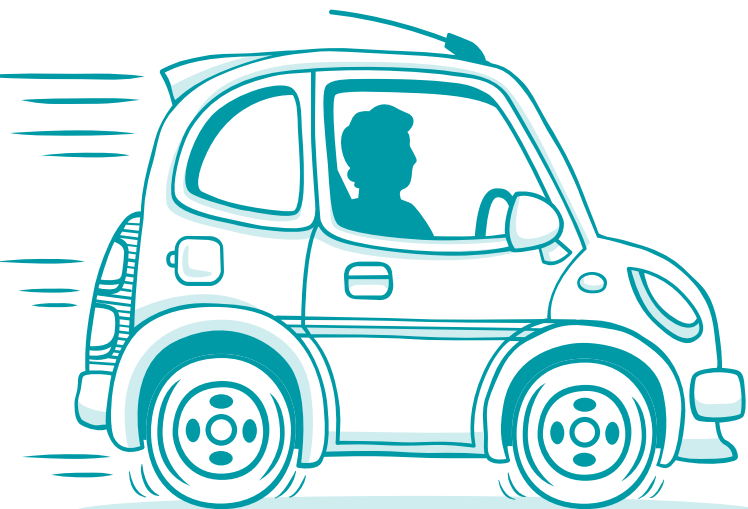




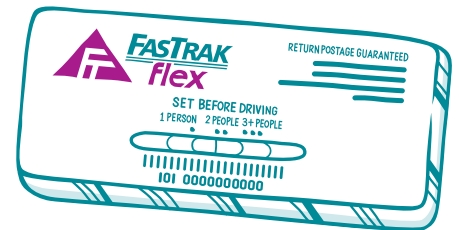
KEEPS YOU  
MOVING!

Bay Area FasTrak®  
Customer Handbook



# IN THIS GUIDE

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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 [bayareafastrak.org](http://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 [bayareafastrak.org/privacy](http://bayareafastrak.org/privacy).

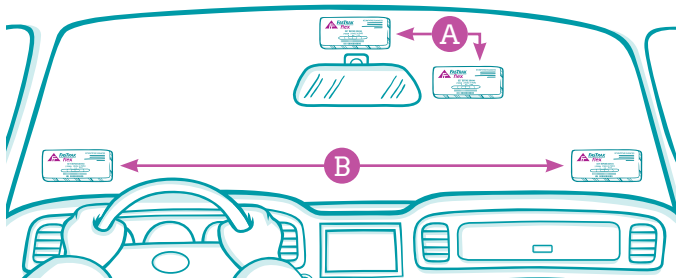
## GETTING STARTED

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 FasTrak account or to add it to an existing FasTrak account. You can do this online at [bayareafastrak.org/register](http://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.

Toll tag may not work if not properly installed.

Note: Specific vehicle models may require an external license plate-mounted toll tag. Go to [bayareafastrak.org/windshield](http://bayareafastrak.org/windshield) 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

101 San Mateo Express Lanes  
I-680 Contra Costa Express Lanes  
I-580 Express Lanes  
I-680 Sunol Express Lanes  
I-880 Express Lanes  
SR-237 Express Lanes

# ABOUT FASTRAK

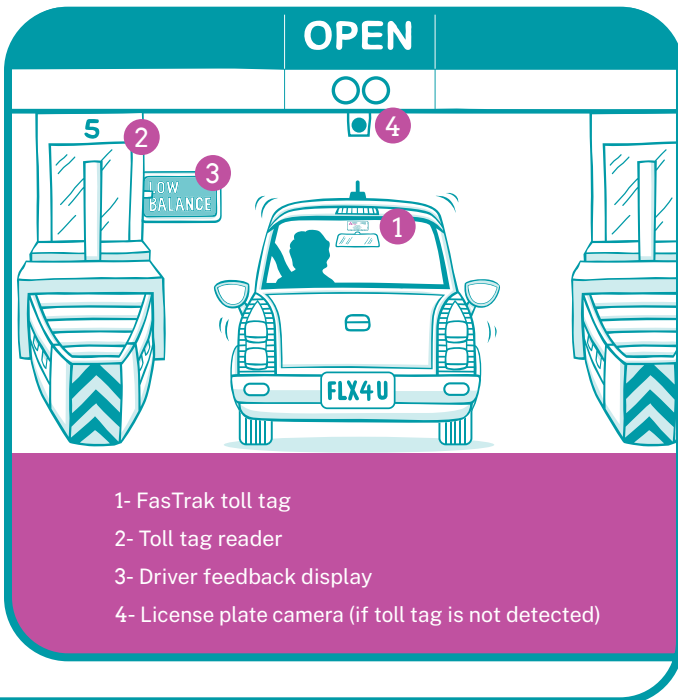
## What is FasTrak?

FasTrak is an electronic toll collection (ETC) system that allows you to prepay your bridge tolls. FasTrak also allows drivers to pay to use Bay Area Express Lanes.

The 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.
- High-speed cameras to capture images of vehicle license plates.

## Bridge Toll Plaza



# 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 booth window, will advise you of your account status.

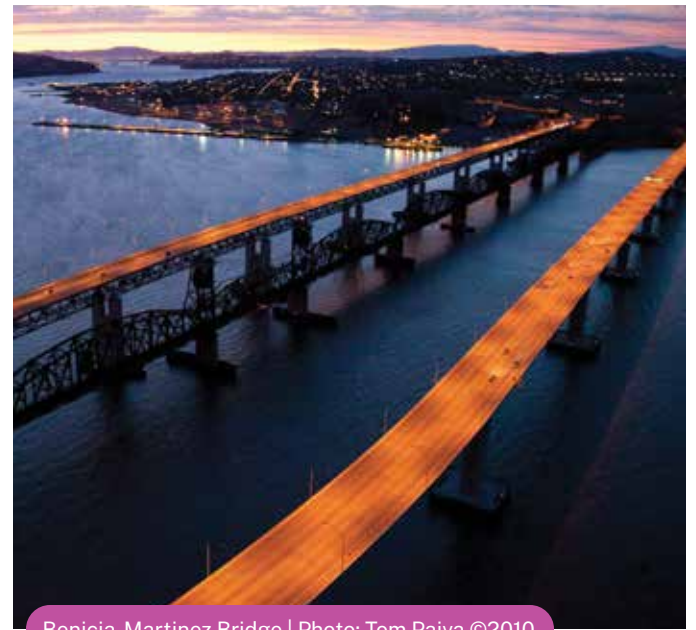
If your FasTrak account is valid and has a sufficient balance, it will display: VALID FASTRAK.

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.

## Which lanes at the toll plazas accept FasTrak?

ALL toll lanes on all eight bridges accept FasTrak.



Benicia-Martinez Bridge | Photo: Tom Paiva ©2010

# FASTRAK IN EXPRESS LANES

## What is a FasTrak Flex Toll Tag?



FasTrak Flex has a three-position switch to indicate the number of occupants in the vehicle. Carpools and motorcycles must use a FasTrak Flex toll tag in all Bay Area Express Lanes to receive toll discounts.

FasTrak Flex toll tags work just like any other FasTrak toll tag at bridges.

## What is a FasTrak CAV toll tag?

FasTrak CAV toll tags are specifically for use in eligible clean air vehicles. It has a three-position switch to indicate the number of occupants in the vehicle.

A FasTrak CAV toll tag is required in all Bay Area Express Lanes to receive the discounted toll when traveling as a single occupant in a clean air vehicle. Clean air vehicles that meet the minimum passenger requirements are eligible for the effective carpool discount.

A FasTrak CAV toll tag can only be ordered online and requires proof of a valid clean air decal. Eligibility for clean air discounts will automatically expire when the associated clean air decal expires.

On toll bridges, the FasTrak CAV toll tag works just like any other FasTrak toll tag.

Learn more about the FasTrak CAV toll tag at [bayareafastrak.org/cleanair](http://bayareafastrak.org/cleanair).

## What happens when I drive under an express lane gantry?

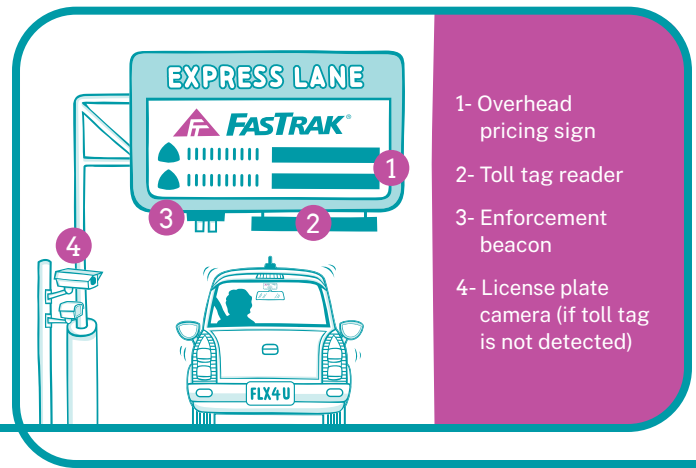
The toll system will read your FasTrak, FasTrak Flex or FasTrak CAV tag as you drive under an express lane gantry and deduct the appropriate toll from your prepaid balance.

## Will the toll tag beep in express lanes?

Depending on the express lane location and the type of toll tag you have, 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.

## 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 [bayareafastrak.org/toll-locations](http://bayareafastrak.org/toll-locations).



## OTHER FASTRAK LOCATIONS

### 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.

## 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 Bay Area FasTrak account. Maximum of two discounts per calendar day per toll tag or vehicle.

### Stay in the Lane—the Toll Stays the Same

If you briefly leave and then re-enter an express lane, 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.



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



# CARPOOL INFORMATION

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

## Bay Area 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 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, eligible clean air vehicles (CAVs) and motorcycles can use Bay Area Express Lanes for free or at a discounted rate. Toll tag rules and pricing policies vary by location. It is your responsibility to know the rules of the specific express lane prior to using it.

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

If you are using a FasTrak toll tag without a switch, you will be charged the full toll rate even if the vehicle meets all other carpool discount requirements.

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



1  
SOLO DRIVER



2  
TWO PEOPLE



3+



THREE OR MORE PEOPLE



MOTORCYCLES



TWO PEOPLE IN A TWO-SEATER



# ACCOUNT POLICIES

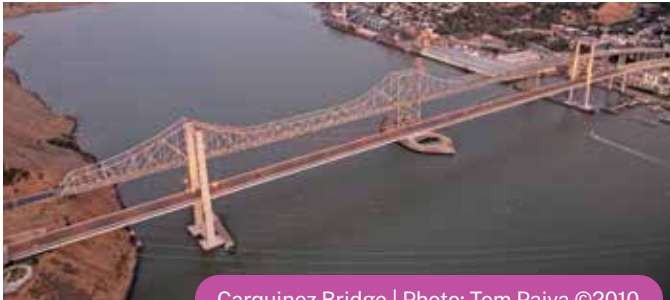
## Do I own the FasTrak toll tag?

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 three toll tags, but you will have to provide a \$5 deposit for each additional toll tag. Accounts established with cash, check or money order require a \$5 deposit for each toll tag. Once you request your account be closed, 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 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 [bayareafastrak.org/forms](http://bayareafastrak.org/forms).
- 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 FasTrak account as changes occur.



Carquinez Bridge | Photo: Tom Paiva ©2010

## 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 two-week's 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, check or money order?

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

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

Your 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 \$40, 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 \$30, whichever is greater. When your FasTrak account balance reaches the threshold amount, you must add more money to your FasTrak account.



Dumbarton Bridge | Photo: Tom Paiva ©2010

## When are my replenishment threshold and replenishment amount adjusted?

Your FasTrak account's (whether established by credit card, cash, check or money order) 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 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 [bayareafastrak.org](http://bayareafastrak.org).

In addition, the driver feedback display at bridge toll plazas 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 [bayareafastrak.org](http://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 [bayareafastrak.org](http://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. 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 \$5. 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 \$5 deposit.

If the message on the Driver Feedback Display at bridge plazas is blank or says CALL FASSTRAK or PAY TOLL, 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?

A FasTrak CAV toll tag may only be used with the clean air vehicle it is registered to. If you have multiple clean air vehicles, order a FasTrak CAV for each vehicle.

Standard FasTrak and FasTrak Flex 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 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?

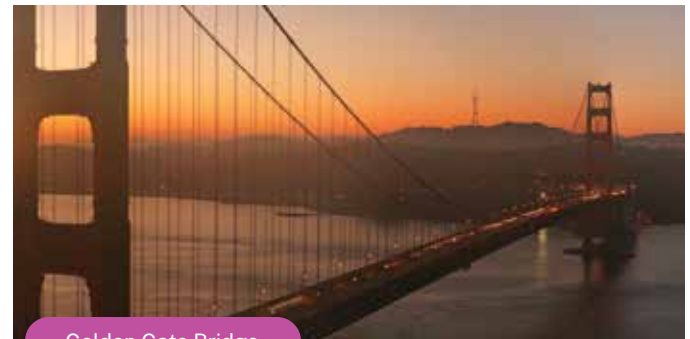
You can request your account be closed by completing an **Account Closure Form** and submitting it to the Customer Service Center or by logging in to your account online, navigating to the **Account Settings** tab and selecting **Close My Account**.

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 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.



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.

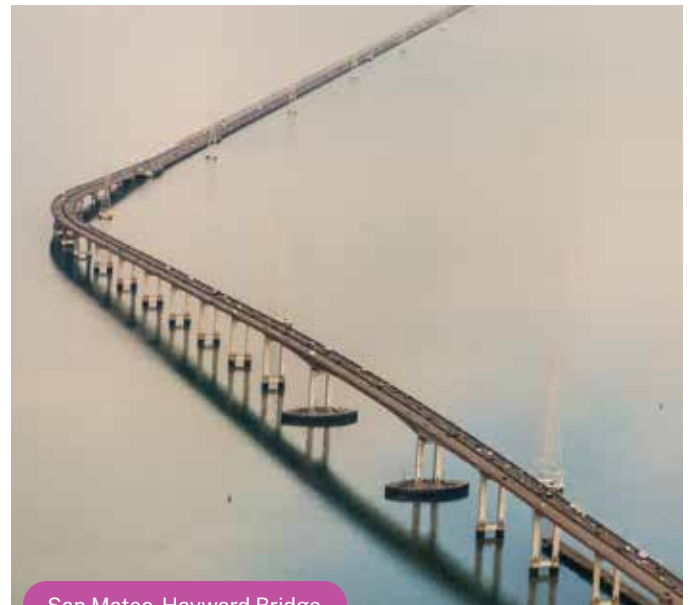
On the eight Bay Area toll bridges, failure to pay the bridge toll will result in the issuance of a toll invoice for the toll amount only. Failure to pay the toll invoice by the due date will result in the issuance of a first notice of toll evasion.

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 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 [bayareafastrak.org](https://www.bayareafastrak.org) or contacting the FasTrak Customer Service Center.



San Mateo-Hayward Bridge

# TERMS AND CONDITIONS

The FasTrak Account Terms and Conditions can be found at <https://www.bayareafastrak.org/en/common/docs/ApplicationandLicenseAgreement.pdf>.

The 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 and the I-880 Express Lanes, 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 FasTrak Customer Service Center at 1-877-229-8655.

**For Easy Reference:**

FasTrak Account Number \_\_\_\_\_

FasTrak Toll Tag Number \_\_\_\_\_



**Customer Service Center**

1-877-BAY-TOLL  
(1-877-229-8655)

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



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P.O. Box 26926  
San Francisco, CA 94126

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375 Beale Street  
San Francisco, CA 94105

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