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Memorandum

TO: BATA Oversight Committee

DATE: January 2, 2008

FR: Deputy Executive Director

RE: Toll Violations Update

As was discussed at the Committee's December meeting, this memorandum provides the Committee with an update on toll violation statistics and planned violation enforcement activities for the state-owned toll bridges. Staff will begin to provide regular updates regarding toll violations to allow the Committee to review and track the cost and revenue impacts of toll violations on the bridges.

Toll Violations

BATA staff track toll violations in two categories on the state-owned bridges, as follows:

- **Customer Violations**

Customer violations include toll violations created by FasTrak® customers. These violations mainly result from the toll lane equipment not reading the tag of a FasTrak® customer. There are a number of reasons that the lane equipment may not read a tag of a FasTrak® customer, including the tag reader in the lane becomes misaligned, the toll tag is not mounted correctly or is not present in the customer's vehicle, or the toll tag malfunctions. In the case that a FasTrak® customer's tag does not read, the system captures an image of the vehicle license plates and deducts the toll from the customer's account based on the license plate image (e.g. pay-by-plate). At present, there are about 600,000 (6 percent of total transactions) pay-by-plate tolls per month on the state-owned bridges.

- **True Violations**

True violations are mainly non-customers (motorist that do not have toll tags) who use the FasTrak®-only lanes. In the case that a non-customer uses a FasTrak®-only lane, the system captures an image of the vehicle license plate, the address of the registered owner of the vehicle is obtained from the DMV, and the registered owner of the vehicle is sent a violation notice, which requests payment of the toll and a penalty. At present, there are about 300,000 (3 percent of total transactions) true violations per month on the state-owned bridges. Based on our research, the industry average for true violations is between 3 percent and 4 percent of total transactions.

Toll Enforcement Strategies

BATA staff has been investigating potential strategies to improve the enforcement of toll violations. Based on our assessment, we have identified four major areas to address in regard to violations to reduce the impact on the operational cost and revenue generation of our toll collection system, as follows:

1. Reduce the number of customer violations.
2. Reduce the number of true violators.
3. Increase the ability to identify true violators.
4. Increase the ability to collect payment from true violators.

Table 1 below summarizes potential strategies that we have identified to address each of the issues identified to improve our violation enforcement.

Table 1

Issue to Address	Potential Improvement Strategies
Reduce the number of customer violations.	<ol style="list-style-type: none"> 1. Retune tag readers in all FasTrak®-only lanes. 2. Replace all toll tags that are older than 5 years old, which may have expired batteries. 3. Send email and statement reminders to customers to properly install their toll tags. 4. Examine charging fees for excessive pay-by-plates, which will encourage customers to mount their tag correctly.
Reduce the number of true violators.	<ol style="list-style-type: none"> 1. Implement CHP enforcement of violations at toll plazas, especially for vehicles that do not have license plates. 2. Conduct a public awareness campaign regarding violation enforcement (e.g. penalties, DMV Hold policy, etc.). 3. Improve violation policy signage at plazas. 4. Introduce legislation allowing BATA to impound/boot vehicles that have unpaid violations and to revoke the driver’s license of vehicle owners with unpaid violations.
Increase the ability to identify true violators.	<ol style="list-style-type: none"> 1. Replace violation cameras and computer control system and install front cameras (underway). 2. Develop “look-up” system with out-of-state DMVs to be able to obtain owner information for vehicles with out-of-state plates. 3. Implement automatic violation processing agreements with rental car agencies. 4. Implement program to distribute toll tags at car dealerships. 5. Pursue legislation to require the issuance of license plates at car dealerships.
Increase the ability to collect payment from true violators	<ol style="list-style-type: none"> 1. Institute collections actions for motorists with outstanding violations (underway). 2. Improve DMV Hold processing with DMV, including use Franchise Tax Board actions to recover payment from motorists with outstanding violation payments.

Attachment A includes the presentation to be provided to the Committee at its January 9, 2007.

