



SITUATION & OBJECTIVES

SITUATION

Transforming the traffic-clogged Interstate 66 is a top priority to the Commonwealth of Virginia.

The nine-mile stretch of I-66, from I-495 (Capital Beltway) to U.S. Route 29 in Rosslyn, faced daily congestion, traffic bottlenecks and unreliable travel times.

On December 4, 2017, the Virginia Department of Transportation (VDOT) converted all lanes on this section of I-66, referred to as I-66 Inside the Beltway, to dynamically-tolled Express Lanes during rush hours in the peak commute direction.

The dynamic tolls would manage demand for the lanes, and deliver free-flowing and more reliable travel for carpoolers, buses and toll-paying drivers on I-66.

As the only interstate in the country limited to High Occupancy Vehicle (HOV)-only traffic during rush hours, solo drivers would have a new option to use the lanes by paying a toll. Vehicles with two or more people would continue to travel the lanes for free.

The I-66 Inside the Beltway Express Lanes are unique —they are the nation's first peak-period, all lanes, dynamically-tolled roadway.

Ensuring that commuters had a clear understanding of how these new Express Lanes would work was critical to drivers' safety and the overall success of this initiative. To achieve this goal, VDOT developed and executed a proactive marketing and outreach campaign.

MARKETING & OUTREACH CAMPAIGN OBJECTIVES

- Reach commuters and stakeholders to inform and increase awareness of how the Express Lanes would work including hours of operation, how dynamic tolling works, the need to get an E-ZPass or E-ZPass Flex, exemptions for HOV-2+ vehicles, removal of exemptions for specific audiences, as well as HOV and toll violations.
- Highlight project benefits for key groups.
- Create awareness of use of toll revenue to fund multimodal projects benefiting I-66.



MESSAGES, STRATEGIES & TARGET AUDIENCES

KEY CAMPAIGN MESSAGES

Express Lanes are coming to I-66 Inside the Beltway in December 2017.

Soon, anyone can travel on I-66 Inside the Beltway during rush hour.

If driving alone, you'll need to pay a toll with an E-Zpass. If carpooling, you can travel toll free with an E-Zpass Flex. If traveling by bus, you'll have more choices and a more reliable trip.

Learn more at **66expresslanes.org** and improve your commute.

CAMPAIGN ARTWORK







CAMPAIGN STRATEGIES

Paid Media: Radio; Online advertising; Paid social media; Print ads and direct mailer in Washington Post; Print ads in magazines and local newspapers; TV spots; Bus exterior ads; Gas pump toppers

Direct Outreach: Customer-facing website; Earned media (press events and releases); Social media; Digital outreach; On-road signage along I-66; Signage and events at park and ride lots

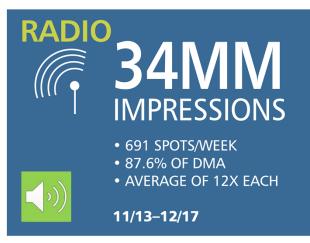
TARGET AUDIENCE: I-66 COMMUTERS

- Single-Occupancy Vehicle, or "Solo" Drivers
- Carpoolers
- Transit Users
- Transit Operators
- Special User Groups
 - First Responders, Dulles Airport Drivers, Hybrid Drivers, Motorcyclists, Law Enforcement (On-Duty, Off-Duty), Transportation Providers (Bus, taxi, Uber/Lyft, car rental companies)



PAID BROADCAST MEDIA & WEBSITE

Radio was the primary paid media strategy to reach commuters.



Listen to a pre-launch radio spot by clicking the green speaker icon above



Hear the TV voiceover by clicking the Express Lanes graphic above

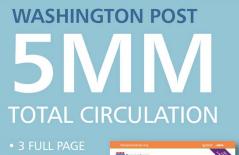


66expresslanes.org

A dedicated customer-facing website was launched in September 2017, providing a one-stop shop of information and resources. Primary call-to-action for most digital and print messaging and advertising.



PAID PRINT ADS



- 3 FULL RUN STICKER AD
- 2 DIRECT MAIL
- 1LOCAL LIVING (NOVA ZONED)

11/12, 11/26, 12/10



LOCAL NEWSPAPERS

NOVEMBER - DECEMBER RUN DATES

FULL PAGE ADS, FOUR TIMES

CONNECTION NEWSPAPERS: ARLINGTON, FAIRFAX, MCLEAN, CENTRE VIEW, CHANTILLY

FULL PAGE ADS, THREE TIMES

FALLS CHURCH NEWS-PRESS, FAIRFAX SUN GAZETTE, ARLINGTON SUN GAZETTE, INSIDE NOVA PRINCE WILLIAM, LOUDOUN TIMES MIRROR

160,000 TOTAL CIRCULATION







FOREIGN LANGUAGE

NEWSPAPERS

113,000 TOTAL CIRCULATION

FULL PAGE ADS EL TIEMPO LATINO, WASHINGTON HISPANIC, KOREA DAILY 11/3, 12/1, 12/15



275,000

TOTAL CIRCULATION

FULL-PAGE ADS— NORTHERN VIRGINIA, WASHINGTONIAN NOVEMBER ISSUES





SOCIAL MEDIA & EMAIL

TWITTER



FACEBOOK



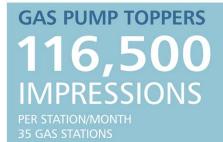
E-BLASTS





PAID OUTSIDE ADVERTISING













EARNED MEDIA

EARNED MEDIA HIGHLIGHTS

125 NEWS STORIES and SEGMENTS

Alexandria News, Arlington Connection, ARL Now, Bacon's Rebellion, Connection Newspapers, Culpeper Star-Exponent, Dale City Patch, DCW 50, Economic 21, Equipment World News, Fairfax News, Fairfax Times, Falls Church News-Press, Fauquier Times, Greater Greater Washington, Inside NOVA, KAZU, KIRO 7, Local DVM, Loudoun Co. Official Website, Loudoun Now, Loudoun Times-Mirror, Loudoun Tribune, NBC 4, News Leader, Oakton Patch, PJ Media, Potomac Local, Prince William Living, Prince William Times, Quartz, Reason Foundation, Richmond Times-Dispatch, The Seattle Times, Slate, Streetsblog USA, US News, Vienna Patch, WAMU, Washington Business Journal, Washington Examiner, Washington Post, Washington Times, WDVM, WHSV, Winchester Star, WJLA, WMAL, WTOP, WTTG, WUSA9, WVTF







MEDIA & STAKEHOLDER EVENT

PRFSS FVFNT

A key strategy in our outreach and marketing campaign was to initiate high-profile media and stakeholder events.

Ribbon Cutting Event Celebrating I-66 Multimodal Projects

Virginia's former Governor Terry McAuliffe and Secretary of Transportation Aubrey Layne, joined state and local elected officials and partners, to celebrate the launch of the first group of multimodal improvement projects, called "I-66 Commuter Choice" program, which will play an important role in moving more people and reducing congestion on I-66 Inside the Beltway.

The ten new projects, which received a total of \$9.8 million by the Commonwealth, are expected to move as many as 5,000 additional people daily through the I-66 Corridor by the end of the first year of Express Lanes tolling.

Future multimodal projects will be funded by toll revenue generated by the I-66 Inside the Beltway Express Lanes.



Results:

Ribbon Cutting event generated positive media coverage in all major media outlets in Washington, D.C. area, providing an opportunity to inform the public about the Express Lanes opening and showcase the Commonwealth's commitment to reinvesting toll revenue into multimodal improvements benefitting I-66.



RESULTS

PAID CAMPAIGN

Total potential audience-reach of more than 100 million (does not include earned media).

- Radio ads: Combined 34 million impressions
- TV sponsorship ads: 5 million impressions
- Facebook paid ads: 113,301 impressions
- Print campaign: Reaching more than 5.5 million
- Commuter bus exterior ads: 60 million impressions
- Gas pump toppers at 35 stations: 349,500 impressions per station
- Signs at ten park and ride lots in Northern Virginia: 144,000 impressions

EARNED OUTREACH AND MEDIA CAMPAIGN

Festivals and events: 16 events attended by more than 300,000 people

Outreach events during rush hours at commuter parking lots

Customer-focused website: More than 99,42 visits and 194,050 page views since launching on September 5, 2017 to December 31, 2017

On-road signage along and near I-66 reaching thousands of commuters

Tailored outreach materials distributed to special user groups including two mailings of 17,000 letters to registered owners of hybrid vehicles; posters and information at AAA customer stores; and signage and email blasts to the Dulles Airport community

Regular email blasts sent to stakeholder list of 6,643

More than 275 public and stakeholder outreach meetings including formal hearings, public information meetings, elected officials briefings, homeowner and neighborhood briefings, and community festivals

I-66 EXPRESS LANES USAGE DATA FROM FIRST FOUR MONTHS (December 4. 2017 – April 30, 2018)

- Increase in E-ZPass distribution for I-66 travelers:
 - E-ZPass penetration on I-66 increased from 56.7% to 88%
 - 44% of Express Lanes users had E-ZPass in toll mode and 44% were carpoolers with E-ZPass Flex
- 44% of drivers chose to pay a toll to use the Express Lanes, indicating public awareness of the new Express Lanes.





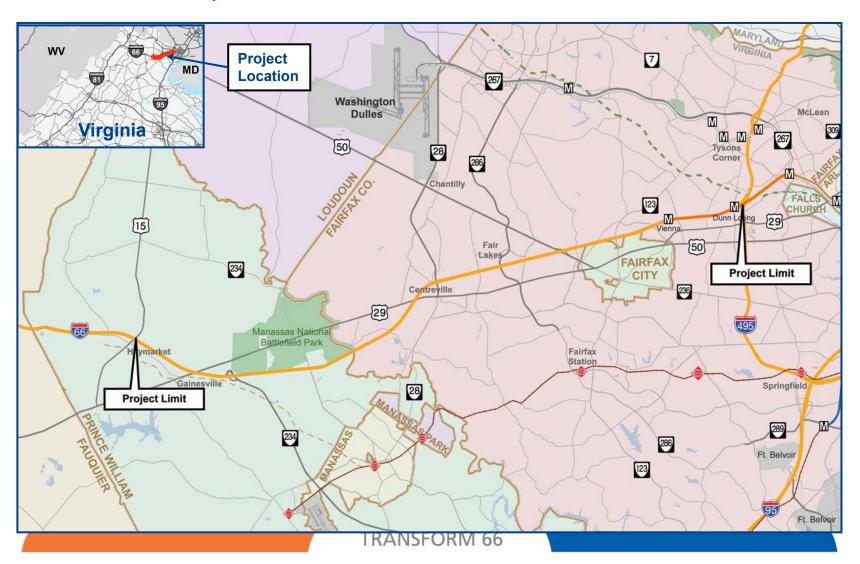


Multimodal Solutions - 495 to Haymarket

I-66 Outside the Beltway Project Communications Program



I-66 Outside the Beltway Project Area





Project Scope

Two Express Lanes (convert existing HOV lane & add one lane)

- HOV-3+ and buses travel free
- Non-HOV tolled
- Congestion-based tolls (similar to other Express Lanes in region)
- Converting HOV-2+ to HOV-3+ by 2020, consistent with the region's CLRP

Three regular lanes

- Open to all traffic
- No tolls
- Ramp-to-ramp connections between interchanges (auxiliary lanes)
- Safety, interchange and operational improvements

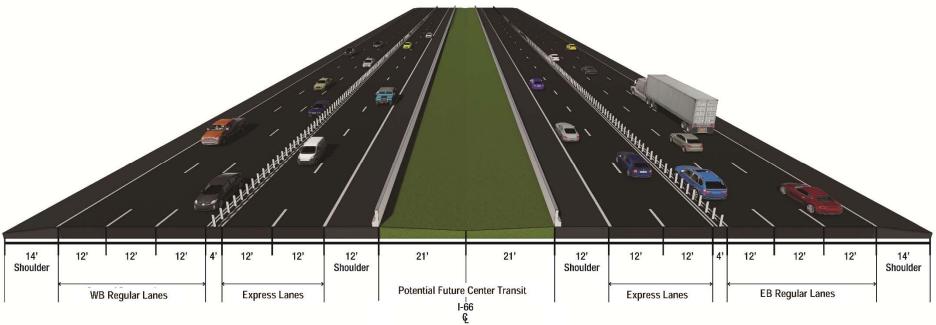
New transit service and other multimodal improvements

- High-frequency, fast and reliable bus service during extended peak periods
- Park-and-Ride facilities
- Transportation Demand Management (TDM) strategies
- Bicycle and pedestrian trail and improvements



Preferred Alternative Mainline Cross Section





Flexible barrier with buffer, median for potential future transit (with auxiliary lanes, if needed)



Transform 66: Communications Goals and Objectives

Multimodal Solutions

PROJECT DEVELOPMENT

Transparent Communications and Public Support

- Extensive stakeholder and elected officials engagement
- Agency coordination
- Community group briefings
- Public hearings and large-scale information meetings
- Dedicated program website: Transform66.org
- Proactive media relations and outreach

2 PROJECT DELIVERY

Informing the Public BEFORE Construction Impacts

- Proactive outreach and information for traveling public ahead of construction and traffic impacts
- Promotion of enhanced travel options and traffic management strategies
- Construction updates and regular briefings for direct-impact neighborhoods
- Use of multiple media channels
- Strong "call to action" directing public to Transform66.org for updates and resources

ROJECT OPERATIONS

Proactive information campaigns before and when express lanes open

- Media and information campaign deployed six to twelve months ahead of facility opening to ensure public understanding of express lanes
- Promotion and information related to getting an E-ZPass or E-ZPass Flex
- Dedicated resources for paid awareness campaign including radio, print, online and social media channels
- Robust earned media and stakeholder engagement campaign including events, news releases and interviews, and social media

Special Issues HOV-2 to HOV-3 Conversion

 Tailored outreach campaign addressing specific issues and targeted audiences



Project Activities Requiring Communications Support

Multimodal Solutions - 495 to Haymarket

Project Development

- Tier 2 Environmental Assessment & Preliminary Design
- Procurement Process, Including Selection of Project Delivery Method and Private Partner
- Participation in development of contractual technical requirements
- HOV-2 to HOV-3 Conversion on I-66
- Project Design Revisions

Project Delivery

- Partnered approach with private partner and design-build contractor
- Communications plan that defines roles and responsibilities; VDOT lead
- Construction Activities and Impacts
- Lane Closures and Traffic Shifts/Changes
- Major Construction Milestones
- Ribbon Cutting Ceremonies for Improvements
- Construction or Traffic Emergencies or Major Incidents

Pre-Launch / Operations

- Customer-facing Website
- Marketing and Information Campaign; Private Partner Lead
- Close coordination with District and Central Office leadership



EFFECTIVE COMMUNICATIONS STRATEGIES AND TOOLS



Identifying and Assessing Key Stakeholder Groups

Multimodal Solutions - 495 to Haymarket

Commuters

Special Stakeholder Groups

Stakeholder Groups
Elected Officials
Localities
Partner agencies
Transit agencies including WMATA, DRPT and VRE
Transit users
Bicycle/Pedestrian Advocates
Environmental Advocates
Direct-impact property homeowners
Nearby school representatives
Community Activists
Hybrid Drivers
Carpool Audiences



Extensive Stakeholder Outreach and Engagement

- Large-scale Public Information Meetings
- Public Hearings
- Close coordination with region's elected officials
 - Northern Va. Congressional Delegation
 - General Assembly members
 - Local officials
- Agency coordination: Stakeholder Technical Agency Group (STAG)
- Community group briefings
 - More than 475 outreach meetings to date
- Community festivals and events







Dedicated Project Website: Transform66.org

Multimodal Solutions - 495 to Haymarket

- May 2018 traffic
 - 4,150 site visits, 3,070 unique visitors, 1,780 new visitors
 - Busiest mid-week (125-250 visits per day), slowest on weekends (50-100)
 - Average visit 2.7 pages, 6:46 time spent on site
- Since 2015 launch
 - 172,761 site visits, 110,630 unique visitors
- Most popular pages
 - Construction and Lane Closures
 - Maps
 - FAQs
 - Learn More
 - Commuter Options
 - Design Public Hearings







Learn More Provide Input Stay Informed

About 1406 Project Maps ? FACS

About the Transform 66 Outside the Beltway Project

The Transform 66 Outside the Bethauy project will transform Northern Virginia's interstate 66 into a multimodal considor that moves more people, provides reliable tips and offers new travel options. The original is a public portice plane plane there the Virginia logariment of Transportation (VDOT), the Department of Rail and Public Transportation (DRPT), and private pather, 1-66 Express Mobility Pathers, delivering \$3.7 billion of transportation improvements in the 1-66 consider. The project is activated for completion in December 2022 c.

Improvements include

- 22.5 miles of new Express Lanes alongside three regular lanes on I-66 from I-495 to University Boulevard in Gainesville
- More reliable and faster trips on I-68 due to dynamically-tolled Express Lanes available to solo drivers choosing to pay a toll and free to vehicles with three or more people
- New and improved bus service and transit routes
- New and expanded park and ride lots providing convenient access to the Express Lanes and more than 4,000 new park and ride spaces
- Interchange improvements to enhance safety and reduce congestion, includin auxiliary lanes between interchanges, where needed
- 11 miles of new bike and pedestrian trails, including shared-use trails along I-66 that integrate with local trails, and new crossings of I-66 to improve and expand bicycle and pedestrian routes

Construction Ramps Up

Early construction activities on the I-66 Outside the Beltway Project began in late 2017, with activities ramping up in April 2018. Activities that will be visible to area travelers and residents

- Geotechnical surveys to test soil where construction will occur
- Utility surveys to mark locations of underground utilities such as phone, water and gas lines
- Relocating utilities where necessary
- Installing erosion and sediment control measures such as construction fencing to
- protect the natural environment during construction Removing trees where necessary
- Grading and drainage work

What's New?

Overnight Closures and Lane Shifts Continue This Week (Week of May 21) on I-66 East Between Route 29 in Gainesville and Sudley Road (234 Business)

Overnight lane closures are scheduled to continue on eastbound 1-66 between Route 29 in Gaineaville and Sudley Road (Route 234 Business) in Prince William County the nights of Monday, May 21 through Thursday, May 24, Creas will shift travel sanes and set up work zones for construction on the Transform 66 Outside the Bethway project. Click here to find our more about the schedule and voil or and more about the schedule and voil or the schedule and

Half-Price Bus Fares, Carpool Incentive Available to Commuters as I-66 Construction Gets Underway

Half-price bus tares and expanded carpool, varpool and felevenk incontries are available beginning this north broommets and employers along the I-66 contidor through programs sponsored by the Viginia Department of Tanspotation and local partners as part of the Transform 66 Outside the Belmay project. Click here is find out more information about program options.

Construction Ramps Up this Spring

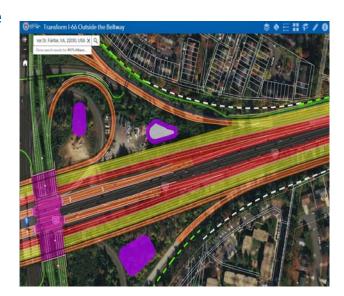
Construction of the Transform I-86 Outside the Bethway Project ramps up in Spring 2018. Click here to read about initial construction activities along the I-86 corridor.



Interactive Map Tool

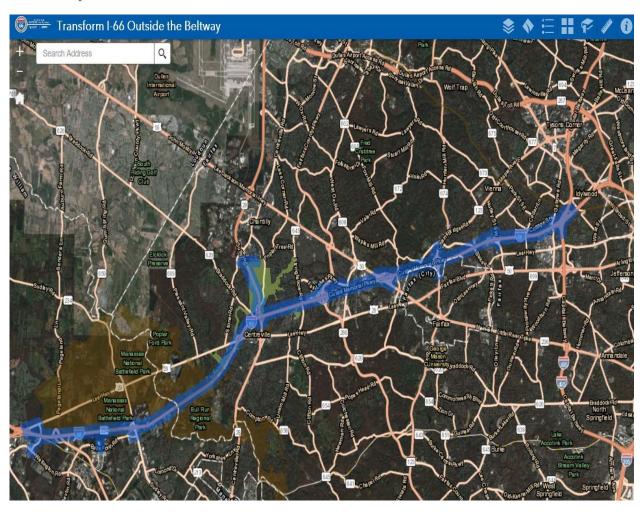
- Residents, travelers, interest groups, elected officials want to see the project plans to better understand the project
- Team launched an interactive map on the project website in November 2017 ahead of design public hearings
- Maps page is third visited page on the site





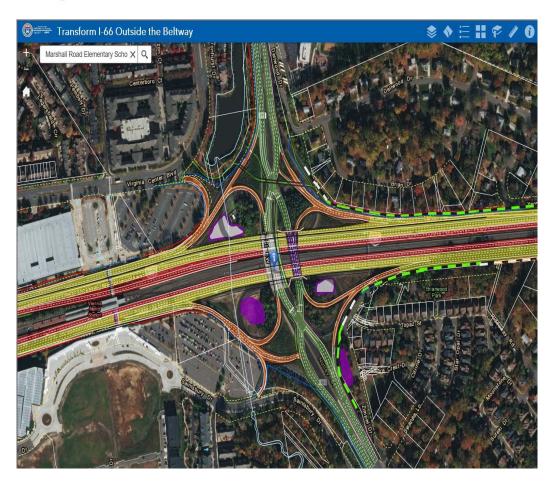


Interactive Map: Full Project Corridor



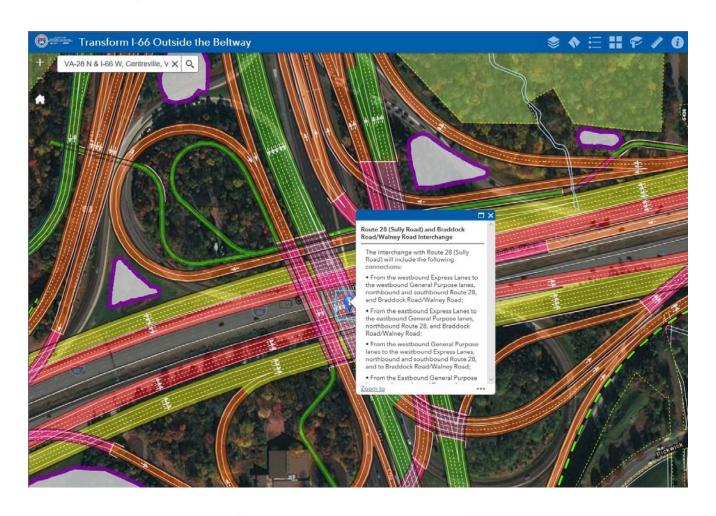


Interactive Map: Interchange Views



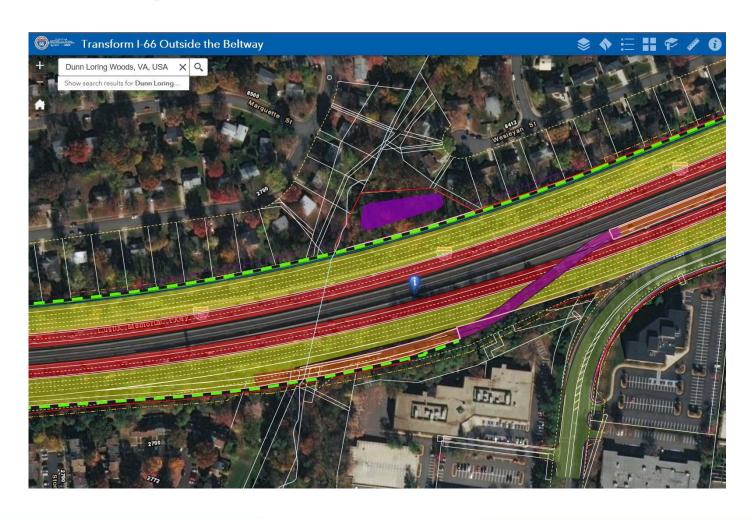


Interactive Map: Interchange Details



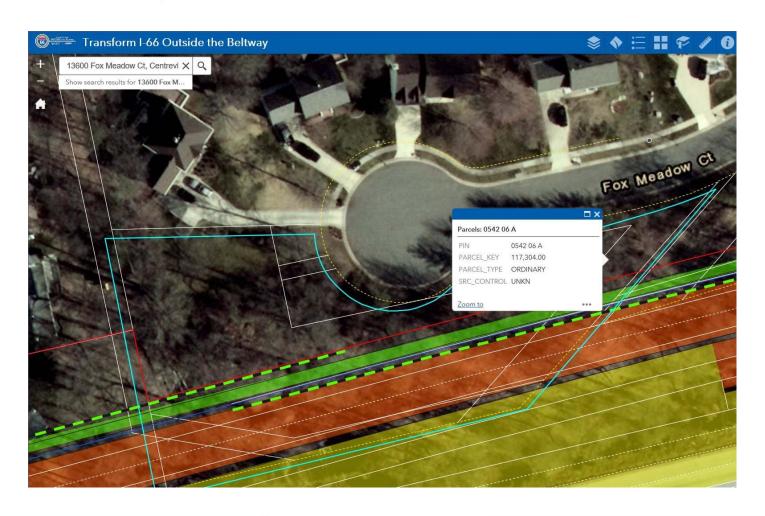


Interactive Map: Neighborhood Views



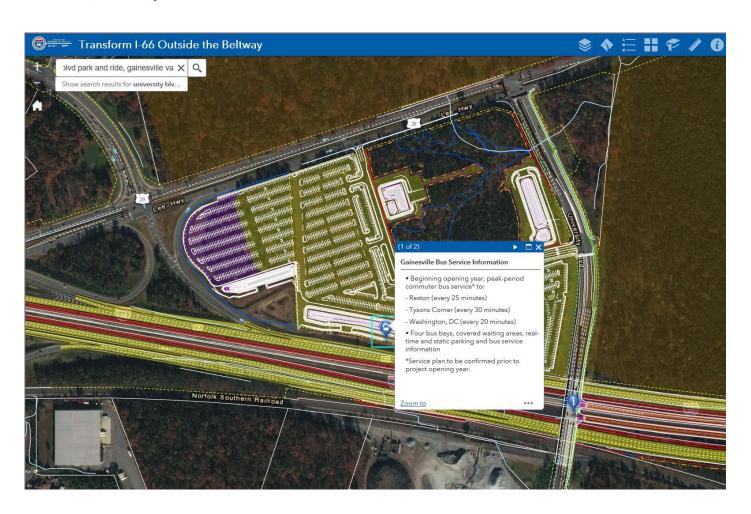


Interactive Map: Property-level Views





Interactive Map: Future Improvements





Email Blasts

Project uses Constant Contact to communicate regularly to stakeholders:

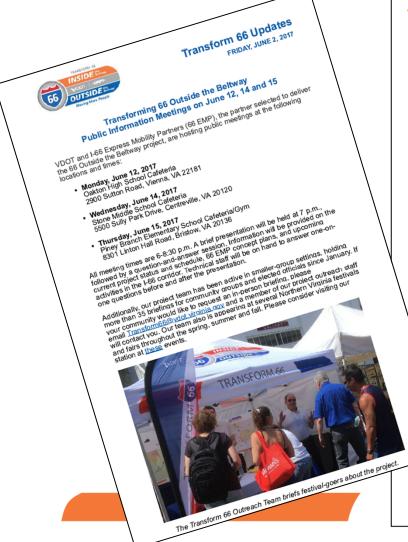
- Elected officials, news media, community members
- 6,643 "subscribers" as of May 2018
- Typical open rates > 35%

Communications include:

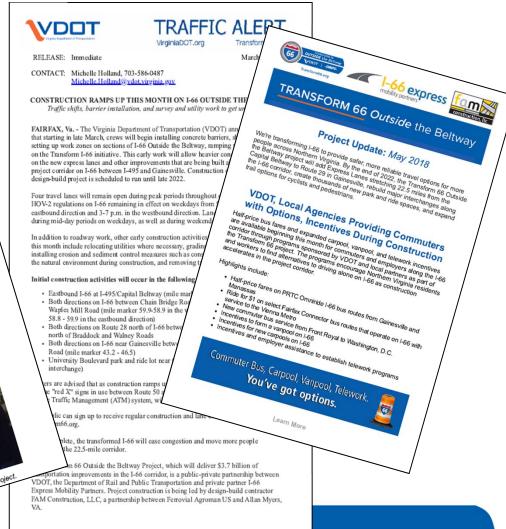
- Traffic alerts about construction work that closes lanes
- Monthly e-newsletter
- Notices about public information meetings
- Media advisories



Multimodal Solutions - 495 to Haymarket



Sample Email Blasts





Media Relations

- Proactive, media relations strategy using events, targeted pitching, one-on-one interviews and/or briefings, and responsive media relations
- Leverage long-established relationships with news media at staff and agency level
- Identify and prepare strong, willing spokesperson(s) for project
- Understanding of media requests that require elevation to Central Office and/or Office of the Secretary







Construction Communications

Multimodal Solutions - 495 to Haymarket

- Provide travelers and direct impact communities with advance and real-time information about lane closures and construction information through:
 - Transform66.org
 - News media
 - Stakeholder E-blasts (6,643 subscribers, 18 E-blasts so far in 2018)
 - VDOT's Northern Virginia Twitter
 - Virginia 511
 - Variable Message Signs
 - Community and homeowner association meetings



TRAFFIC ALERT

VirginiaDOT.org

ransform66.org

RELEASE: Immediate

March 8, 2018

CONTACT: Michelle Holland, 703-586-0487 <u>Michelle Holland@vdot.virginia.gov</u>

CONSTRUCTION RAMPS UP THIS MONTH ON I-66 OUTSIDE THE BELTWAY Traffic shifts, barrier installation, and survey and utility work to get underway

FAIRFAX, Va. - The Virginia Department of Transportation (VDOT) announced today that starting in late March, crews will begin installing concrete barriers, shifting lanes and setting up work zones on sections of 1-66 Outside the Beltway, ramping up construction on the Transform I-66 initiative. This early work will allow heavier construction to begin on the new express lanes and other improvements that are being built along the 22.5-mile project corridor on I-66 between I-495 and Gainesville. Construction on the \$2.3 billion design-build project is scheduled to run until late 2022.

Four travel lanes will remain open during peak periods throughout construction, with HOV-2 regulations on I-66 remaining in effect on weekdays from 5:30-9:30 a.m. in the eastbound direction and 3-7 p.m. in the westbound direction. Lane closures will occur during mid-day periods on weekdays, as well as during weekends and overnight hours.

In addition to roadway work, other early construction activities that will get underway this month include relocating utilities where necessary, grading and drainage work, installing erosion and sediment control measures such as construction fencing to protect the natural environment during construction, and removing trees where necessary.

Initial construction activities will occur in the following areas:

- · Eastbound I-66 at I-495/Capital Beltway (mile marker 64.8-65.5)
- Both directions on I-66 between Chain Bridge Road (Route 123) and east of Waples Mill Road (mile marker 59, 958.9 in the westbound direction; mile marker 58.8 - 59.9 in the eastbound direction)
- Both directions on Route 28 north of I-66 between Westfields Boulevard and just north of Braddock and Walney Roads

Gainesville between Route 29 and west of Sudley

nd ride lot near Gainesville (east of Route 29

ction ramps up and lane shifts are implemented on Iin Route 50 and I-495, which were part of VDOT's system, will be taken out of service.

egular construction and lane closure updates at

66 will ease congestion and move more people

tway Project, which will deliver \$3.7 billion of 1-66 corridor, is a public-private partnership between 1 Public Transportation and private partner 1-66 construction is being led by design-build contractor ship between Ferovial Agroman US and Allan Myers,





Transportation Management Plan During Construction

Multimodal Solutions - 495 to Haymarket

- Programs to keep commuters moving, reduce number of single-occupant drivers, and promote use of transit and alternative travel strategies during construction
- I-66 Outside the Beltway TMP:
 - 50% fare subsidies on local commuter buses
 - New bus service from Front Royal to Washington, DC
 - \$100 incentives for new HOV-3+ carpoolers
 - \$200-per-seat subsidy for new vanpools;
 \$350 gas card incentives for 10+
 passenger vans; \$100 for smaller vans
 - Up to \$10,000 for new telework programs
- New park and ride lot in Haymarket
- Early delivery milestone of 960 parking spaces at future University Boulevard park and ride lot





Commuter Bus, Carpool, Vanpool, Telework. **You've got options.**





How Public Involvement Has Shaped Project Outcomes

- Identified best solutions
 - Public involvement during Tier 1 and Tier 2 Environmental Assessments
 - Ensure space for future transit on I-66
- Refined project designs to:
 - Minimize project footprint and right of way impacts
 - Eliminate unpopular flyover ramp
 - Build bike and pedestrian trail and connections parallel to I-66 and on new bridge crossings, consistent with local government plans and balancing needs of adjacent homeowners and bicycle stakeholder groups
- Studied, selected and executed most effective and publicly-beneficial project-delivery method
- Trucks on the Express Lanes







Key Upcoming Milestones

Milestone	Date
Additional Traffic and Environmental Studies	Spring 2018
Final Noise Study	Spring 2018
Park and Ride Milestone (960 spaces near Gainesville)	Summer 2019
Route 28 Signalization (Remove 4 traffic signals from Route 28)	Summer 2020
Express Lanes Open	December 2022



Transform66.org