

SBCTA Express Lanes: Lessons Learned & Future Outlook

Presenter: Philip Chu, Chief of Express Lanes SBCTA

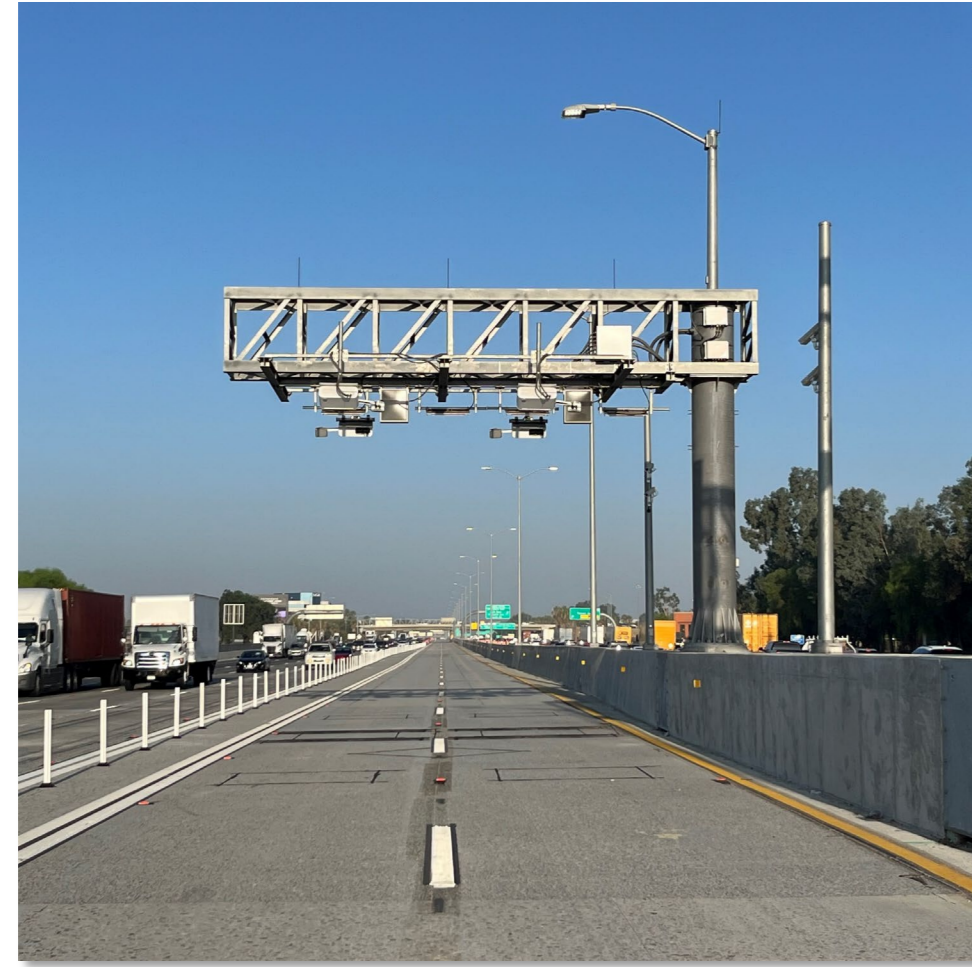
Date: February 20, 2025



EXPRESS
LANES

A decorative graphic consisting of several overlapping, curved bands of color. From top to bottom, the colors are blue, red, orange, green, and black. The bands are curved, following a similar path to the rainbow in the header, and are set against a white background.

I-10 Express Lanes by the Numbers



8 TOLL GANTRIES



23 BRIDGES REPLACED OR
WIDENED



14 TRDMS
2 ON-RAMP TRDMS



7000+ CHANNELIZERS



23 VEHICLE DETECTION STATIONS
19 CCTV CAMERAS

Customer Service Centers



San Bernardino County Customer Service Walk- In Center

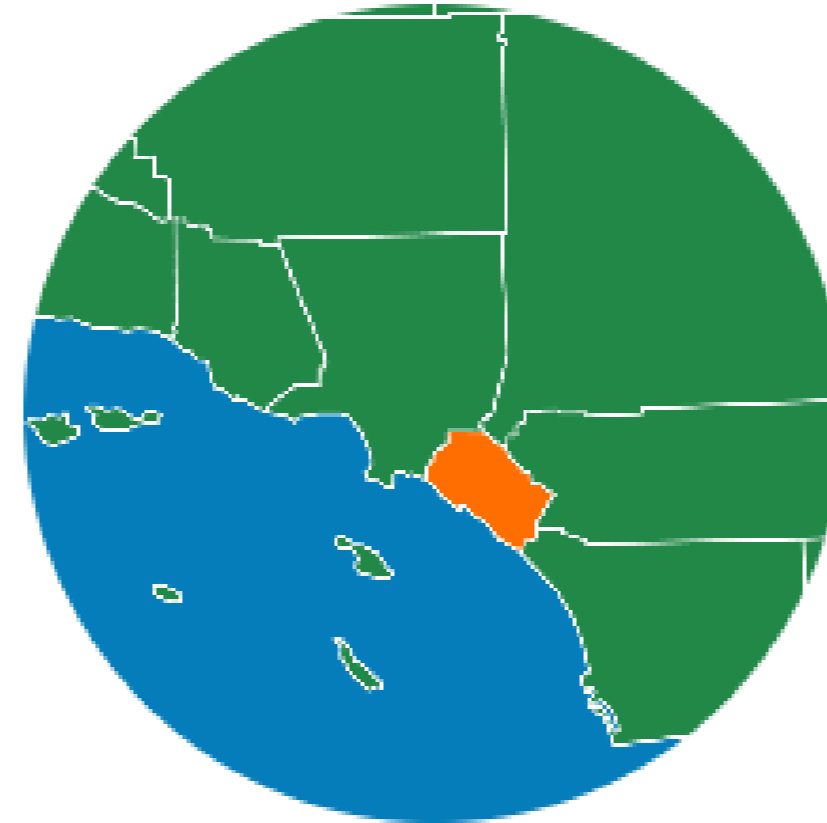
Rancho Cucamonga City Hall

**10500 Civic Center Drive
Rancho Cucamonga, CA 91730**

Hours

M-Th. 7:00 a.m. to 4:30 p.m.

F: (949) 727-4991



The Toll Roads Irvine Customer Service Walk- In Center

**125 Pacifica Lane, Suite 120
Irvine, CA 92618**

Hours

M-F 7:30 a.m. to 5:30 p.m.

F: (949) 727-4991



Participating PayNearMe Retailers

Drivers can also pay for tolls,
replenish FasTrak accounts and
resolve violations with cash at
participating PayNearMe locations.

**Visit the online toll payment
page here**, follow the prompts,
select "cash" on payment screen
and present the barcode to the
store clerk at participating
locations.

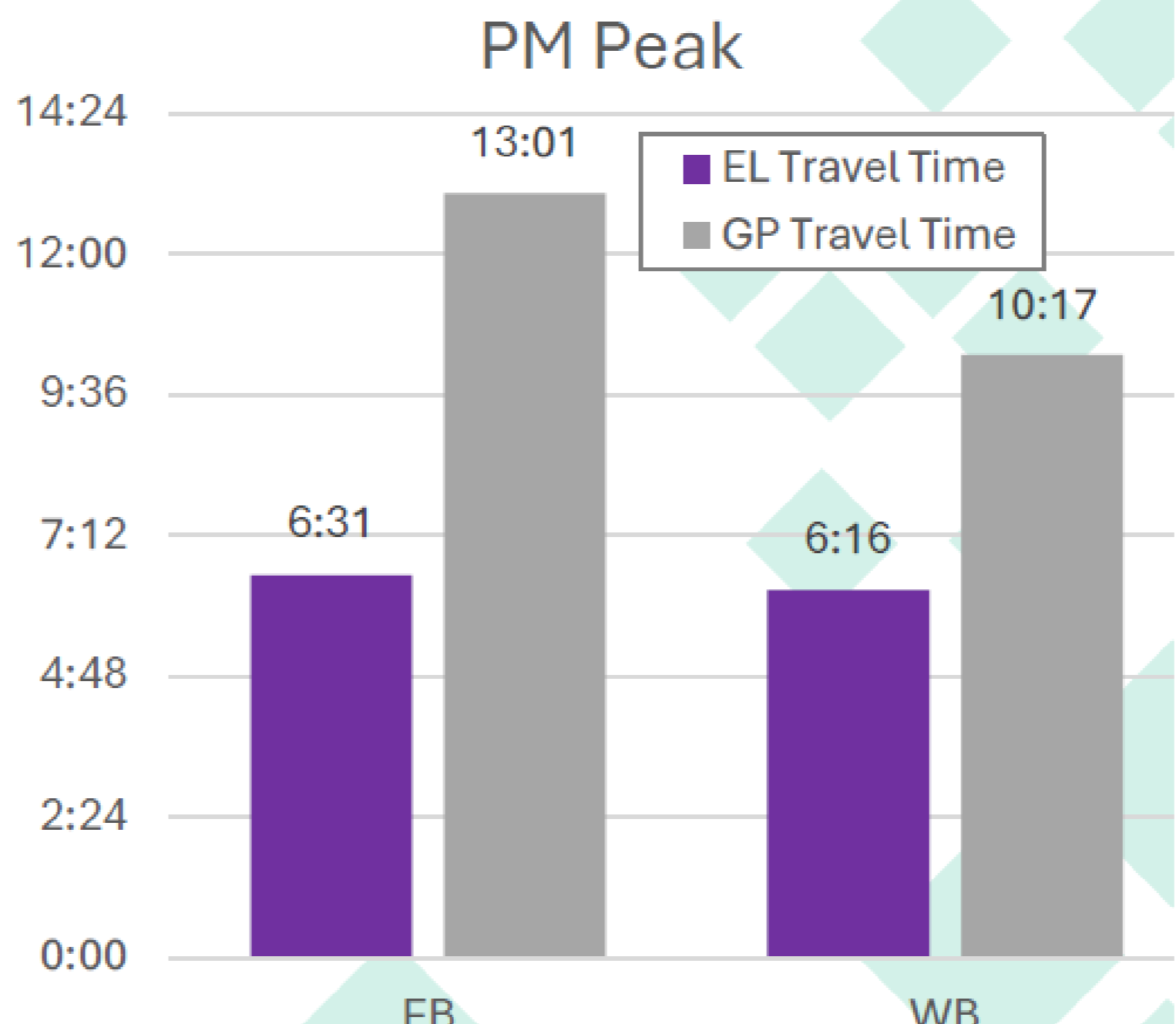
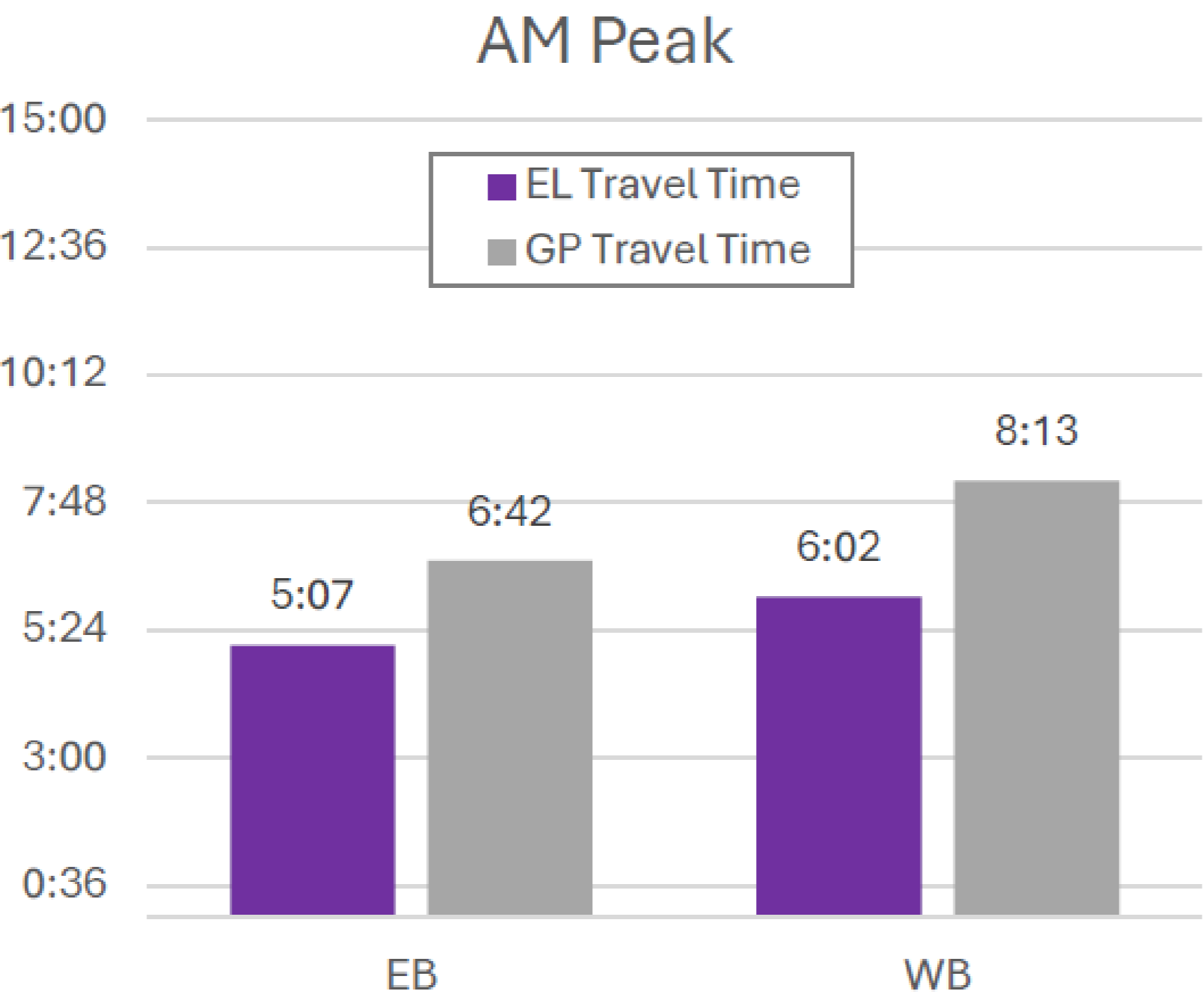
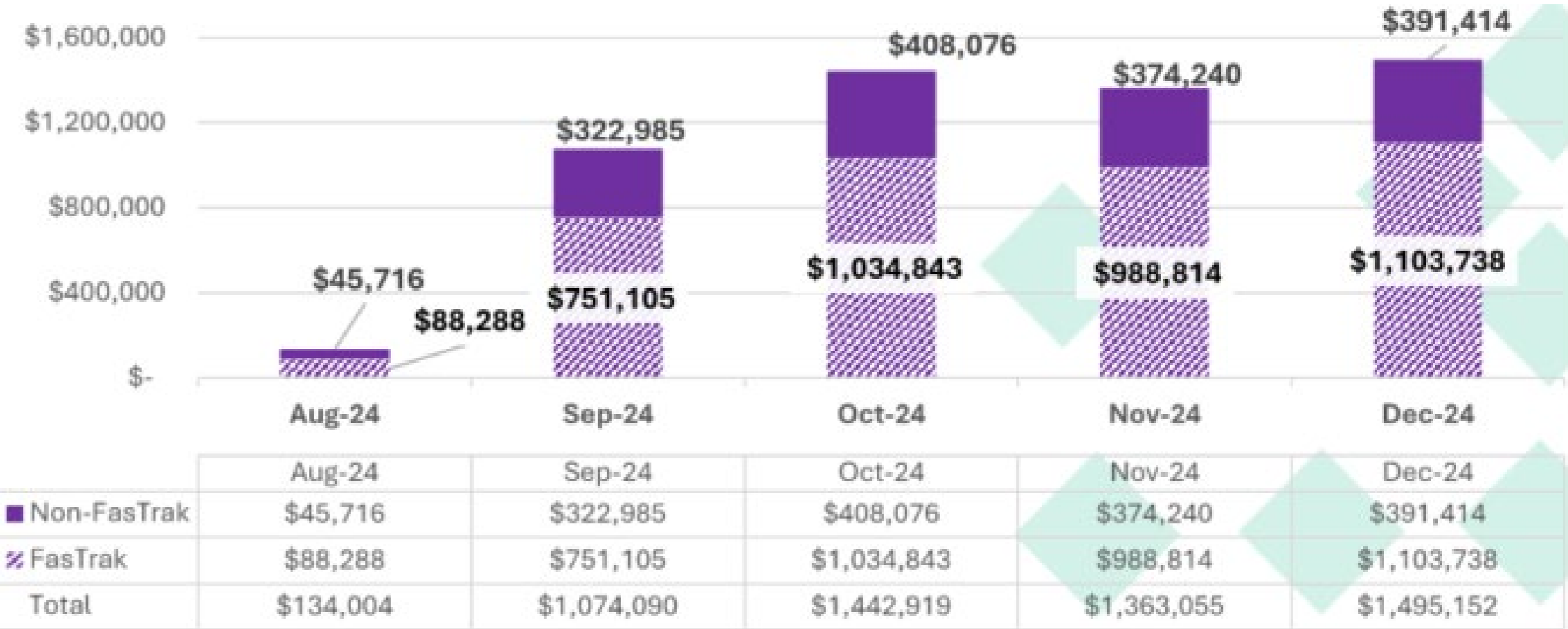
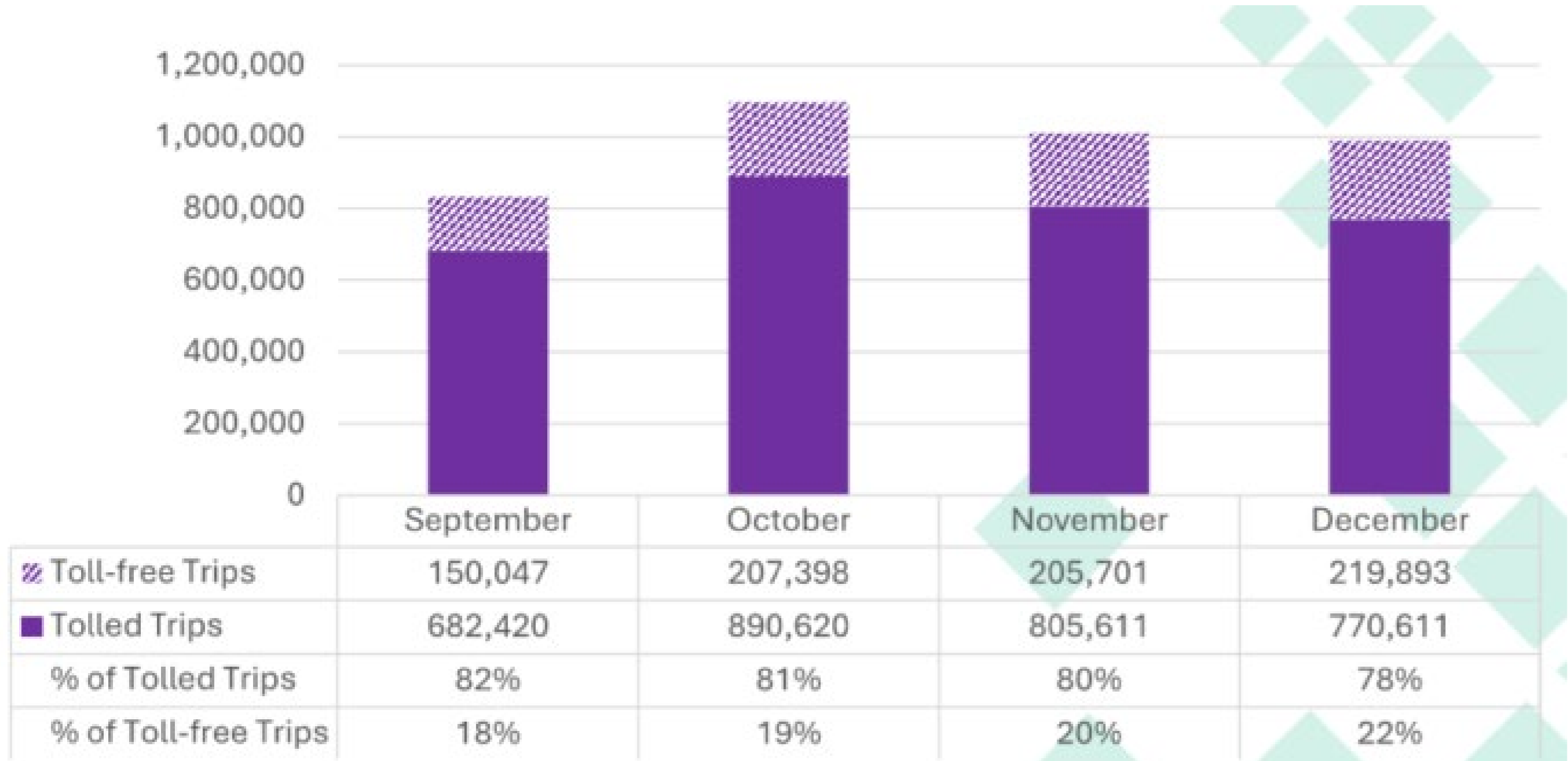
[VIEW LOCATIONS](#)

Toll Operations Center



- TOC Staffing
 - 5am to 8am
 - 2 TransCore Operators
- Incident Management
 - Monitoring
 - Coordination
 - Travel Information
 - Reporting
- Coordination with CHP/FSP
 - FSP Service Hours:
 - M-F 6:00 am to 8:30 am.
 - M-Th 1:30 pm to 6:00 pm.
 - Fri 11:30 am to 6:00 pm.

Performance (As of Dec 31, 2024)



Preparation & Execution

Effective planning ensured a smooth launch

No system or operational issues

SOPs and contingency plans contributed to the success



Technical Lessons Learned

Vandalism Issues:

Initial challenges
and improved pull
box security
measures

Pricing Sensitivity:

Drivers less
sensitive to pricing
than expected

Terminus Pavement Markings:

Enhancements to
prevent illegal
movements



Anti-Vandalism Measures

1



2



3



Operations Lessons Learned

Real-world testing:

Validated system
functionality,
increased
confidence

**Communications &
Marketing:**

Importance of
understanding
customer needs and
adapting quickly

**Enforcement
Challenges:**

High-speed
concerns and
occupancy violations



Organizational Lessons Learned



Importance of
a collaborative
team with a
unified
purpose



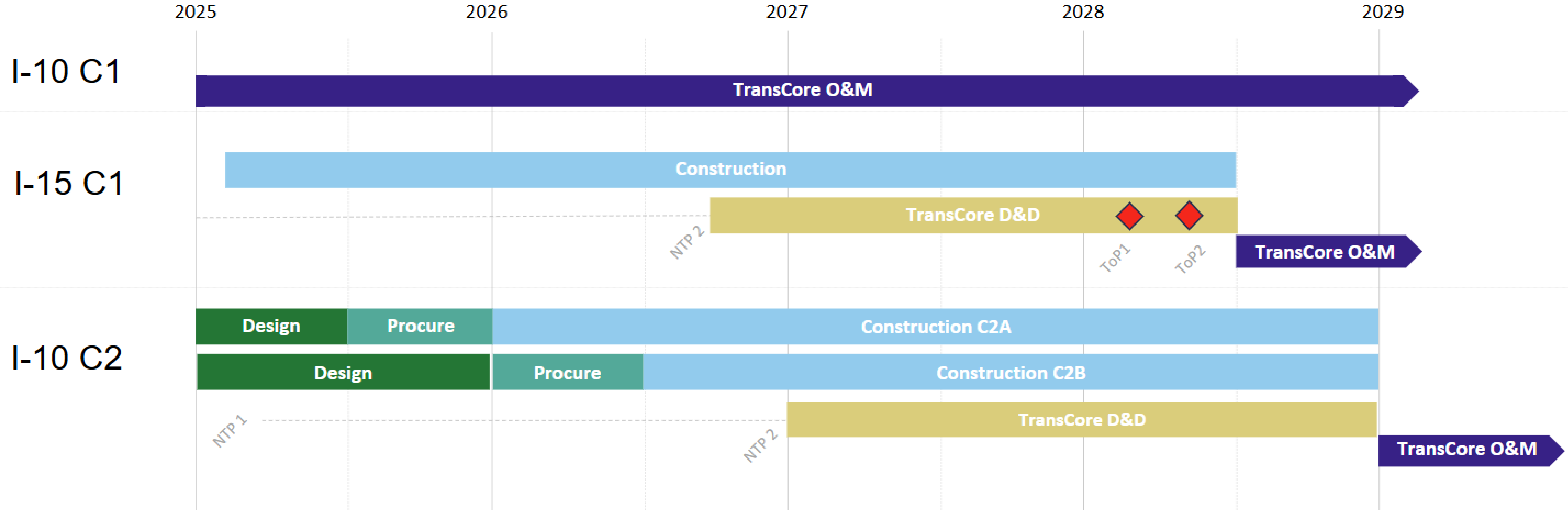
Effective
coordination
between
agencies and
stakeholders



What will we do differently?

- Apply anti-vandalism lessons learned
 - Pull box security enhancements
 - Hardening power panels
- Address communications network vulnerabilities
- Incorporate flexibility in turnover process
- Evaluate opportunities to enhance enforcement with occupancy detection system

SBCTA's Express Lanes Vision



Questions & Answers

EXPRESS LANES
OPENING AUGUST 29
SBEXPRESSLANES.COM

San Bernardino County
Riverside County