

# 495 EXPRESS LANES UPDATE

# Opening and startup



- » Opened to traffic in November 2012
- » Operations and tolling system functioning well
- » Risks: known and managed

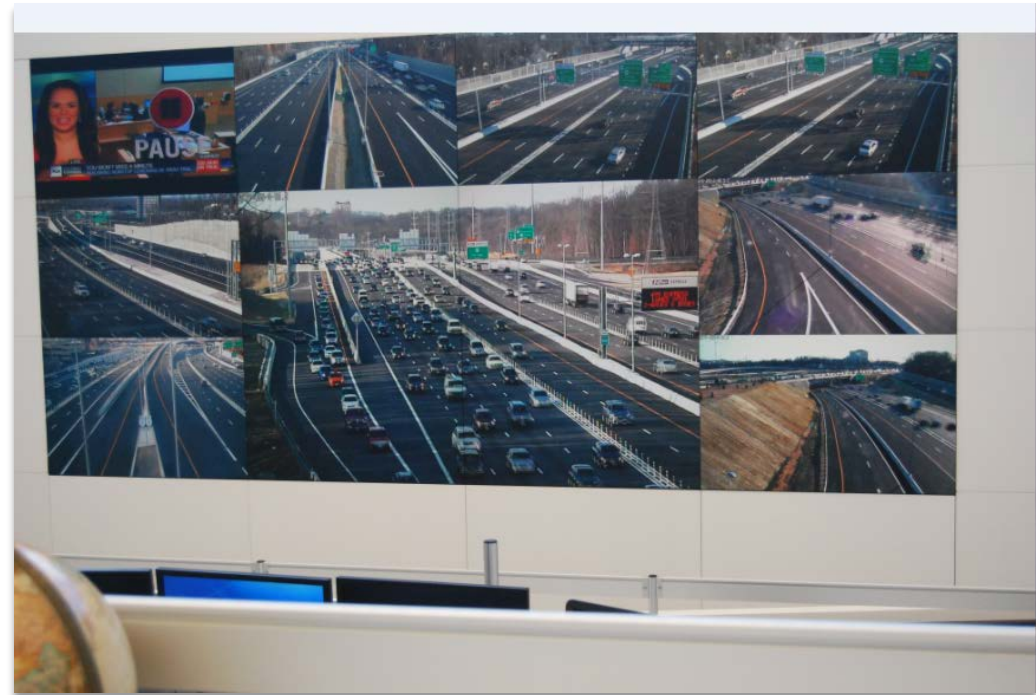
# Safety: number 1 priority

- » Safety enhancements at opening
- » No lost-time incidents
- » Embedded in culture
- » Coordination across partners



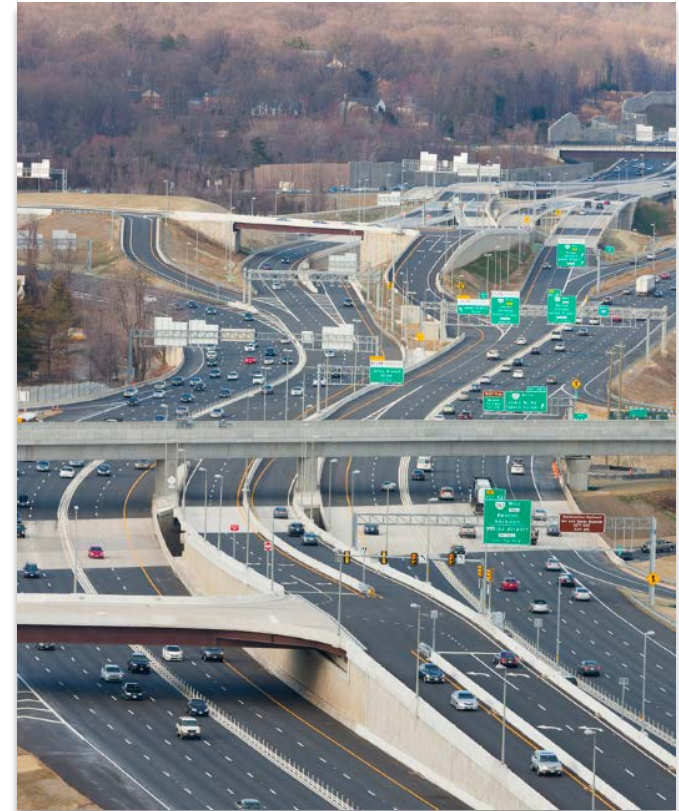
# Road operations

- » Network coordination with VDOT
- » SAFETEA-LU
- » Dynamic Pricing System
- » Incident response



# Ramp-up performance

- » Toll range: \$0.25 to \$7.55
- » 8% of traffic is HOV 3+ and exempt vehicles\*
- » Traffic during first 6 weeks increased 57.2%\*\*
- » Average daily traffic grew 15% from the first full week in January to last week of March\*



\*For the period ending March 31, 2013

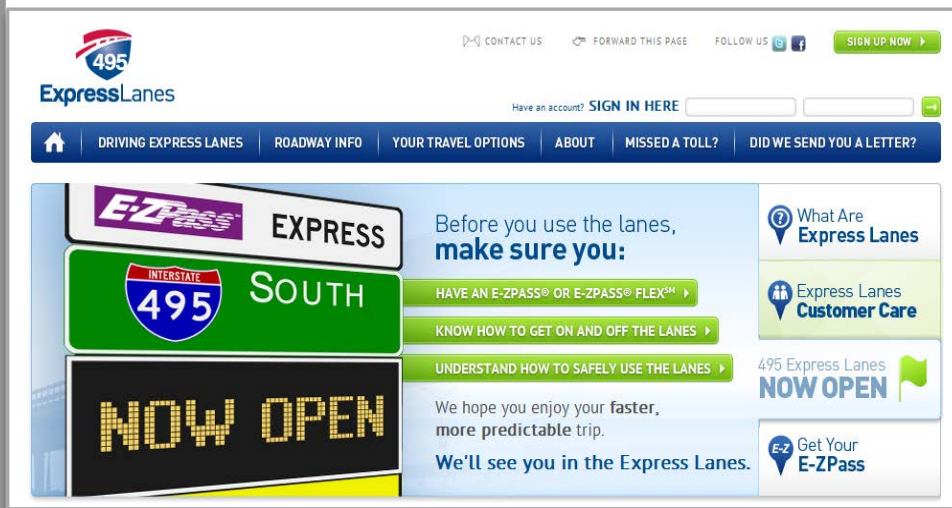
\*\* For the period ending December 31, 2012

- » Customers using online tools:
  - Missed a toll
  - Online chat
  - Paying/disputing tolls online
- » Customer service center up and running in October 2012
- » Strong compliance and toll notice payment rates
- » High use of automated payment channels
- » Strong unauthorized vehicle enforcement



# Customer outreach

- » 96% seen, read, heard about the Express Lanes
- » Significant improvement in drivers' understanding of rules of the road



495 ExpressLanes

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Have an account? SIGN IN HERE

DRIVING EXPRESS LANES ROADWAY INFO YOUR TRAVEL OPTIONS ABOUT MISSED A TOLL? DID WE SEND YOU A LETTER?

**EXPRESS**

**INTERSTATE 495 SOUTH**

**NOW OPEN**

Before you use the lanes, **make sure you:**

- HAVE AN E-ZPASS® OR E-ZPASS® FLEX™ ▶
- KNOW HOW TO GET ON AND OFF THE LANES ▶
- UNDERSTAND HOW TO SAFELY USE THE LANES ▶

We hope you enjoy your faster, more predictable trip.

We'll see you in the Express Lanes.

What Are Express Lanes

Express Lanes Customer Care

495 Express Lanes **NOW OPEN**

Get Your E-ZPass

# Positive customer feedback

**75%** *of customers likely to use again*

Nearly 7 in 10 Express Lanes users would recommend the Express Lanes to their friends, family and colleagues





# Survey highlights



495 EXPRESS LANES.COM

- » **Traffic congestion is area residents' biggest concern:**
  - 64 percent of frequent Beltway drivers cite traffic congestion as the biggest problem they face living in the Greater Washington, D.C. area
- » **Top reasons travelers had used the Express Lanes\*:**
  - “Needed” to reach a destination on time (71 percent)
  - Mainline Beltway congestion (45 percent)
  - Interest in a reliable trip (22 percent)
  - Interest in getting on or off the Express Lanes at one of the new entry/exit points in Tysons or Merrifield (16 percent)

\*Respondents asked to select all that apply

- » **46 percent** of frequent Beltway travelers said they still do not have an E-ZPass



**ExpressLanes**