



## FALL 2011

- Planning for Future Mobility
- Get in the Rideshare Lane
- Making Your Online Experience Easier
- New Toll Decreases Effective October 1, 2011

### Customer Service Centers

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

OCTA Store  
550 S. Main Street  
Orange, CA 92863  
Hours as of July 1, 2011:  
9:00 a.m. - 5:00 p.m.

## Planning for Future Mobility

It's good to have a plan. It's the most important tool to have ready before you begin a project.

The State Route 91 (SR-91) Implementation Plan is the most important tool for improving mobility on the SR-91. It's the framework for implementing a full range of freeway improvement projects and transit concepts for the SR-91 corridor. The implementation plan is required by Assembly Bill 1010 (AB 1010) as part of the legislation that enabled OCTA to purchase the ten-mile toll facility from a private, for-profit company and convert it to public ownership. The plan must be updated annually for the California State Legislature.



AB 1010 lifted a non-compete clause that did not allow capacity improvements to the SR-91 until the year 2030. This paved the way for OCTA to use any profit from the 91 Express Lanes above operating, maintenance and debt service costs for freeway improvements to the SR-91 corridor, which would benefit all motorists, not just 91 Express Lanes' customers.

The 2011 SR-91 Implementation Plan is divided into short-, medium- and long- range phases to allow for efficient delivery in providing relief to the SR-91.

**The short-range projects are those that can be implemented over the next five years and include:**

- Improving the SR-71/SR-91 interchange
- Completing the Initial Corridor Improvement Project, which will widen SR-91 with one general purpose lane in each direction east of the county line, extend the Express Lanes to I-15 and make system/local interchange improvements
- Widening SR-91 by adding a fifth general purpose lane in both directions between SR-55 and SR-241 (in construction)

**The mid-range projects are those that could take longer (six to ten years) to implement due to funding, environmental or design issues. The projects include:**

- SR-241/SR-91 Express Lanes Connector
- SR-91 improvements from SR-57 to SR-55

**The long-range projects generally have significant environmental constraints and require more**

## planning, design and funding, such as:

- Completing the Ultimate Corridor Improvement Project by widening SR-91 by one general purpose lane in each direction from SR-241 to SR-71, completing the I-15/SR-91 Direct North Connector, extending the Express Lanes on I-15 and improving SR-91 east of I-15
- Elevating the 4-lane facility from SR-241 to I-15
- Constructing the Irvine-Corona Expressway (ICE) 4-lane facility from SR-241/SR-133 to I-15/Cajalco Road

## Here are some of the accomplishments as of June 2011:

- Restriped eastbound SR-91 and extended an auxiliary lane from SR-71 to Serfas Club Drive
- Extended the westbound auxiliary lane between the county line and SR-241 and eliminated a lane drop at the 91 Express Lanes
- Added a new continuous westbound auxiliary lane from SR-71 to SR-241
- Repaved and sealed pavement surfaces, replaced channelizers and restriped lanes on the 91 Express Lanes
- Replaced the Green River Road overcrossing
- Added new continuous eastbound auxiliary lane from SR-241 to SR-71

Currently, more than 300,000 vehicles use the SR-91 every day. This volume is expected to rise to more than 425,000 vehicles per day by 2035. When taken together, these projects are providing additional freeway capacity and improved mobility along one of the most congested segments of the SR-91.

## Get in the Rideshare Lane

Ridesharing is a great way to help reduce traffic congestion and improve our air quality. It's easy to rideshare on the 91 Express Lanes, and it can help you reduce the cost of your commute.

With OCTA's "Three Ride Free" policy, a group of three or more commuters per vehicle can travel in the 91 Express Lanes HOV3+ lane for free during most hours, except when traveling eastbound, Monday through Friday between the hours of 4:00 p.m. and 6:00 p.m. During these hours, carpools of three or more receive a 50 percent discount on the posted toll.



Take advantage of the 91 Express Lanes' Three Ride Free policy. Round up two friends or coworkers and start ridesharing. Rideshare Week, October 3-7, 2011, is a perfect time to start sharing the ride. So give it a try. When you rideshare with three or more per car, you'll save money on tolls with every trip!

## Making Your Online Experience Easier

The upgrade of the 91 Express Lanes' Revenue and Account Management System (RAMS) is now complete. The upgrade will make navigating our website easier for you, provide additional security for your account, and let you quickly access more information.

We realize that you may have had trouble accessing the 91 Express Lanes' website or reaching a Customer Service Center representative. We apologize for any difficulties you may be experiencing and are taking measures to correct them.

We know that you value fast customer service online, by phone and at our two Customer Service Centers, and are doing our best to deliver the service that you



expect. Thank you for your patience and understanding as we continue to improve your 91 Express Lanes' experience.

## New Toll Decreases Effective October 1, 2011

To help manage congestion and optimize the number of vehicles traveling eastbound on the 91 Express Lanes, a toll decrease is being made. Starting October 1, 2011, tolls will be adjusted for the hours marked in blue on the toll schedules below.

The toll decrease 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 below for the latest toll adjustments.

 <b>Toll Schedule</b> Effective October 1, 2011		<b>Eastbound</b> SR-55 to Riverside Co. Lane					
	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>1:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>2:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>3:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>4:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>5:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>6:00 am</b>	\$1.30	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$1.30
<b>7:00 am</b>	\$1.30	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$1.30
<b>8:00 am</b>	\$1.65	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10
<b>9:00 am</b>	\$1.65	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10
<b>10:00 am</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55
<b>11:00 am</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55
<b>Noon</b>	\$3.05	\$2.10	\$2.10	\$2.10	\$2.10	\$3.15	\$3.05
<b>1:00 pm</b>	\$3.05	\$2.90	\$2.90	\$2.90	\$3.15	\$4.95	\$3.05
<b>2:00 pm</b>	\$3.05	\$4.15	\$4.15	\$4.15	\$4.25	\$3.10	\$3.05
<b>3:00 pm</b>	\$2.55	\$4.45	\$3.70	\$3.95	\$5.45	\$9.75	\$3.05
<b>4:00 pm</b>	\$2.55	\$4.55	\$6.80	\$7.30	\$8.95	\$8.85	\$3.05
<b>5:00 pm</b>	\$2.55	\$4.85	\$6.25	\$7.50	\$8.80	\$7.00	\$3.05
<b>6:00 pm</b>	\$2.55	\$4.45	\$3.60	\$3.60	\$4.40	\$5.35	\$2.55
<b>7:00 pm</b>	\$2.55	\$3.15	\$3.15	\$3.15	\$4.55	\$5.00	\$2.10
<b>8:00 pm</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.90	\$4.55	\$2.10
<b>9:00 pm</b>	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.90	\$2.10
<b>10:00 pm</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$2.10	\$1.30
<b>11:00 pm</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30

  

 <b>Toll Schedule</b> Effective October 1, 2011		<b>Westbound</b> Riverside Co. Lane to SR-55					
	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>1:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>2:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>3:00 am</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>4:00 am</b>	\$1.30	\$2.45	\$2.45	\$2.45	\$2.45	\$2.45	\$1.30
<b>5:00 am</b>	\$1.30	\$4.00	\$4.00	\$4.00	\$4.00	\$3.85	\$1.30
<b>6:00 am</b>	\$1.30	\$4.15	\$4.15	\$4.15	\$4.15	\$4.00	\$1.30
<b>7:00 am</b>	\$1.30	\$4.60	\$4.60	\$4.60	\$4.60	\$4.45	\$1.75
<b>8:00 am</b>	\$1.75	\$4.15	\$4.15	\$4.15	\$4.15	\$4.00	\$2.10
<b>9:00 am</b>	\$1.75	\$3.30	\$3.30	\$3.30	\$3.30	\$3.30	\$2.55
<b>10:00 am</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55
<b>11:00 am</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
<b>Noon</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
<b>1:00 pm</b>	\$2.95	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
<b>2:00 pm</b>	\$2.95	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
<b>3:00 pm</b>	\$2.95	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55	\$2.95
<b>4:00 pm</b>	\$3.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55	\$3.10
<b>5:00 pm</b>	\$3.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55	\$3.10
<b>6:00 pm</b>	\$3.10	\$2.10	\$2.10	\$2.10	\$2.10	\$3.05	\$2.55
<b>7:00 pm</b>	\$2.55	\$1.30	\$1.30	\$1.30	\$1.30	\$2.10	\$2.10
<b>8:00 pm</b>	\$2.55	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>9:00 pm</b>	\$2.55	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>10:00 pm</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
<b>11:00 pm</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30