



SPRING 2016

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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.

Celebrating 20 Years: The 91 Express Lanes 2015 Annual Report

Now available online, the 91 Express Lanes Annual Report commemorates 20 years of on-time performance as well as the significant milestones achieved in fiscal year 2014-2015.

For many of our customers, the 91 Express Lanes is much more than just a road. As part of our 20th anniversary celebration, hundreds of you shared stories about how this safe, reliable, and swift transportation alternative improved your quality of life.

Customers rely on the 91 Express Lanes for on-time arrivals to life’s most important events, whether it’s a child’s bedtime story, a fun evening of Monday night football, or a career-making interview. Every day, the 91 Express Lanes provides a choice of when and how to travel to fulfill personal goals, dreams and commitments.

During its anniversary year, the 91 Express Lanes attracted more than 3,000 new customers and added 780,000 trips, a 6 percent increase.

For travelers between Orange and Riverside counties, the 91 Express Lanes continues to provide a smooth alternative travel experience backed by innovative technology and sound fiscal management.

Thank you for your continued support and loyalty. To view the report, go to www.91expresslanes.com.



Why an Upgraded Bond Rating Is Good for Customers

Fitch Ratings, one of the nation’s leading bond rating agencies, recently upgraded the bond rating of the 91 Express Lanes from A- to A.

Why is that important to you?

A high bond rating indicates financial strength and well-managed resources. It helps attract investments that make the lanes something you can count on day after day – a safe, free-flowing alternative to get where you need to go when you need to be there in a timely fashion.

In upgrading the rating, Fitch said that the rating outlook is stable in part because of the Express Lane’s long history, solid long-term prospects for continued traffic growth, strong debt-service coverage, and no plans for further debt issuance.

“91 Steer Clear” Smooths the Way Forward into Riverside

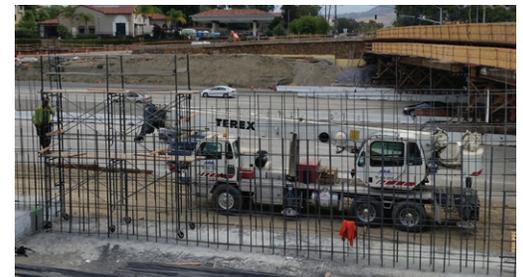
When State Route 91 and the eastbound 91 Express Lanes shut down for 55 hours in February, residents, drivers, transportation providers and construction professionals rallied to make the closure as smooth as possible. Dubbed “91 Steer Clear,” the weekend event allowed crews to consolidate three significant operations in Corona as part of the 91 Project that will bring improved transportation to Riverside County.

The closure allowed crews to:

- Demolish the west side of the Maple Street Bridge over the SR-91, including hauling away 2,200 tons of concrete
- Install 48 support beams for the new westbound Maple Street flyover ramp bridge
- Pave the new eastbound SR-91 alignment near I-15

The Riverside County Transportation Commission’s 91 Project is adding regular lanes, tolled express lanes, auxiliary lanes and direct express connectors from the northbound I-15 to the westbound SR-91 and from the eastbound SR-91 to the southbound I-15.

Improvements to interchanges, ramps, lanes and surface streets also will be made along the SR-91 between the Riverside County/Orange County Line in Corona and Pierce Street in Riverside. The new lanes are expected to open in 2017.



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
600 S. Main Street
Orange, CA 92868
Store Hours:
Monday – Friday, 8:00 a.m. - 5:00 p.m.

Corona Customer Service Center
2275 Sampson Avenue, Suite 100
Corona, CA 92879
Customer Service Center Hours:
Monday – Friday, 9:00 a.m. - 6:00 p.m.
(951) 278-9191 | (800) 600-9191

Car Trouble on the 91 Express Lanes? Free Help is On the Way

Stuff happens. Could be a flat tire, a mechanical problem, or any problem that causes your vehicle to have difficulty.

Car trouble is never fun. But if it happens on the 91 Express Lanes, be assured that help is on the way. If your vehicle becomes disabled, a Customer Assistance Patrol Specialist (CAPS) will be dispatched to assist you.

With specially marked tow trucks and service vehicles, CAPS provide help to customers in need – free. CAPS patrol the 91 Express Lanes Monday through Friday (5 a.m. - 9 p.m.), Saturday (8 a.m. - 7 p.m.), and Sunday (8 a.m. - 9 p.m.).

The 91 Express Lanes Traffic Operations Center (TOC) uses in-road sensors and video cameras to monitor conditions 24 hours a day, 7 days a week. When a problem is detected, the TOC can quickly dispatch the CAPS or contact the California Highway Patrol, if the incident occurs after hours.

What to do if you need assistance:

- 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: between Coal Canyon Road and Gypsum Canyon Road, at the toll zone (just beyond the overhead sign structure) and 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.



April 2016 Toll Schedule

There were no toll adjustments for the quarter starting April 1, 2016. If you have a toll card dated July 1, 2015, you can continue to use it.

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

		Toll Schedule Effective July 1, 2015							Eastbound SR-55 to Riverside Co. Line								
		Sun	M	Tu	W	Th	F	Sat									
Midnight		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
1:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
2:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
3:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
4:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
5:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
6:00 am		\$1.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$1.50								
7:00 am		\$1.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$1.50								
8:00 am		\$1.85	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30								
9:00 am		\$1.85	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30								
10:00 am		\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95								
11:00 am		\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95								
Noon		\$3.45	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.55	\$3.45								
1:00 pm		\$3.45	\$3.30	\$3.30	\$3.30	\$3.30	\$3.55	\$5.55	\$3.45								
2:00 pm		\$3.45	\$4.70	\$4.70	\$4.70	\$4.85	\$3.20	\$3.45									
3:00 pm		\$2.95	\$5.05	\$3.80	\$4.05	\$4.75	\$10.15	\$3.45									
4:00 pm		\$2.95	\$4.85	\$6.15	\$7.40	\$9.80	\$9.95	\$3.45									
5:00 pm		\$2.95	\$4.85	\$5.55	\$6.90	\$9.05	\$6.40	\$3.45									
6:00 pm		\$2.95	\$5.05	\$3.60	\$3.60	\$4.40	\$5.95	\$2.95									
7:00 pm		\$2.95	\$3.55	\$3.55	\$3.55	\$5.15	\$5.60	\$2.30									
8:00 pm		\$2.95	\$2.30	\$2.30	\$2.30	\$3.30	\$5.15	\$2.30									
9:00 pm		\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.30	\$2.30									
10:00 pm		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$2.30	\$1.50									
11:00 pm		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									

		Toll Schedule Effective July 1, 2015							Westbound Riverside Co. Line to SR-55								
		Sun	M	Tu	W	Th	F	Sat									
Midnight		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
1:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
2:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
3:00 am		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
4:00 am		\$1.50	\$2.80	\$2.80	\$2.80	\$2.80	\$2.80	\$1.50									
5:00 am		\$1.50	\$4.50	\$4.50	\$4.50	\$4.50	\$4.25	\$1.50									
6:00 am		\$1.50	\$4.70	\$4.70	\$4.70	\$4.70	\$4.50	\$1.50									
7:00 am		\$1.50	\$5.20	\$5.20	\$5.20	\$5.20	\$5.05	\$1.95									
8:00 am		\$1.95	\$4.70	\$4.70	\$4.70	\$4.70	\$4.50	\$2.30									
9:00 am		\$1.95	\$3.70	\$3.70	\$3.70	\$3.70	\$3.70	\$2.95									
10:00 am		\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95									
11:00 am		\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35									
Noon		\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35									
1:00 pm		\$3.35	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35									
2:00 pm		\$3.35	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35									
3:00 pm		\$3.35	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95	\$3.35									
4:00 pm		\$3.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95	\$3.50									
5:00 pm		\$3.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95	\$3.50									
6:00 pm		\$3.50	\$2.30	\$2.30	\$2.30	\$2.30	\$3.45	\$2.95									
7:00 pm		\$2.95	\$1.50	\$1.50	\$1.50	\$1.50	\$2.30	\$2.30									
8:00 pm		\$2.95	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
9:00 pm		\$2.95	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
10:00 pm		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									
11:00 pm		\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50									