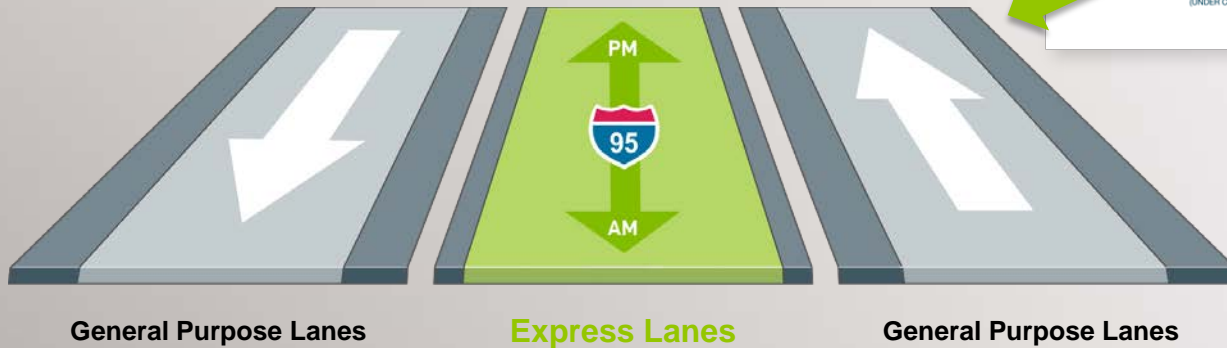
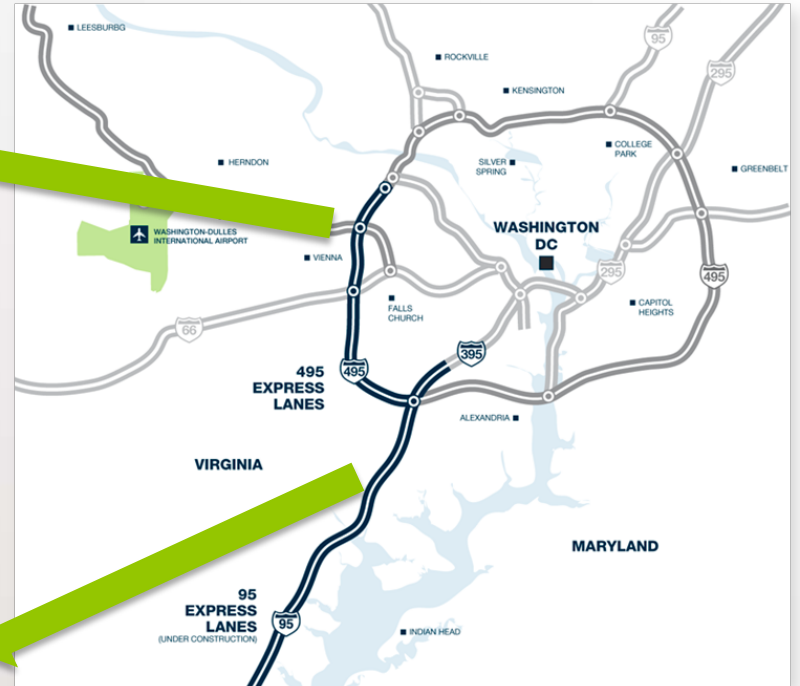
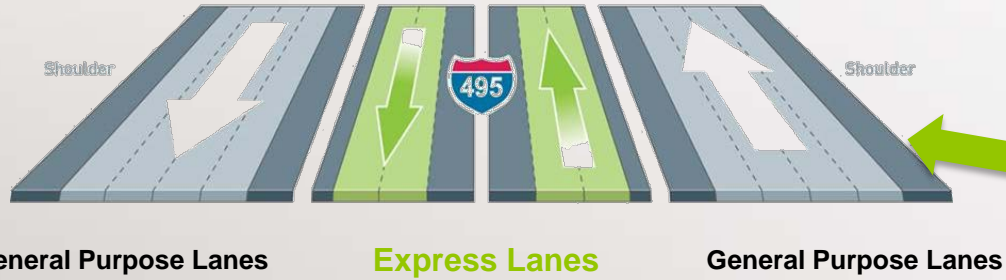




Managed Lanes

Michael Burnett, Transurban

495 AND 95 EXPRESS LANES



MANAGED LANES – UNIQUE RISKS



KEY LEARNINGS: OPERATIONS

Safety

Tolling

Enforcement

Resourcing

**Customer
Management**

**Stakeholder
Management**