

# 495 EXPRESS LANES UPDATE

# Opening and startup



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

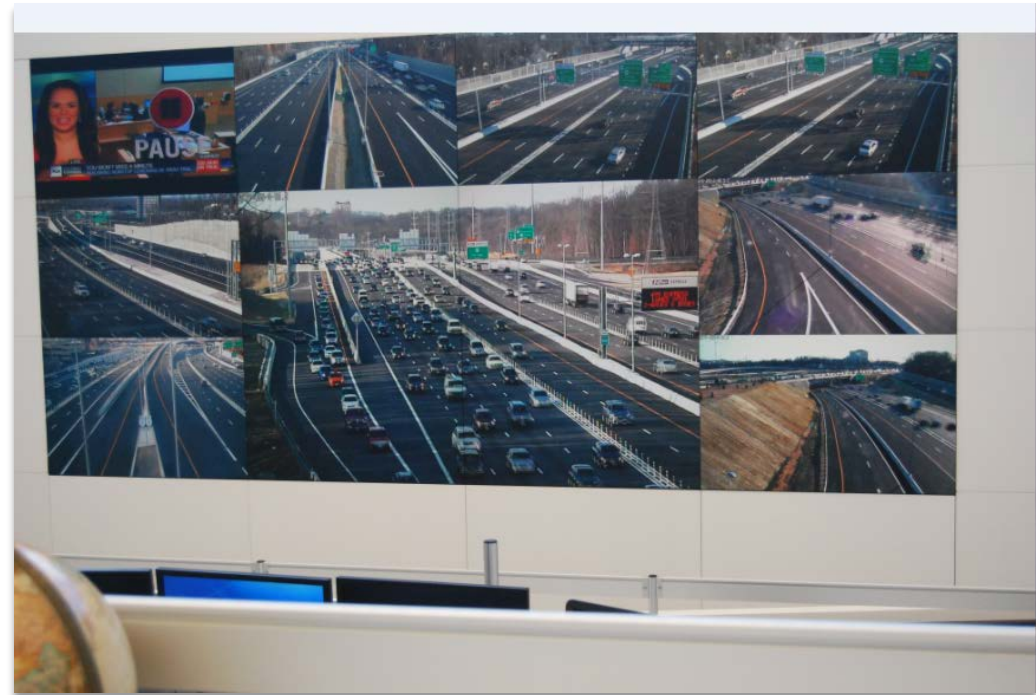
# Safety: number 1 priority

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



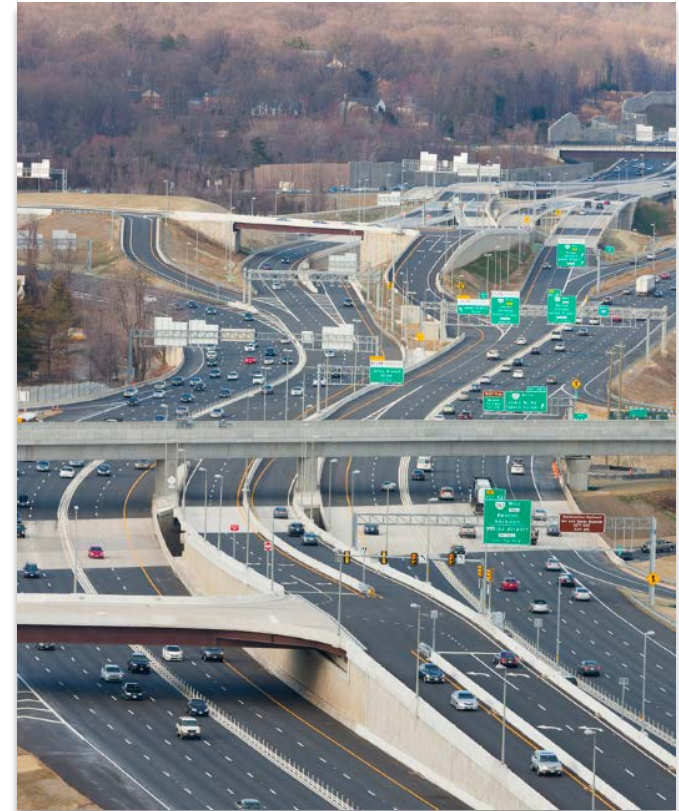
# Road operations

- » 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\*



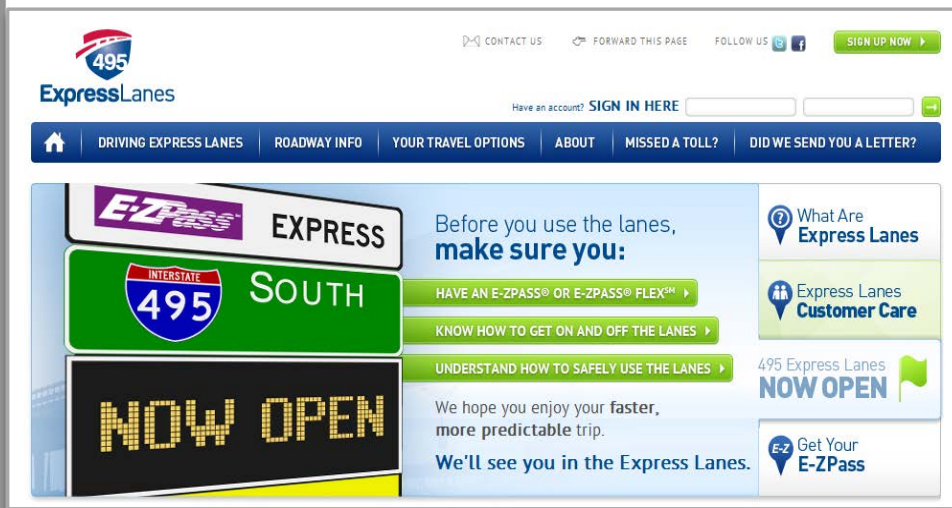
\*For the period ending March 31, 2013

\*\* 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**