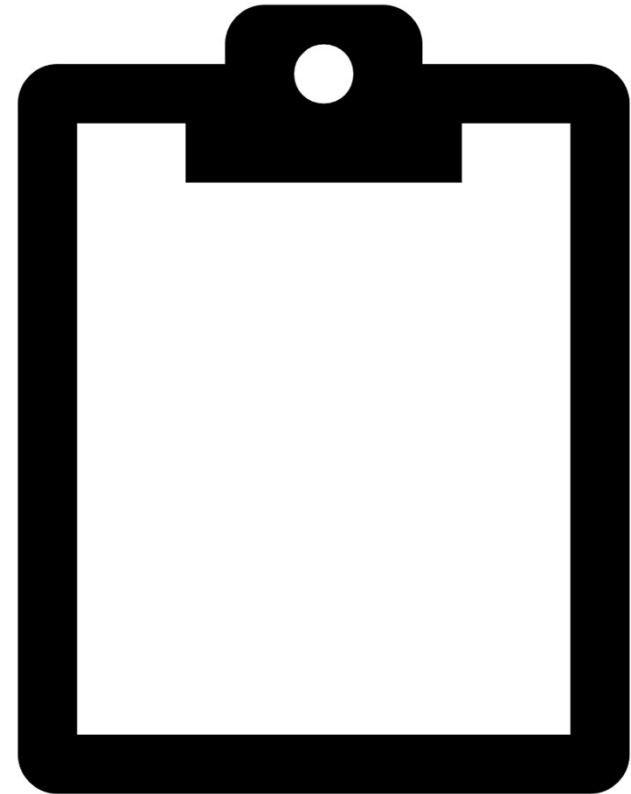




Customer Satisfaction

Toll Road Survey

We recently conducted our latest **Customer Satisfaction Survey** to understand how our Customers feel about using our Toll Roads, their Overall Satisfaction and Usage Practices.



Who we interviewed...



2,872 Toll Road customers

Prepaid toll responders (2,719)

Cash only lane (153)



Across all toll locations



By web survey



During December

How we scored ...

- **97% - Overall Satisfaction**
- 97% - Prepaid Toll Customers
- 92% - Cash Lane Customers
- 96% - Frequent (used tolls more than once a week)
- 98% - Infrequent (used tolls less than once a week)
- 97% - Male
- 97% - Female
- 97% - 18 to 24
- 96% - 25 to 34
- 97% - 45 to 54
- 96% - 55 to 64
- 98% - 65+



Customer Frequency of toll road use ...



30% DAILY



33% WEEKLY



19%
MONTHLY



10%
QUARTERLY



7% NOT
VERY OFTEN

Most customers are happy with all aspects of their toll road experience ...



87% ADEQUATE
SIGNAGE



86% ROADS ARE
WELL MAINTAINED



75% AVOID TRAFFIC
DELAYS



70% DIGITAL TRAFFIC
INFO SIGNS ARE
VALUABLE

2 out 3 customers ...



68% PREFER TO FUND THE TOLL ROADS
INSTEAD OF USING TAX DOLLARS



63% USE THE TOLL ROADS AT LEAST
ONCE A WEEK

The **main purposes** for using the toll roads include...



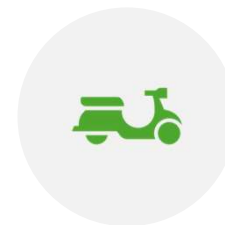
68% FOR PERSONAL
TRAVEL



41% SHORT TRIPS

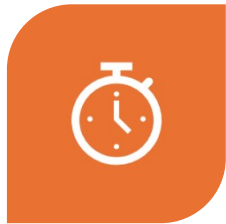


38% SPECIAL EVENTS



41% COMMUTING TO
AND FROM WORK

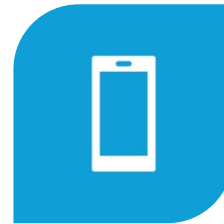
The **most important reasons** to use toll roads include ...



93% SAVE TIME



87% LESS TRAFFIC
CONGESTION



87% MORE
CONVENIENT



81% MOST DIRECT
ROUTE OF TRAVEL

Most Toll Road **Customers** agree ...



85% Are satisfied with the signage



81% Sufficient warning signals in construction work zones



79% Sign provide clear instructions



63% This make their commute saver

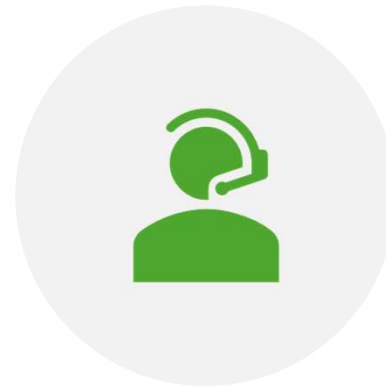


66% Delays due to construction are within acceptable limits

Prepaid Toll customers generally agree ...



86% PREPAID TOLL FEES ARE A
GOOD VALUE



92% WOULD RECOMMEND THE
PREPAID TOLL SERVICE TO OTHERS

Benefits of prepaid tolls include ...



96% NO MONTHLY
ACCOUNT FEES



92% LOWER TOLL RATES
FOR FREQUENCY
TRAVEL



89% 24/7 ONLINE
ACCOUNT ACCESS



88% FREE
TRANSPONDER STICKER

Most prepaid toll customers **manage** their **account online**, features include ...



68% CHECKING
THE ACCOUNT
BALANCE



61% MONITORING
TOLL TRANSACTION
ACTIVITY



56% UPDATING
CREDIT OR DEBIT
CARD INFO



54% ADDING
FUNDS TO
ACCOUNT



51% UPDATING
VEHICLE
INFORMATION

The toll road website ...

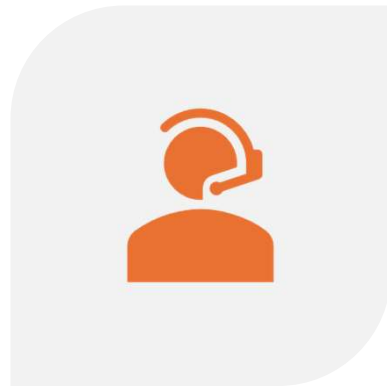


Ease to navigate



Customers can easily find
information they need

Toll Road **Customer Service** ...



88% CUSTOMER SERVICE
REPRESENTATIVE WAS FRIENDLY



88% TREATING US AS VALUED
CUSTOMERS

“Customer comments

“The **toll roads are very convenient** and traffic generally moves along on time.”

“The **landscaping is beautiful** and the **signage is clearly marked.**”

“I **feel safer while traveling** on the toll roads”



Demographics ...

GENDER

- 50% Male
- 47% Female
- 3% Prefer to not answer

AGE

- 4% 18-24
- 12% 25-34
- 15% 35-44
- 18% 45-54
- 23% 55-64
- 26% 65 or older
- 4% prefer not to answer

