I-580 Express Lanes Customer Service Agreement Update

A Presentation for the I-580 Express Lane Policy Committee
May 11, 2015

I-580 Express Lanes Corridor

Turn Eastbound Express Lanes
Lanes merge at maximum
No passing from non-express lane

Take exit 80 to the Sunol Rd. Roundabout, through Sunol Rd. Bridge.

One Way Northbound Express Lane
Lane merge at roundabout
No passing from non-express lane

Please note: For access to I-580 at Sunol Rd, all express lanes have barrier

I-580 Express Lane PC Meeting | May 2015
Toll Collection Involves

- All Electronic Toll (AET) collection via
  - FasTrak®
  - FasTrak® flex

- Customer Services for
  - Distributing toll tags and collecting tolls
  - Maintaining customer accounts
  - Processing violation notices and collecting penalties
  - Responding to customer calls/inquiries

BATA’s Regional Customer Service Center

- Bay Area Toll Authority (BATA) is set up to
  - Distribute FasTrak®/FasTrak® flex toll tags
  - Maintain accounts
  - Collect tolls
  - Process violation penalties
  - Provide related customer services

- Section 149.5 of Streets and Highway Code requires an Agreement for electronic toll collection
Negotiating with BATA to provide the following services:

- Initial set-up
- Facilitate at events to open / register customer accounts
- Issue toll tags / respond to customers regarding new toll accounts
- Maintain express lane accounts / accounting
- Collect tolls, incl. image-based
- Process toll evasion violation notices and collect penalties
  - Mail 1st notice, respond to customer inquiries
  - Issue 2nd notice (delinquent notice), (when applicable)
  - Provide impartial administrative review of notice
  - Place hold on DMV records (when applicable)
  - Prepare packages for court proceedings (when applicable)

Status of negotiation:

- Nearing completion
- Start-up costs involve
  - System (hardware, software and testing)
  - Equipment/office set up
  - Staff training
  - Customer service representatives (option to ramp-up or down)
- Transaction costs
  - Unit cost similar to Toll Bridge operation costs
  - Customer service representatives (option to ramp-up or down)
- Operation and Maintenance of System
## I-580 Express Lanes | Upcoming Discussion Topics

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## Questions & Answers
I-580 Express Lanes | FasTrak Flex®

July 1, 2015  
FasTrak Flex® available to the public

I-580 Express Lanes | Violation Enforcement

1. **Review image-based trips** to find matching FasTrak® account

2. **Process toll evasion violation notices**
   - Mail 1st notice
   - Respond to customer inquiries about the notices
   - Issue 2nd notice (delinquent notice)
   - Provide impartial administrative review of notice
   - Place hold on DMV records
   - Prepare packages for court proceedings