

**Attachment D – Responses to Commissioner Feedback from  
November 20, 2024 Public Hearing**

<b>Comment</b>	<b>Response</b>
Suggestion to include differential in the first year of the toll increase and pair with outreach campaign, working with auto dealerships, and additional retail locations.	Introducing the differential in the second year allows time needed to lower potential barriers and increase accessibility of FasTrak and thereby increase FasTrak adoption, especially in communities with lower rates of FasTrak usage. Staff will report progress on a regular basis to this Committee starting in early 2025.
What is the additional cost of processing invoice tolls?	Tolls paid by FasTrak have the lowest collection cost. Invoiced tolls require additional costs to collect due to the need to identify the registered owner, mail the invoice, followed by mailing two violation notices as needed, escalation to DMV for registration hold or to collections, and supporting customer contacts.
BATA should consider allowing electric vehicles access to the carpool lanes but not the toll discount.	Under the proposed HOV policy changes, electric vehicles would continue to receive the toll discount, as provided under state law.
Suggestion to consider a frequent user discount.	As provided in state law, BATA currently provides a discount on the RM 3 portion of the toll for drivers crossing multiple bridges during commute hours on the same day. This discount is intended to lessen the impact for heavy users that cross more than one bridge during commute times. Drivers receive a discount on the second bridge crossing. The current discount of \$1 will increase to \$1.50 on January 1, 2025 as part of the final RM 3 toll increase. BATA is not authorized to offer other frequent user discounts.  In addition, a frequent user discount or toll cap could encourage more driving and work against Plan Bay Area goals to reduce vehicle miles traveled.
Provide an outline of the projects that are covered by Regional Measure 3 tolls.	Projects funded with RM 3 funds are detailed in the Regional Measure 3 Annual Report to Legislature. These documents can be found at <a href="https://mtc.ca.gov/funding/regional-funding/regional-measure-3">https://mtc.ca.gov/funding/regional-funding/regional-measure-3</a> .
How do we encourage more informal carpooling	MTC has a long history of supporting carpooling, including informal carpooling. However, such carpools have not rebounded since the pandemic and there is no indication that demand is re-emerging at this time. MTC will continue to monitor trends and opportunities to support carpooling, including informal carpooling.
Request for a summary of public comments and for detail on bridge operations and maintenance costs, the schedule for open road tolling, bridge replacement	A summary of public comments is included in this memo.  Bridge operations and maintenance costs are detailed in the BATA Operating and Capital Budgets FY2024-2025.  BATA will implement Open Road Tolling at each bridge starting with the interim system at the Richmond San Rafael bridge in 2026 and concluding with the San Francisco Bay Bridge in 2028.

Comment	Response
costs, and the plan for increasing access to FasTrak.	<p>Staff presented an approach to increase access to FasTrak at the October BATA meeting (see Figure A below) and will report progress on FasTrak penetration on a regular basis to this Committee starting in early 2025.</p> <p>Staff will return in the first half of 2025 with additional details on these topics as part of items related to the updated Capital Improvement Plan, Asset Management Plan and open road tolling toll system integrator award.</p>
BATA should prioritize equity from the outset of any initiative, considering the impact on low-income regular users.	Staff understands the importance of considering the impact on low-income regular users and will continue to work with this Committee to prioritize equity and ensure our policies support all toll payers and are consistent with the Equity Platform adopted by MTC in 2023.
Promoting FasTrak is essential for the toll differential. Request for information on whether we are working with Walmart to promote FasTrak.	Walmart is currently part of the cash payment network. Costco and select Walgreens locations currently operate as FasTrak tag retailers. Tags are also available at the walk in center at 375 Beale Street, San Francisco, and through the bayareafastrak.gov website. Introducing the differential in the second year allows additional time to increase FasTrak penetration rates by lowering potential barriers and increasing accessibility, including working with retailers to carry FasTrak and increase visibility in stores. Staff will report progress on a regular basis to this Committee starting in early 2025.

Figure A: Plan Presented at October 23, 2024 BATA Meeting Increase FasTrak Accessibility

## FasTrak: More accessible and attractive

<p>By <b>February 1 2025</b></p>	<p>By <b>July 1 2025</b></p>	<p>By <b>January 1 2026</b></p>
<ul style="list-style-type: none"> <li>• Consider and <b>implement FasTrak business rule changes</b> (continuing)</li> <li>• <b>Pursue enhanced community outreach and partnering with county agencies</b> to encourage <b>tag adoption</b> (continuing)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Seek more retail locations</b> (continuing)</li> <li>• Explore improved <b>cash payment options</b></li> <li>• <b>Pursue community outreach and partnering with community based organizations</b> for <b>tag distribution</b> (continuing)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Explore incentive programs</b></li> <li>• Consider more <b>payment options</b></li> <li>• <b>Assess potential partnerships</b> with DMV or other state agencies</li> <li>• <b>Modify business rules</b> and technical design that limits participation</li> </ul>

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BAY AREA TOLL AUTHORITY

