

Roles and Responsibilities of 511 and Express Lane Agencies and Contractors

Agency/ Contractor	Role	Responsibilities
Metropolitan Transportation Commission (MTC)	Lead Agency - Supplies Staff and Resources	Regional agency with authority and responsibilities to develop, procure, install, maintain, finance, and operate express lanes and the 511 System.
Bay Area Infrastructure Financing Authority (BAIFA)	EL Operator and Overall Program Management and Project Delivery	<p>Joint powers authority formed for the purpose of planning, developing, operating, maintaining, and funding transportation and related projects, including express lanes. MTC has delegated its authority for MTC Express Lanes to BAIFA:</p> <ul style="list-style-type: none"> • Establish policy, phasing and funding • Monitor and report on express lane performance • Operate and maintain the express lanes • Provide the toll system, through contract with the Toll System Integrator (TSI) • Provide Backhaul through contract(s) • Provide civil roadway environmental, design, construction services through contracts with consultants and county congestion management agencies • Manage communications, marketing, and public outreach • Coordinate with other express lane operators in the region and throughout the state
Bay Area Toll Authority (BATA)	FasTrak Customer Service and Bay Area Toll Bridge Operator	<ul style="list-style-type: none"> • Operate the FasTrak Regional Customer Service Center (RCSC) through contract to serve all toll operators in the Bay Area: <ul style="list-style-type: none"> ○ Manage regional FasTrak and Pay-by-Plate accounts ○ Procure FasTrak transponders ○ Provide customer service for FasTrak • Provide the reconciliation, accounting, and auditing functions for the EL operated by BAIFA • Oversee Backhaul communication network operations and maintenance

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MTC Service Authority for Freeways and Expressways (MTC SAFE)	Freeway Service Patrol (FSP)	MTC SAFE works in conjunction with CHP and Caltrans to implement various motorist aid programs.
Xerox	RCSC Contractor	Contracted by BATA to develop, deliver, and maintain the RCSC.
California Highway Patrol (CHP)	Express Lane Enforcement Provide Real-time Traffic Incident Information for State Roadways	<ul style="list-style-type: none"> • Perform on-site enforcement of eligibility for toll-free travel on express lanes and of all applicable traffic laws • Lead response measures related to incidents • Provides enforcement support during EL equipment installation and maintenance activities • Assist with traffic control activities • Operate and maintain California Highway Patrol Computer Aided Dispatch (CHP CAD)
Caltrans	Owner of State Highway Facilities Provide Lane Closure Information for State Roadways	<ul style="list-style-type: none"> • Review and approve all plans, specifications, and estimates, design and traffic operation plans, including construction and maintenance activities within state right-of-way • Monitor the operation of the freeway and initiate corrective actions when needed to ensure motorist safety during incident response • Operate the District 4 Traffic Management Center (TMC) with the ability to request override of the express lane Variable Toll Message Signs (VTMS) • Control the regional Advanced Traffic Management System (ATMS) • Perform maintenance on civil roadway elements of the express lanes (BAIFA may also use contractors for this work) • Monitor the performance of HOV and express lanes in accordance with statutory requirements • Operate and maintain the freeway performance measurement system (PeMS) • Operate and maintain Lane Closure System (LCS)

Agency/ Contractor	Role	Responsibilities
511 Agencies & Contractors		
Leidos	Incumbent 511 Traffic Contractor	<p>IBI, a subcontractor to Leidos, operates and maintains the 511 Operations Center and is responsible for all Operations Center Staff. Leidos is also responsible for traffic.511.org, the 511 phone system, the real-time transit system, and the 511 real-time parking tool. This contract ends June 30, 2016.</p>
Iteris	<p>511 Systems Integration, Data Management & Dissemination, Interactive Voice Response Phone System</p> <p>http://bids.mtc.ca.gov/procurements/206</p>	<ul style="list-style-type: none"> • Collect, aggregate, and store real-time and static traffic, transit and parking data. • Provide, maintain and enhance tools and automated interfaces for data collection and configuration, including TRAMS operator entry interface. • Assume and maintain regional transit database/system, real-time transit system, real-time and static parking database system and 511 operations center systems and hardware. • Maintain and provide data via various Application Programming Interfaces (APIs) and data feeds to the various 511 dissemination platforms. • Provide the 511 IVR phone system, including operations and maintenance, hosting, and future enhancements.
Civic Resource Group (CRG)	511 Web Services, Design, and Operations & Maintenance	<ul style="list-style-type: none"> • Design, develop, operate and maintain the new 511.org website. (The new multi-modal 511.org website will consume data feeds supplied by MTC's consultants, contractors and public/private third party data providers.) • Integrate a 3rd party trip planner and layer data feeds upon a base map to create a customized 511 SF Bay trip planning tool, along with other traveler information tools and content pages.
Parsons Brinckerhoff	511 Communications Consultant (as part of Regional Rideshare Program contract)	<ul style="list-style-type: none"> • Manage 511 marketing, outreach and communications • Deliver rideshare content, including Ridematching System through 511.org and the 511 phone system. • Promote carpooling & vanpooling • Employer trip-reduction outreach • Support the Commuter Benefits Program

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Operational Services Contractor (TBD)	511 Operators/ Operations	Contracted by MTC to provide operational staff services for the 511 Traveler Information System (<i>selected under this RFP</i>)
Kimley-Horn and Associates	511 Technical Advisor	Provide technical support, advice, testing and performance monitoring, and development of materials related to procurements, NextGen system implementation, contracts, and daily operations and maintenance.
Bay Area Transit Agencies	Operate Bay Area Transit Services	Provide information about service changes and disruptions due to planned and unplanned events and emergencies.
Bay Area Express Lanes Agencies and Contractors		
TransCore, LP	Toll System Integrator (TSI)	<ul style="list-style-type: none"> • Contracted by BAIFA to design, implement, and maintain the TRO Toll Collection System (TCS) and all tolling equipment. • As part of maintenance, TransCore is responsible to monitor at all times the express lanes toll system; respond to and repair problems; and report monthly its performance against contractual key performance indicators (KPIs)
Backhaul Contractor(s) (TBD)	Provide Backhaul	<ul style="list-style-type: none"> • Implement, monitor, maintain, and repair the communications hardware, software, and service between the roadside network and TCS Host, and between the TCS Host and other systems that interface with the TCS
Alameda County Transportation Commission (ACTC), Contra Costa Transportation Authority (CCTA), Solano Transportation Authority (STA), and Santa Clara Valley Transportation Authority (VTA)	Congestion Management Agencies (CMAs)	<ul style="list-style-type: none"> • Participate jointly with MTC, CHP, and Caltrans in the planning and delivery of express lane improvements for the MTC Program within their respective counties. The CMA may act as the lead for one or more phases of delivery (environmental, design, advertise and award, or construction) for the civil component of the express lanes. Except where noted, the leads for specific phases have yet to be determined. • For express lanes that are owned and operated by ACTC or VTA, coordinate operations with those of the MTC-owned express lanes

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Parsons Brinkerhoff-Gray Bowen Joint Venture	EL Program Management Consultant	<ul style="list-style-type: none"> • Provide program controls and program management services for MTC EL (e.g., cost, schedule, risk, quality) • Assist with management of civil project delivery • Assist with early planning for the operations and maintenance phase of express lane • Assist with public information and customer education
Atkins	Toll System Manager	<ul style="list-style-type: none"> • Assist BAIFA staff with toll system specifications, procurement and day-to-day management of the Toll System Integrator (TSI) • Assist BAIFA staff and this contract's staff during express lane operations ramp-up period
On-Call Roadway Maintenance Contractor (TBD)	Civil Roadway Maintenance	<ul style="list-style-type: none"> • Perform maintenance on civil roadway elements of the express lanes (BAIFA may also request Caltrans for this work)
Operational Services Contractor (TBD)	EL Operations	Contracted by MTC to provide operational staff services for the Bay Area EL (<i>selected under this RFP</i>)