

# Managed Lanes Updates

Mega Region Working Group  
June 20, 2025

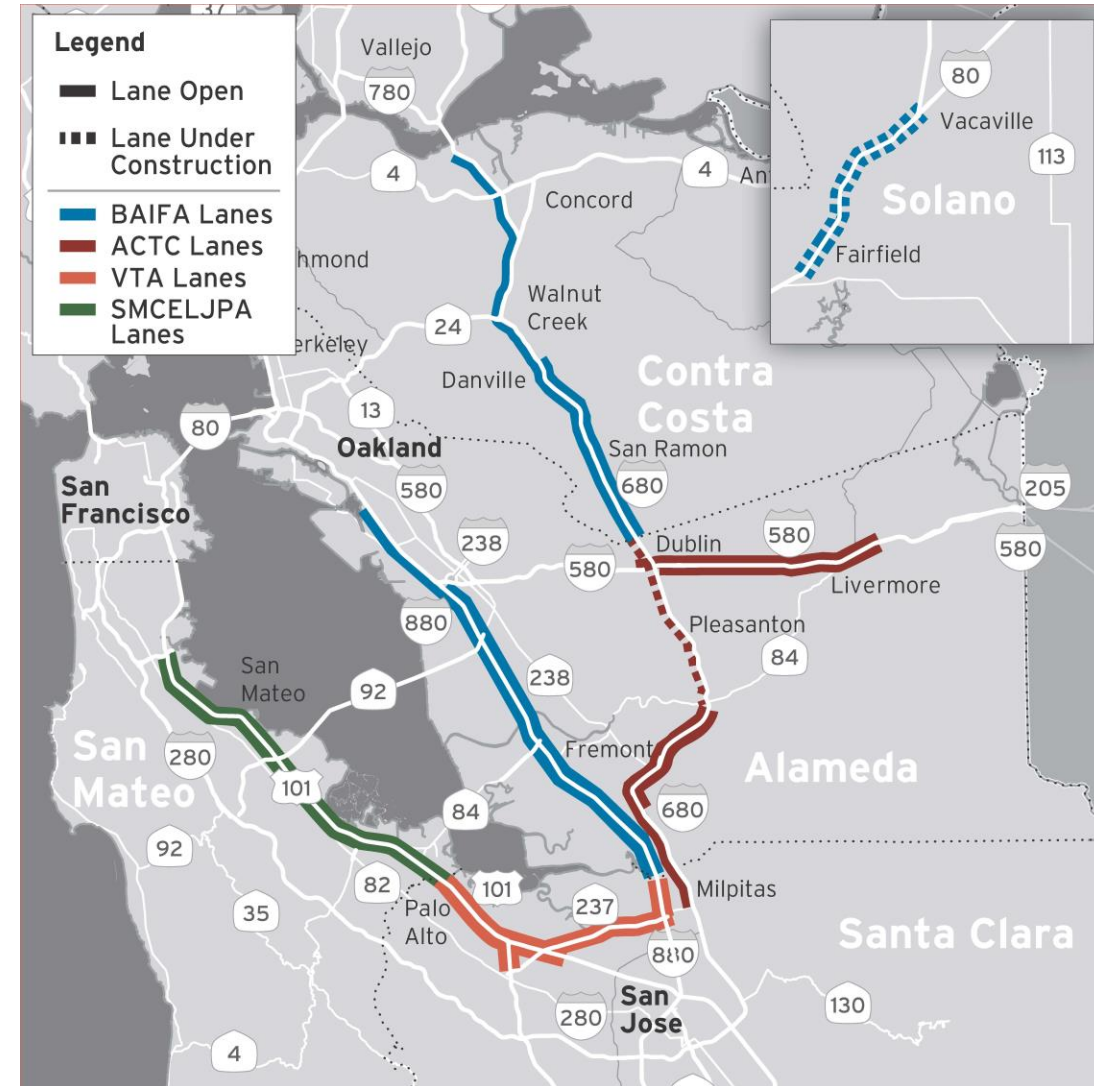


METROPOLITAN  
TRANSPORTATION  
COMMISSION

**BAIFA**  
BAY AREA INFRASTRUCTURE  
FINANCING AUTHORITY

# Bay Area Express Lanes Network

- 270 Lane Miles In Ops or Under Construction
- BAIFA Express Lanes
  - I-680 in Contra Costa County (2017, 2021, 2028)
  - I-880 in Alameda County (2020)
  - I-80 in Solano County (Fall 2025)
- Express Lanes Ops Supported by BAIFA
  - I-580, I-680 in Alameda County
  - US 101 in San Mateo County
- Partner Collaboration
- FasTrak Regional Customer Service Center for all Operators



# BAIFA's Proposed Toll Ordinance Changes for 2025

- Extend BAIFA's toll policy to the I-80 Express Lanes in Solano County, which are scheduled to open in Fall 2025
- Increase the allowable timeframe and parameters for pilot projects on express lanes
- Increase the minimum toll per zone from \$0.50 to \$0.75 for all BAIFA Express Lanes to cover increased costs
- Clarify that the Clean Air Vehicle (CAV) discount will end in Sep-2025, unless federal law is amended prior to that date
- Adjust the boundaries of the toll zones on southbound I-680 to reflect the gap closure between BAIFA's and Alameda CTC's express lanes on I-680.





## Pilot Program Update

# Pilot Scope

- Concept grew out of I-880 outreach & Policy Advisory Council input
- Toll discount of 50% or more in the I-880 Express Lanes
- Eligibility requirements (same as Clipper® START)
  - Proof of household income at or below 200% Federal poverty level
  - Bay Area mailing address
  - Proof of identity
- Toll discount applied to FasTrak® account
- 12-month evaluation period (April 2023 – March 2024)





# Pilot Goals & Results

## Program Goals

**Increase access** to the I-880 express lanes

Customers have a **good experience** - registering and using lanes

Maintain **operational integrity** - speed, reliability, and efficiency

## Results

### INCREASED ACCESS?

- **Yes**, for those who joined
- **Yes**, program design lowers the bar to express lane entry for targeted group
- **No**, for low-income households broadly

### GOOD EXPERIENCE?

- **Yes**, participants found program valuable and easy to use
- **No**, two-step process & FasTrak account concerns contribute to low enrollment
- **Yes**, program enrollment decreased the rate of customer violations

### OPERATIONAL INTEGRITY?

- **Mixed**, operating costs are falling but cost to provide benefit will remain higher than the benefit for the next year and likely beyond
- **Yes**, traffic operations were not negatively affected

# Additional Findings

## INCREASED ACCESS?

Potential customers are a smaller group than expected

- Regular I-880 drivers with express lane use-cases (e.g., in a rush)
- Willing to spend money instead of using free adjacent lane
- Willing to get and manage a FasTrak account

## GOOD EXPERIENCE?

FasTrak could be a barrier for the potential customer base

- A third of approved applicants did not take final step to enroll & link FasTrak
- Possible concerns over account management

## OPERATIONAL INTEGRITY?

Preliminary evidence that program may help reduce violation rate

- For participants who had FasTrak before the pilot, 22% fewer incurred I-880 express lane violations in the pilot year than in the prior year

# Recently Completed Activities

- Website Enhancements
- Surveys & Analysis
  - FastTrak® & violations
- Partnerships & Coordination

The screenshot displays the Express Lanes START website. At the top, there is a navigation bar with the 'EXPRESS LANES START' logo, a 'METROPOLITAN TRANSPORTATION COMMISSION' dropdown menu, and links for 'HOME', 'APPLY', 'FAQS', 'MORE', and a 'Login' button. The main content area features a large banner with the heading 'Do you travel on I-880 in the Bay Area?'. Below this heading, a paragraph explains that Express Lanes START is a trial program for low-income households offering a 50% discount on tolls. A 'Apply Now' button is positioned at the bottom left of the banner. To the right of the text is a photograph of a highway with a toll sign that reads 'EXPRESS LANE TOLL TO Thornton Ave 3.00 HOV3+ FREE WFT FLEX'. Below the banner, there is a section titled 'How does it work?' which includes a paragraph about the program and a table detailing the discount structure. To the left of this section is a photograph of a smiling woman holding a FasTrak transponder. At the bottom right of the 'How does it work?' section is another 'Apply Now' button. In the bottom right corner of the website, there is a language selector set to 'English'.

EXPRESS LANES  
START

METROPOLITAN TRANSPORTATION COMMISSION

HOME APPLY FAQS MORE Login

## Do you travel on I-880 in the Bay Area?

Express Lanes START is a trial program that offers qualified low-income households at least a 50% discount on tolls in the I-880 Express Lanes between Oakland and Milpitas. When you carpool, you can get larger discounts or even ride in the express lanes for free! Applying takes less than 10 minutes.

Apply Now

EXPRESS LANE TOLL  
TO Thornton Ave 3.00  
HOV3+ FREE WFT FLEX

## How does it work?

Once you are approved and have an active [Bay Area FasTrak](#) account, you can start getting discounts in the I-880 FasTrak express lane! You'll get even greater discounts when carpooling as well. Learn more about San Francisco Bay Area tolls and the I-880 express lanes [here](#).

Express Lane Discount	
Driving alone	50% off
2-person carpool or eligible clean air vehicle	75% off
3-or-more-person carpool	Free!

Apply Now

English



# Ongoing & Upcoming Activities

- Eligibility renewals for existing customers
- Implement key recommendations review of eligibility & enrollment
- Coordinate with efforts to make FasTrak more accessible
- Explore whether to augment verifier support services for applicants
- Develop new advertising strategies
- Fine-tune in-person outreach
- Deploy re-targeting ads to attract users from other benefit programs
- Improve cross-links from other MTC websites (e.g., 511.org)
- Compare Bay Area means-based programs to inform future discussions on regional approach

# Next Steps

- Expand EL-Start Pilot Duration
- Expand Pilot to I-80 Express Lanes
- Expand Partnerships





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For more information visit:  
<https://mtc.ca.gov/express-lanes-policies>