



ALAMEDA COUNTY TRANSPORTATION COMMISSION

Approval of Amendment No. 5 to Cooperative Agreement with the Bay Area Toll Authority for Regional Customer Service Center Services for the I-680 Sunol Express Lanes

Programs and Projects Committee
 Liz Rutman, Director of Express Lanes Implementation and Operations
 October 12, 2020

I-680 Sunol Express Lanes

- Southbound
 - Opened in 2010 as limited-access express lane
 - Being converted to open access from SR 84 to SR 262
- Northbound
 - Auto Mall Parkway to SR 84
 - New Lane



Programs and Projects Committee

I-680 Sunol Express Lanes Toll Collections

- All Electronic Toll (AET) via
 - FasTrak®
 - FasTrak Flex®
 - License Plates
- Customer Services Needed for
 - Distributing transponders
 - Maintaining customer accounts
 - Processing violation notices
 - Collecting toll and violation monies and remitting to Sunol JPA
 - Responding to customer calls/inquiries



**ALL EXPRESS LANE USERS
MUST HAVE FASTRAK**



BATA Customer Service Center (CSC)

- Section 149.5 of Streets and Highway Code requires an Agreement with BATA for electronic toll collection
- BATA CSC services include:
 - Distribution of FasTrak®/FasTrak Flex® transponders
 - FasTrak account maintenance
 - Issuing violation notices for users without FasTrak accounts
 - Toll collections services
 - Customer services for inquiries/disputes
 - Revenue Reconciliation / Settlement



I-680 EL Toll Collections Costs

1. Start-up Costs
 - System Integration for new northbound and southbound express lane configurations
 - Registration of new FasTrak customers in advance of opening

2. On-going Collection Costs, including:
 - Transaction processing fees
 - System maintenance fees
 - Accounting specialist fees



NEW I-680 EL Start-up Costs

Agreement Item	Costs
Design, Development, and Testing of the CSC system modifications needed to implement the Project	Fixed Fee \$361,972
Violation notice template development and testing	Actual costs (estimated \$3,900)
Ramp-up staff costs for the 2 months prior to opening and 1 month after opening	Actual costs (estimated at \$300,000)
Training CSC staff about the new express lane	Actual costs (estimated \$5,375)
CSC equipment to install additional CSC phone lines and computers	Actual costs (estimated \$69,783)
Contingency (10%, due to cost estimations)	\$71,103 (estimated)
TOTAL	\$815,133 (estimated)



MODIFIED I-680 EL Revenue Collection Costs

Agreement Item	Current Terms	Proposed Revised Terms
Transaction Processing Costs:		
<i>Transponder-Based Transactions</i>	<i>\$0.161 each</i>	<i>\$0.166 each</i>
<i>License Plate Image-Based Transactions</i>	<i>N/A</i>	<i>\$0.166 each</i>
<i>Violation Notice Costs</i>	<i>N/A</i>	<i>\$0.906 each</i>
BATA Direct Costs	\$4,800 per month	\$5,670 per month



Other Costs

- These costs are shared among all express lane facilities based on the proportionate share of transactions:
 - Clean Air Vehicle Program for special FasTrak toll tags
 - BATA CSC Operations and Maintenance related to Express Lanes
 - BATA CSC Accounting Specialist for Express Lanes
 - Credit Card and Banking Fees
- Costs are evaluated on an annual basis based on the BATA CSC consultant contract pricing
- **Modification to terms:** Executive Director of the JPA shall have the authority to approve changes in these costs



Fiscal Impact

- Encumber \$815,133 in previously allocated Measure B funds
- Expenditure of I-680 Toll Revenue funds already approved for FY 2019-2020 in the current Sunol JPA operating budget
- Encumber future I-680 Toll Revenue funds for subsequent expenditure, subject of the approval of the FY 2020-21 and FY 2021-22 Sunol JPA operating budgets.



Staff Recommendation

Approve the Sunol JPA to execute Amendment No. 5 to Cooperative Agreement I-680-BATA-JPA with the Bay Area Toll Authority for Customer Service Center Services for the I-680 Express Lanes.



Questions?

