

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA

ABSTRACT

BATA Resolution No. 52, Revised

This resolution adopts the FasTrak® Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area.

Attachment A to this Resolution was revised on July 26, 2006 to revise the policies for toll tag deposit and prepaid toll balances for the FasTrak® program, effective October 1, 2006.

Further discussion of this resolution is contained in the Executive Director's memorandum dated July 7, 2004 and July 5, 2006.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight

Re: Adoption of the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area

BAY AREA TOLL AUTHORITY
RESOLUTION No. 52

WHEREAS, Streets and Highways Code Sections 30950 *et seq.* created the Bay Area Toll Authority (“BATA”); and

WHEREAS, Streets and Highways Code §§ 30950 *et seq.* transfers to BATA certain duties and responsibilities of the California Transportation Commission (“CTC”) and California Department of Transportation (“Caltrans”) for the toll bridges owned and operated by Caltrans in the San Francisco Bay Area; and

WHEREAS, in accordance with Streets and Highways Code § 30950.2, BATA is responsible for programming, administering, and allocating all toll revenues, except revenues from the seismic retrofit surcharge, from state-owned toll bridges within the jurisdiction of the Metropolitan Transportation Commission; and

WHEREAS, Bay Area bridges are defined in Streets and Highways Code § 30910 to include the Antioch, Benicia-Martinez, Carquinez, Richmond-San Rafael, San Francisco-Oakland, San Mateo-Hayward, and Dumbarton Bridges, and

WHEREAS, the California Department of Transportation (Caltrans) implemented electronic toll collection on all Bay Area state-owned toll bridges on December 31, 2000, and

WHEREAS, pursuant to the BATA-Caltrans Cooperative Agreement dated July 1, 2004, Caltrans delegated to BATA certain responsibilities related to the administration of the electronic toll collection program, and

WHEREAS, BATA and the Golden Gate Bridge Highway and Transportation District entered into a Cooperative Agreement on August 26, 2003 to consolidate FasTrak™ Service Center operations, and

WHEREAS, the consolidated Regional Customer Service Center requires a common set of operating policies, now, therefore, be it

RESOLVED, that BATA hereby adopts the FasTrak™ Regional Customer Service Center Policies, effective May 30, 2005, as set forth in Attachment A to this Resolution, and incorporated herein as though set forth at length.

BAY AREA TOLL AUTHORITY

A handwritten signature in black ink, appearing to read "Steve Kinsey", written over a horizontal line. The signature is stylized and somewhat cursive.

Steve Kinsey

The above resolution was first entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in Oakland, California, on July 28, 2004.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA

Attachment A
Resolution No. 52
Page 1 of 3

**FasTrak® Regional Customer Service Center Policies,
effective October 1, 2006
on the
San Francisco Bay Area State-Owned Toll Bridges**

July 2006

Attachment A



Regional Customer Service Center Policies

effective October 1, 2006

	Policy	Regional CSC effective October 1, 2006
1.	General	
2.	Terms & Conditions	New Regional CSC license agreement
3.	Privacy Policy	New Regional CSC privacy policy
4.	Account types	
5.	Prepaid Accounts	- Private, Business, Non-revenue, Anonymous
6.	Commercial Post Paid Accounts	Yes
7.	Account policies	
8.	Prepaid Toll Account Opening Balance (Revised)	Credit Card Account - \$25 per tag Cash/check Account- \$50 per tag
9.	Replenishment Amount (Revised)	Private: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 1-month average based on previous 90 days usage Business: Credit card - \$25 per tag min. Cash/check - \$40 per tag min. or 45-day average based on previous 90 days usage
10.	Replenishment Threshold	Credit Card Account - \$15 min. or 2-week average use based on previous 90 days Cash/check Account - \$30 min. or 2-week average use based on previous 90 days
11.	Tag Deposit (Revised)	Credit Card Account - \$20 per tag, waived for first 3 tags Cash/check Account - \$20 per tag
12.	Max number of tags	None
13.	Lost/stolen tags maximum liability	\$0 after notification, No maximum
14.	Low Balances	Credit Card Account - Automatic replenishment Cash/check Account - Send notice requesting replenishment; In-lane display shows low balance message
15.	Account Suspension	Immediate tag suspension when account balance is less than zero
16.	Account Revocation	Negative Balance for 90 days OR No activity for one year

Attachment A



Regional Customer Service Center Policies

effective October 1, 2006

17.	Reciprocity	
18.	Toll Discounts apply to customers of other toll facilities	Yes
19.	Guarantee of tolls to other toll agencies based on Regional CSC tag and plate files	Yes
20.	Account fees	
21.	Additional Statement Fee	<ol style="list-style-type: none"> 1. \$1 for monthly paper statements 2. \$1 statement regeneration 3. \$7 for disk (business and commercial accounts only)
22.	Bad Check Fee	\$25
23.	Tag Replacement Charges (Revised)	\$20 interior \$20 exterior
24.	Infrequent User Fee	None.
25.	Account Maintenance Fee	None.
26.	Tags Fees/Sales	None.
27.	Violation Policies	
28.	Toll Evasion	<p><u>All Violations</u></p> <p>1st Notice Toll + \$25 penalty</p> <p>2nd Notice Toll + \$70 penalty</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. If the violation is determined to be the fault of the toll agency. 2. For 1st time offense, a non-customer can open a FasTrak account and the \$25 penalty will be waived. 3. For FasTrak account holders in good standing, toll-only will be posted to the account balance. If the account balance is less than the amount of the toll, the account balance must be brought to the opening balance amount prior to posting the violation toll amount. <p>Processing fee of \$3 for DMV registration holds, when applicable.</p>