



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

91 EXPRESS LANES UPDATE

SR-91 Advisory Committee Meeting

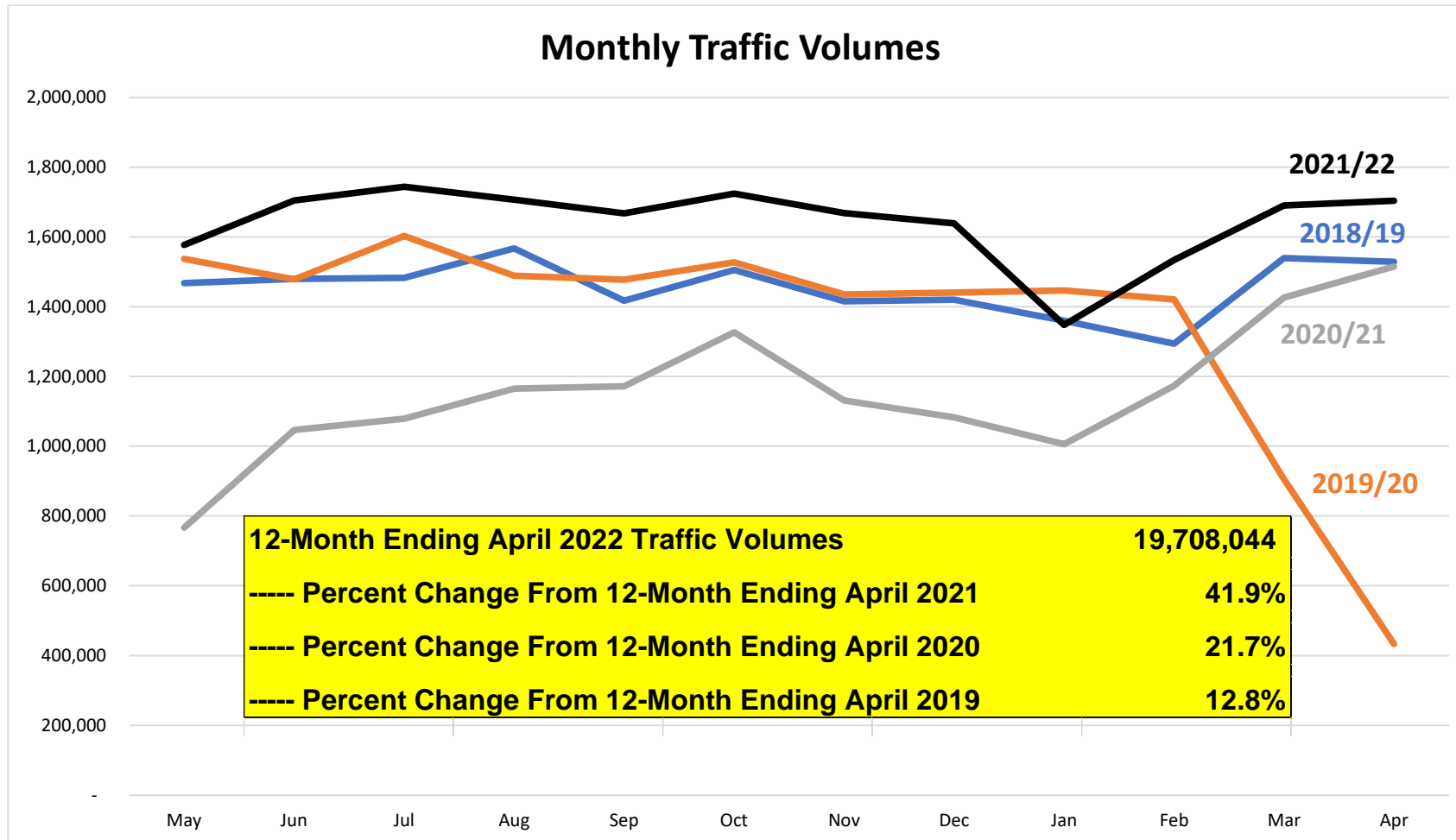
June 3, 2022



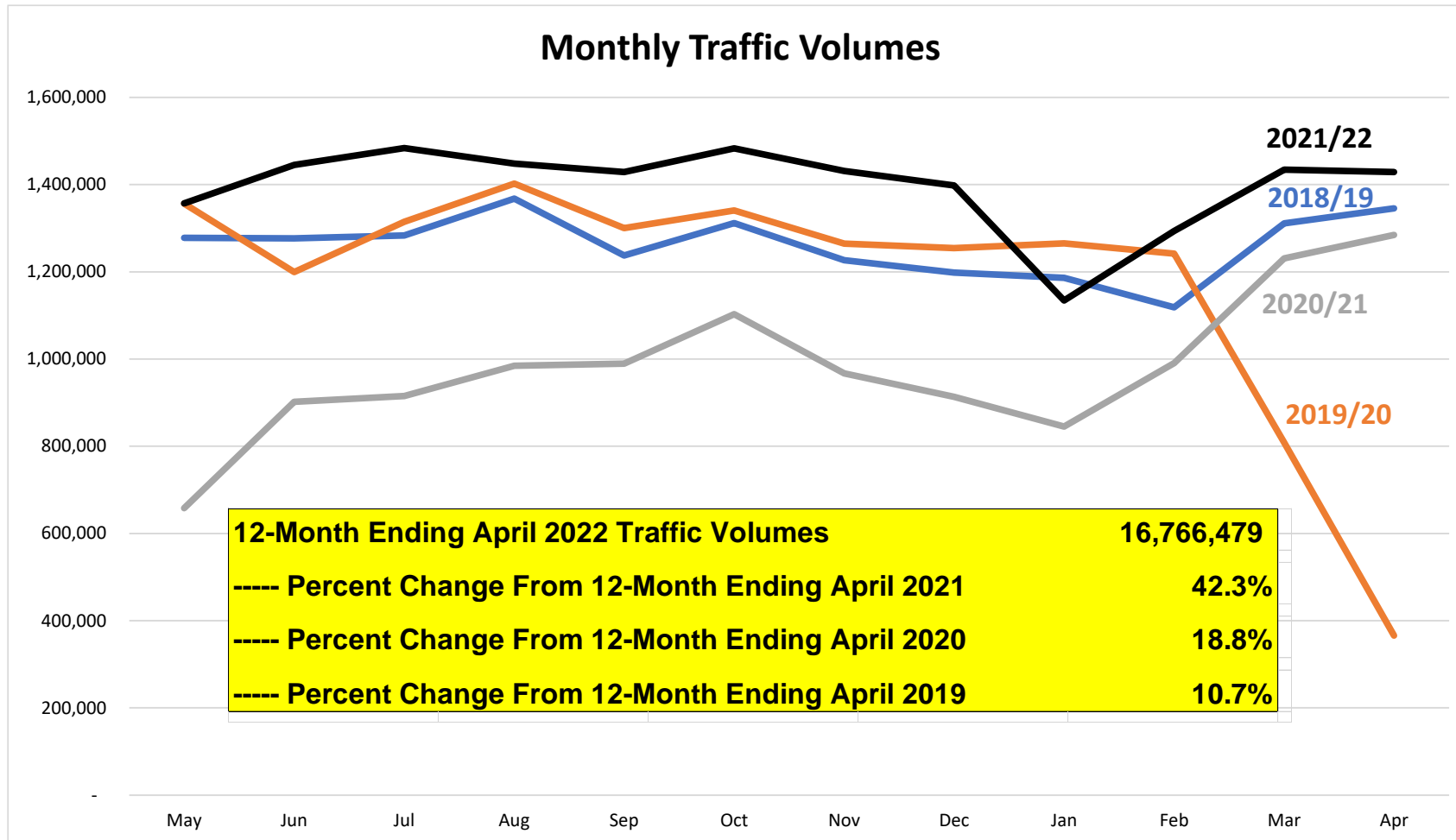
Recent Events

- Traffic volumes in both Orange and Riverside counties are at historic highs
- Toll revenues have been increasing steadily
- Deployed a new back-office system / customer service center operations
- Transitioned to a new contract on March 7, 2022
- New 91 Express Lanes website launched

OC Traffic Volume Comparison



RC Traffic Volume Comparison



OC Traffic Volumes - Past 2 Years

Weekly Trips

450,000

400,000

350,000

300,000

250,000

200,000

150,000

100,000

50,000

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3/1/20-3/7/20
3/29/20-4/4/20
4/26/20-5/2/20
5/24/20-5/30/20
6/21/20-6/27/20
7/19/20-7/25/20
8/16/20-8/22/20
9/13/20-9/19/20
10/11/20-10/17/20
11/8/20-11/14/20
12/6/20-12/12/20
1/3/21-1/9/21
1/31/21-2/6/21
2/28/21-3/6/21
3/28/21-4/3/21
4/25/21-5/1/21
5/23/21-5/29/21
6/20/21-6/26/21
7/18/21-7/24/21
8/15/21-8/21/21
9/12/2021-9/18/21
10/10/21-10/16/21
11/7/21-11/13/21
12/5/21-12/11/21
1/2/22-1/8/22
1/30/22-2/5/22
2/27/22-3/5/22
3/27/22-4/2/22
4/24/22-4/30/22

**Volumes Have Surpassed
Pre-COVID-19 Levels**

RC Traffic Volumes - Past 2 Years

Weekly Trips

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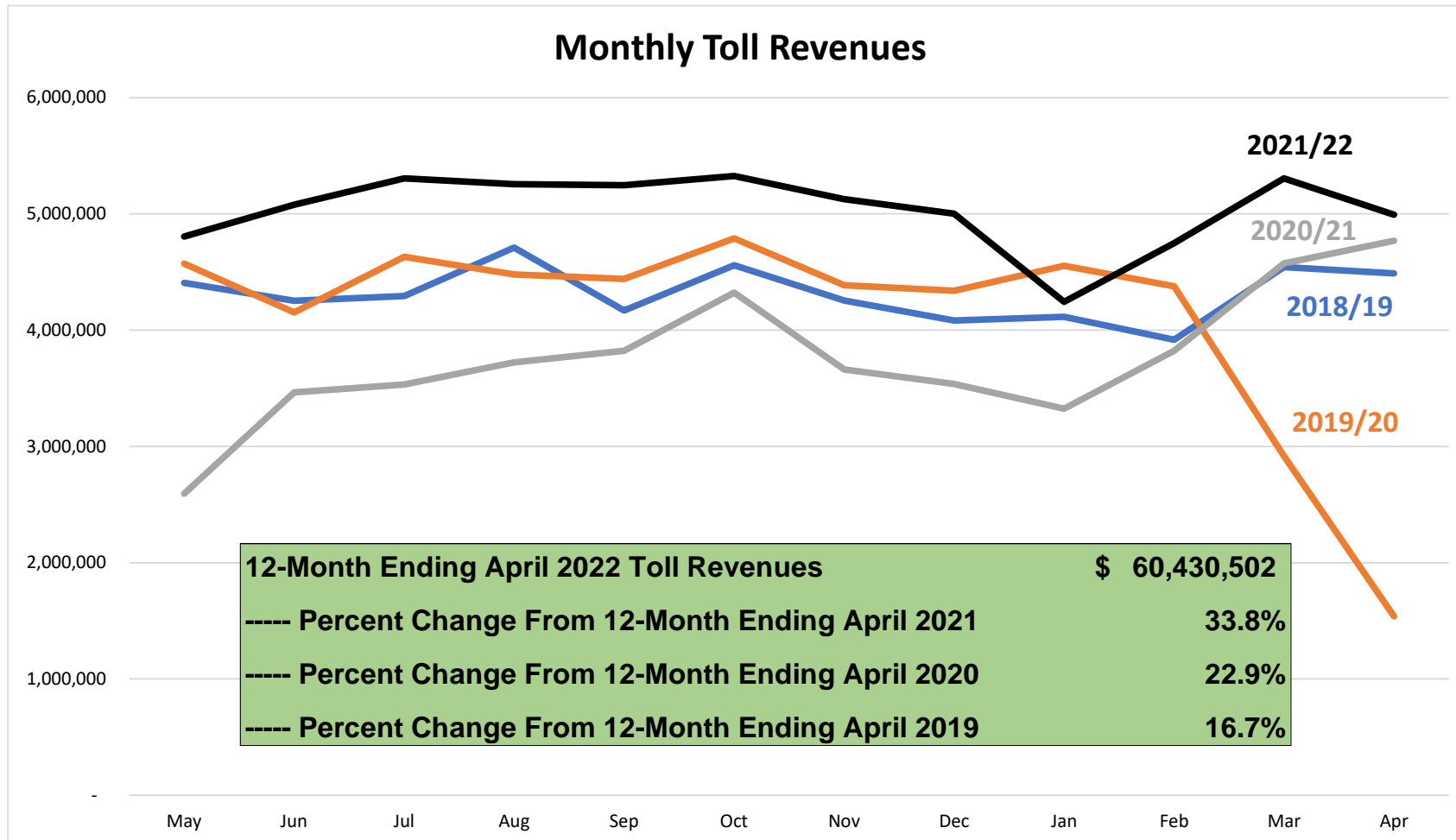
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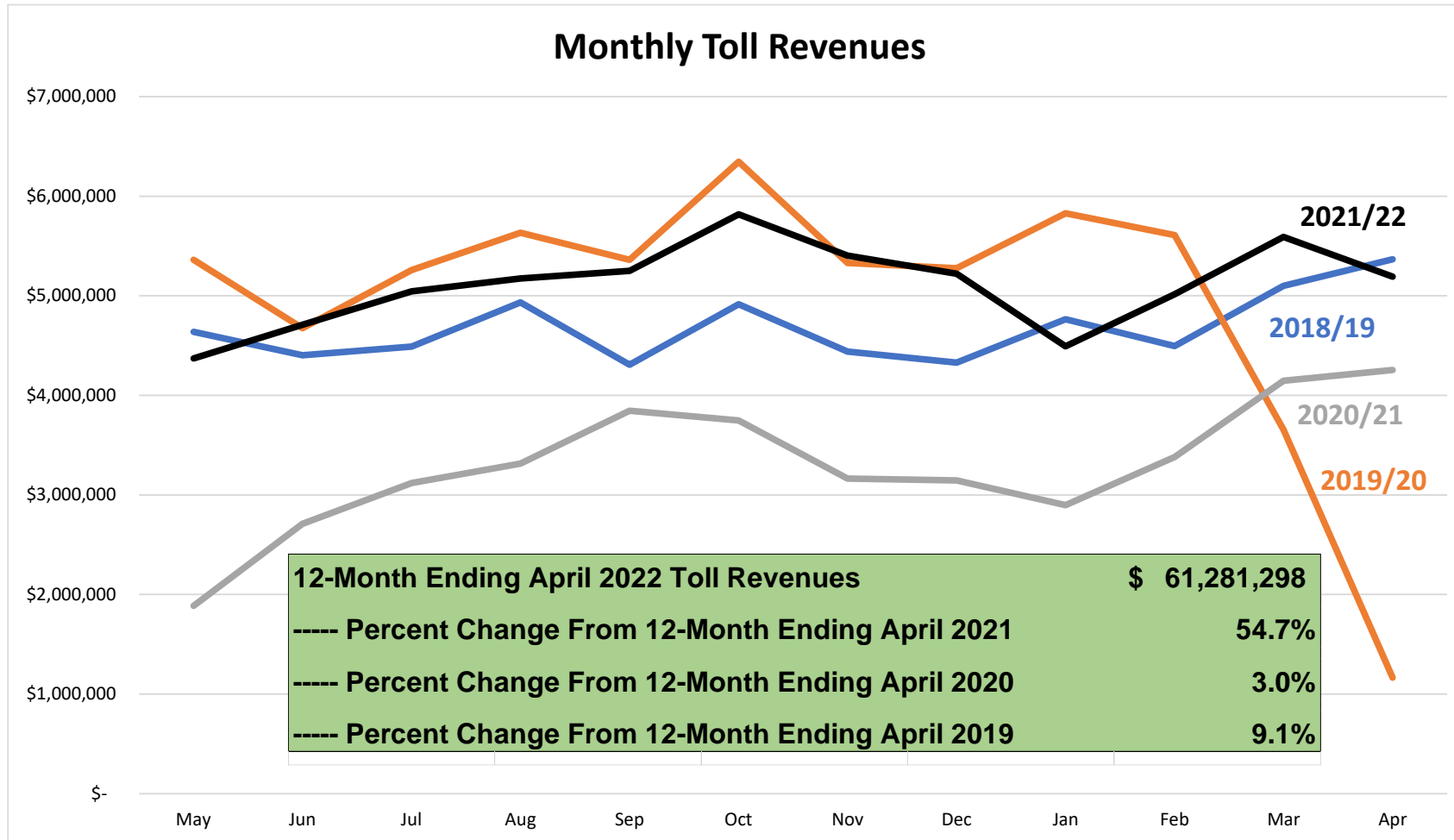
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**Volumes Have Surpassed
Pre-COVID-19 Levels**

OC Toll Revenue Comparison



RC Toll Revenue Comparison



OC Toll Revenues - Past 2 Years

Weekly Revenues in \$

1,400,000

1,200,000

1,000,000

800,000

600,000

400,000

200,000

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**Toll Revenues Have Surpassed
Pre-COVID-19 Levels**

RC Toll Revenues - Past 2 Years

Weekly Revenues in \$

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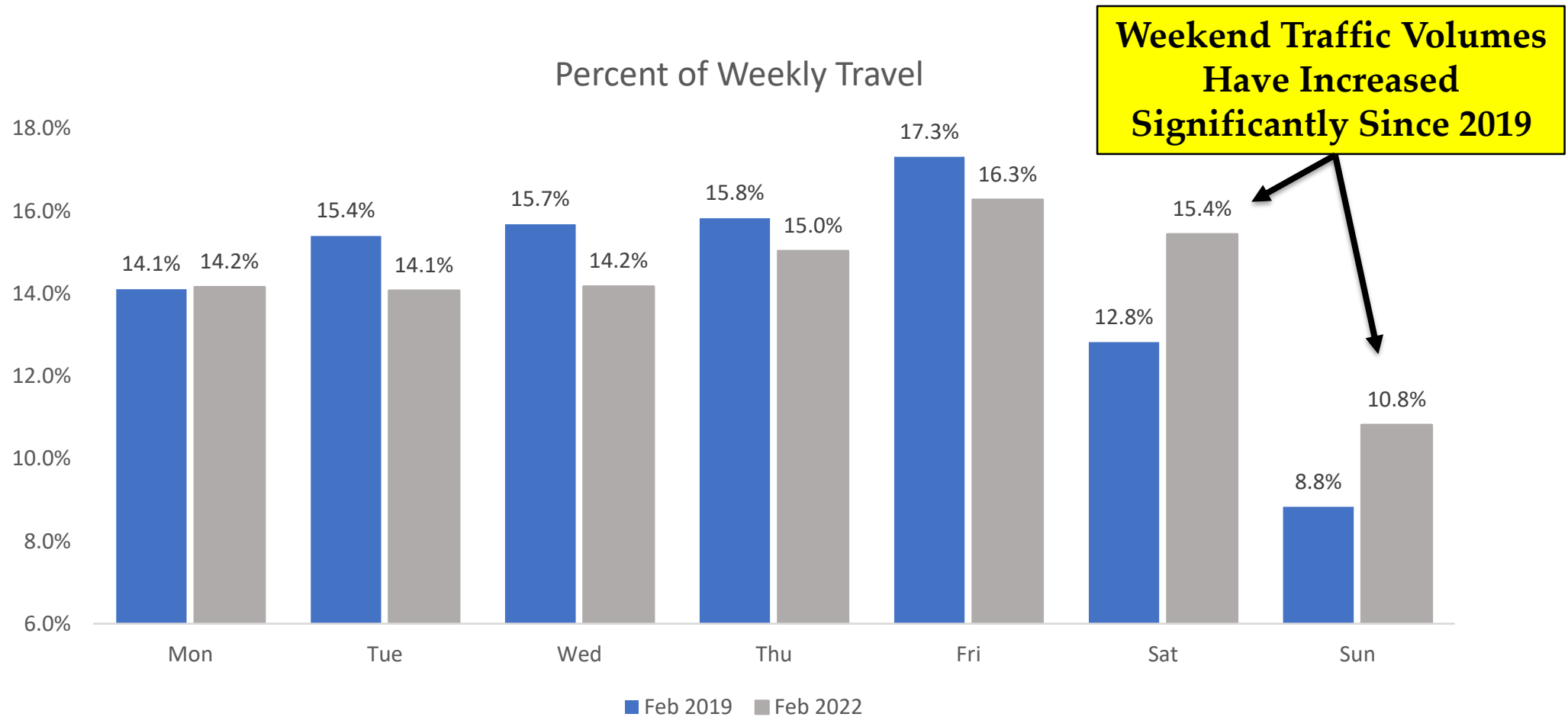
200,000

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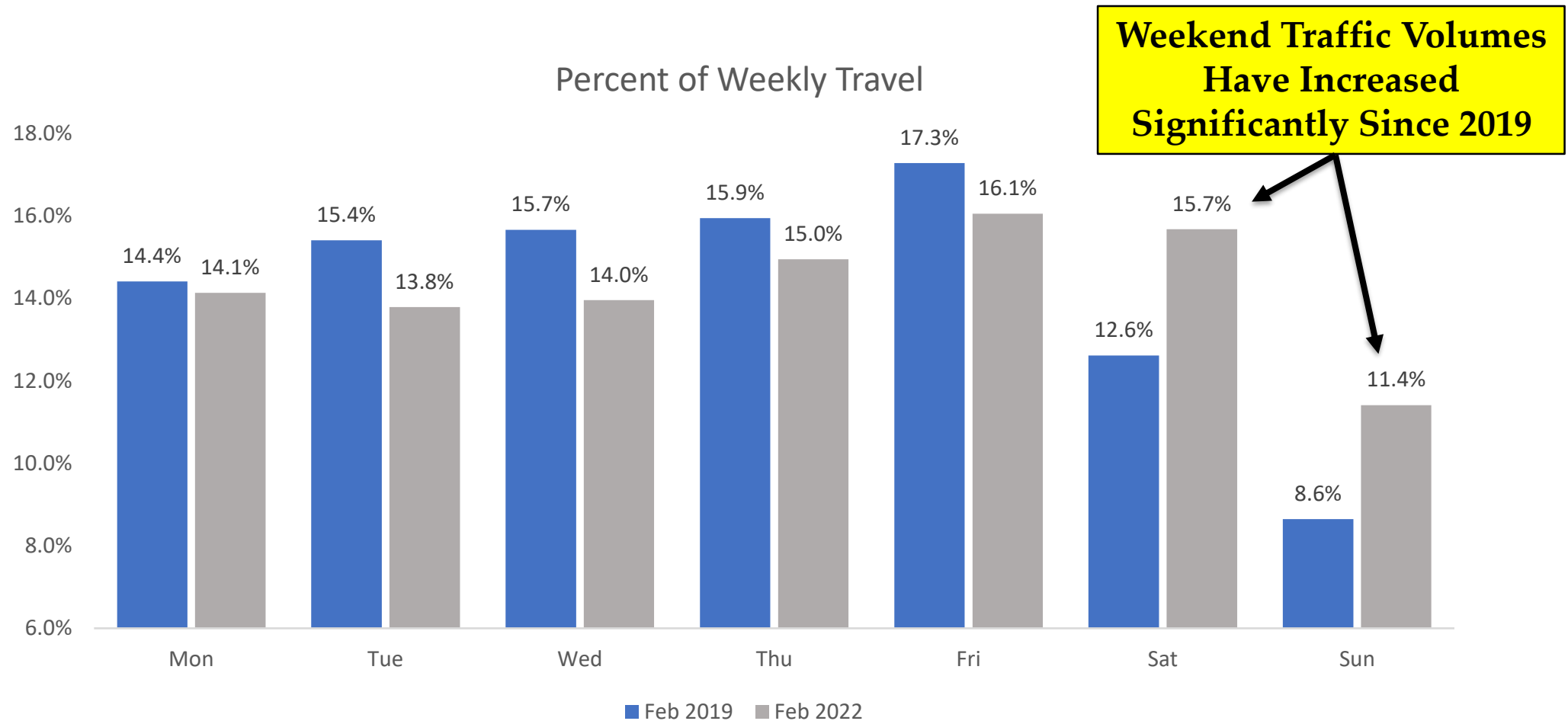
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Toll Revenues Are Growing and Approaching Pre-COVID-19 Levels

OC: Pre-COVID-19 Versus Post-2020/2021

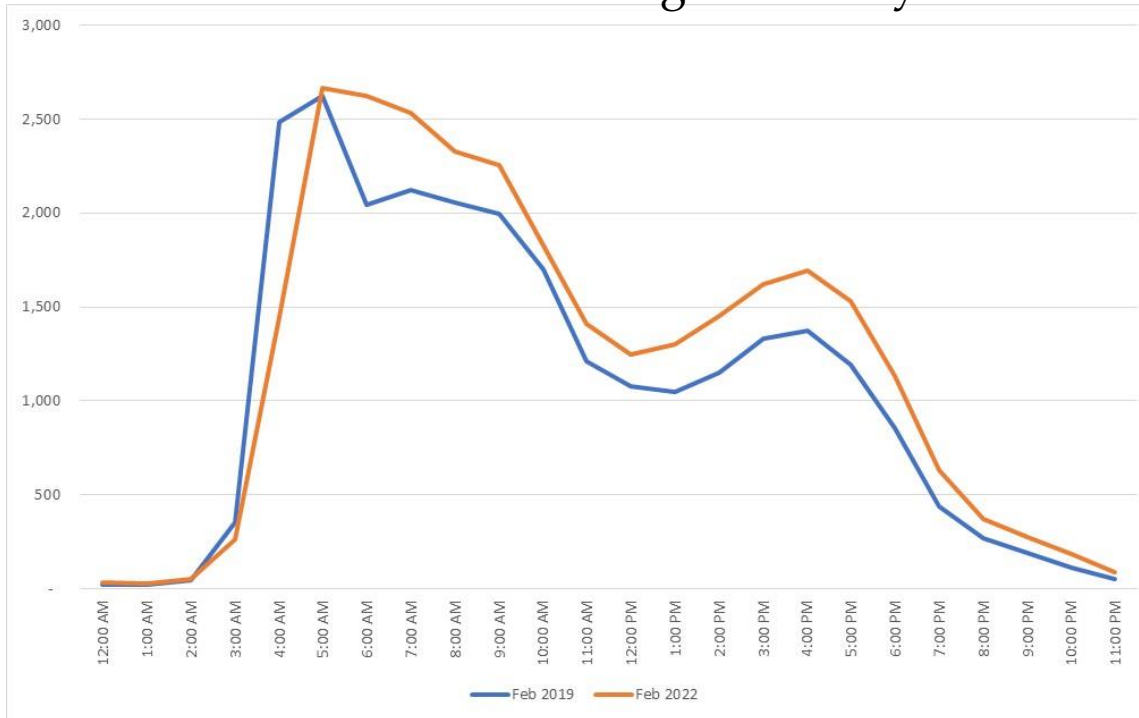


RC: Pre-COVID-19 Versus Post-2020/2021

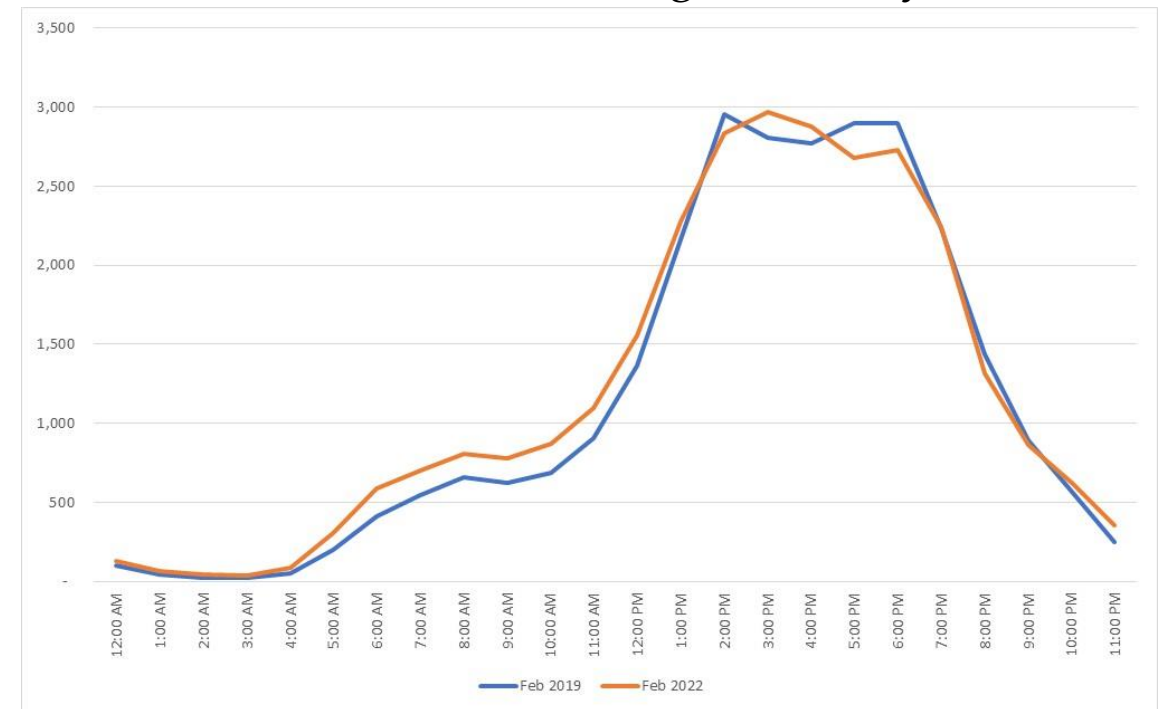


OC: Pre-COVID-19 Versus Post-2020/2021

Westbound – Average Weekday



Eastbound – Average Weekday



Peak Period Travel Has Expanded Since 2019

Operational Update

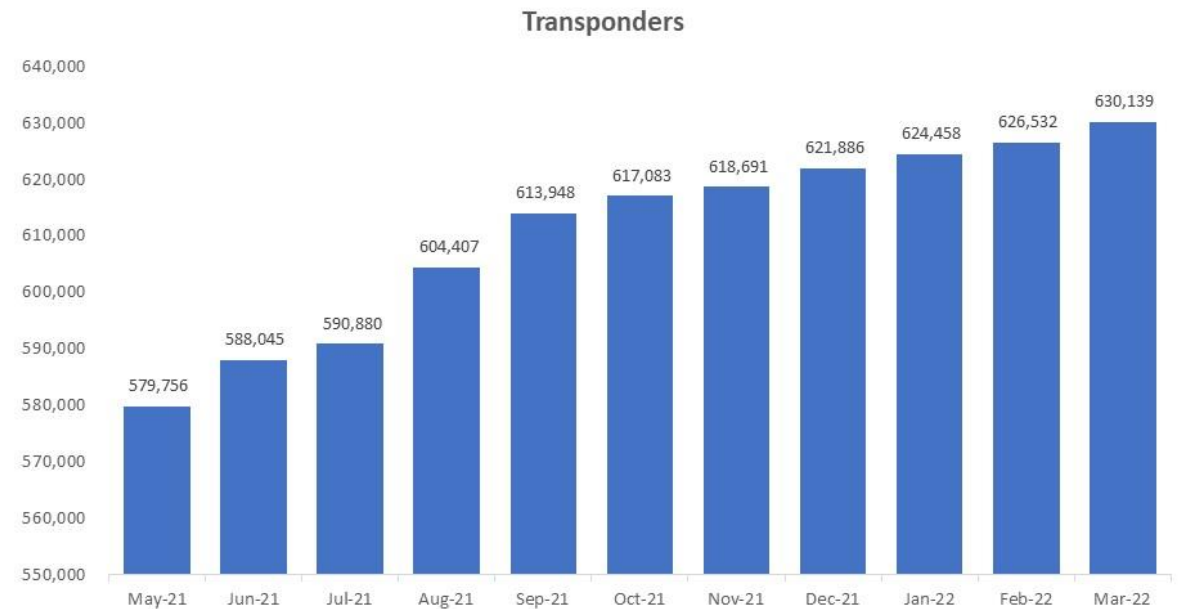
- Back-office system / customer service center operations deployed over first weekend in March 2022
- Team has been addressing issues as they arise
- Some Key Performance Measures have not been met since the transition
- Staff seeking RCTC and OCTA Board approval on Proposed Fiscal Year 2023 Budgets in June 2022

Joint Agencies Performance Measures

REQUIREMENT	PERIOD	PERFORMANCE
Customer Service		
Service Level/Speed of Answer	Monthly	80% answered within 60 seconds
Abandon Percentage	Monthly	4% <=
Customer Satisfaction Score	Monthly	4.5 =>
First Contact Resolution	Monthly	85% of calls resolved on first contact
Timeliness of Case Resolution - (a)	Monthly	90% of cases resolved in 1 day
Timeliness of Case Resolution - (b)	Monthly	98% of cases resolved within 5 days
Mail Performance		
Processing of Returned Mail - (a)	Monthly	Per business day in which 90% of returned mail is processed within 3 business days
Processing of Returned Mail - (b)	Monthly	Per business day in which 100% of returned mail is not processed within 10 business days
Research and Resolve Unidentified Payments	Monthly	100% of all unidentified payments are completely and accurately resolved within 5 business days
Payment Processing	Monthly	Per business day in which 100% of payments are processed within 2 business days
Accounting		
Customer Refunds Processed	Monthly	Per business day in which 100% of all refunds are not completely and accurately issued within 5 business days

As of April 30, 2022

Account and Transponder Base Growing



Looking Ahead

- Observe traffic levels and adjust toll rates accordingly
- Implement cost of living adjustments on July 1, 2022
- Monitor new back-office system issues
- Monitor legislative bills in Sacramento impacting tolling operations
- Continue working on the development of the 15/91 North Direct Connector
- Continue working with partner agencies on the design and operations of the 241/91 Express Lanes Connector