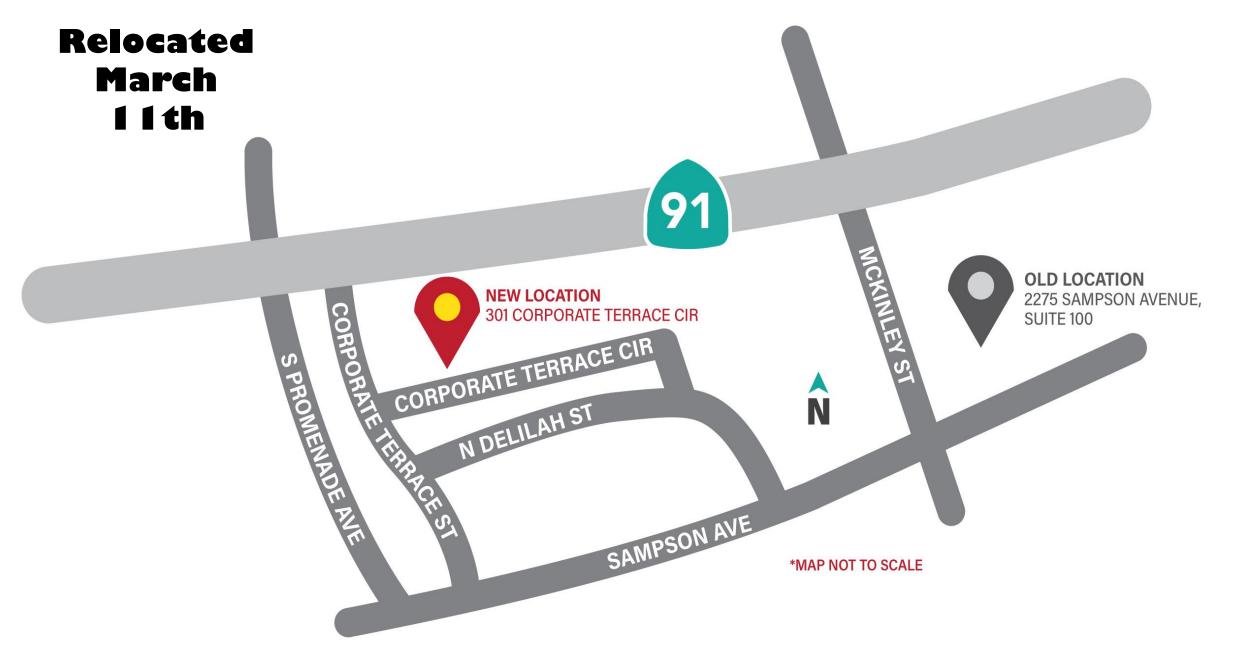


91 EXPRESS LANES CUSTOMER SERVICE CENTER

State Route 91 Advisory Committee

June 7, 2019

Jennifer Crosson – RCTC, Toll Operations Manager







Customer Service Center



Customer walk-in center

400/week



Call center

10,000/week



Transponder orders filled 700/week



CUSTOMER SERVICE CENTER

301 Corporate Terrace Circle, Corona, CA





Joint 91 and 15 Express Lanes Walk-in Center (Spring 2020)

One stop for customers

- ➤ Information
- ➤ Issue resolution
- Account opening
- ➤ Violation resolution





QUESTIONS?