



State Route 237 Express Lanes

Frequently Asked Questions

Q. What are the SR 237 Express Lanes?

The SR-237 Express Lanes provide toll-free travel to high-occupancy vehicles (HOVs), buses, and motorcycles, and provide non-carpool drivers the choice to pay a toll to use the lanes. Vehicles with three or more occupants pay no toll, while vehicles with two occupants are eligible for a 50% toll discount. Solo drivers in clean air vehicles with valid decals are also eligible to receive a 50% discount on tolls with a registered FasTrak CAV toll tag.

Q. Do I need FasTrak® to use the lanes?

Yes. FasTrak is required to use the lanes Monday – Friday from 5 a.m. to 8 p.m. for all users, including motorcyclists, carpoolers, and clean air vehicles. Solo drivers can use either a standard FasTrak toll tag or a FasTrak Flex toll tag set in the “1” position to pay tolls to use the lanes. Before driving, users should set their properly-mounted FasTrak Flex tag in the “1”, “2” or “3+” position based on the number of occupants in the vehicle.

Q. How do I get FasTrak?

- **Visit bayareafastrak.org.** To open a new account, click “sign up.” If you already have an account, log in and add tags. Drivers of eligible clean air vehicles registering for a CAV toll tag will need to upload a copy of their DMV-issued CAV certificate.
- **Purchase a tag** at select Costco or Walgreens stores and activate it online. Your purchase price is your toll deposit. Visit bayareafastrak.org for a map of participating retail stores. CAV toll tags are not sold in retail outlets.
- **Call 1-877-BAY-TOLL**
- **Visit** the FasTrak Customer Service Center at 375 Beale Street, San Francisco.

Q. How does tolling work?

Tolls change as traffic conditions change. When traffic increases, tolls increase. When traffic decreases, tolls decrease. Non-carpool drivers decide if the travel time savings are worth the price. A driver is guaranteed the toll shown on the sign at the time the driver enters the express lane. If the toll amount changes while the driver is in the lane, the driver still pays the toll posted when first entered. The westbound direction has one toll zone (south of Dixon Landing Rd. to Mathilda Ave.), while the eastbound lane has two zones (from Mathilda Ave. to Zanker Rd.; from Zanker Rd. to I-880). If a driver exits the lane prior to the end of the zone, the driver is charged the entire toll displayed for that zone.

Q. What happens if I don't have a toll tag?

If a vehicle does not have a FasTrak toll tag, license plate camera images are used to match the vehicle to a FasTrak account. If a driver does not have an account, the driver will receive a violation notice in the mail and be required to pay both the toll and a \$25 penalty. If not paid on time, a second notice is mailed and the penalty increases to \$70.

Q. When do the lanes operate?

The SR 237 Express Lanes operate Monday through Friday from 5 a.m. to 8 p.m. All day operating hours are consistent with current express lanes on I-680 and I-580 in Alameda County, as well as I-680 in Contra Costa County.

Q. What is HOV Only mode?

When traffic is especially heavy, the SR 237 Express Lanes can go into “HOV ONLY mode”. This means the lane is no longer open to solo drivers paying the toll with FasTrak. During HOV ONLY mode, only vehicles with three or more

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passengers and motorcycles can use the Express Lanes. When “HOV ONLY” is posted on the toll message sign, a driver who enters the Express Lane without the correct number of occupants can be issued an HOV lane violation citation by the California Highway Patrol (CHP).

Q. Where do I get in and out?

Drivers can enter and exit the 237 Express Lanes anywhere except where there are double white lines. From southbound I-880, cars can enter the express lane south of Dixon Landing Road and can exit the lane anywhere west of Zanker Road on SR 237. On eastbound SR 237, there are double white lines west of Zanker Road prior to the 237-880 connector. Express lanes traffic wanting to access I-880 South, McCarthy Boulevard, or Calaveras Boulevard will have to exit the lane at Zanker Road.

Q. Will the toll tag beep in express lanes?

No, toll tags on the SR 237 Express Lanes will not beep when read by the overhead tolling equipment.

Q. What are the benefits of the SR 237 Express Lanes?

The SR 237 Express Lanes:

- Provide a new choice for non-HOV drivers to use a lane they could not use before and get a more reliable trip;
- Increase efficiency of the roadway by taking advantage of HOV lane capacity;
- Improve lane performance to offer carpools and toll-paying vehicles a more reliable trip.

Q. How is toll revenue used?

Revenue remaining after supporting the operations and maintenance of the Express Lanes will be used to fund transportation improvements along the 237 corridor. This can include transit operations or other high-occupancy vehicle projects. How those net revenues will be spent will be determined by a future expenditure plan that must be approved by the VTA Board of Directors.

