

91 Express Lanes Corona Customer Service Center

Background on Current Location

- Since April 2003, the customer service center has been located on the first floor of an office building in the City of Corona
- Currently leasing 4,285 square feet
- Existing lease expires September 30, 2018
- Location houses 29 representatives who handle customer service issues both in person and by phone/internet
- Prior to expansion, approximately 44 customers visited the customer service center per day, now it is approximately 71 per day
- Ideal proximity to 91 Freeway

Location Options

- Corona has the largest population of transponder account holders
- OCTA and RCTC are now co-located in the same space
- New location should be at least 5,000 square feet
- OCTA's real estate broker CBRE, Inc.:
 - Conducted a property search along the 91 Express Lanes corridor
 - Identified potential properties available for lease
 - Gave OCTA staff tours of four potential locations
 - All located in Corona
 - Two were identified as potential options

Options for the future

- Stay – status quo
- Move – lease at a new location
- Move – lease at RCTC-owned location

Current and Potential Locations



Discuss Options

- Stay – status quo
 - Potentially lowest cost option
 - Lease costs for 2016 were \$83,000 (\$1.64/square foot)
- Move – lease at a new location
 - Potentially higher cost
 - Convenient for customer base
- Move – lease at RCTC-owned location
 - Potentially lower cost
 - Less desirable location

Next Steps

- Receive direction from Finance and Administration Committee
- Concurrence from RCTC on preferred option
- Finalize lease proposal
- Return to Finance and Administration Committee and Board of Directors for approval