

In Fall 2015, Transurban surveyed 1,700 D.C. area drivers to measure customer satisfaction, area driver perception and support for extending the Express Lanes network.

Public opinion on expanding the 95 Express Lanes



395 Express Lanes

71% of 95 Express Lanes users support
 68% of carpoolers support
 2 in 3 area drivers support

Extending 95 Express Lanes south

73% of carpoolers support
 Nearly 7/10 Express Lanes users support
 55% of area drivers support

Transit riders love the Lanes



More than half say the Express Lanes benefit them personally

7/10 agree the Express Lanes benefit the D.C. area

Top five ways customers spend the time they save by taking the Lanes



Have more "me time" in the morning

Get extra work done during the day



Have more "me time" in the evening

More time to spend with children



Relaxation/Down time with family or friends in the evening



75%

Customer satisfaction for 495 and 95 Express Lanes

86%



of carpoolers have a positive impression



ExpressLanes

Top reasons for using the 495 Express Lanes



33%
Commute to work



35%
Commute from work



31%
Appointments



59% of area drivers have used the Express Lanes

Top reasons for using the 95 Express Lanes



41%
Travel for vacation



33%
Commute to work



35%
Commute from work and visit friends and family



ExpressLanes



ExpressLanes

48%

of our customers use both the 495 and 95 Express Lanes

Most popular cars on the Express Lanes



21%



15%



12%



6%



5%



4%



3%



3%



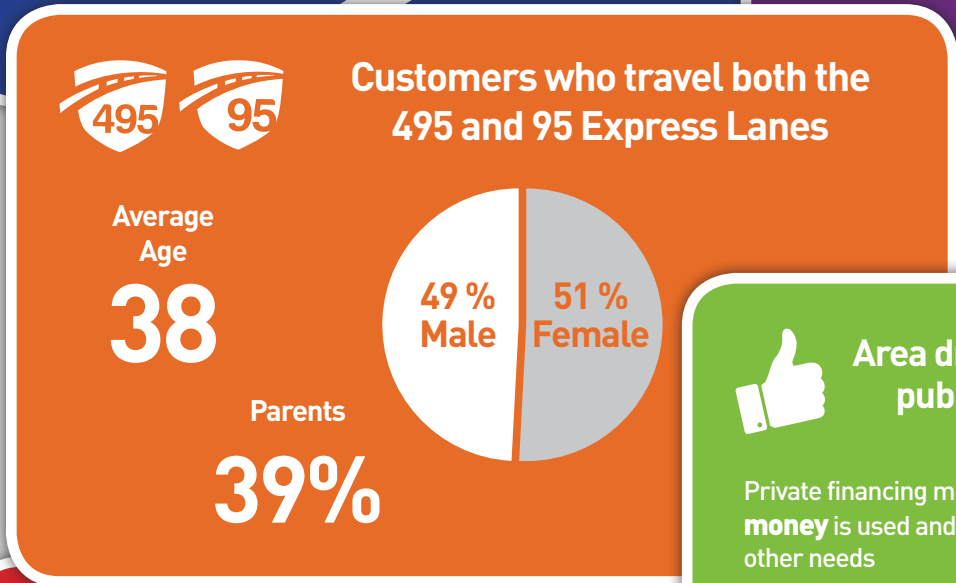
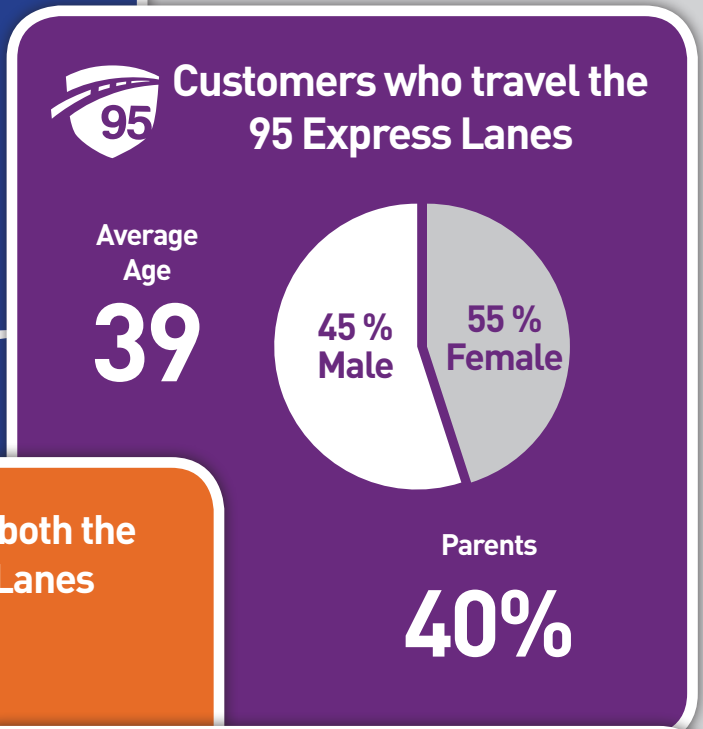
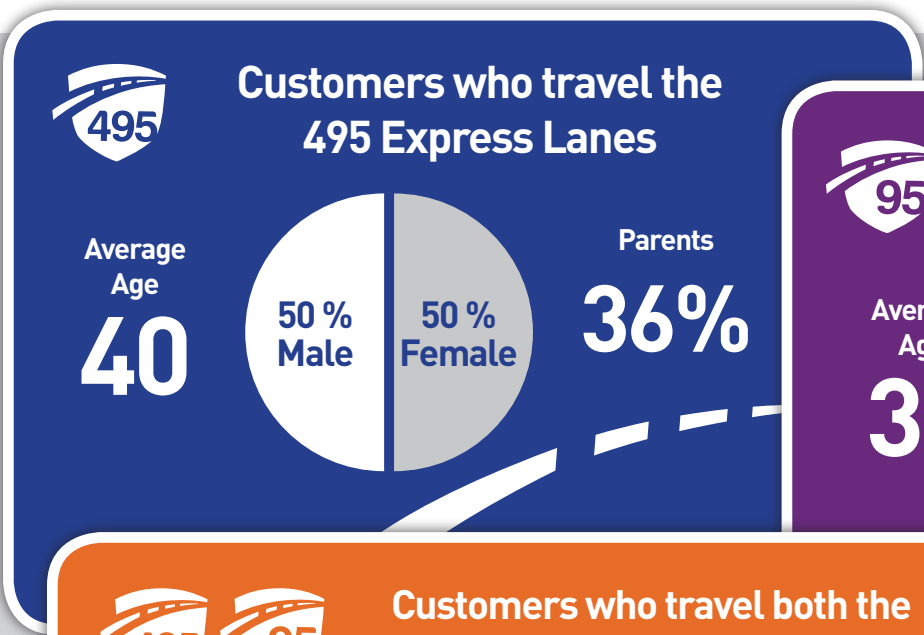
3%




Area drivers see the benefit


74% for 495 Express Lanes


73% for 95 Express Lanes



Area drivers know the Lanes

3 out of 4 

 **72%**

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- Area drivers know the benefits of public-private partnerships**
- Private financing means **less taxpayer money** is used and remains free for other needs **78%**
 - Private money enables projects to get off the **ground more quickly** **79%**
 - Key project risks like cost overruns can be **transferred to the private company** **72%**
 - Private sector **ingenuity** is applied to the project **69%**
 - Private companies can **pay for long-term operations and maintenance** **72%**