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Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
415.778.6700
www.mtc.ca.gov

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July 26, 2026

NOTICE OF UPCOMING OPPORTUNITY:

REQUEST FOR PROPOSAL (RFP)
511 AND EXPRESS LANES OPERATIONAL SERVICES

PLEASE TAKE NOTICE of the above-titled upcoming contract opportunity. The upcoming project is described more fully in Attachment A, Preliminary Project Description. **All details included in this notice are preliminary and subject to change.**

Proposers are responsible for checking the MTC's procurement website (https://mtc.bonfirehub.com) for the official procurement documents for the opportunity when it is posted. Please register as a Document Taker now to receive notices of any changes to the procurement by downloading a document under the Files tab, or by submitting a question about this opportunity through Bonfire's message system. The message system can be accessed under the Messages tab → Opportunity Q&A field. Responses to the procurement must be submitted in accordance with the instructions set forth in the official procurement documents when published.

For further information, please submit a question through Bonfire or contact the point of contact listed below.

Point of Contact:
Noah Cohen, Contract Specialist
Metropolitan Transportation Commission
Bay Area Metro Center,
375 Beale Street, Suite 800
San Francisco, CA 94105
E-mail: ncohen@bayareametro.gov

Thank you for your interest.

Best regards,

Noah Cohen

Noah Cohen
Contract Specialist

ATTACHMENT A
PRELIMINARY PROJECT DESCRIPTION

AGENCY: Metropolitan Transportation Commission (MTC)

ANTICIPATED RELEASE DATE: August 2026

ANTICIPATED PROJECT TIMELINE: April 1, 2027 – June 30, 2030

PROJECT BACKGROUND:

As a result of this RFP, MTC intends to contract with an Operational Services Contractor ("OS Contractor") to provide staffing and management services for MTC's 511 Operations Center and Bay Area Infrastructure Financing Authority's (BAIFA's) Express Lanes Operations Center, in support of real-time operations for MTC's 511 Traveler Information Program and BAIFA's Express Lanes Program. It is MTC's intent that the selected OS Contractor will staff both operations centers and will provide coordination and management between the two functional areas. The OS Contractor will be responsible for ensuring that staffing coverage is provided during normal operating hours as well as during emergency conditions affecting the transportation network. Additionally, the OS Contractor will be required to coordinate with Caltrans District 4, California Highway Patrol (CHP), local transit agencies, and other MTC contractors.

511 Traveler Information Program

The MTC 511 Traveler Information Program is a robust and multi-platform resource for Bay Area travelers to receive up-to-the-minute information on current road conditions, transit services, bike alternatives, and rideshare options. 511 Traveler Information Program is intended to serve as a daily tool for Bay Area commuters, and has also served as a critical resource for Bay Area travelers during emergency situations and major events, such as the BART and transit operator strikes and service disruptions, and the August 2020 LNU Lightning Complex fires that closed multiple critical roadways in several Bay Area counties.

Among its many roles, the 511 program:

- Provides multi-modal traveler information on multiple dissemination platforms, including the federally dedicated 511 number, on the web at 511.org, and through social media platforms;
- Serves as the go-to source for travelers and media in major disruptions and regional emergencies;
- Partners with many agencies and businesses for transportation information during regional events; and
- Supports numerous MTC and partner objectives.

511 Operations Center

The 511 Operations Center, collocated with Caltrans District 4 Transportation Management Center (TMC) in Oakland, California, is responsible for collecting, curating, and disseminating traffic and transit information from the nine-county Bay Area region.

Express Lanes Program

Bay Area transportation agencies are developing express lanes, and have currently planned for a 600-mile network of express lanes authorized under state law. Currently, qualifying carpools, vanpools, and motorcycles can use the lanes free of charge; solo drivers pay a toll to use the lanes. Express lanes are one of several strategies MTC and partner agencies are utilizing to improve mobility, provide travelers with choices, and encourage carpools and ridesharing.

The buildout of the Bay Area Express Lanes network has occurred in phases over the past decade. Currently BAIFA's network includes I-680 in Contra Costa County between Walnut Creek and Dublin, I-680 southbound between the Benicia Bridge and Walnut Creek, I-880 in Alameda County between Oakland and Milpitas, US-101 Express Lanes in San Mateo County from the Santa Clara County line to I-380 and I-80 in Solano County between Fairfield and Vacaville. In addition, express lanes developed by the Alameda County Transportation Commission (ACTC) are operational on I-680 and on I-580. Under a cooperative agreement with ACTC, BAIFA provides toll system and roadway operations services for these facilities. Collectively, these corridors now form a significant portion of the regional express lanes system operated under BAIFA's oversight.

During Express Lanes hours of operation, tolls for single-occupant vehicles will be collected electronically using the FasTrak® toll tags. Overhead electronic pricing signs will display current toll rates set dynamically by the toll system. The price goes up when there is less room in the express lane, and down when there is more room in the express lane for additional vehicles. The toll system changes the price to keep traffic moving and maintain reliable speeds in the express lane. Toll roadway operations are actively monitored via camera feeds, roadway monitoring tools, and toll system operational status messages to ensure the toll system is managing traffic. The OS Contractor will be responsible for monitoring these operations, identifying incidents, changing the overhead sign messages in response to incidents and coordinating with BAIFA staff, contractors, Caltrans and CHP.

PROJECT DESCRIPTION:

Through this RFP, MTC intends to select an Operational Services Contractor (OS Contractor) to provide staffing and management services for MTC's 511 Operations Center and Express Lanes Operations Center in support of real-time operations for the 511 Traveler Information and Bay Area Express Lanes Programs.

The selected contractor will provide operational staffing, supervision, and management services for both operations centers and will coordinate activities between the two programs. The contractor will be responsible for maintaining operational coverage during normal operating hours and emergency conditions and coordinating with Caltrans District 4, the California Highway Patrol (CHP), local transit agencies, and other MTC contractors as required.

Services will be performed through a combination of onsite and remote operational arrangements, with requirements varying by program. MTC will provide access to designated operational facilities and program systems. The selected contractor will be responsible for providing certain staff equipment, including equipment required for Express Lanes operations, as specified in the RFP.

Required coverage hours vary by program and corridor and include weekday and weekend operations. The official RFP will identify the applicable operating hours and staffing requirements for each program. The combined operations program currently utilizes approximately 26 staff including project management, managers, supervisors and operators. Staffing levels may be adjusted during the contract term based on programmatic needs.

The anticipated scope also includes monitoring support for Open Road Tolling operations on the seven state-owned toll bridges and operational monitoring and coordination for the Richmond-San Rafael Bridge bicycle and pedestrian path and shuttle services.

PROJECT TIMELINE, BUDGET, AND FUNDING:

A. Timeline:

The Project is anticipated to begin on April 1, 2027, and continue through June 30, 2030. MTC may extend the contract at its sole discretion.

B. Budget

MTC and BAIFA budget approximately $13,078,700. Additional funding may be available in future Fiscal Years subject to approval of future MTC budgets.

C. Funding

This project will be funded through a combination of federal and non-federal sources. Funding for services supporting MTC's 511 Traveler Information Program will be provided, in whole or in part, through Federal Highway Administration (FHWA) Surface Transportation Block Program (STBP) funds, as administered by the California Department of Transportation (Caltrans). Funding for services supporting BAIFA's Express Lanes Program will be provided through local tolling revenue. As applicable, federal requirements will apply only to those portions of the contract funded with federal funds.