

Metro ExpressLanes

Administrative Account Fees

	Metro ExpressLanes Standard	Metro ExpressLanes Low Income Commuters*
ACCOUNT ESTABLISHMENT – CREDIT/DEBIT CARD		
Prepaid Toll Deposit – Credit/Debit Card	\$40.00	\$40.00
Transponder Deposit – Credit/Debit Card	Waived	Waived
Low Income Toll Credit Discount 2 *	Not Available	\$(25.00)
Total Cost for Account Establishment	\$40.00	\$15.00
ACCOUNT ESTABLISHMENT – CASH/CHECK		
Prepaid Toll Deposit – Cash/Check Customer	\$50.00	\$50.00
Transponder Deposit – Cash/Check Customer 3	\$25.00	\$25.00
Low Income Toll Credit Discount 2 *	Not Available	\$(25.00)
Total Cost for Account Establishment	\$75.00	\$50.00
ACCOUNT REPLENISHMENT		
Minimum Balance Threshold – Credit/Debit Card	\$10.00	\$10.00
Replenish Amount – Credit/Debit	\$40.00	\$40.00
Minimum Balance Threshold – Cash/Check Card	\$25.00	\$25.00
Replenish Amount – Cash/Check	\$50.00	\$50.00
ACCOUNT ADMINISTRATION SERVICES		
Monthly Account Maintenance Fee 4	\$3.00	Waived
Transponder Replacement Fee 5	\$35.00	\$35.00
Defective/Malfunctioning Transponder	No Charge	No Charge
Credit Card Declined	\$25.00	\$25.00
Returned Check Fee	\$25.00	\$25.00
Negative Balance Fee	\$25.00	\$25.00
Forced Account Closing Fee	\$25.00	\$25.00
Mailed Customer Invoice/Statement Fee	\$ –	\$ –
Return Transponder in Good Condition	\$(25.00)	\$(25.00)
Failed to Return Transponder in Good Condition	\$25.00	\$25.00

1 Transponder Deposit Amount is waived when account is established with a Credit/Debit Card. When the account is closed and the transponder is not returned or in good working condition, the \$25 deposit will be charged to the customer.

2 Discount provided to Low Income Commuters that can be applied either toward the Transponder Deposit or Prepaid Toll Deposit.

3 Refundable when account is closed and the transponder is returned in good working condition.

4 Monthly Account Maintenance Fee is waived when customer uses the Metro ExpressLanes four trips per month whether carpool, vanpool, or toll paying SOV; and waived for qualifying low income commuters.

5 Transponder is lost, stolen or damaged.

* Must reside in LA County; have an annual household income at or below \$35,000 (family of 3); limit one per household.



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As of March 2011



Metro ExpressLanes

Definition of Fees

Term	Definition
ACCOUNT ESTABLISHMENT (ONE TIME ONLY)	
Prepaid Toll Deposit	The initial deposit required by the customer to open their toll account. Any toll charges incurred will be deducted from the account. Any remaining balance will be refunded when the account is closed in good standing.
Transponder Deposit	A security deposit for the transponder is required when opening an account with cash/check. The deposit is refundable when the transponder is returned in good working condition. The security deposit is waived when an account is opened with credit/debit card.
ACCOUNT REPLENISHMENT	
Minimum Balance Threshold	The minimum balance required to be maintained in a customer's account. If the account falls below the minimum balance, the account is automatically replenished if established by credit/debit card, or manually replenished if established by cash/check.
Replenishment Amount	The agreed-to amount that would be added to customer's account when they reach the minimum balance threshold.
ACCOUNT ADMINISTRATION SERVICES	
Account Maintenance Fee (Monthly)	Fee associated with the administrative and operational costs incurred to maintain customer accounts. The fee will be waived if the customer has a minimum of four trips per month in the ExpressLanes, whether vanpooling/carpooling or as a single occupant driver.
<i>Per Occurrence</i>	
Transponder Replacement Fee	Fee associated with the replacement of a transponder for loss, theft or damage.
Defective/Malfunctioning Transponder Fee	No charge for failed transponder due to no fault of the customer.
Credit/Debit Card Declined Fee	Fee associated with a declined or rejected credit/debit card transaction not resolved within three days of notification.
Returned Check Fee	Fee associated with insufficient funds transactions.
Negative Balance Fee	Fee associated with insufficient funds in a customer's toll account.
Forced Account Closing Fee	Fee associated with the involuntary closing of an account due to non-compliance with user agreement.



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