

I-580 Express Lanes Customer Service Agreement Update



TOLL-PAYING
VEHICLES


◇

TRANSIT

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



ALAMEDA
County Transportation
Commission

I-580 Express Lanes Corridor |



Two Eastbound Express Lanes

Lanes begin at **Hacienda**

No entry/exit from eastbound express lanes from Hacienda to Golden Eel Churn.

Please note: For access to Santa Rita Road, do not enter express lanes.

One Westbound Express Lane

Lane begins at **Greenville**

No entry/exit from westbound express lane from Hacienda to end.

Please note: For access to I-680 or Dougherty, exit express lane before Hacienda.

I-580 Express Lane PC Meeting | May 2015



2

I-580 Express Lanes | Regional Customer Services Agreement

Toll Collection Involves

- All Electronic Toll (AET) collection via
 - FasTrak® or
 - *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

I-580 Express Lanes | Regional Customer Services Agreement

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

I-580 Express Lanes | Regional Customer Services Agreement

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)

I-580 Express Lanes | Regional Customer Services Agreement

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

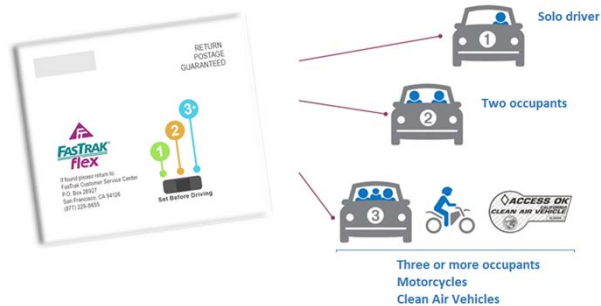
<i>Meeting Date</i>	<i>Discussion Topics</i>
June 2015	Regional Customer Service Agreement (A) (with BATA)
June 2015	Toll Ordinance (A) (First Reading)
July 2015	Toll Ordinance (A) (Second Reading)

Questions & Answers



I-580 Express Lanes | FasTrak Flex®

FasTrak® Flex Toll Tags



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



NO

Plate Match

