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# Maryland Department of Transportation

# I-495 AND I-270 EXPRESS LANES STATED PREFERENCE SURVEY

## Final Report | August 9, 2019



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## LIST OF ABBREVIATIONS

ASC	Alternative-Specific Constant
MDOT	Maryland Department of Transportation
MMNL	Mixed Multinomial Logit
MNL	Multinomial Logit
VOT	Value of Time



## 1.0 INTRODUCTION

The Maryland Department of Transportation (MDOT) sought innovative solutions to address the transportation challenges on Maryland's most congested roads. In response, MDOT developed the Traffic Relief Plan, which will provide a reliable travel choice, ease congestion, reduce travel times, and improve the quality of life for Maryland residents. As part of the Traffic Relief Plan, MDOT is evaluating a proposed system of Express Lanes for more than 70 miles of interstate highways on I-495 and I-270 in Maryland. The project limits currently under study extend from south of the American Legion Bridge in Virginia clockwise along I-495 in Maryland to west of MD-5 and along I-270 from I-495 to I-370, including the east and west I-270 spurs (Figure 1-1).

FIGURE 1-1: I-495 AND I-270 STUDY AREA



In June and July of 2019, RSG conducted a stated preference (SP) survey of drivers who recently used any part of the I-495 and I-270 study corridors. The study developed estimates of the willingness to pay of travelers who could potentially use a system of Express Lanes on I-495 and I-270 in Maryland. The estimates of toll price sensitivity and willingness to use the proposed Express Lanes can be incorporated into a travel demand model to support estimates of traffic and revenue.

The survey approach employed a computer-assisted self-interview technique developed by RSG. The SP survey instrument was customized for each respondent by presenting questions with modified wording based on each respondent's previous answers. These dynamic survey features provided an accurate and efficient means of data collection and allowed for the presentation of realistic future conditions in the SP exercises that corresponded with each respondent's reported trip details.

The survey was administered over the internet to travelers who reside in the study area. It used three recruitment methods:

1. Email invitations sent to Maryland E-ZPass customers.
2. Email invitations sent to Virginia E-ZPass customers.
3. Email invitations sent to members of an online research panel.

The survey was administered entirely online between June 6, 2019 and July 1, 2019. A total of 2,511 completed surveys were collected across all administration methods during this time. Data from the SP survey were analyzed using accepted statistical techniques to estimate the coefficients of multinomial logit (MNL) models and mixed multinomial logit (MMNL) models to estimate a distribution of value of time (VOT) of travelers who use the study corridors.

The MNL model VOT varied by household income and trip purpose. The MMNL model identified significant heterogeneity in VOT, with some respondents having low VOT, others having high VOT, and the bulk of respondents being somewhere in between. The MMNL model estimated an average VOT of \$23.62 per hour for work trips and \$20.55 for nonwork trips at the sample mean income.

This report documents the development and administration of the survey questionnaire, presents survey results, and summarizes the discrete choice model estimation methodology and findings. A complete record of survey screen captures, response tabulations, and respondents' comments about the project are included as appendices.

## 2.0 QUESTIONNAIRE

---

RSG designed a survey questionnaire to estimate the VOT of current I-495 or I-270 users who could potentially use the proposed system of Express Lanes in Maryland. The survey questionnaire asked respondents to describe their most recent trip that used one or both study corridors. Those trip details were then used to construct SP experiments corresponding to the respondent's reported trip. The survey questionnaire comprised five parts, which are discussed in Section 2.1 through Section 2.5:

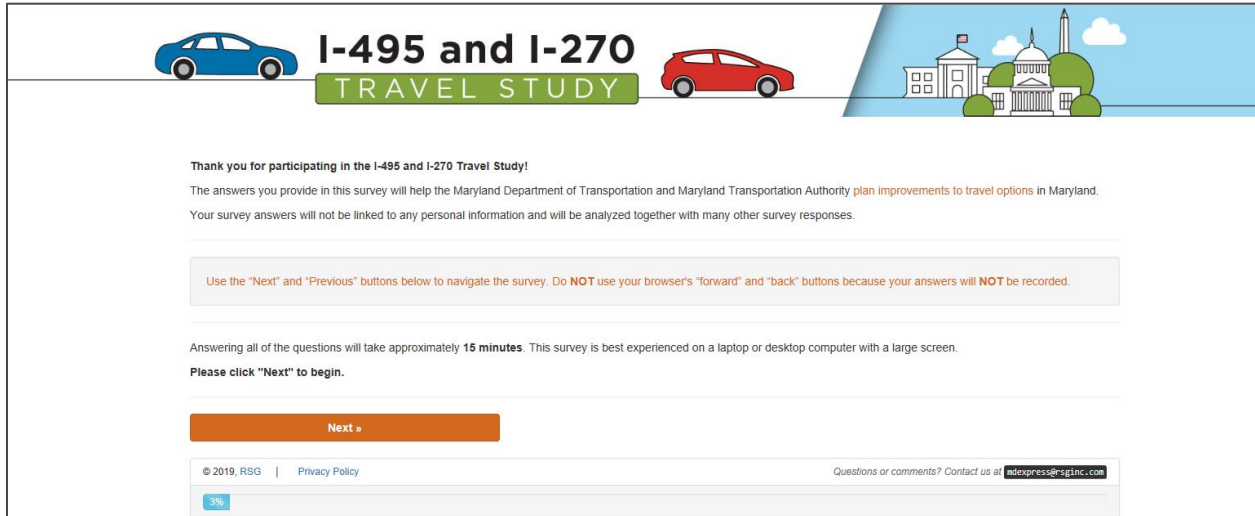
1. **Introduction and trip qualification questions** to determine respondent eligibility.
2. **Trip characteristic and toll road use questions** to collect details about a recent one-way trip that used either the I-270 or I-495 study corridors.
3. **SP questions** to reveal respondents' sensitivities to travel-time savings and toll costs.
4. **Debrief and opinion questions** to identify reasons behind choices made in the SP questions and to understand respondents' attitudes toward the proposed Express Lanes.
5. **Express Lane use questions** to study how respondents decide to drive in the Express Lanes or in the regular lanes on I-495 in Virginia.
6. **Demographic questions** to ensure a diverse range of the traveling population had been sampled and to allow for comparisons between different demographic characteristics.

The complete set of survey questions as they appeared to respondents on-screen is included in Appendix A.

### 2.1 INTRODUCTION AND TRIP QUALIFICATION QUESTIONS

At the beginning of the survey questionnaire, respondents were shown information about the purpose of the survey, the estimated time required to complete the online questionnaire, and instructions for how to navigate the computer-based instrument. The introduction and all subsequent screens included a project email address to provide respondents with a means of contacting the research team with questions about the survey (Figure 2-1).

FIGURE 2-1: SURVEY INTRODUCTION AND INSTRUCTIONS


The screenshot shows the introduction page of a survey titled "I-495 and I-270 TRAVEL STUDY". The header features a blue car on the left, the title in a green box, a red car on the right, and a graphic of the Maryland State Capitol building on the far right. The main text area contains a thank-you message, a statement about the survey's purpose (to help plan improvements to travel options), and a note that responses are anonymous. It includes instructions to use "Next" and "Previous" buttons and a warning not to use browser navigation buttons. A progress bar at the bottom indicates 3% completion. The footer contains copyright information (© 2019, RSG), a Privacy Policy link, and a contact email (mdexpress@rsginc.com).

To participate in the survey, respondents had to have been the driver for an automobile trip that met the following criteria:

- The trip was made on any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5 or on any part of I-270 between I-495 and I-370.
- The trip was made within the past month (30 days). This timeframe was selected to include respondents who make less-frequent trips while also ensuring trips were recent enough for respondents to accurately recall details.
- The trip was made in a personal vehicle. This ensured commercial vehicles and large trucks were not included.
- The trip took at least 15 minutes but less than four hours. This ensured that excessively short and long trips were excluded from the sample.
- The trip was made on a weekday.


Respondents were first asked if they had made a recent qualifying trip on either I-495 or I-270 (Figure 2-2 and Figure 2-3). The facility that respondents were asked about first was determined by random assignment. Respondents who completed a qualifying trip on the first facility were asked to recollect the details of their most recent trip that used that facility. Respondents who did not complete a qualifying trip on the first facility shown were next asked if they had completed a qualifying trip on the other facility. Respondents who completed a qualifying trip on the second facility advanced to the trip characteristics section of the survey. Respondents who did not complete a qualifying trip on either facility were thanked for their time and terminated from completing the survey. All respondents who had made a qualifying trip were asked to


indicate their age before advancing to the trip characteristics section of the survey; respondents under the age of 18 were terminated from completing the survey.



## I-495 and I-270

### TRAVEL STUDY






**Were you the driver for a trip that meets **ALL** of the following conditions?**

- Traveled on any part of **I-495 (Capital Beltway)** in Maryland between the George Washington Memorial Parkway and MD 5 (highlighted on the map in **blue**)
- Was made in the **past month (30 days)**
- Traveled in a **personal vehicle** (e.g., car, pickup truck, minivan)
- Took at least **15 minutes**
- Was made on a **weekday**

☐ Yes, I have made a trip that meets **all** of these conditions

☐ No, I have not made a recent trip that meets **all** of these conditions



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FIGURE 2-2: SAMPLE SURVEY SCREEN—I-495 TRIP QUALIFICATION


FIGURE 2-3: SAMPLE SURVEY SCREEN—I-270 TRIP QUALIFICATION



## I-495 and I-270

### TRAVEL STUDY






**Were you the driver for a trip that meets **ALL** of the following conditions?**

- Traveled on any part of **I-270** between I-495 and I-370 (highlighted on the map in **purple**)
- Was made in the **past month (30 days)**
- Traveled in a **personal vehicle** (e.g., car, pickup truck, minivan)
- Took at least **15 minutes**
- Was made on a **weekday**

☐ Yes, I have made a trip that meets **all** of these conditions

☐ No, I have not made a recent trip that meets **all** of these conditions



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## 2.2 TRIP CHARACTERISTIC QUESTIONS

Qualifying respondents were next asked to focus on their most recent trip that met the screening criteria. This most recent trip (referred to as the respondent's reference trip) was the subject of the trip characteristic questions. The survey specified their most recent one-way trip (and not a typical or average trip that they might make) to broaden the range of trip types and travel characteristics reported across all respondents. Focusing on their most recent trip also gave respondents a more concrete frame of reference when considering the SP scenarios later in the survey.

Respondents were instructed to think about a one-way trip (rather than an entire round-trip) and were asked a series of questions regarding the specific details of that reference trip, including the following:

- Day of week traveled (Monday–Friday).
- Trip purpose (e.g., go to work, go to school, recreation).
- Type of origin and destination (i.e., home, work, or other).
- Specific locations of origin and destination (using a mapping interface described below).
- Use of alternate facility (if not shown the second trip-screening question).
- I-495 or I-270 entrance and exit ramps used.
- Departure time.
- Departure time adjustment made to avoid congestion.
- Door-to-door travel time.
- Amount of delay due to traffic congestion on I-495 or I-270 (if any).
- Trip frequency.
- Toll roads used (if any).
- E-ZPass or other electronic toll collection transponder ownership.

This range of questions gave RSG a complete picture of an actual trip made by each respondent, which facilitated the creation of realistic alternatives for consideration in the subsequent SP exercises.

The trip origin and destination locations collected as part of these questions were obtained using a custom Bing Maps-based interface developed by RSG. Respondents identified the specific location of their origin and destination by either entering a business name, street intersection, or address, or by clicking on an interactive map (Figure 2-4). The origin and

destination locations were geocoded using a Bing Maps application programming interface (API) to provide latitude and longitude values for both the trip origin and destination. These coordinates were then used to verify that the trip began and ended in two different locations (i.e., was not a round-trip). If a trip began and ended within one mile, respondents were asked if they needed to change the beginning or end location of their trip. Respondents who still did not change their origin or destination were thanked for their time and excluded from completing the remainder of the survey. The geocoding application was also used to estimate total trip distances and travel times that could be compared to respondents' reported travel times (using a Bing Maps route-planning algorithm). Respondents who reported travel times that appeared too short or too long (less than 75% or more than 250% of the Bing-calculated trip time) were asked to consider revising their trip travel times.

**FIGURE 2-4: SAMPLE SURVEY SCREEN—MAP INTERFACE FOR TRIP ORIGIN AND DESTINATION**

**I-495 and I-270**  
**TRAVEL STUDY**

Where did your airport trip begin?

You can also click to zoom in on the map and place a marker to select a location.

Need help using the map?

Need help locating the correct address?

Enter a location or address

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Respondents who were shown only one facility screening question at the beginning of the survey were asked whether their trip also included travel on the other facility being studied (Figure 2-5). Respondents whose trips included travel on both I-495 and I-270 were asked which facility they traveled on first.

**FIGURE 2-5: SAMPLE SURVEY SCREEN—USE OF ALTERNATE FACILITY (I-270)**



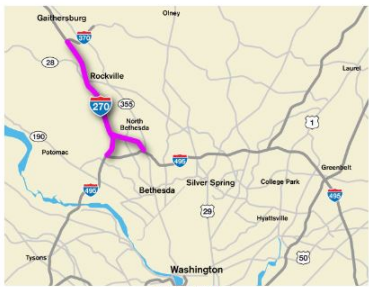
**I-495 and I-270**  
**TRAVEL STUDY**

Please think about *your most recent weekday trip of at least 15 minutes* that used any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5.

In addition to I-495, did you travel on any part of I-270 between I-495 and I-370 during your airport trip?

☐ Yes  
☐ No



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All respondents with qualifying trips were asked which ramps they entered and exited on. Figure 2-6 shows a screen capture of the entrance ramp question for a trip that used I-270 only or before using I-495. To assist respondents in correctly identifying the ramps they used to enter and exit each facility, both the entrance and exit ramp questions contained a map showing all available ramp locations along the study corridor, with choices at both ends to indicate entrance or exit outside of the corridor. Respondents' entrance and exit points were used to calculate the distance traveled on the I-495 and I-270 study corridors, which was then used as an input for the SP exercises.


**FIGURE 2-6: SAMPLE SURVEY SCREEN—I-270 ENTRANCE MAP**



## I-495 and I-270


TRAVEL STUDY





**Where did you enter onto I-270 on your airport trip?**

- ☐ An exit north of Exit 9 / I-370
- ☐ Exit 9: I-370 east to Intercounty Connector (ICC) / MD 200 / Sam Eij Highway
- ☐ Exit 8: Shady Grove Road / Redland Road
- ☐ Exit 6: MD 28 (West Montgomery Avenue) – Rockville, Darnestown
- ☐ Exit 5: MD 189 (Falls Road)
- ☐ Exit 4: Montrose Road (MD 927)
- ☐ Exit 1B: Rockledge Drive
- ☐ Exit 1A: MD 187 (Old Georgetown Road)
- ☐ Westlake Terrace
- ☐ Exit 1: Democracy Boulevard
- ☐ MD 355 (Rockville Pike) – Bethesda



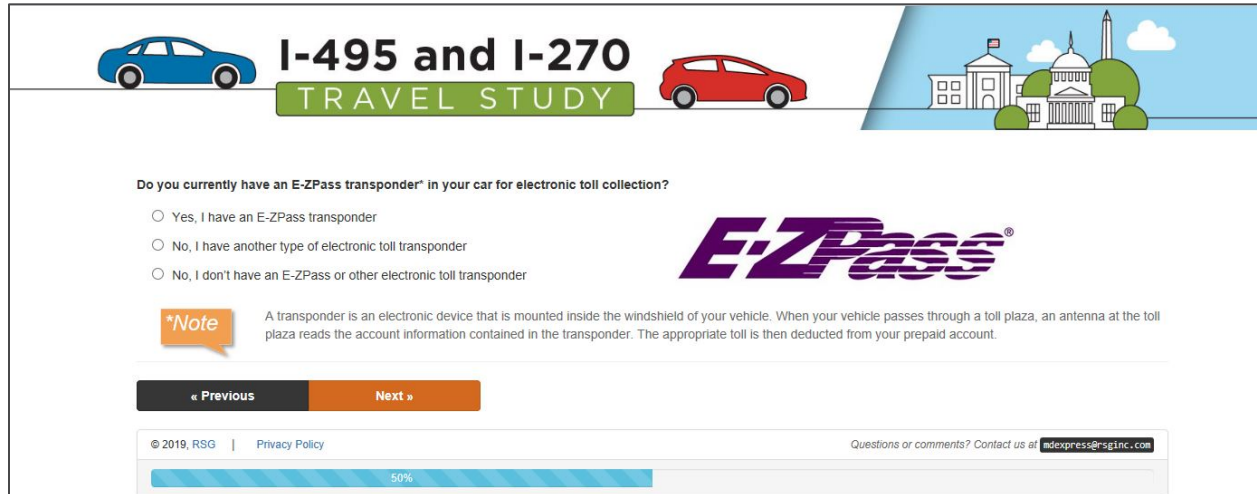
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To conclude the trip details portion of the survey, and before being introduced to the SP exercises, respondents were asked if they owned an E-ZPass transponder for electronic toll collection (Figure 2-7).

**FIGURE 2-7: SAMPLE SURVEY SCREEN—E-ZPASS TRANSPONDER OWNERSHIP**



The survey screen features a header with a blue car icon, the text "I-495 and I-270" in large bold letters, a green "TRAVEL STUDY" button, a red car icon, and a background illustration of the Maryland State Capitol building. The main question is "Do you currently have an E-ZPass transponder\* in your car for electronic toll collection?". It includes three radio button options: "Yes, I have an E-ZPass transponder", "No, I have another type of electronic toll transponder", and "No, I don't have an E-ZPass or other electronic toll transponder". To the right of the question is the E-ZPass logo. A note box explains that a transponder is an electronic device mounted in the windshield that allows for automatic toll deduction. At the bottom, there are "Previous" and "Next" navigation buttons, a footer with copyright and privacy information, a contact email, and a 50% progress bar.

**I-495 and I-270**  
**TRAVEL STUDY**

Do you currently have an E-ZPass transponder\* in your car for electronic toll collection?

☐ Yes, I have an E-ZPass transponder

☐ No, I have another type of electronic toll transponder

☐ No, I don't have an E-ZPass or other electronic toll transponder

**E-ZPass®**

**\*Note** A transponder is an electronic device that is mounted inside the windshield of your vehicle. When your vehicle passes through a toll plaza, an antenna at the toll plaza reads the account information contained in the transponder. The appropriate toll is then deducted from your prepaid account.

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## 2.3 STATED PREFERENCE QUESTIONS

Following the trip characteristic questions, respondents' trip details were used to construct a customized series of eight SP experiments. Before the SP questions were administered, respondents were provided with details about the proposed I-495 and I-270 Express Lanes (Figure 2-8). In a follow-up screen, respondents also received brief instructions on how to complete the SP experiments (Figure 2-9).

FIGURE 2-8: SAMPLE SURVEY SCREEN—PROJECT INFORMATION

**I-495 and I-270 TRAVEL STUDY**

**Program Information**

The Maryland Department of Transportation (MDOT) announced the Traffic Relief Plan to help address some of Maryland's transportation challenges. The largest component in the Traffic Relief Plan will involve improvements in the I-495 and I-270 corridors, which will consider transformative solutions to address congestion along these highways in Frederick, Montgomery and Prince George's counties.

Express Lanes are being considered on I-495 in Maryland and on I-270 between I-495 and I-370 to reduce traffic congestion and improve travel times.

The Express Lanes would provide **new travel choices** and **more predictable travel times**. Some information about the program:

- The toll to use the Express Lanes would change depending on traffic conditions to keep traffic flowing in the Express Lanes.
- The existing regular lanes would remain available and always toll-free.
- The Express Lanes would use electronic tolling at highway speeds. Drivers without an E-ZPass transponder would pay a surcharge to use the Express Lanes.

**\*Note** "Express Lanes" may refer to either Express Toll Lanes, which require all users to pay a toll, or to High Occupancy Toll Lanes (HOT), which provide reduced tolls for vehicles meeting occupancy minimums.

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52%

FIGURE 2-9: SAMPLE SURVEY SCREEN—SP INSTRUCTIONS

**I-495 and I-270 TRAVEL STUDY**

**Instructions**

In the next section of the survey you will see a series of 8 questions. Each question will show you a set of **travel options** for making the airport trip you just described on I-270 and I-495. In addition to the existing regular lanes, imagine that you have the option of using the **new Express Lanes**.

- For each screen, please look closely at the options and tell us which one you **most prefer**.
- For each question, **focus only on the travel options shown**. Do not consider the choices you made on previous questions.
- Please assume all options shown are available and feasible options for making the trip you have described, **even if these options are not currently available to you**.
- Please assume all else is equal between the options shown.

Please click "Next" to continue.

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The eight SP questions collected quantitative data that could be used to estimate respondents' travel preferences and behavioral responses under hypothetical future conditions. Details of each respondent's reference trip were used to customize a set of eight SP scenarios that included two travel alternatives for making their trip in the future. All respondents were presented with the following two alternatives:

1. Use of Express Lanes on I-495 or I-270.
2. Use of regular lanes on I-495 or I-270.

Each hypothetical travel alternative was described in terms of two variable attributes: 1) travel time; and 2) toll cost. The regular lanes alternative was always shown with no toll cost. The Express Lanes alternative was always shown with a toll cost and a reduced travel time relative to the regular lanes alternative (Figure 2-10).

**FIGURE 2-10: SAMPLE SURVEY SCREEN—SP QUESTION**

Below are 2 different travel options for making the airport trip you have just described. These options include information on travel time and toll cost. Please assume that all other travel costs are the same as they are now.

If the options below were the only options available for your trip, which would you **most prefer**?

Information in orange may vary from screen to screen.

Use the Regular Lanes on I-270 and I-495	Use the Express Lanes on I-270 and I-495
Travel Time: 48 minutes	Travel Time: 39 minutes
Toll Cost: No Toll	Toll Cost: \$2.00
I prefer this option <input type="radio"/>	I prefer this option <input type="radio"/>

(1 of 8)

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The values of the attributes varied across the eight SP experiments, and respondents were asked to select the alternative they most preferred under the conditions presented in each experiment.

The attribute values for travel time and toll cost presented in each scenario varied around a set of base values, which were based on the actual travel time of each respondent's reference trip. Values were varied according to an orthogonal experimental design to give unique attribute values for each SP experiment. Orthogonal designs are commonly used for this type of research to ensure that the attribute values vary independently and to minimize correlation



between attribute values. The experimental design used to generate the SP experiments in the survey included 64 experiments divided into eight blocks of eight. Each respondent was randomly assigned to one of the eight blocks and then shown, in a random order, each of the eight experiments from that block. The amount of variation for each attribute depended on distance traveled along the I-495 and I-270 study corridors and reported delay.

Table 2-1 shows the base attribute levels used to vary the travel times and costs to arrive at the experimental values presented to respondents. These base levels were multiplied by an expansion factor depending on the distance traveled in the study corridors and the amount of delay experienced during each respondent's reference trip. Table 2-2 shows the expansion factors applied to the base levels by amount of reported delay and distance traveled in the study corridors.

Using respondents' trip details to customize the toll costs and travel times shown ensured that the eight SP scenarios shown were realistic for each respondent. Respondents were presented with different time savings at different costs by varying the travel time and toll costs shown in each experiment in a statistically controlled manner; this allowed respondents to demonstrate their preferences across a range of VOT.

**TABLE 2-1: SP ATTRIBUTES AND BASE LEVELS**

ATTRIBUTE	LEVEL	ALT 1 REGULAR LANES		ALT 2 EXPRESS LANES	
		Regular Lanes		Express Lanes	
Travel Time (minutes)	1	Current Travel Time + Level (min)	2	Current Travel Time + Level (min)	-1
	2		5		-3
	3		7		-5
	4		8		-7
Total Cost (dollars)	1			Toll Cost (dollars)	\$1.00
	2				\$1.50
	3				\$2.00
	4				\$3.00
	5				\$4.00
	6				\$5.00
	7				\$6.00
	8				\$10.00

TABLE 2-2: SP EXPANSION FACTORS

DELAY (MINUTES)					
DISTANCE (MILES)	15 or less	16 to 30	31 to 45	46 or more	
	10 or less	1	1.5	2	2.5
	11 to 20	1.5	2	2.5	3
	21 to 30	2	2.5	3	3.5
	31 or more	2.5	3	3.5	4

## 2.4 DEBRIEF AND OPINION QUESTIONS

After completing the eight SP experiments, respondents answered a series of questions to assess the underlying reasons for their choices and to identify any potential strategic bias in their responses. Respondents who never selected the Express Lanes alternative in the SP experiments were asked to indicate their primary reason for this (Figure 2-11).

Respondents who do not currently have an E-ZPass and who selected the Express Lanes alternative at least once in the SP exercises were asked how likely they would be to obtain an E-ZPass if the toll for that same trip were 50% higher using video tolling (Figure 2-12). All respondents were then asked to select the situations in which they would be most likely to pay to use the proposed Express Lanes (e.g., when going to an important meeting or event) and indicate their overall opinion about the proposed Express Lanes.

FIGURE 2-11: SAMPLE SURVEY SCREEN—REASON FOR NEVER SELECTING THE TOLLED EXPRESS LANES ALTERNATIVE

**I-495 and I-270 TRAVEL STUDY**

What is the **primary reason** you never chose to pay to drive in the Express Lanes in the previous section?

- ☐ Opposed to paying tolls
- ☐ The toll costs shown are too high
- ☐ Time savings not worth the toll cost
- ☐ Opposed to Express Lanes in general
- ☐ Not enough time savings
- ☐ Other:

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57%

**FIGURE 2-12: SAMPLE SURVEY SCREEN—LIKELIHOOD OF OBTAINING AN E-ZPASS GIVEN A TOLL DISCOUNT**

**I-495 and I-270**  
TRAVEL STUDY

In one of the previous scenarios, you said you would use the Express Lanes if your trip took **35 minutes** and cost **\$5.00**.  
If the toll for that trip using video tolling was **\$7.50**, but **\$5.00** using E-ZPass, how likely would you be to get an E-ZPass transponder?

- ☐ Very likely to get E-ZPass
- ☐ Somewhat likely to get E-ZPass
- ☐ Not sure
- ☐ Unlikely to get E-ZPass
- ☐ Very unlikely to get E-ZPass

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59%

## 2.5 EXPRESS LANES USE QUESTIONS

The online questionnaire included a set of questions for respondents who currently use I-495 in Virginia between Springfield and McLean to better understand lane choice behavior in general. All respondents were asked if they have made any trips on this segment of I-495 in Virginia alone or with one other passenger in the vehicle in the past month (30 days) (Figure 2-13). Respondents who had met these criteria were next asked how often they drove on this segment of I-495 in the past month and how often they paid a toll to drive in the Express Lanes in the past month. Respondents who had used the Express Lanes were asked how they check the toll rates on the I-495 Express Lanes. All respondents who had driven on I-495 between Springfield and McLean were then asked to identify and rank factors that influence their decision to drive in the Express Lanes or in the regular lanes. The factors shown to respondents were tailored depending on whether the respondent always, sometimes, or never traveled in the Express Lanes in the past month.

FIGURE 2-13: SAMPLE SURVEY SCREEN—USE OF I-495 IN VIRGINIA

**I-495 and I-270**  
TRAVEL STUDY

Thanks for your responses so far! We just have a few questions about your use of the existing Express Lanes on the Capital Beltway in Virginia.

In the past month (30 days), have you made any trips on I-495 (Capital Beltway) between Springfield and McLean (shown in blue on the map) alone or with 1 other person in the vehicle?

☐ Yes

☐ No

Click to enlarge

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67%

## 2.6 DEMOGRAPHIC QUESTIONS

The final section of the survey collected demographic information to help identify differences in responses across traveler segments. This information also helped confirm that the sample contained a diverse cross section of the traveling population in the I-495/I-270 study area.

Demographic questions shown to all respondents collected the following information:

- Gender.
- ZIP Code.
- Employment status.
- Household size.
- Number of vehicles in household.
- Household income.

Each of these questions included a note at the bottom informing respondents that this personal data would not be linked back to them and would only be analyzed in aggregate with other responses.

All respondents were given the opportunity to leave comments about the survey or the proposed Express Lanes. These open-ended statements are presented in Appendix C. Respondents were shown a concluding screen that thanked them for participating and contained links to the websites of the study's sponsors.

## 3.0 SURVEY ADMINISTRATION

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RSG worked closely with the project team to design an administration plan to produce a generally representative sample of travelers who could potentially use the proposed Express Lanes on the I-495 Capital Beltway and I-270 in Maryland. The sampling plan was designed to include a diverse sample of travelers and trip types to support the estimation of coefficients of a discrete choice model. It is possible to identify the ways in which different characteristics affect route choice behavior by collecting data from a range of travelers and trip types. These differences can then be reflected in the structure and coefficients of the resulting choice model. The survey sample that supports choice model estimation does not need to be perfectly population proportional if the following is true:

- Any behavioral differences are properly represented in the model.
- The model is applied for forecasting using appropriate population proportions or sample weights.

RSG distributed the survey instrument using three methods:

1. Email invitations sent to a random sample of **Maryland E-ZPass customers** who reside in the study area.
2. Email invitations sent to a random sample **Virginia E-ZPass customers** who reside in the study area.
3. Email invitations sent to members of an **online research panel**.

The study area (Figure 3-1) used for sampling comprises 147 ZIP Codes located around the study corridors.

**FIGURE 3-1: ZIP CODES USED FOR SURVEY ADMINISTRATION**

RSG began survey administration on June 6, 2019 and concluded on July 1, 2019. A total of 2,511 passenger vehicle surveys were completed during this time. Table 3-1 shows the number of completed surveys obtained through each of the three administration methods.



**TABLE 3-1: COMPLETED SURVEYS BY ADMINISTRATION METHOD**

ADMINISTRATION METHOD	COUNT	PERCENT
Email invitations to Maryland E-ZPass customers	1,049	42%
Email invitations to Virginia E-ZPass customers	861	34%
Email invitations to online research panel	601	24%
<b>Total</b>	<b>2,511</b>	<b>100%</b>

### 3.1 EMAIL INVITATION TO MARYLAND AND VIRGINIA E-ZPASS CUSTOMERS

RSG worked alongside MDOT to distribute email invitations to a random sample of 60,000 Maryland E-ZPass customers who reside in the study area. The email invitations contained a brief description of the study, an open link to access the survey, and an email address where recipients could contact RSG with any questions about the study. This administration effort yielded 1,049 completed surveys—a response rate of 1.7%.

RSG also worked alongside the Virginia Department of Transportation to distribute similar email invitations to a random sample of 30,000 Virginia E-ZPass customers who reside in the study region. This administration effort yielded 861 completed surveys—a response rate of 2.9%.

### 3.2 EMAIL INVITATION TO ONLINE RESEARCH PANEL

RSG contracted with Dynata, a firm that maintains an online market research panel, to supplement the email outreach to Maryland and Virginia E-ZPass customers. Panel members were targeted using the same 147 ZIP Codes used for the E-ZPass outreach. Qualifying members were invited to the survey via email, each of which included a link with a unique identifier. Respondents completed the survey on RSG's server before being redirected back to the panel provider's website. The online panel yielded 601 completed survey responses.



## 4.0 SURVEY ANALYSIS

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Summary tabulation and statistics are presented here for select survey questions. A complete set of survey tabulations for all questions is in Appendix B. RSG screened the data for outliers before beginning survey analysis and model estimation. The screening process is outlined in the following section.

### 4.1 IDENTIFICATION OF OUTLIERS

RSG screened the survey data to ensure that all observations included in the data analysis and model estimation represented realistic trips in the study area and reasonable trade-offs in the SP exercises. Variables like trip origin and destination, travel speed, and survey duration were reviewed during the screening process.

A total of 2,511 respondents completed the SP survey during the data collection phase of the project. Respondents who met the following conditions were excluded from the final analysis after reviewing different variables and their effect on model results (the categories listed below are not mutually exclusive; a respondent could be removed for more than one reason):

- Respondents who completed in survey in less than 4 minutes (13 respondents, 104 choice observations).
- Respondents whose travel speeds were calculated to be less than 2 mph or greater than 120 mph (31 respondents, 248 choice observations).
- Respondents whose calculated trip distance was less than 3 miles (16 respondents, 128 choice observations).
- Respondents who demonstrated inconsistent behavior in the SP exercises by selecting to pay for a specific amount of time savings in one experiment, then rejecting an equal or greater amount of time savings for an equal or lesser toll cost in a subsequent scenario (60 respondents, 480 choice observations).
- Respondents whose trip beginning and end locations indicated they could not have made reasonable use of the I-495 and I-270 study corridors (40 respondents, 320 choice observations).

A total of 128 respondents were excluded from the dataset based on the outlier analysis. As a result, 2,383 respondents (19,064 choice observations) were included in the final analysis and used to estimate discrete choice models.

## 4.2 SURVEY RESULTS

The descriptive analysis of the survey data presented in this section is based on the final dataset of 2,383 responses. It is divided into five sections, including reference trip characteristics, SP analysis, debrief and opinion analysis, current Express Lanes use analysis, and demographic analysis.

### Trip Characteristic Questions

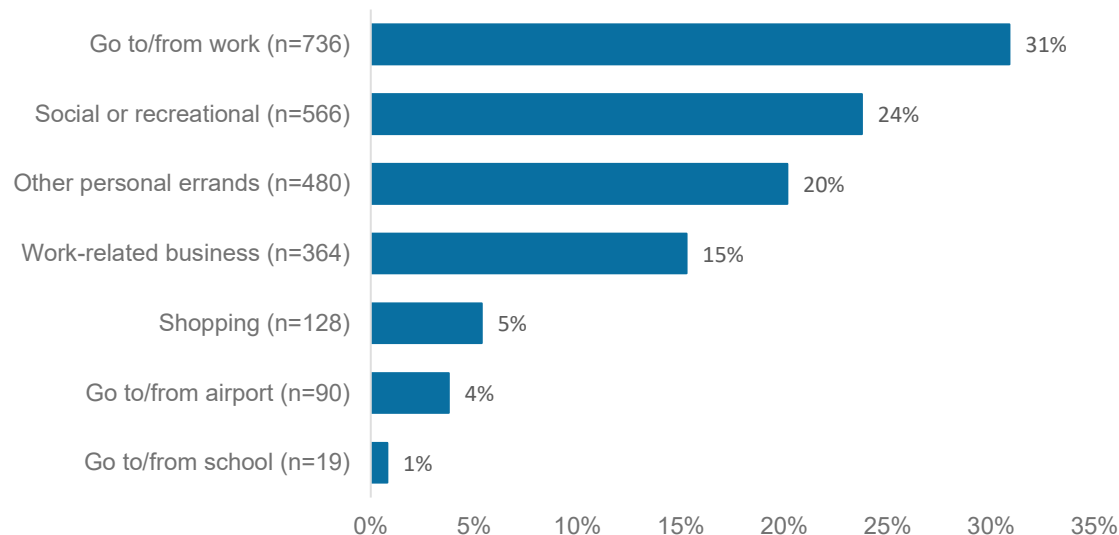
Respondents were shown a series of questions that asked them to recount the details of a recent trip on I-495, I-270, or both facilities. Table 4-1 shows the facilities that respondents used on their reference trip. Forty-two percent (42%) of respondents traveled on I-495 only, while 16% of respondents traveled on I-270 only. Forty-two percent (42%) of respondents had a reference trip that used both facilities.

**TABLE 4-1: FACILITIES USED ON REFERENCE TRIP**

FACILITY	COUNT	PERCENT
I-495	1,010	42%
I-270	372	16%
I-495 and I-270	1,001	42%
<b>Total</b>	<b>2,383</b>	<b>100%</b>

The most commonly reported trip purpose was to go to or from work (31% of trips). Social or recreational trips comprised the next-largest group (approximately 24% of trips). Figure 4-1 shows the distribution of primary trip purpose for all respondents.

**FIGURE 4-1: TRIP PURPOSE**



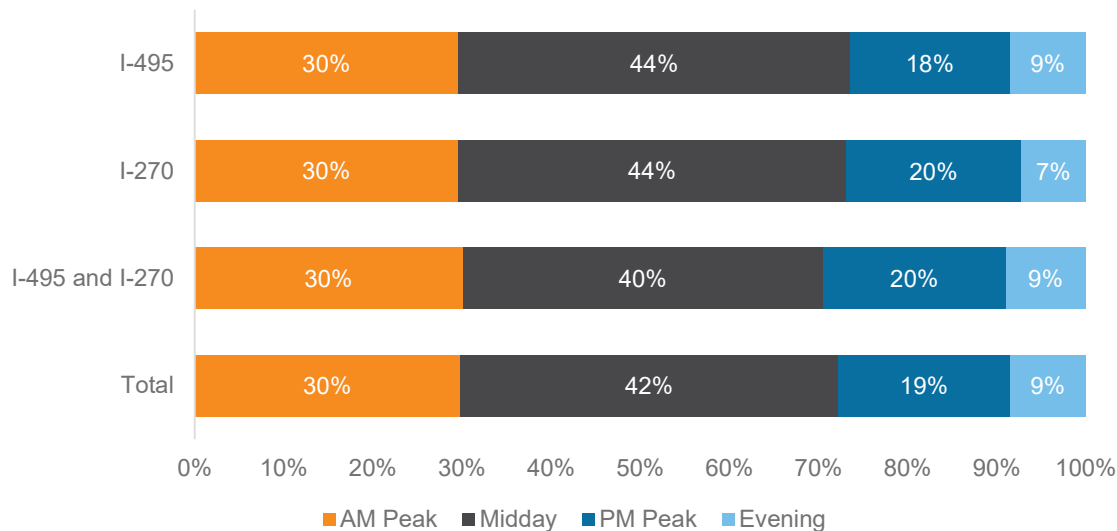
The most common origin for respondents' reference trips was home (76%), while the most common destination was a place other than home or work (60%). Correspondingly, the most commonly reported trip combination originated at the respondent's home and ended at a place other than the respondent's home or work (50%). Approximately half as many respondents (23%) had a reference trip that originated at the respondent's home and ended at the respondent's regular workplace. Table 4-2 summarizes the distribution of origins and destinations for all respondents.

**TABLE 4-2: TRIP ORIGINS AND DESTINATIONS**

TRIP ORIGINS AND DESTINATIONS		DESTINATION		
		My Home	My Regular Workplace	Another Place
ORIGIN	My Home	2%	23%	50%
	My Regular Workplace	6%	0%	7%
	Another Place	7%	1%	3%
	Total	16%	24%	60%
		Total		
		100%		

Forty-two percent (42%) of trips began during midday hours (9:00 a.m. to 2:59 p.m.). Just under half (49%) of reported trips began during either AM peak (6:00 a.m. to 8:59 a.m.) or PM peak (3:00 p.m. to 6:59 p.m.) hours. The smallest share of trips (9%) began during evening hours (7:00 p.m. to 5:59 a.m.). Figure 4-2 shows departure time periods, by facility. Fifty-nine percent (59%) of respondents indicated that they began their trip at the time they did to avoid delays due to traffic congestion.

**FIGURE 4-2: TRIP DEPARTURE TIME, BY FACILITY**



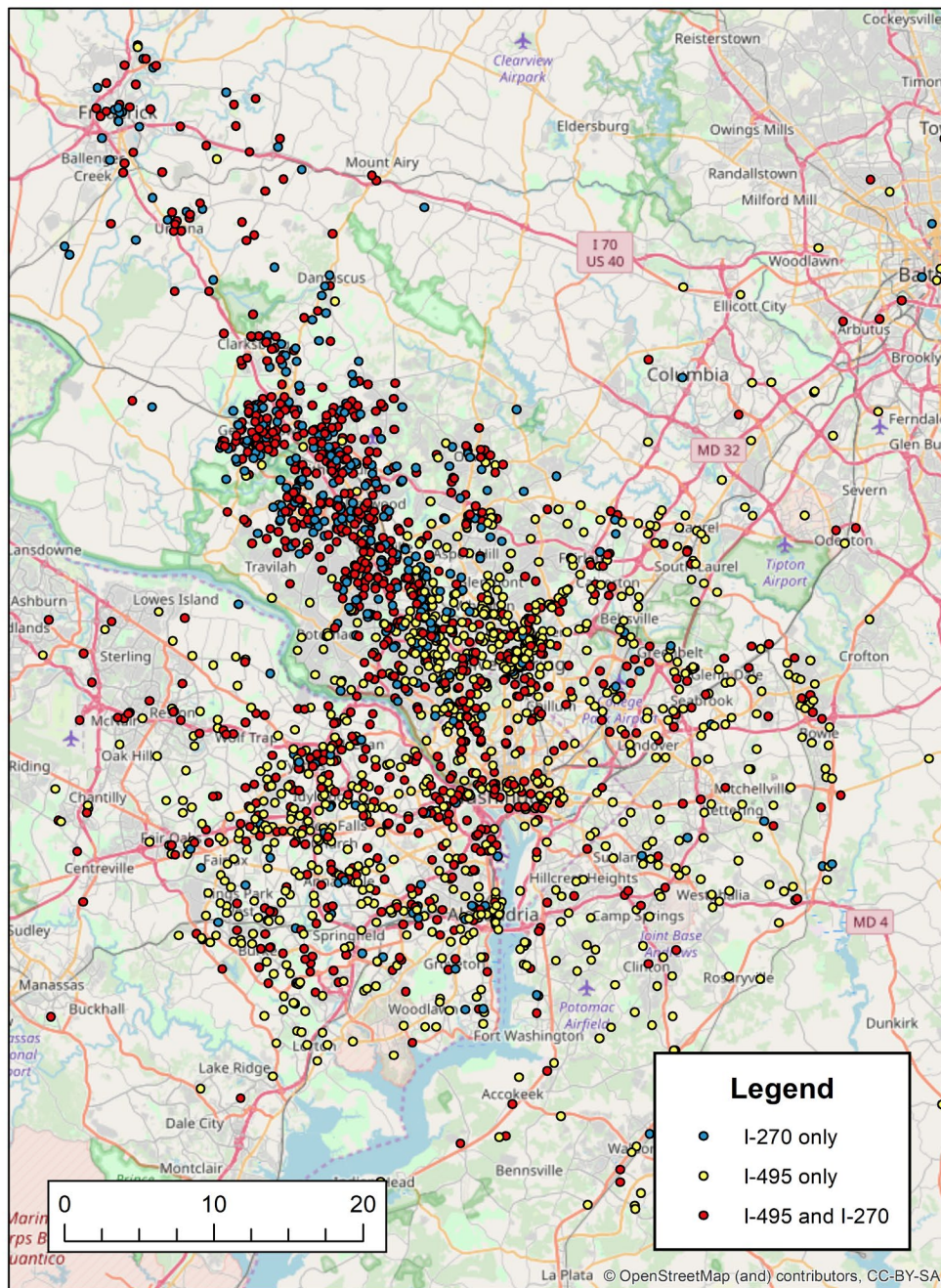
The latitude and longitude coordinates for each trip's origin-destination were used to estimate trip distances using a Bing Maps route-planning algorithm. The average calculated trip distance for all respondents was 38 miles, and the median distance was 25 miles. The average reported travel time for all respondents was 69 minutes, and the median reported travel time was 55 minutes. Table 4-3 shows mean and median calculated trip distances and reported travel times, both by facility and for all respondents.

**TABLE 4-3: MEAN AND MEDIAN TRIP DISTANCE AND REPORTED TRAVEL TIME, BY FACILITY**

	DISTANCE (MILES)		TRAVEL TIME (MINUTES)	
	Mean	Median	Mean	Median
I-495	39	26	70	55
I-270	32	18	56	45
I-495 and I-270	39	27	72	60
<b>Total</b>	<b>38</b>	<b>25</b>	<b>69</b>	<b>55</b>

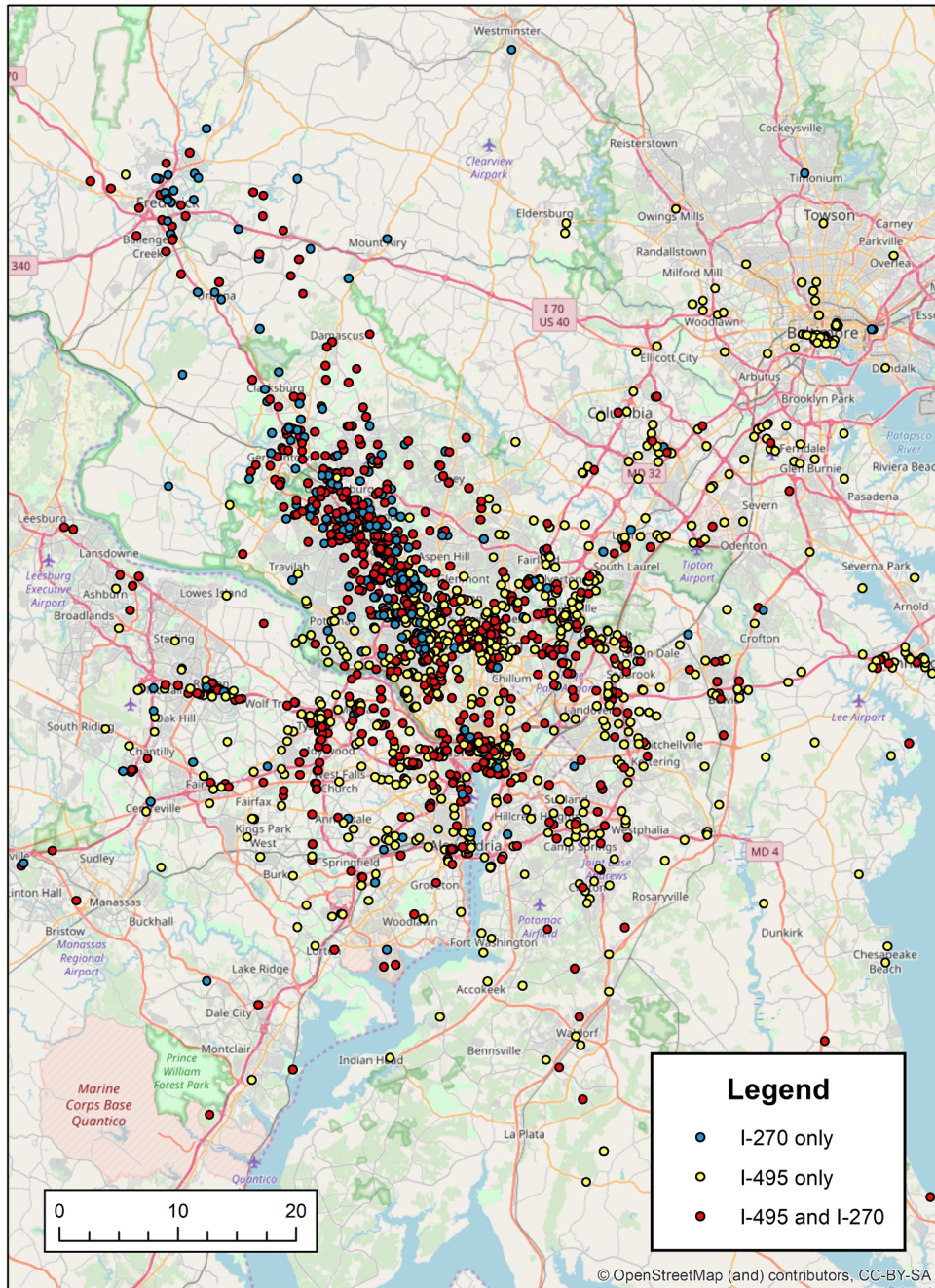
Figure 4-3 and Figure 4-4 show trip origin and destination points, respectively, stratified by road use. Both origin and destination points were clustered around the I-270 and I-495 study area.

**FIGURE 4-3: TRIP ORIGINS, BY FACILITY USE**





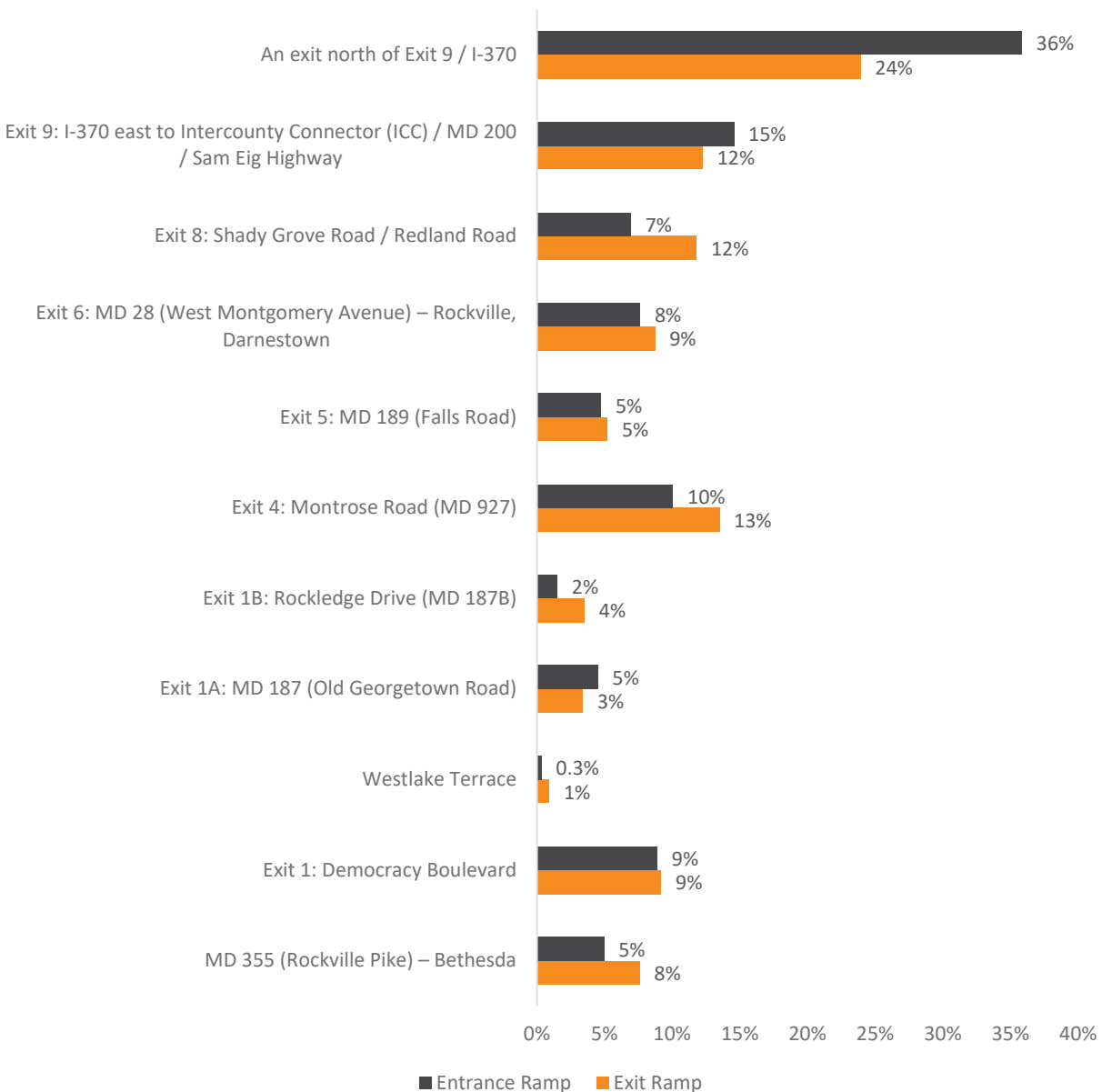
#### FIGURE 4-4: TRIP DESTINATIONS, BY FACILITY USE





Respondents were asked to indicate the ramps they used to enter and exit I-495 or I-270. Figure 4-5 shows the distribution of both entrance and exit locations for all respondents who used I-270, and Figure 4-6 shows this information for all respondents who used I-495. The most commonly reported entrance and exit location on I-270 was an exit north of Exit 9/I-370 (36% and 24%, respectively). The most commonly reported entrance and exit location on I-495 was an exit south of Exit 43 in Virginia (27% and 15%, respectively).

**FIGURE 4-5: I-270 ENTRANCE AND EXIT RAMPS**



**FIGURE 4-6: I-495 ENTRANCE AND EXIT RAMPS**

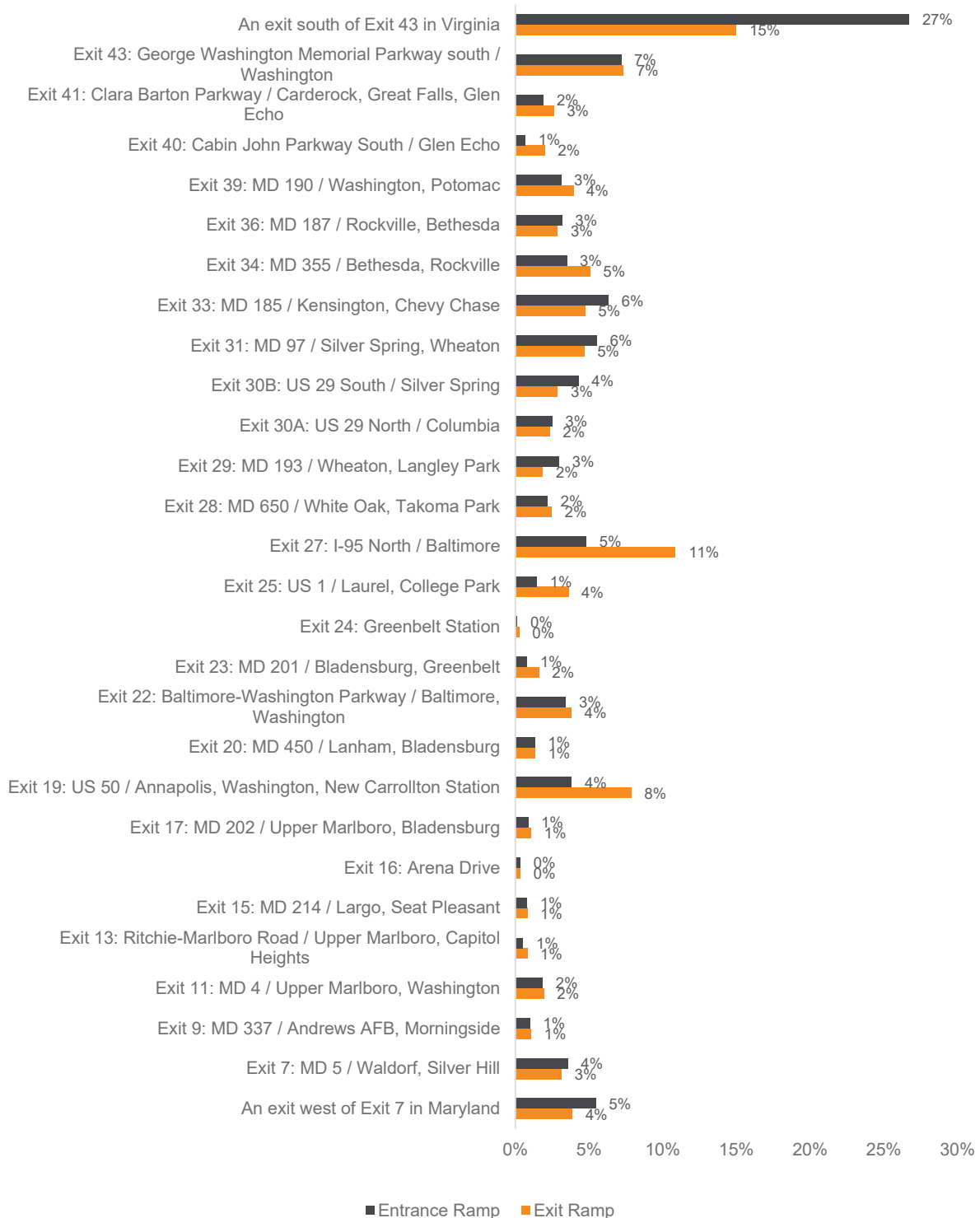
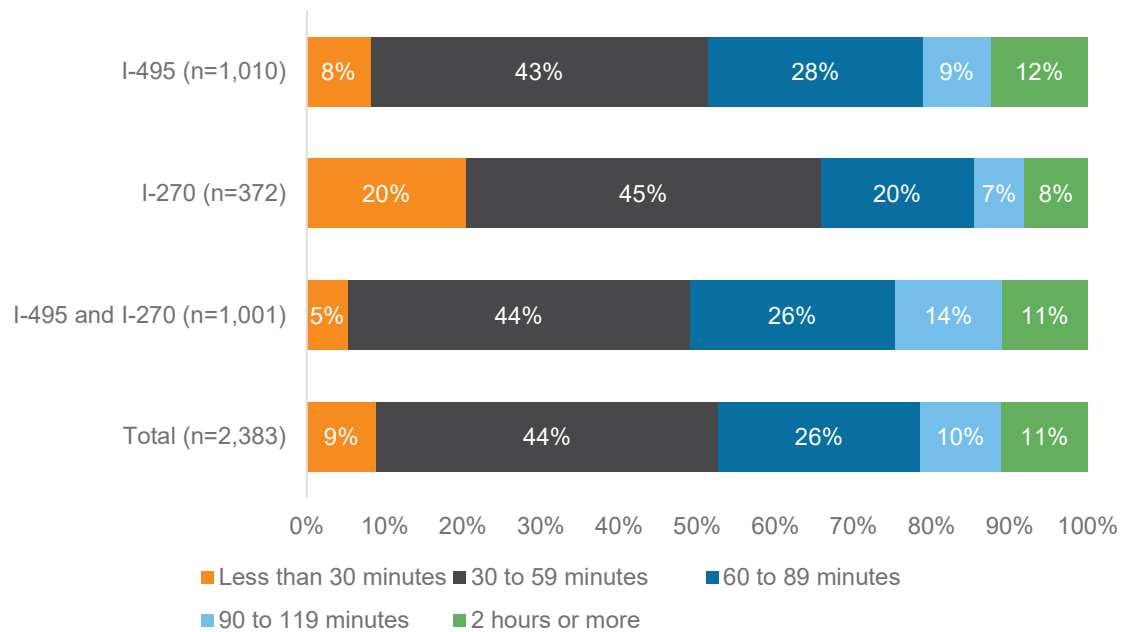


Figure 4-7 shows the categorized total travel time reported by each respondent, both by facility and for the aggregate sample. Forty-four percent (44%) of reference trips were between 30 and 59 minutes. I-270 users had the highest percentage of reference trips that were under 30 minutes (20%) and the highest percentage of reference trips that were under 60 minutes (65%).

**FIGURE 4-7: REPORTED TRAVEL TIME, BY FACILITY**



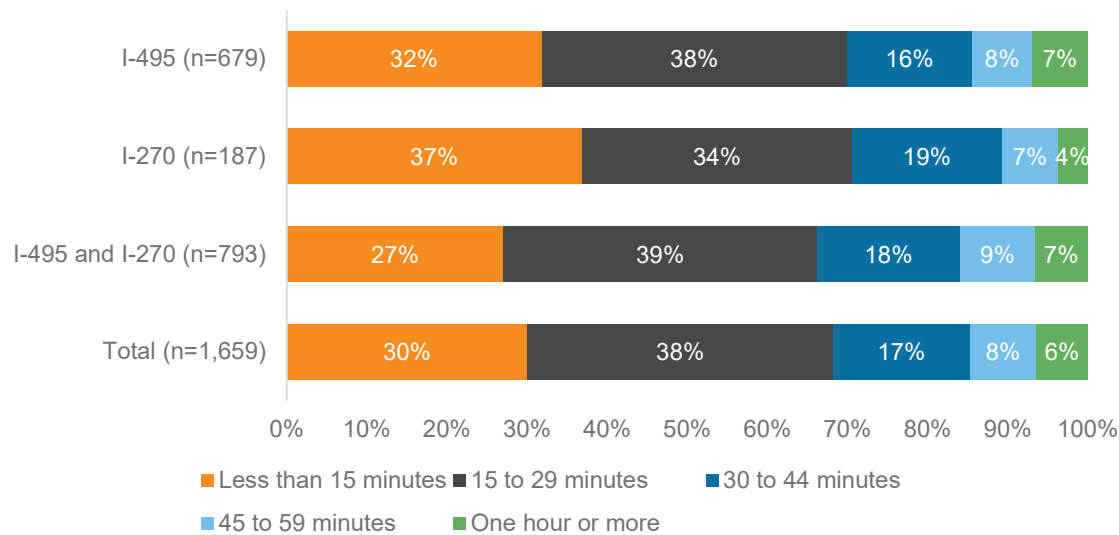
Seventy percent (70%) of all respondents reported experiencing at least some delay on their trip due to congestion on I-495 or I-270 (Table 4-4). Half of the respondents who only used I-270 on their reference trip experienced a delay (50%), and two out of every three respondents who only used I-495 on their reference trip experienced a delay (67%). Eighty percent (80%) of respondents who used both routes encountered delays, and 40% encountered delays on both I-495 and I-270.

**TABLE 4-4: EXPERIENCED DELAYS, BY FACILITY**

	I 495		I 270		I 495 AND I 270		TOTAL	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
I encountered delays on I-495 in Maryland	679	67%	0	0%	301	30%	980	41%
I encountered delays on I-270	0	0%	187	50%	97	10%	284	12%
I encountered delays on both I-270 and I-495 in Maryland	0	0%	0	0%	395	40%	395	17%
I did not encounter any delay on I-270 or I-495 in Maryland	331	33%	185	50%	208	21%	724	30%
<b>Total</b>	<b>1,010</b>	<b>100%</b>	<b>372</b>	<b>100%</b>	<b>1,001</b>	<b>100%</b>	<b>2,383</b>	<b>100%</b>

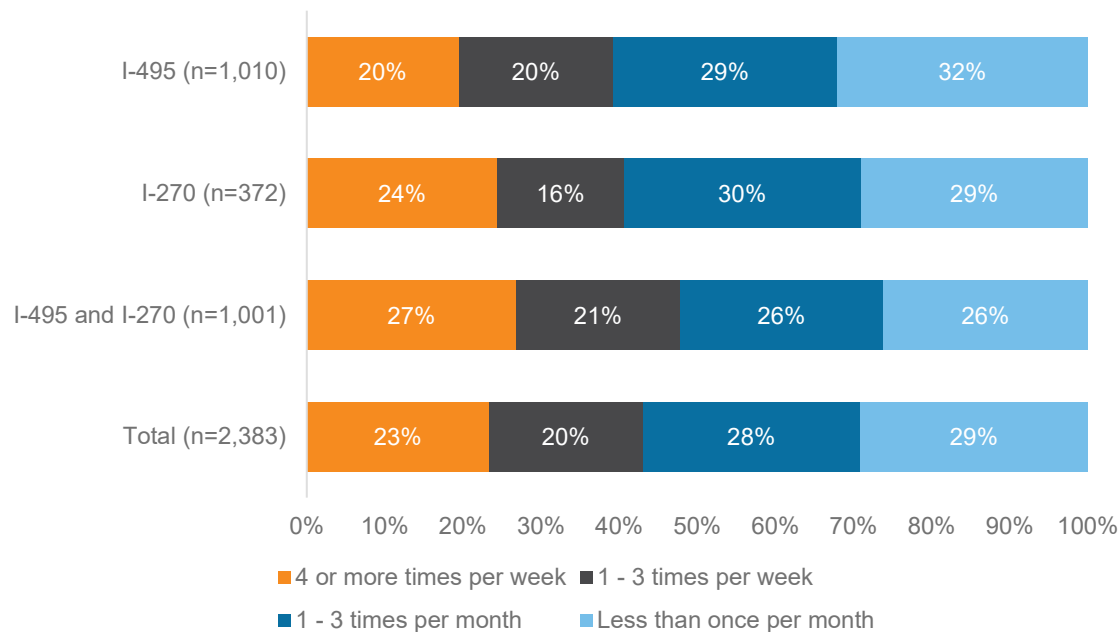
Figure 4-8 shows the duration of delay encountered, by facility, for the 1,659 respondents who reported encountering a delay on their reference trip. Over two-thirds (68%) of all reported delays were under 30 minutes, and only 6% were one hour or longer. Of those who traveled only on I-495 and experienced a delay, 68% were delayed more than 15 minutes, while 63% of those who only traveled on I-270 were delayed more than 15 minutes. Seven percent (7%) of respondents who used both facilities and encountered delays were delayed by one hour or more.

**FIGURE 4-8: DURATION OF DELAY, BY FACILITY**



Approximately 43% of respondents reported a trip frequency of at least once per week, while 29% reported a trip frequency of less than once per month. Respondents whose reference trips included travel on both I-495 and I-270 were most likely to make their reference trip four or more times per week (27%). Figure 4-9 shows trip frequency by facility and for the aggregate sample.

**FIGURE 4-9: TRIP FREQUENCY, BY FACILITY**



Respondents were asked if they had paid any tolls during their trip and whether they had an E-ZPass transponder or other electronic toll transponder in their vehicle. Approximately 19% of respondents reported paying a toll on their reference trip. Six percent (6%) of respondents paid a toll to travel on the Intercounty Connector (ICC)/MD 200 and 6% of respondents paid a toll to travel on the I-495 Express Lanes. Ninety-two percent (92%) of respondents had an E-ZPass transponder, and 8% did not have an E-ZPass or another electronic toll transponder.

## Stated Preference Questions

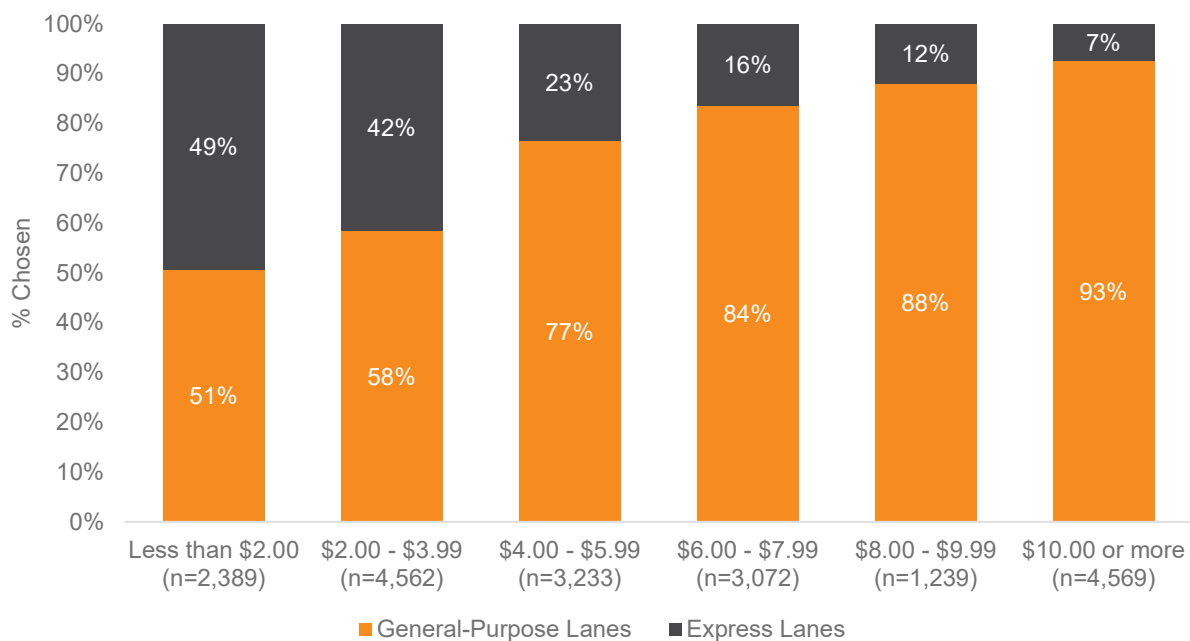
After completing the trip characteristics portion of the survey, respondents answered eight SP trade-off questions, each tailored to their reported trips. Respondents chose the regular lanes alternative in the majority (75%) of SP scenarios. Table 4-5 shows the frequency and percentage of times each SP alternative was selected.

**TABLE 4-5: SP CHOICES BY ALTERNATIVE**

ALTERNATIVE	NUMBER OF EXPERIMENTS SHOWN	NUMBER OF EXPERIMENTS SELECTED	PERCENT SELECTED
Alternative 1: Regular Lanes	19,064	14,245	75%
Alternative 2: Express Lanes	19,064	4,819	25%

Respondents became much less likely to choose the tolled Express Lanes alternative at toll costs of \$4.00 or more. Figure 4-10 shows the percentage of time the tolled alternative was chosen in the SP experiments at different toll costs. When presented toll costs were less than \$2.00, respondents chose the tolled Express Lanes alternative almost half (49%) of the time. At toll costs from \$2.00 to \$3.99, the Express Lanes option was still chosen 42% of the time.

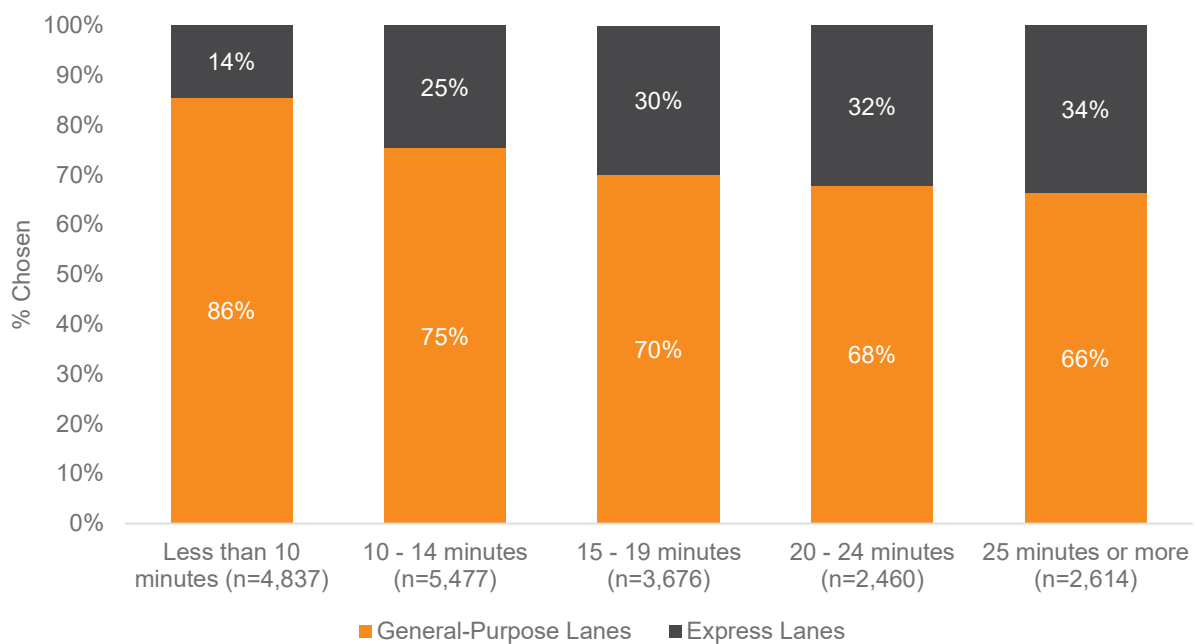
**FIGURE 4-10: SP ALTERNATIVE SELECTION, BY TOLL COST**





Conversely, respondents became more likely to select the tolled Express Lanes alternative as the amount of presented travel-time savings increased. Figure 4-11 shows the percentage of time the tolled alternative was chosen in the SP experiments at different levels of travel-time savings. When the travel-time savings in the tolled Express Lanes compared to the regular lanes was less than 10 minutes, this option was selected in 14% of SP experiments. When the travel-time savings were 25 minutes or more, the Express Lanes were selected in approximately one-third (34%) of SP experiments.

**FIGURE 4-11: SP ALTERNATIVE SELECTION, BY TRAVEL-TIME SAVINGS**

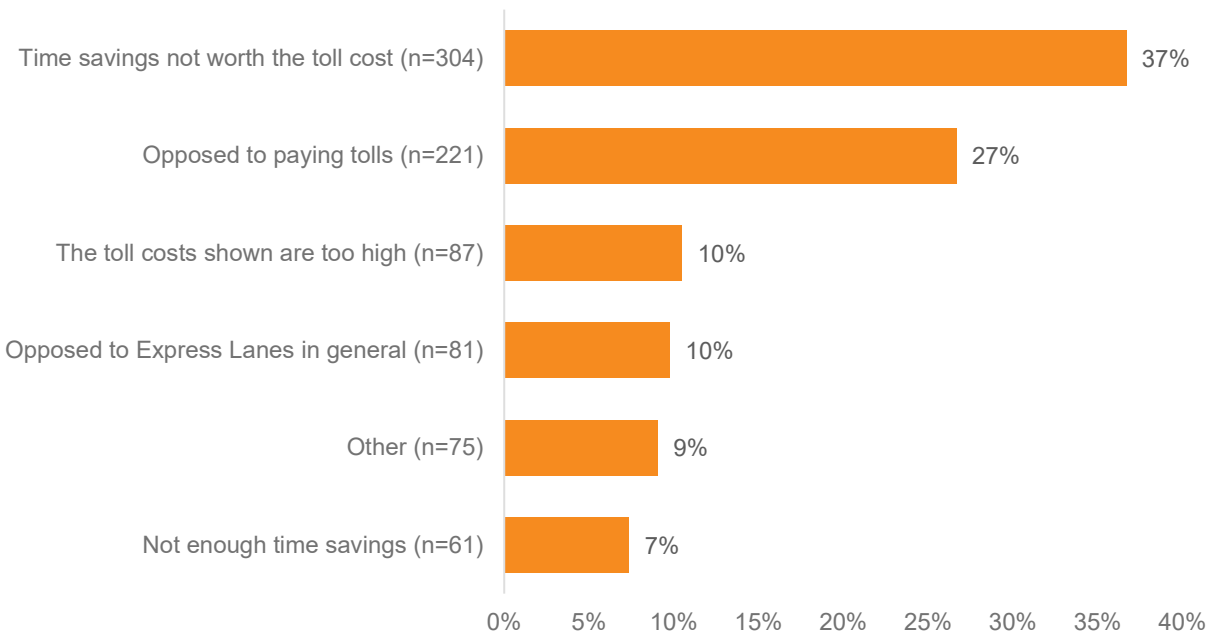


Overall, Figure 4-10 and Figure 4-11 illustrate that respondents behaved rationally in the SP experiments by selecting alternatives that maximized time savings while minimizing costs. Analysis of the SP data will be described in more detail in the model estimation section of this report.

## Debrief and Opinion Questions

After the experiments, respondents were asked to answer a series of debrief questions to better understand the underlying reasons for their choices in the eight SP scenarios. Thirty-five percent (35%) of respondents never chose the tolled Express Lanes alternative in the SP scenarios. These respondents were asked to indicate the primary reason for their choices. The most frequently cited reason was that the time savings presented in the experiments were not high enough to justify the toll cost, followed by opposition to paying tolls (37% and 27%, respectively) (Figure 4-12).

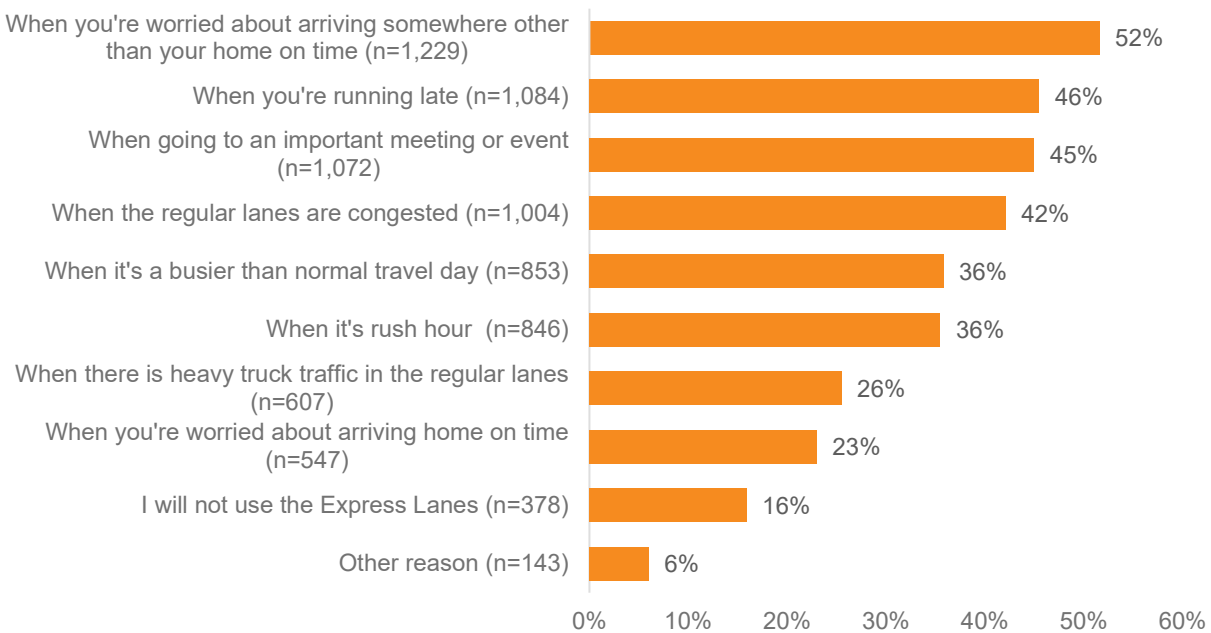
**FIGURE 4-12: REASON FOR NEVER SELECTING THE EXPRESS LANES**



Respondents who do not own an E-ZPass and who selected the Express Lanes alternative in at least one SP experiment were then shown two toll prices, one for E-ZPass customers and another for video tolling that was 50% more expensive than the toll E-ZPass for E-ZPass customers. Forty-one percent (41%) of the 76 respondents who were shown this question would be very likely to get an E-ZPass transponder under such conditions.

All respondents were then asked in what situations they would be most likely to pay to use the Express Lanes on I-495 or I-270. The distribution of responses is given in Figure 4-13. Most respondents (52%) would pay to use the Express Lanes when they are worried about arriving somewhere other than their home on time. Sixteen percent (16%) of respondents indicated that they would not use the Express Lanes under any conditions.

**FIGURE 4-13: EXPRESS LANES SCENARIOS (SELECT ALL THAT APPLY)**



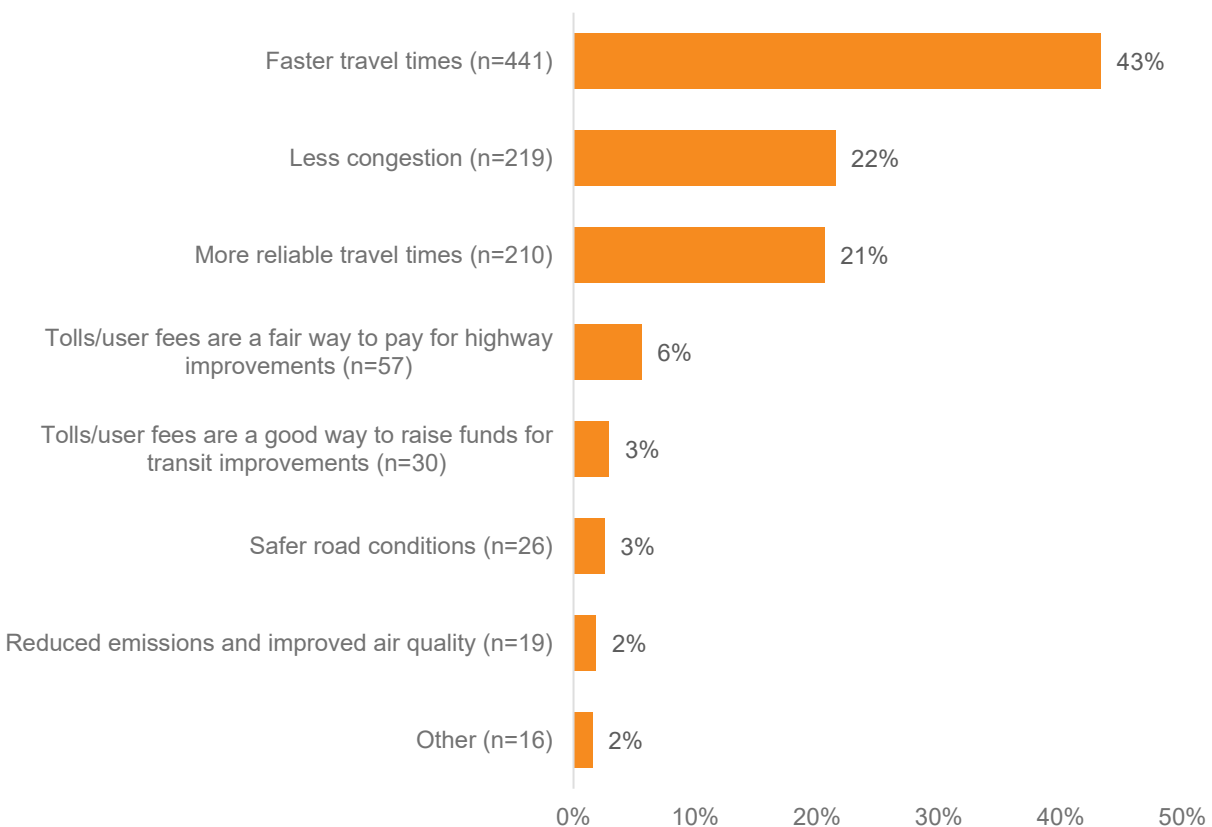
Forty-three percent (43%) of all respondents indicated that they are in favor of the proposed Express Lanes in Maryland on I-495 and I-270, while 39% of respondents indicated that they are opposed to the project (Table 4-6).

**TABLE 4-6: PROJECT OPINION**

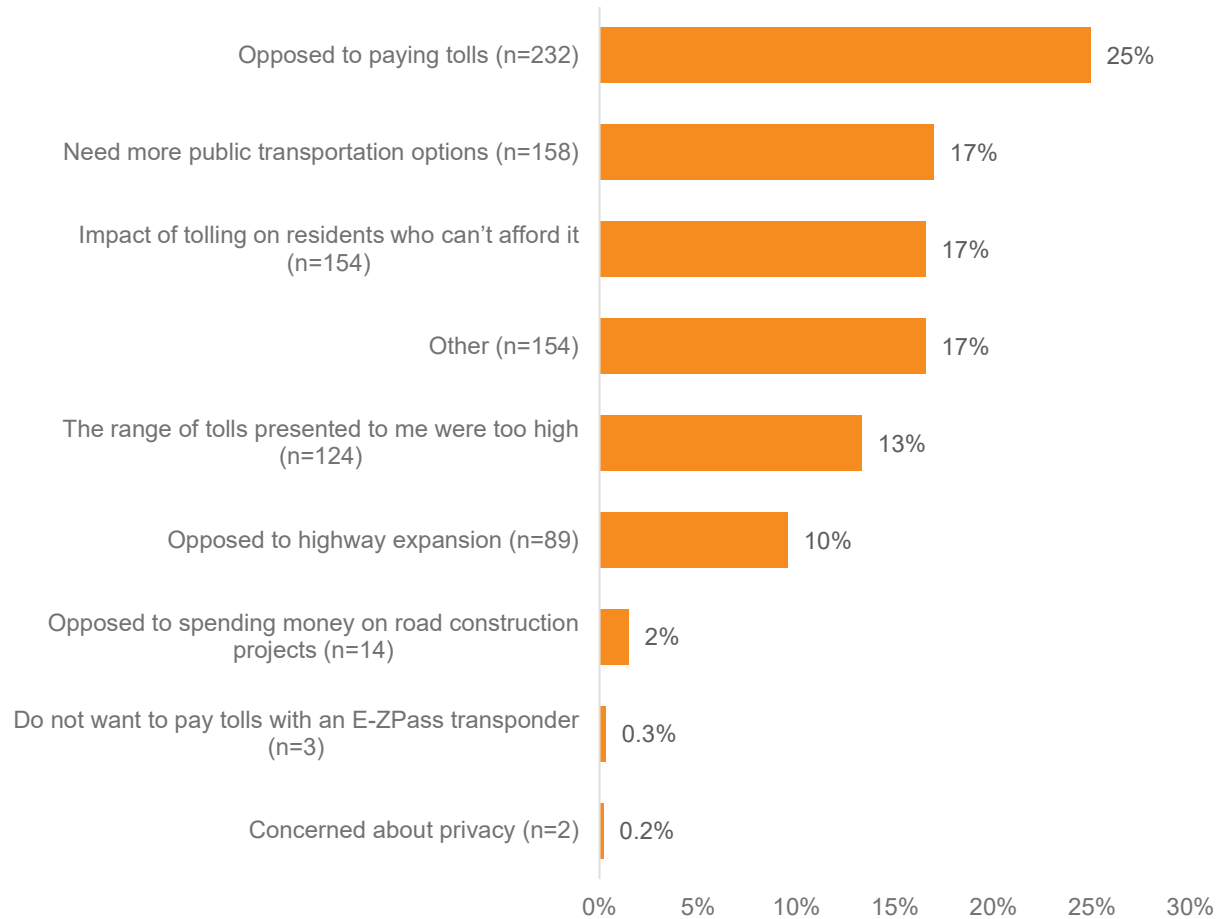
PROJECT OPINION	COUNT	PERCENT
Strongly favor	467	20%
Somewhat favor	551	23%
Neutral	435	18%
Somewhat opposed	363	15%
Strongly opposed	567	24%
<b>Total</b>	<b>2,383</b>	<b>100%</b>

Respondents who reported a nonneutral opinion about the project were asked to indicate the main reason for why they support or oppose the proposed Express Lanes on I-495 and I-270 in Maryland. Figure 4-14 and Figure 4-15 show the main reasons for supporting or opposing the proposed Express Lanes, respectively. Of the 43% of respondents who support the project, the most common reason was faster travel times (43%). Of the 39% of respondents who oppose the project, the most common reason was opposition to paying tolls (25%).

**FIGURE 4-14: PRIMARY REASON FOR SUPPORTING THE PROJECT**

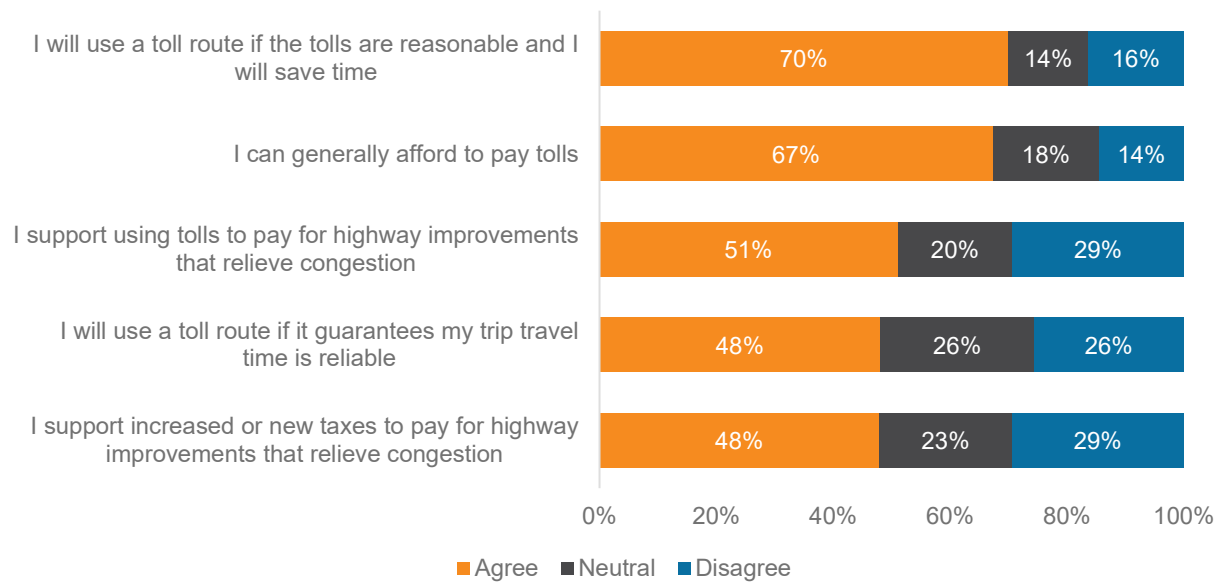


**FIGURE 4-15: PRIMARY REASON FOR OPPOSING THE PROJECT**



Levels of agreement were measured for a series of attitude statements to gauge respondents' opinions about issues related to tolling and Express Lanes on I-495 and I-270 (Figure 4-16). Respondents were most likely to agree with the statements "I will use the toll route if the tolls are reasonable and I will save time" (70%) and "I can generally afford to pay tolls" (67%).

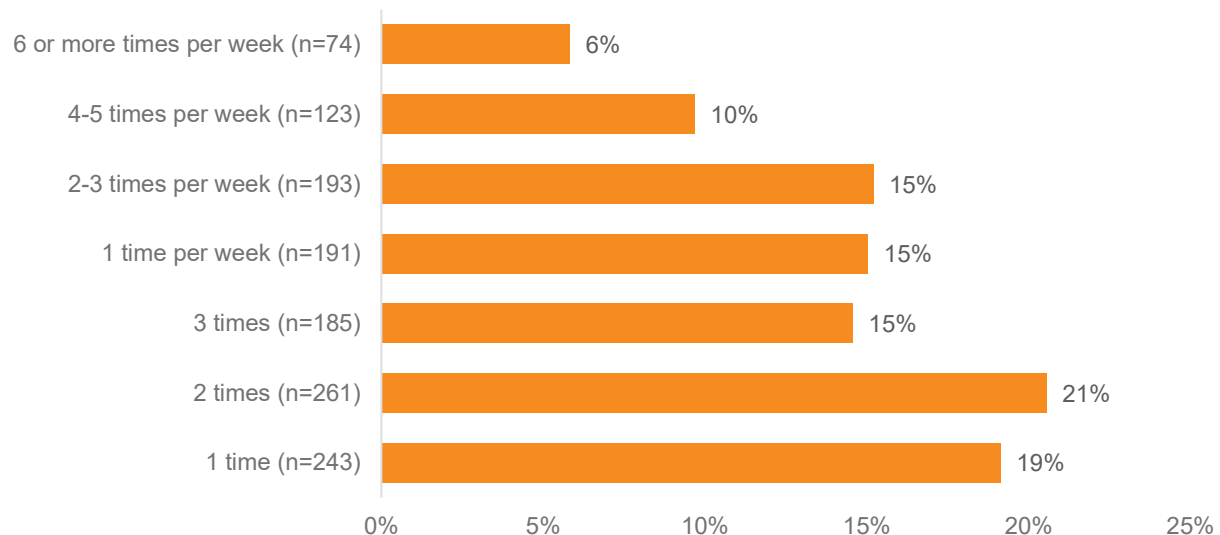
**FIGURE 4-16: TOLL ATTITUDE STATEMENTS**



## Express Lane Use on I-495

Respondents were then asked about their use of the existing Express Lanes on I-495 (Capital Beltway) in Virginia. The 1,270 respondents (53%) who indicated they made a trip on the Capital Beltway between Springfield and McLean alone or with one additional passenger in the vehicle in the past month were asked a series of questions about their travel behavior when using this facility. Figure 4-17 shows the distribution of trip frequencies on the Capital Beltway in among those respondents. Over half (55%) of these respondents indicated making three or fewer trips in the past month on the Capital Beltway, with 46% using it on a weekly basis.

**FIGURE 4-17: TRIP FREQUENCY ON I-495 CAPITAL BELTWAY IN THE PAST MONTH**





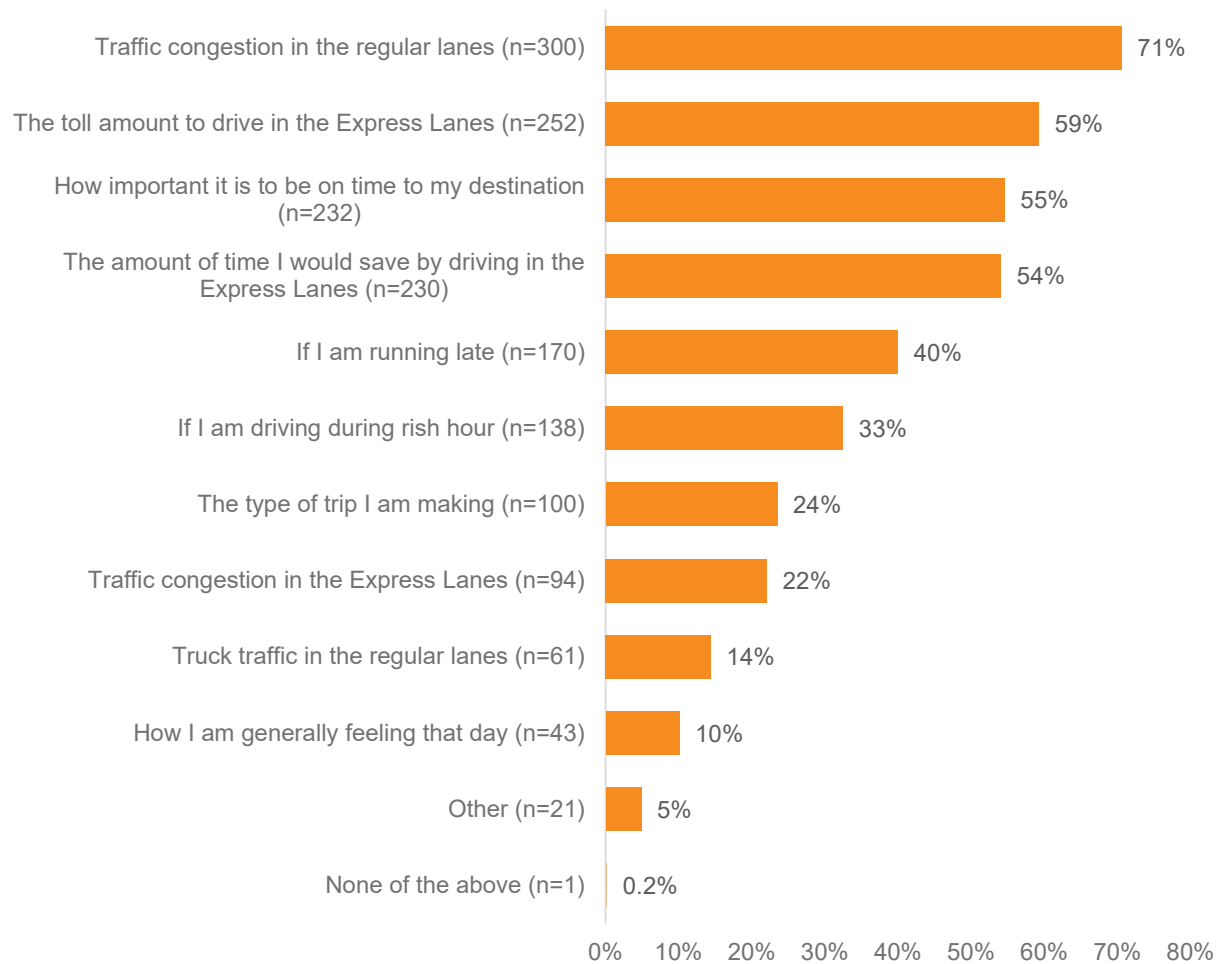
Respondents who had used the Capital Beltway between Springfield and McLean, Virginia, were then asked about their use of Express Lanes when making trips on the Capital Beltway. Most of these respondents (56%) reported that they always used the regular lanes, and one-third (33%) reported that they sometimes used the Express Lanes and sometimes used the regular lanes (Table 4-7).

**TABLE 4-7: USE OF EXPRESS LANES ON I-495 CAPITAL BELTWAY IN LAST MONTH**

EXPRESS LANES USE	COUNT	PERCENT
I always paid a toll and drove in the Express Lanes	129	10%
I sometimes paid a toll and drove in the Express Lanes, and sometimes drove for free in the regular lanes	425	33%
I always drove for free in the regular lanes	716	56%
<b>Total</b>	<b>1,270</b>	<b>100%</b>

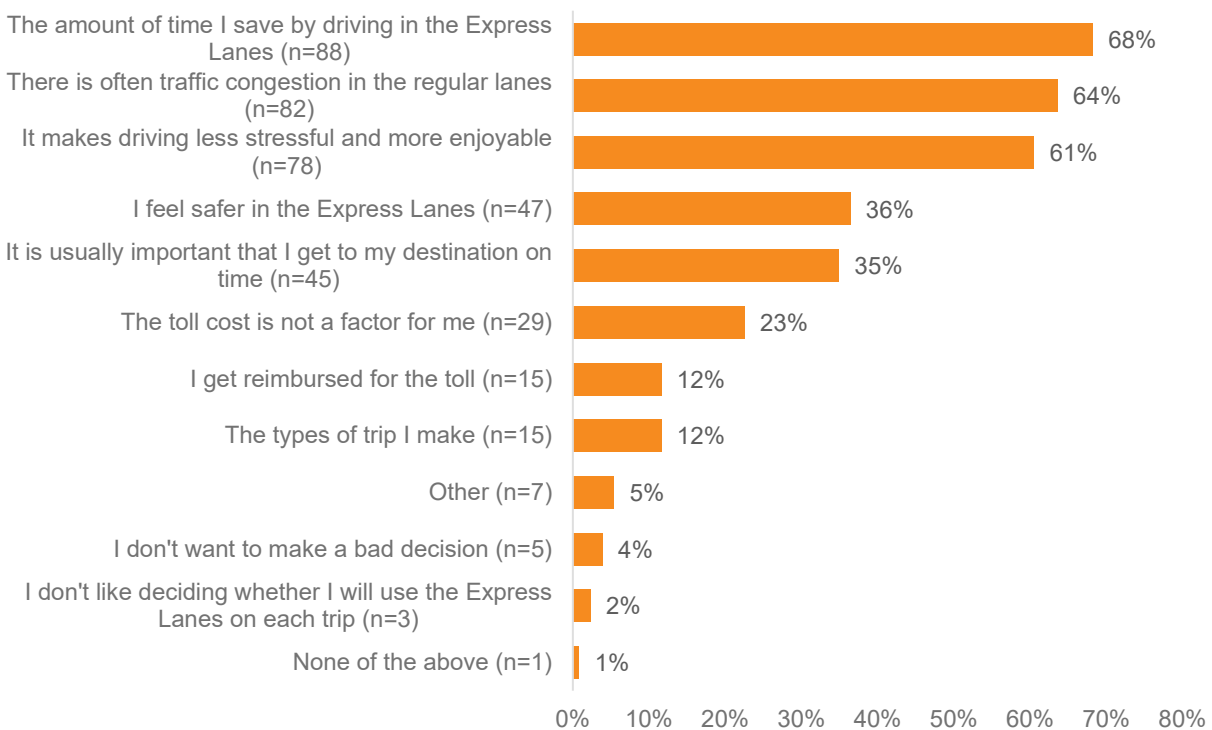
Respondents who had driven in both the Express Lanes and the regular lanes were asked which factors influence their decision to drive in the Express Lanes or the regular lanes. Figure 4-18 shows the distribution of selected factors. The most commonly selected factor was traffic congestion in the regular lanes (71%).

**FIGURE 4-18: FACTORS INFLUENCING CHOICE BETWEEN EXPRESS LANES AND REGULAR LANES (SELECT ALL THAT APPLY)**



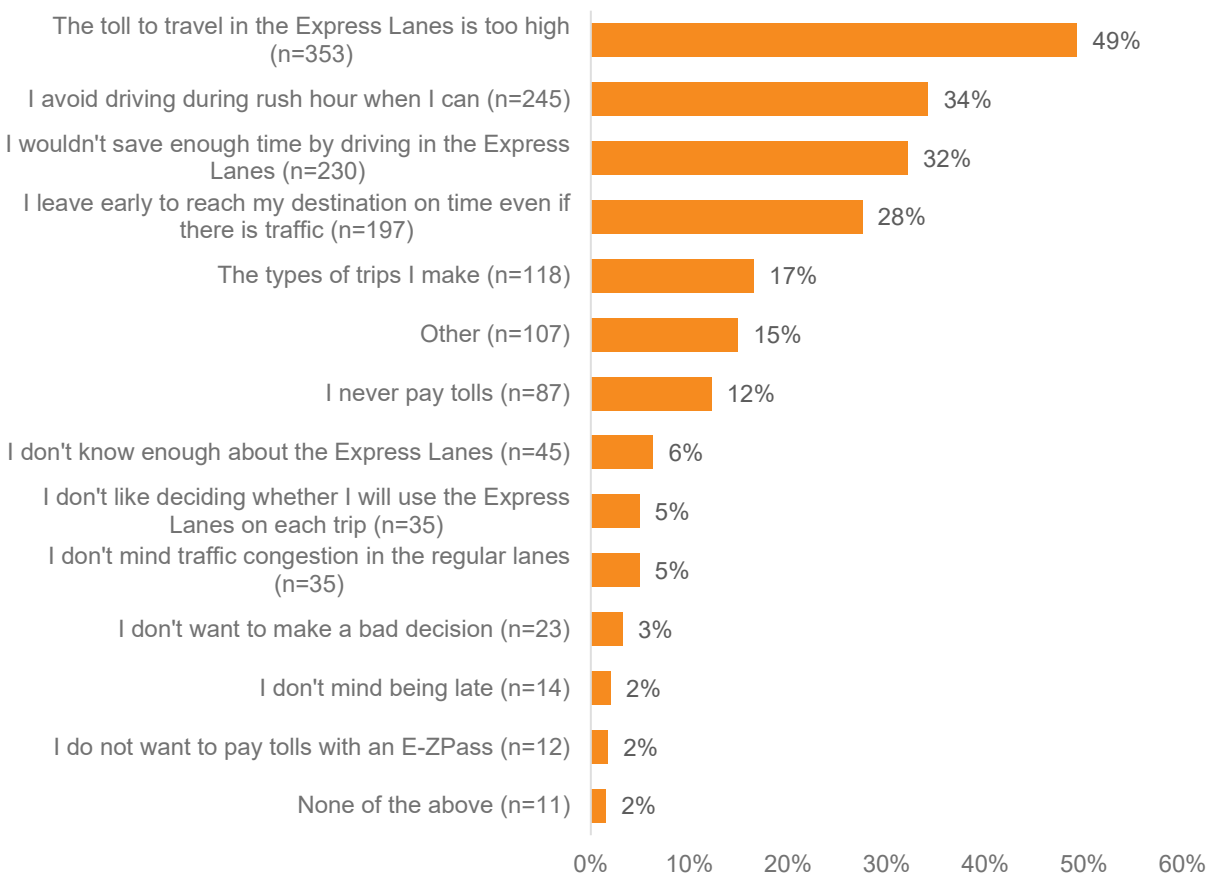
Respondents who had always used the Express Lanes on the Capital Beltway were asked what influences their decision to do so. Figure 4-19 shows the distribution of responses. The most commonly given reasons were the time savings provided by driving in the Express Lanes (68%), the level of traffic congestion in the regular lanes (64%), and that using the Express Lanes makes driving less stressful and more enjoyable (61%).

**FIGURE 4-19: REASON FOR ALWAYS USING THE EXPRESS LANES (SELECT ALL THAT APPLY)**



Respondents who had not used the Express Lanes on the Capital Beltway were asked what factors influence this decision. Figure 4-20 shows the distribution of responses. The most commonly given reasons were the toll amount required to drive in the Express Lanes (49%), avoiding driving during rush hour (34%), and that the time savings from driving in the Express Lanes would not be enough (32%).

**FIGURE 4-20: REASON FOR NEVER USING THE EXPRESS LANES (SELECT ALL THAT APPLY)**



## Demographic Questions

Over half of all respondents identified as male (54%). The median age category for the sample was 55–64 years old. Forty-three percent (43%) of respondents lived in a two-person household, and 46% of all respondents had two household vehicles. Most respondents (63%) were employed full time, 20% were retired, and 8% were self-employed.

When reporting income, respondents could select a “prefer not to answer” option. The median household income of all respondents who chose to report their income was in the \$125,000–\$149,999 income category (Table 4-8).

**TABLE 4-8: ANNUAL HOUSEHOLD INCOME**

INCOME CATEGORY	COUNT	PERCENT
Less than \$15,000	11	1%
\$15,000–\$24,999	16	1%
\$25,000–\$34,999	27	1%
\$35,000–\$49,999	73	4%
\$50,000–\$74,999	151	8%
\$75,000–\$99,999	241	12%
\$100,000–\$124,999	248	13%
\$125,000–\$149,999	251	13%
\$150,000–\$199,999	352	18%
\$200,000 or more	565	29%
<b>Total</b>	<b>1,935</b>	<b>100%</b>

## 5.0 DISCRETE CHOICE MODEL ESTIMATION

---

The SP survey sought to estimate the VOT for passenger vehicle travelers who make trips on the I-495 or I-270 study corridors. These VOT estimates will support estimates of traffic and revenue for the proposed Express Lanes. The eight choice observations for each respondent were compiled into a dataset with 19,064 observations to support the estimations of VOT.

### 5.1 MODEL ESTIMATION

RSG conducted statistical analysis and discrete choice model estimation using the SP survey data. The statistical estimation and specification testing were completed using a conventional maximum likelihood procedure that estimated coefficients for a set of MNL and MMNL models. The MNL models were used to identify systematic differences in preference heterogeneity—for example, the difference in VOT by trip purpose—and to inform the MMNL model specification. The model coefficients provide information about the respondents' sensitivities to the attributes that were tested in the trade-off scenarios and can be used to calculate VOT for travelers in the study corridor.

Random differences in preference heterogeneity exist within a population in addition to systematic heterogeneity. In other words, there are actual random variations of preference among the same set of individuals that cannot be accounted for in any systematic way. One of the key benefits of the MMNL model is that it allows for random variations among respondents by assuming their sensitivities to travel time or toll cost fall along a known distribution. The MMNL model provides a mean estimate for the VOT and the standard deviation of that estimate. This information can be used to simulate VOT distributions for the sample. This information is used to establish the proportion of traffic that will choose a toll route at any given combination of travel-time savings and toll cost amounts. The model results are discussed in more detail in the following section.

## 5.2 MODEL SPECIFICATION

In each SP scenario, the following two alternatives were presented for making a future trip in the area:

1. Drive in the regular lanes on I-270/I-495.
2. Drive in the Express Lanes on I-270/I-495.

More information about the SP experimental design can be found in Section 2.3. The MNL model estimates a choice probability for each alternative presented in the SP trade-off exercises. The alternatives are represented in the model by observed utility equations of the form:

$$U_1 = \beta_1 X_1 + \beta_2 X_2 + \dots + \beta_n X_n$$

Where each X represents a variable specified by the researcher and each  $\beta$  is a coefficient estimated by the model that represents the sensitivity of the respondents in the sample to the corresponding variable.

To achieve the best model outcomes, RSG tested several utility equation structures using different variables from the collected data. In addition to the travel times and toll costs presented in the SP experiments, tested variables included trip characteristics, attitudinal indicators, and demographic variables. These variables were introduced, one at a time, to test potential interactions with the toll cost and travel-time coefficients and to determine whether respondents' trip or personal characteristics significantly influenced their choices in the SP scenarios.

Variables that were tested for interaction included the following:

- Time of Day.
- Trip Purpose.
- Origin and Destination Locations.
- Project Opinion.
- Toll Attitudes.
- Income.
- Trip Distance.
- Delay.
- Trip Frequency.
- Facilities Used.
- Corridor segment.



After reviewing the significance of each variable, the final model specification was chosen based on model fit, the intuitiveness and reasonableness of the model coefficients, and the expected application of the model results. The final model specifications included variables for travel time and toll cost, with segmentation based on trip purpose and project opinion to control for strategic bias. The opposed segment comprises respondents who indicated that they were strongly opposed to the project. The unopposed segment was segmented into work and nonwork trips. The opposed segment contains 567 respondents, the unopposed work trip segment contains 847 respondents, and the unopposed nonwork segment contains 969 respondents.

The toll cost coefficient was interacted with household income to identify the relationship between income and sensitivity to toll prices. The toll cost was multiplied by income, divided by the mean income for the segment, and raised to a power of lambda, which is a parameter estimated by the model that was found to provide the greatest improvement in model fit. The following transformations were used:

$$\text{Cost} * \left( \frac{\text{Income}}{\text{Mean Income}} \right)^{\text{Lambda}}$$

These interactions indicate that sensitivity to toll prices decreases as household income increases, although at a rate that is less than linear.

An alternative-specific constant (ASC) was included on the tolled Express Lanes alternative to capture the utility (or disutility) for this alternative that cannot be attributed to any other variables in the model. Similarly, a binary (dummy) variable was included in the Express Lanes alternative for respondents who paid a toll on their reference trip. These respondents were more likely to choose the Express Lanes alternative.

## MNL Model: Coefficient Estimates

The results of the final segmented MNL models are presented in Table 5-1, which contains coefficient values, robust standard errors, robust t-statistics, and general model statistics.

The coefficient values are the values estimated by the choice model that represent the relative importance of each of the variables. These values are unit-specific, and the units must be accounted for when comparing coefficients. The sign of the coefficient indicates a positive or negative relationship between utility and the associated variable. For example, a negative travel-time coefficient implies that utility for a given travel alternative will decrease as the travel time associated with that alternative increases.

The standard error is a measure of error around the mean coefficient estimate. The t-statistic is the coefficient estimate divided by the standard error, which can be used to evaluate statistical significance. A t-statistic greater/less than  $\pm 1.96$  indicates that the coefficient is statistically significantly different from zero (unless otherwise reported) at the 95% level.



The model fit statistics presented in Table 5-1 include the number of observations, the number of estimated parameters, the initial log-likelihood, the log-likelihood at convergence, the rho-square, and the adjusted rho-square. The log-likelihood is a model fit measure that indicates how well the model predicts the choices observed in the data. The null log-likelihood is the measure of the model fit with coefficient values of zero. The final log-likelihood is the measure of model fit with the final coefficient values at model convergence. A value closer to zero indicates better model fit. The log-likelihood cannot be evaluated independently, as it is a function of the number of observations, the number of alternatives, and the number of parameters in the choice model. The rho-square model fit measure accounts for this to some degree by evaluating the difference between the null log-likelihood and the final log-likelihood at convergence. The adjusted rho-square value considers the number of parameters estimated in the model.

**TABLE 5-1: MNL MODEL RESULTS**

COEFFICIENT NAME	ALTERNATIVES		COEFFICIENT VALUES		
	Regular Lanes	Express Lanes	Value	Robust. Std. Error	Robust T-Test (0)
<b>Travel Time</b>					
Work Trip	X	X	-0.1213	0.0061	-20.02
Nonwork Trip	X	X	-0.1149	0.0057	-20.15
Opposed	X	X	-0.0550	0.0085	-6.48
<b>Travel Cost</b>					
Work Trip		X	-0.3196	0.0184	-17.35
Nonwork Trip		X	-0.3438	0.0196	-17.51
Opposed		X	-0.6191	0.0718	-8.62
Lambda: Income		X	-0.2355	0.0469	-5.02
<b>Constants</b>					
Express Lanes ASC		X	-1.0251	0.0763	-13.44
Paid a Toll		X	0.7433	0.0904	8.23
<b>MODEL STATISTICS</b>					
Number of Estimated Parameters					9
Number of Observations					19,064
Number of Individuals					2,383
Initial Log-Likelihood					-13214.16
Final Log-Likelihood					-7873.233
Rho-Square					0.4042
Adjusted Rho-Square					0.4035

## 5.3 MIXED MULTINOMIAL LOGIT MODELS

The MNL models captured systematic preference heterogeneity in the data and evaluated the interactions between cost sensitivity and household income. To capture random preference variations among individuals, RSG employed MMNL models using the final MNL specification. As with the MNL model, the final MMNL model specification includes variables for travel time and toll cost, interacted with income. The lambda parameter estimate was fixed to the estimated value in the MNL model to standardize the income interaction across models. An ASC is included on the tolled Express Lanes alternative to capture the utility (or disutility) for this alternative that cannot be attributed to any other variables in the model. Similarly, a binary (dummy) variable is included on the Express Lanes alternative for respondents who paid a toll on their reference trip.

One of the key benefits of the MMNL model is that it captures actual random variations among respondents by assuming their preferences fall along a known distribution. One or more of the coefficients, such as time or toll cost, can be specified as random parameters. The MMNL model produces two coefficient estimates for each random parameter—a mean ( $\mu$ ) and a standard deviation ( $\sigma$ )—that describe the shape of the distribution for that random parameter. The distribution of the random parameter represents the preference heterogeneity for that attribute across the survey population.

Assuming a lognormal distribution for travel-time sensitivity and a normal distribution for the constant on the Express Lanes alternative produced the best model fit and the most intuitive and reasonable results. The lognormal distribution is one-sided and truncated at zero, eliminating the possibility of positive utility for travel time, which would be behaviorally inconsistent. The MMNL models were estimated using a maximum simulated likelihood estimation with 1,000 pseudorandom draws.

## MMNL Model: Coefficient Estimates

The results of the final model specification for the MMNL model are presented with the robust standard errors, robust t-statistics, and general model statistics in Table 5-2. While the distribution for travel time was assumed lognormal, the parameters reported here are for the underlying normal distribution. A normal distribution can be transformed into a lognormal distribution by exponentiating the draws from the normal distribution.

**TABLE 5-2: MMNL MODEL RESULTS**

COEFFICIENT NAME	ALTERNATIVES		COEFFICIENT VALUES		
	Regular Lanes	Express Lanes	Value	Robust Std. Error	Robust T-Test (0)
<b>Travel Time</b>					
Work Trip: Mean	X	X	-1.2022	0.0629	-19.11
Work Trip: Std. Deviation	X	X	0.5893	0.0315	18.71
Nonwork Trip: Mean	X	X	-1.2475	0.0561	-22.25
Nonwork Trip: Std. Deviation	X	X	0.6267	0.0208	30.16
Opposed	X	X	-0.0953	0.0121	-7.85
<b>Travel Cost</b>					
Work Trip		X	-0.9078	0.0686	-13.24
Nonwork Trip		X	-1.0169	0.0640	-15.89
Opposed		X	-0.8604	0.0962	-8.95
Lambda: Income (fixed)		X	-0.2355	-	-
<b>Constants</b>					
Express Lanes ASC: Mean		X	-2.2690	0.1542	-14.71
Express Lanes ASC: Std. Deviation		X	2.4508	0.1337	18.33
Paid a Toll		X	1.7247	0.2050	8.41
<b>MODEL STATISTICS</b>					
Number of Pseudorandom Draws					1,000
Number of Estimated Parameters					11
Number of Observations					19,064
Number of Individuals					2,383
Initial Log-Likelihood					-13214.16
Final Log-Likelihood					-5773.126
Rho-Square					0.5631
Adjusted Rho-Square					0.5623

## MMNL Model: Willingness to Pay for Travel Time Savings (VOT)

One way to evaluate the sensitivities that are estimated in the MMNL model is to calculate marginal rates of substitution for different attributes of interest. In economic theory, the marginal rate of substitution is the amount of one good (e.g., money) that a person would exchange for a second good (e.g., travel time) while maintaining the same level of utility or satisfaction. In this analysis, the marginal rate of substitution of the travel time and toll cost coefficients provides the implied toll value that travelers would be willing to pay for any given amount of travel-time savings offered by using the Express Lanes on I-270 or I-495 compared to the existing lanes on these facilities.

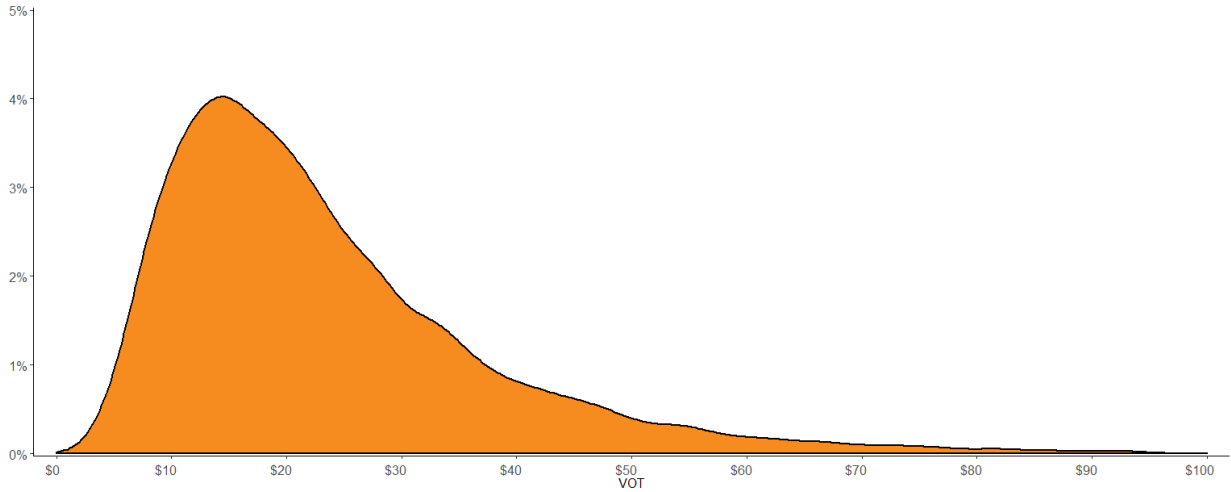
The willingness to pay for travel-time savings, or VOT, can be calculated by dividing the travel-time coefficient by the travel cost coefficient after accounting for the income transformation that was applied in the model specification. The resulting VOT is in units of dollars per minute; multiplying by 60 will convert this into the more commonly cited units of dollars per hour:

$$VOT = 60 \times \frac{\beta Time}{\beta Cost \left( \frac{Income}{Mean Income} \right)^{\lambda}}$$

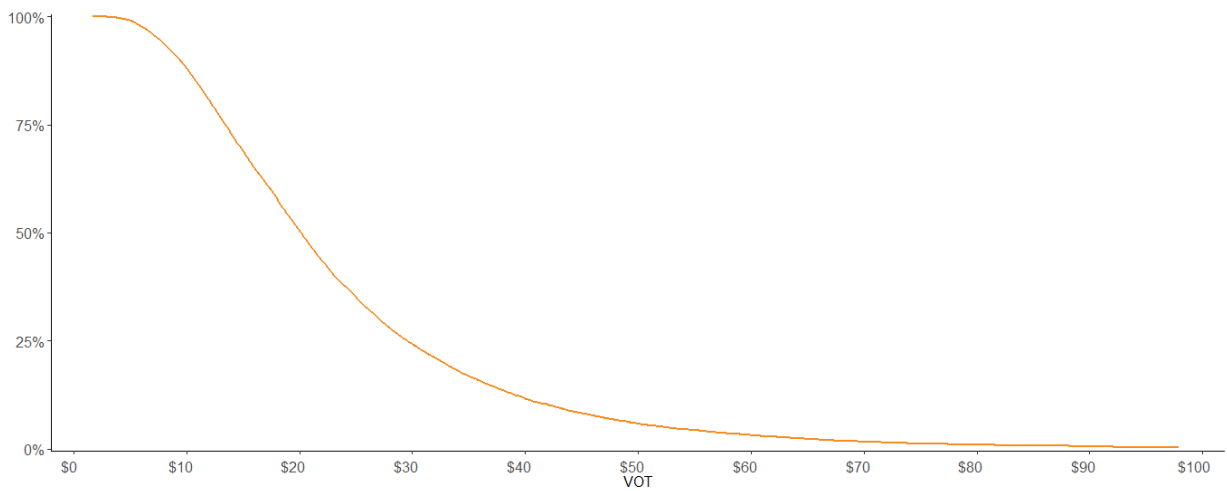
Where  $\beta Time$  is the value of the travel-time coefficient (with units of 1/min) and  $\beta Cost$  is the value of the toll cost coefficient (with units of 1).

RSG developed distributions of VOT using the MMNL coefficients. The VOT distribution was simulated for a synthetic population using 10,000 independent draws from the lognormal distribution estimated for travel-time sensitivity. The resulting draws were used to calculate 10,000 VOTs. At the sample mean income, the mean VOT is \$23.62 for work trips and \$20.55 for nonwork trips, and the median VOT is \$19.68 for work trips and \$16.75 for nonwork trips. The distribution of VOT, which shows the percentage of respondents with a given VOT, is presented in Figure 5-1 for work trips and in Figure 5-3 for nonwork trips at the sample median income. The toll choice curve is shown in Figure 5-2 for work trips and in Figure 5-4 for nonwork trips; the choice curve illustrates the percentage of respondents with a VOT greater than or equal to a given value.

**FIGURE 5-1: WORK TRIP VOT DISTRIBUTION AT AN INCOME OF \$146,582**

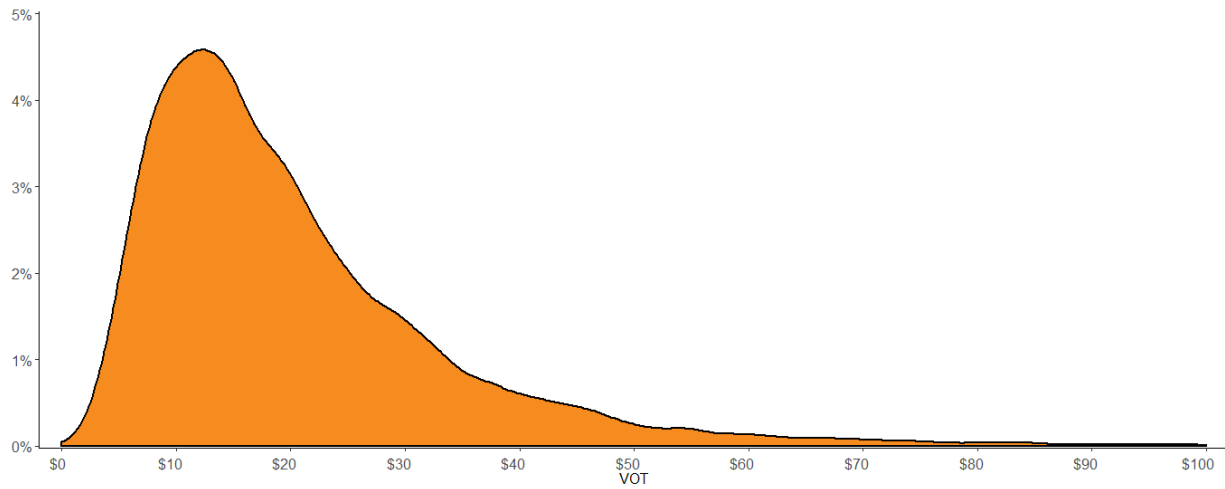


**FIGURE 5-2: WORK TRIP TOLL CHOICE CURVE AT AN INCOME OF \$146,582**

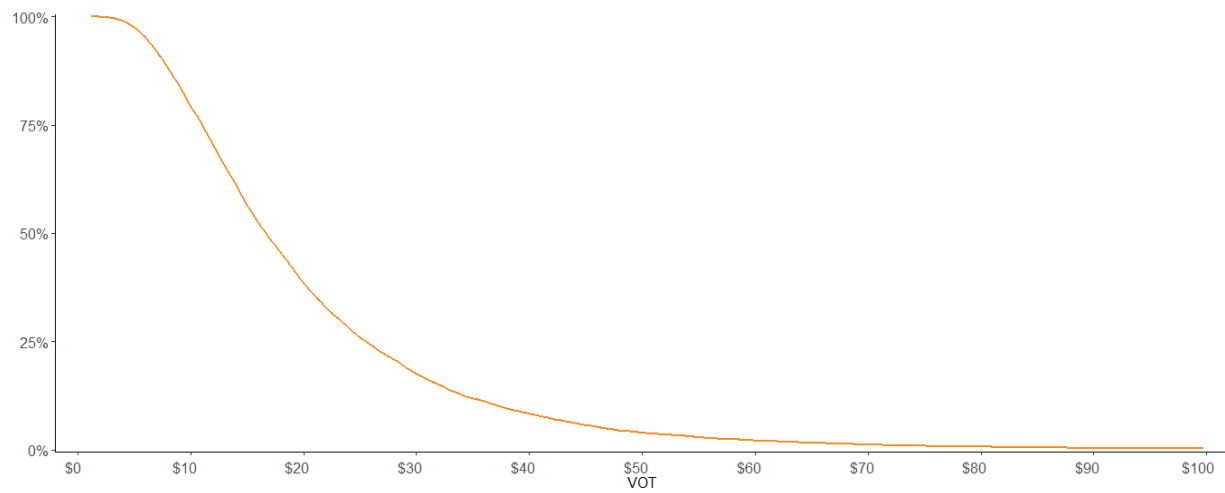




**FIGURE 5-3: NONWORK TRIP VOT DISTRIBUTION AT AN INCOME OF \$134,997**



**FIGURE 5-4: NONWORK TRIP TOLL CHOICE CURVE AT AN INCOME OF \$134,997**



## 6.0 SUMMARY AND CONCLUSIONS

---

RSG successfully developed and implemented an SP survey to estimate the VOT for potential Express Lane users who make trips in the I-495 or I-270 study corridors in Maryland. The survey gathered information from 2,511 passenger vehicle travelers who had recently made a qualifying trip on at least one of the facilities. The survey was administered to a wide selection of the I-495/I-270 traveling population, using multiple administration methods. The questionnaire collected data on current travel behavior, presented respondents with information about the proposed Express Lanes on I-495 and I-270, and engaged the travelers in a series of SP scenarios to obtain their precise travel preferences in a statistically controlled manner.

Following the outlier analysis that reduced the number of complete records to 2,383, RSG developed MNL and MMNL choice models using the survey data to produce estimates of VOT by trip purpose. Using the MNL model to inform the structure, RSG developed an MMNL model to estimate distributions of the VOT to account for random preference heterogeneity within the survey sample. The MMNL model identified significant heterogeneity in VOT, with some respondents having low VOT, others having high VOT, and the bulk of respondents being somewhere in between. At the sample mean income, the mean VOT was \$23.62 for work trips and \$20.55 for nonwork trips, and the median VOT was \$19.68 for work trips and \$16.75 for nonwork trips.

The survey and choice model results indicate that the toll amount and travel-time savings provided by the proposed Express Lanes could have a significant effect on travel behavior of residents and visitors who use I-495 and I-270 in Maryland. The incorporation of these results into the updated regional travel demand model will allow CDM Smith to evaluate a wide range of tolling scenarios and travel conditions for the proposed project.







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## Maryland Department of Transportation

# I-495 AND I-270 EXPRESS LANES STATED PREFERENCE SURVEY

Appendix A: Screen Captures | August 2, 2019



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**PREPARED FOR:**  
MARYLAND DEPARTMENT OF TRANSPORTATION

**SUBMITTED BY:**  
RSG

**IN COOPERATION WITH:**  
CDM SMITH







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# 1.0 TRIP CHARACTERISTIC QUESTIONS


FIGURE 1-1: SURVEY INTRODUCTION AND INSTRUCTIONS



## I-495 and I-270



### TRAVEL STUDY



Thank you for participating in the I-495 and I-270 Travel Study!

The answers you provide in this survey will help the Maryland Department of Transportation and Maryland Transportation Authority [plan improvements to travel options](#) in Maryland.

Your survey answers will not be linked to any personal information and will be analyzed together with many other survey responses.

Use the "Next" and "Previous" buttons below to navigate the survey. Do **NOT** use your browser's "forward" and "back" buttons because your answers will **NOT** be recorded.

Answering all of the questions will take approximately **15 minutes**. This survey is best experienced on a laptop or desktop computer with a large screen.


Please click "Next" to begin.

Next »


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3%


FIGURE 1-2: TRIP QUALIFICATION – I-270



## I-495 and I-270



### TRAVEL STUDY

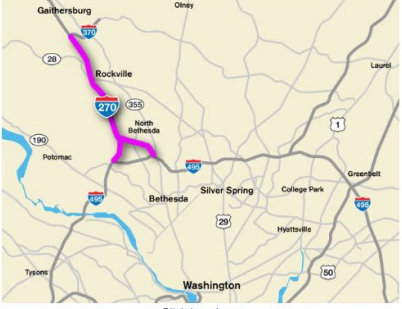


Were you the driver for a trip that meets **ALL** of the following conditions?

- Traveled on any part of **I-270** between I-495 and I-370 (highlighted on the map in **purple**)
- Was made in the **past month** (30 days)
- Traveled in a **personal vehicle** (e.g., car, pickup truck, minivan)
- Took at least **15 minutes**
- Was made on a **weekday**

☐ Yes, I have made a trip that meets **all** of these conditions

☐ No, I have not made a recent trip that meets **all** of these conditions




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6%

FIGURE 1-3: TRIP QUALIFICATION – I-495



## I-495 and I-270

TRAVEL STUDY




Were you the driver for a trip that meets **ALL** of the following conditions?

- Traveled on any part of **I-495 (Capital Beltway)** in Maryland between the George Washington Memorial Parkway and MD 5 (highlighted on the map in **blue**)
- Was made in the **past month (30 days)**
- Traveled in a **personal vehicle** (e.g., car, pickup truck, minivan)
- Took at least **15 minutes**
- Was made on a **weekday**

☐ Yes, I have made a trip that meets **all** of these conditions

☐ No, I have not made a recent trip that meets **all** of these conditions




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4%

FIGURE 1-4: AGE



## I-495 and I-270

TRAVEL STUDY



What is your age\*?

☐ Under 18

☐ 18–24

☐ 25–34

☐ 35–44

☐ 45–54

☐ 55–64

☐ 65–74

☐ 75 or older

**\*Note**

This information is only used to understand if we have received a representative sample of travelers in the region. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.

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9%

## FIGURE 1-5: TERMINATION

*If respondent did not make a qualifying trip on I-495/I-270 or they were younger than 18 years old*

Thanks for taking the time to participate in the I-495 and I-270 Travel Study.



Unfortunately, your answers do not qualify you to complete the rest of this survey.

**Thank you again for your time.** You may close your browser to exit.

---



This study is being conducted by RSG in collaboration with CDM Smith on behalf of the Maryland Department of Transportation and the Maryland Transportation Authority.

Please contact us at [mdexpress@rsginc.com](mailto:mdexpress@rsginc.com) if you have any questions about this survey.



## FIGURE 1-6: DEFINITION OF A QUALIFYING ONE-WAY TRIP – I-270

*If respondent's reference trip traveled on I-270*




### I-495 and I-270


#### TRAVEL STUDY

The questions in the next section of this survey will ask about your most recent weekday trip of at least 15 minutes that used any part of I-270 between I-495 and I-370 (highlighted on the map in purple).

For the purposes of this survey, please think of your trip as travel in **one direction only**, not as a complete round-trip.

Example trip in one direction:





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**FIGURE 1-7: DEFINITION OF A QUALIFYING ONE-WAY TRIP – I-495**


*If respondent's reference trip traveled on I-495*



## I-495 and I-270

### TRAVEL STUDY











The questions in the next section of this survey will ask about **your most recent weekday trip of at least 15 minutes that used any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5 (highlighted on the map in blue).**

For the purposes of this survey, please think of your trip as travel in **one direction only**, not as a complete round-trip.

Example trip in one direction:




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**FIGURE 1-8: DAY OF WEEK**



## I-495 and I-270

### TRAVEL STUDY






Please think about **your most recent weekday trip of at least 15 minutes that used any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5 (highlighted on the map in blue).**

On what **day of the week** did you make your most recent trip on I-495?

☐ Monday  
☐ Tuesday  
☐ Wednesday  
☐ Thursday  
☐ Friday



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FIGURE 1-9: TRIP PURPOSE



## I-495 and I-270





TRAVEL STUDY

Please think about **your most recent weekday trip of at least 15 minutes** that used any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5 (highlighted on the map in **blue**).

What was the **primary purpose** of your most recent trip on I-495?

- ☐ Go to/from work
- ☐ Work-related business (e.g., client meetings)
- ☐ Go to/from school
- ☐ Go to/from airport
- ☐ Shopping
- ☐ Social or recreational (such as visiting a friend or going to the movies)
- ☐ Other personal errands (such as a medical appointment)



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FIGURE 1-10: TRIP BEGIN AND END LOCATIONS



## I-495 and I-270





TRAVEL STUDY

Please think about **your most recent weekday trip of at least 15 minutes** that used any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5 (highlighted on the map in **blue**).

For the purposes of this survey, please think of your trip as travel in **one direction only**, not as a complete round-trip.

Example trip in one direction:




Where did your airport trip begin and end?

My trip **began** at:

- ☐ My home
- ☐ My regular workplace
- ☐ Another place

My trip **ended** at:

- ☐ My home
- ☐ My regular workplace
- ☐ Another place



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**FIGURE 1-11: TRIP BEGIN AND END CONFIRMATION**


*If respondent's begin and end locations were both 'my home' or 'my regular workplace'*



## I-495 and I-270



### TRAVEL STUDY



You indicated your trip began and ended at your home. Remember, we are asking about your travel in **one direction only**, not your complete round-trip.

**Are your beginning and ending locations two physically different locations?**

☐ Yes

☐ No


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**FIGURE 1-12: TRIP ORIGIN**



## I-495 and I-270



### TRAVEL STUDY



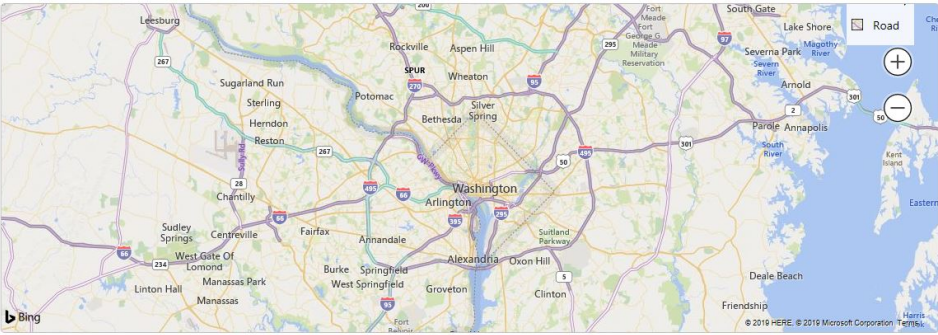
**Where did your airport trip begin?**

[Need help using the map?](#)

You can also click to zoom in on the map and place a marker to select a location.

[Need help locating the correct address?](#)

Enter a location or address



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FIGURE 1-13: TRIP DESTINATION



# I-495 and I-270

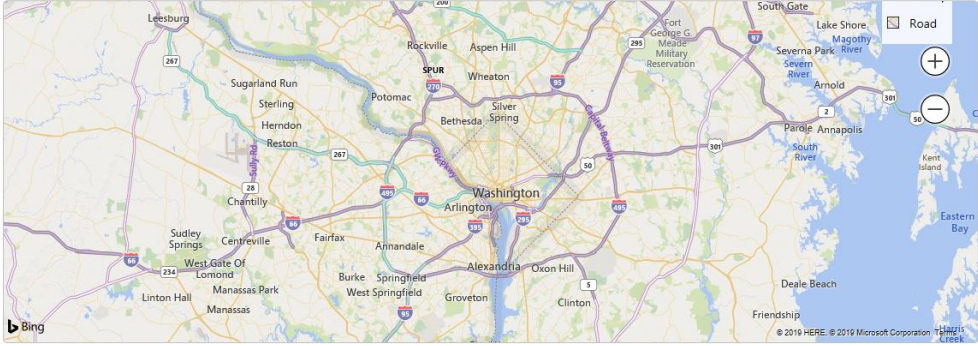
TRAVEL STUDY

Where did your airport trip end?

You can also click to zoom in on the map and place a marker to select a location.

Need help using the map?

Need help locating the correct address?




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FIGURE 1-14: TRIP CONFIRMATION



# I-495 and I-270

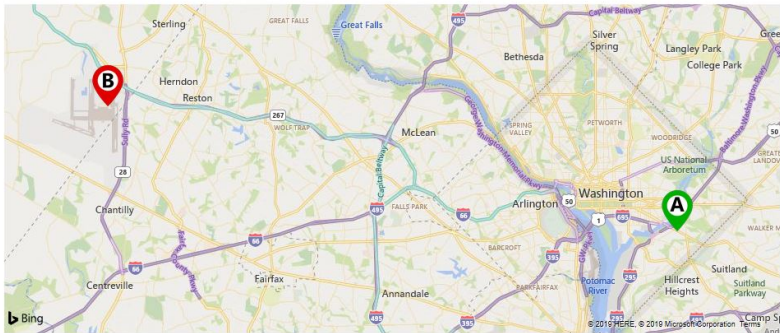
TRAVEL STUDY

Your trip is shown below.

If everything looks good, please click "Next" to continue. Otherwise click "Previous" to make changes to your trip's beginning or ending location.

(A) Start at your home: Pennsylvania Ave SE, Washington, DC 20020

(B) End at your home: 1 Saarinen Circle, Sterling, VA 20166



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**FIGURE 1-15: INVALID TRIP WARNING**

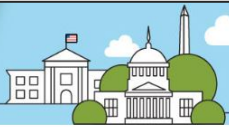
*If respondent's origin and destination indicated an invalid trip*



## I-495 and I-270








### TRAVEL STUDY



The trip you just described seems to have started and ended in the same place, or two locations very close together. Please describe only the one-way portion of your trip, not the complete round trip.

Example trip in one direction:



HOME (Begin)   Local streets) and/or highways   I-495   Local streets) and/or highways   WORK (End)

Do you need to change the beginning or ending location of your trip?

☐ Yes

☐ No


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**FIGURE 1-16: OTHER ROAD USED (I-270)**


*If respondent traveled on I-495 and was not shown the I-270 screener question*



## I-495 and I-270



### TRAVEL STUDY

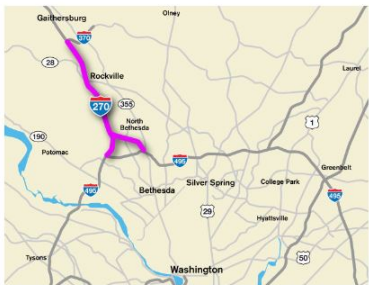


Please think about your most recent weekday trip of at least 15 minutes that used any part of I-495 (Capital Beltway) in Maryland between the George Washington Memorial Parkway and MD 5.

In addition to I-495, did you travel on any part of I-270 between I-495 and I-370 during your airport trip?

☐ Yes

☐ No



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**FIGURE 1-17: OTHER ROAD USED (I-495)**

*If respondent traveled on I-270 and was not shown the I-495 screener question*



**I-495 and I-270**  
TRAVEL STUDY




Please think about **your most recent weekday trip of at least 15 minutes** that used any part of I-270 between I-495 and I-370.

In addition to I-270, did you travel on any part of I-495 in Maryland between the George Washington Memorial Parkway and MD 5 during your airport trip?

☐ Yes

☐ No



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**FIGURE 1-18: ROAD ORDER**

*If respondent traveled on I-270 and I-495 on their reference trip*



**I-495 and I-270**  
TRAVEL STUDY




Please think about **your most recent weekday trip of at least 15 minutes** that used any part of I-270 between I-495 and I-370.

Which road did you travel on **first** on your airport trip?

☐ I traveled on I-270 first

☐ I traveled on I-495 first



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**FIGURE 1-19: I-270 ENTRANCE RAMP**

*If respondent traveled on only I-270 or on I-270 first*



## I-495 and I-270

TRAVEL STUDY

Where did you **enter onto** I-270 on your airport trip?

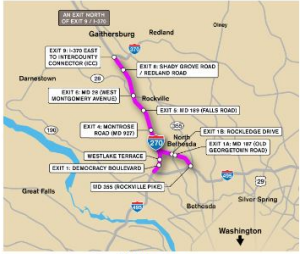
- ☐ An exit north of Exit 9 / I-370
- ☐ Exit 9: I-370 east to Intercounty Connector (ICC) / MD 200 / Sam Elg Highway
- ☐ Exit 8: Shady Grove Road / Redland Road
- ☐ Exit 6: MD 28 (West Montgomery Avenue) – Rockville, Darnestown
- ☐ Exit 5: MD 189 (Falls Road)
- ☐ Exit 4: Montrose Road (MD 927)
- ☐ Exit 1B: Rockledge Drive
- ☐ Exit 1A: MD 187 (Old Georgetown Road)
- ☐ Westlake Terrace
- ☐ Exit 1: Democracy Boulevard
- ☐ MD 355 (Rockville Pike) – Bethesda

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**FIGURE 1-20: I-270 EXIT RAMP**

*If respondent traveled on only I-270 or on I-270 last*



## I-495 and I-270

TRAVEL STUDY

Where did you **exit from** I-270 on your airport trip?

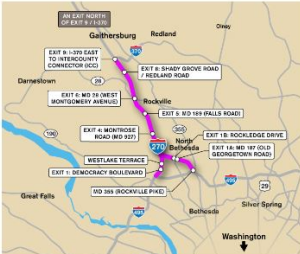
- ☐ An exit north of Exit 9 / I-370
- ☐ Exit 9: I-370 east to Intercounty Connector (ICC) / MD 200 / Sam Elg Highway
- ☐ Exit 8: Shady Grove Road / Redland Road
- ☐ Exit 6: MD 28 (West Montgomery Avenue) – Rockville, Darnestown
- ☐ Exit 5: MD 189 (Falls Road)
- ☐ Exit 4: Montrose Road (MD 927)
- ☐ Exit 1B: Rockledge Drive
- ☐ Exit 1A: MD 187 (Old Georgetown Road)
- ☐ Westlake Terrace
- ☐ Exit 1: Democracy Boulevard
- ☐ MD 355 (Rockville Pike) – Bethesda

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**FIGURE 1-21: I-495 ENTRANCE RAMP**


*If respondent traveled on only I-495 or on I-495 first*



## I-495 and I-270

TRAVEL STUDY





Where did you **enter onto I-495** on your airport trip?

☐ An exit south of Exit 43 (George Washington Memorial Parkway) in Virginia

☐ Exit 43: George Washington Memorial Parkway south – Washington

☐ Exit 41: Clara Barton Parkway – Carderock, Great Falls, Glen Echo

☐ Exit 40: Cabin John Parkway south – Glen Echo

☐ Exit 39: MD 190 (River Road) – Washington, Potomac

☐ Exit 36: MD 187 (Old Georgetown Road) – Rockville, Bethesda

☐ Exit 34: MD 355 (Wisconsin Avenue) – Bethesda, Rockville

☐ Exit 33: MD 185 (Connecticut Avenue) – Kensington, Chevy Chase

☐ Exit 31: MD 97 (Georgia Avenue) – Silver Spring, Wheaton

☐ Exit 30B: US 29 south (Colesville Road) – Silver Spring

☐ Exit 30A: US 29 north (Colesville Road) – Columbia

☐ Exit 29: MD 193 (University Boulevard) – Wheaton, Langley Park

☐ Exit 28: MD 650 (New Hampshire Avenue) – White Oak, Takoma Park

☐ Exit 27: I-95 north – Baltimore

☐ Exit 25: US 1 (Baltimore Avenue) – Laurel, College Park

☐ Exit 24: Greenbelt Station

☐ Exit 23: MD 201 (Kenilworth Avenue) – Bladensburg, Greenbelt

☐ Exit 22: Baltimore–Washington Parkway – Baltimore, Washington

☐ Exit 20: MD 450 (Annapolis Road) – Lanham, Bladensburg

☐ Exit 19: US 50 (I-595 east) – Annapolis, Washington, New Carrollton Station

☐ Exit 17: MD 202 (Landover Road) – Upper Marlboro, Bladensburg

☐ Exit 16: Arena Drive ( MD 202F)

☐ Exit 15: MD 214 (Central Avenue) – Largo, Seat Pleasant

☐ Exit 13: Ritchie–Marlboro Road ( MD 221A) – Upper Marlboro, Capitol Heights

☐ Exit 11: MD 4 (Pennsylvania Avenue) – Upper Marlboro, Washington

☐ Exit 9: MD 337 (Allentown Road) – Andrews AFB, Morningside

☐ Exit 7: MD 5 (Branch Avenue) – Waldorf, Silver Hill

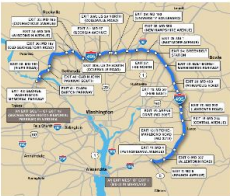
☐ An exit west of Exit 7 (MD 5) in Maryland

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**FIGURE 1-22: I-495 EXIT RAMP**


*If respondent traveled on only I-495 or on I-495 last*



## I-495 and I-270

TRAVEL STUDY





Where did you **exit from I-495** on your airport trip?

☐ An exit south of Exit 43 (George Washington Memorial Parkway) in Virginia

☐ Exit 43: George Washington Memorial Parkway south – Washington

☐ Exit 41: Clara Barton Parkway – Carderock, Great Falls, Glen Echo

☐ Exit 40: Cabin John Parkway south – Glen Echo

☐ Exit 39: MD 190 (River Road) – Washington, Potomac

☐ Exit 36: MD 187 (Old Georgetown Road) – Rockville, Bethesda

☐ Exit 34: MD 355 (Wisconsin Avenue) – Bethesda, Rockville

☐ Exit 33: MD 185 (Connecticut Avenue) – Kensington, Chevy Chase

☐ Exit 31: MD 97 (Georgia Avenue) – Silver Spring, Wheaton

☐ Exit 30A: US 29 north (Colesville Road) – Columbia

☐ Exit 29: MD 193 (University Boulevard) – Wheaton, Langley Park

☐ Exit 28: MD 650 (New Hampshire Avenue) – White Oak, Takoma Park

☐ Exit 27: I-95 north – Baltimore

☐ Exit 25: US 1 (Baltimore Avenue) – Laurel, College Park

☐ Exit 24: Greenbelt Station

☐ Exit 23: MD 201 (Kenilworth Avenue) – Bladensburg, Greenbelt

☐ Exit 22: Baltimore–Washington Parkway – Baltimore, Washington

☐ Exit 20: MD 450 (Annapolis Road) – Lanham, Bladensburg

☐ Exit 19: US 50 (I-595 east) – Annapolis, Washington, New Carrollton Station

☐ Exit 17: MD 202 (Landover Road) – Upper Marlboro, Bladensburg

☐ Exit 16: Arena Drive ( MD 202F)

☐ Exit 15: MD 214 (Central Avenue) – Largo, Seat Pleasant

☐ Exit 13: Ritchie–Marlboro Road ( MD 221A) – Upper Marlboro, Capitol Heights

☐ Exit 11: MD 4 (Pennsylvania Avenue) – Upper Marlboro, Washington

☐ Exit 9: MD 337 (Allentown Road) – Andrews AFB, Morningside

☐ Exit 7: MD 5 (Branch Avenue) – Waldorf, Silver Hill


☐ An exit west of Exit 7 (MD 5) in Maryland

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FIGURE 1-23: TRIP BEGIN TIME

**I-495 and I-270 TRAVEL STUDY**

What time did you **begin** your airport trip?

My trip began at: **Please click and drag the orange box to select a time.**

Midnight 6:00 am Noon 6:00 pm 11:55 pm

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FIGURE 1-24: EFFECT OF CONGESTION ON DEPARTURE TIME

**I-495 and I-270 TRAVEL STUDY**

Did you start your airport trip at 7:00 am to **avoid delays due to traffic congestion**?

☐ Yes  
☐ No

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FIGURE 1-25: REPORTED TRAVEL TIME

**I-495 and I-270 TRAVEL STUDY**

Approximately how long did it take you, **door to door**, to travel from your home to the place where your trip ended?

*Please include only the time you spent traveling and not time spent at stops you may have made along the way (e.g., to get gas or coffee).*

My trip took: **Please click and drag the orange box to select the length of time.**

15 minutes 2 hours 4 hours

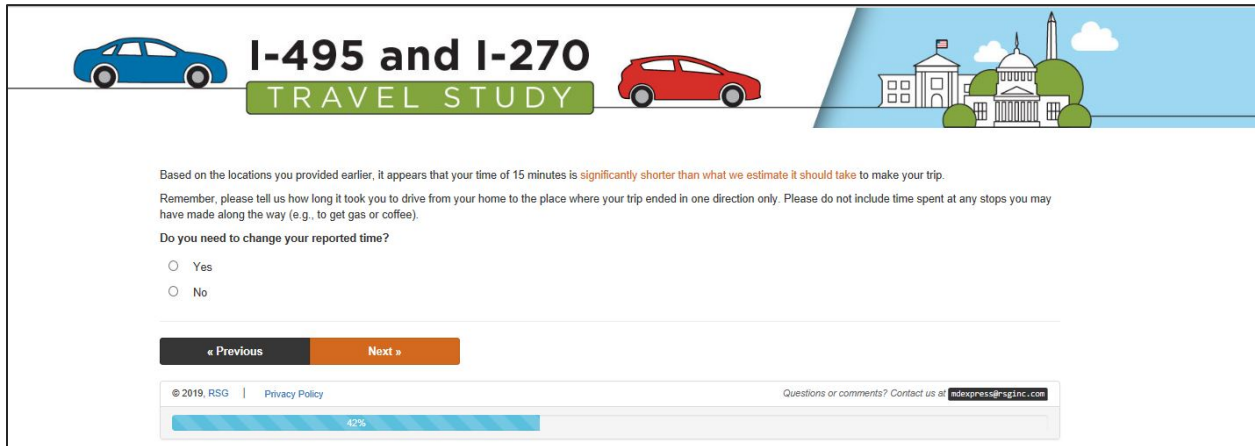
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## FIGURE 1-26: TRIP TIME VALIDATION

*If time validation estimates using Bing Maps are inconsistent with the reported travel time*



The screenshot shows a survey header with a blue car icon, the title "I-495 and I-270 TRAVEL STUDY" in a green box, a red car icon, and a background illustration of the Maryland State Capitol building. The main content area contains the following text:

Based on the locations you provided earlier, it appears that your time of 15 minutes is **significantly shorter than what we estimate it should take** to make your trip.

Remember, please tell us how long it took you to drive from your home to the place where your trip ended in one direction only. Please do not include time spent at any stops you may have made along the way (e.g., to get gas or coffee).

Do you need to change your reported time?

☐ Yes

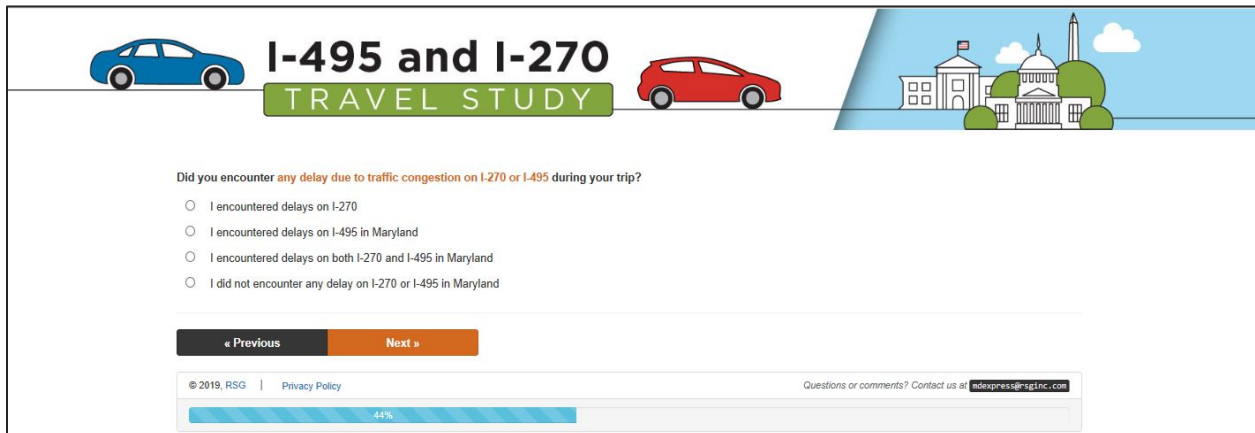
☐ No

Navigation buttons: « Previous (black) and Next » (orange).

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A progress bar at the bottom indicates 42% completion.

## FIGURE 1-27: DELAY



The screenshot shows the same survey header as Figure 1-26. The main content area contains the following text:

Did you encounter **any delay due to traffic congestion on I-270 or I-495** during your trip?

☐ I encountered delays on I-270

☐ I encountered delays on I-495 in Maryland

☐ I encountered delays on both I-270 and I-495 in Maryland

☐ I did not encounter any delay on I-270 or I-495 in Maryland

Navigation buttons: « Previous (black) and Next » (orange).

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A progress bar at the bottom indicates 44% completion.

**FIGURE 1-28: TRAVEL TIME WITH NO CONGESTION ON I-270/I-495**  
*If respondent encountered delays due to traffic congestion on I-270/I-495*

**I-495 and I-270 TRAVEL STUDY**

You reported your trip took 40 minutes with some delay due to congestion.  
If there were **NO** delays due to congestion on I-270, **how long would this trip have taken you?**

With no delay on I-270, my trip would have taken: **Please click and drag the orange box to select the length of time.**

a minute or less | 4 hours

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45%

**FIGURE 1-29: TRIP FREQUENCY**

**I-495 and I-270 TRAVEL STUDY**

Typically, how often do you make this same one-way trip, **in this direction**, between your home and the place where your trip ended?

- ☐ 6 or more times per week
- ☐ 4-5 times per week
- ☐ 2-3 times per week
- ☐ 1 time per week
- ☐ 3 times per month
- ☐ 2 times per month
- ☐ 1 time per month
- ☐ Less than 1 time per month


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47%





FIGURE 1-30: TOLLS



## I-495 and I-270

TRAVEL STUDY



Did you pay any tolls on your trip?  
*Please select all that apply.*

- ☐ No, I did not pay any tolls on my trip
- ☐ Yes, I paid a toll on the Dulles Toll Road/Dulles Greenway (State Route 267)
- ☐ Yes, I paid a toll on the Intercounty Connector (ICC)/MD 200
- ☐ Yes, I paid a toll on I-66
- ☐ Yes, I paid a toll on the I-95 Express Lanes
- ☐ Yes, I paid a toll on the I-495 Express Lanes
- ☐ Yes, I paid a toll on another road:


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FIGURE 1-31: TRANSPONDER OWNERSHIP



## I-495 and I-270

TRAVEL STUDY




Do you currently have an E-ZPass transponder\* in your car for electronic toll collection?

- ☐ Yes, I have an E-ZPass transponder
- ☐ No, I have another type of electronic toll transponder
- ☐ No, I don't have an E-ZPass or other electronic toll transponder

**\*Note**

A transponder is an electronic device that is mounted inside the windshield of your vehicle. When your vehicle passes through a toll plaza, an antenna at the toll plaza reads the account information contained in the transponder. The appropriate toll is then deducted from your prepaid account.



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## 2.0 STATED PREFERENCE QUESTIONS


FIGURE 2-1: PROGRAM INFORMATION



# I-495 and I-270



## TRAVEL STUDY




### Program Information

The Maryland Department of Transportation (MDOT) announced the Traffic Relief Plan to help address some of Maryland's transportation challenges. The largest component in the Traffic Relief Plan will involve improvements in the I-495 and I-270 corridors, which will consider transformative solutions to address congestion along these highways in Frederick, Montgomery and Prince George's counties.

Express Lanes are being considered on I-495 in Maryland and on I-270 between I-495 and I-370 to reduce traffic congestion and improve travel times.

The Express Lanes would provide **new travel choices** and **more predictable travel times**. Some information about the program:

- The toll to use the Express Lanes would change depending on traffic conditions to keep traffic flowing in the Express Lanes.
- The existing regular lanes would remain available and always toll-free.
- The Express Lanes would use electronic tolling at highway speeds. Drivers without an E-ZPass transponder would pay a surcharge to use the Express Lanes.



Click to enlarge

**\*Note**

"Express Lanes" may refer to either Express Toll Lanes, which require all users to pay a toll, or to High Occupancy Toll Lanes (HOT), which provide reduced tolls for vehicles meeting occupancy minimums.

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FIGURE 2-2: STATED PREFERENCE INSTRUCTIONS



# I-495 and I-270



## TRAVEL STUDY



### Instructions

In the next section of the survey you will see a series of 8 questions. Each question will show you a set of **travel options** for making the airport trip you just described on I-270 and I-495. In addition to the existing regular lanes, imagine that you have the option of using the **new Express Lanes**.

- For each screen, please look closely at the options and tell us which one you **most prefer**.
- For each question, **focus only on the travel options shown**. Do not consider the choices you made on previous questions.
- Please assume all options shown are available and feasible options for making the trip you have described, **even if these options are not currently available to you**.
- Please assume all else is equal between the options shown.

Please click "Next" to continue.

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FIGURE 2-3: EXAMPLE STATED PREFERENCE QUESTION



## I-495 and I-270



### TRAVEL STUDY



Below are 2 different travel options for making the airport trip you have just described. These options include information on travel time and toll cost. Please assume that all other travel costs are the same as they are now.

If the options below were the only options available for your trip, which would **you most prefer**?

Information in **orange** may vary from screen to screen.

Use the Regular Lanes on I-270 and I-495	Use the Express Lanes on I-270 and I-495
Travel Time: 48 minutes	Travel Time: 39 minutes
Toll Cost: No Toll	Toll Cost: \$2.00
<div>I prefer this option</div> <div><input type="radio"/></div>	<div>I prefer this option</div> <div><input type="radio"/></div>

(1 of 8)

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55%

## 3.0 DEBRIEF AND OPINION QUESTIONS

**FIGURE 3-1: REASON FOR NEVER SELECTING THE TOLLED EXPRESS LANES ALTERNATIVE**

*If respondent never chose the tolled Express Lanes alternative in the SP questions*

**I-495 and I-270**  
**TRAVEL STUDY**

What is the **primary reason** you never chose to pay to drive in the Express Lanes in the previous section?

- ☐ Opposed to paying tolls
- ☐ The toll costs shown are too high
- ☐ Time savings not worth the toll cost
- ☐ Opposed to Express Lanes in general
- ☐ Not enough time savings
- ☐ Other:

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**FIGURE 3-2: LIKELIHOOD OF PURCHASING A TRANSPONDER**

*If respondent did not own an E-ZPass transponder and selected the Express Lanes at least once in the SP questions*

**I-495 and I-270**  
**TRAVEL STUDY**

In one of the previous scenarios, you said you would use the Express Lanes if your trip took **35 minutes** and cost **\$5.00**.  
If the toll for that trip **using video tolling** was **\$7.50**, but **\$5.00** using **E-ZPass**, how likely would you be to get an E-ZPass transponder?


- ☐ Very likely to get E-ZPass
- ☐ Somewhat likely to get E-ZPass
- ☐ Not sure
- ☐ Unlikely to get E-ZPass
- ☐ Very unlikely to get E-ZPass

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59%

FIGURE 3-3: EXPRESS LANES SCENARIOS



## I-495 and I-270

TRAVEL STUDY



In what situations would you be most likely to pay to use the Express Lanes on I-495 and/or I-270?

Please select all that apply:

- ☐ When it's a busier than normal travel day (i.e., holidays, long weekends, major events)
- ☐ Going to an important meeting or event
- ☐ When there is heavy truck traffic in the regular lanes
- ☐ When it's rush hour (i.e., peak commuting periods in the morning or evening)
- ☐ When the regular lanes are congested
- ☐ When I'm worried about arriving home on time
- ☐ When I'm worried about arriving somewhere other than my home on time (e.g., when going to the airport, day care, or work)
- ☐ When I'm running late
- ☐ Other:
- ☐ I will not use the Express Lanes

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60%

FIGURE 3-4: PROJECT OPINION



## I-495 and I-270

TRAVEL STUDY



Which of the following best describes how you feel about the proposed Express Lanes in Maryland on I-495 and I-270?

- ☐ Strongly favor
- ☐ Somewhat favor
- ☐ Neutral
- ☐ Somewhat opposed
- ☐ Strongly opposed

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**FIGURE 3-5: PRIMARY REASON FOR FAVORING THE PROJECT**

*If respondent was somewhat or strongly in favor of the project*

**I-495 and I-270**  
**TRAVEL STUDY**

Please indicate the **primary reason you are in favor** of the proposed Express Lanes.

- ☐ Tolls/user fees are a good way to raise funds for transit improvements
- ☐ Less congestion
- ☐ Tolls/user fees are a fair way to pay for highway improvements
- ☐ Safer road conditions
- ☐ More reliable travel times
- ☐ Faster travel times
- ☐ Reduced emissions and improved air quality
- ☐ Other

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**FIGURE 3-6: PRIMARY REASON FOR OPPOSING THE PROJECT**

*If respondent was somewhat or strongly opposed to the project*

**I-495 and I-270**  
**TRAVEL STUDY**

Please indicate the **primary reason you are opposed** to the proposed Express Lanes.


- ☐ Do not want to pay tolls with an E-ZPass transponder
- ☐ Opposed to spending money on road construction projects
- ☐ Impact of tolling on residents who can't afford it
- ☐ Opposed to paying tolls
- ☐ The range of tolls presented to me were too high
- ☐ Need more public transportation options
- ☐ Opposed to highway expansion
- ☐ Concerned about privacy
- ☐ Other

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FIGURE 3-7: TOLL ATTITUDE STATEMENTS



## I-495 and I-270

### TRAVEL STUDY

How strongly do you agree or disagree with each of the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I support using tolls to pay for highway improvements that relieve congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I support increased or new taxes to pay for highway improvements that relieve congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will use a toll route if it guarantees my trip travel time is reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can generally afford to pay tolls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will use a toll route if the tolls are reasonable and I will save time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


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FIGURE 3-8: NEWS AND INFORMATION



## I-495 and I-270

### TRAVEL STUDY

From which of the following do you prefer to get MOST of your news and information?

- ☐ Television
- ☐ Broadcast radio
- ☐ Newspapers
- ☐ Digital entertainment/news outlets
- ☐ Social media (e.g., Facebook, Twitter)
- ☐ Online news networks
- ☐ Streaming services
- ☐ Text notifications
- ☐ Other

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## 4.0 EXPRESS LANES USE QUESTIONS

FIGURE 4-1: RECENT USE OF I-495 IN VIRGINIA



# I-495 and I-270

## TRAVEL STUDY




Thanks for your responses so far! We just have a few questions about your use of the existing Express Lanes on the Capital Beltway in Virginia.

In the past month (30 days), have you made any trips on I-495 (Capital Beltway) between Springfield and McLean (shown in blue on the map) alone or with 1 other person in the vehicle?

☐ Yes

☐ No



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FIGURE 4-2: FREQUENCY OF I-495 USE

*If respondent had used I-495 in Virginia in the past month*



# I-495 and I-270

## TRAVEL STUDY



In the past month (30 days), how often did you drive on I-495 (Capital Beltway) between Springfield and McLean (highlighted in blue on the map) alone or with 1 other person in the vehicle?

☐ 6 or more times per week

☐ 4-5 times per week

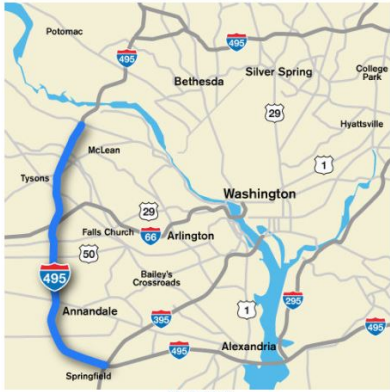
☐ 2-3 times per week

☐ 1 time per week

☐ 3 times

☐ 2 times

☐ 1 time



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**FIGURE 4-3: FREQUENCY OF I-495 EXPRESS LANES USE**

*If respondent had used I-495 in Virginia in the past month*




## I-495 and I-270

TRAVEL STUDY



In the past month (30 days), when making trips on I-495 (Capital Beltway) between Springfield and McLean alone or with 1 other person in the vehicle, how often did you **pay a toll and drive in the Express Lanes**?

- ☐ I always paid a toll and drove in the Express Lanes
- ☐ I sometimes paid a toll and drove in the Express Lanes, and sometimes drove for free in the regular lanes
- ☐ I always drove for free in the regular lanes



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**FIGURE 4-4: TOLL RATES**

*If respondent always or sometimes used the Express Lanes on I-495 in Virginia*



## I-495 and I-270

TRAVEL STUDY



Which of the following do you use to check the toll rates on the I-495 (Capital Beltway) Express Lanes in Virginia for any trips that you make on I-495?

*Please select all that apply.*

- ☐ Expresslanes.com website (Map Your Trip)
- ☐ Express Lanes mobile app
- ☐ Express Saver mobile app
- ☐ Overhead signs at the entrance to the Express Lanes
- ☐ Other method to check toll rates
- ☐ I don't check the toll rates on the Express Lanes

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**FIGURE 4-5: FACTORS AFFECTING DECISION TO USE I-495 EXPRESS LANES**

*If respondent sometimes used the Express Lanes on I-495 in Virginia*



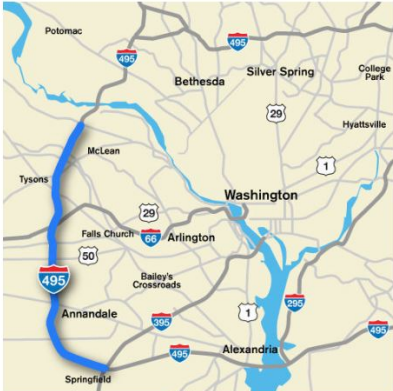
## I-495 and I-270

TRAVEL STUDY



Which of the following influence your choice to use the regular lanes or the Express Lanes on I-495?  
Please select all that apply.

- ☐ Truck traffic in the regular lanes
- ☐ If I am running late
- ☐ How I am generally feeling that day
- ☐ Traffic congestion in the Express Lanes
- ☐ Traffic congestion in the regular lanes
- ☐ The type of trip I am making
- ☐ If I am driving during rush hour
- ☐ The amount of time I would save by driving in the Express Lanes
- ☐ How important it is to be on time to my destination
- ☐ The toll amount to drive in the Express Lanes
- ☐ Other:
- ☐ None of the above



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**FIGURE 4-6: TOP-RANKED FACTORS AFFECTING DECISION TO USE I-495 EXPRESS LANES**

*If respondent chose more than one reason to sometimes use the Express Lanes on I-495 in Virginia*



## I-495 and I-270

TRAVEL STUDY



Rank each of the factors from **most important** to **least important** when deciding whether to pay to drive in the Express Lanes on I-495.  
After you make a selection, it will disappear from the list. Please continue selecting in order until no factors remain.

The type of trip I am making

How I am generally feeling that day

The toll amount to drive in the Express Lanes

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75%

**FIGURE 4-7: REASON FOR ALWAYS USING EXPRESS LANES ON I-495 VIRGINIA**


*If respondent always used the Express Lanes on I-495 in Virginia*



## I-495 and I-270



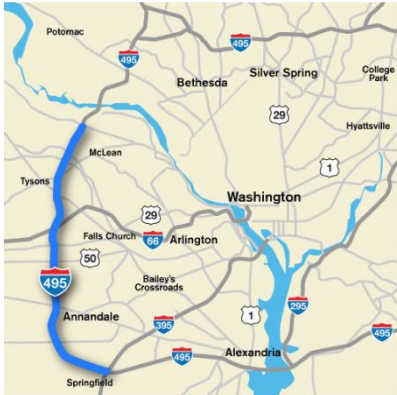
### TRAVEL STUDY



Why do you always pay to drive in the Express Lanes when making trips on I-495?

Please select all that apply:

- ☐ I don't want to make a bad decision
- ☐ There is often traffic congestion in the regular lanes
- ☐ I get reimbursed for the toll
- ☐ I feel safer in the Express Lanes
- ☐ The toll cost is not a factor for me
- ☐ It makes driving less stressful and more enjoyable
- ☐ It is usually important that I get to my destination on time
- ☐ The amount of time I save by driving in the Express Lanes
- ☐ The types of trips I make on I-495
- ☐ I don't like deciding whether I will use the Express Lanes on each trip
- Other:
- ☐ None of the above



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**FIGURE 4-8: TOP-RANKED REASONS FOR ALWAYS USING EXPRESS LANES ON I-495 VIRGINIA**


*If respondent chose more than one reason to always use the Express Lanes on I-495 in Virginia*



## I-495 and I-270



### TRAVEL STUDY



Rank each of the factors from **most important** to **least important** as to why you always pay to drive in the Express Lanes on I-495?

After you make a selection, it will disappear from the list. Please continue selecting in order until no factors remain.

It is usually important that I get to my destination on time

The toll cost is not a factor for me

It makes driving less stressful and more enjoyable


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78%

**FIGURE 4-9: REASON FOR NEVER USING I-495 EXPRESS LANES**

*If respondent never used the Express Lanes on I-495 in Virginia*




## I-495 and I-270

### TRAVEL STUDY

Why do you never pay to drive in the Express Lanes when making trips on I-495?  
Please select all that apply:

- ☐ I wouldn't save enough time by driving in the Express Lanes
- ☐ I never pay tolls
- ☐ I don't mind traffic congestion in the regular lanes
- ☐ The types of trips I make on I-495
- ☐ I don't know enough about the Express Lanes (e.g., where I can enter and exit the Express Lanes)
- ☐ I leave early to reach my destination on time even if there is traffic
- ☐ I do not want to pay tolls with an E-ZPass
- ☐ I don't want to make a bad decision
- ☐ The toll to travel in the Express Lanes is too high
- ☐ I avoid driving during rush hour when I can
- ☐ I don't like deciding whether I will use the Express Lanes on each trip
- ☐ I don't mind being late
- ☐ Other:
- ☐ None of the above



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30%

**FIGURE 4-10: TOP-RANKED REASONS FOR NEVER USING I-495 EXPRESS LANES**

*If respondent chose more than one reason to never use the Express Lanes on I-495 in Virginia*



## I-495 and I-270

### TRAVEL STUDY

Rank each of the factors from **most important** to **least important** as to why you never pay to drive in the Express Lanes on I-495?  
After you make a selection, it will disappear from the list. Please continue selecting in order until no factors remain.

I do not want to pay tolls with an E-ZPass

I don't want to make a bad decision

The toll to travel in the Express Lanes is too high

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## 5.0 DEMOGRAPHIC QUESTIONS

FIGURE 5-1: GENDER

The screenshot shows the 'I-495 and I-270 TRAVEL STUDY' survey interface. At the top, there are icons of a blue car, a red car, and a building. The main heading is 'I-495 and I-270 TRAVEL STUDY'. Below the heading, the text reads: 'You're almost done! Before we conclude the survey, we would like to have some general information about you.' The question is 'What is your gender?'. There are three radio button options: 'Female', 'Male', and 'Other'. A note box states: '\*Note This information is only used to understand if we have received a representative sample of travelers in the region. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.' At the bottom, there are navigation buttons: '« Previous' and 'Next »'. The footer contains copyright information: '© 2019, RSG | Privacy Policy' and a contact email: 'Questions or comments? Contact us at [mdexpress@rsginc.com](mailto:mdexpress@rsginc.com)'. A progress bar at the bottom indicates 88% completion.

FIGURE 5-2: ZIP CODE

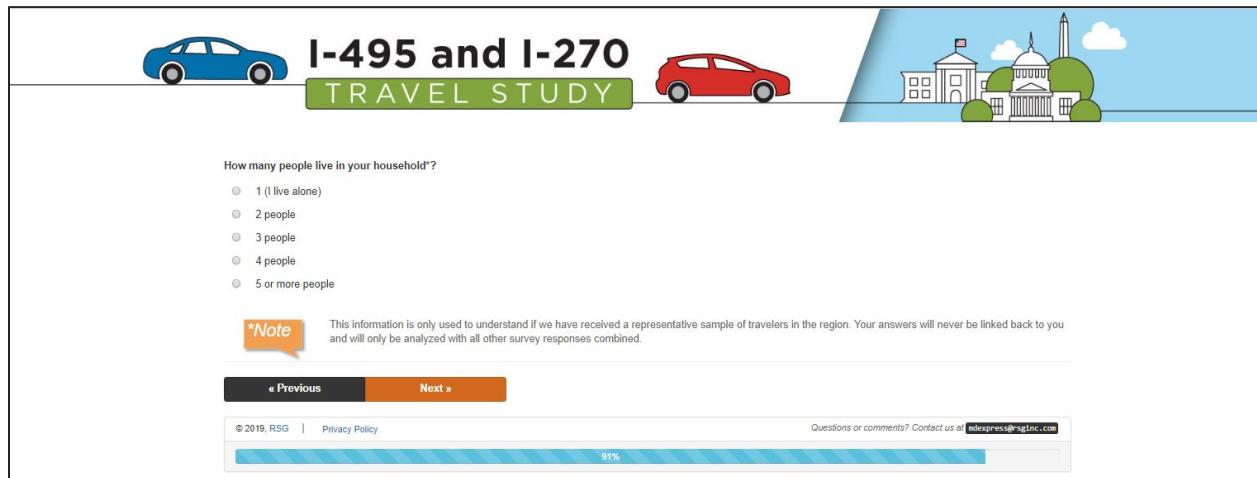
The screenshot shows the 'I-495 and I-270 TRAVEL STUDY' survey interface. At the top, there are icons of a blue car, a red car, and a building. The main heading is 'I-495 and I-270 TRAVEL STUDY'. Below the heading, the text reads: 'What is your home ZIP code?'. There is a text input field labeled 'Zip code:'. At the bottom, there are navigation buttons: '« Previous' and 'Next »'. The footer contains copyright information: '© 2019, RSG | Privacy Policy' and a contact email: 'Questions or comments? Contact us at [mdexpress@rsginc.com](mailto:mdexpress@rsginc.com)'. A progress bar at the bottom indicates 88% completion.

FIGURE 5-3: EMPLOYMENT STATUS

The screenshot shows the 'I-495 and I-270 TRAVEL STUDY' survey interface. At the top, there are icons of a blue car, a red car, and a building. The main heading is 'I-495 and I-270 TRAVEL STUDY'. Below the heading, the text reads: 'What is your current employment status?'. There are ten radio button options: 'Employed full-time', 'Employed part-time', 'Self-employed', 'Student', 'Student and employed', 'Homemaker', 'Retired', 'Disabled', 'Unemployed and looking for work', and 'Unemployed and not looking for work'. A note box states: '\*Note This information is only used to understand if we have received a representative sample of travelers in the region. Your answers will never be linked back to you and will only be analyzed with all other survey responses combined.' At the bottom, there are navigation buttons: '« Previous' and 'Next »'. The footer contains copyright information: '© 2019, RSG | Privacy Policy' and a contact email: 'Questions or comments? Contact us at [mdexpress@rsginc.com](mailto:mdexpress@rsginc.com)'. A progress bar at the bottom indicates 90% completion.



FIGURE 5-4: HOUSEHOLD SIZE



The survey interface for 'I-495 and I-270 TRAVEL STUDY' features a header with a blue car icon, the study title, a red car icon, and a background illustration of the Virginia State Capitol. The main question is 'How many people live in your household?'. Below it are five radio button options: '1 (I live alone)', '2 people', '3 people', '4 people', and '5 or more people'. A note box states that the information is used for understanding the representative sample and will not be linked back to the user. At the bottom, there are 'Previous' and 'Next' buttons, a footer with copyright and privacy policy information, and a progress bar showing 91% completion.

**I-495 and I-270**  
**TRAVEL STUDY**

How many people live in your household?\*

- ☐ 1 (I live alone)
- ☐ 2 people
- ☐ 3 people
- ☐ 4 people
- ☐ 5 or more people

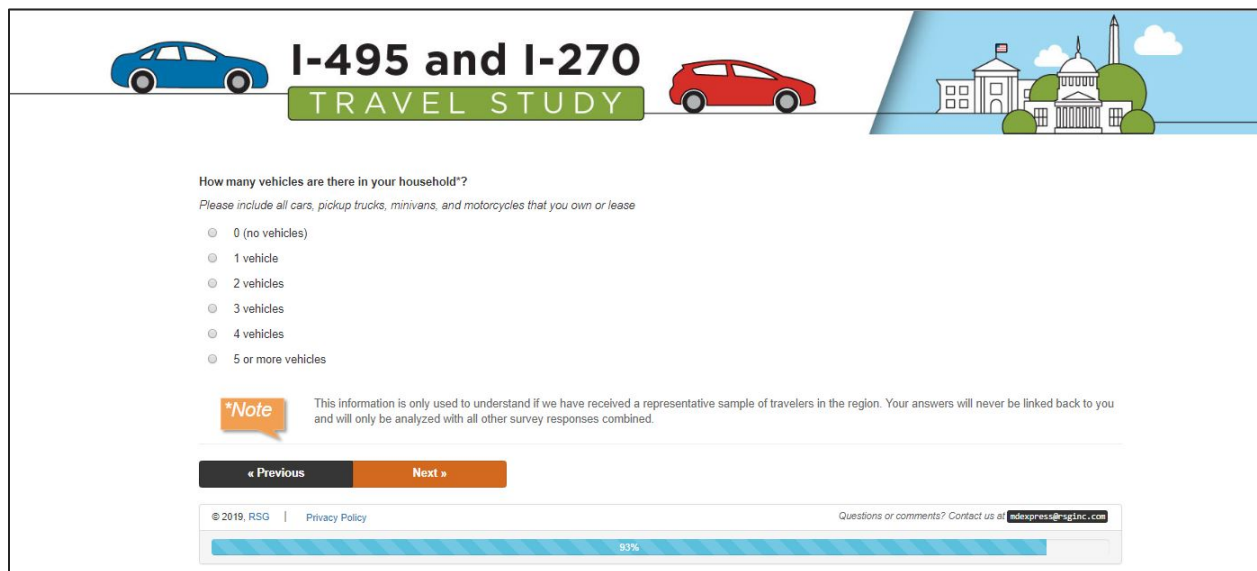
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91%

FIGURE 5-5: HOUSEHOLD VEHICLES



The survey interface for 'I-495 and I-270 TRAVEL STUDY' features a header with a blue car icon, the study title, a red car icon, and a background illustration of the Virginia State Capitol. The main question is 'How many vehicles are there in your household?'. Below it is a sub-question: 'Please include all cars, pickup trucks, minivans, and motorcycles that you own or lease'. There are five radio button options: '0 (no vehicles)', '1 vehicle', '2 vehicles', '3 vehicles', '4 vehicles', and '5 or more vehicles'. A note box states that the information is used for understanding the representative sample and will not be linked back to the user. At the bottom, there are 'Previous' and 'Next' buttons, a footer with copyright and privacy policy information, and a progress bar showing 93% completion.

**I-495 and I-270**  
**TRAVEL STUDY**

How many vehicles are there in your household?\*

Please include all cars, pickup trucks, minivans, and motorcycles that you own or lease

- ☐ 0 (no vehicles)
- ☐ 1 vehicle
- ☐ 2 vehicles
- ☐ 3 vehicles
- ☐ 4 vehicles
- ☐ 5 or more vehicles

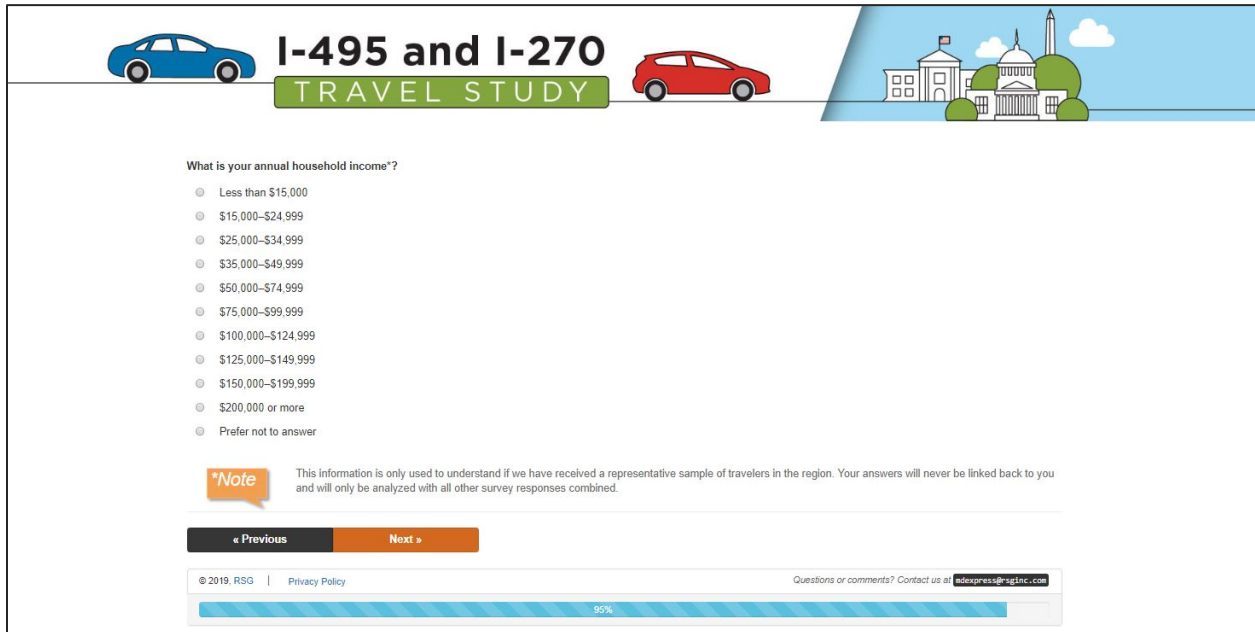
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93%

FIGURE 5-6: ANNUAL HOUSEHOLD INCOME



**I-495 and I-270 TRAVEL STUDY**

What is your annual household income\*?

- ☐ Less than \$15,000
- ☐ \$15,000–\$24,999
- ☐ \$25,000–\$34,999
- ☐ \$35,000–\$49,999
- ☐ \$50,000–\$74,999
- ☐ \$75,000–\$99,999
- ☐ \$100,000–\$124,999
- ☐ \$125,000–\$149,999
- ☐ \$150,000–\$199,999
- ☐ \$200,000 or more
- ☐ Prefer not to answer

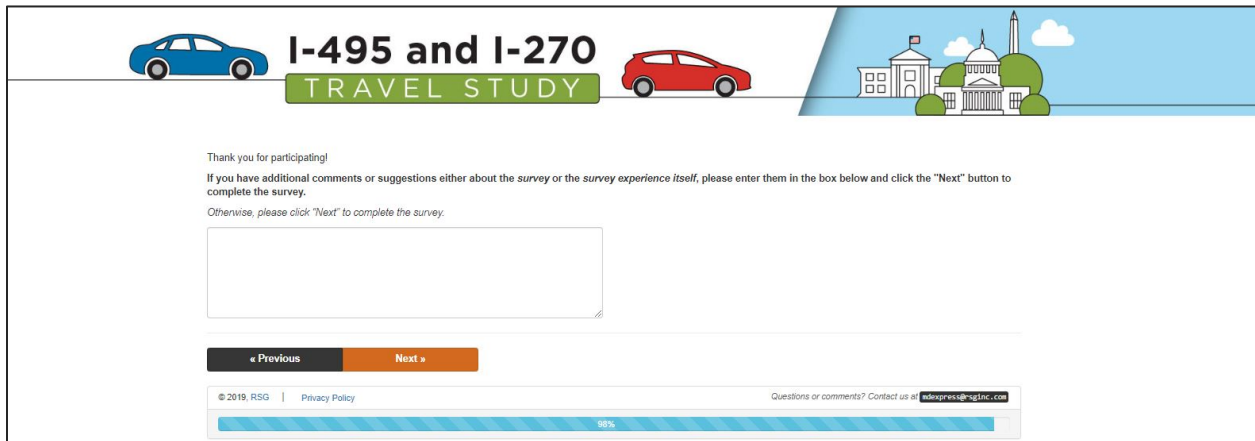
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95%

FIGURE 5-7: COMMENTS



**I-495 and I-270 TRAVEL STUDY**

Thank you for participating!

If you have additional comments or suggestions either about the survey or the survey experience itself, please enter them in the box below and click the "Next" button to complete the survey.

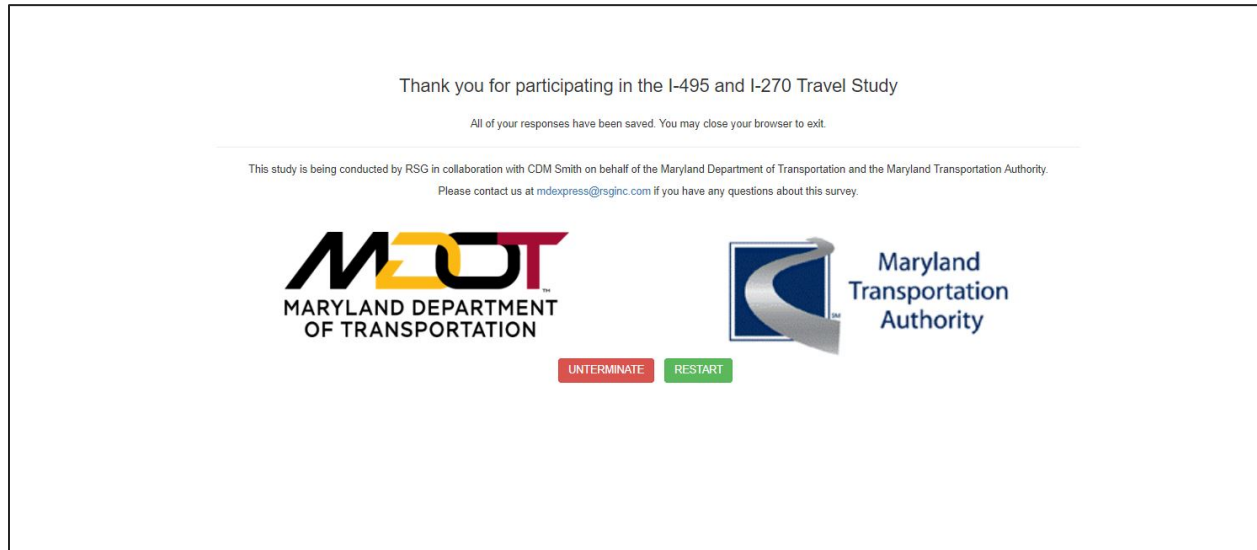
Otherwise, please click "Next" to complete the survey.

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**FIGURE 5-8: SURVEY END**







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**Maryland Department of Transportation**

**I-495 AND I-270 EXPRESS  
LANES STATED  
PREFERENCE SURVEY**

Appendix B: Tabulations | August 2, 2019



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MARYLAND DEPARTMENT OF TRANSPORTATION

**SUBMITTED BY:**  
RSG

**IN COOPERATION WITH:**  
CDM SMITH





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# 1.0 TRIP CHARACTERISTIC QUESTIONS

**TABLE 1-1: FACILITY ASSIGNED FOR REFERENCE TRIP QUESTIONS**

Screener Road Selected BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
I-495	1010	100.0%	0	0.0%	782	78.1%	1792	75.2%
I-270	0	0.0%	372	100.0%	219	21.9%	591	24.8%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-2: AGE**

What is your age? BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Under 18	0	0.0%	0	0.0%	0	0.0%	0	0.0%
18–24	11	1.1%	1	0.3%	24	2.4%	36	1.5%
25–34	109	10.8%	27	7.3%	104	10.4%	240	10.1%
35–44	171	16.9%	47	12.6%	195	19.5%	413	17.3%
45–54	183	18.1%	77	20.7%	237	23.7%	497	20.9%
55–64	241	23.9%	93	25.0%	237	23.7%	571	24.0%
65–74	241	23.9%	101	27.2%	156	15.6%	498	20.9%
75 or older	54	5.3%	26	7.0%	48	4.8%	128	5.4%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-3: DAY OF WEEK**

On what day of the week did you make your most recent trip? BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Monday	158	15.6%	67	18.0%	184	18.4%	409	17.2%
Tuesday	192	19.0%	100	26.9%	212	21.2%	504	21.1%
Wednesday	176	17.4%	77	20.7%	181	18.1%	434	18.2%
Thursday	244	24.2%	60	16.1%	202	20.2%	506	21.2%
Friday	240	23.8%	68	18.3%	222	22.2%	530	22.2%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-4: TRIP PURPOSE**

<b>What was the primary purpose of your most recent trip? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Go to/from work	286	28.3%	116	31.2%	334	33.4%	736	30.9%
Work-related business (e.g., client meetings)	154	15.2%	45	12.1%	165	16.5%	364	15.3%
Go to/from school	7	0.7%	1	0.3%	11	1.1%	19	0.8%
Go to/from airport	43	4.3%	6	1.6%	41	4.1%	90	3.8%
Shopping	44	4.4%	45	12.1%	39	3.9%	128	5.4%
Social or recreational (such as visiting a friend or going to the movies)	260	25.7%	74	19.9%	232	23.2%	566	23.8%
Other personal errands (such as a medical appointment)	216	21.4%	85	22.8%	179	17.9%	480	20.1%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-5: TRIP BEGIN LOCATION**

<b>Where did your trip begin? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
My home	758	75.0%	292	78.5%	760	75.9%	1810	76.0%
My regular workplace	135	13.4%	48	12.9%	140	14.0%	323	13.6%
Another place	117	11.6%	32	8.6%	101	10.1%	250	10.5%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-6: TRIP END LOCATION**

<b>Where did your trip end? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
My home	166	16.4%	50	13.4%	160	16.0%	376	15.8%
My regular workplace	218	21.6%	95	25.5%	265	26.5%	578	24.3%
Another place	626	62.0%	227	61.0%	576	57.5%	1429	60.0%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-7: TRIP CONFIRMATION**

*If respondent's begin and end locations were both 'my home' or 'my regular workplace'*

<b>Are your beginning and ending locations two physically different locations? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	26	100.0%	11	100.0%	31	100.0%	68	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	26	100.0%	11	100.0%	31	100.0%	68	100.0%

**TABLE 1-8: CALCULATED TRAVEL DISTANCE**

<b>Categorized Bing-Calculated Travel Distance BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than 10 miles	83	8.2%	47	12.6%	51	5.1%	181	7.6%
10 to 19.9 miles	254	25.1%	151	40.6%	261	26.1%	666	27.9%
20 to 29.9 miles	270	26.7%	66	17.7%	291	29.1%	627	26.3%
30 to 39.9 miles	162	16.0%	47	12.6%	180	18.0%	389	16.3%
40 to 49.9 miles	86	8.5%	18	4.8%	89	8.9%	193	8.1%
50 miles or more	155	15.3%	43	11.6%	129	12.9%	327	13.7%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-9: CALCULATED TRAVEL TIME**

<b>Categorized Bing-Calculated Travel Time BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than 15 minutes	43	4.3%	33	8.9%	35	3.5%	111	4.7%
15 to 29.9 minutes	356	35.2%	184	49.5%	329	32.9%	869	36.5%
30 to 44.9 minutes	337	33.4%	84	22.6%	388	38.8%	809	33.9%
45 to 59.9 minutes	130	12.9%	34	9.1%	136	13.6%	300	12.6%
One hour or more	144	14.3%	37	9.9%	113	11.3%	294	12.3%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-10: OTHER ROAD USED (I-270)**

*If respondent traveled on I-495 and was not shown the I-270 screener question*

**In addition to I-495, did you travel on any part of I-270 between I-495 and I-370 during your trip? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	0	0.0%	0	0.0%	782	100.0%	782	46.2%
No	912	100.0%	0	0.0%	0	0.0%	912	53.8%
Total	912	100.0%	0	0.0%	782	100.0%	1694	100.0%

**TABLE 1-11: OTHER ROAD USED (I-495)**

*If respondent traveled on I-270 and was not shown the I-495 screener question*

**In addition to I-270, did you travel on any part of I-495 between the George Washington Memorial Parkway and MD 5? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	0	0.0%	0	0.0%	219	100.0%	219	60.2%
No	0	0.0%	145	100.0%	0	0.0%	145	39.8%
Total	0	0.0%	145	100.0%	219	100.0%	364	100.0%

**TABLE 1-12: ROAD ORDER**

*If respondent traveled on I-270 and I-495 on their reference trip*

**Which road did you travel on first? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
I traveled on I-495 first	0	0.0%	0	0.0%	510	50.9%	510	50.9%
I traveled on I-270 first	0	0.0%	0	0.0%	491	49.1%	491	49.1%
Total	0	0.0%	0	0.0%	1001	100.0%	1001	100.0%



**TABLE 1-13: I-270 ENTRANCE RAMP***If respondent traveled on only I-270 or on I-270 first*

<b>Where did you enter onto I-270 on your most recent trip? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
MD 355 (Rockville Pike) – Bethesda	0	0.0%	37	9.9%	6	1.2%	43	5.0%
Exit 1: Democracy Boulevard	0	0.0%	58	15.6%	19	3.9%	77	8.9%
Westlake Terrace	0	0.0%	0	0.0%	3	0.6%	3	0.3%
Exit 1A: MD 187 (Old Georgetown Road)	0	0.0%	29	7.8%	9	1.8%	39	4.5%
Exit 1B: Rockledge Drive (MD 187B)	0	0.0%	6	1.6%	7	1.4%	13	1.5%
Exit 4: Montrose Road (MD 927)	0	0.0%	32	8.6%	55	11.2%	87	10.1%
Exit 5: MD 189 (Falls Road)	0	0.0%	16	4.3%	25	5.1%	41	4.7%
Exit 6: MD 28 (West Montgomery Avenue) – Rockville, Darnestown	0	0.0%	23	6.2%	43	8.8%	66	7.6%
Exit 8: Shady Grove Road / Redland Road	0	0.0%	15	4.0%	45	9.2%	60	6.9%
Exit 9: I-370 east to Intercounty Connector (ICC) / MD 200 / Sam Eig Highway	0	0.0%	54	14.5%	71	14.5%	126	14.6%
An exit north of Exit 9 / I-370	0	0.0%	102	27.4%	208	42.4%	310	35.8%
Total	0	100.0%	372	100.0%	491	100.0%	865	100.0%

**TABLE 1-14: I-270 EXIT RAMP***If respondent traveled only on I-270 or on I-270 last*

<b>Where did you exit from I-270 on your most recent trip? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
MD 355 (Rockville Pike) – Bethesda	0	0.0%	40	10.8%	27	5.3%	67	7.6%
Exit 1: Democracy Boulevard	0	0.0%	51	13.7%	30	5.9%	81	9.2%
Westlake Terrace	0	0.0%	6	1.6%	2	0.4%	8	0.9%
Exit 1A: MD 187 (Old Georgetown Road)	0	0.0%	17	4.6%	13	2.5%	30	3.4%
Exit 1B: Rockledge Drive (MD 187B)	0	0.0%	12	3.2%	19	3.7%	31	3.5%
Exit 4: Montrose Road (MD 927)	0	0.0%	38	10.2%	81	15.9%	119	13.5%
Exit 5: MD 189 (Falls Road)	0	0.0%	15	4.0%	31	6.1%	46	5.2%
Exit 6: MD 28 (West Montgomery Avenue) – Rockville, Darnestown	0	0.0%	18	4.8%	59	11.6%	77	8.7%
Exit 8: Shady Grove Road / Redland Road	0	0.0%	41	11.0%	63	12.4%	104	11.8%
Exit 9: I-370 east to Intercounty Connector (ICC) / MD 200 / Sam Eig Highway	0	0.0%	54	14.5%	54	10.6%	108	12.2%
An exit north of Exit 9 / I-370	0	0.0%	80	21.5%	131	25.7%	211	23.9%
Total	0	0.0%	372	100.0%	510	100.0%	882	100.0%

**TABLE 1-15: I-495 ENTRANCE RAMP***If respondent traveled only on I-495 or on I-495 first*

<b>Where did you enter onto I-495 on your most recent trip? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
An exit west of Exit 7 (MD 5) in Maryland	77	7.6%	0	0.0%	6	1.2%	83	5.5%
Exit 7: MD 5 (Branch Avenue) – Waldorf, Silver Hill	37	3.7%	0	0.0%	17	3.3%	54	3.6%
Exit 9: MD 337 (Allentown Road) – Andrews AFB, Morningside	13	1.3%	0	0.0%	2	0.4%	15	1.0%
Exit 11: MD 4 (Pennsylvania Avenue) – Upper Marlboro, Washington	25	2.5%	0	0.0%	3	0.6%	28	1.8%
Exit 13: Ritchie–Marlboro Road ( MD 221A) – Upper Marlboro, Capitol Heights	6	0.6%	0	0.0%	2	0.4%	8	0.5%
Exit 15: MD 214 (Central Avenue) – Largo, Seat Pleasant	9	0.9%	0	0.0%	3	0.6%	12	0.8%
Exit 16: Arena Drive ( MD 202F)	4	0.4%	0	0.0%	1	0.2%	5	0.3%
Exit 17: MD 202 (Landover Road) – Upper Marlboro, Bladensburg	12	1.2%	0	0.0%	1	0.2%	13	0.9%
Exit 19: US 50 (I-595 east) – Annapolis, Washington, New Carrollton Station	47	4.7%	0	0.0%	11	2.2%	58	3.8%
Exit 20: MD 450 (Annapolis Road) – Lanham, Bladensburg	13	1.3%	0	0.0%	7	1.4%	20	1.3%
Exit 22: Baltimore–Washington Parkway – Baltimore, Washington	42	4.2%	0	0.0%	10	2.0%	52	3.4%
Exit 23: MD 201 (Kenilworth Avenue) – Bladensburg, Greenbelt	6	0.6%	0	0.0%	6	1.2%	12	0.8%
Exit 24: Greenbelt Station	1	0.1%	0	0.0%	1	0.2%	2	0.1%
Exit 25: US 1 (Baltimore Avenue) – Laurel, College Park	16	1.6%	0	0.0%	6	1.2%	22	1.4%
Exit 27: I-95 north – Baltimore	61	6.0%	0	0.0%	12	2.4%	73	4.8%
Exit 28: MD 650 (New Hampshire Avenue) – White Oak, Takoma Park	24	2.4%	0	0.0%	9	1.8%	33	2.2%
Exit 29: MD 193 (University Boulevard) – Wheaton, Langley Park	27	2.7%	0	0.0%	18	3.5%	45	3.0%
Exit 30A: US 29 north (Colesville Road) – Columbia	25	2.5%	0	0.0%	13	2.5%	38	2.5%
Exit 30B: US 29 south (Colesville Road) – Silver Spring	42	4.2%	0	0.0%	23	4.5%	65	4.3%
Exit 31: MD 97 (Georgia Avenue) – Silver Spring, Wheaton	57	5.6%	0	0.0%	27	5.3%	84	5.5%
Exit 33: MD 185 (Connecticut Avenue) – Kensington, Chevy Chase	68	6.7%	0	0.0%	28	5.5%	96	6.3%
Exit 34: MD 355 (Wisconsin Avenue) – Bethesda, Rockville	41	4.1%	0	0.0%	12	2.4%	53	3.5%
Exit 36: MD 187 (Old Georgetown Road) – Rockville, Bethesda	31	3.1%	0	0.0%	17	3.3%	48	3.2%
Exit 39: MD 190 (River Road) – Washington, Potomac	25	2.5%	0	0.0%	22	4.3%	47	3.1%
Exit 40: Cabin John Parkway south – Glen Echo	4	0.4%	0	0.0%	6	1.2%	10	0.7%
Exit 41: Clara Barton Parkway – Carderock, Great Falls, Glen Echo	16	1.6%	0	0.0%	13	2.5%	29	1.9%
Exit 43: George Washington Memorial Parkway south – Washington	58	5.7%	0	0.0%	51	10.0%	109	7.2%
An exit south of Exit 43 (George Washington Memorial Parkway) in Virginia	223	22.1%	0	0.0%	183	35.9%	406	26.7%
Total	1010	100.0%	0	0.0%	510	100.0%	1520	100.0%

**TABLE 1-16: I-495 EXIT RAMP***If respondent traveled only on I-495 or on I-495 last*

<b>Where did you exit from I-495 on your most recent trip? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
An exit west of Exit 7 (MD 5) in Maryland	45	4.5%	0	0.0%	13	2.6%	58	3.9%
Exit 7: MD 5 (Branch Avenue) – Waldorf, Silver Hill	31	3.1%	0	0.0%	16	3.3%	47	3.1%
Exit 9: MD 337 (Allentown Road) – Andrews AFB, Morningside	15	1.5%	0	0.0%	1	0.2%	16	1.1%
Exit 11: MD 4 (Pennsylvania Avenue) – Upper Marlboro, Washington	20	2.0%	0	0.0%	9	1.8%	29	1.9%
Exit 13: Ritchie–Marlboro Road (MD 221A) – Upper Marlboro, Capitol Heights	8	0.8%	0	0.0%	4	0.8%	12	0.8%
Exit 15: MD 214 (Central Avenue) – Largo, Seat Pleasant	10	1.0%	0	0.0%	2	0.4%	12	0.8%
Exit 16: Arena Drive (MD 202F)	4	0.4%	0	0.0%	1	0.2%	5	0.3%
Exit 17: MD 202 (Landover Road) – Upper Marlboro, Bladensburg	14	1.4%	0	0.0%	2	0.4%	16	1.1%
Exit 19: US 50 (I-595 east) – Annapolis, Washington, New Carrollton Station	88	8.7%	0	0.0%	30	6.1%	118	7.9%
Exit 20: MD 450 (Annapolis Road) – Lanham, Bladensburg	13	1.3%	0	0.0%	7	1.4%	20	1.3%
Exit 22: Baltimore–Washington Parkway – Baltimore, Washington	49	4.9%	0	0.0%	8	1.6%	57	3.8%
Exit 23: MD 201 (Kenilworth Avenue) – Bladensburg, Greenbelt	16	1.6%	0	0.0%	8	1.6%	24	1.6%
Exit 24: Greenbelt Station	2	0.2%	0	0.0%	2	0.4%	4	0.3%
Exit 25: US 1 (Baltimore Avenue) – Laurel, College Park	38	3.8%	0	0.0%	16	3.3%	54	3.6%
Exit 27: I-95 north – Baltimore	150	14.9%	0	0.0%	13	2.6%	163	10.9%
Exit 28: MD 650 (New Hampshire Avenue) – White Oak, Takoma Park	19	1.9%	0	0.0%	18	3.7%	37	2.5%
Exit 29: MD 193 (University Boulevard) – Wheaton, Langley Park	18	1.8%	0	0.0%	10	2.0%	28	1.9%
Exit 30A: US 29 north (Colesville Road) – Columbia	27	2.7%	0	0.0%	8	1.6%	35	2.3%
Exit 30B: US 29 south (Colesville Road) – Silver Spring	29	2.9%	0	0.0%	14	2.9%	43	2.9%
Exit 31: MD 97 (Georgia Avenue) – Silver Spring, Wheaton	45	4.5%	0	0.0%	25	5.1%	70	4.7%
Exit 33: MD 185 (Connecticut Avenue) – Kensington, Chevy Chase	39	3.9%	0	0.0%	32	6.5%	71	4.7%
Exit 34: MD 355 (Wisconsin Avenue) – Bethesda, Rockville	63	6.2%	0	0.0%	13	2.6%	76	5.1%
Exit 36: MD 187 (Old Georgetown Road) – Rockville, Bethesda	30	3.0%	0	0.0%	13	2.6%	43	2.9%
Exit 39: MD 190 (River Road) – Washington, Potomac	45	4.5%	0	0.0%	14	2.9%	59	3.9%
Exit 40: Cabin John Parkway south – Glen Echo	11	1.1%	0	0.0%	19	3.9%	30	2.0%
Exit 41: Clara Barton Parkway – Carderock, Great Falls, Glen Echo	20	2.0%	0	0.0%	19	3.9%	39	2.6%
Exit 43: George Washington Memorial Parkway south – Washington	50	5.0%	0	0.0%	60	12.2%	110	7.3%
An exit south of Exit 43 (George Washington Memorial Parkway) in Virginia	111	11.0%	0	0.0%	114	23.2%	225	15.0%
Total	1010	100.0%	0	0.0%	491	100.0%	1501	100.0%

**TABLE 1-17: CALCULATED HIGHWAY DISTANCE**

<b>Bing-Calculated Highway Travel Distance BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than 10 miles	515	51.0%	372	100.0%	369	36.9%	1256	52.7%
10 to 19.9 miles	376	37.2%	0	0.0%	480	48.0%	856	35.9%
20 to 29.9 miles	91	9.0%	0	0.0%	93	9.3%	184	7.7%
30 to 39.9 miles	28	2.8%	0	0.0%	59	5.9%	87	3.7%
40 miles or more	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-18: TRIP BEGIN TIME**

<b>What time did you begin your trip? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
12:00 am to 2:59 am	2	0.2%	1	0.3%	1	0.1%	4	0.2%
3:00 am to 5:59 am	39	3.9%	14	3.8%	55	5.5%	108	4.5%
6:00 am to 8:59 am	299	29.6%	110	29.6%	301	30.1%	710	29.8%
9:00 am to 11:59 am	272	26.9%	99	26.6%	246	24.6%	617	25.9%
12:00 pm to 2:59 pm	172	17.0%	63	16.9%	159	15.9%	394	16.5%
3:00 pm to 5:59 pm	144	14.3%	51	13.7%	165	16.5%	360	15.1%
6:00 pm to 8:59 pm	66	6.5%	32	8.6%	65	6.5%	163	6.8%
9:00 pm to 11:59 pm	16	1.6%	2	0.5%	9	0.9%	27	1.1%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-19: EFFECT OF CONGESTION ON DEPARTURE TIME**

<b>Did you start your trip when you did to avoid delays due to traffic congestion? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	573	56.7%	197	53.0%	632	63.1%	1402	58.8%
No	437	43.3%	175	47.0%	369	36.9%	981	41.2%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-20: REPORTED TRAVEL TIME**

<b>Approximately how long did it take you, door to door, to travel from your origin to your destination? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than 20 minutes	7	0.7%	9	2.4%	4	0.4%	20	0.8%
20 to 39.9 minutes	206	20.4%	139	37.4%	167	16.7%	512	21.5%
40 to 59.9 minutes	306	30.3%	97	26.1%	320	32.0%	723	30.3%
60 to 79.9 minutes	233	23.1%	61	16.4%	209	20.9%	503	21.1%
80 to 99.9 minutes	82	8.1%	24	6.5%	130	13.0%	236	9.9%
100 to 119.9 minutes	51	5.0%	12	3.2%	61	6.1%	124	5.2%
2 hours or more	125	12.4%	30	8.1%	110	11.0%	265	11.1%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-21: TRIP TIME VALIDATION***If time validation estimates using Bing Maps are inconsistent with the reported travel time*

<b>Do you need to change your reported travel time? BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No	98	100.0%	35	100.0%	127	100.0%	260	100.0%
Total	98	100.0%	35	100.0%	127	100.0%	260	100.0%

**TABLE 1-22: DELAY**

**Did you encounter any delay due to traffic congestion on I-270/I-495 during your trip? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
I encountered delays on I-495 in Maryland	679	67.2%	0	0.0%	301	30.1%	980	41.1%
I encountered delays on I-270	0	0.0%	187	50.3%	97	9.7%	284	11.9%
I encountered delays on both I-270 and I-495 in Maryland	0	0.0%	0	0.0%	395	39.5%	395	16.6%
I did not encounter any delay on I-270 or I-495 in Maryland	331	32.8%	185	49.7%	208	20.8%	724	30.4%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-23: TRAVEL TIME WITH NO CONGESTION ON I-270/I-495***If respondent encountered delays due to traffic congestion on I-270/I-495*

**If there were NO delays due to congestion on I-270/I-495, how long would this trip have taken you? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than 10 minutes	3	0.4%	1	0.5%	2	0.3%	6	0.4%
10 to 19.9 minutes	37	5.4%	25	13.4%	43	5.4%	105	6.3%
20 to 29.9 minutes	119	17.5%	55	29.4%	127	16.0%	301	18.1%
30 to 39.9 minutes	163	24.0%	37	19.8%	201	25.3%	401	24.2%
40 to 49.9 minutes	151	22.2%	25	13.4%	180	22.7%	356	21.5%
50 to 59.9 minutes	70	10.3%	14	7.5%	93	11.7%	177	10.7%
One hour or more	136	20.0%	30	16.0%	147	18.5%	313	18.9%
Total	679	100.0%	187	100.0%	793	100.0%	1659	100.0%

**TABLE 1-24: AMOUNT OF DELAY DUE TO CONGESTION ON I-270/I-495***If respondent encountered delays due to traffic congestion on I-270/I-495*

**Calculated Amount of Delay Time on I-270/I-495 BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than 10 minutes	100	14.7%	34	18.2%	100	12.6%	234	14.1%
10 to 19.9 minutes	229	33.7%	66	35.3%	237	29.9%	532	32.1%
20 to 29.9 minutes	146	21.5%	32	17.1%	188	23.7%	366	22.1%
30 to 39.9 minutes	72	10.6%	26	13.9%	98	12.4%	196	11.8%
40 to 49.9 minutes	64	9.4%	16	8.6%	82	10.3%	162	9.8%
50 minutes or more	68	10.0%	13	7.0%	88	11.1%	169	10.2%
Total	679	100.0%	187	100.0%	793	100.0%	1659	100.0%

**TABLE 1-25: TRIP FREQUENCY**

Typically, how often do you make this same one-way trip in this direction? BY Facilities Used on Reference Trip

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
6 or more times per week	15	1.5%	9	2.4%	33	3.3%	57	2.4%
4-5 times per week	182	18.0%	82	22.0%	236	23.6%	500	21.0%
2-3 times per week	113	11.2%	29	7.8%	119	11.9%	261	11.0%
1 time per week	86	8.5%	31	8.3%	90	9.0%	207	8.7%
3 times per month	83	8.2%	23	6.2%	73	7.3%	179	7.5%
2 times per month	100	9.9%	47	12.6%	91	9.1%	238	10.0%
1 time per month	107	10.6%	43	11.6%	97	9.7%	247	10.4%
Less than 1 time per month	324	32.1%	108	29.0%	262	26.2%	694	29.1%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 1-26: TOLLS**

Did you pay any tolls on your trip? Please select all that apply. BY Facilities Used on Reference Trip

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
No, I did not pay any tolls on my trip	818	81.0%	308	82.8%	807	80.6%	1933	81.1%
Yes, I paid a toll on the Dulles Toll Road/Dulles Greenway (State Route 267)	43	4.3%	6	1.6%	48	4.8%	97	4.1%
Yes, I paid a toll on the Intercounty Connector (ICC)/MD 200	23	2.3%	45	12.1%	76	7.6%	144	6.0%
Yes, I paid a toll on I-66	2	0.2%	0	0.0%	8	0.8%	10	0.4%
Yes, I paid a toll on the I-95 Express Lanes	23	2.3%	2	0.5%	7	0.7%	32	1.3%
Yes, I paid a toll on the I-495 Express Lanes	59	5.8%	15	4.0%	66	6.6%	140	5.9%
Yes, I paid a toll on another road	56	5.5%	2	0.5%	18	1.8%	76	3.2%
Total	1010	-	372	-	1001	-	2383	-

**TABLE 1-27: TRANSPONDER OWNERSHIP**

Do you currently have an E-ZPass transponder in your car for electronic toll collection? BY Facilities Used on Reference Trip

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes, I have an E-ZPass transponder	912	90.3%	343	92.2%	934	93.3%	2189	91.9%
No, I have another type of electronic toll transponder	5	0.5%	0	0.0%	6	0.6%	11	0.5%
No, I don't have an E-ZPass or other electronic toll transponder	93	9.2%	29	7.8%	61	6.1%	183	7.7%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

## 2.0 DEBRIEF AND OPINION QUESTIONS

**TABLE 2-1: REASON FOR NEVER SELECTING THE TOLLED EXPRESS LANES ALTERNATIVE**

*If respondent never chose the tolled Express Lanes alternative in the SP questions*

**What is the primary reason you never chose to pay to drive in the Express Lanes in the previous section?**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Not enough time savings	26	7.2%	14	9.4%	21	6.5%	61	7.4%
Time savings not worth the toll cost	142	39.6%	63	42.3%	99	30.8%	304	36.7%
Opposed to paying tolls	93	25.9%	36	24.2%	92	28.7%	221	26.7%
The toll costs shown are too high	33	9.2%	15	10.1%	39	12.1%	87	10.5%
Opposed to Express Lanes in general	40	11.1%	9	6.0%	32	10.0%	81	9.8%
Other	25	7.0%	12	8.1%	38	11.8%	75	9.0%
Total	359	100.0%	149	100.0%	321	100.0%	829	100.0%

**TABLE 2-2: LIKELIHOOD OF PURCHASING A TRANSPONDER**

*If respondent did not own an E-ZPass and chose the tolled Express Lanes alternative at least once in the SP questions*

**If the toll for that trip using video tolling was 50% higher than the toll using E-ZPass, how likely would you be to get an E-ZPass transponder? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Very likely to get E-ZPass	18	51.4%	4	26.7%	9	34.6%	31	40.8%
Somewhat likely to get E-ZPass	7	20.0%	4	26.7%	8	30.8%	19	25.0%
Not sure	8	22.9%	5	33.3%	6	23.1%	19	25.0%
Unlikely to get E-ZPass	0	0.0%	1	6.7%	2	7.7%	3	3.9%
Very unlikely to get E-ZPass	2	5.7%	1	6.7%	1	3.8%	4	5.3%
Total	35	100.0%	15	100.0%	26	100.0%	76	100.0%

**TABLE 2-3: EXPRESS LANES SCENARIOS**

In what situations would you be most likely to pay to use the Express Lanes on I-495 and/or I-270? Please select all that apply. BY Facilities Used on Reference Trip

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
When going to an important meeting or event?	436	43.2%	161	43.3%	475	47.5%	1072	45.0%
I will not use the Express Lanes	166	16.4%	59	15.9%	153	15.3%	378	15.9%
When you're worried about arriving home on time?	233	23.1%	85	22.8%	229	22.9%	547	23.0%
When you're worried about arriving somewhere other than your home on time (e.g., when going to the airport, day care, or work)?	518	51.3%	189	50.8%	522	52.1%	1229	51.6%
When it's a busier than normal travel day (i.e., holidays, long weekends, major events)?	358	35.4%	140	37.6%	355	35.5%	853	35.8%
When it's rush hour (i.e., peak commuting periods in the morning or evening)?	327	32.4%	142	38.2%	377	37.7%	846	35.5%
When you're running late?	448	44.4%	169	45.4%	467	46.7%	1084	45.5%
When the regular lanes are congested?	402	39.8%	171	46.0%	431	43.1%	1004	42.1%
When there is heavy truck traffic in the regular lanes?	250	24.8%	89	23.9%	268	26.8%	607	25.5%
Other reason	66	6.5%	16	4.3%	61	6.1%	143	6.0%
Total	1010	-	372	-	1001	-	2383	-

**TABLE 2-4: PROJECT OPINION**

Which of the following best describes how you feel about the proposed Express Lanes in Maryland on I-495 and I-270? BY Facilities Used on Reference Trip

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly favor	189	18.7%	67	18.0%	211	21.1%	467	19.6%
Somewhat favor	247	24.5%	79	21.2%	225	22.5%	551	23.1%
Neutral	206	20.4%	64	17.2%	165	16.5%	435	18.3%
Somewhat opposed	143	14.2%	72	19.4%	148	14.8%	363	15.2%
Strongly opposed	225	22.3%	90	24.2%	252	25.2%	567	23.8%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%



**TABLE 2-5: PRIMARY REASON FOR FAVORING THE PROJECT***If respondent was somewhat or strongly in favor of the project***Please indicate the primary reason you are in favor of the proposed Express Lanes. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Faster travel times	178	40.8%	66	45.2%	197	45.2%	441	43.3%
Less congestion	102	23.4%	31	21.2%	86	19.7%	219	21.5%
More reliable travel times	91	20.9%	28	19.2%	91	20.9%	210	20.6%
Safer road conditions	14	3.2%	4	2.7%	8	1.8%	26	2.6%
Reduced emissions and improved air quality	5	1.1%	3	2.1%	11	2.5%	19	1.9%
Tolls/user fees are a fair way to pay for highway improvements	23	5.3%	11	7.5%	23	5.3%	57	5.6%
Tolls/user fees are a good way to raise funds for transit improvements	15	3.4%	2	1.4%	13	3.0%	30	2.9%
Other	8	1.8%	1	0.7%	7	1.6%	16	1.6%
Total	436	100.0%	146	100.0%	436	100.0%	1018	100.0%

**TABLE 2-6: PRIMARY REASON FOR OPPOSING THE PROJECT***If respondent was somewhat or strongly opposed to the project***Please indicate the primary reason you are opposed to the proposed Express Lanes. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Opposed to paying tolls	90	24.5%	51	31.5%	91	22.8%	232	24.9%
The range of tolls presented to me were too high	42	11.4%	23	14.2%	59	14.8%	124	13.3%
Opposed to highway expansion	43	11.7%	14	8.6%	32	8.0%	89	9.6%
Need more public transportation options	70	19.0%	24	14.8%	64	16.0%	158	17.0%
Opposed to spending money on road construction projects	6	1.6%	3	1.9%	5	1.3%	14	1.5%
Impact of tolling on residents who can't afford it	57	15.5%	27	16.7%	70	17.5%	154	16.6%
Do not want to pay tolls with an E-ZPass transponder	0	0.0%	0	0.0%	3	0.8%	3	0.3%
Concerned about privacy	0	0.0%	0	0.0%	2	0.5%	2	0.2%
Other	60	16.3%	20	12.3%	74	18.5%	154	16.6%
Total	368	100.0%	162	100.0%	400	100.0%	930	100.0%

**TABLE 2-7: TOLL ATTITUDE STATEMENT #1****I will use a toll route if the tolls are reasonable and I will save time. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	304	30.1%	115	30.9%	336	33.6%	755	31.7%
Agree	390	38.6%	141	37.9%	382	38.2%	913	38.3%
Neutral	139	13.8%	65	17.5%	121	12.1%	325	13.6%
Disagree	95	9.4%	30	8.1%	78	7.8%	203	8.5%
Strongly Disagree	82	8.1%	21	5.6%	84	8.4%	187	7.8%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 2-8: TOLL ATTITUDE STATEMENT #2**

<b>I will use a toll route if it guarantees my trip travel time is reliable. BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	152	15.0%	67	18.0%	193	19.3%	412	17.3%
Agree	316	31.3%	112	30.1%	307	30.7%	735	30.8%
Neutral	286	28.3%	102	27.4%	237	23.7%	625	26.2%
Disagree	162	16.0%	55	14.8%	137	13.7%	354	14.9%
Strongly Disagree	94	9.3%	36	9.7%	127	12.7%	257	10.8%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 2-9: TOLL ATTITUDE STATEMENT #3**

<b>I can generally afford to pay tolls. BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	297	29.4%	97	26.1%	269	26.9%	663	27.8%
Agree	413	40.9%	163	43.8%	366	36.6%	942	39.5%
Neutral	166	16.4%	66	17.7%	201	20.1%	433	18.2%
Disagree	69	6.8%	26	7.0%	106	10.6%	201	8.4%
Strongly Disagree	65	6.4%	20	5.4%	59	5.9%	144	6.0%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 2-10: TOLL ATTITUDE STATEMENT #4**

<b>I support using tolls to pay for highway improvements that relieve congestion. BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	188	18.6%	63	16.9%	165	16.5%	416	17.5%
Agree	337	33.4%	121	32.5%	342	34.2%	800	33.6%
Neutral	203	20.1%	69	18.5%	197	19.7%	469	19.7%
Disagree	138	13.7%	62	16.7%	125	12.5%	325	13.6%
Strongly Disagree	144	14.3%	57	15.3%	172	17.2%	373	15.7%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 2-11: TOLL ATTITUDE STATEMENT #5**

<b>I support increased or new taxes to pay for highway improvements that relieve congestion. BY Facilities Used on Reference Trip</b>								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	170	16.8%	49	13.2%	184	18.4%	403	16.9%
Agree	322	31.9%	124	33.3%	293	29.3%	739	31.0%
Neutral	232	23.0%	81	21.8%	227	22.7%	540	22.7%
Disagree	156	15.4%	58	15.6%	135	13.5%	349	14.6%
Strongly Disagree	130	12.9%	60	16.1%	162	16.2%	352	14.8%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 2-12: NEWS AND INFORMATION**

**From which of the following do you prefer to get MOST of your news and information? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Television	233	23.1%	105	28.2%	215	21.5%	553	23.2%
Broadcast radio	167	16.5%	59	15.9%	164	16.4%	390	16.4%
Newspapers	204	20.2%	63	16.9%	187	18.7%	454	19.1%
Digital entertainment/news outlets	84	8.3%	16	4.3%	73	7.3%	173	7.3%
Social media (e.g., Facebook, Twitter)	48	4.8%	15	4.0%	72	7.2%	135	5.7%
Online news networks	206	20.4%	87	23.4%	215	21.5%	508	21.3%
Streaming services	13	1.3%	6	1.6%	24	2.4%	43	1.8%
Text notifications	29	2.9%	12	3.2%	30	3.0%	71	3.0%
Other	26	2.6%	9	2.4%	21	2.1%	56	2.3%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

## 3.0 EXPRESS LANE USE QUESTIONS

**TABLE 3-1: RECENT USE OF I-495 IN VIRGINIA**

**In the past month, have you made any trips on I-495 (Capital Beltway) between Springfield and McLean alone or with 1 other person in the vehicle? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	557	55.1%	139	37.4%	574	57.3%	1270	53.3%
No	453	44.9%	233	62.6%	427	42.7%	1113	46.7%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 3-2: FREQUENCY OF I-495 USE**

*If respondent had used I-495 in Virginia in the past month*

**In the past month, how often have you driven on I-495 (Capital Beltway) between Springfield and McLean alone or with 1 other person in the vehicle? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
6 or more times per week	28	5.0%	3	2.2%	43	7.5%	74	5.8%
4-5 times per week	49	8.8%	14	10.1%	60	10.5%	123	9.7%
2-3 times per week	90	16.2%	18	12.9%	85	14.8%	193	15.2%
1 time per week	97	17.4%	20	14.4%	74	12.9%	191	15.0%
3 times	90	16.2%	15	10.8%	80	13.9%	185	14.6%
2 times	110	19.7%	29	20.9%	122	21.3%	261	20.6%
1 time	93	16.7%	40	28.8%	110	19.2%	243	19.1%
Total	557	100.0%	139	100.0%	574	100.0%	1270	100.0%

**TABLE 3-3: FREQUENCY OF I-495 EXPRESS LANES USE**

*If respondent had used I-495 in Virginia in the past month*

**In the past month, when making trips on I-495 (Capital Beltway) between Springfield and McLean alone or with 1 other person in the vehicle, how often did you pay a toll and drive in the Express Lanes? BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
I always paid a toll and drove in the Express Lanes	45	8.1%	20	14.4%	64	11.1%	129	10.2%
I sometimes paid a toll and drove in the Express Lanes, and sometimes drove for free in the regular lanes	190	34.1%	48	34.5%	187	32.6%	425	33.5%
I always drove for free in the regular lanes	322	57.8%	71	51.1%	323	56.3%	716	56.4%
Total	557	100.0%	139	100.0%	574	100.0%	1270	100.0%

**TABLE 3-4: I-495 TOLL RATES**

*If respondent always or sometimes used the Express Lanes on I-495 in Virginia*

**Which of the following do you use to check the toll rates on the I-495 (Capital Beltway) Express Lanes in Virginia for any trips that you make on I-495? Please select all that apply. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Expresslanes.com website (Map Your Trip)	7	3.0%	1	1.5%	9	3.6%	17	3.1%
Express Lanes mobile app	7	3.0%	1	1.5%	12	4.8%	20	3.6%
Express Saver mobile app	3	1.3%	0	0.0%	7	2.8%	10	1.8%
Overhead signs at the entrance to the Express Lanes	204	86.8%	58	85.3%	191	76.1%	453	81.8%
Other method to check toll rates	2	0.9%	0	0.0%	6	2.4%	8	1.4%
I don't check the toll rates on the Express Lanes	27	11.5%	9	13.2%	50	19.9%	86	15.5%
Total	235	-	68	-	251	-	554	-

**TABLE 3-5: FACTORS AFFECTING DECISION TO USE I-495 EXPRESS LANES**

*If respondent sometimes used the Express Lanes on I-495 in Virginia*

**Which of the following influence your choice to use the regular lanes or the Express Lanes on I-495? Please select all that apply. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The toll amount to drive in the Express Lanes	124	65.3%	30	62.5%	98	52.4%	252	59.3%
The type of trip I am making	44	23.2%	9	18.8%	47	25.1%	100	23.5%
Traffic congestion in the regular lanes	133	70.0%	39	81.3%	128	68.4%	300	70.6%
Traffic congestion in the Express Lanes	45	23.7%	7	14.6%	42	22.5%	94	22.1%
Truck traffic in the regular lanes	27	14.2%	9	18.8%	25	13.4%	61	14.4%
If I am running late	77	40.5%	20	41.7%	73	39.0%	170	40.0%
How important it is to be on time to my destination	108	56.8%	29	60.4%	95	50.8%	232	54.6%
The amount of time I would save by driving in the Express Lanes	98	51.6%	28	58.3%	104	55.6%	230	54.1%
How I am generally feeling that day	17	8.9%	5	10.4%	21	11.2%	43	10.1%
If I am driving during rush hour	61	32.1%	17	35.4%	60	32.1%	138	32.5%
Other	9	4.7%	3	6.3%	9	4.8%	21	4.9%
None of the above	0	0.0%	0	0.0%	1	0.5%	1	0.2%
Total	190	-	48	-	187	-	425	-

**TABLE 3-6: TOP-RANKED FACTOR AFFECTING DECISION TO USE I-495 EXPRESS LANES***If respondent sometimes used the Express Lanes on I-495 in Virginia***Rank each of the factors from most important to least important when deciding whether to pay to drive in the Express Lanes on I-495. (Top-Ranked Factors Only) BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The toll amount to drive in the Express Lanes	42	22.1%	15	31.3%	38	20.3%	95	22.4%
The type of trip I am making	6	3.2%	1	2.1%	6	3.2%	13	3.1%
Traffic congestion in the regular lanes	38	20.0%	14	29.2%	39	20.9%	91	21.4%
Traffic congestion in the Express Lanes	0	0.0%	0	0.0%	4	2.1%	4	0.9%
Truck traffic in the regular lanes	2	1.1%	0	0.0%	2	1.1%	4	0.9%
If I am running late	15	7.9%	1	2.1%	10	5.3%	26	6.1%
How important it is to be on time to my destination	48	25.3%	10	20.8%	39	20.9%	97	22.8%
The amount of time I would save by driving in the Express Lanes	25	13.2%	3	6.3%	33	17.6%	61	14.4%
How I am generally feeling that day	3	1.6%	1	2.1%	2	1.1%	6	1.4%
If I am driving during rush hour	6	3.2%	1	2.1%	7	3.7%	14	3.3%
Other	5	2.6%	2	4.2%	6	3.2%	13	3.1%
None of the above	0	0.0%	0	0.0%	1	0.5%	1	0.2%
Total	190	100.0%	48	100.0%	187	100.0%	425	100.0%

**TABLE 3-7: REASON FOR ALWAYS USING EXPRESS LANES ON I-495 VIRGINIA***If respondent always used the Express Lanes on I-495 in Virginia***Why do you always pay to drive in the Express Lanes when making trips on I-495? Please select all that apply. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The toll cost is not a factor for me	12	26.7%	6	30.0%	11	17.2%	29	22.5%
I get reimbursed for the toll	5	11.1%	1	5.0%	9	14.1%	15	11.6%
There is often traffic congestion in the regular lanes	34	75.6%	13	65.0%	35	54.7%	82	63.6%
It is usually important that I get to my destination on time	17	37.8%	5	25.0%	23	35.9%	45	34.9%
I don't like deciding whether I will use the Express Lanes on each trip	0	0.0%	1	5.0%	2	3.1%	3	2.3%
I don't want to make a bad decision	1	2.2%	1	5.0%	3	4.7%	5	3.9%
I feel safer in the Express Lanes	23	51.1%	7	35.0%	17	26.6%	47	36.4%
The types of trip I make	7	15.6%	1	5.0%	7	10.9%	15	11.6%
It makes driving less stressful and more enjoyable	29	64.4%	13	65.0%	36	56.3%	78	60.5%
The amount of time I save by driving in the Express Lanes	32	71.1%	16	80.0%	40	62.5%	88	68.2%
Other	3	6.7%	1	5.0%	3	4.7%	7	5.4%
None of the above	0	0.0%	0	0.0%	1	1.6%	1	0.8%
Total	45	-	20	-	64	-	129	-

**TABLE 3-8: TOP-RANKED REASON FOR ALWAYS USING EXPRESS LANES ON I-495 VIRGINIA***If respondent always used the Express Lanes on I-495 in Virginia***Rank each of the factors from most important to least important as to why you always pay to drive in the Express Lanes on I-495. (Top-Ranked Factors Only) BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The toll cost is not a factor for me	5	11.1%	0	0.0%	2	3.1%	7	5.4%
I get reimbursed for the toll	1	2.2%	0	0.0%	5	7.8%	6	4.7%
There is often traffic congestion in the regular lanes	7	15.6%	2	10.0%	8	12.5%	17	13.2%
It is usually important that I get to my destination on time	6	13.3%	3	15.0%	9	14.1%	18	14.0%
I don't like deciding whether I will use the Express Lanes on each trip	0	0.0%	0	0.0%	0	0.0%	0	0.0%
I don't want to make a bad decision	0	0.0%	0	0.0%	0	0.0%	0	0.0%
I feel safer in the Express Lanes	5	11.1%	0	0.0%	3	4.7%	8	6.2%
The types of trip I make	1	2.2%	1	5.0%	2	3.1%	4	3.1%
It makes driving less stressful and more enjoyable	4	8.9%	3	15.0%	8	12.5%	15	11.6%
The amount of time I save by driving in the Express Lanes	13	28.9%	10	50.0%	24	37.5%	47	36.4%
Other	3	6.7%	1	5.0%	2	3.1%	6	4.7%
None of the above	0	0.0%	0	0.0%	1	1.6%	1	0.8%
Total	45	100.0%	20	100.0%	64	100.0%	129	100.0%

**TABLE 3-9: REASON FOR NEVER USING I-495 EXPRESS LANES***If respondent never used the Express Lanes on I-495 in Virginia***Why do you never pay to drive in the Express Lanes when making trips on I-495? Please select all that apply. BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The toll to travel in the Express Lanes is too high	145	45.0%	40	56.3%	168	52.0%	353	49.3%
The types of trips I make	63	19.6%	12	16.9%	43	13.3%	118	16.5%
I wouldn't save enough time by driving in the Express Lanes	100	31.1%	14	19.7%	116	35.9%	230	32.1%
I don't mind being late	5	1.6%	1	1.4%	8	2.5%	14	2.0%
I don't mind traffic congestion in the regular lanes	18	5.6%	2	2.8%	15	4.6%	35	4.9%
I leave early to reach my destination on time even if there is traffic	91	28.3%	20	28.2%	86	26.6%	197	27.5%
I don't like deciding whether I will use the Express Lanes on each trip	13	4.0%	2	2.8%	20	6.2%	35	4.9%
I don't want to make a bad decision	13	4.0%	2	2.8%	8	2.5%	23	3.2%
I don't know enough about the Express Lanes (e.g., where I can enter and exit the Express Lanes)	20	6.2%	8	11.3%	17	5.3%	45	6.3%
I do not want to pay tolls with an E-ZPass	5	1.6%	2	2.8%	5	1.5%	12	1.7%
I avoid driving during rush hour when I can	112	34.8%	26	36.6%	107	33.1%	245	34.2%
I never pay tolls	41	12.7%	7	9.9%	39	12.1%	87	12.2%
Other	49	15.2%	8	11.3%	50	15.5%	107	14.9%
None of the above	2	0.6%	4	5.6%	5	1.5%	11	1.5%
Total	322	-	71	-	323	-	716	-

**TABLE 3-10: TOP-RANKED REASON FOR NEVER USING I-495 EXPRESS LANES***If respondent never used the Express Lanes on I-495 in Virginia***Rank each of the factors from most important to least important as to why you never pay to drive in the Express Lanes on I-495. (Top-Ranked Factors Only) BY Facilities Used on Reference Trip**

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The toll to travel in the Express Lanes is too high	95	29.5%	28	39.4%	109	33.7%	232	32.4%
The types of trips I make	21	6.5%	5	7.0%	10	3.1%	36	5.0%
I wouldn't save enough time by driving in the Express Lanes	39	12.1%	4	5.6%	46	14.2%	89	12.4%
I don't mind being late	2	0.6%	1	1.4%	1	0.3%	4	0.6%
I don't mind traffic congestion in the regular lanes	1	0.3%	1	1.4%	7	2.2%	9	1.3%
I leave early to reach my destination on time even if there is traffic	30	9.3%	7	9.9%	20	6.2%	57	8.0%
I don't like deciding whether I will use the Express Lanes on each trip	2	0.6%	0	0.0%	3	0.9%	5	0.7%
I don't want to make a bad decision	2	0.6%	0	0.0%	1	0.3%	3	0.4%
I don't know enough about the Express Lanes (e.g., where I can enter and exit the Express Lanes)	7	2.2%	3	4.2%	6	1.9%	16	2.2%
I do not want to pay tolls with an E-ZPass	1	0.3%	0	0.0%	2	0.6%	3	0.4%
I avoid driving during rush hour when I can	50	15.5%	11	15.5%	45	13.9%	106	14.8%
I never pay tolls	25	7.8%	1	1.4%	28	8.7%	54	7.5%
Other	45	14.0%	6	8.5%	40	12.4%	91	12.7%
None of the above	2	0.6%	4	5.6%	5	1.5%	11	1.5%
Total	322	100.0%	71	100.0%	323	100.0%	716	100.0%



## 4.0 DEMOGRAPHIC QUESTIONS

**TABLE 4-1: GENDER**

What is your gender? BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	466	46.1%	190	51.1%	419	41.9%	1075	45.1%
Male	538	53.3%	182	48.9%	577	57.6%	1297	54.4%
Other	6	0.6%	0	0.0%	5	0.5%	11	0.5%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 4-2: EMPLOYMENT STATUS**

What is your current employment status? BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Employed full-time	612	60.6%	221	59.4%	665	66.4%	1498	62.9%
Employed part-time	49	4.9%	22	5.9%	45	4.5%	116	4.9%
Self-employed	75	7.4%	20	5.4%	91	9.1%	186	7.8%
Student	8	0.8%	0	0.0%	9	0.9%	17	0.7%
Student and employed	1	0.1%	2	0.5%	5	0.5%	8	0.3%
Homemaker	20	2.0%	7	1.9%	16	1.6%	43	1.8%
Retired	230	22.8%	98	26.3%	152	15.2%	480	20.1%
Disabled	4	0.4%	1	0.3%	4	0.4%	9	0.4%
Unemployed and looking for work	8	0.8%	1	0.3%	14	1.4%	23	1.0%
Unemployed and not looking for work	3	0.3%	0	0.0%	0	0.0%	3	0.1%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 4-3: HOUSEHOLD SIZE**

How many people live in your household? BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
1 (I live alone)	187	18.5%	71	19.1%	156	15.6%	414	17.4%
2 people	461	45.6%	170	45.7%	394	39.4%	1025	43.0%
3 people	162	16.0%	52	14.0%	171	17.1%	385	16.2%
4 people	136	13.5%	57	15.3%	183	18.3%	376	15.8%
5 or more people	64	6.3%	22	5.9%	97	9.7%	183	7.7%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 4-4: HOUSEHOLD VEHICLES**

How many vehicles are there in your household? BY Facilities Used on Reference Trip								
	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
0 (no vehicles)	2	0.2%	0	0.0%	4	0.4%	6	0.3%
1 vehicle	280	27.7%	108	29.0%	238	23.8%	626	26.3%
2 vehicles	474	46.9%	166	44.6%	466	46.6%	1106	46.4%
3 vehicles	176	17.4%	64	17.2%	187	18.7%	427	17.9%
4 vehicles	54	5.3%	27	7.3%	77	7.7%	158	6.6%
5 or more vehicles	24	2.4%	7	1.9%	29	2.9%	60	2.5%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%

**TABLE 4-5: ANNUAL HOUSEHOLD INCOME**

What category best indicates your household annual income before taxes? BY Facilities Used on  
Reference Trip

	I-495		I-270		I-495 and I-270		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Less than \$15,000	4	0.4%	1	0.3%	6	0.6%	11	0.5%
\$15,000–\$24,999	7	0.7%	1	0.3%	8	0.8%	16	0.7%
\$25,000–\$34,999	16	1.6%	1	0.3%	10	1.0%	27	1.1%
\$35,000–\$49,999	30	3.0%	15	4.0%	28	2.8%	73	3.1%
\$50,000–\$74,999	66	6.5%	25	6.7%	60	6.0%	151	6.3%
\$75,000–\$99,999	88	8.7%	50	13.4%	103	10.3%	241	10.1%
\$100,000–\$124,999	99	9.8%	38	10.2%	111	11.1%	248	10.4%
\$125,000–\$149,999	119	11.8%	33	8.9%	99	9.9%	251	10.5%
\$150,000–\$199,999	163	16.1%	54	14.5%	135	13.5%	352	14.8%
\$200,000 or more	236	23.4%	82	22.0%	247	24.7%	565	23.7%
Prefer not to answer	182	18.0%	72	19.4%	194	19.4%	448	18.8%
Total	1010	100.0%	372	100.0%	1001	100.0%	2383	100.0%



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## Maryland Department of Transportation

# I-495 AND I-270 EXPRESS LANES STATED PREFERENCE SURVEY

Appendix C: Survey Comments | August 2, 2019



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**PREPARED FOR:**  
MARYLAND DEPARTMENT OF TRANSPORTATION

**SUBMITTED BY:**  
RSG

**IN COOPERATION WITH:**  
CDM SMITH





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# 1.0 SURVEY COMMENTS

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Before clicking the “Finish” button on the last page of the survey, respondents had the opportunity to leave open-ended comments. These comments about the project and the survey itself are presented below, edited only for profane remarks and “no comment” responses.

- No more tolls
- On the toll road whee the money goes to the government it should be made clear. Some of us a confused about whether the builder of the roads/tolls or the government gets the money. It should also be explained why tolls are a solution when no "additional" lanes are added - only toll revenue. It should be explained Why "light rail" above the surface which is less expensive isn't considered/
- Survey could use more space/options for explaining response choice as the "pick list" is not in all instances sufficient to answer accurately/responsibly, accurate responses to some questions could vary with conjurable circumstances.
- Should we consider to levy tax on hybrid or electric vehicles as they consume less or no gasoline and thus not contributing to the tax revenue dedicated for road and highway maintenance and improvement.
- Thank you for allowing me to participate and voice my opinion about this controversial topic which I support. Toll lanes are a great option when travelling in this highly congested, accident prone area.
- Informative and interesting survey
- I would use toll lanes but only if the price is reasonable - e.g., less than \$4.00 or so
- Exceptional survey!
- the tolls fee are already too high,and there could be better solution
- it was an easy survey, hope it helps.
- this survey was great and i look forward to completing more just like it
- Please keep public informed.
- IF TOLLS ARE BEING CONSIDERED THEY MUST REMAIN LOW ENOUGH FOR THOSE WHO ARE LOW INCOME SO THEY MAY YSE THIS OPTION ALSO
- ask about building another bridge - such as from ICC to NoVa
- Look at highways in Japan. Some are double-decker and don't take neighboring properties.
- should of asked what other suggestions do you have on dealing with the congestion on I-495 and I-70
- Keep making improvements



- concerned that MD express lane tolls will be as outlandish as in VA
- Your questions didn't include the option of the ICC.
- We pay enough in taxes to fix the roads and highways we shouldn't have to pay to drive on said roads and highways. It's like a double tax and we'll sit in traffic anyway! NO TOLLS and Impeach that moron in The White House!
- Without adding lanes to the American Legion Bridge any additional lanes leading up to the bridge seems like a waste of money.
- Tax those who are passing through not the residents going to work.
- It takes a Republican Governor in Maryland to get any meaningful improvements to the transportation ills of this region. I wish Hogan had more terms to save us from the Democratic leaders who think we can walk and bike our way out of our transportation problems. And, Maryland is the new New Jersey of taxes. People are leaving the region which is a detriment to economic prosperity. More taxes cannot be the answer to our transportation ills.
- You are trying to fix a congestion problem after residents have established a travel pattern, based on the structure of the county, in their lives. When going shopping, to meetings, church or other events, one must use the previously established route. Adding tolls to that route places an undue hardship on aging, retired population who have not budgeted for transportation costs.
- Although that one trip I completed once a month, I travel the 270/495 corridor approximately 4x a month and the traffic impacts travel almost 18 hours a day.
- tolls on ICC are too high non rush hour
- i like the way the entire survey was approached. It was easy to follow.
- Should have been given options to choose more than one response to questions
- I like the idea of toll lanes if you can keep the cost reasonable. The ones in VA are often outrageously expensive and many of the people doing the commute you are investigating are lower level minimum wage employees and you unfairly discriminate against them with tolls that are so high. I would rather you build more lanes that everyone can use, then build new toll lanes or take away current lanes for tolls.
- I am glad you are asking. Usually folks just do it and ask later.
- Traffic is a misery, particularly the inner loop near the American Legion bridge in the afternoon rush (as late as 7:00 and later). Please do something to help!
- Any current trip in Maryland saps the life out of you. The worst roads in a major metro area I have seen
- There is plenty of money in budgets to pay for added highway lanes and roads to reduce congestion. Stop paying so much for public schools/ parks, public

transportation and other unneeded programs and let people work for themselves and pay for it. Take care of the road situation which affects everyone!

- Your survey does not permit me to enter the correct answer to the question how long it took to get from start to finish. Also doesn't have a category for taking (returning from) a vacation as a reason for the trip.
- Build that road! (or extend the purple line to Tysons) The ALB traffic is out of control.
- Improve better transportation infrastructure like expanding rail metro & interstate buses at the American Legion Bridge.
- Make sure that the tolls are reasonable!
- Trucks should not be allowed on Express lanes
- The last 30 days is not a good indicator as school is out the times to commute are much longer during the middle of the school year
- How does HOV play into toll roads? I have HOV 2 daily on my commute
- Get this done!!
- The time to travel on 270 never changed from 4 hours and 44 minutes on the 8 questions on the toll side of the survey. So why would I pay if no time savings at all? The time to travel in the free lanes was also 4 hours and 44 minutes.
- If I were a Marylander, I would vote for politicians who that advocated highway improvements paid from general revenue, with commensurate cuts in other budget areas. I oppose express lanes and find that revenues from tolls go to contractors and not to highway improvement. Other solutions, such as Metro subsidies and bike lanes are distractions from the real problem of congestion.
- The 495 express lanes are great. Best thing to happen in car transportation in Northern Virginia in the 38 years I lived here.
- Traffic going North on I495 from Virginia to Maryland has become ridiculous and requires solutions now.
- That took longer than 15 minutes.
- I sometimes go the VA way instead of MD to avoid traffic on 495 and pay the toll even though it is longer but less time
- HOT lanes work to allow buses and HOV commuters consistent travel times. Selling via variable Tolls the excess capacity makes sense. Making tolls roads that are not HOT is not an effective traffic solution..
- I am not sure what useful information you will learn from the survey.
- I am mixed on the issue of paying tolls vs having all the taxes that I already pay - pay for the new roads. Any tolls above \$10 make it cost prohibitive for most people unless it is a special circumstance, emergency or infrequent trip. I was a Maryland resident for over 15 years and now live in Virginia - MD really needs to address an expanded/

new American Legion Bridge if they are unwilling to entertain a 2nd western bridge crossing over the Potomac.

- Ruining neighborhoods to expand lanes and then charge me for the right to use those is so messed up. MD's governor is a bad dude --- a strong right winger disguised as a peacemaker.
- Please do not create roads that separate those who can afford them from those who cannot
- Excellent survey; personally relevant
- Don't do what VA did and have private companies do tolls, if it's a public road it should be public tolls. But more importantly, fixing transportation issues for everyone is what's important, not for all the rich people in the DC area alone. Yes, expand the highways and add more lanes, I'm all for that. If mass transit actually worked and saved time or money (it does neither for me), then I'd use it and say it was worthwhile. Bus only lanes are useless. Metro is a joke. But if you're going to expand highway lanes it should be for EVERYONE, not just high income individuals.
- Please don't be like VA, I-66, in determining toll amount. They made it so expensive, a) express lanes barely get used; b) only the wealthy, or those who can expense it, use it. Not proper use of toll road. Should be an amount that gets more drivers to use it, without causing congestion. And if you really want to fix traffic, get the white contractor trucks out of the left lane - they are very often slowing up traffic, even when traffic isn't particularly heavy. Same for all such slowpokes.
- Please address the American Legion bridge to the merge on 270 traffic as to not become another Virginia (outdated and crumbling infrastructure that should have been updated 30 years ago!)
- The section of 495 in northern VA that crosses the Potomac River ALWAYS has traffic, and there aren't any alternate routes to cross the river. If you build express lanes on 495, please make sure to extend them over that section. Thank you for asking for feedback!
- Good survey Tolloed lanes benefit those in no toll lanes as well. Having an option is very valuable
- Having HOV2 or HOV3 to allow for free access to Express lanes solves the congestion problems...it encourages carpooling which is better than the environment and allows people of all income levels to benefit from the lanes.
- You already made up your mind about introducing yet one more expensive toll. It is presented in beautiful verbiage, i.e. we are providing new travel opportunities, when in fact you are presenting one more opportunity to make money from frustrated commuters. Some people can afford the high fees, some are reimbursed through work, and the business is booming. You could not care less about the people who cannot afford to pay these tolls. The survey was sent to justify a decision already made. The tolls are ridiculously high. When they were first introduced, it was \$1.65 to

go from Springfield to McLean, now it can be more than \$30, one way. Regular people cannot pay, and they sit in traffic. Interesting how quickly the express lanes get snow plowed or fixed, while the regular lanes have potholes the size of your tire. This toll business in our area is disgusting. It does not take into consideration anybody but the affluent. Or it plays on fears, the fear of being late, of missing an important meeting. These are examples from your survey. One of the options we had to choose from in this survey was: I support using tolls to pay for highway improvements that relieve congestion. This statement is false, the tolls do not pay for highway improvements in general, they only pay for the express lanes, which are impeccably kept, while the rest of the DMV area has potholes that are mentioned even on Waze, the GPS app. This is absolutely terrible, you have money, you travel in style, otherwise you are precluded from it. We paid more than \$1,000 in damages to two tires and one wheel, because of potholes on the highways you claim to improve. As I said, and you know full well, the improvements apply only to the express lane parts, to keep the affluent customers happy and coming back. While one such "traffic improvement" program is being developed, traffic suffers for months, years even, and we are at the receiving end. Right now the last leg of 395 is being turned into a toll part. Traffic around it is horrendous, at all hours. In a thirst for more money, it is forgotten that this last leg of formerly free highway takes a vast majority of military personnel to work. It just does not matter who travels the expensive lanes, as long as they pay. And pay, they will, for fear of being late or to save time. And these super expensive tolls play on these human fears.

- Toll roads have existed for years in the area; however, road conditions are the worse they have ever been! It seems more money/time is spent cold patching potholes rather than doing permanent repairs. I've had to replace several tires in the last few years due to pot hole damage.
- This survey is going to yield unproductive results - it's about tolls that are \$1-5. The HOT lanes in VA are regularly upwards of \$30, which would yield totally different answers!
- I believe more money should be spent on public transportation. More roads, more cars.
- Maryland needs to work with Virginia to solve the horrible congestion at the American Legion Bridge. The bridge should be double decked to improve traffic flow on both sides of the bridge. Another Potomac crossing needs to be built north of the Beltway which would alleviate traffic in many areas. Northern Montgomery County residents need to realize they no longer live in a rural area and new roads are required to serve the majority of the citizens.
- I would like to see some kind of "blocking " to prevent smart phone use in areas of heavy traffic. I would also like to see some kind of aerial or camera enforcement to lesson aggressive/reckless driving.

- The toll road will not work unless the bridge from VA to MD is fixed.....bottleneck will just be advanced
- Please be sure to have an HOV free option
- One of the responsibilities of government is to build and maintain the transportation infrastructure and it is more efficient to do this via tax revenue rather than building separate and more expensive toll equipment and having to employ people for administration, collection, enforcement etc.. Separating drivers into paying and non-paying fosters resentment and makes us less of a community. Strive to maintain the roads better, encourage people to work from home, and provide public transport.
- NO toll lanes
- You should increase more lanes from Germantown Maryland to Frederick Maryland because there are also considerable traffic conditions that impede the flow of traffic with just 2 lanes. (accidents, broken down vehicles, police activity). 2 lanes is not enough from Germantown to Frederick. Many people travel that route to other highways around Frederick.
- The problem in my opinion is not a shortage of roads, but too many new residential units (houses and apartments) being built. You can not add more people to an area without increasing the roads.
- Toll/express lanes should not have HOV restrictions! ALL lanes should be available to all drivers willing to pay a reasonable toll.
- I strongly oppose the effort by Gov Hogan and his administration to expand the beltway in any way, shape or form. I strongly oppose the default assumption that increasing highway capacity will relieve congestion without looking at increasing public transit, dedicated bus routes, or other forms of mass transit. I strongly oppose the plan to use eminent domain to tear down houses and businesses, take public parks, wetlands and other green spaces required to expand the beltway. I strongly oppose any efforts to ignore the environmental impact that beltway expansion would have on the region and I strongly oppose the lack of transparency that the administration has had during the entire process. I also strongly oppose Gov Hogan's decision to pursue this plan without adequate input from local communities and dismissive and outright hostile attitude that he has to those that oppose his plan
- Offer HOV flex type tolls for 2+, 3+ people on Express lanes
- I would much prefer improved mass transit and bicycle infrastructure to more lanes. Ideally I would not have to drive
- I found this survey to be biased. It frames the only transportation options as freeway trips requiring x amount of time. That's nonsense. I would never use 495 or 270 if there were adequate public options. I am also strongly opposed to widening the beltway. It's a 1950s solution to a 2020 problem. Expanding roadways might be a short term fix (one which will enrich a lot of right wing political donors, and probably the governor of Maryland as well), but in the long run there will be the same level of

congestion but at a higher volume of traffic. Re-engineering the on-ramps and using shoulder lanes is much more promising and should at least be tried before demolishing precious neighborhoods and green space. I lived in LA for 10 years. I saw what happened there. Widening freeways did absolutely nothing to relieve congestion, and simply added more cars to the road, increasing pollution, stress, and carbon gas emissions. Maryland can do better. Let's solve the congestion problem with smarts and not outworn ideas.

- A second/third Potomac River crossing is the only realistic highway improvement that will bring real congestion relief. Ideally, there should be new bridges both above and below the Beltway connecting to the Fairfax County Parkway. Widening/tolling of 495 & 270 is just reinforcing failure.
- All roads have to be free during non rush hour times. Need money? Start ticketing drivers not using turn signals! You will make millions and millions! How come u guys haven't figured that out yet?? No one uses turn signals properly any more!!
- Must improve the only 2-lane section of the Beltway at 270 merge to 3 lanes on Beltway. Eliminate on ramp to far left lane from Wisconsin Ave. Make left lane a through lane. Disappearing left lanes create notable back-ups.
- I don't use toll lanes too much, but I love having the \*option\* when I need them.
- Whatever planning is being done for housing and road construction is not coordinated. They keep building huge complexes where there are no roads, then they build roads but fail to implement an HOV structure people take advantage of. Just look at the HOV lanes during rush hour compared to the normal lanes, they are empty. Doesn't that tell you something is wrong? I66 is jammed now during non-HOV times and empty during HOV... Rate charges don't solve the problem, city planning does...
- Please ensure that taxes paid for highway use are used for highway use. Excise taxes on tires. Gasoline taxes, etc. Please tax Electric Vehicle to offset loss of gasoline taxes. When toll lanes end, they increase the delays due to volume merges. The tolls charged are only being used to build more toll lanes. Build more bridges across the Potomac. I'd pay a toll on the bridge to pay for it.
- P3 is in the interest of the rich, not the general public. Non-compete sews it up, doesn't it?
- The situation in Virginia with varying tolls is very confusing. I have totally stopped using Route 66 except when it is 100% toll free on weekends -- but that is part of the point, isn't it? To get people to quit using the roads we have paid for.. Access to the varying toll lanes on VA 495 is very poorly signed and confusing. I think it is actually a safety hazard.
- traffic congestion is terrible in this area no matter day of week, weekend, time of day. Frequently travel Germantown to Frederick also- I-270 beyond exit 9 needs to be addressed also.

- I'm not opposed to paying tolls in general, but everyday I see the toll prices on Rt 66 in VA from Rt. 7 to DC and they are typically \$40. That's insane. If I have to pay those kind of tolls to commute from VA to MD, I will have to quit my job.
- PLEASE LOWER TOLLS AND MAKE LONGER EXPRESS LANES ASAP
- Don't build toll roads if you are going to charge outrageous fees. The I-66 toll fees are often outrageous, and I have never used I-66 toll road. I consider them for rich people only. Toll roads should allow for middle class or lower to be able to afford them when the need arises. Otherwise, you are building roads for the rich only.
- I believe we need to create new solutions to our "traffic issues" ... just covering more of our earth with asphalt will not solve our issues, and it will deepen our real issue which is we are destroying our world.
- Additional comments. (1) The Fed/State govts should maintain current highways and roads, but NEW capacity must come from mass transit, rail, more and better organized bus service, and other non-automobile means. You will never highway-build your way out of congestion. (2) The term "Lexus Lanes" is accurate. [The immortal words of Marie Antoinette come to mind - "Let them eat cake!"] Yes, I can easily afford the Express Lanes, even when the tolls run as high as \$47 on I-66 or \$20 on I-495(VA). But that is simply not fair to the majority of economically-struggling highway users as they watch the Lexus/BMW crowd speed by. My position is unwavering on this = as inconvenient as it has been, I have never, not once, driven in the Express Lanes. Never will.
- Reduce the size of the Federal government and close the Mexican border - that will get vehicles off the roads in the Washington metropolitan region
- Toll roads are unfair to middle and low income users. They also drive commuters off main highways and onto local streets, clogging local traffic. (See I-66 toll impact on street traffic in Arlington -- Rt. 50, Washington Blvd, Lee Highway, Columbia Pike, Old Dominion, etc.) Use tax dollars to maintain and improve highways and especially to improve public transit for commuters.
- Build the toll lanes ASAP
- A highway between Route 28 in Virginia and Interstate 370 in Maryland would provide better interstate travel without the continued expansion of the most congested highway in the DC metro area. The construction would not have to work around motorists and would provide economic/housing expansion opportunities outside of the densely populated DC metro area.
- You didn't ask, but the headache of MORE construction that cause MORE delays, and paying to maintain a road that has already been paid for and should be maintained by the taxes we already pay, doesn't sit well with me. Neither does the fact that Maryland drivers drive too fast, apparently unchecked, weave in and out of traffic much too fast and too recklessly, ignoring most posted signs, as an everyday occurrence, makes driving a nightmare on 495 and 270. If I could avoid Maryland, I would.

- I support adding extra lanes to 495 and 270, but adding tolls is unacceptable. These new lanes will only be available to higher-income individuals and companies that can afford to pay tolls on a daily basis. Maryland already has high taxes, and these new tolls are equivalent to new taxes. Maryland's roadways do not reflect the high taxes its residents pay. Please, just widen the roadway and add more public transportation.
- I have been travelling daily from Virginia into MD via the Legion Bridge since 2001 and the congestion just seemed to get worse each year. It is time implement a solution. We have seen how any accident on the bridge - recent hazard spill - can wreck havoc to traffic in the entire metro area. Do something - more lanes or another bridge to cross the river. Thank you!
- Build the toll road
- Current express lanes in 495 go mostly unused. Rush hour traffic reflects peoples aversion to toll pricing. Especially southbound starting right before Tyson corner. Electronic signs with cost info need to better identify exits. A metro line option from NOVA to Montgomery Ct. would be a better option.
- The whole traffic relief plan is an utter waste of money, won't work, offers no actual alternatives, and locks the region into an unsustainable, unhealthy and inequitable transportation system that is rooted in 1950's thinking. Please stop it.
- We need more rail services connecting north and south (Springfield to Tyson's and Bethesda)not just a wider beltway and tolls.
- This survey is a sales job for a project that has many downsides and offers little to no actual traffic relief. Adding lanes never has and never will work. Not interested in having my public services privatized. I care about the environment, care about the neighborhoods and communities that this project would tear through, and I care about my state's finances. Many of these projects have led to huge taxpayer costs to cover private company losses over the alarmingly-long 50 year contracts. You asked.
- Build the road already! I want to use it before I retire!
- The survey is thoughtfully outlined and I received it well. One suggestion: on the question that asks where you entered I-495, instead of "west of Exit 7", also give the option to say "I entered I-495 in Virginia." I don't think "west of Exit 7" is easily understood by all survey participants.
- While I appreciate and use the toll lanes when I feel that I need to use them, I am concerned about how this makes yet more pressure for the folks who cannot afford to use them. Another case of the have and have nots.
- Building more lanes to increase traffic movement only encourages more driving. More driving means more carbon in the air, more global warming, and worse storms. We need better and cheaper public transportation to get more people off the roads.
- The population in the DC metro area has tripled over the past 50 years. The infrastructure hasn't been increased to accommodate this growth. This is the



responsibility of government to make the environment where we live and work a desirable one. Our government has failed us miserably in not keeping up infrastructure. It's one of the primary reasons a government exists.

- The backups in my home of Virginia as I head north to Maryland are heavily populated by Maryland license plates, presumably drivers heading home to Maryland from work in Virginia. You can tell the 270 congestion spills onto 495 northbound lanes. Also, one day there were 2 MD cars disabled (no accidents) on 495, presumably because MD does not have an annual inspection. It took me 3 hours to get from Fairfax to north Silver Spring.
- Toll lanes adjacent to major arteries do not relieve congestion. They only disadvantage people who cannot afford the tolls.
- Privatization of our transportation networks should not be allowed
- I think I made a mistake on one of the toll questions. I probably would have paid the \$1.50 toll.
- Stop gouging drivers and figure out tax distribution to ensure infrastructure investment and public transportation are adequately funded. Private tolling companies that unfairly gouge drivers for infrastructure that has not been adequately planned is ridiculous.
- If it pleases the King - may your humble servant drive on the King's roads which I pay for with my own income taxes, and not have to pay for driving on them again because the King has decided to spend the tax dollars which I pay on things other than necessary road construction/repairs. (Such as welfare for illegals, welfare for anyone etc)
- I wish we would expand the metro. I think transit alternatives are very important for the economic viability of the area.
- construct another bridge across the Potomac river to relieve congestion
- It would be a great idea if some of the tolls also went to subsidize alternative transportation options (light rail, metro, trains, buses etc)
- I don't want the Washington, DC metro area to become another large city dependent on so many toll roads to get around like Dallas & Chicago for example. Be more fiscally responsible and stop selling our roadways to private parties!
- Toll lanes in VA have not relieved congestion. The high cost does not attract enough vehicles to relieve traffic in the free lanes. Drive from Tyson's to Springfield at 5:00 pm on a weekday and see for yourself. If the two additional lanes were free, there would be greater positive impact on congestion.
- The incentives for HOV (or alternatively, the penalty for driving alone) should be made much stronger. Otherwise, no matter how many new lanes are built, the traffic will always get worse.

- I live in Virginia that already has express lanes but moving shortly to Maryland. I think the express lanes are a really good idea but in Virginia most times the cost to use the lanes are just uneconomical. if I used a toll to go to and from work and it was a \$5 toll each way that is \$10 a day and \$220 a month keep in mind I still pay for gas after that. making the use of the express lane at the price fer to costly. The max toll should be capped and I suggest if a person uses the toll often they should get a discount to make it more attractive and more affordable. For example if you use the express lane for 7 days you get a 2% or 5% discount and the discount increases the more frequently one uses the lanes.
- 495 is terrible
- You did not include anything other than auto commuting. MARC and Metro are important avenues for commuting. I am in the process of working on a project that requires me to travel to the location in the District that I travelled to in this survey more frequently. When doing this I plan to utilize the MARC and Metro. If you only include the automobile commuting with express lanes then you do not create a unified plan for reducing traffic and pollution.
- My spouse takes I-200 every day because it saves time and the toll is reasonable. I-495 express lanes and I-66 express lanes have too expensive tolls during congestion and we rarely use them. A decrease in toll will help reduce the congestion in the free lanes and more commuters will use the express lanes.
- Please please PLEASE widen the roads on 495 from VA to MD and on 270. A new bridge should be built to connect the two states--what happened when the tanker truck flipped was an absolute nightmare. More lanes need to be added on both 495 and 270. If tolls need to be added then so be it, people will find alternate routes like they do for the Dulles toll road. Make the toll prices reasonable (no more than \$3, \$1 or \$2 preferred). Stop listening to the people that live along 270 protesting widening roads. That situation sucks but they are an extreme minority. Less people will travel in and around DC bringing less revenue b/c the congestion is so insane. Also the coding on this page needs to be fixed, my comment is flashing at the top as I type.
- When the tolls were put in on 66 in VA we lived in the area and it caused more congestion on minor roads as people started to take them instead of 66, which was extremely problematic to the area. Also the tolls weren't monitored and still have outrageous tolls.
- I am not opposed to reasonable tolls (under \$3.00). I use the ICC when possible at rush hour. However, I am absolutely totally opposed to turning our roads over to the private sector and the Lexus lane tolls that would be charged so that the rich fly by while the rest of us remain in traffic. Public transit must be an option. P3s to build more roads must be off the table.
- NO MORE TOLL ROADS. Drivers need road for all.

- We need at least two more bridges. Where the southern section of Glebe Road should cross the Potomac and hook up with 295. Make it a tunnel if you have to, to avoid issues with Bolling Air Force Base. Maryland Route 300 needs to come across to Virginia, and hook up with whatever, 28, Cascades Parkway, whatever. Further, Chain Bridge should be widened to be (at least) two lanes in each direction. From Virginia, the access from 123 should have a bridge coming over Glebe (northern section) and merging in from the right with no lights. You should only be working on one bridge at a time. Currently both Memorial Bridge and TJ Bridge are being worked on.
- Toll lanes are more or less pointless during peak rush hour, regardless of which way you are travelling. They will maybe save you 10 minutes to get head of traffic but the exits to toll lanes are almost always jammed anyway.
- Flex options are essential to making this work for me. I'd love to have the express lanes if Flex options like VA has were added. I never use 200 because it's expensive and even if over got my entire family in the car it doesn't "save" more than five minutes.
- Tolled express lanes are an excuse for not funding highways that everyone can use regardless of their income. These are public highways. For regular commuter traffic, more transportation options are needed, not more lanes or lanes that cater to those with money to afford the tolls.
- We need better public transportation. Hogan's plans are a joke
- The proposed expansion does not and will not solve our traffic woes. How far will the beltway keep expanding? There must be an end point.
- There should be some sort of refund program if there are accidents or delays in the toll lanes. If I pay \$7.50 to go faster, it makes no sense to be charged if the regular lanes are moving and I'm not
- PLEASE RELIEVE TRAFFIC
- I have lived in the DMV for 4 years and the tolls are way too high and does not help reduce traffic congestion. No matter what time of day it is there is always traffic somewhere. No one wants to pay tolls, especially if they are expensive and no one wants to carpool either. Even in areas of the beltway or 395 where are Express lanes to "help" the traffic is still very very congested. Adding more tolls and more express lanes will not help.
- I am generally in favor of paying tolls - if they are reasonable, really save time and provide better road. Often, all three factors are not met with e.g. tolls on I-66 or 495 Express of \$30 and more, hitting potholes and sitting in traffic that doesn't really move that much faster. At that point, I just feel ripped off...
- It's inevitable we will have express/toll lanes, but the variable rate as high as \$25+ is harsh. I really like the LED highway signs telling you of traffic delays, projections, accidents, seat belts, etc. But if shown what the express lane variable rate is, I would need to know ahead of time to make a decision and get into the appropriate lane. The

survey did not cover any carpooling/ridesharing questions. Could transponders be programmed to recognize "local" residents and offer a discount?

- Make sure there is a flex option just like ezpass Virginia
- I oppose highway expansion for any reason, whether it is paid for by tolls or taxes. I do support higher taxes to maintain the roads and bridges we now have.
- Great survey experience! Hope these metrics can be used to help get the ball rolling.
- Rather than toll lanes, #1 BUILD A SECOND POTOMAC BRIDGE (from I-370 to 28) and/or #2 BUILD METRO FROM BETHESDA TO TYSONS CORNERS.
- This survey asks very leading questions that will lead to inaccurate results. Expanding the Beltway will just lead to more traffic, both more cars on the beltway, and more cars winding through my neighborhood to avoid tolls and traffic. This is a dumb project that fails to look at the roots of the congestion issue.
- The Beltway and I-270 Corridor should have a modern rail and bus system, not a car system to connect commuters to employment in PG, MG, counties and DC. Virginia has proven that toll roads increase people driving during rush hour.
- If MD adopts Express Lanes, please incorporate a HOV 2 device that is free if switched on. Similar to VA HOV3 EZPASS.
- Punishing drivers by increasing tolls based on traffic is wrong. You claim to want to help congestion on the highway but punish for using the alternative. Why not just add additional lanes, without the tolls so everyone benefits. Or maybe get public transit to work dependably so more are able/willing to use it instead of driving. Your idea is just a money grab.
- The toll fee on 495 can be upwards of \$30 depending on traffic. Paying the average of probably \$15 during rush hour, twice a day, 5 days a week... It is far, far too high. I can almost guarantee that if tolls were a consistent fee of \$2-3 every day all day, far more people would use them, you would receive more money, and traffic would flow much better.
- Increase gas tax and add new toll roads/lanes to reduce congestion
- We need to invest in public transportation- NOT TOLL ROADS!!!!!!
- In addition to the proposal being premature and not involving local governments, and to the P3 approach being extremely risky as currently structured, this area needs more transit choices that will interwork. I would prefer not to drive if I could cobble together a reasonable way to make more of my trips. It should be as easy as Metro with one transfer ought to be. The survey is focused only on the current proposal, which is not a basis for a solution that is good enough for most.
- I like the idea of toll roads, but if they are priced too high, they will only be used by the wealthy.

- While I think expanding the highways is a good idea in theory, we have so few trees left in Montgomery County and such little green space, the cost benefit analysis here must be really thought through. We really need to stop building more homes and apartments to cram more people into already overcrowded areas.
- Toll revenue should go to states and not to for profit companies
- I would like to have a maybe option or a grade (strongly prefer option 1 to strongly prefer option 2) for the choose a option questions. There were a couple that wasn't a hard yes or no to the toll.
- I think the toll is generally too high. Also, there should be more transparency about the meaning of a high toll. I've taken the toll lanes at high cost, only to find out that the toll lanes are congested and the cost was apparently an attempt to disincentivize the use of the toll lanes. If you are going to charge me a lot for a crowded toll lane, then it should be free when there is no traffic at all.
- The questions on this survey were not constructed to be neutral.
- Kind of a bad study, at least for my usage of the roads. Big concern is that it doesn't address that people are going into DC from the inner suburbs. It seems to focused on urban sprawl
- Keep tolls fees reasonable please
- Trucks should only be allowed in right 2 lanes they drive too aggressive or have dedicated truck toll lane! Thanks
- I do not support private ownership of roads, nor giving a company the rights to collect tolls. Roads are a public, NOT PRIVATE, good. I will pay for tolls as long as they go directly to our government - NOT A PRIVATE ENTERPRISE.
- This was a biased survey. Of course I want to save time/money and effort. But widening the I-495 is a bad idea, period... It hurts our neighborhoods and our green space. Plus, the P3 is a bad idea when it comes to recouping money. I pay taxes for these roads, and I elect my government to help fix them. I do not believe that a private company will ever fight for me.
- It is infuriating to be charged a toll to use a road (66) that had been completed and paid for decades ago. Tolls for new roads that expand access may be somewhat more tolerable.
- Toll roads need to be kept in better condition than main lanes.... Holy crap! The 495 hot lanes are in AWFUL shape!!!!!!
- Build a bridge between Montgomery and Loudon Counties!!!!
- I prefer road expansion on 495 without Express lanes to help traffic congestion. I also would like to have no trucks on highways during commute times and/or maybe have designated truck lanes instead of Express Lanes that have toll for the trucks
- Tolls suck,

- Expand the roads without using tolls. That's why we pay taxes and vote for roads budget. Use the money for that and stop my moving money around for other purposes. Also majority of toll money is going to the contractor owner of the tolls and not to infrastructure and roads. Just like the school system and lottery., it does not benefit the community. Wasting hardworking people money. This is another way of separating the haves and have not.
- Expanding highways to relieve congestion is a waste of money because the highways will become congested again in a few years experience shows. The most sensible approach is to invest in more transit to make it reliable and fast, and to encourage more transit use, telework, car and vanpooling, biking, walking and living near work.
- If tolls are only a few dollars then I will pay them to save time in traffic. When they exceed \$7, I only pay if I cannot wait in traffic to get somewhere at a certain time. I would like to see more lanes built to handle traffic choke points
- The tolls have been extremely unbelievably expensive. It is unfair to those who can't afford it and need to spend money on other things like our kids. You can't expect everyone to carpool when not everyone has a job that allows it. It is disgusting how much the beltway and 66 tolls cost. This area is expensive enough!!!
- HOT lanes are good! Pure toll lanes, not so much. HOT lanes can actually encourage people to choose behavior that reduces congestion.
- I am interested in comprehensive transit solutions that do not just add more cars to the roads and ensure that the priveleged can bypass the resulting traffic. It is shameful of Maryland putting forth a plan that will cause do much harm to the earth in such an un-democratic way.... And still leave the majority of Marylanders with the same amount of traffic.
- I am strongly opposed to this expansion proposal. This survey is biased in favor a project that has many downsides and offers little to no actual traffic relief. Adding lanes never has and never will work. Not interested in having my public services privatized. I care about the environment, care about the neighborhoods and communities that this project would tear through, and I care about my state's finances. Many of these projects have led to huge taxpayer costs to cover private company losses over the alarmingly-long 50 year contracts.
- Seems to work well in Virginia
- Study after study has shown that adding highway lanes does not reduce congestion. Toll lanes are way too expensive for most people to use them.
- I am strongly opposed to Beltway expansion for the reasons listed in the survey: I think there should be more public transportation options, I don't believe tolls reduce congestion, I am opposed to taking parks and green space for more cars. I am not opposed to tolls in general but this particular project lacks transparency and the environmental and economic safeguards we need.

- This survey is not worded in an unbiased way. It is written with certain desired results and should not be considered valid. A totally independent survey would no doubt have different results.
- Please do not play games with the plans to expand the American Legion Bridge. Start working on the project now.
- trip in evening are much longer at 3 pm from Vienna to Thurmont average time 2 hours and 45 minutes no tolls
- 270 is HORRIBLY inefficient use of land, the local lanes have pull over lane plus concrete divider and main lanes have 2 pull over lanes - that is 3 to 4 lanes of traffic that could be created FOR VIRTUALLY FREE, with regular on and off ramps to main lanes, eliminate local lanes and barrier, no need to condemn homes or gain land. SHAMEFULLY overdue for this inexpensive, VERY EFFICIENT makeover like every other highway in America (only 270 has absurd local lanes)
- Keep the motorcycles free in express lanes!
- Tolls similar to Route 200 the ICC are ok. Tolls similar to Virginia are terrible - those that can go up so high and are not predictable - I'm very against those. Also, do not want to see neighborhoods and parkland destroyed. Environmental impacts are important to be looked at. Also, look at improving mass transit. Purple line should help once it is up and running.
- I am highly frustrated by the high tolls at odd hours on 66, \$6 at 5:30 am with low traffic I'd absurd. On the beltway the express lanes are in terrible shape. If I pay to drive at least keep it paved well. Generally feel like the toll lanes take advantage of drivers - be fair and people will use them.
- I strongly oppose adding more lanes. Focus on the Red Line, the Purple Line, and other public transit options.
- The toll lanes in Virginia do not work. Expanding the beltway will not solve choke points. We need an outer beltway with a new bridge over the river.
- I like to see the travel time posted so I know if the express lanes are worth the saved time. That's incredibly helpful.
- It is becoming opprobrious to try to leave the city - if this change is made, most exit routes will be tolled. We have family in various parts of the area that we see less and less due to congestion and cost.
- Taxpayers already paid for the roads -- tolls are not an answer improve mass transit if you want to relieve congestion
- In addition to the toll lane options being considered, building a high speed mono rail that directly connects (for example, Rockville and Tysons Corner or Herndon/Reston) the different regions will go a long way in relieving traffic congestion.

- I strongly oppose Hogan's beltway expansion in its current plan. There are other options that need to be considered that do not take homes and community resources. At least wait to see what effect the purple line has on traffic and/or consider using 200 as an alternative option for traffic relief. For fewer resources compared to the 270/495 expansion, look more closely at 200 and how small redesigns can make an impact. I do not think this project should be privatized and I do not see how spending billions of dollars, destroying communities, and the environment is worth saving 10 minutes of a commute (if even that).
- Invest the billions in public transit. Expanding highways is nonsense and won't relieve congestion in the long run for anyone except the rich. This is exploitative and the environmental impact is being completely ignored.
- Shorten the survey and give people the number of questions left on the survey. I am also disappointed with EZ Pass because I was forced into he told the other day and there was no willingness to reimburse me
- I am opposed to the expansion of 495 and I-270. Please do not move forward with the plan. It is a superficial, cheap fix that negatively impacts more aspects than it helps.
- Listen to WTOP for specific traffic news, so hopefully updates would be available on this radio station
- The traffic flow on 495 including the Virginia access roads near the American Legion Bridge (Georgetown Pike (193) in particular) is outrageously congested. Toll roads will not help that problem. Rather, they could make the problem much worse, Maryland should move with dispatch to cooperate with Virginia to widen the America's Legion Bridge or build a new bridge. ASAP. Raise taxes if needed to pay for the improvements. Maryland Legislators need to act quickly. Virginia is ready and Virginia tax payers are negatively impacted by the delay. Property values are dropping. For homeowners near the access roads, this is rapidly becoming a crisis situation. Please act quickly.
- Clearly there is a requirement for an outer beltway. The fact that there is not a crossing of the Potomac from the American Legion Memorial Bridge and Point of Rocks is patently absurd. Clearly a an extension of route 200 to route 28 is required.
- I'm paying taxes so why should I pay again tools?
- none in particular other than i use the toll lanes when i judge they are to my advantage. i will not use the toll lanes if the toll is generally in double digits
- Expanding Metro Service and increasing public transit options, including wider bike lanes for commuters will be more impactful than a solution that favors the rich.
- I will use a toll route if it guarantees my trip time is reliable is a difficult statement to agree or disagree with in general - it strongly depends on how high the toll is.
- Super enthused MD finally considering HOT lanes. could not be more supportive. thankyou.



- EZpass Express lanes are a form of a luxury tax. The revenue which seems to go to a commercial concern, therefore the state does not receive full benefit of the tax.
- It always appears that no matter how much highway expansion construction is done, development will expand over several years to make sure congestion remains a problem. No improvements would likely drive development further out from the city. The best thing Md/VA could do is develop 301 from Ladysmith, VA (or wherever it connects to 95) into a bypass loop all the way around DC/Balt. Get the north/South 95 traffic off the beltway!!!!
- I frequently have ideas about improving the traffic conditions on my daily commute. I think it would be beneficial if there was a means by which citizens can express their ideas and concerns-perhaps a public website or community forum. To be honest, since moving to the DMV, my stress has gone through the roof. Mostly because of traffic and the things I experience while on the road. The resulting stress creates a ripple effect on other areas of life. It IS a big deal. I often think that if I decided to get a second masters degree I would study the psychology of driver behavior and decision making while on the road. I am passionate about this topic.
- I want the option to pay a toll, even a high toll, for a reliable trip time.
- The American legion bridge is an economic bottleneck for the entire region and causes excess pollution and must be expanded.
- critical to align HOV3 = free as with Virginia express lanes
- I prefer to see more/better reasonably priced public transportation over more toll roads.
- You did not discriminate between a private company operating toll lanes and public ownership. Public ownership is beholden to taxpayers whereas private ownership is beholden to stock owners, board members, or the Saudi prince that fronted the money. This is a BIG difference.
- If this projects adds lanes to the beltway, I'm lukewarm in favor. If it does not, I am adamantly opposed
- We'd really prefer to see improved public transit options, as we believe they will reduce traffic congestion and improve life for a higher percentage of the population.
- I am opposed to tolls!
- Unless express lanes can be run around the entire beltway and a significant length of 270, then they have limited utility because they only create delays at the merge point and there is very little reduction in travel times. A perfect example are the express lanes running north of Baltimore on I-95. They never save time as the 2 express lanes merge into one and then later have to merge back into I-95. The merges eliminate all benefit of the lanes.
- I do not support the current "traffic relief plan."

- As a person who has spent plenty of time traveling to and from Pennsylvania, New Jersey, and New York, I am not opposed to toll roads. I am very opposed to how the 495 beltway approaches tolls. There is no restriction to how high the tolls go, the toll money goes into pockets instead of caring for the roads. No one should be making a profit on the toll lanes, and yet people clearly are. I am opposed to how the police manage speeds on the toll roads. They spend lots of time pulling lots of people over for minor speed infractions, driving people from using the toll lanes, and then when no one is using the toll lanes out of fear of getting ticketed the rates go up so more money is being made. This does not help the people who use the roads. It only helps to line the pockets of people who make money from the roads. Its disgusting, disgraceful, and exploitative.
- If the construction of these improvements, adding express lanes to I-495 & I-270, interfere with the already congested traffic flow on those roads for an extended period of time it may not be worth it to the average driver.
- I don't believe express lanes--either with tolls or HOV--will decrease traffic congestion. I live near Blair H.S. and there are massive tie-ups of traffic trying to get onto I-495 daily, but especially a.m. rush hour. Traffic coming south on Route 29 has to take I-495 because there's no other way to get to Virginia! If the ICC had been extended into Virginia, I think it would have completely altered the traffic congestion.
- My first would be to take public transportation, but there is nothing available in a direct route between home and work, and all options require 1-2 hours of travel for a 15-minute car trip. Having public transportation (either buses or rail) that followed the 495 route would be extremely helpful in reducing car congestion.
- Use taxes seem to be a better bet to fund transportation MAINTENANCE and improvements. As the mpg standards have risen, funding has decreased. Makes sense to use a different funding model. The P3 model is not the best alternative as the funds are not generally available to the public transportation entity.
- I want all options to be considered and and also presented to the community
- We are facing a climate change crisis. Building more roads means more cars, more pollution, more deaths and injuries from cars, and worsening climate change. New roads and lanes also don't relieve congestion they only induce demand - look at the 405 in LA. We need public transit options not more roads.
- Constructing more lanes on our area highways has proven to relieve congestion for a brief period. Capacity maxes out once more residential construction occurs. We need better solutions such as monorail or train service. Using buses on the shoulder of I-270 is a REALLY dumb idea. That will work only if there is not any vehicles pulled off because of breakdowns. Also, please get rid of HOV lanes! It is an antiquated idea that was good at the start, but there are too many vehicles on the road today. Do away with HOV lanes and let traffic spread out a bit.

- Tolls should be rate adjusted. Consider building alternate routes other than 270 or expand it to 10 lanes across. Taxes are high enough in this state.
- this survey is incomplete it doesn't ask about alternatives to just adding toll lanes
- It's not this OR mass transit...we need to attack congestion on all fronts.
- The sliders for the commute time were annoying. Would rather have just entered my commute time.
- I like attempts to add roads to stem traffic. Not a fan of paying for them, enduring the construction delays, and then not using the lanes because of toll costs or HOV. Open them to all.
- I suggest that the widening of 270 be extended as far north as Urbana. These areas are the most congested. I suggest 2 express lanes going both north and south and that tolls be no more than 2.00 each way. I would also suggest that police forces enforce the laws more effectively as to present day HOV lanes. I have seen and counted more than 50 cars with one person using the HOV lanes on a trip from 370 to Germantown. I have also seen these same cars passing Montgomery County police cars who are in the regular lanes, but have never seen anyone pulled over for violating the HOV lane regulations.
- I support more lanes on I-270, I-495 only to support dedicated lanes for busses. Mass transit is the only way congestion will be alleviated.
- I do not support building a toll road only for those who wish to pay for express service. Either everyone benefits or don't build it.
- THE NEW EXPRESS WAY IN 595 THAT CAUSES A BOTTLENECK RIGHT AFTER DULLES AIRPORT IS A NIGHTMARE AND VERY POOR ENGINEERING. SOMETHING NEEDS TO BE DONE ABOUT IT.
- if I do not have to pay a toll (if there are free lanes), then it is a waste of my money to pay tolls (except on long trips for bridges or turnpikes). I know time is money, but I have more time than extra money.
- The state should build additional free (non-toll) lanes at the same time as constructing the toll lanes
- I would prefer to see additional HOV lanes on the beltway
- good
- People responsible for transportation in the DC Metro area just don't get it. We don't want more roads, we want more reliable, accessible, affordable public transportation. The Europeans have this figured out. Americans don't.
- My family lives on my disability and my son's stipend from UMD, for his participation in their PhD program. We pay \$1300 a month for a 2 bed, 1 bath apartment. Our kitchen is so small we had to turn our dining room into an extension of the kitchen with the use of portable islands. All of our insurances, from car to renter's, tripled as soon as we

crossed state lines from Virginia. Our car recently had to undergo repairs to the tune of more than \$4000. Those same repairs would have cost less than half of what we paid back home in Virginia. We live here so my son can get a PhD. The cost of living in Maryland is so high, and the stipends offered by UMD so small, that my son must work a part time job just so we can put food on the table. During the summer months, when he doesn't receive his stipend we can barely afford our rent and enough food not to starve. We spend the academic year digging ourselves out of the hole the summer dug us into. And now Maryland wants us to pay to drive on roads that my son's tax dollars already pay for? Roads that I pay a fee for with every bill I pay with my son's money? You've got to be kidding me! Tolls to drive the Beltway will do nothing but take food off the table of people who already live well below the poverty level in Maryland. Children will have less to eat, and families will be put out of their homes. Travel in this state is ridiculously high whether you ride the Metro or drive. To add the extra burden of tolls would be a burden that most families would not be able to absorb without sacrificing money essential to staying afloat.

- i think its really wrong to charge tolls over a few dollars. many people cant afford to pay \$20 to get to and from work every day. some tolls can cost \$18 each way! that is taking advantage of people and it is not our fault the roads and traffic is so horrible around here.
- This was a very intense survey. WOW
- Tolls are too expensive. If the cost is based on the number of cars, why during off hours and I only see 4 cars on the express lanes the cost is more than \$4. And there is no way it should cost me \$21 to drive on the express lanes - that is highway robbery. I would be so irritated if the road was in good condition but it's NOT.
- I don't support the P3 project to add toll lanes to 270 and 495. I believe it will make congestion and air pollution worse. Traffic in the general lanes will have to be congested to induce people to pay tolls. It will be very bad for the environment, and the people who have been led to believe their commute will be reduced will feel double-crossed when it actually is worse.
- the main reason i want to explain this is i enjoyed doing this study about how i get around using the lanes.
- Good survey. I think the people who use the roads the most should pay for the road improvements.
- PLEASE consider the monorail option between Frederick and the MD Va line. Building additional lines is going to wreak havoc when you only have two/three lanes currently. No one will ever get anywhere on time no matter what time they leave for their appointments.
- What would really make these lanes attractive is a higher speed limit than the regular roads. Also the ICC touts that it saves you time and then there are police handing out tickets on a regular basis! Mixed message there!

- Your survey is biased, words like congestion, affordable, reliable, time saving are not defined in survey, therefore, you can twist the responses in your favor. This is NOT a criticism, but my struggle to answer your survey. Thank You!
- The only area toll road I use is the Dulles Toll Road which I use on an irregular basis. At one time I regularly used it for work purposes. Construction of the Va 495 toll lanes radically degraded earlier efforts to mitigate congestion coming off the Toll Road. The Va 495 toll lanes have also significantly degraded congestion management when using the Dulles Access Road.
- most places when you have appointment for drs or others charge for parking. wasn't in the office more then 10 min charged \$4.00 for parking
- If there are more transit options there wouldn't be so many cars or need for more room for more cars on the road. Mdot needs to think ahead! Squeezing in extra lanes for \$1-10 tolls is ludicrous and I would never use it. I'd rather use a monorail or environmentally friendly option. We rely too much on cars.
- Tolls are too expensive currently. I would not favor raising taxes to do toll lanes or expand beltway when so many other roads need just to be paved, especially the GW parkway
- support expanding 495 but would not pay tolls because I don't believe the toll funds will be used to help improve congestion.
- I think tolls for those who use express lanes regularly are fair.
- We pay plenty of taxes in Maryland already to support road improvements.
- A willingness-to-pay survey makes sense in principle. But spending tax dollars to ask people whether they would be willing to pay unrealistically low tolls in order to save unrealistically large amounts of time? On a project opposed by the local jurisdictions it's purportedly intended to help? When we only have a few more years to avoid disastrous climate change? Hell no.
- The congestion on these roads does not occur in a vacuum! This survey should have offered serious options that don't involve highway expansion, like any of the many ways that public transportation could be enhanced along these routes.
- The highway expansion is only going to make commutes worse. Look at the highway in Huston
- Make all lanes free for all drivers and have designated lanes for HOV. That will have a much better impact on traffic congestion and public sentiment and frustration levels.
- DO NOT PUT IN MORE TOLLS LANES! We are being taxed enough already, AND I'M A DEMOCRAT!
- Better and more reliable public transportation is also an option. I regularly give carpool rides because it is more reliable than public transportation for commuters.

- We don't need more lanes on I-495 which will cause more air pollution and noise level. In Europe and Asia, the governments are working on more affordable public transportation including metros and buses. Also, people who commute to D.C. live far because of the housing price. They can't afford to pay tolls. If you build more metros, it will help people to commute better and we don't have to worry about air pollution.
- I really wish the options to alleviate congestion on 496 and 270 included mass transit options, rather than expansion of motor vehicle lanes. Widening of highways has never proven an effective way to alleviate traffic - see the concept of "induced demand" to understand this. Also, as we are in a climate crisis, encouraging more private vehicle use is foolhardy and myopic. If tolls are collected, they should go toward the development of mass transit options to serve this corridor.
- The survey does NOT allow me to enter the time it actually took from my starting point to my home.. It max'd out at 4 hours, when it actually took me 7 hours... The delay on 495 and 270 cost me an incremental 1 hour due to traffic (no accidents were reported...)
- I completely disagree with Highway expansion. People should not be losing their homes and their businesses and their yards to accommodate Urban expansion. Maryland needs to focus on better transit systems including buses Metro MARC trains and light rails expanding the highway now will not solve long-term problems
- Surprised you do not mention MARC service or VRE as options.
- Please include bike lanes and mass transit in all of your plans.
- I rarely go to the airport but went to pick up a couple to take to a funeral at Garden of Remembrance.
- Just purchased a car for cash and now you want me to pay for a quick route to work , on top of mandatory vehicle insurance? Insurance should be optional too.
- I believe this extremely poor decision making. Only the rich will be able to drive to work. Why is extending the metro not being discussed? Businesses are fleeing Maryland and this is a major reason why- the citizens expect to be able to commute to work without having to be bombarded with tolls. And I guess the state is not concerned with air quality or climate change!! Where is your alternatives analysis, your investment in infrastructure that will bring you forward not backwards?
- Public transportation in this area is trash. Although driving home from work takes an hour thirty, taking public transport would take 2 hours 45 minutes (google maps estimate).
- I am strongly opposed to so-called public-private partnerships because I think they give the private sector an undeserved advantage in building on an existing state-owned infrastructure to make a profit.
- I hope 270 gets extra lanes up to Frederick

- maybe get Elon Mask to build a tunnel that connects north and south bound I-95 traffic bypassing AL bridge to ICC.
- I really do not think tolls will help. There will be a bottle neck when the lanes merge into 2 lanes towards frederick. That is normally the issues. Frederick needs the expansion charge them.
- I think more needs to be done exploring mass transit. I don't commute but better options for daily commuter must be explored. Building more roads is not the answer.
- I have attended several of the "information" meetings presented in the Silver Spring area by the State officials. Their impressive, extensive & expensive display and talks seemed to be aimed at shoving this P3 495-270 Lexus lanes down the throats of residents in the area. There was a little "transparency" when the vote was delayed until Treas. Nancy Kopp would be in attendance and a few concessions were made, however, it still seems that not enough impact study has really been done. Our area will be one of the highly impacted parts of 495 if this goes through and Rte 29/Colesville Rd will be even more congested than it is now since that will be one of the few access/exit ramps to the toll lanes. Am also concerned about the residents in this area who really have to use these roads all the time to get to work and know that they could not afford the "Lexus Lanes tolls", so what good would it really do????
- Tolls on i270 will force poor people to wait even longer or take money away from them in other areas because they just want to not sit in traffic
- Expanding the highways won't solve the problems with traffic.
- Its just that poor planning from years ago now results in drastic measures. We were always told there would be many cars on the road back when I was 16 and starting to drive in the state of Maryland. Our leaders failed us and now we have to pay the price for those mistakes.
- Maryland's state tax is among the highest in the nation. Our taxes go to build and maintain roads. Now you want to surcharge us by imposing tolls on an express lane that our taxes already should have paid for. Baloney.
- Need to relocate the truck weigh station on i 270 south....trucks and hill slow down traffic immensely . Also consider a third slow lane for trucks leaving Frederick and heading south.
- Gov. Hogan should know that ill conceived toll lanes are a tax on low income workers and that the toll collection companies reap profits well in excess to the costs and the contribution they make.
- Too much of the toll goes to collection a better contract should be negotiated
- I think we need to expand Metro to areas like Waldorf, MD and other outlying areas to relieve congestion along with express lanes.

- Your survey asks questions a person may not be sure of the answer. You should allow an indication of that fact.
- I don't support converting "free" lanes into tolls lanes under any circumstance but I do support the addition of capacity by adding toll lanes. I also support widening of roads through taxes in case where the road is unrealistically narrow, think 3 lanes to 2 and further along back to 3, or 2 lanes to 1 and further along back to 2. Realistically the road should be the same widen the entire length. The Nice Bridge is a good example and I support using taxes to widen the bridge to match the road.
- Tolls like those used on the ICC are ok - they don't fluctuate and are affordable. Tolls similar to what VA has are terrible. Environmental and financial impacts need careful study. Protect home and parks in Silver Spring and around the beltway. I particularly want to see Sligo Golf Course protected. It is important to the community. Please protect our neighborhoods.
- This survey experience was fine. I'm ADAMANTLY opposed to express lanes on the beltway....when no other study or planning has been done to get I-95 thru traffic totally away from DC like an outer beltway or a pass around like I-295 goes around Richmond. Get the thru traffic away from DC, then we can talk about surcharging MoCo residents for what should be a fairly straightforward commute.
- I hope, the improvement doesn't steal lanes from the non-congested direction (morning, south to north), to make toll lanes for the congested part (morning, north to south). Thank you,
- Please consider an Upper Level Highway for a toll road, as opposed to widening the existing road (a never-ending solution).
- Send this to the entire population of MoCo and Frederick County and you will get the right answers.
- No tolls
- Additional lanes needed in both directions on I-270 between Germantown and Frederick!
- lower tolls are the key. NO THE OUTRAGEOUS costs like they have in Va. along I-66/395??. If there are tolls, they should be more affordable like the current ICC/200 in Maryland
- I paid for the roads with taxes. If you can't responsibly spend what I already give you, why would I give you more? Additionally, Virginia's HOT lane program is abusive and horribly run.
- I believe tolls on the Virginia stretch can be far too costly, for example, a \$25 toll to go from Tysons to the Mixing Bowl. I would not like to see the costs be so prohibitive on the Beltway and 270. I am troubled by allowing the affluent to buy their way out of inconveniences that have resulted from our failure to maintain infrastructure such as roads.



- MD should be supporting mass transit, not granting gov contracts to Hogans corporate donors.
- Please improve public options. Reduce car traffic!
- Express lanes as envisioned here still leave us in Frederick to live with bottlenecks just as we have now. Only to in this model pay to rush to the bottleneck. Instead of toll lanes Gaithersburg to 495. Why not add a lane to Frederick each way
- I know this is about I-495 and I-270. However, the American Legion Bridge is a huge bottleneck. Serious consideration should be given to another bridge crossing the Potomac River. It seems like a connection at Rt. 28 would make sense.
- The survey seems to be asking the right kind of questions.
- I am opposed to being paying all the time in the hiway
- We need more road improvements in the DC area!
- There are issues more pressing, important where monies can be used for ie. humanity concerns, homelessness, housings, drug epidemic.
- Better solutions to relieving congestion than expanding 495 and 270. Oppose for environmental and property owners concens!
- I'm not in favor of these short duration express lanes. Just create more lanes that can move thru traffic out of the local lanes with minimal local exits.
- I support more public transportation where it makes economic sense. I support measures that would divert more traffic from I-495 to the ICC. The ICC was "sold" to us as essential to reduce traffic on I-495. It remains greatly under-utilized.
- Use to shop in Virginia every week and stopped going to VA when they implemented tolls. Will take local roads in Maryland if tolls are implemented. We pay enough taxes and gasoline taxes to support our highways. Express lanes only create a privilege class at the inconvenience of the general public and the greed of contractors who operate them. Stop outsourcing jobs that should be Government owned and operated.
- More room to clarify about paying tolls vs increased taxes to improve the infrastructure. Its known 66 Tolls do \*not\* go toward an eventual improvement. That is not the desired outcome.
- I hate tolls. I already pay highway taxes I think it is unfair to be made to have to pay to drive on the roads that I already paid to build.
- This survey was different and very good. I enjoyed doing it.
- about the survey, NO. But about the fact that this survey, and all road constructions and improvements should have been YEARS ago, yes. It is an absolute travesty that houses and bushiness are allowed to be built before infrastructure - aligned infrastructure is in place

- Please do not build those stupid toll lanes in MD. It didn't fix traffic in VA, and it won't in MD either.
- Improving the roads, especially reducing traffic on the American Legion Bridge would benefit our lives and in the end reduce pollution. I agree with Governor Hogan's initiatives to improve the roads in Maryland. I hope that Maryland's legislative bodies do not put up too many obstacles to prevent this. I also agree with projects such as improving rail (ie the purple line), even if it does increase taxes. Improving the infrastructure of America is a top priority to me.
- Widen the beltway!!
- My friends say that the tolled expressed lanes in Virginia have not improved traffic at all.
- Please find a better solution than giving away parts of Maryland to foreign companies to profit off our congestion. I would rather pay higher fuel taxes so the people using the roads pay for improvements,
- I didn't want to enter addresses (privacy concerns) for trips so I clicked on the closest corner. I was disappointed to see that it assigned an address. Hope I didn't inconvenience someone.
- Toll roads are terrible. Don't do it.
- How about committing to Bus Rapid Transit and the Purple Line, please?
- They need to build a two decker bridge over the Potomac river, one deck for going south on 495, the other deck for going north on 495, just like in San Francisco, the George Washington bridge in NYC. The express lanes don't work in VA since you have to merge anyways at some point.
- We are on fixed budget and try to avoid tolls etc
- My husband and I just sold our Maryland home of 32 years and moved to Virginia. He had taken a job in Herndon, VA and tried commuting in a carpool for 1.5 years. When commute time climbed to 2 hours one way, we made the decision to move. The biggest problems encountered are the American Legion Bridge and the 270 Spur. All the toll lanes in the world can't resolve the fact that an additional bridge is needed between MD and VA. The Spur needs to be widened.
- Adding lanes will only INCREASE the amount of traffic... Toll lanes are a TAX! I also live in a neighborhood that could be affected by the widening and intersection improvements on I-270,
- we really do need to crack down on drivers using cell phones and texting while driving. There is a total disregard in my view for the law because it is not enforced. I understand that the police cannot be everywhere but if the law is not going to be enforced then don't make it a law.

- Taking public transit from my home to where i work would take me over two hours. We need to focus more on expanding and diversifying public transit options instead of widening an already 8-lane highway to create more congestion and more traffic. Didn't any of you play Sim City as kids?
- The travel times listed as my current time for travel differ from what I entered.
- If you want to relieve congestion improve public transportation and affordable housing, instead of keep on building highway lanes! It's 2019, and this region is so congested, it is about time to build a decent public transit infrastructure based on people needs as a valid alternative to the car.
- I noticed there were already some changes made on I270 north. Now there is a lane for exit only from express to local before exit 5. This actually causes more congestion and a less safe driving condition as many people switching lanes at the last minute to avoid the exit. Also, I believe I270 between Gaithersburg and Frederick had an improved by adding lanes. But the lanes and shoulders in some area appear narrower than before. and it makes driving more hazardous. I hope this will not happen in the rest of the I270.
- Experience has demonstrated emphatically that adding more highway lanes, toll or no toll, fails to relieve congestion and in fact increases it. A definition of madness is doing the same thing over and over and expecting different results. What the governor proposes thus satisfies the classic definition of madness. What is needed is expanded and integrated mass transit. That is, take vehicles OFF the road, not make more roads to encourage more vehicles ON. Commit the needed funds to make Metro a viable alternative. Expand light rail from Dulles (and put in a sane terminus within the terminal, not half a mile away, cheapskate politicians). Expand rail along the I-66 corridor and I-95 south as far as Richmond. Build light rail from Frederick down to Bethesda or Rockville. Build light rail to Ocean City. Build light rail from Silver Spring up US 29 to Columbia. Improve integration of light rail and airports, as London does. Build 3 track systems, not 2 track systems. This is not rocket science, people.
- Well done, both in clarity and length.
- develop public transportation
- The many years of traffic that will result from the construction to create the toll lanes will offset the benefits to me of the toll lanes to me.
- I think the tolls should be priced moderately. I balk at paying \$20 in tolls say on the I-495 express Lanes. When I travel North on i-95, I go by way of I-270 to I-200. I think you might want to put a toll lane on I-95 between Washington and Baltimore.
- You should put in a box like this for additional comments. The fact that I cannot enter in my opinion that the backups leaving 270 and 495 are more of a cause for backups than the actual roadway was disappointing.
- develop public transportation

- Raise the gas tax to pay for the road expansions, this makes it a pure user tax
- If tolls are in place, I would actually use the back roads, rather than "regular" lanes if there is congestion (which is what I would do now, although the congestion has never been extreme). This would make local roads more congested and irritate your constituents.
- How will toll lanes affect the HOV privileges? I'm specifically interested in maintaining my HOV privileges given that I drive an all electric car.
- I strongly oppose the use of tolls for road expansion, especially if the public roads are created by private companies for profit!
- I strongly oppose the use of private companies being used to finance public works projects, and being permitted to collect uncontrollable tolls for use of that infrastructure—often without a plan to ever merge that infrastructure or any of those profits into other public works projects. Beyond that, toll use in general functions to exclude those that cannot afford the additional overhead, while favoring those either with the means to absorb the costs or have access to expense accounts.
- I strongly oppose widening of the Beltway. The county governments and residents of both counties are strongly opposed to Beltway widening. I do not believe that 2 people in Annapolis should have the authority to override the wishes of the county governments and residents who will be adversely affected. Highway tolls for express lanes are yet another example of giving to the rich while taking from the poor - only the wealthiest can afford to use such lanes. Widening the Beltway will not reduce traffic; rather it will have the opposite effect by encouraging more people to drive. We need better public transportation options. We need solutions that do not involve government theft of private property (i.e. theft of homes by 'eminent domain'). We need governments that will not give preference to developers over residents.
- My comments are heavily influenced by the fact I rarely use these roadways in rush hours.
- This project is a horrible idea. New transportation spending should be dedicated to forward looking options and emphasize public transit, walking, motor bikes, not cars. Lexus lanes are not ok.
- This is not a TRAVEL study, it is a ROAD TRAVEL study. You should be polling in such detail for public transportation options. I am opposed to privatizing public goods & services. Roads have to be paid for, obviously. But having a variable-rate toll road is ludicrous. Remember that we live in a democracy. A free-market democracy. One of the underlying tenets of a free-market is perfect information so that a consumer can make an informed choice. Even with surge pricing on Uber, you are told the surge price. I wish you all would visit a handful of cities that have high-performing public transportation options and then send out a survey to address needs inspired by what you've seen and the great ideas that it inspires for you.

- My limit for using toll lanes seems to be around \$10, when I see higher tolls posted for I-66, I just shake my head.
- I think tolls in this area are a ripoff.
- I am against the expansion of 270 and 495 because it will encourage more individual cars on the road at a time when we should be taking immediate and long-term measures to curb greenhouse gases. I am not against paying tolls per se, as I do use 200 (ICC) when it is convenient to my route.
- In regards to 495 extending the exit lanes and better coordinating the flow of traffic to avoid back-ups into traffic lanes could go a long way. I also think more could be done to reconfigure the existing local lanes in order to incorporate them better into the use of 270, which already includes a carpool lane. The thought of the impact on traffic in the short term to build/implement toll lanes is frightening, especially considering there is no guarantee afterwards they will significantly improve traffic. Try better engineering before toll lanes and if that doesn't work then you'll have my full support.
- Toll charge should cap no more than \$10
- Your survey incorrectly stated that I never use the toll lanes in VA, this is not true. I have used the toll lanes, although rarely and not in the last 30 days. I also routinely use the toll lanes while driving HOV.
- Expand 270 without tolls. It can be done. At least add lanes from the three to two lane merger through to Frederick instead of paying 695 for the hundredth time.
- I am generally not in favor of tolled express lanes that run parallel to free lanes such as you are discussing on I-495 and I-270. I have no objection to driving on fully toll roads (ICC, Penn Turnpike, etc) when I feel that by using these toll roads I'll be saving time and when they are more convenient.
- Absolutely need MORE BRIDGES over the Potomac. Do you realize the next bridge west of the American legion is Point of rocks? Tolls are one idea, but you need about 5 additional bridges west of American legion. They don't all need to be huge. It would divert a lot of traffic off the beltway.
- I would like to see an expansion of I-270 going north where it narrows to two lanes. That is always a bottleneck when we're travelling for vacations to western Maryland.
- Lawmakers can never be trusted to use the money in the right way. Companies that are hired for tolls charge ridiculous fees and gouge people. This is a high cost of living area and people are struggling to make ends meet. Most of us are one paycheck away from homelessness and now lawmakers who make more than most want to impose either taxes or tolls that are way too high. Witness tolls in Northern Virginia that are way too high.
- Public transportation or at least bus only lanes should be prioritized before highway expansion. Adding more lanes only creates induced congestion. There should be

more comprehensive approach that reduces congestion rather than the archaic notion of just widening highways.

- I travel up and down 95 by car between DC and Boston. A huge bottleneck on the trip into Baltimore is the confusion caused by the easy pass lanes that one pays to ride on that sit next to the no toll lanes. People are confused and easy pass holders think they need to stay to left to pay toll and realize at last minute that they are express lanes. The confusion causes lots of back ups... when usually going from less lanes to more lanes eases traffic. This needs to be fixed.
- As someone who is self-employed and drives the entire Washington DC metropolitan road system and familiar with each areas backups. 270 needs to be widened from Clarksburg to Frederick to three lanes each Direction, Would reduce afternoon and evening backups. 370 needs to attach to Route 28 in Virginia, would reduce the traffic on the outer beltway southbound. Route 15 bottleneck at Point of Rocks needs to be double the capacity, bridge and roadway in Virginia. Inside the Beltway road system cannot handle future road capacity improvements! A commuter rail system connecting Shady Grove to Frederick needs to be considered.
- We pay enough income taxes and other taxes which part of the fund should be used to improve highways therefore I oppose toll on roads.
- Providing roads is one of the the MOST BASIC services of government.
- Commuter Tolls are a tax on the working class. There should be exemptions for those who cannot afford to pay.
- Your survey questions are biased and do not account for the impact on surface streets such as Georgia, Connecticut and Colesville where traffic heavy. Your survey questions are unclear about tolls and probably will result in an incorrect picture. You do not account for the taking of parkland and homes. Your questions seem to show that you are willing to pave over PG and Montgomery County to save commuters 10 minutes.
- Very easy survey. Appreciate it!
- Gas tax for highway infrastructure improvements should be the source of funding.
- The financial choices did not reflect the reality seen on Virginia tolls, which is clearly proximate and a reasonable substitute. There can be multiple primary reasons so the single choice on the primary selection was a false ranker.
- I generally try to avoid heavy congestion and commuter times on the freeways, but sometimes it is necessary.
- We will not be traveling the way we are in 10 years, so I find the premise of this poll and the project to be dishonest.

- 1) Might be useful to ask about times when you chose NOT to travel on interstates and why. 2) I was surprised when my 'not used in past 30 days' answer was followed by questions that assumed answers meant 'never used'.
- I'm a reluctant fan of toll lanes ... either that or widening the Beltway and I-270.
- People are working 2 and 3 jobs to afford to live in the metro area. People have to pay for parking most places they go. After paying bills most people can not afford to pay tolls. It's an extra bill most can not afford.
- I am adamantly opposed to expansion of 270 and the highway! Our taxes are better spent on mass transit options.
- Please add more tolls! People will pay.
- The survey questions, particularly about the "pay tolls to relieve congestion" are written with very pro-highway bias. I would pay taxes and/or fees to improve transportation infrastructure, including mass transit and other options. Building more highways for cars and making 495 and 270 wider are bad options to address the problems.
- No tolls. Roads should benefit and be available for everyone. No private company should profit from citizens' need to get around.
- The beltway traffic is awful on a good day. However, I am generally opposed to raising taxes or paying tolls to fund improvements because mismanagement of funds and corruption seem to be more common place. I have little trust in publicly funded projects.
- It was good
- Realizing that this is a survey aimed at people who currently commute on I-270/I-495, I still would have liked to have seen more than a single question that referenced mass transit. I wouldn't be on the road at all if the MARC ran between Silver Spring and Rockville in the morning. Additionally, I think that toll roads are unfair to those with a lower income and can less afford to regularly use them. Charge me \$15.00 and someone making \$30,000/year \$4.00.
- I am concerned about how developing the toll roads will affect current traffic conditions. Virginia is a cluster to try to get through because of all the construction in "fixing" the heavy traffic.
- What needs to be considered is a second bridge to get from Maryland to Virginia and back. While that issue is a political football I wish you would stop the politics and do something to alleviate traffic. The Corridor Cities Transit Way should be a light rail to Shady Grove, last I heard it'll be used for shuttle busses. Study Shanghai. How do they move 8 million people during rush hour?
- Why not allocate funds from the gambling Casinos in Maryland to pay for road/highway improvements.

- I noticed there were no questions about the potential demolishing of businesses/parks/homes to add lanes to the beltway. IMHO THAT is a VERY BAD IDEA.
- I think most of the congestion on 495 is due to entrance/exit from side roads especially Georgia, University Blvd, Colesville Rd, New Hampshire, Route 1, BW parkway, 450, etc. rather than the number of lanes in 495 or 270. The sections within at least several miles from the exit from and entrance to the beltway should be widened to ease entry or egress from these two main highways
- I do not agree with taxing anyone for the construction of new tolls. It should be paid for only through the payment of tolls. I use them when on vacation, or when I decide I desire to avoid delays...ie I95. I agree that MD should have the option for tolls, for those who wish o take them. It is about time!.
- I wouldn't mind a toll road on either I-495 or I-270 if they were reasonable and not like I-66.
- Nice, quick survey
- As a retiree, I have more time than money so will avoid tolls as long as I can get where I am going. I am not opposed to tolls, nor increased fuel taxes.
- I would rather pay higher taxes to reduce congestion vs public and private partnerships
- My job pays for the tolls which is one reason why I use the tolls. If I had to pay out of pocket I would not use the tolls as much. I would still use the tolls when traveling to Baltimore.
- One of the biggest problems is the American Legion Bridge. Most of Virginia's horrible backups are because the bridge is inadequate. If you don't address that, it won't matter how many lanes you build leading up to it.
- I strongly oppose any introduction of any tolls on either I-270 or I-495 in Maryland.
- I support tolls on regular lanes to pay for maintenance and discourage driving, but would rather see revenues support MARC/VRE/BRT/WMATA improvements than destructive widening. Far cheaper changes could provide a 30-minute MARC/VRE trip from Kensington to Crystal City, dedicated bus lanes, etc. This biased poll casts highways as the only solution. As the climate crisis looms we need real alternatives and MDOT is standing in the way of true regional rail on MARC and VRE.
- This is a shame that it has taken so long for anything to be done about traffic in this area. I've been dealing with traffic congestion on 495 since 1990 and nothing was done. I've been hearing about the purple line and it's still not completed. The state of VA has surpassed MD with efforts for improving congestion. Thank goodness Gov. Hogan gets it!
- Stupid idea to expand the highways. There will be terrible suffering during construction and when it is done - as studies have shown - traffic will increase to the



point where congestion will be just as bad as before. People's behaviors change based on the available capacity. Meanwhile, we have global warming which means we are going to have to consider radical changes in the future to our car-centered lifestyle. Expanding highways is a needless boondoggle that exacerbates global warming.

- I never pay tolls if there is an option not to. Additional express lanes are fine if the tolls are not too high. Example: not more than a few dollars.
- Increasing the size of roads is the wrong way to go. Congestion will increase to fill the new roads. Public transportation options are needed and they need to be affordable.
- i want taxes to pay for improvements
- As mentioned earlier, it would help ease congestion if signs were posted periodically along the beltway in the left-most lane reminding slower drivers to keep right. Having been a driver in this region for a long time, I have noticed the huge increase in the amount of big vehicles such as trucks on the beltway. Landscaping trucks are often in the left-most lane impeding the flow of traffic and definitely negatively affect my commute on the beltway. Signs would be a low-cost improvement to the region's commuters.
- Stop fooling around and ban TRUCKS during rush hours! The hills leading to and from the Legion Bridge slow the trucks down and create havoc with the car traffic. Simple, stupid fix and doesn't require all the construction, and toll lanes will not benefit people like me. Or how about a mass transit option over the Potomac north of Great Falls?
- Most of my commute is wasted waiting to cross one of the two bridges between MD and VA. It should take me 45 minutes to go 7 miles across the Wilson bridge in the morning. If you want to spend tax payer money add extra lanes to both of the darn bridges.
- I am opposed to beltway expansion. Use the money to reduce use of cars
- Just add lanes w/o tolls
- I was hoping to be asked my opinion regarding I-270 between Montgomery County and Frederick. I've never understood why this highway is only four lanes, not six. I did my own research and found that I-70 into Frederick County from Carroll County carries, on average, 67482 vehicles per day, whereas I-270 into Frederick County from Montgomery County carries 87380 vehicles per day -- almost 30% more traffic than I-70, yet I-70 is six lanes, and I-270 is only four. I don't understand how this happened in the first place, but clearly I-270 from Montgomery County to Frederick is undersized for the traffic it handles, and I would strongly support a project to rebuild and expand I-270 to a six-lane highway without tolls, and would support increased taxes to pay for it.
- I\* think it is highly unethical to charge everyone the same amount for tolls. While I can afford tolls, someone needs to advocate for those who cannot. Everyone should be

taxed accordingly and not too much. Road Crews should be Maryland based for construction on the Maryland and side of the Beltway and 270. \$49.00+ tolls like on 66 is absolutely unacceptable and puts too much stress on other routes

- Funds already exist for the improvements needed. They've just been spent in areas of the state that don't generate the tax revenue for political reasons.
- Thank you
- Survey is bias towards the toll lanes. State should fully explore other public transportation options--including free, or almost free buses, etc. More lanes = more traffic because it encourages driving
- The reports about the I 66 toll lanes have proved that it impaired traffic flow both on I 66 and around the entire area. Tolls were astronomically higher than what VDOT said they would be. But VDOT and Governor of Virginia they are working as expected (because it turns out making 66 a toll road wasn't about traffic flow. It was about having money for pet projects around the area, most of which are unnecessary and would never be approved if they had to be paid for with regular revenue streams. Toll lanes have been proved to be a bait and switch.
- In the entire survey you didn't mention public transport once. My actual preferred option would be to have a metro line running parallel to the beltway, rather like London's Circle Line. Why didn't you mention a public transport alternative?
- Toll lanes have proven to be failures at improving traffic and to be another money grab for "new owners" of public highways in which tax payers are taxed. Foreign entities owning U.S. roadways.
- ANYTHING that will improve traffic congestion has my vote.
- Build it and they will come.
- Explore more public transportation options. I would take those
- While I would like to see additional lanes, perhaps even toll lanes, along 495, to ease congestion, I seriously doubt they will have a significant long term positive impact. By the time they would be completed, the increase in traffic would overcome the benefits.
- I am against charging people high rates to avoid transportation congestion even though I can personally afford those rates.
- The 66W tolls are too expensive, but the ICC tolls are worth it. There's not enough entrances to express lanes on the 495 North
- I avoid the Beltway whenever I can use satisfactory secondary roads. I am against an "Outer Beltway" unless it is designed to tunnel under the Potomac and under the Agricultural Reserve in Montgomery County.
- I agree that something needs to be done, but an extension/expansion of the Metro system would be preferred. Right now it only goes to Shady Grove and is expensive (especially when factoring in parking costs), crowded, and inconvenient to most of the

upper Montgomery County area. For this reason I usually drive, thus there's more congestion --- if more public transportation were available, the traffic would be less impactful.

- Experience shows that expanding highways NEVER solves anything. More varieties and greater quantities of public transportation is the only thing that will work in the long run.
- My trip from Northeast, MD went to Clinton, MD before ending in Washington, DC. I believe if you build it, more vehicles will use it. Improving public transportation options is a better option socially and environmentally.
- I believe in highway improvement and possible expansion, but not at the expense of destroying people's homes. Also, I do not think I should have to pay a toll to drive within my own area or neighborhood, which in the MD, VA, DC area covers a wide area.
- The price comparison was a dumb idea. How does one quantify "reasonable" costs, and where did you get the travel times? It seemed unrealistic. I am opposed to these toll lanes, or Lexus lanes as they have been called. It separates the haves from the have-nots. If you can pay, then you get the speed pass through traffic. If you are not as fortunate, you get to sit in traffic. Also, there has been NO study about other traffic issues. It's almost as if someone is trying to treat the symptom and not the cause. How about looking at better transit options and even another crossing west of the Legion Bridge.
- I would agree to the toll roads IF tax dollars paid the majority of the construction and tolls were ended when the project was paid for.
- 200 and 95 toll roads don't seem to ease congestion
- Road improvements help everyone, the rich, the poor, the commuter, the shopper, etc., even if they don't use the road. Improvements on the beltway reduce traffic on other area roads. Tolls are a regressive tax that hit the poor hardest. Raise progressive income tax so everyone contributes what they can. The interstate highway system was built before the anti-government, anti-tax conservatives (was reagan, now hogan) make it impossible to do anything of that scale.
- I feel that the government collects far too much in taxes and wastes a awful lot of it.
- I like an idea my son came up with on 270 do lanes over the existing road and make one upper or lower south bound and the other north. Can be flipped in case of things like snow so the lower lanes can be the direction of the rush hour traffic since they should be clear.
- This survey failed to ask whether or not I drove my personal car or used a service. Important distinction

- A toll road must be more efficient and the tolls must be reasonable. Higher speed limits on less-congested toll roads must be considered as well--avoiding the mistake made on the ICC.
- Please build an outer beltway. At a minimum, build a bridge from MD200 to VA28. I would gladly pay 5x my share of the cost!
- SENIORS can not afford additional fees for anything. Our income does not increase with the changing economy. Should you have TOLLS - there should be breaks for the 60+ aged seniors.
- Whether it is with private or public funding, expanding roadways is possibly the WORST idea to try to "fix" traffic congestion in the region. The only viable solution would be think long term, and increase public transportation options.
- Congestion should have been relieved along time ago. Not that traffic is horrendous are people paying attention. Government has been collecting tax dollars that should have gone to pay for expansion/new routes with the money its been collecting for many years. Adding new toll lanes or increasing taxes to pay for roads is due to poor planning and use of funds. I disagree with any fee based road expansion.
- Examine other alternatives for reducing traffic congestion, e.g., overhead monorail service from remote locations to existing metro stations, widen I-270, etc.
- I think the main point is that the tolls provided in the examples were too high for the amount of time saved. If I'm only saving 10 minutes, I won't pay over a dollar. If I'm saving 10-20 minutes I won't pay over \$5. So on. Additionally, I'm opposed to tolls in general because, in my experience, they don't actually "guarantee" saving time, and in some cases I pay large tolls in this area just to have the same traffic delays. There is no check on the system to refund me money when this happens. Nor am I a proponent of increased taxes because once again they do not "guarantee" less congestion or more time saved, and in fact, for the years of construction just seem to make things much worse.
- The survey did not ask about type of vehicle or HOV usage. This should be considered as part of the study to determine if it can be used to encourage EV usage. I drive a Tesla model 3 and if more EV / automated driving cars were on the road, accidents would be reduced, and hence traffic would be reduced. We should encourage this to reduce driver / human error.
- Please build a bridge at whites ferry into ashburn Virginia
- Do NOT build more lanes on the beltway. Please do appropriate research and use environmentally friendly solutions and actually enforce existing traffic laws.
- JUNK idea
- Most people can't afford 17 or 35 dollar tolls. What you're doing is penalizing the poor.

- Just a general comment - the fact that it's taken this long to address the traffic in the region horrendous. The elected officials are putting their head in the sand. This has been accumulating for decades.
- I am familiar with the Virginia Beltway Express Lanes. Construction was very disruptive and the benefit to the public is minimal. I am opposed to a similar project in Maryland.
- If tolls are reasonable I would pay the tolls but the way it works is unacceptable. Usually it's 2 -4 dollars one day it was 30 dollars. That is not reasonable or affordable
- I believe there should be expanded commuting and travel options that do not require car travel and are affordable for lower income people, sort of like the Baltimore light rail. Metro and local buses are the only options we have, They are expensive and are not available during non peak hours
- Toll lanes solve the wrong problem, and not very well. The right problem is how to move people not vehicles.
- If tolls are going to be in VA it's ridiculously high.
- Toll lanes do not work, study I-77 in Charlotte. They are unfair to families who do not have option of public transportation because of kids school, sports, personal activities that do not have flexibility of arrival and vary dramatically. The govt can not do anything competently, so whatever they say will benefit will not be close and it will cost 10-20 times more (ie I-77 in Charlotte, California train, BQE, I-95, Florida is probably the only state that has any ability to come close). It only pleases the wealthy who have the ability to afford it, and the politicians who have the public pay for their transportation, and the politicians who profit from the contracts associated with the construction and profit from the tolls.
- I think the Virginia experiment in toll roads on 495 has not been successful. Why should Maryland do the same?
- I strongly feel that the last few sets of questions were written in such a way to bias survey outcomes favorably toward tolling on 270 and 495. I'm disappointed in this.
- I also travel a lot on I-495 and I-270 for volunteer work and for medical appointments and to take relatives to medical appointments. I usually am in rush hour traffic at least one way for each trip.
- Build the new bridge across to Rt7 will solve the problems.
- Tolling is must safe to drive and roads are better condition
- Taxes are already too high in Maryland.
- do not use eminent domain to destroy homes to alleviate traffic! add more reliable & safe, quick public transportation
- ALL of this should accompany significant improvements to public transportation, e.g. true high speed rail to Dulles and BWI, as well as I-95 corridor (DC to Boston).

- Roads are a public resource. They should NOT be available to only those citizens who can afford to pay. We ALL pay taxes for use of our nation's infrastructure.
- Please consider public transportation and do not use condemnation of private property to expand highways...we need rail and bus rapid transit.
- The part of the survey that asked whether I agreed or disagreed with taxes, building highway improvements and the part dealing with under what circumstances I likely would use toll roads (without any reference to cost or time saved or circumstances) did not provide enough information and options to make decisions that accurately reflect my likely responses. The survey was not well designed in this regard and that could impact the conclusions that can be drawn from the survey. Is providing more public transportation options a form of "highway improvement?" If so, I'd be happy to pay for more highway improvements. If "highway improvements" are limited to building more lanes and roads, I'd be much less happy to pay for highway improvements.
- I strongly support building Express Lanes on the major highways in the area, but I believe it is also imperative to include public transportation as an integral part of any plans, both in terms of ensuring access for those who cannot afford a car plus tolls, and also in terms of mitigating the impacts of induced demand.
- I accidentally clicked male. I'm female. I think we pay taxes. It's not fair to provide roads to people who can afford more. It's creating roads for the rich when everyone pays for it through taxes. And these roads don't relieve enough congestion to make them worth it since only the select few can afford to add these expenses to daily living.
- I am strongly opposed to building toll lanes on interstate highways. These roads were originally built at public expense, both federal and state. I am opposed to turning these publicly owned roads over to private profit-making companies. I wish to see public transportation developed instead of expanding interstate highways.
- I will likely use the express lanes all the time assuming the fees are reasonable
- I would suggestion spending money in the schools for driver education. What I have seen is that a lot of congestion comes from people who don't drive well. I see tolls as a means to raise money to pay for someone's salary increase.
- No New Tolls. It's a waste of consumers money. Existing toll roads are always increasing tolls with little or no improvements. Outside parties seem to be making money collecting tolls which take from just taxing people and doing improvements yourself. I am opposed to any more toll roads!
- Cannot figure out how they determine the toll fare sometime it's a bit unreasonable
- The solution of putting toll lanes in or building a new Potomac River crossing or developing public transit options cannot happen fast enough. Of course, public transit and a new river crossing cannot milk the user the way that toll lanes can. The biggest problem on the American Legion Bridge to the 270 split is the 270 split. Convert the HOV lane to a regular transit lane and traffic will ease. Toll lanes will push people

through residential neighborhoods of Seven Locks Road or to Clara Barton. Since Larry Hogan is already pushing toll lanes and no other option he is forcing cars through residential areas for those people trying to avoid tolling and trying to get around the traffic backups. If you look at the HOT lanes in VA they dump into regular lanes after the Toll Road merge. You pay \$ or \$\$ or \$\$\$ to get dumped in to normal traffic lanes. There really isn't a benefit except to the private company that helped finance the lanes.

- I will need to use 270 on a daily basis soon.
- Spend money providing opportunities for alternate means of transport instead of expanding lanes. Wider roads leads to more chaos, which leads to more accidents, causing traffic to snarl more often. Only way to reduce congestion is to get cars off the road.
- PLEASE GOD MAKE THIS AMERICAN LEGION BRIDGE NIGHTMARE END!!!!!! The ride home is MISERABLE!!!!!!!!!!
- better ways to fix the issues
- Toll will not end 495 congestion; alternative route to 485 need to be build.
- I strongly oppose the tolls being given to for-profit companies for the rest of my lifetime and that of my children. if tolls have to be paid, they should go to the government, not a for-profit corporation. I would drive less if I had better public transportation options.
- Please consider the question: Did the ICC (MD 200) do anything to alleviate congestion on the Beltway? I have used the ICC once or twice to assure an arrival time. Otherwise, I just stay off of it and use alternate (non-Beltway) roads. Have the "Lexus" lanes on the Beltway in VA done anything to alleviate congestion? Certainly, such lanes do help those who don't care about paying tolls or maybe like to luxuriate in their affluence.
- If we go with tolls I would rather they be managed by either Montgomery County or Maryland government and NOT be outsourced or associated with a contractor. All toll proceeds should go the the government treasury and used for transportation improvements.
- Your survey did not address public transportation. We desperately need better (MUCH better) public transportation. Also, express lanes contribute to institutional racism, favoring wealthy white males (like our Governor and his friends). Express lanes are outrageous. People earning the minimum wage would have to work an extra hour just to shave a few minutes off their commute, yet the wealthy can fritter away the price of the toll without a thought. Plus, I don't want Maryland highways to be like Northern Virginia highways. Plus, adding extra ones just makes certain that developers (like our governor) will press for more development further out, quickly returning us to the present state of congestion.

- I favor tolls or got lanes significantly over widening 495. There are many other transit solutions we can try including more public transit before taking people's homes and property is a solution
- Every time I drive in Northern Virginia, the express lanes are under utilized or they are closed. Likewise, the express lanes in Northern Baltimore seem to be barely used. Creating express lanes in Montgomery County seem like a waste of money. I would rather see more commitment to mass transit and more creative ways of reducing congestion, such as a second ICC.
- I avoid 495 as much as possible. There are other routes I can take to avoid 495 most of the time. Even if there was an express lane that was reasonably priced, I would still use the FREE alternate route— Even if it took me longer.
- People need to stop relying on their cars! Have public transportation that is low costs, so people will want to use it.....
- You should have 95S entrance to the Beltway-I usually use that and the traffic is significantly worse for a longer period of time than entering the Beltway from 29 South.
- Transportation projects should benefit all drivers, not just those willing to pay. It's a terrible precedent. It fosters separate and unequal benefits to wealthy versus poor taxpayers.
- Paying tolls on interstate 270 is unreasonable and should not be enacted. Upper middle class get screwed in taxes and this is just an additional expense to travel
- This survey is extremely biased. The questions are worded in such a way to get people to support this disastrous plan to demolish people's homes in order to build new highway lanes. What's needed are improvements to public transportation. New lanes won't solve congestion; they just lead to more people driving on the highway. This is called induced demand. Stop worshiping cars and improve public transportation. This will lead to improved traffic.
- Don't charge too much for new toll lanes.
- This survey is an excellent way to obtain relevant information. Thank you.
- General highway transportation improvements should be paid by state of Maryland, Montgomery county and federal government taxes - not tolls imposed onto citizens who AREADY pay taxes to the 3 entities :)
- Keep the amount of the toll below 6 dollars. 3 dollars or less would be ideal.
- This plan is insane and I strongly oppose on budget and environmental grounds
- The survey doesn't account for traffic getting on I-495 from I-95 south)
- The existing express lanes on I-270 should be changed to 24/7 express lanes. Traffic is heavy on that road. Also, I-270 and route 70 should be made into 6 lane roads.
- Why are Motorcycles not free in Maryland on the toll road, as they are in Virginia? If passed, which I do not support, Taxes are high enough and this is a Tax. What



happened to the "Lotto" money for roads and schools? The Federal Roads money is used where? Montgomery County has become the Marin County (Ca) of the East Coast.

- I avoid using I-495 if possible, and take alternate routes that would normally take me around the beltway on the Outer Loop in Montgomery County.
- I use the express lanes in Virginia and would use them in Maryland. But in my experience, the problem on the east side of the American Legion bridge is the confusion about the lanes that go to the Beltway and those going to the 270. Four lanes become three, three lanes become two, and the traffic backs up. Fix that first before adding express lanes. Then build the outer beltway.
- I pay taxes for roads, I pay a gas taxes. What are you using that for? Why must you rape me for further money? How much more graft and corruption must I continue to suffer from?
- I do not think adding additional lanes of which are "express" will decongest the problems that all major highways in Maryland face. As someone who drives the entire beltway and a portion of 270 4 days a week, it is already impossible for emergency crews to get to any accidents and proposals of simply removing shoulders will only hinder their job (no where for anyone to go including semi trucks, commuter cars, and emergency vehicles). In addition, when a cop pulls someone over it comes to a crawl just for the same reason as there is no shoulder (cop car and person being pulled over in the shoulder blocking the lane). If the express lanes take away shoulders on the highway, then I see a larger problem that will only hurt the current situation. Secondly, there needs to be an increase or expansion in metro or public transit that spans along 270 up to Frederick or along the beltway. I believe that if metro was increased in the overall size it covers (in addition to reliability to get to work at reasonable times) then people would be more willing to take it. That is where I believe more solutions and money should be thrown to fix the congestion issues. Lastly, most people move out from The DC metro area because of affordability. Inside and generally right around the beltway is too expensive for people to afford, and thus, the greater movement of people further out. If Maryland wants to actually change the issues that cripple the beltway, then there needs to be a more serious push for long term solutions related to increased public transit along 270 in addition to the top of the beltway out to the suburbs, and a push for affordable housing around the area. Adding more lanes is only a short term fix, until more people hit the roads because traffic is less for a period of time (10 minute different will not make me or anyone I know want to pay a toll, as there is no difference or benefits of 10 extra minutes).
- I am a realtor licensed in three states traffic here is unmanageable keep this project going it's a great idea
- good call not cheeping out on a survey monkey survey.
- If you add tolls, you must allow zero cost to HOV, such as Vanpools, even if you make it HOV-3. Carpools and Vanpools will greatly reduce congestion. I would support a

\$10 toll for non HOV. Right now the HOV is abused by single passenger vehicles so your studies probably don't show the true congestion be issue. A significant toll that's enforceable will guide the drivers to using multi person vehicles or mass transportation. Either way congestion will go down... Or you'll get good revenue

- need to ask about alternatives that include mass transit
- On survey only ask for days Mon-Fri - weekends are just as bad - also why don't you ask to go all the way up to Frederick MD..You need to decide soon before you build too many more shopping centers/bridges/houses that we dont have room to expand the highway. This should have been done along time ago
- No matter what you build the express lane. There should be enough room for the regular lane.
- Please consider telework and please do not cut into people's yards and homes to expand the highways which will only lead to more cars on the road. Our wages are not increasing and our cost of living is rising...we cannot afford to pay tolls for every car trip we must make for work and other purposes
- I strongly oppose toll lanes for addressing the 495/270 congestion. Please raise my taxes instead.
- I don't see any improvement in VA traffic with toll lanes so I am skeptical that they will do any better in MD.
- Affordability of Toll Rates. Reasonable Toll Rate during rush hour. I will never pay over \$10.00 to go from VA to MD or MD to VA.
- Absolutely need to improve Route 50 East access from 495 (between Landover Rd/ Rte 50) - remove the Three ridiculous overpasses in the 1/3 mile located before the Rte 50 East access --> make a fast-ramp. Add a dedicated 2-lane EZ-Pass lane on Rte 50 East.
- Lower Montgomery County does not need privately-funded transportation improvements. Roadwork should be funded by state and local taxes.
- expand 270 above 370 all the way to frederick first. then expand below 370.
- Tolls on commuters, who spend money in the sate, don't make sense. Tolls on out of state people passing through, who are just using the roads, make sense. When in doubt, or mixed usage, raise taxes on higher income people and pay for roads that everyone can use.
- Without explicitly including expanded public transportation and bicycle infrastructure within the plan for highway expansion, I will oppose the project.
- I believe in general, residents in this area (Northern MD, VA, DC) have been paying too much for tolls. I've agreed the money that we've been paying for tolls is worthy but if keep adding the tolls to the road is not the best solution. Single drives are willing to

take risk to travel to express lane (HOV-2 or more) rather than drive in normal lanes (I've seen a lot of them).

- I find the Express lanes safer because there are fewer cars on them. I have been using the 495 VA Express lanes since they first opened. Some days it feels like I have my own private road when there are few cars in the Express lanes.
- MD should mimic VA's approach to road upkeep. However, the Dulles Toll Road is always crowded, prone to accidents and ineffective. I foresee the same for toll roads in MD. :(
- The survey should also include external influences such as "google's options to avoid tolls". Ask drivers if they avoid toll lanes because their maps are auto saved on avoiding tolls. Sometimes these settings are saved in and forgotten.
- I strongly oppose building new roads that would help to relieve congestion, and then place a tax on those roads so that only the rich can use them. Variable toll rates, like on East 66, are truly for the privileged (don't you people think about the financial burden that places on low income commuters, and what a boon it is for the wealthy who get to pay to drive fast on an empty road?) This, to me, is criminal. If you need to expand the road to relieve congestion, do it as part of your traffic plan. Areas on the highway that drivers can leap-frog and create traffic jams should be eliminated (Clara-Barton exit after River Road allows re-entry to 495, this should be redesigned: HOV lane approaching Wisconsin Ave at the 270 to 495 merge), The creation of extra lanes that then merge into regular lanes (495 north to American Legion bridge) has to stop, this creates major congestion (who came up with that nonsense?). I would like to see a traffic analysis of the amount of vehicles that use the toll lanes on 495 north to the American Legion. These 2 lanes are very sparsely used. How many cars are using these lanes at peak rush hour times? how much would opening those two lanes to regular traffic reduce congestion? Many curves on 495 are designed incorrectly, especially the one on northbound 495 approaching River Road. The inner loop lanes curve left, yet their elevation is below the outer loop lanes, so drivers cannot see cars in the turn, therefore they slow down in anticipation of slowed or stopped vehicles, which causes congestion when none is called for. This section of inner loop needs to be raised so that drivers can see through the turn and know if cars are slowing or not and have a higher chance of maintaining speed. Happy to discuss this further if you don't "get it" John at [trekkiejohn@gmail.com](mailto:trekkiejohn@gmail.com)
- More public transit must be included in the solution. Too many people drive to work as solo drivers when transit to work is an option. Drivers should help pay for transit so we can expand the choices for everyone.
- Something needs to be done traffic is very bad and getting worst.
- If the tolls are reasonable (like the ICC), I don't mind HOT lanes. If the tolls get to the point of I-95 (VA) and I-66, I will scream as loudly as anybody else.

- I have serious reservations about the proposed toll roads, primarily related to (1) the high costs incurred by workers who must travel these toll roads to and from work daily and potentially pay high costs during rush hours, and (2) the appropriation of privately-owned lands/residences and businesses as well as the destruction of scenic landscapes including woodlands to extend the lanes.
- Complete the additional river crossing in Montgomery County.
- Having lived in Montgomery County when 495 was originally built, I am aware of all of the reasons not to simply add toll lanes to that road and 270. I believe that our governments (Maryland, Virginia, Federal) have not done due diligence over the years to address long term and growing issues with congestion. I am opposed to the current plan as stated at this time.
- I am especially opposed to variable tolls. One weekday morning, I traveled from Quantico VA to Damascus MD, and chose a toll option. It was more than \$20. That amount of toll is absurd. I also strongly oppose having private companies pay for road improvements and then get to keep the toll revenue forever. Public roads should be paid for with public funds. If a toll is needed to pay for road construction, the toll should end when the road has been paid for.
- Would like to see all roads widened to handle the traffic without tolls but use gas or other tax to spread the cost. This is America. We should be free to travel without tolls and fund roads by other mechanism where the cost can be spread. Maybe the packed zoning should be looked at as the reason for so much congestion.
- I-270 needs more lanes from Clarksburg exit to Frederick, Md
- Build a second bridge across the Potomac River paralleling the American Legion Memorial bridge between Maryland and Virginia. Institute a Federal Tax on ALL tires for small road going vehicles and increase the tax on truck tires to pay for road improvements. Do not transfer profits for projects that were built with public funds to private corporations which do little more than add a few signs and toll transponders to portions of highway which are 90% of the final total highway footprint.
- The toll would be better if it funded better transit for the entire area, (I.E. Metro lines and light rail lines that do not share a road with cars.). The tolls should only be put in if it leads to more transit like I mentioned before and not to fund some bus route that no one rides and adds to congestion. Maryland lacks reliable metro lines that connect the area and needs to address this before thinking about making people who have no choice but to drive pay an unnecessary toll.
- This is an extraordinarily bad idea. I do agree that something needs to be done about traffic on the beltway and I-270, but this is NOT the best solution. In my view, public/private partnerships do not work as advertised, and represent nothing more than less service for more money. This will only lead to more traffic and congestion, and will do very little to make travel times more predictable. Go back to the drawing board and come up with something that would actually make a difference.

- Gas taxes in Maryland are imposed to ensure that roads are built and maintained. But currently these taxes are deposited in the general fund, so not used for the roads. Follow the law, use gas taxes for the roads and stop imposing additional costs on motorists.
- I can afford to pay tolls but will fight economic segregation on public roads tooth and nail. Ya'll want to run a parallel Beltway with 100% private funds, be my guest. But all of the remaining alignments in the project are unacceptable social sorting into haves and have nots.
- (1) Why are there speed cameras on 495 - people who speed just end up braking really hard and Virginians start driving like 4 mph on the highway. (2) Why don't we have a left lane is for passing only rule and enforce it aggressively like New Jersey does? If there was a \$500.00 fine, bet the VA, WV, and PA drivers would learn how to check their rear view mirrors and would stop blocking every lane on the highway going 10 under the speed limit (you know its true). It would also make it so that MD drivers who want to go the actual speed limit don't end up swerving across a bunch of lanes trying to get around one jerk who is blocking the fast lane and is completely oblivious to the fact that there are other driver's on the road. (3) Stop making us merge so darn much. You know no one in the DMV can do it, so stop adding more merging more. (4) Why do I have to sit in the 270 craziness everyday when I'm trying to stay on 495 and there is no traffic AT ALL once the 270 people get out of the way - the traffic backs up all the way to the exit/entrance for 267 and 66 in VA and it makes my commute 3-4X longer than it should be. Can't you make the solid white line for the split go further back - and use the drunk driving sign to tell people that cops are going to enforce the rule so no more merging after the line is solid - or just give the 495 people a lane or two that says 495 ONLY. (5) Cops should not be pulling people over in rush hour unless someone is drunk driving at 8:00 am, going like 25+ over the limit in traffic, or doing anything similarly dangerous. (7) Can we get more exits than entrances on the highway? Has anyone tried that? It seem like if there's a lot of traffic and some of the cars can get off the highway to clear up the congestion, it would be a good thing...
- No tolls. I dont even understand why widening 270 is an option when there are currently 2 hov lanes and 2 HUGE shoulders (which equals 4 lanes in total). Seems more efficient to copy Virginia's plan of charging for free lanes (95 hot lanes, which were hov lanes, free, for decades). What's next? Toll at the end of my driveway???
- Tolls do not help congestion. Any road in northern Virginia is an absolute nightmare, why would it be better in Maryland? The state is becoming greedy, expansion should come to help the citizen, not penalize them with the "pay or sit in traffic" motto
- The tolls hopefully will be reasonable. Even the ICC I do not use daily and only in situations where traffic is really bad. \$3 might not seem like much but if you use it to and from work 5 days a week know you are talking \$30/week, \$120 per month that is more than most people want to or can afford. This new toll wants to go up to crazy

amounts during the times people really are going to need it and really only the 1% can throw that kind of money on a daily basis.

- I'm curious about how much real traffic relief has been gained with the toll roads in Virginia. Every time I drive that way, traffic seems skimpy on the toll roads, but maybe it's just the times I'm there. If there's a real need for expansion, it should benefit everyone, not just those who want to pay tolls for it. Even after 9am I can tell you exactly where the slow spots are on the beltway. Reconfigure or add Lanes there and let everyone use it. I rarely use the ICC because of the tolls. Thank you.
- Toll lanes are a joke. The tolls are ridiculously high and not proportional to the amount of time saved. And should NOT be administered by non-governmental organizations.
- Start laying down the asphalt now!
- I totally oppose more concrete. Actively fighting push for wider highways. Bad for environment as well as people who can't afford it. Will hurt ZmD financially. Didn't work in VA and won't work here...
- Highway expansion should be paid out of the general budget, not tolls, given that roads are a public good.
- I am in favor of adding more lanes to the Beltway and BW parkway between DC and Baltimore. I am not in favor of making toll roads or express lanes or HOV lanes. Virginia is the best example of how they don't work.
- Make 270 wider after clarksburg road all the way down into frederick! Why have 4 lanes convert into 2 lanes? I would pay toll road if that were to happen!
- Please have public meetings regarding this and push this survey out on social media.
- When will another bridge be build across the Potomac to link Maryland and Virginia between Leesburg VA and Gaithersburg MD.
- I thought roads/highways were to be funded by lottery and casinos. Instead everything goes into the state general fund. Broken promises.
- Please extend the HOV lane from Clarksburg, MD to 495 N/S on 270 S. Currently, there is a HOV lane from 495 to Clarksburg, There can be lane extensions to 270n/270 south from clarksburg to Frederick, Md. Brink road from Clarksburg may be connected to ICC 200. 355 can be 4 lanes from Frederick to ICC 200.can be extedned to VA on the west side.
- I use the ICC in Maryland several times per week. I go from Georgia Ave and Norbeck Road to 29 towards Columbia. The tolls are reasonable on the ICC and I find the tolls in Virginia ridiculously expensive and I never use them. I always allow myself plenty of time to travel to Virginia.
- I do not believe traffic congestion will ease with toll roads or expanding the highway lanes. I'd only use it if it saves me more than 30 minutes in time.
- Larry Hogan is advocating only for more roads. We need to see mass transit options.

- Toll lanes don't relieve congestion. The ones in Virginia are hardly used, cost too much, and the space required and environmental impacts are not worth it. And the construction time disruptions are painful for travelers.. other travel options need to be pursued.
- I bailout on 355N to avoid the 270 N spur too often as it backs up onto the 495 outer loop. Start there. Also, while not a member, please consider lanes that do not impact YMCA of Silver Spring.
- Consider a progressive tax whereby the super wealthy, who can most afford it, would subsidize road and traffic improvements.
- For a fraction of the cost of express lanes free express bus service could be provided for thousands of middle to low income workers. Reserve two lanes for hov/evs to provide a real incentive for wealthier drivers to wean themselves of ICE vehicles.
- This was neat!
- No floating toll prices. Have a set low price like I95 in Baltimore
- Please focus on developing more alternative forms of transportation rather than widening our highways
- There's more than enough money in the current taxes to fix the road conditions. There's no need to try and take more money from citizens.
- Why are these problems so hard for you, we need intelligent mass transportation
- Your survey doesn't ask, but I travel I-95 between Washington and Fredericksburg about twice a month. I occasionally use the toll express lanes there. they have occasionally saved me some time, but I do not see that they have eased congestion in that corridor. Why not conduct a survey that asks people whether and in what circumstances they would use better public transport instead of driving?
- Tolls favor rich people and we don't need more highways. Carpool Lanes, busses, purple line. Incentivize people to be less selfish and penalize those who drive alone, not people who are poor!
- I already pay high taxes (county/property taxes) so not sure bringing toll lanes on I-270 is reasonable. It will be worthwhile to make public transport more amenable and affordable.
- We purchased the EZpass mainly due to the Northern VA has the toll everywhere and also use for traveling when across other states, such as PA and DE. Please don't make the Maryland, especially Montgomery County highway like the Northern VA. The congestion is still there, but the toll just another way to reduce the residents' purchase power.
- Note: I try to combine different stops on one trip. At least 2-4 times a month I take an elderly individual to doctors and meetings. Depending on the destination, it is best to use 270. However, much of the traffic especially on weekends is due to cars going

north to south or vice versa to get to NY or VA. Route 70W stops due to traffic at 29 S. The use of short highways facilitates alternate routes that the long distance traveler uses. If Metro was safer and more reliable, then commuters would be willing to use it if the parking was reasonable. The design of the high density apts at metro stops is good, but you can only lease and it is expensive. I have lived in my townhouse for 30+ years and it is paid off. Why would I want to move into a lease situation. Most of my normal activities are between Gaithersburg and Rockville/Derwood so I don't fit into a normal work routine. However, I can drive to DC for a special event (e.g. Botanical Gardens) in half the time for the Metro and I usually have not had trouble finding a place to walk. I tried the Metro for evening classes through USDA and the Smithsonian, and there is NO WAY I feel comfortable as a single female, riding the Metro in the evening. You have not addressed travel by individuals that live alone, only those working/commuting. There is no way I would take UBER, etc., after hearing about people being robbed, raped, etc. Thank you.

- No toll cost...
- I really hope there will be consideration of adding lanes as far as Frederick City. The current 2 lanes available on 270 are totally inadequate!
- This study really needs to take into consideration the number of people that travel to Shady Grove from places north of Montgomery County such as Frederick and Hagerstown and parts of Pennsylvania. By creating express lanes we could potentially encourage more workers traveling from the north to forgo parking at Shady Grove and commute all the way into DC and Northern Virginia. This wouldn't necessarily relieve congestion but increase or at minimum keep it the same. The overall strategy should be to make public transportation so enticing that driving becomes an after thought.
- I do not believe adding more lanes to the MD Beltway will relieve congestion. Waste of money as existing roads leaving Beltway are not changing in size. Environmentally bad for our area too. Identify bottlenecks and adjust. Improve public transportation with designated bus lanes rather than buses being in traffic too.
- I am against increased lanes on 496 and 270/. Each time lanes increase traffic congestion relieved for a few years then people move further out and we are back where. weople need to choose to live closer to work.
- I can easily afford the tolls however it goes against my principle. Families with lower incomes tend to live further outside of the beltway due to more affordable housing do not deserve to pay tolls.
- Questions were loaded to point the user to a pro-toll, pro-expansion response. There were insufficient options for voicing one's opposition to an expansion that will devastate Montgomery County park lands and will alleviate congestion only temporarily. Alternatives such as increased public transportation were not seriously presented, and this indicates that your survey is a "push poll," designed to soften



people on the expansion idea, rather than to gather any serious information. Shame on you, shame on the toll lobby, and shame on Larry Hogan.

- I have the type of job where I go to different places each time I work. I frequently work at locations along the Dulles Toll Road and have learned that getting onto 495 north from there in the afternoon to be a nightmare. Yesterday I let Waze take me to an alternate way to get to 495 and it took me to the 495 Express lane for \$1.10. I thought it was worth it for the time and aggravation I saved. But thought if there was a second Potomac River crossing further west, it might be a better option.
- Express lanes may not be too bad if the cost are kept down, and not go in the way of the speed camera which we were told would help traffic move better but did the exact opposite. People slow down anywhere from 5-10mph under the speed limit when they know they are coming up to a speed camera causing traffic back ups
- No cops on these new toll roads
- Remove HOV lane on I-270 northbound spur between I-495 and I-270 main lanes and closed HOV on-ramp at Westlake Terrace to improve off-flow of traffic from beltway onto I-270 mainlands. This is the major bottleneck for the beltway which often extends back to Tyson's Corner.
- Suggest keeping truck traffic to two lanes and employing "thru" lanes with very limited exit
- I want to see transit options built into highway improvements. Metro between Bethesda and Tysons/NoVA, dedicated bus lanes and improved last mile transport options (dockless scooters and bikes)
- What ever happened to the money collected by gas taxes in the transportation fund for road improvements??Rather than setting up tolls for new driving lanes!????
- Shouldn't have to pay tolls for roadways that are kept up maintenance and widened to ease congestion
- I-495 and I-270 are not the only roads in the state that need improvement. The state needs to take into consideration that when developers come in to build new neighborhoods and shopping centers, there should be a requirement to improve the infrastructure of the roads. I have lived in Maryland 34 years and I am highly considering moving out of the state due to the unpleasant experiences I have witnessed and encountered while driving. It's nice to have new buildings and homes, but it's been incredible challenging just to get around on a daily basis. These improvements should've taken place years ago.
- Good questions, easy to answer/respond. Totally disagree with charging tolls on the beltway. It is highway robbery.
- We would pay small tolls as long as they are not too high. Less than \$6 for an entire trip down 270 and around 495. The high variable tolls VA has where they can reach over \$20+ will not work for most people. We will sit in the regular lanes instead of

paying that, no matter the time savings. Small tolls only like the ICC has. Please start the lane building north of 370 on 270 where the congestion is the worst.

- We should ALWAYS consider mass transit options to reduce congestion. An express (few stops) light rail up the middle of 270 would be worth considering. We need to figure out how to get cars off the roads, not deal with more of them!
- Please also consider options to ease congestion on roads the feed onto 495 and 270 like Connecticut Avenue and Georgia Avenue. Traffic on these roads consistently bogs down at the on ramps both due to congestion on 495 and because drivers think they'll save time by waiting until the last second to get into the lane adjacent to the ramp causing drivers already in the lane to stop to let them over thus creating a domino effect of back-ups,
- I am strongly opposed to the plan for expansion and toll lanes. Not only will it negatively impact my neighborhood, but also there is evidence that in the long run the volume of traffic will just increase and we will have the same problem (but the state will be gouging tax payers in the process).
- Don't need express lane with tolls. Instead, we should build a potomac crossing bridge between Montgomery county and Fairfax county.
- If tolls are affordable, reasonable and actually save time, it may be an optimal solution. The funds must be used to fix the ROADS.
- I'm glad to see that you are doing this survey work. It's the best way to determine whether improvements and tolls will be cost effective and of use to travelers.
- I walk to work, so I rarely use the freeway when I need to be somewhere fast, but I liked using the express lanes in Virginia and think they could be helpful in at least some places in Maryland. I think the section between 270 and Virginia is worse than the rest. Also, I am a student at UMD from the Midwest and it seems like when I drive home from Maryland, there is often heavy traffic on 270 in Frederick County even though I am not driving during rush hour. 495 near College Park is not great but not as bad, in my opinion.
- A bypass route for the beltway is key to relieving beltway congestion. 270 needs at least three lanes, and probably four each way between the beltway and Frederick, but a bypass could relieve pressure here, too.
- Primary concern is that tolls are supplemented with other transportation options.
- No high variable tolls please. We won't pay them. Small tolls that are capped like the ICC will be Okay. We do like the idea and support the express lanes. Upper 270 is the most congested, please fast track that part. Nearly everyone (85%) that I talk to in Montgomery county is in favor of the express lanes.
- I strongly oppose the tolls. That's a typical way of ripping out peopole's money. We are already paying many types of taxes for roads. Please look for the tax money that is leaking and wasting for war chest prep.

- I have very little confidence in Larry Hogan, or his ridiculous plan. Additionally EZ Pass is unreliable. They provided me with a device and then entered a different device number into their system, fraudulently billing me for trips we did not make. This is America, we are the greatest country in the world, our roads should be available to everyone not just the well-to-do. I have NO confidence in these government private partnerships, Larry is trying to ram this through with no local support, IT'S WRONG
- Please consider more reliable and better public transportation.
- I support increasing the gasoline and other taxes and issuing bonds as a combined way to finance infrastructure such as road improvements. Public/Private partnerships may be useful but the State needs to ensure that the public's interests are protected. During my trip from Cheverly to Dulles Airport, I noticed that the toll on Rt 66 coming out of Washington DC was \$33.35 which seems unreasonable to me. While I realize that those tolls are dependent on the level of traffic congestion a \$33.35 toll looks like gouging drivers to me. In Virginia, the State has no control over the Rt. 66 tolls which I believe is a serious mistake on their part. If this project moves forward, I sincerely hope Maryland does a better job of protecting the driving public. I do use the Inter-county connector which I believe is safer than driving around the Beltway and I 270. Thanks for considering my views.
- It's been my experience growing up in Montgomery County that widening the roads has only increased traffic because it enables development. The widening and smoothing of roads in my neighborhood has increased traffic speed and made walking and bicycling more dangerous. I would prefer convenient and cheaper public transportation to more highway lanes and the subsequent increase in noise and pollution.
- You should have had an option of locating another route. For the trip I referred to I also have the option of East West Highway, which although congested can be faster than the beltway.
- The solution is increased attention to public transportation and alternative means to automobile traffic. Expansion of highways and toll systems with public funding guarantees of projected income for private project developers is a fraud perpetrated on the community and those of us who live adjacent to I-495 and I-270. Widen roads, increase traffic, create new bottlenecks.
- This survey took way too long to complete! I am sure the average person will not complete it.
- highway transportation should be reserved for the State, NOT any private, for-profit business in any way.
- Would be good to know up front how long the survey takes. Also be good to have more than one choice for why I support the expansion of 495. I chose more reliable travel times but safety was a close second.

- pay to play is a good idea. Let's have people pay more if they wish to avoid traffic congestion, as long as it's enforced well to prevent cheating.
- You're going to mess up 270 AND ruin the housing prices along the road.



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