

Pilot Targets

| No. | Target Metric |
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| 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 |