



91 EXPRESS LANES CUSTOMER SERVICE CENTER RELOCATION STATUS UPDATE

State Route 91 Advisory Committee

September 7, 2018

Michael Blomquist, Toll Program Director



Customer Service Center Relocation



Customer Service Center

Primary Functions

- Customer account administration
- Call center
- Transponder management
- Walk-in service counter





Customer Service Center

Current Facility

- Located in Corona (McKinley Street/Sampson Avenue)
- Future relocation
 - Increased space to accommodate needs
 - Expiring lease
 - Cost management





Customer Service Center Relocation



Toll Building Program

15 Express Lanes
Regional Operations
Center (ROC)

- Integrated Office
- Traffic Ops Center
- Back office
- Management & Administration
- Future workplace for RCTC toll ops staff

91 Express Lanes
Customer Service
Center (91 CSC)

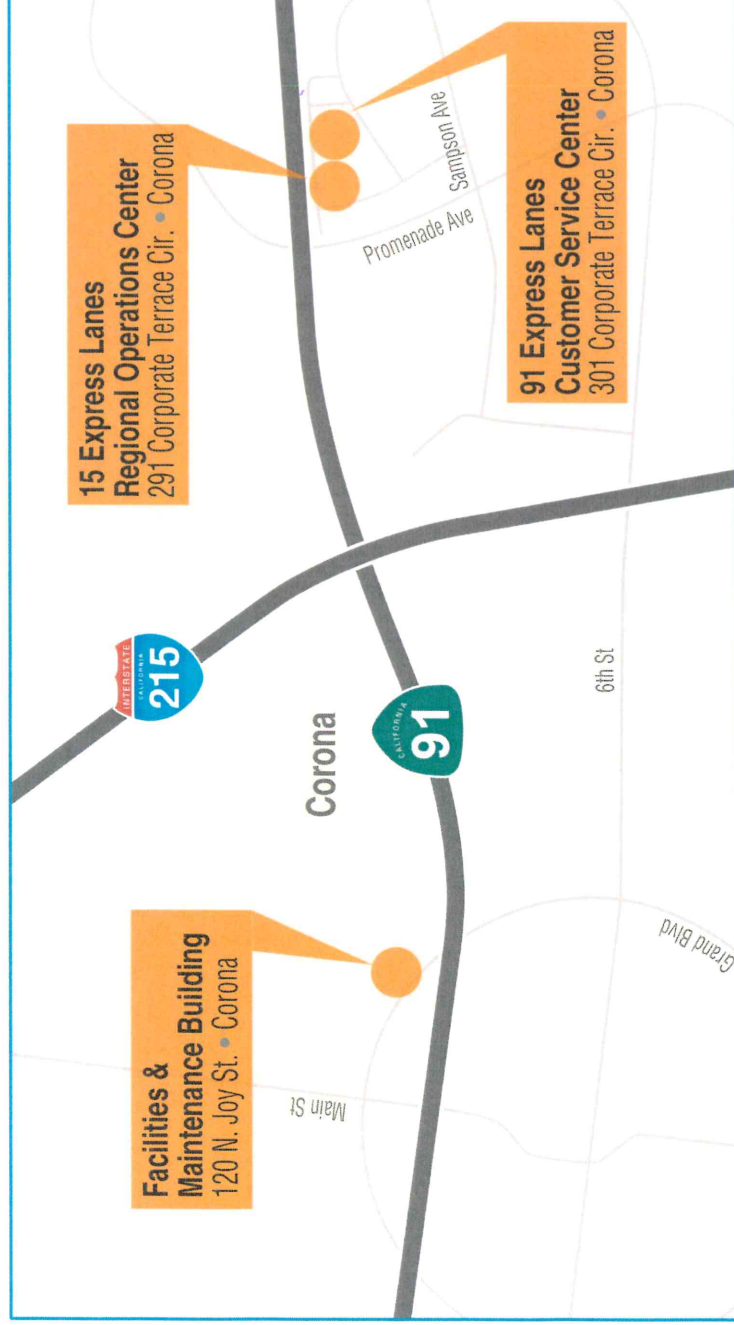
- Consolidated Customer Service Center service and waiting areas

Facilities and
Maintenance (FAM)
Building

- Toll system storage
- Toll system maintenance
- Toll Service Provider ops, maintenance staff
- Vehicle storage



Express Lanes Building Locations

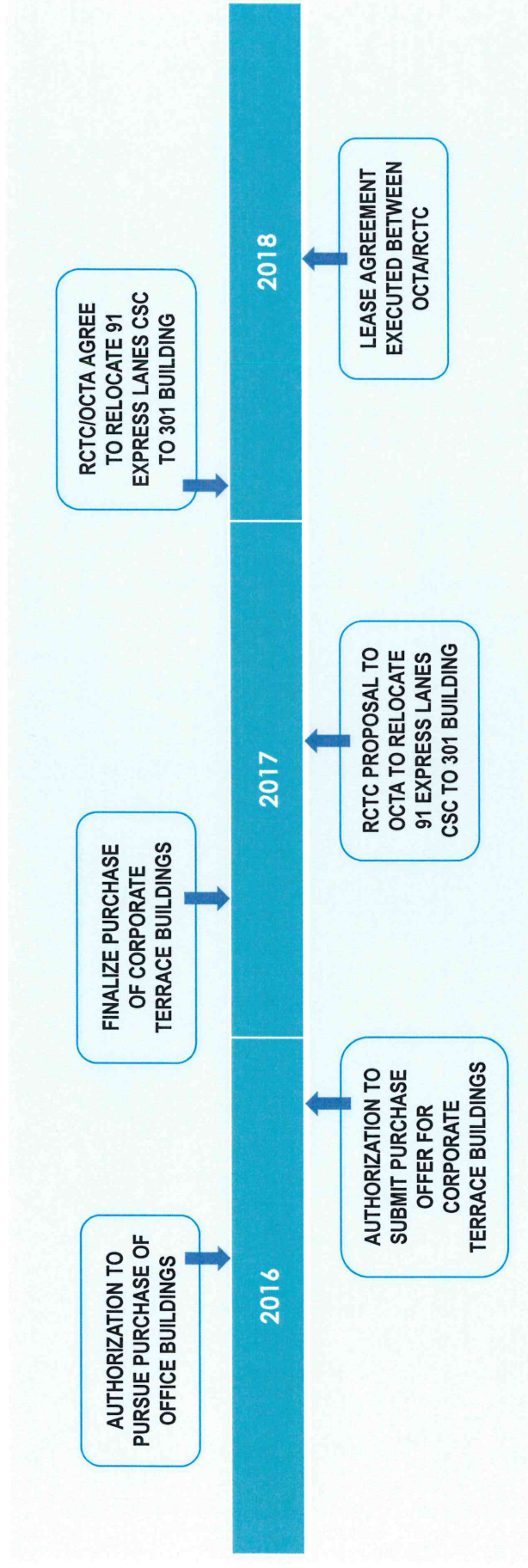


Corporate Terrace Business Park

- 10-acre master planned development
- Corporate Terrace Owners Association

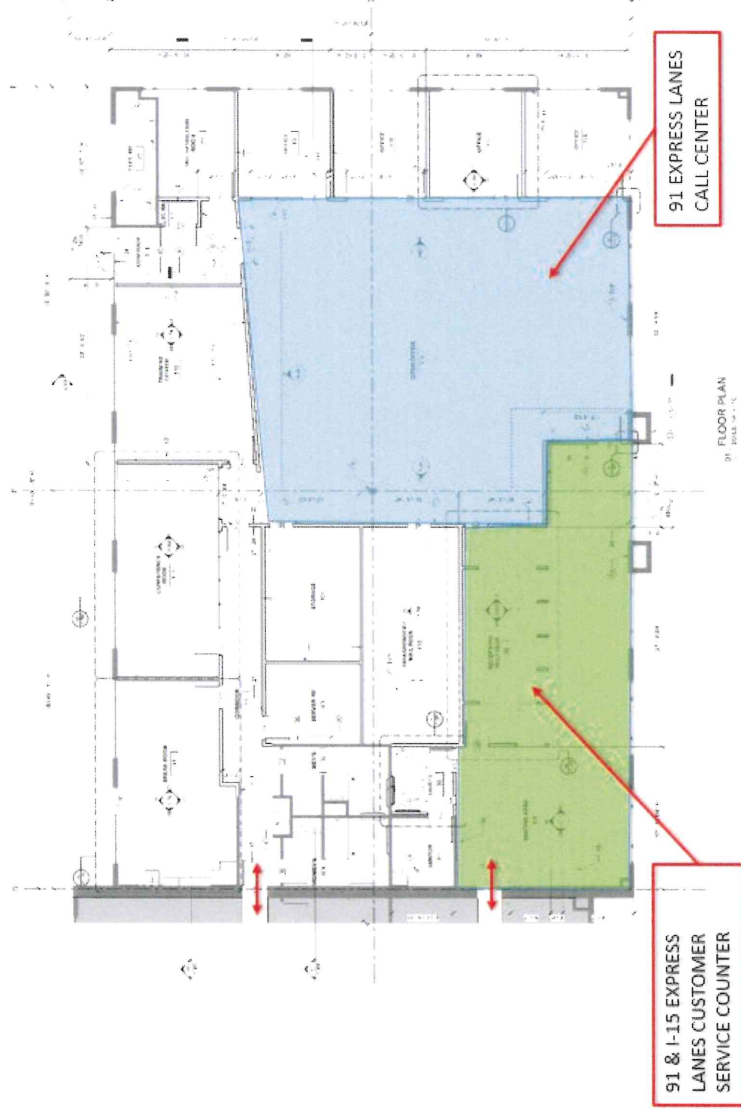


91 Customer Service Center History



91 CSC Build-Out, Relocation

- 6,355 square feet
- Build-out Needs:
 - Scope of Work
 - RCTC Contracts
- Relocation date:
February 2019



91 CSC Build-Out Schedule

Activity	Estimate Date(s)
Architect/Engineer Services Contract	September 2017
Design of Tenant Improvements	September 2017 to July 2018
Award Moving/Relocation Consultant Contract	July 2018
Procurement of Construction Contractor	July to September (Ongoing)
Award Construction Contract	September 2018 Commission Meeting
Construction Build-Out	September 2018 to February 2019



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**THANK YOU,
QUESTIONS**