DATA Board of Directors and General Membership Meeting
Kristen Johnson, Director, Performance & Operational Development
October 11, 2017
Express Lanes snapshot
Focused on safety for drivers and our crews

Safety by the numbers
80% reduction in I-95 reversible gate hits per month since opening 95 Express Lanes

Safety campaigns

New troopers to enhance safety where Express Lanes end

6 minutes average response time for our dedicated Express Assist

Autonomous truck-mounted attenuator vehicle pilot program
Network travel update

*From April 1 to June 30, 2017*

**495 Express Lanes**
- 82% of customers spend less than $20 a month*
- Average toll: $5.77*
- 85% of trips were less than $12*

**95 Express Lanes**
- 74% of customers spend less than $20 a month*
- Average toll: $8.46*
- 75% of trips were less than $12*
More frequent customers anticipate even more usage
Customers say the Lanes are a “good option when I need it”

Toll prices for rush hour customers have increased over time. However, the value proposition and satisfaction for this customer group currently remains strong.

Source: Survey of 1,700 drivers in the Washington, D.C. metro area conducted by KRC Research in May 2017.
Improving customer experience through communications

VA Express Lanes @VAExpressLanes - Jan 20
REMINDER: 95 Express Lanes to begin reversal at 10AM today. I-395 HOV lanes will be closed all day until the Inaugural parade concludes.

Express Lanes Winter Travel Tips

Traffic has increased in the region during this winter season. We want to make sure you have a safe and reliable trip with the Express Lanes. Drivers traveling the I-95 and I-495 corridors during rush hour periods are advised to follow these tips for a smoother trip.

Avoid the peak travel time on the Express Lanes to skip the highest tolls.
- Tolls reach their highest on the Express Lanes between 7 to 8 a.m. and 5 to 6 p.m. during the peak of rush hours.
- By traveling an hour earlier or later, drivers can shave between 33 and 60 percent off the peak period toll price.

Express Lanes Winter Travel Tips
EXPRESLANES.COM
395 Express Lanes
Connected and autonomous vehicles on the Express Lanes

- In 2015, Virginia joined a handful of U.S. states allowing testing of automated vehicles on public roads
- Transurban partnership with VDOT and Virginia Tech Transportation Institute
- Tested vehicles in October 2015 and June 2016 in several real-life scenarios on the open road
- Exploring new partnership opportunities on autonomous and connected vehicles
- New VDOT-FHWA-Transurban partnership approved

Self-driving cars get big test on I-95 Express Lanes in Virginia

Self-driving cars get the ultimate test: I-95 Express Lanes
THANK YOU

www.expresslanes.com
www.transurban.com