

**Bay Area Toll Authority  
Oversight Committee**

May 13, 2026

Agenda Item 5b-26-0505

**Contract Amendment – Credit Card Processing for the FasTrak® Electronic Toll  
Collection Program: Bank of America Merchant Services (\$9,700,000)**

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**Subject:**

A request for Committee approval of a sole source contract amendment for Bank of America Merchant Services (BAMS) to 1) increase the contract amount by \$4,700,000 to cover expenses for the remainder of the fiscal year 2025-2026, and 2) extend the contract for an additional six months through December 31, 2026, with a further \$5,000,000 allocated for the extension period, for a grand total increase to the contract's not to exceed amount of \$9,700,000, subject to approval of future BATA budgets.

**Background:**

The FasTrak® program serves customers who have their tolls collected electronically at Bay Area toll facilities. The toll facilities include the Bay Area Toll Authority's (BATA) seven state-owned bridges, the Golden Gate Bridge, and the Bay Area Express Lanes.

In July 2019, following a competitive procurement, BATA entered into a contract with BAMS to provide credit card processing services. The contract is for a five-year term, through June 30, 2024, with options to extend for two additional years, in one-year increments. All options to extend the contract were exercised by BATA. The contract with BAMS is set to expire on June 30, 2026.

BATA staff conducted a procurement for a new merchant payment services contract. A recommendation was presented to the BATA Oversight Committee in March 2026 and was approved. Following the contract award, sufficient time will be needed for document review, implementation, and testing. To ensure continuity of operations and avoid potential disruptions, staff propose to extend the contract with BAMS for an additional six-month period. This extension would serve as a wind-down period while the new provider is fully integrated. Additionally, this extension would provide contingency coverage of \$5,000,000 for continued credit card processing services if the new provider were not fully operational by the planned transition date.

Expenses have increased compared to the prior fiscal year due to higher credit card usage for payments. As of March 2026, BATA sends approximately 750,000 invoices monthly to customers who cross the toll bridges without a valid FasTrak® account. Of the payments received from invoices, 87% of transactions are paid by credit card. Staff request \$4,700,000 to cover the additional expenses for the remainder of the fiscal year 2025-2026.

BAMS is not a small business enterprise and has no subcontractors.

**Issues:**

None identified.

**Recommendations:**

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment, including a six-month extension with BAMS, in an amount not to exceed \$9,700,000, to continue to provide credit card processing services, subject to approval of future BATA budgets.

**Attachments:**

- Request for Committee Approval – Summary of Proposed Contract Amendment



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Andrew B. Fremier

**Request for Committee Approval**

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**Summary of Proposed Contract Amendment**

Work Item No.: 8900

Consultant: Bank of America Merchant Services  
Charlotte, NC

Work Project Title: Credit Card Processing Services for FasTrak® Electronic Toll  
Collection Program

Purpose of Project: To provide credit card processing services

Brief Scope of Work: To provide credit card processing services for the FasTrak® ETC  
Program for the combined FasTrak® Regional Customer Service Center  
operation of the state-owned bridges, the Golden Gate Bridge, and Bay  
Area Express Lanes

Project Cost Not to Exceed: \$9,700,000 (this amendment)  
Total contract amount before this amendment: \$138,600,000  
Maximum contract amount after this amendment: \$148,300,000

Funding Source: BATA Toll Bridge Program Operating Funds

Fiscal Impact: \$4,700,000 is included in the fiscal 2025-2026 BATA Operating  
Budget; \$5,000,000 in funds are subject to the approval of future BATA  
budgets.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and  
enter into a contract amendment with Bank of America Merchant  
Services to continue providing credit card processing services, as  
described above and in the BATA Oversight Committee Summary  
Sheet dated May 13, 2026 and that the Chief Financial Officer is  
authorized to set aside \$9,700,000 for such amendment, subject to  
approval of future BATA budgets.

Bay Area Toll Authority:

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Margaret Abe-Koga, Chair

Approved: May 13, 2026