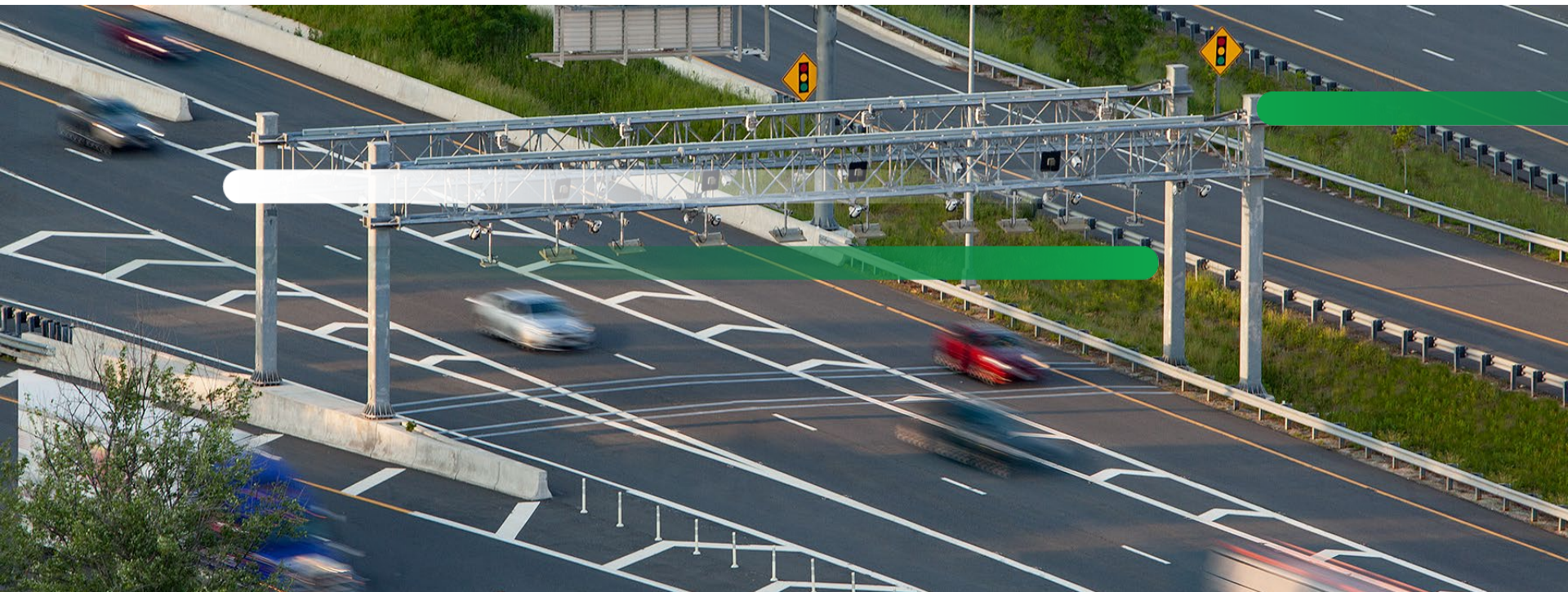


Transurban's Fair Travel Program

November 12th, 2020



\$36.8B

market cap

TOP 15

listed company on ASX



\$19B

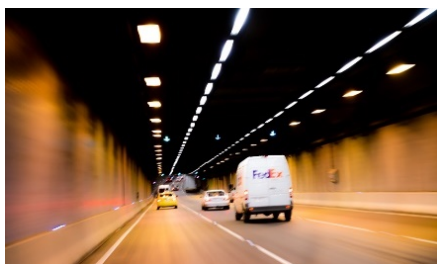
pipeline of projects underway
with three major projects
delivered in our last fiscal year



**\$1.3M in community
investment**

INNOVATION

in projects – procurement –
financing – startup investment
– operations – safety



\$1.85B

in supply chain spend

9,000

current indirect jobs

2nd

transportation company
globally
in the Dow Jones
Sustainability Index

8.8M
customers

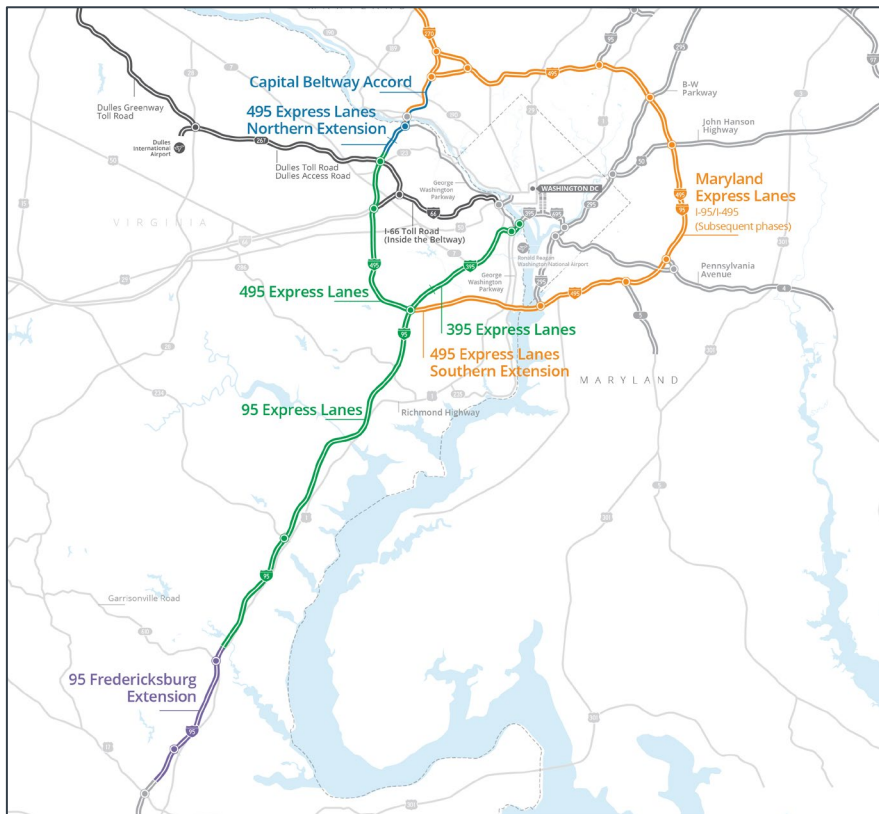
30K
annual
community
interactions

374,000 hours average
workday travel time savings



THE ROAD AHEAD

Building on success to support the regional economy



FREDERICKSBURG EXTENSION Opening 2022 | 10 miles

- Project reached \$565m financial close and construction started in July 2019
- Financing included \$262m in PABs
- Expected opening in 2022



495 NORTHERN EXTENSION FUTURE | 2 miles

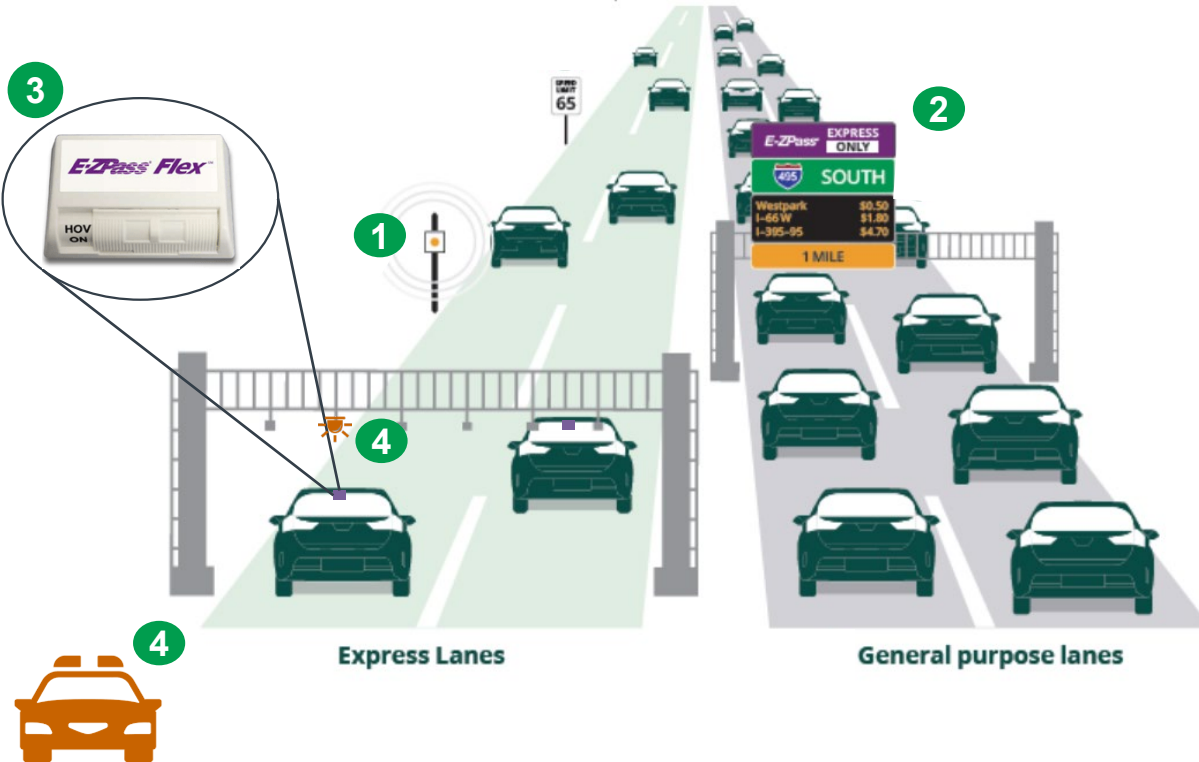
- Design-Build RFQ released in January 2020
- Financial close expected in FY21
- Construction expected to take approximately three years



CAPITAL BELTWAY ACCORD FUTURE | 3 miles

- Historic, bi-state and bi-partisan agreement to replace the American Legion Bridge and extend Express Lanes across Potomac River
- Construction could commence as early as 2022

How the Express Lanes keep traffic moving



- 1 On-road technology**
Roadside technology detects density of roadway to calculate proper toll.
- 2 Toll prices/traffic management**
Toll prices displayed on variable message signs. Dynamic tolls manage demand to keep Express Lanes moving.
- 3 Flex transponder**
E-ZPass Flex allows cars with 3+ people to travel toll-free in "HOV mode." Flex should be set to toll mode if less than three people in the car.
- 4 HOV enforcement**
Virginia State Police use beacons on gantries to see which vehicles are in "HOV mode" and then issue tickets to vehicles who do not meet 3+ people requirement.

How HOV-3 works on the Express Lanes

Customers with 3 or more people in their car and an E-ZPass Flex in “HOV mode”, can use the 495, 95 and 395 Express Lanes toll-free (100% discount) at all times

HOV-3 misuse problem on the Express Lanes

- Drivers unfairly claiming HOV and traveling the Lanes toll-free
- Current enforcement methods do not provide enough reach
- Not following HOV rules reduces capacity on Lanes and can increase toll prices for those following the rules

Correcting HOV-3 misuse on Express Lanes

- Correction program to correct and collect tolls for drivers incorrectly using the E-ZPass Flex on the Express Lanes
- Toll corrections will happen after series of steps
- Program anchored in robust customer and stakeholder engagement plans
- Roll out toll correction program more broadly through late Fall/Winter

Transurban has implemented numerous programs

VSP are effective at changing behavior but have low reach, communications have high reach, but low effectiveness

The Fair Travel Program's goal is to increase compliance of HOV. HOV cheating inflates the toll prices and reduces the operator's ability to manage the traffic using congestion pricing. Transurban utilizes techniques to encourage proper HOV use:



Repeat misuse beacon

Beacon that indicates confirmed Flex misuser, sees ~80% increase in compliance after citation



Mobile beacon

Beacons deployed that can move to easy-to-enforce sites for increased coverage



Increased VSP presence

Increased fleet, however less than 2 in 1000 cheaters issued citation



Media campaigns

Social and earned media efforts to educate public on Flex rules



Direct notifications

Education letters sent to confirmed HOV cheaters, sees ~1% increase in compliance after letter

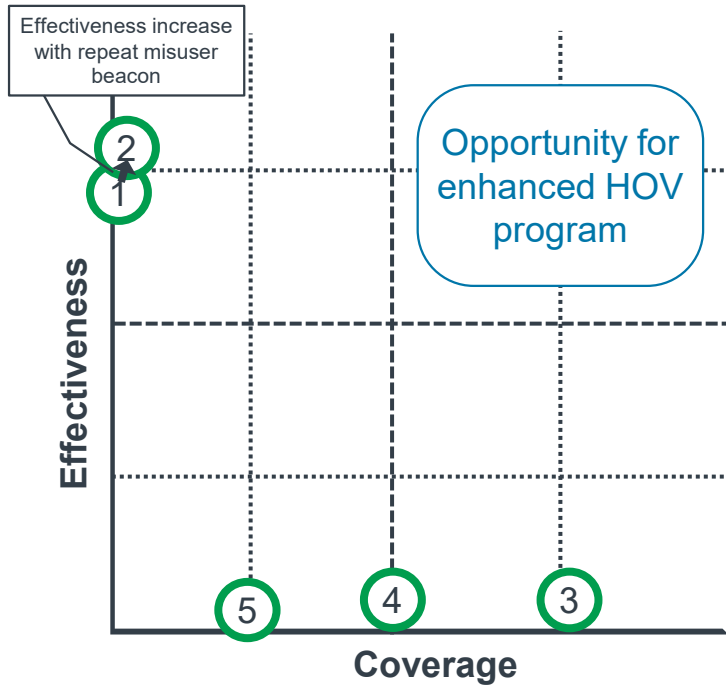
**HOV
enforced**

DMS signage

Enforcement messaging on DMS to discourage HOV cheating, sees ~3% decrease in HOV cheating

New approach required to address the misuse

More effective solutions with broad coverage required

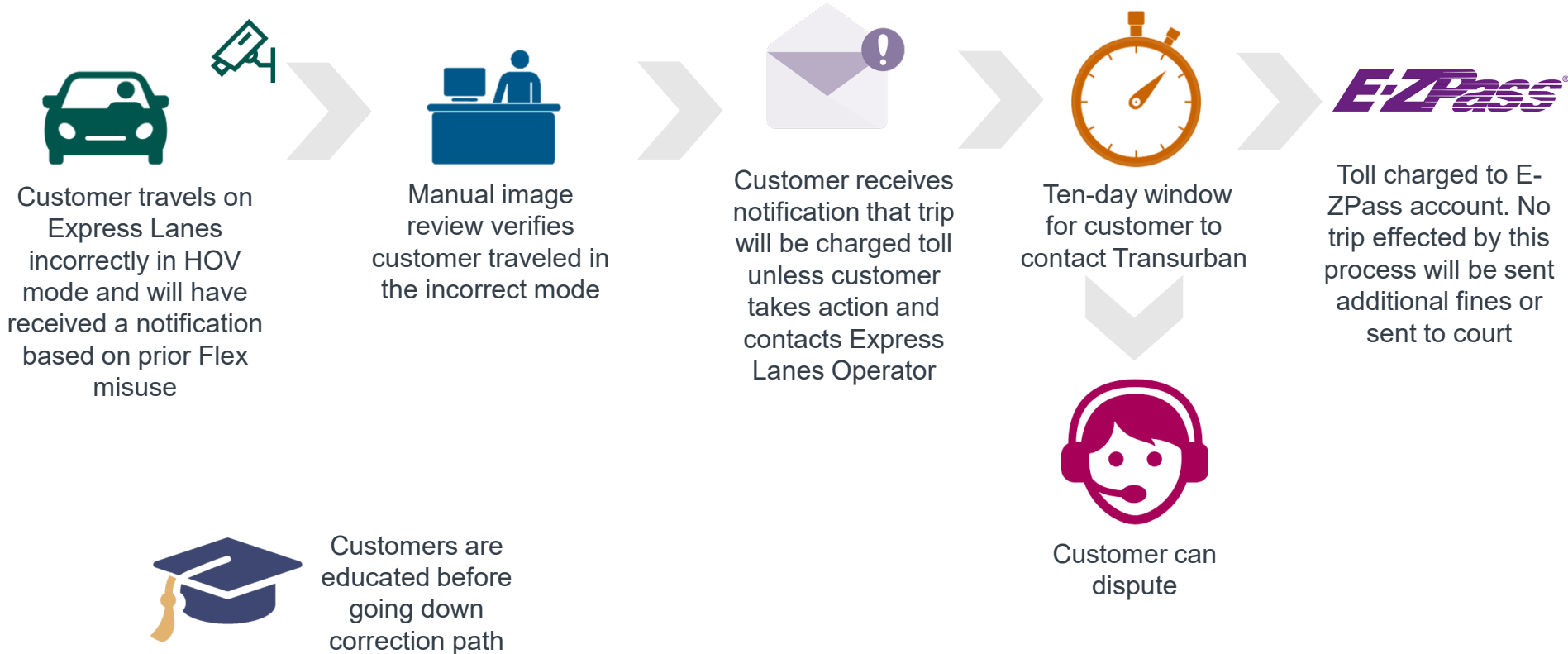


Key	Description	Summary
1,2	Virginia State Police	Virginia State Police HOV detection and enforcement
3	Dynamic message signs	DMS signs display messages about enforcement
4	Targeted HOV letters	Education letters sent directly to customers who were repeatedly misusing
5	Media campaigns	Social media and earned media educate public on Express Lanes rules and how to use E-ZPass Flex

HOV toll correction program



Customer-friendly process for collecting tolls from ineligible travelers



Fair Travel history

VOD concept first introduced in 2015 and progressed since then

- Summer 2015 – VOD temporary installation assessing accuracy and quality of equipment
- Fall 2017 - semi-integrated installation on I-95S
- Summer 2018 – Launch of repeat misuser beacon
- Fall 2019 – Approval of correction program from VDOT
- Fall 2019 – VOD vendor comparison and RFP
- January 2020 – Pilot of correction program using semi-integrated equipment
- August 2020 – Launch of correction program with fully integrated equipment



Current VOD installation on 495S

Program is still in its early phase and will expand as more VOD installation points come on board

Overall comments

- COVID-19 has decreased HOV rates
- Program still too young to determine behavior change/prices are significantly lower which will effect behavior change
- Dispute policy is if somebody disputes a correction, we send picture of vehicle and ask them to verify their occupancy
- Customer contact rate lower than expected
- Program includes robust privacy and security processes and protocols



Questions?

