



THE EXPRESS

Humphrey Institute Conducts Attitudinal Studies on MnPASS

The Humphrey Institute of Public Affairs began its first wave of data collection in November and December of 2004, prior to the opening of the MnPASS Express Lanes on I-394. The third, and last, wave was completed and released in November of 2006.

Of the 1,000 people interviewed during Wave 1, 950 in Wave 2, and 1,228 in Wave 3, support remained consistent across all three waves of the Attitudinal

Study, with 60 percent, 58 percent, and 65 percent believing MnPASS is a “good idea.” Opposition has also diminished across the three waves of data collection, with 30 percent, 29 percent, and 22 percent respectfully.

The highest measures of satisfaction with MnPASS are with the all electronic operations (93 percent satisfied) and speed of the traffic flow in the MnPASS Lanes (88 percent satisfied).

Traveling experiences have

also improved since fall 2004, with 68 percent of respondents describing their trip as “enjoyable” compared with 63 percent in Wave 2 and 47 percent in Wave 1.

If you would like to view the Attitudinal Studies in depth, please visit www.mnpass.org/ and click the “MnPASS System” page on the search bar. The links to the studies will be on the left of this page.



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MnPASS in the Media

In early December, MnPASS received the distinction of having a reporter from National Public Radio visit Minneapolis to do a story about MnPASS.

It was one in a series of articles relating to what some U.S. cities are doing to relieve traffic gridlock.

If you would like to listen to the full story, please fol-

low the link below.

<http://www.npr.org/templates/story/story.php?storyId=6618320>



Minnesota
Department of
Transportation

New Clip Design Offers Less Confusion



Since MnPASS opened, Law Enforcement has reported a high number of individuals who have installed their clips and transponders incorrectly.

In doing so, their transponders are not always being read properly - if at all, which may result in a moving violation being issued to the driver.

A new clip has been designed to reduce the amount of uncertainty of a transponder being incorrectly installed.

The new design features a curved top and two prongs located on the base of the clip.

When the transponder is inserted into the bottom of

the clip and then pushed into place at the top, it holds the transponder securely in place.

If you would like to place this new clip style in your vehicle, please e-mail or call the MnPASS customer service center.

FAQ: How do I install my MnPASS clip and transponder correctly?

Reminder:

You can create an easy-to-remember username online. This username will take the place of your MnPASS account number when you logon to www.mnpass.net and access your customer account.

1. The clip should be located behind the rear view mirror, preferably on the passenger side. To attach, peel off the protective material on the back of the clip and press to the windshield.
2. The two prongs located at the base of the clip should be pointed up, with the curved part of the clip toward the top of your windshield.
3. Once the clip is firmly attached to the windshield you can insert the transponder. The transponder should first be inserted in the bottom of the clip, and then pressed into place at the top of the clip.
4. Listen for the 2 beeps that tell you the transponder has been activated.
5. A violation ticket will be issued if your transponder is not attached to your windshield as per the mounting instructions above.

FAQ: Can I use the MnPASS Express Lanes for free if I drive a hybrid vehicle?

No. At this time, individuals with hybrid vehicles must comply with the same rules as all other single occupant vehicles traveling in the MnPASS Express Lanes.

FAQ: Does MnPASS offer special discounts for college students?

Yes. Students who hold a current college ID card are eligible to receive \$40 in free tolls when they sign up for a MnPASS account. The free tolls are only given out once per year, per student.

Please visit www.mnpass.org/um for more details.

Reminder:

Update your credit card, or other personal information, to keep your account current.



MnPASS Customer Service Center
2055 Lilac Drive N.
Golden Valley, MN 55422

1-866-397-4334
E-mail: customerservice@mnpass.net



easy to get. easy to use.

We're on the Web!

www.mnpass.net

Law Enforcement News

It is your responsibility to have your transponder correctly installed and in working order at all times. It is a violation of the HOV lanes when a single occupancy vehicle uses the lane without a transponder, or with a non-working transponder.

Double white lines are also enforced at all times. Even though the road may be open to all drivers, it is still illegal to cross the double white lines. If caught, you will receive a \$142 moving violation. If you have any questions regarding the installation and operation of your transponder, contact the Customer Service Center.

MnPASS Offers Flexibility, Options to Customers

The reversible section of I-394 offers more options than most customers realize.

When driving Eastbound towards downtown in the morning, drivers have the flexibility to bypass the crush of vehicles heading into the I-94 tunnel.

The Eastbound Reversible lane

also allows for easy access to downtown Minneapolis parking garages, as well as 4th, 6th, and 12 street exits.

For our customer's convenience, MnPASS has extended Saturday's Eastbound Reversible Lane hours to 6:30 pm due to congestion in the general purpose lanes.

