

FasTrak[®] Regional Customer Service Center Contract Extension:

Conduent State and Local Solutions, Inc.

BATA Oversight Committee

June 10, 2026



Large-Scale Operations



129M+

Paid trips
this fiscal year
through Q3



\$1B+

Revenue collected
this fiscal year
through Q3



49

Languages
Supported



4.4M

Active
Accounts

Supports 16 Toll Facilities



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 system of record for customer account balances, billing, and payments processing



Customer Service Center Performance

2026 Year-to-Date Call Summary



1.1M

Inbound
Calls



540K

Live Agent
Interactions



27 Seconds

Average
Wait Time



93%

Customer
Satisfaction

Digital Channels (Chat & Email):

Meeting response time targets, providing reliable support across channels.

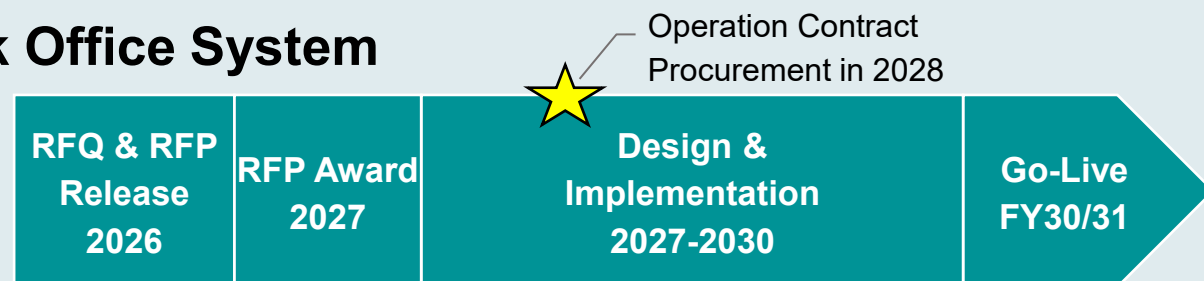
Replacement CSC Timeline



Current Contract with Conduent State and Local Solutions



Replacement Customer Service Center Back Office System



Contract Amendment — Conduent

- Extend contract term to June 30, 2031 to support estimated go-live date for replacement CSC
- Add \$400,000,000 to support CSC operations
- BATA is reimbursed by partner agencies for their share of the CSC operations