



# SUMMER 2010

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## Construction on the SR-91

You may have noticed the construction along the Riverside Freeway (SR-91) between the Foothill/Eastern Toll Road (SR-241) and the Chino Hills Expressway (SR-71). A general eastbound lane is being added to relieve the bottleneck congestion on this segment of the SR-91. The project is called the SR-91 Eastbound Lane Addition and is currently 50 percent complete.

The west end of the project, from the SR-241 to the Coal Canyon Bridge, is complete. The newly re-opened merge lane has been re-paved and is 12 feet wide and the shoulder area also is 12 feet wide. New safety barriers also were installed.

Of the five bridges that are part of the project, one bridge is finished and four are well underway. Two retaining walls are complete, with 10 remaining walls in progress. The project is estimated to be delivered by the end of 2010.

When completed, the SR-91 Eastbound Lane Addition Project will include:

- Adding a new 5.9-mile eastbound lane along a key stretch of the SR-91 from approximately the SR-241 in Orange County on the west to the SR-71 in Riverside County on the east
- Standardizing all lanes within the project area to 12 feet and adding a 10-foot shoulder
- Practicing environmental stewardship, including restoration of natural resources at Chino Hills State Park

Project construction and construction management for the project is being funded by \$47.9 million from the American Recovery and Reinvestment Act of 2009 (ARRA). The Orange County Transportation Authority (OCTA) and Riverside County Transportation Commission (RCTC) worked together to jointly fund the design and right-of-way phase of the project, and the 91 Express Lanes contributed \$6.6 million of toll revenues toward the project.



## Is Your Account Up to Date?

It's probably happened to all of us at one time. Your 91 Express Lanes account can run low on funds. Listing multiple credit cards on your account is a great way to avoid getting a violation notice because of insufficient funds in your account. Even though our penalty structure has changed, ignoring violation notices can escalate up to \$100 for the first violation, \$150 for a second violation and \$200 for each subsequent violation within one year.

Beside the balance of your 91 Express Lanes account, you need to keep your account information current. A lot can happen in a year, and with a busy work schedule, commuting and family commitments, there isn't always time to make sure everything is up to date. Has your e-mail address changed? Without your current e-mail address, it's hard for us to keep you up to date on the 91 Express Lanes. Did you move recently? Have you changed vehicles or added another vehicle?

Is the new vehicle properly registered with the DMV? This is important because any toll violation information will be sent to the address on file with the DMV. Has your credit card expired? Did you change your credit card company during the year? These are just a few of the things that can affect your 91 Express Lanes account.

Fortunately, it's easy to keep your account current. Just contact us when it's convenient. You can reach us 24 hours a day on the web at [www.91expresslanes.com](http://www.91expresslanes.com) or by phone at (951) 278-9191. You can also visit one of our Customer Service Centers, either the 91 Express Lanes Customer Service Center, 2275 Sampson Avenue, Suite 100, Corona, CA 92879, Monday through Friday, between 9:00 a.m. and 6:00 p.m.; or the OCTA Store, 550 S. Main Street, Orange, CA 92863, Monday through Friday, from 9:00 a.m. to 5:30 p.m. For directions, visit [www.91expresslanes.com](http://www.91expresslanes.com).



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](http://www.91expresslanes.com)



## New Website Coming Soon

Get ready for change. The new 91 Express Lanes website is on the way. In addition to a completely new look, the new website will be easier to use.

The changes begin on the home page. Information has been organized under three main tabs at the top of the page. Just click on a tab and choose the information you want. There's also a search option where you can enter a key word and get right to the information.

The new website is more customer focused as well. In the section entitled "My Account" you'll find everything necessary to manage your account. Just sign in and you'll be able to view your current statement and see

recent charges or review past statements. You can change credit cards or update the expiration date of your current credit card. It will be possible to update your vehicle information or add a vehicle to your account, as well.

You'll also find an expanded list of frequently asked questions. The answer to your questions may be in the FAQs, so check here before you contact the Customer Service Center. You'll get the answer fast and save time.

In the Account Types section you'll find helpful descriptions of each available account with the full cost of the account. You can read about each account then decide which one is right for you and your budget.

A new look. Easier navigation. More information quickly accessible. These are just a few of the features you'll find on the new 91 Express Lanes website at [www.91expresslanes.com](http://www.91expresslanes.com). The finishing touches are being put on the site now. Watch for the announcement of the new 91 Express Lanes website coming soon!



## Customer Service Centers

Need to visit a Customer Service Center? Here are the addresses and hours of operation for the two 91 Express Lanes Customer Service Centers.

91 Express Lanes Customer Service Center  
2275 Sampson Avenue, Suite 100  
Corona, CA 92879  
Monday through Friday, 9:00 a.m. to 6:00 p.m.  
(951) 278-9191 or (800) 600-9191

OCTA Store  
550 S. Main Street  
Orange, CA 92863  
Monday through Friday, 9:00 a.m. to 5:30 p.m.  
(800) 600-9191



## New Toll Adjustment Effective July 1, 2010

To help manage congestion and optimize the number of vehicles traveling on the 91 Express Lanes, a toll adjustment is being made. Starting July 1, 2010, tolls will take effect for the hours marked in blue on the toll schedules at right.

The toll adjustment is the result of OCTA's Congestion Management Pricing at work. It's our way of delivering a fast, safe and reliable commute to you when you travel on the 91 Express Lanes.

Each year, tolls not adjusted by Congestion Management Pricing are subject to a cost of living adjustment (COLA) as specified by the toll policy approved by the OCTA Board of Directors. Beginning July 1, tolls will increase 0.62 percent (rounded up or down to the nearest 5-cent increment).

Please check the toll schedule at right for the latest toll adjustments.

**91 Express Lanes Toll Schedule**  
Effective July 1, 2010  
Eastbound  
SR-55 to Riverside Co. Line

eastbound

	Sun	M	Tu	W	Th	F	Sat
Midnight	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
1:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
2:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
3:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
4:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
5:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
6:00 am	\$1.30	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$1.30
7:00 am	\$1.30	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$1.30
8:00 am	\$1.65	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05
9:00 am	\$1.65	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05
10:00 am	\$2.50	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50
11:00 am	\$2.50	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50
Noon	\$3.00	\$2.05	\$2.05	\$2.05	\$2.05	\$3.10	\$3.00
1:00 pm	\$3.00	\$2.85	\$2.85	\$2.85	\$3.10	\$4.90	\$3.00
2:00 pm	\$3.00	\$4.10	\$4.10	\$4.10	\$4.20	\$3.60	\$3.00
3:00 pm	\$2.50	\$4.40	\$3.70	\$4.95	\$5.95	\$10.25	\$3.00
4:00 pm	\$2.50	\$5.55	\$7.80	\$8.30	\$9.95	\$9.35	\$3.00
5:00 pm	\$2.50	\$5.35	\$7.25	\$8.50	\$9.80	\$8.00	\$3.00
6:00 pm	\$2.50	\$4.40	\$4.10	\$3.60	\$4.90	\$5.30	\$2.50
7:00 pm	\$2.50	\$3.10	\$3.10	\$3.10	\$4.50	\$4.95	\$2.05
8:00 pm	\$2.50	\$2.05	\$2.05	\$2.05	\$2.85	\$4.50	\$2.05
9:00 pm	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.85	\$2.05
10:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$2.05	\$1.30
11:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30

**91 Express Lanes Toll Schedule**  
Effective July 1, 2010  
Westbound  
Riverside Co. Line to SR-55

westbound

	Sun	M	Tu	W	Th	F	Sat
Midnight	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
1:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
2:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
3:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
4:00 am	\$1.30	\$2.40	\$2.40	\$2.40	\$2.40	\$2.40	\$1.30
5:00 am	\$1.30	\$3.95	\$3.95	\$3.95	\$3.95	\$3.80	\$1.30
6:00 am	\$1.30	\$4.10	\$4.10	\$4.10	\$4.10	\$3.95	\$1.30
7:00 am	\$1.30	\$4.55	\$4.55	\$4.55	\$4.55	\$4.40	\$1.75
8:00 am	\$1.75	\$4.10	\$4.10	\$4.10	\$4.10	\$3.95	\$2.05
9:00 am	\$1.75	\$3.25	\$3.25	\$3.25	\$3.25	\$3.25	\$2.50
10:00 am	\$2.50	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50
11:00 am	\$2.50	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50
Noon	\$2.50	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.90
1:00 pm	\$2.90	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.90
2:00 pm	\$2.90	\$2.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.90
3:00 pm	\$2.90	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50	\$2.90
4:00 pm	\$3.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50	\$3.05
5:00 pm	\$3.05	\$2.05	\$2.05	\$2.05	\$2.05	\$2.50	\$3.05
6:00 pm	\$3.05	\$2.05	\$2.05	\$2.05	\$2.05	\$3.00	\$2.50
7:00 pm	\$2.50	\$1.30	\$1.30	\$1.30	\$1.30	\$2.05	\$2.05
8:00 pm	\$2.50	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
9:00 pm	\$2.50	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
10:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
11:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30