



KEEPS YOU
MOVING!

Bay Area FasTrak®
Customer Handbook



如需閱讀中文版手冊，
請掃描二維碼：

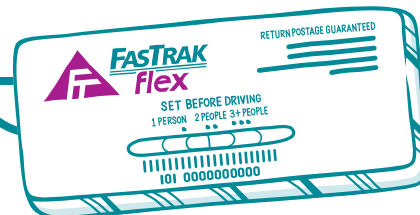


Si desea leer este manual
en español, escanee aquí:



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San Francisco-Oakland Bay Bridge

WELCOME

Welcome to Bay Area FasTrak®! FasTrak's user-friendly technology lets you pay bridge and express lane tolls with convenience and ease.

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

You may also use our secure website, bayareafastrak.org, to manage your Bay Area 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.

Bay Area FasTrak respects your privacy and protects personal information you share with us. Personal information you provide and any data developed as a byproduct of your use of Bay Area 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 bayareafastrak.org/privacy.

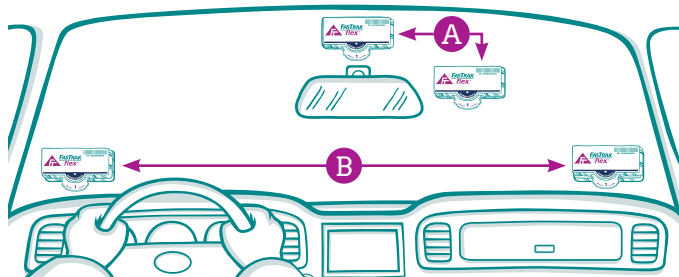
GETTING STARTED

If you picked up your FasTrak toll tag at a retail location, you have seven (7) business days to register the toll tag to a new Bay Area FasTrak account or to add it to an existing account. You can do this online at bayareafastrak.org/register or by calling 877-BAY-TOLL (877-229-8655).

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.

Applies to most vehicles.

Some vehicles may have windshield coatings that block the Radio Frequency Identification (RFID) signals used by tolling equipment to detect toll tags. Please refer to your vehicle's owners manual.

Toll tags may not work if not properly installed.

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

101 San Mateo Express Lanes
101/SR-85 Santa Clara Express Lanes
I-80 Express Lanes
I-580 Express Lanes
I-680 Contra Costa Express Lanes
I-680 Sunol Express Lanes
I-880 Express Lanes
SR-237 Express Lanes

ABOUT FASTRAK

FasTrak is an electronic toll collection (ETC) system that automatically pays tolls for California toll bridges, express lanes and toll roads.

The system has four components:

- A prepaid account used to pay your tolls.
- A toll tag, which is placed inside your vehicle. The toll tag identifies your account and the number of occupants in the vehicle to the tolling equipment.
- Electronic equipment, which reads the toll tag at the toll plazas and express lane toll gantries and automatically deducts the appropriate toll from your prepaid account.
- High-speed cameras to capture images of vehicle license plates.

What are the 1, 2 and 3+ on the tag used for?

When you drive in express lanes or carpool lanes at some bridges, the three-position indicator on the toll tag tells the tolling equipment how many people are in the vehicle so you receive toll discounts when you qualify as a carpool. Before you start driving, set the tag to the correct number.

California Highway Patrol enforces occupancy requirements.

FASTRAK AT BRIDGES

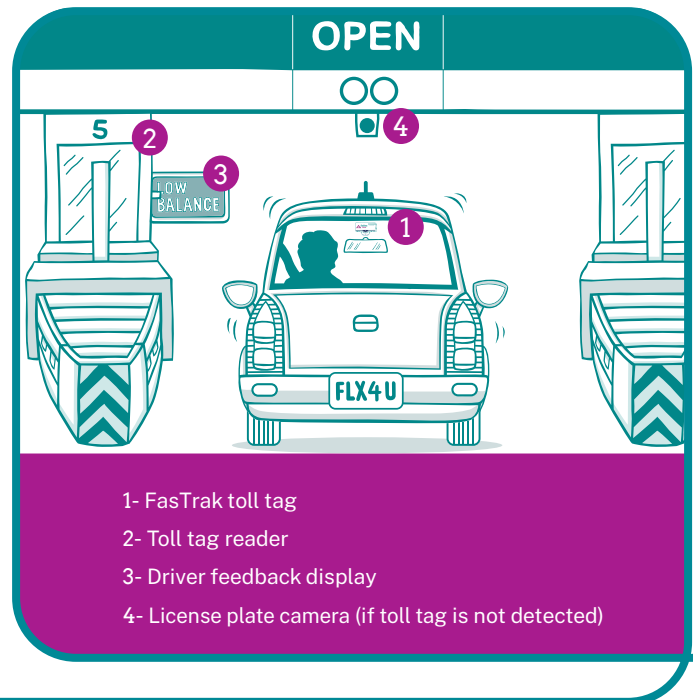
ALL toll lanes accept FasTrak. As you drive through a bridge toll plaza, the driver feedback display, located just past the booth window on some bridges, will advise you of your account status.

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.

Bridge Toll Plaza

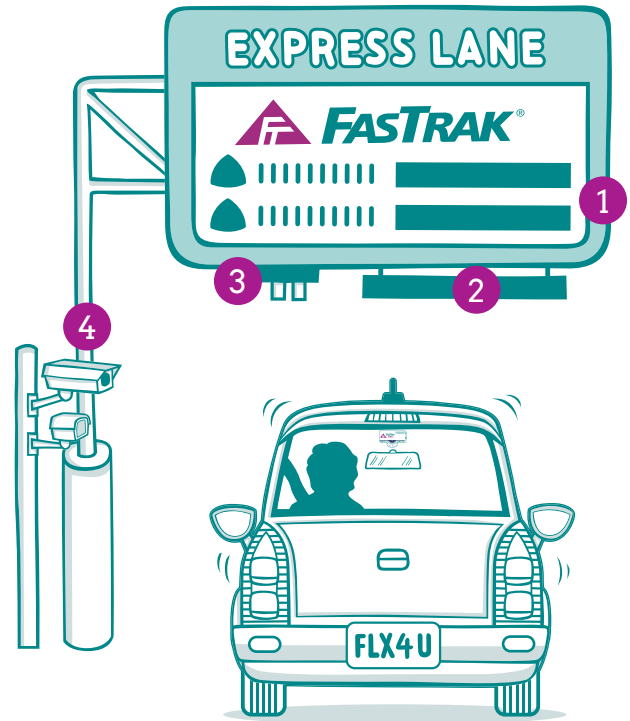


FASTRAK IN EXPRESS LANES

Bay Area Express Lanes have overhead tolling equipment that will read your FasTrak toll tag as you drive under the gantry and deduct the toll amount from your prepaid balance. Depending on the express lane location and the type of toll tag you have, the toll tag may not beep. You will only be charged for your trip's toll amount regardless of how often your toll tag beeps.

If you briefly leave and then re-enter an express lane, Bay Area FasTrak will charge you a single toll as though you travelled continuously in the lane. It is unlikely that weaving in and out of the express lane will decrease your toll.

For more information on using express lanes, policies, toll discounts, toll tag requirements, locations and hours of operation, go to bayareafastrak.org/toll-locations.



1- Overhead pricing sign

2- Toll tag reader

3- Enforcement beacon

4- License plate camera (if toll tag is not detected)

OTHER FASTRAK LOCATIONS

State legislation ensures that all toll facilities in California have compatible FasTrak technology, so you can also use your Bay Area FasTrak toll tag on a number of Southern California toll roads:

- SR-73
- SR-133
- SR-241
- SR-261
- I-15
- SR-125
- I-405
- SR-91
- I-10
- I-110

It is your responsibility to know the toll rates and rules of each toll facility you use.

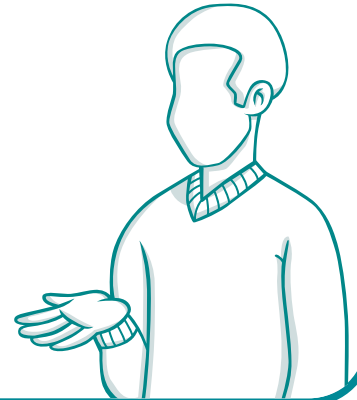
FasTrak customers should open their account with the toll facility of primary usage. Customers may be charged a service maintenance fee if it is determined that the majority of their toll activity occurs at another facility.

DID YOU KNOW...

Multibridge Commuter Discount

FasTrak users who cross two state-owned bridges a day during commute hours receive a discount on the second toll (\$1.00 on the full toll or \$0.50 for carpools).*

*Only two-axle vehicles are eligible. Does not include the Golden Gate Bridge. Must use the same toll tag or same vehicle license plate for both tolls. Must pay tolls with a FasTrak account. Maximum of two discounts per calendar day per toll tag or vehicle.



Richmond-San Rafael Bridge | Photo: Tom Paiva ©2010

CARPOOL INFORMATION

Bay Area Bridges

Eligible carpools pay discounted tolls on all Bay Area toll bridges. To qualify for the discount, vehicles must:

- Meet the vehicle or occupancy requirement(s)
- Use the marked carpool lanes during posted carpool hours
- Use a FasTrak Flex® toll tag set at 3+ to pay the toll on the Antioch, Benicia-Martinez, Carquinez, Dumbarton, Richmond-San Rafael and San Mateo-Hayward bridges
- Use a valid FasTrak toll tag to pay the toll on the San Francisco-Oakland and Golden Gate bridges.

If a valid FasTrak toll tag is not detected in the vehicle, the toll will not be discounted—even if the vehicle meets all other carpool discount requirements.

Bay Area Express Lanes

Carpools, vanpools, transit buses and motorcycles can use Bay Area Express Lanes for free or at a discounted rate. Pricing policies vary by location. It is your responsibility to know the rules of the specific express lane prior to using it.

FasTrak Flex toll tags should be set to match the number of occupants in the vehicle (motorcycles and two-seat vehicles carrying two people should set the tag to position 3+.)

If you are using a FasTrak toll tag without an indicator, you will be charged the full toll rate even if the vehicle meets all other carpool discount requirements. Drivers who have a standard FasTrak toll tag should contact the Bay Area FasTrak Customer Service Center to obtain a free replacement.



1
SOLO DRIVER



2
TWO PEOPLE



3+



THREE OR MORE PEOPLE



MOTORCYCLES



TWO PEOPLE IN A TWO-SEATER

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

ACCOUNT POLICIES

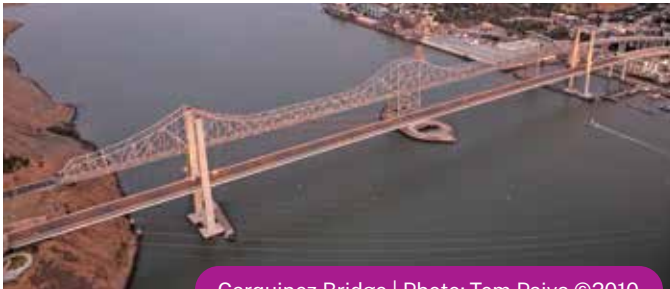
Do I own the FasTrak toll tag?

No. The toll tag is on loan to you by the Bay Area FasTrak Customer Service Center. Bay Area FasTrak accounts set up for automatic replenishment do not require a deposit for the first three toll tags, but you will have to provide a \$5 deposit for each additional toll tag. Accountholders who choose to manage the balance themselves require a \$5 deposit for each toll tag. Once you request to close your account, you have 10 days to return your toll tag(s) to have your deposit(s) 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 good working condition.

What are my responsibilities as a Bay Area FasTrak customer?

Your responsibilities are to:

- Maintain a minimum account balance, as described in the License Agreement, which can be found online at bayareafastrak.org/terms.
- Mount the toll tag as described in this Customer Handbook.
- Report a toll tag lost or stolen.
- Update the address, credit card information and vehicle information on your Bay Area FasTrak account as changes occur.



Carquinez Bridge | Photo: Tom Paiva ©2010

A Bay Area FasTrak account balance is made up of two parts:

The **replenishment amount** is equal to one month's average spending in tolls (based on the previous 90 days) or \$25, whichever is greater. This is the amount you need to add to your account when your balance reaches the replenishment threshold.

The **replenishment threshold** equals approximately two weeks' worth of tolls (half of the replenishment amount) or \$15, whichever is greater. When your Bay Area FasTrak account balance reaches the threshold amount, more money must be added to your account.

What are the basic policies for Bay Area FasTrak accounts that use automatic replenishment?

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

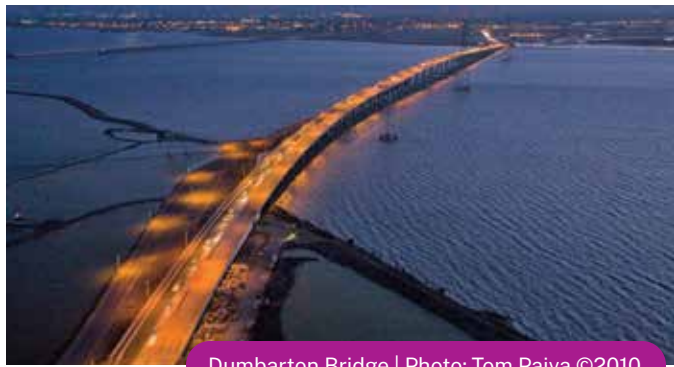
How your account balance is maintained: Whenever your balance falls to or below the replenishment threshold, your credit/debit card will be automatically charged the replenishment amount to refill your account.

What are the basic policies for Bay Area FasTrak accounts that are replenished manually?

Minimum prepaid balance required: An initial prepaid balance of \$25 per toll tag is due when opening a Bay Area FasTrak account.

How your account balance is maintained:

You are responsible for adding more money to your account's prepaid balance when the ACCOUNT LOW or LOW BALANCE message appears on the driver feedback display at the bridge toll plaza.



Dumbarton Bridge | Photo: Tom Paiva ©2010

When are my replenishment threshold and replenishment amount adjusted?

Your Bay Area FasTrak account's (whether set up for automatic replenishment or not) 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 can I track my account activity?

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

In addition, the driver feedback display at toll plazas on some bridges will display messages about your account. If the display is blank or shows CALL FASTRAK or PAY TOLL, contact the Bay Area 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 bayareafastrak.org.

How can I update the information on my Bay Area 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 bayareafastrak.org, log in to your account, go to **Account Settings** and edit information as necessary.
- Download an **Account Update Form** and mail or fax it to the Bay Area FasTrak Customer Service Center.
- Contact the Bay Area FasTrak Customer Service Center by phone. When you contact the Customer Service Center, please provide your account number or toll tag number. The toll tag number is located on the toll tag below the 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 \$5. If it was lost or stolen and you notify the Bay Area 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 \$5 deposit.

If the message on the Driver Feedback Display at bridge plazas is blank or says CALL FASTRAK or PAY TOLL, there may be a problem with your toll tag or account. If the toll tag is defective, notify the Bay Area 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 move my toll tag from vehicle to vehicle?

FasTrak toll tags mounted to your windshield can be moved from vehicle to vehicle as long as they are properly mounted at each location (for toll tag mounting instructions, see “Mount the Toll Tag” on page 2). We request that vehicle information, including license plate numbers for each vehicle to be used, be on file with the Bay Area 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.

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

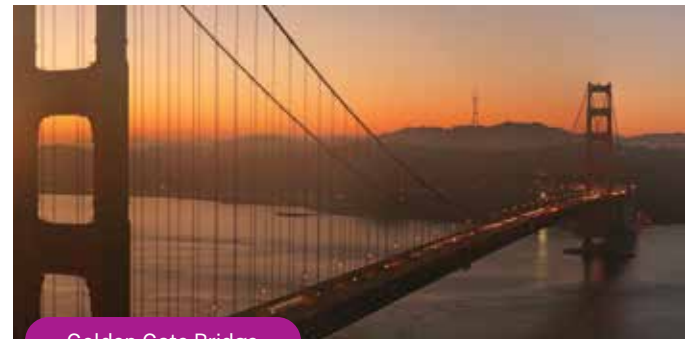
You can request your account be closed by completing an **Account Closure Form** and submitting it to the Bay Area FasTrak Customer Service Center or by logging in to your account online, navigating to the **Account Settings** tab and selecting **Close My Account**.

Return your toll tags in operating condition within 10 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 tag 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 Bay Area FasTrak account remain active if I am an infrequent or seasonal user?

If you have some activity on your account during a period of 36 months, your account will remain active. If your account records no activity for 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.



Golden Gate Bridge

TOLL VIOLATION INFORMATION

The toll collection 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 travel in the lane without a FasTrak toll tag.

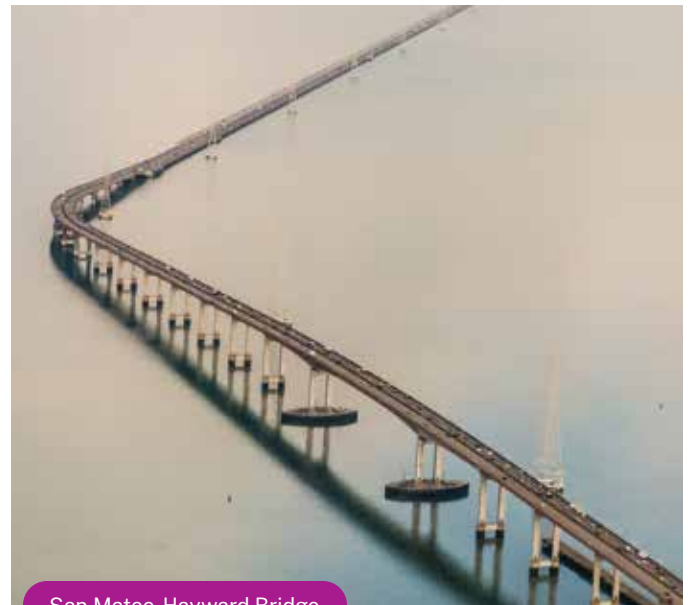
On the eight Bay Area toll bridges, failure to pay the bridge toll will result in a toll invoice for the toll amount only being mailed. Failure to pay the toll invoice by the due date will result in the issuance of a first notice of toll evasion.

In Bay Area Express Lanes, vehicles traveling without a FasTrak account will receive a first notice of toll evasion.

Failure to pay the established bridge or express lane 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 [bayareafastrak.org](https://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's 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 account by visiting [bayareafastrak.org](https://www.bayareafastrak.org) or contacting the Bay Area FasTrak Customer Service Center.



San Mateo-Hayward Bridge

TERMS AND CONDITIONS

The Bay Area FasTrak Account Terms and Conditions can be found at <https://www.bayareafastrak.org/terms>.

The Bay Area FasTrak Privacy Policy can be found at [bayareafastrak.org/privacy](https://www.bayareafastrak.org/privacy).

For travel on the I-680 Express Lanes in Contra Costa County, the I-80 Express Lanes in Solano County and the I-880 Express Lanes in Alameda County, the Bay Area Infrastructure Financing Authority (BAIFA) Privacy Policy also applies. The BAIFA Privacy Policy can be found at <https://511.org/sites/default/files/pdfs/BAIFAPrivacyPolicy.pdf>.

To request printed copies of any of these documents, please contact the Bay Area FasTrak Customer Service Center at 877-BAY-TOLL (877-229-8655).

For Easy Reference:

FasTrak Account Number _____

FasTrak Toll Tag Number _____



Customer Service Center

877-BAY-TOLL
(877-229-8655)

From outside of the
United States:
(+1) 415-486-8655



Send correspondence to:
P.O. Box 26926
San Francisco, CA 94126

Visit us at:
375 Beale Street
San Francisco, CA 94105

www.bayareafastrak.org

