



SPRING 2017

- 8-Mile Extension into Riverside County Now Open!
- Making Your Express Lanes Experience Even Better
- Live Life on Time
- Thanks for Sharing Your Thoughts on Transponders
- New Toll Adjustments Effective April 1, 2017



The 91 Express Lanes is owned and operated by the Orange County Transportation Authority (OCTA) and the Riverside County Transportation Commission (RCTC). For more information, call (951) 278-9191 or visit www.91expresslanes.com.

The 8-Mile Extension into Riverside is Open!

As a current 91 Express Lanes customer, you are all set to drive the new extension. Make sure you have your transponder properly mounted and enjoy 8 additional miles of travel time certainty. The toll rate signs at your point of entry will display the price for traveling one segment or the entire 18 miles. For toll rate schedules, visit www.91ExpressLanes.com. If you are a carpooler with three or more occupants, make sure you use the dedicated HOV3+ lane at both the Orange and Riverside County toll points to receive the carpool discount.

When travelling westbound, you can now begin your trip at McKinley Street on State Route 91 (SR-91) or Ontario Avenue on Interstate 15 (I-15). You can exit at the County Line or continue through the Orange County segment to the SR-55 and SR-91 interchange.

When travelling eastbound, you can begin your trip at the SR-55 and SR-91 Interchange or at the County Line and continue through the Riverside County segment to SR-91 at McKinley Street or to the I-15 South.

Westbound County Line Destinations:	Eastbound County Line Destinations:
Gypsum Canyon Rd.	SR-71
241 Toll Road	Serfas Club Dr.
Weir Canyon Rd. / Yorba Linda Blvd.	Maple St. / West 6th Street
Imperial Hwy.	Lincoln Ave.
Lakeview Ave.	Main St.

To learn more, watch the 91 Express Lanes extension video at 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
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

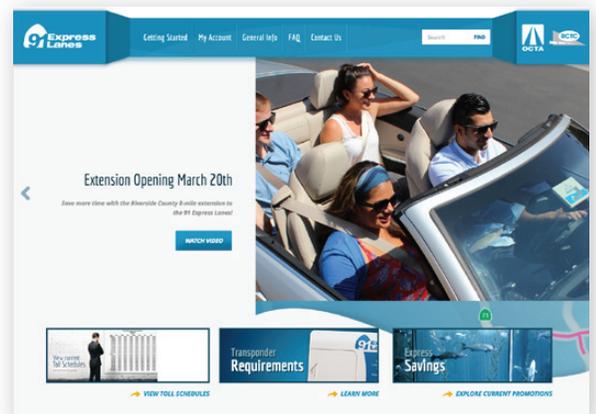
Making Your Express Lanes Experience Even Better

At the 91 Express Lanes, we're always looking for ways to make your experience easier and more successful. Three recent improvements do just that.

Our website at 91expresslanes.com has been updated to provide a better experience with simple navigation and easy access to information. Whether you're driving in Orange or Riverside counties or both, you'll find everything you need to know on the website. Visit this great resource for valuable information and answers to questions you may have about the Express Lanes. You can also pay your bill online here.

Another recent improvement is an upgrade to our interactive voice response (IVR) system. The simple menu-driven interface makes it easier and more efficient to manage and get information on your account. Call 800-600-9191 to give it a try.

Last but not least are the new variable message signs (VMS) that display essential information about the express lanes. There are six signs on the express lanes in each county. Three display current toll prices for all 18 miles and each county segment, while the remainder contain information about transponders, toll adjustments, and other travel information.



Live Life on Time

Two years ago, as part of our 20th anniversary celebration, we asked you to tell us your stories about how the 91 Express Lanes had made a difference in your life. Those stories encouraged others to sign up to enjoy the benefits of the express lanes.



The campaign was so successful that we've launched a new version this year. Just like the first one, it's called Live Life on Time. Once again, we're featuring great testimonials like this one:

“ Babies don't wait for traffic jams, and that's why we're grateful for the 91 Express Lanes. Since 1995, five of my six beautiful children have been born in Corona or Orange. Each time, I left work and got to the hospital on time thanks to the 91 Express Lanes. ”

Drop by 91expresslanes.com to read more.

Thanks for Sharing Your Thoughts on Transponders

Recently, more than 8,000 of you responded to our survey about FasTrak® transponders. The information you provided will help us serve you better.

We learned that the majority (68 percent) of you know that the versatile FasTrak® transponder can be used to pay tolls on every tolled bridge, lane and road in California, and that more than half (52 percent) of respondents have used this handy device for more than 10 years. Most of you use it on the 91 Express Lanes, followed by the 33, 241 and/or 261 Toll Roads in Orange County, and then by the 73 Toll Road in Orange County.

Keep your transponder handy when traveling, and thanks for your help.



New Toll Adjustments Effective April 1, 2017

To help manage congestion and optimize the number of vehicles traveling on the 91 Express Lanes, a toll adjustment is being made starting April 1, 2017.

For your convenience, the most current toll information is online at 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.