I-394 MnPASS Express Lanes Performance Evaluation

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I-394 MnPASS Express Lanes

- First High Occupancy Toll (HOT) lane in the state.
- Opened in 2005 – Over 5 years of operational experience
- Need to perform evaluation to determine if MnPASS has met performance needs.
I-394 MnPASS Goals

- Improve the efficiency of HOV lanes by increasing their person and vehicle carrying capacity
- Maintain free flow speeds for transit and carpoolers
- Use excess revenues to improve highway and transit in corridor
- Employ new technologies for pricing and enforcement
Selected Performance Measures

- **Lane Performance**: including speeds, travel time reliability, vehicle volumes and person throughput;

- **Tolling Operations**: including the number of transactions, transponder leases and revenue generation; and,

- **Customer Satisfaction**: including perceived value and identification of operational issues and concerns.
Eleven miles long,
- 8 mi. diamond lane, buffer separation
- 3 mi. reversible, barrier separation

Average Daily Traffic: 148,000

5000 toll paying customers per day
- Customers use lane 2-3 times per week

Annual toll revenue:
- $1,500,000
Lane Performance

Indicators used to measure lane operations include:
- speeds and travel time reliability,
- vehicles volumes, and,
- person throughput;
Average Speeds: Eastbound on I-394 at Louisiana Avenue, 6 AM - 10 AM, June 2010 – May 2011

- **MnPASS Lane**
- **Average of General Purpose Lanes**
Travel Time Reliability: Eastbound I-394 AM Peak
Tolling Operations

Indicators used to measure how well tolling operations are performing include:

- number of transactions,
- transponder leases, and
- revenue generation
Accounts
- 12,000

Transponders
- 15,000

Average toll/trip
- $1.21
Monthly Volume of MnPASS Users

I-394 Monthly Trips
May 2005 - July 2010

Graph showing the number of trips taken on I-394 from May 2005 to July 2010.
Monthly Revenue Generation

I-394 Monthly Revenue
May 2005 - July 2010
Customer Satisfaction

Indicators used to measure customer satisfaction include:
- perceived value,
- and
- operational issues
Survey Question: Overall, I am satisfied with my experience in using the I-394 Express Lanes: N=502

- Agree: 300
- Strongly Agree: 150
- Neither agree nor disagree: 50
- Strongly Disagree: 10
- Disagree: 5

0 50 100 150 200 250 300 350
Survey Question: Using the I-394 Express Lanes gives me value for the money; N=502

Agree
Strongly Agree
Neither Agree nor Disagree
Disagree
Strongly Disagree
Survey Question: In your opinion, what is the best thing about traveling on the I-394 Express Lanes toll road? N=502
Survey Question: In your opinion, what has been your greatest concern or complaint about the I-394 Express Lanes or the service you receive from MnPASS? N=502

- No complaints
- Too expensive
- People cutting into the lanes
- Other
- I-394 Express Lanes are too short
- Speeding by other drivers
- No information about rates/charges
- I-394 Express Lanes are congested
- Transponder doesn't always work
- Billing complaints
- Poor customer service
Conclusions and Lessons Learned

- HOV/HOT options offer choice, customers like choice
- Public acceptance is high
- More efficient use of HOV lanes
- Some travel time savings, but reliability is key
- GP lanes also work better
- Benefits transit and carpools and support
- Complaints about under use of the MnPASS lane have stopped
- Success helped create the next opportunity, I-35W, MnPASS System Plan adopted
- Must continue to monitor performance and make adjustments
- Continue to market projects
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