



Keeps You Moving!

Bay Area FasTrak® Customer Handbook



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San Francisco-Oakland Bay Bridge



Welcome

Welcome to FasTrak®! Your commute just got easier with the Bay Area's electronic toll collection (ETC) system. FasTrak's user-friendly technology lets you pay bridge tolls and use express lanes with convenience and ease.

When you open a FasTrak account, you agree to the terms and conditions as set forth in the FasTrak License Agreement, available online at www.bayareafastrak.org. Before using your toll tag, take a few moments to read this customer handbook to become familiar with FasTrak and its account policies, as well as toll violations. Find more information at our website.

You may also use this secure website to manage your FasTrak account. You can update account information (e.g., address, phone number, credit card number and expiration date, license plate number, etc.), make payments, and report a toll tag that has been lost or stolen.

FasTrak respects your privacy and recognizes your desire for appropriate protection of any personal information you share with us. Personal information you provide and any data developed as a byproduct of your use of FasTrak will not be made available to third parties except as described in our Privacy Policy or unless permissible by law. Find our complete Privacy Policy at www.bayareafastrak.org.

Getting Started

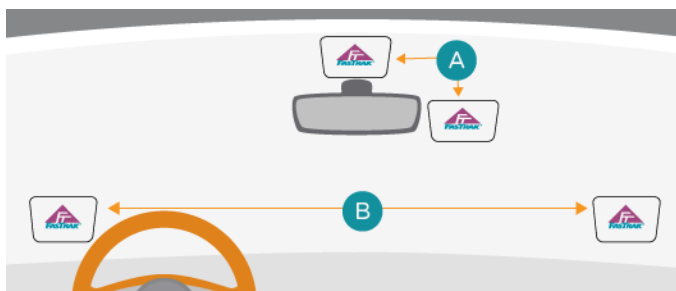
Open an Account

Open an account by ordering a toll tag online or registering a toll tag you picked up from a retail location.

Mount the Toll Tag

Mount the toll tag to the inside of your vehicle's windshield.

1. Clean the placement area on the inside of the windshield with isopropyl (rubbing) alcohol and allow it to dry.
2. Remove the plastic tape from the back of the Velcro™ mounting strips on the toll tag.
3. Position the toll tag horizontally on the windshield as illustrated.
4. Press the toll tag firmly against the windshield glass.



- A Preferred Mounting Position (Behind Mirror):**
Place the tag at least 2" from the top edge of the windshield, horizontally, in the center behind the mirror.
- B Alternate Mounting Position (Lower Left or Right Side):**
Place the tag at least 2" from the side of the windshield and 2" from the bottom of the windshield.

Toll tag may not work if not properly installed.

Note: Specific vehicle models may require an external license plate-mounted toll tag. Go to www.bayareafastrak.org or call the Bay Area FasTrak Customer Service Center at 1-877-BAY-TOLL (1-877-229-8655) for more information.

Use It

Use your toll tag anywhere you see the FasTrak logo.



Bay Area Toll Bridges

Antioch Bridge
Benicia-Martinez Bridge
Carquinez Bridge
Dumbarton Bridge
Golden Gate Bridge
Richmond-San Rafael Bridge
San Mateo-Hayward Bridge
San Francisco-Oakland Bay Bridge

Bay Area Express Lanes

I-680 Contra Costa Express Lanes
I-580 Express Lanes
I-680 Sunol Express Lanes
SR-237 Express Lanes

Parking Garages

San Francisco International Airport

About FasTrak

What is FasTrak?

FasTrak is an electronic toll collection (ETC) system that allows you to prepay your bridge tolls, eliminating the need to stop at the toll plaza. FasTrak also allows solo drivers to pay to use Bay Area express lanes. The ETC system has three components: a toll tag, which is placed inside your vehicle; electronic equipment, which reads the toll tag at the toll plaza and express lane toll gantries and automatically deducts the appropriate toll from your prepaid account; and video cameras to identify toll evaders.

Benicia-Martinez Bridge



FasTrak at Bridges

What happens when I drive through a bridge toll plaza?

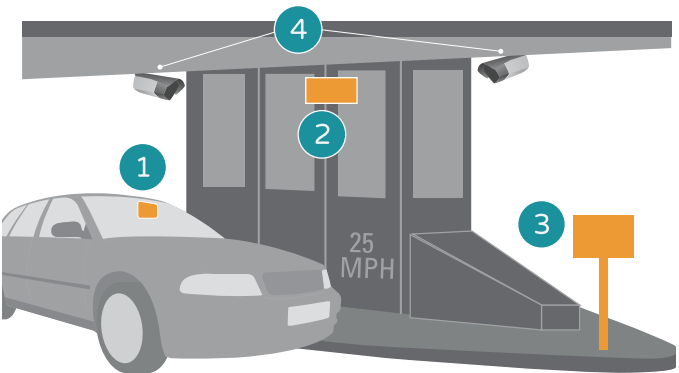
As you drive through a bridge toll plaza, the driver feedback display, located just past the collection booth window, will advise you of your account status as you hear your toll tag beep.

- If your FasTrak account is valid and has a sufficient balance, it will display: VALID FASTRAK.
- If your FasTrak account balance is low, it will display: ACCOUNT LOW or LOW BALANCE.
- If your FasTrak account is invalid, for any reason, it will display: CALL FASTRAK or PAY TOLL.

Which lanes at the toll plazas accept FasTrak?

ALL toll booths on all eight bridges accept FasTrak. All toll lanes on the Golden Gate Bridge are designated FasTrak-only at all times. The remaining seven bridges have at least one “FasTrak-only” lane in operation at all times.

Bridge Toll Plaza



1. FasTrak toll tag
2. Toll tag reader

3. Driver feedback display
4. License plate camera
(if toll tag is not detected)

FasTrak in Express Lanes

What is a FasTrak Flex toll tag?



FasTrak Flex is a special toll tag required for carpools, motorcycles, and eligible clean air vehicles to travel toll-free in the I-580 and I-680 Contra Costa express lanes.

The FasTrak Flex toll tag is a convenience, but is not required, for toll-free travel on the SR-237 and I-680 Sunol express lanes. FasTrak Flex toll tags work just like any other FasTrak toll tag at bridges and other locations that accept FasTrak.

What happens when I drive under an express lane gantry?

The toll system will read your FasTrak or FasTrak Flex tag as you drive under an express lane gantry and deduct the appropriate toll from your prepaid balanced.

Will the toll tag beep in express lanes?

Depending on the express lane location, the toll tag may or may not beep. You will only be charged for your trip's toll amount regardless of how often your toll tag beeps.

Express Lane

1. Overhead pricing sign
2. Toll tag reader
3. Enforcement beacon
4. License plate camera (if toll tag is not detected)



Where can I learn more about using FasTrak in express lanes?

For more information on how to travel toll-free in express lanes, toll tag requirements, locations, and hours of operation, go to www.bayareafastrak.org.

Other FasTrak Locations

Can I use FasTrak to pay for parking at Bay Area airport garages?

Yes. You can use FasTrak in designated entrances/exits at some airport parking garages. Your FasTrak account must use a credit card for replenishment for your toll tag to be eligible for airport parking. Parking fees of \$10.00 or less will be deducted from your account's prepaid balance. Parking fees greater than \$10.00 will be charged directly to the credit card on file with FasTrak. For participating airports and more information, go to www.bayareafastrak.org.

Will my FasTrak toll tag work on other California toll facilities?

Yes. You can use FasTrak on several Southern California toll roads in Orange and Riverside counties (91 Express Lanes and the San Joaquin Hills, Foothill, and Eastern Toll Roads), San Diego County (Interstate 15 and South Bay Expressway), and Los Angeles (Metro Express Lanes on I-10 and I-110). It is your responsibility to know the toll rates and rules of each toll facility you use. State legislation ensures that all toll facilities in California have compatible FasTrak technology.

FasTrak customers should open their account with the toll facility of primary usage. Customers may be charged a service maintenance fee if it is determined that the majority of their toll activity occurs at another facility.



Golden Gate Bridge

Carpool Information

If I am in an eligible carpool vehicle and travel through a carpool lane with my toll tag, will my account be charged?

For information about carpooling (e.g., carpool toll rates, carpool definitions, carpool hours, etc.), go to www.bayareafastrak.org.

Golden Gate Bridge:

Yes. Eligible carpools will be charged a discounted toll rate during carpool hours. Carpools must use the designated carpool lane and pay using a valid FasTrak toll tag to qualify for the discounted carpool toll rate. If a valid FasTrak toll tag is not present in the vehicle, even if the vehicle meets all other carpool discount requirements, tolls will not be discounted.

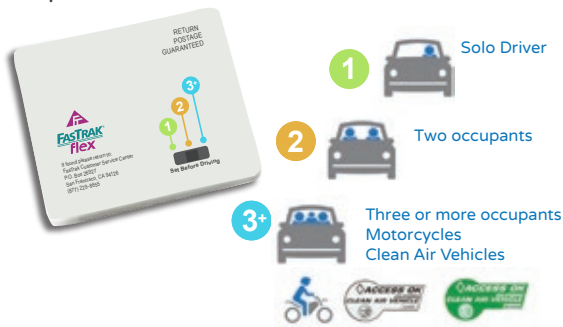
All Other Bridges:

Yes. Eligible carpools will be charged a discounted toll rate during carpool hours. Carpools must use designated carpool lanes and pay with FasTrak to qualify for the discounted toll rate. If a valid FasTrak toll tag is not detected in the carpool lane (even if the occupancy requirements for a carpool vehicle are met), the vehicle's registered owner will receive a violation notice. It is a violation of the toll evasion statutes under California Vehicle Code Section 23302 et seq. and Streets and Highways Code Section 30843 to fail to pay the established bridge toll.

Bay Area Express Lanes:

No. Carpools, vanpools, transit buses, eligible clean air vehicles, and motorcycles can use Bay Area express lanes for free, but toll tag rules vary by location. It is your responsibility to know the rules of the specific express lane prior to using it.

On the I-580 and I-680 Contra Costa express lanes, eligible vehicles require a FasTrak Flex toll tag. Toggle the switch tag to match the vehicle's occupancy before starting your trip. If there are two people in the car, switch the tag to the 2 position. Motorcycles, eligible clean air vehicles, vanpools, and vehicles with three or more should set the tag to the 3+ position.



On the SR-237 and I-680 Sunol express lanes, eligible vehicles do not need a FasTrak toll tag to travel toll-free. If you have a FasTrak toll tag, place it in the Mylar bag provided by FasTrak, so you will not be charged for that particular trip. After your carpool trip, make sure you properly reinstall your toll tag onto your windshield. If you have a FasTrak Flex toll tag, simply use the switch position to identify your vehicle for toll-free travel.

SR-237 Express Lane



Account Policies

Do I own the FasTrak toll tag?

No. The toll tag is on loan to you by the FasTrak Customer Service Center. FasTrak accounts established with a credit card do not require a deposit for the first 3 toll tags, but you will have to provide a \$20 deposit for each subsequent toll tag. Accounts established with cash or check require a \$20 deposit for each toll tag. Once you request your account be closed, you have 15 days to return your toll tags to have your deposits refunded. No additional credits or refunds will be given if toll tags are returned after the account has been closed or if the toll tags are not in operating condition.

What are my responsibilities as a FasTrak user?

Your responsibilities are to maintain a minimum account balance, as described in the License Agreement, which can be found online at www.bayareafastrak.org; mount the toll tag as described in this Customer Handbook; report a toll tag lost or stolen; and update the address, credit card information, and vehicle information on your FasTrak account as changes occur.

I-680 Sunol Express Lane



What are the basic policies for FasTrak accounts established by credit card?

Minimum prepaid balance required: An initial prepaid balance of \$25 will be charged to your credit card.

How your FasTrak account balance is maintained: Your credit card will be charged automatically to replenish your FasTrak account whenever the balance falls to or below the replenishment threshold. The replenishment threshold is reached when the balance in your FasTrak account equals a two-week average toll usage (based on the previous 90 days' usage) or \$15, whichever amount is greater.

The amount charged to your credit card, or the replenishment amount, will be equal to one month's average usage (based on the previous 90 days' usage) or \$25, whichever amount is greater.

What are the basic policies for FasTrak accounts established by cash or check?

Minimum prepaid balance required: An initial prepaid balance of \$50 per toll tag is due when opening a FasTrak account.

How your FasTrak account balance is maintained: You are responsible for depositing prepaid tolls into your FasTrak account when the "Account Low" or "Low Balance" message appears on the Driver Feedback Display located at the bridge toll plaza.

You must replenish your FasTrak account to maintain a positive balance for prepaid toll payment. Your **replenishment threshold** is reached when the balance of your FasTrak account equals a two-week average toll usage (based on the previous 90 days' usage) or \$30, whichever amount is greater.

The amount required for payment, or the **replenishment amount**, will be equal to one month's average usage (based on the previous 90 days' usage), or \$40, whichever amount is greater.



Dumbarton Bridge

When is my replenishment threshold and replenishment amount adjusted?

Your FasTrak account's (whether established by credit card, cash or check) replenishment threshold and replenishment amount will be reviewed 35 days from the date your account is opened and every 90 days thereafter, and it will be adjusted, if necessary, to reflect current usage patterns. You will be notified on your statement whenever your replenishment amount has been adjusted (either increased or decreased). Replenishment amounts can vary, and the timing of replenishment is not always consistent. For this reason, we do not recommend establishing accounts with ATM check/debit cards.

How will I track my FasTrak account activity?

The FasTrak system tracks your toll usage and account balance. You can receive a quarterly statement itemizing your bridge use and account balance by email or regular mail. You may request monthly statements through the mail for a fee. You can also access toll activity online at www.bayareafastrak.org.

In addition, the driver feedback display at bridge toll booths will display messages about your account. If the display is blank or shows "Call FasTrak" or "Pay Toll," contact the FasTrak Customer Service Center to resolve your account issue.

What happens if my FasTrak account has a negative balance?

An account with a negative balance is invalid. Any transaction recorded on a negative account is a violation of the requirement to pay the established toll. Violations could result in you being liable for costly penalties and fees as specified in the California Vehicle Code Section 40250. Negative accounts will be closed after 90 days, and toll tag deposits will be forfeited. To bring your account to a positive balance, you can make an immediate one-time account payment online at www.bayareafastrak.org.

How can I update the information on my FasTrak account?

You can update your account information (e.g., mailing address, day or evening phone numbers, vehicle information) in any of the following ways:

- Go to www.bayareafastrak.org, log into your account, go to **Account Settings**, and edit information as necessary.
- Download an **Account Update Form** and mail or fax it to the Customer Service Center.
- Contact the Customer Service Center by phone. When you contact the Customer Service Center, please provide your FasTrak account number or toll tag number in your communication. (The toll tag number is located on a sticker with the toll tag's barcode.)

Antioch Bridge



What do I do if my toll tag is lost, stolen, damaged, or defective?

If the toll tag is lost, stolen or damaged, you will be liable for the deposit amount of \$20. If it was lost or stolen and you notify the FasTrak Customer Service Center immediately, you will not be responsible for any unauthorized use of your toll tag after this notification. If you provide documentation that the toll tag was stolen, the toll tag deposit may be adjusted. Any replacement tags will require an additional \$20 deposit.

If the message on the Driver Feedback Display at bridge plazas is blank or says “Call FasTrak” or “Pay Toll,” or if the toll tag does not beep as you drive through the toll plaza, there may be a problem with your toll tag or account. If the toll tag is defective, notify the FasTrak Customer Service Center and request a replacement. You must return the defective toll tag upon receipt of the replacement toll tag to avoid a lost tag fee.

Can I switch my toll tag from vehicle to vehicle?

The toll tag mounted to your windshield can be moved from vehicle to vehicle as long as it is properly mounted at each location – for toll tag mounting instructions, see “Mount the Toll Tag” on page 2. We request that the vehicle information, including license plate numbers for each vehicle to be used, be on file with the FasTrak Customer Service Center. However, to avoid potential problems (e.g., losing the toll tag when switching between vehicles), we recommend that each vehicle have its own toll tag.

Carquinez Bridge





San Mateo-Hayward Bridge

How can I return my toll tag and close my account?

You can request your account be closed by completing an **Account Closure Form** and submitting it to the Customer Service Center or by logging into your account online, navigating to the **Account Settings** tab, and selecting **Close My Account**.

Return your toll tags in operating condition within 15 days of the request to close your account to receive your security deposit back. You can return your toll tag to the Bay Area FasTrak Customer Service Center in person or by mail. If you are mailing the toll tags, we recommend that you use certified or registered mail to ensure delivery. You also have the choice to drop the toll tags in the mail “as is” and do not need to attach any postage.

All remaining funds in your account will be refunded within 30 days of your request to close your account.

Will my FasTrak account remain active if I am an infrequent or seasonal user?

Your account will remain active, providing you have some activity on your account during a period of 36 months. If your account records no activity for a period of 36 months or more, you will be notified to either 1) request to keep your account open or 2) request to close your account. If you take no action or you request to close your account, any remaining account balance will be refunded to you.

Toll Violation Information

The FasTrak system on Bay Area bridges and express lanes is designed with toll violation enforcement equipment. A high-speed camera is mounted in each toll lane to capture a license plate image of vehicles that evade paying the toll. Failure to pay the established bridge toll is a violation of the toll evasion statutes under California Vehicle Code Section 23302 et seq. and Streets and Highways Code Section 30843. Pursuant to California Vehicle Code Section 40250 et seq., toll evasion violations shall be enforced by the issuance of notices of toll evasion violation, delinquent toll evasion, and the imposition of civil penalties. For a schedule of toll evasion penalties, go to www.bayareafastrak.org.

Failure to respond to a first notice of toll evasion will result in a second notice. Failure to respond to the second notice will result in additional penalties and fees, as well as the referral of the amount due to a collections agency and/or the withholding of your vehicle registration by the California Department of Motor Vehicles.

If you are a Bay Area FasTrak customer and your account is in good standing at the time of the violation, you received the notice because the vehicle license plate was not listed on your account. To pay the toll amount and avoid paying the penalty, you

must add the vehicle license plate number to your FasTrak account by visiting www.bayareafastrak.org or contacting the FasTrak Customer Service Center.

For the Golden Gate Bridge, failure to pay the bridge toll will result in the issuance of a toll invoice for the toll amount only. Failure to pay the toll invoice by the due date will result in the issuance of a first notice of toll evasion.

Terms and Conditions

The FasTrak® Account Terms and Conditions can be found at www.bayareafastrak.org/en/support/termsofuse.shtml.

The FasTrak® Privacy Policy can be found at www.bayareafastrak.org/en/support/privacy.shtml.

For travel on the I-680 express lanes in Contra Costa County, the Bay Area Infrastructure Financing Authority (BAIFA) Privacy Policy also applies. The BAIFA Privacy Policy can be found at www.511.org/driving/express-lanes/work.

To request printed copies of any of these documents, please contact the FasTrak® Customer Service Center at 1-877-229-8655.

Richmond-San Rafael Bridge



For Easy Reference:

FasTrak Account Number _____

FasTrak Toll Tag Number _____



Bay Area FasTrak Customer Service Center

1-877-BAY-TOLL

(1-877-229-8655)

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