FasTrak® Regional Customer Service Center Contract Extension:

Conduent State and Local Solutions, Inc.

BATA Oversight Committee

June 10, 2026

BAY AREA TOLL AUTHORITY

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

BAIFA
BAY AREA INFRASTRUCTURE FINANCING AUTHORITY

ALAMEDA County Transportation Commission

BAY AREA TOLL AUTHORITY

101 EXPRESS LANES

GOLDEN GATE BRIDGE HIGHWAY & TRANSPORTATION DISTRICT

Santa Clara Valley Transportation Authority

Customer Service Center Performance

2026 Year-to-Date Call Summary

1.1M
Inbound Calls

540K
Live Agent Interactions

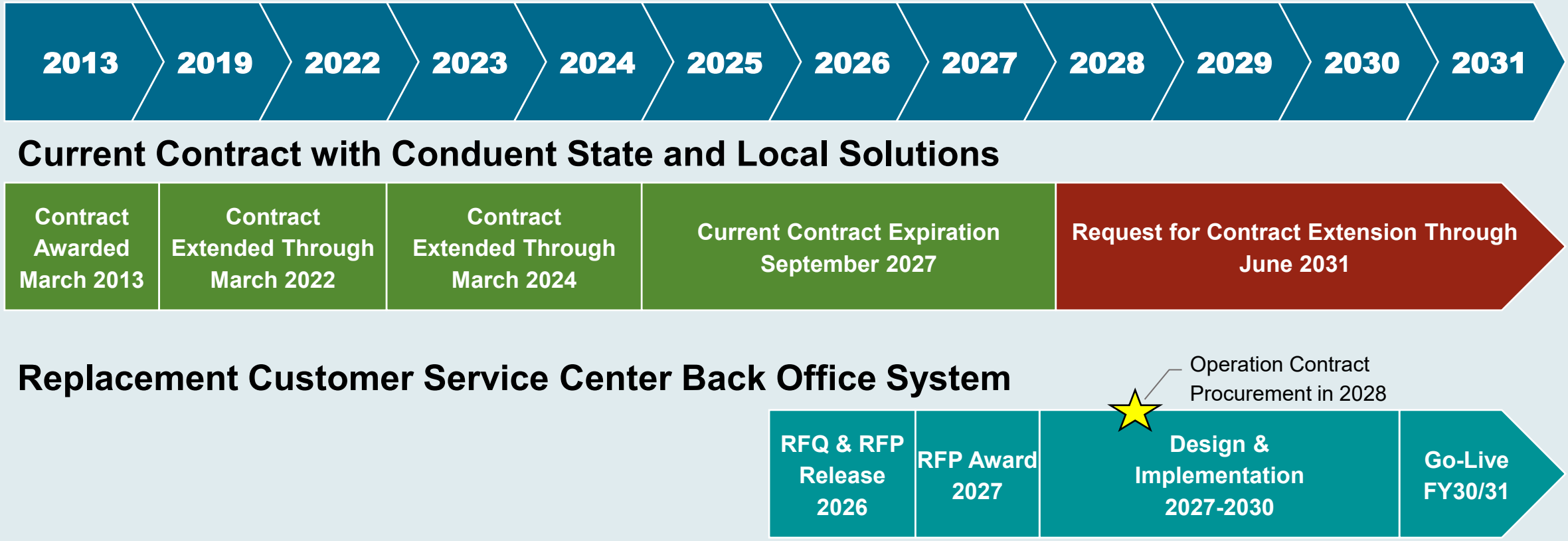
27 Seconds
Average Wait Time

93%
Customer Satisfaction

Digital Channels (Chat & Email):
Meeting response time targets, providing reliable support across channels.

BAY AREA TOLL AUTHORITY

Replacement CSC Timeline



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

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