



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

CORONAVIRUS IMPACTS TO THE 91 EXPRESS LANES

SR-91 Advisory Committee Meeting

March 5, 2021



Prior to Coronavirus

- Traffic volumes and toll revenues reached all-time highs in Orange and Riverside Counties
- Active accounts and transponders in circulation at the highest level
- Account transition and 6C transponder distribution started
- Multiple capital projects underway in the State Route 91 corridor

Total Trips for Both Counties – Early 2020

Weekly Trips

700,000

600,000

500,000

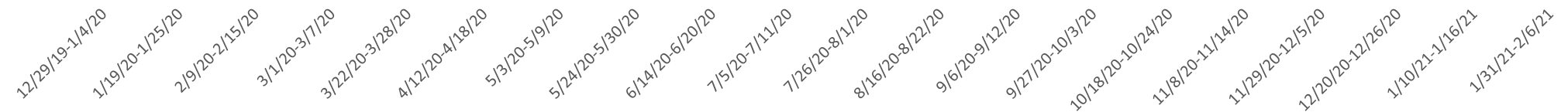
400,000

300,000

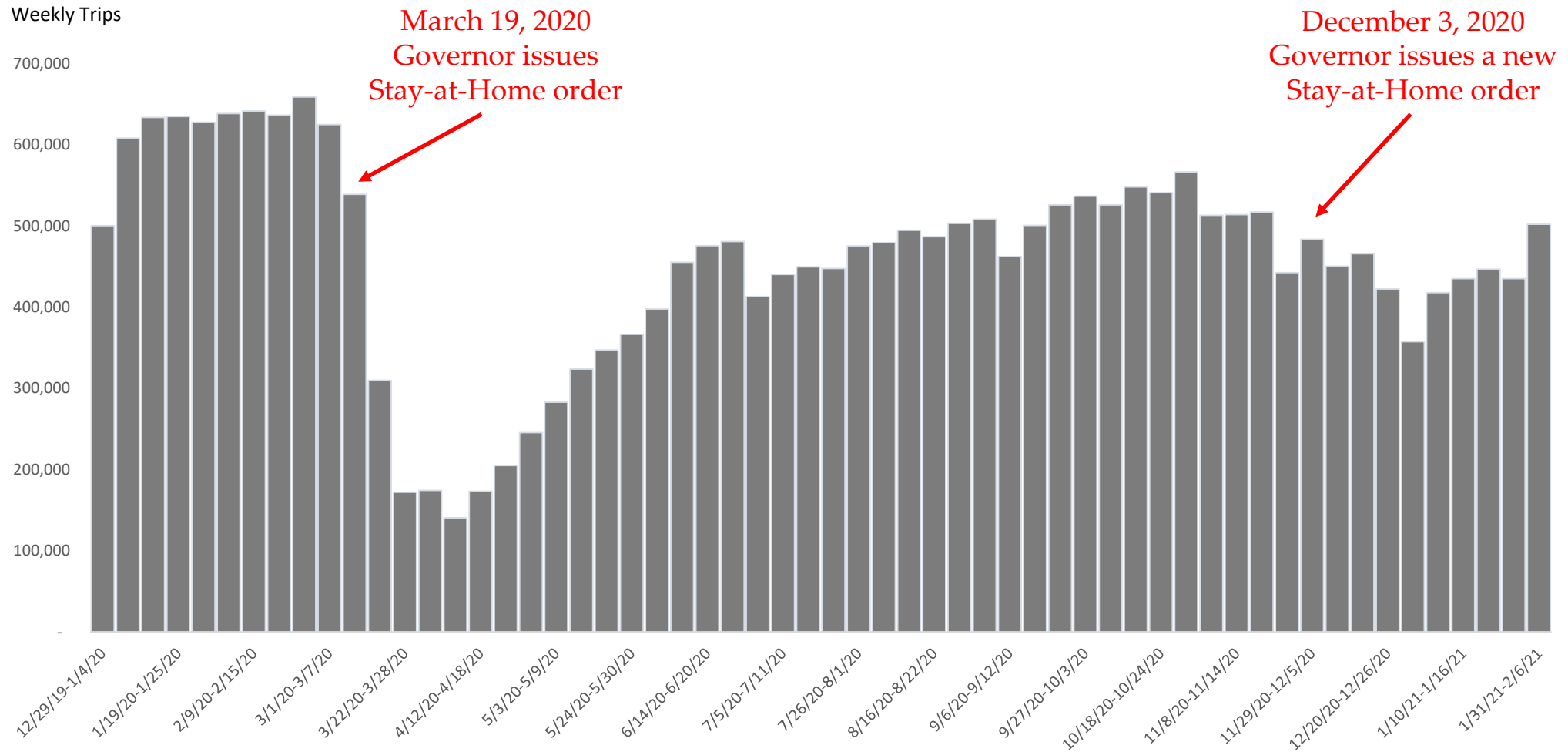
200,000

100,000

0

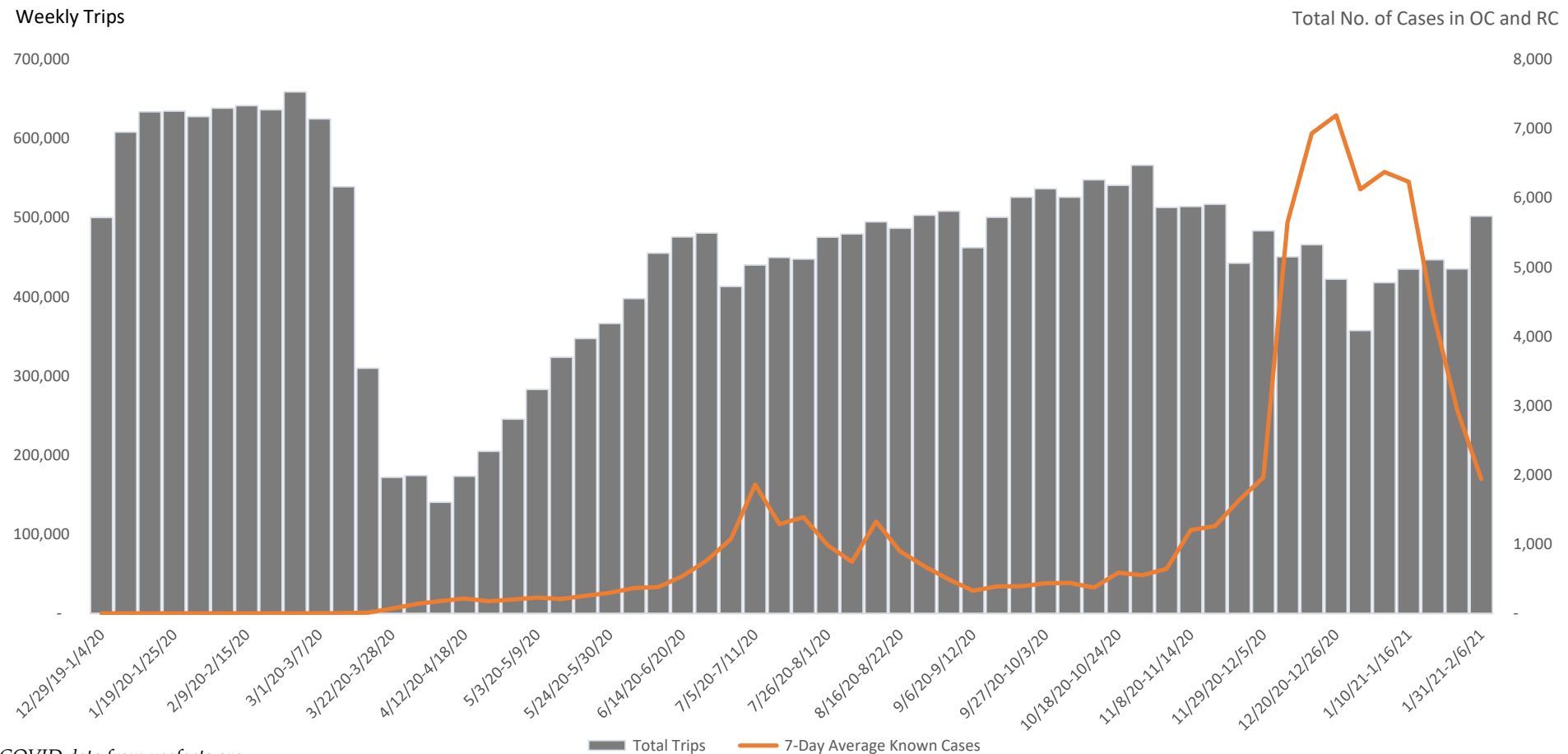


Total Trips - After Stay-at-Home Orders

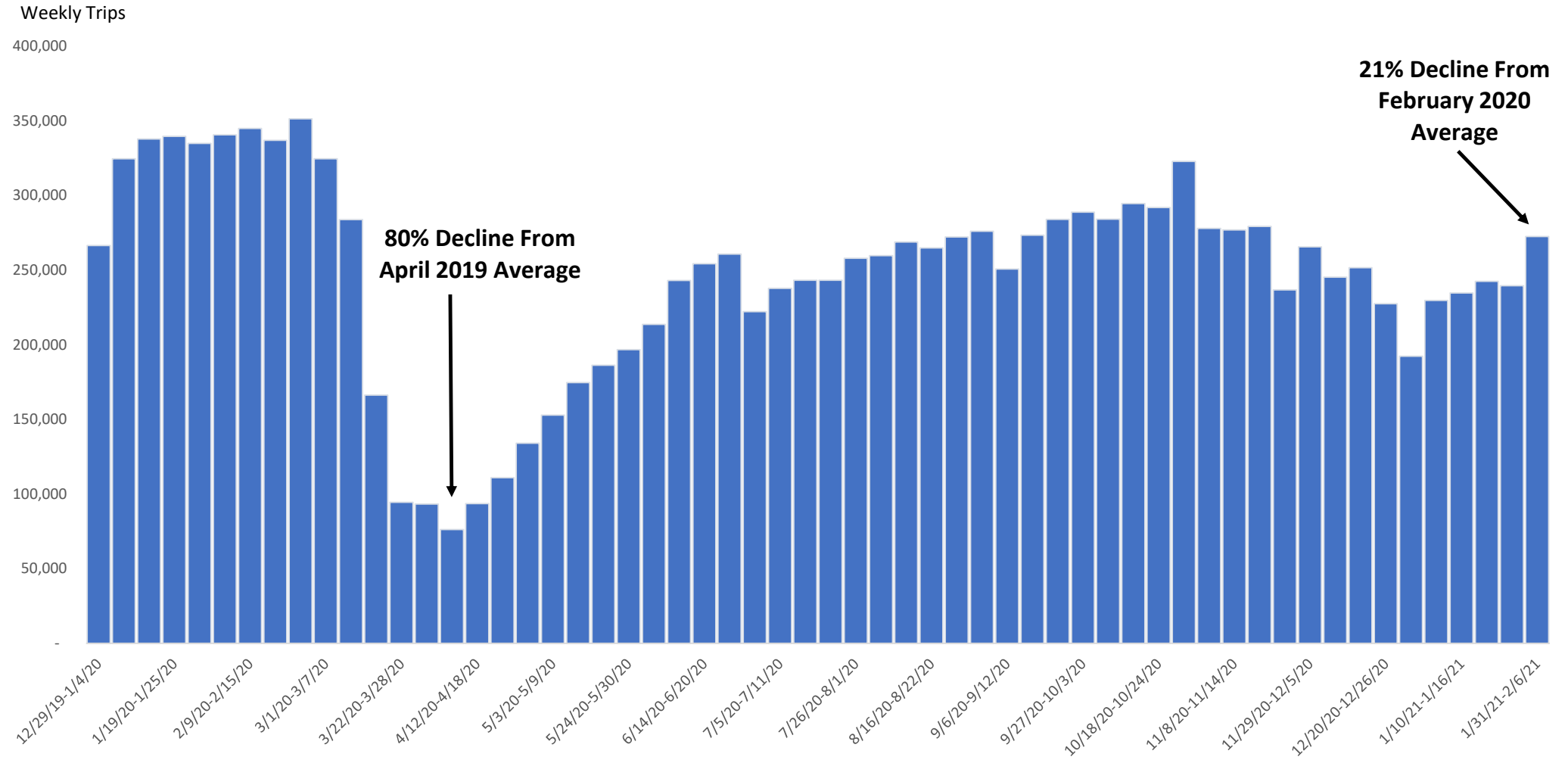


Total Trips Compared to COVID Cases

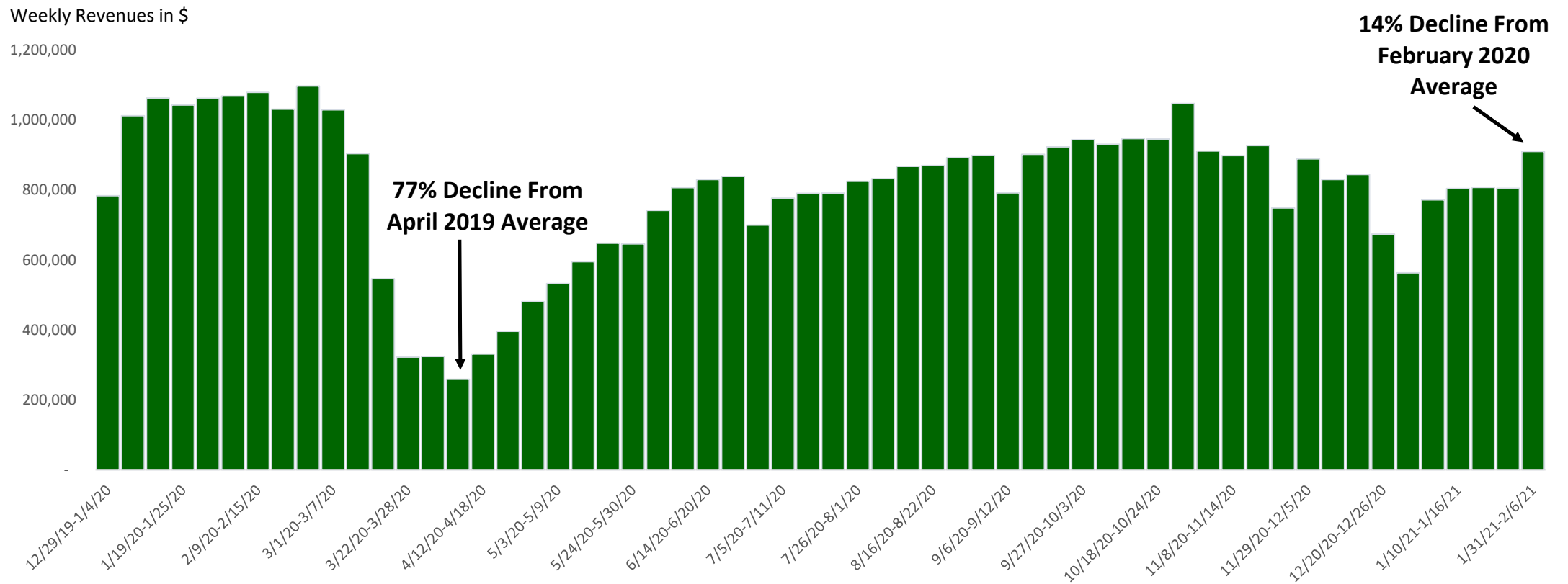
Traffic Volumes Drop as COVID Cases Increase in Orange and Riverside Counties



Orange County Traffic Volumes

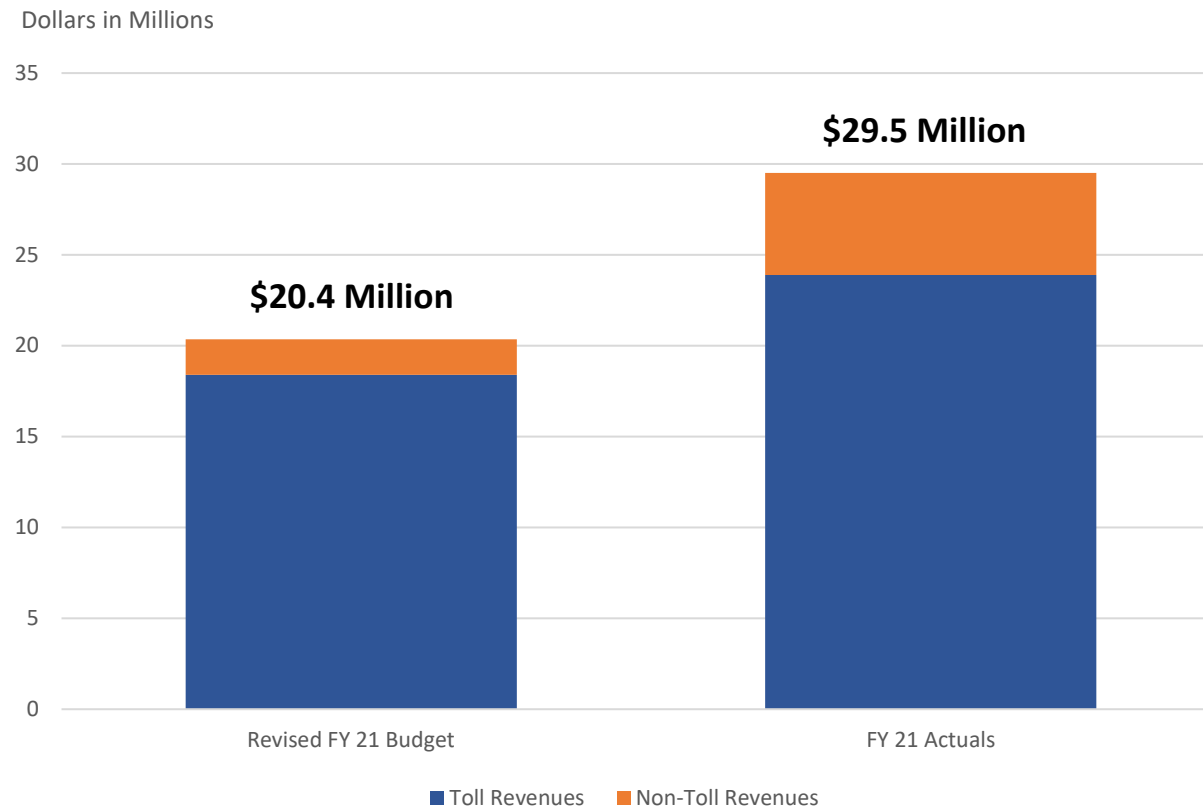


Orange County Potential Toll Revenues

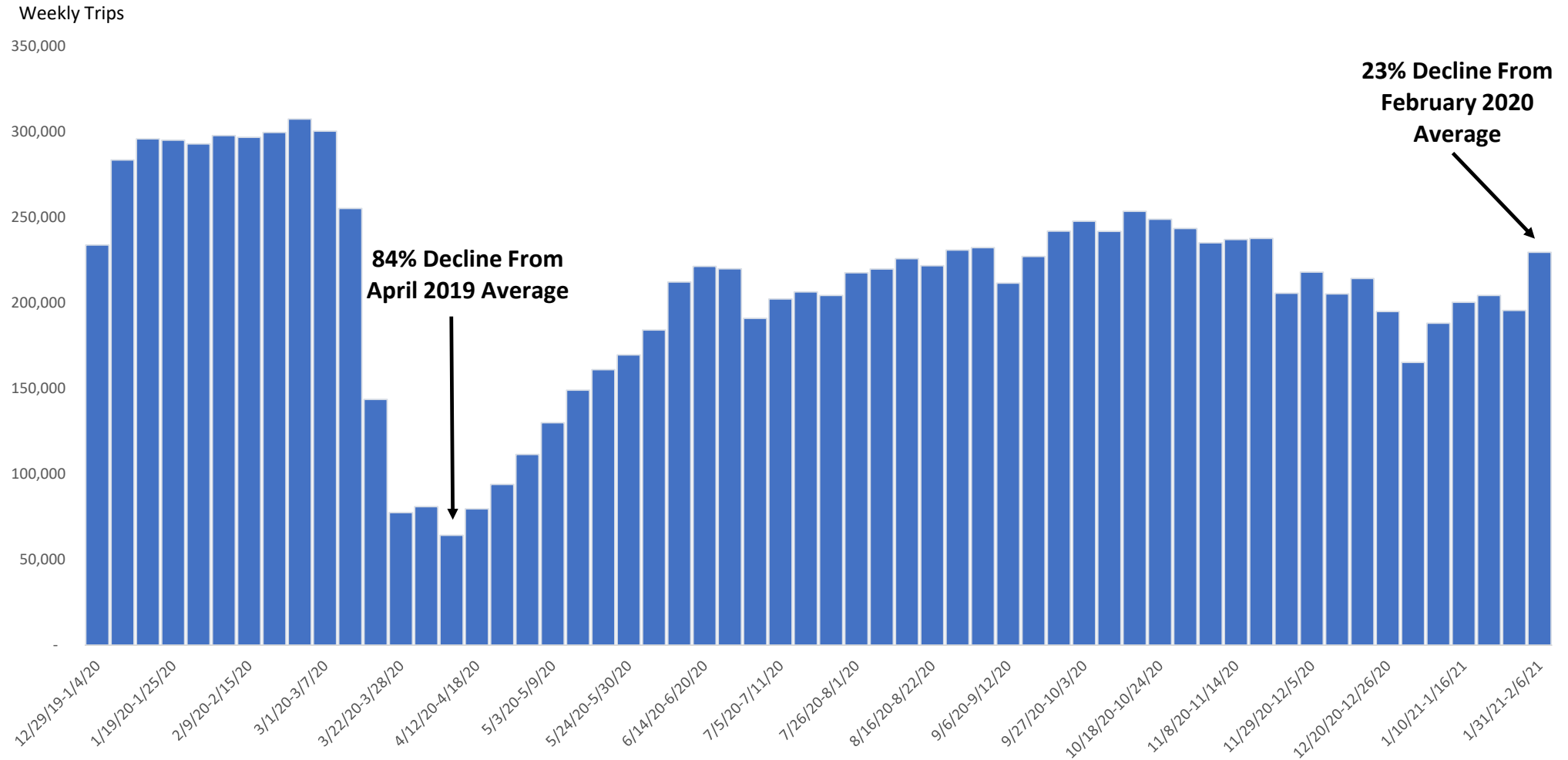


Fiscal Year 2021 Revenue Budget to Actuals

July 2020 – January 2021

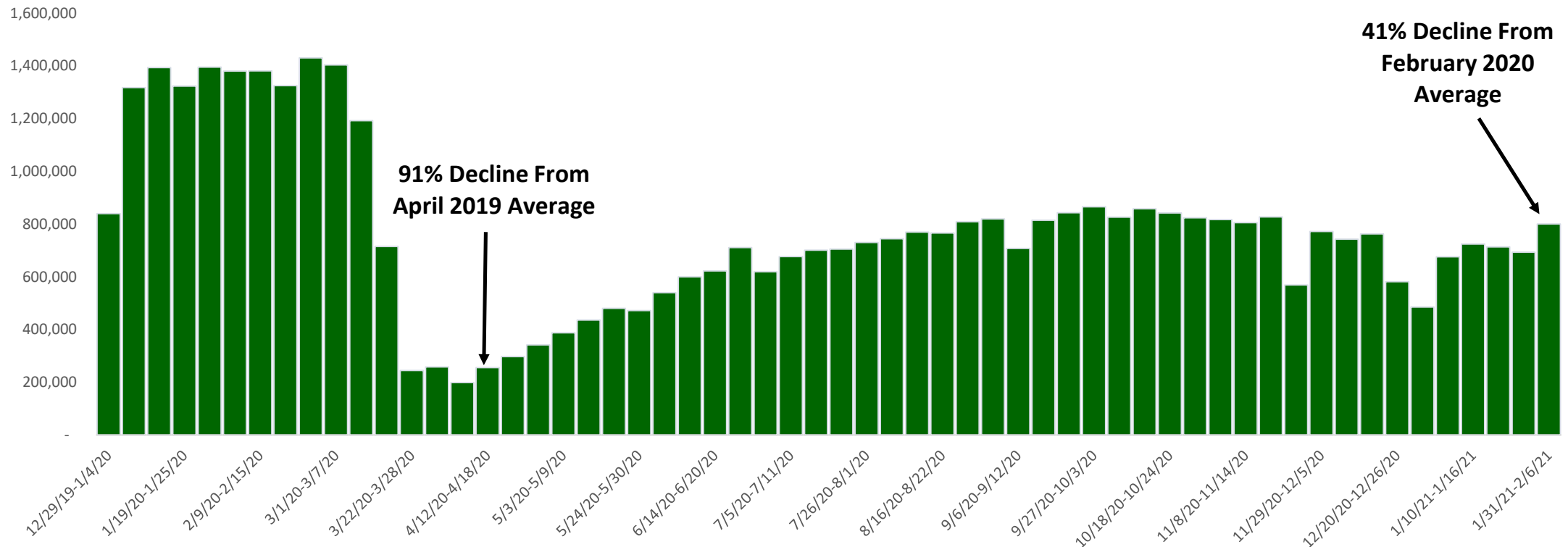


Riverside County Traffic Volumes



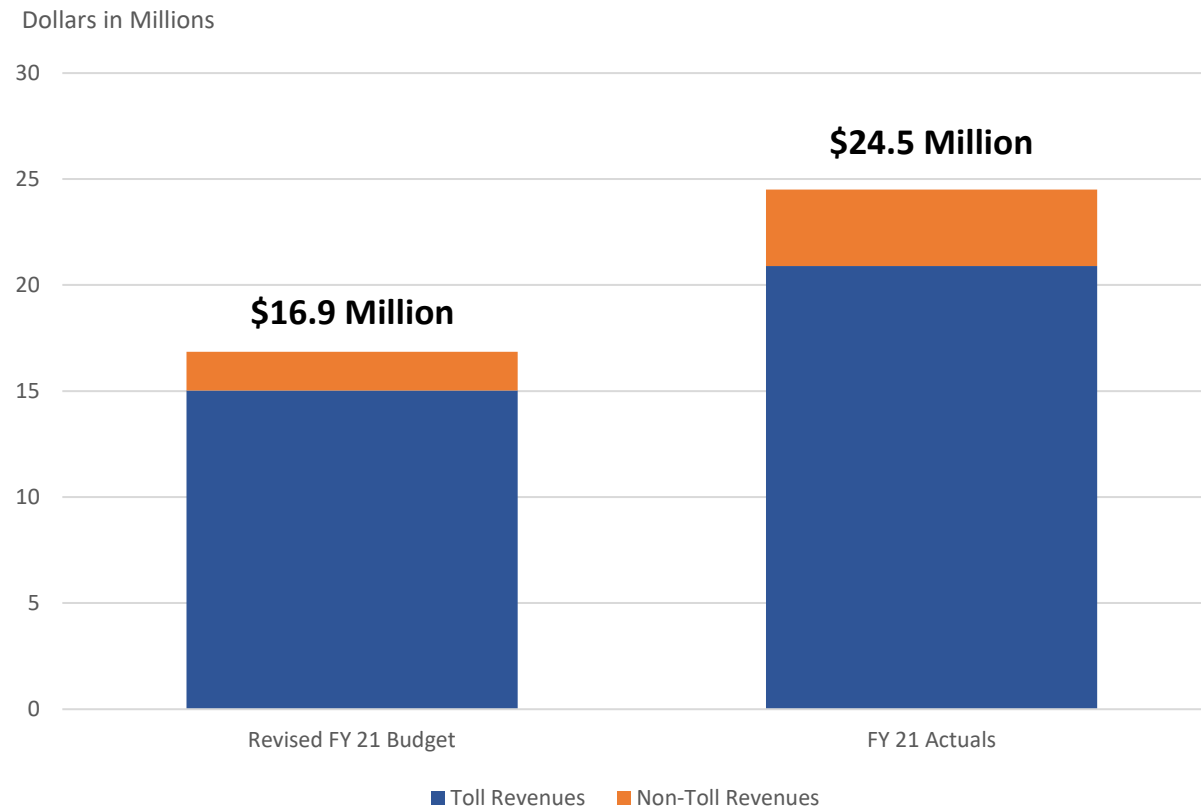
Riverside County Potential Toll Revenues

Weekly Revenues in \$



Fiscal Year 2021 Revenue Budget to Actuals

July 2020 – January 2021



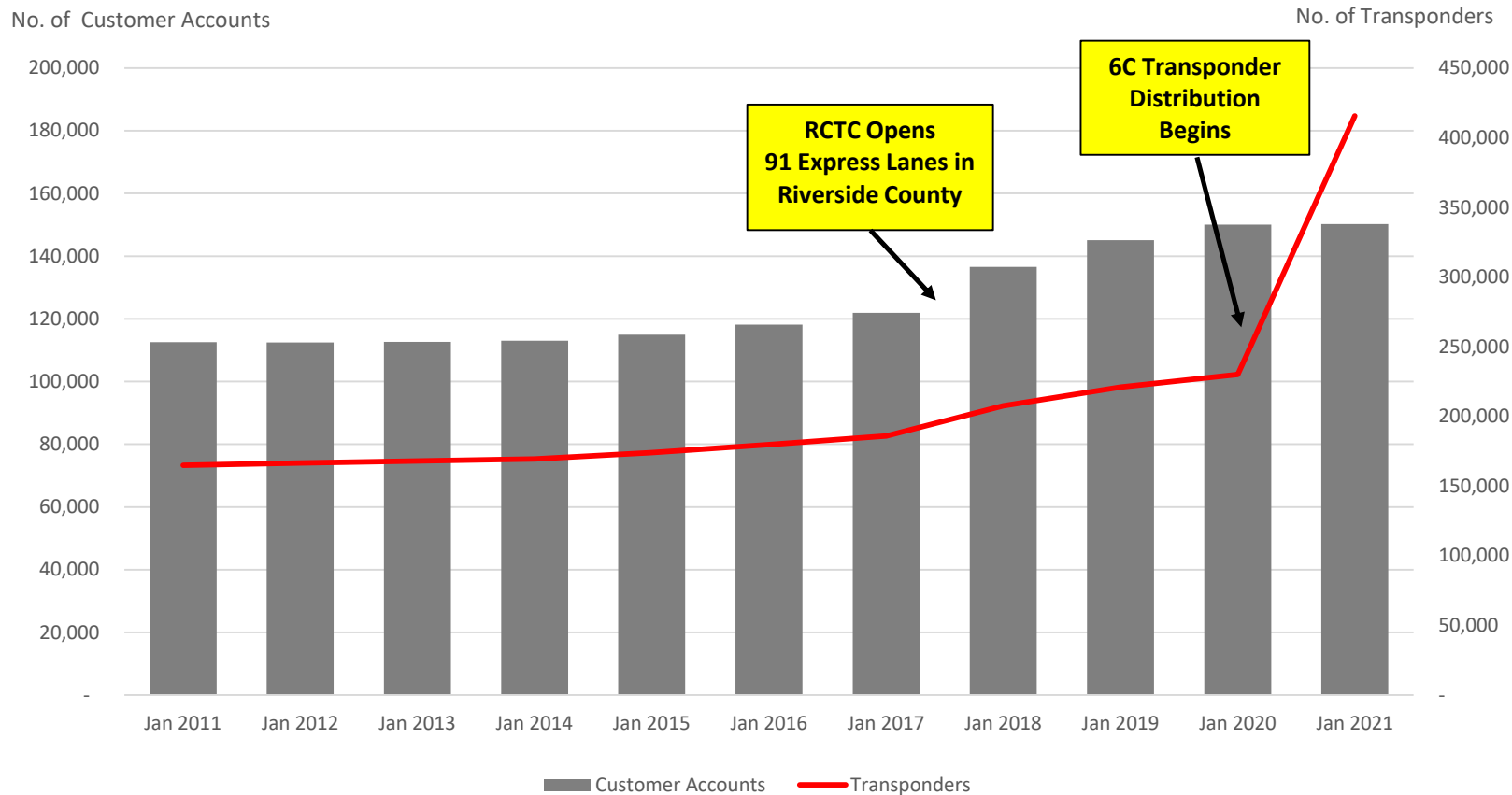
Actions Taken as a Result of COVID

- Closed customer walk-in center in Corona
- Suspended various operational items
 - Monthly account maintenance fees
 - Outbound collection calls and notices
 - Franchise Tax Board Intercept program
 - Transmittal of violation files to collection agency
 - 6C transponder distribution campaign
- Temporarily modified Toll Policy to stop automatic toll increases

Where We Are Today

- Customer Service Center remains closed for walk-in service
- Resumption of suspended operational items
- Toll rates increased/decreased based upon traffic volumes
- Traffic volumes and toll revenues below prior year averages
- Lower volume of calls to the Customer Service Center
- Contractor staff impacted due to COVID issues
- Sufficient revenues generated to meet debt service requirements

Account and 6C Transponder Transition Continues



- 58 percent of customer accounts transitioned to date
- Completion anticipated by April 2021

Looking Ahead

- Continue to evaluate Walk-In Center closure
- Monitor traffic levels and COVID related state orders
- Complete transition to new account structure and distribution of 6C transponder
- Provide updated information to the OCTA Board of Directors and Riverside County Transportation Commission