

Summer 2017 Update



It's been nearly five years since the 495 Express Lanes opened to traffic and gave the greater D.C. area its first experience with tolled express lanes. Since then, an additional 29 miles of Express Lanes have opened on I-95, and a project to bring Express Lanes on I-395 to the D.C. line broke ground this summer. So, where does the region stand—and what do customers of the Express Lanes have to say—almost 1,800 days later?

Today nearly 8 in 10 drivers in the D.C. region believe the 495 and 95 Express Lanes benefit the area. Customer support of the Express Lanes remains strong, overall satisfaction increases the more a customer uses the Express Lanes, and most customers spend more money on one tank of gas than they do on Express Lanes tolls during an entire month. Read on to learn more about area drivers and the Express Lanes.



Area drivers—including those who do not use the Express Lanes—believe the 495 and 95 Express Lanes benefit the wider region.

Nearly 8 in 10 drivers believe the Express Lanes benefit the region.

Satisfaction with the Express Lanes is strong.

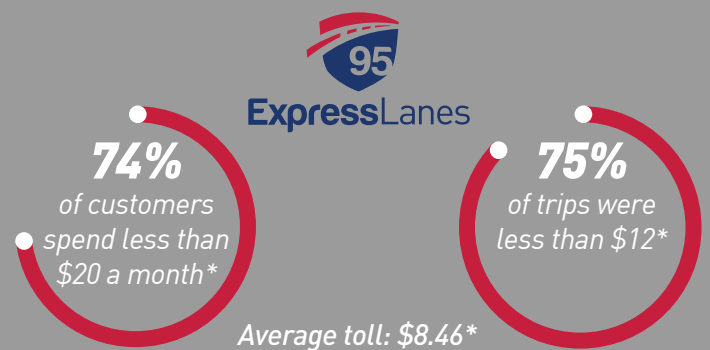
Customers who travel the Lanes more frequently during rush hours have the highest satisfaction rates.

And, those who enjoy toll-free HOV trips on the Lanes by carpooling cite equally strong satisfaction with their travel on the Lanes.



The vast majority of customers spend more on a single tank of gas than they do on tolls throughout an entire month.

Most trips on the Express Lanes cost less than a lunch out at a fast casual restaurant.**



If customers are paying to travel the Lanes, then there's a good chance they carpool for free on the Lanes occasionally, too.



About **1 in 5 toll-paying customers** who travel the Lanes at least once a week during rush hour will also carpool occasionally on the Express Lanes.

Customers agree that the Lanes offer a good option when they need an alternative to gridlock. And, most drivers who use the Lanes frequently today plan on maintaining or increasing their travel.

80% of drivers who pay a toll on occasion agree the Lanes are a "good option when I need it."

80% of toll-paying customers who use the Lanes at least once a week during rush hour say they plan to continue using the Lanes the same amount or more.



Customers continue to primarily use the Express Lanes to get to work faster and to save time on their trip home. *However, using the Lanes to travel to appointments is now among the top three reasons customers on both the 495 and 95 Express Lanes say they use the Lanes.*

Weekly toll-paying customers use the Lanes for:



ExpressLanes



ExpressLanes



Regardless of how customers use the Lanes to travel, many of them check traffic on a live traffic source—such as the Express Lanes mobile app—before deciding to take the Lanes.

6 in 10 customers check traffic apps or sites most times—if not every time—when deciding to use the Lanes. ***

*From April 1 to June 30, 2017
**From Franchisehelp.com/industry-reports/fast-casual-industry-report and assumes a 12 gallon fuel tank at \$2.25 a gallon
***Among customers who pay a toll at least once a month
From a survey of 1,700 drivers in the Washington, D.C. metro area conducted by KRC Research in May 2017.