



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

91 EXPRESS LANES CUSTOMER SERVICE CENTER

State Route 91 Advisory Committee

June 7, 2019

Jennifer Crosson – RCTC, Toll Operations Manager

**Relocated
March
11th**





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





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QUESTIONS?

