

**Metropolitan Transportation Commission
Regional Network Management Committee**

January 9, 2026

Agenda Item 2d

**Contract Amendment – Eligibility Verifier Services for Means-Based Programs (Clipper®
START, Express Lanes START, and the Bay Area Toll Payment Plan): Cubic
Transportation Systems, Inc. (Cubic) (\$375,000)**

Subject:

Request for approval of a contract amendment to fund ongoing eligibility verification services for Clipper START, Express Lanes START and the Bay Area Toll Payment Plan program, in an amount not to exceed \$375,000 and to extend the duration of the contract through June 30, 2026.

Background:

Cubic Transportation Systems, Inc. (Cubic) currently provides eligibility verifier and customer assistance services for MTC's three means-based programs: Clipper START, Express Lanes START and the Bay Area Toll Payment Plan program. Clipper START was the initial means-based program supported by Cubic. Clipper START is designed to make transit more affordable for Bay Area low-income residents and establish a more consistent regional standard for fare discount policies. As part of the Clipper START program, an eligibility verifier is required to perform application intake, review, and approve and provide customer service functions.

On August 28, 2019, MTC issued a Request for Proposals (RFP) for consultant assistance for eligibility verifier services for Clipper START. MTC received one proposal that met the minimum qualifications from Cubic. The proposal was scored using the following evaluation criteria: approach and clarity of response, cost effectiveness, and qualifications and proposer experience. The evaluation panel scored Cubic at 82.8 percent. The former MTC Operations Committee approved a contract in the amount of \$1,700,000.

In November 2021, the Operations Committee approved a contract amendment in the amount of \$800,000 to provide eligibility verifier services for Express Lanes START. In July 2022, this committee also approved a contract amendment in the amount of \$800,000 to provide eligibility services for the Bay Area Toll Authority Means-Based Payment Plan Pilot and Pre-qualification program (also known as the Bay Area Toll Payment Plan program). The latter program launched on July 1, 2023.

Continuing Eligibility Verification Required:

In 2023, the Clipper START pilot was extended, and is now an ongoing program, effective May 28, 2025. The Bay Area Toll Payment Plan pre-qualification program is also ongoing, and the Express Lanes START program pilot is currently authorized to continue through March 2029. These programs use the same income requirements and accept the same forms of proof of eligibility. Since the eligibility verification process is largely the same for all three programs, there are significant cost savings to continue to contract with Cubic to perform these services. For these compelling business reasons, staff recommends continuing to use the same eligibility verifier and is prepared to execute a contract amendment with Cubic in an amount not to exceed \$375,000 and to extend the contract through June 30, 2026. The current amount of the contract is \$4,565,000, and the new total contract amount would be \$4,940,000. The original Request for Proposals allows an extension of up to five years beyond the original period of performance to December 31, 2026. The current contract is set to expire on March 31, 2026 and staff are planning to launch a new procurement for a means-based eligibility verifier in early 2026.

Cubic and its sole subcontractor for this work are not small business enterprises.

Issues:

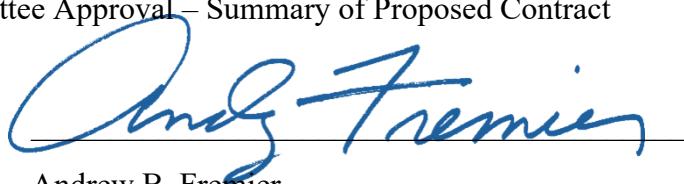
None identified.

Recommendation:

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Cubic in an amount not to exceed \$375,000 to provide means-based eligibility verifier services for the Clipper START, Bay Area Toll Payment Plan, and extended Express Lanes START pilot programs through June 30, 2026.

Attachments:

- Attachment A: Small Business Enterprise Status
- Attachment B: Request for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

Small Business Enterprise Status

	Firm Name	Role on Project	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	Cubic Transportation Systems, Inc.	Eligibility Verification Services	No	
Subcontractor	Lawrence McNutt	Telephony	No	

Footnote:

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1311 (Clipper START); 6854 (Express Lanes START); 8900 (Bay Area Toll Payment Plan)

Consultant: Cubic Transportation Systems, Inc.
San Diego, CA

Work Project Title: Means-Based Eligibility Verifier Services

Purpose of Project: To provide eligibility verification services for the means-based Clipper START, Express Lanes START and the Bay Area Toll Payment Plan programs.

Brief Scope of Work: Contractor will verify eligibility for applicants to enroll in the means-based Clipper START, Express Lanes START and the Bay Area Toll Payment Plan.

Project Cost Not to Exceed: This contract amendment: \$375,000
Current contract amount including amendments before this contract amendment: \$4,565,000
Maximum contract amount after this amendment: \$4,940,000

Funding Source: STA; BAIFA Operating Funds; BATA Operating Funds

Fiscal Impact: Funds available in the FY 2025-26 MTC, BAIFA & BATA agency's budgets.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Cubic Transportation Systems, Inc. for the purposes described above and in the Regional Network Management Committee Summary Sheet dated January 9, 2026, and that the Chief Financial Officer is authorized to set aside \$375,000 for such amendment.

Regional Network

Management Committee:

Alicia John-Baptiste, Chair

Approved: January 9, 2026