



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

CORONAVIRUS IMPACTS TO THE 91 EXPRESS LANES



Coronavirus (COVID-19) Pandemic: Impacts

- Traffic volumes down approximately 80 - 84 percent on the 91 Express Lanes in both counties
- Toll revenues down between 77 - 91 percent
- Customer calls to the call center in Corona decreased by 66 percent
- Mail processing dropped by 50 percent
- Weekly new accounts decreased by 74 percent
- Staffing levels at call center reached a low in early April

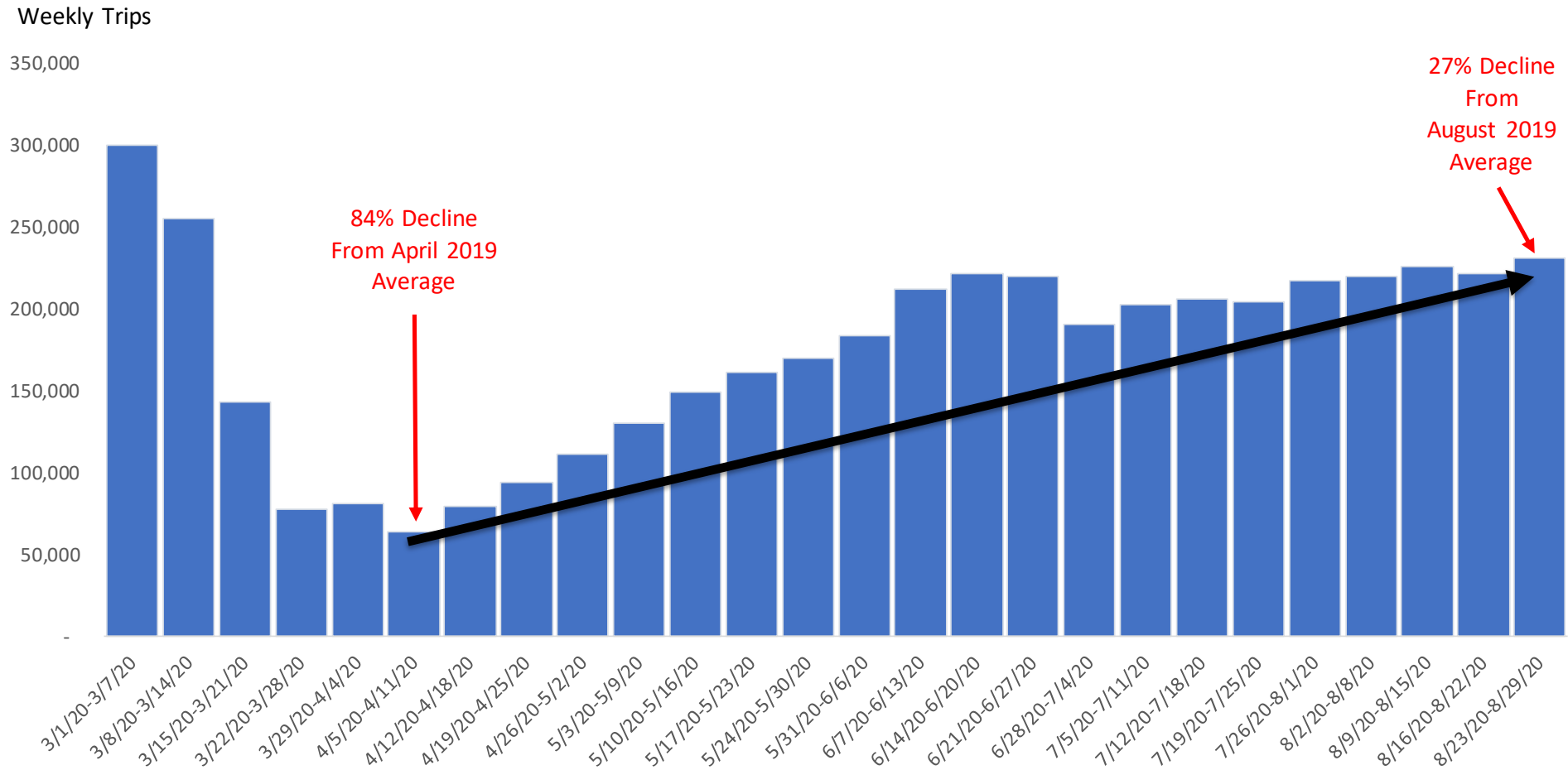
Actions Taken to Date

- Closed Customer Walk-In Center in Corona
- Suspended various items:
 - Monthly account maintenance fees
 - Outbound collection calls and notices
 - Franchise Tax Board Intercept Program
 - Transmittal of violations files to collections agency
 - 6C transponder distribution campaign
 - Cost of living adjustments
- Toll rates adjusted to meet traffic volume demand

Toll Rates – Riverside Commission Transportation Committee (RCTC)

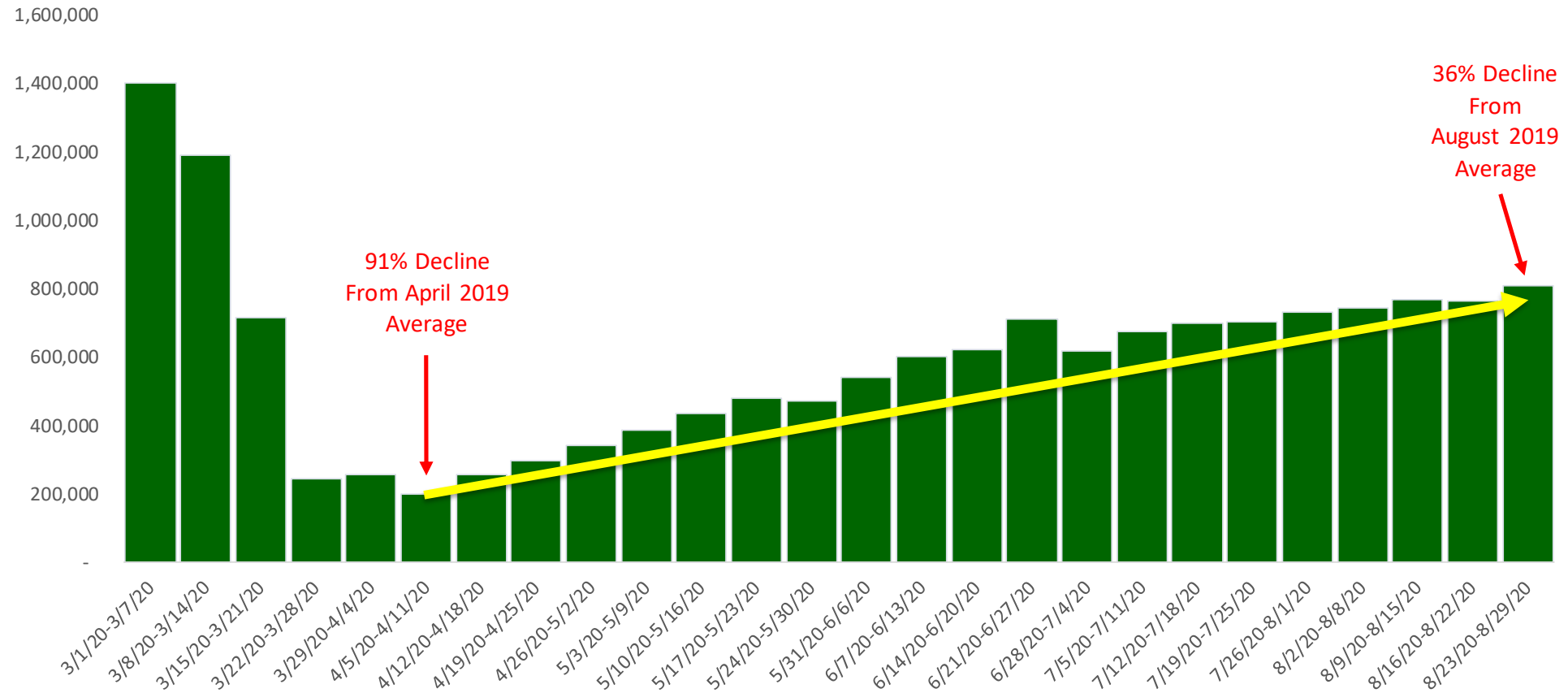
- Initial March rate reductions
 - Peak periods, mornings and afternoons
 - Comparable to adjacent “shoulder” periods
- April rate reductions
- May rates held unchanged
- Rate increases since June
 - Periodic toll rate assessment
 - Data-driven analysis
 - Consistent with approved toll policy

Riverside County Traffic Volumes



Riverside County Potential Toll Revenues

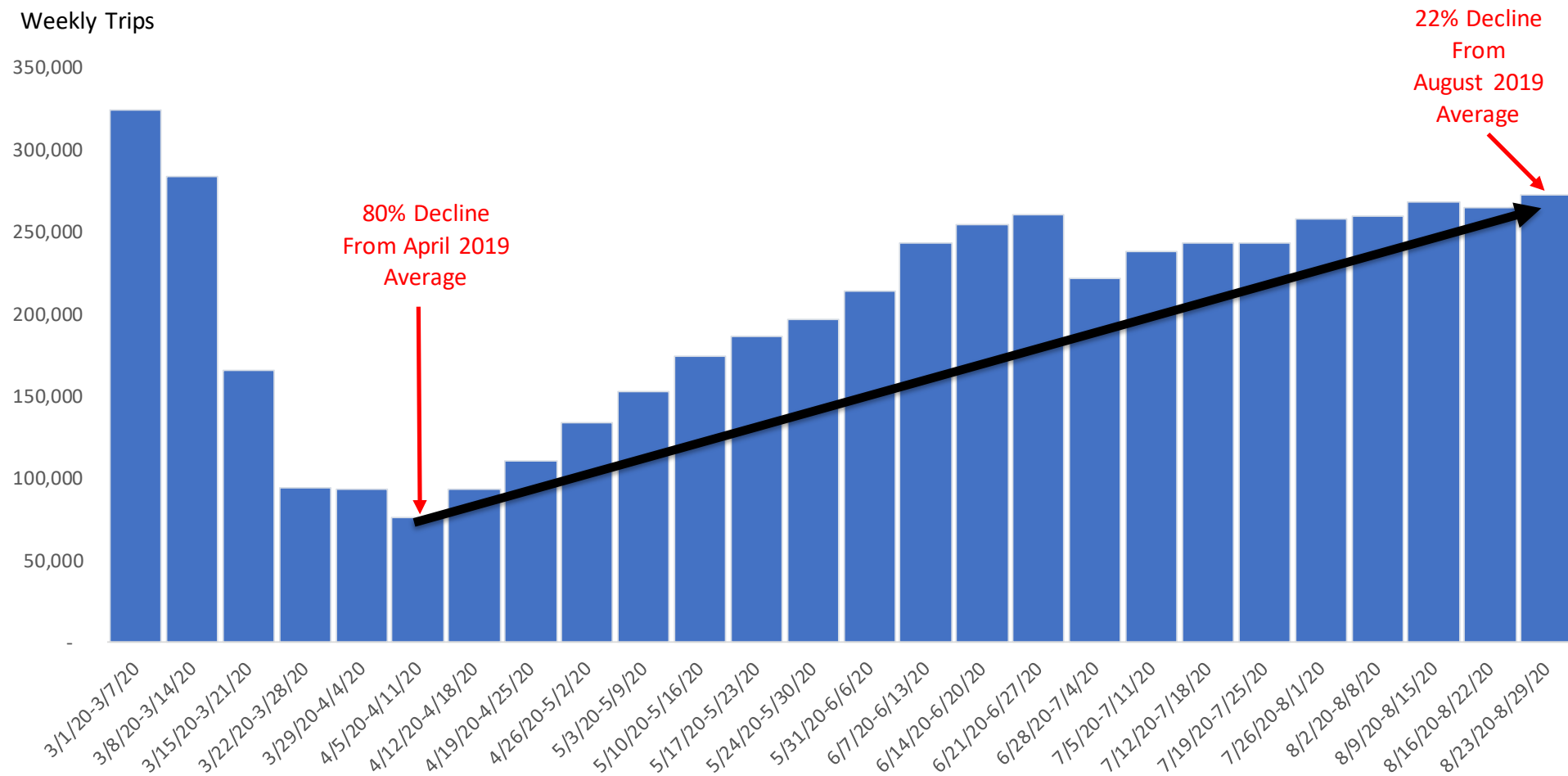
Weekly Revenues in \$



Toll Rates – Orange County Transportation Authority (OCTA)

- Temporarily modified the Toll Policy
- Modifications included:
 - Suspension of holiday toll rate schedules
 - Cost of Living Adjustment cancelled for July 1, 2020
- Toll Policy modifications ended on September 30, 2020
- Several toll rates reduced in April 2020 and July 2020 per the requirements of the Toll Policy

Orange County Traffic Volumes



Orange County Potential Toll Revenues

Weekly Revenues in \$

1,200,000

1,000,000

800,000

600,000

400,000

200,000

3/1/20-3/7/20
3/8/20-3/14/20
3/15/20-3/21/20
3/22/20-3/28/20
3/29/20-4/4/20
4/5/20-4/11/20
4/12/20-4/18/20
4/19/20-4/25/20
4/26/20-5/2/20
5/3/20-5/9/20
5/10/20-5/16/20
5/17/20-5/23/20
5/24/20-5/30/20
5/31/20-6/6/20
6/7/20-6/13/20
6/14/20-6/20/20
6/21/20-6/27/20
6/28/20-7/4/20
7/5/20-7/11/20
7/12/20-7/18/20
7/19/20-7/25/20
7/26/20-8/1/20
8/2/20-8/8/20
8/9/20-8/15/20
8/16/20-8/22/20
8/23/20-8/29/20

77% Decline
From April 2019
Average

15% Decline
From
August 2019
Average

Current Conditions Compared to Pre-COVID-19

- Traffic volumes are down between 22 - 27 percent
- Toll revenues are down between 15 - 36 percent
- Customer calls to the call center in Corona are down about 36 percent (call wait times at about 20 seconds)
- Mail processing is down about 37 percent
- Weekly new accounts are down by about 13 percent
- Staffing at call center close to pre-COVID-19 levels

Capital Projects Continue Despite COVID-19

- Back-Office System and Customer Service Center Operations
 - Workshops and system demonstrations are ongoing
 - Testing commencing early 2021
 - July 2021 transition date planned
- 241/91 Express Lanes Connector
 - Agencies continue to meet on a bi-weekly basis
 - Specialized working groups have been formed and are meeting
 - Project opening planned in late 2025

Moving Forward

- Customer Walk-In Center in Corona to remain closed
- Resume key activities in October 2020:
 - Monthly account maintenance fees
 - Outbound collection calls and notices
 - Transmittal of violations files to collections agency
- Continue adjusting toll rates to meet traffic volume demand
- Continue with 6C transponder distribution campaign

Next Steps

- Evaluate COVID-19 conditions and impacts to the economy
- Re-evaluate the reopening of the Customer Walk-In Center in Corona
- Monitor traffic volumes, revenues, and operational activities
- Adjust toll rates as required
- Provide updated information to OCTA Board of Directors, RCTC, and rating agencies



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QUESTIONS?

