

*Insights Worldwide Research*

# **91 Express Lanes 2009 Customer Satisfaction Survey**

*Research conducted for  
Orange County Transportation Authority  
September 2009*

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

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## **Introduction**

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*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 12 years. Where appropriate, results from previous years have been included in the analysis and presented in this report.

*Changes in Sampling Frame* In 2009, 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 usage of the 91 Express Lanes by respondents mirrors the usage patterns of all 91 Express Lanes customers. Different from the sampling frame established in 2007, TCA customers using the 91 Express Lanes were not included in this year's study. Quotas based on current usage are as follows:

<b>Usage of 91 Express Lanes per OCTA database</b>	<b>Percent of Sample</b>
None	0%
Less than one trip a week	41%
One or two trips a week	26%
Three trips a week	9%
Four trips a week	6%
Five trips a week	7%
Six trips a week	4%
More than six trips a week	7%

*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 400 telephone interviews. Potential respondents were selected using a random sampling methodology from lists provided by OCTA. Lists provided by OCTA 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 17 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 400 with a sampling error of  $\pm 5.0\%$  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 10, 2009, and was completed on September 16, 2009. 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 Nora Yeretian for their invaluable support throughout this project, and Nora 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 Nora at OCTA (714-560-5356).

## **Summary of the Findings**

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### **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 400 telephone interviews among 91 Express Lanes customers in September 2009.

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

In 2009, 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 that Transportation Corridor Agency (TCA) account holders were not part of the sample as occurred in 2007. Again in 2009, quotas were established based on usage of 91 Express Lanes using the 91 Express Lanes database, and 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 2009, 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.

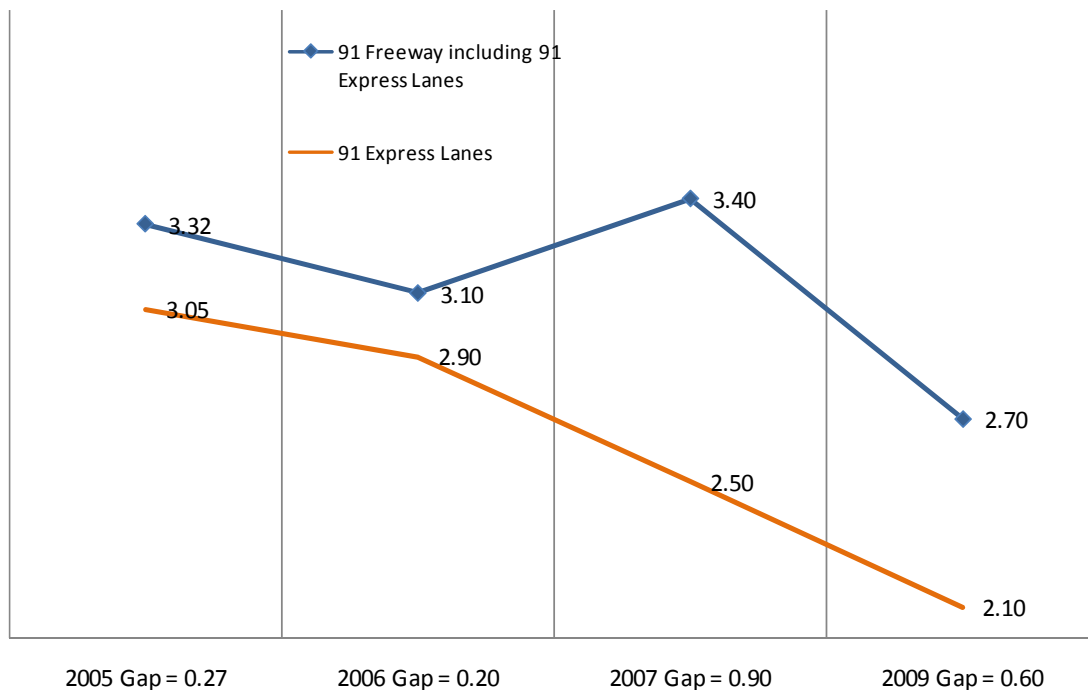
The following summarizes what we learned. Please refer to the Results section of this report for a more detailed analysis.

**Toll Road Usage**

Usage of the 91 Express Lanes and other toll roads remains fairly consistent with previous years. Nearly half of all 2009 respondents have more than one transponder on their account.

As previously stated, quotas for number of trips taken per week on the 91 Express Lanes were established before interviewing began in 2007 and repeated in 2009—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 somewhat while the trips on the SR 91 Freeway have declined significantly 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. However, one-fourth of all respondents say their usage has decreased. This response is an increase as compared 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 and demands at work. 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 toll charges are too expensive.

When comparing the percentage indicating that their travel has increased with the percentage indicating their travel has decreased, the net difference (.13) indicates a decrease in travel on the 91 Express Lanes in 2009. This finding, in combination with a slight decline in the mean number of trips as noted above, suggests a decrease of 91 Express Lanes customers choosing to use this toll road on a regular basis in preference for using it only when necessary.

Respondents were asked if they are aware of the toll decreases, and if so, what has been their reaction. In previous years, respondents were asked if they were aware of a toll increase and what was their reaction. Just 5% of all respondents in 2009 were aware of toll decreases. In comparison, 17% of respondents in 2007 and 26% of respondents in 2006 indicated they were aware of toll increases. This suggests that commuters are likely to have greater awareness of toll increases than toll decreases. Among those who have changed their behavior in 2009 because of toll decreases, using the toll road more often, less often, and traveling at different times are the most common responses.

Respondents spend an average of \$28.30 a month on toll charges. As the following table illustrates, this is similar to 2007 in self-reported monthly spending on the 91 Express Lanes, suggesting a leveling-off of toll spending.

**Average Toll Spending by Year**

	2005	2006	2007	2009
Self-reported average monthly tolls	\$26.33	\$25.15	\$28.60	\$28.30

**Perceptions of the Toll Road**

Overall, most respondents have been 91 Express Lanes customers for about eight-and-a-half years. 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 mention convenience as often as being tired of sitting in traffic. Change of living location and job changes are mentioned less often as a motivator in 2009 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-third 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 2009, the number of mentions for “very satisfied” also increased, while the number of respondents giving a lower satisfaction score decreased, suggesting a trend reversal of dissatisfaction in 2009. When asked why they rate their satisfaction the way they do, those who are most satisfied say it is because the 91 Express Lanes save 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.

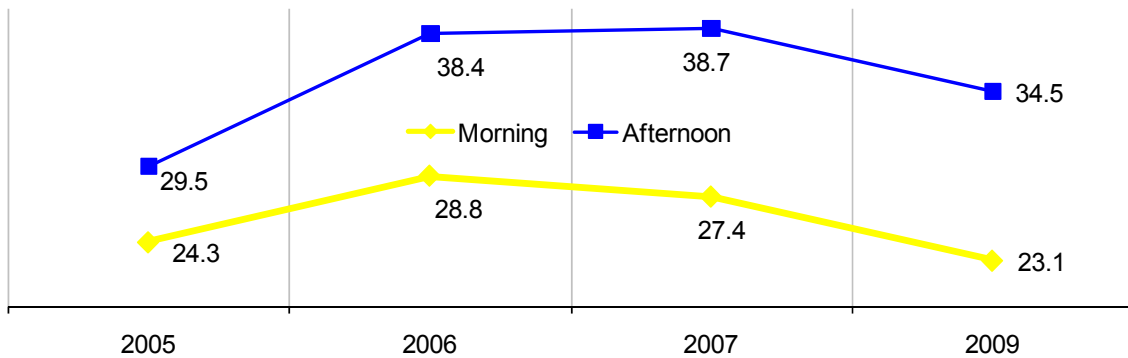
Nearly one out of three indicate that they feel the 91 Express Lanes are “very safe”, with a slight shift noted in respondents moving from feeling that the road is “safe” to feeling that the road is “somewhat safe”. As in previous years, people cutting into the 91 Express Lanes after the toll booth are mentioned most often as the reason for their safety perceptions. This may suggest that lane cutting remains a 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.

As in previous years, respondents say the best things about traveling on the 91 Express Lanes are saving time and less traffic. When asked for their greatest concern or complaint, nearly one-third 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. Despite toll decreases, the current economic environment may make it difficult for some customers to conceptualize the value proposition of the 91 Express Lanes.

When estimating their time savings when traveling on the 91 Express Lanes, responses suggest that customers may perceive less time savings in 2009 as compared with previous years.

**Estimated Time Savings When Using the 91 Express Lanes**



**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. By calculating the mean rating of each attribute, then determining the difference between the mean importance rating and the mean performance rating, we are able to determine how closely OCTA is meeting the expectations of their customers. Results are presented on the following page.

When the average performance rating is higher than the average importance rating, attributes appear to the right of the mid-point on the following graph. Attributes to the right exceed the expectations of OCTA's customers. They include using excess toll revenues to make improvements on the 91 Freeway corridor, and OCTA being financially responsible when managing the 91 Express Lanes.

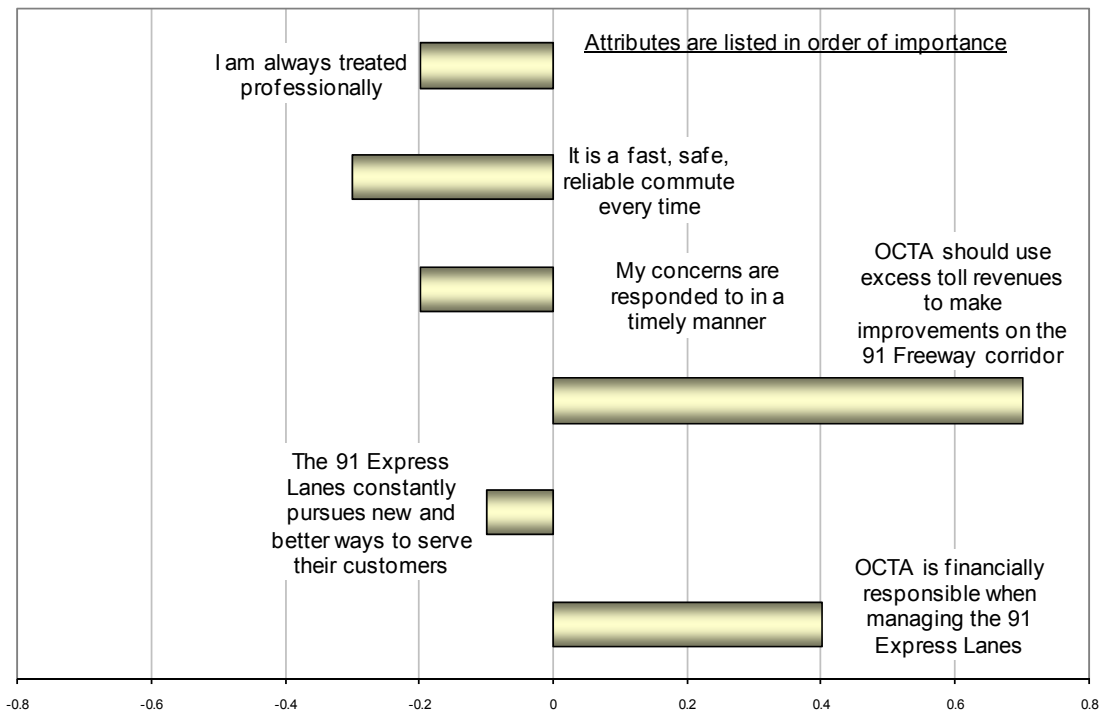
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## 91 Express Lanes Customer Satisfaction Survey

When the average performance rating is lower than the average importance rating, attributes appear to the left of the mid-point in the following graph. Attributes to the left indicate an opportunity for improvement to meet or exceed the expectations of OCTA's customers. This includes being treated professionally, a fast, safe and reliable commute, concerns responded to in a timely manner, and constantly pursuing new and better ways to serve customers. However, it should be noted that in each case the gap between what is expected and what is delivered is small indicating that OCTA is close to meeting customer expectations on these attributes.

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.

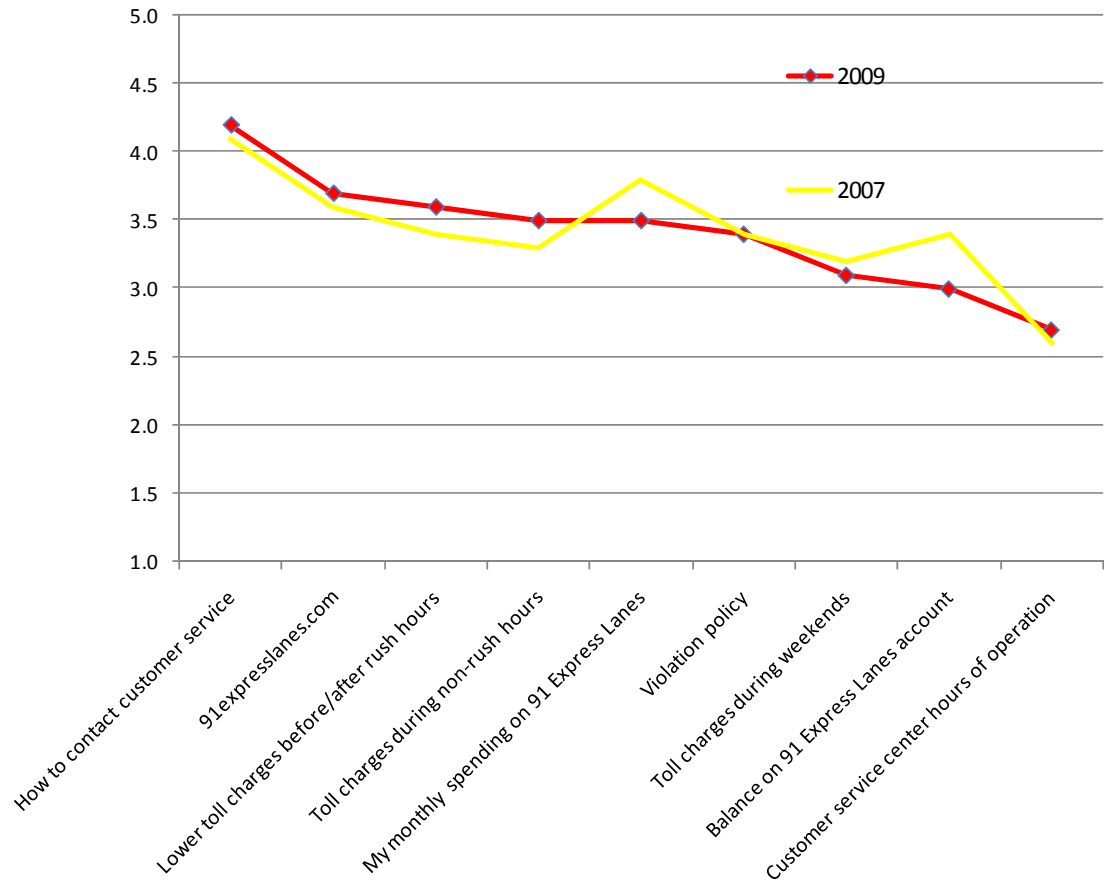
### **Gap Map of OCTA's Performance Results**



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.

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 the lower toll charges during fringe hours and non-rush hours than their monthly spending on the 91 Express Lanes. Respondents are less likely to be aware of their monthly spending or their 91 Express Lanes account balance in 2009 than they were in 2007.

**Awareness of 91 Express Lanes Features**

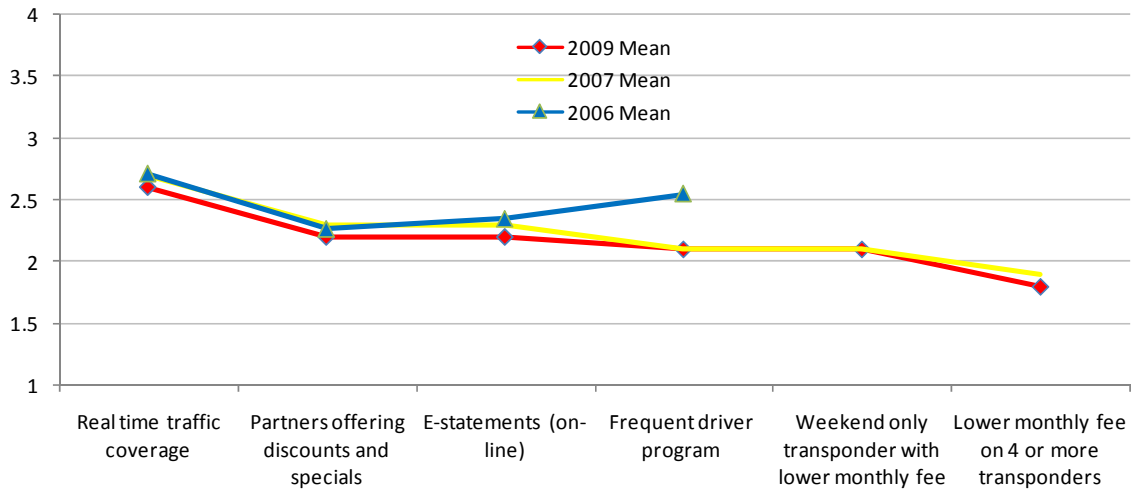


When asked what other OCTA services they have used in the past, the majority (91%) say they have not used any other OCTA service. This response is up from 85% in 2007 and 58% in 2006 indicating a trend away from usage of other OCTA services among 91 Express Lanes customers.

As with other years, most customers (53%) prefer to receive information about the 91 Express Lanes via mail. In addition, just over half (52%) of all responses indicate a preference to receive information via email. This is a significant increase from 2007 and completes a trend toward e-mail as noted in the 2007 survey.

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 advised of plans to extend the 91 Express Lanes to the I-15. Respondents were then asked how they would use the new extended lanes when traveling west bound and east bound. Eight out of ten respondents say they would use the new extended lanes in both Orange and Riverside counties when traveling east bound and west bound.

Respondents were also advised that OCTA is planning a future direct connection between the 91 Express Lanes and the 241 Toll Road. Respondents were asked how supportive they would be of this future plan. The majority (63%) indicate some support of this plan. Just 11% indicate no support at all.

**Demographics**

As the following table illustrates, 91 Express Lanes respondents are likely to be in their early 50s, male, and with some college education. The average annual household income of respondents has increased in 2009. This represents a 7% increase in annual household income over last year. This increase is less than the 18% increase noted from 2007 to 2009. The increase in 2007 may have been attributed to the inclusion of TCA customers.

**Respondents' Characteristics**

	2005	2006	2007	2009
Average age	45	54	48	52
Percent male	55%	52%	62%	52%
Percent female	45%	48%	38%	48%
Average annual household income	\$77,325	\$78,000	\$95,200	\$101,700
Percent with some college education	86%	82%	83%	90%
Percent employed full time	52%	43%	58%	64%
Ethnicity				
--- Caucasian	78%	73%	70%	74%
--- Hispanic	9%	7%	13%	11%
--- African American	2%	5%	4%	4%
--- Asian			6%	4%



## **Insights to Action**

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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.

Results this year indicate an improvement in overall satisfaction scores, higher performance scores, and an increase in respondents indicating they have no complaints about the 91 Express Lanes or OCTA.

This year's results also suggest that the economic environment is impacting 91 Express Lanes customers. Results indicate that customers are spending less on the 91 Express Lanes, using this toll road less often, and this purchase decision may have become a discretionary item rather than a routine purchase. These events may impact how OCTA promotes the 91 Express Lanes, toll charges, and the messages being sent to customers.

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

- ▶ **Build on the convenience factor as well as free flowing lanes.** As in previous years, 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. In addition, this year respondents indicate that convenience is as important to them as free-flowing lanes. Continue to ensure that at all times—regardless of accidents, road maintenance, or toll increases—customers can depend on free-flowing lanes. In addition, promote the convenience of the 91 Express Lanes and its impact on the life of your customers.

- ▶ **Promote OCTA's efforts to assist in these hard economic times.** Results suggest that 91 Express Lanes customers are less aware of the decrease in tolls than of any previous increase in toll charges. In addition, respondents indicate that a decrease in spending on the 91 Express Lanes may not be in response to OCTA, but rather a response to the current economic environment. Responses indicate that customer's value and understand the benefits of using the 91 Express Lanes, but may have decided to spend less on toll charges as they have other expenses. This may provide an opportunity for OCTA to position this organization as a partner with their customers during these tough economic times. This is a message that may resonate with customers, along with the news that toll charges have decreased.
- ▶ **Ensure that customers are aware of road maintenance and that this activity has limited impact on their experience.** Results in 2009 indicate a slight increase in customer complaints regarding road maintenance. While not significant, this may be the beginning of a trend that should be monitored by OCTA. Several customers comment that they are unaware of road maintenance and suggest their need to know. OCTA currently schedules regular road maintenance on the third Sunday of each month. Comments by respondents may suggest that while OCTA is notifying customers of regular road maintenance activities, other organizations may be carrying out road maintenance activities at other times without customer notification. Customers of the 91 Express Lanes may be assuming that these activities are being conducted by OCTA, suggesting the need for other organizations to coordinate their road maintenance activities with OCTA in order to remove the frustration among some customers.

- ▶ **Research a solution to improve the cones to prevent drivers from cutting into the 91 Express Lanes after the toll booth.** Since we began conducting this survey more than 11 years ago, respondents have complained about drivers cutting into the toll lanes right after the toll booth. This year, results indicate that customers are less likely to complain about lane cutters, and are more likely to express their concerns regarding the cones. This may suggest that efforts to reduce lane cutting by OCTA have been successful, but customers are searching for a more visible solution to the problem. OCTA may want to consider a communication plan to advise customers regarding efforts being made to reduce lane cutting and limitations on the barriers used to prevent these actions.
- ▶ **Capitalize on the trend toward email and the desire for real-time coverage.** This year customers indicate a desire to receive information via email, and the desire for real-time traffic coverage. This may suggest the need to inform customers of traffic conditions and road maintenance via email and 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 before they get on the road. These actions will also assist customers as they shift the purchase decision of the 91 Express Lanes from a routine decision to a discretionary purchase decision.

**Detailed Findings**

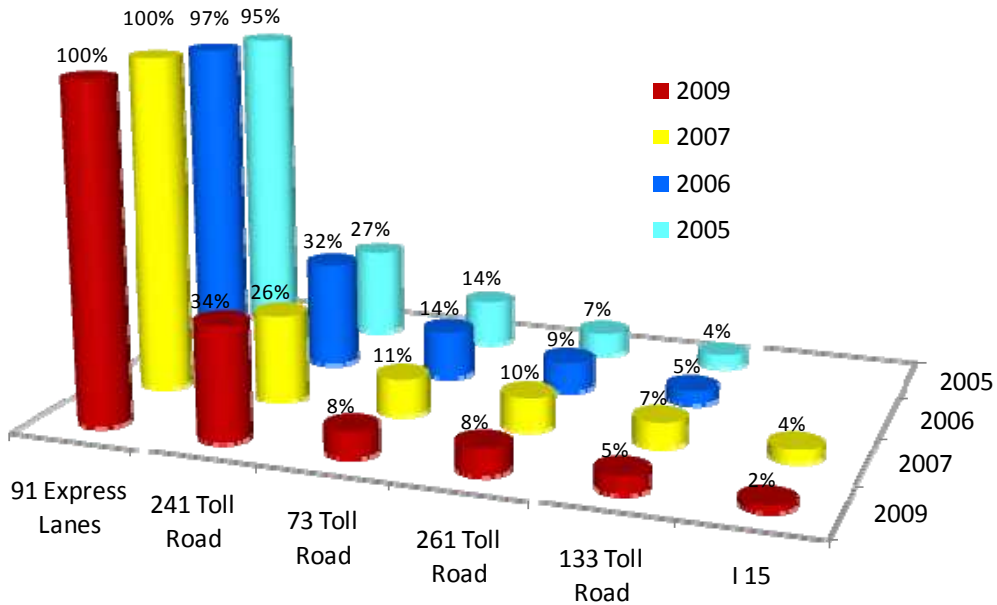
**I. Usage of Toll Roads**

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. In 2007 and 2009, 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 2007. The few exceptions include results for usage of the 241 Toll Road that returns to 2006 levels, and a trend for the 261 Toll Road that indicates a slight decrease in usage since 2007.

Toll Road Usage



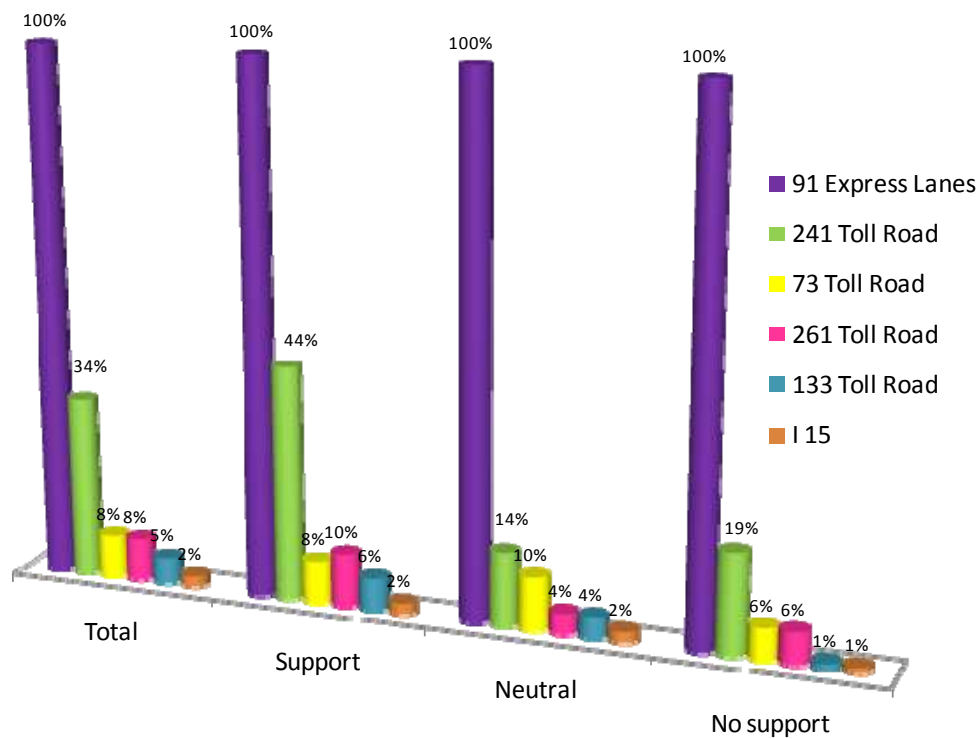
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## 91 Express Lanes Customer Satisfaction Survey

Later in the interview, respondents were asked about OCTA's plans for a future direct connection between the 91 Express Lanes and the 241 Toll Road. Specifically, respondents were asked if they were very supportive, somewhat supportive, neutral, not very supportive or not at all supportive of this plan.

In order to gather additional insights among respondents, data was segmented based on their support of this direct connection. As presented below, respondents indicating support for the direct connection between the 91 Express Lanes and the 241 Toll Road are more likely to say they currently use the 241 Toll Road.

### Toll Road Usage by Support of the 241 Direct Connection



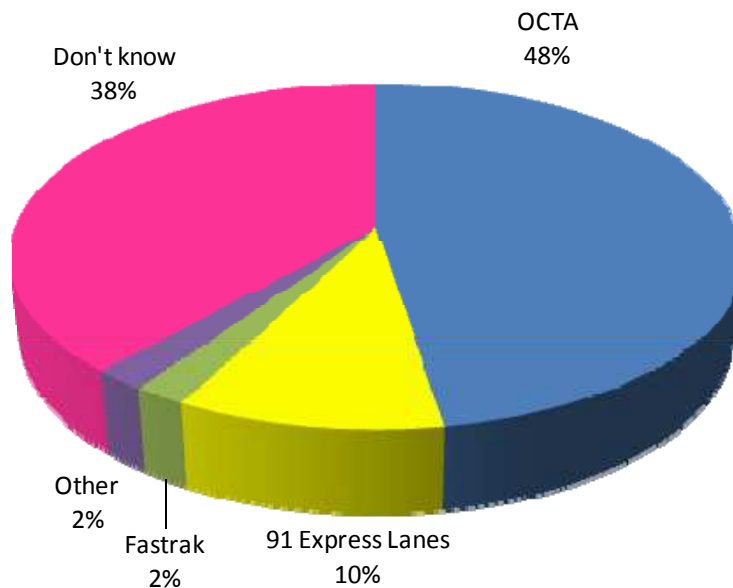
Q1b. And who is your account with?

As mentioned in the Methods section of this report, 2009 respondents were randomly selected from OCTA customers who have used the 91 Express Lanes at least 12 times within the past 12 months. In 2007, quotas were established based on commuters who have their account with TCA or OCTA. In 2009, TCA account holders were not available. This would suggest that a comparison of responses in 2007 would be significantly different than responses in 2009. For this reason, the following graph presents responses to the current survey only.

As the following graph illustrates, nearly half of all respondents have their transponder accounts with OCTA, while just over one-third are not sure. Interestingly, over four out of ten respondents who rarely use the 91 Express Lanes (less than one trip per week) offer this response.

Respondents indicating they have increased their usage of the 91 Express Lanes are more likely to indicate that their account is with OCTA than are respondents indicating they have decreased their usage of this toll road. This may suggest that as usage of the 91 Express Lanes increases, awareness of OCTA also increases.

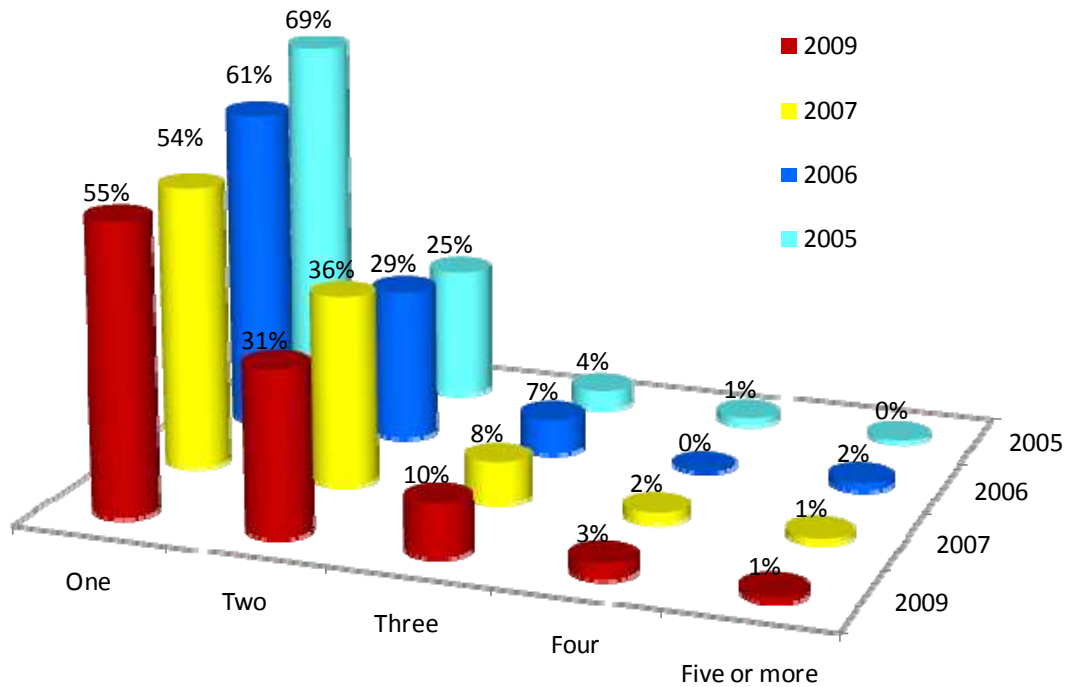
Transponder Account



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 2009, nearly half of all respondents say they have more than one transponder in their household. Not surprising, respondents indicating they travel on the 91 Express Lanes more than six times a week are also more likely to say they have two or more transponders.

Number of Transponders

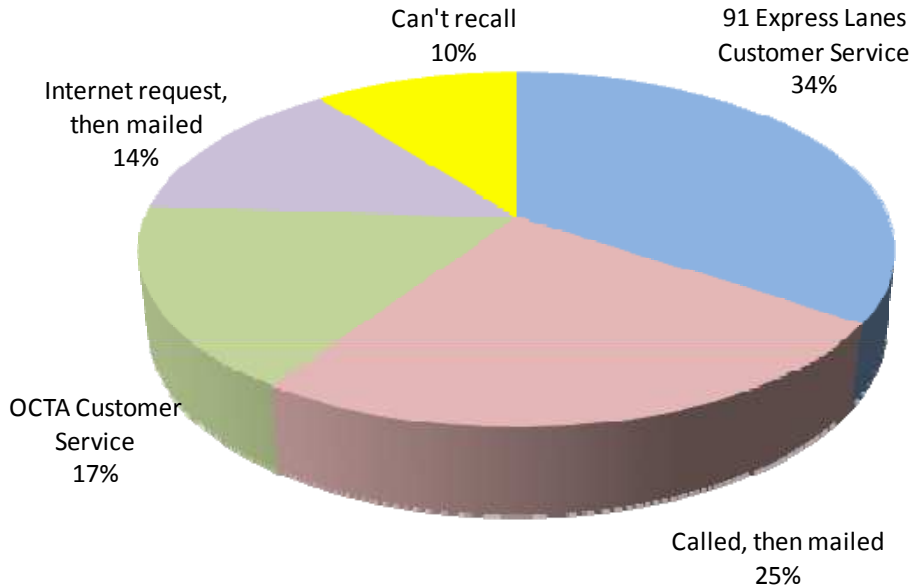


91 Express Lanes Customer Satisfaction Survey

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

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. One-fourth of all respondents simply called in and had their transponder mailed to them.

Transponder Acquisition



Respondents who acquired their transponder through OCTA are more likely to say they used OCTA customer service and less likely to say they used 91 Express Lanes Customer Service in 2009 as compared with 2007.

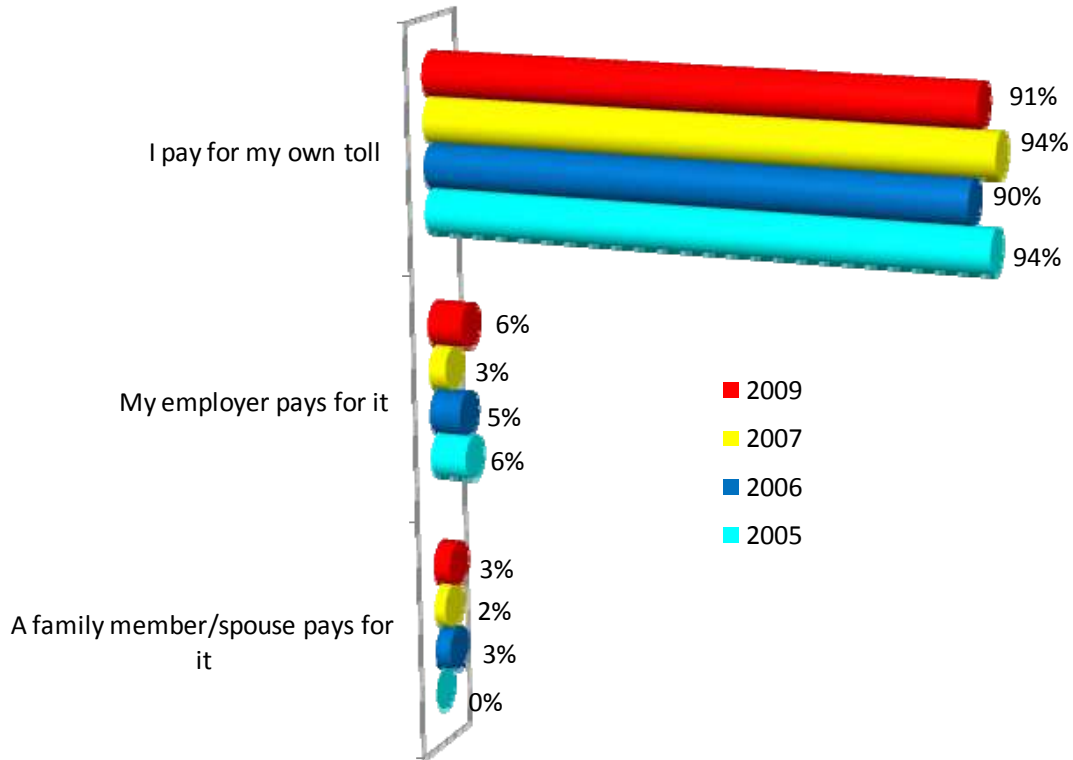
Transponder Acquisition	2007			2009
	Total	OCTA Only	TCA Only	Total
91 Express Lanes Customer Service	40%	51%	9%	34%
Called, then mailed	24%	21%	30%	25%
OCTA Customer Service	9%	9%	9%	17%
Internet request, then mailed	21%	14%	43%	14%
Costco	1%	1%	3%	0%
Can't recall	4%	3%	6%	10%



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. Respondents who use the 91 Express Lanes four or more times a week are somewhat more likely to say that their employer pays the toll. However, even among this group of frequent users, the majority of respondents indicate that they pay their own toll charges.

Payment of Tolls



Q4. What is the ZIP code from which you are traveling? \_\_\_\_\_

Q5. What is the ZIP code to which you are traveling? \_\_\_\_\_

As illustrated in the tables below, ZIP codes from which respondents are traveling from remain consistent from 2007 results. Nearly two-thirds of all respondents say they do not know the zip code of their destination. A list of zip codes by city is included in the Appendix of this report.

ZIP Code Travel

Traveling from...	2007			2009
	Total	OCTA Only	TCA Only	Total
92503-92596 (Riverside and Winchester)	33%	41%	9%	32%
928XX (North Orange County and Corona)	31%	36%	17%	31%
90XXX (LA and Long Beach area)	14%	9%	29%	12%
92019-92501 (San Diego, Desert, Big Bear area)	5%	5%	4%	9%
926XX (Central and South Orange County)	8%	3%	21%	7%
927XX (Central Orange County)	4%	1%	11%	4%
91XXX (Claremont, Ontario area)	4%	4%	4%	4%
All others	2%	1%	5%	1%

Traveling to...	2007			2009
	Total	OCTA Only	TCA Only	Total
928XX (North Orange County and Corona)	12%	14%	7%	8%
90XXX (LA and Long Beach area)	9%	10%	5%	8%
926XX (Central and South Orange County)	8%	9%	6%	5%
92503-92596 (Riverside and Winchester)	4%	4%	5%	2%
927XX (Central Orange County)	4%	4%	3%	3%
92019-92501 (San Diego, Desert, Big Bear area)	3%	3%	3%	6%
91XXX (Claremont, Ontario area)	1%	1%	1%	1%
Don't know	59%	55%	70%	67%

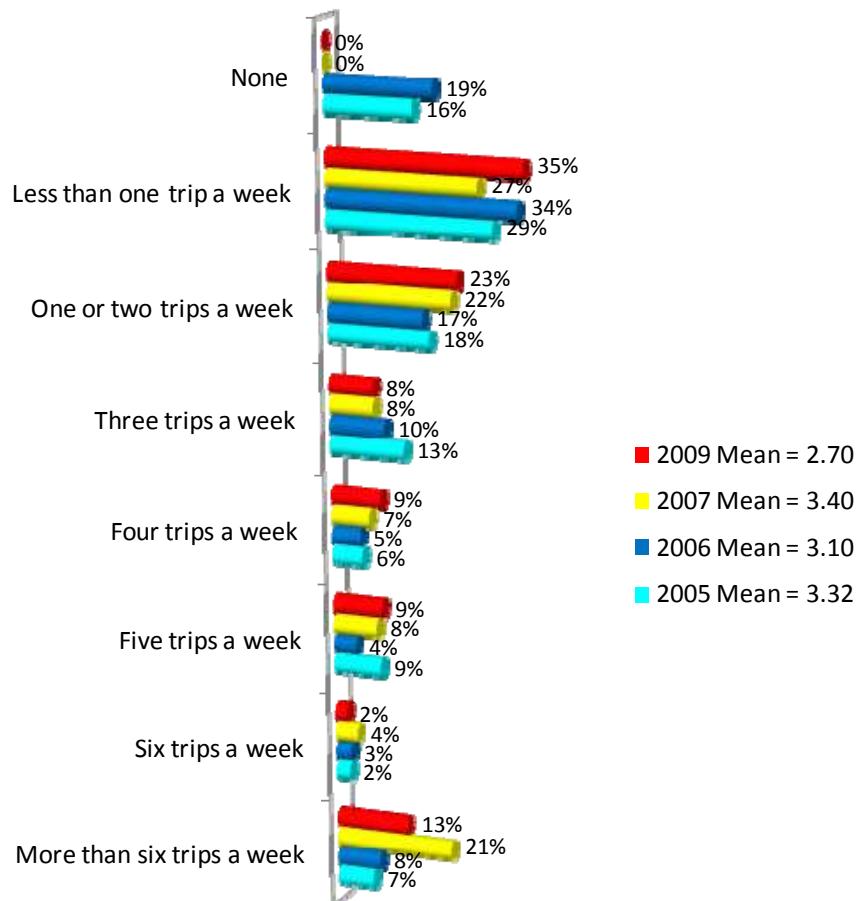
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## 91 Express Lanes Customer Satisfaction Survey

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 have decreased in 2009, particularly among respondents saying they use this corridor more than six times per week.

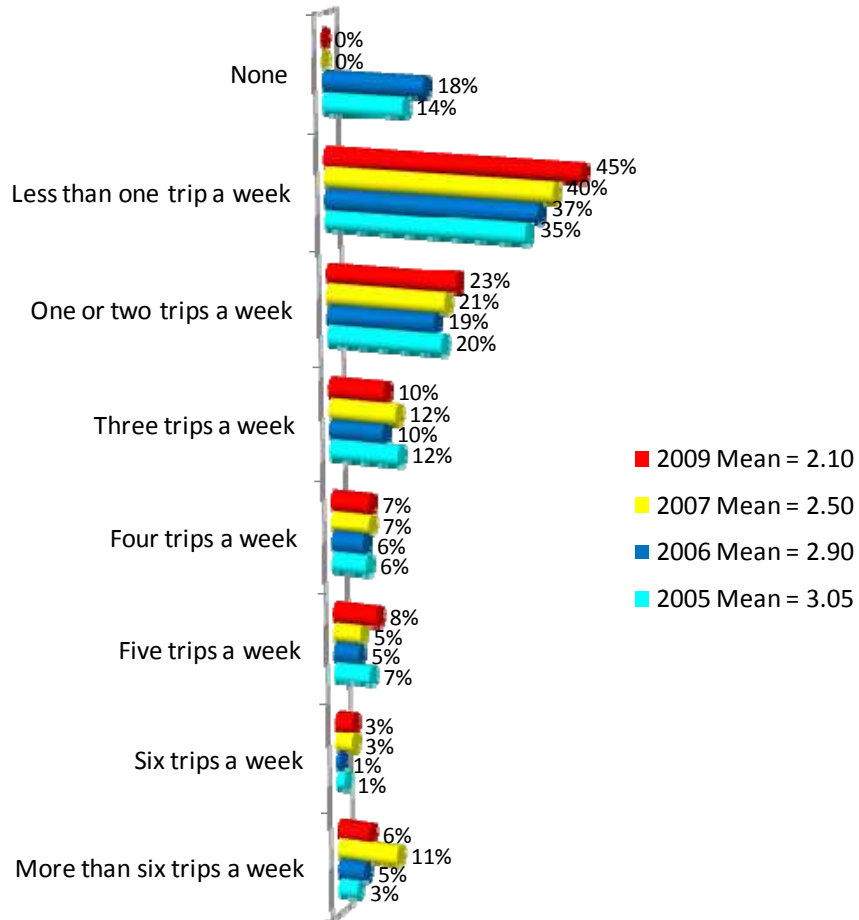
### Approximate Number of One-Way Trips Per Week on the 91 Freeway



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. It is worth noting that respondents indicating they are employed use the 91 Express Lanes an average of 2.5 times a week. In comparison, respondents indicating they are not employed use this toll road an average of just 1.4 times a week.

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



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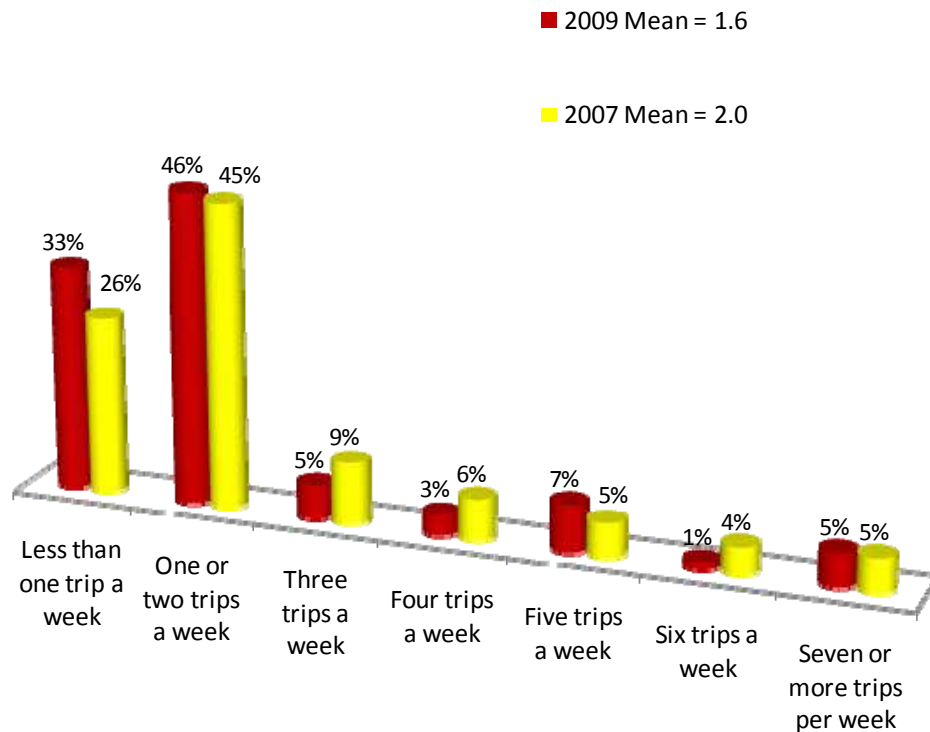
## 91 Express Lanes Customer Satisfaction Survey

Q8. And 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)?

Respondents were asked to state the number of trips they take on the 91 Express Lanes during rush hour. In 2006 and 2005, respondents were asked to state the percent of travel during rush hours. For this reason, this data is not presented.

Assuming a weekly commute of 10 trips per week, results suggest that respondents may be carefully selecting which days and times they will be using the 91 Express Lanes.

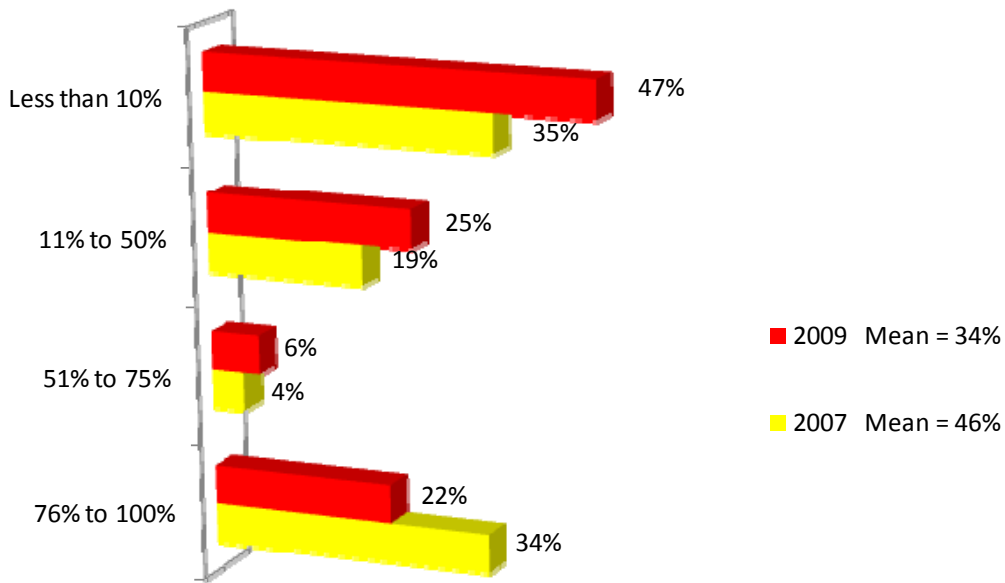
### Weekday Rush-Hour Travel on the 91 Express Lanes



Q9. As a percent of your total travel on the 91 Freeway during these times, what percent of the time do you use the 91 Express Lanes during non-rush hours, excluding weekends?

As in 2007, 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 nearly one-half of all respondents say that at least 11% of time that they are on the 91 Express Lanes it is during non-rush hours, while nearly the same number of respondents indicates they are infrequent users.

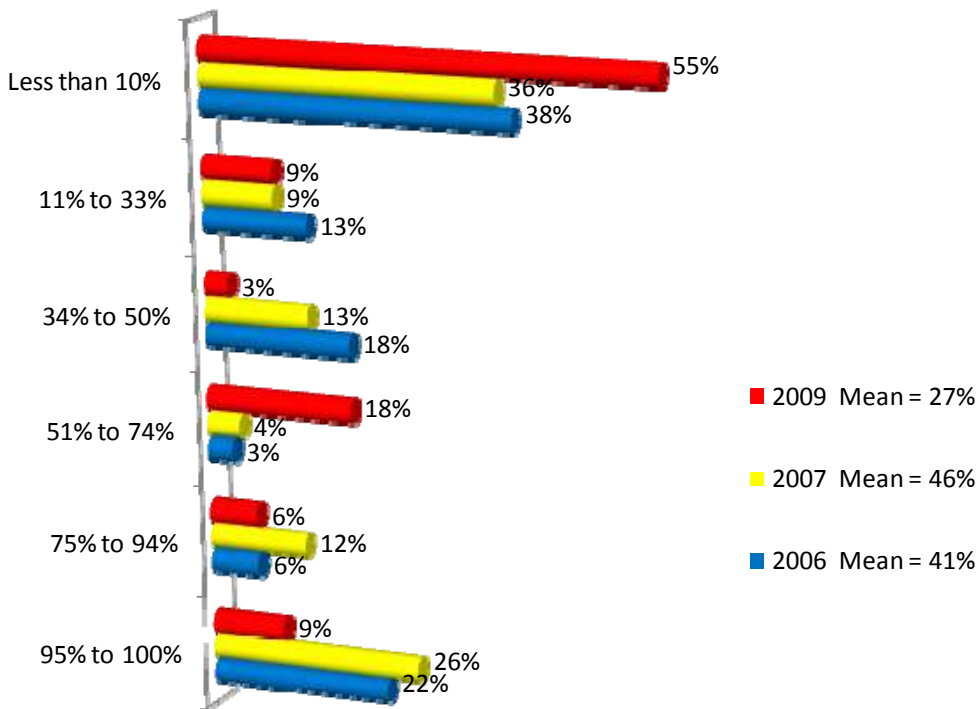
Non-Rush-Hour Weekday Travel on the 91 Express Lanes



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

Respondents were asked to estimate the percentage of time that they use the 91 Express Lanes on weekends. Results indicate that slightly less than half of all respondents use the 91 Express Lanes on weekends at least 11% of the time that they are on the 91 Freeway. In 2009, there is an increase in respondents saying they use this toll road less than 10% of the time for weekend travel, as well as an increase in the percent of respondents offering a response of 51% to 74%. This may suggest that when respondents consider whether or not to use the 91 Express Lanes rather than the 91 Freeway for weekend travel, this decision may be more discretionary than may have occurred in earlier years.

Weekend Travel on the 91 Express Lanes

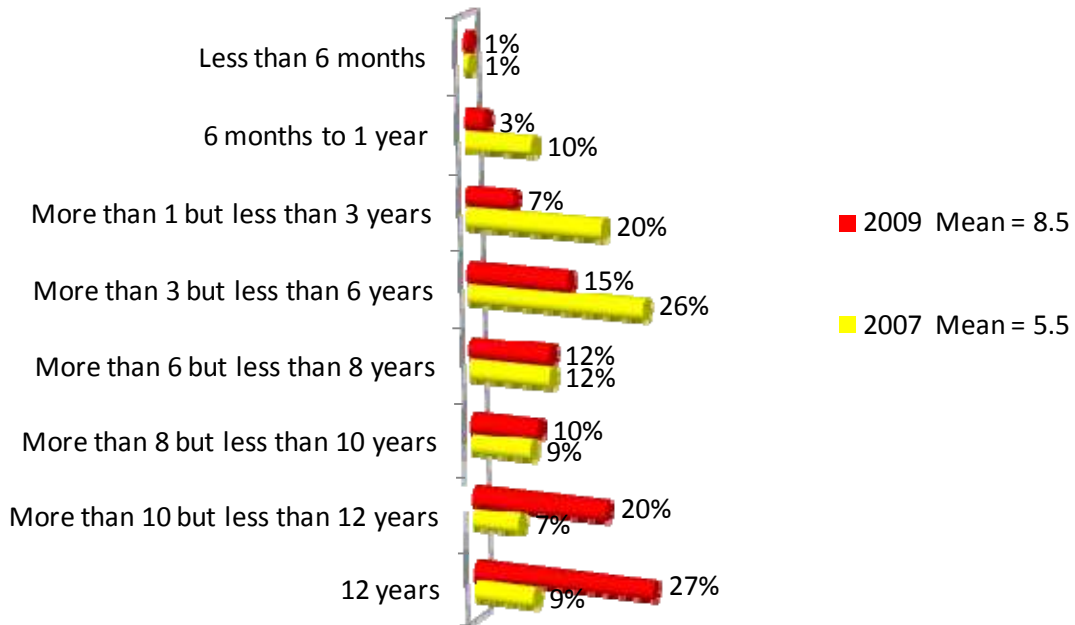


## II. Selection Process

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 two-year comparison is presented. Results in 2009 indicate that nearly half of all respondents have been traveling on the 91 Express Lanes for more than 10 years. The mean number of years as an 91 Express Lanes customer among those using this toll road three or fewer times per week is 8.8, while among more frequent users (six times per week) the mean is 11.5. Among the most frequent users (seven times per week) the mean number of years drops to 9.9 years.

### Time as a 91 Express Lanes Customer



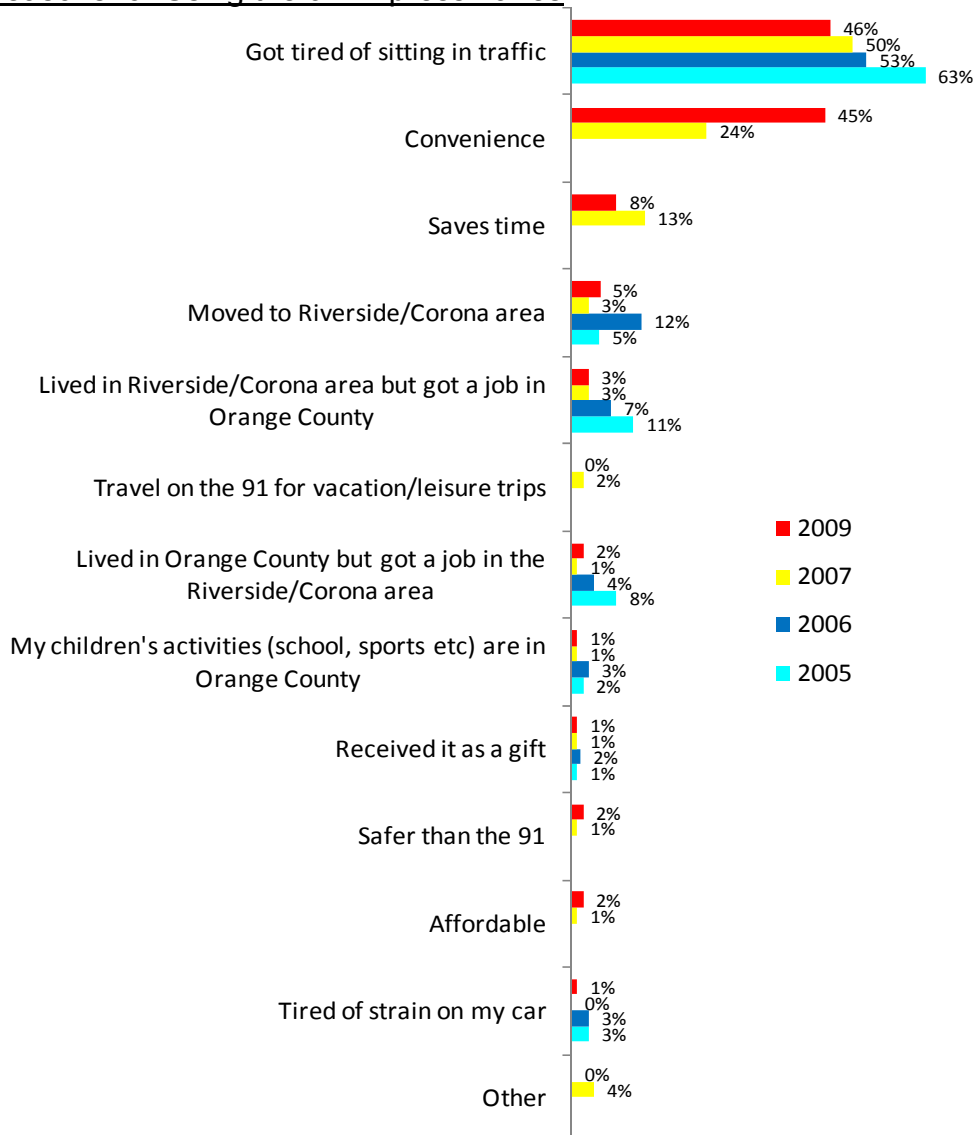


## 91 Express Lanes Customer Satisfaction Survey

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*. However, this year respondents frequently mention *convenience* as a motivator for signing up and using the 91 Express Lanes. *Being tired of sitting in traffic* reflects nearly half of all responses, as does *convenience*.

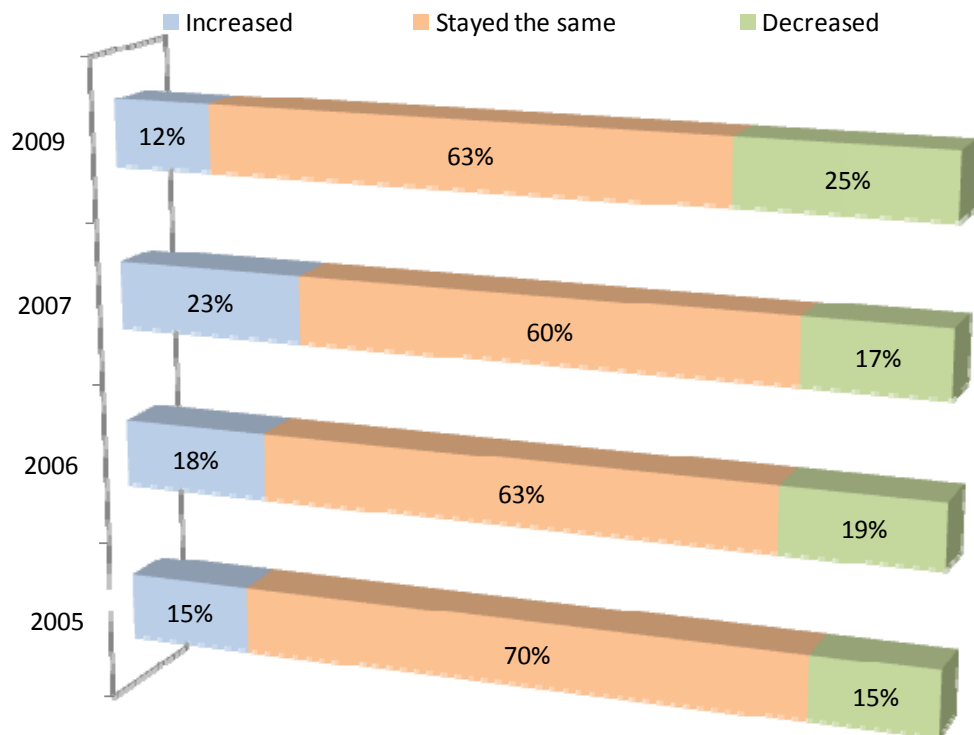
### Initial Reasons for Using the 91 Express Lanes



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 (.13) indicates a decrease in travel on the 91 Express Lanes in 2009. This is the first year the results indicate these outcomes. Respondents who frequently use the 91 Express Lanes are more likely to report an increase in usage than are less frequent users.

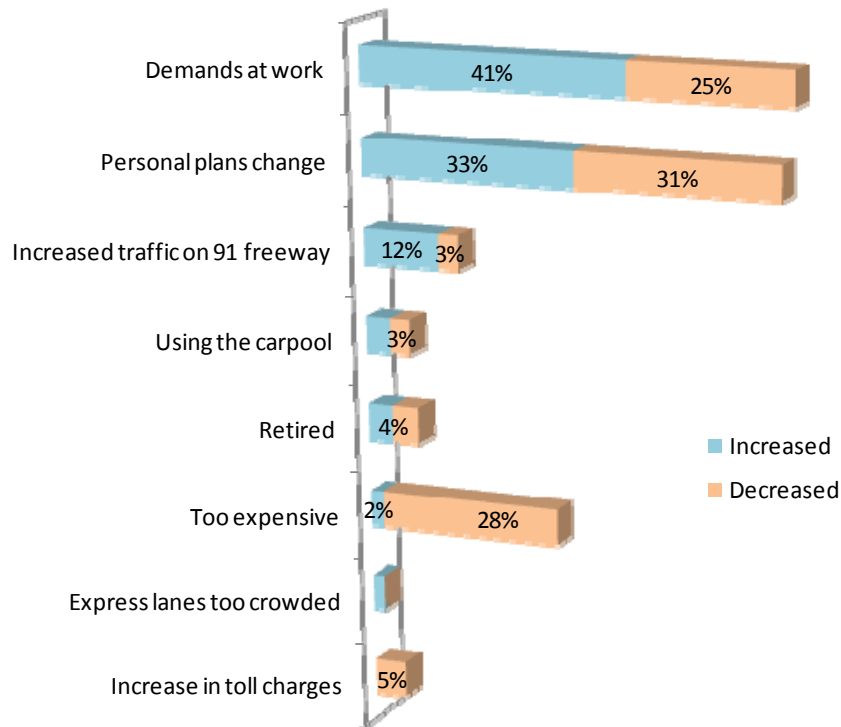
Usage of the 91 Express Lanes



Q14. Why have your driving habits changed?

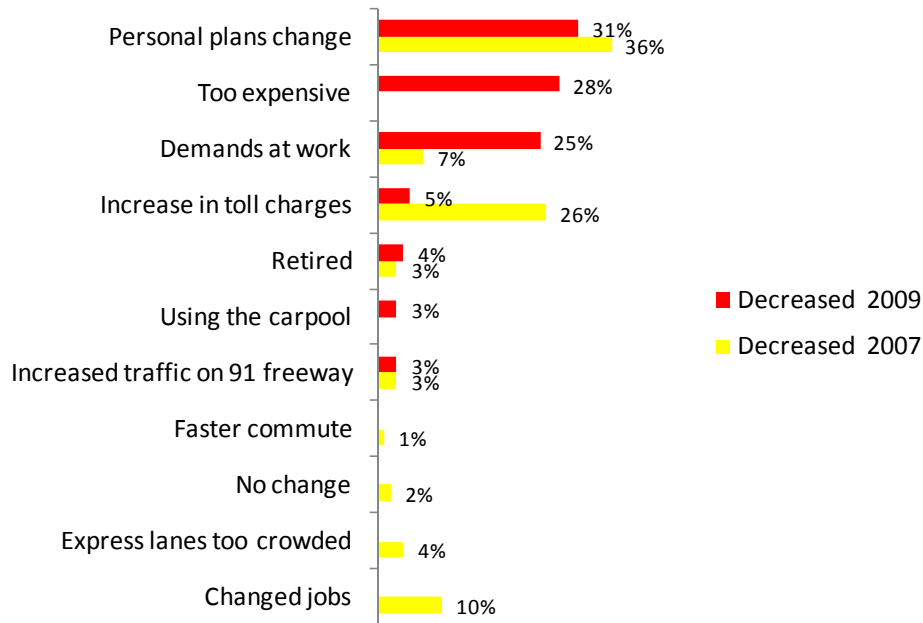
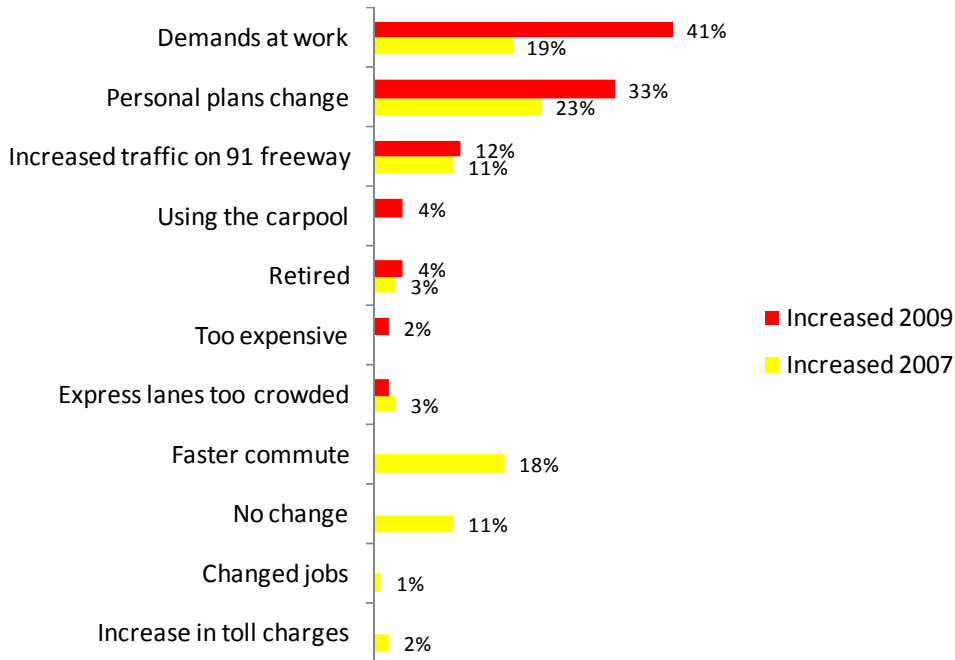
If respondents mentioned that their travel on the 91 Express Lanes has either increased or decreased, they were asked why. Respondents were asked to provide their reasons in their own words. Responses were then coded by categories and entered into our computer to be included with all other results. Respondents cite various reasons for changing their driving patterns. It is interesting to see that a change in personal plans or demands at work are 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 toll charges have become too expensive.

Reasons for Changing Driving Habits



The following graphs present reasons for changes in driving habits by year. Results indicate that demands at work and personal events are more likely to have impacted an increase in 91 Express Lanes usage in 2009 as compared to 2007. In addition, in 2009 a faster commute is less likely to have impacted an increase in usage, while expense is more likely to have impacted a decrease in usage as compared to 2007.

Reasons for Changing Driving Habits – By year



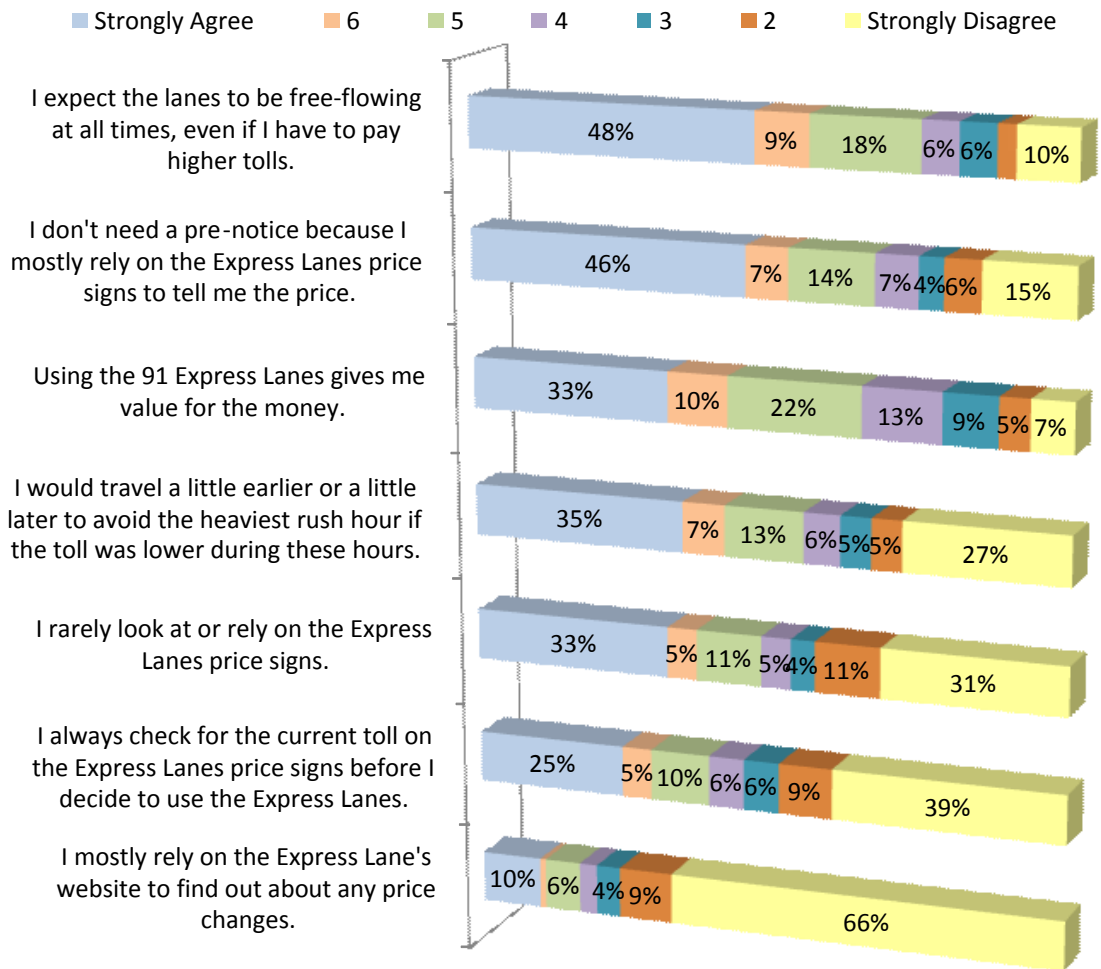
## 91 Express Lanes Customer Satisfaction Survey

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 that the value they receive from their toll charges if lanes are free-flowing. Responses also suggest that respondent's monitor toll charges via the 91 Express Lanes sign and may vary their travel patterns based on this information.

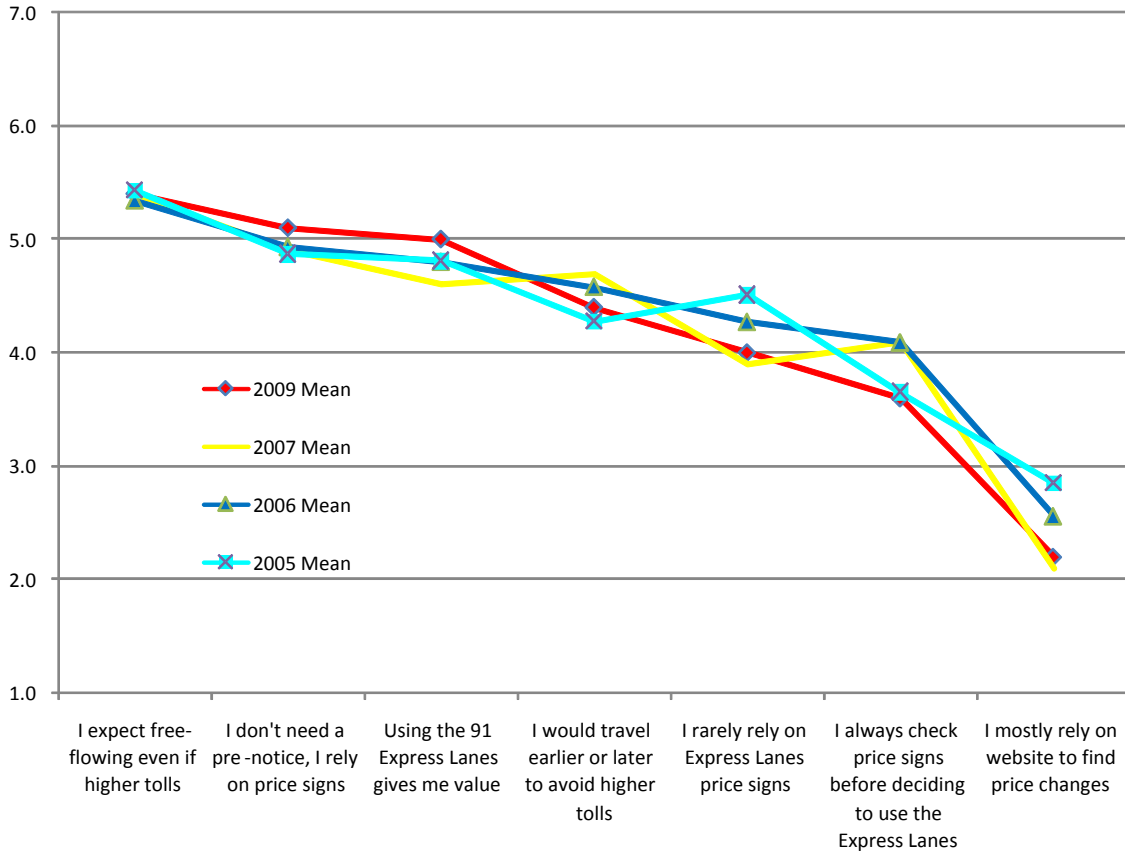
It is worth noting that respondents indicating they feel the 91 Express Lanes may not be as safe as they desire are also more likely to agree that they expect the lanes to be free-flowing at all times and less likely to agree that the 91 Express Lanes gives them value. This may indicate a cause for their concern.

### Interaction with the 91 Express Lanes



Data collected in 2009 show that respondents continue to check price signs rather than the website for price changes.

Perception Means by Year



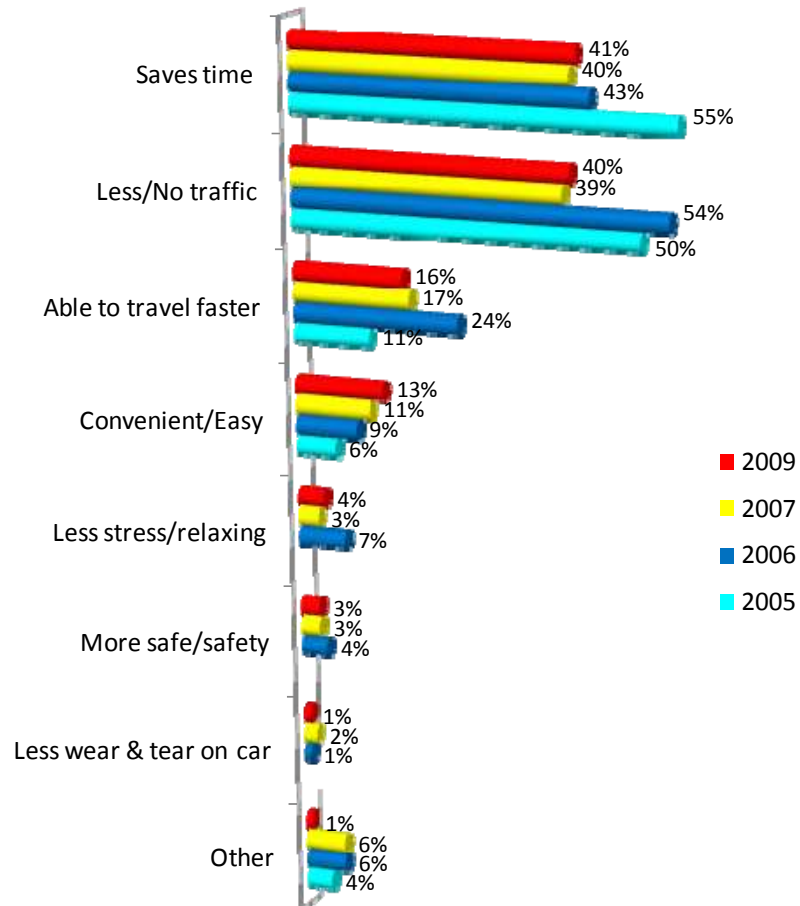
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## 91 Express Lanes Customer Satisfaction Survey

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*. This trend continues in 2009. *Convenience* and *easy* receive slightly more mentions in 2009 than in previous studies. Respondents using the 91 Express Lanes four or more times per week are more likely to mention saving time as the best thing about traveling on this toll road. In contrast, respondents using the 91 Express Lanes less than three times per week are more likely to mention less traffic and convenience/easy as the best thing.

### Best Thing About Travel on the 91 Express Lanes

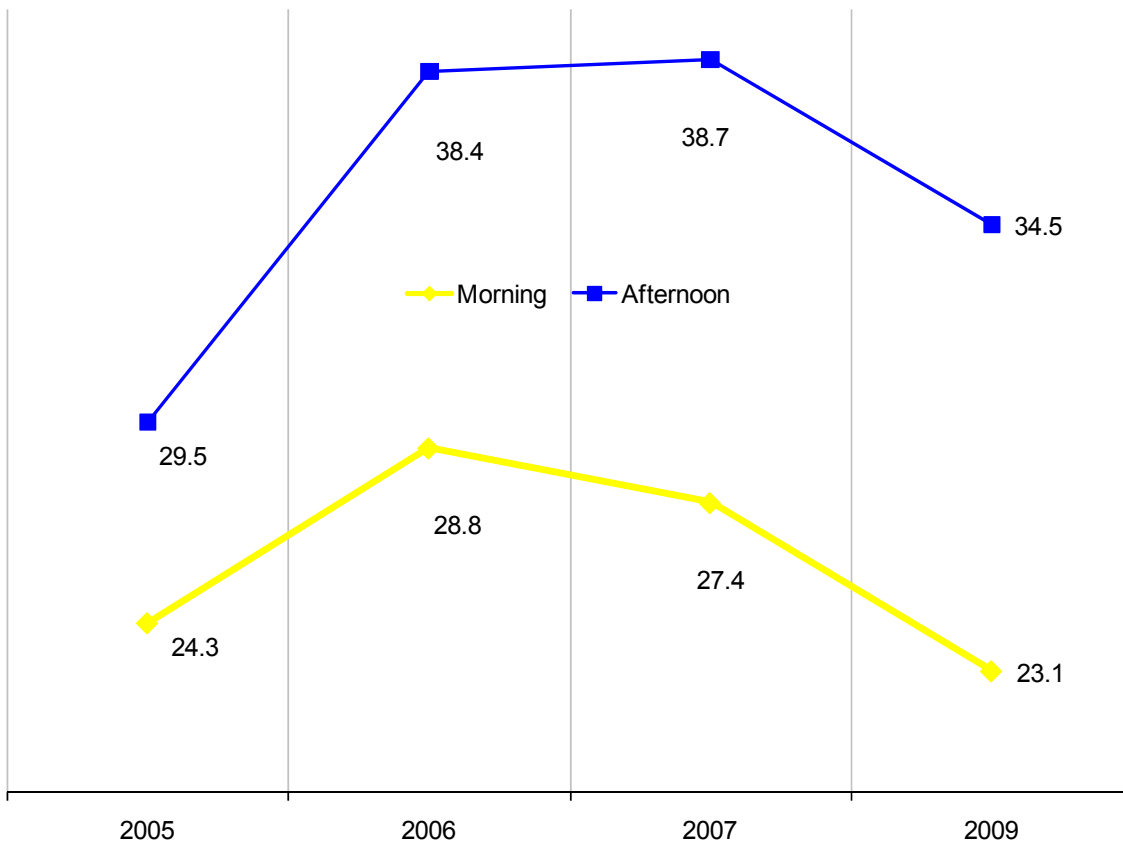


Q17/Q18. About how much time do you think you save per one-way trip during rush hour when you travel on the 91 Express Lanes in the morning? In the afternoon?

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, over one-third of all respondents say they save 45 minutes or more in the afternoon by traveling on the 91 Express Lanes, while nearly half say they save 30 minutes or more in the morning when using this toll road.

When examining results over the past several years, results suggest that perceived time savings have decreased over the previous two years. This is particularly true when asked about the morning commute.

Time Saved by Traveling the 91 Express Lanes – By Year



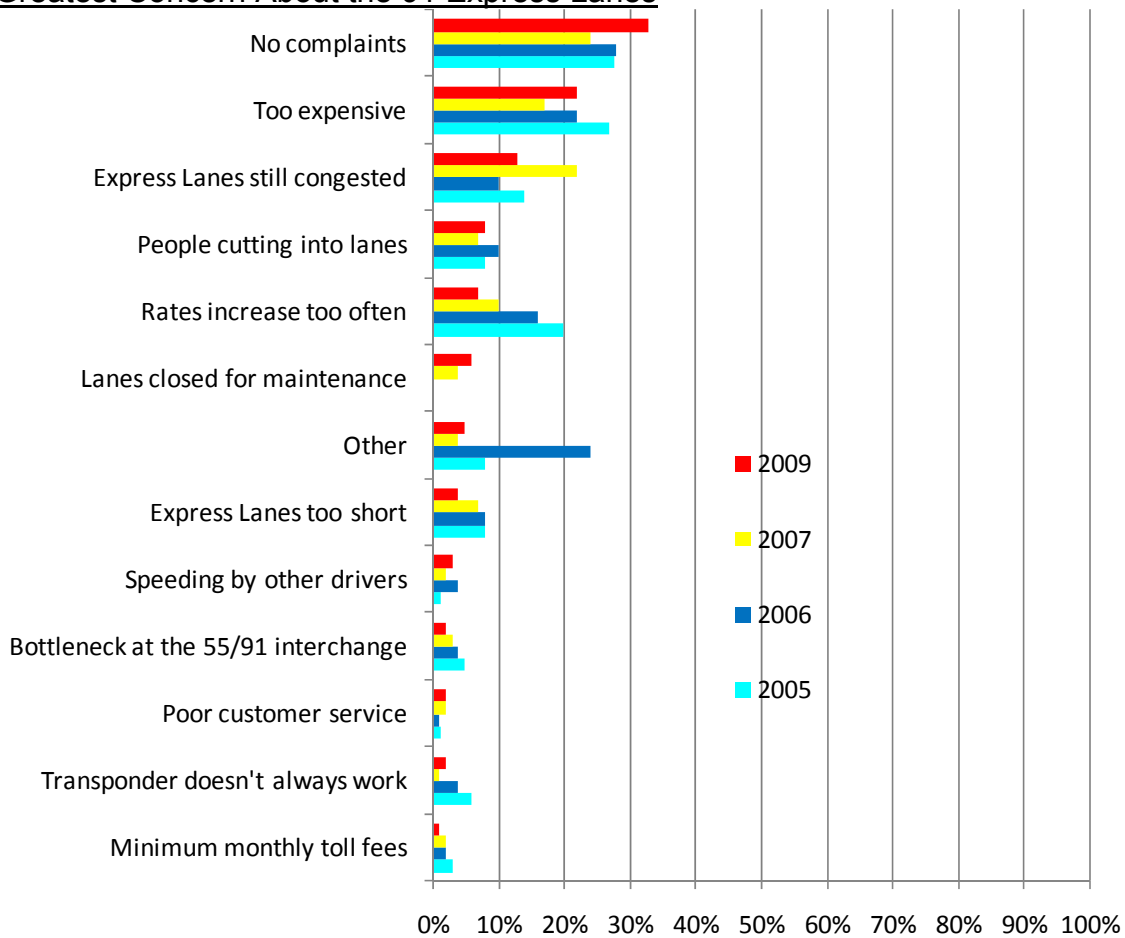


### III. Performance Perceptions

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-third of all respondents say they have no complaints, the highest response to date. The most frequently mentioned complaint is the expense while complaints of congestion on the 91 Express Lanes has decreased. Rate increases are mentioned less often in 2009.

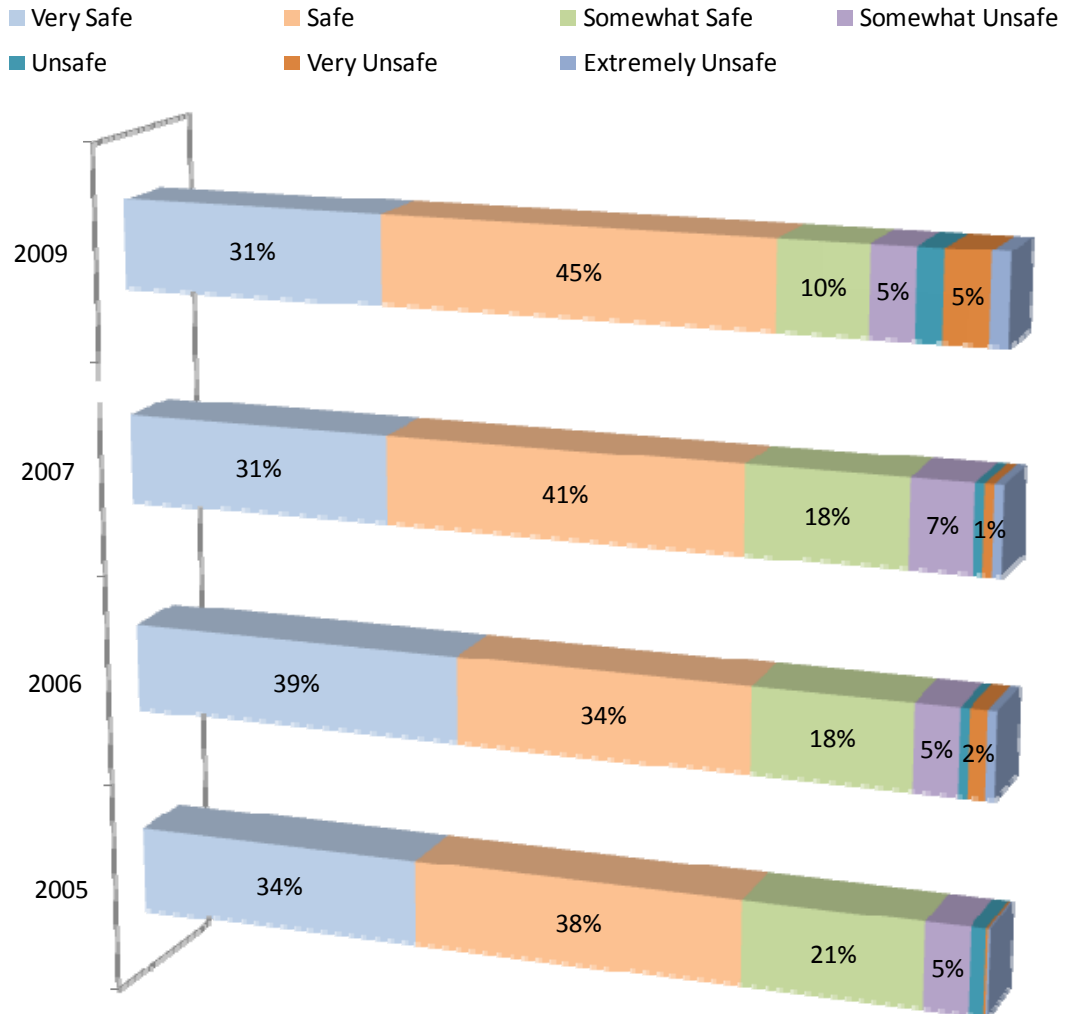
Greatest Concern About the 91 Express Lanes



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 the shift in safety perceptions noted in 2007 continues in 2009. Approximately three-fourths of all respondents say the lanes are safe, nearly the same response as in previous years. Just one out of ten respondents considers the 91 Express Lanes to be unsafe, similar to previous year's results.

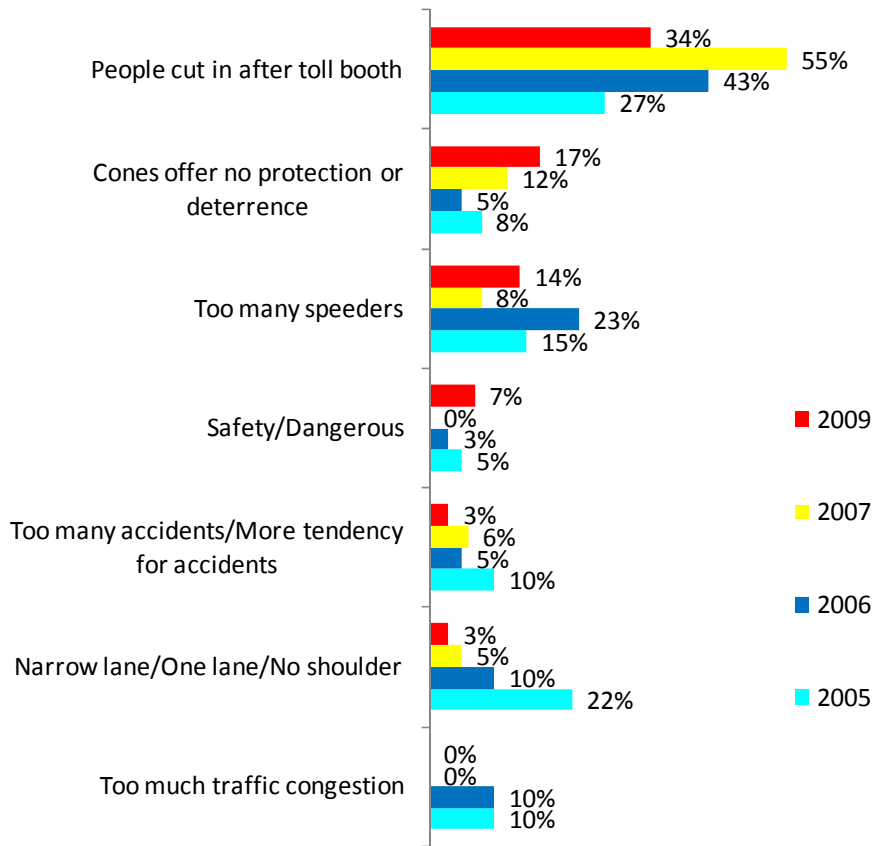
Perceptions of Safety on the 91 Express Lanes



Q21. Why do you feel this way?

Respondents stating that they felt the 91 Express Lanes were *somewhat unsafe, unsafe, very unsafe or extremely unsafe* to the previous question 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, however, this complaint has declined in 2009. In addition, a *lack of protection offered by the cones, speeding, and safety/dangerous* are mentioned more often in 2009, while *accidents* and *narrow lanes* are mentioned less often.

Reasons for Perceptions of Safety on the 91 Express Lanes

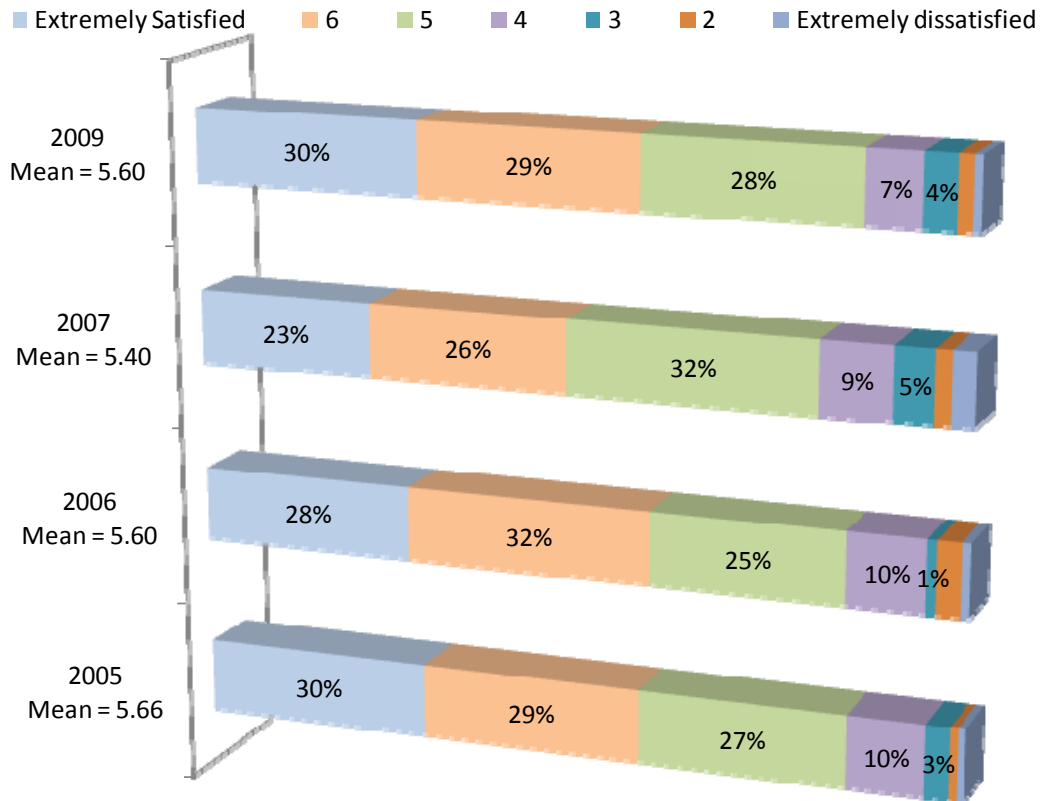


Q22. Overall, how would you rate your satisfaction with your experience in using the 91 Express Lanes toll road? Please use a scale of 1 to 7 where 7 means you are extremely satisfied and 1 means you are extremely dissatisfied.

Satisfaction with the 91 Express Lanes in 2009 indicates a reversal of the trend toward lower satisfaction scores since 2004.

When satisfaction scores are analyzed based on respondents' support of the 241 direct connection, respondents indicating support of this direct connection provide an average satisfaction score of 5.8. In comparison, respondents indicating little or no support provide an average satisfaction score of 5.2. This may suggest a correlation between support of this direct connection and satisfaction with the 91 Express Lanes.

Overall Satisfaction with the 91 Express Lanes



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## 91 Express Lanes Customer Satisfaction Survey

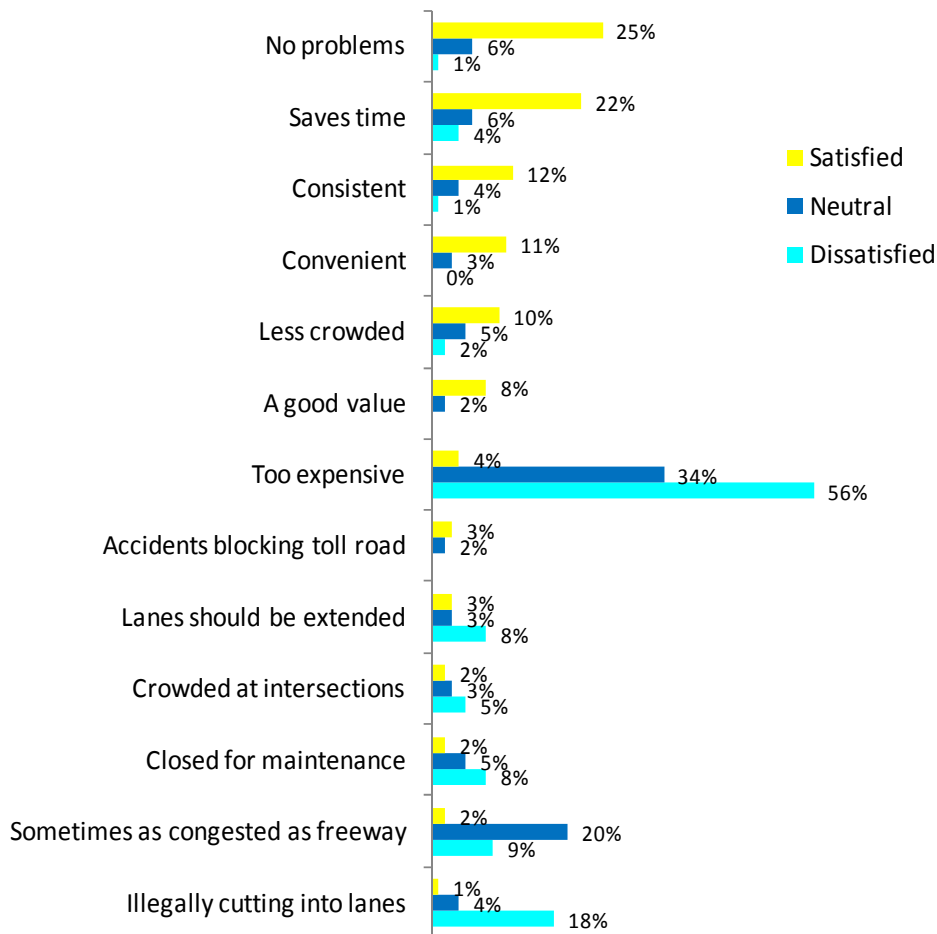
Q23. Can you please tell me the primary reason you rated your experience that way?

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.

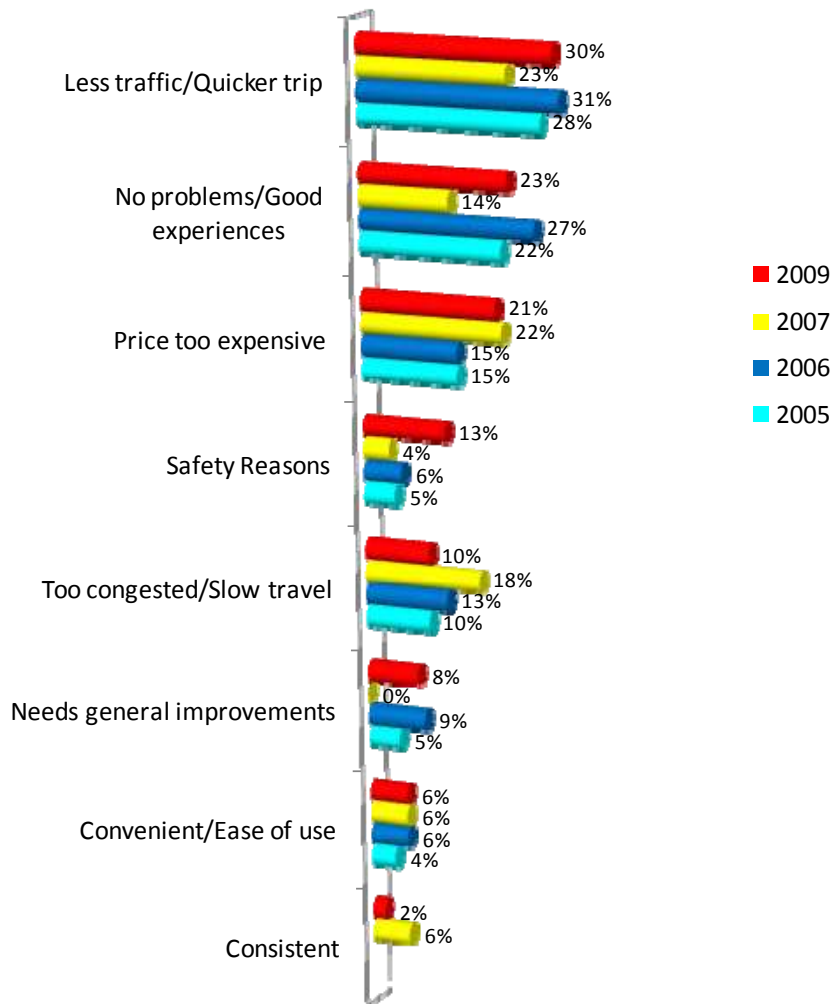
Among respondents indicating less satisfaction, comments suggest that expense, crowded lanes, closed for maintenance, and lane cutting may be the cause of this dissatisfaction.

### 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 *safety reasons* and *the need for general improvements* in 2009 than in previous years. In addition, respondents are less likely to mention *too congested* in 2009 than in previous years.

Reasons for Satisfaction Scores by Year

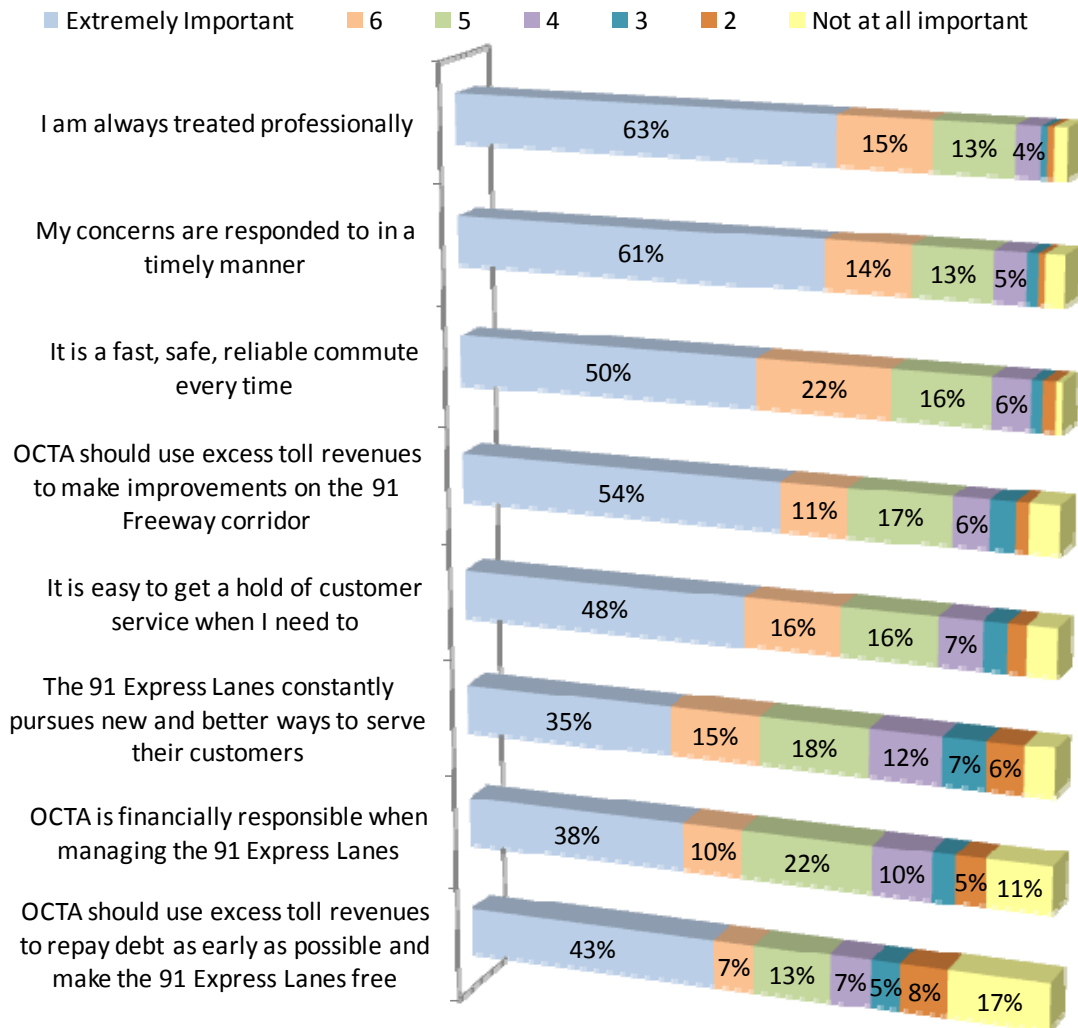


## 91 Express Lanes Customer Satisfaction Survey

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.

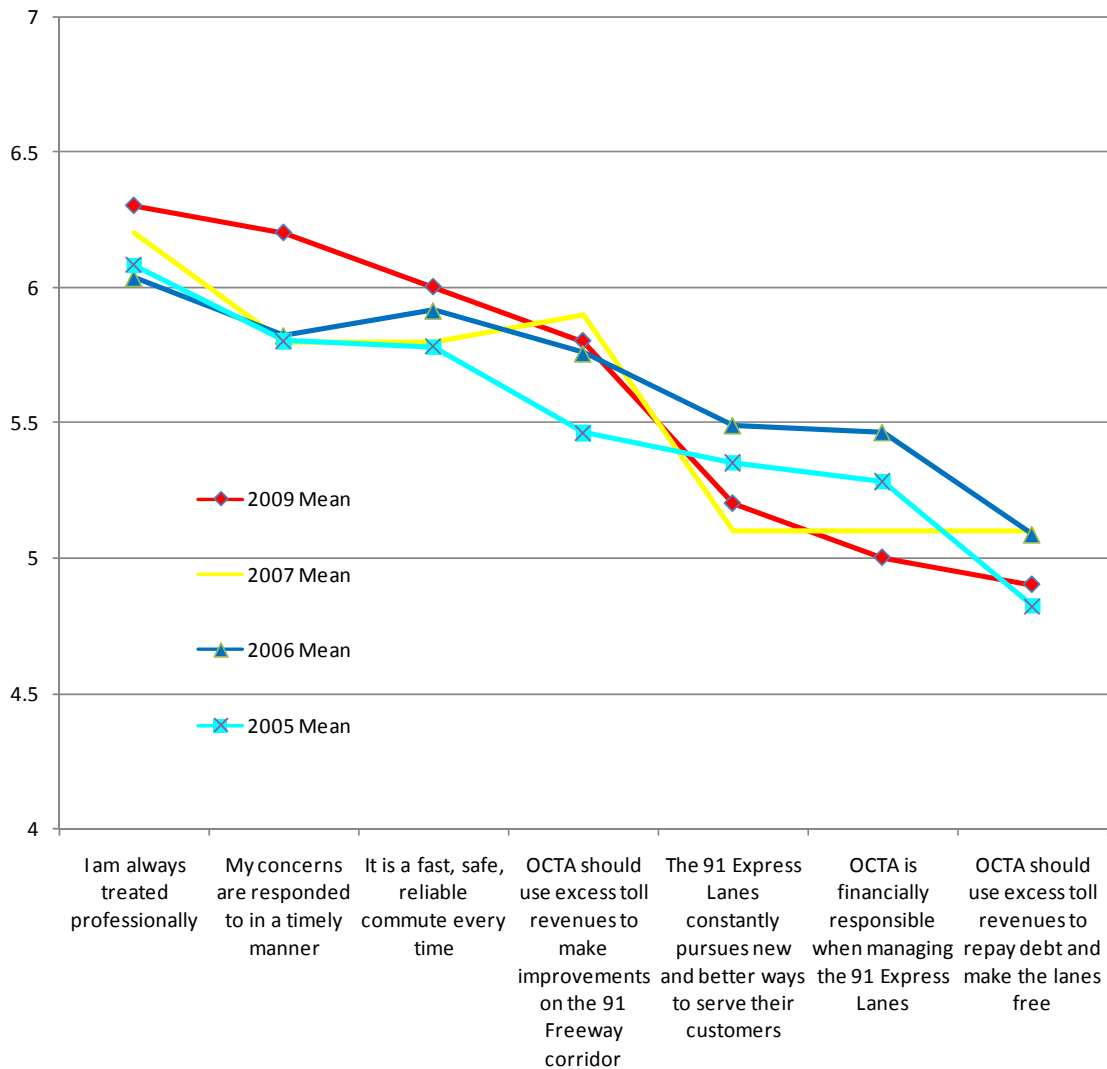
When asked to rate the importance of several attributes, respondents indicate that relationship factors are most important to them. Factors directly associated with the 91 Express Lanes comprise the second tier of importance. It is worth noting that respondents using the 91 Express Lanes more than six times a week are less likely to indicate it is important that this toll road constantly pursue new and better ways to serve their customers.

### Importance of Service Attributes



When the mean scores for consumer importance are analyzed and compared to previous years, the data indicates a few differences when it comes to customers' expectations of the 91 Express Lanes. In 2009 respondents are more likely to feel that relationship factors and a reliable commute are more important than in previous years. In addition, OCTA being financially responsible is of less importance to respondents in 2009 as compared with previous years.

Mean Scores of Importance of Service Attributes by Year



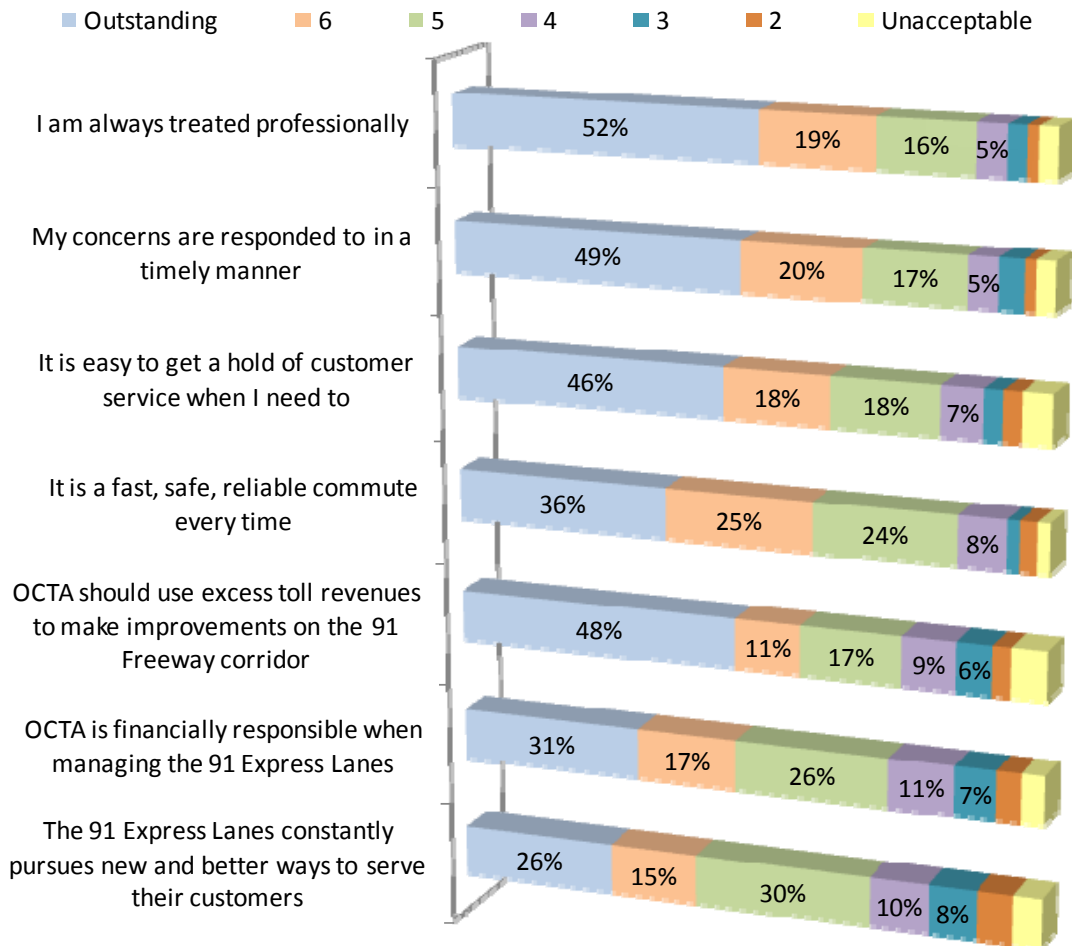


## IV. Perceptions of OCTA

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.

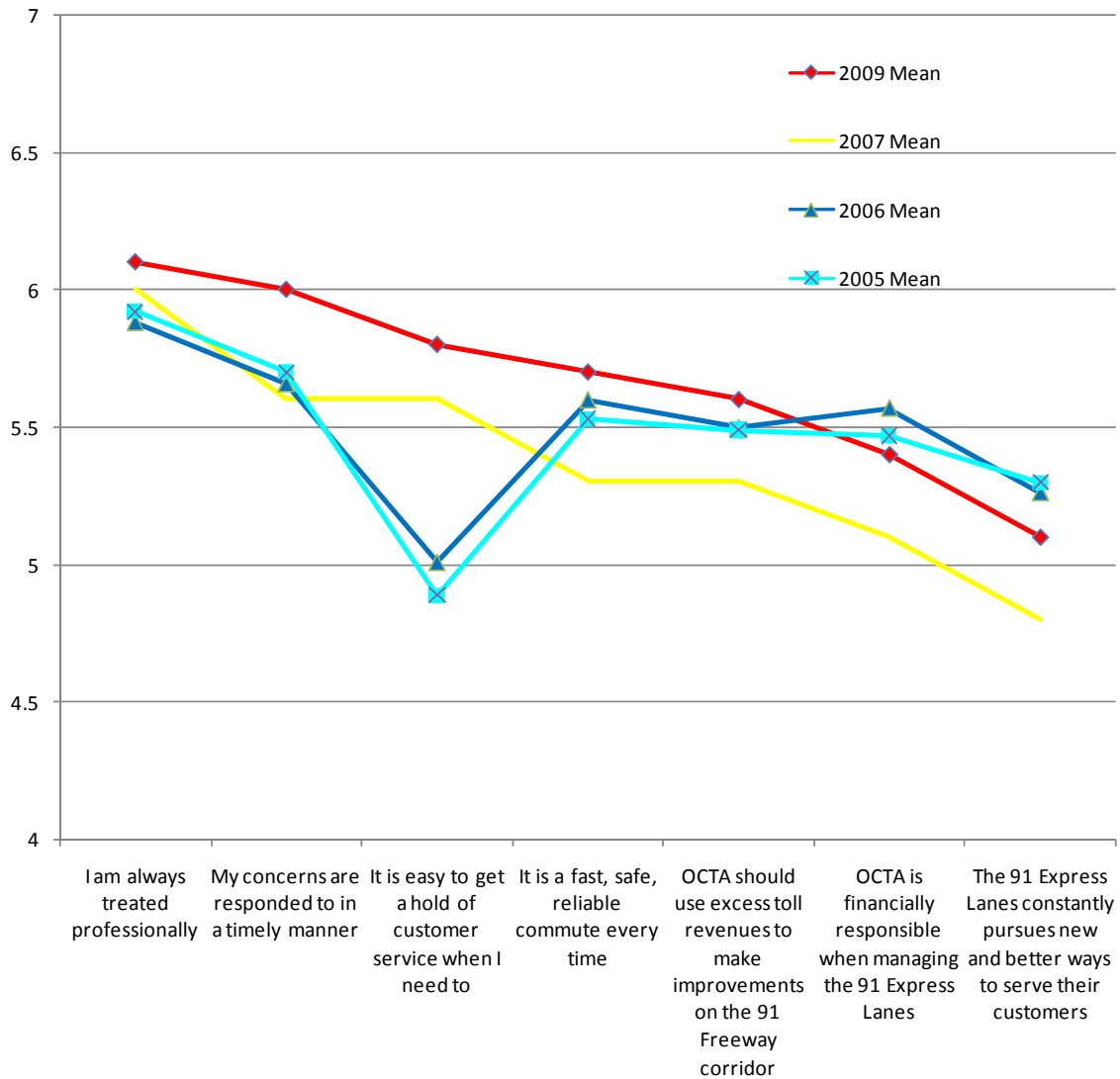
When asked to rate the performance of the 91 Express Lanes on the same list of attributes, customers give OCTA the highest ratings on relationship factors such as how they are treated, responsiveness and access to customer service. Factors associated with the 91 Express Lanes fall into the second tier of performance ratings.

### Performance of the 91 Express Lanes



When the mean scores for performance are analyzed and compared to previous years, the data collected in 2009 suggest performance perceptions have improved for relationship factors and attributes associated with the 91 Express Lanes.

Performance of the 91 Express Lanes by Year

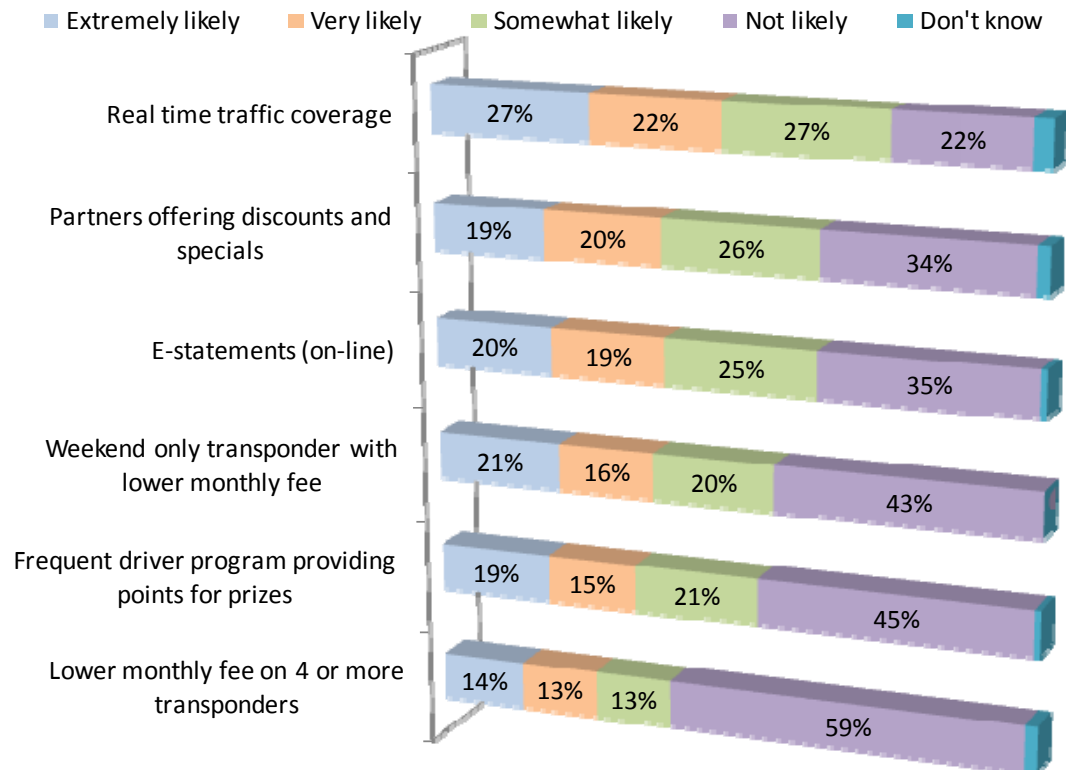


## V. Product Perceptions

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.

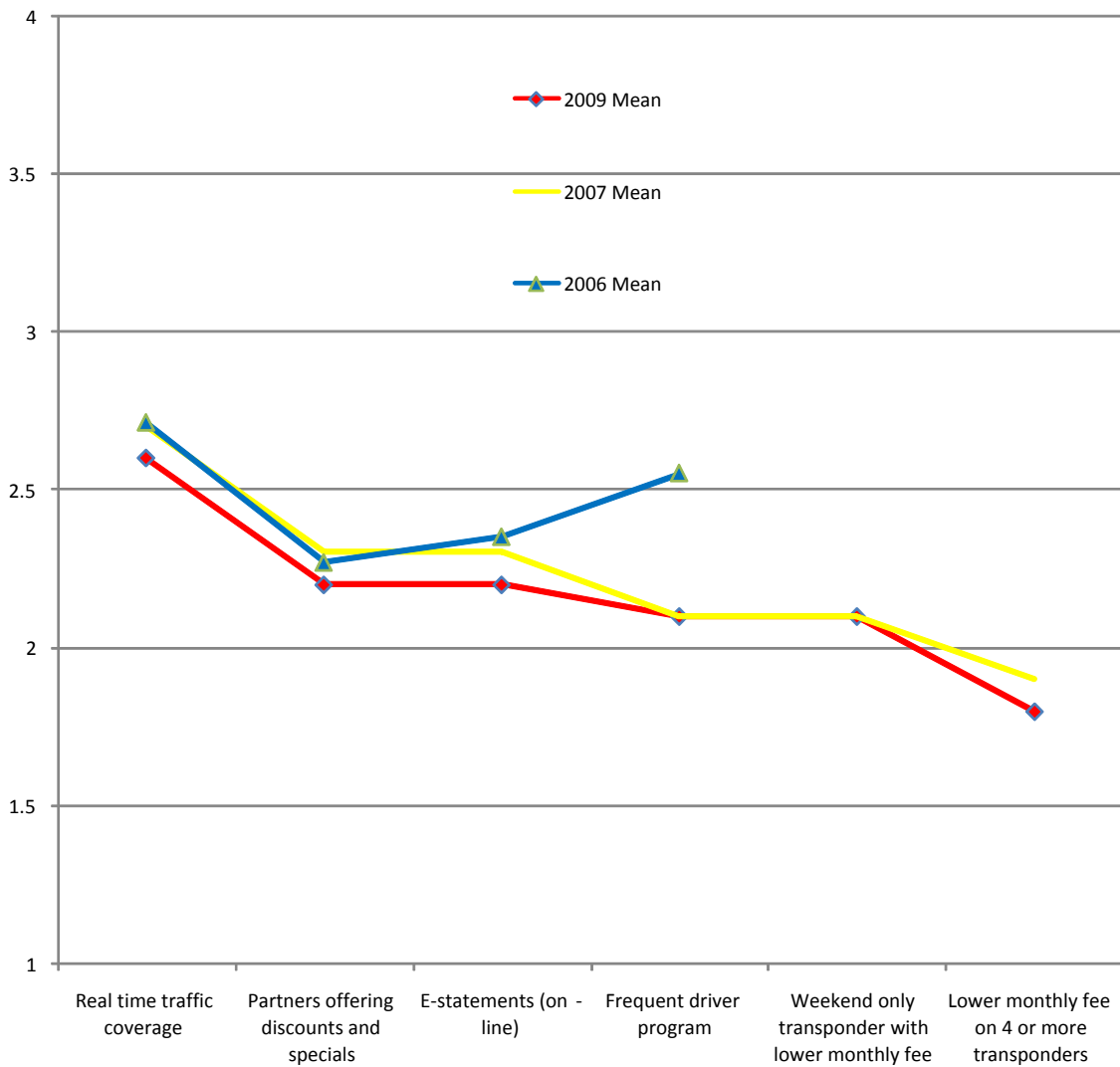
Respondents were read a list of new and/or potential features for the 91 Express Lanes and asked to rate each using a four-point scale in which a greater score equals a greater likelihood to use such features. As illustrated in the graph below, respondents are more likely to use *real-time traffic coverage*. 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*. Respondents saying their usage of the 91 Express Lanes has increased are more likely to say they utilize e-statement than are respondents indicating their usage has stayed the same or decreased.

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



When examining the likelihood of using new and expanded features over the last three years, results suggest there is little increase in respondents intended usage. The average score for likelihood of future usage is either the same or less for all factors presented to respondents.

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



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## 91 Express Lanes Customer Satisfaction Survey

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

Respondents indicate spending nearly the same amount on tolls per month in 2009 as compared with 2007.

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

	2005	2006	2007	2009
Self-reported average monthly tolls	\$26.33	\$25.15	\$28.60	\$28.30

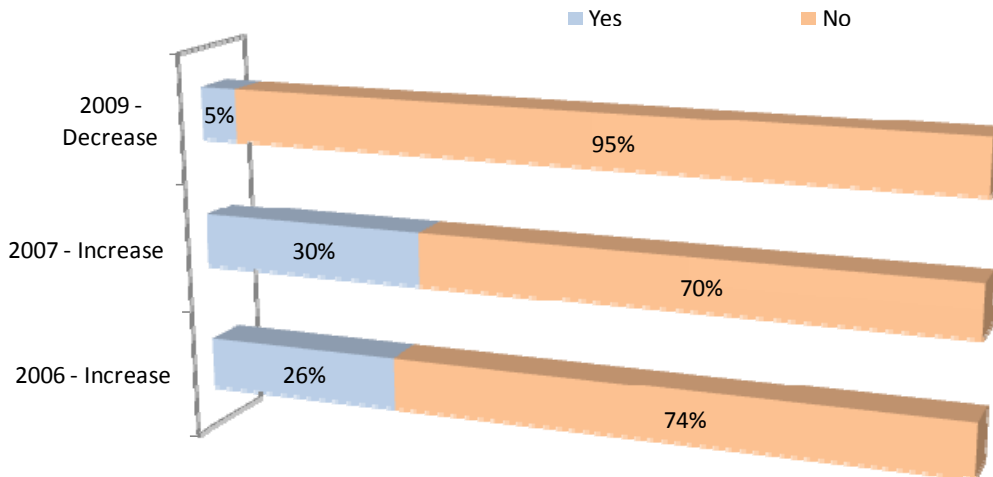
## 91 Express Lanes Customer Satisfaction Survey

Q28. As you may be aware, within the past 12 months, tolls have decreased for the 91 Express Lanes. Have your travel patterns changed because of the toll decrease?

Q29. How have they changed?

Respondents were asked if they are aware of toll *decreases*, and if so, in their own words, what changes they have made to their travel patterns. For comparison purposes, keep in mind that in 2006 and 2007, respondents were asked if they are aware of toll *increases*. In 2009 significantly fewer respondents indicate awareness of the *decrease* in toll charges as compared to previous years when respondents were asked about an *increase* in toll charges. Only respondents indicating an awareness of a toll change were asked how their travel patterns have changed. Because of the small sample size the numbers of respondents are presented, rather than percentages. Results suggest that an increase in tolls is more likely to trigger a change in travel patterns than is a decrease in toll charges.

### Awareness of Toll Adjustments



### Resulting Changes in Travel Patterns

	Number of Responses		
	2006	2007	2009
<i>Sample Size</i>	400	600	400
Use the 91 Express Lanes more often	7	4	6
Use the 91 Express Lanes less often	33	63	4
Leave earlier/later to avoid higher tolls	0	32	4
Travel at different times	43	32	3
Use different roads to avoid the 91 Express Lanes	10	40	1
Carpool more often	2	4	0

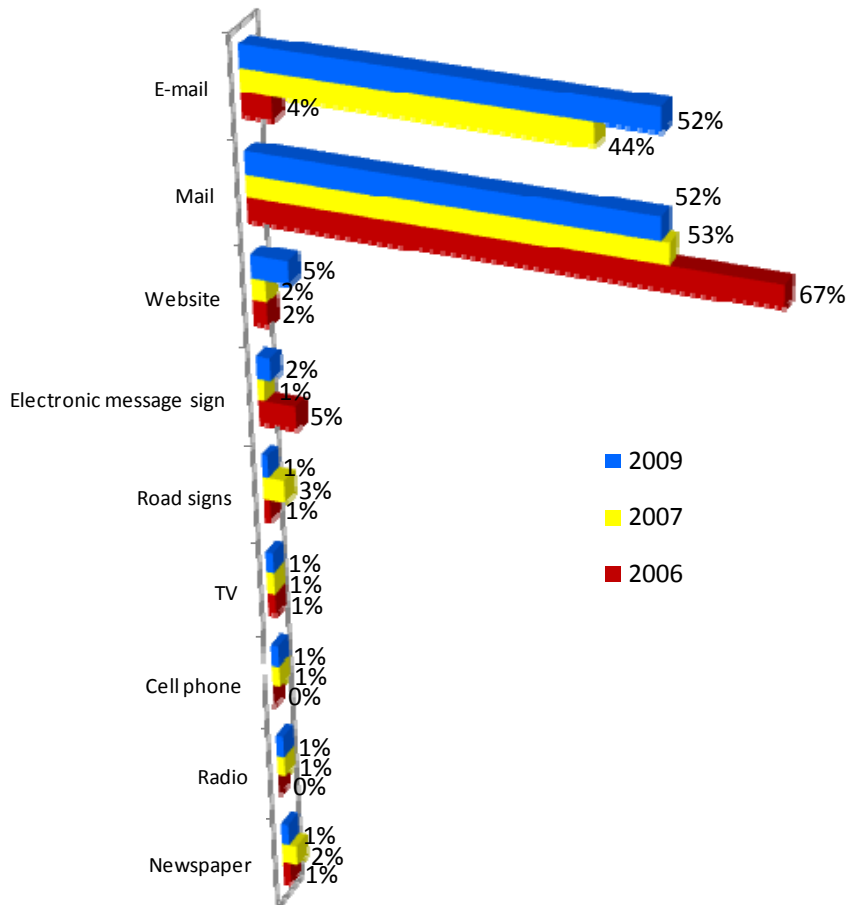
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## 91 Express Lanes Customer Satisfaction Survey

Q30. 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 nearly equal response is recorded for e-mail suggesting a significant shift in respondents' behaviors as compared to 2006 results. In addition, results indicate a slight increase in respondents saying they prefer the website as their communication method.

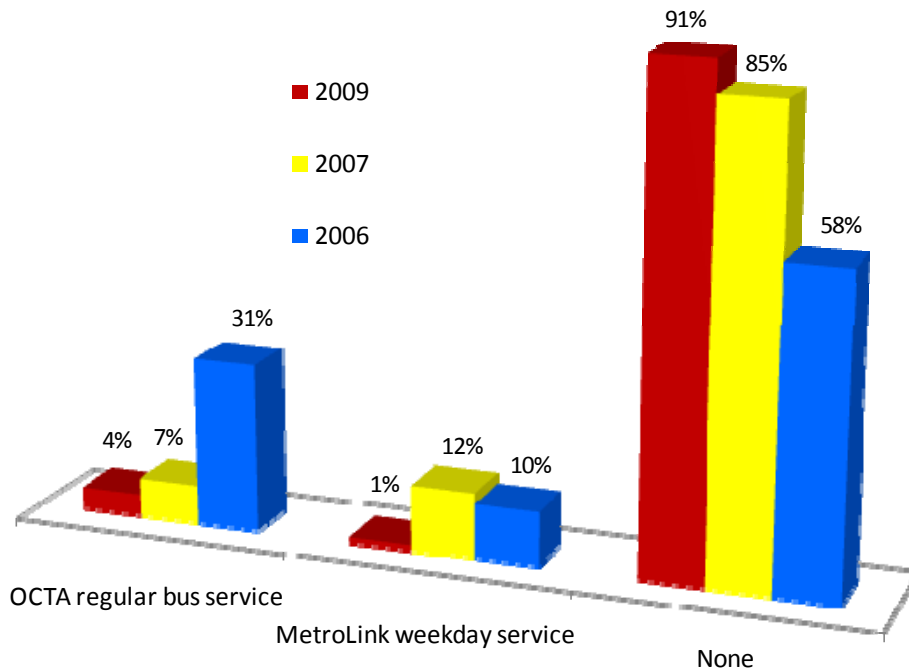
### Preferred Communication Method



Q31. 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 2007, respondents are more likely to say they have not used any other OCTA service. Results suggest a trend that 91 Express Lanes customers are less likely to use the OCTA regular bus service.

Usage of Other OCTA Services





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## 91 Express Lanes Customer Satisfaction Survey

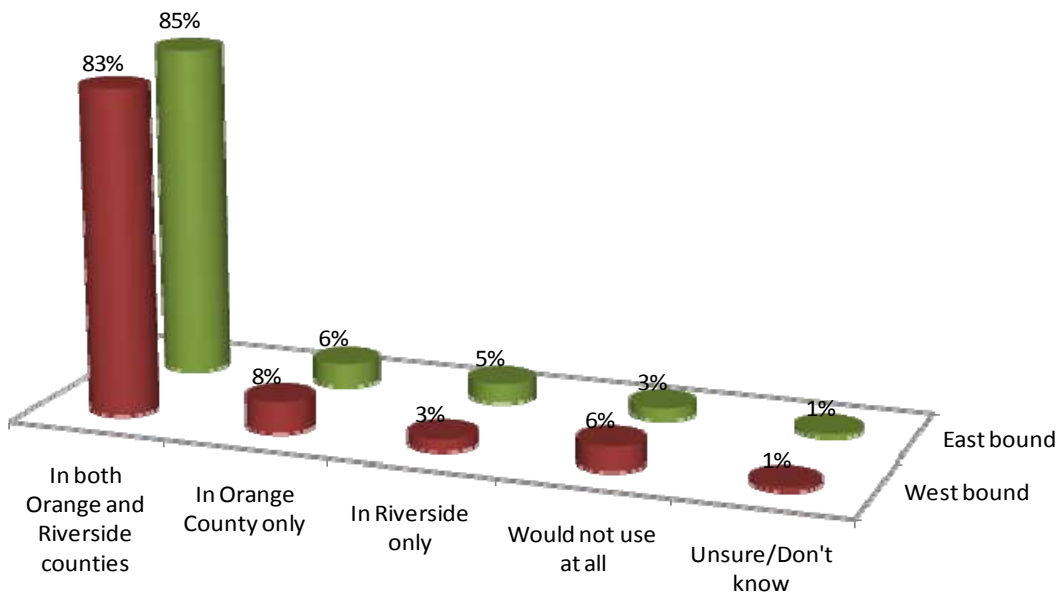
Q32. *There are plans to extend the 91 Express Lanes to the I-15. Based on this, driving west bound would you use the 91 Express Lanes?*

Q33. *Driving east bound would you use the 91 Express Lanes?*

Respondents were advised of plans to extend the 91 Express Lanes to the I-15. Based on this information, respondents were asked how they would use the extended 91 Express Lanes when traveling west bound, and how they would use the extended 91 Express Lanes when traveling east bound. As presented below, more than eight out of ten respondents say they will use the extended lanes traveling west bound and east bound.

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.

### Usage of 91 Express Lanes Extension Plans to I-15



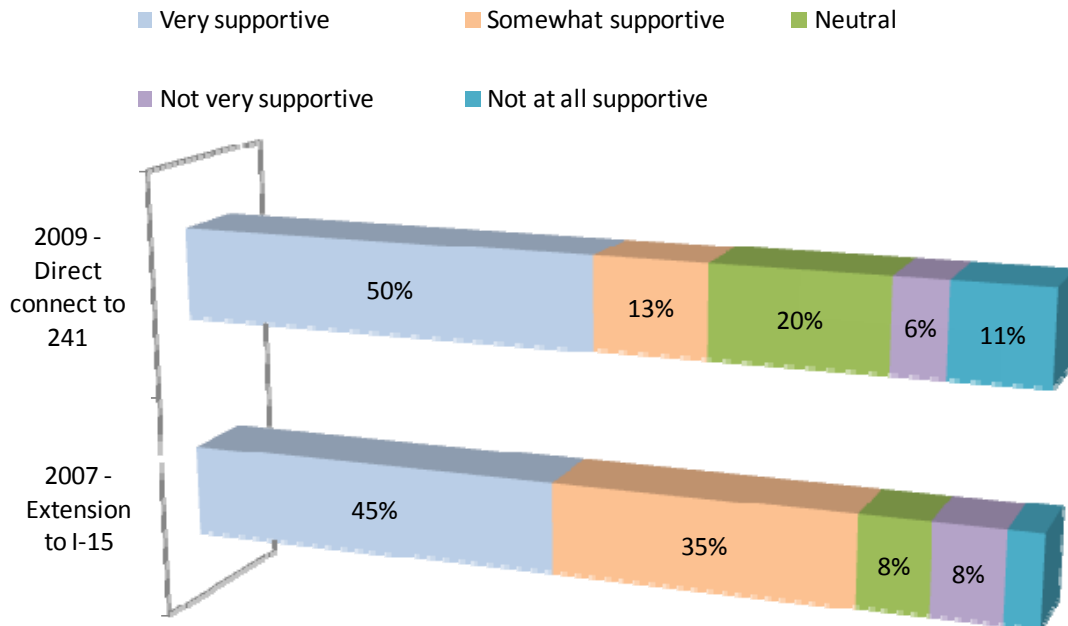
*Q34. OCTA is planning a future direct connection between the 91 Express Lanes and the 241 Toll Road. How supportive are you of this future plan? Would you say you are very, somewhat, neutral, not very, or not at all supportive?*

In addition to plans to extend the 91 Express Lanes to the I-15, respondents were also asked about a proposed direct connection between the 91 Express Lanes and the 241 Toll Road. In this case, respondents were asked their level of support for this direct connection with the 241 Toll Road. In 2007, a similar question was asked. However, in 2007, respondents were asked about their support of an extension to the I-15. Results for both questions are presented below.

In 2009, approximately six out of ten respondents indicate some support for the direct connection between the 91 Express Lanes and the 241 Toll Road. In 2007, eight out of ten respondents indicated some support of the extension to the I-15. This may suggest slightly less support for a direct connection with the 241 Toll Road than an extension to the I-15 in Riverside County.

Respondents indicating support of the direct connection with the 241 Toll Road are more likely to say they will use the I-15 extension in both Orange and Riverside counties traveling both east and west bound.

Support of Direct Connector

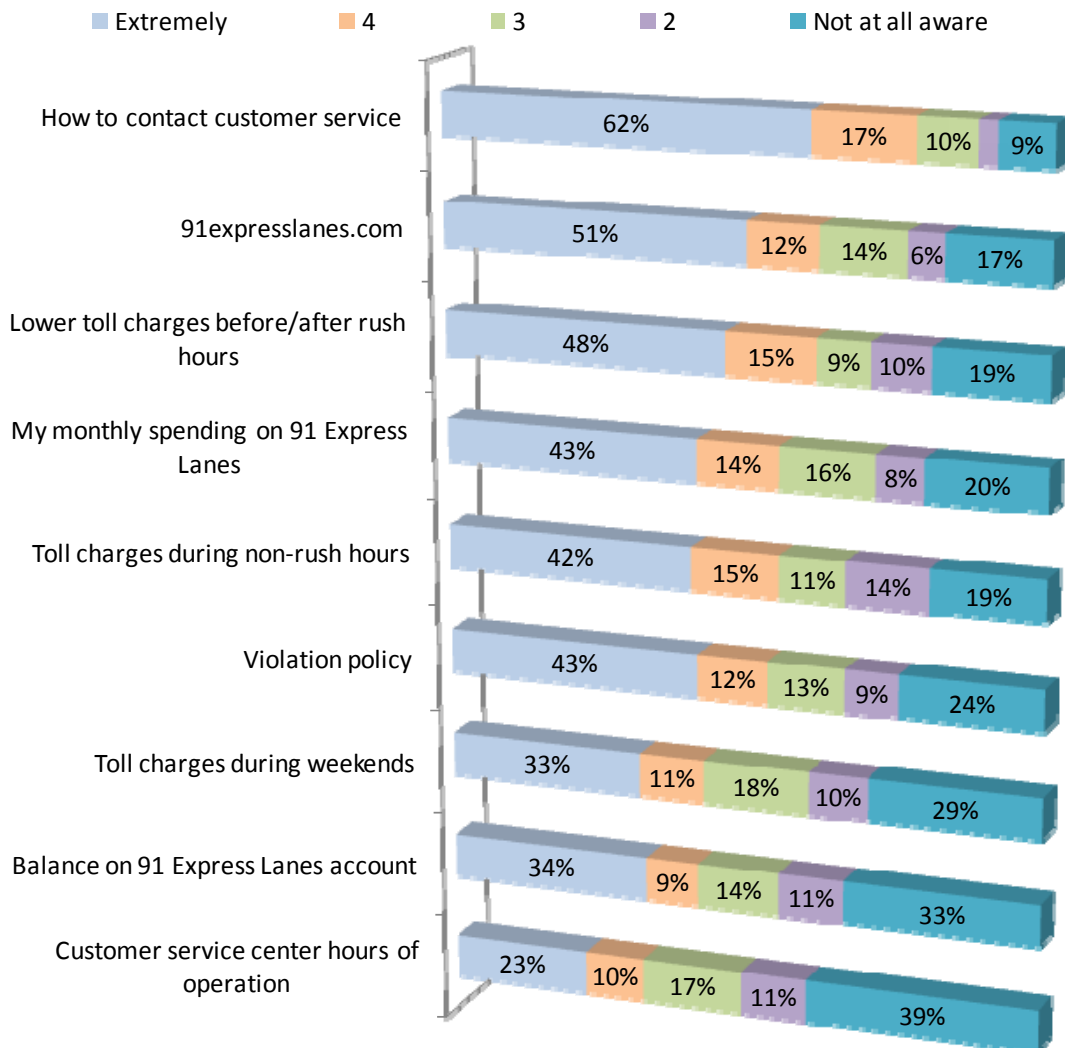


## 91 Express Lanes Customer Satisfaction Survey

Q35. 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:

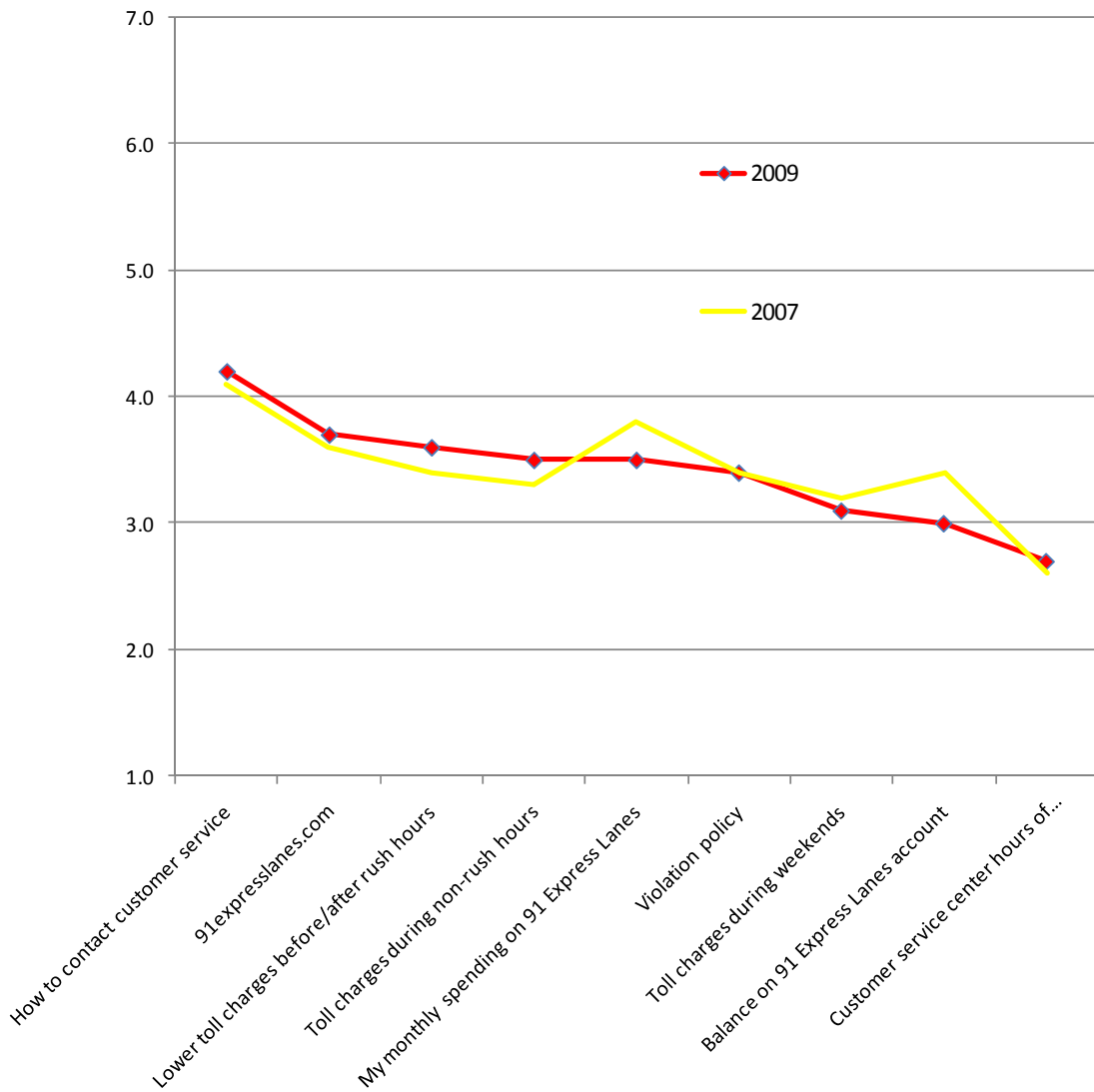
Respondents were read a series of features and asked how aware they are of each. As the following graph illustrates, most respondents are aware of how to contact customer service. It is interesting to note that respondents are more aware of lower toll charges than their monthly spending on the 91 Express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

### Awareness of 91 Express Lanes Features



In order to measure awareness of 91 Express Lanes services and charges, results from the above listed attributes are presented for 2007 and 2009. In 2009, respondents are less likely to be aware of their monthly spending on the 91 Express Lanes and the balance on their 91 Express Lanes account as compared with 2007 results.

Awareness of 91 Express Lanes Features – By Year



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91 Express Lanes Customer Satisfaction Survey

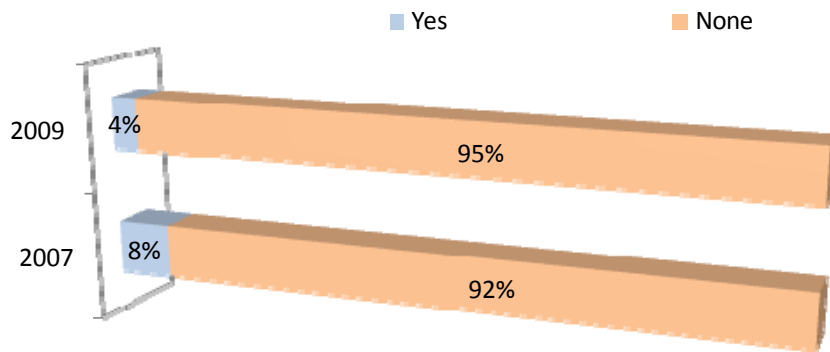
Q36. *Within the next 12 months, do you plan to add another transponder to your existing account?*

Q37. *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. This response remains consistent with results from the 2007 Customer Satisfaction Survey.

Those indicating plans to add another transponder were asked why. Because of the small sample size, number of responses is presented rather than percentages. The majority indicates it is because they have plans to add an adult family member to the OCTA account. In 2007, the most common response was the addition of another car.

Intent to Add Another Transponder to the Account



Reasons for Adding Another Transponder to the Account

	2007	2009
<i>Sample Size</i>	600	400
Another adult member of the family	15	8
Other	29	4
Another employee	19	4
Another car	21	2
A teen driver	7	0

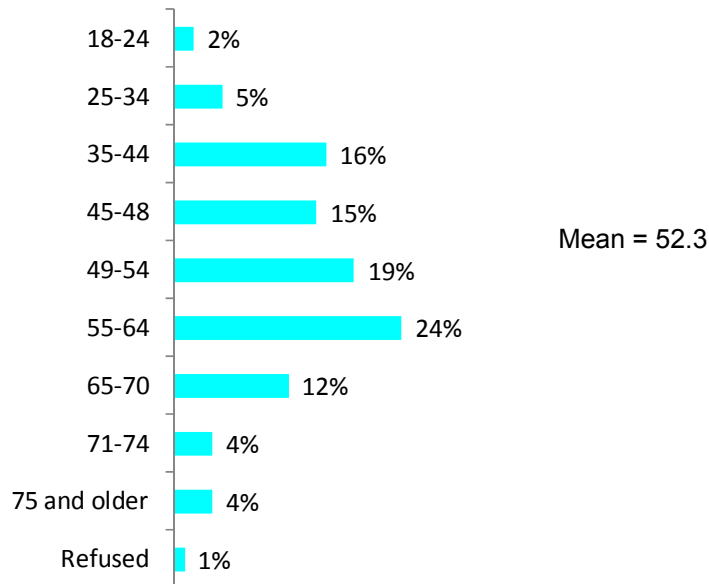
## VI. Respondent Characteristics

As the following table illustrates, 91 Express Lanes customers' average age is in their early fifties, slightly older than in 2007. 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 2009. In addition, in 2007 11% of respondents reported having a graduate degree. In 2009 this response rate increases to 19%. Ethnicity results indicate that 91 Express Lanes customers are more likely to be Caucasian, and there may be a trend toward an increase in Hispanic customers based on previous years' results. Graphs follow.

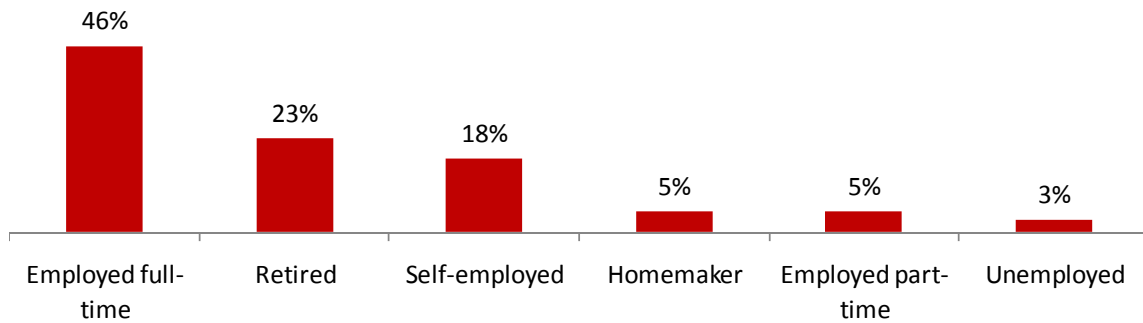
### Respondents' Characteristics

	2005	2006	2007	2009
Average age	45	54	48	52
Percent male	55%	52%	62%	52%
Percent female	45%	48%	38%	48%
Average annual household income	\$77,325	\$78,000	\$95,200	\$101,700
Percent with some college education	86%	82%	83%	90%
Percent employed full time	52%	43%	58%	64%
Ethnicity				
--- Caucasian	78%	73%	70%	74%
--- Hispanic	9%	7%	13%	11%
--- African American	2%	5%	4%	4%
--- Asian			6%	4%

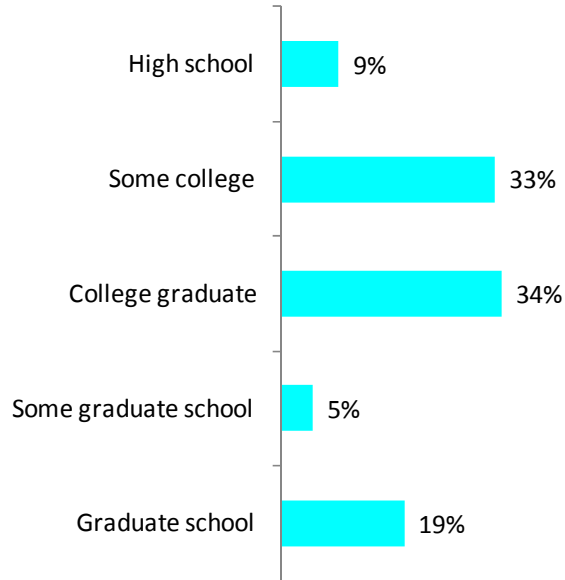
Q38 Please stop me when I reach your age range.



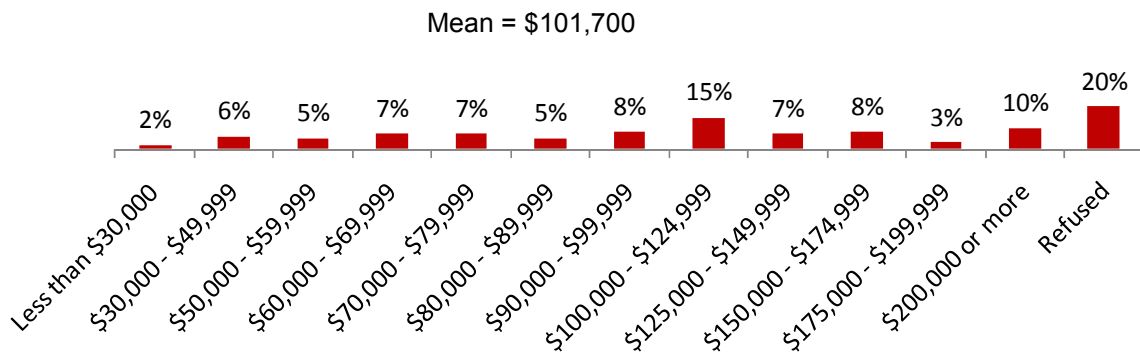
Q39. Are you currently...



Q40. Please stop me when I reach your highest level of education.

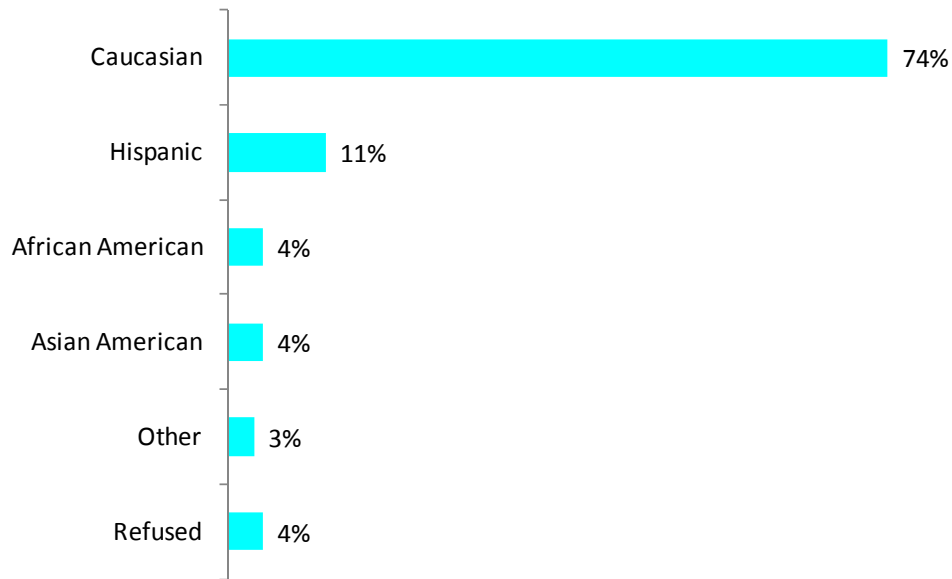


Q41. Stop me when I reach the range of your annual household income before taxes.

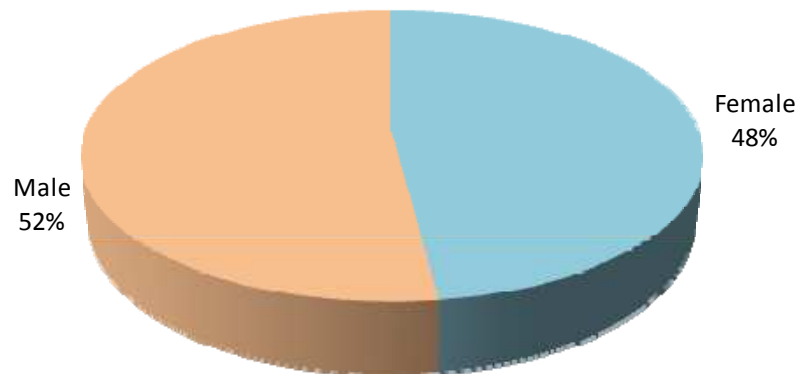




Q42. Could you please tell me your ethnic background?



Q43. Respondent's Gender (From observation)





**APPENDIX**



**QUESTIONNAIRE**





*Insights Worldwide Research*

**91 Express Lanes  
CUSTOMER SATISFACTION RESEARCH  
912  
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**

Yes .....1  
No .....2 **(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

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.**

	<b>Q6</b>	<b>Q7</b>
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 RESPONSES 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	<b>ASK Q14</b>
Stayed the same	2	<b>GO TO Q15</b>
Decreased.....	3	<b>ASK Q14</b>

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**

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

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91 Express Lanes Customer Satisfaction Survey

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	<b>SKIP Q21</b>
Safe .....	6	<b>SKIP Q21</b>
Somewhat safe.....	5	<b>SKIP Q21</b>
Somewhat unsafe.....	4	<b>GO TO Q21</b>
Unsafe .....	3	<b>GO TO Q21</b>
Very unsafe .....	2	<b>GO TO Q21</b>
Extremely unsafe.....	1	<b>GO TO Q21</b>



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.**

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.

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 <sup>th</sup> , 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. As you may be aware, within the last 12 months there has been a decrease in tolls for the 91 Express Lanes. Have your travel patterns changed because of the toll decrease?

Yes ..... 1 **ASK Q 29**  
 No ..... 2 **SKIP Q 29**

29. 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

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

- |                           |                             |
|---------------------------|-----------------------------|
| Mail ..... 1              | iPod ..... 9                |
| E-mail ..... 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   |                             |

31. 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

32. There are plans to extend the 91 Express Lanes to the I-15. 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

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91 Express Lanes Customer Satisfaction Survey

33. 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

34. OCTA is planning a future direct connection between the 91 Express Lanes and the 241 toll road. How supportive are you of this future plan? Would you say you are very, somewhat, neutral, not very, or not at all supportive. **RECORD**

- Very supportive..... 5
- Somewhat supportive ..... 4
- Neutral..... 3
- Not very supportive..... 2
- Not at all supportive ..... 1

35. 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

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

- Yes ..... 1 **ASK Q37**
- No ..... 2 **GO TO Q37**

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

---

**RESPONDENT CHARACTERISTICS**

Just a few more questions for classification.

38. 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    | <b>DO NOT READ</b> Refused..... 11 |                  |

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

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

40. 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      |
|                     | <b>DO NOT READ</b> Refused 7 |

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

- |                             |                             |
|-----------------------------|-----------------------------|
| Less than \$30,000.....1    | \$100,000 to \$124,999 . 8  |
| \$30,001 to \$49,999 .....2 | \$125,000 to \$149,999 . 9  |
| \$50,000 to \$59,999 .....3 | \$150,000 to \$174,999 . 10 |
| \$60,000 to \$69,999 .....4 | \$175,000 to \$199,999 . 11 |
| \$70,000 to \$79,999 .....5 | \$200,000 or more..... 12   |
| \$80,000 to \$89,999 .....6 | Refused..... 13             |
| \$90,000 to \$99,999 .....7 |                             |

42. 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           | <b>DO NOT READ</b> Refused 8 |



43. **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**



14. *Why have your driving habits changed?* **DUPLICATE RESPONSES OMITTED**

WELL THE REASON IS THAT I GO TO DESERT AND LATELY I HAVE NOT BEEN GOING.  
BECAUSE THE TOLLS FEES INCREASE.  
BECAUSE WE BOUGHT A PLACE IN BIG BEAR.  
IM NOT WORKING RIGHT NOW.  
not interest in where I used to go just don't travel that much any more.  
daughter driving now.  
MORE CUSTOMERS FOR WORK TO CARPOOL.

because I became a full time student and it's not feasible convenience is a major plus and friendly people.  
WE HAVE HAD LESS JOBS OUT THAT WAY.  
changed circumstances- -I don't drive as much.  
traffic conditions are bad.  
I go to the park every weekend.  
I DON'T TRAVEL AS OFTEN AS I USED TO.  
BECAUSE OF THE ECONOMY.  
COST OF THE 91 EXPRESS-P-THE PRICE IS TO HIGH.  
IM RETIRED DON'T DRIVE MUCH.  
I HAVE A DOCTOR TO SEE NEWPORT BEACH.  
I CANT AFFORD TO GO ON IT THAT MUCH MY EMPLOYER PAYS FOR MY GAS BUT NOT THE TOLL.  
the cost increase on the lanes.  
price of gas to high.  
I TEND TO COMMUTE LESS FROM OC.  
JUST THE COST OF THE TOLL.  
I WORK CLOSER TO HOME.  
I'M UNEMPLOYED.  
prices toll roads.  
BECAUSE OF THE RECESSION.  
CAUSE I HAVEN'T BEEN TRAVELING TO MUCH.  
STARING WORKING DOWN THERE-  
WE DON'T GO TO ORANGE COUNTY OFTEN.  
I AM NOT REALLY SURE-  
IT'S A FLAT RATE RATHER THAN A GRADUATED RATE.  
I DON'T WANT TO PAY THE TOLL.  
MORE WORK-  
LESS BUSINESS-  
price has increased on the toll.  
I DON'T GO TO SCHOOL.  
TO MUCH TRAFFIC TO WORK.  
THAT IM TIRED OF PAYING THE HIGH TOLL ESPECIALLY THE EAST BOUND RUSH HOUR.

---

## 91 Express Lanes Customer Satisfaction Survey

cause of car pool.  
less hospital visit and doctor appointments.  
PERSONAL REASONS-  
BECAUSE I HAVE A SICK PARENT OUT THERE.  
THE COST-P-IT COST A LOT TO USE IT.  
I'm retired.  
BECAUSE SHE'S WORKING IN ORANGE COUNTY.  
IM UNEMPLOYED.  
hour changed  
THE JOB HOUR CHANGE.  
ILLNESS IN FAMILY.  
JOB IS THE REASON.  
BECAUSE I MOVED.  
USE THE TRAIN.  
because I lost my job.  
GOING TO THE BEACH MORE.  
JUST STARTED TO USE IT MORE.  
I VISIT RELATIVES MORE OFTEN.  
I GO OUT THERE MORE OFTEN.  
BECAUSE I NOT GOING TO SCHOOL.  
BECAUSE THE TOLLS ARE TOO HIGH.  
I WORK FULL TIME NOW.  
COST TIMING.  
THERE'S NO NEED TO GO THAT WAY.  
PRICE OF GAS AND ECONOMY.  
STARTED WORKING MORE IN THAT DIRECTION.  
BECAUSE I HAVEN'T BEEN GOING TO MY PLACE I HAVE IN ARIZONA.  
TOO MANY CARS.  
BECAUSE I ONLY GO IF I HAVE TO TO  
MY EMPLOYER HAS CHANGED.  
I GETTING OLDER.  
BECAUSE BOYFRIEND LIVES IN ORANGE COUNTY.  
COST OF GASOLINE I DON'T TRAVEL AS MUCH.  
NOT HAVING TO GO THERE AS MUCH.  
BECAUSE I HAVEN'T BEEN DRIVING OUT THERE THAT MUCH.  
TRAFFIC-P-GOING FROM THE 91 FREEWAY TO GET ON THE 91 EXPRESS WAY TH ERE IS TOO MUCH TRAFFIC  
GETTING ON THE 91 FREEWAY FROM I-15 IS TOO CONGESTED.  
I DON'T GO OUT AS MUCH TO THE AREA I ALSO USE TO GO TO CHURCH OUT T THERE BUT I DON'T DO  
THAT ANYMORE.  
BECAUSE ITS TO HOT-P-THE WEATHER IS HOT.  
BECAUSE I DON'T GO LA ANY MORE.  
BECAUSE THERE'S SOMETHING CALLED THE GREAT RECESSION.

JUST LESS OPPORTUNITY.

SOLD HOUSE IN RIVERSIDE.

NO PARTICULAR REASON-P-NE

I GOT MARRIED SO I DON'T GO HOME ENOUGH.

DAUGHTER MOVED.

CHILDREN NEED TO GO OTHER PLACES.

JUST BECAUSE OF MY WORK-P-I COMMUTE TO OTHER SITES.

BECAUSE OF WORKING A DIFFERENT AREA.

BECAUSE IM NOT TRAVELING OUT OF TOWN THAT MUCH.

I DON'T WANT TO PAY.

BECAUSE THE 91 HASN'T SEEMED AS CONGESTED AS OTHER TIME.

GAS PRICES-P-91 EXPRESS TOLL ROAD IS USED TO CARPOOL AND SAVE GAS AND TO GET TO WORK ON TIME.

it decrease because I don't travel during the summer.

economical reasons.

NOTHING ELSE TO DO BUT CARPOOL.

ITS TOO DAMN EXPENSIVE AND I DON'T WANT TO TAKE IT WHEN ITS NOT SA VING ME A LOT OF TIME.

because I used to car pool and now I don't and traffic is getting g more congested.

BECAUSE OF COMMUTE TO WORK IS DIFFERENT.

because the time change on the 91.

cost and less travel.

I TRIED CAR POOL.

because I move to lake Elsinore.

I JUST DON'T HAVE TO MAKE THE TRIP AS OFTEN.

DON'T WORK IN ORANGE COUNTY ANYMORE.

I JUST LIKE TO GO WHEN IM VISITING GRANDMA.

I TRAVEL MORE.

going to work different hours where I don't have to use it.

Q21. *Why do you feel the 91 Express Lanes are not safe?* **DUPLICATE RESPONSES  
OMITTED**

BECAUSE THERE ARE VEHICLES GOING INTO THE LANE DIVIDERS  
THEY ARE FOREVER REPLACING THE SIGNS FOR FAST LANE-  
PEOPLE CAN CUT ACROSS FROM THE 91 TOO EASILY AND THE ENFORCEMENT OR CONSTRUCTION  
IS NOT THERE TO CONTROL THE TRAFFIC  
because i almost got killed somebody came over the toll cones because the were tired of sitting in  
traffic-e  
ITS SEPARATED FROM THE RIGHT OF THE ROAD-  
BECAUSE THEY HAVE PLASTIC CONES DIVIDERS-  
WORRIED ABOUT THE CARS COMING IN FROM THE NON TOLL ROAD  
cars are traveling to fast-  
no barriers- -its accident prone-  
BECAUSE OF THE BARRIERS ARE TWO CLOSE-  
BECAUSE PEOPLE FROM THE 91 FREEWAY CROSS THE COMES AND BRINGS DANGER-  
BECAUSE CARS GET IN BETWEEN DIVIDERS  
BECAUSE WHEN YOU ARE IN IT THE CARS GET IN YOUR WAY-  
THE FACT THAT I HAD PEOPLE CUT IN FROM THE REGULAR FREEWAY- AT 75 MILES AN HOUR THEY  
CUT IN  
BECAUSE PEOPLE COME ON 91 THEY COME IN FAST  
WELL YOU DON'T HAVE ANY BARRICADES TO HAVE OTHER PEOPLE FROM OTHER LANES CROSS  
INTO YOUR LANES  
BECAUSE THERE'S PEOPLE THAT DON'T BELONG THERE  
BECAUSE THERE'S NO WAY TO GET OFF THE ROAD OR OUT OF THE WAY OF TRAFFIC IF YOU BREAK  
DOWN YOU ARE KIND OF STUCK-  
THE CONDITION OF THE ROAD-THE WALLS ARE TOO CLOSE-  
  
road conditions-e-ne  
ANOTHER CAR CROSSED OVER FROM THE SLOWER TRAFFIC INTO THE 91 EXPRESS IN FRONT OF A  
LARGE TRUCK AND THE TRUCK SMASHED HIS BREAKS AND I ENDED UP HITTING THE BACK OF THE  
TRUCK AND THEN THE TRUCK IN TURN HIT A Z4 BMW AND A JETTA AND ALL CARS WERE TOTALED  
THE ONE THAT CROSSED OVER GOT AWAY AND I GOT BLAMED FOR IT ALL-



23. *Can you please tell me the primary reason you rated your experience that way?*  
**DUPLICATE RESPONSES OMITTED**

THE PRICES ARE TO HIGH-  
VERY RELIABLE-  
PRETTY MUCH SATISFIED THERE GOOD-  
THE PRICE--NOT ALWAYS FREE FLOWING-  
BECAUSE SITTING IN TRAFFIC GIVES YOU GREATER CHANCE TO GETTING INTO AN ACCIDENT-  
BECAUSE THERE'S NO TRAFFIC  
IM REALLY NOT SURE  
NEVER HAD USED THAT BIG TRAVEL  
SAVES TIME-  
never had any problem-traffic is good-less cars-  
BECAUSE OF THE SPEED NO TRAFFIC  
BECAUSE OF THE REASON I LIKE THE 91 EXPRESS LANES THE TRAFFIC FLOWS EASILY-  
because i don't have any complaints fills my expectations less traffic-  
JUST THE COST- OTHER THAN THAT IS WORTH IT-  
BECAUSE ITS FASTER THEN THE REGULAR FREEWAY-  
because i travel during off peak hours  
i use it most of the time-  
just because I've experienced many delays  
BECAUSE THERE'S NO CHANGE IN THE TOLL-  
i don't like traffic-  
I THINK THEY ARE TO EXPENSIVE COMPARE TO 241-  
SAFER ON TOLL ROAD-

THERE ARE TIMES WHERE IT DOES GET CONGESTED AND YOU STILL PAY THE SAME AMOUNT-  
BECAUSE OF THE DANGER OF CARS FROM THE FREEWAY CUTTING IN-  
well kept and convenient-  
IT DOES MOVE BUT NOT FAST ENOUGH-  
the cost is the only negative thing everything else is a positive  
usually it's good because there is no traffic-  
BECAUSE WE ARE CONCERNED ABOUT THE FUTURE PRICE OF THE TOLL-  
ONCE PEOPLE SLOW DOWN THE TRAFFIC WILL FLOW EASIER-

EVERY TIME I USE IT I BYPASS A LOT OF TRAFFIC-I LIKE THE ROADS THEY ARE A LOT SMOOTHER-  
THE PRICE GOES UP EVERY TIME AT DIFFERENT TIME YOU ROB US-  
BECAUSE THERE IS SOMETHING UNEXPECTED ON THE ROAD-  
BECAUSE IT SAVES MY DRIVERS TIME BEFORE HAVING TO USE THE REGULAR STREETS-  
I HAVE BASICALLY ALL GOOD EXPERIENCES-

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## 91 Express Lanes Customer Satisfaction Survey

THE SERVICE SOMETIMES THERE'S NOT ENOUGH NOTIFICATION WHEN THEY HAVE  
MAINTENANCE WORK-  
THE EXPRESS LANES STILL HAVE A LOT OF TRAFFIC-

BECAUSE SOMETIMES IT NEEDS WORK SOMETIMES ITS BUMPY-E-OCCASIONALLY IT WILL BE  
CLOSED AND I EXPECT IT TO ALWAYS BE OPEN AND I SHOULD GET A NOTICE BEFORE THEY DO  
THE PRICE AND TOWARD THE END THE ACCESS WHERE IT SWITCHES TO THE FREEWAY AND  
ALSO LACK OF ACCESS EARLIER OR OTHER PLACE

WHEN I USE IT THERE'S ALWAYS TRAFFIC AND THE LANES ARE ALWAYS CONGESTED AND THE  
TRAFFIC FLOWS VERY SLOW-

ITS BECAUSE IN MOST CASES WE'VE HAD A SATISFIED TRIP-  
EXPRESS LANE ARE NOT REALLY EXPRESS AT ALL TIMES-  
BECAUSE OVERALL ITS A GOOD DEAL-

maintenance concerns-

BECAUSE ITS GREAT THAT'S THE BEST THING THEY COULD HAD BUILT ITS CLEAN AND FREE OF  
CARS-

MOST OF THE TIME THE TRAVEL IS MUCH QUICKER-E-NE

BECAUSE OF THE TIMES I'VE BEEN ON IT-

USUALLY FEES GO UP ON THE TOLL-

construction-always fixing the roads

FRUSTRATION WITH THE 91 FREEWAY

BECAUSE OF LESS STRESS TIME SAVING-

BECAUSE IS TO MANY PEOPLE COMING IN TO IT WHEN THEY ARE NOT SUPPOSED TO BE THERE-  
CONVENIENCE-

TRAFFIC FLOW-

BECAUSE THE TRAFFIC I GET THERE FAST-

because the road is not crowded-

SEVERAL TIMES IT HAS BEEN CLOSED DUE TO MAINTENANCE-

NEEDS IMPROVEMENT

PRICE AND 3 PERSON OCCUPANCY-E

happy with cleanliness and the traffic-

CONVENIENCE VS COST-

CAUSE THEY SHUT IT DOWN AND YOU DON'T EXPECT IT WHEN YOU NEED IT-

BECAUSE I NEVER HAD ANY PROBLEM WITH THE LANE

USE IT FOR PLEASURE VERY CONVENIENT-

cause i could see some improvement that are needed-

increase of speed-

SOMETIMES THE LANES ARE CLOSED-

SOMETIMES IS TOO CROWDED-

DOESN'T MATTER WHICH WAY I GO I STILL HAVE TO STOP FOR 15 MINS-

most times it works-e-ne

MOSTLY FOR THE MONITORING FROM THE INTERCHANGE SO THAT THEY DON'T CROSS THE  
BROKEN BARRIERS-  
BECAUSE ITS TOO CROWDED-E-NE  
BECAUSE ITS CONGESTED DURING RUSH HOUR-  
THEY CHARGE TWICE THE AMOUNT WHEN THERE'S TRAFFIC-  
ITS FAST-  
I DON'T GET STUCK IN TRAFFIC AND I CAN GET TO MY DESTINATION ON TI ME-  
BECAUSE OF THE CUSTOMER SERVICE CHECKS EVERYTHING ON THE TRANSPONDER  
I NEVER REALLY HAD A BAD EXPERIENCE USING IT-  
BECAUSE I ENJOY NOT BEING TIED IN THE REGULAR TIED UP TRAFFIC -  
TIME ISSUES-  
IS A 50/50 SHOT WHEN U GET IN RUSH HOUR YOU WILL STILL HAVE TRAFFIC  
BECAUSE IT ALWAYS SEEMS TO BE MOVING AND IM HAPPY WITH THAT-  
SOME TIMES IT CROWDED- -THEY NEED TO MAKE IT LONG-  
SAVE TIME CUSTOMER SERVICE IS FINE-  
BECAUSE ITS NOT ALWAYS FREE FLOWING-PRICE HIKES-  
ITS SOMETIME MORE CROWDED THAN ITS SUPPOSE TO BE-  
BECAUSE I LOVE IT LOVE HAVING ACCESS AND LOVE FASTER TRAVEL TIME  
BECAUSE GOOD TRAVELING-  
save time and frustration-  
THE TRAFFIC TOLL IS HIGH-  
THE RATES KEEPS ON GOING UP AND IT IS STILL CONGESTED-  
COST AND CONGESTION-  
IT WILL BE COST AND SPEED-  
CLOSED ON WEEKEND  
BECAUSE IS MORE CONVENIENT AT THIS TIME-  
WE'VE NEVER HAD A PROBLEM AND IT BEATS SITTING IN TRAFFIC-  
THE TRAFFIC FLOWS GOOD-  
ITS HANDY-  
TRAVEL AT HIGH RATE SPEED SAVE TIMES-  
ALWAYS MOVING-  
ITS SOMETIME TRAFFIC JAM-  
BECAUSE I AM NOT 100% SATISFIED  
BECAUSE IS A RELIABLE ROAD AND SAVES YOU TIME--PRICES ARE OK-GOOD COSTUMER  
SERVICE-  
HAND FULL OF TIMES THAT THEY GOT THE ROAD CLOGGED BECAUSE OF AN ACCIDENT-  
BECAUSE I DON'T LIKE THE WAY YOU HAVE TO GET OFF THE 91 EXPRESS LANE-  
HARD TO GET ON HARD TO GET OFF AT TIMES TRAFFIC GETTING DOWN TO A CRAWL WHEN IM  
ON IT AND ITS PRICEY-  
BECAUSE ITS NOT LONG ENOUGH-  
FAIRLY HAPPY-

WORK FOR ME

SOMETIMES THE PRICING IS HIGH FOR THE TWO OF US SO WHEN YOU ARE TRAVELING BY YOURSELF I THINK THE PRICES ARE REALLY HIGH--PRICES GOES UP TOO OFTEN THEY ALWAYS SEEM TO INCREASE-

SOMETIMES PEOPLE JUST GO IN AND OUT AND THAT'S UNFAIR TO OTHER PEOPLE WHO ACTUALLY HAVE THE FASTRAK-

a lot of the time i used the 3 cross lane and I'm not paying much and its safe- ITS JUST CONVENIENT AND I WISH OTHER HIGHWAYS WOULD CONVERT ALSO it helps to get out to corona-

EVERY TIME IM IN THE LANE I COULD THE CARS STOPPING AND ME LEAVING AND THE MAKES ME HAPPY-

just because there's a few things that they can fix-

BECAUSE OF THE AMOUNT OF TIME SAVED-

just overall experience-

basically I'm happy with the service-

IT TAKES TIME OFF YOUR TRAVEL-E-CARPOOL-

i love express lane-

I HATE TO SPEND MONEY IN A SHORT PERIOD OF TIME-

if it ever backs up is an accident but i never have any problems besides that-

less aggravation-

BECAUSE I'M UNHAPPY THAT HAVE TO USE I PAY TO MUCH FOR THE SERVICE I NEED-

they have the orange barriers on the side and it makes my daughter very nerves-

SOMETIMES ITS CLOSED AND BACKED UP-

LESS STRESS

ITS NOT ALWAYS PERFECT BUT FOR THE MOST ITS A GOOD DRIVE-

BECAUSE IS FASTER-

YOU DON'T HAVE ANY PROBLEMS IS GREAT

BECAUSE I CAN GET HOME EARLIER-

because the cost is becoming to much-

BECAUSE THERE'S BEEN TIMES THERE'S BEEN AN ACCIDENT ON THE TOLL ROAD AND YOU CANT GET OFF OF IT AND WE WERE STUCK THERE FOR 20 TO 30 MINUTES WAITING FOR IT TO GET CLEARED-

IF THERE IS AN ACCIDENT ON THE ROAD IT GOES NOWHERE

**LIST OF ZIP CODES BY CITY**



90049 LA  
90220 Compton  
90241 Downey  
90245 El Segundo  
90248 Gardena  
90260 Lawndale  
90262 Lynwood  
90266 Manhattan Beach  
90274 Palos Verdes Peninsula  
90275 Rancho Palos Verdes  
90277 Redondo Beach  
90503 Torrance  
90504 Torrance  
90505 Torrance  
90603 Whittier  
90620 Buena Park  
90623 La Palma  
90630 Cypress  
90638 La Mirada  
90650 Norwalk  
90660 Pico Rivera  
90670 Santa Fe Springs  
90680 Stanton  
90703 Cerritos  
90706 Bellflower  
90710 Harbor City  
90717 Lomita  
90720 Los Alamitos  
90731 San Pedro  
90732 San Pedro  
90740 Seal Beach  
90755 Signal Hill  
90801 Long Beach  
90803 Long Beach  
90804 Long Beach  
90805 Long Beach  
90806 Long Beach  
90808 Long Beach

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## 91 Express Lanes Customer Satisfaction Survey

90813 Long Beach  
90814 Long Beach  
90815 Long Beach  
90840 Long Beach  
91701 Rancho Cucamonga  
91709 Chino Hills  
91711 Claremont  
91739 Rancho Cucamonga  
91745 Hacienda Heights  
91752 Mira Loma  
91761 Ontario  
91762 Ontario  
92028 Fallbrook  
92056 Oceanside  
92108 San Diego  
92110 San Diego  
92111 San Diego  
92202 Indio  
92203 Indio  
92210 Indian Wells  
92211 Palm Desert  
92223 Beaumont  
92234 Cathedral City  
92242 Earp  
92253 La Quita  
92260 Palm Desert  
92262 Palm Springs  
92267 Parker Dam  
92270 Rancho Mirage  
92284 Yucca Valley  
92311 Barstow  
92313 Grand Terrace  
92314 Big Bear City  
92315 Big Bear Lake  
92316 Bloomington  
92317 Blue Jay  
92324 Colton  
92336 Fontana  
92339 Forest Falls  
92346 Highland



92352 Lake Arrowhead  
92354 Loma Linda  
92359 Mentone  
92371 Phelan  
92373 Redlands  
92374 Redlands  
92377 Rialto  
92378 Rimforest  
92382 Running Springs  
92386 Sugarloaf  
92392 Victorville  
92399 Yucaipa  
92404 San Bernardino  
92503 Riverside  
92503 Riverside  
92504 Riverside  
92505 Riverside  
92506 Riverside  
92506 Riverside  
92507 Riverside  
92508 Riverside  
92508 Riverside  
92509 Riverside  
92513 Riverside  
92514 Riverside  
92515 Riverside  
92516 Riverside  
92517 Riverside  
92518 San Bernardino  
92519 Riverside  
92521 Riverside  
92522 Riverside  
92530 Lake Elsinore  
92532 Lake Elsinore  
92543 Hemet  
92544 Hemet  
92551 Moreno Valley  
92553 Moreno Valley  
92555 Moreno Valley

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91 Express Lanes Customer Satisfaction Survey

92557 Moreno Valley  
92562 Murrieta  
92563 Murrieta  
92567 Nuevo  
92570 Perris  
92583 San Jacinto  
92584 Menifee  
92586 Sun City  
92587 Sun City  
92590 Temecula  
92591 Temecula  
92592 Temecula  
92595 Wildomar  
92596 Winchester  
92612 Irvine  
92618 Irvine  
92625 Corona del Mar  
92626 Costa Mesa  
92627 Costa Mesa  
92630 Lake Forest  
92646 Huntington Beach  
92647 Huntington Beach  
92648 Huntington Beach  
92649 Huntington Beach  
92660 Newport Beach  
92661 Newport Beach  
92663 Newport Beach  
92683 Westminster  
92701 Santa Ana  
92703 Santa Ana  
92704 Santa Ana  
92705 Santa Ana  
92706 Santa Ana  
92707 Santa Ana  
92708 Fountain Valley  
92780 Tustin  
92801 Anaheim  
92802 Anaheim  
92803 Anaheim  
92804 Anaheim

92805 Anaheim  
92806 Anaheim  
92807 Anaheim  
92823 Brea  
92831 Fullerton  
92833 Fullerton  
92840 Garden Grove  
92841 Garden Grove  
92845 Garden Grove  
92860 Norco  
92861 Villa Park  
92865 Orange  
92866 Orange  
92867 Orange  
92868 Orange  
92869 Orange  
92870 Placentia  
92879 Corona  
92880 Corona  
92881 Corona  
92882 Corona  
92883 Corona  
93505 California City