



## Spring 2018

**Thank You, Loyal Customers!**

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## Thank You, Loyal Customers!

March 20th marked the one-year anniversary of the extension of the 91 Express Lanes to Riverside County. This eight-mile extension is saving time for travelers between Riverside and Orange counties.

Thank you for making the 91 Express Lanes such a success. We've had an amazing 365 days:

- More than 14 million trips were taken on the Riverside County extension, 61 percent more than was projected!
- We've added hourly bus service between Riverside and Orange counties!
- We've increased our customer accounts by more than 22,000 and issued more than 50,000 transponders!

Thank you for making our first year so successful!



CELEBRATING 1 YEAR • MARCH 20, 2018

## Customer Service Centers

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

## Commemorate 15 Years of Life on Time



OCTA assumed ownership of the 91 Express Lanes 15 years ago to eliminate barriers to improvement along the SR-91 corridor. Every day, we continue our mission to offer a transportation alternative that provides a seamless commute to allow you to enjoy life on time. Drop by [91expresslanes.com](http://91expresslanes.com) to enjoy our video celebrating those 15 years. Know someone who needs more life on time? Those who open a new account will be automatically entered to win \$50 in free tolls. One \$50 credit will be awarded every week.

15 years of helping you be there for the moments that matter.

Win \$50 in tolls

15 years of life on time.



## Highlights of the 91 Express Lanes Annual Report

During this past year, two milestones made the 91 Express Lanes a more attractive travel option than ever. The 91 Express Lanes was repaved for the first time in its 21-year history, a massive undertaking paid entirely by toll revenue. In addition, the managed lanes were extended 8 miles into Riverside County following a multi-year construction project led by the Riverside County Transportation Commission (RCTC). Customers can now enjoy a total of 18 miles of seamless free-flowing travel.

These improvements, along with continued progressive management and financial stability, prompted one of the biggest year-over-year customer increases in the history of the Express Lanes. This past year, more than 17,000 new customers chose this safe, reliable, time-saving travel alternative. Trips taken by all customers totaled 14 million.

Milestone after milestone, the 91 Express Lanes rolls forward with improvements that allow customers to live life on time. To read the report, visit [91expresslanes.com](http://91expresslanes.com).



## New Transponders Are Coming. We Need Your Feedback

New FasTrak® transponders are on their way and OCTA and RCTC will be ready to implement them on the 91 Express Lanes in early 2019. As a result, we are evaluating our current account plans and interested in your valuable feedback. We will host a customer roundtable in the near future. Watch for emails for details.



## New Toll Adjustment Effective April 1, 2018

To help manage congestion and optimize the number of vehicles travelling on the 91 Express Lanes, a toll adjustment is being made effective April 1, 2018.

For your convenience, the most current toll information is online at [91expresslanes.com](http://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.

