



## WINTER 2013

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The 91 Express Lanes is owned and operated by the Orange County Transportation Authority. For more information, call (951) 278-9191 or visit [www.91expresslanes.com](http://www.91expresslanes.com).

## CUSTOMER SERVICE CENTERS

Open Longer to Serve You Better

We have two 91 Express Lanes Customer Service Centers to serve you—one in Corona and one in Orange.



OCTA Store  
550 S. Main Street  
Orange, CA 92863  
Hours:  
Monday – Friday, 8:30 a.m. - 5:30 p.m.

Corona Customer Service Center  
2275 Sampson Avenue, Suite 100  
Corona, CA 92876  
(951) 278-9191 | (800) 600-9191  
Hours:  
Monday – Friday, 9:00 a.m. - 6:00 p.m.

## Frequently Asked Questions

Our Customer Service Representatives answer a variety of questions every day. Since many of those questions get asked again and again, we've put together a collection of the most frequently asked questions with answers for your convenience.

### How do I log into my account online?

Go to [www.91expresslanes.com](http://www.91expresslanes.com) and create a User ID and Password. Please follow the instructions in the "Need LOG-IN Help?" link located in the "My Account" tab. You can also call our Customer Service Center for assistance Monday-Friday, 8 a.m.-5 p.m., at (951) 278-9191 or (800) 600-9191.

### May I open a Special Access Zero Emissions Account with a hybrid vehicle?

Unfortunately, no. The Special Access Zero Emissions Accounts are available for customers who drive a pure zero emission vehicle (100% battery electric or hydrogen fuel cell) as certified by the California Air Resources Board. For a list of qualifying vehicles with an exhaust standard of ZEV, go to [arb.ca.gov/msprog/carpool/carpool.htm](http://arb.ca.gov/msprog/carpool/carpool.htm).

### Why did I receive a violation?

The most common reason for a violation is the vehicle that received the violation is or was not listed on a FasTrak account at the time of travel. The only other situation in which a violation would occur is if the FasTrak account was not in good standing at the time of travel. The best way to avoid a violation is to make sure your account information is up to date and that you have sufficient funds in your account.



### How does the 3+ lane work?

Account holders with three or more people in their vehicle travel toll-free except eastbound, Monday through Friday, from 4-6 p.m. During this peak time, carpools of three or more receive a 50% discount off the posted toll.

### May I lend my transponder to a friend or family member?

Yes. Please be sure to list any vehicles that may use the transponder on the account to insure that a violation does not occur.

### Can I drive my motor home on the 91 express lanes?

Yes. The only oversized vehicles that are allowed on the 91 Express Lanes are motor homes and buses.

Still have a question not answered here? Check the FAQs (Frequently Asked Questions) online at [www.91expresslanes.com/faq](http://www.91expresslanes.com/faq), or call us at (951) 278-9191 and we'll be happy to assist you.

## SR-91 Widening Project Rolling Along

Caltrans and OCTA are working together to build a new six-mile lane in each direction of State Route 91 (SR-91) between SR-55 and SR-241. Currently, the project is 85 percent complete. When finished, this project will increase capacity, improve driving operations and help relieve congestion for the nearly 300,000 commuter and commercial motorists who drive this key stretch of the SR-91 every day.

Besides adding new general-purpose lanes, the Lakeview Avenue, Imperial Highway and Yorba Linda Boulevard/Weir Canyon Road bridges will be widened, and 15 on- and off-ramps will be reconstructed and realigned to make entering and exiting the freeway safer and more efficient.



In addition, all lanes will be standardized to 12-foot widths with 10-foot shoulders. New striping, signage, lighting and safety barriers will be added throughout the project limits, and a new 1 ½-mile soundwall will be constructed on the eastbound side of the freeway beginning east of Imperial Highway. A bioswale drainage facility also will be added.

## FREE Tolls for New Account



### Get One Week of FREE Tolls

Do you have a friend or relative thinking about opening a 91 Express Lanes' account? Tell them that now's the time, because anyone who opens a new 91 Express Lanes' account with their American Express, Master Card, Visa, or Discover credit card will get one week of free tolls! Your friend or relative will be able to drive the 91 Express Lanes as much as they like for one week with no toll charges. There's something in it for you, too. You could get \$25 in free tolls for referring a friend. Just give the person your account number to fill in the referral area when signing up.

### AAA Members Get Two Weeks of FREE Tolls

If your friend or relative is a AAA member, they'll get a 2nd week of FREE tolls when they

open a new 91 Express Lanes' account with a credit card. Two weeks free offer applies just by opening your new 91 Express Lanes account with your American Express, Master Card, Visa, or Discover credit card.

Free toll offer applies to new credit card accounts only. Free tolls are non-refundable and only good for trips on the 91 Express Lanes. Any tolls charged by other FasTrak™ toll facilities are the responsibility of the account holder and will be deducted from the customer's prepaid toll balance.

## 2012 Annual Report Available

The 91 Express Lanes Annual Report for fiscal year 2011-2012 is now available. Entitled, "Pave It Forward," the report highlights the accomplishments of the past year. The report also contains 91 Express Lanes fiscal year 2011-2012 financial statements.

The 91 Express Lanes 2012 Annual Report can be found online at [www.octa.net/91expresslanes](http://www.octa.net/91expresslanes).



## New Toll Reductions Effective January 1, 2013

To help manage congestion and optimize the number of vehicles traveling on the 91 Express Lanes, a toll adjustment is being made. Starting January 1, 2013, tolls will be reduced for the hours marked in blue on the toll schedules to the right.

The toll reduction is OCTA's congestion management pricing at work. It's our way of delivering a fast, safe and reliable commute to you when traveling on the 91 Express Lanes.

Please check the toll schedule to the right for the latest toll adjustments.

91 Express Lanes		Toll Schedule						Eastbound	
		Effective January 1, 2013						SR-55 to Riverside Co. Line	
	Sun	M	Tu	W	Th	F	Sat		
Midnight	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
1:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
2:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
3:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
4:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
5:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
6:00 am	\$1.35	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$1.35		
7:00 am	\$1.35	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$1.35		
8:00 am	\$1.70	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15		
9:00 am	\$1.70	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15		
10:00 am	\$2.65	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$2.65		
11:00 am	\$2.65	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$2.65		
Noon	\$3.15	\$2.15	\$2.15	\$2.15	\$2.15	\$3.25	\$3.15		
1:00 pm	\$3.15	\$3.00	\$3.00	\$3.00	\$3.25	\$5.10	\$3.15		
2:00 pm	\$3.15	\$4.25	\$4.25	\$4.25	\$4.40	\$3.10	\$3.15		
3:00 pm	\$2.65	\$4.60	\$3.70	\$3.95	\$4.45	\$9.55	\$3.15		
4:00 pm	\$2.65	\$4.55	\$5.80	\$6.80	\$8.95	\$9.10	\$3.15		
5:00 pm	\$2.65	\$4.85	\$5.25	\$6.50	\$8.30	\$6.00	\$3.15		
6:00 pm	\$2.65	\$4.60	\$3.60	\$3.60	\$4.40	\$5.50	\$2.65		
7:00 pm	\$2.65	\$3.25	\$3.25	\$3.25	\$4.70	\$5.15	\$2.15		
8:00 pm	\$2.65	\$2.15	\$2.15	\$2.15	\$3.00	\$4.70	\$2.15		
9:00 pm	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$3.00	\$2.15		
10:00 pm	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$2.15	\$1.35		
11:00 pm	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		

91 Express Lanes		Toll Schedule						Westbound	
		Effective January 1, 2013						Riverside Co. Line to SR-55	
	Sun	M	Tu	W	Th	F	Sat		
Midnight	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
1:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
2:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
3:00 am	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
4:00 am	\$1.35	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$1.35		
5:00 am	\$1.35	\$4.10	\$4.10	\$4.10	\$4.10	\$3.95	\$1.35		
6:00 am	\$1.35	\$4.25	\$4.25	\$4.25	\$4.25	\$4.10	\$1.35		
7:00 am	\$1.35	\$4.75	\$4.75	\$4.75	\$4.75	\$4.60	\$1.80		
8:00 am	\$1.80	\$4.25	\$4.25	\$4.25	\$4.25	\$4.10	\$2.15		
9:00 am	\$1.80	\$3.40	\$3.40	\$3.40	\$3.40	\$3.40	\$2.65		
10:00 am	\$2.65	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$2.65		
11:00 am	\$2.65	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$3.05		
Noon	\$2.65	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$3.05		
1:00 pm	\$3.05	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$3.05		
2:00 pm	\$3.05	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15	\$3.05		
3:00 pm	\$3.05	\$2.15	\$2.15	\$2.15	\$2.15	\$2.65	\$3.05		
4:00 pm	\$3.20	\$2.15	\$2.15	\$2.15	\$2.15	\$2.65	\$3.20		
5:00 pm	\$3.20	\$2.15	\$2.15	\$2.15	\$2.15	\$2.65	\$3.20		
6:00 pm	\$3.20	\$2.15	\$2.15	\$2.15	\$2.15	\$3.15	\$2.65		
7:00 pm	\$2.65	\$1.35	\$1.35	\$1.35	\$1.35	\$2.15	\$2.15		
8:00 pm	\$2.65	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
9:00 pm	\$2.65	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
10:00 pm	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		
11:00 pm	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35		