

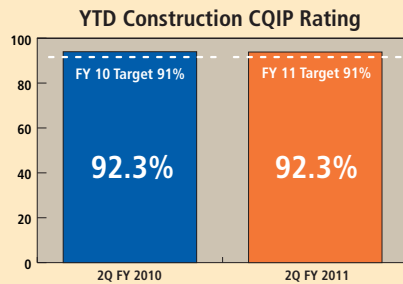


Customer service center opens

VDOT formally opened its customer service center (CSC) as a one-stop shop for callers in Virginia to contact the agency around the clock at a single number – 800-FOR-ROAD (800-367-7623). Located in Salem with a Northern Virginia satellite site, the center handles up to 1,000 calls a day.

The CSC was created as part of agency restructuring to streamline VDOT operations and improve efficiency. It allows area headquarters and residencies to focus on projects while CSC staff takes calls on road hazards, maintenance needs or other information requests. Callers should still use 511 for traffic and road conditions.

Statewide Construction Quality Compliance



Construction quality, as evaluated by VDOT's Construction Quality Improvement Program (CQIP), measures project compliance with contract quality requirements. The evaluation is made through a critical assessment, guided by a checklist of more than 1,100 construction quality checkpoints. The results show VDOT's commitment to building quality roads and bridges while seeking opportunity for continuous improvement. The year-to-date compliance result for the second quarter of FY '11 is 92.3 percent. This performance result, as with the result for the second quarter of FY '10, surpassed the 91 percent target.

OVERVIEW

Building on actions we are taking in response to three legislative audits, the Virginia Department of Transportation (VDOT) is implementing changes from a fourth 2010 audit, this one from the Joint Legislative Audit and Review Commission concerning VDOT's planning and programming functions. That review pointed to the need for VDOT to improve its coordination with metropolitan planning organizations (MPOs) when prioritizing and selecting new transportation projects.

We are changing the process for the Six-Year Improvement Program to bring in local government and MPO input before we draft the plans for public review. The governor also announced a new multi-modal strategic plan that ties VDOT performance to the commonwealth's long-range transportation planning.

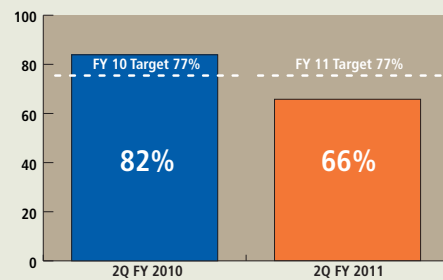
In late December, we established the Public-Private Transportation Act (PPTA) Office, which Chief Deputy Commissioner Kilpatrick will head as interim director. The PPTA Office will serve as the primary point of contact for public-private projects across all transportation modes to address state

needs for these areas. We also are recruiting a new research director for VDOT. These moves respond to recommendations from audits of our PPTA and research programs. In addition, we advertised \$1.1 billion in maintenance and construction projects through the first six months of FY 2011, following up on the performance audit of VDOT's maintenance, project development and fiscal management practices.

Finally, when snow fell throughout the commonwealth over the Christmas weekend, VDOT rose to the task with dedicated professionalism determined to keep our roads safe. I am proud of our employees who sacrificed their own plans to plow snow, answer phones in the customer service center, keep the public informed, procure salt and sand, take care of equipment and coordinate with other state agencies so millions of other residents and motorists could safely enjoy the holiday. That commitment to service is what makes VDOT a strong organization and a vital part of life in Virginia.

Greg Whirley
Commissioner

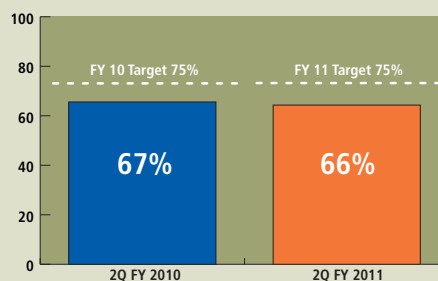
ALL CONTRACTS COMPLETED BOTH ON TIME AND WITHIN BUDGET



269 construction and maintenance contracts were due for completion by period end. Of those 269 contracts, 178 (66.2 percent) were completed both on time and within budget.

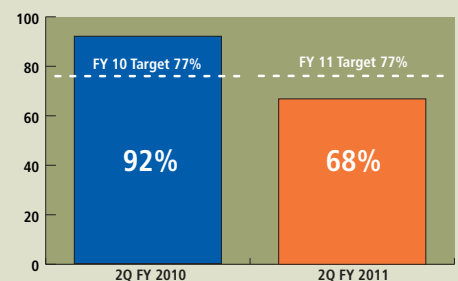
SCHEDULED CONTRACTS COMPLETED ON TIME

CONSTRUCTION ON-TIME PERFORMANCE



65 construction contracts were due for completion by period end. Of those 65 contracts, 43 (66.2 percent) were completed on time.

MAINTENANCE ON-TIME PERFORMANCE



204 maintenance contracts were due for completion by period end. Of those 204 contracts, 138 (67.6 percent) were completed on time.

QUARTERLY NOTES

I-64 pavement project completed

Drivers on Interstate 64 between I-95 and Parham Road in the Richmond District have a smoother ride thanks to a \$36 million resurfacing project, completed a month early and within budget. The project also included repaving 35 ramps and merge lanes. The concrete repairs and new pavement will extend the service life of this 5.6-mile section with scheduled maintenance.

Work starts on Fairfax interchange

Federal, state and local officials broke ground on a three-year, \$69.7 million project to rebuild Fairfax County Parkway over Fair Lakes Parkway and Monument Drive, one of Northern Virginia's most congested intersections. VDOT used \$40.8 million in federal stimulus dollars, which allowed the project to advance by at least two years. It was categorized as "unfunded" before receiving stimulus money. The new interchange will smooth traffic flow and accommodate growth.

Culpeper paving projects honored

The Virginia Asphalt Association recognized the following Culpeper projects: The U.S. 15/29 project won the award for Outstanding Pavement, Construction Project, while the Maintenance Project award went to the resurfacing of U.S. 17 in Fauquier County.

'Green transportation' initiative begun

Governor McDonnell launched the "Going Green with Virginia Transportation" initiative to increase the environmental focus of Virginia's six transportation agencies, save money and offer information on related programs. It is consistent with the cost-saving recommendations from the Governor's Commission on Government Reform & Restructuring. Through this program, the Virginia transportation secretariat affirms its commitment to preserve Virginia's environment as a core responsibility.

LED lenses installed in traffic signals

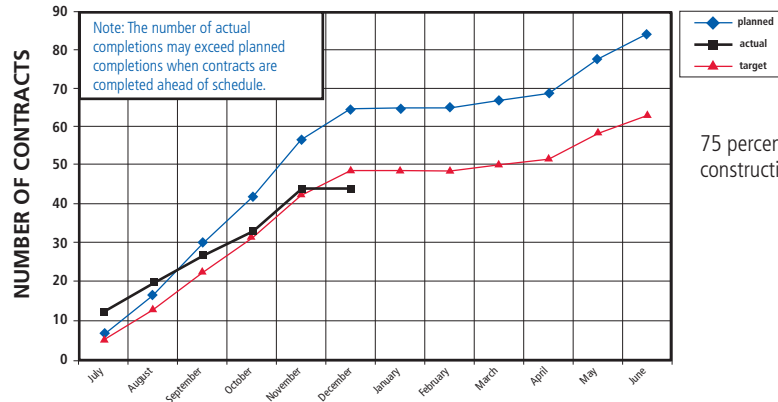
As part of the governor's "green transportation" initiative, the Central Region Operations and Signal Maintenance Group installed or replaced 745 LED lenses in traffic signals. LED lenses use less energy than standard bulbs, last longer and improve visibility and safety. The change conserves electrical energy and saves VDOT fuel costs, motor vehicle use and labor by reducing the number of trips to signal locations to replace burned-out bulbs.

VDOT land used for truck rest area

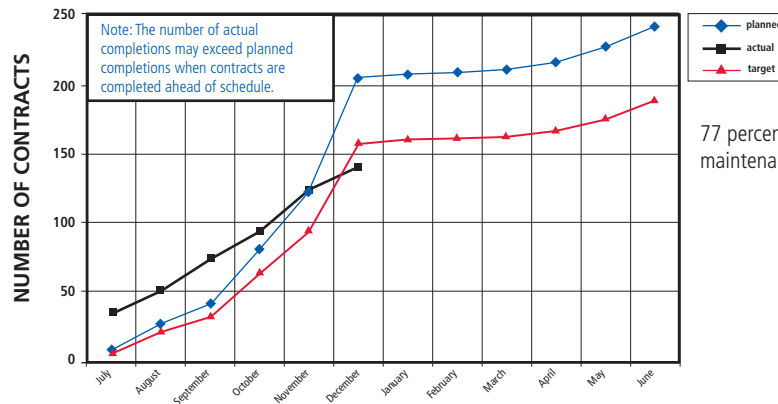
As part of a pilot project, VDOT is using an undeveloped parcel along Interstate 66 in Warren County as a truck-only safety rest area. It provides additional parking for truckers to get their required rest hours. The pilot location includes an unused paved lot along the eastbound lanes, purchased decades ago for future rest-area development. The pilot period will last 90 days followed by a 60-day evaluation period, during which the area will continue operations.

SECOND QUARTER FISCAL YEAR 2011 PERFORMANCE

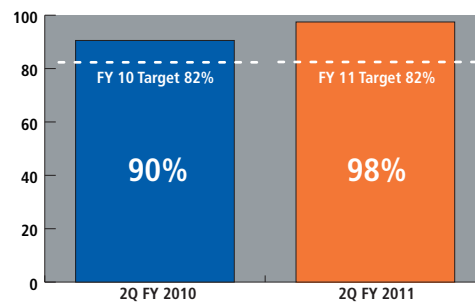
FY 2011 CONSTRUCTION CONTRACTS COMPLETED ON TIME



FY 2011 MAINTENANCE CONTRACTS COMPLETED ON TIME

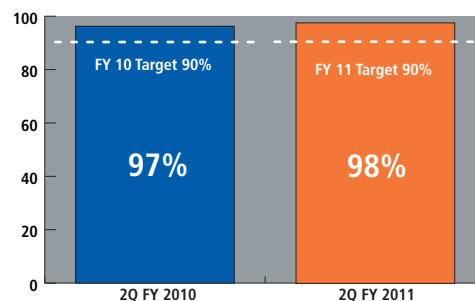


CONSTRUCTION CONTRACTS COMPLETED WITHIN BUDGET



55 construction contracts were actually completed by period end. Of those 55 contracts, 54 (98.2 percent) were completed within budget.

MAINTENANCE CONTRACTS COMPLETED WITHIN BUDGET



164 maintenance contracts were actually completed by period end. Of those 164 contracts, 160 (97.6 percent) were completed within budget.