

Insights Worldwide Research

91 Express Lanes 2007 Customer Satisfaction Survey

*Research conducted for
Orange County Transportation Authority
September 2007*

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Insights Worldwide Research is pleased to present the results of a Customer Satisfaction Research project conducted for OCTA. This report is organized into the following sections:

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Introduction

History This report details the findings of market research conducted among customers of the 91 Express Lanes. The purpose of this research is to determine the issues most important to 91 Express Lanes customers, to discover their perceptions of the Orange County Transportation Authority (OCTA), and to track customer satisfaction with the 91 Express Lanes. Similar studies have been conducted by Insights Worldwide Research (Insights) for the past 11 years. Where appropriate, results from previous years have been included in the analysis and presented in this report.

Changes in Sampling

Frame In 2007, the decision was made to design a sampling frame that reflects the current customer base of the 91 Express Lanes. Quotas were established to ensure that 25% of all respondents are TCA customers, thereby mirroring the current customer base. Additional quotas were established to ensure that usage of the 91 Express Lanes by respondents mirrors the usage patterns of all 91 Express Lanes customers. In this case, they are as follows:

Self-Reported Trips on 91 Express Lanes	Percent of Sample
None	0%
Less than one trip a week	42%
One or two trips a week	21%
Three trips a week	11%
Four trips a week	7%
Five trips a week	5%
Six trips a week	4%
More than six trips a week	11%

Objectives The main objective of the Customer Satisfaction Research Survey is to measure levels of satisfaction among customers of the 91 Express Lanes and to identify the issues most relevant to these customers. The research was configured to make six major determinations:

- ▶ To determine any changes in usage patterns of 91 Express Lanes customers
- ▶ To determine customer satisfaction among those who use the 91 Express Lanes
- ▶ To determine customer expectations and perceptions of OCTA management of the 91 Express Lanes
- ▶ To determine customer attitudes about benefits of lanes, toll policy, customer service and other service characteristics
- ▶ To determine awareness of existing communication programs and identify effective channels for delivery of information to 91 Express Lanes customers
- ▶ To identify any differences between frequent and infrequent users

Questionnaire Design Many of the same questions that were used in previous years were again used in this year's study, allowing for the tracking of responses over time. A copy of the questionnaire can be found in the Appendix of this report.

Methodology Insights Worldwide Research conducted 600 telephone interviews. Potential respondents were selected using a random sampling methodology from lists provided by OCTA and Transportation Corridor Agencies (TCA). Lists provided by OCTA and TCA included the names and contact information of all current 91 Express Lanes customers who have used the 91 Express Lanes at least 12 times within the past 12 months. To ensure they qualified for this research, respondents were asked if they are responsible for deciding which toll roads to use. Each interview lasted approximately 21 minutes.

Margin of Error Every sample for a survey is subject to a range of variability. This range of variability refers to the chance variation in results that may occur when a sample, instead of the total population, is surveyed. This variability is known as the *standard error* and reflects the difference between the sample findings and those that would occur from a 100% enumeration of the population using the same questionnaire and research procedures. A statistically estimated sampling error is commonly used as a comparative measure of projectability for a survey sample. A sampling size of 600 with a sampling error of $\pm 4.1\%$ was used in this research.

Randomization of Questions To avoid the problem of systematic position bias—where the order in which a series of questions is asked influences the answer to some of the questions—several of the questions in this survey were randomized such that respondents were not consistently asked the questions in the same order. Details of this occurrence are included in the Detailed Findings section of this report as they relate to specific questions.

Open-Ended Questions Open-ended questions are asked without providing respondents specific answers from which to choose. For this type of question, respondents may mention any issue, topic, or general response relevant to the questions without being constrained by a limited number of options. After data was collected, Insights Worldwide Research examined the verbatim responses and created categories to best represent them.

*Multiple-
Response
Questions*

Some questions within the survey were presented in a multiple-response format. For this type of question, each respondent is given the opportunity to select more than one option. For this reason, the response percentages will typically add up to more than 100 and represent the percentage of individuals that mentioned a particular response.

*Interviewing
Dates*

Interviewing for the 91 Express Lanes Customer Satisfaction Research began on September 11th, 2007, and was completed on September 19th, 2007. Interviews were conducted from approximately 3:00 PM to 8:00 PM PST Monday through Friday and 11 AM to 3 PM PST Saturday and Sunday.

Data Collection Interviews were conducted using a computer-aided interviewing system (CATI). This system allows interviews to be data-entered while the interview is being conducted. Once all interviews were completed, open-ended answers were coded and prepared for data entry.

*Data
Processing*

Completed interviews were tabulated using a computer database for analysis. A cross-tabulation program was used to sort responses. The computer tabulation, including the various segments of the sample, is available through Insights Worldwide Research.

Contributors

We wish to thank Stella Lin and Marcelo Sandoval for their invaluable support throughout this project and Marcelo for acting as the primary client contact at OCTA. Barbara Foster served as Project Manager at Insights Worldwide Research. If you have any questions regarding this project, please contact Barbara at Insights (949-833-9337) or Stella or Marcelo at OCTA (714-560-5612).

Summary of the Findings

Highlights

In order to determine the issues most important to 91 Express Lanes customers, to track customer satisfaction with the 91 Express Lanes, and to discover their perceptions of the Orange County Transportation Authority (OCTA), Insights Worldwide Research (Insights) conducted 600 telephone interviews among 91 Express Lanes customers in September 2007.

This 91 Express Lanes Customer Satisfaction Survey has measured customer perceptions and attitudes over time, both before and after OCTA acquired the lanes.

In 2007, however, there were several changes to both the survey instrument and the sampling frame in order to more accurately measure usage patterns and levels of satisfaction. The most significant change is the introduction of TCA account holders as part of the sample. Only those TCA account holders who have used the 91 Express Lanes at least 12 times within the past 12 months were allowed to participate in this survey. Another significant change is the setting of quotas based on usage of 91 Express Lanes. Using the 91 Express Lanes database, Insights calculated usage patterns among all customers. This information was used to set quotas for the sample in order to ensure that the usage patterns of respondents mirror the usage patterns of the 91 Express Lanes.

Also in 2007, several new questions were added to measure perceptions of anticipated changes to the SR 91 freeway corridor. Other questions were deleted for lack of relevance and a few questions were reworded in order to more accurately reflect respondents' opinions. All of these changes are discussed where applicable throughout this analysis.

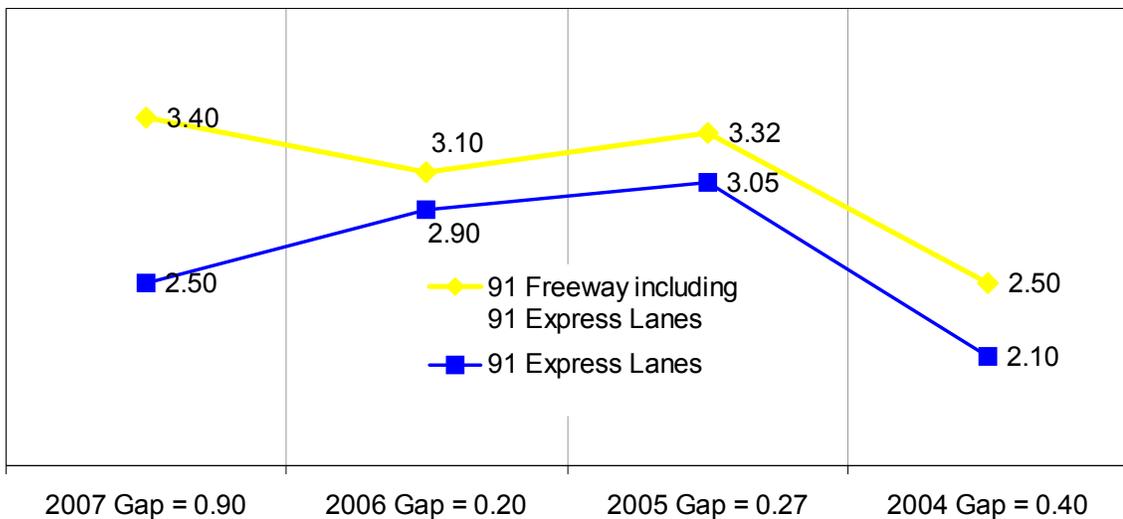
The following summarizes what we learned. Please refer to the Results section of this report for a more detailed analysis.

Toll Road Usage

Usage of the 91 Express Lanes and other toll roads remains fairly consistent with previous years. Respondents are more likely to have more than one transponder on their account in 2007 than they were in previous years; however, results indicate this is more likely due to the addition of TCA account holders into the survey than an increase in transponders among OCTA account holders. Results suggest that TCA account holders use more toll roads and are more likely to have more than one transponder on their accounts than are OCTA account holders. This may suggest that TCA account holders may have accepted the usage of toll roads as a part of everyday life in Southern California.

As previously stated, quotas for number of trips taken per week on the 91 Express Lanes were established before interviewing began—something that was not done in previous years. This action may have impacted results for trips on the 91 Express Lanes. As illustrated below, the number of trips respondents took on the 91 Express Lanes has declined while the trips on the SR 91 Freeway have increased somewhat versus previous years.

Mean Number of Trips on 91 Express Lanes and 91 Freeway with Net Difference



When asked if their usage of the 91 Express Lanes has changed within the past six months, six out of 10 respondents say it has remained the same, nearly identical to previous years. Regardless of whether or not the number of trips has increased or decreased, respondents most often attribute the change to personal plans. In fact, among those who say the number of trips on the 91 Express Lanes decreased, approximately one-third say it is because of changes in their personal plans, while approximately one-fourth say it is because of increased toll charges.

When comparing the percentage indicating that their travel has increased with the percentage indicating their travel has decreased, the net difference (.06) indicates a slight increase in travel on the 91 Express Lanes in 2007. This finding, in combination with a slight decline in the mean number of trips as noted above, suggests an increased polarization of 91 Express Lanes customers choosing to either use this toll road on a regular basis or only when necessary.

Respondents were asked if they are aware of the toll increases, and if so, what has been their reaction. As in previous years, approximately one-fourth of all respondents are aware of toll increases. This suggests that the majority of respondents are not aware of any toll increases, indicating a low level of price sensitivity when it comes to using the 91 Express Lanes. Among those who have changed their behavior because of toll increases, using the toll road less often, using a different road, and traveling at different times are the most common responses.

Respondents were also asked about their awareness of free carpools on the 91 Express Lanes and, if they are aware, how often they use this feature. Approximately three-fourths of all respondents say they are aware of free carpools on the 91 Express Lanes. Among these respondents, more than half say they use the carpool feature either not very often or not at all.

Respondents spend an average of \$28.50 a month on toll charges. As the following table illustrates, there is a steady increase in self-reported monthly spending on the 91 Express Lanes.

Average Toll Spending by Year

	2004	2005	2006	2007
Self-reported average monthly tolls	\$22.17	\$26.33	\$25.15	\$28.60

Perceptions of the Toll Road

Overall, most respondents have been 91 Express Lanes customers for about five and a half years. OCTA account holders are likely to have used this toll road for a slightly longer period of time than TCA account holders. When asked what motivated them to sign up and use the 91 Express Lanes, respondents again say they are tired of sitting in traffic. New this year, respondents are also likely to say that convenience and the ability to save time is what drove them to use the 91 Express Lanes. Moving to the Riverside/Corona area is mentioned less often as a motivator in 2007 than in previous years. This may suggest that 91 Express Lanes customers are more likely to be internally motivated to use this toll road than they are externally motivated by life events.

Just less than one-fourth (23%) of respondents say they are “extremely satisfied” with their experience using the 91 Express Lanes. Compared to previous years, the number of mentions of “extremely satisfied” is shifting downward. In 2007, the number of mentions for “very satisfied” also declined, while the number of respondents giving a lower satisfaction score increased. When asked why they rate their satisfaction the way they do, those who are most satisfied say it is because the 91 Express Lanes saves them time. Those who are less satisfied say the 91 Express Lanes are too expensive. This suggests that some customers do not perceive a fair exchange of value for their toll charges.

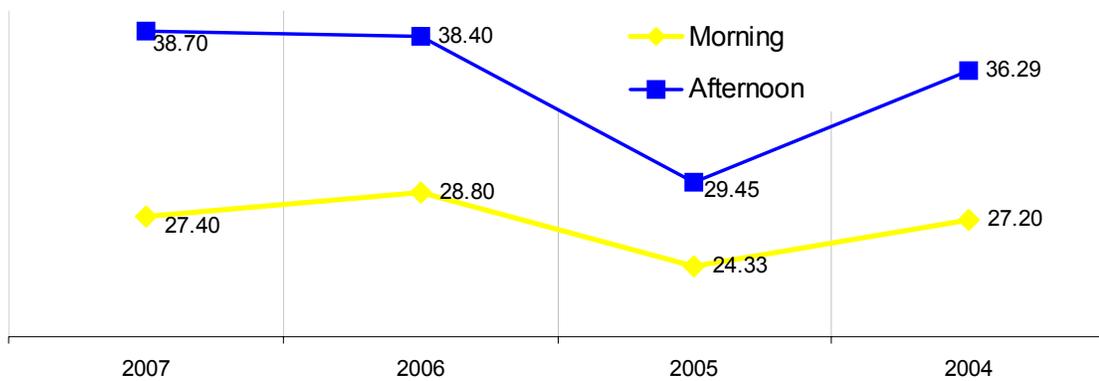
Nearly one out of three indicate that they feel the 91 Express Lanes are “very safe”, with a slight shift noted in respondents moving from feeling that the road is “very safe” to feeling that the road is “safe”. As in previous years, people cutting into the 91 Express Lanes after the toll booth are mentioned most often as the reason for their safety perceptions. However, the number of respondents offering this as their reason has increased significantly in 2007. In addition, the number of respondents who say that the cones offer no protection or deterrence has also increased. This may suggest that lane cutting has become a major safety concern for many 91 Express Lanes customers.

When asked how much they agree with several statements, as in previous years, respondents are most likely to indicate they expect the lanes to be free-flowing at all times and they do not need advance notice of toll charges. Respondents are least likely to agree that they always check toll rates before deciding to use the 91 Express Lanes and they rely on the 91 Express Lanes website for price changes. TCA account holders are more likely to agree that the lanes need to be free-flowing and that they rely on price signs, not pre-notices of toll charges than are OCTA account holders. Because the annual household income of TCA account holders is similar to that of OCTA account holders, this difference in agreement is not likely due to household income.

As in previous years, respondents say the best things about traveling on the 91 Express Lanes are saving time and traveling faster. Overall, respondents are less likely to offer multiple responses to this question, suggesting that the benefits of traveling on the 91 Express Lanes have become expected and routine. When asked for their greatest concern or complaint, nearly one-fourth of all respondents say they have no complaints. The most common complaint is that the 91 Express Lanes are too congested and/or too expensive. Again, this suggests that the value proposition for most respondents when traveling on the 91 Express Lanes is a fast commute with no traffic congestion. As tolls increase, it should be anticipated that the expectation that this value proposition is met would also increase.

When estimating their time savings when traveling on the 91 Express Lanes, responses remain fairly consistent with 2006 results.

Estimated Time Savings When Using the 91 Express Lanes



It is interesting to note, as presented below, that what respondents pay per hour of time saved is higher for the afternoon commute than for the morning commute. This suggests that the value received is higher during the afternoon commute, even though the toll charges are also higher.

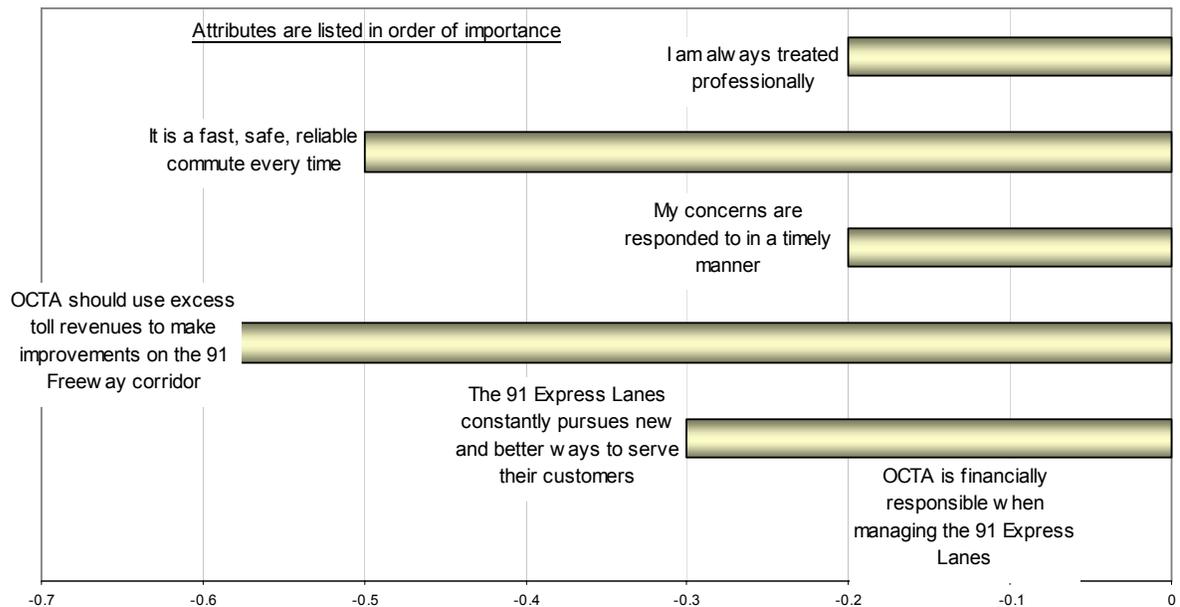
	Morning	Afternoon
Time saved	27.4	38.7
Highest toll	\$4.10	\$9.50
Hourly rate	\$9.00	\$15.00

Perceptions of and Communication with OCTA

Customers were asked to rate the importance of several service attributes and the 91 Express Lanes’ performance on the same list of attributes. OCTA fails to exceed customer demands on nearly all attributes respondents deem important. Below is a gap map, which shows the difference between OCTA’s performance rating and attribute importance rating. Only one attribute—OCTA is financially responsible when managing the 91 Express Lanes—meets respondents’ expectations, but this attribute is deemed of less importance to respondents.

It is worth noting that the attributes respondents deem most important are those associated with their own personal experiences, either while traveling on the 91 Express Lanes or interacting with OCTA personnel. Respondents consider those attributes associated with OCTA’s performance as an organization of less importance.

Gap Map of OCTA’s Performance Results

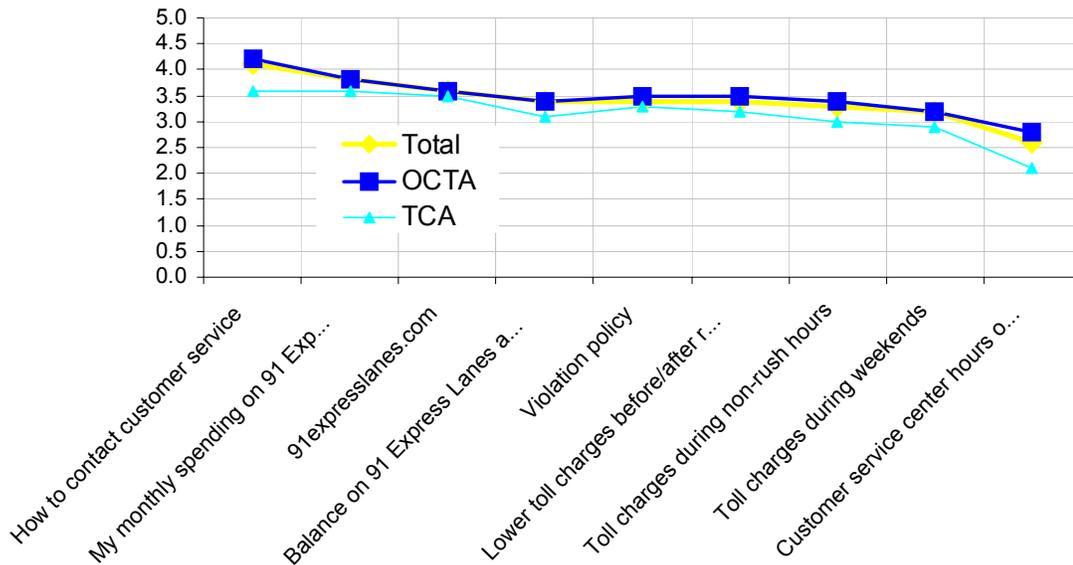


Respondents were asked to rate the importance but not the performance on one attribute: *OCTA should use excess toll revenues to repay debt as early as possible and make the 91 Express Lanes free*. Respondents rated this attribute as least important of the seven.

91 Express Lanes Customer Satisfaction Survey

Respondents were read a series of statements and asked how aware they are of each. As the following graph illustrates, respondents are more aware of their monthly spending on the 91 Express Lanes than toll charges during different times of the day. Overall, OCTA account holders are more aware of each item associated with the 91 Express Lanes than are TCA account holders.

Awareness of 91 Express Lanes Features

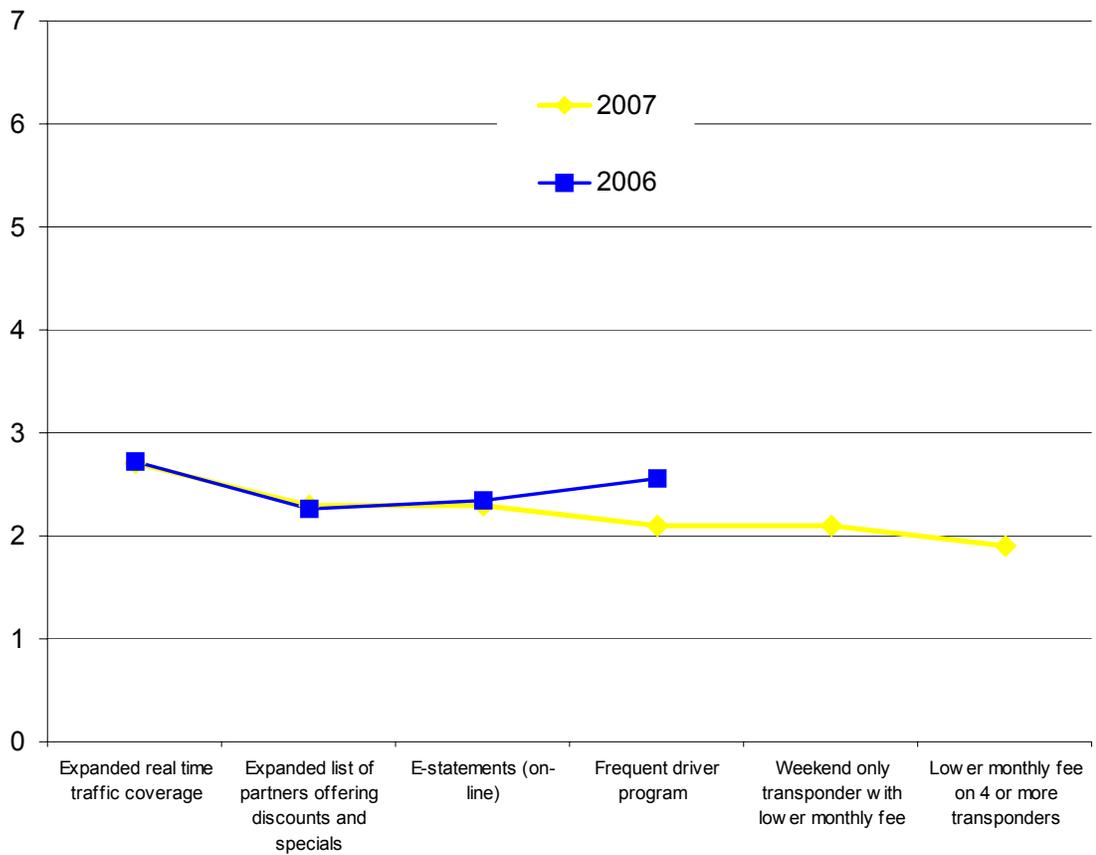


When asked what other OCTA services they have used in the past, a few (12%) respondents say they have used MetroLink while fewer still (7%) say they have used OCTA bus service. The majority (85%) says they have not used any other OCTA service. It is also interesting to note that a few respondents say they have used FasTrak and/or the 73 Freeway, suggesting some brand confusion.

As with other years, most customers (53%) prefer to receive information about the 91 Express Lanes via mail. This is a significant decline from 2006 (67%). In contrast, nearly half (44%) of all respondents say they prefer to receive information via email. This is a significant increase from 2006, when only 4% of respondents selected this as their preferred method. It is worth noting, however, that OCTA account holders are more likely to indicate a preference for mail than are TCA account holders; therefore, the data suggests that the difference in results from 2006 to 2007 may be as much a result of a change in sampling as a result in change of respondent preferences.

Respondents were also asked how likely they are to use some potential new and expanded features for the 91 Express Lanes. As the following graph illustrates, respondents are more likely to use real-time traffic coverage. All other features are less likely to be utilized, with a lower monthly fee on the fourth transponder being the least likely to be utilized.

Likelihood of Using New and Expanded Features for the 91 Express Lanes



Awareness and Support of Corridor Changes

New this year, respondents were asked a few questions regarding upcoming changes to the SR 91 freeway corridor. Respondents were first asked if they are aware of any plans to extend the 91 Express Lanes to the I-15 in Riverside County, and if so, how supportive they are of this extension. Just one-fourth of all respondents are aware of this proposed extension, and among these respondents, eight out of 10 indicate support for this change. It is interesting to note that despite frequent requests to extend the 91 Express Lanes via the annual customer satisfaction survey, few respondents indicate awareness of the extension.

Respondents were also read the following statement: *One design proposal for the Riverside County SR-91 Toll Road extension would allow drivers to exit and enter at the county line in addition to entering at the beginning and exiting at the end of the express lanes. Based on this, driving westbound, would you use the 91 Express Lanes in both Orange and Riverside counties, in Orange County only, in Riverside County only, would not use at all or unsure/don't know. And driving eastbound, would you use the 91 Express Lanes in both Orange and Riverside counties, in Orange County only, in Riverside County only, would not use at all or unsure/don't know.* Approximately three-fourths of all respondents say they would use this toll road extension in both Orange and Riverside counties and would do so traveling both eastbound and westbound.

Demographics

As the following table illustrates, 91 Express Lanes respondents are likely to be in their late 40s, male and with some college education. The average annual household income of respondents has increased in 2007.

Respondents' Characteristics

	2004	2005	2006	2007
Average age	30	45	54	48
Percent male	50%	55%	52%	62%
Percent female	50%	45%	48%	38%
Average annual household income	\$71,000	\$77,325	\$78,000	\$95,200
Percent with some college education	78%	86%	82%	83%
Percent employed full time	50%	52%	43%	58%
Ethnicity				
--- Caucasian	69%	78%	73%	70%
--- Hispanic	12%	9%	7%	13%
--- African American	5%	2%	5%	4%
--- Asian				6%

Insights to Action

We began this research intent on uncovering perceptions and needs among 91 Express Lanes customers and how these perceptions and needs have changed over time. In addition, we wanted to understand how customers of the 91 Express Lanes perceive OCTA and the best way for OCTA to communicate with them.

Through in-depth analysis, we believe we have met these objectives.

Based on the findings outlined in this report, along with additional insights, Insights Worldwide Research makes the following recommendations for action:

- ▶ **Make it a priority to work on keeping the 91 Express Lanes free flowing at all times.** Respondents make it clear that the most important attribute connected with the 91 Express Lanes is keeping the 91 Express Lanes moving. This is the base of the value proposition provided by the 91 Express Lanes to its customers, and this is what they expect. Respondents indicate that they are not price sensitive, they are congestion sensitive. Ensure that at all times—regardless of accidents, road maintenance, or toll increases—customers can depend on free-flowing lanes.
- ▶ **Ensure that customer expectations are managed and met.** Results suggest that 91 Express Lanes customers are motivated to use the toll road because they no longer want to sit in traffic. The perceived benefit in exchange for toll charges is time. The threshold where the toll charges are too expensive and no longer represent value to the 91 Express Lanes is as much a result of the time saved as it is the money spent. It is critical that OCTA meet the expectations of free-flowing lanes and time saved. As long as these expectations are managed and met, results indicate that customers of the 91 Express Lanes will be satisfied, even if the toll charges increase.

- ▶ **Research a solution to drivers cutting into the 91 Express Lanes after the toll booth.** Since we began conducting this survey more than 10 years ago, respondents have complained about drivers cutting into the toll lanes right after the toll booth. This year, results indicate that satisfaction with the 91 Express Lanes and perceptions of safety have been dramatically impacted by the actions of the drivers who cut into the 91 Express Lanes. Not only is it likely that lane cutters are impacting satisfaction and safety perceptions, but they are also impacting the flow of the lanes. When a car cuts into the 91 Express Lanes, those traveling on the toll road are likely to step on the brakes, thereby creating a chain reaction that impacts traffic flow. For this reason, we feel it is critical that action be taken to stop lane cutters.
- ▶ **Capitalize on the trend toward email.** Both OCTA and TCA account holders indicate a desire to receive information via email. By building on this desire, OCTA will improve profitability and access to information. We also suggest that OCTA capitalize on this trend by developing reasons to receive an email from OCTA and/or access the website. This may include games, raffles and quizzes. These events may motivate some customers to begin using email or the website when they may have hesitated before.
- ▶ **Develop text alerts.** Part of meeting expectations and keeping the 91 Express Lanes free flowing is keeping customers informed. By using text alerts, OCTA can keep its customers informed immediately of accidents, maintenance and other events that might slow down the lanes, allowing them to make an informed travel decision.

Detailed Findings

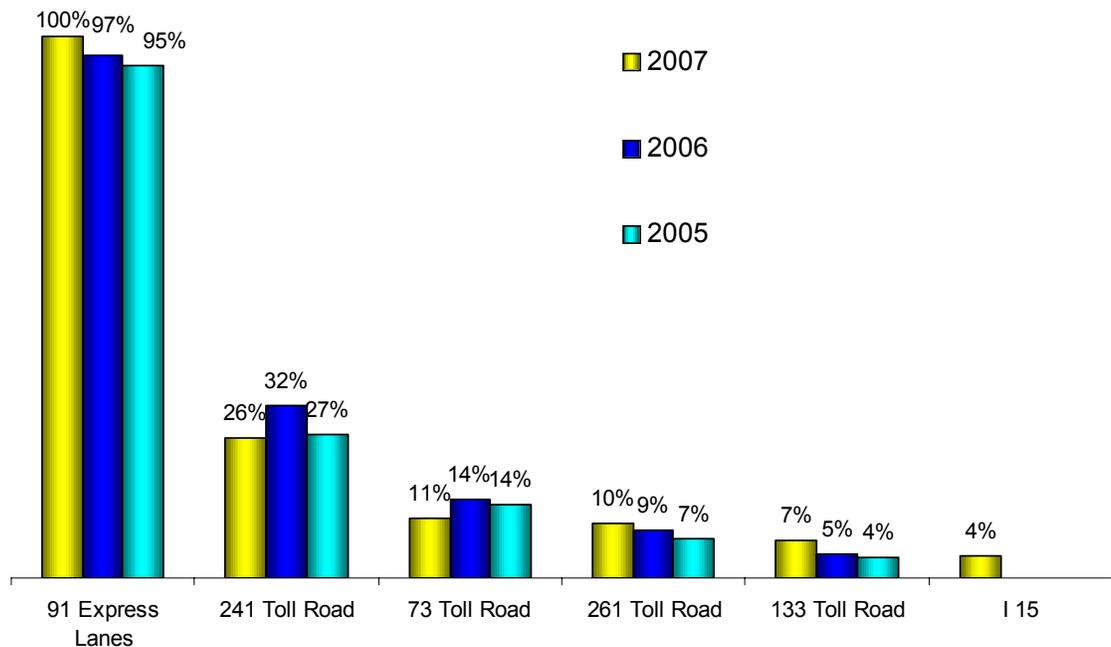
I. Usage of Toll Roads

Q1a. Which toll roads have you used at least 12 times within the past 12 months?

To begin the annual 91 Express Lanes Customer Satisfaction Study, respondents were screened to ensure they qualify for this research study. Respondents were asked if they are the individuals most responsible for deciding whether or not to travel on the 91 Express Lanes. In the event they are not the decision-makers, the interviewer asked to speak with the decision-maker. Unlike previous years, in 2007, respondents were required to have traveled on the 91 Express Lanes within the past 12 months to participate in this survey.

Upon qualifying for the research, respondents were asked on an unaided basis which toll road(s) they use. As illustrated below, results nearly mirror results from 2006. The few exceptions include results for usage of the 241 toll road that returns to 2005 levels, and a trend for the 261 toll road that indicates a slight increase in usage since 2005.

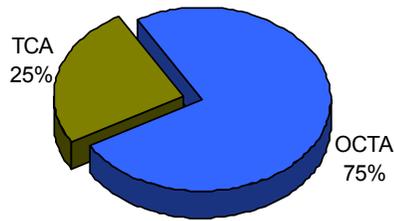
Toll Road Usage



Q1a. Who is your account with?

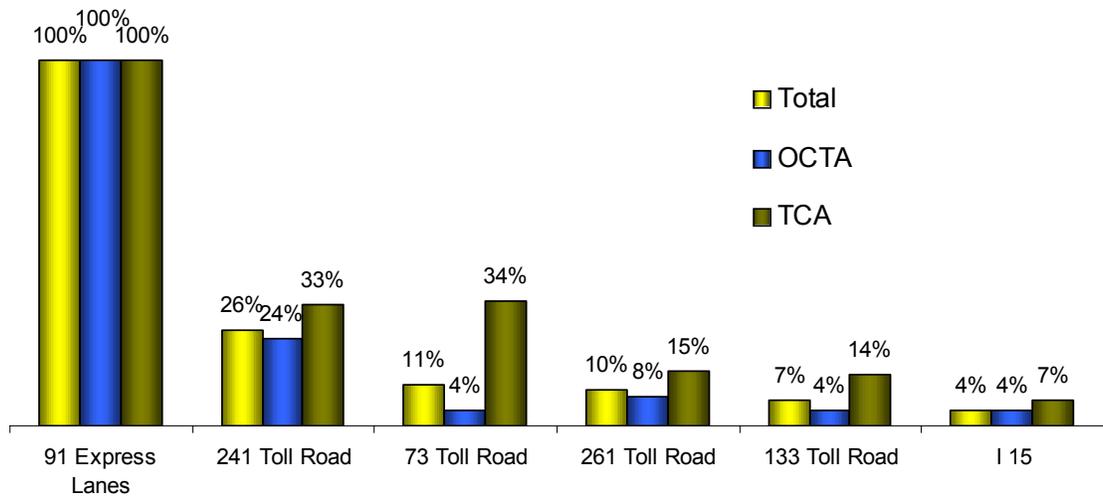
As mentioned in the Methods section of this report, 2007 respondents were selected from commuters who have used the 91 Express Lanes at least 12 times within the past 12 months and have their transponder account with either TCA or OCTA. In order to ensure that responses accurately reflect actual usage of the 91 Express Lanes based on transponder account, quotas were established based on 91 Express Lanes tolls. As the following graph illustrates, 25% of all respondents have their transponder accounts with TCA and 75% have their transponder accounts with OCTA.

Transponder Account



The graph below illustrates that TCA account holders are more likely to mention the use of other toll roads along with the 91 Express Lanes than OCTA account holders.

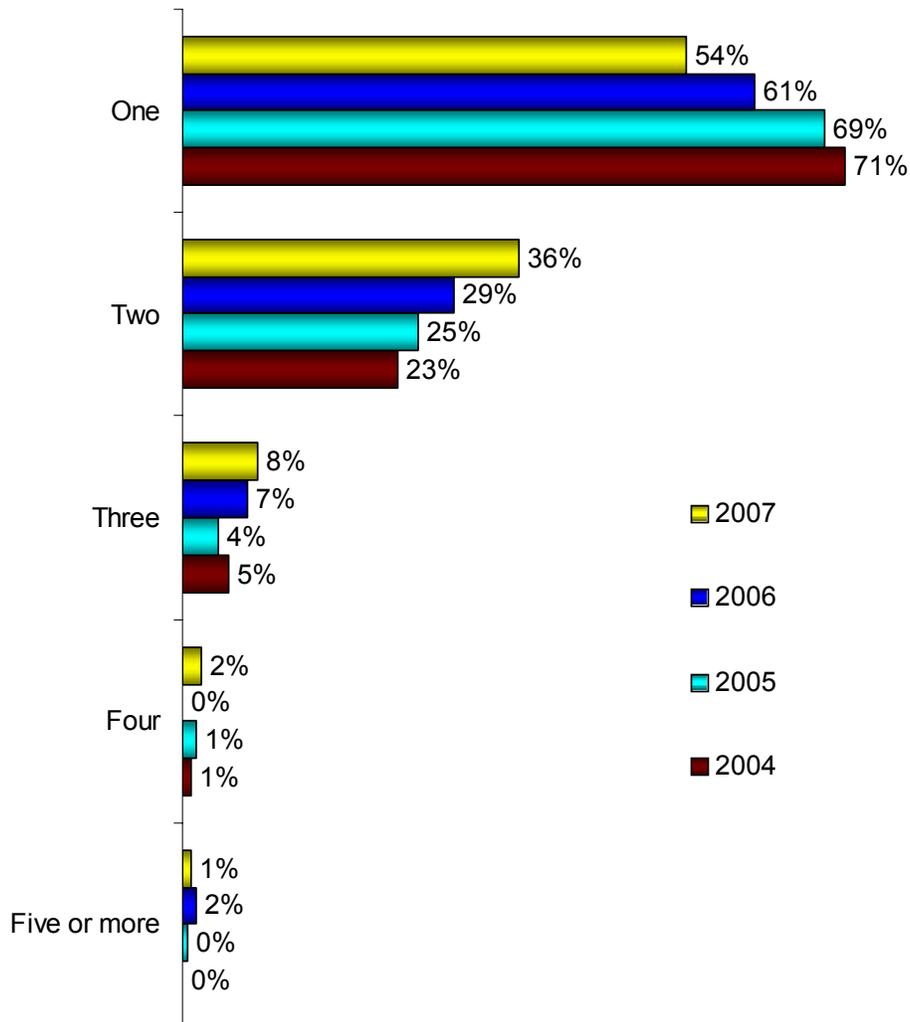
Toll Road Usage by Transponder Account



Q2. How many transponders do you currently have in your household?

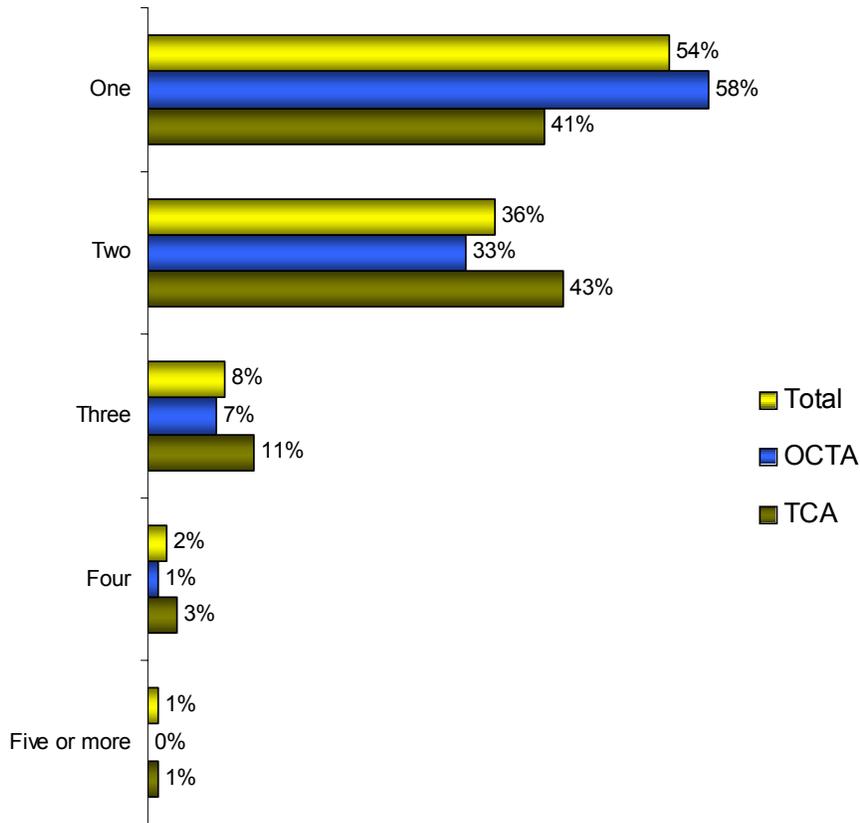
Respondents were asked how many transponders they currently have in their households. As in previous years, respondents are more likely to have one transponder in the household. Results indicate a trend, however, toward more than one transponder per household. In 2007, nearly half of all respondents say they have more than one transponder in their households.

Number of Transponders



As the following graph illustrates, TCA account holders are more likely to have more than one transponder in their households than OCTA account holders. This finding, along with previous results, suggests that TCA account holders are more likely to use other toll roads. This may indicate that TCA account holders use roads more often than OCTA account holders. It is worth noting that frequent users of the 91 Express Lanes are more likely to have multiple transponders on their account as compared to less frequent users.

Number of Transponders by Transponder Account

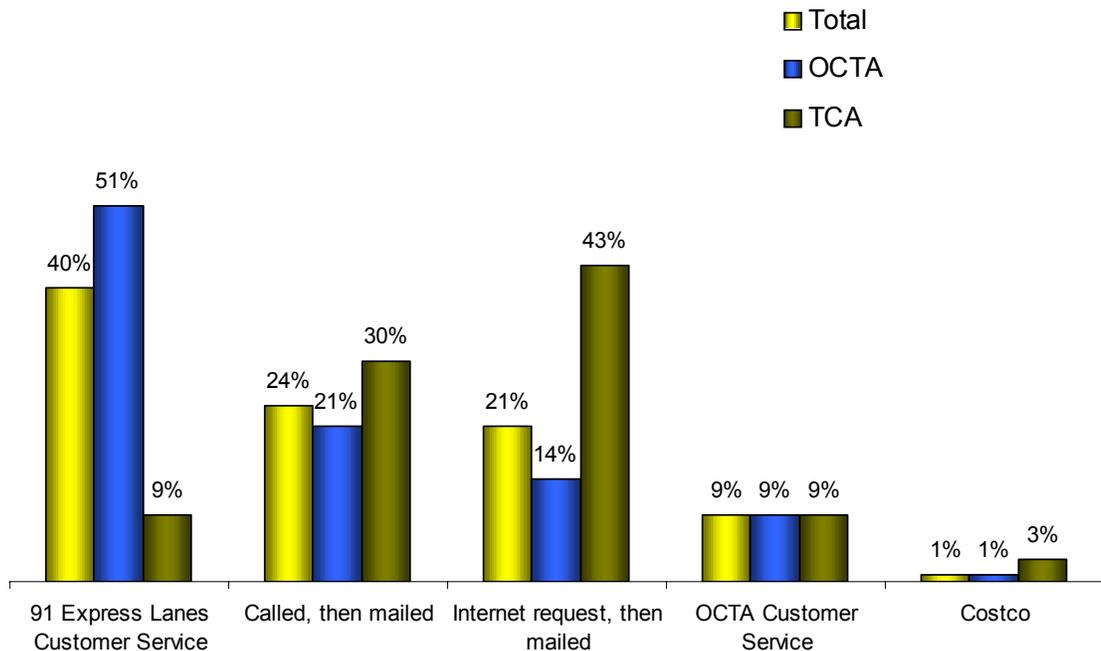


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Q2a. How did you acquire the transponder you use when traveling on the 91 Express Lanes?

New this year, respondents were asked about the process of acquiring their transponders. Respondents were allowed to answer in their own words, and responses were then coded for data entry. As the following graph illustrates, most 91 Express Lanes customers acquired their transponders through the 91 Express Lanes Customer Service Center. This response is more likely to be provided by OCTA account holders than TCA account holders. TCA account holders are more likely to say they made contact via telephone or the Internet, then had their transponders mailed to them.

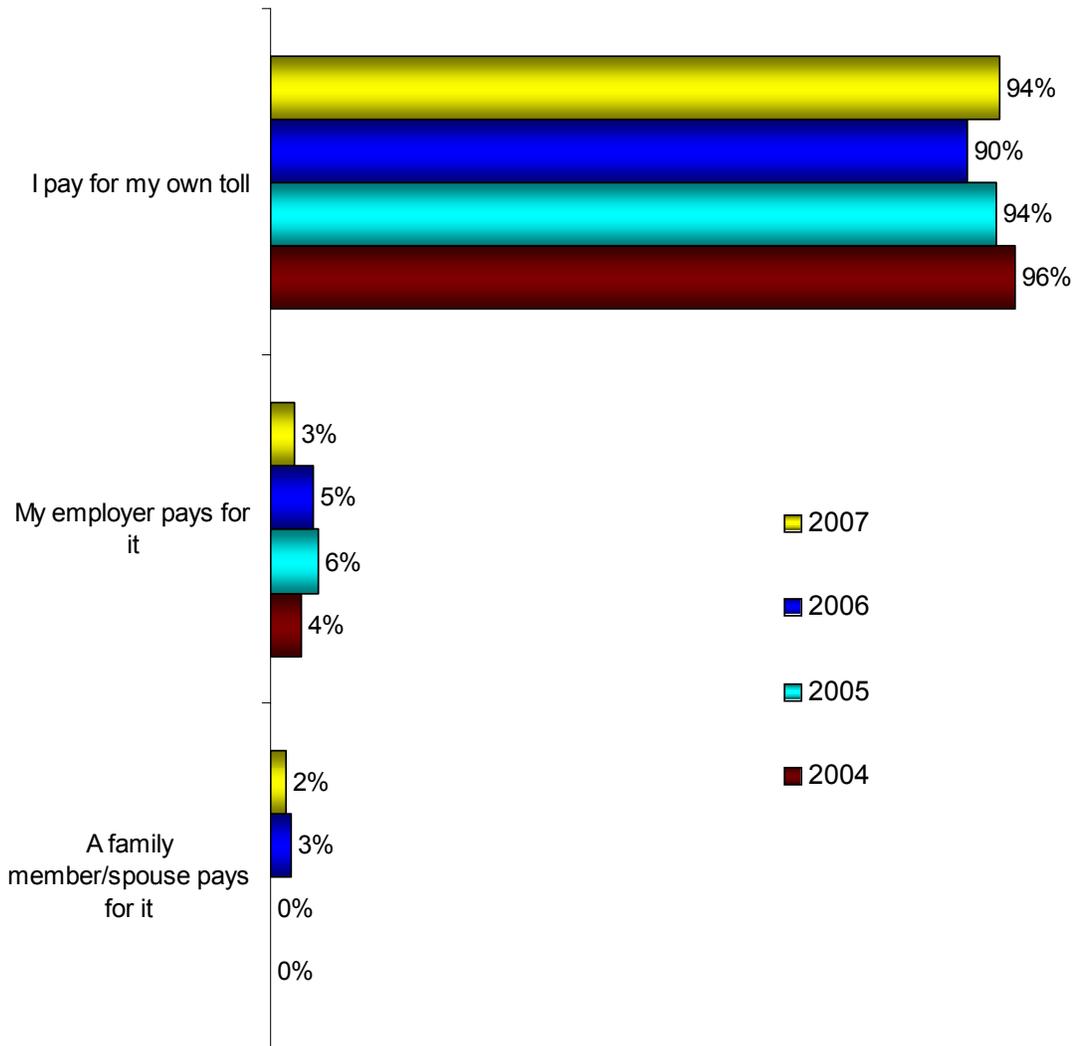
Transponder Acquisition



Q3. Who pays for your toll on the 91 Express Lanes?

Respondents were asked who pays their toll on the 91 Express Lanes. As in previous years, the majority of respondents say they pay their own toll charges.

Payment of Tolls



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- Q4. What is the ZIP code from which you are traveling? _____
 Q8. What is the ZIP code to which you are traveling? _____

As illustrated in the tables below, ZIP codes from which respondents are traveling differ based on the source of transponder account. OCTA account holders are more likely to be traveling from Riverside or Corona while TCA account holders are more likely to be traveling from Los Angeles or Orange County. More than half of respondents are unable to state the ZIP code to which they are traveling.

ZIP Code Travel

<i>Traveling from...</i>	Total	OCTA	TCA
92503-92596	33%	41%	9%
928XX	31%	36%	17%
90XXX	14%	9%	29%
926XX	8%	3%	21%
92019-92501	5%	5%	4%
927XX	4%	1%	11%
91XXX	4%	4%	4%
Others	2%	1%	5%

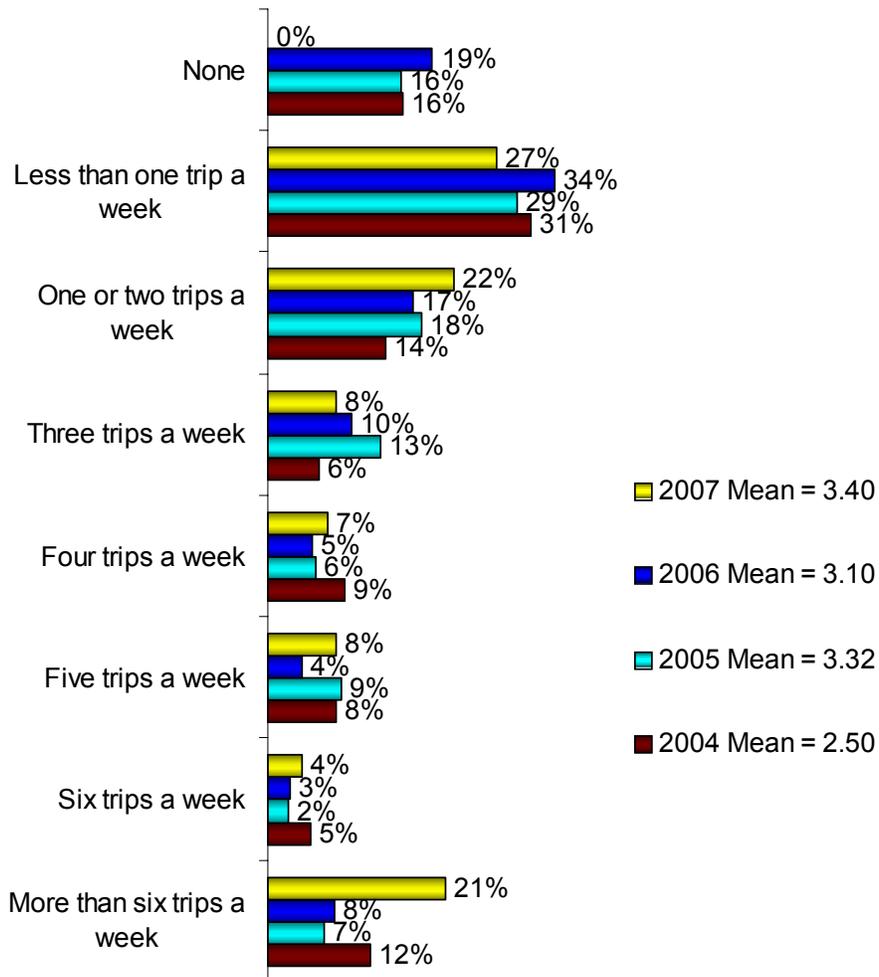
<i>Traveling to...</i>	Total	OCTA	TCA
928XX	12%	14%	7%
90XXX	9%	10%	5%
926XX	8%	9%	6%
92503-92596	4%	4%	5%
927XX	4%	4%	3%
92019-92501	3%	3%	3%
91XXX	1%	1%	1%
Don't know	59%	55%	70%

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Q6. *Approximately how many total one-way trips per week do you take on the 91 Freeway, including trips taken on the 91 Express Lanes toll road?*

Respondents were asked how many one-way trips they take on the 91 Freeway, including trips on the 91 Express Lanes. As mentioned in the Methods section of this report, quotas based on usage of the 91 Express Lanes were established for this study. These quotas are likely to impact this question's results. As presented below, usage of the 91 Freeway, including trips on the 91 Express Lanes, has increased in 2007, particularly among respondents saying they use this corridor more than six times per week. It is worth noting that OCTA account holders' mean number of trips on the 91 Freeway including the 91 Express Lanes is 3.7 while TCA account holders' mean is 2.6, indicating fewer trips overall among TCA account holders.

Approximate Number of One-Way Trips Per Week on the 91 Freeway

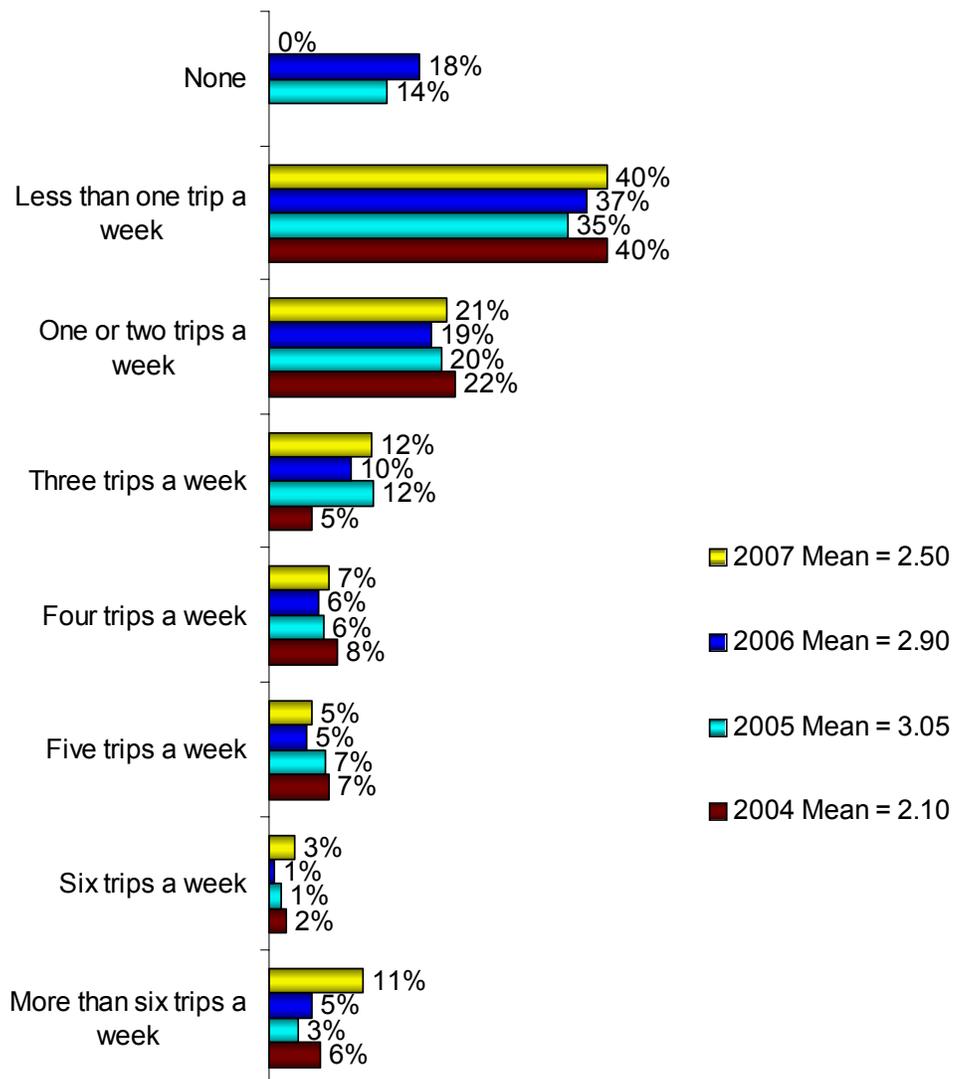


91 Express Lanes Customer Satisfaction Survey

Q7. Approximately how many one-way trips per week do you take on the 91 Express Lanes toll road, not the 91 Freeway?

When asked specifically about trips on the 91 Express Lanes, results suggest that the trend of fewer trips on the 91 Express Lanes continues. As with trips on the 91 Freeway including trips on the 91 Express Lanes, the mean number of trips on the 91 Express Lanes among OCTA account holders is 2.7 while TCA account holders' mean is 1.8, indicating fewer trips on the 91 Express Lanes among TCA account holders.

Approximate Number of One-Way Trips Per Week on the 91 Express Lanes

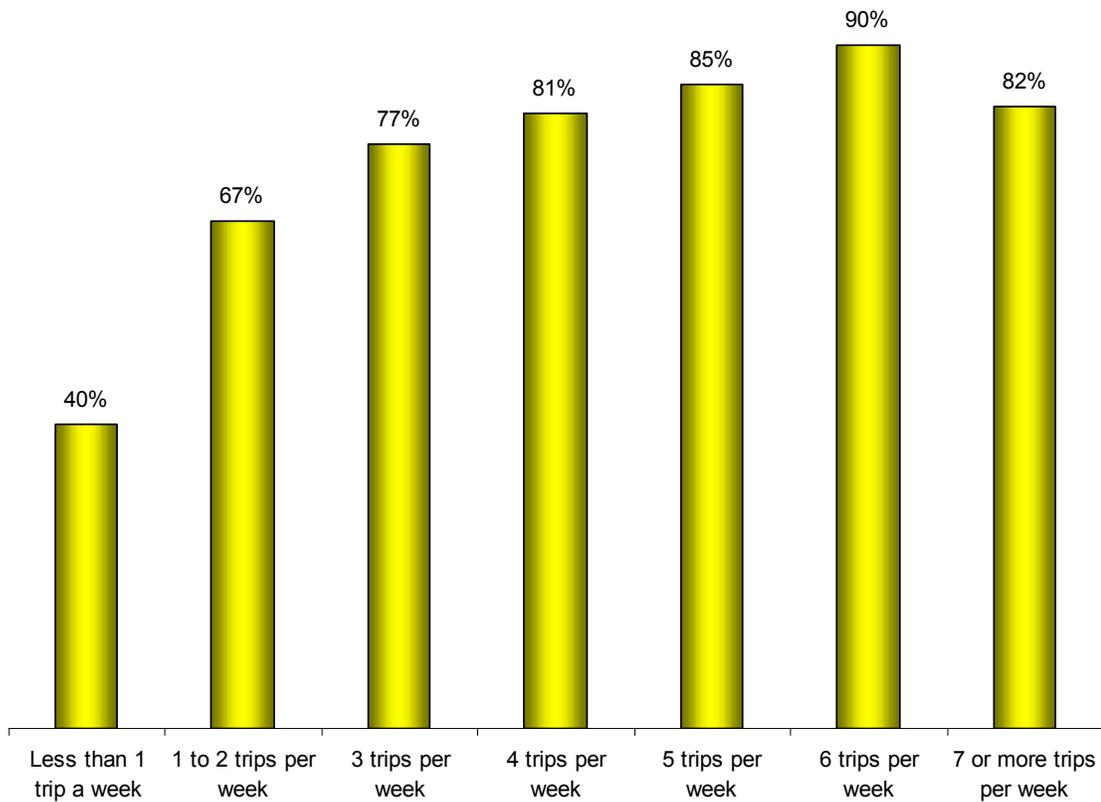


Q8. Of those trips on the 91 Express Lanes, how many are during rush hour (5 am to 8 am and 4 pm to 7 pm)?

New this year, respondents were asked to state the number of trips they take on the 91 Express Lanes during rush hour. In previous years, respondents were asked to state the percent of travel during rush hours.

As the following graph illustrates, the more frequently a respondent travels on the 91 Express Lanes, the more likely they are to travel during rush hours.

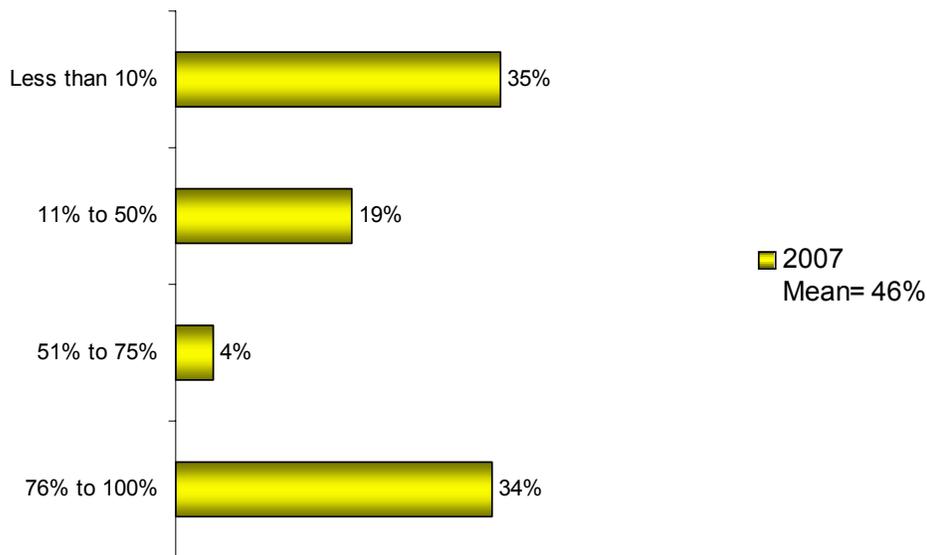
Weekday Rush-Hour Travel on the 91 Express Lanes



Q9. *What percentage of the time do you use the 91 Express Lanes during non-rush hours, excluding weekends?*

New in this year's study, respondents were asked to state the percentage of time that they use the 91 Express Lanes during non-rush hours, excluding weekends. Results indicate that one-third of all respondents are frequent users of the 91 Express Lanes during non-rush hours, while nearly the same number of respondents indicate they are infrequent users. There are no significant differences between OCTA account holders and TCA account holders.

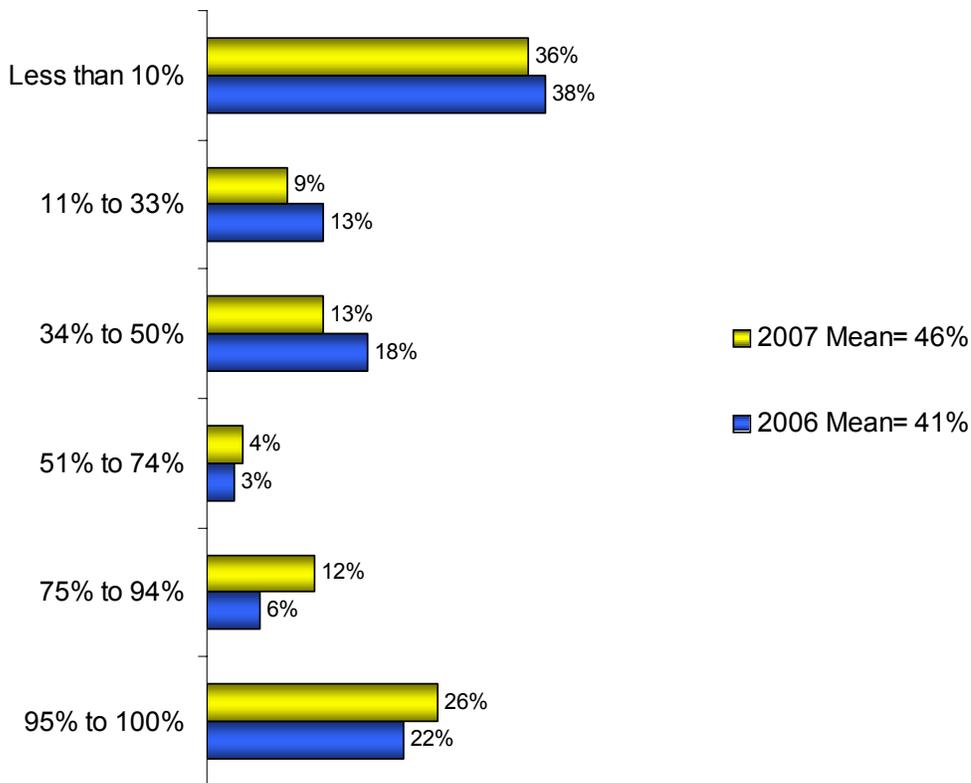
Non-Rush-Hour Weekday Travel on the 91 Express Lanes



Q10. What percentage of the time do you use the 91 Express Lanes on weekends?

As in 2006, respondents were asked to estimate the percentage of time that they use the 91 Express Lanes on weekends. Results indicate that just over one-third of all respondents are frequent users of the 91 Express Lanes on weekends, while approximately one-fourth of all respondents indicate they are infrequent users on weekends, nearly identical results as reported in 2006. In 2007, OCTA account holders are slightly less likely to report usage of the 91 Express Lanes on weekends than are TCA account holders.

Weekend Travel on the 91 Express Lanes

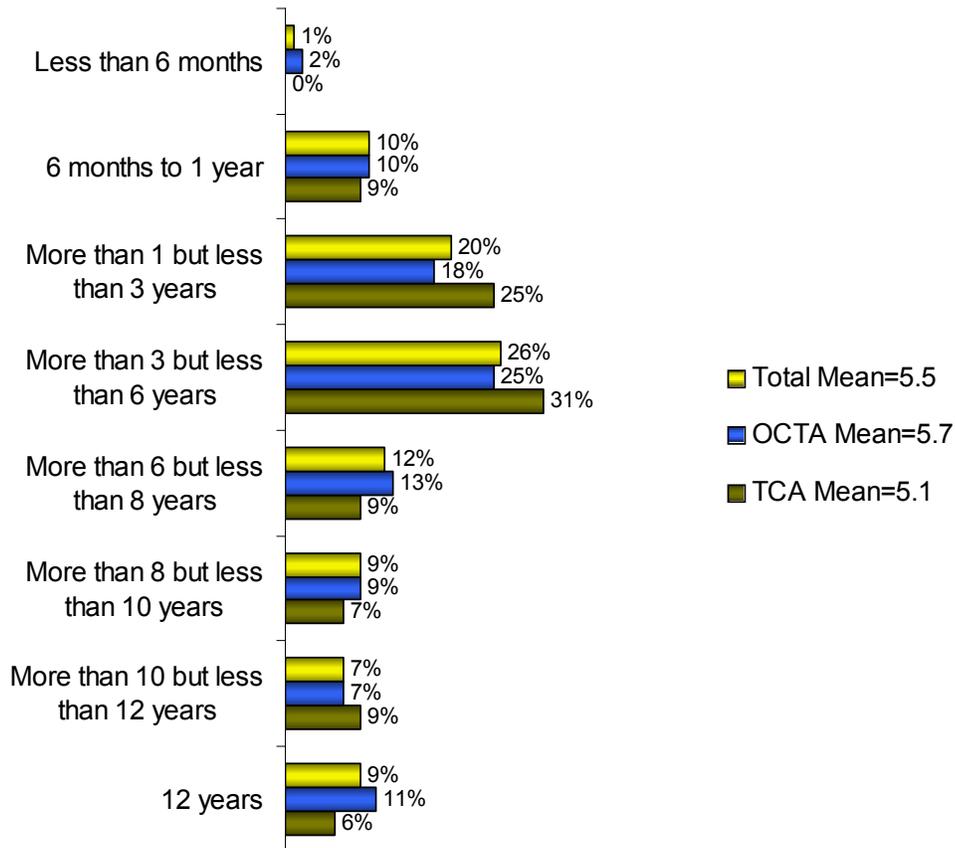


II. Selection Process

Q11. How long have you been a 91 Express Lanes customer?

Respondents were asked how long they have been customers of the 91 Express Lanes. Because the scale for responses was changed in 2007, a comparison to previous years' results is not possible. Results in 2007 indicate that approximately one-third of all respondents have been traveling on the 91 Express Lanes for more than six years. More than half of TCA account holders have been using the 91 Express Lanes for more than one year but less than six years. Among OCTA account holders, this response drops to fewer than half of respondents. The mean number of years as an 91 Express Lanes customer among those using this toll road three or fewer times per week is 5.5, while among more frequent users (six times per week) the mean is 6.2. Among the most frequent users (seven times per week) the mean number of years drops to 4.8 years.

Time as a 91 Express Lanes Customer

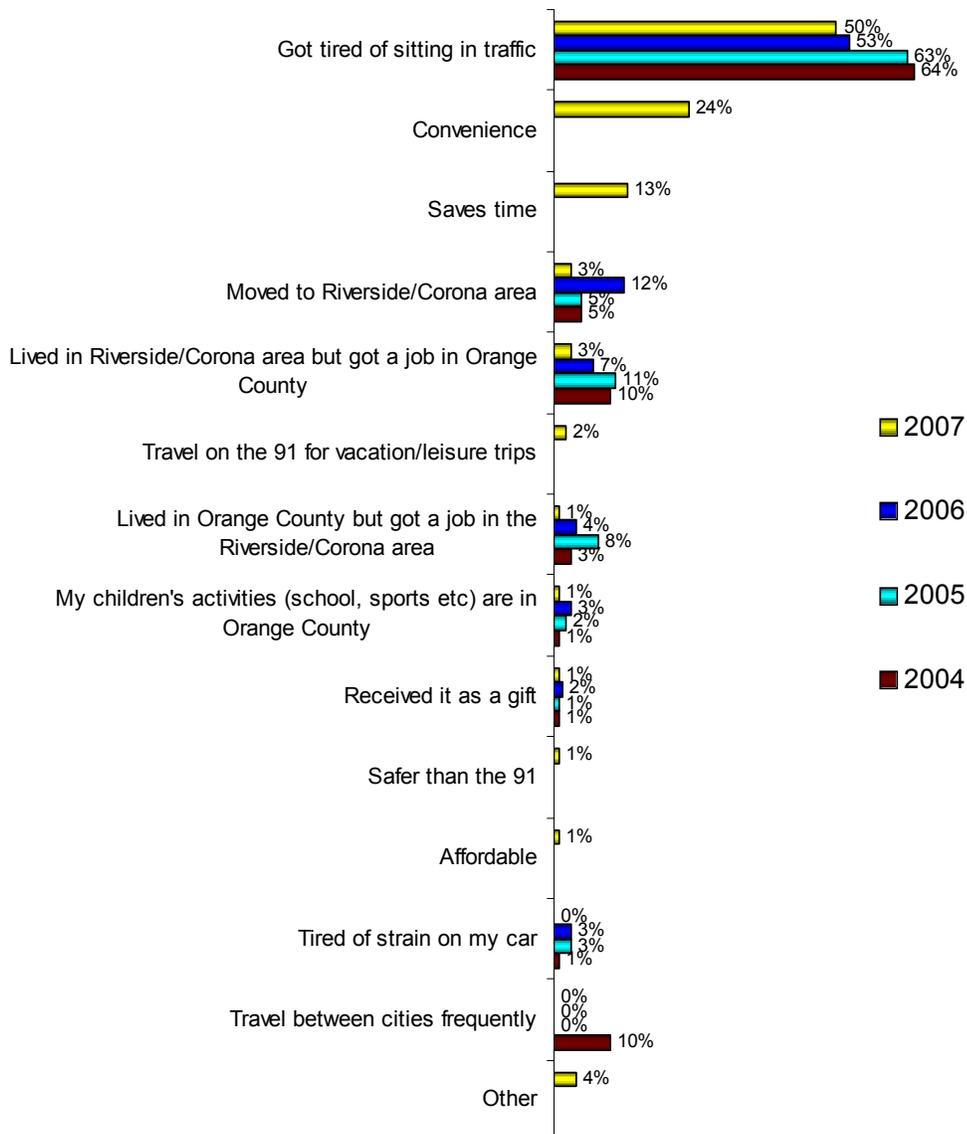


91 Express Lanes Customer Satisfaction Survey

Q12. Thinking back to when you signed up for the 91 Express Lanes toll road, what motivated you to sign up and use the 91 Express Lanes?

Respondents were asked to describe in their own words what motivated them to sign up for and use the 91 Express Lanes. Responses were later coded for data entry. As in previous years, the majority of respondents say they originally signed up for the 91 Express Lanes because they *got tired of sitting in traffic*. New this year, respondents frequently mention *convenience* and *saving time* as motivators for signing up and using the 91 Express Lanes. *Convenience* reflects nearly one-fourth of all responses.

Initial Reasons for Using the 91 Express Lanes

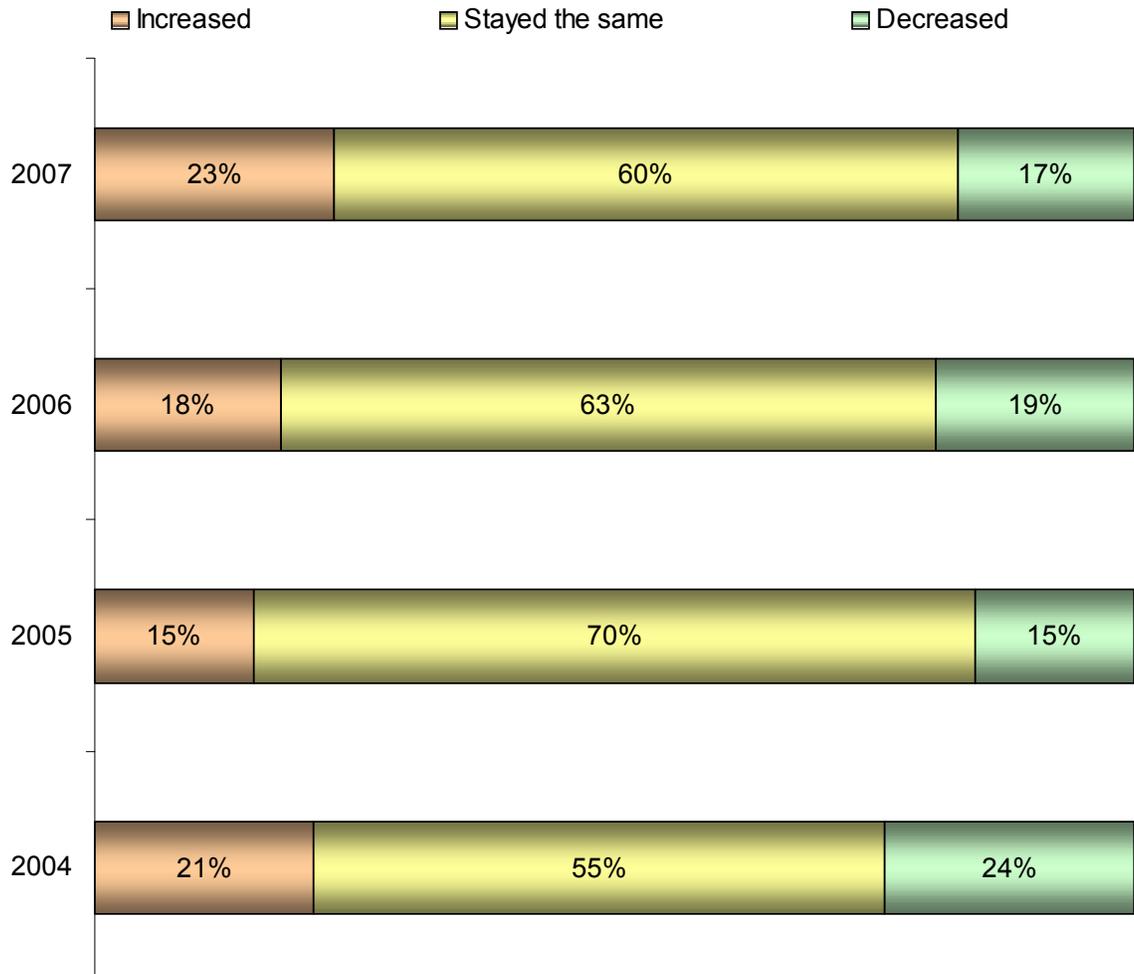


91 Express Lanes Customer Satisfaction Survey

Q13. Within the past six months, would you say the number of times you traveled on the 91 Express Lanes toll road, not the 91 Freeway, has increased, stayed the same, or decreased?

When asked directly about changes in usage of the 91 Express Lanes, the majority of customers say their usage of the toll road has not changed within the past six months. When comparing the percentage indicating that their travel has increased with the percentage indicating their travel has decreased, the net difference (.06) indicates a slight increase in travel on the 91 Express Lanes in 2007. Respondents who frequently use the 91 Express Lanes are more likely to report an increase in usage than are less frequent users.

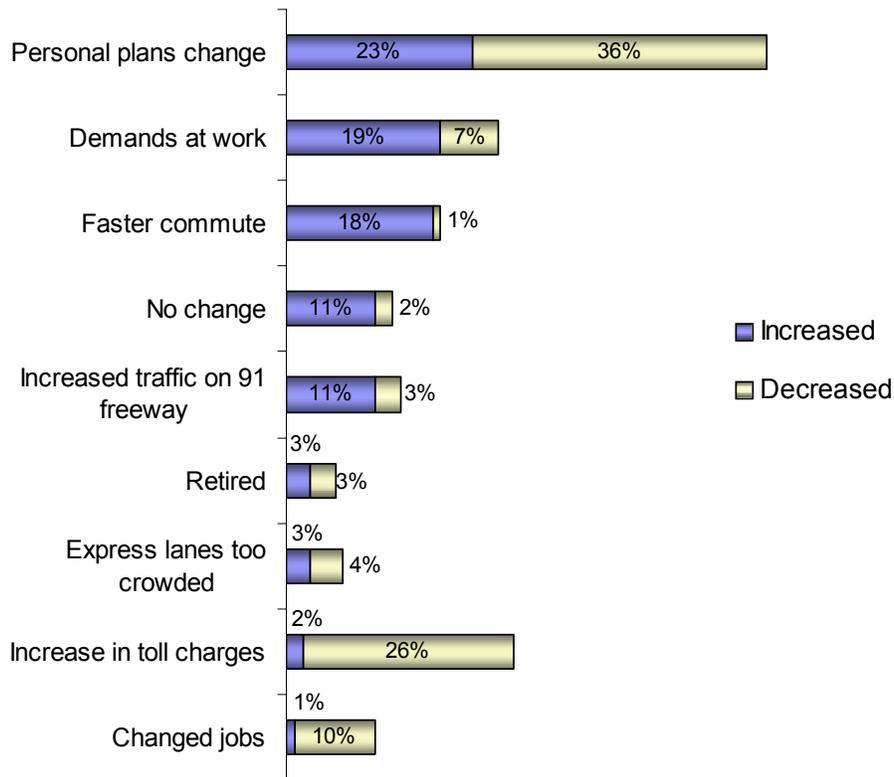
Usage of the 91 Express Lanes



Q14. Why have your driving habits changed?

If respondents mentioned that their travel on the 91 Express Lanes has either increased or decreased, they were asked why. Respondents were asked to provide their reasons in their own words. Responses were then coded by categories and entered into our computer to be included with all other results. Respondents cite various reasons for changing their driving patterns. It is interesting to see that a change in personal plans is mentioned most often as a primary reason for changing travel patterns on the 91 Express Lanes. This suggests that events outside those implemented by OCTA have impacted usage of the 91 Express Lanes. Among those who say they have decreased their usage of the 91 Express Lanes, approximately one-fourth say the increase in toll charges triggered this change.

Reasons for Changing Driving Habits

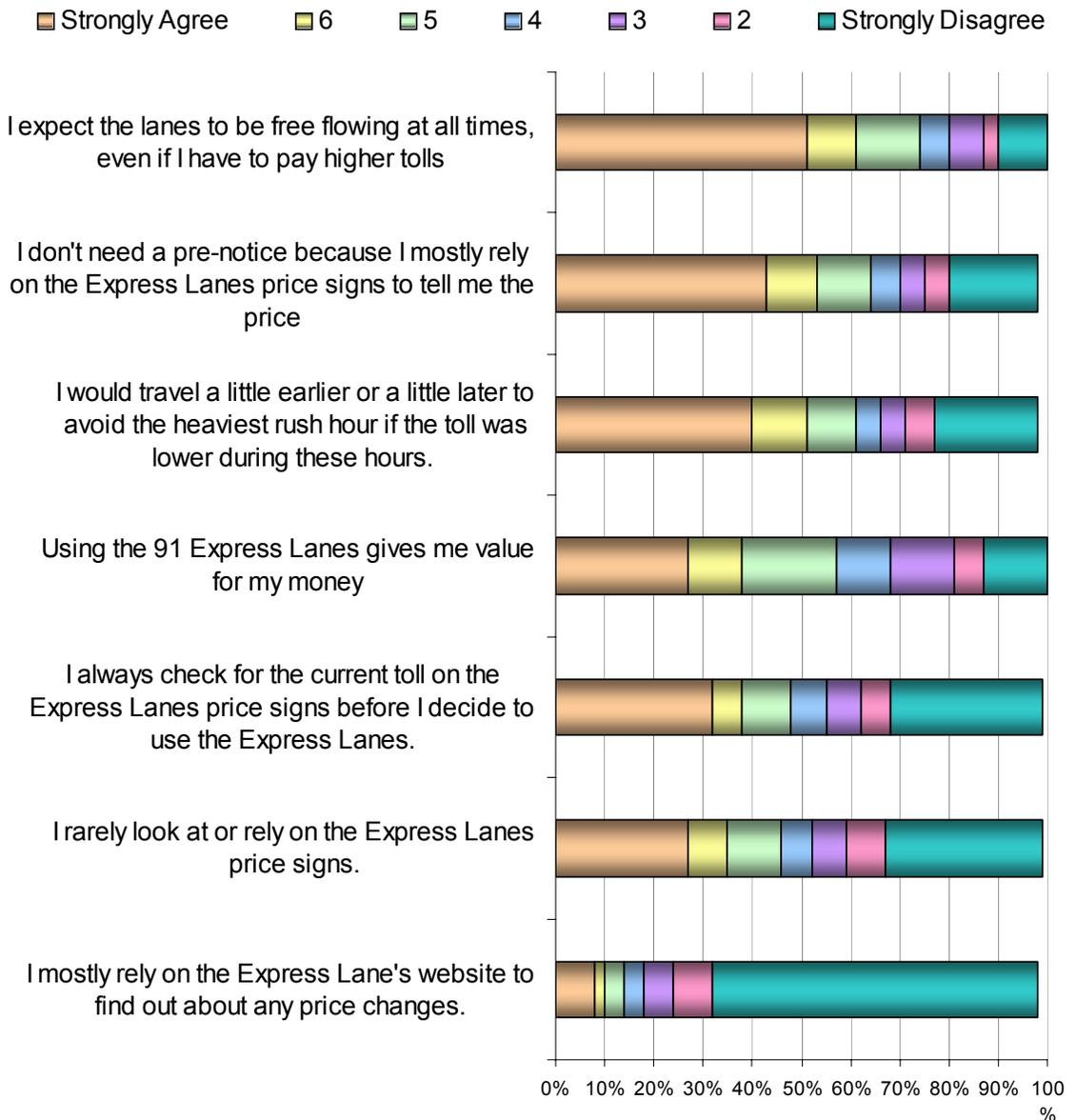


91 Express Lanes Customer Satisfaction Survey

Q15. Using a scale of 1 to 7 where 7 means I strongly agree and 1 means I strongly disagree, please tell me how much you agree or disagree with the following statements.

When asked to rate their agreement with several statements, respondents indicate their desire for free-flowing lanes. Responses also suggest that respondents monitor toll charges via the 91 Express Lanes sign and may vary their travel patterns based on this information.

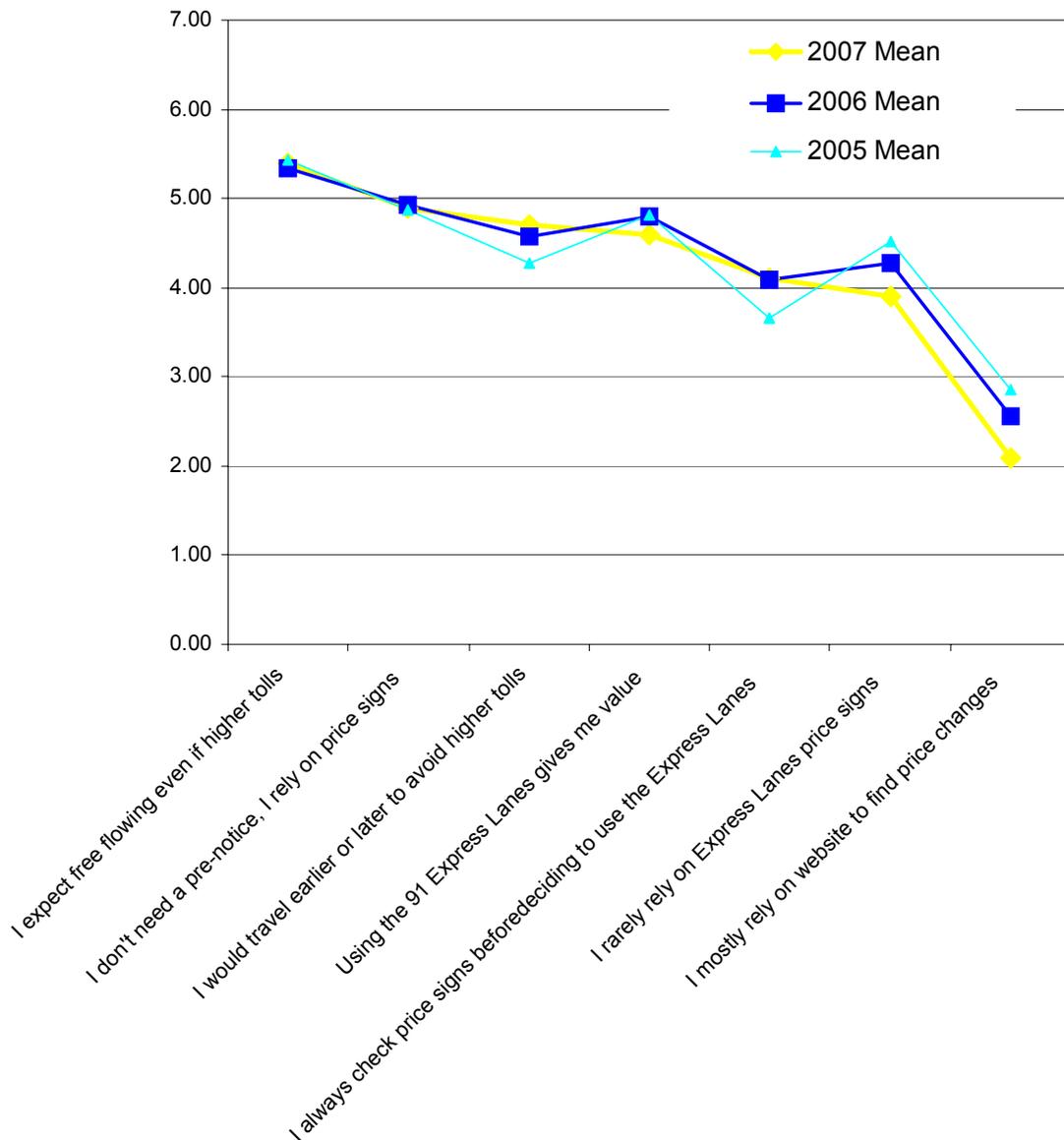
Interaction with the 91 Express Lanes



Q15. Using a scale of 1 to 7 where 7 means I strongly agree and 1 means I strongly disagree, please tell me how much you agree or disagree with the following statements.

Data collected in 2007 show that respondents continue to check price signs rather than the website for price changes but may be more likely to change travel patterns in order to reduce toll charges.

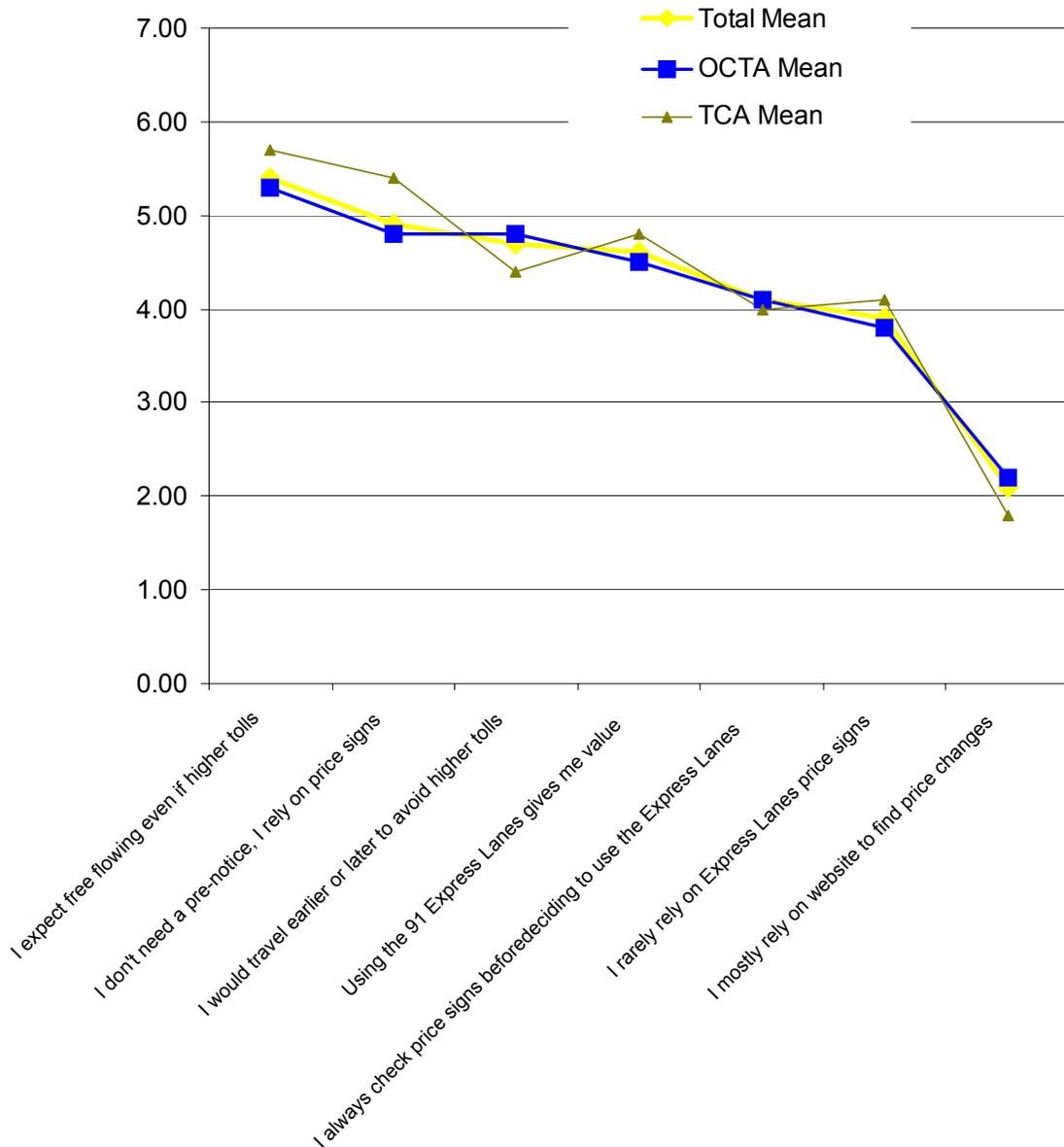
Perception Means by Year



91 Express Lanes Customer Satisfaction Survey

When segmenting the results based on transponder account, results suggest that TCA account holders are likely to be less price-sensitive than OCTA account holders. TCA account holders are more likely to agree that the 91 Express Lanes should be free-flowing even if they must pay higher tolls and less likely than OCTA account holders to agree that they would travel earlier or later to avoid higher tolls.

Perception Means by Transponder Account

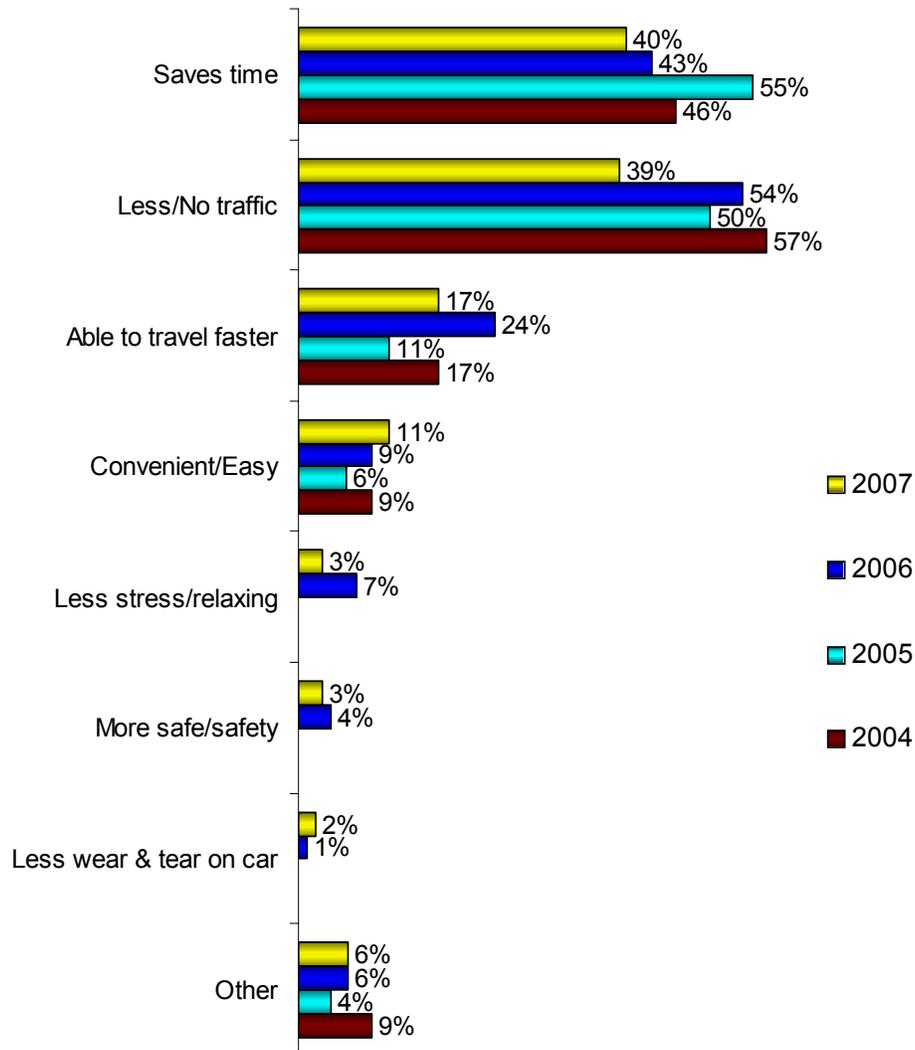


91 Express Lanes Customer Satisfaction Survey

Q16. In your opinion, what is the best thing about traveling on the 91 Express Lanes toll road? Anything else?

Respondents were asked to state in their own words the best thing about traveling on the 91 Express Lanes. In 2006, *less traffic* was mentioned most often. In 2007, however, responses are equally divided between *saving time* and *less traffic*. Among OCTA account holders, *saving time* is more likely to be mentioned, while TCA account holders are more likely to mention *less traffic*. *Convenience* and *easy* receive slightly more mentions in 2007 than in previous studies. It is worth noting that in 2007, respondents provide fewer responses to this question than in previous years, suggesting that travel on the 91 Express Lanes has become routine.

Best Thing About Travel on the 91 Express Lanes

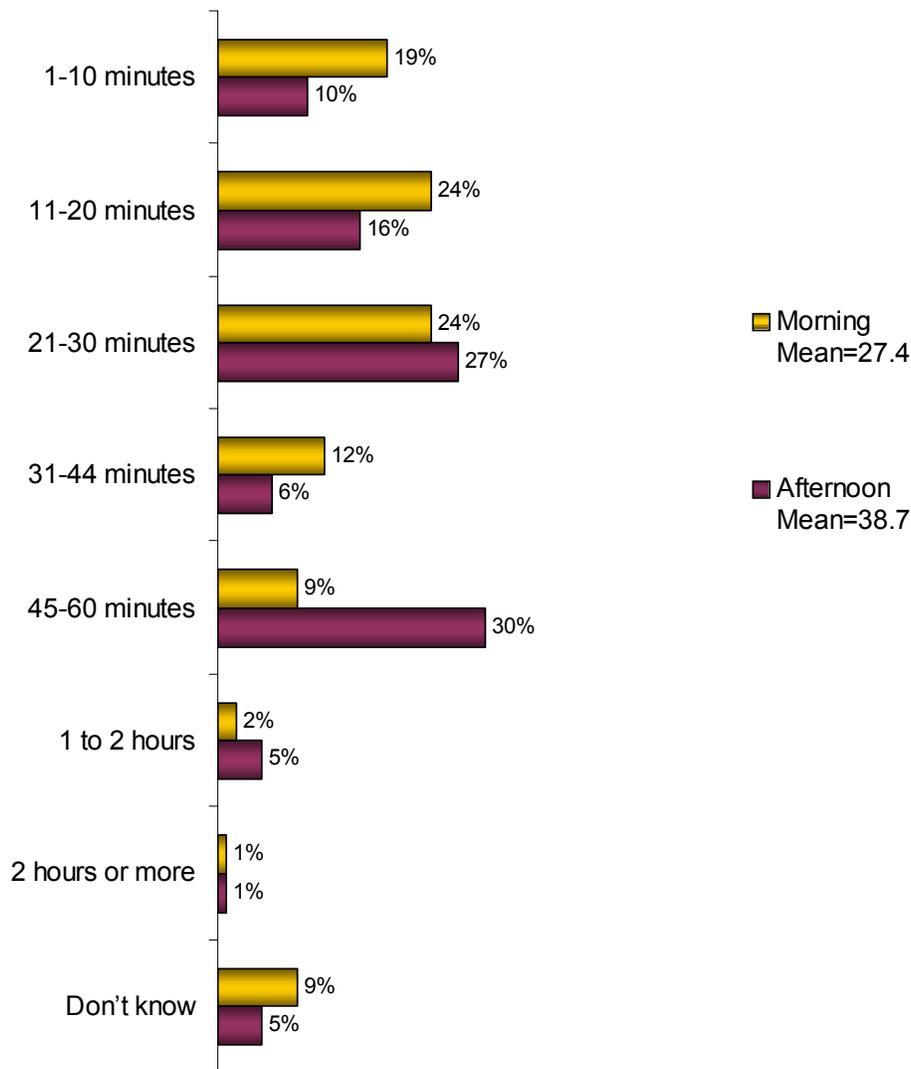


91 Express Lanes Customer Satisfaction Survey

Q17/Q18. About how much time do you think you save per one-way trip during rush hour when you travel on the 91 Express Lanes in the morning? In the afternoon?

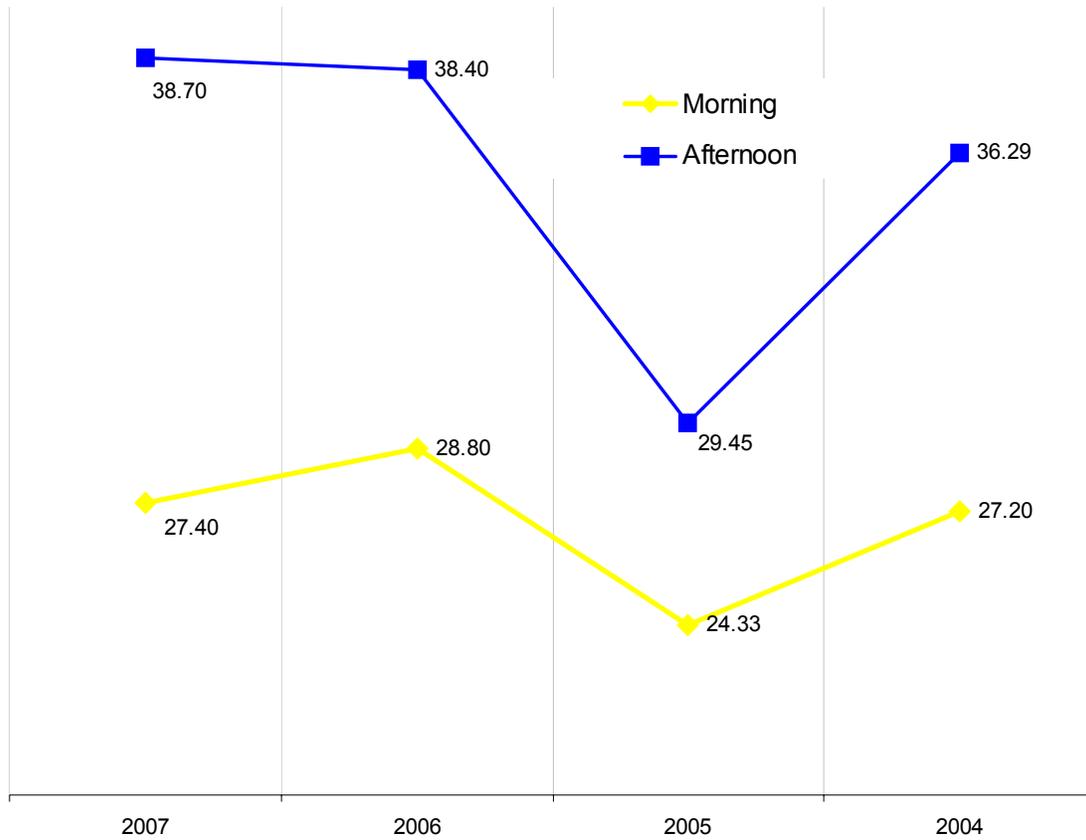
Respondents were asked how much time they think they save when traveling on the 91 Express Lanes during rush hour. Respondents are more likely to say that their perceived time savings is greater in the afternoon than in the morning. In fact, nearly one-third of all respondents say they save from 45 to 60 minutes in the afternoon by traveling on the 91 Express Lanes. There are no significant differences based on location of transponder account.

Time Saved by Traveling the 91 Express Lanes



When examining results over the past several years, results suggest that perceived time savings have increased slightly over time, with perceived savings in the afternoon higher than perceived time savings in the morning.

Time Saved by Traveling the 91 Express Lanes – By Year

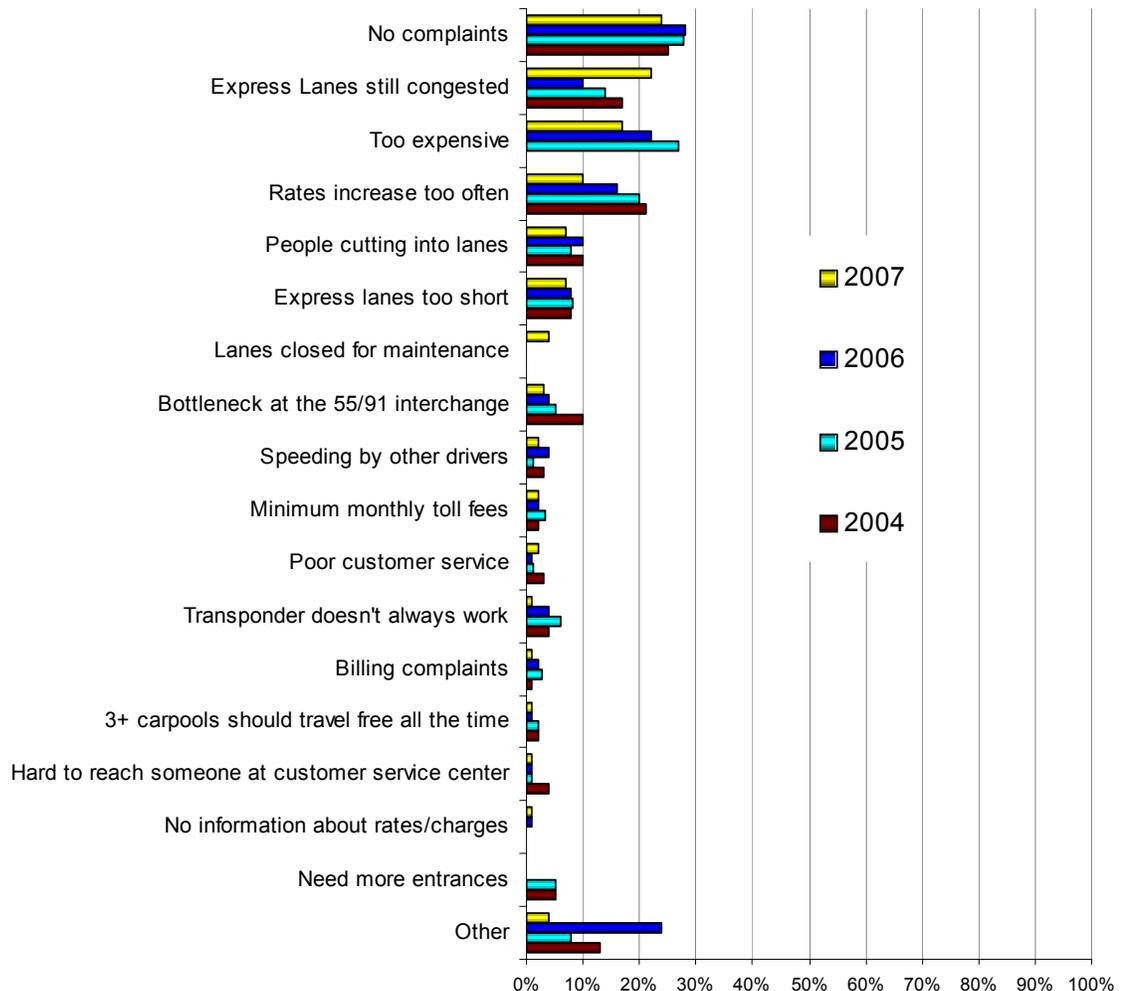


III. Performance Perceptions

Q19. In your opinion, what has been your greatest concern or complaint about the road or the service you receive from the 91 Express Lanes? Anything else?

Respondents were asked to state in their own words their greatest complaint or concern about the road or the service they receive from the 91 Express Lanes. Responses were then coded by category and entered into our computer to be included with all other results. Nearly one-fourth of all respondents say they have no complaints. The most frequently mentioned complaint is the *congestion* of the 91 Express Lanes, an increase in response from previous years. *Expense* and *rate increases* are mentioned less often in 2007. TCA account holders are more likely to complain that the *lanes are too short* than are OCTA account holders.

Greatest Concern About the 91 Express Lanes

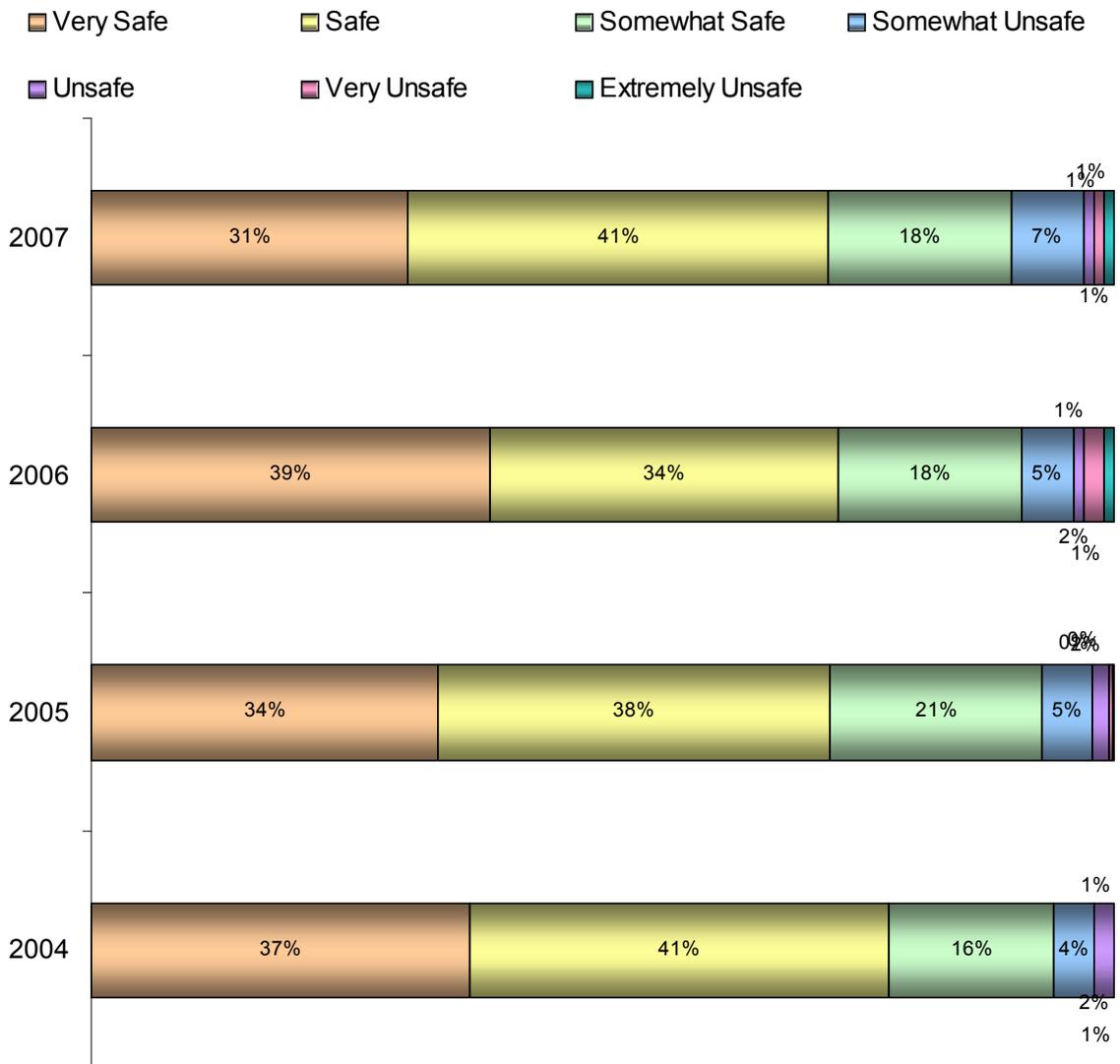


91 Express Lanes Customer Satisfaction Survey

Q20. How would you rate the overall safety of the 91 Express Lanes toll road? Would you say it is very safe, safe, somewhat safe, somewhat unsafe, unsafe, very unsafe or extremely unsafe?

Results suggest there may be a shift from respondents saying the lanes are *very safe* to saying they are *safe*. Approximately four out of 10 respondents say the lanes are *safe*, up from approximately one in three who offered the same response in previous years. Three out of 10 respondents say they perceive the 91 Express Lanes to be *very safe*, down from nearly four out of 10 respondents in 2006.

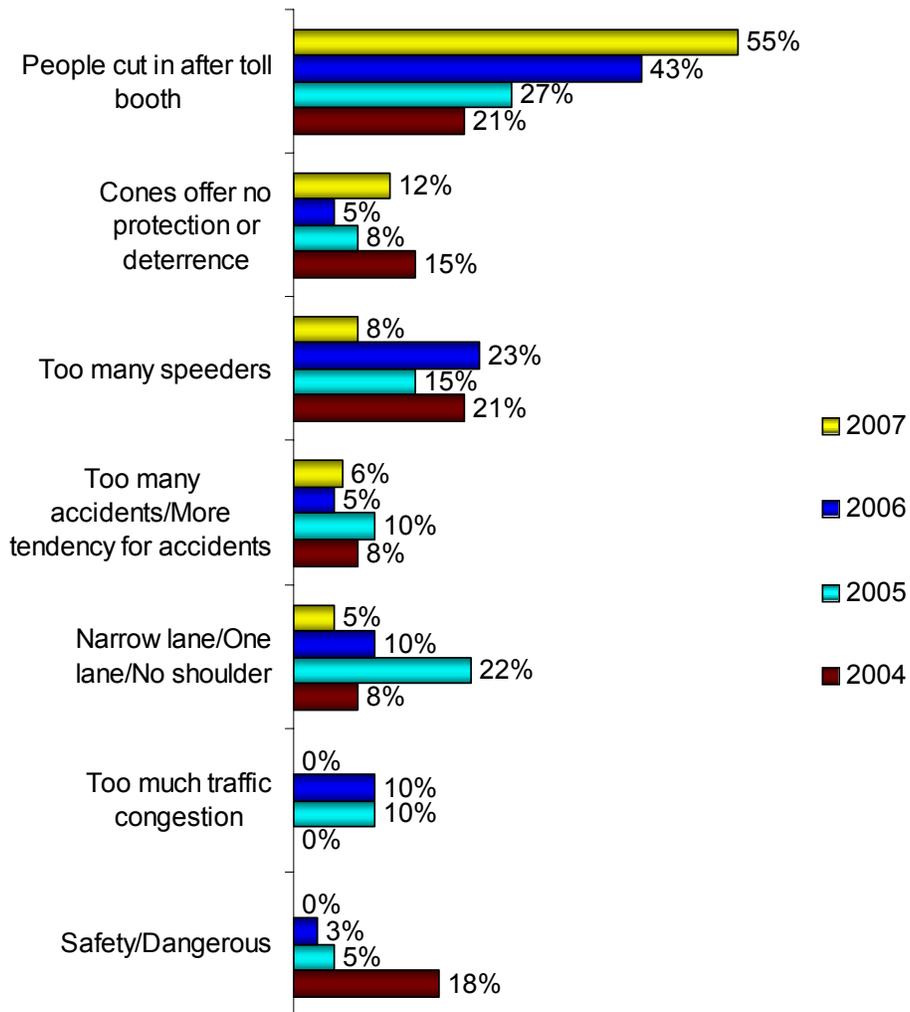
Perceptions of Safety on the 91 Express Lanes



Q21. Why do you feel this way?

If a respondent had downgraded a response of *somewhat unsafe* to *extremely unsafe*, they were asked to explain why, in their own words. Responses were then coded by category and entered into our computer to be included with all other results. The primary reason for providing an *unsafe* response is because of the people who cut in after the toll booth. As illustrated below, this complaint has increased over the years. In addition, a *lack of protection offered by the cones* is mentioned more often in 2007, while *speeding* and *narrow lanes* are mentioned less often.

Reasons for Perceptions of Safety on the 91 Express Lanes

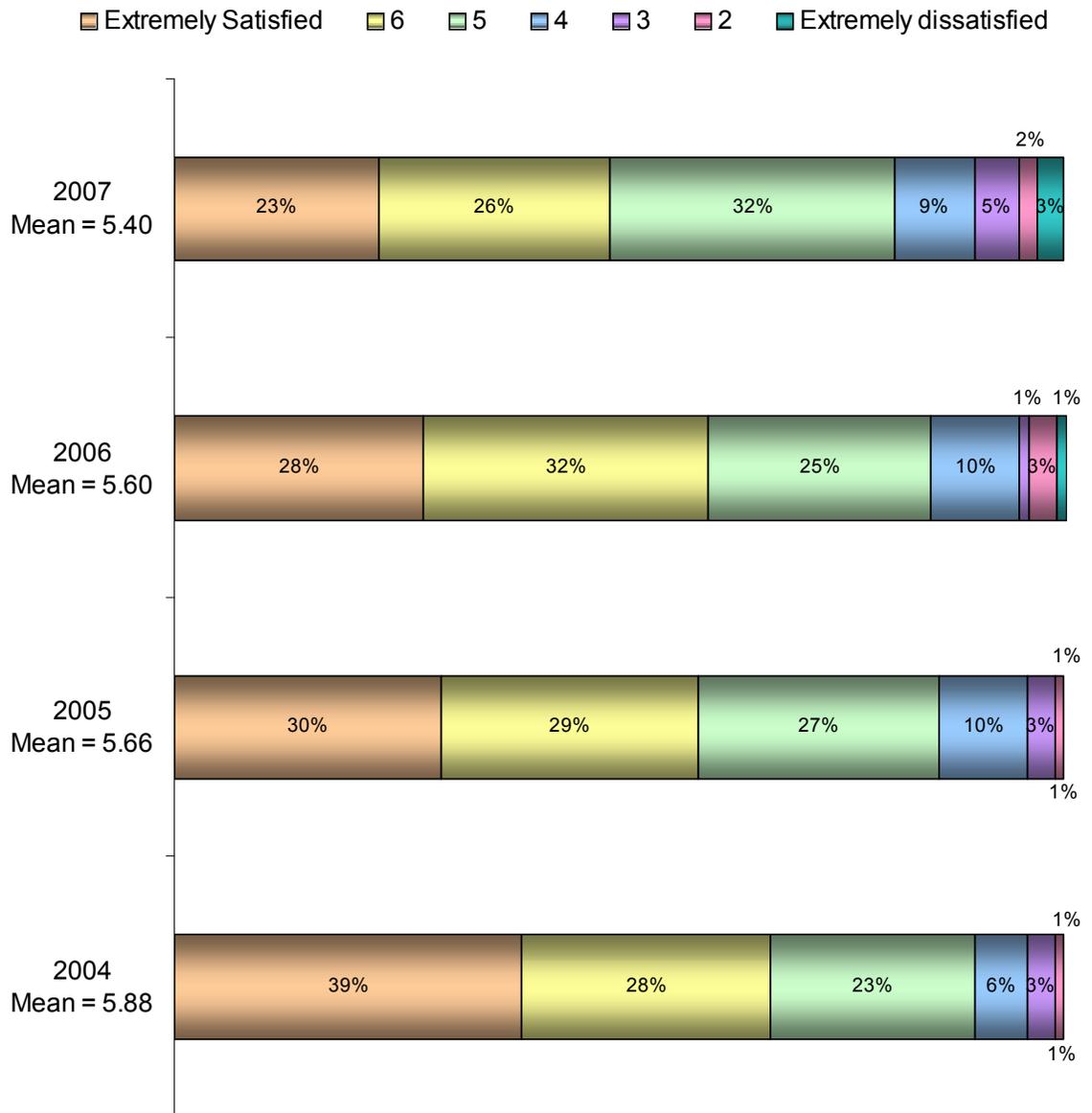


91 Express Lanes Customer Satisfaction Survey

Q22. Overall, how would you rate your satisfaction with your experience in using the 91 Express Lanes toll road? Please use a scale of 1 to 7 where 7 means you are extremely satisfied and 1 means you are extremely dissatisfied.

Satisfaction with the 91 Express Lanes indicates a trend toward lower satisfaction scores since 2004.

Overall Satisfaction with the 91 Express Lanes



91 Express Lanes Customer Satisfaction Survey

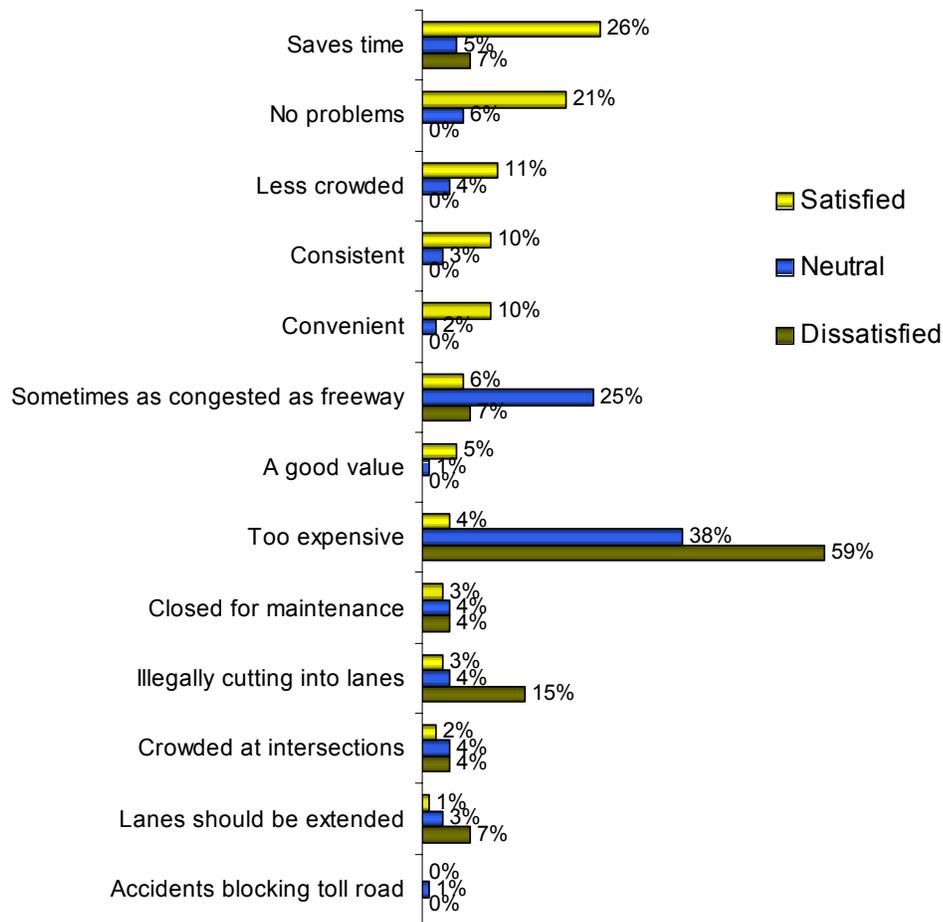
Q23. Can you please tell me the primary reason you rated your experience that way?

Upon providing their scores for overall satisfaction of the 91 Express Lanes, respondents were probed further into why they answered the way they did. Respondents were asked to provide their reasons in their own words. Responses were then coded by category and entered into our computer to be included with all other results.

As illustrated in the graph below, results reflect the respondents' overall satisfaction with the road. Very few negative complaints are made. Overall, respondents continue to be most satisfied because the road has less traffic.

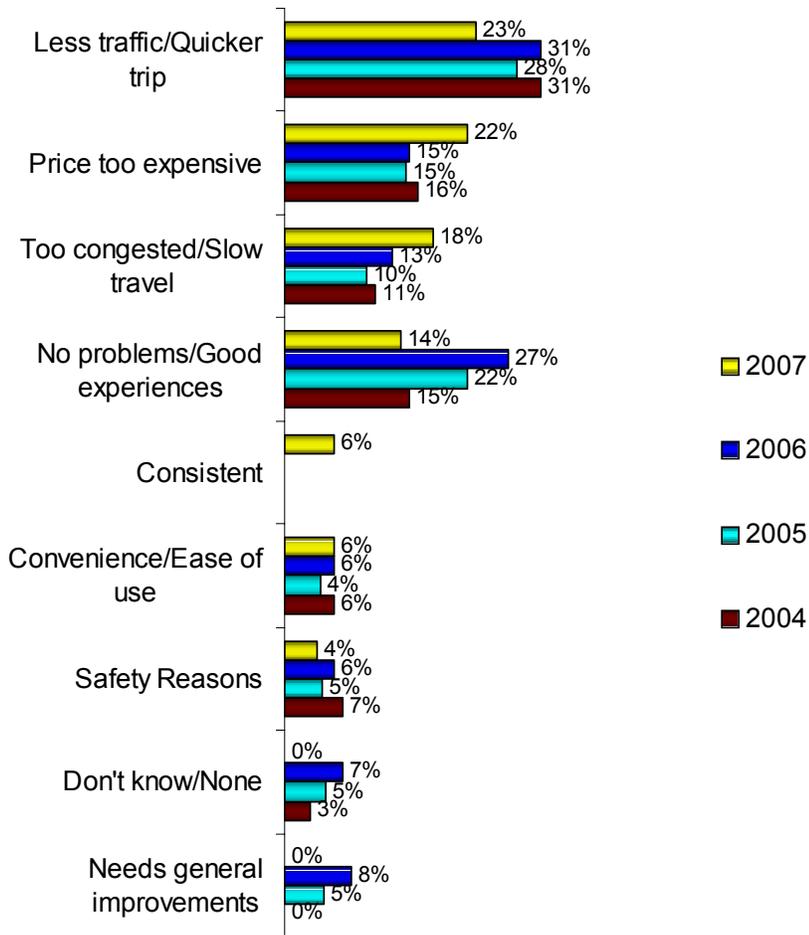
It is interesting to note that when there is dissatisfaction with the 91 Express Lanes, *expense* is mentioned by nearly six out of 10 respondents. This attribute, along with *lane cutters*, appears to be the trigger for dissatisfaction with the 91 Express Lanes.

Reasons for Satisfaction Scores



The following graph presents reasons for satisfaction ratings by year. In this case, responses are presented for the total sample and not segmented based on satisfaction scores. Results suggest that respondents are more likely to mention *price* and *congestion* in 2007 than in previous years. In addition, respondents are less likely to mention no problems in 2007 than in previous years.

Reasons for Satisfaction Scores by Year

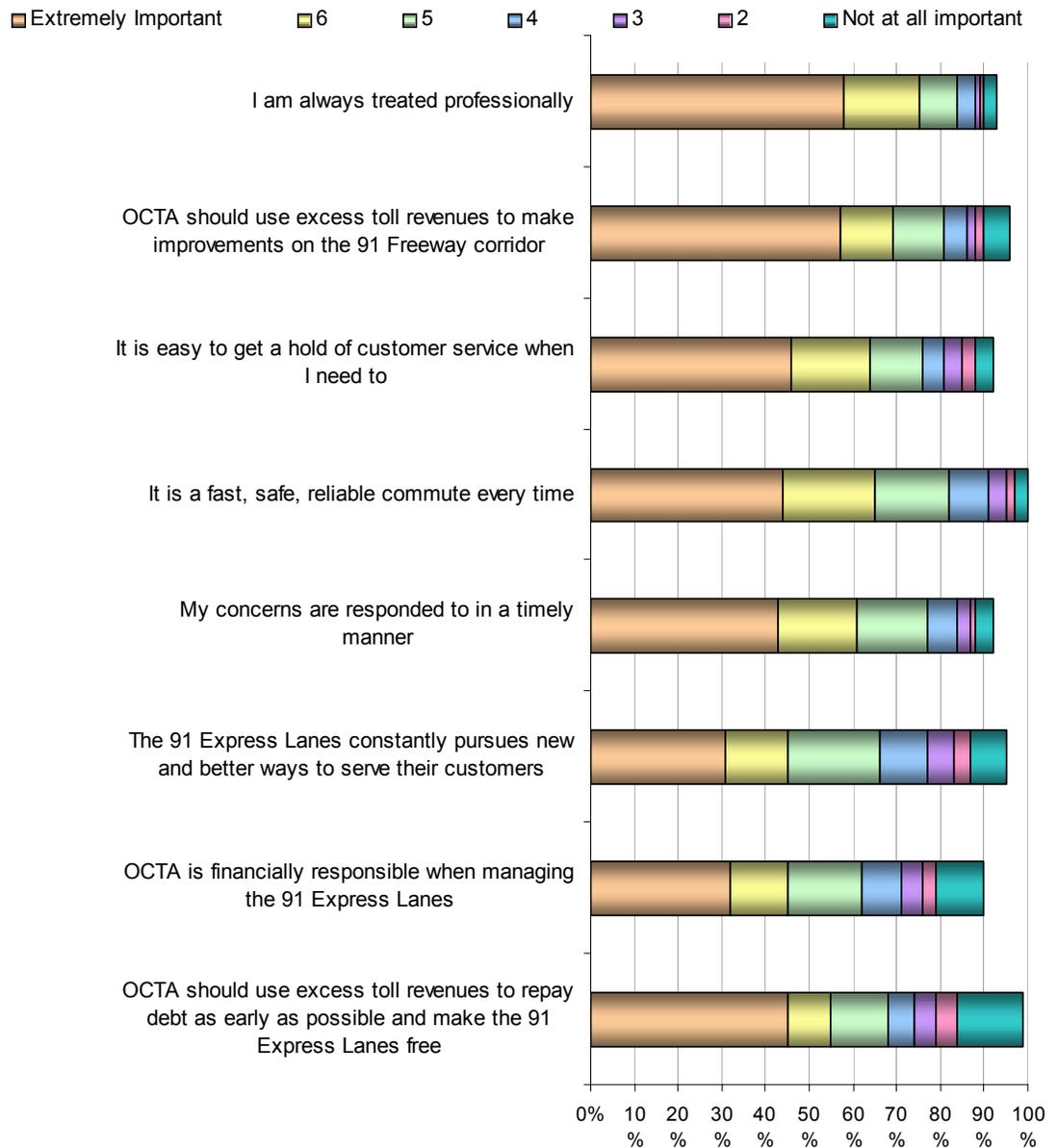


91 Express Lanes Customer Satisfaction Survey

Q24. I am going to read several attributes that might be important to those who use the 91 Express Lanes toll road. As I read each statement, please tell me how important each one is to you, personally. Please use a scale of 1 to 7 where 7 means it is extremely important to you personally and 1 means it is totally unimportant to you.

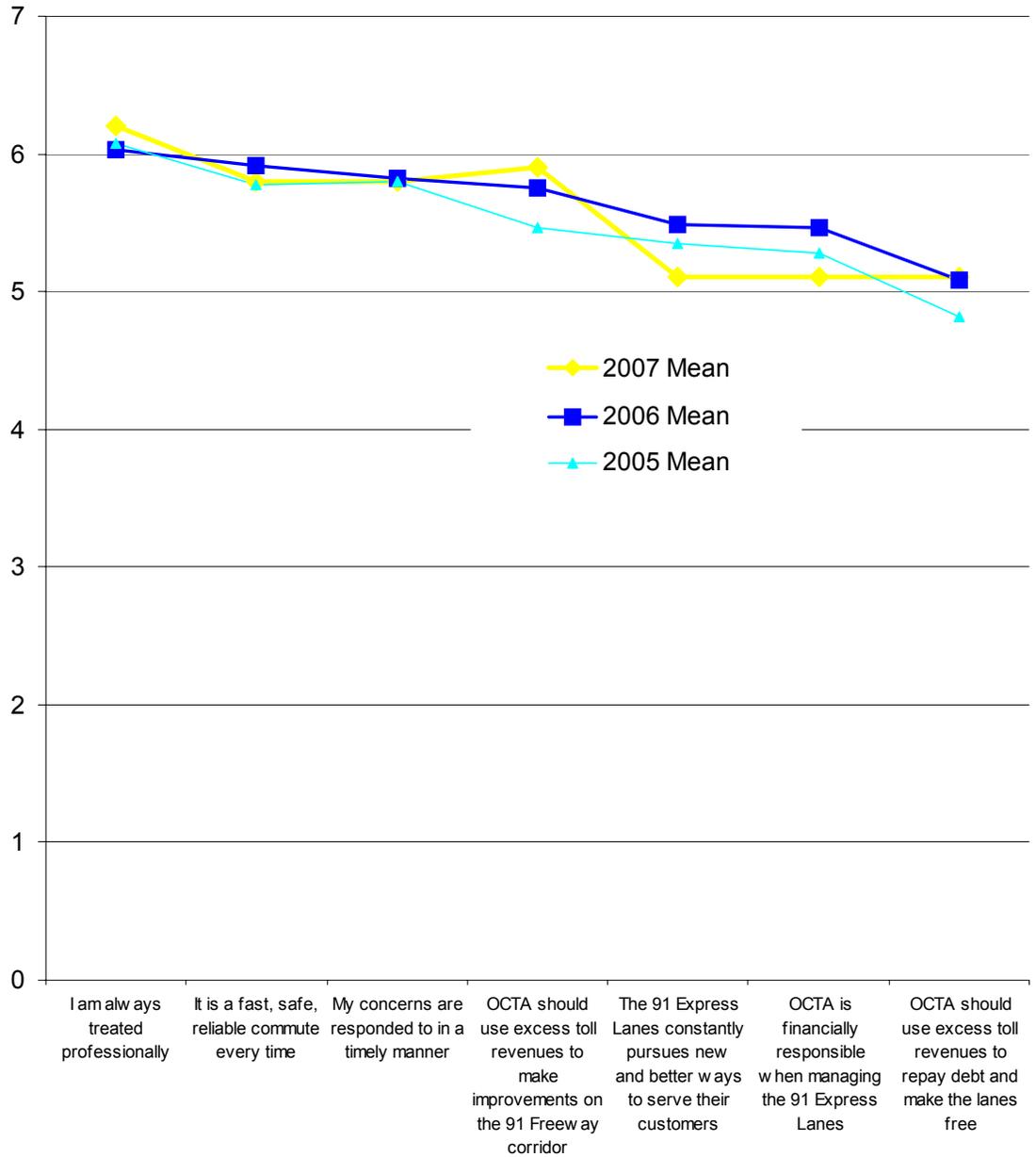
When asked to rate the importance of several attributes, respondents indicate that being treated professionally is more important than removing toll charges by repaying debt. OCTA account holders are more likely to rate *making the lanes free* as important than are TCA account holders.

Importance of Service Attributes



When the mean scores for consumer importance are analyzed and compared to previous years, the data indicates few differences when it comes to customers' expectations of the 91 Express Lanes.

Mean Scores of Importance of Service Attributes by Year

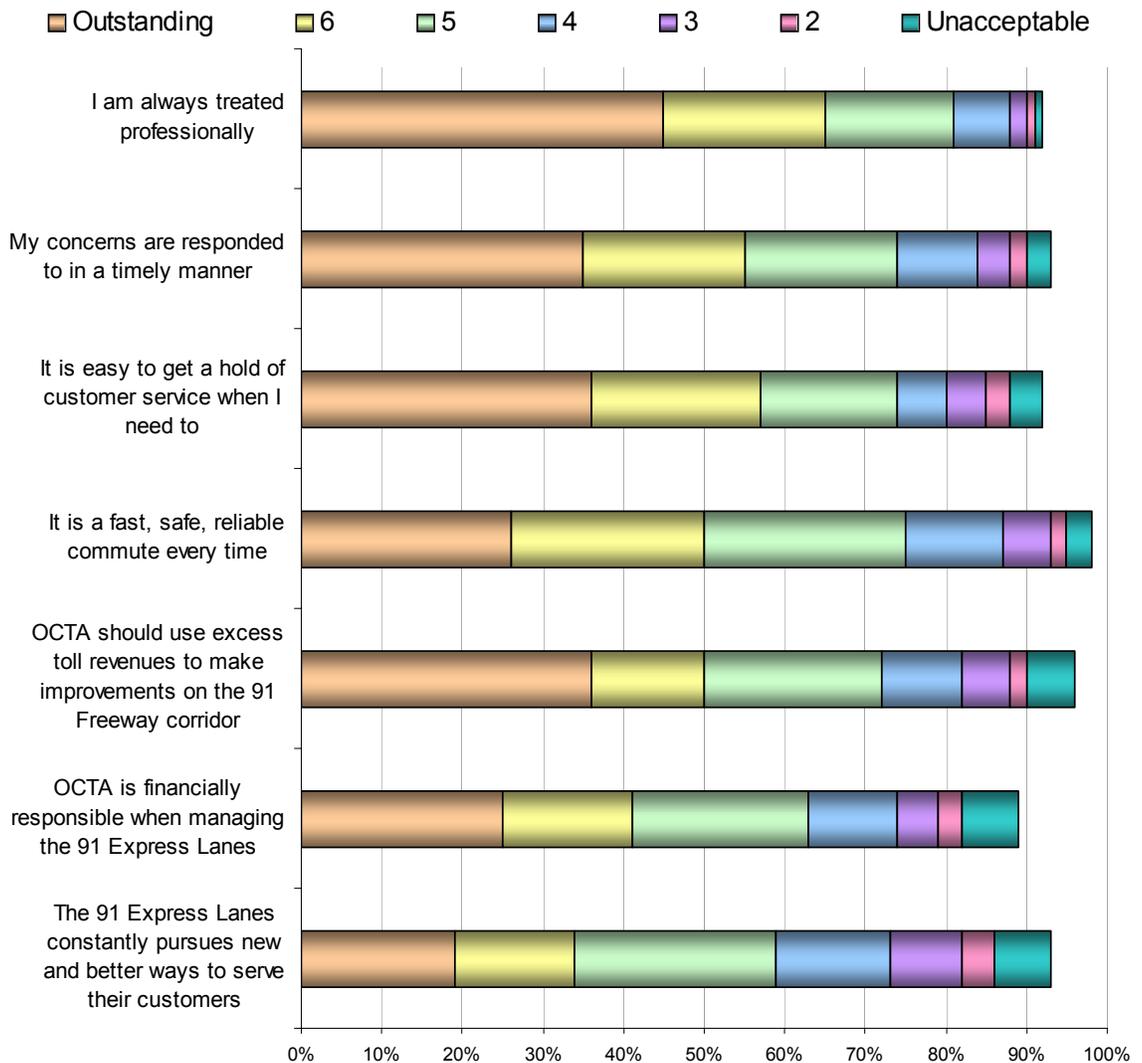


IV. Perceptions of OCTA

Q25. Now I am going to read this same list of attributes, and this time please tell me how you feel the 91 Express Lanes toll road performs on each. Please use a scale of 1 to 7 where 7 means their performance is outstanding and 1 means their performance is unacceptable.

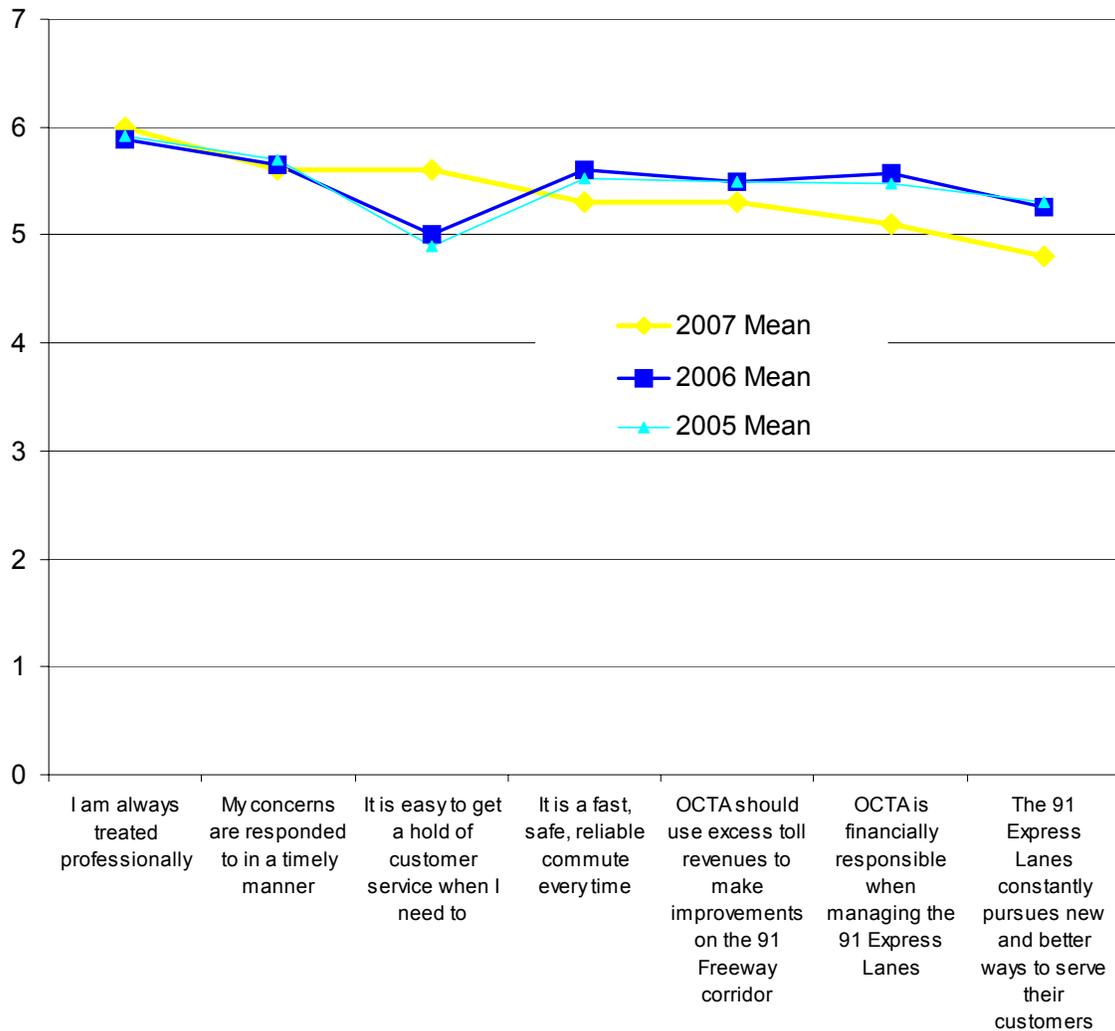
When asked to rate the performance of the 91 Express Lanes on the same list of attributes, customers give OCTA the highest ratings for *how it treats its customers*, that their *concerns are responded to in a timely manner*, and that they *can get a hold of customer service*. Performance ratings are lower when asked about how OCTA spends excess toll revenues.

Performance of the 91 Express Lanes



When the mean scores for performance are analyzed and compared to previous years, the data collected in 2007 suggest performance perceptions of access to customer service has improved while financial responsibility and serving customers has declined.

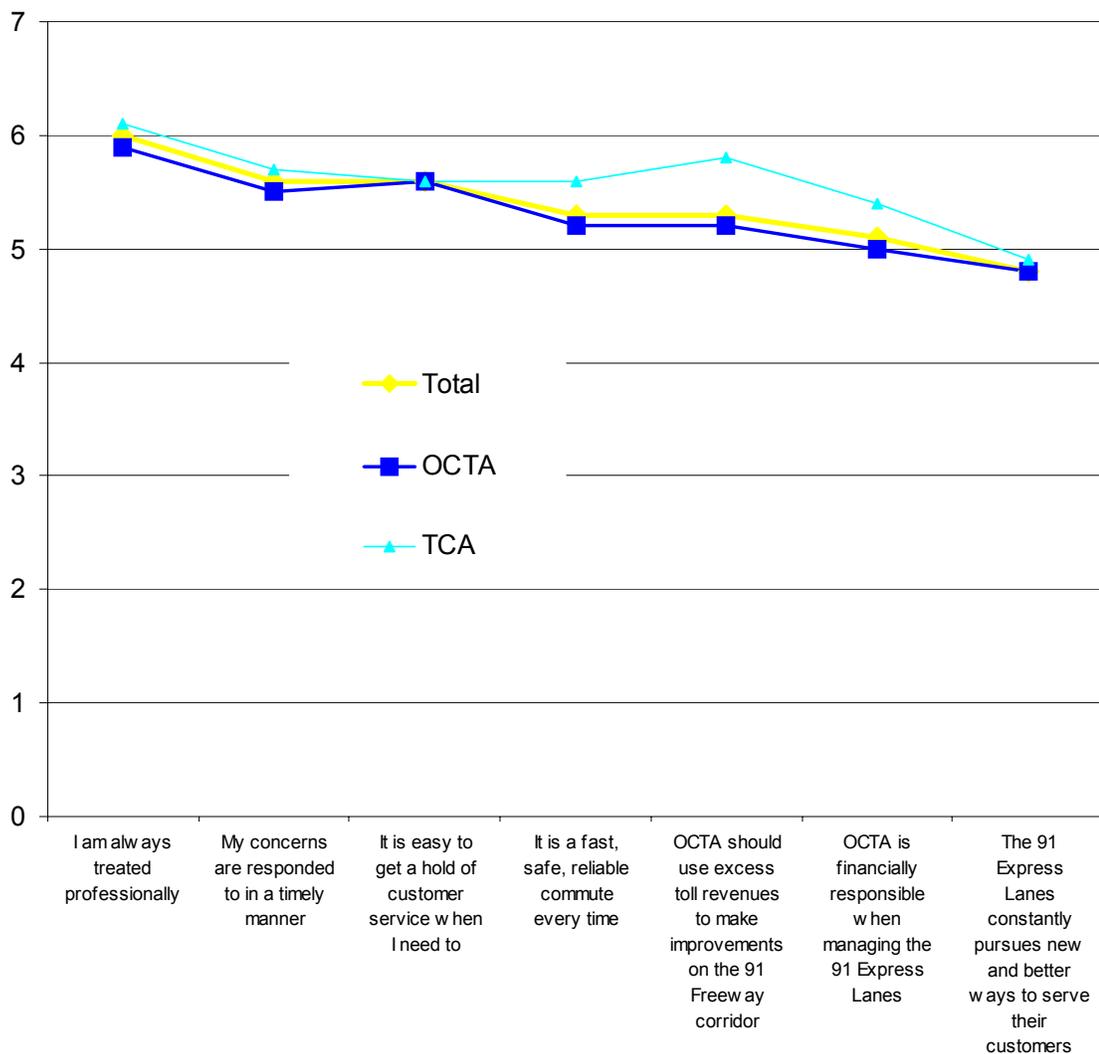
Performance of the 91 Express Lanes by Year



91 Express Lanes Customer Satisfaction Survey

When performance ratings are segmented based on transponder account, TCA account holders are more likely to rate the 91 Express Lanes performance higher on a safe, reliable commute, using excess toll revenues to improve the 91 Express Lanes and OCTA's financial responsibility than are OCTA account holders.

Performance of the 91 Express Lanes by Transponder Account

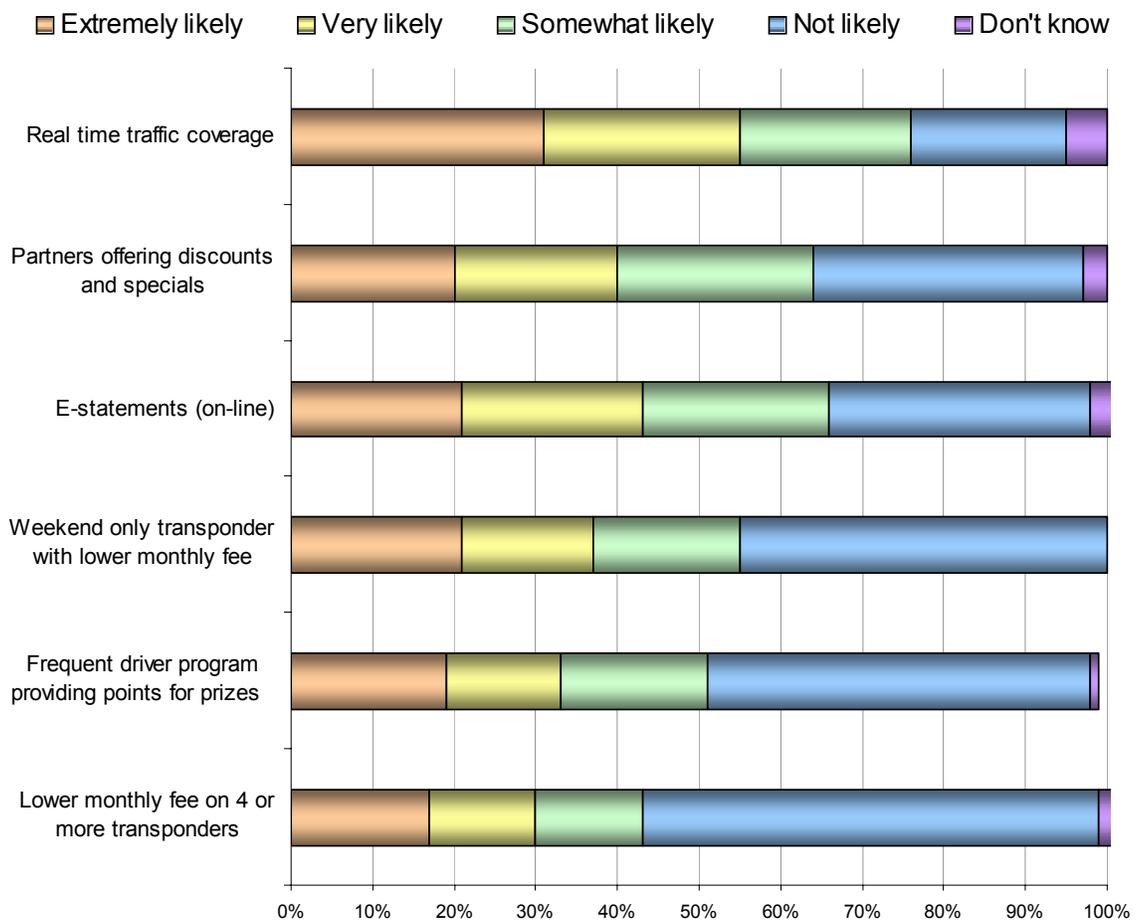


V. Product Perceptions

Q26. As I read a list of potential new and expanded features for the 91 Express Lanes, please tell me if you are extremely (4), very (3), somewhat (2), or not likely (1) to utilize each feature.

Respondents were read a list of new and/or potential features for the 91 Express Lanes and asked to rate each using a four-point scale in which a greater score equals a greater likelihood to use such features. As illustrated in the graph below, respondents are more likely to use *real-time traffic coverage*. All other features are less likely to be utilized, with a lower monthly fee on the fourth transponder being the least likely to be utilized. It is interesting to note that *partners offering discounts* is more likely to be utilized than a *frequent driver program*. It is also worth noting that TCA account holders are more likely to indicate likelihood to use *e-statements* than are OCTA account holders.

Likelihood of Using New and Expanded Features for the 91 Express Lanes



Q27. *Approximately how much do you spend per month on toll charges to use the 91 Express Lanes?*

Respondents indicate spending an average of \$3.45 more per month in 2007 than in 2006.

It is important to keep in mind that in 2007, quotas were set to capture results of frequent 91 Express Lanes users. In 2006, these quotas were not in place.

Self-reported Monthly Toll Charges

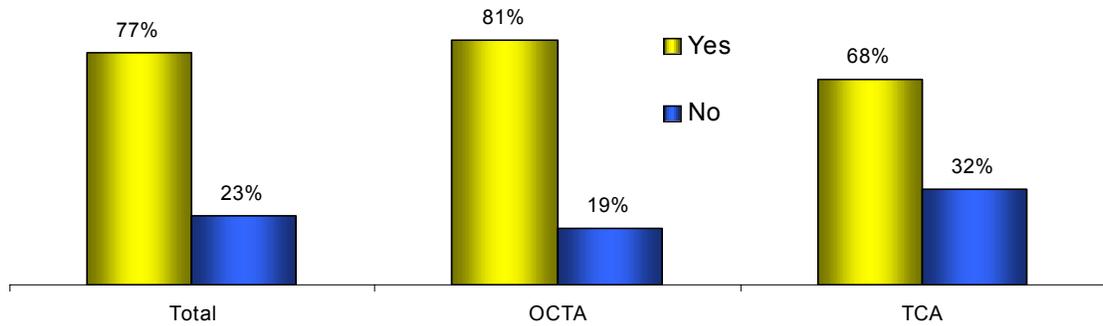
	2004	2005	2006	2007
Self-reported average monthly tolls	\$22.17	\$26.33	\$25.15	\$28.60

91 Express Lanes Customer Satisfaction Survey

Q28. Are you aware that the 91 Express Lanes are free most hours for carpools of three or more people?

Awareness of Free Carpools on the 91 Express Lanes

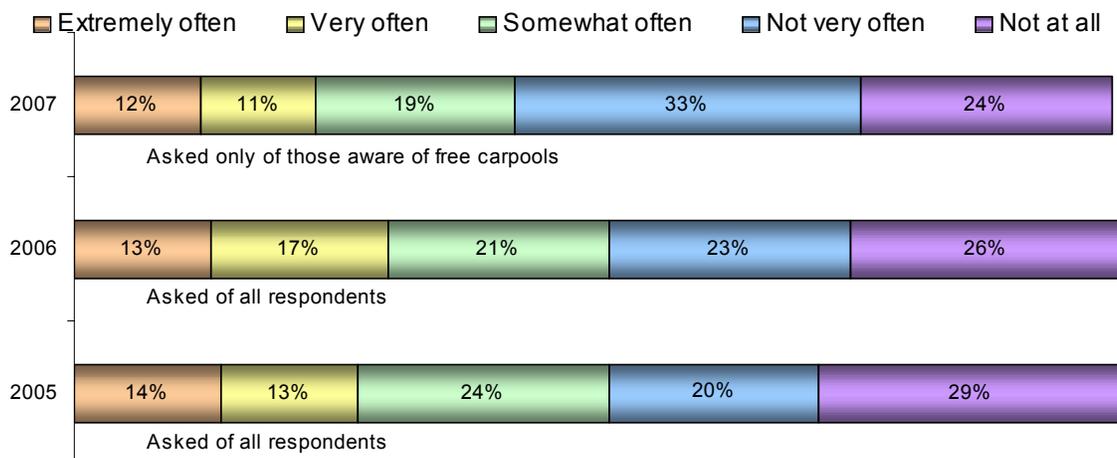
Respondents were asked if they are aware that carpools are free. More than three-fourths of respondents say they are aware of this fact. OCTA account holders are more likely to respond this way than are TCA account holders.



Q29. How often do you take advantage of this offer? Would you say you travel on the 91 Express Lanes for free with three or more people extremely often, very often, somewhat often, not very often, or not at all? ASKED ONLY OF THOSE AWARE OF TOLL FREE CARPOOLS

In previous years, all respondents were asked about usage of free carpools on the 91 Express Lanes. In 2007, only respondents who are aware of this feature were asked about their usage patterns. Results are nearly identical from previous years, despite this change. The one exception is an increase in *not very often* usage in 2007 over previous years.

Frequency of Using the 91 Express Lanes for Carpooling



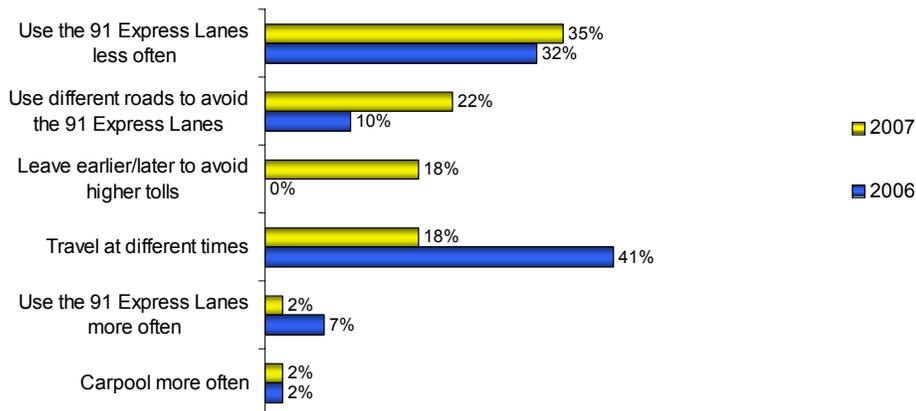
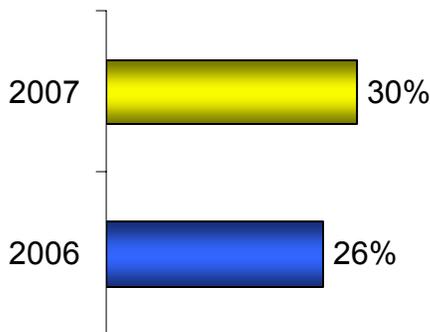
91 Express Lanes Customer Satisfaction Survey

Q30. As you may be aware, within the past 12 months, tolls have increased for the 91 Express Lanes. Have your travel patterns changed because of the toll increases?

Q31. How have they changed?

Respondents were asked if they are aware of toll increases, and if so, what changes have they made, in their own words. While not significant, more respondents in 2007 report awareness of toll increases than in 2006. TCA account holders are less likely to say they are aware of toll increases than are OCTA account holders. When asked how their travel patterns have changed, respondents continue to say they choose different times to avoid higher tolls and select roads other than the 91 Express Lanes. OCTA account holders are more likely to say they will travel earlier or later to avoid higher tolls than are TCA account holders.

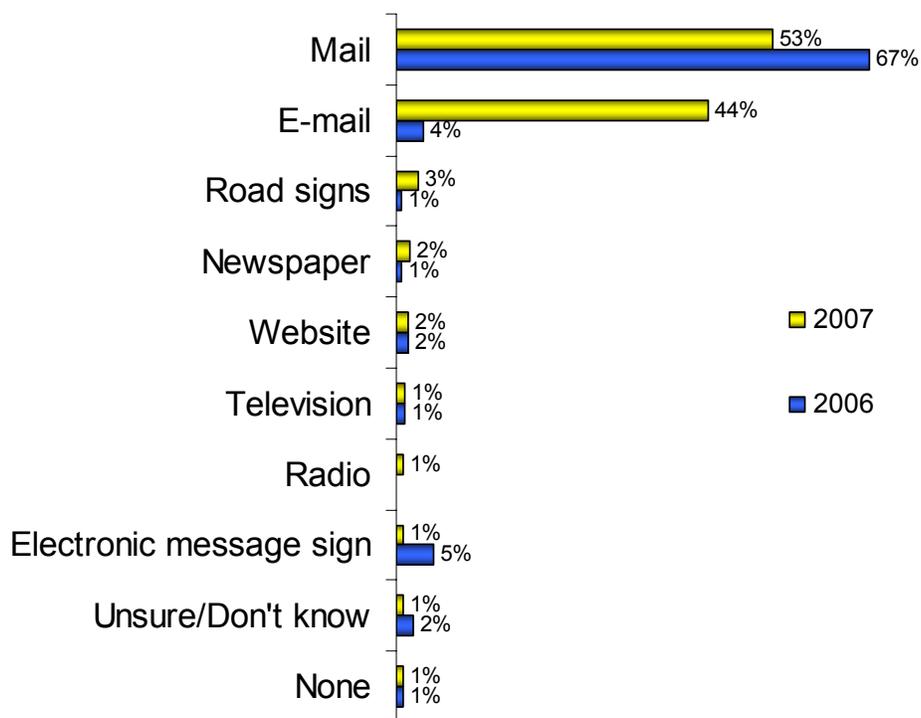
Awareness of Toll Increases and Resulting Changes in Travel Patterns



Q32. How do you prefer to receive information about the 91 Express Lanes?

When asked how they prefer to receive information about the 91 Express Lanes, half of respondents say they prefer traditional mail, a significant decrease from 2006 responses. In 2007, there is a significant increase in respondents saying they prefer email communication. Among OCTA account holders, mail is more likely to be mentioned as the preferred method of communication, while among TCA account holders, email is more likely to be mentioned. This may suggest a change in customer behavior since previous studies.

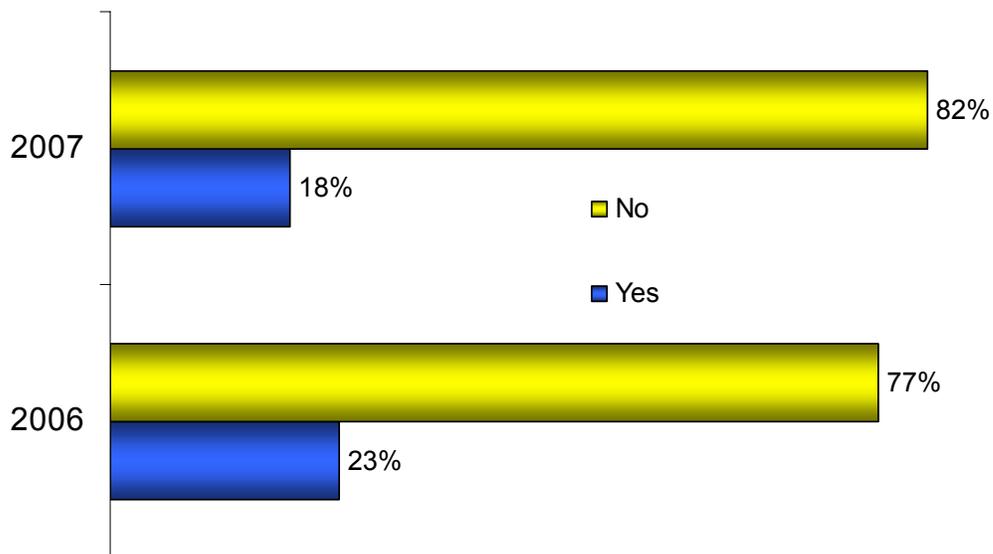
Preferred Communication Method



Q33. *Do you recall any ads for any toll roads?*

Respondents were asked if they recall seeing any ads for the 91 Express Lanes. Although not significant, fewer respondents indicate an awareness of 91 Express Lanes advertising than in previous years. There are no differences in responses between OCTA account holders and TCA account holders.

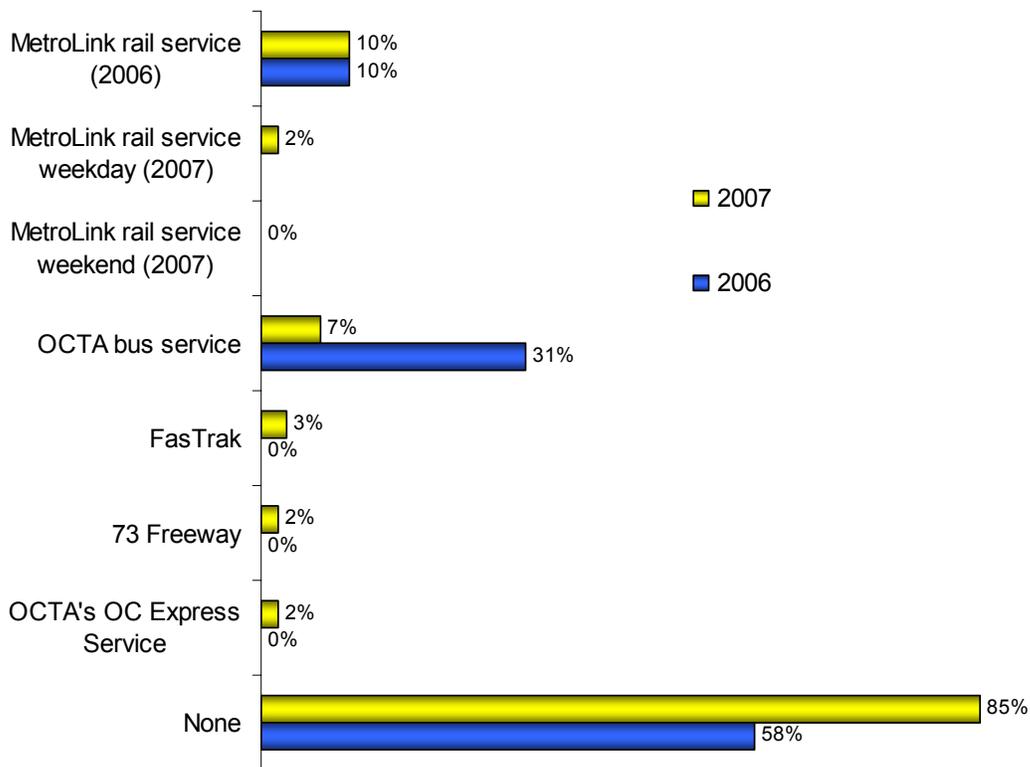
Recollection of Toll Road Advertising



Q. 34. What other OCTA services have you used in the past?

Respondents were asked to list in their own words what other OCTA services they have used in the past. Responses were later coded for data entry. As in 2006, respondents are more likely to say they have not used any other OCTA service. It is also interesting to note that a few respondents perceive FasTrak and the 73 Freeway as being OCTA services. The significant drop in mentions of using OCTA bus service may be a result of a change in the sampling frame with the addition of TCA account holders in 2007.

Usage of Other OCTA Services



91 Express Lanes Customer Satisfaction Survey

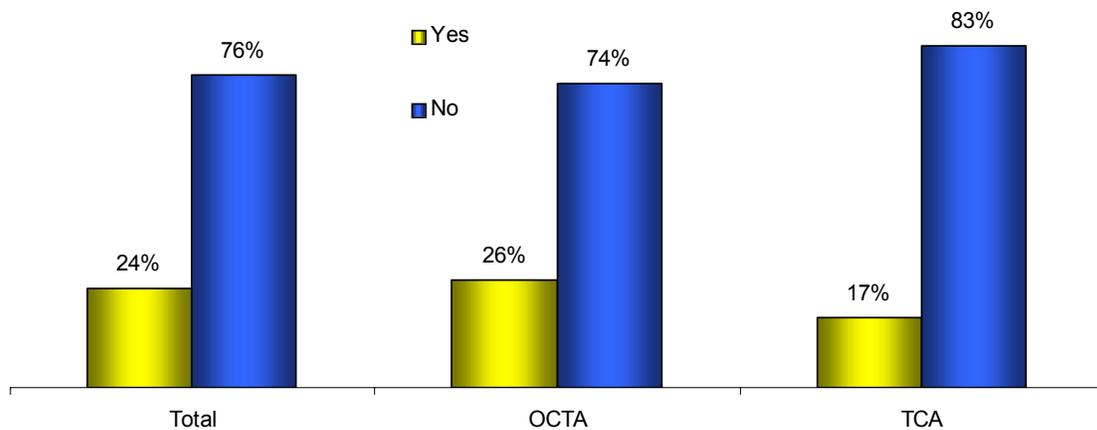
Q35. Are you aware of any plans to extend the 91 Express Lanes to the I-15 in Riverside County?

Q36. If so, how supportive are you of this extension?

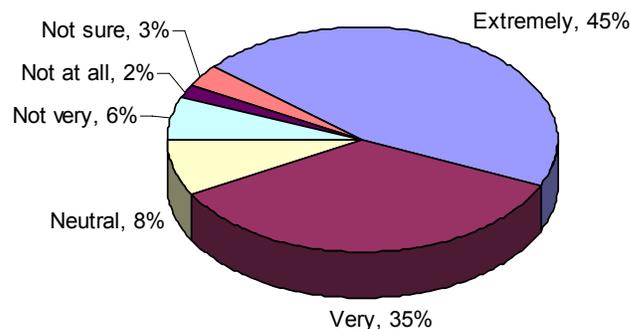
Respondents were asked about awareness of extension plans for the 91 Express Lanes. As presented below, approximately one-fourth of all respondents indicate awareness of these extension plans. OCTA account holders are more likely to respond positively than are TCA account holders.

Those who are aware of the extension plans were asked about their level of support. Eight out of 10 respondents who are aware of the extension plans indicate support for this plan. There are no differences in response based on transponder account.

Aware of 91 Express Lanes Extension Plans



Support of 91 Express Lanes Extension Plans

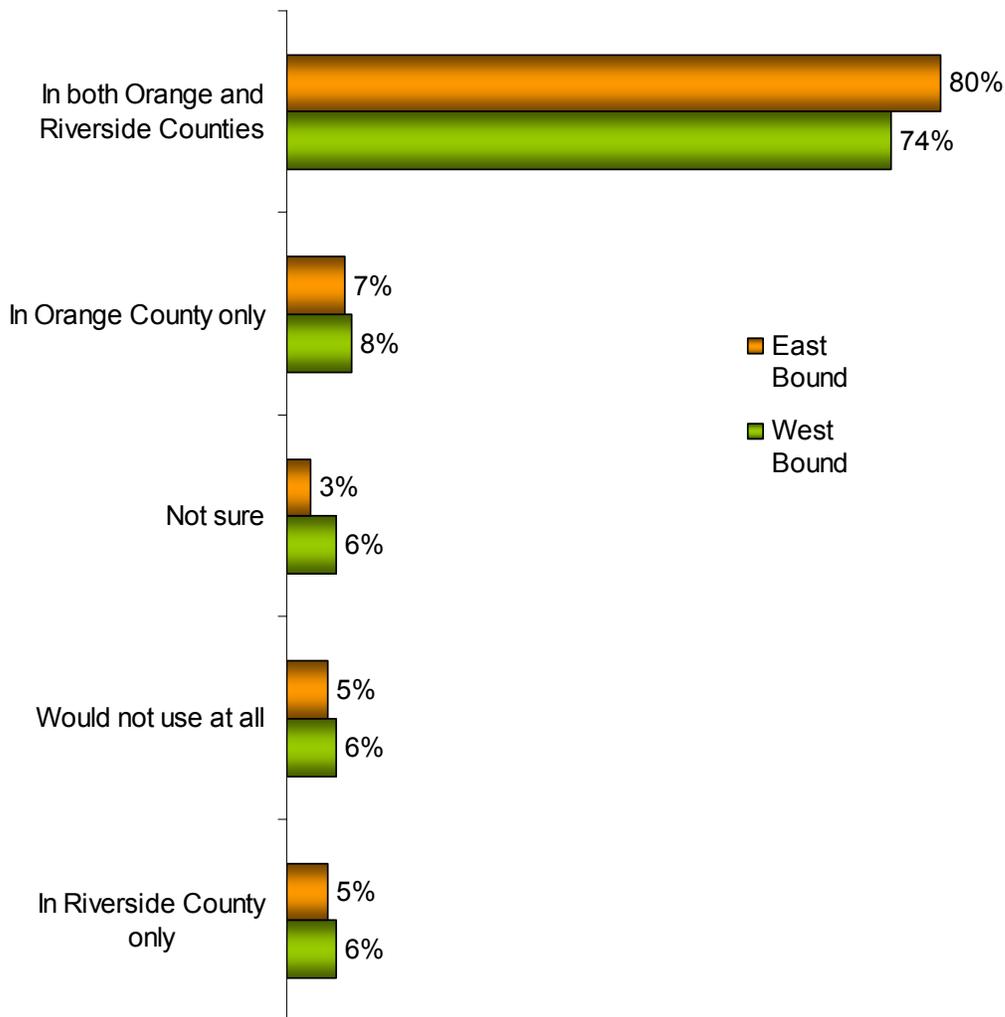


Q 37. One design proposal for the Riverside County SR-91 toll road extension would allow drivers to exit and enter at the county line in addition to entering at the beginning and exiting at the end of the express lanes. Based on this, driving westbound, would you use the 91 Express Lanes...?

Q38. Driving eastbound, would you use the 91 Express Lanes...?

When asked how this extension will impact respondents' driving patterns, most respondents say they will use the extended 91 Express Lanes in both Orange and Riverside counties. Responses are nearly identical, regardless of transponder account status.

Expected Usage of Extended 91 Express Lanes

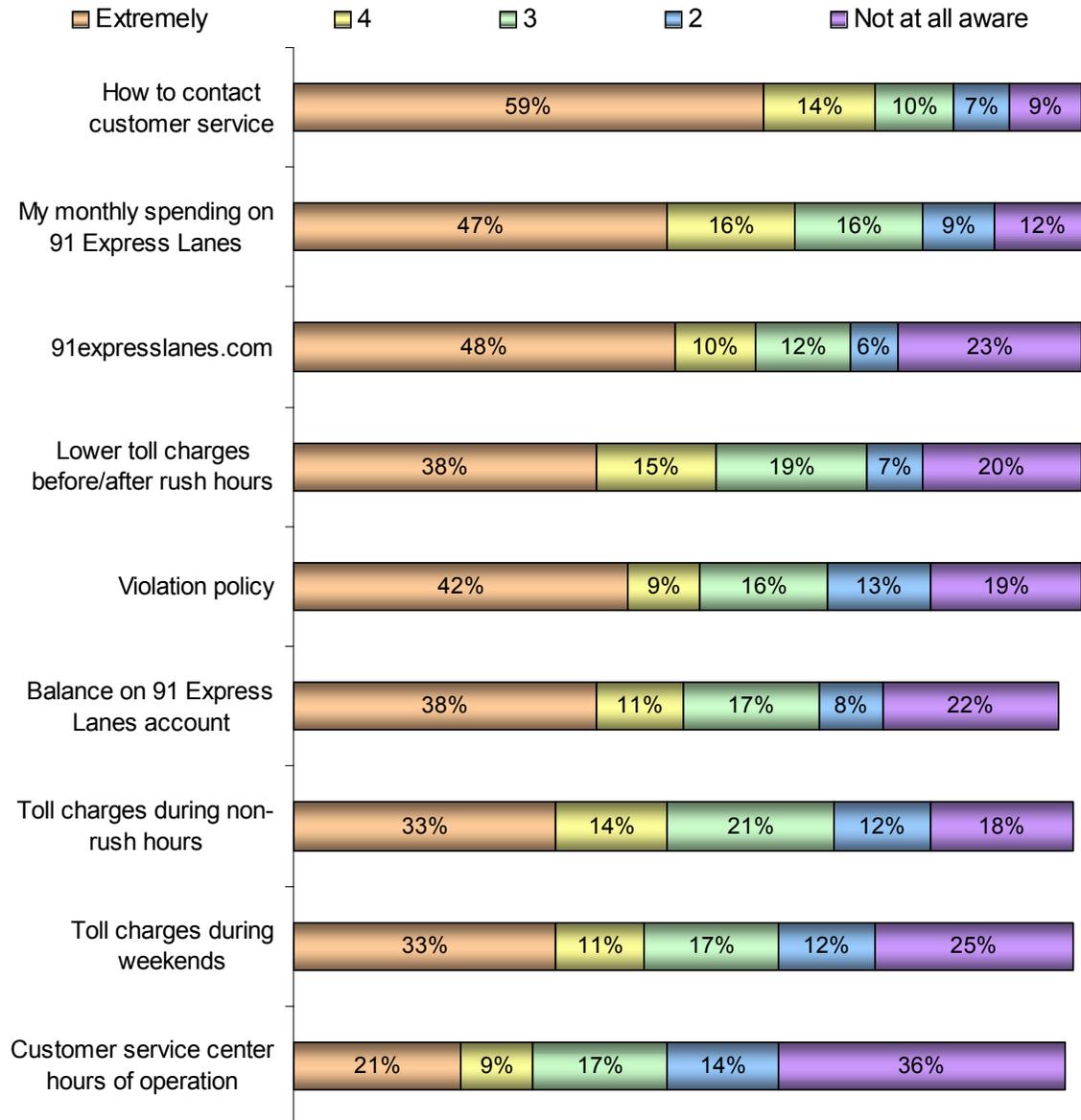


91 Express Lanes Customer Satisfaction Survey

Q39. As I read several items associated with the 91 Express Lanes, please tell me how aware you are of each. Please use a scale of 1 to 5 where 5 means you are extremely aware of this item and 1 means you are not at all aware of this item:

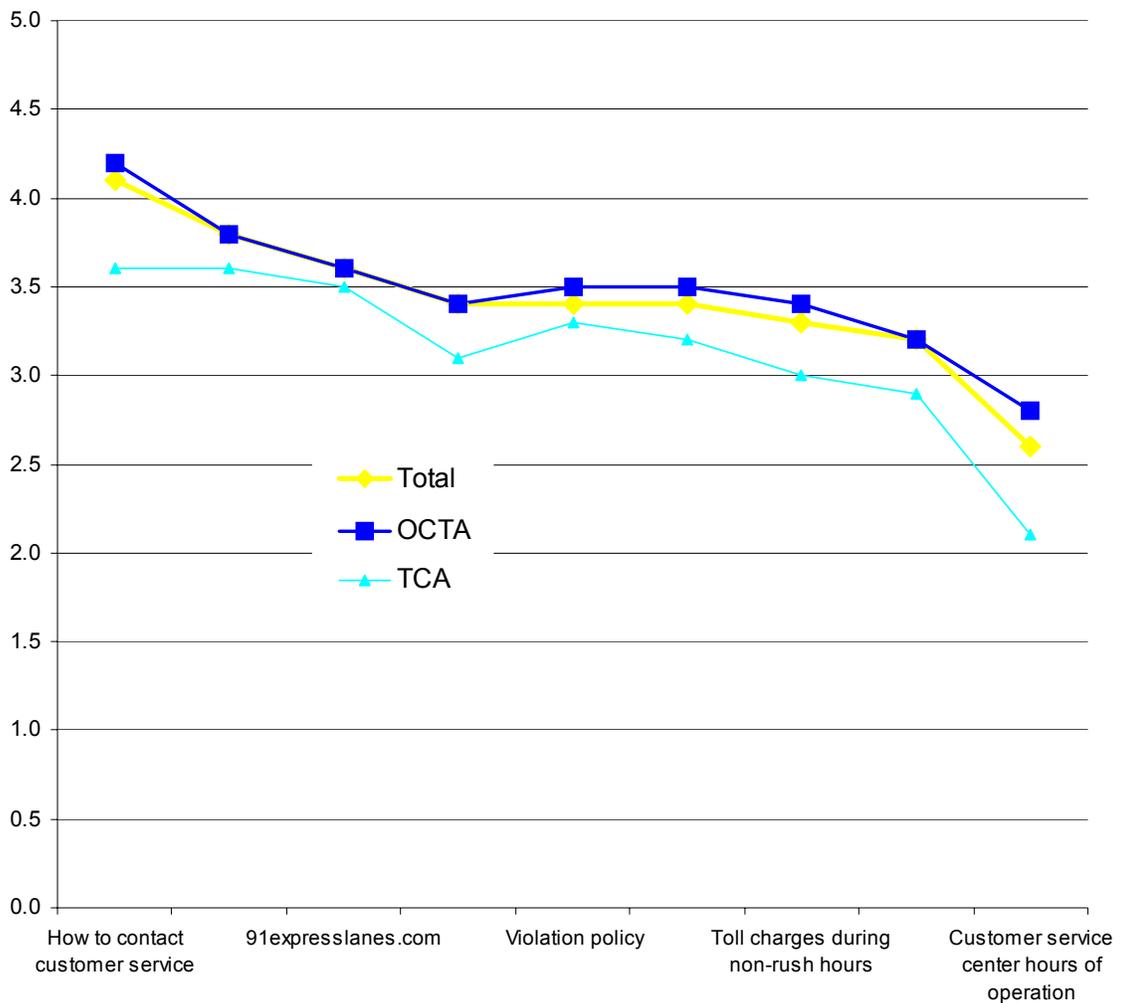
Respondents were read a series of features and asked how aware they are of each. As the following graph illustrates, most respondents are aware of how to contact customer service. It is interesting to note that respondents are more aware of their monthly spending on the 91 Express Lanes than toll charges during rush hours, non-rush hours, or weekends.

Awareness of 91 Express Lanes Features



When examining the mean scores for awareness based on transponder account, OCTA transponder account holders are more aware of each item associated with the 91 Express Lanes than are TCA account holders.

Awareness of 91 Express Lanes Features by Transponder Account



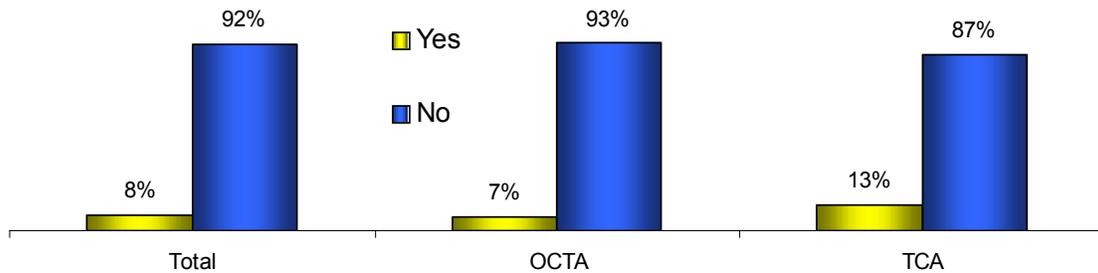
Q40. Within the next 12 months, do you plan to add another transponder to your existing account?

Q41. Why is that? ASKED ONLY OF THOSE WITH PLANS TO ADD ANOTHER TRANSPONDER

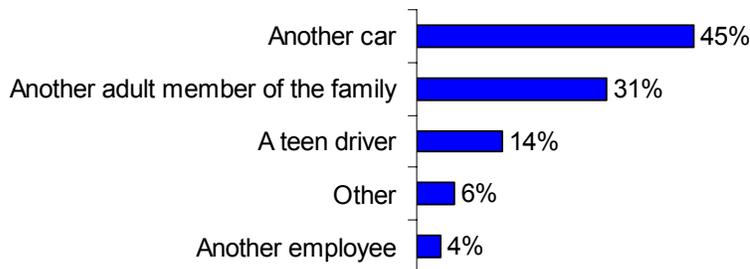
The majority of respondents say they do not have plans to add another transponder. TCA account holders are somewhat more likely to answer positively than are OCTA account holders.

Those indicating plans to add another transponder were asked why. The majority indicates it is because they have plans to add another car or another adult family member needs a transponder.

Intent to Add Another Transponder to the Account



Reasons for Adding Another Transponder to the Account



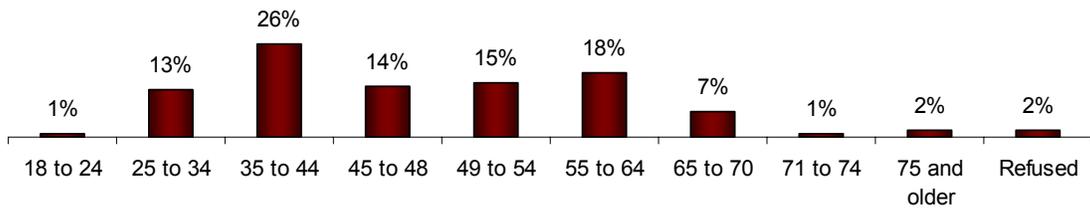
VI. Respondent Characteristics

As the following table illustrates, 91 Express Lanes customers' average age is in their late forties, slightly younger than in 2006. This age has remained somewhat consistent over time, with respondents' average ages in their mid-40s to mid-50s. Results also indicate that among 91 Express Lanes customers, annual household income and full-time employment increased in 2007. Ethnicity results indicate that 91 Express Lanes customers are more likely to be Caucasian, and there may be an increase in Hispanic customers based on previous years' results. Graphs follow.

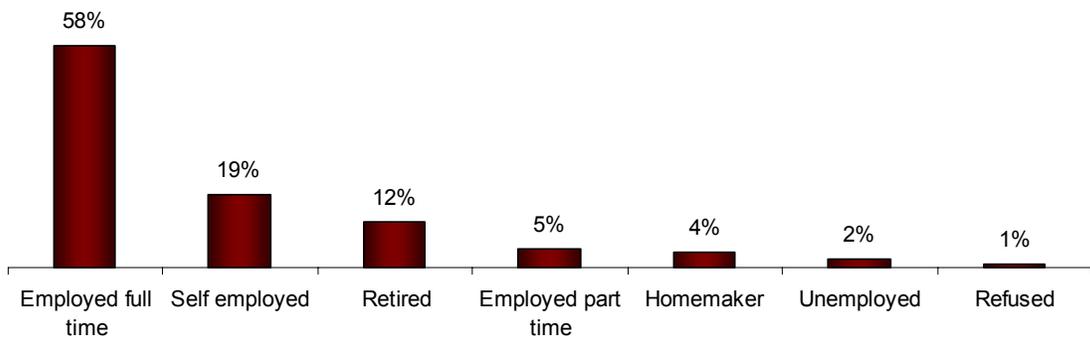
Respondents' Characteristics

	2004	2005	2006	2007
Average age	30	45	54	48
Percent male	50%	55%	52%	62%
Percent female	50%	45%	48%	38%
Average annual household income	\$71,000	\$77,325	\$78,000	\$95,200
Percent with some college education	78%	86%	82%	81%
Percent employed full time	50%	52%	43%	58%
Ethnicity				
--- Caucasian	69%	78%	73%	70%
--- Hispanic	12%	9%	7%	13%
--- African American	5%	2%	5%	4%
--- Asian				6%

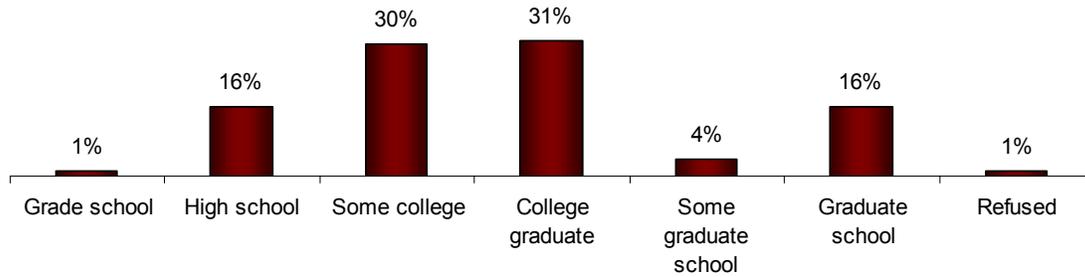
Q42. Please stop me when I reach your age.



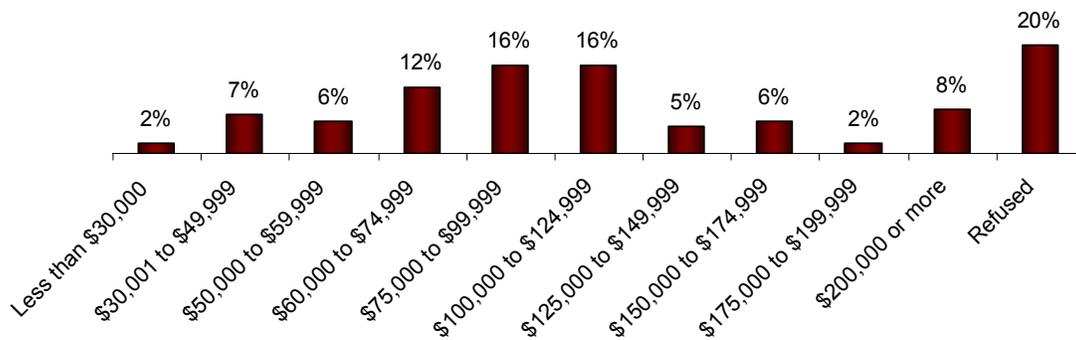
Q43. Are you currently...



Q44. Please stop me when I reach your highest level of education.



Q45. Stop me when I reach the range of your annual household income before taxes.



APPENDIX

(Full Appendix, including questionnaire and verbatim responses, is available upon request.)

QUESTIONNAIRE



Insights Worldwide Research

**91 Express Lanes
2007 Customer Satisfaction Survey
Proposed Survey Methodology and Questionnaire**

GOALS:

The main goal of the Customer Satisfaction Research is to measure levels of satisfaction among customers of the 91 Express Lanes and to identify the issues most relevant to these customers. The research will be configured to make six major determinations:

- ▶ To determine any changes in usage patterns of 91 Express Lanes customers
- ▶ To determine customer satisfaction among those who use the 91 Express Lanes
- ▶ To determine customer expectations and perceptions of OCTA management of the 91 Express Lanes
- ▶ To determine customer attitudes about benefits of lanes, toll policy, customer service and other service characteristics
- ▶ To determine awareness of existing communication programs and identify effective channels for delivery of information to 91 Express Lanes customers
- ▶ To identify any differences between frequent and infrequent users

METHODOLOGY:

Method: Insights Worldwide Research will meet these goals by conducting a total of 600 telephone interviews.

Sampling Process: Respondents will be selected using a random sampling methodology from customer lists provided by OCTA. Lists provided by OCTA will include the names and contact information of *all* 91 Express Lanes current customers, including TCA customers. A random sampling methodology occurs as our computer system randomly selects a phone number from the lists provided, similar to a lottery system. The interviewer sees this phone number on the computer screen and makes the call. When the interviewer is ready to make the next call, the computer randomly selects another phone number. This ensures that all 91 Express Lanes customers have an equal chance of being selected for this research.

Sample Frame: The sample frame will be designed to reflect the current customer base of the 91 Express Lanes. Quotas will be established to ensure that 25% of all respondents are TCA customers thereby mirroring current usage patterns. Additional quotas will be established to ensure that usage of the 91 Express Lanes by respondents mirrors the usage patterns of all 91 Express Lanes customers. For example, if 25% of 91 Express Lanes customers travel one-way on this toll road 4 or more single trips per week, 45% travel less than 4 single trips per week, but more than once a week, and 30% take fewer than one one-way trip on the 91 Express Lanes per week, then we would sample 25% frequent users, 45% occasional users, and 30% rare users. This will ensure that the sampling frame accurately reflects the actual usage patterns of the customer base.

CUSTOMER SATISFACTION RESEARCH

712

Questionnaire

TO THE RESPONDENT: Hi, my name is **(FIRST AND LAST NAME)** with Insights Worldwide Research, Inc. (IWR). Today (tonight) we are conducting a brief survey on the 91 Express Lanes. I can assure you that everything you say will be held confidential. We are strictly a research company. Your opinions are valuable and we would like to include them in our survey.

S1. Are you the individual most responsible for deciding whether or not to travel on the 91 Express Lanes or other lanes requiring a FasTrak™ transponder?

Yes 1 **GO TO Q1**

No 2 **ASK QS2**

S2. **ASK ONLY IF NO TO QS1.** May I speak with that person? **RECORD**

Yes1

No2 **(THANK AND DISCONTINUE)**

USAGE OF THE TOLL ROADS

1a. Which toll roads have you used at least 12 times within the last 12 months? **DO NOT READ. RECORD ONE RESPONSE ONLY**

- 91 Express Lanes 1
- 241 toll road (Foothill/Eastern Transportation Corridor) 2
- 73 toll road (San Joaquin Hills Transportation Corridor) ... 3
- 261 toll road (Foothill/Eastern Transportation Corridor) 4
- 133 toll road (Foothill/Eastern Transportation Corridor) 5
- I-15..... 6
- Others **RECORD** _____ 7

MUST USE 91 EXPRESS LANES TO CONTINUE

1b. And who is your account with? **READ AND RECORD**

- OCTA 1
- TCA..... 2
- Other **RECORD** _____ . 3

ENSURE NO MORE THAN 25% OF ALL RESPONDENTS HAVE ACCOUNTS WITH TCA

2. How many transponders do you currently have in your household?

- One 1
- Two 2
- Three..... 3
- Four 4
- Five or more 5

2a. How did you acquire the transponder you use when traveling on the 91 Express Lanes? **DO NOT READ. RECORD:**

- At an OCTA customer service center 1
- At a 91 Express Lanes customer service center 2
- Requested through the internet and mailed to me..... 3
- Called and requested, then mailed to me 4
- At Costco 5
- At retail outlet other than Costco **RECORD** 6
- Other 7
- Can't recall 8
- Refused..... 9

3. Who pays for your toll on the 91 Express Lanes? **READ AND RECORD**

- I pay for my own toll 1
- My employer pays for it directly or by reimbursing me 2
- Another family member pays for my tolls 3
- Other _____ 4

4. What is the zip code where you are leaving from? _____

5. What is the zip code where you are traveling to? _____

6. Approximately how many total one-way trips per week do you take on the 91 freeway *including* trips taken on the 91 Express Lanes toll road? **DO NOT READ. RECORD.**

7. And approximately how many one-way trips per week do you take on just the 91 Express Lanes toll road, not the 91 freeway? **DO NOT READ. RECORD BEST FIT.** _____

Q6 Q7

- | | | |
|----------------------------|---|---|
| None | 1 | 1 |
| Less than one trip a week | 2 | 2 |
| One or two trips a week . | 3 | 3 |
| Three trips a week..... | 4 | 4 |
| Four trips a week..... | 5 | 5 |
| Five trips a week | 6 | 6 |
| Six trips a week | 7 | 7 |
| More than six trips a week | 8 | 8 |

QUOTAS TO BE ESTABLISHED ONCE DATA IS RECEIVED FROM OCTA

8. And of those trips on the 91 Express Lanes, how many are during rush hour (5am-8am, 4pm-7pm)? _____

As a percent of your **total travel** on the 91 **Freeway** during these times, ...

9. What percent of the time do you use the 91 Express Lanes during non-rush hour, excluding weekends? _____%

10. What percent of the time do you use the 91 Express Lanes on weekends? _____%

11. How long have you been a 91 Express Lanes customer? **DO NOT READ. RECORD BEST FIT.**

Less than 6 month.....	1
6 months to 1 year	2
More than 1 but less than 3 years	3
More than 3 but less than 6 years	4
More than 6 but less than 8 years	5
More than 8 but less than 10 years	6
More than 10 but less than 12 years	7
12 years	8
Refused/Don't know	9

12. Thinking back to when you signed up for the 91 Express Lanes toll road, what motivated you to sign up and use the 91 Express Lanes? **DO NOT READ MULTIPLE RESONSES ALLOWED**

Moved to the Riverside/Corona area	1
.....	
Lived in Riverside/Corona area but got a job in Orange County	2
Got tired of sitting in traffic	3
I received it as a gift.....	4
I was tired of putting so much strain on my car	5
My children's activities (school, sports etc) are in Orange County	6
Lived in Orange County but got a job in Riverside/Corona area	7
Convenience	8
Use on other toll roads.....	9
Safer than traveling on the 91	10
My company pays for it.....	11
Received it when buying our home	12
Travel on the 91 for vacation/leisure trips.....	13
Other _____	14

13. Within the last six months, would you say the number of times you travel on the 91 Express Lanes toll road, not the 91 Freeway, has increased, stayed the same, or decreased?

- Increased 1 **ASK Q14**
- Stayed the same 2 **GO TO Q15**
- Decreased..... 3 **ASK Q14**

14. Why have your driving habits changed? **PROBE AND CLARIFY.**

15. Using a scale of 1 to 7 where 7 means I strongly agree and 1 means I strongly disagree, please tell me how much you agree or disagree with the following statements. **READ AND ROTATE**

	<u>Strongly</u>	<u>Strongly</u>	<u>Agree</u>						
<u>Disagree</u>				<u>DK</u>					
I expect the lanes to be free flowing at all times, even if I have to pay higher tolls.....	7	6	5	4	3	2	1	0	
Using the 91 Express Lanes gives me value for the money ...	7	6	5	4	3	2	1	0	
I always check for the current toll on the Express Lanes price signs before I decide to use the Express Lanes	7	6	5	4	3	2	1	0	
I don't need a pre-notice because I mostly rely on the Express Lanes price signs to tell me about the price.	7	6	5	4	3	2	1	0	
I rarely look at or rely on the Express Lanes price signs	7	6	5	4	3	2	1	0	
I mostly rely on the 91 Express Lane's website to find out about any price changes	7	6	5	4	3	2	1	0	
I would travel a little earlier or a little later to avoid the heaviest rush hour if the toll was lower during these hours.....	7	6	5	4	3	2	1	0	

16. In your opinion, what is the best thing about traveling on the 91 Express Lanes toll road? Anything else? **DO NOT READ. RECORD. MULTIPLE RESPONSES ALLOWED.**

- | | |
|-------------------------------|-----------------------------|
| Less/No traffic 1 | Less wear & tear on car . 6 |
| Saves time 2 | More safe/safety. 7 |
| Able to travel faster 3 | Unsure 8 |
| Convenient/Easy 4 | Other 9 |
| Less stress/relaxing 5 | |

17. About how much time do you think you save per one-way trip during rush hour when you travel on the 91 Express Lanes in the morning?
_____minutes

18. About how much time do you think you save per one-way trip during rush hour when you travel on the 91 Express Lanes in the afternoon?
_____minutes

19. In your opinion, what has been your greatest concern or complaint about the road or the service you receive from the 91 Express Lanes? Anything else? **DO NOT READ. RECORD. MULTIPLE RESPONSES ALLOWED.**

- | | | | |
|---|---|-------------------------------------|----|
| Rates increase too often..... | 1 | Billing complaints | 10 |
| Too expensive | 2 | People cutting into the lanes | 11 |
| 91 Express Lanes still congested ... | 3 | Poor customer service | 12 |
| 1 Express Lanes too short..... | 4 | Transponder doesn't always work | 13 |
| Minimum monthly toll fees | 5 | Speeding by other drivers | 14 |
| Hard to reach someone at
customer service center | 6 | No complaints | 15 |
| Bottleneck at SR55/SR91 interchange | 7 | Other..... | 16 |
| 3+ carpools should travel free all the time . | 8 | | |
| No information about rates/charges | 9 | | |

20. How would you rate the overall safety of the 91 Express Lanes toll road? Would you say it is very safe, safe, somewhat safe, somewhat unsafe, unsafe, very unsafe or extremely unsafe? **RECORD RESPONSE.**

- Very safe 7 **SKIP Q21**
Safe 6 **SKIP Q21**
Somewhat safe..... 5 **SKIP Q21**
Somewhat unsafe..... 4 **GO TO Q21**
Unsafe 3 **GO TO Q21**
Very unsafe 2 **GO TO Q21**
Extremely unsafe..... 1 **GO TO Q21**

21. Why do you feel this way?

25. Now I am going to read this same list of attributes and this time please tell me how you feel the 91 Express Lanes toll road performs on each of these attributes. Please use a scale of 1 to 7 where seven means their performance is outstanding and one means their performance is unacceptable. **READ AND ROTATE.**

	Outstanding			Unacceptable	DK
It is a fast, safe, reliable commute every time	7	6	5	4 3 2 1	0
I'm always treated professionally	7	6	5	4 3 2 1	0
My concerns are responded to in a timely manner	7	6	5	4 3 2 1	0
The 91 Express Lanes constantly pursues new and better ways to serve their customers	7	6	5	4 3 2 1	0
OCTA is financially responsible when managing the 91 Express Lanes	7	6	5	4 3 2 1	0
OCTA should use excess toll revenues to make improvements on the 91 freeway corridor	7	6	5	4 3 2 1	0
It is easy to get a hold of customer service when I need to	7	6	5	4 3 2 1	0

26. As I read a list of potential new and expanded features for the 91 Express Lanes, please tell me if you are extremely(4), very(3), somewhat(2), or not likely(1) to utilize this feature.

	Extremely	DK
Partners offering discounts and specials	4 3 2 1	0
E-statements (on-line).....	4 3 2 1	0
Real time traffic coverage	4 3 2 1	0
Weekend only transponder with lower monthly fee.....	4 3 2 1	0
Lower monthly fee on 4 th , or more transponders	4 3 2 1	0
Frequent driver program providing points that can be used to redeem for prizes.....	4 3 2 1	0

27. Approximately how much do you spend per month on toll charges to use the 91 Express Lanes? **DO NOT READ. RECORD BEST FIT**

\$ _____ 1
 Unsure/Don't know..... 2

28. Are you aware that the 91 Express Lanes are free most hours for carpools of three or more people?

Yes..... 1 **ASK Q29**
 No 2 **SKIP Q29**

29. How often do you take advantage of the free carpools for three or more people? Would you say you travel on the 91 Express Lanes for free with three or more people extremely often, very often, somewhat often, not very often, or not at all?

Extremely often.....	5	Not very often	2
Very often	4	Not at all	1
Somewhat often.....	3	Unsure/Don't know	0

30. As you may be aware, within the last 12 months there have been toll increases for the 91 Express Lanes. Have your travel patterns changed because of the toll increases?

Yes 1 **ASK Q 31**
No 2 **SKIP Q 31**

31. How have they changed? **RECORD BEST FIT. DO NOT READ**

Travel at different times..... 1
Leave earlier/later to avoid higher tolls..... 2
Use the 91 Express Lanes less often 3
Use the 91 Express Lanes more often 4
Carpool more often 5
Use different roads to avoid the 91 Express Lanes 6
Other _____ 7

32. How do you prefer to receive information about the 91 Express Lanes?
DO NOT READ. MULTIPLE RESPONSES ALLOWED

Mail	1	iPod	9
Email	2	TV	10
Website	3	Road signs	11
Electronic message sign	4	Text message (SMS)	12
Newspaper	5	Unsure/Don't know	13
Radio.....	6	None	14
Cell phone	7	Other _____	15
PDA (Palm pilot).....	8		

33. Do you recall any ads for the 91 Express Lanes in the past 12 months?

Yes 1
No 2

34. What other OCTA services have you used in the past? **DO NOT READ. RECORD BEST FIT**

OCTA's OC Express service 1
OCTA regular bus service 2
Metrolink weekday service 3
Metrolink Weekends..... 4
Other _____ 5
None 6

35. Are you aware of any plans to extend the 91 Express Lanes to the I-15 in Riverside County?

Yes 1 **ASK Q36**
No 2 **GO TO Q37**

36. How supportive are you of this extension? **DO NOT READ. RECORD ONE ANSWER ONLY**

Extremely supportive 1
Very supportive..... 2
Neutral..... 3
Not very supportive..... 4
Not at all supportive..... 5
I do not know 6

37. One design proposal for the Riverside County SR-91 Toll Road extension would allow drivers to exit and enter at the county line in addition to entering at the beginning and exiting at the end of the express lanes. Based on this, driving west bound would you use the 91 Express Lanes... **READ AND RECORD ONE RESPONSE**

In both Orange and Riverside counties 1
In Orange County only 2
In Riverside County only 3
Would not use at all 4
Unsure/Don't know 5

38. Driving east bound would you use the 91 Express Lanes... **READ AND RECORD ONE RESPONSE**

- In both Orange and Riverside counties 1
- In Orange County only 2
- In Riverside County only 3
- Would not use at all 4
- Unsure/Don't know 5

39. As I read several items associated with the 91 Express Lanes, please tell me how aware you are of each item. Please use a scale of one to five where 5 means you are extremely aware of this item and 1 means you are not at all aware of this item: **READ AND ROTATE**

- The balance on my 91 Express Lanes toll account..... 5 4 3 2 1
- My monthly spending on the 91 Express Lanes 5 4 3 2 1
- The 91 Express Lanes violation policy..... 5 4 3 2 1
- Hours of operation for the 91 Express Lanes customer service center 5 4 3 2 1
- 91expresslanes.com (or 91 Express Lanes website)..... 5 4 3 2 1
- How to contact 91 Express Lanes customer service..... 5 4 3 2 1
- Lower toll charges just before and immediately following rush hours ... 5 4 3 2 1
- Toll charges during non-rush hours 5 4 3 2 1
- Toll charges during weekends 5 4 3 2 1

40. Within the next 12 months, do you plan to add another transponder to your existing account?

- Yes 1 **ASK Q41**
- No 2 **GO TO Q42**

41. Why is that? **RECORD VERBATIM. PROBE AND CLARIFY**

RESPONDENT CHARACTERISTICS

Just a few more questions for classification.

42. Please stop me when I reach your age range. **READ AND RECORD.**

- | | | | | | |
|----------------|----|--------------------|--------------|---------------|----|
| Under 18 | 01 | 45-48..... | 05 | 65 - 70..... | 08 |
| 18-24..... | 02 | 49-54..... | 06 | 71 - 74..... | 09 |
| 25-34..... | 03 | 55-64..... | 07 | 75 and older. | 10 |
| 35-44..... | 04 | DO NOT READ | Refused..... | | 11 |

43. Are you currently: **READ AND RECORD**

- | | | | |
|--------------------------|---|--------------------|------------|
| Self-employed | 1 | Retired | 4 |
| Employed full-time..... | 2 | Homemaker | 5 |
| Employed part-time | 3 | Unemployed | 6 |
| | | DO NOT READ | Refused. 7 |

44. Please stop me when I reach your highest level of education.

- | | | | |
|-------------------|---|-------------------------|-----------|
| Grade school..... | 1 | College Graduate | 4 |
| High School..... | 2 | Some Graduate school... | 5 |
| Some College..... | 3 | Graduate school | 6 |
| | | DO NOT READ | Refused 7 |

45. Stop me when I reach the range of your annual household income before taxes? **READ AND RECORD**

- | | | | |
|----------------------------|---|--------------------------|----|
| Less than \$30,000..... | 1 | \$125,000 to \$149,999 | 7 |
| \$30,001 to \$49,999 | 2 | \$150,000 to \$174,999 . | 8 |
| \$50,000 to \$59,999 | 3 | \$175,000 to \$199,999 . | 9 |
| \$60,000 to \$74,999 | 4 | \$200,000 or more..... | 10 |
| \$75,000 to \$99,999 | 5 | Refused..... | 11 |
| \$100,000 to \$124,999 .. | 6 | | |

46. Could you please tell me your ethnic background: **READ AND RECORD**

- | | | | |
|------------------------|---|----------------------------|---|
| Caucasian | 1 | Asian American | 4 |
| African American | 2 | Native American | 5 |
| Hispanic | 3 | Pacific Islander | 6 |
| Other _____ | 7 | DO NOT READ Refused | 8 |

47. **DO NOT ASK: RECORD**

- Sex: Male..... 1
Female 2

Name _____

Telephone Number _____

We really value your answers, responses, and patience. Thank you very much for your time.

Verbatim Responses

Which toll roads have you used at least 12 times within the last 12 months? Other responses

the one in san Francisco I use to see my daughter. and the one to orange county fast track in San Diego county

91 to the 55-

60 215

55 57 the 10 the 15 and the 60 and the 110 the 4 and the 5 and then the 241

273 some road in San Diego

271

91

71

Thinking back to when you signed up for the 91 Express Lanes toll road, what motivated you to sign up and use the 91 Express Lanes? Other Responses

weekend traffic

uses that to get to the 241 or the 91

used to be free with three or more

used it for work

trying to get home faster to avoid traffic

trying to cut down time to work

try to beat traffic

traveling to my children's activity in riverside county

traveling back and forth to visit family members

travel faster

traffic-convenience

traffic-and to save time I guess

to use three plus lane to get lower toll rates

to travel faster

to save time

to save money--to avoid having cash

to reduce my time on the freeway

to go fast

to get to the casinos quicker.

to get home faster

timesaving

three or more people traveling

stress

speed

signed on because I was given an option; pay a ticket \$251.00 or sign up for the toll road.

save time and frustration

SAVE TIME AND BECAUSE FREE AT THE TIME IF THERE WERE MORE THAN 3 PEOPLE IN THE CAR

save money

SAFETY ON MY MOTOR CYCLE I HAD TO LANES TO MYSELF WITH VERY LITTLE TRAFFIC

road rage I would rather drive the park

reduce travel time

quicker travel

price

no idea

NEVER SIGNED UP FOR THE 91 EXPRESS WAYS I GOT A TRANSPONDER FOR THE TOLL ROADS

my kids moved out there

my friend motivated me to get it

MY FIANCÉE WAS USING IT ON AN ALMOST DAILY BASIS

more personal

make trip shorter

Los Angeles county

less time

just to save time

its mainly for meetings if I have to get there fast then I use it

its faster

it was my only choice

it take an hour to drive 14 miles on the 91 freeman and on the expressway it takes 15 minutes max

initially inexpensive

I worked for the transportation at that time

I used to work out in orange county

I used to work in Santa Ana

I use it as little as possible because the prices have up and its not that good no more

I REALIZED I COULD SIGN UP FOR IT AND IF I WOULD HAVE KNOWN IT SOONER I WOULD HAVE

I have to go to orange city airport every week

I have a transponder that's not for the 91 but because of an agreement between the 91 express lane the 241 into 73 toll roads I can use that transponder on the 91 express lane and I use that every time I drive on the 91 and the reason is to, avoid traffic and I really do not care how much it cost

I had to use the 133 it was the only way to use it

I got a fine and it motivated me to get and tired of traffic going fast-

get to your mother faster in a emergency

for work

faster travel

faster

family lives south in riverside

family in riverside

family illness-so that you could get through traffic faster-

easy access

easier to commute

CUT TIME-

cut down my commute

cost

convenience and saving time

convenience

carpool reasons it was free doing that

boyfriend

better mobility

because of time-

Because motorcycles are free

because I got a ticket without it

at the time the price was reasonable

a lot faster to see my daughter

affordable at the time less expensive-

Why have your driving habits changed?

MY JOB REQUIRES THAT I TRAVEL-

work more now

work in construction, travel and travel from job to job

work has changed

we were planning to buy a house in corona and changed our mind

WE RETIRED.

we moved out the area

we had a child and were not driving as much

WE DON'T USE IT AS OFTEN SO WE CAN AFFORD IT MORE

visiting friends and family more often

use it more because there's more traffic

because your prices have gone up-its no longer becoming cost effective and i have a big issue of the fact that i go through ch trash the 91 express lanes are well keep up and run down-the need to bring the tolls back down to a reasonable price

trying to pick different times to avoid the tolls

try to get home faster

traffic got worst

too much money

too expensive

to save time

to much traffic-

to many people--double deck not 2 lanes-

to get home from work

tired i guess--i wanna get home earlier-

time saving-get to your destination faster-

they raise the price all the time there is no reason for it

they haven't changed-

they are usually backed up

the work that i do is in orange county so i have to use the road

the tolls have gone up 10 dollars a trip--moved further out- used to live in Corona now live Norco

the time that i used it changed-

the rates went up

the prices went up again

the price of the toll roads

the freeway is just more traffic-heavy traffic

the damn thing cost to much

the toll is getting expensive
that's none of their business
spending less time on the freeway-
sometimes you have to get where you are going faster-
she's required to drive down the road to go to work-
retired
prices are outrageous almost 10 dollars to go 10 miles-no that's mainly it
price of gas-cost increased going 91-
personal reasons-
only because im using the FasTrak more because there are more traffic
one reason is that the cost is tripled--the second reason that i don't make as many
trips in that directions--to the 15 freeway-
one of my daughters go out to California 5-days a week--she changed schools-
not working in orange county any longer
not to often
not as much work
no my driving hasn't change--still in bumper to bumper traffic--
new job
new developments of home in the area where she travels
my work changed-
my mother in law moved by me
my kids are in soccer and i have to get home early from work-
my driving habits changed because my children had kids
my daughter plays soccer further away and my mother lives in Long Beach
my daughter is ill and she lives in corona
MY DAUGHTER HAS BEEN GOING OUT THERE MORE OFTEN-
moved-from farther away from the expressway
move corona to orange
mother in law died-
more traveling-
more traffic
more traffic on the road- what used to take an hour now takes 2 in half-
more people
more business in that area--orange county -new accounts--pharmaceutical products-e
more business to do in San Bernardino
less trips
less traveling
less traffic
less stress-quicker time to get places

less reason to go orange county

lack of work

JUST NOT GOING OUT THAT WAY TOO OFTEN GAS IS HIGHER SO IM STAYING AT HOME MORE

just my job

just haven't had to go out in those directions different job-

just don't go out that way anymore

JUST BECAUSE THERE'S MORE TRAFFIC

its quicker-its more convenient to go on the 91 expressway because its better--who wants to go on more traffic when you can take the 91-

its more convenient now--less traffic on the expressway--save time-

it's changed because it makes it a lot easier for me

it take me longer to get to my destination there is to much traffic-

I WORK MORE HOURS-I HAVE WORK MORE SHIFTS--

i work in orange county so i have to use the 91 expressway its only way to get into orange county

i was making trips down to a doctor and now i m not and son was working at disney land and he is not there anymore-

i use it it get home from work

i think that time wise the traffic has gotten heavy-

i started working and my husband also uses the 91

i moved-

i moved from Long Beach la area because of traffic 1 crime 2 and I did not want to live in a traffic congested and crime ridden area-

i let my son use the transponder--for baseball-

I just preferred to use the expressway whenever possible to say time.

I HAVE PROPERTY IN RIVERSIDE

I HAVE MORE BUSINESS AND HAVE TO TRAVEL BACK AND FORTH AND I NOTICE THAT THERE IS MORE TRAFFIC

i got the pass for free i changed my license plate and i don't pay for it-

i got a boyfriend so i don't visit those lanes no more

i don't work there its a matter of picking up family

i don't think they have change- -

I DON'T HAVE TO GO RIVERSIDE-

i don't go to in that area that often-

i don't drive over there any more

I DO NOT TRAVEL OUT THERE SO MUCH Anymore -

i changed my church
I changed jobs I am closer to home.
i changed companies i worked for and the other way had less traffic-
i cant answer-
i am retired
i am having kids switch in jobs-
i am getting more work-
he has not changed his habits-
having to stay later in orange county then im running into the 400pm ihgh end rush
hour-
haven't changed-
haven't been going that way
have not worked in three years-
have not
freeway has more traffic
finances-too expensive to be in the 91 express
family member moved out there-
expense the toll on express lane has increase-
everybody else has changed not mind-
due to the move
due to more congestion time travel-
driving on the rush hour slow you down to many people in it
driving habits have not changed
don't work in Orange anymore
don't work in direction no more
don't work in area anymore
don't travel as often
don't see that driving habits have changed
don't go to LA anymore
don't go as often
don't change habits
different work habits on disability work changed-
did not change-
CUS TRAFFIC IS SO BAD TO MANY LIVE IN CALIFORNIA I DRIVE FOR A LIVING
THERE'S A LOT OF IDIOTS OUT THERE PEOPLE DON'T HAVE COMMON SENSE-
COST CONCERNS -
cost
convenience of the 91 express lane

changed jobs-
change your life style_
change of work hours
change of job and price
change in occupation I retired out of one and I became self employed-
cause4 I like the time saved on the toll way-
cause were so busy cant get out there as much takes lots of time-
CAUSE WE DON'T OWN A GUN WE WANT TO GET SOMEWHERE ON A TIMELY
FASHION NOT IN 3 WEEKS- -
cause I'm new to the area-
cause I moved beyond the toll roads my family opposite ends- \
cause I graduated from law school and I no longer have to travel there
can't afford to go to the casinos as often financial
business
because we don't travel that over the summer-
because traffic has increased the amount of business I'm conducting in that area has
increased from a year ago-
because the traffic has increased -N- Time is valuable -N- save gas -NE-
because the toil road is too slow now and the 60 freeway is faster it used to take me 1
hour to get home now it takes me 1 and a half to get home-
because the time I leave in the morning is busier -
because the sports team that my kids are on as changed
because the prices have gone up-
because the price are so high it cost too much money-
because the express was charging too much 5 years ago it was cheaper my biggest
complaint is that it is always jammed 80% of the time I get
because the 91 is more plugged up than it used to be
because the 91 expressway it is a lot more congested than the highway-
because that's where I work-
because of time we always use the expressway-
because of the traffic bad it very congestion they need more lanes
because of the traffic has forced you out on the 91 express lanes
because of the traffic
because of the increase traffic I use it more.
because of the gas prices the inccess of gas-
because now he has to work weekends
because not just my driving has changed its just the main artery-
because my dad goes pick up my sister-
because its too hot in the desert-
because its gotten too expensive

because its gotten pretty expensive-
because its getting too long on the 91 freeway ,
Because it's faster-
because its death trap I was one of the bad accidents on that freeway
because it is too expensive -
because it got more expensive
because I'm working a four day its an alternate work schedule-
because I'm a consultant and my business travel time changes-
because I take a different route sometimes it is too expensive to take the 91 tolling
road-
because I spend less time in traffic and more time at home
because I sold my property out in dessert
because I only drive that toll in the winter
because I moved out of la area and now leave in riverside-
because I leave work earlier
BECAUSE I HAVE TO GO TO SCHOOL AND I SOMETIMES GO TO MEETINGS AT
WORK NOT REGULARLY BUT USE EXPRESS LANES TO BE SAFE SIDE TO GET
THERE ON TIME-
because I have a third rider
because I had major surgery
because I go to corona more I use it when I go to manafee-
BECAUSE I DRIVE MORE INTO SANTA ANA-
because I don't take as many trips as I use to-
because I don't go out to orange county as much I don't have the need-
because I can use the toll service more - because I use it more for business now-
because I am retired because I got older-
because I am in sales and I travel that way a lot-
because he had health problems and he could not go-
because for medical requirements-
because my rates have gotten so high I cant afford to take it
basically more people and a lot more traffic-
because of more traffic
avoiding the 91 as much as possible because its a parking lot the tolls are ridiculous
would rather travel out of my way go to the ten freeway r Ortega to by pass 91-ne
ADDITIONAL CAR ADDITIONAL DRIVER MORE VACATIONS-
A MEDICAL PROBLEM
91 is to damn expensive I don't make that much money cant afford increase in tolls
bumper to bumper on the freeway that's about it-
because of traffic and you increase in the city that's why he uses it -

In your opinion, what is the best thing about traveling on the 91 Express Lanes toll road? Anything else?

you get there quicker

you broken down and their road service people came and helped me out

would not user the 91 at all

when you have three plus people is free-

watching the people on the other side it allows you allow me to have better use of my time-e watching the people on the others lanes upset

traffic abatement

traffic

three plus lane

three or more is free

SPEED-IM NOT IN TRAFFIC IM MOVING

speed how quickly I can get where I want to go

saves time

saves gas

right now there is nothing because its so expensive wish state would take it over and regulate the tolls and fire the current management

relieves the flow of traffic

passing all the people who are on the non toll road I'm moving they are not time saved

passing all the cars in the traffic

overpriced highway robbery prices were supposed to go down

one person driving does have to have two people

nothing specific

nothing because basically it has the most traffic on there and it bothers me

not congested

not as many vehicles as on regular freeways

my time is more valuable

motorcycles free

more time at home

less travel time

JUST BEING ABLE TO MOVE

its to expensive and to crowed and a free carpool lane

its faster

its elitist cause of the price

it cuts down on travel time

improve the services on Metrolink-don't build anymore toll roads through the parks

I don't use it everyday it and to be connected to the 241 not enough entrance exits

home quicker

getting off-

free flow of traffic

free plus lane

free flow of traffic

considering not traveling on because its too expensive-

beats the regular lanes

avoiding traffic

avoiding the freeway

91 is the worst doesn't have adequate ways adequate turns its really a captive lane

and its really a poor fast track entrance or exits so if your on 91 freeway between

Tuscan and freeway you have to back track its the most inefficient designed fast track

In your opinion, what has been your greatest concern or complaint about the road or the service you receive from the 91 Express Lanes? Anything else?

you can't toll a vehicle-

worrying that someone cross into my lane like a truck and then motor cycles going in between cars

work on Sundays should be done on weekend

wish it was longer to avoid traffic-

when they are not moving

WHEN THERE'S TRAFFIC ON THE EXPRESS LANES

WHEN THE TRAFFIC IS BAD AND THE ROAD IS CLOSED MAINTENANCE

When its closed -

when its bumper to bumper in express lane because you r paying for nothing when u can do it for free

WHEN IT COMES TO A STAND STILL WHEN YOU ARE GOING EAST AFTER YOU HAVE PAID ALL THE MONEY-

when is closed for maintenance

week end repairs -

using a car that's not registered to 91 express

under construction or repair when I want to use it big bottle neck at prado dam it doesn't make sense to me that it ends where it ends you get to fly ahead seven miles why doesn't it continue on thru corona for me to pay for something let me get on the 57 to the 60 then I don't have to pay for it and I've got more lanes to travel if I don't have to drive the ninety one I won't take the ninety one-

TRAFFIC IT SHOULD NOT BE ANY- -

traffic if is backed up

traffic has been too heavy considering the toll that I am paying

traffic east bound the entry way is sometimes backed up its a concern of being rear ended or running into the back of somebody-

traffic after I leave the toll-

too short-

too much traffic

too much construction

too many people on the toll road at the same time-

TOO MANY COPS HANGING IN THE EXPRESS LANE-

too heavily patrolled by the police-

TOO CONGESTED -BUMPER TO BUMPER TRAFFIC IT NEEDS A BETTER SYSTEM OF MERGING AT THE END OF IT I THINK THAT'S WHAT CAUSES TRAFFIC MERGING INTO A BUMPER TO BUMPER FREEWAY-

too congested

to much road construction

to me if the freeway is going faster then express lane than they should not charge there fee at the time

to many motorcycles without transponders to little police enforcement to caught speeders this frightens me at time also concerned with trucks and delivery type trucks on the expressway I feel it should be restricted to passenger vehicles-

to extend the lane-

they need to had more lanes

they have the ability to tell if the lanes are full and they don't do it

they close the service a lot

they are closed on Sundays

there's no barricade so people can jump into it after the toll-

there is no way to get off if there is a traffic jam-

there are no signs telling drivers how much time it will take to get from one location to the next-

the way 241 doesn't connect to the express lane

the traffic and the cost when I'm on the freeway

the toll roads back up -u don't save time-

the toll continues to rise with no apparently improvement in the service or the condition of the road continues

the toll charge

the sweepers-

the road doesn't go far enough

the pricing and the way they bill you- there has to be a minimum fee per month and I think that's no good

the price(2)

the price the cost the time the express lane its not long enough it should go in riverside your stuck in traffic again.

the posts that divides the lanes they get run over by people and then they lay in the lanes I had to run other one before having no where I go and had a flat tire because of it the rate of speed people travel it dangerous-

the plastic poles they use to divide the lanes

THE PEOPLE WHO ARE NOT IN THE EXPRESS LANE WHO ARE CUTTING IN BETWEEN THE CONES BEFORE THE GET TO THE TRANSPONDER SYSTEM

the merge with the express lane and the regular car pool lane-

the maintenance is done on the weekends and I think it should be done on midnight-

the lanes are sometimes more crowded in there as opposed to the regular-

the inadvertent weekend closers traveling in the weekend find out about closures-

the divider wall should be higher to avoid on coming car lights-

the barriers-]

THAT IT SHOULD BE LONGER CONTINUE THROUGHOUT THE 91-

that it corona or riverside count y line -- 1

traffic-

speed trap

sometimes they're still backed up

sometimes slower it back up don't know why

sometimes is closed for repairs -I only use it on the weekend-

some people drive to slow-

so when I go into the lanes and its not moving land I paying

slow moving traffic

SHOULD HAVE ALL FOUR LANES GOING IN ONE DIRECTION -ACCORDING TO THE TRAFFIC OF THE TIME AND REMOVE THE CRITERIA OF THE REQUIREMENT THAT WE HAVE TO REGISTER THE CAR TO THE TRANSPONDERS BECAUSE IM GOING TO PAY FOR IT ANY WAY THE TRANSPONDER DOESN'T MATTER PER THE CAR-E -REMOVE THE REQUIREMENT THAT FORCES THE CUSTOMERS TO REGISTER THEIR CARS TO THEIR TRANSPONDERS BECAUSE THEY ARE GOING TO PAY FOR THE TRANSPONDERS NOT THE CAR-

Q190T

price is way to high (2)

people cutting in while in the lane(11)

people abuse -I pay people who don't use it-

ON THE WEEKENDS WHEN THERE IS PEOPLE COMING BACK FROM THEIR TRIPS THERE IS MAINTENANCE BEING DONE AND REPAIRS AND I THINK THEY SHOULD DO IT AT NON RUSH HOURS TO IMPROVE AND DECREASE TRAFFIC.

not long enough -the express stretch is not long enough-

not long enough the roads needs to be much longer it needs to go through Corona

not knowing the congestion factor

NOT ENOUGH EXITS

not enough advance notice

none

no traffic-

no sign saying slow traffic keep to right

no shoulder

no road courtesy

no complaints(15)

never had any problems(15)

need more toll roads

making sure the traffic flows- -

make it longer

maintenance close on Sunday-

maintenance is not good-

lately its been congested and people cut in

lack of access from the 241 to the 91 express toll roads-

keep the toll roads open so the rates wont be high-

just when closed for maintenance-

its one of the most dangerous roads in California

it's getting more crowded so it's not as fast as it used to be-

its closed on weekends when I want to spend more time with my family but its closed because they have to keep it up so that they should do that on the weekdays so that everyone has to worry or at night when there's less traffic-

IT IS TOO CROWDED

it is getting way too busy-

it is closed on Sunday morning-

IT IS BECOMING TOO EXPENSIVE IF THE PRICE KEEP GOING UP

it does not tie into the 241-

it doesn't go far enough

IT DOESN'T FREE FLOW-

info about traffic

increasingly high prices

if there is an accident on the expressway there should be signs notify me-

I wish it went past the 71 or longer went further I wish it could connect to the 241-

I paid money to save time but I don't save time when its congested

I have to use the expressway and it is backed u

I have no complaints-(15)

I hate when the traffic stops for no reason

I expect it to be free a or flow and then they keep increasing prices

I don't like the fact with having and accident not having any signs

I don't agree with 3 or more being free

I don't like when its traffic

how many times is it under construction

HIGH PRICES SOMETIMES-

heavy traffic-

heavy congestion

have to pay toll even though you're heavily congested on the express -

go to fast

getting tickets

getting more crowded

extending east-

every time I rent a vehicle I get a toll violation when they should know I rented a vehicle I wish there was 24 hours service and there on should be on line survey t with a pass world or 24 hour call center

DOUBLE LINES AND PEOPLE KEEP OVER TO YOU AND THERE ISN'T A SHOULDER ON THE ROAD- -

dividers are not maintained

debris

DEBRIS

death trap -they should adjust the prices-
cost

congested

closures on weekends-

closures for maintenance

close on Sundays for maintenance-

cant transition to the fast trak of th243 --

being stopped

being shut down in the middle of the day when you need to travel-

BEING CLOSED FOR MAINTENANCE

Backed up traffic is terrible, you might as well don't get on it

as slow as the freeway

approach to the express lanes are to short-

ACCIDENTS SLOWING UP TOLL ROADS-E PRICES KEEP GOING UP IF THEY
OPEN LANES FOR FREE TRAFFIC WOULD BE FASTER, NOT HAVING A PAY
LANE FORCE TO PAY IN FREEWAY

access and entry points

3 TRANSPONDERS QUIT WORKING-

Why do you feel this way?

WELL MAINTAIN FREEWAY

well in particular in from 241 to 91 east bound people like to cut into the lanes after they are suppose to exit

u got two lanes others go to fast makes unsafe when 90 miles per hour

two lanes traffic if there was an accident it will because mess and back up

they don't realize the speed the cars doing and then jump doing 10 miles an hour

there's too many speeders there's going 90 miles on the express lane

there's no barrier between slow traffic and high speed traffic people cut across the lanes at the wrong places

there were a whole bunch of people jus skipping the lane

THERE NO SHOULDER TO PULL OFF TO IN CERTAIN SPOTS THERE'S NO SHOULDER IT LIKE IF YOU GET HIT THERE'S IF SOMEONE CUTS INTO YOUR LANE THERE'S NO SHOULDER YOU CANT PULL OFF THAT'S JUST THE BIGGEST REASON THERE'S NOT SHOULDER

THERE ARE NO PERMANENT DIVIDERS PEOPLE CUTTING OVER LANES

the plastic poles that divide the lanes

the fast track is not exclusive to fast track travelers the ninety one free way has the regular commuters and then cutting into the fast road makes it very unsafe

sometimes when their are too many cars it could unsafe volume of cars too high

somehow stop other drivers

seen it happen

see people coming across and jumping in lanes

people travel to fast on it and it has grooves in it

people on the other side jump in front of you

PEOPLE DIVE IN AND OUT OF THE LANES EVEN THOUGH THE BAY AREA IS THERE]

people constantly crossing the lanes with heavy traffic

people change from the main line while u driving and cut in u

people are speeding and always cutting in

not light too well and not tough break down lane

no place to pull over if u break down

because there's cars that go when we go on the FasTrak they sneak on there

ITS AN AVERAGE ROAD

IT SEEMS SO NARROW

it easy for cars to cut in lane

I totaled two cars un ten years

I know when the traffic on the 91 freeway comes to a stop the traffic coming behind it will not be paying attention and someone will into expressway lanes.

I have already been hit once

I feel this way I use it to get out of traffic and people do not obey the rule they cut in

I don't like that people could cross over the little divider

I almost killed myself on the that road from an illegally parked vehicle

changing of lanes crossing the barriers

cause their not secure by a barrier they going to fast people cut in on them past the cones

cause the changes when they fix the road it only one lane

cause people can just cross over from the regular 91 freeway into the 91 fast track

cause I had a car get hit and pushed through those little plastic cones and I've been disabled ever since

cause a lot of cars on regular freeway cut into the lanes seen a lot of accidents -

because you get knuckle heads cutting in from the free lane

because you are dealing with less traffic

because when you driving a car from the express they get into the road but not the way there supposed to get in

because they can come in from the regular freeway

because the cars don't want to pay and they cut off and avoid the traffic cameras in order to get in the lane it causes accident

because people still will merge over the plastic merges there should be walls

because people drive across double line always backed after the toll plaza because people get so frustrated waiting p

because people can illegally cross over into the lanes

because orange county does not properly maintain the yellow cones. staffing cuts in OCTA fail to clear accidents quickly.

because of the wall of the barricade

because of the traffic cutting people off

BECAUSE OF THE PLASTIC NO PROTECTION THE FREEWAY

because of people cutting in because the pylons missing barrier gaps

because I've seen a few cars try to drive through the cones I seen accidente

because this

because I seen accidents that I've seen before people are driving to fast and there are no police tracking the speeders

because I ride a motorcycle cars cross over the double lines

because from regular traffic cut through

BECAUSE CRAZY PEOPLE CUT YOU OFF -

because cars run in and out on the tolls

because already been hit and seen to many accidents

because I feel you need to have a real boundary you need to have a concrete sort of wall not cones but they cant see you they should have a concert wall right there
because the road is a slinky everybody slams n their breaks at the same time because of congested
all they is the rubber tubes that are separating the express lane traffic for the normal 91 traffic
a few accidents and people driving unsafely

Can you please tell me the primary reason you rated your experience that way?

the reason I use it cause you can stay in traffic up to an hour-
IM NOT EXTREMELY EXITED I USE IT FOR WORK DON'T HAVE A DEFINITE REASON COULD BE A LITTLE BIT LESS CROWDED-
I like it and I save time-
it expensive-
its easier to get where I need to go don't sit in traffic on regular lane -
I can move fast down the freeway and not caught in the congestive traffic that only goes 5 miles and hour
IT SAVES TIMES PRICES ARE OCCASIONALLY HIGH-
sometimes the people are going too fast-
because it is closed on Sunday morning-
I can come to rush hour and I gain time-
it feels likes confined
I like the number 6-
sometimes it seems like it could be moving faster-
because sometimes it is so congested-
SATISFIED WITH TRANSIT TIME-
because I haven't had any issues and all of my experiences have been pleasant.
cause I cant use any other and I have to get on and off-
most of the time it runs smoothly I just worry if it doesn't its a danger to everyone who drives on it-
because of convenience and its fast-
don't know f1fi
I don't use it as much-
because I like not having to be in traffic-
cause iv I've had any trouble no just haven't had any trouble
if they didn't have it would take me so much longer to get home
I don't know -

the only thing is logging on to the internet
because its not long enough-
continual congestion does not connect to 241 not enough entrance exits-
for the weekend closure and the price-
all the tolls road are pack at the intersection they are backed up for like a mile-
its just save time on road get home early and save gas-
the price gets higher-
just satisfied with it

MAINLY BECAUSE THE PRICING DOESN'T EQUAL WHAT WE GET . THE MOB
KEEPS GETTING WORSE NOT BETTER- -

just ease of use

the reason is the price-

don't have any problems usually no problems no traffic back up-
ITS USUALLY OPEN AND FLOWING AND IT SAVES TIME-

I want to save time-

I think that its a good value for the money and in my life time is money-
price and traffic -

because there is no problem driving it

USUALLY THERE IS NO TRAFFIC ON THIS ROAD. ITS MUCH FASTER BUT WE
DON'T USE IT THAT MUCH

because its worked for me every time I've used it -

it's just convenient I guess to save some time-

cause I don't use it often enough to rate it higher

because it gives me what I pay for less time on the freeway-

just that it rarely shuts down

haven't had any problems-

the price I think they should get rid of and give us two lane for free with no toll-

seen bad accidents where people cut over to the toll lanes-

free flowing traffic

none

sometimes the toll doesn't match t traffic conditions-

sometimes there's a lot of traffic

I guess as soon as you pay the money you going faster-

safety wise-

typically its a good way to commute-

I haven't had any problems I can count on it I know I can get there when I need to get
there-

because iv I've been stuck in it-

um well it's huh it saves time I feel safer because there's less cars I feel there's less
chances of getting into an accident-

good customer service concerning the transponder and I get home faster-
saving time-

the cost continues to go up -

price is so high still have traffic during rush hour-

because is well maintain it is usually safe and it is usually fast. \

PRICES-

cause it not perfect but overall satisfied-p

IV I'VE HAD ANY PROBLEMS I'VE NEVER HAD ANY TRAFFIC ON IT THE MAIN
THING IF YOU HAVE THREE OR MORE PEOPLE THERE IS NO CHARGE-

it meets my requirements about travel-

I seen it happen enough times that u think slam into you -

safety and time it does what I expect it to do-

Mainly because its too expensive

found it to be an efficient way to travel to the inland empire-

the location form where I am trying to get in is hard and I get stuck and can't get in

I am just satisfied-

the increase on price

use a different rating than a 7 -

I wish it was longer and the tolls are a little expensive-

BECAUSE THERE IS A NUMBER OF TIMES WHEN IT DOESN'T FREE FLOW AND
YOU PAY THE FARE AND HAVE NO BENEFIT IS VERY ANNOYING-

ahh cost is the main issue.

I had no issues with it it works quite well for what I need it for business getting from
point a to point b on time-

because they didn't follow all the way through with the 91 express way the toll road in
the middle of congestion it needs to continue past the 15 freeway-overall the whole
road s to narrow they need to widen the whole thing

save me time and does what I pay for-

because the expressways get congested sometimes-

IT DOESN'T GO FAR ENOUGH FOR THE MONEY THE ROAD SHOULD GO
FURTHER-

because of heavy traffic low traffic-

I don't like driving in traffic that saves me the trip-

whenever there is an accident you cant get in and cant get out traffic-

primary reason is safety I don't feel safe out there anymore because of speeders-

because it is always free flowing save time-

because traffic sometimes backs up-if your paying to use toll road there shouldn't be
congestion-

its good-

BECAUSE IT FAST AND CONVENIENT-

I THINK THE WAY THEY HAVE IT SET UP WITH PEOPLE CUTTING OVER AND MAKE IT MORE SAFE WHEN YOUR DRIVING- -

FOR THE MONEY I DON'T THINK I SAVED THE TIME I SHOULD IT DOESN'T GO FAR ENOUGH-

well its generally free flowing it does what it says it suppose to do-

we personally other than the transponder sometimes not work the driving is actually SO NICE-

because I get there faster and I don't pay that much-

when I travel it seems inexpensive-

wish there was an alerter for traffic or no traffic-

because I have had good luck with the toll road there's less traffic I'm completely satisfied-

its good but a little price -

BECAUSE IT DOES SAVE ME TWO HOURS THE TIME IS MORE VALUABLE THAN THE COST BECAUSE WE TRAVEL TO PARKER ARIZONA SO IDE RATHER PAY THE 12 DOLLARS TO GET TO ARIZONA AT 10PM VERSUS MIDNIGHT MY MOM LIVES IN CORONA IDE RATHER GET THAT 8PM RATHER THAN 10PM THE TIMES MORE VALUABLE THAN THE COST-

because of the construction- -

the price is high and sometimes their still traffic-

doesn't have any problem-

time saving

just because of the safety concerns & the slow moving traffic-

just because sometimes it is not necessary to use it-

because it does slow down some times and prices are going way up and just satisfied now but getting to the point where I'm just going to avoid

saves time price too high watching people cutting over-

don't use it too much and out of the times that I use there's some traffic-

haven't saved as much time as you should be-

because not much in life is perfect and there are still some slow downs 1

too many people are cutting in and out of the freeway to the toll road

I do not know conditions just got worse and worse and the traffic was heavy-

because its to expensive and a rip off -

if I'm taking the ninety one I'm going to take the 15 or 60 for the toll road to be effective it should extend even to the 10 freeway it just takes me to a bottleneck-

basically on experience with road work-

I got where I wanted when I needed to be there-

because it does what I need it to do it gets me around traffic tie ups makes my driving less stressful-

because it is no traffic

I never had any complaints it's always been a pleasure in traveling on the road-

because the lanes are generally always clear-

I AM VERY HAPPY WITH EXPRESS LANE OVER ALL NO COMPLAINTS- EN

the least amount of traffic-

because I have to slow down for traffic

its convenient-

because it is not long enough

the traffic is terrible on the fast track as well sometimes the traffic is worse than the regular freeway during the rush hour -

6 is pretty good seven I would have to be on a highway to heaven-

the ticket

cause I don't have to sit in traffic-

nobody is perfect-

it's just an average experience there's nothing exciting going on there-

because the high pricing during peak time and the congestion-

because it is expensive and don't save any time

ACTUALLY I HIGH PRICE_ EN

its consistently good-

because its not perfect but its good

when I use it I save time and don't have to hassle with traffic-

I find it gives me reliable service its predictable e

it saves time on that road-

less traffic-

its worth it we are spending the money to travel on the road-

I'm very pleased at what I perceive as the value for what I get-

it could be less expensive

I'VE NEVER HAD A PROBLEM-

For the most it's free flowing Prices right

WELL SOMETIMES YOU GET IN THE ROAD AND THERE'S CONGESTION IN THE TOLL ROAD AND THERE'S A LOT OF TRAFFIC-

because it is so packed during rush hour and its too short it need to be longer it needs to extend-

because many weekend there are out service-

it takes a long time to get to a toll area

because very often I experience delays using FasTrak

because I drive on it all the time

it just makes it quicker and I like driving where there ..hardly no cars

because IM VERY SATISFIED- P

91 Express Lanes Customer Satisfaction Survey

very satisfied could improve services -
cost, not worth saving-

the 91 has gotten so astronomical in costs that its harder to justify the cost versus the time I'm saving the 91 goes up in cost dramatically and the 241 just staying relatively the same cost-

Because like I said it is sometimes closed

rate increases and not extremely safe accident with two lanes can cause a mess
always had good traffic and good experience

I just the fact that I can get into the toll lanes and I can get to the traffic

because the lanes are too crowded and there is too much traffic

there's never any traffic when we use the fast track it is easy and convenient it
saves-

because sometime is crowded and over price-

because I do travel it a lot I do see a lot of time where the free way is going faster than
the toll route and its aggravated to know that your paying that type of money and your
getting home later than everyone else -

only because again have gone up prices and traffic is regular 91 freeway and they cut
in and they always hit

because there is never any problems

there are times when regular 91 move faster the 91 express bottle ck at the
transponder- w maintenance of the roads are bumpy my car on the road it feels like
the alignment is gone-

because of the rate and the traffic

just because it works well

the expense-

because it saves me time and money

no more waiting in traffic as much you get it at both ends of the bottlenecks you get
this at the beginning and ending of the bottleneck-

well its faith

we had a breakdown once it was a bad experience

its mostly very good because the ability to get to orange county quickly and get back

because people can enter where not suppose to they can enter through the cones

I don't like the price but I pay-it-

sometimes its backed up and its a waste of money

I just want to get home quick I don't like the bumper to bumper-

just experience

STILL THE BEST THING GOING GETS ME TO WORK AT LEAST AN HOUR
FASTER-

because I don't use it during rush hour traffic on weekends its always faster and more
convenient

because it saves me time
because there is so many people on the road
because I used to drive on Saturday.
what they charge
more traffic
I can get to my job faster
sometimes there is a lot of traffic on it
I never have any issues and when I got my transponder we bought two brand new
vehicle I got violation because I did not have the vehicle in the account-
I got what I expected I feel satisfied for the money-
BECAUSE OF THE INCREASE OF TRAFFIC IT INCREASED IN THE TOLL LANES-
every sun morn. they use the maintenance truck
just not being stuck in traffic -
little high cost but saving time is worth it
rate increases
I'm satisfied with everything except the off ramp
on the good side it saves time on the bad it's still heavy traffic sometimes-
the price I don't like the price it could be a little cheaper
because I can go in and don't have to pay anything because you have three people
with you
its just a short run it doesn't go far enough
most of the time when I choose to you use it it satisfy when I do use it if I'm running
late in then morning then ill take fast track to get to work on time
things that may not be in their control like people e cutting in front
when the toll roads are down for maintenance
IT SAVES TIME-
the service is good that THE IS SOME DETAILS THAT NEEDED TO BE TAKEN
CARE
nothing
I drive every day and I like it the traffic its bad on the other side-
because time is worth more than the money
because I tell you why because the fast track lane it's no place to pull over if you have
a flat tire
traffic is less
because the maintains and paying and the people are cutting in-
because on toll way no need to worry about traffic-
its like traffic stops and people try to crowd inside -
just because in the afternoon when I'm paying 9.00 it's still bogged down

TRAFFIC IS SO HEAVY THERE IS NO BENEFIT ON TAKING THE TOLL ROADS ANYMORE-

they're not always free flowing

it saves me time-

the cost has risen way too much

no problems with it on a normal basis

most of the time they give me good service

because they seem to keep it flowing

It crowded sometimes and the rate increase.

A LOT OF TIMES I GOT STUCK IN THE TRAFFIC IN THE 91 EXPRESS LANES SOMETIMES THEY USE THE 91 EXPRESS LANE TO GET TO THE ACCIDENT ON THE REGULAR LANE THEN THEY BLOCK THE 91 EXPRESS LANE-

because that most corresponds to how I feel about its convenience

too expensive and not always dependable-

because of I just think they can do a better job program manager- 3

its convenient until it ends-the only road within 20miles

just for price

it is always free moving I have never had a problem

I ALWAYS GET HOME VERY QUICK-

because of the fact that it backs up for the first couple of miles sometimes

it gets me to where I want to go fast

sometimes there's just traffic on the 91 express lanes-

its no longer free falling

cause it sometimes it pisses me off and I cant take

it meets my needs

on occasion the traffic has been as bad on the toll road then on the freeway

don't know

the safety thing of not a safe barrier like that car being able to come through those plastic cones at me and the high cost of it if they raise the price the price has tripled over the last five or six years-

sometimes in not that much safe its congested-

sometimes a little congestion it doesn't save any time

cost and traffic back up and paying more money -e n

saves time and its safe

sometimes they have a lot of traffic

the cones are down and some people bust thru the cones they drive on another lane

I'm happy with the express lane but the fee is too high I've seen it up to 11dollars-

the lanes are usually clear and safe

because sometimes it gets too crowded in the afternoon

the cost

its pretty to get there and beat the traffic-

its elitist

just because if was cheaper my answer would be a 7

total on the experience. I've been traveling on the 91 for a long time. Ai use the 91 express lane most of the time when I travel.

money-

satisfied with it

the price is the first thing second sometimes there's more cars in the express way than the freeway

because we get a lot of traffic their also

the price and congestion

I'm very happy with them but there's periodically congestion so that's why it doesn't deserve a seven-

convenience

its consistent

combination of the price and the traffic-

ease of use -

he called several times charging 8.50cents and the free way is not jammed

my guess rate increases

NO

do not know

traffic and rates

because of the congestion I paying 8.50 and I don't think I should be stopped.

unsafe and the rates are ten times more the 91 ex. is on both sides

because when I get on it is free flowing

5 out of 7 I get the speed I want

traffic increasing to much In the whole freeway

it saves time although occasionally the traffics backed up and the cost

it does not save time as us to and cost more-

its so convenient and it gets me were I want to go

because I love it

mostly satisfy except price

because the entry area of the toll road is always congested

I mostly satisfied with it has some minor issues but it s the best

CONVENIENCE-

I think the cost is fair and its fairly safe and it saves me time the cost is comparable for the time it saves me-

because there not free flowing when I travel.

don't have any issues

I think they charged too much and the prices are not going down because some of the prices they charge are high and when the prices are lower I don't really need it it is basically not worth the money never had a problem-

SAVE TIME AND AVOID TRAFFIC-

because they raised the rates when they said they were going to lower them- its good but not completely satisfied because of occasional congestion

use it for safety and time saving its been a good experience -

well because it seems to fall down from the lack of road courtesy

overcrowded and over priced-

the price

the lanes seem to be well maintained and efficient

I have no problems in any way-

sometimes there is too much congested in the toll roads for the price I'm paying-

very happy

just traffic and the price

it saves me time but not as much time as it used to-

I just never had any problems on the expressway. It is very reliable.

its usually clear I usually get there quickly

I LOVE FAST TRACK

saves me time

THE PRICE

I guess the tolls are so high and you don't get the service

when use the express lane during rush hour at the end there is congestions also too expensive

the having to get on the toll road

because sometimes when you get in the traffic jam and you pay a higher price for those

the number of times that its been congested monthly minimum

I've been r..very satisfiaied-0..p- safes time-

the whole thing the prices and people crossing-

price during the rush hour something you can not live without- -

goes to the billing issue where they charge when its unused

because the prices are higher more people getting on it-

because there is too much traffic sometimes and is very expensive- -

cause of the cost no

because beat traffic and get home early I am not sitting in traffic- getting home fast in traffic you don't want to be stuck in traffic I use the fast track even when its not rush

our there are some days that I don't work and I go back and use it-

because I do not like to be stuck in traffic- -

just no traffic I don't have to sit in traffic that's why-
because I got no problems I get there faster and its away from other traffic-
UM I DON'T KNOW-
because it is 2 expenses-
because sometimes flowing and sometimes extremely heavy some cutting lanes
well heavy build up of traffic too many cars using the express lane-
because it easier and you there faster
because it is convenient with the transponder system it saves me time no congestion
that's what I like about it and I can speed along-
because too expensive- -
just because sometimes I get into for example at 3 o clock in the afternoon you pay
higher rate and don't save time because it is congested already especially on Fridays-
you spend a lot of money and you get in to a lot of traffic at that time-
three plus lane 1
cause a lot of times I've gotten on it people cut in on you the cones after the toll
booth-
yeah because sometimes you get in it without notification and its backed up the exit if
your going east bound is very difficult to transition in normal traffic-
I can usually save time on travel
because I feel when I am on it-
I get home quicker-
because you get and cant get out even if the other lanes are faster-
because I don't use it as much as others- -
because too many cars well they got too many cars you pay all the money you matter
as well be sitting on the other side while you are paying 10 dollars to be stilling in
traffic while you can pay nothing sitting in traffic-
because the approach lane is not being opened
its not always open and because it dumps you into traffic
because most often I take it and I save time
well because its not always open and still sometimes its backed up and it takes your
money so to me that's bummer-
tired of paying the high prices
using the express lanes save me time-
when I use it I don't have traffic its usually flowing straight through
when I get on the freeway the 91 is still jammed up I got pulled over by a cop one day
just to much traffic
overpriced for a one way trip-
avoidance of traffic and headache
I'm not completely satisfied with anything that's why I chose 5

91 Express Lanes Customer Satisfaction Survey

I'm not always happy with the flow of traffic-

Just more easier to travel

the cost

I cant imagine living in southern cal without FasTrak

just because initially six years ago and now I just use it when I'm rushing to get to one place to another-

because I like it and its convenient-

the meter read and was sent and did not think that was right

because you can compare with the 91 express less and less traffic

I don't like the way the prices are don't like the way it works.

I appreciate that it is available-

prices going up

better than sitting in traffic-

just cause sometimes its free and sometimes its crowded

Its to expensive traffic-

it saves time - +

save time and less no traffic -

because I needed the 91 expressway- -

its a good idea its really worth the money-

its too expensive

1 its the toll its excessive and 2 is the lack of the safety using the express lanes

because the lack of adequate separators

the express are blocked but no warning

cause u experienced the tolls many years

because of cost and traffic and still paying same price

save me time -

sometimes crowed

road

because its convenient and I never have problems I can get to my destination quicker-

the price is too much and too much traffic and no other option as far as there's no carpool lane option

because of the cost the price of the toll charge-

THE TRAFFIC AND PRICING-

THE PRICE IT'S GETTING EXPENSIVE-

just because the convenient-

still has congestion in the afternoon commute

we always had good experiences it is pretty clear smoother trips- -

I DON'T KNOW-

just from experience-

most of the time

when its not open and the price when it is

well I think is well maintained I receive in the email is work is going to be done and rates emails-

its convenient and safe its easy to get on and easy to get off the reason its not a 7 is because the price and I'm nervous the price is going to get too high-

because rush hour on Fridays it stops

I am paying all this money and sometimes it is just as busy I can understand if there was an accident I feel like I am always s taking a chance it would be great if t it was not so crowded

JUST BECAUSE THERE'S NOT ANYTHING MAJOR WRONG THERE'S THAT CAN BE BETTER WHEN MY WIFE CALLS CUSTOMER SERVICE THEY DIDN'T BELIEVE OUR TRANSPONDER WAS WORKING-

saves me time fi

because the experience should be the same experience to the other fast tracks east of entrance ease of exits should be easy to use also was supposed to be designed within the last 10 years to decrease traffic-

saves time

very little difficulty with the express way its just the coat it

the tolls the amount

ITS PRETTY GOOD

because I need I t and use it

it close to maintenance on weekends

cause of the complete convenience getting to work on time u still getting a better travel time

primary reason is the traffic flows well it just flows well b because of 2 lane access you have to move people off road

waste of money

THE MAINTENANCE DONE AT HEAVY TRAFFIC HOURS THEY SHOULD KEEP THE TOLLS AT A REASONABLE PRICE DURING RUSH HOUR.

because it clogs up during rush hour and it cost more money and during rush it still a lot of traffic on the road

rush hour traffic

because I thing it is the best way to travel because is quick and safe

because there is too much traffic on the regular 91 and its expensive

BECAUSE THE CRAZY PEOPLE THAT MAKE IT DANGEROUS- -

not being able the transition -

because it the reason I GOT INTO THE EXPRESS LANES WAS BECAUSE TO AVOID slower traffic that a big accomplishment-

I'm disappointed cause there's no free carpool lane
the fee is too high but you save lots of time

THE PRICE-

convenient

BECAUSE OF THE EASE OF TRAVEL, EASY TO GET ON AND EASY TO GET OFF
AND IT CUTS DOWN ON MY TIME OF TRAVEL-

because normally the traffic in those lanes is not slow less lane changing

the price- 3

the conveniences it is very convenient-

well because of the prices raises- -

THE EXPRESSWAY IS GETTING CROWDED-

because I sometimes have trouble with the transponders on my motorcycle

better then the other roads

because most of the time the traffic flows freely

there's been times I been stopped in traffic on the express-

because it saves me time

JUST I LOVE THE INCONVENIENCE I LIKE MY EXPERIENCE OVERALL BUT I
DON'T LIKE HAVING TO TRAVEL FARTHER-

to save time- -

SOMETIME I FEEL LIKE IM WASTING MY MONEY I DON'T USE IT DURING
RUSH HOUR-

sometime times the roads be very crowed

I didn't like the price increases-

because I use it only if need to

EASY TO USE

too much money

t its pretty free flowing

SOMETIMES THE TOLLS ARE TOO HIGH AT CERTAIN TIMES OF DAY, IT'S TOO
CONGESTED, THEY DON'T GIVE ENOUGH TIME TO MAKE PAYMENTS-

the price issue I don't agree with it

LESS TRAFFIC AND I DO NOT HAVE CARS MERGING

too much traffic FOR the high charge compared to gallo9ns per mile

sometimes its just not available when your counting on it sometimes its closed for
maintenance especially during rush and don't know why if there going to do that to
please put up signs like the greens river closing-

not always good

because I am happy with it but I hate getting cut of

none

its a dangerous road and everyone is speeding

BECAUSE IT'S NOT ALWAYS FREE-

I enjoy it it works well I use it all the time and I see no problems on the road I never had a problem with it-

well because it does work most of the time

never had any trouble

because it is easy and convenient

time saver

because sometimes its bumper to to bumper

cause it backs up-

faster drive to Temecula

IT'S A SMOOTH RIDE

I don't have to worry about cars around me at the time I travel so it is stress free-less traffic

too congested for the money I pay very expensive and there's a lot of cars in the express lanes-

only use it if there is a accident and on Saturdays

price is a little to high

because it should be free it is expensive for the amount of time it takes- -

basically poor maintenance and poor staffing. failure to expand with traffic load.

because it serves the purpose of preventing congestion-

I haven't had any problem only one problem because of two other drivers

saving time

its just too short

because most of the time the traffic is flowing few times the traffic is stopped-

I'm pretty much happy with it I'm more happy than not not happy I like it the prices are not high-

don't like set up of pricing

because of the congestion, a lot of times nit your not aware of the traffic, and also the cutting in

its not the best its not the worst

its because I don't use it a lot and when you do use it its saves you a lot of commuting time it saves my mental health-

because there is a pretty open road and saves me time.

I would rate it 7 if the cost wasn't so high

I haven't had any problems

drivers pass in and out from the freeway into the toll road

I get to my location fast and its safe

because of the price for what u get

MAINLY BECAUSE 99% OF THE TIME THE TRAFFIC IS FREE FLOWING THE WHOLE POINT OF THAT EXPRESS LANE-

VERY HAPPY BUT WHEN ITS CLOSED BUT THEN THERE THE PRICE ITS REALLY HIGH

because it is safe

just because I paid on the express and freeway is free

its not always open its not always traffic free-

rates went up almost 100%

speed no jam ups-

price too high especially during rush hour and on Friday nine bucks per trip as soon as your heading east bound its nine bucks you cant tell what traffics like and soon as you come around the bends its basically a dead stop or slow moving-

I just like the convenience and the time saving-

never had trouble

because the other drivers come in there with their big suv and I try to keep with in the speed limits and they need to monitor the speed limits a little bit better-

because of my particular needs I need to save time

to save some time its better road and don't have to worry about people cutting in front of me or cutting me off I feel safer there-

traffic flow

generally no problem and it saves time

cause its faster more safer and convenient

because the price increase- -

I have not problems with it P

congested and to expensive-

because that is what I experience and they toll cars off the road fast-

I've never had a problem it seems safer

TRAFFIC ON IT TOO CONGESTED DURING RUSH HOUR-

to avoid traffic on the regular 91

the cost

cause I never had a problem with it

ITS FREE FLOWING TRAFFIC AND YOU DON'T HAVE THE STOP AND GO AND LANES CHANGES MUCH BETTER FOR A MOTOR CYCLE

because of the unreasonable rates

it does save time I travel faster-

I GUESS I GAVE IT A FIVE BECAUSE IM SATISFIED BUT SOMETIMES I DON'T THINK ITS WORTH THE MONEY

it accomplishes what I want to accomplish

WHEN IT MOVES ITS THE BEST.

they don't warn you when there closed for maintenance-

overall convenience

just are

cause I haven't had any difficulty
because of the price

cause I THINK ITS EXTREMELY OVER PRICED DON'T LIKE WHEN STOPPED IN
TRAFFIC AND IM PAYING FOR IT

its usually open and its very convenient

I enjoy the less traffic but I an not happy with the rates-

because sometimes there traffic coming to the pole and riverside -

BECAUSE A LOT OF TIMES THERE'S STILL A LOT OF TRAFFIC-

clock wise take advantage

too much traffic in the toll lanes sometimes-

THE DISTANCE OF THE ROAD

convenience

because there are no signs telling drivers how much time it will take to get to my
destination-

its not perfect but its pretty good

sometimes lanes are jammed

I like the less traffic and I don't like the toll roads backed up-

I don't have any complaints

save some time

PRICE

because there are nice roads and there's set speed limit-

because it save some time time is important-

because it get congested

because I think its really convenient but I'm not always excited about the cost-

the only way I get value is to use the 3 plus lane

because I think it is too expensive because I think the highways should be free-

because the convenience of the toll road I save time-

not really

because the amount of money I'm paying is saving not enough time

never involved in anything that tied it up

just I still run into after paying the fee generally is pretty good-

the fact they screwed up some how

I TAKE THE FREEWAY AND I'M STUCK THE THINGS YOU CANT GET OUT THE
THINGS YOU GET STUCK YOU CANT GO OUT YOU CANT MOVE-

for the safety and price-

cause sometimes doesn't always feel safe- -

I think it's a good idea. an absolute blessing if you have to get some where I feel quite
spoiled I like it

because it gets me around bumper to bumper traffic

well its been fine when its open I been there when its close-
I think the roads are always in really good condition and it flows well other than that its
a little expensive everything else is good-
its been a good experience
free FLOWING, LESS ACCIDENT CONVENIENT EASY -
save time that is why you give it high rating
subtracted because of the proximity of the wall-the lanes are sometimes congested
there's not really any traffic on it -
basically satisfied with it at the east end where it stops everything comes to a
COMPLETE and it slows down down at that point-
the extravagant cost
free driving customers are going faster than I am -
always clean no slow down nw
well nothing prefect and the toll highway has satisfied me-
the safest lane is the outside lane the regular lane is lane people jump into-
cause the cops is in that lane sometimes car go through that lane-
LATELY NOTICED A HIGHER POLICE PRESENCE -
the only thing that express way concerns me is he speed-
the expense lowers my satisfaction-
now that you are using it its too congested becoming more congested when you want
too use it-
don't like the idea of paying for a freeway ride-
price cost traffic delays on 91 express lane
WELL MAINTAIN FREEWAY AND IT HELPS CUT TIME TO GET TO CORONA
the cost of it keeps going up for the same value-
because I feel comfortable driving on the 91 express-
I very rarely have to sit in traffic using the toll lanes and its not a seven because its too
expensive sometimes-
traffic is backed up-
am most of the time it good and other time if it was longer it would be more helpful
I'm jus very happy with it it good and safe and smoother ride-
because I think there is always room for improvement for everything-
I really haven't had any problems with it's better than being in a non toll lane
because of the congestion-
everything seem to work well and I appreciate the car-pool-
because it is only a necessity I really do not want to use it-
its been pretty consistence as far as moving very rare they stop-
don't use I t every day
SAVES TIME -
less people in the morning

the traffic is back up to avoid fast track ride in the car pool lane-

A little more CHP enforcement

prices are to high-

I want to get the hell of town fast

I don't have as much traffic-

BECAUSE ITS A GOOD DEAL.-

cause the money I was paying I don't think it was a good value

the price

I guess when its going its okay but when your going west its bottleneck-

I just love it I like it

I think its to expensive-

during the times I used it it is usually moving quickly however I have found the times it has been very slow-

mainly due to price increases -

cause I had no problem if they double charge they refund your money-