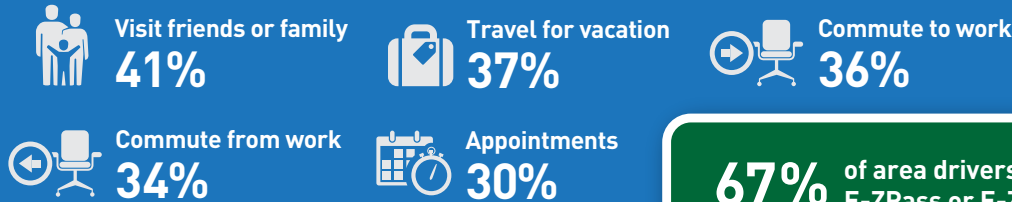


Express Lanes: A Look at Customers in Spring 2015



95 Express Lanes tolling began on December 29, 2014. Customers are already praising the Lanes and the benefits they provide – reduced travel times, reliable travel and faster travel speeds.

Top Reasons for Using the 95 Express Lanes



67% of area drivers have an E-ZPass or E-ZPass Flex

Where Customers Live

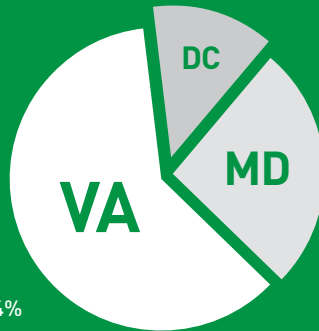
Washington, D.C. – 16%

Maryland – 22%

Montgomery County – 20%
Prince George's County – 2%

Virginia – 61%

Alexandria City – 4%
Arlington County – 8%
Cities of Falls Church, Fairfax City – 4%
Fairfax County – 21%
Fredericksburg City – 2%
Loudon County – 4%
Prince William County – 11%
Fauquier, Stafford, Spotsylvania Counties – 7%



Both 95 Express Lanes users (**82%**) and non-users (**74%**) think the 95 Express Lanes benefit the region

Male **47%** | Female **53%**
Average Age: **40**

70% of drivers who use the 95 Express Lanes also use the 495 Express Lanes



The majority of 95 Express Lanes users say traffic on the regular lanes has been better since the Express Lanes opened



A Few of Travelers' Favorite Things about the Express Lanes

70% of weekly 95 Express Lanes users say the Lanes are worth the cost

Users see the benefit of the Lanes offering:

Fewer slowdowns **73%** | Time savings **81%**

Customers say time savings average around

15 minutes

Carpoolers have a Positive Reaction to the Express Lanes

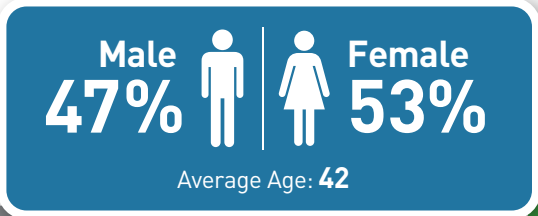


Nearly **2 in 3** rate the Express Lanes positively



Nearly **2 in 5** say they rideshare more since the Lanes opened

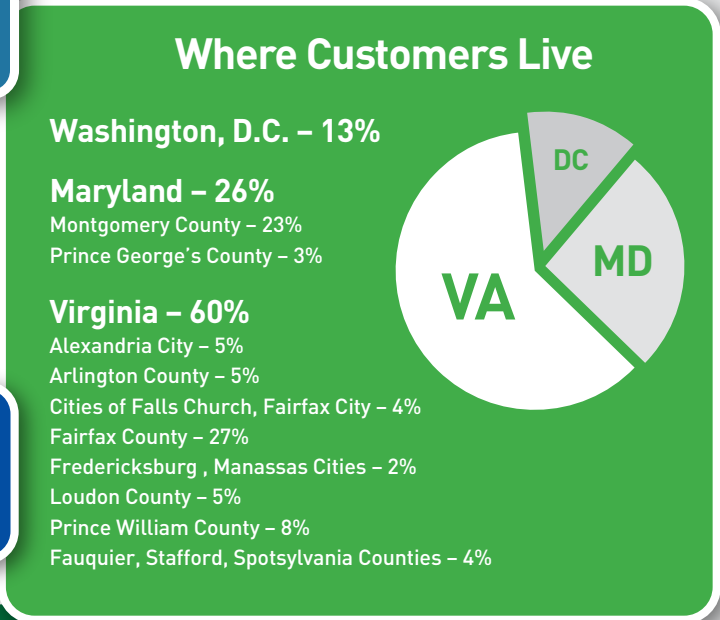
The 495 Express Lanes continue to provide travelers with faster, more reliable trips, options for transit and carpoolers and enhanced safety and incident response. The Lanes continue to see new customers and have a loyal customer base that remains satisfied.




78% of 495 Express Lanes users have a positive impression of the Lanes

Both 495 Express Lanes users (**84%**) and non-users (**74%**) think the 495 Express Lanes benefit the region

Customers say time savings average around **12 minutes**



67% of area drivers have an E-ZPass or E-ZPass Flex



The majority of 495 Express Lanes users say traffic on the regular lanes has been better since the Express Lanes opened

Top Reasons for Using the 495 Express Lanes


Appointments 41%	Commute to work 36%	Visit friends or family 35%
Commute from work 33%	Travel for vacation 33%	

52% of drivers who use the 495 Express Lanes also use the 95 Express Lanes



Carpoolers have a Positive Reaction to the Express Lanes

More than eight in ten (81%) rate the Express Lanes positively



One in 4 (25%) say they rideshare more since the Lanes opened

