

**San Mateo County Express Lanes Joint Powers Authority
(SMCEL-JPA)
Board of Directors Meeting Notice**

Meeting No. 19

DATE: Friday, January 15, 2021

TIME: 9:00 A.M.

Join by Zoom:

<https://us02web.zoom.us/j/84758302725?pwd=UzlwNFhKd3E2dDJJanZQR0FPNDYvZz09>

Meeting ID: 847 5830 2725

Password: 944756

Join by Phone:

(669) 900-6833

Meeting ID: 847 5830 2725

Board of Directors: Don Horsley (Chair), Diane Papan (Vice Chair), Alicia Aguirre, Emily Beach, Maryann Moise Derwin, and Rico Medina

On March 17, 2020, the Governor issued Executive Order N-29-20 suspending certain provisions of the Ralph M. Brown Act in order to allow for local legislative bodies to conduct their meetings telephonically or by other electronic means. Thus, pursuant to Executive Order N-29-20, local and statewide health orders, and the CDC's social distancing guidelines, which discourage large public gatherings, SMCEL-JPA meetings will be conducted via remote conferencing only (no physical location). Members of the public may observe or participate in the meeting remotely via one of the options above.

Persons who wish to address the SMCEL-JPA Board on an item to be considered at this meeting, or on items not on this agenda, are asked to submit written comments to mguilles@smcgov.org. Spoken public comments will also be accepted during the meeting through Zoom. Please see instructions for written and spoken public comments at the end of this agenda.

- 1.0 CALL TO ORDER/ ROLL CALL
- 2.0 BRIEF OVERVIEW OF TELECONFERENCE MEETING PROCEDURES
- 3.0 PUBLIC COMMENT

Note: Public comment is limited to two minutes per speaker. Public comment permitted on both items on the agenda and items not on the agenda.

4.0 APPROVAL OF CONSENT AGENDA

This item is to set the final consent and regular agenda, and to approve the items listed on the consent agenda. All items on the consent agenda are approved by one action. There will be no separate discussion on these items unless members of the Board, staff or public request specific items to be removed for separate action.

4.1 Approval of the minutes of Board of Directors regular business meeting No. 18 dated December 11, 2020. ACTION p. 1

4.2 Accept the Sources and Uses of Funds for the FY21 Period Ending November 30, 2020. ACTION p. 6

5.0 REGULAR AGENDA

5.1 Receive a presentation on MTC's means-based toll program pilot and information on adopted BATA/Fastrak policies the SMCEL-JPA will need to consider. INFORMATION p. 8

6.0 REPORTS

- a) Chairperson Report.
- b) Member Communication.
- c) Executive Council Report - Executive Council Verbal Report.
- d) Policy/Program Manager Report.

7.0 WRITTEN COMMUNICATIONS

None.

8.0 NEXT REGULAR MEETING

February 12, 2021

9.0 ADJOURNMENT

PUBLIC NOTICING: All notices of San Mateo County Express Lanes Joint Powers Authority Regular Board meetings, standing committee meetings, and special meetings will be posted at the San Mateo County Transit District Office, 1250 San Carlos Ave., San Carlos, CA.

PUBLIC RECORDS: Public records that relate to any item on the open session agenda for a regular Board meeting, standing committee meeting, or special meeting are available for public inspection. Those public records that are distributed less than 72 hours prior to a regular Board meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members, of the Board. The Board has designated the location of 555 County Center, 5th Floor, Redwood City, CA 94063, for the purpose of making public records available for inspection. Please note this location is temporarily closed to the public; please contact Mima Guilles at mguilles@smcgov.org to arrange for inspection of public records.

PUBLIC PARTICIPATION: Please refer to the first page of this agenda for instructions on how to participate in the meeting. Persons with disabilities who require auxiliary aids or services in attending and participating in this meeting should contact Mima Guilles at (650) 599-1406, five working days prior to the meeting date.

Written comments should be emailed in advance of the meeting. Please read the following instructions carefully:

1. Your written comment should be emailed to mguilles@smcgov.org.
2. Your email should include the specific agenda item on which you are commenting or note that your comment concerns an item that is not on the agenda.
3. Members of the public are limited to one comment per agenda item.
4. The length of the emailed comment should be commensurate with the two minutes customarily allowed for verbal comments, which is approximately 250-300 words.
5. If your emailed comment is received at least 2 hours prior to the meeting, it will be provided to the SMCEL-JPA Board members and read aloud by SMCEL-JPA staff during the meeting. We cannot guarantee that emails received less than 2 hours before the meeting will be read during the meeting, but such emails will be included in the administrative record of the meeting.

Spoken comments will be accepted during the meeting through Zoom. Please read the following instructions carefully:

1. The SMCEL-JPA Board meeting may be accessed through Zoom at the online location indicated at the top of this agenda.
2. You may download the Zoom client or connect to the meeting using an internet browser. If using your browser, make sure you are using a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer.
3. You will be asked to enter an email address and name. We request that you identify yourself by your name as this will be visible online and will be used to notify you that it is your turn to speak.
4. When the SMCEL-JPA Clerk or Chair call for the item on which you wish to speak, click on “raise hand” and if you joined the meeting by phone, dial *9 to raise your hand. The Clerk will activate and unmute speakers in turn. Speakers will be notified shortly before they are called on to speak.
5. When called, please limit your remarks to the time allotted.

If you have any questions about this agenda, please contact:

Mima Guilles, Secretary - (650) 599-1406

San Mateo County Express Lanes Joint Powers Authority Board of Directors Meeting Minutes

Meeting No. 18
December 11, 2020

In compliance with Governor’s Executive Order N-29-20, and pursuant to the Shelter-in-Place Order issued by the San Mateo County Health Officer, this meeting was conducted via remote conferencing.

Board of Directors: Don Horsley (Chair), Diane Papan (Vice Chair), Alicia Aguirre, Emily Beach, Maryann Moise Derwin, and Rico Medina

1.0 CALL TO ORDER/ ROLL CALL

Chair Horsley called the meeting to order at 9:00 a.m. Roll call was taken.

Members Present:

C/CAG Members:

Diane Papan, Maryann Moise Derwin, Alicia Aguirre

SMCTA Members:

Don Horsley, Rico Medina, Emily Beach

Members Absent:

None.

Staff Present:

Sandy Wong – Executive Council

Jim Hartnett – Executive Council

Mima Guilles – Secretary

Tim Fox – Legal Counsel

Matthew Click – Program/Policy Manager (PPM) for SMCEL JPA, HNTB

Sean Charpentier, Van Ocampo – C/CAG staff supporting SMCEL JPA

April Chan, Derek Hansel, Joe Hurley, Jessica Epstein – SMCTA staff supporting SMCEL JPA

Autumn Bernstein – ARUP

Khalilha Haynes – Estolano Advisors

Other members of staff and the public were in attendance.

2.0 BRIEF OVERVIEW OF TELECONFERENCE MEETING PROCEDURES

Mima Guilles, Clerk of the Board, provided an overview of the teleconference meeting procedures.

3.0 PUBLIC COMMENT

Note: Public comment is limited to two minutes per speaker. Public comment permitted on both items on the agenda and items not on the agenda.

Mima Guilles reported there was no public comment submitted before the meeting. There was no public comment.

4.0 APPROVAL OF CONSENT AGENDA

This item is to set the final consent and regular agenda, and to approve the items listed on the consent agenda. All items on the consent agenda are approved by one action. There will be no separate discussion on these items unless members of the Board, staff or public request specific items to be removed for separate action.

4.1 Approval of the minutes of Board of Directors regular business meeting No. 17 dated November 13, 2020. APPROVED

4.2 Accept the Sources and Uses of Funds for the FY21 Period Ending October 31, 2020. APPROVED

4.3 Accept the Annual Financial Report for the Fiscal Year Ended June 30, 2020.

APPROVED

Director Beach commented on item 4.1 to have minutes summarized and not extensive.

Director Medina MOVED approval of consent agenda. Director Beach SECONDED. Roll call was taken. **MOTION CARRIED 6-0-0**

5.0 REGULAR AGENDA

5.1 Review and approval of the 2021 Calendar of SMCEL-JPA Board of Directors Meetings. APPROVED

Director Medina MOVED approval of item 5.1. Director Derwin SECONDED. Roll call was taken. **MOTION CARRIED 6-0-0**

5.2 Receive a presentation on the Equity Study Technical Analysis and the Public Engagement process. INFORMATION

The Board received a presentation from Autumn Bernstein on the Equity Study technical analysis and a presentation from Khalilha Haynes on Phase I of the Equity Study Community Outreach.

Director Beach asked if equity programs would benefit all residents in County?

Autumn Bernstein replied that the Equity Study Guiding Document recommends that equity program benefits like discounted transit passes or tolls be eligible throughout the County, and infrastructure investments are focused in the targeted geographies along the Highway 101 corridor.

Director Medina asked why include female single head of households but not male single heads of households?

Autumn Bernstein replied that female single head of households have a strong correlation with poverty.

Chair Horsley asked who was on the Equity Study Advisory Committee?

Autumn Bernstein replied that the Equity Study Advisory Committee (ESAC) has 20-25 members, including most cities along the Highway 101 corridor, San Mateo County, community-based organizations, SAMCEDA, and representatives from the VTA, SFCTA, and MTC.

Chair Horsley asked how many people were surveyed for the Mobility Action Plan and how many were from San Mateo County? Were the responses representative for the populations we are trying reach?

Autumn Bernstein replied that the Mobility Action Plan study area includes three counties, about 2,700 responses were gathered, and that there was a high number of responses from San Mateo County. There was a robust response in San Mateo County, but there is no perfect data set for this type of analysis.

Director Aguirre noted that she participated in the ESAC and there has been good participation from North Fair Oaks and others at community meetings.

Vice Chair Papan asked if there had been outreach in or survey responses from North Central Neighborhood in San Mateo.

Khalilha Haynes replied that the surveys requested zip codes, but the geographic zip code data have not been summarized yet.

Vice Chair Papan asked if a shuttle connecting public transit to the airport that would solve the last mile problem could be a potential equity study program.

Khalilha Haynes noted that there have been few responses specifically that identified the airport thus far.

Autumn Bernstein replied that the jobs held by the low-income workers are often dispersed and may not be well served by existing transit, but a shuttle service for job centers for low income workers could be an option for the equity program.

Director Beach noted that Commute.org is preparing a strategic plan including equity and shuttles. Also, as shown by the data, many people cannot afford a car and are transit dependent, and that the low-income respondents want access to toll lanes, but are also saying that they want more frequent transit and better bicycle and pedestrian facilities. There is a real need to ensure that our transit is robust enough to serve these people.

Khalilha Haynes noted that one consistent message from Phase I was that there was a desire for continued engagement and involvement.

Chair Horsley asked if workers from outside San Mateo County were included in the equity program.

Autumn Bernstein noted that the Equity Study Guiding Document focuses on San Mateo County residents, for now, but that the MTC is preparing a regional Means Based Toll Pilot.

Director Aguirre noted the importance for planning for feedback once the express lanes are operational; that the next steps might include options for people who were displaced from San Mateo County, but still work in this county; and that shuttle buses are an important element of the transportation system.

Director Beach noted that continued engagement with these communities will be important. The more we can use these toll revenues to reduce greenhouse gas emissions, it will benefit everyone.

Vice Chair Papan noted that a potential portion of the equity program could focus on helping people who are transit dependent and may not own cars.

Matt Click noted that there has been strong support for the approach and methodology technical foundation from the ESAC; next year staff will bring forward equity alternatives, and this is going to be phase 1 of a multi-year approach; and there will be equity among potential beneficiaries (including female and male single headed households) because the main eligibility criteria will be household income.

Director Aguirre noted that some people in more rural coastside communities might still need a car to access critical services and employment.

Chair Horsley noted that there are farmworker populations coastside who struggle with transportation to access educational services.

April Chan noted that Samtrans created the Express Bus study to support the Express Lanes, and the Samtrans has already secured State funding for an express bus route that starts in East Palo Alto and will utilize the express lanes.

6.0 REPORTS

a) Chairperson Report.

None.

b) Member Communication.

None.

c) Executive Council Report - Executive Council Verbal Report.

Jim Harnett thanked everyone for the dedicated service throughout the year. Sandy Wong thanked the Board and noted that next year will be busy because we will be opening the southern segment and staff are working to bring multiple agreements to the Board. Staff are also engaging with the MTC on the MTC Plan Bay Area strategy for all lane tolling and will bring back the item at the appropriate time.

d) Policy/Program Manager Report.

Matt Click noted that staff are compiling a comment log with Director comments to ensure that all Director comments are addressed, and also reported that the agreement with BATA is scheduled for an informational update in February and in April for Board approval; and that staff will bring to the Board for approval on the BAIFA contract on June 2021.

7.0 WRITTEN COMMUNICATIONS

None

8.0 NEXT REGULAR MEETING

January 15, 2021

9.0 ADJOURNMENT – 10:09 a.m.

San Mateo County Express Lanes Joint Powers Authority Agenda Report

Date: January 15, 2021

To: San Mateo County Express Lanes Joint Powers Authority (SMCEL-JPA) Board of Directors

From: Executive Council

Subject: Accept the Sources and Uses of Funds for the FY21 Period Ending November 30, 2020
(For further information, contact Derek Hansel, CFO, at 650-508-6466)

RECOMMENDATION

That the SMCEL-JPA Board accept and enter into the record the Sources and Uses of Funds for the FY21 Period Ending November 30, 2020.

The statement columns have been designed to provide year to date current actuals for the current fiscal year and the annual budget for the current fiscal year.

BACKGROUND

Year to Date Sources of Funds: As of November year-to-date, the Total Sources of Funds are \$190,235, which represent the loan advances for FY21 under the two operating loan agreements between the SMCEL-JPA, the San Mateo County Transportation Authority, and the City/County Association of Governments.

Year to Date Uses of Funds: As of November year-to-date, the Total Uses of Funds are \$434,835. Major expenses are in Staff Support \$195,799 and Consultant \$201,541.

Budget Amendment:

There are no budget amendments for the month of November 2020.

Other Information:

Loan payables represent loan advance payments received since the formation of the SMCEL-JPA from the San Mateo County Transportation Authority and the City/County Association of Governments. Loan advances will be repaid on a monthly basis and no later than five years after the San Mateo County 101 Express Lanes Project begins operations and receives toll revenues.

ATTACHMENT

1. Sources and Uses of Funds Fiscal Year 2021 (November 2020)

SAN MATEO COUNTY EXPRESS LANE JPA
SOURCES AND USES OF FUNDS
Fiscal Year 2021
November 2020

	ACTUAL		BUDGET	
	As of 11/30/2020		Annual	
SOURCES OF FUNDS:				
Advance from the City/County Association of Governments of San Mateo County	\$	75,472	\$	917,244
1 Advance from the San Mateo County Transportation Authority		114,763		1,270,463
2 TOTAL SOURCES OF FUNDS		190,235		2,187,707
USES OF FUNDS:				
3 Staff Support		195,799		814,700
4 Administrative Overhead		22,256		53,415
5 Business Travel		-		3,000
6 Office Supplies		-		3,000
7 Printing and Information Svcs		-		5,000
8 Legal Services		8,349		60,000
9 Consultant		201,541		1,171,432
10 Insurance		-		-
11 Miscellaneous		6,890		77,160
12 TOTAL USES OF FUNDS		434,835		2,187,707
13 EXCESS (DEFICIT)	\$	(244,600)	\$	-
Additional Information:				
Loan payables to the City/County Association of Governments of San Mateo County	\$	523,247		
Loan payables to the San Mateo County Transportation Authority	\$	610,358		

San Mateo County Express Lanes Joint Powers Authority Agenda Report

Date: January 15, 2021

To: San Mateo County Express Lanes Joint Powers Authority (SMCEL-JPA) Board of Directors

From: Matthew Click, Policy and Program Manager (PPM)

Subject: Receive a presentation on MTC's means-based toll program pilot and information on adopted BATA/Fastrak policies the SMCEL-JPA will need to consider.

(For further information please contact Matthew Click at mclick@hntb.com)

RECOMMENDATION

That the SMCEL-JPA Board receive a presentation on MTC's proposed pilot means-based toll program, which is scheduled to begin by late 2021 on I-880, and will last for 18 months. In addition, the Board will receive information on the adopted Bay Area Toll Authority (BATA)/Fastrak policies which the SMCEL-JPA will need to consider for inclusion in the upcoming agreement with BATA.

FISCAL IMPACT

This is an informational item. There is no fiscal impact related to receiving this information.

SOURCE OF FUNDS

NA

BACKGROUND

Staff would like to provide information regarding MTC's proposed pilot means-based toll program, as well as the potential need to have consistency with the regionally adopted BATA/Fastrak policies.

MTC Means Based Program

Currently there is no existing means-based toll (MBT) program operating in the express lanes in the State of California. The MTC is developing a MBT Pilot program on I-880. To date, the MTC has not identified the pilot discount toll rate. MTC is tentatively planning to roll out the program late Fall 2021 and the program will last for 18 months. It is anticipated that the pilot program will complete in 2023. See presentation in Attachment 1 for more information on the MTC MBT Pilot. Staff recommend applying the lessons from the MTC MBT Pilot to the analysis and deliberation of a potential MBT on the San Mateo County Express Lanes. When the MTC has more definition about the MBT Pilot details, staff will work to bring the additional details to the SMCEL-JPA Board of Directors.

Deferring the decision on a MBT until the completion of the MTC MBT Pilot does not preclude options to assist low-income drivers to utilize the express lanes. The consultant team working on the Equity Study is

continuing work on recommendations for SMCEL-JPA Board consideration later this Spring.

Regional BATA/Fastrak Policies

BATA/Fastrak is responsible for the collection of tolls and the enforcement of toll policy. BATA Resolution 52 identifies the payment options and violation penalties. See Attachment 2 for a copy of BATA Resolution 52. Regional consistency with penalties and enforcement is critical to reduce user confusion. In the Bay Area, all express lanes that are operational have incorporated BATA Resolution 52 provisions into their Toll Ordinance, including VTA's Toll Ordinance for Hwy 237. This is relevant for the SMCEL-JPA for several reasons.

First, having consistent penalties and operational standards will provide a more consistent user experience.

Second, the Highway 101 Express Lanes Toll Ordinance, which will be brought to the SMCEL-JPA Board as a draft in March, includes the operational standards and penalties. All other operational express lanes have included consistency with BATA Resolution 52 in their toll ordinances.

Third, the BATA Agreement, which staff are planning to bring to the SMCEL JPA Board later this Spring, will need to have consistency with the regional standards in BATA Resolution 52. If the SMCEL-JPA decides to deviate from the regional standards, it could have cost and schedule implications with the BATA agreement. The cost of the BATA agreement is based on the number of toll transactions, in addition to start-up costs associated with toll system programming and testing. However, if the SMCEL-JPA adopts processes or penalties different from the regional standards in BATA Resolution 52, the cost per transaction or start-up costs might increase.

ATTACHMENTS

1. PowerPoint presentation on MTC's means-based toll program pilot and information on adopted BATA/Fastrak policies the SMCEL-JPA will need to consider.
2. BATA Resolution 52



MTC Means-based Toll Discount Pilot and Regional Consistency with BATA/FasTrak[®] Policies

SMCEL-JPA Board

January 15, 2021

Agenda

1. MTC/BAIFA's Means-Based Toll Discount Pilot
2. BATA/FasTrak[®] Policies



MTC/BAIFA's Means-Based Toll Discount Pilot

San Mateo's Equity Program Update

1. San Mateo has \$1 million in one-time loan funds and \$600,000 in annual ongoing funding to support its initial rollout of the Equity Program .
2. MTC is rolling out its Means-Based Toll Discount pilot on I-880 in late 2021. Initial pilot phase tentatively scheduled to complete in 2023.
 - a) San Mateo should learn from lessons of MTC's Means-Based Toll (MBT) Pilot
 - b) San Mateo should also gather actual operations & revenues data for the entire 22 mile segment to better understand potential MBT impacts on revenue, operations, and repayment of \$100 million SCMTA loan.
3. Opportunity for future additional equity program phases.

Overview of Means-Based Toll Pilot

- The MTC region is looking at equity, and whether there should be consistency in these programs across the express lanes facilities
- Near-term pilot:
 - Leverage tools and rules of Clipper START pilot
 - Engage low-income drivers in pilot design
- Pilot Location(s): Initially I-880 and Potentially expand to I-680 Contra Costa and I-80 Solano
- Eligibility: Adults earning 200% or less of federal poverty level (~\$52,000 for family of four)

Implementation Similar to Clipper START

- Offered through FasTrak[®]
- Duration: est. 18 months
- Centrally administered: Customer service systems and eligibility contractor
- Outreach: Social service agencies, community-based organizations & advertising

Key Takeaways and Staff Recommendation

- **Key Takeaways:**

- MTC/BAIFA has not yet determined a discount rate and will engage communities and stakeholders as part of the Design phase.
- MTC/BAIFA estimates pilot start-up costs of ~\$3 million, mainly for technical systems work to link FasTrak[®].
- Aggressive timeline to launch pilot by Q4, 2021.
- User experience data will be collected during the pilot and analyzed to determine next steps in **2023**.
- MTC Toll ordinance will need to be amended to address discounts.

- **Staff Recommendation:**

- Obtain data and lessons learned from MTC's pilot to inform discussion for SM 101 Express Lanes.



BATA FasTrak[®] Policies

BATA Operations Agreement

- Scope
 - Customer service
 - FasTrak transponders and accounts
 - Payment processing
 - Violations
- BATA supports all regional FasTrak[®] facilities with established policies and practices
- BATA uses a vendor (Conduent) for the systems and operations



FasTrak[®] Regional Customer Service Center (RCSC) Policies

- BATA agreement covers policies under Resolution No. 52.
- Resolution No. 52 outlines the following:
 - Account types
 - Payment Options
 - Policies on opening, funding, and maintaining a customer account
 - Account fees
 - Violation policies including penalty fees
 - Reciprocity to other toll agencies
 - Regional CSC license agreement
 - Privacy policy

Violation Policy

- Violations issued and payments processed by RCSC
- Exceptions to penalties:
 - Violation is the fault of the toll agency
 - First time offense for non-customer, driver can open a FasTrak account the penalty will be waived
- Unpaid violations escalate to collections and DMV registration holds

Penalties for Violations

Toll evasion penalty = \$25 + Toll

Delinquent penalty = \$25 + \$45 (late fee) + Toll

Processing fee of \$4 for DMV registration holds

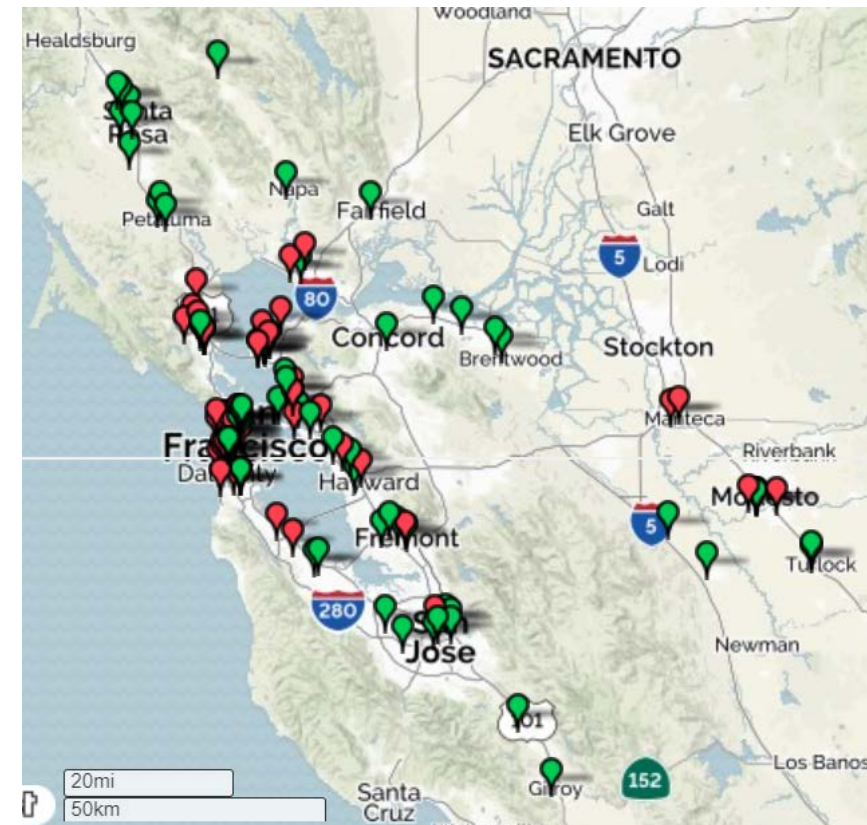
Account Payment Methods & Cash Payment Network

- Customers can pay tolls & penalties using cash, check, or credit/debit



- RCSC has a network of cash payment locations for cash customers -

<https://www.bayareafastrak.org/en/tolls/cashLocationsMap.html>

Cash Payment Locations



LOCATION TYPE

-  PAYXCHANGE AUTHORIZED AGENT
-  TOUCH-N-BUY SELF-SERVE KIOSK

BATA RCSC Agreement Status

- **SMCEL-JPA, BATA, and BAIFA staff have ongoing meetings to:**
 - Determine scope of services and use of Resolution No. 52
 - Develop cost estimates
 - Model agreement with similar O&M agreements, i.e., VTA and MTC
- **Next steps:**
 - Review draft terms and start-up costs
 - Execute FasTrak® License Agreement for use of trademark
 - Draft Privacy Policy
 - Seek Board Approval in the Spring 2021



Questions?

SMCEL-JPA Board

January 15, 2021

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA 10/24/12-BATA
07/27/16-BATA 02/28/18-BATA
09/23/20-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.

Attachment A to this Resolution was revised on October 24, 2012 to amend the policies to add license plate and one-time payment accounts and to delete the commercial post-paid account from the FasTrak[®] program, effective December 8, 2012 or upon commencement of Golden Gate Bridge Highway and Transportation District All Electronic Toll Collection Program.

This resolution was revised on July 27, 2016, to clarify that the FasTrak[®] Regional Customer Service Center Policies are applicable to all facilities served by the FasTrak[®] Regional Customer Service Center. Attachment A to this Resolution was also revised on July 27, 2016 to update the minimum balance for License Plate and One Time Payment Accounts and to make other clarifying changes.

Attachment A to this Resolution was revised on February 28, 2018 to amend the policies to increase the California Department of Motor Vehicles (DMV) Hold fee consistent with DMV fee increases.

Attachment A to this Resolution was revised on September 23, 2020 to amend the policies to authorize post-paid license plate toll invoices for state-owned bridges upon commencement of All Electronic Tolling at state-owned bridges and include information about the cash payment network.

Further discussion of this resolution is contained in the Executive Director's memoranda dated July 7, 2004; July 5, 2006, October 3, 2012, July 6, 2016, February 7, 2018, and September 9, 2020.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/27/16-BATA

Re: Adoption of the FasTrak® Regional Customer Service Center (RCSC) Policies, effective May 30, 2005, for the state-owned toll bridges in the Bay Area, as revised for all facilities served by the RCSC

BAY AREA TOLL AUTHORITY
RESOLUTION No. 52, Revised

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, and

WHEREAS, BATA has contracted and will contract to provide other entities and toll facility operators, including those operating express lanes, with some or all of the services of its consolidated Regional Customer Service Center; now, therefore, be it

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

BAY AREA TOLL AUTHORITY



Dave Cortese, Chair

The above resolution, revising and superseding the resolution approved on July 28, 2004, was entered into by the Bay Area Toll Authority at a regular meeting of the Authority held in San Francisco, California, on July 27, 2016.

Date: July 28, 2004
W.I.: 1252
Referred by: BATA Oversight
Revised: 07/26/06-BATA 10/24/12-BATA
07/27/16-BATA 02/28/18-BATA
09/23/20-BATA

Attachment A
Resolution No. 52
Page 1 of 4

**FasTrak® Regional Customer Service Center (RCSC) Policies,
effective December 8, 2012 on the
San Francisco Bay Area State-Owned Toll Bridges, as revised for all
facilities served by the RCSC**

Attachment A



Regional Customer Service Center Policies
 effective December 8, 2012, as revised on September 23, 2020

	Policy	Regional CSC effective December 8, 2012, as revised on September 23, 2020
1.	General	
2.	Terms & Conditions	Regional CSC license agreement
3.	Privacy Policy	Regional CSC privacy policy
4.	Account types	
5.	Prepaid Accounts	- Private, Business, Non-revenue, Anonymous
6.	Commercial Post Paid Accounts	Deleted
7.	License Plate Account	Yes
8.	One Time Payment	Yes
9.	Account policies	
10.	Prepaid Toll Account Opening Balance	Credit Card Account - \$25 per tag Cash/check Account- \$50 per tag N/A for License Plate Account and One Time Payment
11.	Replenishment Amount	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 N/A for License Plate Account and One Time Payment
12.	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 N/A for License Plate Account and One Time Payment
13.	License Plate Account and One Time Payment Minimum Balance	Credit card – Charged to credit card Cash/check - \$7.25 or current toll rate on GGB for 2 axle vehicle
14.	Tag Deposit	Credit Card Account - \$20 per tag, waived for first 3 tags Cash/check Account - \$20 per tag N/A for License Plate Account and One Time Payment

Attachment A



Regional Customer Service Center Policies
effective December 8, 2012, as revised on September 23, 2020

	Policy	Regional CSC effective December 8, 2012, as revised on September 23, 2020
15.	Max number of tags	None
16.	Lost/stolen tags maximum liability	\$0 after notification, No maximum
17.	Low Balances	Credit Card Account - Automatic replenishment Cash/check Account - Send notice requesting replenishment; In-lane display shows low balance message
18.	Account Suspension	Immediate tag suspension when account balance is less than zero
19.	Account Revocation	Negative Balance for 90 days OR No activity for one year
20.	One Time Payment Account Closure	Limited term – account closed after 30 days Balance not refundable
21.	Reciprocity	
22.	Toll Discounts apply to customers of other toll facilities	Yes
23.	Guarantee of tolls to other toll agencies based on Regional CSC tag and plate files	Yes
24.	Account fees	
25.	Additional Statement Fee	1. \$1 for monthly paper statements 2. \$1 statement regeneration 3. \$7 for disk (business and commercial accounts only)
26.	Bad Check Fee	\$25
27.	Tag Replacement Charges	\$20 interior \$20 exterior
28.	Infrequent User Fee	None.
29.	Account Maintenance Fee	None.
30.	Tags Fees/Sales	None.
31.	Post Paid License Plate Toll Invoices	Golden Gate Bridge and state-owned bridges

Attachment A



Regional Customer Service Center Policies
 effective December 8, 2012, as revised on September 23, 2020

	Policy	Regional CSC effective December 8, 2012, as revised on September 23, 2020
32.	Violation Policies	
33.	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 replenishment threshold amount prior to posting the violation toll amount. <p>Processing fee of \$4 for DMV registration holds or as otherwise set by the DMV, when applicable.</p>
34.	Cash Payment Network	
35.	Electronic Toll Collection Payment Locations	<p>Toll payment can be made at the FasTrak[®] Regional Customer Service Center, by mail and by the internet. For cash customers, toll payments can also be made via a network of cash payment locations. A list of available walk-in centers can be found on the Bay Area FasTrak[®] website, http://www.bayareaFasTrak.org. Convenience fees that may be charged by businesses enrolled in the cash payment network system are the responsibility of the customer. However, BATA, Golden Gate Bridge Highway and Transportation District, and other entities and toll facility operators supported by the FasTrak[®] Regional Customer Service Center will absorb the cost of convenience fees for One-Time Payments, Invoice Payments, and License Plate Account replenishment until further notice.</p>