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

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
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

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
# NEW I-680 EL Implementation Costs

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

# MODIFIED I-680 EL Revenue Collection Costs

<table>
<thead>
<tr>
<th>Agreement Item</th>
<th>Current Terms</th>
<th>Proposed Revised Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Processing Costs:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transponder-Based Transactions</td>
<td>$0.161 each</td>
<td>$0.166 each</td>
</tr>
<tr>
<td>License Plate Image-Based Transactions</td>
<td>N/A</td>
<td>$0.166 each</td>
</tr>
<tr>
<td>Violation Notice Costs</td>
<td>N/A</td>
<td>$0.906 each</td>
</tr>
<tr>
<td>BATA Direct Costs</td>
<td>$4,800 per month</td>
<td>$5,670 per month</td>
</tr>
</tbody>
</table>
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 execution of 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?

For more information, visit www.AlamedaCTC.org