



.expresslanes



The 395 Express Lanes

Agenda

1. Greeting and safety observation
2. Goals for this session and introductions
3. 395 Express Lanes project summary
4. Construction update
5. Preparing for toll day 1
6. What stays the same and what's new
7. Stakeholder outreach and customer experience
8. 395 transit investment
9. Resources, feedback and questions

About the 395 Express Lanes

- Delivered via public-private partnership with the Virginia Department of Transportation and Transurban
- Conversion of two reversible HOV-3+ lanes to three Express Lanes between Edsall Road and DC Line
- New fourth southbound general purpose lane between Duke Street and Edsall Road
- Improvements in traffic flow at the Eads Street Interchange and transit/carpool access at Pentagon
- New or modified sound walls
- Annual \$15 million investment in transit improvements (Commuter Choice)



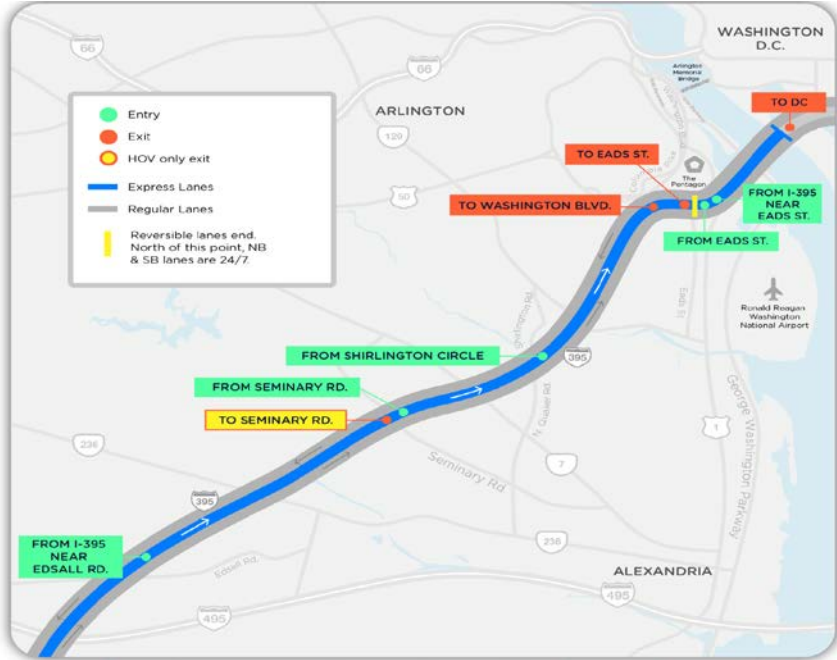
Construction update



- ITS equipment and tolling and traffic management system testing is ongoing
- User Acceptance Testing for new and existing capabilities planned for October 2019
- Active co-ordination with stakeholders and Operations readiness planning is well underway and remains on-track
- After service commencement work will continue on the Express Lanes, sound walls, and the Duke to Edsall 4th general purpose lanes
- Post service commencement work on the Express Lanes will take place in non-peak hours

Access to the Lanes

Northbound Express Lanes



Southbound Express Lanes



Seminary Road south ramp

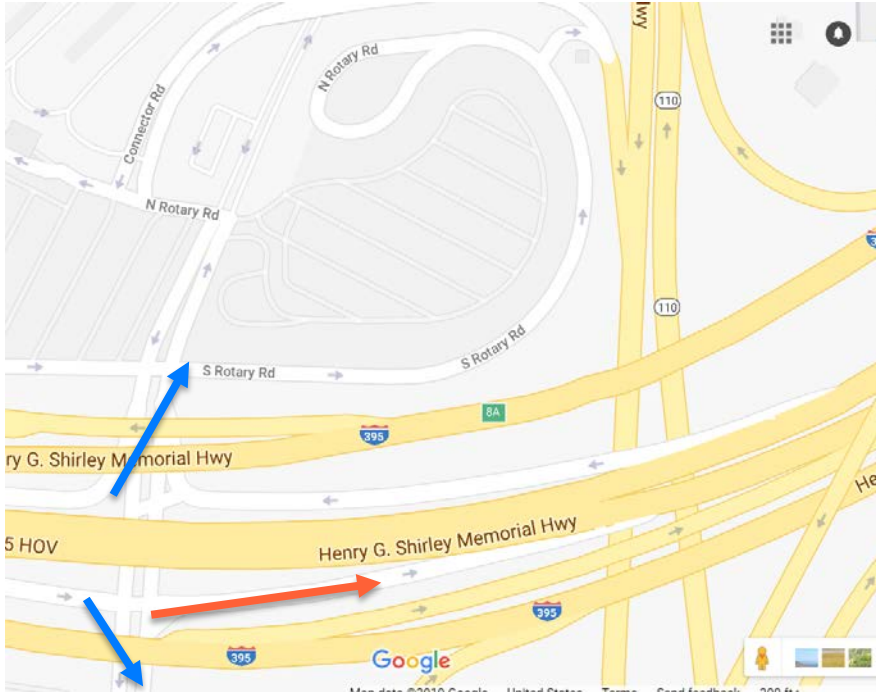


- Road study underway to look at future conversion
- Working with VDOT, City of Alexandria and community to consider implications and benefits to conversion
- Seminary Road south ramp to remain HOV after service commencement
- HOV users will need an E-ZPass Flex
- New signage will let travelers know that tolling will begin after next exit
- VSP will continue to enforce as a HOV facility

Eads Street interchange



Eads Street Slugging E-ZPass Guidelines



- Driver travels up 395 Express Lanes with sluggers & E-ZPass Flex in **HOV mode**
- Exits at Eads St, drops off slugs
- Switches Flex to **toll-mode**, re-enters 395 Express via Eads interchange
- Driver is not charged *any* toll if they re-enter during their trip

Robust program underway to prepare and educate travelers

Goals

✓ Safety ✓ Awareness ✓ Understand Rules & Benefits

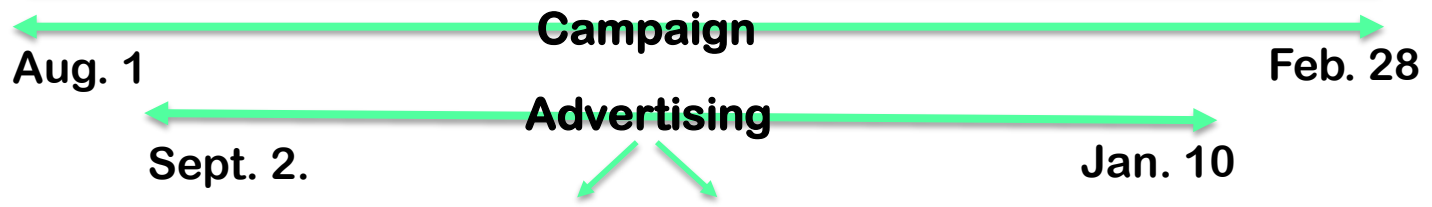
Audience

→ I-95/395/495 VA corridors & MD/DC

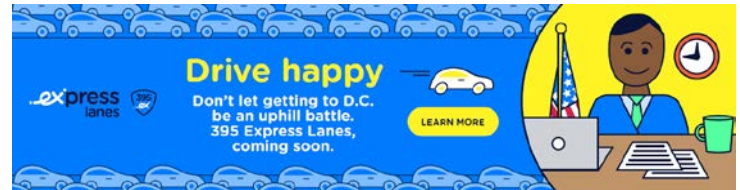
Components

Ad campaign | Earned media | Signage | Events | Stakeholder

Timing



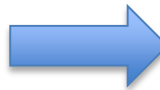
Online | Radio | Search
| Out-of-home | Print



Stakeholder Outreach Program

Stakeholder Groups

- Federal, state and local elected officials
- Washington D.C. elected officials
- DDOT
- Pentagon and Mark Center
- Locality DOTs
- Transit agencies
- Community groups, HOAs, and civic leagues
- Sluggers and travelers on the road
- Local businesses
- Business groups and Chambers of Commerce
- Pentagon City Mall



Outreach Approach

- Press releases and media outreach
- Website updates
- Social media
- Weekly communication calls and coordination
- Grant program
- In-person meetings with elected officials and key stakeholders
- Briefings with DOTs and community groups
- Toll Day 1 briefing with elected officials and staff
- Newsletter & social media samples
- Pentagon channels
- Events and transportation fairs
- Flyers and brochures

Hypercare and operations

Hyper-care period to run for 30 days post service commencement

Enhanced staffing with 24/7 coverage across Business/Road Operations, Design Build Delivery (DB Contractors), Technology Operations and TTMS Contractor during the hyper-care period

All exit criteria shall be met prior to commencement of normal operations

Additional reporting and process checks will be in place during the period to minimize any potential negative impact to customer experience and community

Transurban resources

Customer service

1-855-495-XPRS (9777) <https://expresslanes.com/contact-us>

Express Lanes Control Room

571-419-6046

Outreach and communications

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VDOT resources

Customer service

1-800-for-road (1-800-367-7623) <https://my.vdot.virginia.gov/>

Outreach and communications

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