



**Orange County Transportation Authority  
Riverside County Transportation Commission**



Status Report  
December 2024

As of December 31, 2024

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# OPERATIONS OVERVIEW OCTA

## TRAFFIC AND REVENUE STATISTICS FOR OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for December 2024 was 1,837,504. This represents a daily average of 59,274 vehicles. This is a 7.7 percent increase in total traffic volume from the same period last year, which totaled 1,705,918. Potential toll revenue for December was \$5,737,481, which represents an increase of 9.1 percent from the prior year's total of \$5,258,734. The carpool percentage for December was 27.2 percent as compared to the previous year's rate of 26.9 percent.

Month-to-date (MTD) traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the Orange County Transportation Authority (OCTA) 91 EL and associated potential revenue for the month of December 2024.

### Current MTD as of December 31, 2024

<b>Trips</b>	<b>DEC-24 MTD Actual</b>	<b>DEC-23 MTD Actual</b>	<b>Yr-to-Yr % Variance</b>
Full Toll Lanes	1,337,503	1,247,005	7.3%
3+ Lanes	500,001	458,913	9.0%
Total Gross Trips	1,837,504	1,705,918	7.7%
<b>Revenue</b>			
Full Toll Lanes	\$5,650,581	\$5,185,550	9.0%
3+ Lanes	\$86,900	\$73,183	18.7%
Total Gross Revenue	\$5,737,481	\$5,258,734	9.1%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.22	\$4.16	1.4%
Average 3+ Lanes	\$0.17	\$0.16	6.3%
Average Gross Revenue	\$3.12	\$3.08	1.3%

The 2025 fiscal year-to-date (YTD) traffic volume increased by 5.2 percent, and potential toll revenue increased by 6.0 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.19.

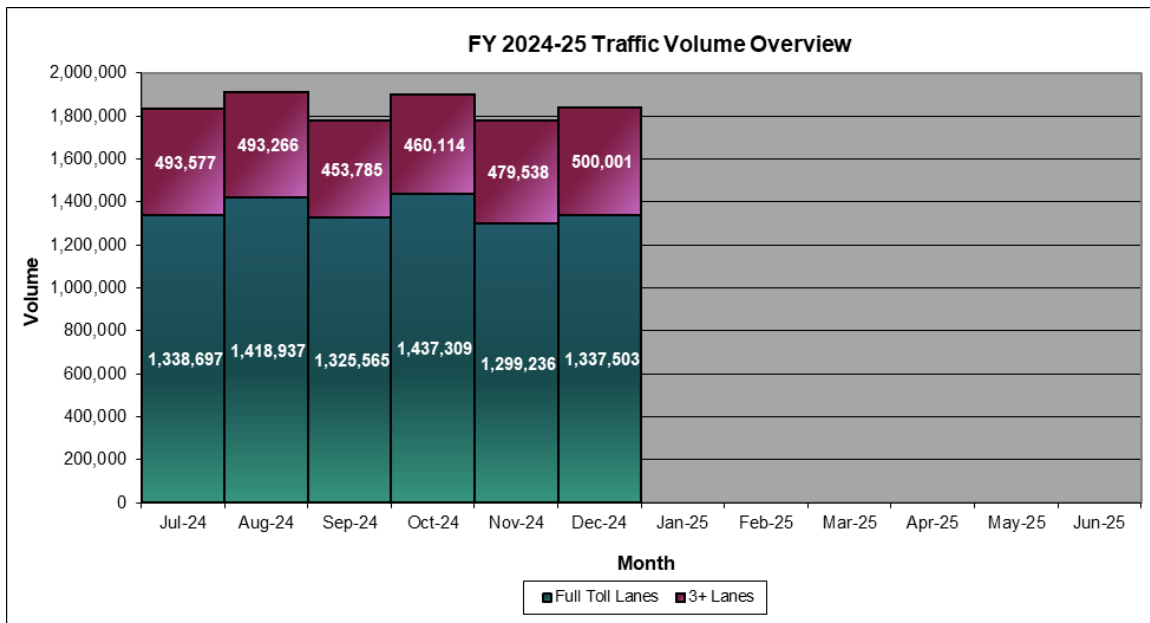
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 EL and associated potential revenue for the months of July 2024 through December 2024.

**Fiscal Year (FY) 2024-25 YTD as of December 31, 2024**

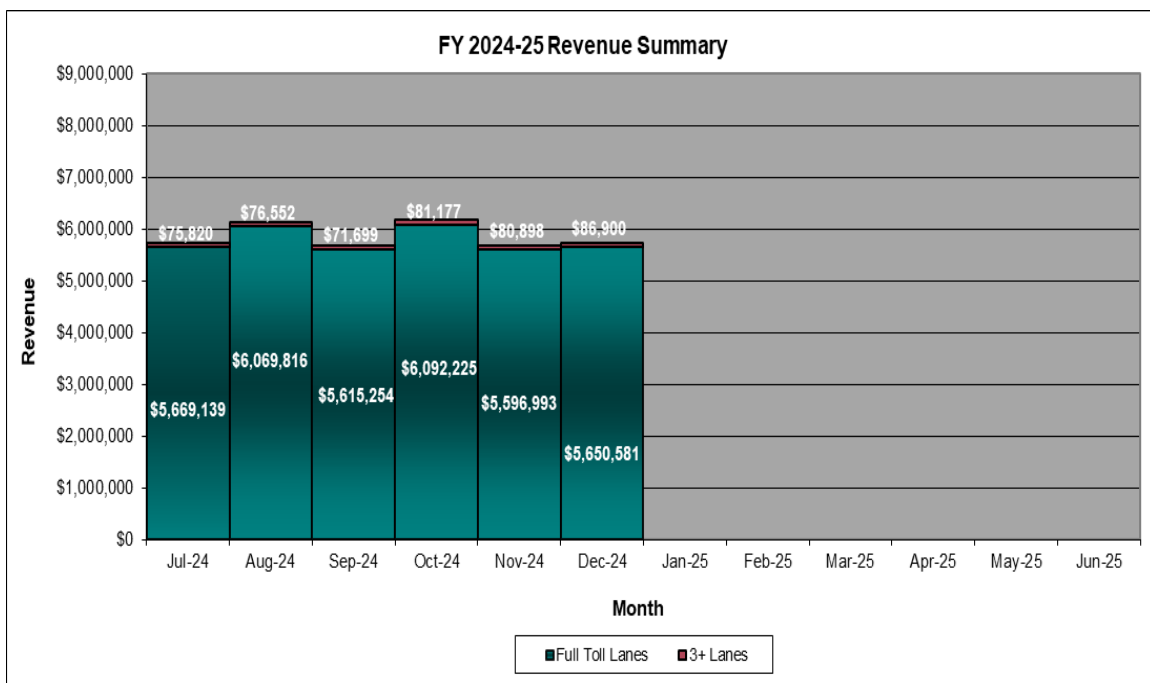
	<b>FY 2024-25 YTD Actual (7/2024-12/2024)</b>	<b>FY 2023-24 YTD Actual (7/2023-12/2023)</b>	<b>Yr-to-Yr % Variance</b>
<b>Trips</b>			
Full Toll Lanes	8,157,247	7,858,119	3.8%
3+ Lanes	2,880,281	2,629,401	9.5%
Total Gross Trips	11,037,528	10,487,520	5.2%
<b>Revenue</b>			
Full Toll Lanes	\$34,694,008	\$32,761,083	5.9%
3+ Lanes	\$473,046	\$401,393	17.9%
Total Gross Revenue	\$35,167,053	\$33,162,476	6.0%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.25	\$4.17	1.9%
Average 3+ Lanes	\$0.16	\$0.15	6.7%
Average Gross Revenue	\$3.19	\$3.16	0.9%

## OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for FY 2024-25 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2024-25 on a monthly basis.



## OCTA PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound and westbound directions reached or exceeded 90 percent of defined capacity ten times during the month of December 2024. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 92 percent of defined capacity. This is closely monitored since toll adjustments are made based upon capacity percentages per the OCTA Toll Policy for the 91 EL. If capacity is at 92 percent on a consistent basis (over six times during the prior 12 weeks), then an adjustment will be made to toll rates for that particular hour and day.

## OCTA EASTBOUND PEAK-HOUR VOLUMES

PM Time	Monday 12/02/24				Tuesday 12/03/24				Wednesday 12/04/24				Thursday 12/05/24				Friday 12/06/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	447	2,901	85%	\$5.75	446	2,967	87%	\$5.75	471	2,954	87%	\$8.45	472	2,904	85%	\$9.10	490	2,857	84%
1500 - 1600	\$6.15	446	2,815	83%	\$6.10	490	2,883	85%	\$8.15	544	2,968	87%	\$8.15	526	3,027	89%	\$8.65	584	2,882	85%
1600 - 1700	\$5.40	536	2,793	82%	\$4.90	529	2,880	85%	\$7.10	518	2,812	83%	\$7.60	502	2,925	86%	\$6.65	550	2,793	82%
1700 - 1800	\$5.25	574	2,781	82%	\$5.20	640	3,000	88%	\$5.85	578	2,825	83%	\$7.30	584	2,835	83%	\$7.35	674	2,863	84%
1800 - 1900	\$6.15	764	2,914	86%	\$4.40	666	2,808	83%	\$4.40	685	2,734	80%	\$4.25	683	2,768	81%	\$7.35	663	2,577	76%
1900 - 2000	\$4.25	721	2,556	75%	\$4.25	766	2,750	81%	\$4.25	771	2,743	81%	\$6.30	752	2,752	81%	\$6.85	562	1,795	53%

PM Time	Monday 12/09/24				Tuesday 12/10/24				Wednesday 12/11/24				Thursday 12/12/24				Friday 12/13/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	444	2,879	85%	\$5.75	444	2,927	86%	\$5.75	489	3,009	89%	\$8.45	470	2,908	86%	\$9.10	519	2,873	85%
1500 - 1600	\$6.15	520	2,854	84%	\$6.10	533	2,927	86%	\$8.15	509	2,940	86%	\$8.15	547	2,987	88%	\$8.65	553	2,907	86%
1600 - 1700	\$5.40	513	2,745	81%	\$4.90	525	2,832	83%	\$7.10	547	2,952	87%	\$7.60	546	2,818	83%	\$6.65	554	2,932	86%
1700 - 1800	\$5.25	567	2,810	83%	\$5.20	590	2,939	86%	\$5.85	501	2,497	73%	\$7.30	564	2,705	80%	\$7.35	638	2,753	81%
1800 - 1900	\$6.15	701	2,771	82%	\$4.40	651	2,759	81%	\$4.40	715	2,790	82%	\$4.25	715	2,826	83%	\$7.35	647	2,627	77%
1900 - 2000	\$4.25	818	2,755	81%	\$4.25	687	2,618	77%	\$4.25	763	2,817	83%	\$6.30	766	2,868	84%	\$6.85	817	2,745	81%

PM Time	Monday 12/16/24				Tuesday 12/17/24				Wednesday 12/18/24				Thursday 12/19/24				Friday 12/20/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	486	2,984	88%	\$5.75	461	2,972	87%	\$5.75	479	3,059	90%	\$8.45	515	2,870	84%	\$9.10	582	2,897	85%
1500 - 1600	\$6.15	543	2,885	85%	\$6.10	555	2,922	86%	\$8.15	539	2,941	87%	\$8.15	588	2,985	88%	\$8.65	536	2,803	82%
1600 - 1700	\$5.40	540	2,799	82%	\$4.90	517	2,816	83%	\$7.10	501	2,750	81%	\$7.60	525	2,903	85%	\$6.65	580	2,658	78%
1700 - 1800	\$5.25	653	2,764	81%	\$5.20	608	2,849	84%	\$5.85	624	2,876	85%	\$7.30	550	2,820	83%	\$7.35	654	2,818	83%
1800 - 1900	\$6.15	700	2,767	81%	\$4.40	669	2,835	83%	\$4.40	678	2,849	84%	\$4.25	695	2,817	83%	\$7.35	794	2,789	82%
1900 - 2000	\$4.25	699	2,528	74%	\$4.25	800	2,959	87%	\$4.25	781	2,798	82%	\$6.30	719	2,719	80%	\$6.85	862	2,748	81%

PM Time	Monday 12/23/24				Tuesday 12/24/24				Wednesday 12/25/24				Thursday 12/26/24				Friday 12/27/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	553	2,815	83%	\$5.75	869	2,840	84%	\$6.80	969	2,221	65%	\$8.45	635	2,698	79%	\$9.10	675	2,716	80%
1500 - 1600	\$6.15	595	2,838	83%	\$6.10	945	2,874	85%	\$6.80	796	1,756	52%	\$8.15	725	2,794	82%	\$8.65	713	2,869	84%
1600 - 1700	\$5.40	577	2,778	82%	\$4.90	1,002	2,820	83%	\$6.80	713	1,562	46%	\$7.60	678	2,766	81%	\$6.65	691	2,711	80%
1700 - 1800	\$5.25	644	2,764	81%	\$5.20	1,088	2,740	81%	\$6.80	723	1,550	46%	\$7.30	741	2,493	73%	\$7.35	741	2,722	80%
1800 - 1900	\$6.15	793	2,763	81%	\$4.40	1,160	2,683	79%	\$6.80	787	1,549	46%	\$4.25	646	2,046	60%	\$7.35	748	2,153	63%
1900 - 2000	\$4.25	834	2,496	73%	\$4.25	1,106	2,542	75%	\$6.80	852	1,666	49%	\$6.30	539	1,382	41%	\$6.85	648	1,657	49%

PM Time	Monday 12/30/24				Tuesday 12/31/24				Wednesday 01/01/25				Thursday 01/02/25				Friday 01/03/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	580	2,738	81%	\$5.75	658	2,920	86%												
1500 - 1600	\$6.15	592	2,845	84%	\$6.10	790	3,025	89%												
1600 - 1700	\$5.40	612	2,910	86%	\$4.90	808	2,773	82%												
1700 - 1800	\$5.25	727	2,864	84%	\$5.20	872	2,576	76%												
1800 - 1900	\$6.15	772	2,619	77%	\$4.40	872	2,291	67%												
1900 - 2000	\$4.25	570	1,703	50%	\$4.25	623	1,389	41%												

## OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 12/02/24				Tuesday 12/03/24				Wednesday 12/04/24				Thursday 12/05/24				Friday 12/06/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	582	1,626	48%	\$3.45	615	1,636	48%	\$3.45	600	1,636	48%	\$3.45	666	1,959	58%	\$3.45	546	1,444	42%
0500 - 0600	<b>\$5.55</b>	<b>913</b>	<b>3,124</b>	<b>92%</b>	<b>\$5.55</b>	<b>921</b>	<b>3,068</b>	<b>90%</b>	<b>\$5.55</b>	<b>959</b>	<b>3,078</b>	<b>91%</b>	<b>\$5.55</b>	<b>883</b>	<b>3,063</b>	<b>90%</b>	\$5.30	832	2,799	82%
0600 - 0700	\$5.75	704	2,891	85%	\$5.75	754	2,996	88%	\$5.75	630	2,369	70%	\$5.75	731	2,901	85%	\$5.55	719	2,721	80%
0700 - 0800	\$6.35	638	2,816	83%	\$6.35	686	2,934	86%	\$6.35	689	2,960	87%	\$6.35	663	2,864	84%	\$6.15	589	2,502	74%
0800 - 0900	\$5.75	432	2,529	74%	\$5.75	416	2,778	82%	\$5.75	460	3,015	89%	\$5.75	435	2,837	83%	\$5.55	325	2,236	66%
0900 - 1000	\$4.65	341	2,296	68%	\$4.65	416	2,676	79%	\$4.65	398	2,714	80%	\$4.65	387	2,717	80%	\$4.65	368	2,203	65%

AM Time	Monday 12/09/24				Tuesday 12/10/24				Wednesday 12/11/24				Thursday 12/12/24				Friday 12/13/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	658	1,736	51%	\$3.45	661	1,717	51%	\$3.45	582	1,660	49%	\$3.45	604	1,594	47%	\$3.45	500	1,334	39%
0500 - 0600	\$5.55	882	3,040	89%	<b>\$5.55</b>	<b>973</b>	<b>3,124</b>	<b>92%</b>	<b>\$5.55</b>	<b>952</b>	<b>3,134</b>	<b>92%</b>	\$5.55	930	2,952	87%	\$5.30	670	2,150	63%
0600 - 0700	\$5.75	722	2,936	86%	\$5.75	736	2,999	88%	\$5.75	748	2,971	87%	\$5.75	746	2,931	86%	\$5.55	798	2,985	88%
0700 - 0800	\$6.35	664	2,882	85%	\$6.35	637	2,912	86%	\$6.35	688	2,895	85%	\$6.35	664	2,799	82%	\$6.15	614	2,547	75%
0800 - 0900	\$5.75	364	2,495	73%	\$5.75	398	2,783	82%	\$5.75	377	2,649	78%	\$5.75	362	2,484	73%	\$5.55	387	2,226	65%
0900 - 1000	\$4.65	415	2,569	76%	\$4.65	426	2,888	85%	\$4.65	389	2,486	73%	\$4.65	427	2,544	75%	\$4.65	368	2,313	68%

AM Time	Monday 12/16/24				Tuesday 12/17/24				Wednesday 12/18/24				Thursday 12/19/24				Friday 12/20/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	597	1,626	48%	\$3.45	610	1,604	47%	\$3.45	632	1,629	48%	\$3.45	585	1,566	46%	\$3.45	514	1,354	40%
0500 - 0600	<b>\$5.55</b>	<b>958</b>	<b>3,100</b>	<b>91%</b>	<b>\$5.55</b>	<b>966</b>	<b>3,067</b>	<b>90%</b>	<b>\$5.55</b>	<b>960</b>	<b>3,040</b>	<b>89%</b>	\$5.55	984	3,041	89%	\$5.30	824	2,701	79%
0600 - 0700	\$5.75	713	2,840	84%	<b>\$5.75</b>	<b>749</b>	<b>3,128</b>	<b>92%</b>	\$5.75	753	2,960	87%	\$5.75	771	2,919	86%	\$5.55	683	2,539	75%
0700 - 0800	\$6.35	691	2,887	85%	\$6.35	624	2,844	84%	\$6.35	626	2,795	82%	\$6.35	649	2,846	84%	\$6.15	504	2,416	71%
0800 - 0900	\$5.75	376	2,590	76%	\$5.75	382	2,729	80%	\$5.75	421	2,685	79%	\$5.75	429	2,569	76%	\$5.55	374	2,161	64%
0900 - 1000	\$4.65	330	2,292	67%	\$4.65	419	2,671	79%	\$4.65	365	2,651	78%	\$4.65	400	2,540	75%	\$4.65	429	2,271	67%

AM Time	Monday 12/23/24				Tuesday 12/24/24				Wednesday 12/25/24				Thursday 12/26/24				Friday 12/27/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	489	1,305	38%	\$3.45	262	649	19%	\$1.90	31	66	2%	\$3.45	339	822	24%	\$3.45	323	863	25%
0500 - 0600	\$5.55	823	2,660	78%	\$5.55	391	1,103	32%	\$1.90	32	87	3%	\$5.55	534	1,672	49%	\$5.30	560	1,631	48%
0600 - 0700	\$5.75	529	2,393	70%	\$5.75	235	926	27%	\$1.90	45	130	4%	\$5.75	355	1,312	39%	\$5.55	351	1,406	41%
0700 - 0800	\$6.35	394	2,128	63%	\$6.35	228	923	27%	\$1.90	58	188	6%	\$6.35	323	1,267	37%	\$6.15	308	1,374	40%
0800 - 0900	\$5.75	414	1,944	57%	\$5.75	207	1,011	30%	\$3.45	120	340	10%	\$5.75	296	1,308	38%	\$5.55	324	1,474	43%
0900 - 1000	\$4.65	475	2,079	61%	\$4.65	364	1,226	36%	\$3.60	299	735	22%	\$4.65	330	1,384	41%	\$4.65	423	1,597	47%

AM Time	Monday 12/30/24				Tuesday 12/31/24				Wednesday 01/01/25				Thursday 01/02/25				Friday 01/03/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	407	1,096	32%	\$3.45	330	836	25%												
0500 - 0600	\$5.55	698	2,231	66%	\$5.55	550	1,588	47%												
0600 - 0700	\$5.75	427	1,805	53%	\$5.75	327	1,277	38%												
0700 - 0800	\$6.35	351	1,589	47%	\$6.35	220	1,085	32%												
0800 - 0900	\$5.75	354	1,690	50%	\$5.75	253	1,165	34%												
0900 - 1000	\$4.65	434	1,713	50%	\$4.65	305	1,206	35%												

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## OCTA OPERATIONAL HIGHLIGHTS

### **Back Office System (BOS) and Customer Service Center (CSC) Key Performance Indicators (KPI) Quarterly Report**

Staff from both OCTA and the Riverside County Transportation Commission (RCTC) have continued to monitor the performance of the BOS that was developed by Cofiroute USA, LLC (CUSA), as well as the performance in the CSC. Part of the monitoring includes the assessment of KPI penalties in accordance with the contract. For the 2025 fiscal YTD, OCTA and RCTC identified issues with the BOS and CSC that amounted to estimated penalties of \$327,310 per the KPI standards for both Agencies. From these penalties, \$205,390 is attributed to the performance faults of the BOS, and \$121,920 is attributed to the CSC performance failures.

During the reporting period, the BOS experienced connectivity issues in the call center, and customer survey transfer issues. All BOS system issues experienced during the reporting period have been mitigated or resolved. For the CSC, penalties arose primarily from CUSA failing to meet the daily standard for average speed of answer and abandon rate. These penalties have been reviewed with CUSA and will be deducted from the corresponding monthly invoice or waived based on OCTA and RCTC's evaluation of its impact. Staff will continue to monitor the performance of the BOS and CSC and report ongoing KPI penalties that are assessed.

### **On-Road Operations**

OCTA Freeway Service Patrol responded to 77 calls during the month of December. Of those calls, three were to remove debris, 33 were to assist disabled vehicles, 19 were to tow vehicles, and 22 were to aid motorists in the 91 EL.



# FINANCIAL HIGHLIGHTS OCTA

## 91 Express Lanes Operating Statement

Description	YTD as of : <b>12/31/2024</b>		YTD Variance	
	Actual <sup>(1)</sup>	Budget <sup>(1)</sup>	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 30,777,870	\$ 26,752,920	\$ 4,024,950	15.0
Fee Revenue	\$ 4,691,040	\$ 2,351,298	\$ 2,339,742	99.5
<b>Total operating revenues</b>	<b>\$ 35,468,910</b>	<b>\$ 29,104,218</b>	<b>\$ 6,364,692</b>	<b>21.9</b>
<b>Operating expenses:</b>				
Contracted Services	\$ 3,286,618	\$ 3,910,914	\$ 624,296	16.0
Administrative Fee	\$ 1,842,594	\$ 2,081,388	\$ 238,794	11.5
Other Professional Services	\$ 547,106	\$ 1,305,850	\$ 758,744	58.1
Credit Card Processing Fees	\$ 681,184	\$ 675,000	\$ (6,184)	(0.9)
Toll Road Account Servicing	\$ 108,724	\$ 499,998	\$ 391,274	78.3
Other Insurance Expense	\$ 126,515	\$ 800,000	\$ 673,485	84.2
Toll Road Maintenance Supply Repairs	\$ 173,524	\$ 635,004	\$ 461,480	72.7
Patrol Services	\$ 574,756	\$ 562,500	\$ (12,256)	(2.2)
Building Equipment Repairs and Maint	\$ 287,896	\$ 494,274	\$ 206,378	41.8
6C Transponders	\$ -	\$ 150,000	\$ 150,000	100.0
Other Services	\$ -	\$ 25,002	\$ 25,002	100.0
Utilities	\$ 43,292	\$ 70,872	\$ 27,580	38.9
Office Expense	\$ 10,483	\$ 85,000	\$ 74,517	87.67
Bad Debt Expense	\$ 30,950	\$ -	\$ (30,950)	N/A
Miscellaneous <sup>(2)</sup>	\$ 8,983	\$ 88,351	\$ 79,369	89.8
Leases	\$ 285,477	\$ 274,998	\$ (10,479)	(3.8)
<b>Total operating expenses</b>	<b>\$ 8,008,102</b>	<b>\$ 11,659,151</b>	<b>\$ 3,651,049</b>	<b>31.3</b>
Depreciation and Amortization <sup>(3)</sup>	\$ 2,293,791	\$ -	\$ (2,293,791)	N/A
<b>Operating income (loss)</b>	<b>\$ 25,167,016</b>	<b>\$ 17,445,067</b>	<b>\$ 7,721,949</b>	<b>44.3</b>
<b>Nonoperating revenues (expenses):</b>				
Reimbursement from Other Agencies	\$ 101,550	\$ 314,376	\$ (212,826)	(67.7)
Interest Income	\$ 6,332,721	\$ 3,819,780	\$ 2,512,941	65.8
Interest Expense	\$ (777,740)	\$ (1,115,875)	\$ 338,135	30.3
Other	\$ -	\$ -	\$ -	N/A
<b>Total nonoperating revenues (expenses)</b>	<b>\$ 5,656,532</b>	<b>\$ 3,018,281</b>	<b>\$ 2,638,251</b>	<b>(87.4)</b>
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out <sup>(4)</sup>	\$ (2,876,920)	\$ (1,931,667)	\$ (945,253)	(48.9)
<b>Net income (loss)</b>	<b>\$ 27,946,627</b>	<b>\$ 18,531,681</b>	<b>\$ 9,414,946</b>	<b>50.8</b>

<sup>1</sup>Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

<sup>2</sup>Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials, Subscriptions, conference, and travel

<sup>3</sup>Depreciation and amortization are not budgeted items.

<sup>4</sup>Transfers Out: For M2 Project I and Project J expense reimbursements.

# OPERATIONS OVERVIEW RCTC

## TRAFFIC AND REVENUE STATISTICS FOR RCTC

The total traffic volume on the 91 EL for December 2024 was 1,734,976. This represents a daily average of 55,967 vehicles. This is an 11 percent increase in gross trips from the same period last year, which totaled 1,563,488. Potential toll revenue for December was \$8,399,578, which represents an increase of 13.1 percent from the prior year's total of \$7,425,249. The carpool percentage for December was 25.7 percent as compared to the previous year's rate of 25.4 percent.

MTD traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the Riverside County Transportation Commission (RCTC) 91 EL, which includes the Express Lanes Connectors and associated potential revenue for the month of December 2024.

### Current MTD as of December 31, 2024

Trips	DEC-24 MTD Actual	Stantec MTD Projected	# Variance	% Variance	DEC-23 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,289,280	877,143	412,137	47.0%	1,165,656	10.6%
3+ Lanes	445,696	337,143	108,553	32.2%	397,832	12.0%
Total Gross Trips	1,734,976	1,214,286	520,690	42.9%	1,563,488	11.0%
<b>Revenue</b>						
Full Toll Lanes	\$8,313,632	\$3,898,000	\$4,415,632	113.3%	\$7,353,451	13.1%
3+ Lanes	\$85,946	\$0	\$85,946		\$71,798	19.7%
Total Gross Revenue	\$8,399,578	\$3,898,000	\$4,501,578	115.5%	\$7,425,249	13.1%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.45	\$4.44	\$2.01	45.2%	\$6.31	2.2%
Average 3+ Lanes	\$0.19	\$0.00	\$0.19		\$0.18	5.6%
Average Gross Revenue	\$4.84	\$3.21	\$1.63	50.8%	\$4.75	1.9%

The 2025 fiscal YTD traffic volume increased by 16.2 percent, and potential toll revenue increased by 29.6 percent when compared with the same period the prior year. YTD average revenue per trip is \$5.16.

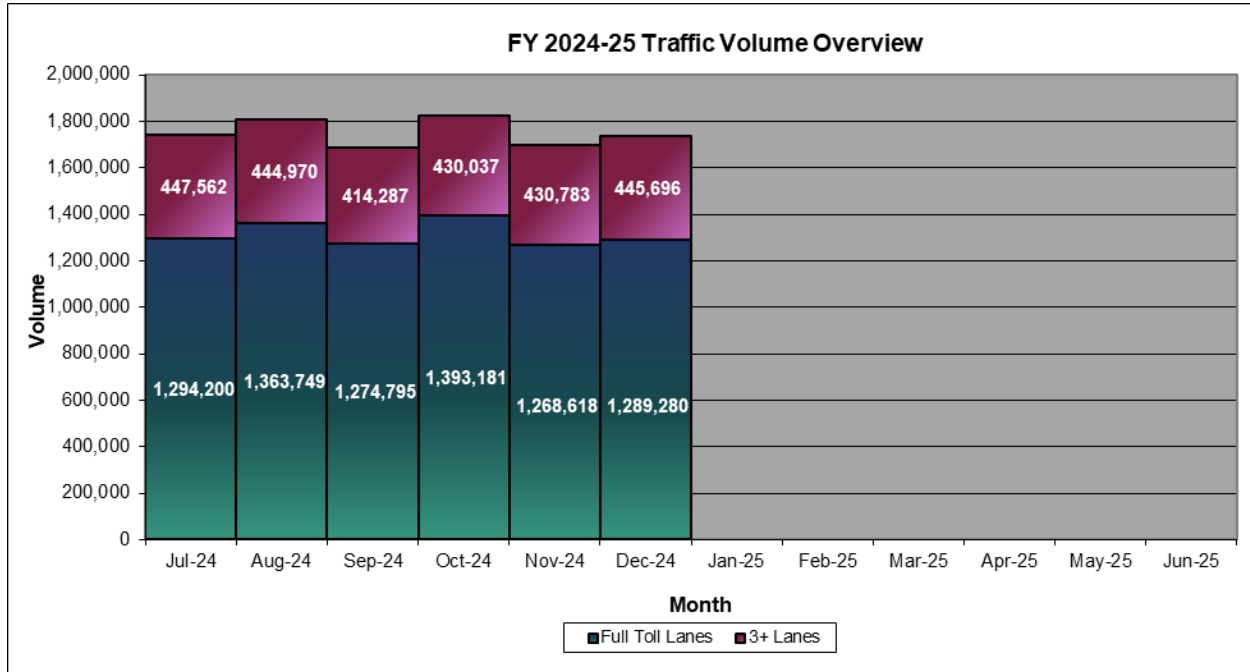
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 EL and associated potential revenue for the months of July 2024 through December 2024.

**FY 2024-25 YTD as of December 31, 2024**

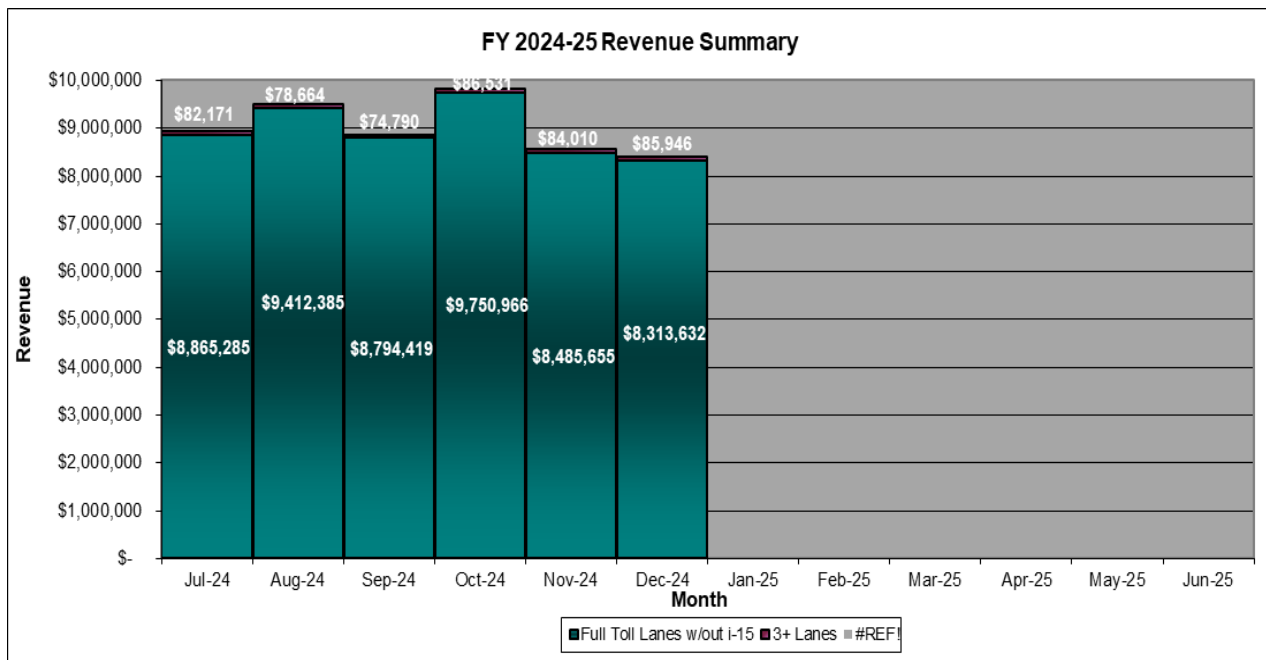
<b>Trips</b>	<b>FY 2024-25 YTD Actual (7/2024-12/2024)</b>	<b>Stantec YTD Projected</b>	<b># Variance</b>	<b>% Variance</b>	<b>FY 2023-24 YTD Actual (7/2023-12/2023)</b>	<b>Yr-to-Yr % Variance</b>
Full Toll Lanes	7,883,823	5,592,429	2,291,394	41.0%	6,829,837	15.4%
3+ Lanes	2,613,335	2,144,571	468,764	21.9%	2,207,387	18.4%
Total Gross Trips	10,497,158	7,737,000	2,760,158	35.7%	9,037,224	16.2%
<b>Revenue</b>						
Full Toll Lanes	\$53,622,342	\$26,636,714	\$26,985,628	101.3%	\$41,384,215	29.6%
3+ Lanes	\$492,112	\$0	\$492,112		\$379,315	29.7%
Total Gross Revenue	\$54,114,454	\$26,636,714	\$27,477,740	103.2%	\$41,763,530	29.6%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.80	\$4.76	\$2.04	42.9%	\$6.06	12.2%
Average 3+ Lanes	\$0.19	\$0.00	\$0.19		\$0.17	11.8%
Average Gross Revenue	\$5.16	\$3.44	\$1.72	50.0%	\$4.62	11.7%

## RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2024-25 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2024-25 on a monthly basis.



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## RCTC OPERATIONAL HIGHLIGHTS

### **On-Road Operations**

RCTC Freeway Service Patrol responded to 133 calls during the month of December. Of those calls, 110 were to assist disabled vehicles, 10 calls to remove debris, and 13 were in response to accidents that affected the 91 EL.

# FINANCIAL HIGHLIGHTS RCTC

## RCTC 91 Express Lanes Operating Statement

Description	YTD as of : <b>12/31/2024</b>		YTD Variance	
	Actual <sup>1</sup>	Budget	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 47,672,004.87	\$ 36,628,000.00	\$ 11,044,004.87	30.2
Fee Revenue	4,755,775.89	3,719,000.00	1,036,775.89	27.9
<b>Total operating revenues</b>	<b>52,427,780.76</b>	<b>40,347,000.00</b>	<b>12,080,780.76</b>	<b>29.9</b>
<b>Operating expenses:</b>				
Salaries and Benefits	541,044.36	636,800.00	95,755.64	15.0
Legal Services	9,316.45	45,000.00	35,683.55	79.3
Advisory Services	33,604.29	41,000.00	7,395.71	18.0
Audit and Accounting Fees	32,403.00	19,500.00	(12,903.00)	(66.2)
Service Fees	7,448.10	10,500.00	3,051.90	29.1
Other Professional Services	315,218.42	492,450.00	177,231.58	36.0
Lease Expense	152,149.30	176,900.00	24,750.70	14.0
Operations	2,059,305.87	2,757,000.00	697,694.13	25.3
Utilities	38,542.09	56,800.00	18,257.91	32.1
Supplies and Materials	737.29	2,500.00	1,762.71	70.5
Membership and Subscription Fees	12,539.50	20,500.00	7,960.50	38.8
Office Equipment & Furniture (Non-Capital)	0.19	37,500.00	37,499.81	100.0
Maintenance/Repairs	124,162.72	242,400.00	118,237.28	48.8
Training Seminars and Conferences	1,275.00	4,000.00	2,725.00	68.1
Transportation Expenses	2,597.93	4,500.00	1,902.07	42.3
Lodging	2,241.76	2,750.00	508.24	18.5
Meals	476.25	1,750.00	1,273.75	72.8
Other Staff Expenses	153.70	250.00	96.30	38.5
Advertising	-	50,000.00	50,000.00	100.0
Program Management	25,069.52	46,400.00	21,330.48	46.0
Program Operations	2,005,264.33	5,443,200.00	3,437,935.67	63.2
Litigation Settlement	-	2,500.00	2,500.00	100.0
Furniture & Equipment	85,253.07	166,000.00	80,746.93	48.6
Improvements	-	1,000.00	1,000.00	100.0
Bad Debt Expense	22,985.67	62,500.00	39,514.33	63.2
<b>Total operating expenses</b>	<b>5,471,788.81</b>	<b>10,323,700.00</b>	<b>4,851,911.19</b>	<b>47.0</b>
<b>Operating income (loss)</b>	<b>46,955,991.95</b>	<b>30,023,300.00</b>	<b>16,932,691.95</b>	<b>56.4</b>
<b>Nonoperating revenues (expenses):</b>				
Interest Revenue	4,273,635.30	1,699,800.00	2,573,835.30	(151.4)
Other Miscellaneous Revenue	1,895,558.16	-	1,895,558.16	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(6,333,716.79)	(11,100,500.00)	4,766,783.21	(42.9)
<b>Total nonoperating revenues (expenses)</b>	<b>(164,523.33)</b>	<b>(9,400,700.00)</b>	<b>9,236,176.67</b>	<b>98.2</b>
Transfers In	-	-	-	N/A
Transfers Out	(473,400.00)	(1,337,100.00)	863,700.00	(64.6)
<b>Net income (loss)</b>	<b>\$ 46,318,068.62</b>	<b>\$ 19,285,500.00</b>	<b>\$ 27,032,568.62</b>	<b>140.2</b>

<sup>1</sup> Unaudited

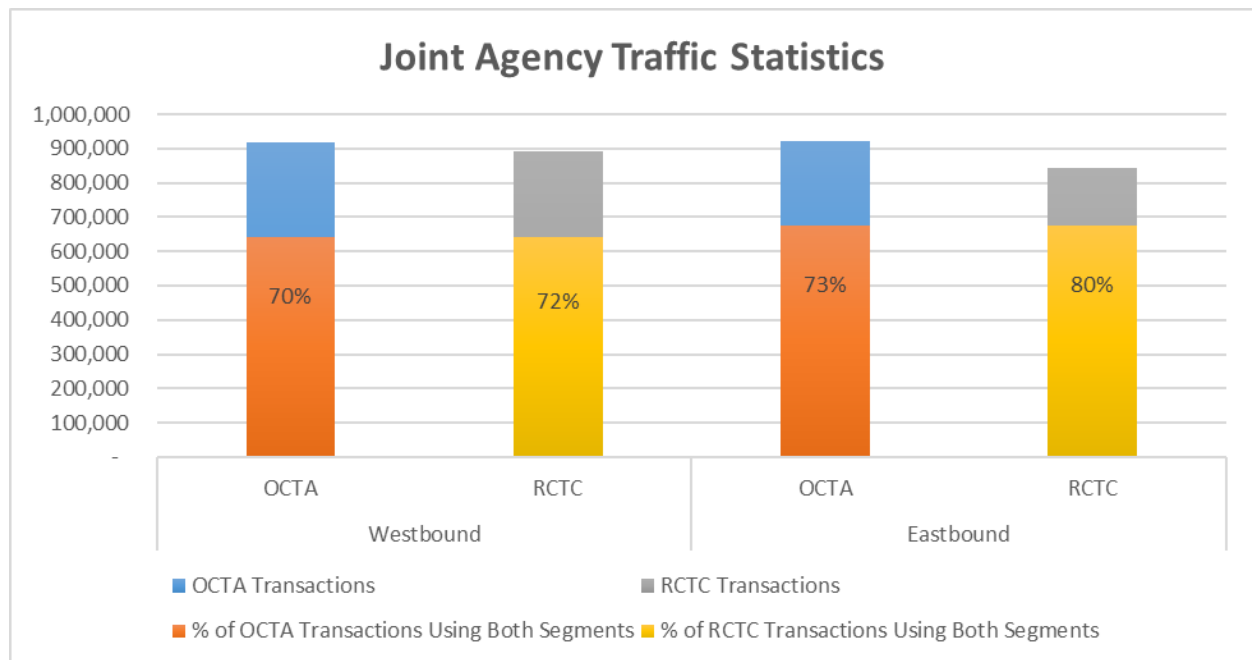
## JOINT AGENCY TRIP AND REVENUE STATISTICS

### MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING December 31, 2024

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
<b>Westbound</b>				
OCTA	917,051	641,138	70%	\$2,590,789
RCTC	890,940	641,138	72%	\$4,887,949
<b>Eastbound</b>				
OCTA	920,453	673,594	73%	\$3,146,691
RCTC	844,036	673,594	80%	\$3,511,628

## JOINT AGENCY TRAFFIC STATISTICS



## JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	DECEMBER 2024 PERFORMANCE
<b>Customer Service</b>		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	3 of 21 days met (Monthly compliance 14.3%)
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	5 of 21 days met (Monthly compliance 23.8%)
Customer Satisfaction Score	Per month, in which the customer satisfaction score does not achieve an average of 4.5 at minimum	Monthly Average 4.87
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	21 of 21 days met (Monthly compliance 100%)
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	21 of 21 days met (Monthly compliance 100%)
	Per business day, in which 98% of cases are resolved within five (5) business days	21 of 21 days met (Monthly compliance 100%)
<b>Mail Performance</b>		
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	20 of 21 days met (Monthly compliance 95.2%)
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	21 of 21 days met (Monthly compliance 100%)
<b>Accounting</b>		
Customer Refunds Processed	Per business day, in which 100% of all refunds are complete and accurately issued within five (5) business days	21 of 21 days met (Monthly compliance 100%)

Each performance measure is assigned a non-compliance point value. Failure to meet the performance measure will result in the associated non-compliance points being applied to the monthly performance scorecard. If the accumulated non-compliance points reach a specified threshold, the customer service invoice for the month will be adjusted by the corresponding penalty percentage.

Key Performance Indicator for Service Level/Speed of Answer was not met due to an increase in calls as a result of phishing scams related to toll collection and unfilled Customer Service Representative positions. While the standard was not met, ViaPlus increased their average speed of answer from the previous month. Additionally, ViaPlus recruited and trained five new team members in December to meet the service level/speed of answer standard.

## JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	December -24		November - 24		FY 2024-25	
	Tags	% of Total	Tags	% of Total	Average To-Date	
<b>Issued</b>						
To New Accounts	1,680	19%	1,668	23%	1,715	21%
Additional Tags to Existing Accounts	7,163	81%	5,496	75%	6,458	78%
Replacement Transponders	42		127	2%	100	1%
<b>Total Issued</b>	<b>8,838</b>		<b>7,291</b>		<b>8,273</b>	



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At the end of December 2024, the 91 EL had 182,06 active customer accounts and 735,203 transponders classified as assigned.

**Number of Accounts by FY**  
**As of December 31, 2024**

