

# BOARD MEETING HIGHLIGHTS

For the February 10, 2022, Meeting

## F/ETCA BOARD OF DIRECTORS

Peggy Huang, **Chair**,  
YORBA LINDA

Joseph Muller, **Vice Chair**,  
DANA POINT

Trevor O'Neil,  
ANAHEIM

Farrah Khan,  
IRVINE

Scott Voigts,  
LAKE FOREST

Patricia Kelley,  
MISSION VIEJO

Mark A. Murphy,  
ORANGE

Anthony Beall,  
RANCHO SANTA MARGARITA

John Taylor,  
SAN JUAN CAPISTRANO

David Penaloza,  
SANTA ANA

Austin Lumbard,  
TUSTIN

Donald P. Wagner,  
COUNTY OF ORANGE, 3<sup>RD</sup> DIST.

Doug Chaffee,  
COUNTY OF ORANGE, 4<sup>TH</sup> DIST.

Lisa Bartlett,  
COUNTY OF ORANGE, 5<sup>TH</sup> DIST.

Ryan Chamberlain, Ex-Officio  
Member, CALTRANS DIST. 12

## SJHTCA BOARD OF DIRECTORS

Will O'Neill, **Chair**,  
NEWPORT BEACH

Janine Heft, **Vice Chair**,  
LAGUNA HILLS

Richard Hurt,  
ALISO VIEJO

Arlis Reynolds,  
COSTA MESA

Richard Viczorek,  
DANA POINT

Farrah Khan,  
IRVINE

Fred Minagar,  
LAGUNA NIGUEL

Cynthia Connors,  
LAGUNA WOODS

Patricia Kelley,  
MISSION VIEJO

John Taylor,  
SAN JUAN CAPISTRANO

David Penaloza,  
SANTA ANA

Donald P. Wagner,  
COUNTY OF ORANGE, 3<sup>RD</sup> DIST.

Lisa Bartlett,  
COUNTY OF ORANGE, 5<sup>TH</sup> DIST.

Ryan Chamberlain, Ex-Officio  
Member, CALTRANS DIST. 12

## BOARDS REVIEW STRATEGIC PLAN

The SJHTCA and F/ETCA Boards of Directors were presented with the FY23 Strategic Plan draft for review before final consideration at a future Boards of Directors meeting. On December 9 and 10, the Boards participated in a joint strategic planning workshop to discuss and develop the new seven-year Strategic Plan. The seven pillars of the Strategic Plan include goals, objectives and activities for:

- Fiscal Management
- Capital Project Delivery
- Tolling Technologies
- Customer Service
- Environmental Stewardship
- Communication and Public Engagement
- Regional Mobility Partnerships

The document was well received by the Directors as drafted and no significant changes were identified as necessary. Highlights of the draft include:

- Advancing \$496 million in capital projects without use of federal, state or Measure M dollars, continuing the Agencies practice of self-reliance.
- Planning for the early paydown of \$600 million in callable bonds which would result in total interest savings of approximately \$1.4 billion in about a decades time.
- Continuing the Agencies' legacy of environmental stewardship and looking for innovative ways to leverage environmental investments to continue supporting habitat and wildlife while exploring recreational and food security concepts.
- Increased focus on innovation to enhance safety, increase throughput, support climate objectives and reduce costs through concepts such as solar and electrification; connected and autonomous vehicles; mobility as a service provider; cloud-based platforms and Blockchain.

## QUARTERLY CUSTOMER SERVICE REPORT SHOWS HIGH LEVELS OF CUSTOMER SATISFACTION

The SJHTCA and F/ETCA Boards of Directors were presented with the Agencies' Quarterly Customer Service Report, which demonstrated an overall satisfaction rate of 4.5 out of 5, which is an "A" rating, reflecting customers' positive experience with the The Toll Roads' customer service team. When broken down to customer type, it was important to note that violators gave TCA a stellar 4.4 rating, reflecting the Agencies' customer leaning policies and practices. The high scores are the result of TCA's commitment to quality customer service.

A strong example of TCA's commitment to customer service is despite an increase in customer volume, the quarterly report highlighted a decrease in the average wait time compared to the first quarter report of FY21. Additionally, 91 percent of calls were answered within five minutes, averaging a one minute and 41 seconds wait time as opposed to FY20 second quarterly report wait time of one minute and 50 seconds.



## **SAN JOAQUIN HILLS TRANSPORTATION CORRIDOR AGENCY BOARD UNANIMOUSLY APPROVES PLANNING SERVICES FOR THE SR 73 CATALINA VIEW IMPROVEMENT PROJECT**

The SJHTCA Board of Directors unanimously approved contracts for services needed to advance the State Route (SR) 73 Catalina View Improvement Project. The contracts will help plan services to mitigate the recurring congestion by adding a fourth lane in the northbound and southbound directions between Laguna Canyon Road and Newport Coast Drive and ultimately widening the road. SR 73 was designed with a wide unpaved median to accommodate future improvements. In supporting moving forward with the development of this project, the SJHTCA has contracted with two prominent firms in the industry:

- Mark Thomas & Company Inc. in an amount not –to exceed \$1,247,431 to provide the preliminary engineering services
- HDR in an amount not –to exceed \$786,000 to provide environmental planning services

## **BOARDS APPROVE MUNICIPAL FINANCIAL ADVISORY CONTRACT**

The SJHTCA and F/ETCA Boards of Directors unanimously approved a contract with PFM Financial Advisors LLC for Municipal Advisory Services.

Municipal Financial Advisory Services from PFM involves supporting the Agencies with a range of ongoing financial support and advice including:

- Assisting in developing and presenting information to rating agencies, bond insurers and investors
- Evaluating and analyzing proposals on financial opportunities to reduce debt