

# Update on Low Income Payment Plan and FasTrak<sup>®</sup> Policy Changes

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May 10, 2023



# Payment Plan

# Low-Income Payment Plan Meets or Exceeds AB2594 (Ting) Requirements

## As presented in October 2022

- Open to: low-income (up to 200 percent of the federal poverty guidelines)
- Minimum owed: \$100 in tolls, penalties, and DMV fees combined.
- Maximum owed: None.
- Minimum first payment amount: 50% of tolls owed or \$100, whichever is lower.
- Maximum number of plans: No concurrent plans; up to two plans in a four-year period.
- All agencies to participate in payment plan

Household Size	Household income up to
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120

\*Add \$10,280 for each additional household member over eight.

# Proposed One-time Waiver for State-owned Bridges

- One-time only waiver of violation penalties
- To obtain waiver:
  - Must contact the FasTrak<sup>®</sup> customer service center
  - Pay all tolls and DMV fees owed or, if eligible, enter into payment plan and make first payment
- DMV registration holds will be released
- Provide information on how to pay tolls and encourage opening a FasTrak<sup>®</sup> account
- Available July 1, 2023 through September 30, 2024

# Backlog of Violations Pending Action

- From January 2021 through January 2023, more than **1.3 million** vehicles have approximately **15 million** outstanding violations not yet released to DMV for a vehicle registration hold or to collections.
- This represents **more than \$110 million** in outstanding tolls.
- BATA will begin releasing unpaid violations to DMV and collections starting September 1, 2023.

# Comprehensive Communications Campaign

## Message:

Drivers with overdue unpaid tolls will not be able to renew their vehicle registration until all outstanding balances are paid. Act now to avoid a hold on your vehicle registration.

Payment assistance is available. Visit [BayAreaFasTrak.org](http://BayAreaFasTrak.org) or call the FasTrak Customer Service Center at 877-BAY-TOLL.



# Comprehensive Communications Campaign

Campaign will target region and Equity Priority Communities and will include:

- **Advertising** via billboards, broadcast TV and radio, website and mobile ads, online video, social and free media, sports and other events ads, direct mail, grocery cart ads, DMV ads, and local print ads targeting multicultural audiences.
- **Outreach** to libraries, flea markets, similar programs (e.g., CalFresh), churches, community centers and other community-based organizations.

# High Level Schedule

PROJECT	2023									2024	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Develop payment plan	█										
Prepare for operations	█										
Deploy payment plan											
Campaign				★	█						
Send unpaid violations to DMV/ collections							→				



# Payment Plan Evaluation

# Payment Plan Evaluation

- Identify key metrics and changes over time
- Use available and consistent data
- Reporting Periods:
  - Enrollment period statistics (3+ months)
  - Program statistics (12+ months)


# Evaluation Metrics

- Program Statistics
  - Number of applicants and qualifying participants
  - Payment plan compliance, completion, and default rates
  - Starting balance
  - Monthly payment amounts
  - Length of plans
  - Payment media and payment channel data
  - Demographics
- Related Key Indicators
  - Increase FasTrak accounts created
  - Decrease in volume of DMV registration holds

# Today's Committee Action

# Refer BATA Resolution 52, Revised to Authority for approval

1. Adopt payment plan rules for low-income individuals
2. Revise violation policies for BATA one-time waiver of penalties
3. Update violation penalties adopted by express lanes operators for transactions occurring on or after October 3, 2022



# BayAreaTollAuthority

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