



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

CORONAVIRUS (COVID-19) IMPACTS TO THE 91 EXPRESS LANES

State Route 91 Advisory Committee

June 5, 2020

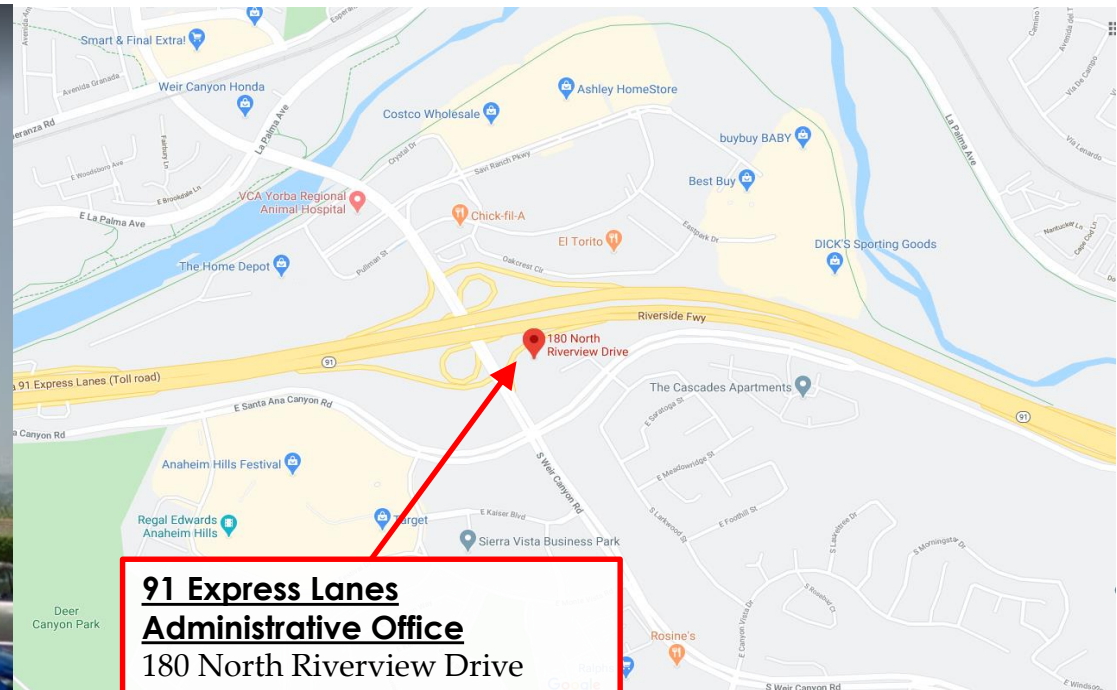




IMPACTS TO DAILY OPERATIONS



Administrative Office - Anaheim



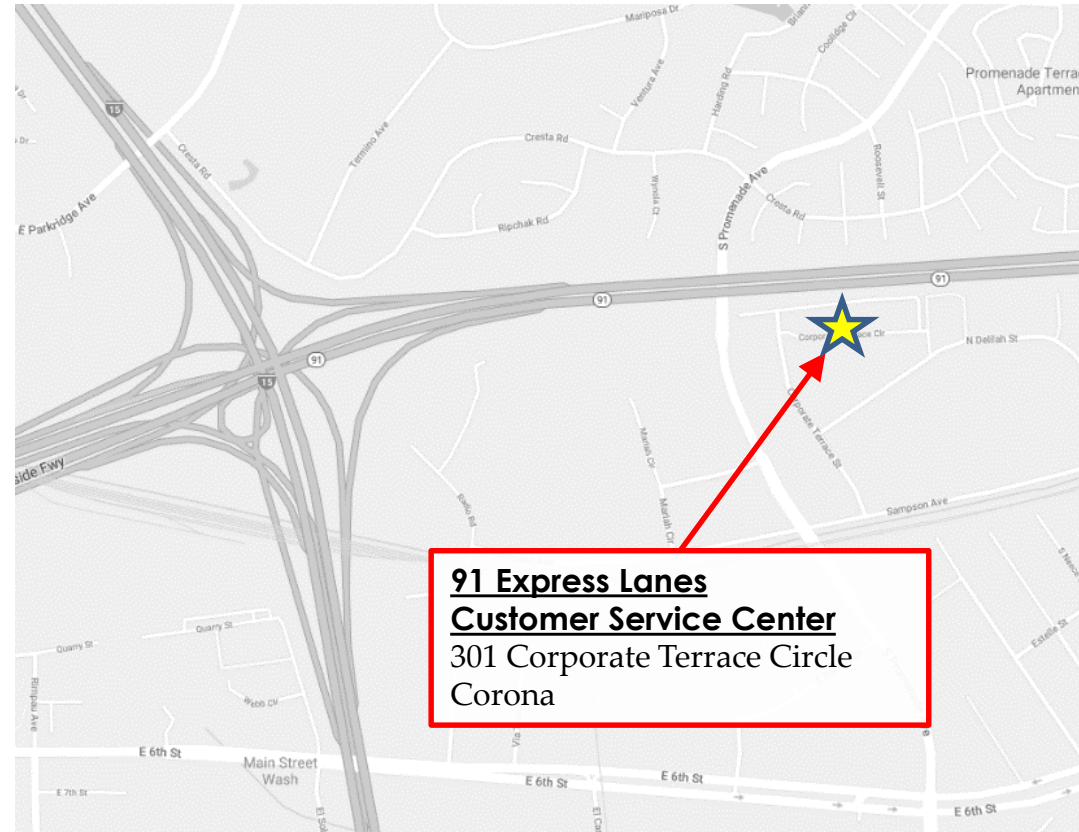
91 Express Lanes
Administrative Office
180 North Riverview Drive
Anaheim

Administrative Office - Anaheim

- No face-to-face customer interactions
- Reduced staff with core functions operating
 - Traffic operations center
 - Incident management
- Additional sanitizing and social distancing



Customer Service Center - Corona



Customer Service Center - Corona

- Closed the customer walk-in center
- Maintaining Customer Service
 - Call center
 - Website
- Additional sanitizing and social distancing
 - Operator employees
 - Riverside County Health Orders



Customer Fees

- Account fees
 - Standard Plan and Express Club
 - Temporarily discontinued
- Non-sufficient fund fees
 - Credit card transactions
 - Discontinued
- Resumption of fees
 - More normal operating conditions



Violations Processing

- Customer collections – escalated violations
 - Calls and letters
 - Temporarily discontinued
- Transmittal of violation files to collections agency
 - Temporarily discontinued
- California Franchise Tax Board
 - Tax return intercept program
 - Temporarily discontinued



Toll Rates - RCTC

- Initial March rate reductions
 - Peak periods, mornings and afternoons
 - Comparable to adjacent “shoulder” periods
- Periodic toll rate assessment
 - Data-driven analysis
 - Consistent with approved toll policy
- April rate reductions
- Future rate changes



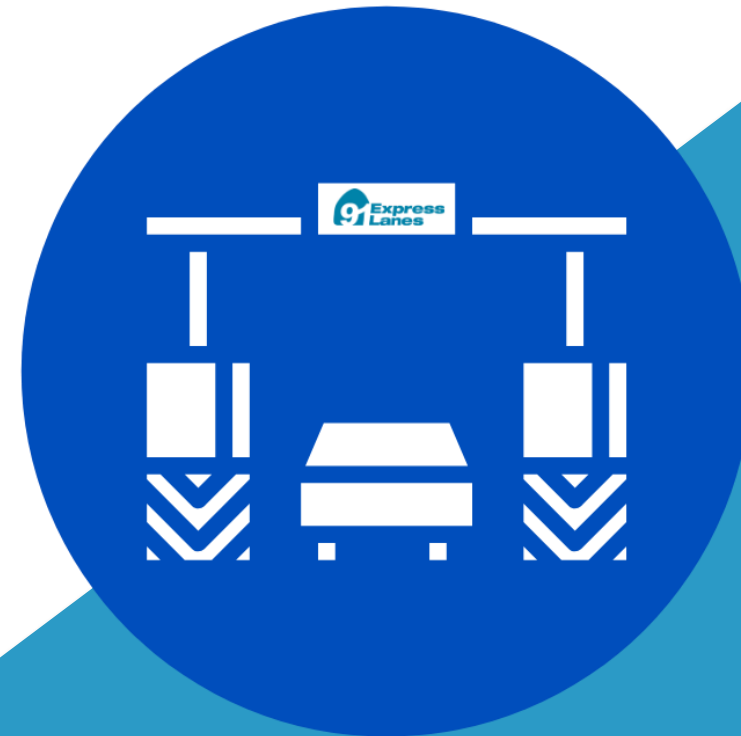
Toll Rates - OCTA

- Received Board approval to temporarily modify Toll Policy
- Temporary suspension of holiday toll rate schedules
- Ability to cancel automatic July 1 cost-of-living adjustments
- Next toll adjustment scheduled for July 1, 2020



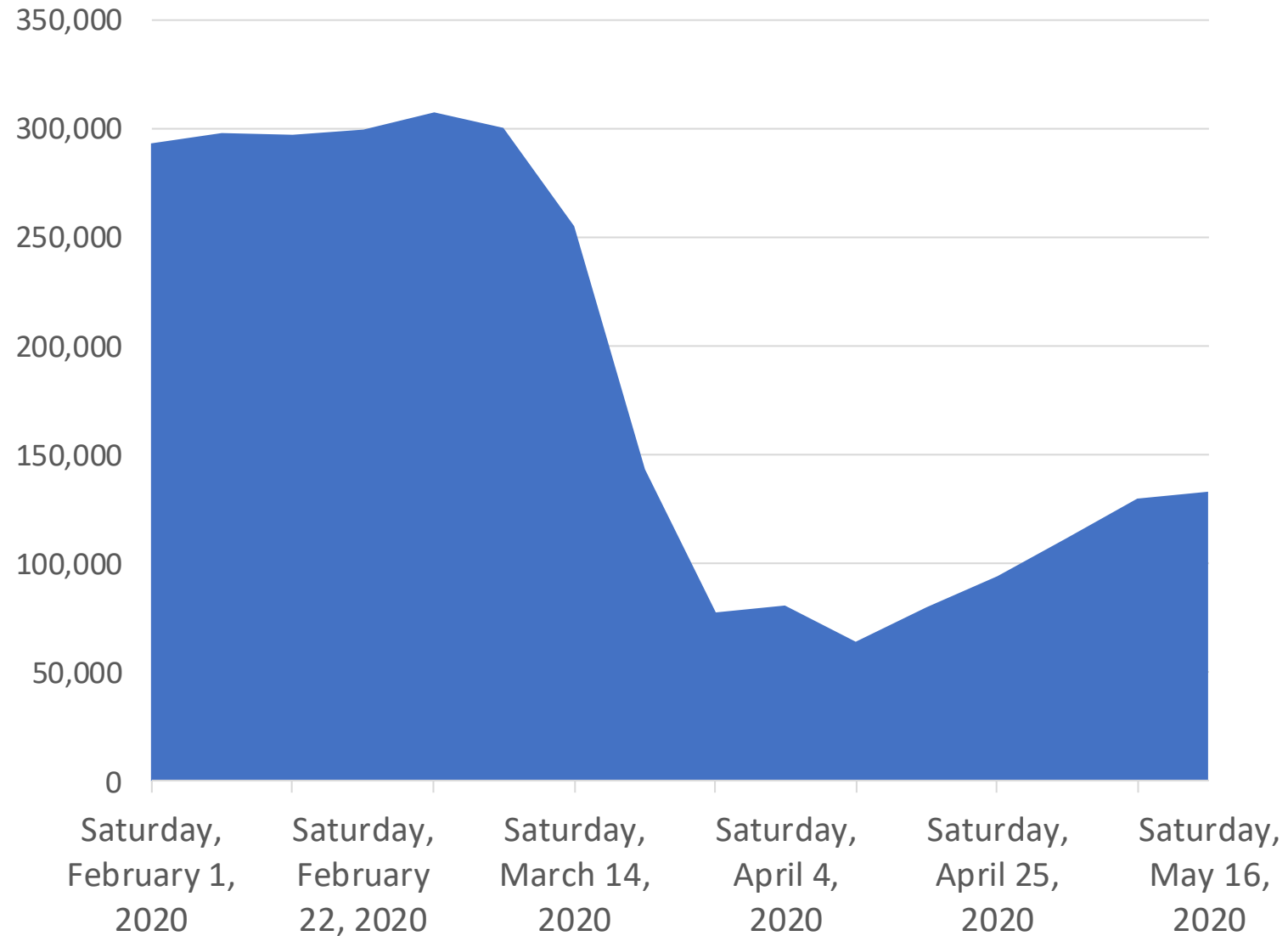


IMPACTS TO EXPRESS LANES TRAFFIC AND TOLL REVENUE

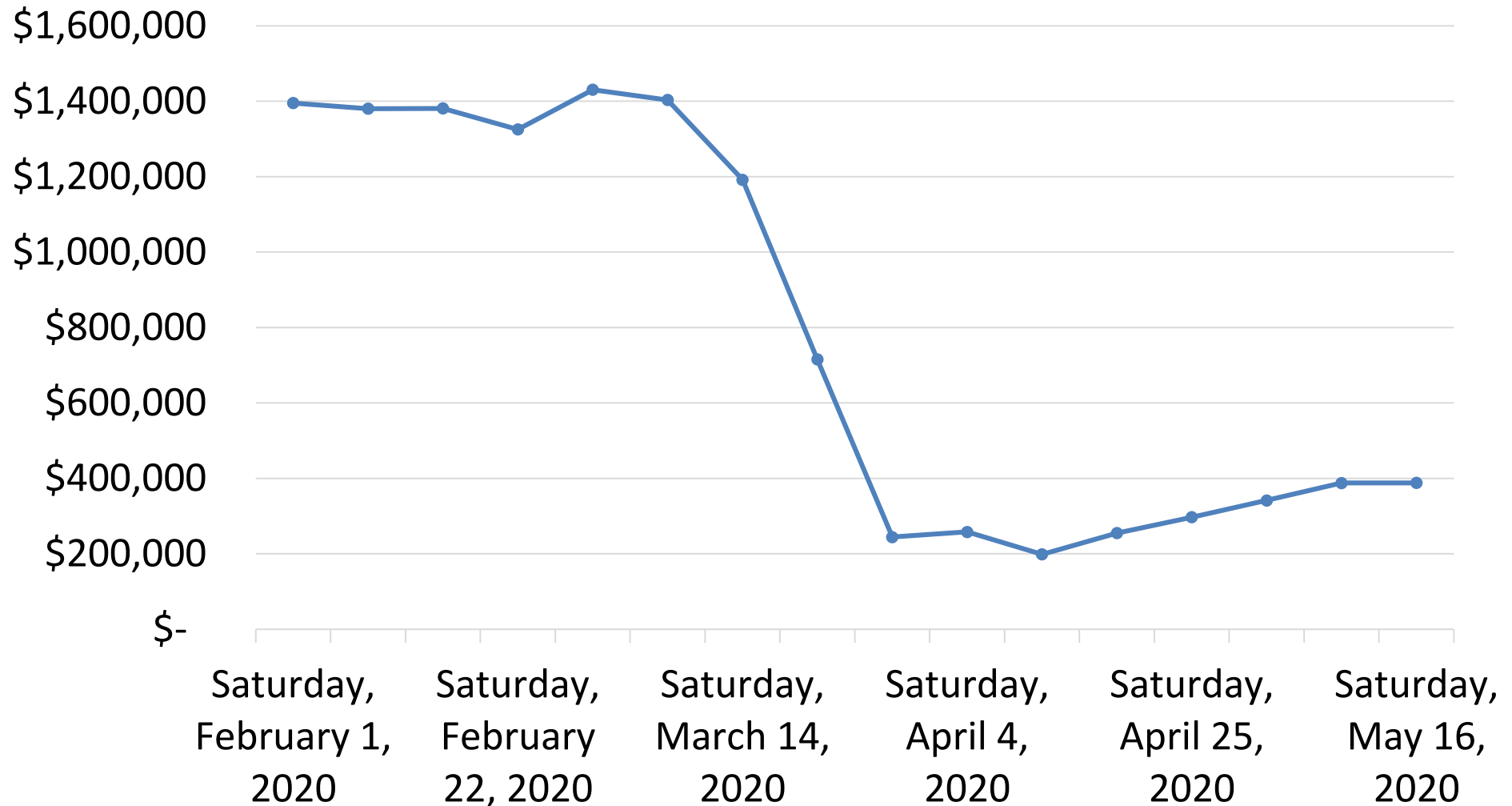


Riverside County

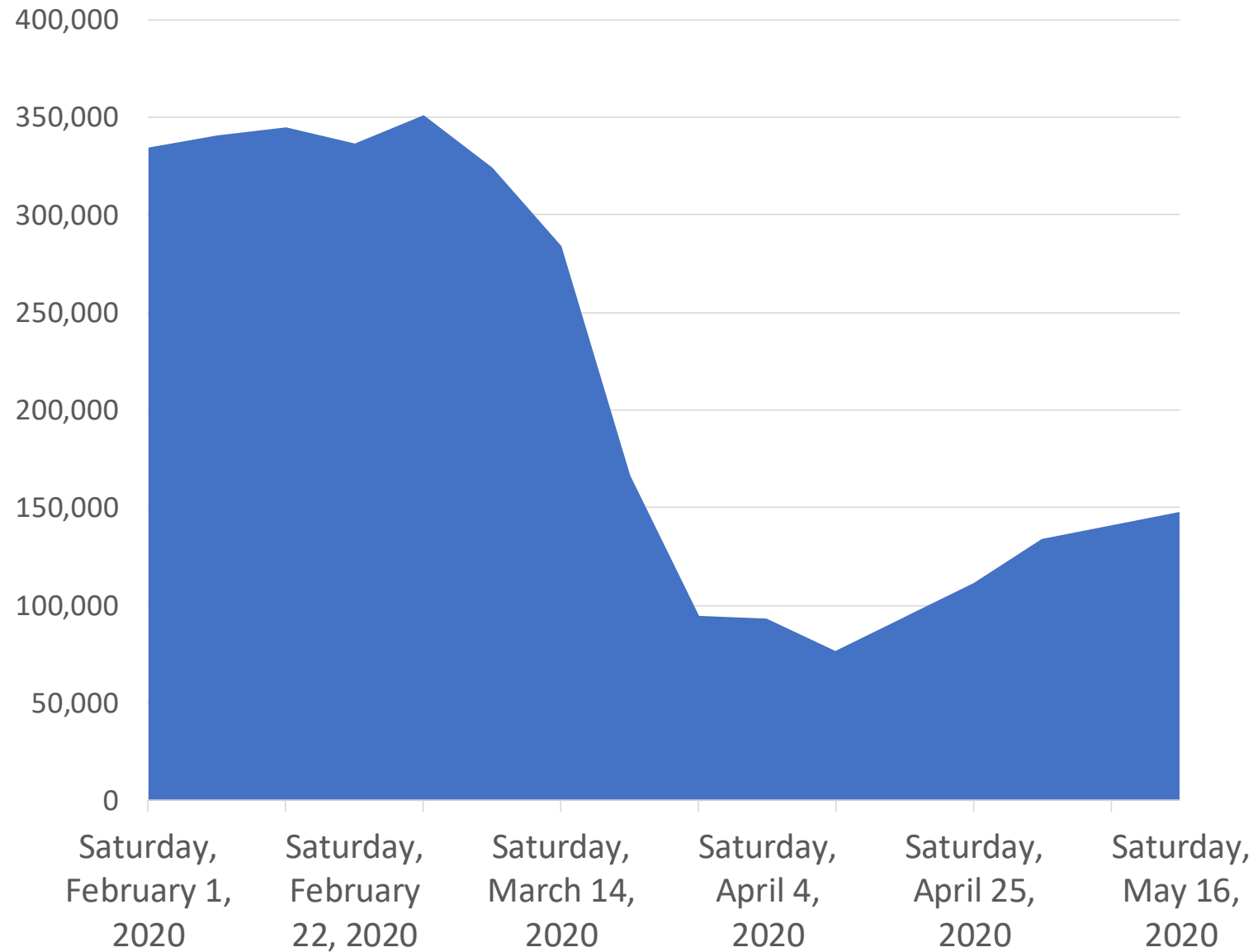
Weekly Traffic Volumes



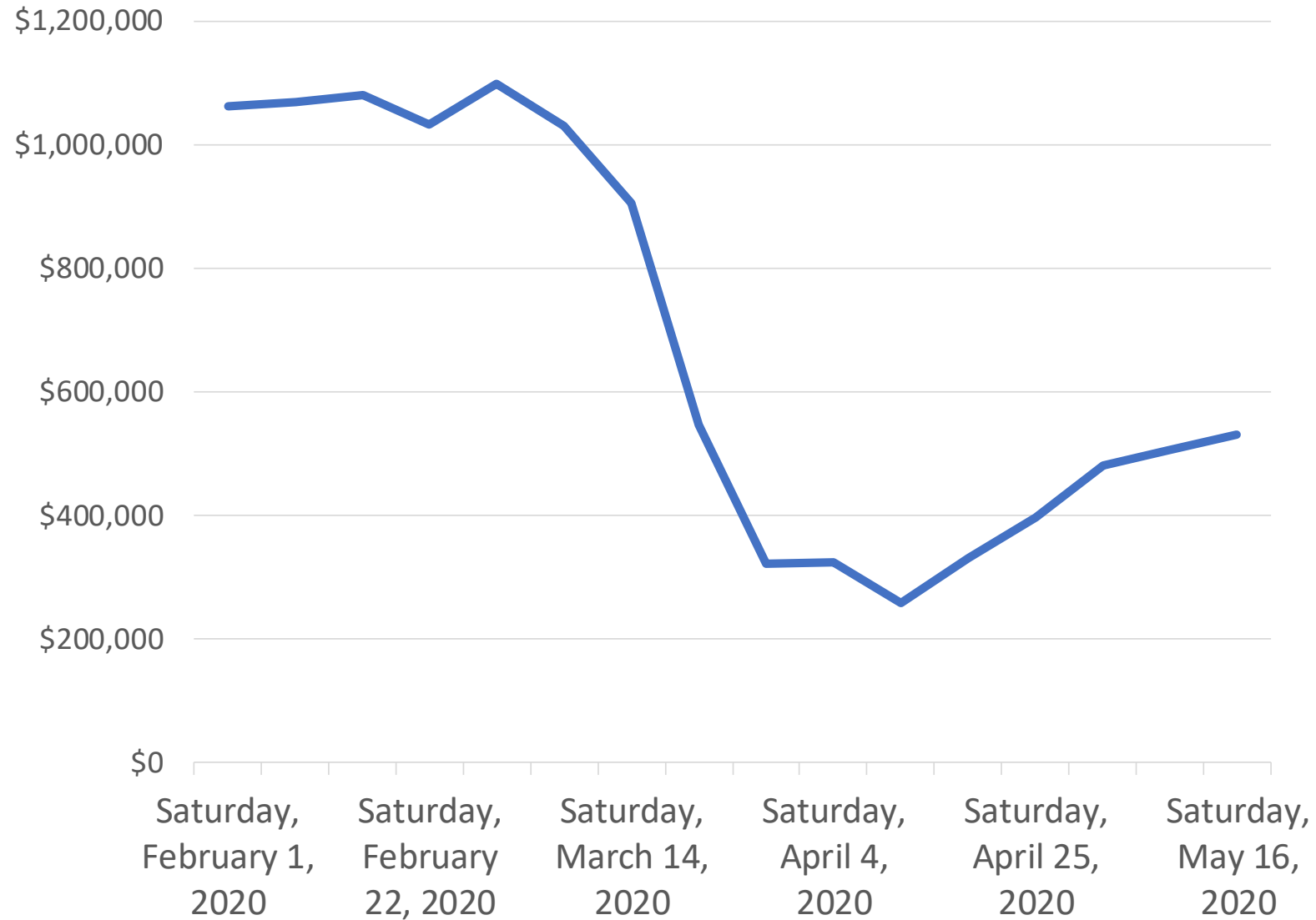
Riverside County Weekly Potential Revenue



Orange County Weekly Traffic Volumes



Orange County Weekly Potential Revenues



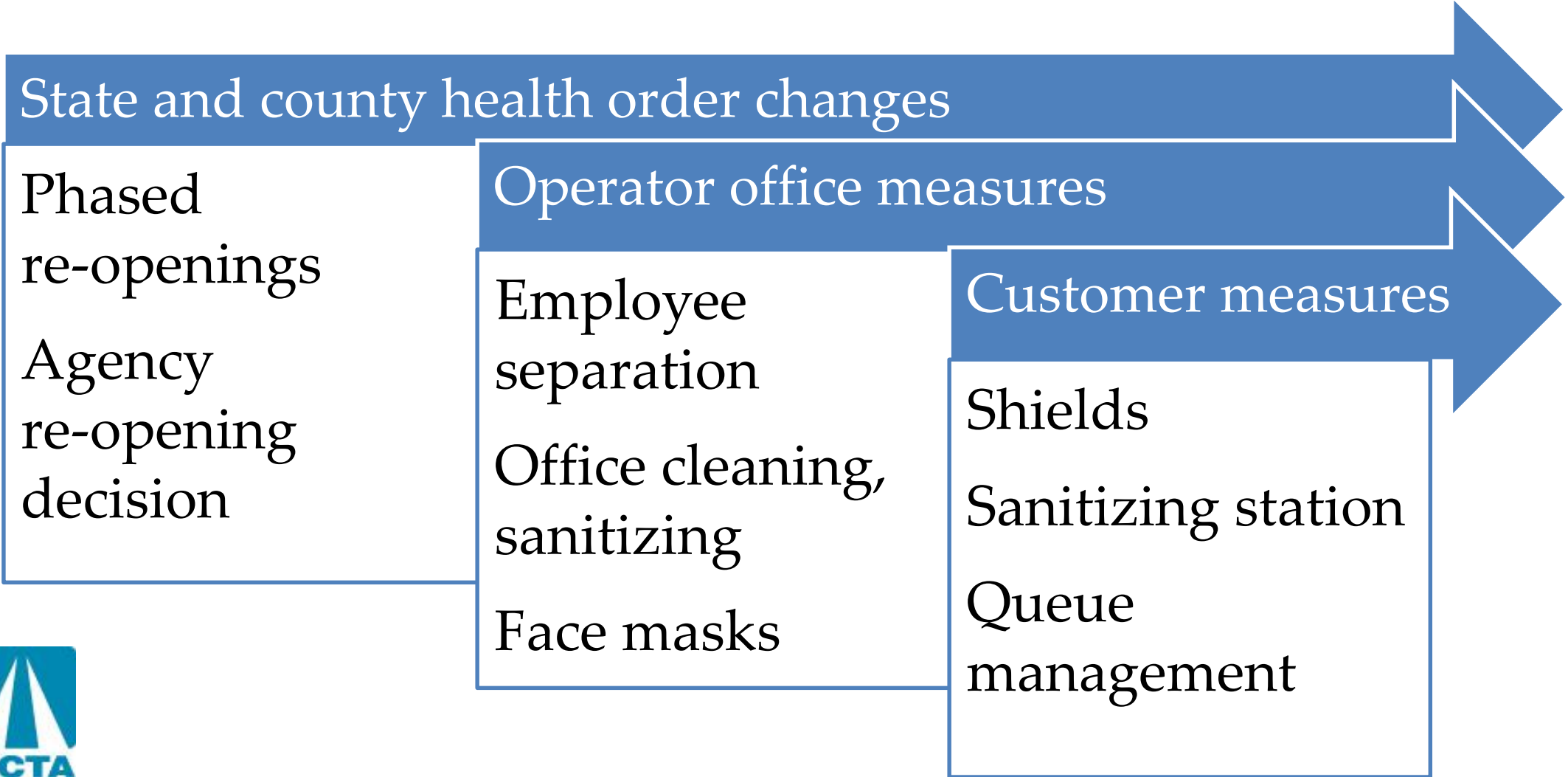


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PLANNING FOR THE REBOUND

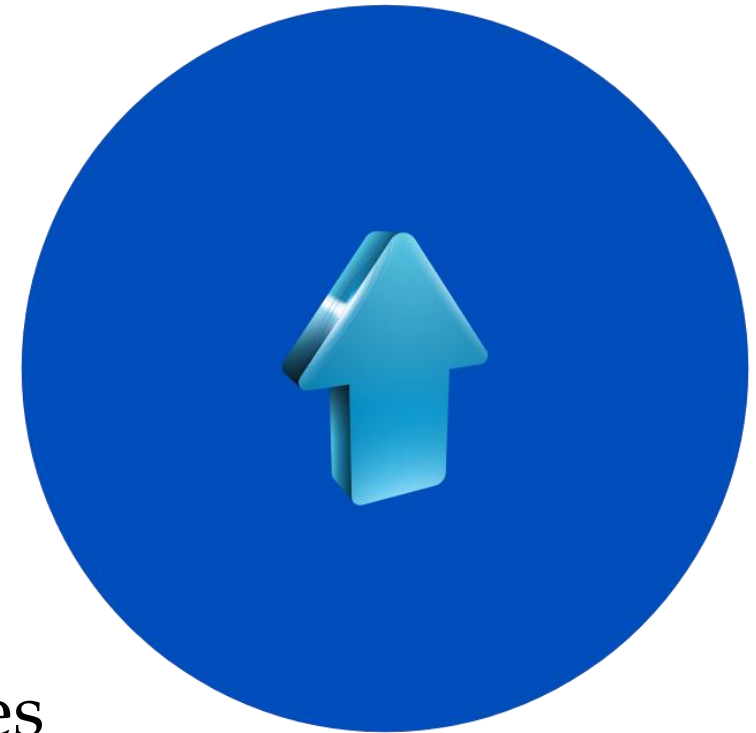


Resuming Customer Service Center Operations



Upcoming Activities

- Seek Board/Commission approval of revised budgeted amounts
- Monitor traffic volumes, revenues, and operational activities
- Pay debt service payments due in August 2020
- Provide updated information to the Board/Commission and rating agencies





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QUESTIONS?

