

# METRO EXPRESSLANES

## Top 10 Frequently Asked Questions

as October 29, 2012

### I. **Where do I get FasTrak®?**

Customers will be able to establish their Metro ExpressLanes pre-paid FasTrak account online at [www.metroexpresslanes.net](http://www.metroexpresslanes.net), by calling 511 and saying "ExpressLanes", by mail at P.O. Box 3878, Gardena, CA 90247, or in person at our designated walk-in centers: 500 W 190<sup>th</sup> St, Gardena and 3501 Santa Anita Ave, El Monte or in person at any AAA branch office in Southern California.

### II. **What does it cost to set up a pre-paid FasTrak account?**

Credit/Debit Card Accounts: an initial pre-paid toll deposit of \$40 per transponder is required to open an account. The \$25 transponder deposit is waived. If the transponder is not returned in good working condition when the account is closed, a \$25 fee will be charged to the account.

Cash/Check Accounts: An initial pre-paid toll deposit of \$50 per transponder and a deposit of \$25 per transponder is required to open an account. When the account is closed and the transponder is returned in good working condition, the \$25 deposit is returned to the customer.

For those commuters that qualify for the Equity Plan, a one-time \$25 discount will be applied to their account. For AAA members, there is a 20% one-time discount if you sign up through AAA.

### III. **How much will it cost to travel on the Metro ExpressLanes?**

Tolls for the ExpressLanes will be dynamic, meaning they will change periodically based on real-time traffic conditions to keep the lanes free flowing. It is not possible to predict exactly what the tolls will be at any given time. They will range from as low as \$0.25 per mile when traffic is lighter in the ExpressLanes to a \$1.40 per mile when traffic is heavier in the ExpressLanes. The average trip cost is estimated to be between \$4 and \$7.

### IV. **How will the system distinguish between carpools and solo drivers in charging tolls?**

Prior to starting a trip, the driver will indicate the number of occupants in the vehicle by moving the switch on the transponder to the appropriate setting (1, 2, 3+). The switchable FasTrak transponder will help enforce occupancy requirements aided by dedicated CHP officers who will provide visual verification.

### V. **What are the carpool requirements for toll-free travel on the ExpressLanes?**

All vehicles traveling on the Metro ExpressLanes must have a FasTrak transponder. The minimum occupancy requirement does not change. On the 110, vehicles with two or more occupants will travel toll-free. On the 10, vehicles with three or more occupants will be able to use Metro ExpressLanes toll-free at all hours. Vehicles with two occupants will pay a toll during peak hours (5am-9am; 4pm-7pm), but will have toll-free use during off-peak hours.



# **METRO EXPRESSLANES**

**VI. Are there any monthly fees associated with having a FasTrak account?**

Yes. A \$3 monthly account maintenance fee is assessed. The fee can be waived with a minimum of four one-way trips on the Metro ExpressLanes in a month. The one-way trips can be any combination of paying a toll, carpooling toll-free, or eligible transit trips. The fee is automatically waived for customers enrolled in the Equity Plan. NOTE: The fee will not begin until AFTER the 10 ExpressLanes open early next year.

**VII. I have an account with another toll agency; can I use my FasTrak transponder on the Metro ExpressLanes?**

Yes, your existing FasTrak transponder will work on the Metro ExpressLanes. You will be charged the single occupancy rate. If you would like to use the ExpressLanes as a carpooler and not be charged, you will need to obtain a Metro FasTrak transponder. You are not required to maintain two separate accounts. The Metro transponder will work on all toll facilities in California.

**VIII. Can I use my switchable FasTrak transponder on other toll facilities?**

Yes, your Metro issued switchable FasTrak transponder may be used on all toll facilities in California. When using your switchable transponder on other toll facilities you will need to set the transponder switch to the Single Occupancy setting regardless of the number of vehicle occupants. We suggest that if you are interested in learning about carpool discounts on the other toll facilities that you contact that facility prior to travel.

**IX. I drive a CNG/Electric/Zero Emission vehicle; do I have to pay a toll? Will I need FasTrak?**

All vehicles will need a FasTrak to use the ExpressLanes. These vehicles will be charged a toll similar to all other solo drivers until March 1, 2014 – at which time, these vehicles will not be charged a toll.

**X. I drive a motorcycle; do I have to pay a toll? Will I need FasTrak.**

Motorcycles do not have to pay a toll, but do need to have a FasTrak. The FasTrak should always be set to 3+. The FasTrak can be placed in a secure location on the motorcycle such as a bag or pocket.