



FALL 2014

- [Staying Safe with the Customer Assistance Patrol](#)
- [The 91 Express Lanes Receives Milestone Bond Rating](#)
- [Be A Commuter Superhero During Rideshare Week](#)
- [Keep Your FasTrak™ Transponder Handy for Travel on the 91 Express Lanes](#)
- [October 2014 Toll Adjustments](#)



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.

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
Customer Service Center Hours:
Monday – Friday, 9:00 a.m. - 6:00 p.m.
(951) 278-9191 | (800) 600-9191



[facebook.com/91ExpressLanes](https://www.facebook.com/91ExpressLanes)

Staying Safe with the Customer Assistance Patrol

When you're driving on the 91 Express Lanes, it's reassuring to know that the Customer Assistance Patrol has your back.

Despite your best efforts, sometimes something—from rainstorms to wildfires to mechanical trouble—can slow you down. Fortunately, you can count on help from the 91 Express Lanes Customer Assistance Patrol.

This team of five Customer Assistance Specialists patrols the toll lanes with specially marked tow trucks and service vehicles and provides help to customers in need. Whether you're out of gas, have a flat tire, or need your vehicle towed to safety, the Customer Assistance Patrol gets there fast to help—and is totally free.

Every day, the 91 Express Lanes Traffic Operations Center (TOC) uses in-road sensors and video cameras to monitor conditions on the 91 Express Lanes, 24 hours a day, 7 days a week. When a problem is detected, the TOC can quickly dispatch the Customer Assistance

Patrol or contact the California Highway Patrol, if the incident occurs after hours.

What should you do if you need help? Whenever possible, pull over in one of the enforcement areas (the widened areas in the median) and turn on your flashing hazard lights. There are three enforcement areas along the Express Lanes; one between Coal Canyon Road and Gypsum Canyon Road; one at the toll zone—just beyond the overhead sign structure; and one between Imperial Highway and Weir Canyon Road.

If you can't reach an enforcement area, pull over to the far left shoulder and turn on your flashing hazard lights. The Customer Assistance Service Patrol will be dispatched to help you.

The 91 Express Lanes Customer Assistance Patrol is on duty weekdays from 5 a.m. to 9 p.m., Saturdays from 8 a.m. to 7 p.m., and Sundays from 8 a.m. to 9 p.m. It's just another way we're looking out for your driving safety—and helping to ensure your peace of mind.



The 91 Express Lanes Receives Milestone Bond Rating

Recently, the 91 Express Lanes received a ratings increase from Standard & Poor's (S&P), an independent rating agency that evaluates bond issuers. The new rating—"AA—" makes the 91 Express Lanes one of the only single-asset managed lanes toll facility in the "AA" category.

Why is that important? It indicates strong financial strength and shows that resources are available to continue maintaining and improving the 91 Express Lanes.

When OCTA took ownership of the 91 Express Lanes 11 years ago, it became the first single-asset lane entity to learn an "A" bond rating. It has maintained that rating every year until now—when the bond rating was upgraded.

The 91 Express Lanes remains fiscally strong in a challenging economy and continues to provide a transportation alternative you can count on.



Be A Commuter Superhero During Rideshare Week

Ready to clobber pollution and banish high gas prices? Just transform yourself into a rideshare superhero with a pledge to ride the bus or train, carpool, vanpool, walk or cycle during Rideshare Week from Oct. 6 to 10. It's a great time to try an alternative to driving alone and to discover the many public transportation options available.

In addition to saving money and the planet, during Rideshare Week you can also win prizes. This year, OCTA is offering three ways to win. You can pledge online and be entered to win great prizes, including an iPad mini. By referring three or more friends, you'll get a chance to win a \$50 gift card. And here's a bonus: Those new to ridesharing are eligible to receive \$2 a day for up to three months.

Carpools are particularly rewarding on the 91 Express Lanes thanks to OCTA's "Three Ride Free" policy. A group of three or more commuters in the same car can travel for free on the 91 Express Lanes HOV 3+ lane during most hours, except when traveling eastbound Monday through Friday between 4 p.m. and 6 p.m. At these times, carpools of three or more can still save money by earning a 50 percent discount on the posted toll. You'll save on gas and time, too.

Visit octa.net/RideShareWeek today and pledge! Share your ride on the 91 Express Lanes and share the news with your friends for more opportunities to win.

Keep Your FasTrak™ Transponder Handy for Travel on the 91 Express Lanes

Some Orange County toll roads have been in the news lately due to confusion over how tolls are paid.

But on the 91 Express Lanes, the process is straightforward and simple: To use the 91 Express Lanes, your vehicle must be equipped with a FasTrak transponder linked to a pre-paid account.

So keep your transponder handy when traveling on the 91 Express Lanes. You'll save an average of 30 minutes per trip while traveling in free-flowing lanes for 10 miles without stopping to pay tolls.



October 2014 Toll Adjustments

There were no toll adjustments for the quarter starting October 1, 2014. If you have a toll card dated July 1, 2014, you can continue to use it.

For a complete copy of the toll policy, visit the 91 Express Lanes website at 91expresslanes.com or the OCTA website at octa.net. You can also reach us at the 91 Express Lanes Customer Service Center at (951) 278-9191.

91 Express Lanes Toll Schedule		Eastbound						
Effective July 1, 2014		SR-99 to Riverside Co. Lane						
	Sun	M	Tu	W	Th	F	Sat	
Midnight	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
1:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
2:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
3:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
4:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
5:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
6:00 am	\$1.45	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$1.45	
7:00 am	\$1.45	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$1.45	
8:00 am	\$1.80	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	
9:00 am	\$1.80	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	
10:00 am	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	
11:00 am	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	
Noon	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.45	\$3.25	
1:00 pm	\$3.25	\$3.20	\$3.20	\$3.20	\$3.45	\$3.40	\$3.25	
2:00 pm	\$3.25	\$4.35	\$4.35	\$4.35	\$4.70	\$3.10	\$3.25	
3:00 pm	\$2.85	\$4.80	\$3.70	\$3.95	\$4.60	\$8.85	\$3.25	
4:00 pm	\$2.85	\$4.70	\$5.95	\$7.20	\$8.50	\$8.65	\$3.25	
5:00 pm	\$2.85	\$4.85	\$5.40	\$6.70	\$8.80	\$6.20	\$3.25	
6:00 pm	\$2.85	\$4.80	\$3.60	\$3.60	\$4.40	\$5.60	\$2.85	
7:00 pm	\$2.85	\$3.45	\$3.45	\$3.45	\$5.00	\$3.45	\$2.25	
8:00 pm	\$2.85	\$2.25	\$2.25	\$2.25	\$3.20	\$5.00	\$2.25	
9:00 pm	\$2.25	\$2.25	\$2.25	\$2.25	\$2.20	\$2.25	\$2.25	
10:00 pm	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$2.25	\$1.45	
11:00 pm	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	

91 Express Lanes Toll Schedule		Westbound						
Effective July 1, 2014		Riverside Co. Lane to SR-99						
	Sun	M	Tu	W	Th	F	Sat	
Midnight	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
1:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
2:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
3:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
4:00 am	\$1.45	\$2.70	\$2.70	\$2.70	\$2.70	\$2.70	\$1.45	
5:00 am	\$1.45	\$4.35	\$4.35	\$4.35	\$4.35	\$4.35	\$1.45	
6:00 am	\$1.45	\$4.55	\$4.55	\$4.55	\$4.55	\$4.55	\$1.45	
7:00 am	\$1.45	\$5.05	\$5.05	\$5.05	\$5.05	\$4.90	\$1.90	
8:00 am	\$1.90	\$4.55	\$4.55	\$4.55	\$4.55	\$4.35	\$2.25	
9:00 am	\$1.90	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$2.85	
10:00 am	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	
11:00 am	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	
Noon	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25	
1:00 pm	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25	
2:00 pm	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25	
3:00 pm	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25	
4:00 pm	\$3.40	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$3.40	
5:00 pm	\$3.40	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$3.40	
6:00 pm	\$3.40	\$2.25	\$2.25	\$2.25	\$2.25	\$3.20	\$2.85	
7:00 pm	\$2.85	\$1.45	\$1.45	\$1.45	\$1.45	\$2.25	\$2.25	
8:00 pm	\$2.85	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
9:00 pm	\$2.85	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
10:00 pm	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	
11:00 pm	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	