RIVERSIDE COUNTY TRANSPORTATION COMMISSION

OCTA

91 EXPRESS LANES 6C TRANSITION STATUS

SR 91 Joint Advisory Committee

March 6, 2020

Jennifer Crosson, RCTC Toll Operations Manager

Title 21 – CA State Regulation

- Dictates transponder technology for tolling
- 2017 Amendment changed from existing technology to 6C
  - Battery-free
  - Smaller in size
  - Less expensive
  - Open protocol advances national interoperability

Milestones

- Replace old transponders with 6C transponders
- Change back office software
- Change 91expresslanes.com and customer materials
- Purchase 6C transponders
- Upgrade lane system
- Account policy changes

Account Policy Changes

- Simplified account plans
- Reduced monthly account fees
- Offers a discount for frequent users
- Requires purchase of transponders

6C Transponders

- Commission approved contract July of 2018
- 6C transponders are in inventory and being issued
  - Internal sticker
  - External headlamp sticker
  - Internal switchable

91 Express Lanes Roadside System

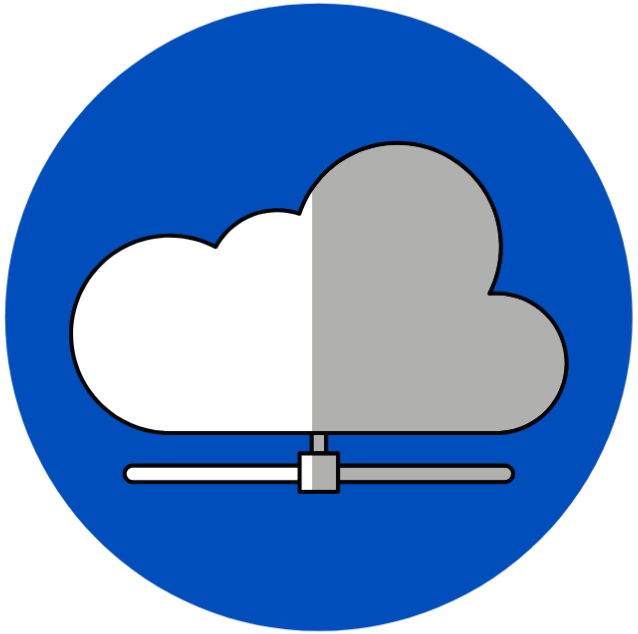
- RCTC upgrade completed June 2019
- OCTA upgrade completed October 2019
- 91 Express Lanes reading and processing 6C transponders

91Expresslanes.com & Customer Materials

- Went live February 4th, 2020
- New account agreement
- New welcome kit
- Updated frequently asked questions
- Updated 91Expresslanes.com account plan page
- "How to mount your transponder video"

Back Office Software

- Went live February 4th, 2020
- Updated transponder inventory module
- Changed account plans and fees
- Provided an online "wizard"
- Developed reports to manage conversion of customers from old transponders to 6C transponders



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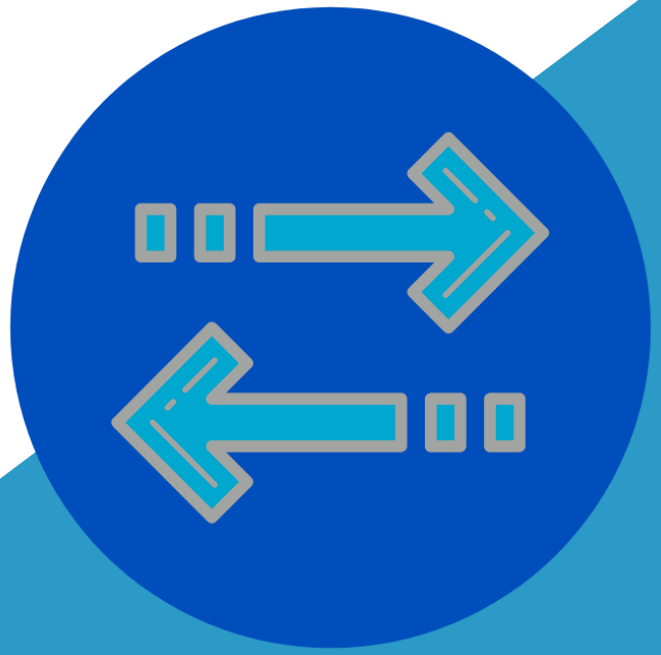
EXCHANGE OF CURRENT CUSTOMERS TRANSPONDERS UNDERWAY



Exchange Process

- **Step 1** - Receive notice
- **Step 2** – Complete online wizard
- **Step 3** - Mail new transponders
- **Step 4** - If no response - new transponders mailed after waiting period

Step One: Receive Notice

91 Express Lanes

www.91expresslanes.com

Customer Service Center
P.O. Box 9191
Corona, California 92878-9191

DATE]

[Customer Name]
[Customer Address]
[Customer City, State and Zip]

Dear [Customer Name]:

Exciting changes are coming to the 91 Express Lanes

As part of a statewide upgrade in transponder technology, you will be receiving new battery-free sticker transponders. At the same time, we are updating our account plans.

How to Get Your New Transponders

Log into your account at myaccount.91expresslanes.com and update your address and vehicle information. You will need a sticker transponder for each of your vehicles. After the transition, sticker transponders will cost $5 each.

Changes to Account Plans

When you log into your account, you will be prompted to confirm the recommended account plan or select a new account plan.

Current Account Plan: [old account plan]
Recommended Account Plan: [new account plan]
Average Number of Monthly Transactions (last six months): [6 month average]

Account Plan Summary:
STANDARD PLAN—Best for customers who have more than 30 91 Express Lanes tolled transactions in a month. Monthly account fee of $2 per month. Earn a $1 discount for each tolled transaction above 30 in a month. Maximum discount of $50 a month per account.

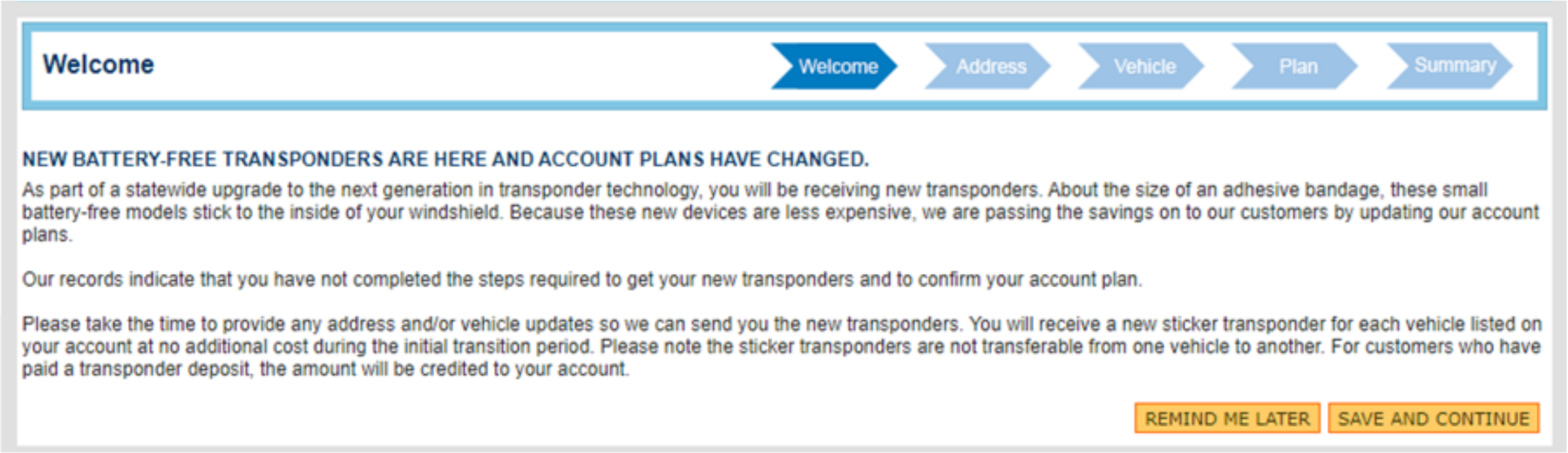
CONVENIENCE PLAN—Best for customers who have 30 or less tolled transactions in a month. $100 enrollment fee waived during this transition. No monthly account fees and no discounts.

If you do not log into your account within 30 days from the date of this letter, your account will be converted to the recommended plan and you will only receive transponders for the vehicles currently listed on your account.

Revised Account Agreement and Privacy Policy

A revised 91 Express Lane Account Agreement and Privacy Policy are enclosed for your review.

Step Two: Visit Online Wizard



Welcome

Welcome | Address | Vehicle | Plan | Summary

NEW BATTERY-FREE TRANSPONDERS ARE HERE AND ACCOUNT PLANS HAVE CHANGED.

As part of a statewide upgrade to the next generation in transponder technology, you will be receiving new transponders. About the size of an adhesive bandage, these small battery-free models stick to the inside of your windshield. Because these new devices are less expensive, we are passing the savings on to our customers by updating our account plans.

Our records indicate that you have not completed the steps required to get your new transponders and to confirm your account plan.

Please take the time to provide any address and/or vehicle updates so we can send you the new transponders. You will receive a new sticker transponder for each vehicle listed on your account at no additional cost during the initial transition period. Please note the sticker transponders are not transferable from one vehicle to another. For customers who have paid a transponder deposit, the amount will be credited to your account.

REMIND ME LATER | SAVE AND CONTINUE

Step 1 – Validate Current Address

Welcome | Address | Vehicle | Plan | Summary

ADDRESS INFORMATION

Address Line 1* 180 n riverview

Address Line 2

Address Line3

City* Anaheim

State* California

Zip* 92808

Country* USA

HELP

You must provide a valid address to receive information from the 91 Express Lanes.

RESET SAVE AND CONTINUE

Step 2 – Update Vehicle Information

Welcome | Address | Vehicle | Plan | Summary

Please Note: When you add or remove a vehicle on your account, the change will be effective the day your request is submitted. Maximum of 25 vehicles will be displayed.

Adding a check mark to Temporary indicates that the vehicle has a dealer issued temporary license plate, is a rental vehicle, or is temporarily added to the account.

Add New Vehicle

Registered Vehicles

Plate #	Year	Vehicle Make	Vehicle Model	Vehicle Color	State	Country	Temporary	
3333	2006	CADILLAC	CTS	BLACK	CA	USA	No	Edit Remove

ADD VEHICLE | PREVIOUS | SAVE AND CONTINUE

Step 3 – Select Account Plan

Welcome | Address | Vehicle | Plan | Summary

Current Account Plan : Express Club - Stnd

Recommended Account Plan : Convenience Plan

Average Number of Monthly Transactions (last six months) : 12

Change Plan To:

- (●) **Convenience Plan** - Best for customers who have 30 or less 91 Express Lanes tolled transactions in a calendar month. $100 one-time enrollment fee waived during this transition. No Monthly account fees and no discounts.
- ( ) **Standard Plan** - Best for customers who have more than 30 91 Express Lanes tolled transactions in a calendar month. Monthly account fee of $2 per month. Earn a $1 discount for each 91 Express Lanes tolled transaction above 30 in a month. Maximum discount of $50 per calendar month per account.

*** Express Club is no longer available.**

To convert your account to a Special Access Plan, please download and fill out the special access application.

PREVIOUS | SAVE AND CONTINUE

Summary

Welcome | Address | Vehicle | Plan | Summary

ADDRESS INFORMATION

Edit

Address :

VEHICLES

Edit

Plate #	Year	Vehicle Make	Vehicle Model	Vehicle Color	State	Country	Temporary
	2006	SCION	XB	WHITE	CA	USA	No
	2011	JAGU	4D		CA	USA	No
	1999	CHEVROLET	TAHOE	BLACK	CA	USA	No
	2004	TOYOTA	COROLLA	WHITE	CA	USA	No
	2008	HONDA	CIVIC	GRAY	CA	USA	No

PLAN

Edit

Convenience Plan

☐ I agree to the Terms and Conditions and Privacy Policy

By clicking here, you agree to the revised account agreement and privacy policy and waive your rights to written notice as provided in the prior account agreement. A revised agreement and privacy policy will be included in your Welcome Kit, along with your new sticker transponder(s).

PREVIOUS | COMPLETE

Step Three: Mail New Sticker Transponders

- One sticker for every car on account at no charge
- Welcome kit provides instructions
  - Transponder mounting
  - What to do with old non-switchable transponder
  - What to do with switchable transponder

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QUESTIONS?