FasTrak®
Customer Service Center Contract

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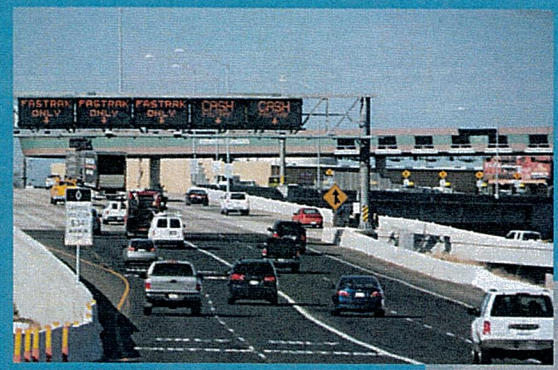

- Supports BATA bridges, Golden Gate Bridge, and Express Lanes
- $30 million toll revenue per month
- 1.2 million FasTrak® accounts
- 250,000 transactions per day
- 123,000 calls per month

BAY AREA TOLL AUTHORITY

Scope of Services

- **Develop, test & migrate customer records to new account management & financial system**
- **Operate center for 5 years**
  (option to extend annually up 10 years)
- **Operation begins July 2014:**
  - Call answering
  - Transaction processing
  - Payment processing
  - Mail statements and correspondence
  - Issue violation notices
  - Manage website
  - Issue toll tags
  - Revenue reconciliation

Proposal Scores

Proposer	Xerox	3M / Faneuil	TransCore / Cubic
Price (35 points)	35.0	32.6	25.8
Approach (30 points)	25.6	24.2	21.2
Team (25 points)	21.0	22.4	18.6
Past Performance (10 points)	7.0	7.4	6.0
Total (100 points)	88.6	86.6	71.6
Price	$117.5 M	$126.4 M	$159.7 M

Note: all numbers are in millions

Performance Requirements

- **30 Key Performance Indicators (KPI) including:**
  - 95% of calls answered in 3 minutes
  - Less than 2% calls abandoned
  - Correct data entry
  - Timely dispute resolution
  - Monthly customer satisfaction survey
  - First call resolution
- **Payment penalties for missing standards**

BAY AREA TOLL AUTHORITY

http://bata.mtc.ca.gov