



Winter 2017

Celebrating 15 Years of Life on Time

Providing Support during the Canyon Fires

Winter Driving Tips

New Toll Adjustments

Celebrating 15 Years of Life on Time

In 2003, OCTA bought a private road on behalf of the people of Orange County and transformed it into the public asset that we rely on every day – the safe, reliable, predictable 91 Express Lanes.

It was the beginning of many positive changes on the commute between Orange and Riverside counties. Highlights include:

- The purchase opened the door to improvements along the 91 corridor. Since 2003, OCTA has invested \$28.9 million in toll revenues to improve area transportation, including adding another lane to SR-91 and partially funding the Placentia Metrolink station.
- OCTA pioneered the innovative congestion management pricing that allows travelers to choose when to travel based on price and need.
- The Three Ride Free policy encourages carpooling for free during most hours, providing yet another opportunity for travelers to save time and money.
- In 2016, \$16.3 million set aside from toll revenues was used to repave the entire express lanes with no additional funds from taxpayers.
- Thanks to a joint operational agreement between OCTA and the Riverside County Transportation Commission (RCTC), customers can enjoy 18 miles of seamless travel in Orange and Riverside counties following the opening of an 8-mile extension to the original 10-mile 91 Express Lanes.

As part of the 15-year anniversary celebration, we're reaching out to customers who have been members since 2003 so we can share their stories.

Thanks for driving the 91 Express Lanes.

Customer Service Centers

We have two 91 Express Lanes Customer Service Centers to serve you—one in Corona and one in Orange.



OCTA Store

600 S. Main Street
Orange, CA 92868

Store Hours:

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Corona Customer Service Center

2275 Sampson Avenue, Suite 100
Corona, CA 92879

Customer Service Center Hours:

Monday – Friday, 9:00 a.m. – 6:00 p.m.
(951) 278-9191 | (800) 600-9191



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

Providing Support during the Canyon Fires

During the Canyon Fires that affected large portions of Orange County in September and October, the 91 Express Lanes played a key role in helping people travel smoothly and reach safety.

As the fire raged in the Corona and Anaheim areas, 91 Express Lanes kept customers informed with emergency eblasts to let them know the status of this important thoroughfare that so many rely on every day. Though the managed lanes were closed briefly, they were reopened as soon as the danger to motorists passed. At that time, the express lanes were opened for free to the public to allow more people to leave the area more efficiently.

91 Express Lanes is committed to serving the community at all times.

91 EXPRESS LANES EASTBOUND OPEN TO PUBLIC DUE TO FIRE

Dear Valued 91 Express Lanes Customer,

Due to the Canyon Fire, the eastbound 91 Express Lanes will open to the public from **noon to 9 p.m. today, Sept. 26** to help alleviate traffic through the corridor.

Expect delays and please plan accordingly.

Sincerely,
91 Express Lanes Customer Service

Winter Driving Tips

While southern California drivers rarely face the snow and ice hazards of road travel in other parts of the country, winter here can still bring challenges. Be prepared and take caution when driving in inclement weather.

Remember to:

- Check and clean your headlights, taillights, brake lights, signal lights, and windshield wipers to make sure they all function properly. Manufacturers recommend changing wiper blades annually.
- Turn on your lights so you can see and others can see you. Use them an hour before sunset and an hour after sunrise. Using your windshield wipers? California law requires you to turn your full lights on at the same time.
- Slow down and leave extra distance between your car and the one ahead of you.
- Stay alert for skidding or sliding vehicles.
- Avoid crossing traffic lanes.

If something goes wrong on the 91 Express Lanes, pull over in one of the enforcement areas (the widened areas in the median). If you can't reach an enforcement area, pull over to the far left shoulder. In both cases, turn on your flashing hazard lights. The Customer Assistance Service or Freeway Service Patrol will be dispatched to help you.



Toll Schedule

For your convenience, the most current toll information is online at 91expresslanes.com. Drop by any time to see rates for all express lane segments – Orange, Riverside, or combined. Thanks for being a 91 Express Lanes customer.

