

# The Toll Roads VIEWSLETTER

A Publication of the Transportation Corridor Agencies

FEBRUARY 2018

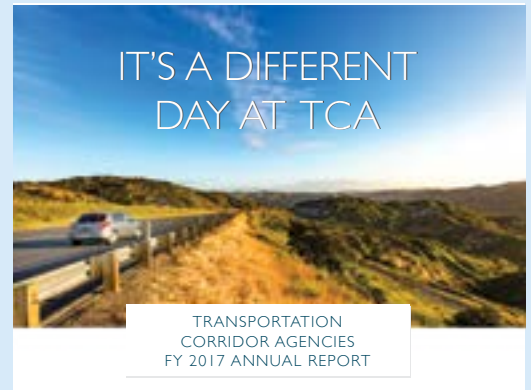
## THE TOLL ROADS HAVE RECORD-BREAKING YEAR

Fiscal Year 2017 (FY17) was a record-breaking year for the Transportation Corridor Agencies (TCA).

Usage of The Toll Roads has increased by 19 percent during the last three years and, with nearly 100 million tolls collected on The Toll Roads in FY17, transaction and revenue numbers are at an all-time high. TCA also reached the milestone of having one million open tolling accounts.

TCA has had clean audits since its inception in 1986 and FY17 reports reveal that the Agencies are experiencing the strongest financial health in years. TCA's bond ratings have been upgraded, its liquidity is strong and its reserve fund balances continue to grow.

Learn more in TCA's FY17 Annual Report ([thetollroads.com/2017annualreport](http://thetollroads.com/2017annualreport)). Audited financial reports for the San Joaquin Hills and Foothill/Eastern Transportation Corridor Agencies are available to the public at [TheTollRoads.com](http://TheTollRoads.com).



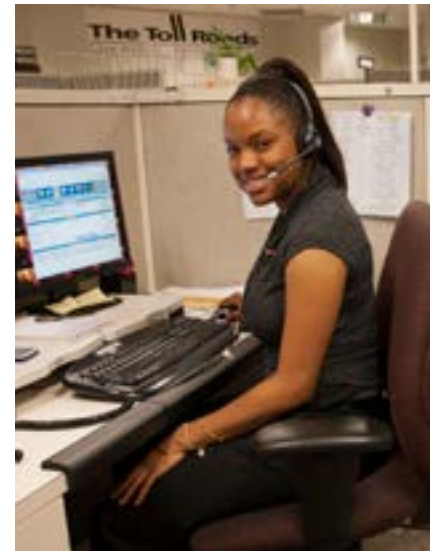
## NEW CUSTOMER SERVICE SYSTEM REBUILD GETS GREEN LIGHT

After more than 20 years, TCA's customer service system is being rebuilt to better serve its more than one million accountholders and process The Toll Roads' 300,000 daily tolls.

The customer service system serves many functions, including processing transactions and payments; generating statements and notices; and is used by the customer service call center staff when assisting customers.

The multi-million dollar contract to implement a replacement customer service system and maintain it for the following eight years was awarded to BRiC – a company that excels at high volume, mission critical transaction management for transportation solutions. TCA expects the new system to go into operation next year.

In 2014, TCA initiated the procurement to replace the current customer service system. Developed two decades ago, the system was not designed to support the Agencies' current tolling environment and business model. A replacement system, built with modern software tools and platforms, will help advance the Agencies' goals of improving efficiency, productivity and customer service in a cost-effective manner.



## SADDLE CLUB PROPERTY PURCHASED AS OPEN SPACE

A piece of land near O'Neill Regional Park in Trabuco Canyon that was once slated for residential development has been preserved as natural habitat by TCA. This land is home to self-sustaining oak, coastal sage scrub and riparian habitats, and provides an important link for birds and animals to access a natural corridor extending to the Cleveland National Forest.

TCA purchased the nearly 33-acre parcel known as Saddle Club for \$3.7 million in December 2017 and will preserve the land in perpetuity, ensuring it will remain undeveloped for future generations.

Saddle Club property will be the first of TCA's 2,100-acres of open spaces to allow recreational usage. A public access plan will be developed over the next year and a date for when the property will be open to the public will be identified in the near future.



## ALL ACCOUNTS ARE NOW PAPERLESS

TCA has always helped drivers avoid congestion, now its helping accountholders avoid clutter.

All account statements are now delivered monthly via email. Though most accountholders had previously received their statements via email, some were receiving quarterly paper statements via postal mail.

During a five-month educational campaign, accountholders learned that by going paperless, account management can happen when the time is right for them. Online account management is easy and stress free 24/7 using The Toll Roads' secure website and/or free app. And, less paper, processing and transporting is better for the environment.

Accountholders who prefer paper statements, can request to receive them monthly for a small fee by calling The Toll Roads Customer Service Call Center at (949) 727-4800.



### TRANSPORTATION CORRIDOR AGENCIES

125 PACIFICA, SUITE 100 • IRVINE, CALIFORNIA 92618 • [THETOLLROADS.COM](http://THETOLLROADS.COM)

#### FOOTHILL/EASTERN TRANSPORTATION CORRIDOR AGENCY BOARD OF DIRECTORS

**Ed Sachs, Chair**, MISSION VIEJO

**Christina Shea, Vice Chair**, IRVINE

Jose Moreno, ANAHEIM • Joseph Muller, DANA POINT • Scott Voigts, LAKE FOREST • Mark Murphy, ORANGE  
Anthony Beall, RANCHO SANTA MARGARITA • Kathy Ward, SAN CLEMENTE • Brian Maryott, SAN JUAN CAPISTRANO  
Sal Tinajero, SANTA ANA • Chuck Puckett, TUSTIN • Todd Spitzer, COUNTY OF ORANGE, 3<sup>RD</sup> DIST.  
Shawn Nelson, COUNTY OF ORANGE, 4<sup>TH</sup> DIST. • Lisa Bartlett, Vice Chair, COUNTY OF ORANGE, 5TH DIST.  
Ryan Chamberlain, Ex-Officio Member, CALTRANS DIST. 12

#### SAN JOAQUIN HILLS TRANSPORTATION CORRIDOR AGENCY BOARD OF DIRECTORS

**Melody Carruth, Chair**, LAGUNA HILLS

**Fred Minigar, Vice Chair**, LAGUNA NIGUEL

Mike Munzing, ALISO VIEJO • Katrina Foley, COSTA MESA • Richard Viczorek, DANA POINT • Christina Shea, IRVINE  
Cynthia Conners, LAGUNA WOODS • Ed Sachs, MISSION VIEJO • Scott Peotter, NEWPORT BEACH • Steven Swartz,  
SAN CLEMENTE • Brian Maryott, SAN JUAN CAPISTRANO • Sal Tinajero, SANTA ANA • Todd Spitzer, COUNTY OF ORANGE,  
3<sup>RD</sup> DIST. • Lisa Bartlett, COUNTY OF ORANGE, 5TH DIST. • Ryan Chamberlain, Ex-Officio Member, CALTRANS DIST. 12

**GET HELP. LEARN MORE.  
STAY INFORMED.**

[TheTollRoads.com](http://TheTollRoads.com)

Customer Service: (949) 727-4800

 [/TheTollRoads](https://www.facebook.com/TheTollRoads)

 [/TheTollRoads](https://twitter.com/TheTollRoads)

 [YouTube.com/TheTollRoadsOC](https://www.youtube.com/TheTollRoadsOC)

 [thetollroadsblog.com](http://thetollroadsblog.com)

 [instagram.com/thetollroads](https://www.instagram.com/thetollroads)

[viewsletter@thetollroads.com](mailto:viewsletter@thetollroads.com)

The Toll Roads

# VIEWSLETTER

A Publication of the Transportation Corridor Agencies

FEBRUARY 2018

