

**Metropolitan Transportation Commission
Regional Network Management Committee**

August 14, 2026

Agenda Item 2c – 26-0849

Eligibility Verifier Services for Means-Based Programs:

i: Contract Amendment - Cubic Transportation Systems, Inc. (Cubic) (\$390,000) and

ii: Contract Change Order – WSP USA Inc. (WSP) (\$1,613,333)

Subject:

Request for approval to enter into separate contract amendments with i. Cubic Transportation Systems, Inc. (Cubic) for ongoing verification activities and contractor transition support in an amount not to exceed \$390,000; ii. Change Order with WSP USA, Inc. (WSP) for eligibility verification and customer support services for Clipper START in an amount not to exceed \$1,613,333.

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. These programs are designed to make transportation more affordable for Bay Area residents with lower incomes and establish more consistent regional standards for discount policies. As part of implementing these programs, an eligibility verifier is needed to perform application intake, review, and approval as well as provide customer service functions.

- Clipper START was the first means-based program implemented by MTC, utilizing Cubic's eligibility verification and customer support services. Clipper START provides transit fare discount across the 9-county Bay Area to those who meet specific income requirements. In August 2019, the former MTC Operations Committee approved a contract in the amount of \$1,700,000 for eligibility verifier services with Cubic for Clipper START. The pilot program launched in July 2020 and became an ongoing program in 2025.
- Express Lanes START Pilot is a trial program for income-qualified customers that provides at least a 50% discount off the posted toll on the I-880 and I-80 Express Lanes. In November 2021, the former MTC Operations Committee approved a contract

amendment with Cubic in the amount of \$800,000 to provide eligibility verifier services for Express Lanes START. The program launched in April 2023 and is currently authorized to continue through March 2029.

- The Bay Area Toll Payment Plan is a program that allows people who meet a low-income threshold to make payments on past-due tolls, violation penalties and DMV fees. 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. The Bay Area Toll Payment Plan pre-qualification program is ongoing.

These programs use the same income requirements and accept the same forms of proof of eligibility, so verification services were consolidated with Cubic for a period of time.

Proposed Transition to New Service Providers:

To provide a more seamless customer experience for both FasTrak and Clipper customers, staff plan to consolidate eligibility verification and customer support services for the START programs be integrated into the respective contracts for the FasTrak and Clipper customer service contracts. The Bay Area Toll Payment Plan and Express Lanes START will be folded into the current FasTrak customer service center contract, with Conduent through contract amendments to be approved through BATA and BAIFA actions, respectively.

This item seeks contract authority to add Clipper START verifier services to the current Next Generation Clipper (C2) Customer Service Center Contract with WSP. This approach is intended to provide customers with a single point of contact for Clipper-related inquiries and improve service consistency across Clipper programs.

However, until these transitions are finalized and executed, MTC will need Cubic to continue to provide services for all three means-based verification programs and assist with the transition to the new contractors. The current Cubic contract is set to expire on December 31, 2026, and the transition to the new contractors is expected to occur prior to that date. Up to \$390,000 funding is needed to support continued eligibility verification services up to five months through the transition period, to compensate Cubic, on a time-and-materials basis, for ongoing verification activities and transition support, including knowledge transfer, backlog resolution, documentation development, operational coordination, staff training, and the transfer of program

equipment, phone numbers, software licenses, and standard operating procedures to the successor service providers.

The Change Order to incorporate Clipper START responsibilities into the Next Generation Clipper (C2) Customer Service Center contract with WSP aligns with services WSP currently provides in support of Clipper customers who qualify for discount card programs. The proposed changes are focused on enhancing the customer experience through dedicated live agent support and the inclusion of expanded contractual Key Performance Indicators (KPIs) specific to Clipper START services. This change represents a significant improvement and delivers a higher level of customer service than was originally envisioned by MTC under the current Cubic verifier contract. The addition of \$1,613,333 to the contract with WSP will fund one-time capital set-up tasks and the provision of key operational documentation in addition to hiring, training and steady-state operations through June 30, 2027. MTC and WSP will negotiate ongoing operational costs after evaluating data trends related to START application and call volumes. These customer service improvements being implemented as part of this Change Order are in direct response to feedback that MTC has received from program participants and stakeholders. When taking on the new START verification tasks, WSP will leverage the staffing models currently used to perform discount Clipper card verification for senior and youth customers.

Staff anticipate a temporary overlap between Cubic and WSP to support knowledge transfer, operational readiness testing, staff training, and uninterrupted customer service during the transition. While the contract with Cubic is currently set to expire on December 30, 2026, the contract terms do allow an earlier termination based on the actual completion of the transition tasks.

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 \$390,000 to provide means-based eligibility verifier services for the ongoing Clipper START and Bay Area Toll Payment Plan programs, and the extended Express Lanes START pilot through December 31, 2026.

Staff also recommends that the Committee approve a Change Order with WSP USA Inc. in an amount not to exceed \$1,613,333 to provide eligibility verification and customer support services for Clipper START, as described above.

Attachments:

- Attachment A: Small Business Enterprise Status (Cubic)
- Attachment B: Request for Committee Approval – Summary of Proposed Contract Amendment (Cubic)
- Attachment C: Small Business Enterprise Status (WSP)
- Attachment D: Request for Committee Approval – Summary of Proposed Contract Amendment (WSP)



Andrew B. Fremier

Small Business Enterprise Status (Cubic)

	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	

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.:	1311 (Clipper START)
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 and assist with transition of responsibilities to new service providers.
Project Cost Not to Exceed:	This contract amendment: \$390,000 Current contract amount before this Change Order: \$4,930,000 Maximum contract amount after this Change Order: \$5,320,000
Funding Source:	State Transit Assistance (STA)
Fiscal Impact:	Funds available in the FY 2026-27 MTC budget.
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 August 14, 2026, and that the Chief Financial Officer is authorized to set aside \$390,000 for such amendment.

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Management Committee:

Candace Andersen, Chair

Approved:

Small Business Enterprise Status (WSP)

	Firm Name	Role on Project	SBE* Yes / No	If SBE Yes, List #
Prime Contractor	WSP USA Services Inc.	Customer Service Center Operations	no	
Subcontractor	TransSIGHT, LLC	Staffing services	yes	2004682
Subcontractor	Voxai Solutions, Inc.	Omnichannel contact system support	no	

Footnote

*Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Change Order

Work Item No.:	1311
Consultant:	WSP USA Inc. San Francisco, CA
Work Project Title:	Next Generation Clipper Customer Service Center
Purpose of Project:	Consultant serves as the vendor of the Next Generation Clipper Customer Service Center
Brief Scope of Work:	Eligibility verification and customer support services for Clipper START
Project Cost Not to Exceed:	This Change Order: \$1,613,333 Current contract amount before this Change Order: \$22,554,214 Maximum contract amount after this Change Order: \$24,167,547
Funding Source:	State Transit Assistance (STA)
Fiscal Impact:	Funding included in the approved FY 2026-27 budget.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a change order with WSP for eligibility verification and customer support services described above and in the Regional Network Management Committee Summary Sheet dated August 14, 2026 and that the Chief Financial Officer is authorized to set aside \$1,613,333 for such change order.

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Management Committee:

Candace Andersen, Chair

Approved: