



FALL 2012

- Start Saving. Start Ridesharing
- Check Us Out Online
- Saving More Than Time
- Is Your Account Up To Date?
- New Toll Adjustments
Effective October 1, 2012



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. We've increased the hours at our Orange location, which now opens earlier and stays open later for your convenience.



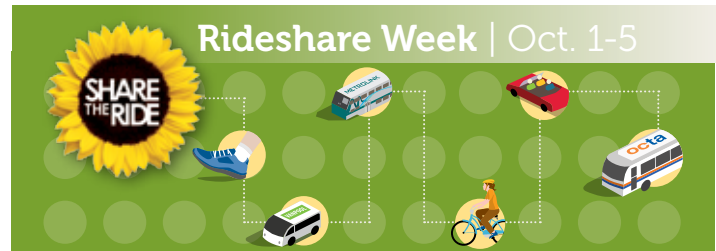
OCTA Store
550 S. Main Street
Orange, CA 92863
Now open longer!
Hours:
Monday – Friday, 8:30 a.m. - 5:30 p.m.

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.

Start Saving. Start Ridesharing

The perfect time to give up driving solo and to experience the joy of a stress-free commute is almost here. Rideshare Week is coming October 1-5, 2012, and it's all about giving Orange and Riverside County residents the motivation to try alternative forms of transportation.

Rideshare Week also lets commuters explore options that can save gas, time and money while also helping the environment by taking cars off the road.



Get in the Rideshare Lane

Why not give ridesharing a try on the 91 Express Lanes during Rideshare Week? Just round up two friends or coworkers and start ridesharing in the HOV 3+ lane on the 91 Express Lanes. You'll continue to save time and save gas by not sitting in stop-and-go traffic, and by ridesharing on the 91 Express Lanes you'll save money, too.

“Three Ride Free” Makes It Easy

OCTA's “Three Ride Free” policy makes ridesharing easy—and rewarding. A group of three or more commuters in the same vehicle can travel in the 91 Express Lanes HOV 3+ lane for free during most hours. The only exception is when traveling eastbound Monday through Friday between the hours of 4:00 p.m. and 6:00 p.m. During these hours you'll still save with a 50 percent discount on the posted toll. It's the perfect incentive to give ridesharing a try during Rideshare Week!

Win Prizes

Want more incentive to rideshare? All commuters who pledge to share the ride during Rideshare Week will be entered in a drawing for a chance to win an iPad, gift cards and other exciting prizes! You can pledge online at www.octa.net/pledge2share before October 26, 2012, for a chance to win prizes. Winners will be announced and notified October 31, 2012.

Check Us Out Online



You like the timesaving and convenience of commuting on the 10 trouble-free, stress-free miles of the 91 Express Lanes. So why not get that same experience when you need information about the 91 Express Lanes or your account. How? By visiting the 91 Express Lanes' website at www.91expresslanes.com.

The Fast, Easy Way to Manage Your Account

You can keep track of your tolls, payments and usage online. Just click on the “My Account” tab at the top of the page and enter your User ID and password. You'll be able to view a summary of your account with the current balance, number of transponders assigned, vehicle information and current trip activity.

You can also update a credit card or vehicle, get additional transponders, make a payment or request an update of your account information. You can get current information on road closures and the latest toll schedule, or even buy gift certificates—all online from your home or office.

Confirm a Violation and Pay Online

Sometimes it happens—you receive a violation notice. If you feel that you've received the violation notice in error, it's easy to confirm. Just enter the violation number and you'll be taken to the Violations Confirmation page. There you'll see the license plate number of the vehicle in violation, the location, date, time, toll amount and penalty. You can submit an inquiry to contest the violation or pay it online and print a receipt.

Making It Easy For You

Whether you're checking your account information, getting your trip history, making an inquiry or paying a violation, the 91 Express Lanes' website makes all these actions easy. It's one more way that the 91 Express Lanes ensures smooth sailing for you along the toll road.

Saving More Than Time

Since 2003 when OCTA purchased the 91 Express Lanes, drivers using the toll facility have taken more than 100 million trips. With an average savings of 30 minutes per trip, 91 Express Lanes drivers have saved over 50 million hours. That's a lot of time to accomplish more at work, spend more time with family and friends, or enjoy leisure activities.

Time isn't the only thing that 91 Express Lanes customers saved. The 30 minutes saved per trip amounts to saving one-half gallon of gas on each trip. Over the course of 100 million trips taken since 2003, 91 Express Lanes customers saved 50 million gallons of gas. At an average cost of \$3.84 per gallon, 91 Express Lanes' customers saved \$192 million.

Saving gas also means reducing the amount of pollutants in our environment. By not burning those 50 million gallons of gasoline, 950 million pounds of CO2 wasn't released into the atmosphere. What effect does that have on the environment? According to the U.S. Environmental



Protection Agency, one tree can remove 0.039 metric tons of CO2. At that rate, it would take 11,049,048 trees to remove the CO2 generated from 50 million gallons of gasoline.

Saving time, gas and our environment. That's what drivers like you are doing every time you use the 91 Express Lanes. Keep up the good work!

Is Your Account Up to Date?



A lot of things can change in a year. Is your 91 Express Lanes' account up to date? Did you change vehicles? Add another vehicle? Has your credit card expired? Did you change credit cards? Has your email address changed? Did you move to a new address?

If you have any changes, there are several ways you can easily update your account. You can do it online at www.91expresslanes.com. Under "My Account," click on "Update Account." You can update your vehicle, credit card or add a transponder. You can also update your account by calling (951) 278-9191 or (800) 600-9191, or by mail at: 91 Express Lanes, P.O. Box 9191, Corona, CA 92878-9191. Or stop by our Customer Service Center in Corona or in Orange. (See addresses and hours highlighted in this issue.)

New Toll Adjustment Effective October 1, 2012

To help manage congestion and optimize the number of vehicles traveling on the 91 Express Lanes, a toll adjustment is being made. Starting October 1, 2012, tolls will be reduced for the hours marked in blue on the toll schedules at 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						
	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	\$4.95	\$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	\$7.00	\$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						
	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	\$2.15	\$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