



RIVERSIDE  
COUNTY  
TRANSPORTATION  
COMMISSION

# CORONAVIRUS IMPACTS TO THE 91 EXPRESS LANES



# Coronavirus (COVID-19) Pandemic: Impacts

- Traffic volumes down approximately 80 percent on the 91 Express Lanes
- Toll revenues down approximately 77 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

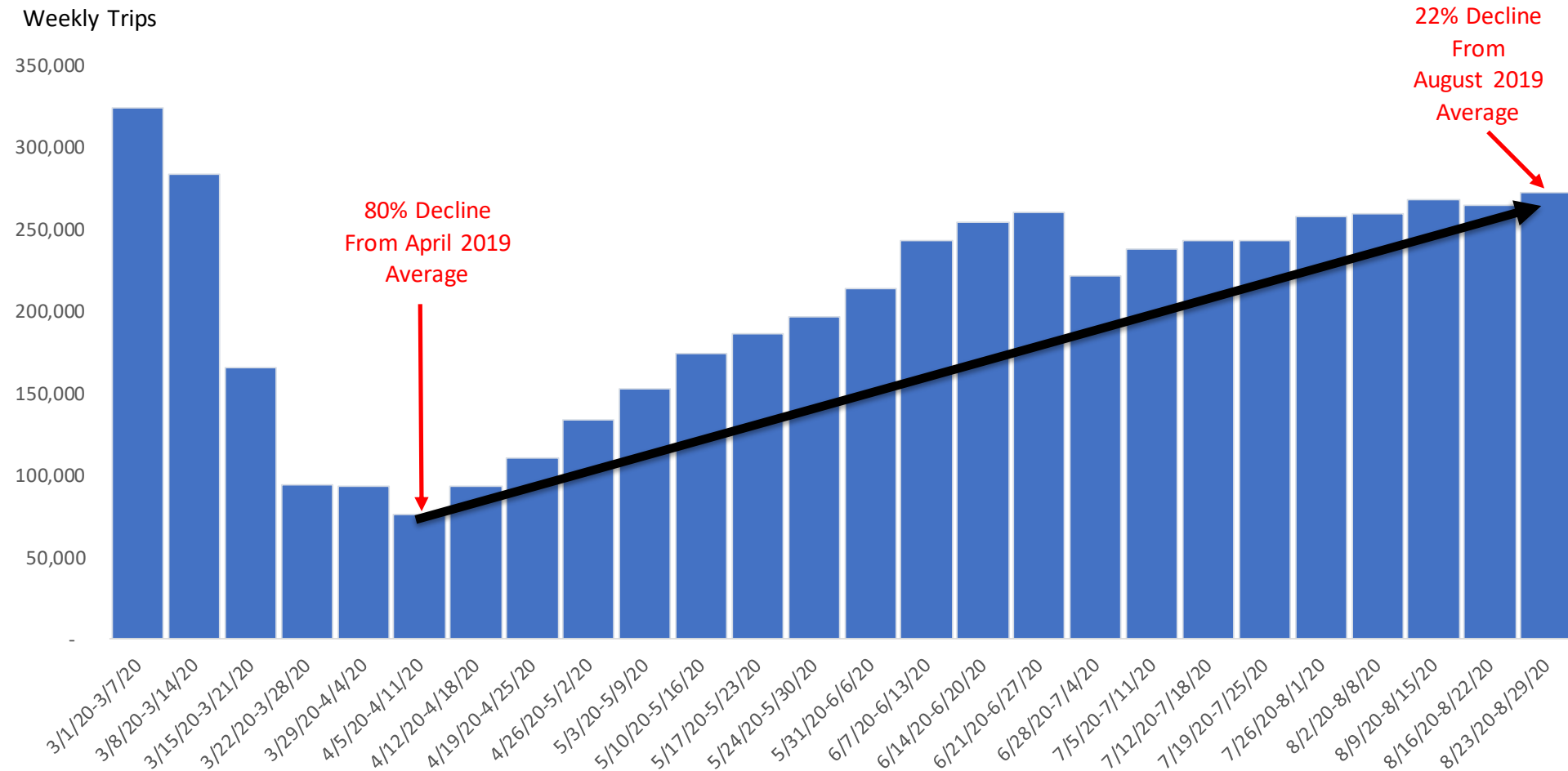
## Actions Taken to Date

- 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 – 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, July 2020, and October 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 approximately 22 percent
- Toll revenues are down approximately 15 percent
- Customer calls to the call center in Corona are down approximately 36 percent (call wait times at 20 seconds)
- Mail processing is down approximately 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 the Board of Directors and rating agencies