

# **Expansion of Tolling in the San Francisco Bay Area**

**Andrew Fremier, Deputy Executive Director/COO, Bay Area Toll Authority**

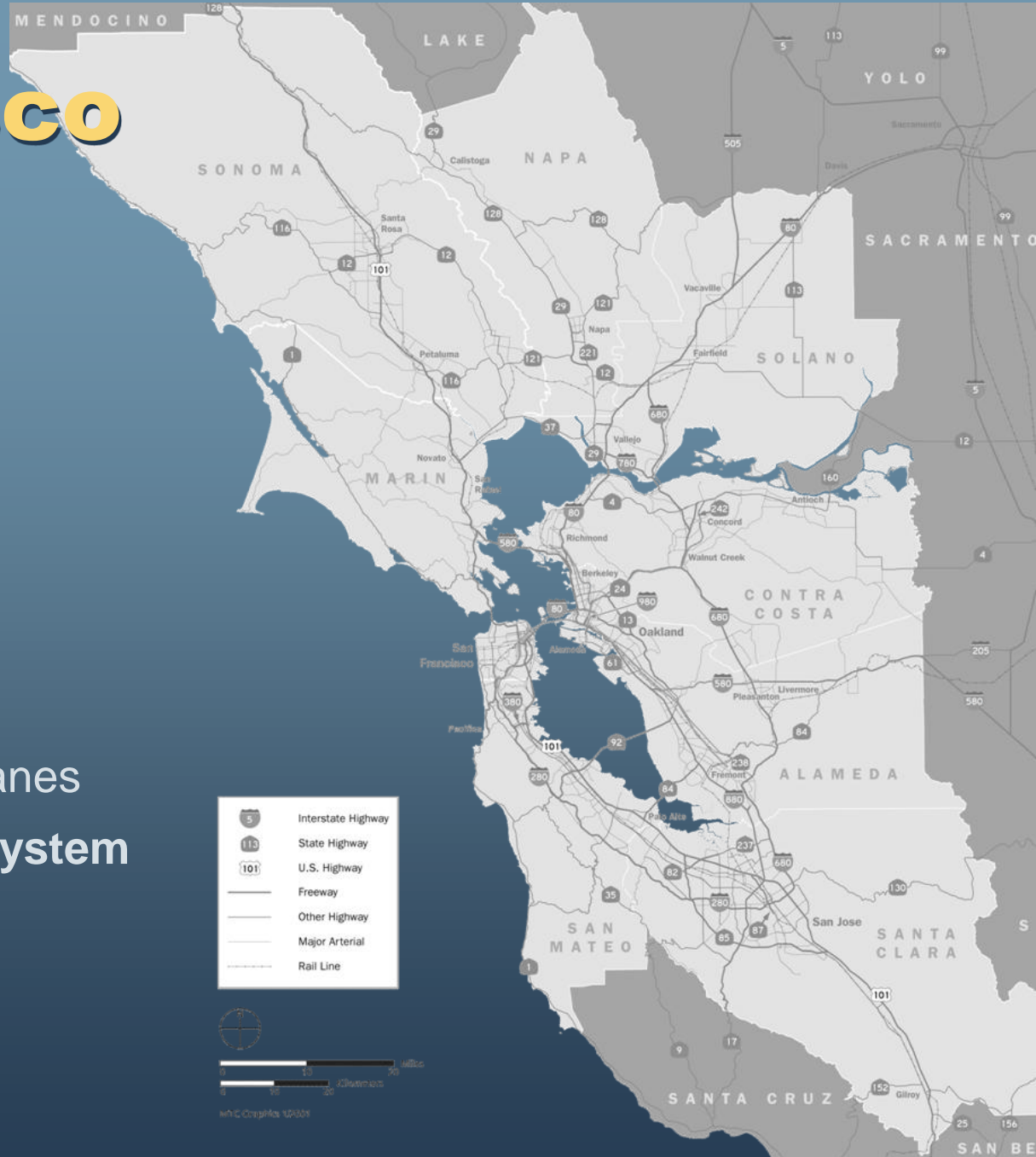
**IBTTA Annual Meeting**

**Orlando, FL**

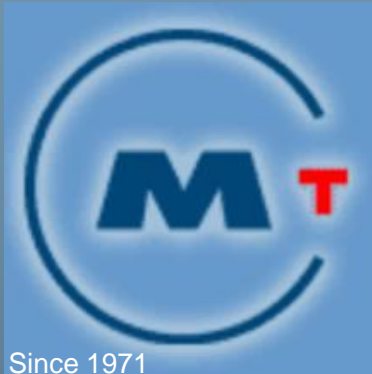
**September 11, 2012**

# San Francisco Bay Area

- 9 counties
- 100 cities
- 7+ million people
  - Almost 4 million jobs
- 8 toll bridges
- 1,400 miles of freeway
  - 450 miles of carpool lanes
- Regional express lane system underway
  - Up to 550 miles
- 28 transit agencies



# MTC: Three Agencies in One



## Metropolitan Transportation Commission (MTC)

- Planner
- Coordinator
- Manager
- Banker



## Bay Area Toll Authority (BATA)

- Bridge tolls
- Seismic retrofitting
- FasTrak®



## Service Authority for Freeways and Expressways (SAFE)

- Call boxes
- Freeway Service Patrol
- Freeway Incident Management

# Daily Bridge Transactions

Bay Area Bridge	Average Daily Crossings	Average Daily ETC
San Francisco-Oakland Bay	118,600	58,400
Carquinez	54,200	21,700
San Mateo-Hayward	44,900	22,600
Benicia-Martinez Bridge	49,200	19,800
Richmond-San Rafael	34,100	16,500
Dumbarton	27,200	13,700
Antioch	5,800	2,100
<b>Total (State-owned bridges)</b>	<b>334,000</b>	<b>154,800</b>
Golden Gate Bridge	52,600	36,300
Express Lanes	n/a	2,900



Source: Toll plaza counts, Jan – Jun 2012.

# Toll Payment Options

## Under Golden Gate Bridge's AET Program

Toll Payment Options	7 State-Owned Bridges	Golden Gate Bridge
FasTrak® Accounts	✓	✓
Cash	✓	✗
License Plate Accounts	✗	✓
Invoices	✗	✓
Violations	✓	✗

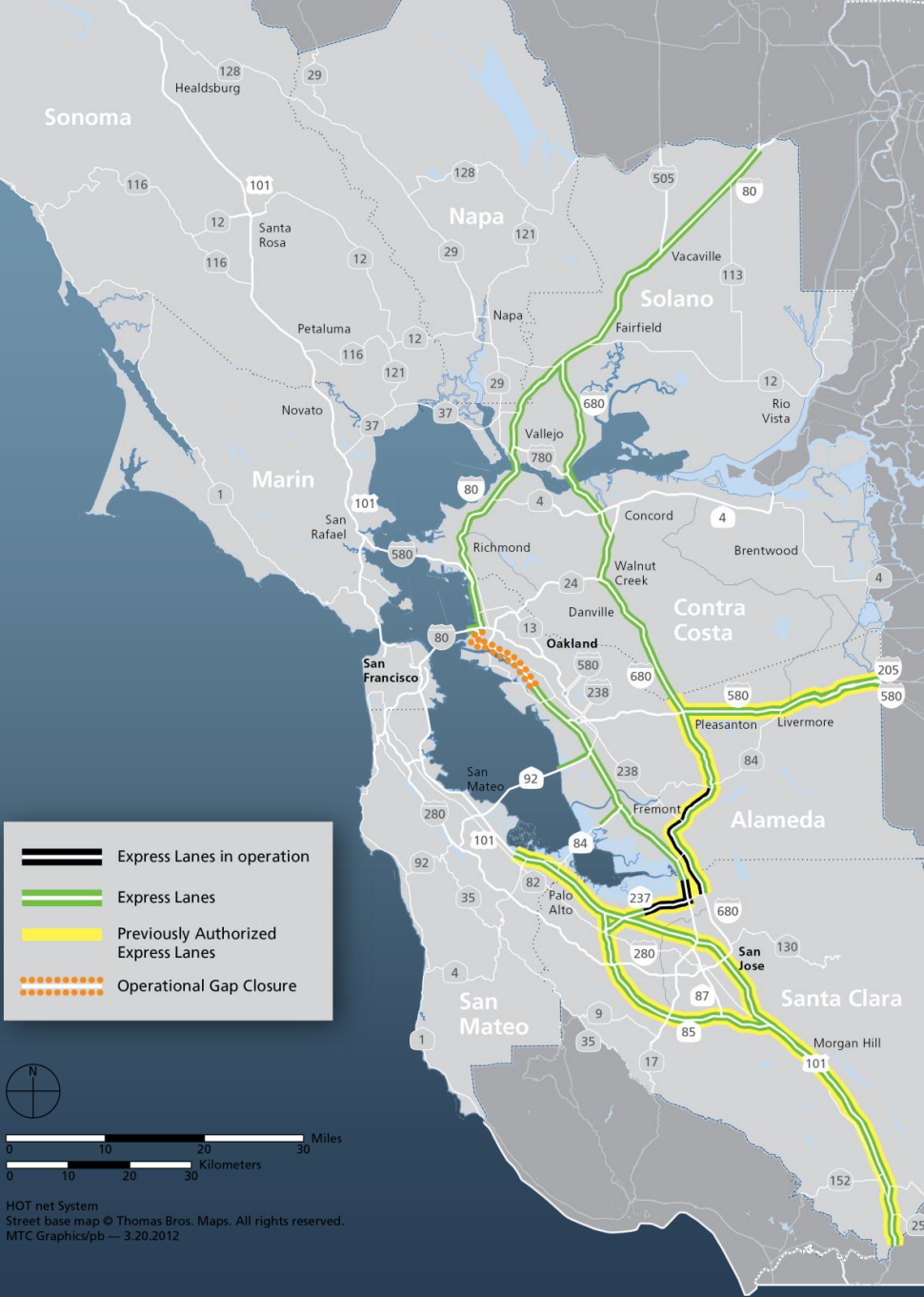
# Regional Express Lane System

550 Miles Total:

- 20 miles Existing express lanes
- 320 miles Converted HOV lanes
- 210 miles New lanes

## Authority

- MTC may develop and operate **270 miles**  
(California Transportation Commission, 10/2011)
- **280 miles** previously authorized in statute  
(Alameda and Santa Clara)



HOT net System  
Street base map © Thomas Bros. Maps. All rights reserved.  
MTC Graphics/pb — 3.20.2012

# Regional Express Lanes - Governance

## Regional Express Lane System

	MTC Network (CTC 2011 Action)	Sunol Joint Powers Authority I-680	Alameda County Transportation Commission I-580	Santa Clara Valley Transportation Authority 237 / 85 / 101
Toll Tags / Customer Service	BATA			
Road Maintenance	TBD	Caltrans		
TMC	TBD	Caltrans/ACTC		Caltrans/VTA
Toll System	MTC / BATA	ACTC		VTA
Environ. Process	Various underway	ACTC		VTA
Construction (Civil)	TBD	Caltrans		VTA
Finance/Toll Policy	MTC	JPA	ACTC	VTA

# Regional Challenges



## Potential public confusion:

- AET Implementation
  - GGB (2013 implementation)
  - vs.
  - BATA (waiting on implementation)
- GGB's \$1 toll differential
  - \$5 FasTrak®
  - vs.
  - \$6 AET
- Express Lanes governance

## • Logo and Branding

- GGB first in California to go AET
- “Pay-by-Plate” branding yet to be determined by other CA toll agencies.





# Other Tolling Technologies

## Other toll tag types:

- Switchable tags
- Sticker tags



## Account replenishment methods:

- Reloadable cards  
*(similar to gift cards)*



- Cash payment network  
*(kiosks, POS)*



## Alternative toll payment methods:

- Using cell phones



# MTC's Clipper® Regional Fare Payment System



Accepted on eight transit systems  
With planned expansion to approx. 20 more

- Cubic Transportation: under contract to design-build-operate-maintain until 11/2019
- 350 retail and merchant locations



# FasTrak® and Clipper®



**# Toll Tags / Cards in Circulation**

**1.8 M**

**1.7 M**

**Average Monthly:  
Calls to Customer Service  
Center**

**125,000  
(58% CSR)  
(42% IVR)**

**29,600  
(98% CSR)  
(2% IVR)**

**Toll / Transit Revenue Collected**

**\$31 M**

**\$29 M**

**Average Weekday Saturation**

**65%**

**46%**

Average monthly data from Jan to Jun 2012

# Leverage System Similarities




**Account-based**





**Card-based**





**Transaction Processing**

**Transaction Processing**



## Patron Account Management




# Moving Toward Single Account?



- **Progression to leverage efficiencies within both systems**
  - Single customer service center?
  - Same back-end system?
- **Reorganized so that FasTrak® and Clipper®**
  - Under the same MTC leadership
  - Aligned contract terms