



## Winter 2018

Get Ready for New Transponders – Keep Your Account Up to Date

How State Route 91 Improved in 2018

New Customer Service Center Location

New Toll Adjustment Effective January 1, 2019

## Get Ready for New Transponders – Keep Your Account Up to Date

Later this year, you'll receive small new transponders that operate without batteries and stick directly on your vehicles. Equipped with state-mandated technology, they'll work on toll lanes throughout California and may eventually be used nationwide. To assure that you receive the correct number of transponders, please update the vehicles on your account by visiting [www.91expresslanes.com/my-account/](http://www.91expresslanes.com/my-account/). You'll also get a letter with detailed instructions about the new transponders and changes to the account plans.



In preparation for the new transponders, we're updating the entire in-lane toll system. You'll notice that your existing transponder no longer beeps in completed sections, such as the eastbound toll equipment section in Riverside County. Don't worry if your old transponder stops beeping as we update the express lanes with the new equipment. As this work progresses, we'll notify you by email of expected lane closures.

## Customer Service Centers

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

## How State Route 91 Improved in 2018

Every year since 2003, OCTA, RCTC, and stakeholders have worked collaboratively to review projects along the SR-91 corridor. Developments and improvements along this state highway have a direct effect on 91 Express Lanes customers. Here are some of the completed construction/improvement highlights..

These projects enhance freeway capacity and/or improve mobility for one of the most congested segments of SR-91:

- Repave and seal pavement surfaces, restripe, and replace raised channelizers on the 91 Express Lanes
- On eastbound SR-91, extend the eastbound auxiliary lane from SR-71 to the Serfas Club Drive off-ramp
- Extend the westbound auxiliary lane between the County line and SR-241 to minimize traffic delays
- On eastbound SR-91, add an additional lane from SR-241 to SR-71
- During the initial SR-91 Corridor Improvement Project, widened SR-91 by one general lane in each direction east of Green River Road, added collector-distributor roads and direct south connectors at I-15/SR-91, extended the 91 Express Lanes to I-15, and provided system/local interchange improvements. This project allows RCTC to operate toll lanes on SR-91 within Riverside County.



## New Customer Service Center Location

Please note that our Customer Service Center will be moving in March. The new address is: 301 Corporate Terrace Circle in Corona. Before stopping by, please call (800) 600-9191 to find out if the move has been completed. Walk-in hours are Monday through Friday, 9 a.m. to 6 p.m.



## Be Safe and Save Money with AAA's Fuel Conservation Tips

Your driving habits have a direct impact on your car's fuel consumption. Planning your travel, following speed limits, maintaining safe following distances and paying attention to traffic, weather and road conditions will keep you safer, allow your vehicle to operate more efficiently, and ultimately, save you money.

Here are a few ways you can improve your driving to get better gas mileage:

- Accelerate gradually. Avoid jackrabbit starts.
- Anticipate your stops. When approaching a red light, let your foot off the gas as early as possible.
- In summer, drive during cooler parts of the day. Cooler, denser air can boost power and mileage.
- Avoid long warm-ups in the morning. They're unnecessary and waste fuel.
- Use air conditioning. Today's air conditioners create less drag on the engine than driving with the windows open.
- Maintain recommended tire pressure. Low pressure reduces fuel economy and can damage tires.
- Keep the air filter clean. Clogged filters reduce fuel economy and increase exhaust emissions.
- Drive the speed limit.



## New Toll Adjustments Effective January 1, 2019

To help manage congestion and optimize the number of vehicles travelling on the 91 Express Lanes, a toll adjustment is being made effective January 1, 2019. For your convenience, the most current toll information is online at [91expresslanes.com](http://91expresslanes.com). Drop by any time to see rates for all express lane segments – Orange, Riverside, or combined. Thanks for being a 91 Express Lanes customer.

The screenshot shows the 91 Express Lanes website interface. At the top, there is a navigation bar with links for 'Getting Started', 'My Account', 'General Info', 'FAQ', and 'Contact Us'. Below the navigation bar, there is a main content area with a large image of a man in a suit standing next to a large table of toll schedules. A blue box highlights the 'View current Toll Schedules' link and the 'VIEW TOLL SCHEDULES' button. To the right of the main content area, there is a section titled 'Even finding the right plan is stress-free.' with a 'VIEW OUR ACCOUNTS' button. Below this, there are three smaller buttons: 'Transport Requirements', 'Financial Savings', and 'Service Contact Assistance'.