

495 EXPRESS LANES

OPERATIONS OVERVIEW

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Summary

- » What drivers should expect when the Express Lanes open
- » How Express Lanes will work
 - On-Road Experience
 - Tolling
 - E-ZPass
 - Enforcement
 - Customer Service
- » Actions travelers need to take today to be ready and to stay safe

Opening November 17

What to expect:

Pre-Opening

- » Sign covers coming down
- » New arterial signals uncovered, flashing
- » Extensive law enforcement presence
- » Opening after midnight on weekend

Post-Opening

- » Most significant change in more than 30 years
- » Changing traffic patterns and routes
- » New signage
- » New traffic signals
- » Driver error
- » System error

Be prepared, stay safe

Step 1: Get an E-ZPass

- Order today to avoid rush, ensure delivery
- Sign up in October get 1 week free

Step 2: Visit 495ExpressLanes.com

- Map route
- Familiarize with signage
- Make sure to use E-ZPass properly
- Understand pricing
- Learn important safety information

Extensive education

- » Advertising
- » Festivals & events
- » Employer outreach
- » Media outreach
- » Social media
- » Contests and incentives driving E-ZPass adoption
- » Targeted special user groups, including HOV
- » Continues through at least February 2013



How Express Lanes will Work

495 Express Lanes

- » High occupancy or toll (HOT) lanes
- » Four new lanes on the Virginia side of the Capital Beltway
- » Option for faster, more predictable travel
- » New access points
- » Introduction of carpooling opportunities and reliable bus service on I-495



Express Lanes allow you to take control of your valuable time.

Keeping Traffic Moving

- » Dynamic toll rates adjust to keep lanes free flowing
- » Mandatory E-ZPass:
all-electronic with no toll
booths or options to pay cash
- » Enhanced incident response
- » Improved driver information
- » Express Assist to aid disabled
drivers
- » Unlike current HOV, in effect
24/7



Rules of the Road

- » Express Lanes will provide a reliable travel option that puts you in control of your commute – regardless of how you choose to travel the lanes:



If you drive yourself...

Toll charged
E-ZPass® required



If you operate a bus...

No toll
E-ZPass required



If you ride a motorcycle...

No toll
No E-ZPass required



If you ride in a carpool...

No toll if HOV-3+
E-ZPass® FlexSM required



If you drive a taxi...

No toll if HOV-3+
E-ZPass Flex required



If you are in a vanpool...

No toll if HOV-3+
E-ZPass Flex required



If you drive a two-axle truck...

Toll charged
E-ZPass required
18-wheel truck and trailers: Prohibited



If you drive a hybrid...

No toll if HOV-3+
E-ZPass Flex required

Accessing the Express Lanes

- » Can enter just north of the Dulles Toll Road and just south of Braddock Road
- » Not available from every Beltway entry/exit
- » Entry and exit points to and from highways and major side routes



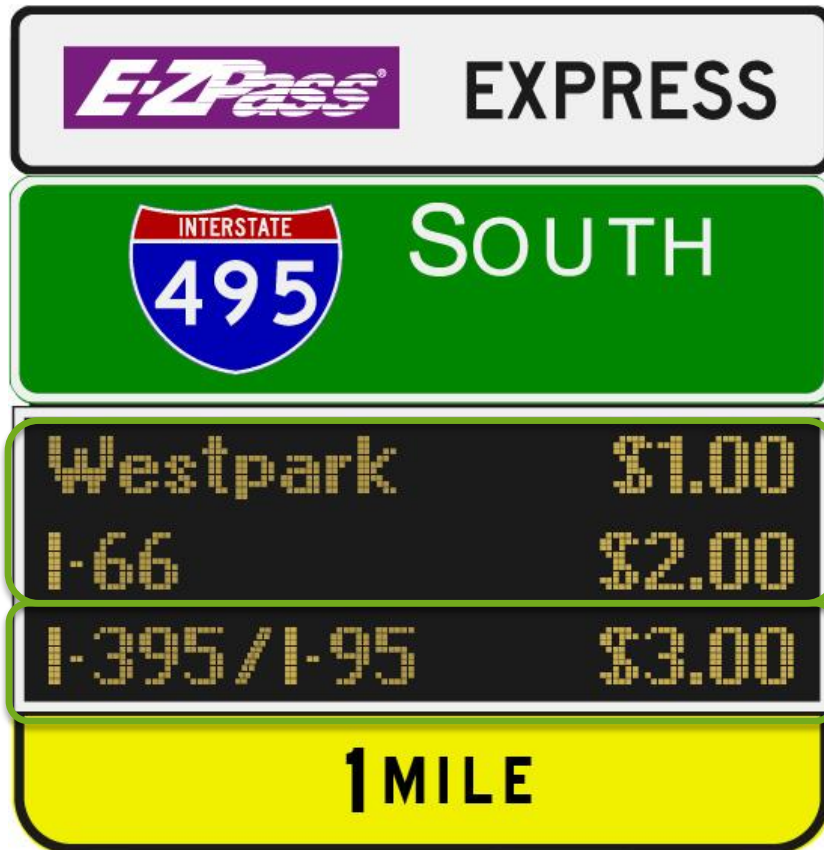
 NORTHBOUND EXPRESS
ENTRY

 NORTHBOUND EXPRESS
EXIT

 SOUTHBOUND EXPRESS
ENTRY

 SOUTHBOUND EXPRESS
EXIT

On-Road Signage



White banner, purple = Express

The first two exits and prices will show the cost to travel to two popular destinations from your entry point

The final exit and price you see will show the cost to travel to the furthest point you can go in the Express Lanes from that entry point

Drivers will always see the maximum toll they could pay

HOV-3+ Travel Toll-Free



- HOV-3+ toll-free travel with E-ZPass Flex
- E-ZPass Flex operates as standard E-ZPass on all other toll roads
- Flip before your trip
- Limit one E-ZPass per vehicle

Staying Safe



Keep new traffic patterns in mind



Safety service patrol available to assist you



Pull to the left in an emergency



Avoid distractions



Mind the barrier

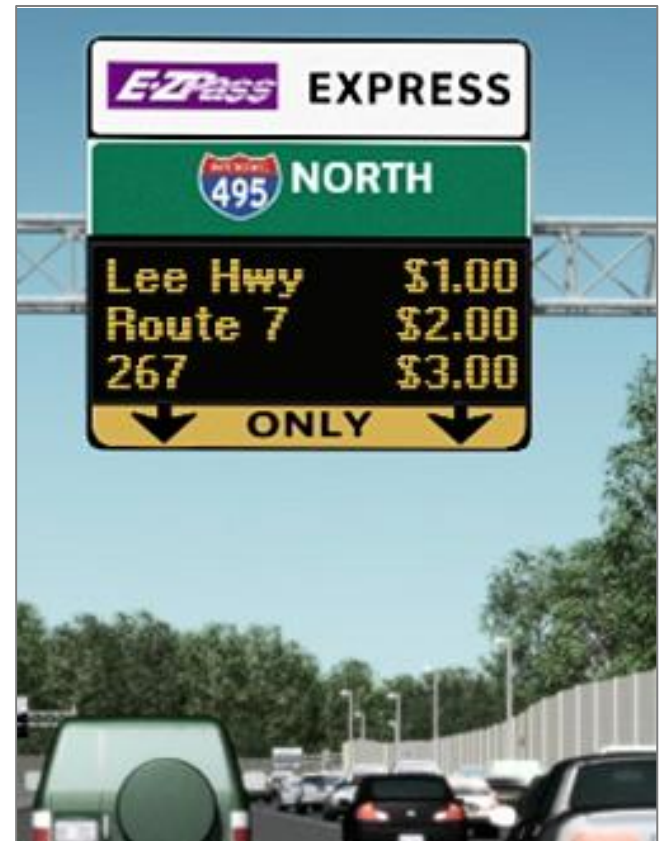


State Police will patrol and enforce HOV rules

Dynamic Tolling Up Close

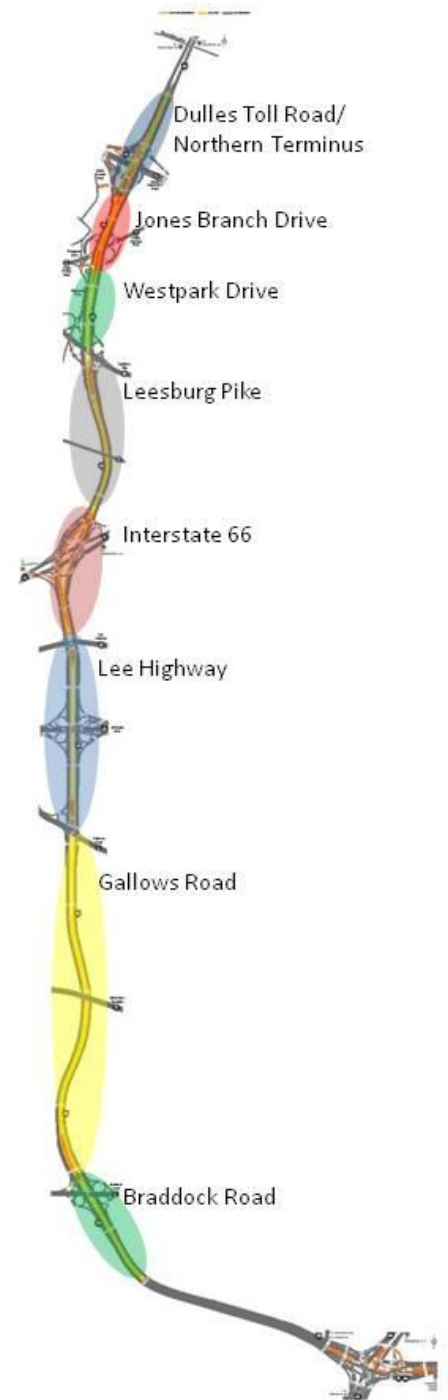
Dynamic Pricing Overview

- » First time in region
- » Sets toll prices based on traffic demand
- » Helps to maintain federal required performance standards of 45 mph + speeds
- » Series of checks and balances in place to prevent toll spikes



About the Toll Algorithm

- » Toll for each segment based on prevailing, real-time traffic conditions
- » Toll is set based on traffic density in the Express Lanes
- » Vehicle origin and destination is identified by toll gantries along trip route
- » Customer pays sum of all segments traveled
- » Seamless for customers; indicated on signage



Expected Prices

- » Prices vary based on real-time traffic and distance traveled
 - Models show averages of \$3- \$6 during rush hours; \$1 - \$2 during non-rush hours
 - Could be more or less depending on trip length and on-road conditions
- » Expected toll rates are comparable to other regional toll roads (ICC, Dulles Toll Road, Dulles Greenway), but usage patterns will be different

Express Lanes Operations Center

- » 24/7 operations center
- » Connects to the road
- » Control room
- » Incident Detection
- » Customer service



E-ZPass

Where to get E-ZPass



495 EXPRESS LANES.COM

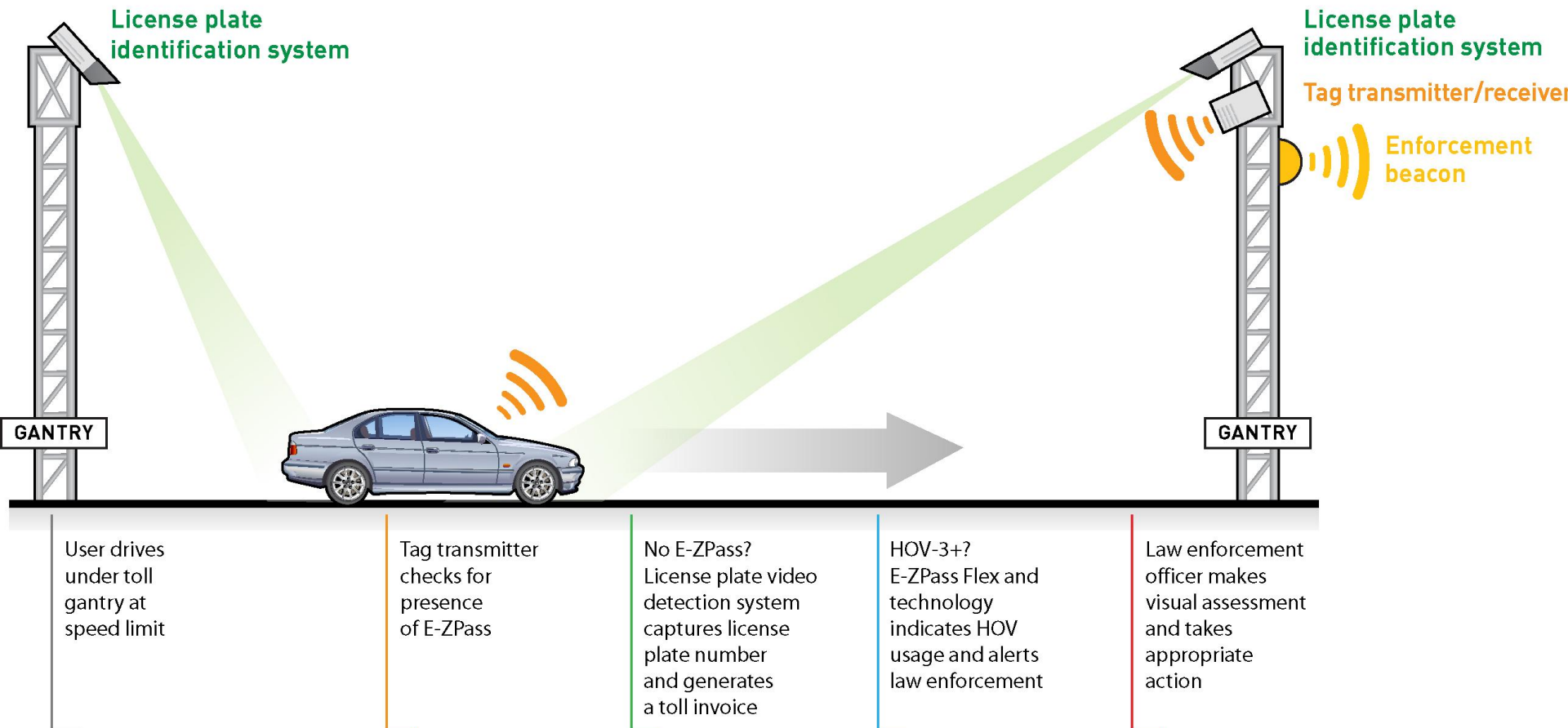
	Virginia	Maryland
ONLINE	www.ezpassva.com	www.ezpassmd.com
PHONE	877-762-7824	888-321-6824
DMV	Tysons Corner DMV	Maryland Motor Vehicle Administration (MVA)
RETAIL	Giant Wegman's AAA Mid-Atlantic	Giant Mars
CUSTOMER SERVICE LOCATIONS	Northern Virginia Service Center (Herndon)	E-ZPass Stop-In Center Locations

Which E-ZPass is for me?

	VIRGINIA	MARYLAND
I have an E-ZPass[®] today	<ul style="list-style-type: none"> ▶ No action required unless you want to carpool toll free 	<ul style="list-style-type: none"> ▶ No action required unless you want to carpool toll free
I need an E-ZPass	<ul style="list-style-type: none"> ▶ Obtain E-ZPass online, phone or retail locations ▶ \$35 pre-paid tolls ▶ \$.50 per month 	<ul style="list-style-type: none"> ▶ Obtain E-ZPass online, phone or retail locations ▶ \$9 standard E-ZPass ▶ \$33 exterior E-ZPass ▶ \$1.50 per month if you do not use a MD toll facility three times a month
I want to carpool for free on Express Lanes	<ul style="list-style-type: none"> ▶ Obtain E-ZPass[®] FlexSM ▶ \$35 pre-paid tolls ▶ \$1 per month ▶ No fee for exclusive carpool use on Express Lanes 	<ul style="list-style-type: none"> ▶ Obtain E-ZPass Flex ▶ \$18 to purchase ▶ \$1.50 per month if you do not use a MD toll facility three times a month
I currently have an E-ZPass, but want to exchange it for a Flex	<ul style="list-style-type: none"> ▶ Online or at DMV/VDOT Herndon Center ▶ No pre-paid toll requirement for existing accounts ▶ \$1 per month ▶ No fee for exclusive carpool use on Express Lanes 	<ul style="list-style-type: none"> ▶ Online ▶ \$18 to purchase ▶ \$1.50 per month if you do not use a MD toll facility three times a month

Express Lanes Enforcement

Enforcement of the Lanes



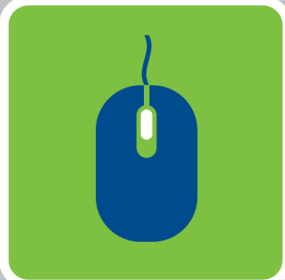
Potential Violations



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Offense	Enforcement Method
Toll Violations – invalid E-ZPass, no E-ZPass or no funds	Video
HOV Violations – customer nominates HOV status with less than three people in car	Virginia State Police
Unauthorized Vehicle Violations – 18-wheeler	Virginia State Police
Reckless Driving Violations – vehicle travels through barriers	Virginia State Police

State Troopers, funded by the project, will enforce 495 Express Lanes.



SOFT LANDING

- Pay online with “Missed a Toll”
- \$1.50 per trip admin fee



UNPAID TOLL INVOICE

- DMV Look Up
- Unpaid toll invoice
- \$12.50 admin fee



TOLL INVOICE WITH ESCALATING FEES

- Additional letter requesting payment
- Trip fee increases to \$25 per trip



DEBT COLLECTION

- Multiple letters
- If sent to collection, fee is \$100 per trip. Refusal to pay could result in summons



COURT

Judge's discretion: outstanding tolls with \$100 per trip administration fees, civil penalties \$50-\$1,000 for repeat offenders. Other fees and charges may be applied by Fairfax Courts (current court costs are \$62)

HOV Violators

Under Virginia law a judge may choose to issue the following civil penalties:

1st Offense	\$50
2nd Offense	\$250
3rd Offense (within 2 years of 2 nd offense)	\$500
4th Offense + (within 3 years of 2 nd offense)	\$1,000

Customer Service

CUSTOMER ASSISTANCE

495 Express

- Pay missed toll
- Dispute tolls
- Pay toll invoice
- Trip routes/maps
- On-road issues

www.495ExpressLanes.com
855-495-XPRS (9777)
customercare@expresslanes.com

Virginia E-ZPass

- Virginia accounts
- Get E-ZPass
- Pay bill
- E-ZPass isn't working
- E-ZPass fees
- Update account info

www.ezpassva.com
877-762-7824
customerservice@ezpassva.com

Maryland E-ZPass

- Maryland accounts
- Get E-ZPass
- Pay bill
- E-ZPass isn't working
- E-ZPass fees
- Update account info

www.ezpassmd.com
888-321-6824

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