



SPRING 2013

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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.

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

OCTA Marks 10 Years of Ownership and Improvement

It has been ten years since the Orange County Transportation Authority (OCTA) purchased the 91 Express Lanes and transformed the private, for-profit enterprise into a public asset. OCTA's ownership ended a non-compete provision that restricted improvements to the State Route 91 (SR-91) corridor, thereby clearing the way for future enhancements that will increase capacity and improve traffic flow.

In 2003, under the first year of OCTA's ownership, commuters took 10 million trips on the 91 Express Lanes. By 2010, the 91 Express Lanes recorded 100 million trips. And today the number of trips keeps increasing as commuters discover the time-saving benefits of traveling on the 91 Express Lanes.

OCTA also introduced the "Three Ride Free" policy in 2003. This innovative policy encourages carpooling by allowing a group of three or more commuters per vehicle to travel the 91 Express Lanes 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 times, carpools of three or more can still save money by earning a 50 percent discount on the posted toll.

In 2006, OCTA used toll revenue to fund a \$1.6 million pavement improvement project. The project included re-paving, filling cracks, sealing the pavement surface to reduce deterioration, replacing yellow channelizers and restriping lanes along the entire length of the toll road.



Thanks to partial funding from the 91 Express Lanes, a new eastbound lane was added on the SR-91 between State Route 241 and State Route 71. Today, motorists all along the SR-91 corridor are benefiting from this improvement.

When OCTA and Caltrans began adding a fifth lane in each direction to relieve traffic congestion on the SR-91, new cantilever gantries were installed to hold the electronic toll and traffic management equipment that helps the 91 Express Lanes operate at peak efficiency. OCTA recently installed a new account management software system that makes it easier for customers to get information and manage their accounts online.

To bring the benefits of the 91 Express Lanes to more Inland Empire commuters, OCTA paved the way for extending the toll lanes into Riverside County by executing a cooperative agreement with the Riverside County Transportation Commission.

It has been a very productive ten years for the 91 Express Lanes. We hope that you have enjoyed your trips on the 91 Express Lanes and will continue to do so. And we're not finished yet. During the next ten years, we will continue improving the 91 Express Lanes to make your commutes as fast, congestion-free and easy as possible.

E-statements Now Available



You can now view your 91 Express Lanes statement online. The new 91 Express Lanes e-statement details all account activity, including payments, adjustments and tolls posted.

What's the advantage of switching to e-statements? You won't have to wait for your 91 Express Lanes statement to be mailed to you. As soon as the statement is issued, you will receive notification that your e-statement is available to be viewed. Just log on to your account and you can view the e-statement. Once you have enrolled in the program, you will no longer receive a printed statement unless your e-notification comes back as undeliverable.

How to Switch to E-statements

You can register at www.91expresslanes.com to switch to e-statements and be able to view your account information online. You can also call a 91 Express Lanes Customer Service Representative and he or she will be happy to enroll you in the e-statement program.

OCTA and Caltrans Open New Lanes on SR-91

OCTA and Caltrans recently wrapped up construction of the SR-91 Westbound and Eastbound Lane Addition Project, the second in a series of freeway improvement projects designed to add general-purpose lanes to key stretches of SR-91.

Located between SR-55 and SR-241, the new, 6-mile westbound and eastbound lanes provide added capacity for the estimated 300,000 commuter trips made on the SR-91 everyday. Whether motorists are driving the 91 to get to work or take it to run errands, or whether the entire family heads to Sunday morning services or Sunday afternoon ballgames, this project delivers key capacity and operational improvements.

In addition to the new general-purpose lanes, this \$75 million project also delivers several other capital improvements, including the widening of three bridges and the reconstruction of fifteen on and off-ramps used by commuters to connect with residential, employment and business destinations located in Anaheim Hills and Yorba Linda. Similarly, commuters will benefit from the second eastbound exit lane the project adds to the Lakeview Avenue, Imperial Highway and Yorba Linda Boulevard/Weir Canyon Road off-ramps.

Beyond these capital improvements, several of the project's operational improvements make driving on the 91 safer and better. For instance, the project features 12-foot lanes and 10-foot shoulders, thereby providing optimal lane and shoulder widths. The project also features new overhead lighting and signage. And new striping and safety barriers have been installed throughout the project limits.



A part of OCTA's Measure M Program, the SR-91 Westbound and Eastbound Lane Project is also funded by State of California transportation dollars. For more information on this and other SR-91 Projects, visit www.octa.net or contact Fernando Chavarria of OCTA by email at fchavarria@octa.net or at 714-560-5306.

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.)

April 2013 Toll Adjustments

There were no toll adjustments for the quarter starting April 1, 2013. If you have a toll card dated January 1, 2013, 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.

91 Express Lanes Toll Schedule
Effective January 1, 2013 **Eastbound**
SR-55 to Riverside Co. Line

	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	\$4.45	\$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	\$6.50	\$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
Effective January 1, 2013 **Westbound**
Riverside Co. Line to SR-55

	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	\$3.15	\$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