

Express Lanes STARTSM: Recommendations to Expand and Extend Pilot Program

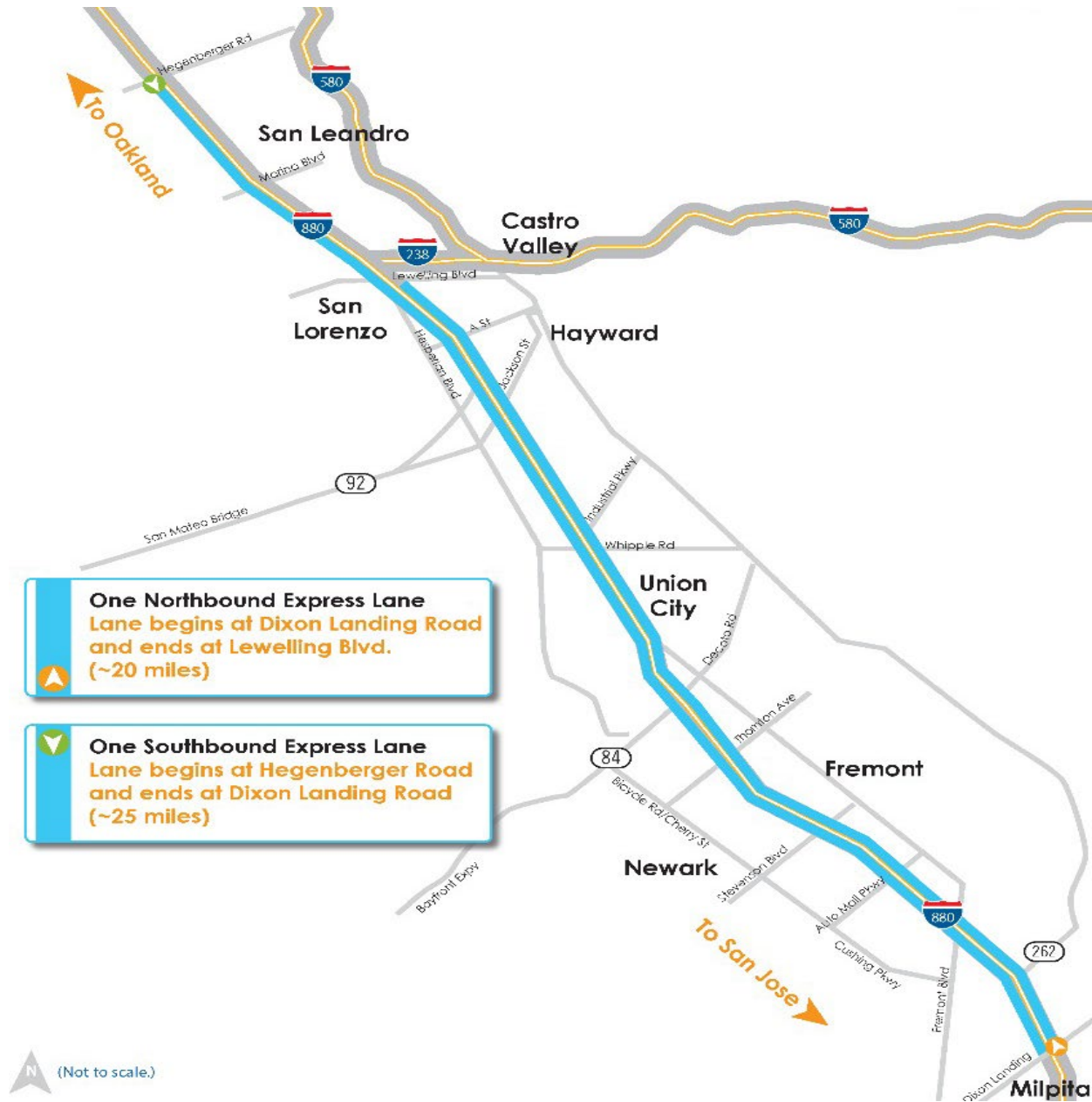
BAIFA Network and Operations Committee

July 11, 2025



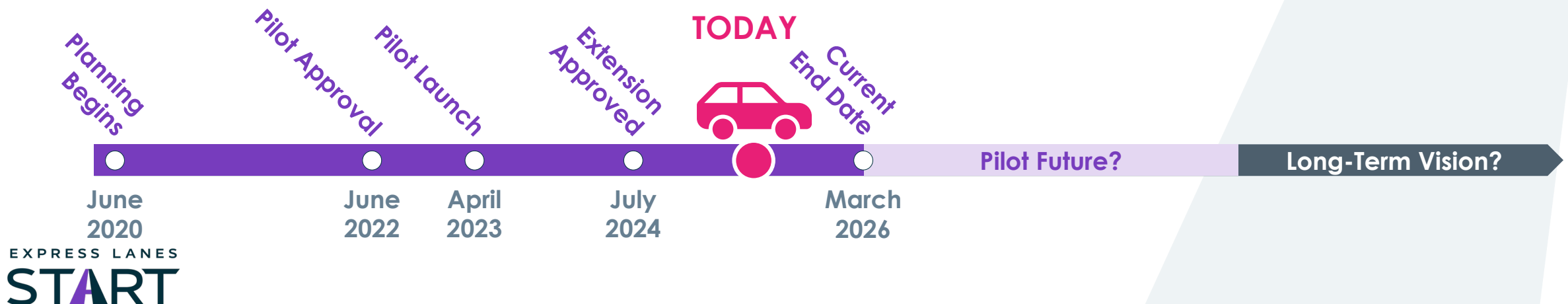
Pilot Scope

- Concept grew out of I-880 outreach and 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% of Federal poverty level
 - Bay Area mailing address
 - Proof of identity
- Toll discount applied to FasTrak[®] account



Pilot Timeline and Status

- April 2023: pilot launched for 18 months
- July 2024: extended additional 18 months to March 2026
- In the first two years, more than 1,300 customers have used the I-880 Express Lanes
- As of June 30, 2025, over 5,500 applications are approved and over 3,700 customers are enrolled



Pilot Goals and Findings to Date

INCREASED ACCESS to I-880 Express Lanes?

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

CUSTOMERS HAVE A GOOD EXPERIENCE registering and using the lanes?

- **Yes**, participants found program valuable and easy to use
- **Yes**, program enrollment decreased the rate of customer violations
- **But:** two-step process & FasTrak account concerns may hinder enrollment

MAINTAIN OPERATIONAL INTEGRITY of lanes (speed, reliability & efficiency)?

- **Yes**, traffic operations were not negatively affected
- **But:** operating cost to provide the discount will remain higher than the amount of customer benefits until enrollment numbers scale up

Recommendation: Expand Pilot to I-80 in Solano County

- Tolling on I-80 begins in late fall 2025
- Supported by Solano County
- Adding pilot discount at the same time eases transition for eligible residents
- Multiple corridors may make the pilot more attractive to potential users
- Second corridor may help validate results from I-880
- *Note: Expansion to BAIFA's I-680 Express Lanes in Contra Costa County is not part of the recommendation. This change could be considered in the future, based on collaboration with partner express lane operators.*



Recommendation: Extend Pilot Timeframe to March 2029

- Toll ordinance recently amended to allow pilots to be extended up to 3 more years for good cause
 - Existing participants continue to benefit from discount
 - Potential for stronger enrollment numbers
 - Additional time to understand benefits and effects of adding second corridor to pilot program
 - Additional time to coordinate with partners regional means-based approach discounts on express lanes



Next Steps

- Continue technical work to implement discount on I-80
- Enhance marketing plan and local partnerships
- Update website content and program materials
- Sequence public information efforts with opening of I-80 Express Lanes
- Continue collaborations with other MTC programs and external partners to expand and streamline enrollment opportunities

THANK YOU

Please direct comments and feedback to:

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