



Alameda CTC I-580 Express Lane Business Rules

August 29, 2017

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| 1 | Customers must equip their vehicle with a properly mounted FasTrak® or FasTrak Flex toll tag prior to travelling in the Express Lanes. |
| 2 | Drivers who incur a toll and do not have a registered account eligible for posting the Trip Transaction at the time of travel may be issued a Violation Notice. |
| 3 | Vehicles with obstructed, improperly mounted, illegible, or missing plates are required to carry a valid toll tag to use the Express Lanes. Vehicles with obstructed, improperly mounted, or illegible license plates that do not carry toll tags are eligible for citation by the CHP. |
| 4 | Vehicles with paper dealer plates are required to carry a valid toll tag to use the Express Lanes. Vehicles that do not have a toll tag and are without registered license plates are subject to |
| 5 | Customers driving rental cars associated with plate-based FasTrak accounts may use the Express Lanes. Trip Transactions will post to the rental car account. It is the responsibility of the customer to check with the rental agency and to make sure they are opted in to use the rental toll payment |
| 6 | Each Violation Notice will include a \$25.00 penalty for each Trip Transaction, in addition to the assigned toll. |
| 7 | Violation Notices are sent to the registered owner's name and address on file with the California Department of Motor Vehicles (or other US state with an agreement in place). |
| 8 | A DMV registration hold may be placed on a California license plate with Violation Notices unpaid beyond the delinquent notice due date. The registered owner of the vehicle will be required to pay all outstanding tolls, penalties, and fees in order to renew their vehicle registration. A collection agency may also be used for delinquent violation notices. |
| 9 | All vehicles traveling in the Express Lanes without toll tags will be charged the SOV toll (and violation penalties if applicable). |
| 10 | Vehicles equipped with standard (legacy) toll tags will be tolled at the SOV toll rate regardless of occupancy. |
| 11 | FasTrak Flex toll tag Trips with different switch settings within a single Trip will be assigned the lowest occupancy of all reads. If a Trip includes at least one SOV read, the Trip is marked as SOV |
| 12 | It is the customer's responsibility to ensure only one toll tag is mounted inside the vehicle and other toll tags (interior or exterior) are either removed shielded in Mylar bags to avoid duplicate charges. Vehicles with multiple toll tags may be incorrectly charged for their Trips (double-charged or sent Violation Notices for lost/stolen toll tags). |
| 13 | Customers are locked-in to pay the lesser of the toll rate currently displayed on the DMS that is directly prior to the customer's first read point or the toll rate previously determined for that DMS within the toll rate safeguard time parameter. The toll rate safeguard provides a defined interval within which the customer has ample opportunity to view the toll rate on the DMS |
| 14 | The locked-in toll rate will apply from entry into the Express Lane and include travel through each successive toll zone for that Trip. |
| 15 | The locked-in toll rates will not change if the price goes up or down while the customer is still driving in the Express Lane. |

16	If a customer exits the Express Lane and decides to get back in after the allowable travel time passes (currently 10 minutes), two separate trips are constructed and the guaranteed price from the initial entry is considered expired.
17	The high occupancy (HOV) requirement for the I-580 EL is currently two or more passengers (HOV 2+) in each permitted vehicle.
18	To be eligible for HOV toll discounts, HOV customers must have a properly mounted FasTrak Flex toll tag set to the corresponding occupancy of the vehicle.
19	All motorcycles are required to be equipped with a toll tag to avoid receiving a Violation Notice. To receive the HOV toll discount, motorcycles are required to be equipped with a properly mounted FasTrak Flex toll tag set to HOV 3+.
20	Public and private buses are permitted to use the Express Lanes toll free provided they are equipped with a properly mounted FasTrak Flex toll tag set to HOV 3+.
21	Vanpools (registered through Rideshare) that are not equipped with a non-revenue toll tag must carry properly mounted FasTrak Flex toll tags and meet occupancy requirements to receive HOV
22	Eligible vehicles displaying a valid white or green DMV-issued Clean Air Vehicle (CAV) decal and carry a FasTrak Flex toll tag set to the HOV2 or HOV 3+ position may use the Express Lanes and receive a toll discount.
23	Customers in rental cars are not eligible for HOV-tolled travel on the Express Lanes unless the rental car is equipped with a FasTrak Flex toll tag or the customer is traveling with a personal
24	Any vehicle with a FasTrak Flex toll tag set to a position indicating HOV status but that does not have enough occupants to meet the HOV eligibility requirement may be subject to citation by
25	When "HOV Only" is displayed on a dynamic message sign it means that solo drivers shall not enter the Express Lane unless they are a motorcycle or clean air vehicles allowed in the HOV lane, as "HOV Eligible Vehicles" per current State laws.
26	When the Express Lane is set to HOV Only operations, vehicles entering the Express Lanes but not meeting the occupancy requirement, may be charged \$30.00 for illegal use of the Express Lanes plus applicable penalty/fees if traveling without a valid FasTrak account. Furthermore, if detected by CHP they might also be assessed an HOV violation.
27	When the Express Lane is in HOV Only mode vehicles already in the Express Lanes that do not meet the occupancy requirement will be charged the locked-in rate for that trip.
28	During all other non-tolling hours the Express Lanes are available for all vehicles to use toll-free as general purpose lanes and without any occupancy restrictions.