

FOR IMMEDIATE RELEASE

January 18, 2021

MEDIA CONTACT

Tanya Sheres

tsheres@transurban.com

571.335.3511

**PIERCE COFFEE APPOINTED NEXT PRESIDENT
OF TRANSURBAN NORTH AMERICA**

*Coffee, current Vice President of Customer Experience and Operations,
brings customer and innovation focus in succeeding Jennifer Aument*

ALEXANDRIA, Va. – Transurban announced today that Jennifer Aument, President of Transurban North America has chosen to leave the business after 16 years of service to pursue a new opportunity with a global infrastructure consultancy. Pierce Coffee, Vice President of Customer Experience and Operations, has been named as Transurban’s next President on the strength of her more than 11 years of experience across Transurban’s North American and Australian markets. Coffee has played an integral role in the expansion of Transurban’s business in the U.S. and Canada which has grown by four times and has served more than 9.5 million customers since 2012.

“We thank Jennifer Aument for her transformational contributions to Transurban and wish her the best in her next role,” said Scott Charlton, Transurban Group Chief Executive Officer. “Together, Jennifer and Pierce were among those who pioneered the first dynamic Express Lanes in North America nearly a decade ago. With her tenured commitment to Transurban and our partners, I am confident that Pierce is the right leader to continue to build on our track record of success as we look to realize an exciting pipeline of opportunities in North America.”

Since joining the toll road developer and operator in 2009, Coffee has championed Transurban’s focused approach to customer experience, stakeholder engagement and operational excellence. She has overseen significant operational components of the USD4 billion Virginia Express Lanes network on I-495, I-95 and I-395, ensuring a seamless and safe introduction of customers to the dynamically priced toll roads. In 2015, Coffee was named Head of Marketing for Transurban in Australia where she delivered a comprehensive customer marketing and brand approach across all Australian assets.

Following her return to the U.S., Coffee was named Vice President of Customer Experience and Operations responsible for end-to-end customer and tolling operations including customer service, call center, enforcement, tolling and account management. She has recently directed the launch of a new mobile tolling product GoToll, while deploying innovative technologies across Transurban’s roadways to promote High Occupancy Vehicle (HOV) compliance and improve lifecycle maintenance.

“I have had the pleasure to work alongside and learn from the leadership of Jennifer Aument over the past decade and I am proud of the transportation solutions we have delivered that are helping customers move faster and safer,” said Coffee, newly appointed President of Transurban North America. “Now more than

ever, Transurban can drive the investments needed to help our government, communities and economy move forward. It is an honor to lead this effort with an incredible team of investors and talent at my side.”

CEO Charlton has reinforced that the business sees a significant opportunity pipeline of new projects within the North American market. To ready itself for new opportunities, Transurban announced in December 2020 a partnership with AustralianSuper, Canada Pension Plan Investment Board (CPP Investments) and UniSuper for a 50% combined interest in its Greater Washington Area Express Lanes assets. Transurban will redeploy this injection of capital to invest in new projects that are priorities for local and regional governments – a reinvestment strategy that has been successfully used to accelerate opportunities across its portfolio.

This strategy follows more than USD1 billion of investments along Virginia’s I-95 Corridor where Transurban recently delivered the eight-mile I-395 Express Lanes project on time and on budget and is currently constructing an additional 10-miles of new Express Lanes in the Fredericksburg, Virginia area set to open in late 2022. The company is also advancing the 495 Northern Extension (NEXT) project and Virginia’s commitments of the Capital Beltway Accord project to reduce congestion around the American Legion Bridge.

Coffee’s new role as President of Transurban North America will take effect February 15, 2021.

###

About Transurban North America

Transurban is one of the world’s largest toll-road operators and developers, working to get people where they want to go, as quickly and safely as possible. By embracing collaboration with the government, our public-private partnerships are delivering transformative infrastructure solutions across five markets with an additional USD14 billion of projects in development as of June 30, 2020. In fiscal year 2020, our customers saved 339,000 hours on average each workday across 2 million trips on our roads with faster, more predictable travel options. With a leading market share of transportation P3 investment in North America, we are pioneering travel solutions like dynamically tolled Express Lanes and are partnering with governments to think about the policies, technology and infrastructure that will get you home today and ten years from now. Learn more about Transurban in North America at:

[Transurban.com](https://www.transurban.com) | [Expresslanes.com](https://www.expresslanes.com) | [A25.com](https://www.a25.com)