



SUMMER 2009

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Improving Flow on the SR-91

Thanks to the American Recovery and Reinvestment Act, the Orange County Transportation Authority (OCTA) and the California Department of Transportation (Caltrans) are immediately moving forward to add a lane to the eastbound Riverside Freeway between the Eastern Toll Road (SR-241) in eastern Orange County and the Corona Expressway (SR-71) in western Riverside County.



Known as the SR-91 Eastbound Lane Addition Project, this improvement project will help reduce traffic bottlenecks at the crossroads of three county lines. The project also will improve the flow of eastbound traffic and improve safety by reducing traffic accidents. Other project improvements include:

- Widening all lanes and shoulders in the project area to full standard widths
- Widening five bridges and constructing retaining walls
- Constructing four soundwalls to reduce traffic noise

Construction is scheduled to begin September 2009 and will be implemented in stages. Full closure of eastbound SR-91 and northbound SR-71 is not anticipated. However, short-term closures of the SR-91/SR-71 connectors may be required. All impacts on traffic flow and overall disruption to the surrounding communities will be minimized. The opening of the new eastbound lane is expected in fall 2011.

The congestion-relief project will create about 2,000 jobs on the nearly 7-mile length of the SR-91. Federal stimulus plan monies and \$6.8 million from 91 Express Lanes toll road revenues will fund the SR-91 Eastbound Lane Addition Project.

Customer Satisfaction Survey Coming

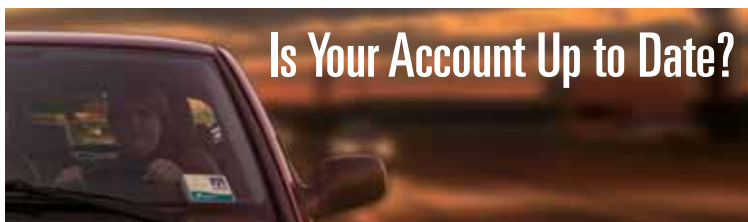
Beginning in September, the 91 Express Lanes will be conducting a customer satisfaction survey. We want to know how satisfied you are with the 91 Express Lanes toll road and what do you like best about traveling on the 91 Express Lanes.

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

As a customer, you may be contacted to participate in our Customer Satisfaction Survey. The representative contacting you will identify himself or herself and the research company that is conducting the survey for the 91 Express Lanes. The representative will not ask for personal information such as your birth date, social security number or financial information. Please do not give out any of your personal information—it is not required for the Customer Satisfaction Survey. The purpose of the survey is to measure your degree of satisfaction as a 91 Express Lanes' customer. We appreciate your help!

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





Is Your Account Up to Date?

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. Have you changed vehicles or added another vehicle lately? Is the new vehicle properly registered with the DMV? Did you move recently? 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 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.

Your Ticket to Summer Savings

Your 91 Express Lanes transponder can do much more than get you to and from work quickly. It can help you save on admission to popular Orange County attractions. OCTA has teamed up with a number of partners to make your summer more enjoyable and more affordable. Just show your 91 Express Lanes transponder and start saving.

Where can you save? Knott's Berry Farm, the Discovery Science Center, Aquarium of the Pacific, Pirates Dinner Adventure or the Festival of Arts in Laguna Beach, to name just a few. You can see all the discounts available and get full details at www.octa.net/discounts.

Let your 91 Express Lanes transponder take you places this summer for less!



New Toll Adjustment Effective July 1, 2009

Starting July 1, 2009, tolls for the Thursday, 6 p.m. – 7 p.m. hour will be reduced by \$0.50 while traveling in the eastbound direction. The new toll is indicated in blue in the toll schedule to the right. As part of OCTA's congestion management pricing policy, tolls are adjusted to optimize the number of vehicles traveling on the 91 Express Lanes and to help manage congestion.

The approved toll policy also requires an annual toll adjustment for inflation. Beginning July 1, tolls will increase 3.86 percent (rounded up or down to the nearest 5-cent increment) during those time periods that have not been adjusted during the previous 12 months.

Please check the eastbound and westbound toll schedule at right for the latest toll adjustments.



Toll Schedule Effective July 1, 2009

Eastbound
SR-55 to Riverside Co. Line

	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	\$4.85	\$3.00
2:00 pm	\$3.00	\$4.05	\$4.05	\$4.05	\$4.15	\$4.10	\$3.00
3:00 pm	\$2.50	\$4.35	\$3.70	\$5.45	\$5.90	\$9.50	\$3.00
4:00 pm	\$2.50	\$6.05	\$7.75	\$8.25	\$9.90	\$9.30	\$3.00
5:00 pm	\$2.50	\$5.85	\$7.75	\$8.25	\$9.05	\$7.75	\$3.00
6:00 pm	\$2.50	\$4.35	\$4.60	\$4.10	\$4.90	\$5.25	\$2.50
7:00 pm	\$2.50	\$3.10	\$3.10	\$3.10	\$4.45	\$4.90	\$2.05
8:00 pm	\$2.50	\$2.05	\$2.05	\$2.05	\$2.85	\$4.45	\$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



Toll Schedule Effective July 1, 2009

Westbound
Riverside Co. Line to SR-55

	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	\$4.05	\$4.05	\$4.05	\$4.05	\$3.95	\$1.30
7:00 am	\$1.30	\$4.50	\$4.50	\$4.50	\$4.50	\$4.35	\$1.75
8:00 am	\$1.75	\$4.05	\$4.05	\$4.05	\$4.05	\$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	\$2.90
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