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
I-580 Express Lanes | Regional Customer Services Agreement

**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

**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**
### I-580 Express Lanes | 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

<table>
<thead>
<tr>
<th>Estimated I-580 Express Lane Costs:</th>
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<tr>
<td>FY 15-16 (1)</td>
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<td><strong>A.</strong></td>
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<td><strong>TOTAL by FY</strong></td>
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(1) From November ’15 – June ’16
(2) From July ’19 – November ’19
Questions & Answers