

BATA TOLL COLLECTION



BAY AREA TOLL
AUTHORITY

BATA Ad Hoc Committee

Item 3

October 23, 2020

AD HOC WORKING GROUP MEETING TIMELINE

Deep Dive

Recommendations

✓ **August**

Traffic &
Revenue Trends
Finances
Ad Hoc Goals



✓ **September**

Fast-Track
Projects to
Serve Buses &
Carpools



October

Toll Collection
& Toll Plaza
Operations



November

Toll Bridge
Rehabilitation
& Asset
Management



December

Program
Costs,
Shortfalls
& Priorities



January

Agency Roles &
Responsibilities
BATA/Caltrans
Joint Venture
Next Steps

HISTORY OF BATA

1997

- BATA originally was created by the state Legislature to administer the base \$1 auto toll on the Bay Area's seven state-owned toll bridges.

1998

- BATA began operations.

2004

- BATA assumed responsibility for **Bay Area's FasTrak® electronic toll collection program**

2005

- The Legislature expanded BATA's responsibilities to include administration of all toll revenue from the region's state-owned toll bridges as well as joint oversight of the state **Toll Bridge Seismic Retrofit Program** with Caltrans and California Transportation Commission.

CALTRANS/BATA COOPERATIVE AGREEMENT RELATING TO THE BRIDGES

CALTRANS

- Staff & supervise manual toll collection
- Operate, maintain, & provide rehab of bridges, including toll facilities
- Design & construct eligible projects

BATA

- Administer toll revenue
- Manage, operate & maintain FasTrak CSC
- Oversee manual toll collection
- Budget & fund operation & maintenance of toll bridges



TOLL BRIDGE OPERATIONS

FY 2020-21 Budget Total \$111M*

Caltrans Operations and Maintenance \$31 M

Toll Collection & Operations Services \$24 M

Toll & Bridge Facility Maintenance \$7 M

FasTrak Operations and Maintenance \$57 M

RCSC Operations \$30 M

ATCAS Maintenance, IT equipment \$6 M

Banking costs \$16 M

Collections Expense/DMV Expense \$4 M

Cash Processing \$1 M

BATA Toll Bridge Administration \$23 M

Staff Costs - Salaries, Benefits & Temps \$13 M

Travel Printing, Membership & Other \$0.5 M

Audit / Accounting \$2 M

Misc. Toll Admin Operating Expenses \$1 M

Professional Fees \$6 M

Business Insurance \$0.5 M

Quarterly Financial Statement (FY 2019-20)

BATA Operating Budget
As of June 2020
FY 2019-20

Attachment A

	Budget	Actual YTD	Current Budget Balance	% of Budget	Year
			Over/(Under)	(col 2/1)	Expired
REVENUE:					
1 RM 1 Toll Revenues	603,709,547	520,341,025	(83,368,522)	86.2%	100.0%
2 RM 2 Toll Revenues	130,989,803	112,462,611	(18,527,192)	85.9%	100.0%
3 Toll Violation Revenues	25,000,000	28,074,119	3,074,119	112.3%	100.0%
4 Other Revenues	-	-	-	N/A	100.0%
5 Interest Income	50,000,000	5,005,022	(44,994,978)	10.0%	100.0%
6 BATA Reimbursement	780,000	37,36,802	3,005,022	74.1%	100.0%
7 SFO FasTrak Reimbursement	7,200,000	522,382	(12,963,198)	7.2%	100.0%
8 Alameda CMA Reimbursement	463,000	5,203,365	4,740,365	1,131.8%	100.0%
9 YTA 237 Expense Lane Reimb.	1,700,000	221,844	(1,478,156)	13.1%	100.0%
10 Rebate for Build America Bonds	660,000	1,376,052	716,052	108.3%	100.0%
11 BATA Reimbursement	71,713,641	1,030,070	(70,683,571)	1.4%	100.0%
12 Transbay Terminal Review Reimbursement	2,000,000	71,885,581	69,885,581	34.9%	100.0%
14 EBRPD Reimbursement	600,000	2,000,000	1,400,000	333.3%	100.0%
Total Revenue	1,361,459	1,361,459	(403,992)	87.9%	100.0%
EXPENSE:					
1 Caltrans Operations and Maintenance:					
2 Toll Collection & Operations Services	896,177,450	787,716,340	(108,461,110)	87.9%	100.0%
3 Toll & Bridge Facility Maint	24,000,000	21,151,203	(2,848,797)	88.1%	100.0%
4 Caltrans O & M Subtotal	920,177,450	808,867,543	(111,309,907)	86.8%	100.0%
5 FasTrak Operations and Maintenance:					
6 RCSC Operations	5,700,000	4,797,795	(902,205)	84.2%	100.0%
7 ATCAS Maintenance, IT equip	29,700,000	25,948,598	(3,751,402)	87.4%	100.0%
8 Banking Costs	27,000,000	27,147,384	147,384	100.5%	100.0%
9 Collections Exp./DMV Exp.	5,650,000	5,235,904	(414,096)	92.7%	100.0%
10 BATA O & M Subtotal	16,900,000	13,385,214	(3,514,786)	79.2%	100.0%
11 BATA Toll Bridge Administration:	4,200,000	2,508,312	(1,691,688)	59.7%	100.0%
12 Staff Costs - Salaries, Benefits & Temps	93,750,000	48,275,814	(45,474,186)	51.5%	100.0%
13 Travel, Printing, Membership & Other	11,908,744	11,352,080	(556,664)	95.3%	100.0%
14 Audit/Accounting	637,965	281,537	(356,428)	44.1%	100.0%
15 Misc. Toll Admin Operating Expenses	2,604,117	1,239,229	(1,364,888)	47.6%	100.0%
16 Professional Fees	2,520,109	1,469,700	(1,050,409)	58.3%	100.0%
17 Transbay Transit Center Review Panel	4,140,000	1,904,769	(2,235,231)	46.1%	100.0%
18 Other	255,000	135,706	(119,294)	53.2%	100.0%
Total Bridge Admin Subtotal	1,000,000	3,527	(996,473)	0.4%	100.0%
19 Other/Transfers:					
20 Transfers to MTC 1% Admin	23,045,935	16,388,504	(6,657,431)	71.1%	100.0%
21 Transfers to MTC - PEIS Retirement	8,026,994	6,987,362	(1,039,632)	86.3%	100.0%
22 Transfers to MTC - Other	1,400,314	465,778	(934,536)	33.2%	100.0%
23 Transfer from Legal Reserve	4,880,110	2,309,223	(2,570,887)	47.3%	100.0%
24 Beale St Assessment	5,201,958	5,201,958	-	100.0%	100.0%
25 Depreciation and Amortization	1,800,000	1,718,667	(81,333)	95.5%	100.0%
26 RM2/Clipper Marketing	5,050,000	2,426,590	(2,623,410)	48.1%	100.0%
27 RM2 Operating	6,940,000	5,135,036	(1,804,964)	74.0%	100.0%
28 BART SFP	49,776,126	35,710,282	(14,065,844)	71.7%	100.0%
29 BART for 16 Contract	1,108,479	1,108,479	-	100.0%	100.0%
30 Debt Service:					
31 Interest and principal payments	92,242,495	66,962,258	(25,280,237)	72.6%	100.0%
32 Financing Costs	607,490,461	577,789,438	(29,701,023)	95.1%	100.0%
Total Debt Service	14,073,400	15,464,794	1,391,394	109.9%	100.0%
33 Transfer to Capital Fund In (Out):	621,563,961	594,264,232	(27,299,729)	95.6%	100.0%
34 Reserve for Year-end Encumbrance Balance	(75,805,159)	-	(75,805,159)	0.0%	100.0%
35 Furniture/Equip./Vehicle	-	(25,051,482)	(25,051,482)	0.0%	100.0%
Total Expense & Transfers	896,177,450	776,882,288	(119,295,162)	86.7%	100.0%
Net	-	10,834,063	10,834,063	100.0%	100.0%

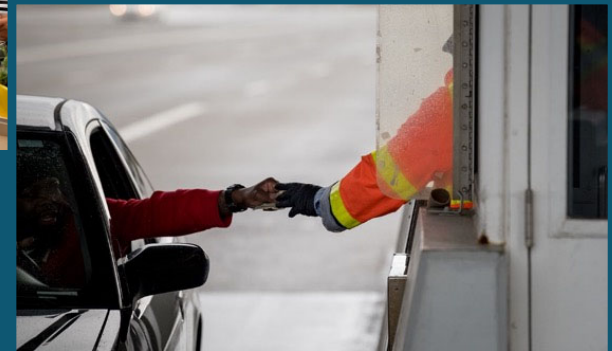
* Excludes debt service, transfers, depreciation, RM2 operating

PRESENTATION OUTLINE

A. Overview of BATA Toll Collection

B. Toll Payment Options

C. End of Cash Collection





A. OVERVIEW OF BATA TOLL COLLECTION

TOLL COLLECTION PAST, PRESENT, & FUTURE



**ALL CASH TOLL
COLLECTION**



CASH/FASTRAK



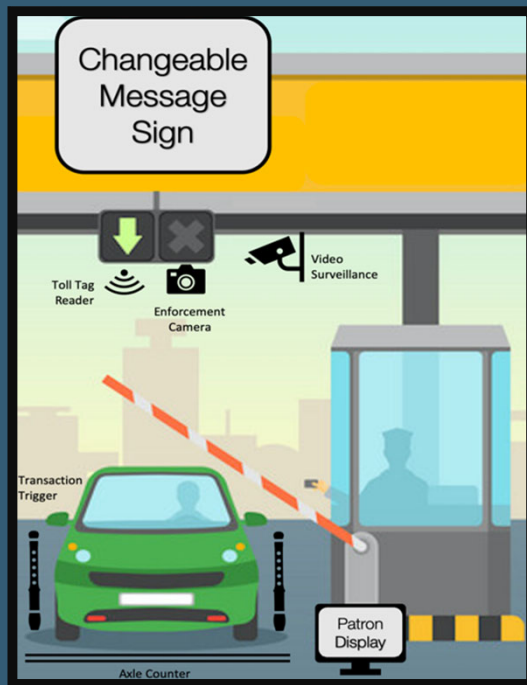
**ALL ELECTRONIC
TOLLING***



**OPEN ROAD
TOLLING**

* COVID-19 Cashless Tolling, currently in place, will be upgraded to All Electronic Tolling in early 2021

BATA BRIDGE TOLL COLLECTION



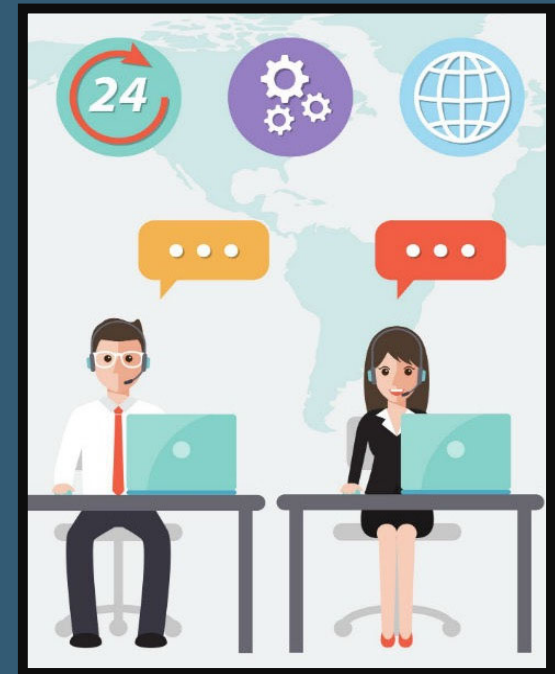
Lane Technology

- Detect vehicles/capture images
- Create/send transactions
- Package video & image tolls
- Manage work orders & reporting



Secure File Transfer

- Transactions sent to Customer Service Center
- Files shared between Lane and CSC in both directions



Customer Service Center

- Account management
- Call answering
- Payment & transaction processing

TRADITIONAL TOLLING VS. COVID-19 TOLL COLLECTION

Traditional Tolling



Violation Notice
\$25 per Transaction

Unpaid

Second Notice
\$70 per transaction

Unpaid

DMV Hold/Collections

March 2020

**NO
STOPPING**

**WILL BILL
BY MAIL**



BayAreaFasTrak.org

Cashless Tolling



Cashless Notice (Toll Only)

Unpaid

Reminder Notice (Toll Only)

Unpaid

Violation Notice (Toll Only)

Unpaid

Second Notice (Toll Only)

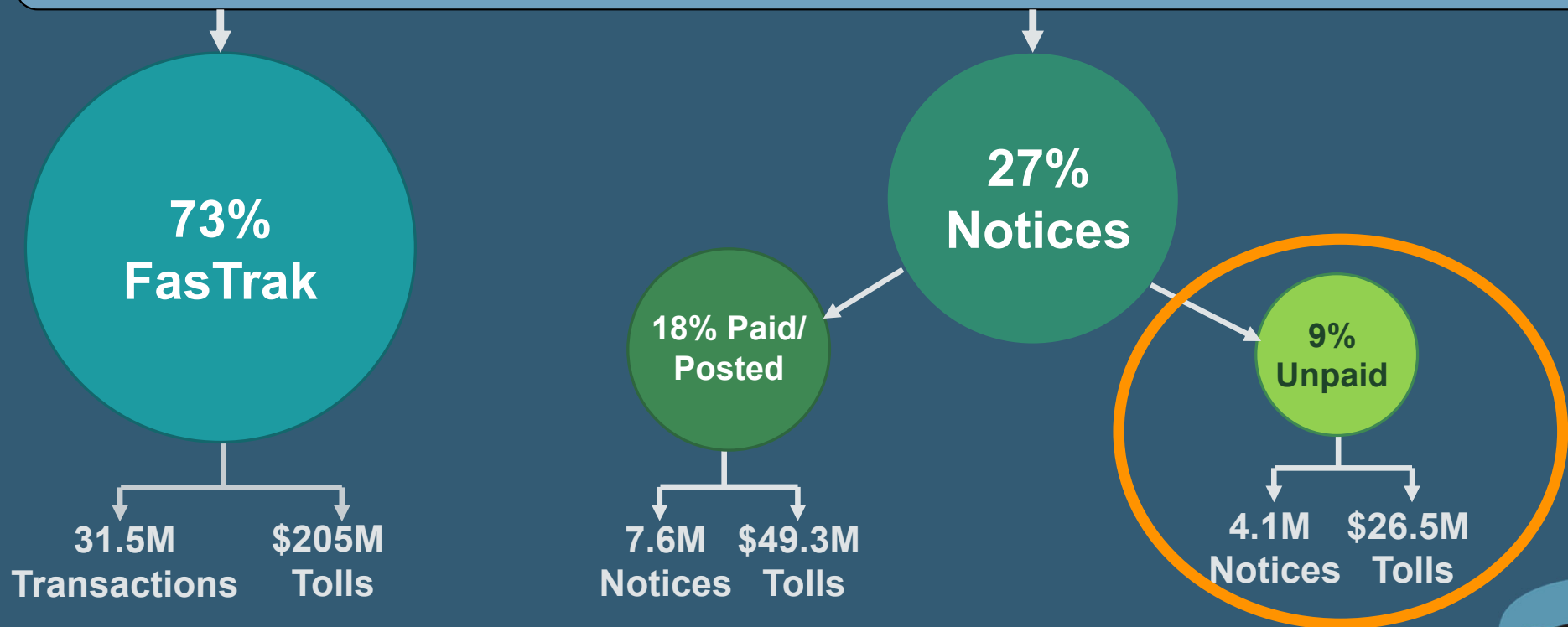
Unpaid

DMV Hold (Toll + \$3)



COVID-19 BATA REVENUE COLLECTION

43.2M Transactions March-Aug 2020



* Mar – Aug 2020



B. TOLL COLLECTION OPTIONS

WAYS TO PAY TOLLS

CASH



- BATA bridges only
- Suspended in March 2020

FASTRAK



- Tag Account
- All Bay Area and CA toll facilities
- Maintain min balance
- Auto or manual reload
- Preferred account type

LICENSE PLATE ACCOUNT



- License plate tied to account
- All Bay Area toll facilities but no discount in express lanes
- Pay as you go

ONE-TIME PAYMENT



- Limited-term License Plate Account
- All Bay Area toll facilities but no discount in express lanes
- Pre-pay up to 30 days in advance or post-pay within 48 hrs
- Infrequent or out-of-town drivers

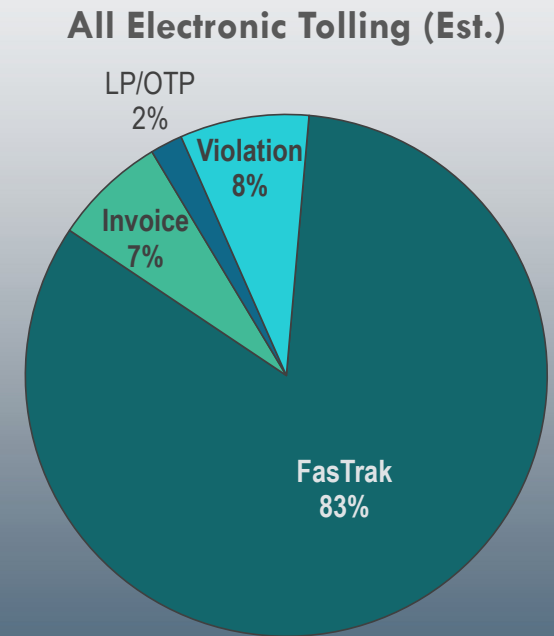
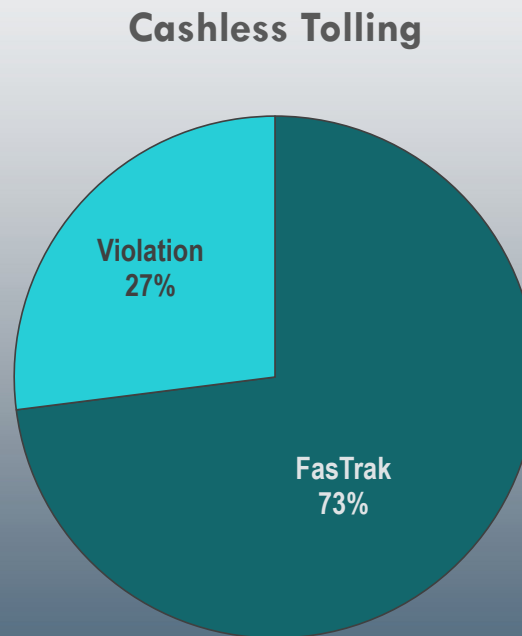
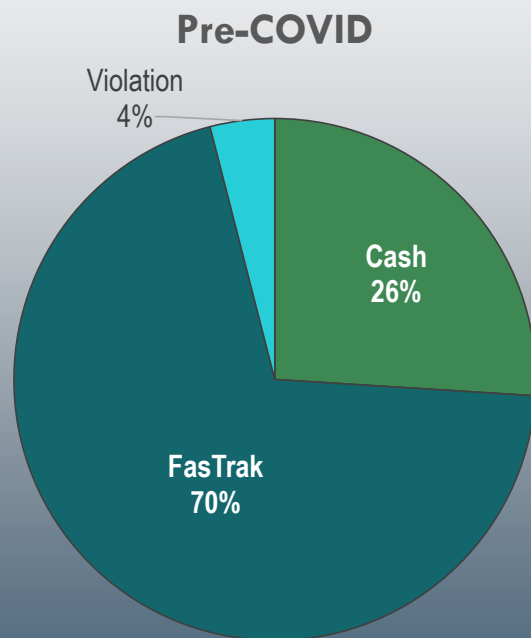
TOLL INVOICE



- Invoice by mail
- GGB only
- Launched for GGB all electronic tolling
- BATA January 2021 with AET



PAST, PRESENT AND FUTURE TOLL PAYMENTS



TOLL DIFFERENTIAL FOR ALL ELECTRONIC TOLLING

- Cover reasonable costs to administer billing for image-based transactions and invoicing
- Encourage FasTrak enrollment
- Typical at other toll agencies
- Envisioned under implementation plan

Current BATA Tolls (no differential by payment method)

Number of Axles	Toll
2 axles/ motorcycle	\$6
3 axles	\$16
4 axles	\$21
5 axles	\$26
6 axles	\$31
7 axles or more	\$36

TOLL DIFFERENTIAL OPTIONS

- Per axle differential
- Flat amount regardless of number of axles
- Flat amount/monthly invoice

Golden Gate Bridge — Per Axle Amount

Number of Axles	FasTrak Toll	License Plate/OTP	Toll Invoice
2 axles/ motorcycle	\$7.70	\$8.40	\$8.70
3 axles	\$23.10	\$25.20	\$26.10
4 axles	\$30.80	\$33.60	\$34.80
5 axles	\$38.50	\$42.00	\$43.50
6 axles	\$46.20	\$50.40	\$52.20
7 axles or more	\$53.90	\$58.80	\$60.90

LA Metro Flat Amount: \$4 processing fee/transaction

TheTollRoads Flat Amount: \$2/monthly invoice

VIOLATIONS PROCESS – RETURN OF PENALTIES

Traditional Tolling



Violation Notice
\$25 per Transaction

Unpaid

Second Notice
\$70 per transaction

Unpaid

DMV Hold/Collections

Current Cashless Tolling



Cashless Notice (Toll Only)

Unpaid

Reminder Notice (Toll Only)

Unpaid

Violation Notice (Toll Only)

Unpaid

Second Notice (Toll Only)

Unpaid

DMV Hold/Collections

All Electronic Tolling



Invoice (Toll Only)

Unpaid

Violation Notice
\$25 per Transaction


Unpaid

Second Notice
\$70 per Transaction

Unpaid

DMV Hold/Collections


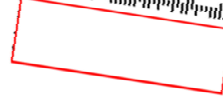
FUTURE: POTENTIAL VIOLATION PENALTY REFORM



FASTRAK®
Keeps You Moving

NOTICE OF TOLL EVASION

VIOLATION NUMBER	LICENSE PLATE	NOTICE DATE	TOLL AMOUNT	TOLL EVASION PENALTY	TOTAL AMOUNT DUE	DUE DATE
T [redacted]	[redacted]	01/28/20	\$6.00	\$25.00	\$31.00	02/28/20

You are receiving this notice for the toll transaction listed on the following page.



TEVCLA 1




FAST AND EASY WAYS TO PAY
WITH IMMEDIATE PAYMENT CONFIRMATION
PAY ONLINE
www.bayareafastrak.org

PAY BY PHONE
 (877) 229-8655
 Option 1 at the Main Menu

Already have a FasTrak? [See details on the back!](#)
Not your vehicle? [Sign up for a FasTrak account and we'll waive the penalty fees.](#)
Is this your first violation? [Sign up for a FasTrak account and we'll waive the penalty fees.](#)

Our records indicate that on the date, time and location shown on this notice, the vehicle listed did not pay the proper toll and a valid FasTrak toll tag or License Plate Account was not detected. California Vehicle Code (Sections 23302, 23302.5, and 40250 et seq.) require that tolls be paid and that penalties or fees may be charged if the proper toll is not paid. The tolls and penalties shown above are now due. To avoid additional penalties or fines, please pay the amount shown by the required due date. Failure to respond to this notice may result in additional penalties and fees and referral of the amount due to a collections agency and/or withholding of your vehicle registration (CVC 4770 and 40267).


FASTRAK NOTICE OF TOLL EVASION
 PAYMENT COUPON
 SAVE TIME - PAY ONLINE: WWW.BAYAREAFASTRAK.ORG

Can't pay online or by phone? Please pay by mail, return this portion with your payment


License Plate: [redacted]
 Violation Number: T [redacted]
 Amount Enclosed: \$ [redacted]

Amount Due: \$31.00
 Due Date: 02/28/20

Violation Processing Department
 P.O. Box 26925
 San Francisco, CA 94126

BAT001-A

Make checks payable to FasTrak Violation Processing Department. Please include your violation number on your check. DO NOT SEND CASH. A fee of \$25 will be assessed for any returned check. Failure to pay in full by the due date may result in additional penalties and fees and referral of the remaining amount due to a collections agency and/or withholding of your DMV vehicle registration.





A photograph of a female Caltrans toll collector wearing a high-visibility yellow and orange vest over a blue shirt. She is leaning into the window of a silver car, interacting with the driver. The driver is handing her some cash. The background is slightly blurred, showing a toll plaza setting. The image has a blue tint.

C. END OF CALTRANS TOLL COLLECTION

COVID-19 IMPACTS ON CASH TOLL COLLECTION

- Suspended cash collection at Bay Area toll bridges on March 21st (Cashless Tolling)
- Caltrans toll supervisors continue in-person plaza monitoring 24/7
 - Two supervisors contracted COVID-19 since March
- Caltrans toll collectors work from home watching training videos

Caltrans Toll Staffing Classifications

Bridge	Supervisors		Collectors		Janitors	Total
	PFT	PI	PFT	PI		
Antioch	4	0	1	10	0	15
Benicia	8	0	5	21	2	36
Carquinez	9	0	13	18	1	41
Dumbarton	4	0	4	16	1	25
Richmond	6	0	8	14	1	29
SFOBB	9	0	19	38	2	68
San Mateo	7	0	6	16	0	29
Office Admin	4	0	0	0	2	6
Total	51	0	56	133	9	249

FACILITIES MODIFIED FOR TOLL COLLECTOR RETURN

- All required personal protective equipment on hand (gloves, masks, face shields)
- Clear plastic guards installed at cash counting areas
- Buildings modified for social distancing
- Cash handling procedures revised



CALTRANS TOLL COLLECTION

Plan for transitioning toll staff



Downsizing Process

- Caltrans District 4 management leads effort with Sacramento
- Implementation date to be determined



Available Toll Staff Outcomes

- Receive priority applying for new Caltrans positions
- Opportunity to transfer within Caltrans
- Collectors informed of job opportunities at Conduent (one Caltrans staff already accepted)



QUESTIONS?



For more information contact:

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- Carol Kuester, ckuester@bayareametro.gov