



FALL 2015

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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
600 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

Smoother Roads and Better Signage Ahead

As part of a preventive maintenance program that assures customers a safe and reliable travel alternative, OCTA will be working with Caltrans to rehabilitate the pavement on the 91 Express Lanes. These areas will be removed and replaced so travelers can enjoy a consistently smooth ride.

In addition, safety upgrades will be made to the metal beam guard rails throughout the toll road and existing variable message signs, foundations and support structures will be replaced.

Some closures will be necessary as the work progresses. Please be alert for notifications and drive carefully near construction areas as we work to maintain the 91 Express Lanes to serve you well now and in the future.



The 91 Express Lanes Is Turning 20. Celebrate with Us!



Following two decades of helping customers spend less time in traffic to allow more time for life, the 91 Express Lanes is celebrating a milestone anniversary. Loyal customers like you helped make this success possible.

To thank you, we're giving away two \$50 91 Express Lanes Gift Certificates each week between Oct. 19 and Dec. 31. To be entered into the drawing, just share your story at 91expresslanes.com about how the toll road made some important life moment possible. The gift certificates can be applied to your 91 Express Lanes account and redeemed for pre-paid tolls.

We're also awarding \$100 91 Express Lanes Gift Certificates to the top 20 long-term account holders. They will be notified by mail.

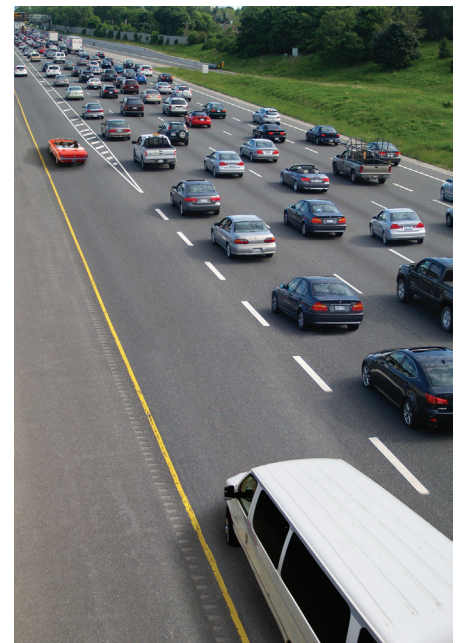
Share the Ride and Save in the HOV 3+ Lane

To celebrate National Rideshare Week in October, check out the 91 Express Lanes HOV 3+ lane.

Thanks to OCTA's "Three Ride Free" policy, three or more in the same car ride free during most hours, except when traveling eastbound Monday through Friday between 4 p.m. and 6 p.m. At these times, carpools of three or more can still save money by earning a 50 percent discount on the posted toll. The group must always use the "3+ Lane" when passing through the toll zone. Carpools save gas and time, too.

Vanpools are another option. All you need are five people with designated pickup location(s) and similar work destinations and work schedules. Through Oct. 30, OCTA is offering special deals to those who form a vanpool. The lease signer gets a \$100 gift card, the group gets \$100 discount per month for the first three months, and the referral source gets a \$50 gift card. All this is in addition to OCTA's \$400 worth of assistance per month per vanpool for those with worksites in Orange County.

Learn more at octa.net/vanpool.



Just a Reminder – Keep Your FasTrak® Transponder Onboard

To use the 91 Express Lanes, your vehicle must be equipped with a FasTrak® transponder linked to a pre-paid account. That handy piece of equipment allows you to save an average of 30 minutes per trip while traveling in free-flowing lanes for 10 miles without stopping to pay tolls.

Other toll roads within Orange County use different systems to collect payment in addition to FasTrak®. On the Foothill (State Route 241), the San Joaquin Hills (State Route 73), and the Eastern (State Routes 241, 133 and 261) transportation corridors, the recently introduced

ExpressAccount® and One-Time-Toll™ accounts read license plate numbers and offer various options for payment settlement. A transponder is not required. Toll rates with FasTrak® accounts are 45 cents to \$1.10 lower than these other types of accounts.

This system of toll roads is completely separate from the 91 Express Lanes and the ExpressAccount® and One-Time-Toll™ systems do not apply to it.



Beware of E-Z Pass Phishing Email

If you receive an email from E-Z Pass with a subject line concerning unpaid tolls on a toll road, do NOT open or respond to the message or download any attachments. The email is a nationwide scam that tells recipients that they owe money for unpaid tolls.

Help us protect your account from fraud and scams by taking these steps:

1. Access your online account properly

To access your account online, go directly to the 91 Express Lanes website at 91expresslanes.com and click on “My account>account statement”. Don’t access your account through suspicious-looking emails or other websites.

2. Never share your password

Our customer service representatives will never ask for your password. If you think your password has been compromised, please change it as soon as possible.

3. Be careful when entering personal information

Unless you are signed on securely to the My Account feature on the 91 Express Lanes website, do not share your personal or financial information. Our customer service representatives will never ask you to email this sensitive information. In addition, they are not authorized to ask for Social Security information.

If you think you or your account has been the target of fraudulent activity via email or phone, please contact customer service at (800) 600-9191, Monday-Friday, 8:00 a.m. – 5:00 p.m.

October 2015 Toll Schedule

There were no toll adjustments for the quarter starting October 1, 2015. If you have a toll card dated July 1, 2015, 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, 2015 **Eastbound** SR-55 to Riverside Co. Line

	Sun	M	Tu	W	Th	F	Sat
Midnight	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
1:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
2:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
3:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
4:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
5:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
6:00 am	\$1.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$1.50
7:00 am	\$1.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$1.50
8:00 am	\$1.85	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30
9:00 am	\$1.85	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30
10:00 am	\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95
11:00 am	\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95
Noon	\$3.45	\$2.30	\$2.30	\$2.30	\$2.30	\$3.55	\$3.45
1:00 pm	\$3.45	\$3.30	\$3.30	\$3.30	\$3.55	\$5.55	\$3.45
2:00 pm	\$3.45	\$4.70	\$4.70	\$4.70	\$4.85	\$3.20	\$3.45
3:00 pm	\$2.95	\$5.05	\$3.80	\$4.05	\$4.75	\$10.15	\$3.45
4:00 pm	\$2.95	\$4.85	\$6.15	\$7.40	\$9.80	\$9.95	\$3.45
5:00 pm	\$2.95	\$4.85	\$5.55	\$6.90	\$9.05	\$6.40	\$3.45
6:00 pm	\$2.95	\$5.05	\$3.60	\$3.60	\$4.40	\$5.95	\$2.95
7:00 pm	\$2.95	\$3.55	\$3.55	\$3.55	\$5.15	\$5.60	\$2.30
8:00 pm	\$2.95	\$2.30	\$2.30	\$2.30	\$3.30	\$5.15	\$2.30
9:00 pm	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.30	\$2.30
10:00 pm	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$2.30	\$1.50
11:00 pm	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50

91 Express Lanes Toll Schedule Effective July 1, 2015 **Westbound** Riverside Co. Line to SR-55

	Sun	M	Tu	W	Th	F	Sat
Midnight	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
1:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
2:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
3:00 am	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
4:00 am	\$1.50	\$2.80	\$2.80	\$2.80	\$2.80	\$2.80	\$1.50
5:00 am	\$1.50	\$4.50	\$4.50	\$4.50	\$4.50	\$4.25	\$1.50
6:00 am	\$1.50	\$4.70	\$4.70	\$4.70	\$4.70	\$4.50	\$1.50
7:00 am	\$1.50	\$5.20	\$5.20	\$5.20	\$5.20	\$5.05	\$1.95
8:00 am	\$1.95	\$4.70	\$4.70	\$4.70	\$4.70	\$4.50	\$2.30
9:00 am	\$1.95	\$3.70	\$3.70	\$3.70	\$3.70	\$3.70	\$2.95
10:00 am	\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95
11:00 am	\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35
Noon	\$2.95	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35
1:00 pm	\$3.35	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35
2:00 pm	\$3.35	\$2.30	\$2.30	\$2.30	\$2.30	\$2.30	\$3.35
3:00 pm	\$3.35	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95	\$3.35
4:00 pm	\$3.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95	\$3.50
5:00 pm	\$3.50	\$2.30	\$2.30	\$2.30	\$2.30	\$2.95	\$3.50
6:00 pm	\$3.50	\$2.30	\$2.30	\$2.30	\$2.30	\$3.45	\$2.95
7:00 pm	\$2.95	\$1.50	\$1.50	\$1.50	\$1.50	\$2.30	\$2.30
8:00 pm	\$2.95	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
9:00 pm	\$2.95	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
10:00 pm	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
11:00 pm	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50