

Bay Area Toll Authority Oversight Committee

August 12, 2026

Agenda Item 5b-26-0789

Contract Amendment – Collection Services: Law Enforcement Systems, LLC (\$2,800,000)

Subject:

A request for Committee approval to enter into a contract amendment with Law Enforcement Systems, LLC (LES) in an amount not to exceed \$2,800,000 to continue to provide collection services for the FasTrak® program.

Background:

In July 2014, following a competitive procurement, BATA entered into a contract with LES to perform collection services on toll violations and delinquent FasTrak® accounts occurring on the seven state-owned Bay Area bridges and the Golden Gate Bridge. These services have since expanded to also include the regional express lanes. The contract was for a five-year term, through June 30, 2019, with options to extend for five additional years, in one-year increments. All options to extend the contract were exercised by BATA. In February 2024, a sole source contract amendment was approved to extend the contract for one additional year, through June 30, 2025. Subsequently, a second sole source contract amendment was approved in June 2025 to extend the contract for an additional six months through December 31, 2025.

Following a competitive procurement, BATA has selected a new service provider, which is now fully operational and performing collection services.

However, the LES contract includes a provision for LES to continue working all placements that were submitted to them prior to contract expiration, for one additional year. BATA has exercised this option, and LES will continue collection efforts on these existing accounts through December 31, 2026. This proposed amendment is solely intended to provide additional funding for this wind-down period.

Fiscal year-to-date, as of May 2026, LES has collected approximately \$13.6 million from toll violations and delinquent FasTrak® accounts, exceeding initial projections. As a result of the significant increase in collections, current expenses are projected to exceed the contract amount. LES works closely with BATA and our patrons to resolve any payment or toll disputes. They have shown professionalism through the course of the contract, as well as developed and

maintained a strong professional relationship with both BATA and our Regional Customer Service Center provider.

LES is compensated for its recoveries on a commission basis of 25% for toll violations and delinquent FasTrak® accounts and 35% if court action is required.

LES 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 with LES, in an amount not to exceed \$2,800,000, to continue to provide collection services for toll violations and delinquent FasTrak accounts.

Attachments:

- Request for Committee Approval - Summary of Proposed Contract Amendment



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.:	8900
Consultant:	Law Enforcement Systems, LLC Milwaukee, WI
Work Project Title:	Collection Services
Purpose of Project:	Collections services for toll violations and delinquent FasTrak® accounts
Brief Scope of Work:	Perform collection services for toll violations and delinquent FasTrak® accounts occurring on the seven state-owned Bay Area bridges, Golden Gate Bridge, and regional express lanes
Project Cost Not to Exceed:	\$2,800,000 Total contract amount before this amendment \$16,800,000 Maximum contract amount after this amendment \$19,600,000
Funding Source:	BATA violation revenue
Fiscal Impact:	Funds are included in the fiscal year 2026-27 BATA operating budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Law Enforcement Systems, LLC to continue providing collection services, as described above and in the BATA Oversight Committee Summary Sheet dated August 12, 2026 and that the Chief Financial Officer is authorized to set aside \$2,800,000 for such amendment.
Bay Area Toll Authority:	Margaret Abe-Koga, Chair
Approved:	August 12, 2026