restrictions

# Traffic Impacts





# Regional Customer Service Center Update



- Call volume increasing
  - Average wait time is 6 minutes
  - Primary challenge is reduced staffing
- Began sending notices without penalty 4/3
  - 1.5 million mailed as of 5/7
  - Payment volumes increasing
- Conduent Staffing
  - Absenteeism: 47%
  - Increasing work from home
  - Operations consistent with Health Ordinance for Essential Work
  - Using Regional Operations Center (first floor) to support physical distancing

# Upcoming CSC Concurrent Projects

PROJECT	2020								2021		
	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
BAIFA I-880 EXPRESS LANES LAUNCH	█										
ACTC 580 EXPRESS LANES NEW VENDOR						█					
TEMPORARY PLATES TO DMV HOLD	█										
ACTC 680 EXPRESS LANES EXPANSION			█								
RCTC (RIVERSIDE) NEW AGENCY		█									
BAIFA I-680N CONTRA COSTA EXPRESS LANES			█								
SANDAG I-15 CONSOLIDATION			█								



# Increasing Payments Processing Capabilities of CSC

- Payment volumes increasing with cashless environment
- Need to increase CSC capabilities to process payments
- Recommend authorization to implement automated processing services (lockbox) to:
  - Open and scan correspondence and checks
  - Send payments files to CSC to post to accounts
  - Send check images to bank for deposit
  - Scan other correspondence and send to CSC for response
- Estimate 3-4 months to deploy