

I-580 Express Lanes Alameda CTC-BATA Regional Customer Services Agreement

The map shows the I-580 Express Lanes route from Dublin to Livermore. Key locations include Dublin, Pleasanton, and Livermore. Major roads shown include I-680, I-580, SR 84, and SR 88. Toll collection points are marked with green diamonds. A transit lane is indicated by a white diamond on a blue background. A purple box labeled 'TOLL-PAYING VEHICLES' with the FasTrak logo is shown above the transit lane. A green box labeled 'TRANSIT' is shown below the transit lane. An orange box is shown at the bottom right.

A Presentation for the
I-580 Express Lane Policy Committee
June 8, 2015

ALAMEDA
County Transportation
Commission

I-580 Express Lanes |

Regional Customer Services Agreement

Toll Collection Operation 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

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BATA's Regional Customer Service Center (CSC)

- 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

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Negotiated with BATA for the following services:

A. Start-up operations

- General CSC system modification & interface testing
- Three-month CSC staffing
- Issue new toll tags / tag swap
- CSC staff training
- New CSC equipment procurement
- Additional CSC staffing during ramp up

B. CSC Staff at outreach events

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Regional Customer Services Agreement

Negotiated services continued:

- C. Toll/penalty collection**
- D. Credit card/ banking fee processing**
- E. BATA direct staff services**
- F. System maintenance services**

I-580 Express Lane PC Meeting | June 2015
5

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Regional Customer Services Agreement

Estimated I-580 Express Lane Costs:

	FY 15-16 ⁽¹⁾	FY 16-17	FY 17-18	FY 18-19	FY 19-20 ⁽²⁾	TOTAL (by Task)
A.	\$792,600	\$0	\$0	\$0	\$0	\$792,600
B.	\$15,000	\$0	\$0	\$0	\$0	\$15,000
C.	\$294,400	\$358,200	\$363,700	\$363,700	\$147,700	\$1,527,700
D.	\$51,200	\$69,100	\$69,100	\$69,100	\$28,800	\$287,300
E.	\$44,000	\$66,000	\$66,000	\$66,000	\$27,500	\$269,500
F.	\$63,800	\$38,000	\$30,200	\$30,200	\$10,100	\$172,300
TOTAL By FY	\$1,261,000	\$531,300	\$529,000	\$529,000	\$214,100	\$3,064,400

(1) From November '15 – June '16
 (2) From July '19 – November '19

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6

Questions & Answers

