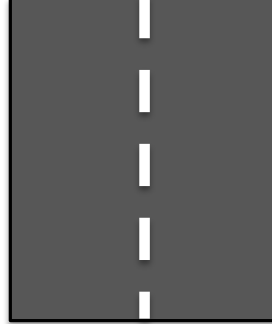
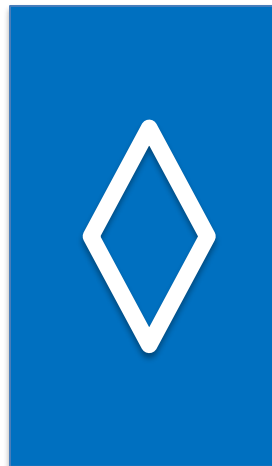


Introducing Continuous Access Express Lanes to the San Francisco Bay Area



TOLL-PAYING
VEHICLES



TRANSIT

A Presentation for the
IBTTA & TRB Joint Symposium on AET & Managed Lanes
July 17, 2017

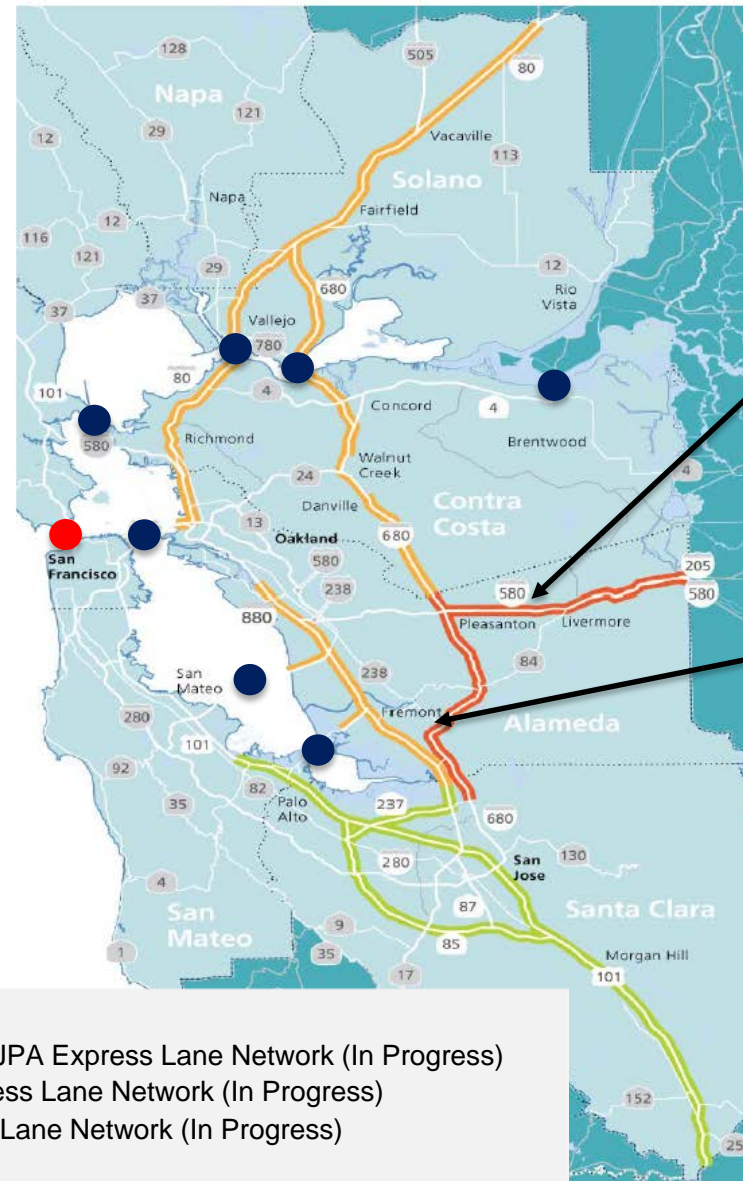


Bay Area Tolling

- 8 Toll Bridges
- 3 Open Express Lanes
 - 6 more by 2020
 - 550 mile planned network
- 5 Operators (> 5 owners)
- 2 Toll Account Managers (BATA, GGB)
- 1 MPO

LEGEND

- Alameda CTC / Sunol JPA Express Lane Network (In Progress)
- Santa Clara VTA Express Lane Network (In Progress)
- Future BAIFA Express Lane Network (In Progress)
- BATA Toll Bridges
- Golden Gate Bridge



Alameda CTC
I-580 Express
Lanes

Sunol JPA
I-680 SB Express
Lane

Why Continuous Access Express Lanes?

Most Bay Area HOV Lanes:
Continuous (Open) Access



First Express Lanes:
HOV Lane Conversion
Closed Access

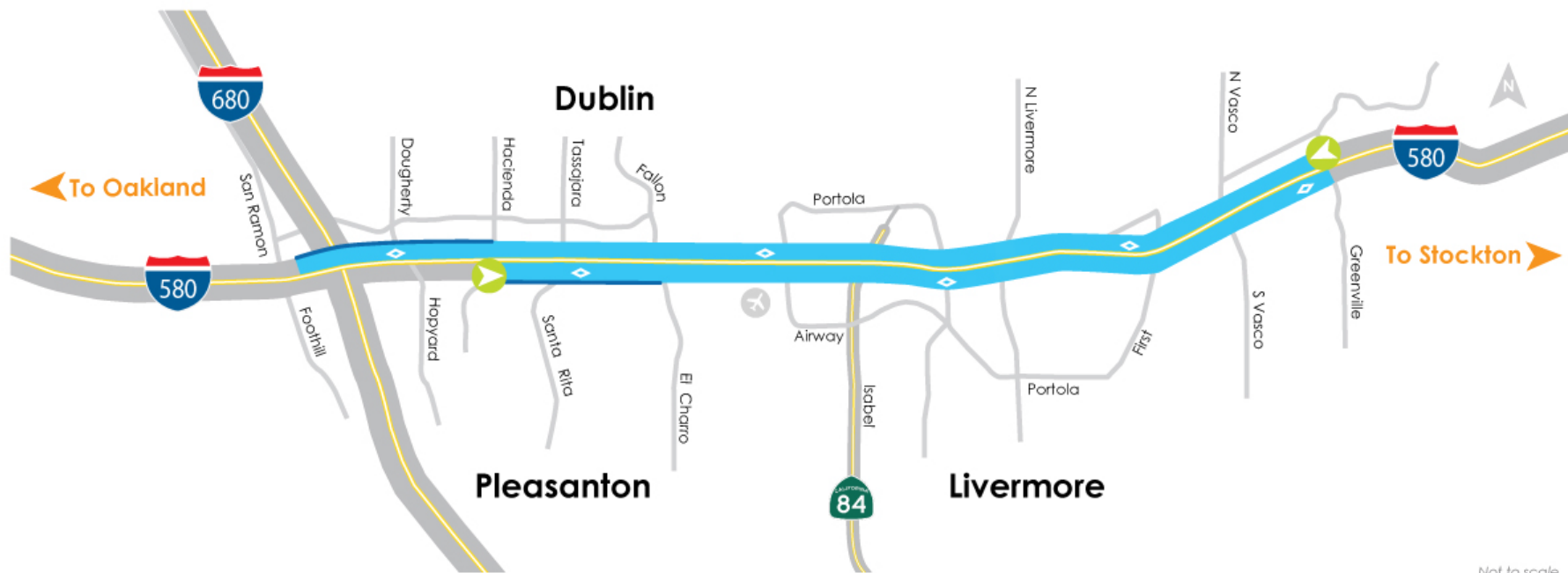


RESULT: Regional motorist complaints

SOLUTION: TRY Continuous Access Express Lanes

I-580 Express Lanes: Near-Continuous Access

Opened
February 2016



Two Eastbound Express Lanes

Lanes begin at Hacienda (11 miles)

No entry/exit from eastbound express lanes from Hacienda to Fallon / El Charro.

One Westbound Express Lane

Lane begins at Greenville (14 miles)

No entry/exit from westbound express lane from Hacienda to end.

ISSUES WE TRIED TO ADDRESS WITH POLICY:

1. Reduce Toll Evasion
2. Provide HOV-Eligible Discounts
3. Enforce HOV ONLY Mode

Issue #1: Reduce Toll Evasion

ADOPTED TOLL ORDINANCE:

While traveling in the I-580 EL, motorists are required to have a

- ✓ properly mounted
- ✓ FasTrak® transponder
- ✓ associated with valid FasTrak account.

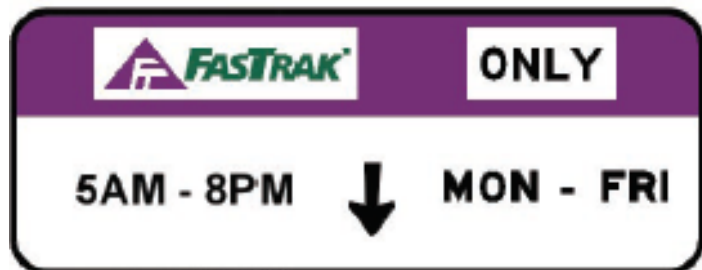


GOAL:

Easily identify motorists attempting to evade the toll.

No Toll Tag = Violation Notice

CHALLENGE: Transponder not actually required!



“FasTrak” ≠ Toll Tag Required in Vehicle

Why is providing the Customer Service Center my license plate number(s) important?

De facto “Pay by Plate” for valid accounts



Golden Gate Bridge Account = License Plate Only

Challenge: Improper Mounting Habits



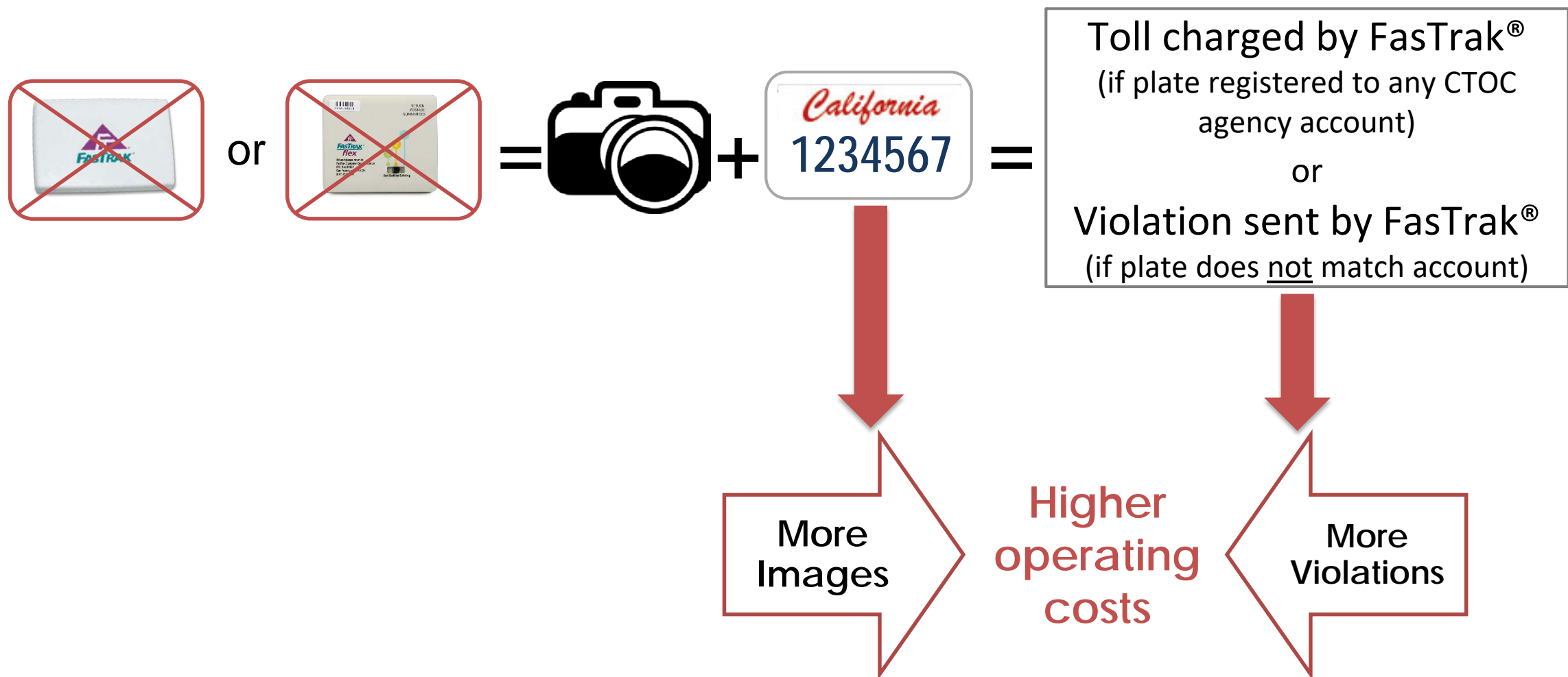
Follow the mounting instructions that come with the toll tag so that it is detected and works properly. Some windshields may require special mounting.

How To Mount a Toll Tag

Continuous Access Express Lanes

- ➔ No buffer between Express and General Purpose Lanes
- ➔ Lower RFID signal necessary to prevent cross-lane reads
- ➔ Mounting that works for bridge tolls may not work for express lanes

Net Effect: Higher Operating Costs



Conclusion

Toll Ordinance as written is UNENFORCEABLE

Next Steps

Toll Ordinance update considerations:

- NIOP
- Regional Customer Service Center Account Policies
- Potential fee for pay-by-plate

Issue #2: Provide HOV-Eligible Discounts

ADOPTED ORDINANCES (paraphrased):

Properly mounted and valid FasTrak Flex (switchable) transponder set to HOV2 or HOV3+ required for discounted tolls (HOV or HOV-eligible vehicles)

GOAL:

Require FasTrak Flex for self-declaration of eligibility for discounted tolls

No Flex Tag = Full Fare Toll

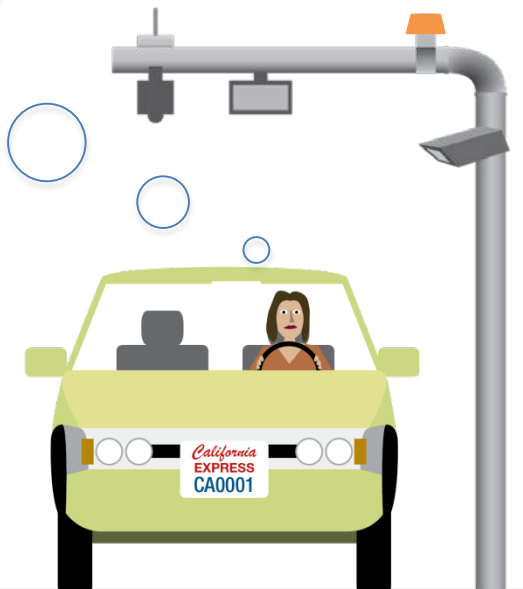


Challenge: Switchable Toll Tags NEW Concept

I-680 EL, SR 237 EL

I-580 EL

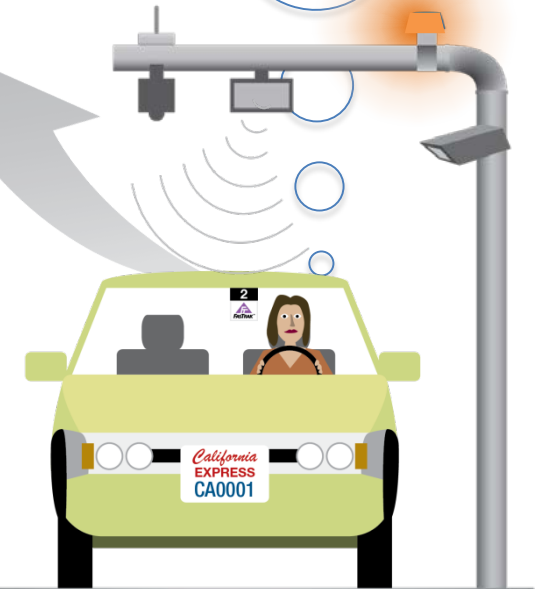
For carpool discount, I do not carry a tag.



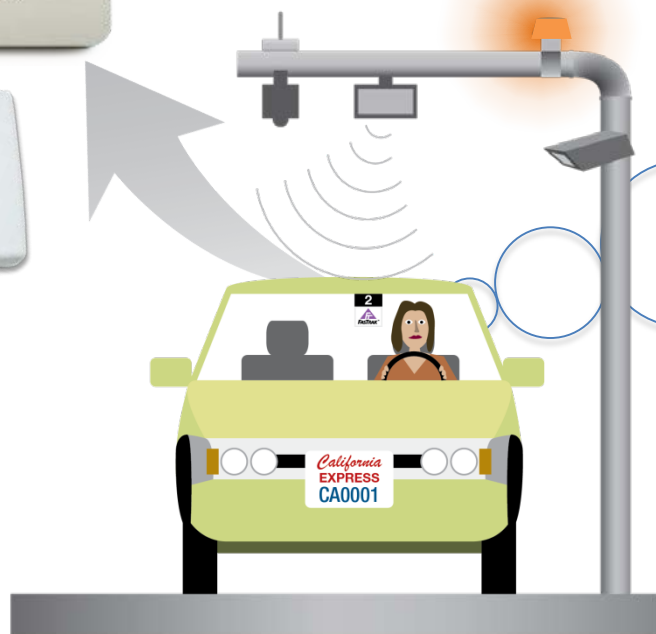
2+
??



For carpool discount, I need a Flex tag.



Challenge: Customer Confusion / Frustration



What's a Flex Tag?
How do I use it?
Where do I get it?
Do I need both tags?

I'm a CAV – how do I
dispute the toll?

I'll just put it on HOV2.
No one will know.

I gotta
carry a
toll tag
now?!!!!



Conclusion: Good Concept but ...

Requires Investment

- *Outreach*
- *Staff for dispute reviews*
- *Education of CHP, Customer Service Reps*

Next Steps

- Outreach / Education ongoing
- Regional consistency developing
- Automated Occupancy Detection Technology
 - *coming soon to a freeway near you?*



Issue #3: HOV ONLY Mode

ADOPTED POLICY:

Single-occupant non-HOV-eligible vehicles that enter the I-580 Express Lanes during HOV ONLY mode may be assessed a toll up to \$30 plus applicable fees/penalties.

EXPRESS LANE

TOLL TO

Airway Blvd

San Ramon Rd

HOV 2+ WITH NO TOLL

HOV ONLY

HOV ONLY

NO TOLL

= \$30 SOV TOLL

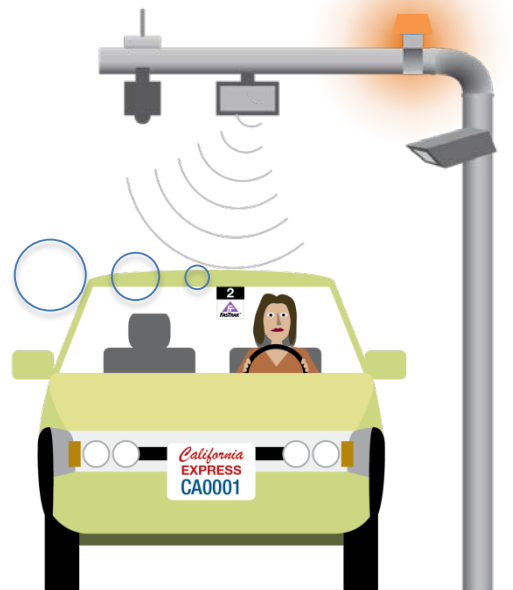
GOAL:

Enhance enforcement HOV ONLY mode which otherwise is only manually controlled by CHP

CHALLENGE: How to Convey Policy to User?



What does this mean? It is probably the usual \$4 toll.



Will be charged \$30 by FasTrak



Yikes! \$30?
No thank you.



Effectively informed drivers
and kept SOVs out

Conclusion

Policy as written cannot be implemented

HOV ONLY mode never used – not enforceable

Next Steps

- Disable automatic HOV ONLY trigger in system
- Develop new procedure/policy to implement HIGH flat rate toll for congestion management
- Automated Occupancy Detection Technology

Bottom Line: Open Access can work!

New I-680 Sunol NB HOV/Express Lane

+

Conversion of I-680 SB Sunol Lane to Open Access

Opening 2020:

GET YOUR FASTRAK FLEX TAG NOW!

Thank You

