



# TRAVEL INFORMATION & POLICY

Subject:  Electronic Tolling on the Golden Gate Bridge	Number: TIP 14-02 <hr/> Date Issued: February 14, 2014
References:  <a href="#">Department of General Services - Statewide Travel Management Program (STAMPP) Travel Bulletin 13-07</a>	Expires: Until Rescinded

**Purpose** This TIP provides information on how to pay your toll fees when driving through a toll collection area on state business where there is no toll collector onsite and an option for cash payment is not available.

**Background** The Golden Gate Bridge has converted to an Electronic Toll Collection System and has eliminated onsite toll collectors. The Electronic Toll Collection System requires payment either by a prepaid FasTrak account, or by one of the following “Pay by Plate” options:

- License Plate Account
- One-Time Payment

If the license plate can’t be associated with a FasTrak account, License Plate Account or by the Golden Gate One-Time Payment (online option), a Toll Invoice is generated in which a paper billing is mailed to the registered owner of the vehicle based on the electronic scanning of the license plate number.

**Tolls billed in a Rental Vehicle** **Without a FasTrak Account:** Enterprise and National are offering a tolling program through “TollPass”, an electronic-toll-payment service provider. All Enterprise vehicle license plate numbers have been registered with “TollPass”. When a license plate is read going through a toll collection area matching one registered with “TollPass”, a paper bill is generated and mailed to the address of the driver on file with the rental company. The bill will include the toll fee and a service fee assessed by “TollPass” of approximately \$2.95. The service fee is billed directly to the department for rental vehicles.

**With a Personal FasTrak Account:** Mount the FasTrak device in your rental vehicle per FasTrak requirements, and pay your FasTrak account as normal.

**IMPORTANT** *If you do not pay your toll invoice assessed in an Enterprise Rental vehicle, you will be added to their “Do Not Rent” list. Make sure your current address is on file when you rent your vehicle and that you pay your assessed toll promptly to avoid future rental issues.*

**Tolls billed in a State Vehicle** **Without a FasTrak Account:** The bill will be mailed to the registered owner. If you go through an electronic tolling station in a Caltrans-owned vehicle, the Division of Equipment will pay the toll fee and may contact you to validate the toll charge. If you use a Department of General Services (DGS) vehicle, DGS Fleet and Asset Management (OFAM) leasing office will contact you to make arrangements to ensure payment is made.

**With a Personal FasTrak Account:** Mount the FasTrak device in your daily or monthly state vehicle per FasTrak requirements, and pay your FasTrak account as normal.

**Tolls billed in a Privately Owned Vehicle** Private vehicles without FasTrak /Pay by Plate account or those not utilizing the One-Time Payment option will receive a Toll Invoice. If you receive a Toll Invoice, payments can be made online at <http://www.goldengate.org/tolls/> or by U.S. Mail. Invoices must be paid within 3 weeks to avoid late charges. Late fees will not be reimbursed by the department.

Any unpaid toll invoice or unpaid portion thereof, leads to a Toll Violation notice which attaches a \$25 penalty fee. If the toll and penalty remains unpaid, the amount due is referred to the Department of Motor Vehicles (DMV).

**Reimbursement** Toll charges will be reimbursed through a Form FA-0302 - Travel Expense Claim (TEC). The toll fee should be submitted under "Toll Charges" (Column 7C) and the service fee, if applicable, should be submitted under "Business Expense".

**Additional References** For more information on FasTrak and other payment options when in a personal vehicle: <https://www.bayareafastrak.org> or call 877-BAY-TOLL.

To locate a toll billing statement online after driving your rented vehicle through an electronic tolling station or to register for future toll billing statements to be sent to you via email: [http://www.htallc.com/Receipt\\_RequestEHI.aspx?rental=196](http://www.htallc.com/Receipt_RequestEHI.aspx?rental=196)

If you have any questions, please contact Eric Lau at (916) 227-9079

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail [Katie.Kennedy@dot.ca.gov](mailto:Katie.Kennedy@dot.ca.gov). TTY users may also call (800) 735-2922.