



WINTER 2014

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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
Store Hours:
Monday – Friday, 8:30 a.m. - 5:30 p.m.

Corona Customer Service Center
2275 Sampson Avenue, Suite 100
Corona, CA 92876
Customer Service Center Hours:
Monday – Friday, 9:00 a.m. - 6:00 p.m.
(951) 278-9191 | (800) 600-9191

The 91 Project Moves Forward with Groundbreaking Ceremony



On Dec. 11, 2013, the Riverside County Transportation Commission (RCTC) held a groundbreaking ceremony for the 91 Project, an extensive collection of improvements to State Route 91 (SR-91) within Riverside County that includes an eight-mile extension of the 91 Express Lanes. Construction is expected to begin early in 2014 with new lanes open to drivers in 2017.

The Orange County Transportation Authority (OCTA), Caltrans, and the City of Corona are partnering with the RCTA to expand transportation choices along SR-91, one of the nation's busiest freeways, by adding regular lanes, tolled express lanes and auxiliary lanes to eight miles between the Orange County/Riverside County line and Interstate 15. The project will also improve interchanges, bridges, ramps and surface streets.

Early next year, construction crews will begin work on activities that occur outside of heavily traveled lanes. Motorists can expect to see crews clearing debris from roadway shoulders, placing K-rail barriers, installing 55 mph signs, conducting land surveys, drilling for material sampling, relocating utilities, realigning railroad tracks, demolishing properties needed for right of way, and cutting and refacing selected buildings. All activities will be conducted with a focus on safety.

As much as possible, lane closures will be limited to off-peak travel times between 10 p.m. and 5 a.m. Additional Freeway Service Patrol tow trucks will be on the roadways to clear stalled vehicles and keep traffic moving.

Since legislation authorized the extension in 2008, OCTA and RCTA have worked collaboratively to extend the Express Lanes. The two agencies signed a cooperative agreement to ensure drivers who use the 91 Express Lanes will have a seamless experience traveling between the counties. The 91 Express Lanes will operate as a single facility.

That means that customers will enjoy a fast, safe, and reliable commute when traveling the 91 Express Lanes in both Orange and Riverside counties.

With population growth in Orange and Riverside counties expected to continue over the coming decades, finding solutions to regional traffic problems requires that the counties work together. Nearly 280,000 vehicles travel SR-91 daily. By 2035, that number is expected to grow to 420,000.

Follow the progress of the 91 Project:

www.facebook.com/sr91project
www.twitter.com/SR91Project



Convenient E-statements Now Online



Your 91 Express Lanes statement is now available for online viewing. The new 91 Express Lanes e-statement details all account activity, including payments, adjustments and tolls posted.

What's the advantage? Convenience. You won't have to wait for your 91 Express Lanes statement to arrive in the mail. As soon as the statement is issued, you will receive an electronic notification that your e-statement is available for viewing. Accessing it is simple. Just log on to your account and you can view the e-statement. Once you have enrolled, you will no longer receive

a printed statement unless your e-notification comes back as undeliverable.

How to Switch to E-statements

It's easy to make the switch from paper to e-statements. Just go to www.91expresslanes.com and register and you will be able to view your account information online. If you prefer, call a 91 Express Lanes Customer Service Representative and he or she will enroll you in the e-statement program.

Start the Year with an Up-to-Date Account

As we head into 2014, now is the perfect time to check over your existing 91 Express Lanes account and make sure all your information is accurate. Think back on any changes that happened during 2013. Did you change vehicles? Add another vehicle? Did your credit card expire? Did you change your email address? Did you move to a new physical address?

All of these changes can affect your 91 Express Lanes account. OCTA offers four convenient ways to update it:

- Online at www.91expresslanes.com. Under "My Account," click on "Update Account." You can update your vehicle, credit card or add a transponder.

- By phone: (951) 278-9191 or (800) 600-9191
- By mail: 91 Express Lanes, P.O. Box 9191, Corona, CA 92878-9191
- In person: Customer Service Center in Corona or the OCTA Store in Orange. (See addresses and hours highlighted in this issue.)

MY ACCOUNT

- Account Statement
- Update Account
- Update Credit Card
- Update Vehicle
- Additional Transponders
- Make A Payment
- Request Account Information
- Pay a Violation
- Forgot Pin

Regardless of which alternative you choose, you'll find it simple to keep your account current so you can enjoy another year of fast, safe and reliable travel on the 91 Express Lanes. Of course, updating your account isn't limited to the beginning of the year – contact us any time something changes.

January 2014 Toll Schedule

There were no toll adjustments for the quarter starting January 1, 2014. If you have a toll card dated July 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 July 1, 2013
Eastbound SR-55 to Riverside Co. Line

	Sun	M	Tu	W	Th	F	Sat
Midnight	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
1:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
2:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
3:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
4:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
5:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
6:00 am	\$1.40	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$1.40
7:00 am	\$1.40	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$1.40
8:00 am	\$1.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20
9:00 am	\$1.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20
10:00 am	\$2.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.75
11:00 am	\$2.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.75
Noon	\$3.25	\$2.20	\$2.20	\$2.20	\$2.20	\$3.35	\$3.25
1:00 pm	\$3.25	\$3.10	\$3.10	\$3.10	\$3.35	\$5.25	\$3.25
2:00 pm	\$3.25	\$4.40	\$4.40	\$4.40	\$4.55	\$3.10	\$3.25
3:00 pm	\$2.75	\$4.75	\$3.70	\$3.95	\$4.45	\$9.55	\$3.25
4:00 pm	\$2.75	\$4.55	\$5.80	\$7.00	\$9.20	\$9.35	\$3.25
5:00 pm	\$2.75	\$4.85	\$5.25	\$6.50	\$8.55	\$6.00	\$3.25
6:00 pm	\$2.75	\$4.75	\$3.60	\$3.60	\$4.40	\$5.65	\$2.75
7:00 pm	\$2.75	\$3.35	\$3.35	\$3.35	\$4.85	\$5.30	\$2.20
8:00 pm	\$2.75	\$2.20	\$2.20	\$2.20	\$3.10	\$4.85	\$2.20
9:00 pm	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$3.10	\$2.20
10:00 pm	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$2.20	\$1.40
11:00 pm	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40

91 Express Lanes Toll Schedule
Effective July 1, 2013
Westbound Riverside Co. Line to SR-55

	Sun	M	Tu	W	Th	F	Sat
Midnight	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
1:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
2:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
3:00 am	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
4:00 am	\$1.40	\$2.60	\$2.60	\$2.60	\$2.60	\$2.60	\$1.40
5:00 am	\$1.40	\$4.20	\$4.20	\$4.20	\$4.20	\$4.05	\$1.40
6:00 am	\$1.40	\$4.40	\$4.40	\$4.40	\$4.40	\$4.20	\$1.40
7:00 am	\$1.40	\$4.90	\$4.90	\$4.90	\$4.90	\$4.75	\$1.85
8:00 am	\$1.85	\$4.40	\$4.40	\$4.40	\$4.40	\$4.20	\$2.20
9:00 am	\$1.85	\$3.50	\$3.50	\$3.50	\$3.50	\$3.50	\$2.75
10:00 am	\$2.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$2.75
11:00 am	\$2.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$3.15
Noon	\$2.75	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$3.15
1:00 pm	\$3.15	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$3.15
2:00 pm	\$3.15	\$2.20	\$2.20	\$2.20	\$2.20	\$2.20	\$3.15
3:00 pm	\$3.15	\$2.20	\$2.20	\$2.20	\$2.20	\$2.75	\$3.15
4:00 pm	\$3.30	\$2.20	\$2.20	\$2.20	\$2.20	\$2.75	\$3.30
5:00 pm	\$3.30	\$2.20	\$2.20	\$2.20	\$2.20	\$2.75	\$3.30
6:00 pm	\$3.30	\$2.20	\$2.20	\$2.20	\$2.20	\$3.25	\$2.75
7:00 pm	\$2.75	\$1.40	\$1.40	\$1.40	\$1.40	\$2.20	\$2.20
8:00 pm	\$2.75	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
9:00 pm	\$2.75	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
10:00 pm	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40
11:00 pm	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40	\$1.40