



# SUMMER 2011

- New Website Features on the Way
- Customer Satisfaction Survey Coming
- Construction to Begin on SR-91
- New Toll Adjustments Effective July 1, 2011



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).

## CUSTOMER SERVICE CENTER



**Customer Service Centers**  
We have two Customer Service Centers to serve you:

**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.

## New Website Features on the Way

Get ready for new changes to the 91 Express Lanes' website. It's part of a system-wide update called the Revenue and Account Management System or RAMS, which is making these changes to the 91 Express Lanes' website possible.

### Easy Navigation

When you visit [www.91expresslanes.com](http://www.91expresslanes.com), the first thing you'll notice is that the three tabs near the top of the home page are still there. We've kept this easy navigation and enhanced it with new features that kick in when you choose the "My Account" tab.

### Added Security

Soon when you visit the 91 Express Lanes' website, you'll be able to choose a user name and password for your account. Just click on the "My Account" tab. You'll see the familiar login page asking for your account number and PIN. After you enter this information, you'll be prompted to answer three security questions. Then you'll be able to choose a user name and password. From then on, you'll just have to enter your user name and password to access your account.

### Instant Account Summary

Another feature will let you see a summary of your account with just a click of your mouse. The summary will show your current account balance, number of transponders assigned, vehicle information and current trip activity.

### More Accessible Information

We all need information and the easier it is to obtain, the better. That's the idea behind

the new "Contact Us" tab. When you click on it and then click on "Request Information," a drop down menu will give you choices such as request account information, violation issue or general inquiry. After submitting your request, you'll receive a reference number within two business days that you can use to track the status of your request.

### Quick Violation Confirmation

Let's say you've received a violation notice but feel you got it in error. You can enter the violation number and be taken to the Violations Confirmation page. There you'll be able to see the license plate number of the vehicle in violation, the location, date, time, toll amount and penalty.

### Pay a Violation Online

Yes, it happens to the best of us--that occasional violation. With the new RAMS features, you'll be able to pay a violation online. You'll see all violations associated with your license plate at the time of the request, and you'll get details about each violation. You can submit an inquiry if you want to contest the violation, or choose "Pay a Violation" and pay it online. You'll even be able to print a receipt.

Whether you want to check your account information, get your trip history, make an inquiry or pay a violation, the coming changes to the 91 Express Lanes' website with RAMS will make all these actions easier. It's another way the 91 Express Lanes is ensuring smooth sailing for you!

## Customer Satisfaction Survey Coming

The 91 Express Lanes will soon be conducting a customer satisfaction survey. We would like to know how satisfied you are with the 91 Express Lanes and what you like best about traveling on the toll road.

The new Customer Satisfaction Survey will include questions on how you would rate the customer service you receive from the 91 Express Lanes. Your responses will help us make improvements to the toll road that will benefit all customers.

As a customer, you may be contacted to participate in the new Customer Satisfaction

Survey. The representative will identify himself/herself and the independent research company that is conducting the survey for the 91 Express Lanes. The representative will not ask for personal information (i.e. birth date, social security number, financial information). Please do not give out any of your personal information! It is not required for the Customer Satisfaction Survey. The only purpose of the survey is to measure your degree of satisfaction as a 91 Express Lanes' customer.

To those who are contacted and participate in the Customer Satisfaction Survey, we thank you for your time.



## Construction to Begin on SR-91

The Riverside Freeway (SR-91) Westbound and Eastbound Lane Additions Project is expected to start construction this summer. The project is the second of three SR-91 improvement projects planned through a partnership between the California Department of Transportation (Caltrans) and the Orange County Transportation Authority (OCTA). This project is possible because of OCTA's purchase of the 91 Express Lanes, which removed the non-compete provision that prevented any improvements along the SR-91 corridor.

Currently, more than 300,000 vehicles use the SR-91 every day, and this number is expected to rise to more than 425,000 vehicles per day by 2035. The Westbound and Eastbound Lane Additions Project will add a fifth general purpose lane and standardize the shoulders to 12 feet wide in each direction of the SR-91 in a 6-mile stretch between the SR-55 and the SR-241. Two on- and off-ramps within the project area will be widened, and sound walls will be built in residential

areas to decrease freeway noise. These improvements will increase capacity and relieve congestion throughout the corridor for commuters and commercial vehicles transporting goods from the Ports of Los Angeles and Long Beach to key markets in Orange County and distribution centers in the Inland Empire. The project is expected to be complete in 2013.

During construction all lanes of the SR-91 will be open throughout the day, however there will be night closures. There will also be short-term closures on weekends for the ramps undergoing improvement. Safe and easy detours will be in place to minimize disruption.

If you would like to receive regular updates about the SR-91 Westbound and Eastbound Lane Additions Project, sign up at [www.octa.net/better91\\_proj2](http://www.octa.net/better91_proj2) or contact Fernando Chavarria of OCTA at (714) 560-5306 or at [fchavarria@octa.net](mailto:fchavarria@octa.net).

## New Toll Adjustments Effective July 1, 2011

To help manage congestion and optimize the number of vehicles traveling on the 91 Express Lanes, toll adjustments are being made. Effective July 1, 2011 tolls will be reduced for those traveling in the eastbound direction during the hours of 3:00 p.m. and 4:00 p.m. on Friday's as shown on the right. All other tolls that have not been adjusted during the previous 12 months may increase by 5¢.

The toll adjustments are 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.

**91 Express Lanes Toll Schedule** Effective July 1, 2011 **Eastbound** SR-55 to Riverside Co. Line

|                 | Sun    | M      | Tu     | W      | Th     | F      | Sat    |
|-----------------|--------|--------|--------|--------|--------|--------|--------|
| <b>Midnight</b> | \$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 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$1.30 |
| 7:00 am         | \$1.30 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$1.30 |
| 8:00 am         | \$1.65 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 |
| 9:00 am         | \$1.65 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 |
| 10:00 am        | \$2.55 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.55 |
| 11:00 am        | \$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 |
| 1:00 pm         | \$3.05 | \$2.90 | \$2.90 | \$2.90 | \$3.15 | \$4.95 | \$3.05 |
| 2:00 pm         | \$3.05 | \$4.15 | \$4.15 | \$4.15 | \$4.25 | \$3.10 | \$3.05 |
| 3:00 pm         | \$2.55 | \$4.45 | \$3.70 | \$3.95 | \$5.45 | \$9.75 | \$3.05 |
| 4:00 pm         | \$2.55 | \$5.05 | \$7.30 | \$7.80 | \$9.45 | \$8.85 | \$3.05 |
| 5:00 pm         | \$2.55 | \$4.85 | \$6.75 | \$8.00 | \$9.30 | \$7.50 | \$3.05 |
| 6:00 pm         | \$2.55 | \$4.45 | \$3.60 | \$3.60 | \$4.40 | \$5.35 | \$2.55 |
| 7:00 pm         | \$2.55 | \$3.15 | \$3.15 | \$3.15 | \$4.55 | \$5.00 | \$2.10 |
| 8:00 pm         | \$2.55 | \$2.10 | \$2.10 | \$2.10 | \$2.90 | \$4.55 | \$2.10 |
| 9:00 pm         | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.90 | \$2.10 |
| 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 |

**91 Express Lanes Toll Schedule** Effective July 1, 2011 **Westbound** Riverside Co. Line 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 |
| 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 | \$2.45 | \$2.45 | \$2.45 | \$2.45 | \$2.45 | \$1.30 |
| 5:00 am         | \$1.30 | \$4.00 | \$4.00 | \$4.00 | \$4.00 | \$3.85 | \$1.30 |
| 6:00 am         | \$1.30 | \$4.15 | \$4.15 | \$4.15 | \$4.15 | \$4.00 | \$1.30 |
| 7:00 am         | \$1.30 | \$4.60 | \$4.60 | \$4.60 | \$4.60 | \$4.45 | \$1.75 |
| 8:00 am         | \$1.75 | \$4.15 | \$4.15 | \$4.15 | \$4.15 | \$4.00 | \$2.10 |
| 9:00 am         | \$1.75 | \$3.30 | \$3.30 | \$3.30 | \$3.30 | \$3.30 | \$2.55 |
| 10:00 am        | \$2.55 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.55 |
| 11:00 am        | \$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 |
| 1:00 pm         | \$2.95 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.95 |
| 2:00 pm         | \$2.95 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.95 |
| 3:00 pm         | \$2.95 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.55 | \$2.95 |
| 4:00 pm         | \$3.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.55 | \$3.10 |
| 5:00 pm         | \$3.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$2.55 | \$3.10 |
| 6:00 pm         | \$3.10 | \$2.10 | \$2.10 | \$2.10 | \$2.10 | \$3.05 | \$2.55 |
| 7:00 pm         | \$2.55 | \$1.30 | \$1.30 | \$1.30 | \$1.30 | \$2.10 | \$2.10 |
| 8:00 pm         | \$2.55 | \$1.30 | \$1.30 | \$1.30 | \$1.30 | \$1.30 | \$1.30 |
| 9:00 pm         | \$2.55 | \$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 |