

Modernizing the FasTrak[®] Regional Customer Service Center

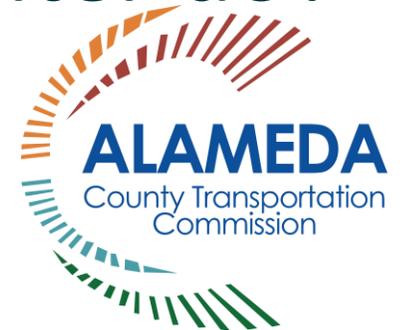
BATA Oversight Committee

February 11, 2026



What does the FasTrak Customer Service Center do?

- Serves 6 Bay Area toll agencies
- Collects toll payments from drivers using the Bay Area bridges and Express Lanes
- Provides customer service via phone, website, and in-person
- Serves as the financial system for maintaining customer account balances and manages billing, payments, and revenue

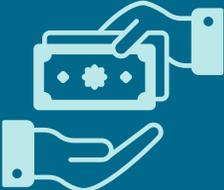


Large-Scale Operations



170M

Paid trips in fiscal year 2025



\$1.3B

Revenue collected in fiscal year 2025



2.1M

Customer interactions in 2025

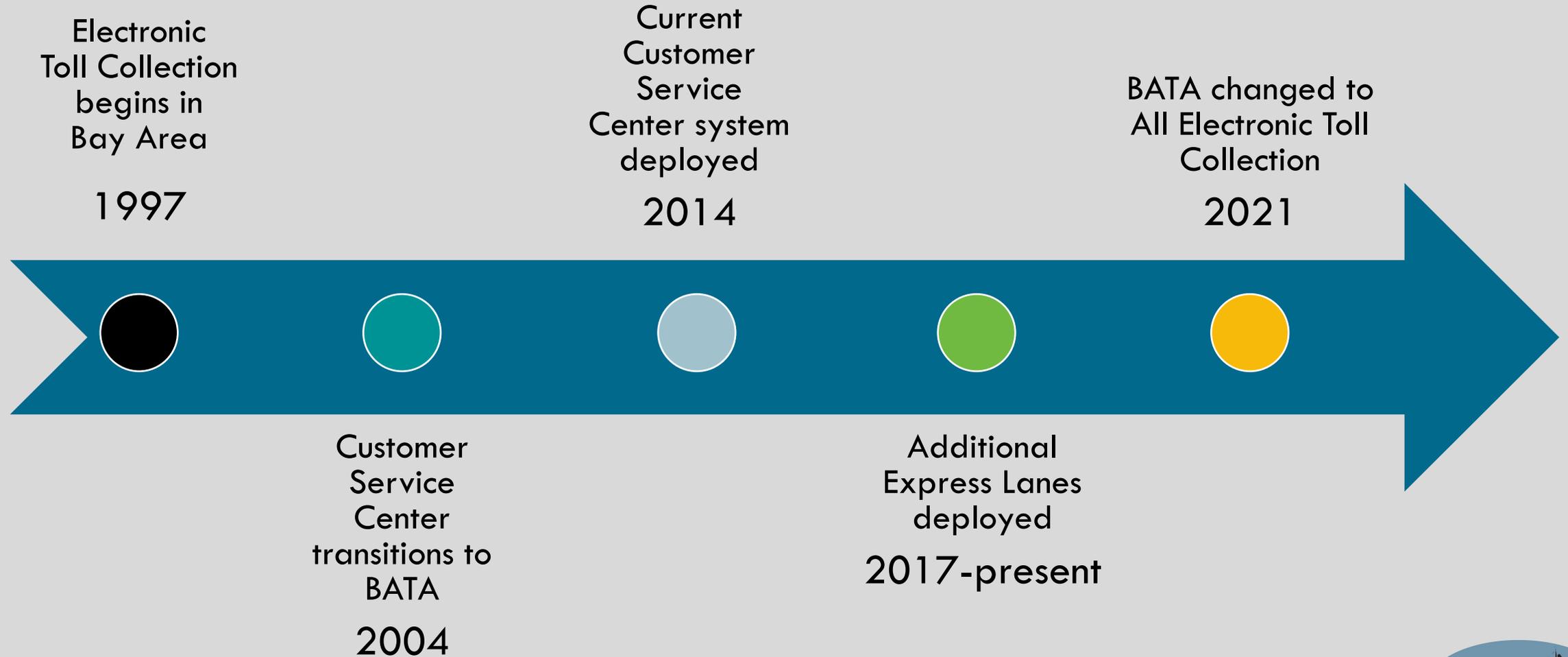


3.7M

Active FasTrak Accounts



Decades of Experience



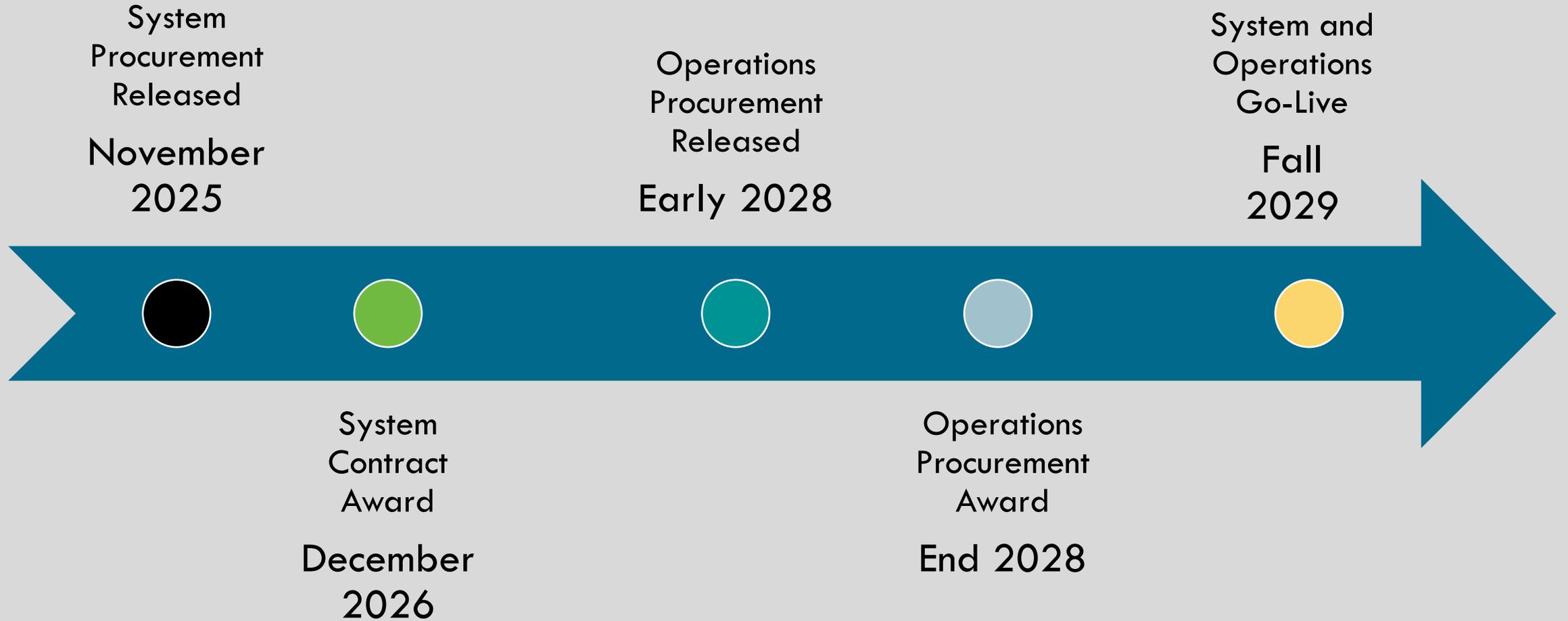
Guiding Principles for Next Customer Service Center

- Deliver an exceptional **customer experience**
- Maintain **financial accountability** to the Commission and the public for accurate toll collection
- **Leverage technology** for flexible and scalable operations to meet both current and future needs
- Provide **secure and accessible data management** to support decision-making

Approach to Modernization

- Make a strategic shift to a “generational” system that can grow and evolve with BATA’s needs
- Engage with potential vendors to fully scope the system
- Leverage a vendor partnership to develop BATA’s new system collaboratively
- Decouple the system from the operations

Next Steps



Contract Amendment — HNTB Corporation

- Consultant Support from HNTB
 - Maintain continuity from procurement planning to supporting the rollout of the new customer service center system and operations
 - Continued support of ongoing operations of the current customer service center
 - Provide subject-matter expertise and supplement staff during peak periods of effort
- \$13.2M amendment to HNTB's contract to support work through December 2027