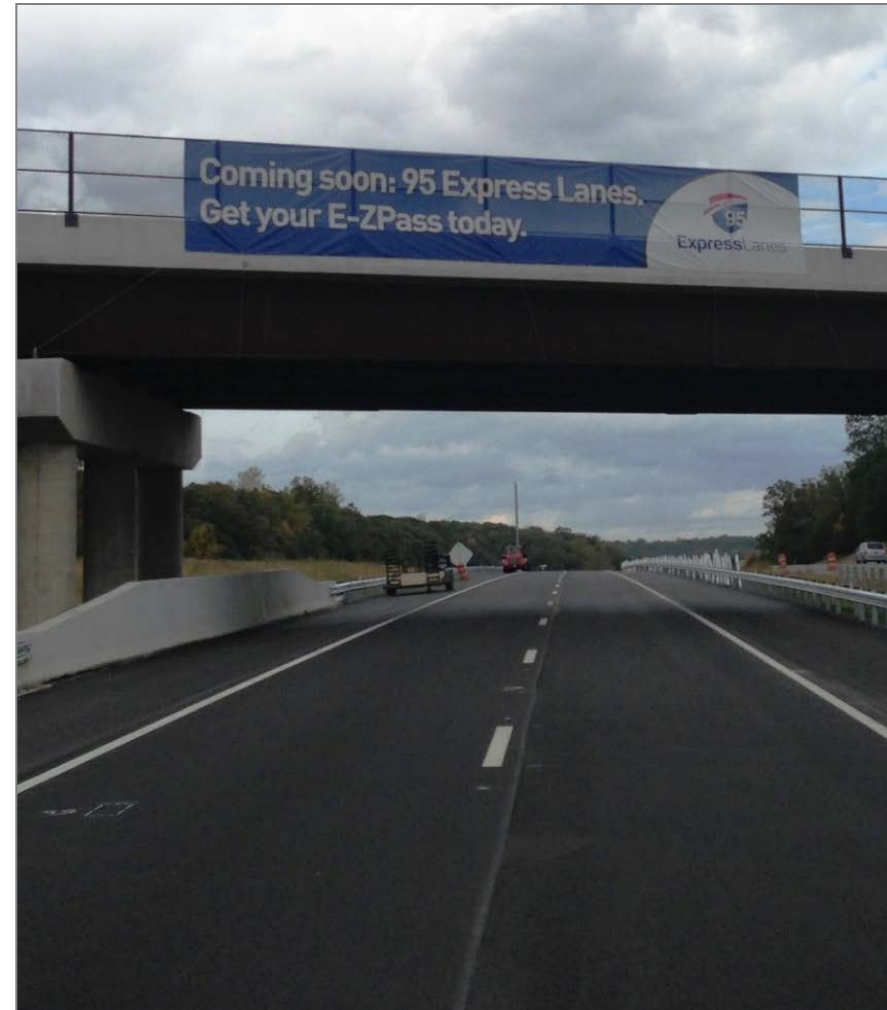


95 EXPRESS LANES

MWCOG
DECEMBER 2014

It's here

- » Managed lanes network of more than 40 miles – Stafford to Tysons in 40 minutes
- » Regional HOV/transit network extended to Stafford County
- » New choices for all I-95 travelers
- » New capacity
- » Improved system performance with traffic management system and incident response
- » E-ZPass and enhanced enforcement mean fewer cheaters



HOV to Express Lanes

- New rules
- New signage and traffic patterns
- E-ZPass requirement
- HOV to Express transition
- Enforcement

Be prepared, stay safe



95 EXPRESS LANES.COM

Step 1: Get an E-ZPass

- » Carpoolers must have an E-ZPass Flex
- » Order today

Step 2: Visit 95ExpressLanes.com

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

Extensive education

- » Advertising
- » Festivals & events
- » Employer & stakeholder outreach
- » Media outreach
- » Social media
- » Contests and incentives driving E-ZPass adoption
- » Targeting existing user groups and preparing transit providers
- » Incentive programs for carpoolers and toll-paying customers
- » Educational videos and interactive tools





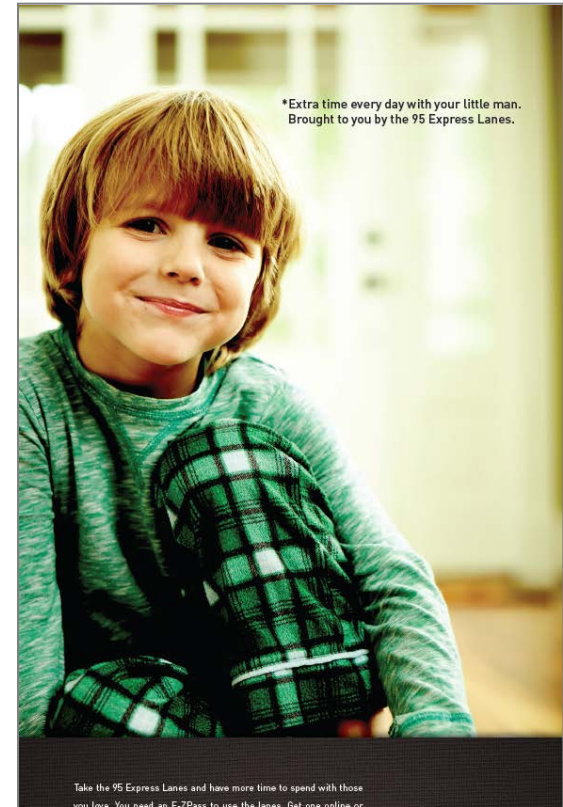
ExpressLanes

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Extensive education



- » More than 500M estimated impressions
- » Paid program runs October to June with:
 - » Print
 - » Radio
 - » Online
 - » Outdoor & On-road
 - » Gas station
 - » Transit



Get there faster.
Opening December.

95ExpressLanes.com *E-ZPass*

ONE WEEK FREE

travel on the 95 Express Lanes
Details inside*

ExpressLanes

How the 95 Express Lanes Will Work

95 Express Lanes



- » Conversion of HOV lanes to HOT lanes
- » Spans 29 miles from Edsall Road to Garrisonville Road
- » Extends road nine in south and adds third lane from PW Parkway to Edsall Road
- » Seamless connection to 495 Express Lanes



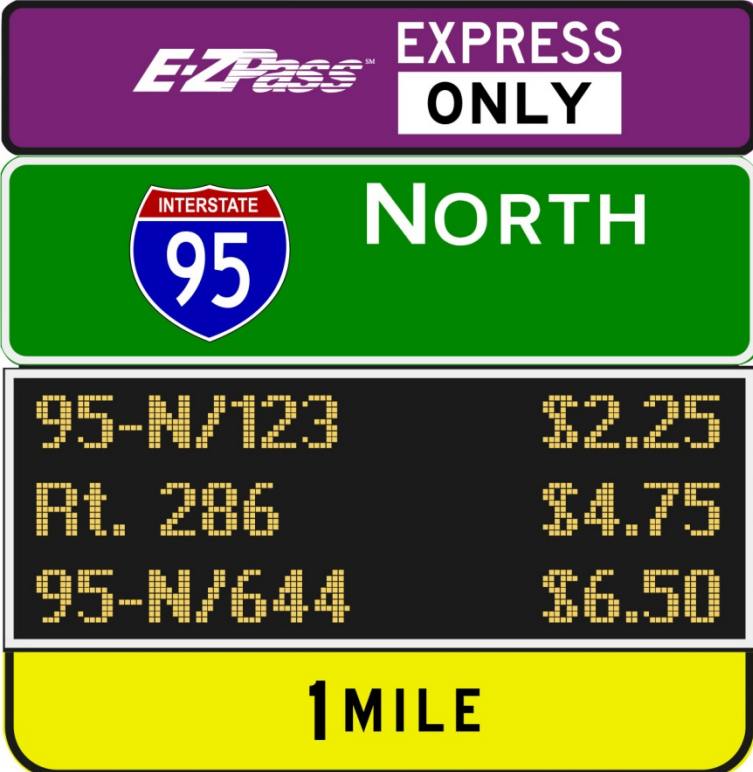
Rules of the road

- » Express Lanes are reversible with similar timing as today's HOV system
- » Dynamic system with variable tolls will manage traffic
- » Mandatory E-ZPass for all users
- » Transit, motorcycles and HOV-3 with an E-ZPass Flex ride for free
- » Rules of the road in effect 24 hours a day, seven days a week



Keeping traffic moving

- » Pricing signage in advance of all entrances and on the Lanes
- » Toll rates adjust to keep lanes free flowing
- » Sensors monitor traffic 24/7 and system adjusts toll prices as necessary
- » All-electronic -- no toll booths
- » Express Assist to aid disabled drivers
- » Average rush hour trip \$6 to \$8 for a distance of 10 to 12 miles
- » Low of around 20 cents to a mile to about 80 cents during rush



E-ZPass SM EXPRESS ONLY	
INTERSTATE 95 NORTH	
95-N/123	\$2.25
Rt. 286	\$4.75
95-N/644	\$6.50
1 MILE	

HOV-3 travel



- » HOV-3 qualifies for toll-free travel
- » Carpools and vanpools need the switchable E-ZPass Flex
- » Available through Virginia and Maryland's E-ZPass offices, retail locations and online
- » E-ZPass Flex works on all other E-ZPass facilities

Accessing the 95 Express Lanes



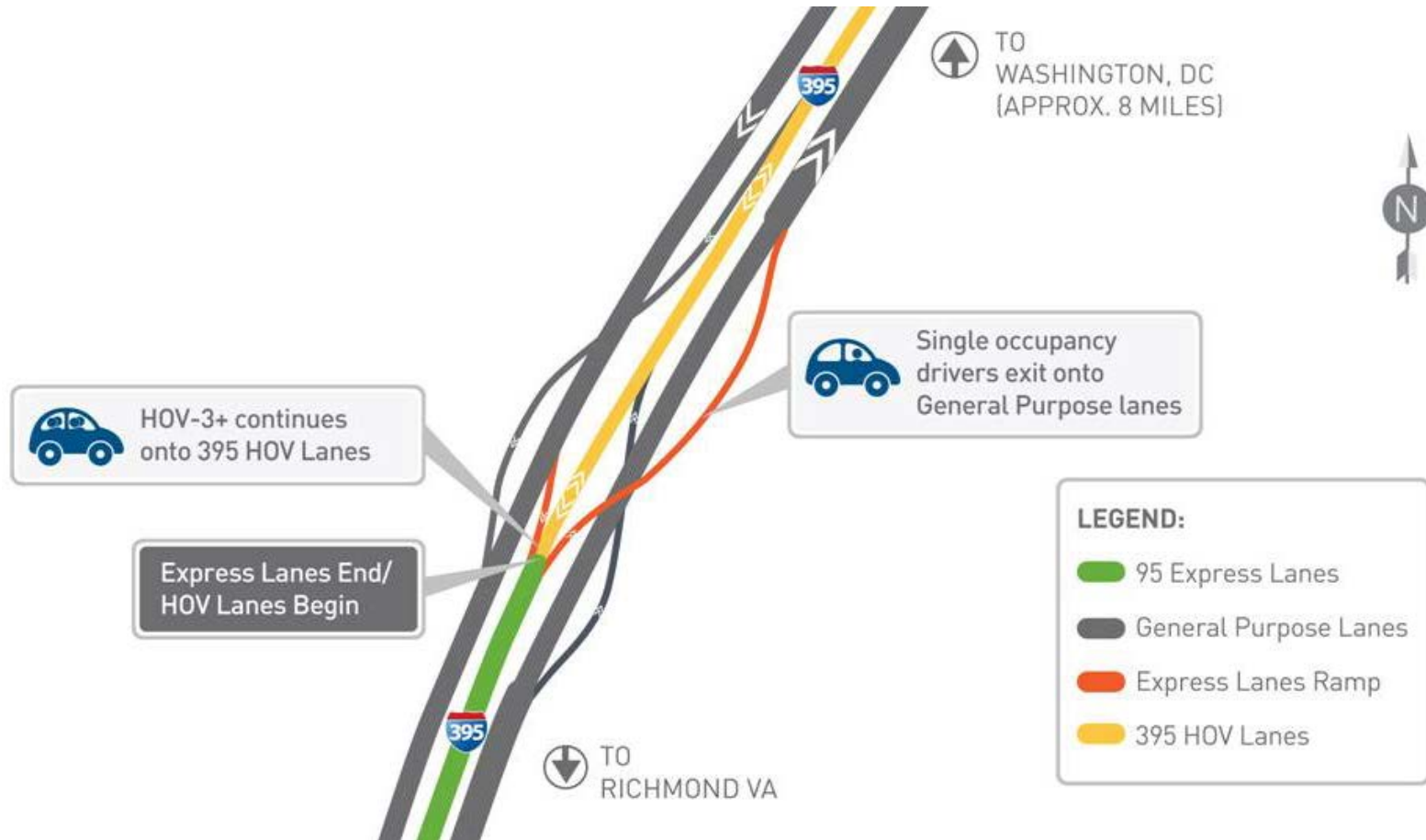
NORTHBOUND TRAVEL



SOUTHBOUND TRAVEL



Transition area



The Express Lanes end and the HOV lanes begin on I-395 just north of Edsall Road

E-ZPass

Operated by VDOT

Method of Payment on the Express Lanes

Which E-ZPass is for me?



95 EXPRESS LANES.COM

	Virginia
I have an E-ZPass.	No action required unless you want to carpool
I need an E-ZPass.	<ul style="list-style-type: none">• Obtain online, over phone or from retailer• Costs \$35 in pre-paid tolls for both a regular E-ZPass and the Flex• No monthly fee, but one-time upgrade of \$10 if Flex is not used in HOV mode for a period of 6 months beginning 7/1/15 for those who obtained Flex after 10/1/14
I want to carpool for free.	<ul style="list-style-type: none">• Get an E-ZPass Flex• Costs \$35 in pre-paid tolls• No monthly fee, but one-time upgrade of \$10 if Flex is not used in HOV mode for a period of 6 months
I want to exchange my regular E-ZPass for a Flex.	<ul style="list-style-type: none">• Online or at VDOT customer service center• No pre-paid toll requirement for existing accounts• No monthly fee, but one-time upgrade of \$10 if Flex is not used in HOV mode for a period of 6 months beginning 7/1/15 for those who obtained Flex after 10/1/14

Customer Service

Customer assistance

Need Help?



We want your Express Lanes travel to be as smooth as possible.

We know you may have questions about your trip or invoice.
HERE ARE SOME QUICK ANSWERS:

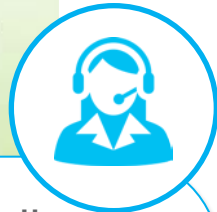
Traveled without an E-ZPass® and need to pay your toll? »

Need to pay a toll invoice? »

Not satisfied with your Express Lane

Have questions about how Express

Have another question? Visit our Custom



- Extended call center hours
- Working with travelers in early days
- Carpool transition program
- “Missed a Toll”
- First-time Forgiveness

Customer assistance



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Customer Assistance

Express Lanes	<ul style="list-style-type: none">• Pay missed toll• Dispute tolls• Pay toll invoice• Trip routes/maps• On-road issues	<p>www.ExpressLanes.com 855-495-XPRS (9777) customercare@expresslanes.com</p>
Virginia E-ZPass	<ul style="list-style-type: none">• Virginia accounts• Get E-ZPass• Pay bill• E-ZPass isn't working• Update account info	<p>www.ezpassva.com 877-762-7824 customerservice@ezpassva.com</p>

Thank You

95ExpressLanes.com