For More Information
For the latest updates on your FasTrak account:
• Visit 511sd.com/fastrak
• Call 511 and say “FasTrak” for automated account information

Visit, email, or call the Customer Service Center:
Monday through Friday (call for hours)
9903 Businesspark Ave., Suite 103
San Diego, CA 92131
Email: support@fastrak.511sd.com
Phone: (888) 889-1515
Fax: (888) 271-1515

I-15 Express Lanes Map
Traffic Conditions
For traffic conditions throughout the San Diego region, visit 511sd.com or call 511 and say “traffic conditions.”

Welcome to the I-15 Express Lanes!
Your Welcome Kit contains everything you need to start enjoying the many benefits of the Express Lanes such as:
saving time, saving gas by not idling in traffic, and having a more reliable commute.

Your Welcome Kit includes:
• Your FasTrak® transponder(s)
• A Mylar® bag to insert your transponder into if you are carpooling (to ensure your trip is free)
• SANDAG Privacy Policy
• FasTrak Terms and Conditions

Once you’ve installed a transponder in your vehicle, you are ready to use FasTrak on the I-15 Express Lanes, South Bay Expressway, and other FasTrak toll roads and bridges in California. The toll will be deducted automatically from your prepaid account. The enclosed transponder will not “beep” on the I-15 Express Lanes and there is no need to slow or stop to pay tolls.

Thank you for choosing the I-15 Express Lanes!
Transponder Mounting Instructions

1. Peel backing off the Velcro® adhesive strips. Hold the transponder in your hand with the Velcro strips facing the inside of the windshield.
2. Mount the transponder directly behind the rearview mirror no more than 1 ½ inches from the top of the windshield, below any dark shaded tint. If space there doesn’t permit, mount it on the lower left or right corner of the windshield not more than 1 ½ inches from the lower and outer edges.
3. Press the transponder firmly against the glass.

IMPORTANT
• Only use the transponder in vehicles registered to your FasTrak account. Failure to do so may result in a violation of your FasTrak account. Failure to do so may result in a violation of your FasTrak account. Failure to do so may result in a violation of your FasTrak account.
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How your Monthly Account Plan Fee is Calculated
• The best way to avoid the monthly account plan fee is by spending $4.50 or more per month in tolls on the I-15 Express Lanes or South Bay Expressway: this way you only pay the cost of your tolls.
• Your monthly fees will be automatically deducted the following month. For example, May fees are deducted in June.
• Only tolls incurred on the I-15 Express Lanes or South Bay Expressway through electronic toll payment using a valid transponder registered to an I-15 Express Lanes account, and will appear on your statement.

Toll prices: Provides pricing based on entering the lanes at the rate that was posted when you entered; you do not need to exit the lanes. If you enter the lanes after the “HOV Only” message is displayed, you could be assessed a fine and you will be charged the maximum (currently $8).

Fee Schedule
Monthly Account Plan* (one transponder included) $4.50
Monthly minimum for each additional transponder $1
Printed statement (e.g., monthly or annual) $2

FasTrak for Fast, Reliable Travel Throughout California
Use your I-15 Express Lanes FasTrak transponder wherever you see the FasTrak symbol throughout California.

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FasTrak Tolling Services
Tolls are based on your entry point into the lanes and the distance you travel.
• The toll charged per mile is recalculated based on the level of traffic in the I-15 Express Lanes, ensuring traffic flows freely.
• The toll rate displayed on signs located before each Express Lanes entrance includes the minimum and maximum toll you can expect to pay, which ranges from 50 cents to $8.

New Commute Choices
Consider commute choices that save time, save money, and help the environment. Join other San Diego commuters who take transit or rideshare once a week or more! iCommute, the regional commuter assistance program managed by SANDAG, can help you find inexpensive and flexible alternatives to driving alone.

How about working from home one day a week? You’ll save time and say “iCommute,” or email iCommute@sandag.org.
For more information, visit 511sd.com/iCommute, call 511 and say “iCommute,” or email iCommute@sandag.org.

There are so many ways the I-15 Express Lanes can keep you moving!

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Dynamic FasTrak Tolling Keeps the Express Lanes Moving
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