



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

91 EXPRESS LANES UPDATE

State Route 91 Advisory Committee Meeting

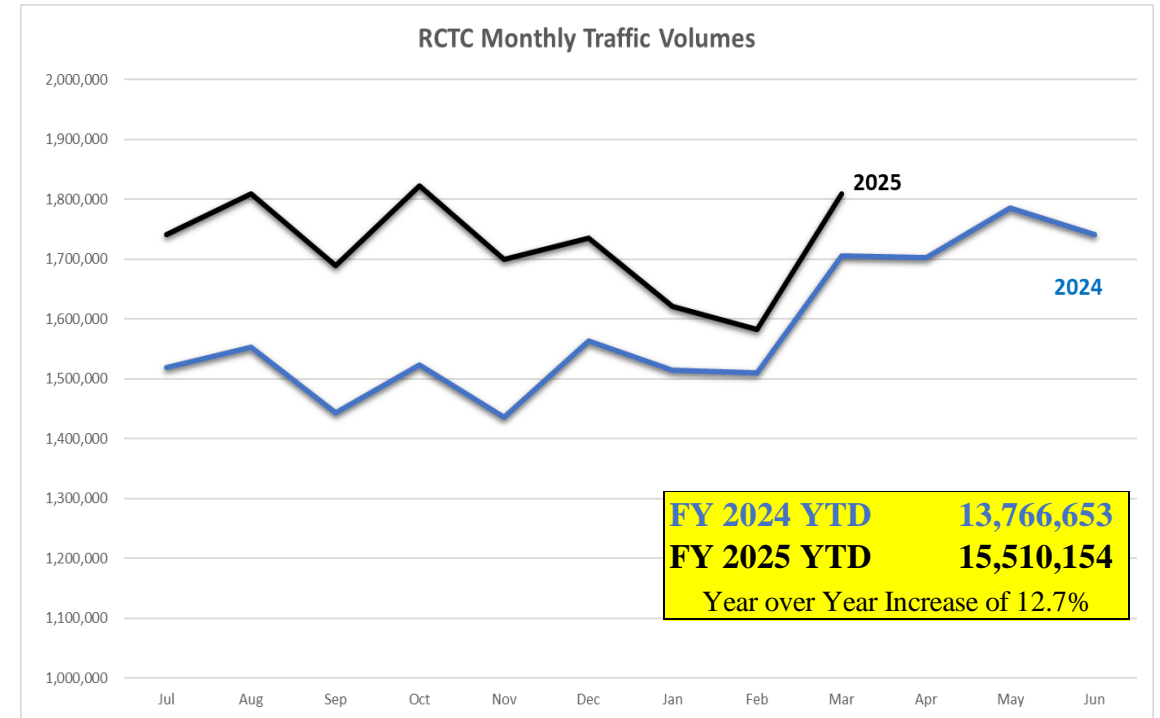
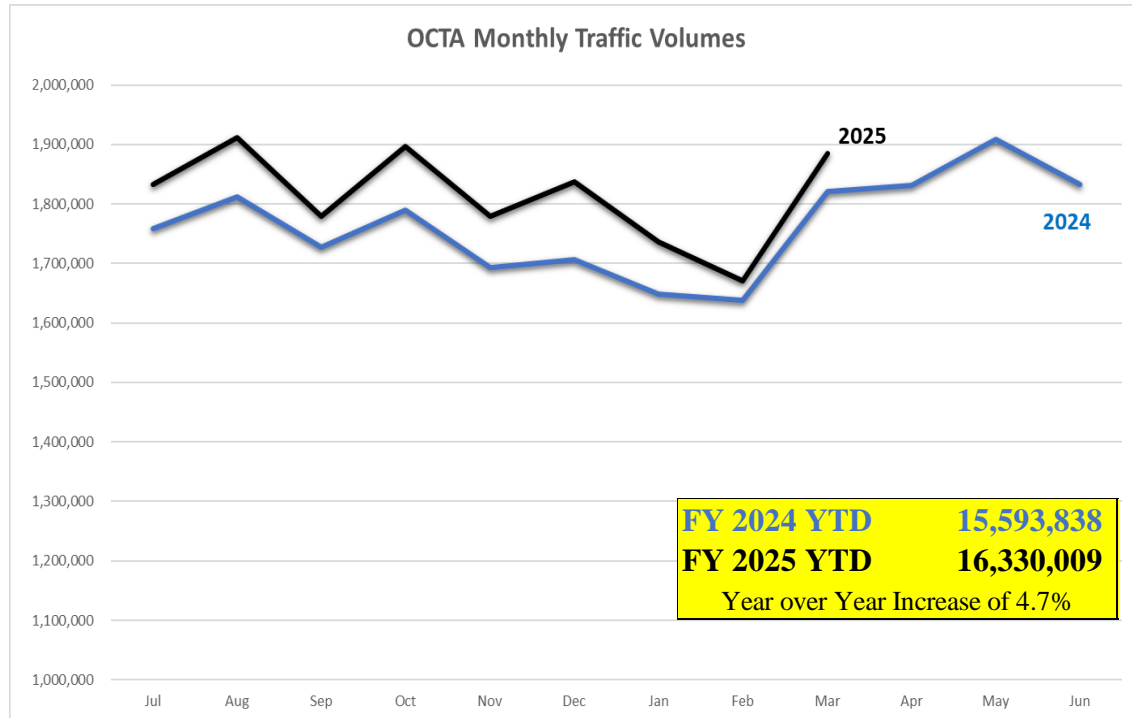
May 29, 2025



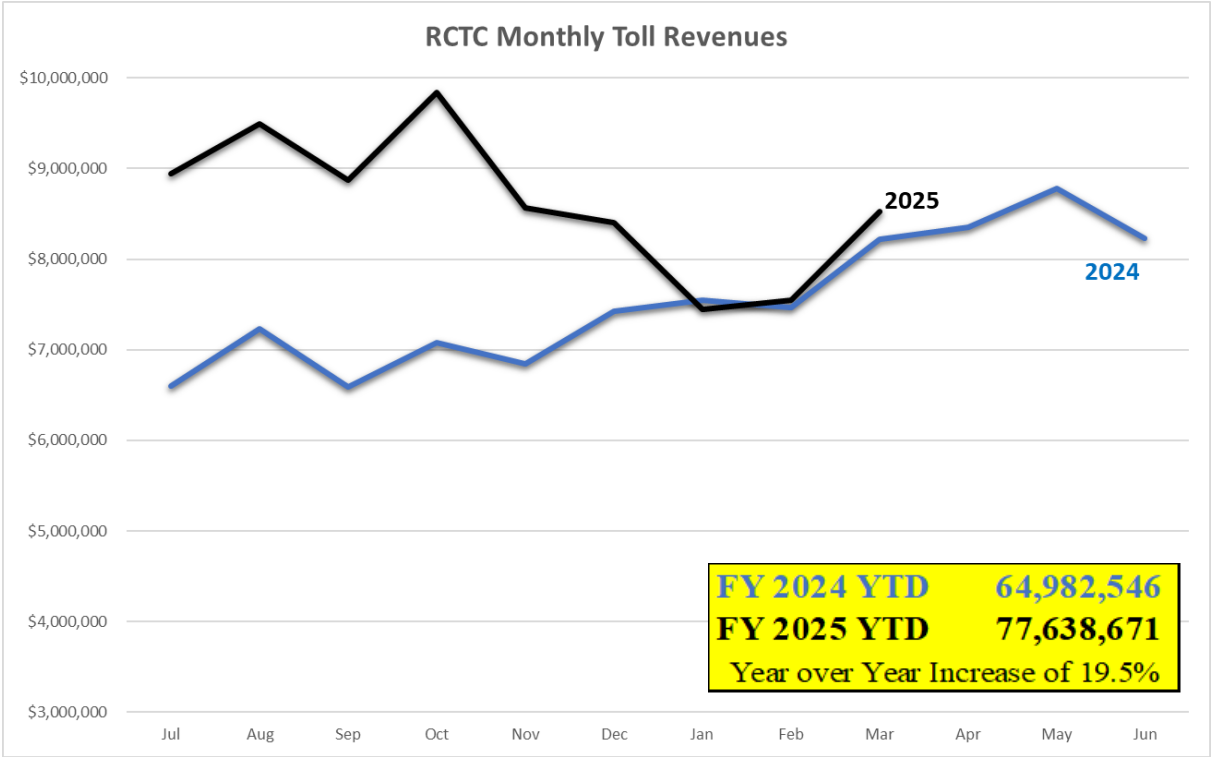
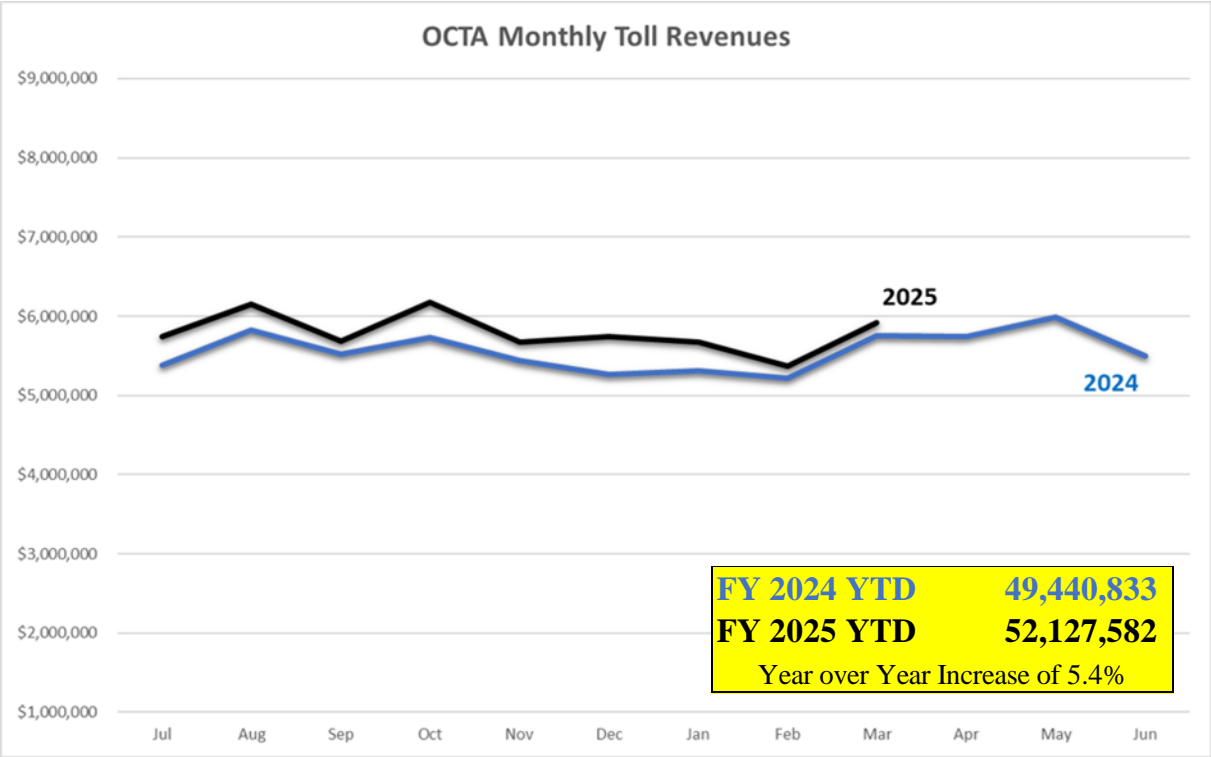
Highlights

- Increased demand has resulted in all-time highs in traffic volumes and toll revenue
- Completed installation of the new video wall for the Traffic Operations Center in Anaheim
- Progressed in the replacement of the Advanced Traffic Management System (ATMS)
- Replaced the analog cameras along the 91 Express Lanes in Orange County with digital cameras

Monthly Traffic Volumes Comparison

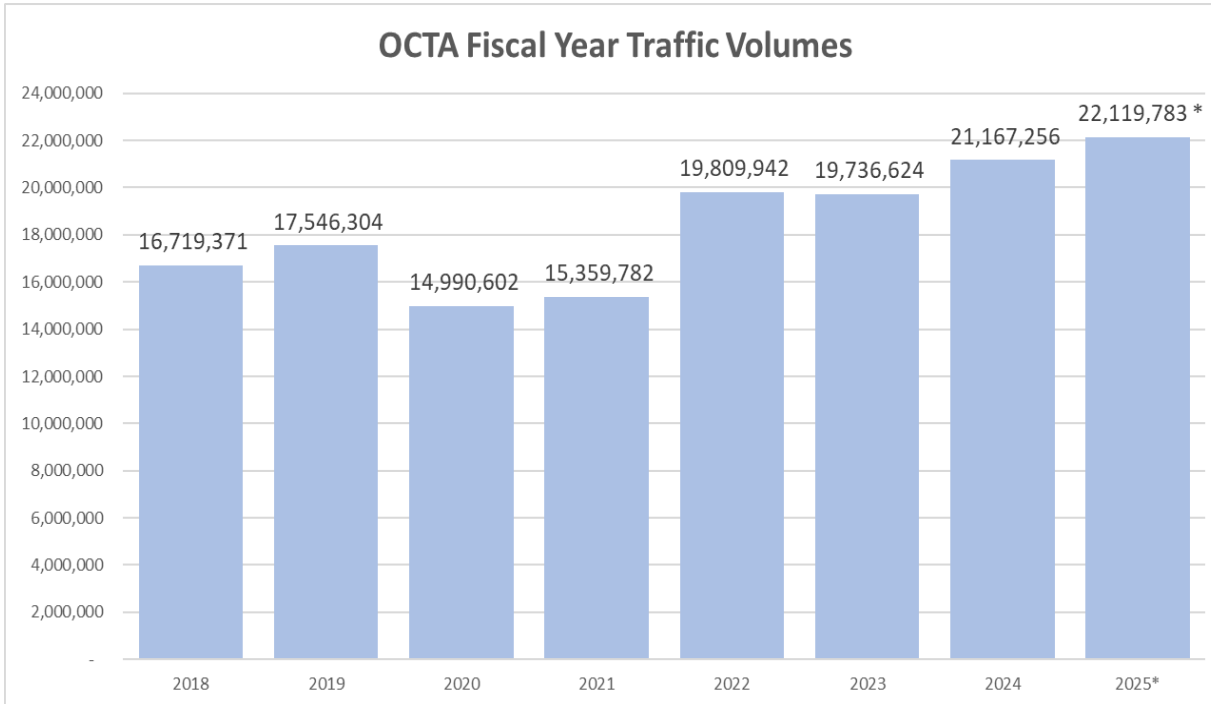


Monthly Toll Revenue Comparison

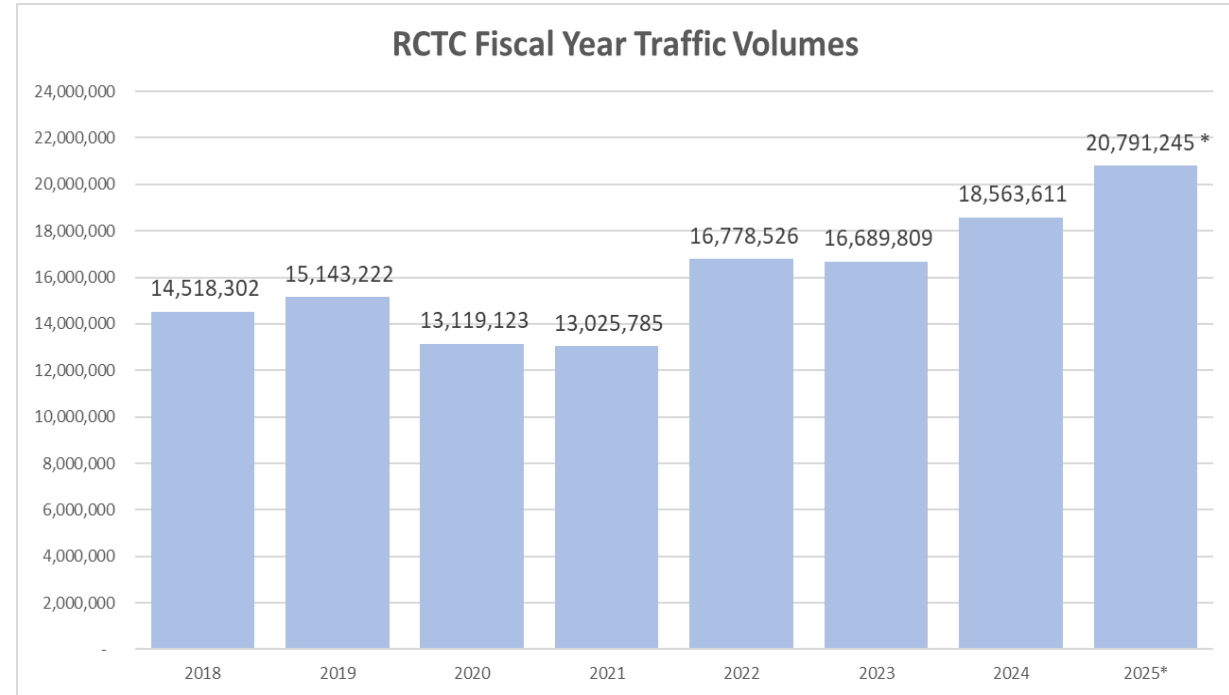


Annual Traffic Volumes Continue to Grow

OCTA Fiscal Year Traffic Volumes

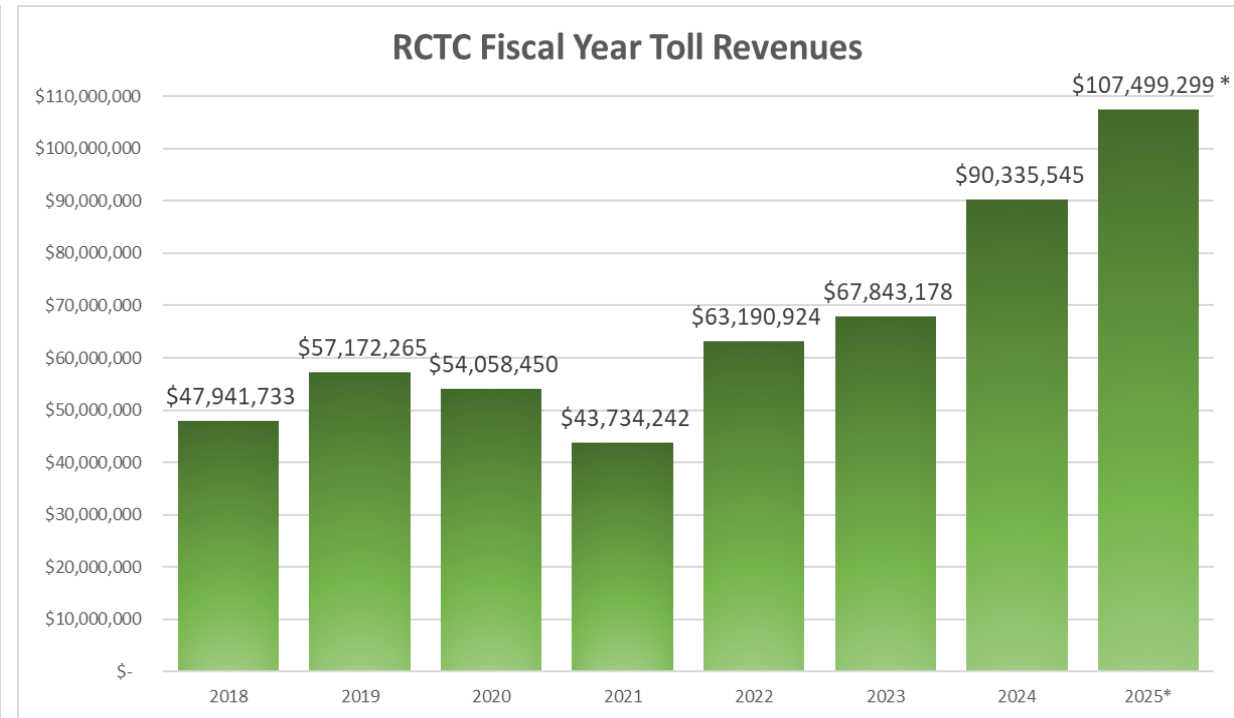
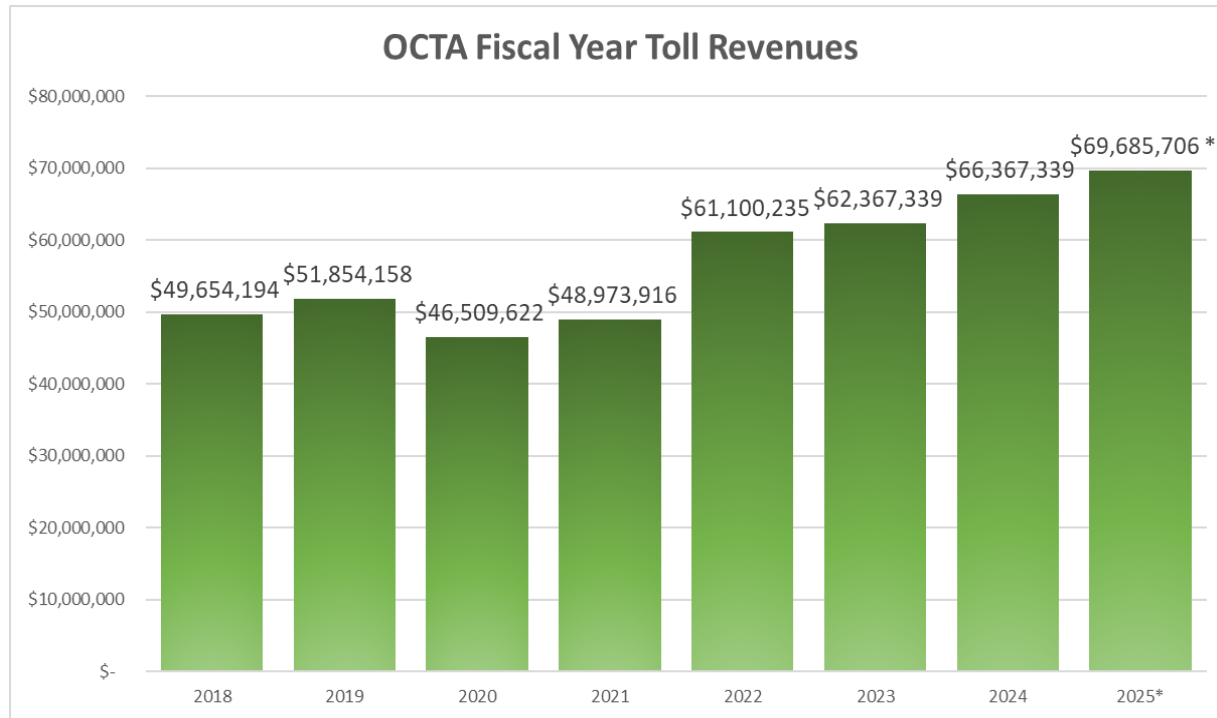


RCTC Fiscal Year Traffic Volumes

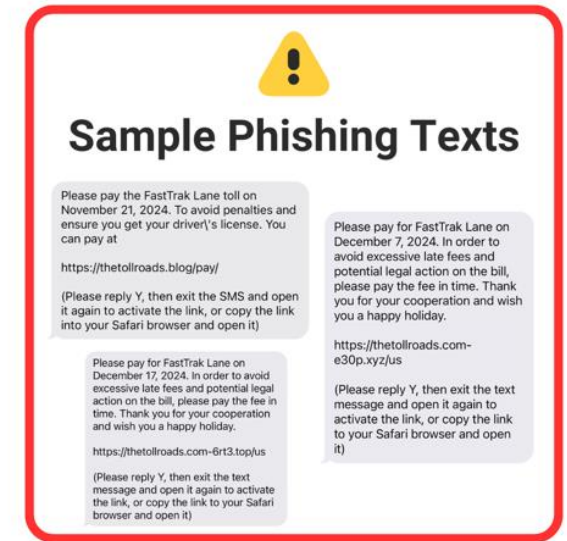


**Fiscal Year 2025 totals are projected based on nine months of actuals*


Annual Toll Revenues at All-Time Highs



Operational Updates

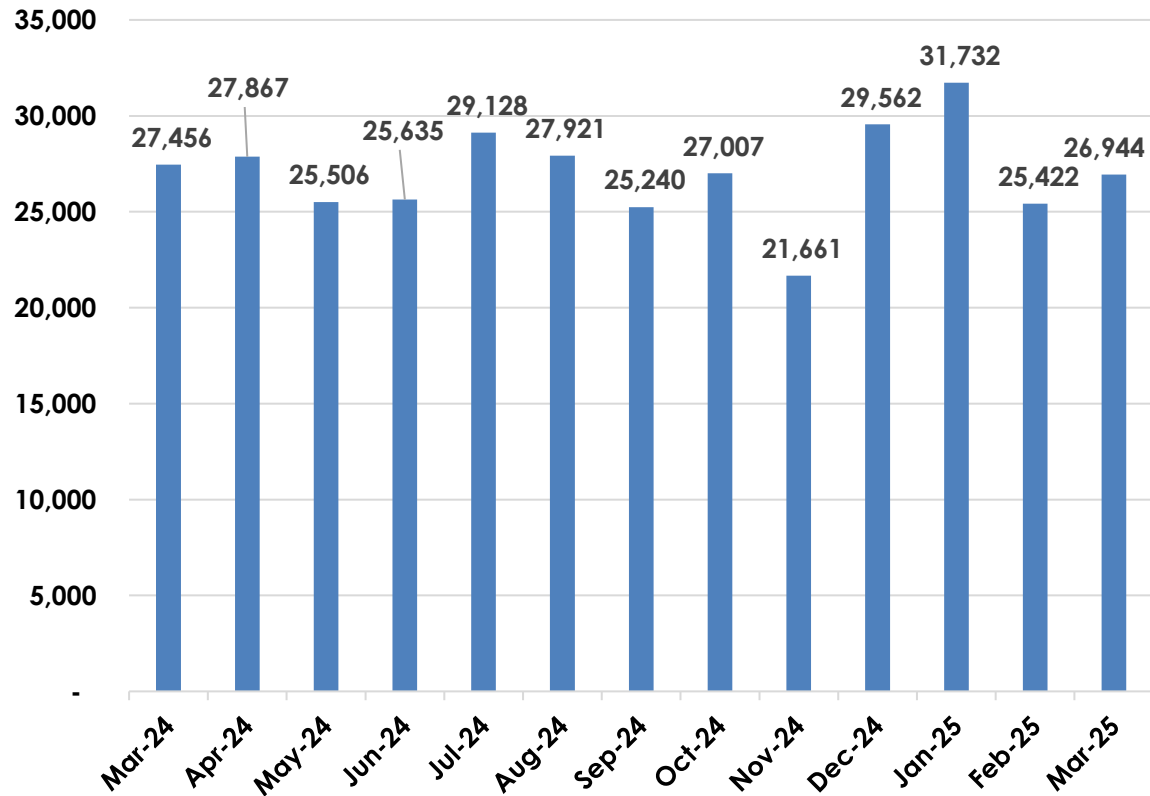


- Operational Acceptance Testing (OAT) for Back-Office System (BOS)
- Spike in phishing texts during December 2024 and January 2025

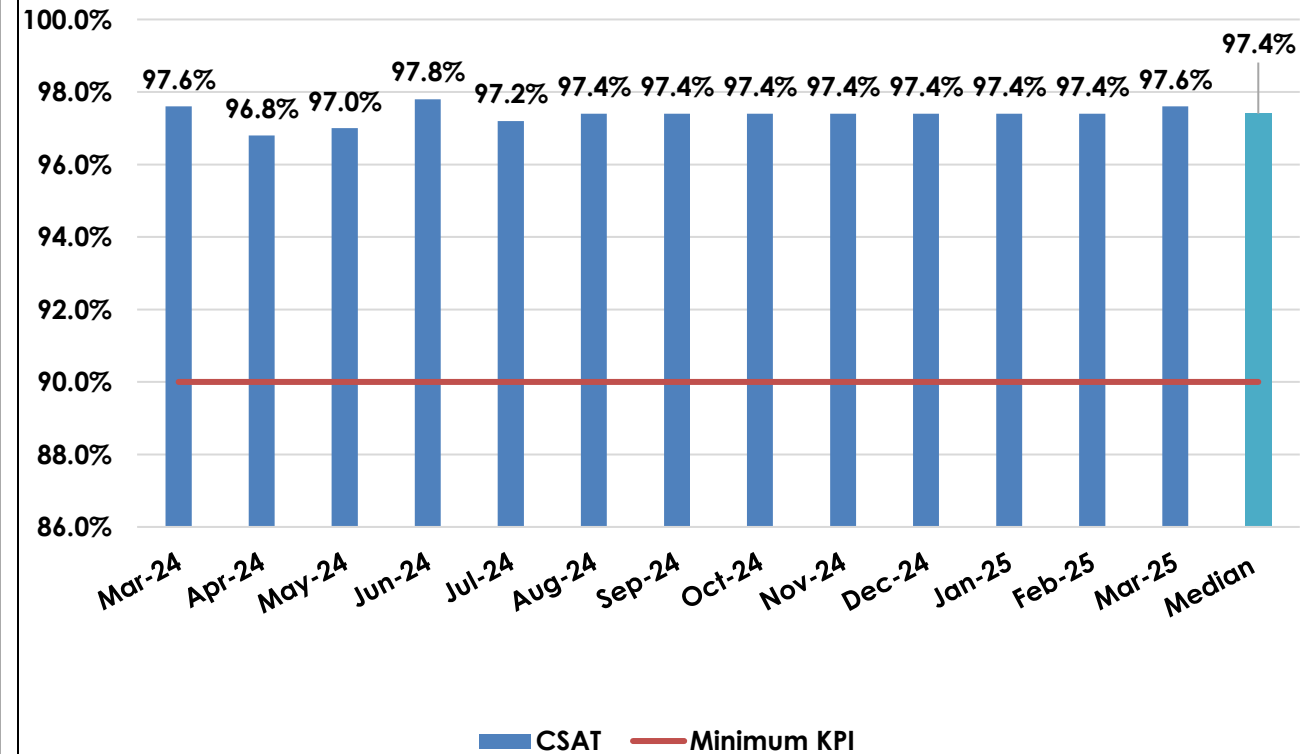
 **TEXTING SCAM ALERT** - Beware of phishing texts asking for toll payment. [Learn More](#). We've outlined best practices to help you keep your information safe. Click [here](#) for more info

Call Center Statistics

Number of Monthly Calls

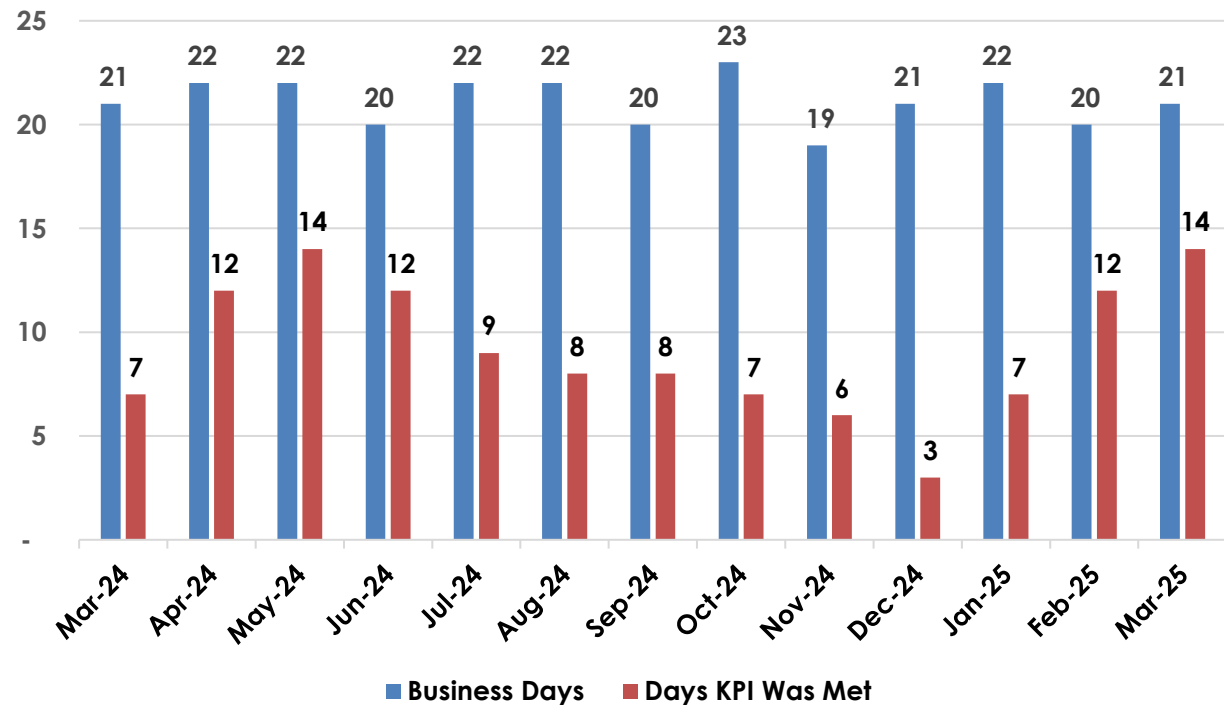


Customer Satisfaction Score (CSAT)

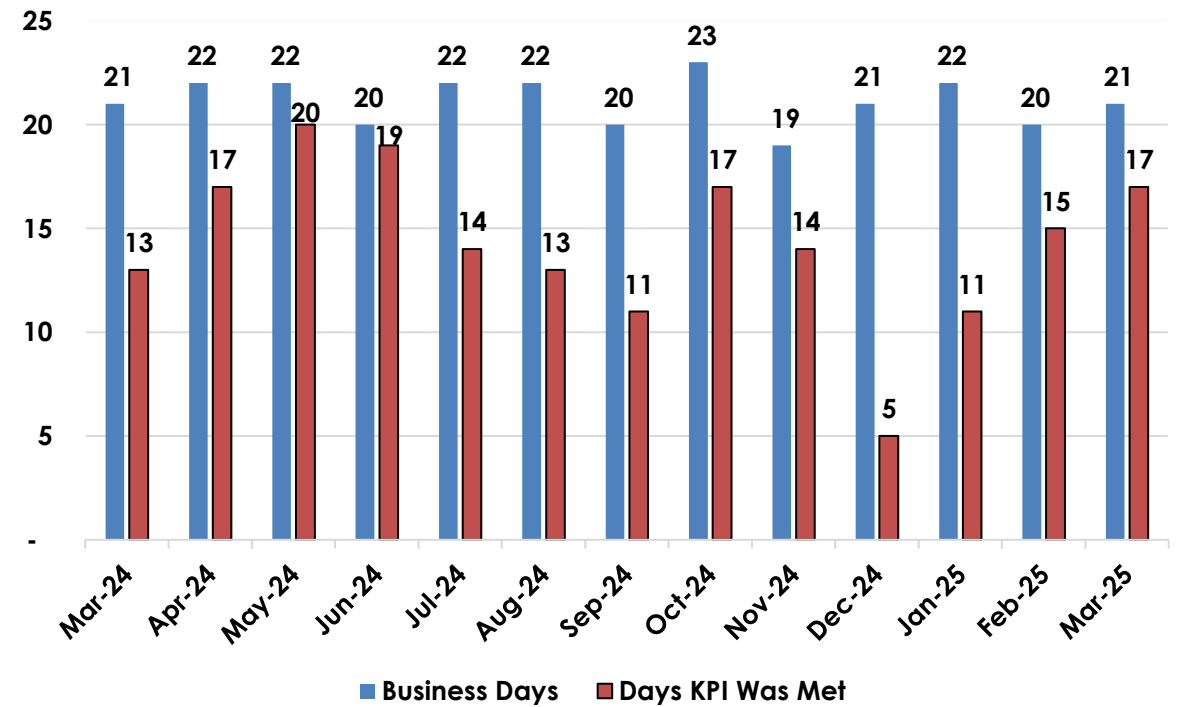


Call Center Statistics

Calls Answered Within 60 Seconds



Abandon Rate



Looking Ahead

- Close out OAT for the BOS
- Clean Air Vehicle Decal Program
- Complete integration and commissioning of the ATMS

