

Pilot Targets

No.	Target Metric
1.	16,000 Applications
2.	15,000 Approved Applications
3.	13,500 Enrolled Households
4.	Existing FT customers increase use of express lanes 25%
5.	New FT customers make 1 or more express lane trips per month
6.	All ELS customers average 1 or more express lane trips per month
7.	Applicant race & ethnicity aligns with I-880 corridor residents
8.	Customers agree or strongly agree that applying for ELS is easy (rank >4)
9.	The # of monthly ELS customer calls to the FasTrak CSC less than or equal to 2% of customers
10.	90% of customer FasTrak® account status are in “Good Standing”
11.	Pilot operating cost is \$500 or less per enrollee
12.	Express Lane speeds don’t fall as a result of the pilot