

Bay Area Toll Authority Oversight Committee

February 10, 2021

Agenda Item 5a - 21-0109

Transition to All Electronic Tolling at BATA Bridges

Subject: A status report on the transition to all electronic tolling, including introduction of invoices, on the seven State-owned bridges.

Background: In late 2018, this Committee approved transitioning BATA bridges to all electronic tolling, with the bridge conversions occurring in a phased approach starting in late 2022. The plan included removal of toll booths and reconfiguring lanes and toll collection for open road tolling.

In response to the COVID shelter-in place order in March 2020, Caltrans removed toll collectors from the booths to protect toll collectors and the traveling public. As a result, toll collection at State-owned bridges became all electronic. Non-FasTrak[®] customers received a notice for the toll only with no penalty. These no-penalty notices were intended as a short-term solution to maintain toll collection during the emergency COVID situation. In May, June, and July 2020, this Committee approved contract actions for the expedited deployment of more robust all electronic tolling based on the existing invoicing model already used at the Golden Gate Bridge. In this model, non-FasTrak[®] customers receive a monthly invoice in the mail before receiving a toll violation, if the invoice is unpaid.

Starting January 1, 2021, invoicing began on the State-owned bridges. Non-FasTrak[®] customers will no longer receive single notices for each unpaid toll because system upgrades now permit all unpaid tolls within a given month to compile into a single invoice. Roadway signage at the toll plazas and overhead structures has been updated, with additional improvements planned for the spring.

The emergence of COVID enabled Caltrans and BATA to implement all electronic tolling much earlier than the planned spring 2022 schedule. Although this milestone has been achieved, the back-end work to ultimately convert the bridges to open road tolling continues. Over the past year, BATA hired a consultant to provide program oversight services and development of a request for proposal to procure an open road toll system to replace BATA's aging toll system. Open road tolling has the potential to provide essential transportation benefits and is a key component of other regional transportation projects, including BATA's "Forward" projects.

The program schedule currently shows the first bridge converting to open road tolling in late 2023 and the last bridge (Bay Bridge) in 2026. The program

team has started discussions with Caltrans to identify faster methods to deliver the program. The estimated cost of the program is \$77 million with \$17 million in design costs and \$60 million to complete civil construction, toll system installation and customer service center integration. A proposed funding plan is currently under development. Recommendations on funding priorities and assessment of the potential for additional funding sources are scheduled for discussion at the March BATA Recovery Ad Hoc Working Group meeting.

Issues: None

Recommendation: This item is presented for information only.

Attachments: Presentation Slides.



Therese W. McMillan



Transition to All Electronic Tolling at BATA Bridges

February 10, 2021



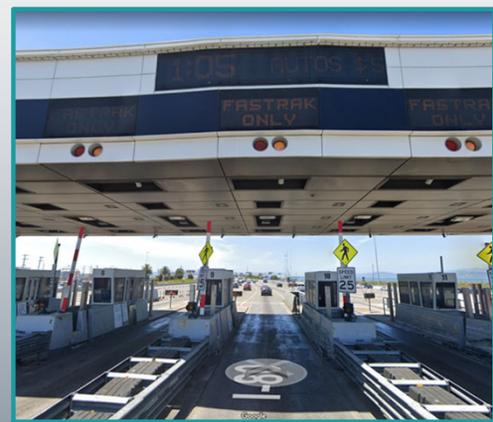
TOLL COLLECTION PAST, PRESENT, & FUTURE



ALL CASH TOLL COLLECTION



CASH/FASTRAK®



ALL ELECTRONIC TOLLING*



OPEN ROAD TOLLING

Implemented

Underway

* COVID-19 Cashless Tolling upgraded to All Electronic Tolling in January 2021



INVOICES REPLACE CASHLESS TOLLING

- Send an invoice for toll only
- Promote new payment methods
- Re-establish violation processes
- Implement internal procedures to support invoice processing

Mar. – Dec. 2020

Cashless Tolling



Cashless Notice (Toll Only)

Unpaid

Reminder Notice (Toll Only)

Unpaid

Violation Notice (Toll Only)

Unpaid

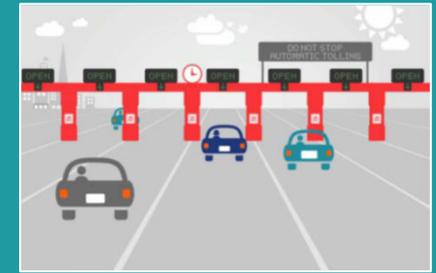
Second Notice (Toll Only)

Unpaid

DMV Hold/Collections

Jan. 2021

All Electronic Tolling



Invoice (Toll Only)

Unpaid

Violation Notice
\$25 per Transaction

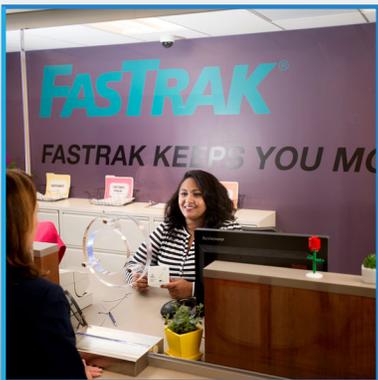
Unpaid

Second Notice
\$70 per Transaction

Unpaid

DMV Hold/Collections

CASHLESS TO ALL ELECTRONIC TOLLING TRANSITION



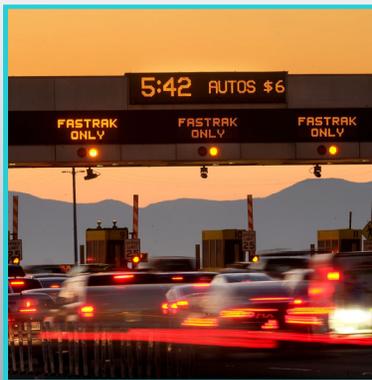
FasTrak RCSC

- System changes for BATA invoices for 2021



Toll System

- Modified reports to include invoicing



Toll Plaza Signage

- Temp sign updates in Jan
- Permanent signs to be installed in spring



Toll Collectors

- Caltrans managing transition
- Securing plazas



Communications

- Outreach launched Jan. 18
- Billboards, radio, digital ads



PROMOTING MORE WAYS TO PAY TOLLS

FASTRAK



- Tag Account
- All Bay Area and CA toll facilities
- Maintain minimum balance
- Auto or manual reload
- Preferred account type
- Required for Bay Area Express Lanes

TOLL INVOICE



- Invoice by mail
- All Bay Area bridges

LICENSE PLATE ACCOUNT



- License plate tied to account
- All Bay Area bridges
- Pay as you go

ONE-TIME PAYMENT



- Limited-term License Plate Account
- All Bay Area bridges
- Pre-pay up to 30 days in advance or post-pay within 48 hours
- Infrequent or out-of-town drivers

CUSTOMER SERVICE CENTER COVID MITIGATION



Prevention

- CSC work from home program
- Work site entry screenings
- Safe work practices

QUARANTINE
COVID-19

Mitigation

- Decontamination of work area
- Contact tracing protocols
- Prompt removal of potentially infectious employees



Impacts to CSC

- High absenteeism rates
- Seating capacity reductions
- Hiring and new hire training limits

CUSTOMER SERVICE CENTER OPERATIONS

- Summer/Fall customers experienced long wait times, now improving
- Contractor increasing staffing
- Contractual penalties reinstated in November

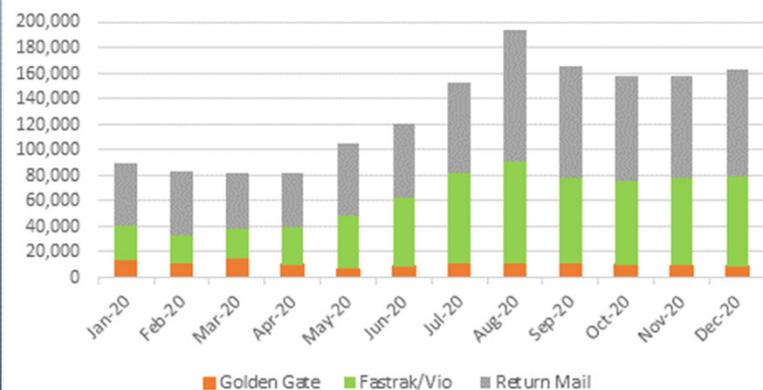


Average Call Answering Wait Times



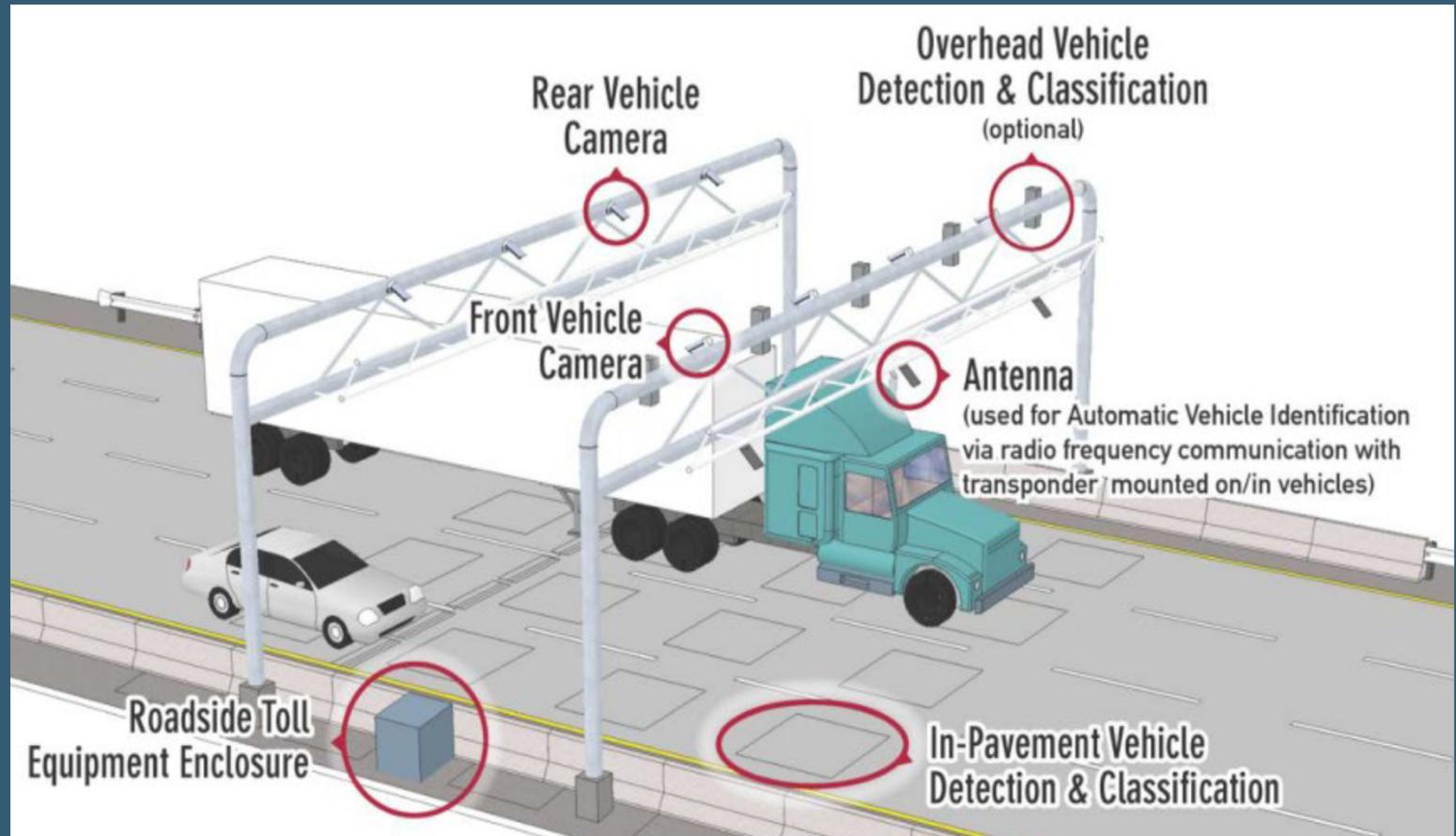
- Mail volumes have increased
- Contractor added additional personnel and mail processing equipment

Mail Volumes



NEXT TRANSITION: OPEN ROAD TOLLING

- Newest technology to replace aging system
- Plazas & booths removed
- Traffic lanes redesigned for highway speeds, increasing safety



PROGRESS TOWARDS ACHIEVING OPEN ROAD TOLLING (2020)

- Draft ORT Toll System RFP completed
- Richmond Forward civil design firm hired (Kimley Horn)
- Northern Bridges civil design firm hired (HDR)
- Upgraded RCSC to implement customer invoicing
- Initiated Caltrans Working Group



FUTURE OPEN ROAD TOLLING EXAMPLE – BAY BRIDGE



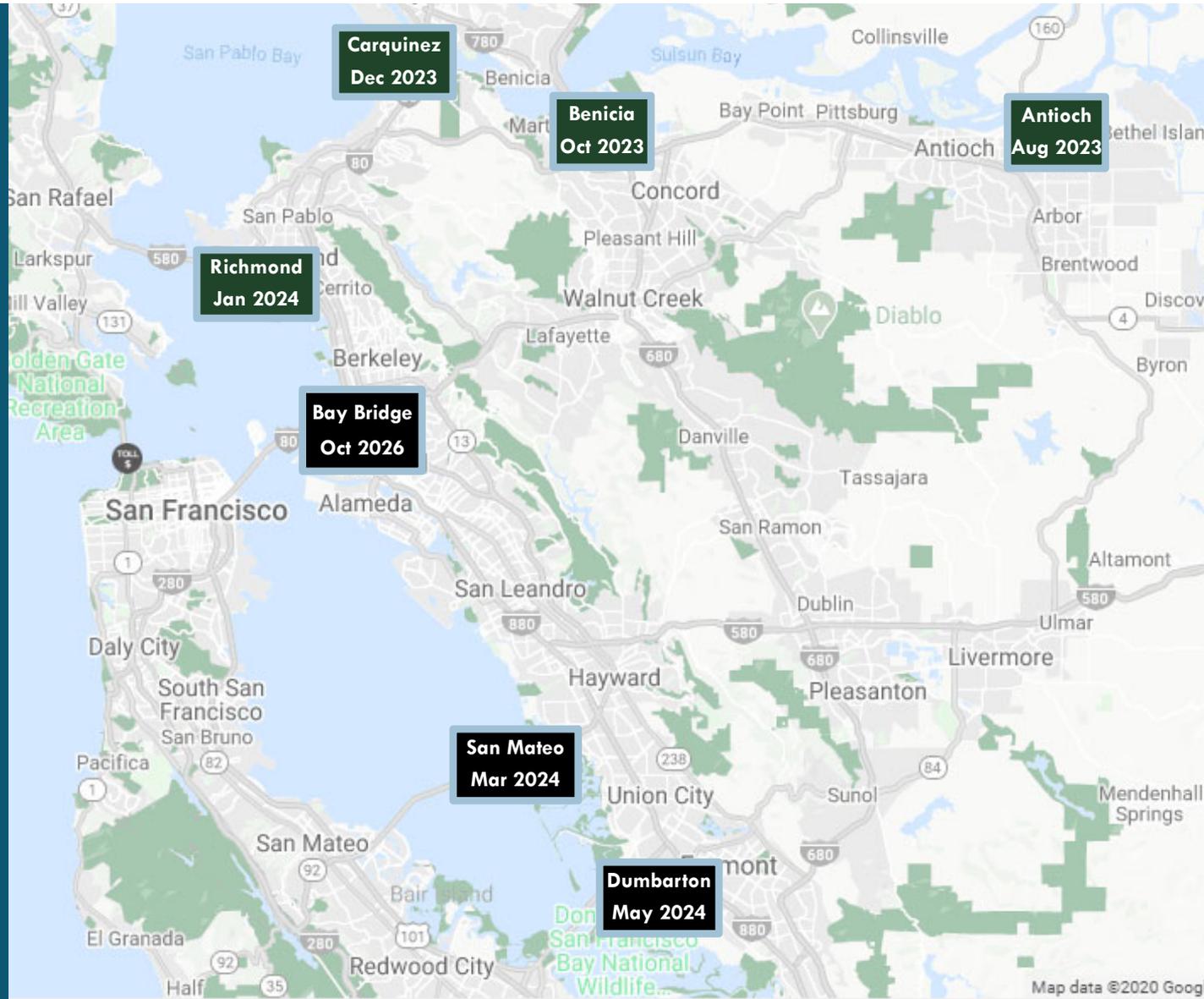
BAY BRIDGE ORT – DRIVER'S PERSPECTIVE



OPEN ROAD TOLLING

PROPOSED CONVERSION SCHEDULE

- Northern Bridges 2023
- Southern Bridges 2024
- Bay Bridge 2026



OPEN ROAD TOLLING BUDGET

| PHASES | TOTAL ESTIMATED COST |
|---|----------------------|
| Cashless Tolling to All Electronic Tolling Conversion | \$4.9M |
| Phase 1 – Environmental, Civil & Toll System Design | \$17.1M |
| Phase 2 – Complete Installation/Go Live | \$55.0M |
| TOTAL | \$77.0M |



QUESTIONS?

