

## SB Express Lanes Equity Program Terms and Conditions

### CUSTOMER AGREEMENT TERMS AND CONDITIONS

This Customer Agreement governs participation in one of more of San Bernardino County Transportation Authority's (SBCTA) Equity Programs for SB Express Lanes, including the Low-Income Resident Benefit Program and the Disabled Veterans Benefit Program.

By enrolling in SBCTA's Low-Income Resident Benefit Program and/or Disabled Veterans Benefit Program, customer agrees to these terms and conditions in order to obtain the program benefits.

#### Low-Income Resident Benefit Program

1. Program eligibility:
  - a. Applicants must present one of the following documents to demonstrate proof of residency in San Bernardino County at time of submitting the application:
    - i. valid California driver's license with current address
    - ii. deed/title to residential property or mortgage bill
    - iii. rental/lease agreement
    - iv. home utility bill (including cellular phones)
    - v. Internal Revenue Service (IRS) or California Franchise Tax Board return
    - vi. any school document
    - vii. any document issued by a government entity
  - b. Applicants must demonstrate an annual household income of less than double the federal poverty level by presenting:
    - i. a current Tax Return
    - ii. proof of enrollment in the Calfresh program
    - iii. proof of enrollment in Medi-Cal
    - iv. an unexpired county benefit eligibility letter
2. Program participation requirement:
  - a. As a condition of approval for participation in the Low-Income Resident Benefit Program, applicants must open or provide proof of an existing FasTrak® Account with SBCTA's account and payment processing partner, The Toll Roads (TCA). All TCA FasTrak Account subscribers are subject to the provisions under the applicable FasTrak License Agreement (FasTrak Account Agreement). Applicants are responsible for paying all account deposits and fees associated with establishing and maintaining a TCA FasTrak Account.
3. Program benefit – Applicants will receive a one-time/one per household \$20 toll credit to a new or existing FasTrak account with The Toll Roads. This \$20 toll credit may be used for trips on the SB Express Lanes only and the purchase of a switchable transponder. The toll credit can only be applied to SB Express Lanes transactions posted to the TCA FasTrak account until the value is depleted. No portion of the toll credit will be refunded to the Applicant or applied to other toll trips outside of San Bernardino County. Applicants are responsible for all tolls once the credit has been depleted.

#### Disabled Veterans Benefit Program

1. Program eligibility:
  - a. Applicants must demonstrate proof of residency in San Bernardino County at time of submitting the application and every 5 years thereafter by presenting one of the following documents:
    - i. valid California driver's license with current address
    - ii. deed/title to residential property or mortgage bill
    - iii. rental/lease agreement
    - iv. home utility bill (including cellular phones)
    - v. Internal Revenue Service (IRS) or California Franchise Tax Board return
    - vi. any school document
    - vii. any document issued by a government entityIf Applicant moves out of San Bernardino County, the Applicant agrees to contact SBCTA to discontinue participation in the Disabled Veterans Benefit Program.
  - b. Applicant must present:
    - i. a valid California Department of Motor Vehicles (DMV) vehicle registration identifying an issued Disabled Veteran License Plate. A Disabled Veterans Benefit must be in the name of the person to whom the plate(s) is issued, and that person must be an occupant of the vehicle at the time of travel in the SB Express Lanes. OR
    - ii. a valid California Department of Motor Vehicles (DMV) vehicle registration identifying an issued Veteran License Plate AND either a current (not expired) Disabled Person Placard (DPP) issued by the California Department of Motor Vehicles (DMV) or a VA Benefit Letter showing 100% "service-connected disability". A Disabled Veterans Benefit must be in the name of the person to whom the plate(s) is issued, and that person must be an occupant of the vehicle at the time of travel in the SB Express Lanes.
2. Program participation requirement:
  - a. Applicant acknowledges and agrees that the Disabled Veterans Benefits Program only applies when using the SB Express Lanes while traveling:

- i. in a vehicle with a permanently mounted Disabled Veteran License Plate issued by the California Department of Motor Vehicles (DMV) or the permanently mounted Veteran License Plate issued by California Department of Motor Vehicles (DMV) which qualified for SBCTA’s Disable Veterans Benefit program; and
  - ii. either a current (not expired) Disabled Person Placard (DPP) issued by the California Department of Motor Vehicles (DMV) or a VA Benefit Letter showing 100% “service-connected disability”.
- b. As a condition of approval for participation in the Disabled Veterans Benefit Program, applicants must open an account or provide proof of an existing FasTrak Account and transponder with SBCTA’s account and payment processing partner, The Toll Roads (TCA). All TCA FasTrak Account subscribers are subject to the terms and conditions of the applicable FasTrak License Agreement (FasTrak Account Agreement). Applicants are responsible for paying all account deposits and fees associated with establishing or maintaining a TCA FasTrak Account.
- c. Applicants agree to adhere or mount and use the transponder in the vehicle associated with the program in accordance with the applicable instructions.
3. Program benefit – Applicant will receive free access in the SB Express Lanes.

**RELEASE AND INDEMNITY**

Applicant hereby releases SBCTA from all loss, damage or injury whatsoever, known or unknown, arising out of or in any manner connected with the use of a transponder issued by The Toll Roads (TCA), SBCTA’s account and payment processing partner. Neither SBCTA nor its agents will have any obligation or liability with respect to use or the performance of the transponder. Applicant agrees to indemnify, protect and hold harmless SBCTA and its agents from all liability for any loss, damage or injury to persons or property arising from or related to the misuse of the transponder issued under the Equity Program.

**TERMINATION**

SBCTA reserves the right to terminate this Agreement at any time by providing written or electronic notice to Applicant.

**CHANGES**

SBCTA reserves the right to change the terms of this Agreement and our policies at any time by providing written or electronic notice to Applicant. Applicant agrees to all changes upon further use of the SB Express Lanes.

**FAILURE TO COMPLY**

Failure to comply with any portion of this Agreement may result in removal from the SBCTA Equity Program and termination of any benefits that have been issued under the program.

**COMMUNICATIONS**

By enrolling in the SBCTA Equity Program, Applicant agrees that SBCTA may, at its discretion, send surveys and other Equity Program communications to the email and/or USPS addresses associated with such account. Please address all correspondence to SB Express Lanes, c/o The Toll Roads, P.O. Box 57114 Irvine, CA 92619-7114.

**PRIVACY POLICY**

SBCTA’s treatment of personal information is described in the Privacy Policy available at [SBExpressLanes.com/privacy](http://SBExpressLanes.com/privacy) and is consistent with Federal and State laws governing an individual’s rights to privacy. Disclosure of personal information other than such specified in the Equity Program application to be eligible for benefit(s) or receipt of Program communications related to this Equity Program is voluntary.

**DECLARATION**

I, \_\_\_\_\_, under penalty of perjury, do hereby certify the authenticity of information and documents presented as proof of eligibility is true and correct

AND

acknowledge that I received a copy of the SB Express Lanes Equity Program Terms and Conditions and the Express Lanes Privacy Policy.

---

Signature

Date