



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



Status Report

January 2025

As of January 31, 2025

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# OPERATIONS OVERVIEW OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for January 2025 was 1,736,912. This represents a daily average of 56,029 vehicles. This is a 5.4 percent increase in total traffic volume from the same period last year, which totaled 1,647,897. Potential toll revenue for January was \$5,669,184, which represents an increase of 6.8 percent from the prior year's total of \$5,307,320. The carpool percentage for January was 26 percent as compared to the previous year's rate of 24.9 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 January 2025.

## Current MTD as of January 31, 2025

	JAN-25 MTD Actual	JAN-24 MTD Actual	Yr-to-Yr % Variance
<b>Trips</b>			
Full Toll Lanes	1,285,433	1,237,893	3.8%
3+ Lanes	451,479	410,004	10.1%
Total Gross Trips	1,736,912	1,647,897	5.4%
<b>Revenue</b>			
Full Toll Lanes	\$5,582,519	\$5,232,879	6.7%
3+ Lanes	\$86,665	\$74,442	16.4%
Total Gross Revenue	\$5,669,184	\$5,307,320	6.8%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.34	\$4.23	2.6%
Average 3+ Lanes	\$0.19	\$0.18	5.6%
Average Gross Revenue	\$3.26	\$3.22	1.2%

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The 2025 fiscal year-to-date (YTD) traffic volume increased by 5.3 percent, and potential toll revenue increased by 6.2 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.20.

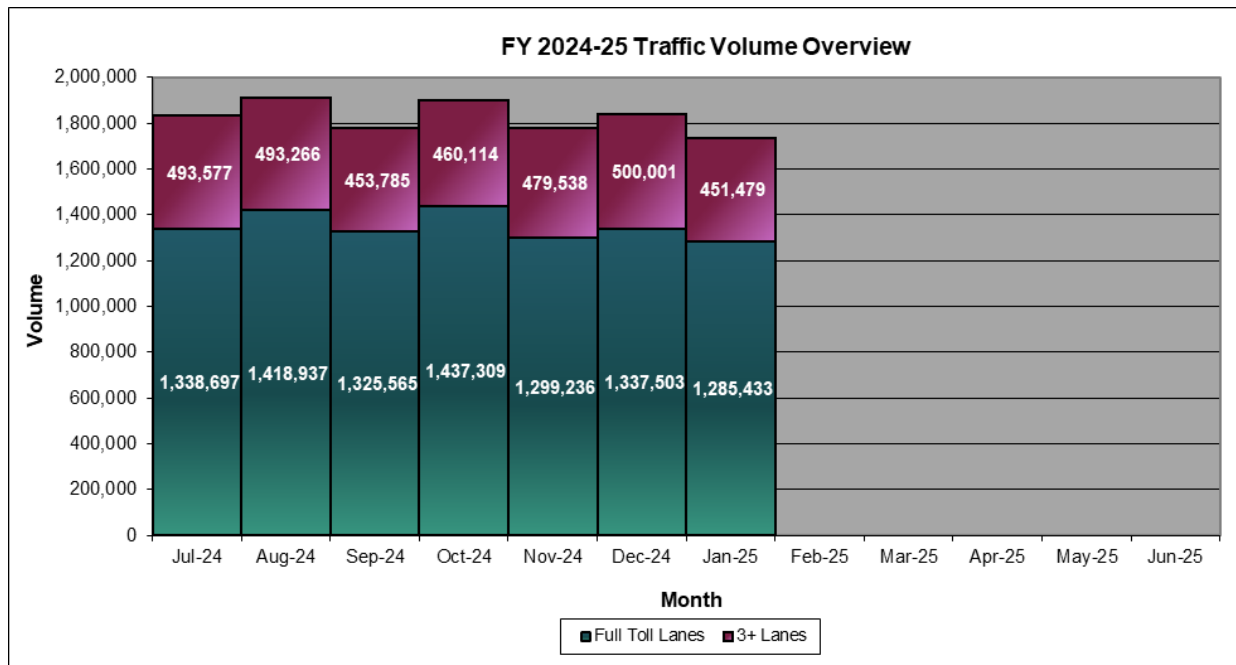
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 EL and associated potential revenue for the months of July 2024 through January 2025.

**Fiscal Year (FY) 2024-25 YTD as of January 31, 2025**

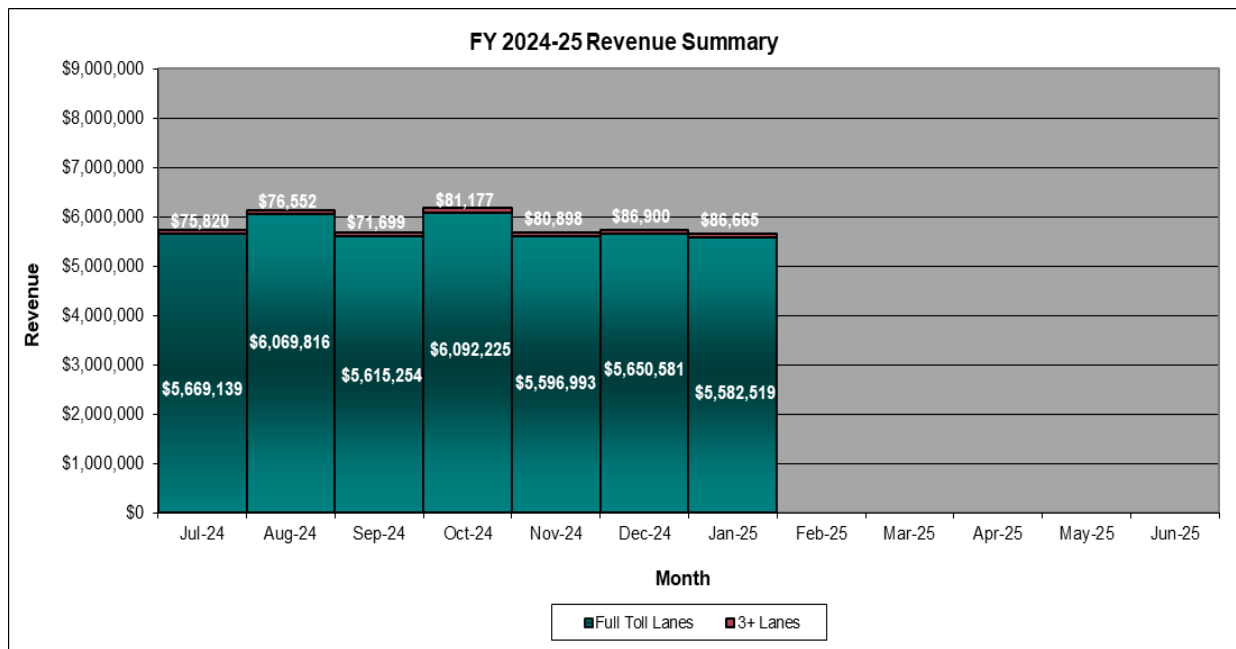
	<b>FY 2024-25 YTD Actual (7/2024-1/2025)</b>	<b>FY 2023-24 YTD Actual (7/2023-1/2024)</b>	<b>Yr-to-Yr % Variance</b>
<b>Trips</b>			
Full Toll Lanes	9,442,680	9,096,012	3.8%
3+ Lanes	3,331,760	3,039,405	9.6%
Total Gross Trips	12,774,440	12,135,417	5.3%
<b>Revenue</b>			
Full Toll Lanes	\$40,276,526	\$37,993,962	6.0%
3+ Lanes	\$559,710	\$475,834	17.6%
Total Gross Revenue	\$40,836,237	\$38,469,796	6.2%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.27	\$4.18	2.2%
Average 3+ Lanes	\$0.17	\$0.16	6.3%
Average Gross Revenue	\$3.20	\$3.17	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 25 times during the month of January 2025. 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 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 12/30/24				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	405	1,065	31%	\$8.45	585	2,765	81%	\$9.10	612	2,876	85%
1500 - 1600									\$5.75	454	1,028	30%	\$8.15	685	3,045	90%	\$8.65	588	2,830	83%
1600 - 1700									\$5.75	428	1,005	30%	\$7.60	592	2,814	83%	\$6.65	580	2,723	80%
1700 - 1800									\$5.75	559	1,120	33%	\$7.30	650	2,817	83%	\$7.35	670	2,696	79%
1800 - 1900									\$5.75	568	1,144	34%	\$4.25	685	2,299	68%	\$7.35	760	2,520	74%
1900 - 2000									\$5.25	560	1,073	32%	\$6.30	543	1,527	45%	\$6.85	636	1,917	56%

PM Time	Monday 01/06/25				Tuesday 01/07/25				Wednesday 01/08/25				Thursday 01/09/25				Friday 01/10/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	488	2,415	71%	\$5.75	493	2,899	85%	\$5.75	505	2,867	84%	\$8.45	513	2,847	84%	\$9.10	540	2,918	86%
1500 - 1600	\$6.15	557	2,859	84%	\$6.10	573	2,893	85%	\$8.15	583	2,960	87%	\$8.15	647	3,049	90%	\$8.65	630	3,032	89%
1600 - 1700	\$5.40	581	2,756	81%	\$4.90	534	2,791	82%	\$7.10	552	2,833	83%	\$7.60	521	2,642	78%	\$6.65	689	2,945	87%
1700 - 1800	\$5.25	633	2,679	79%	\$5.20	690	2,883	85%	\$5.85	670	2,920	86%	\$7.30	644	2,858	84%	\$7.35	747	2,970	87%
1800 - 1900	\$6.15	839	2,886	85%	\$4.40	762	2,856	84%	\$4.40	818	2,914	86%	\$4.25	750	2,800	82%	\$7.35	1,005	3,285	97%
1900 - 2000	\$4.25	795	2,423	71%	\$4.25	716	2,362	69%	\$4.25	576	1,753	52%	\$6.30	810	2,759	81%	\$6.85	826	2,473	73%

PM Time	Monday 01/13/25				Tuesday 01/14/25				Wednesday 01/15/25				Thursday 01/16/25				Friday 01/17/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	477	2,893	85%	\$5.75	445	2,834	83%	\$5.75	463	2,938	86%	\$8.45	440	3,044	90%	\$9.10	586	2,965	87%
1500 - 1600	\$6.15	520	2,907	86%	\$6.10	644	3,228	95%	\$8.15	525	2,962	87%	\$8.15	560	2,985	88%	\$8.65	611	2,923	86%
1600 - 1700	\$5.40	537	2,940	86%	\$4.90	524	2,993	88%	\$7.10	609	3,180	94%	\$7.60	546	3,032	89%	\$6.65	591	2,814	83%
1700 - 1800	\$5.25	621	2,968	87%	\$5.20	663	3,004	88%	\$5.85	649	3,011	89%	\$7.30	593	2,844	84%	\$7.35	719	2,926	86%
1800 - 1900	\$6.15	786	2,885	85%	\$4.40	774	2,958	87%	\$4.40	783	3,093	91%	\$4.25	782	3,058	90%	\$7.35	813	2,857	84%
1900 - 2000	\$4.25	564	1,892	56%	\$4.25	767	2,678	79%	\$4.25	685	2,695	79%	\$6.30	825	2,840	84%	\$6.85	980	2,925	86%

PM Time	Monday 01/20/25				Tuesday 01/21/25				Wednesday 01/22/25				Thursday 01/23/25				Friday 01/24/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	583	2,663	78%	\$5.75	448	2,894	85%	\$5.75	461	2,878	85%	\$8.45	504	2,977	88%	\$9.10	550	3,026	89%
1500 - 1600	\$6.15	653	2,814	83%	\$6.10	529	2,937	86%	\$8.15	532	2,969	87%	\$8.15	542	2,953	87%	\$8.65	630	3,132	92%
1600 - 1700	\$5.40	633	2,773	82%	\$4.90	527	2,895	85%	\$7.10	549	2,964	87%	\$7.60	547	2,968	87%	\$6.65	509	2,318	68%
1700 - 1800	\$5.25	746	2,769	81%	\$5.20	552	2,786	82%	\$5.85	584	2,995	88%	\$7.30	564	2,833	83%	\$7.35	646	2,521	74%
1800 - 1900	\$6.15	789	2,236	66%	\$4.40	750	3,094	91%	\$4.40	722	2,840	84%	\$4.25	705	2,818	83%	\$7.35	786	2,802	82%
1900 - 2000	\$4.25	604	1,525	45%	\$4.25	661	2,522	74%	\$4.25	761	2,855	84%	\$6.30	779	2,776	82%	\$6.85	870	2,695	79%

PM Time	Monday 01/27/25				Tuesday 01/28/25				Wednesday 01/29/25				Thursday 01/30/25				Friday 01/31/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	453	2,920	86%	\$5.75	458	3,028	89%	\$5.75	450	2,979	88%	\$8.45	471	3,141	92%	\$9.10	533	2,909	86%
1500 - 1600	\$6.15	534	3,056	90%	\$6.10	579	3,128	92%	\$8.15	583	2,989	88%	\$8.15	554	3,006	88%	\$8.65	607	2,963	87%
1600 - 1700	\$5.40	442	2,784	82%	\$4.90	503	2,886	85%	\$7.10	549	2,953	87%	\$7.60	498	2,832	83%	\$6.65	599	2,863	84%
1700 - 1800	\$5.25	618	3,019	89%	\$5.20	559	2,869	84%	\$5.85	694	3,086	91%	\$7.30	607	2,863	84%	\$7.35	662	2,880	85%
1800 - 1900	\$6.15	748	2,762	81%	\$4.40	706	2,969	87%	\$4.40	710	2,837	83%	\$4.25	678	2,864	84%	\$7.35	806	2,902	85%
1900 - 2000	\$4.25	492	1,811	53%	\$4.25	752	2,730	80%	\$4.25	803	2,738	81%	\$6.30	818	2,917	86%	\$6.85	822	2,633	77%

## OCTA WESTBOUND PEAK-HOUR VOLUMES

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									\$1.90	60	122	4%	\$3.45	427	1,103	32%	\$3.45	403	1,026	30%
0500 - 0600									\$1.90	55	165	5%	\$5.55	814	2,502	74%	\$5.30	624	2,002	59%
0600 - 0700									\$1.90	64	173	5%	\$5.75	502	2,003	59%	\$5.55	444	1,770	52%
0700 - 0800									\$1.90	74	208	6%	\$6.35	353	1,594	47%	\$6.15	379	1,595	47%
0800 - 0900									\$1.90	101	273	8%	\$5.75	298	1,581	47%	\$5.55	327	1,789	53%
0900 - 1000									\$3.45	218	542	16%	\$4.65	370	1,711	50%	\$4.65	430	1,816	53%

AM Time	Monday 01/06/25				Tuesday 01/07/25				Wednesday 01/08/25				Thursday 01/09/25				Friday 01/10/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	571	1,561	46%	\$3.45	578	1,459	43%	\$3.45	590	1,530	45%	\$3.45	554	1,454	43%	\$3.45	481	1,237	36%
0500 - 0600	\$5.55	886	3,049	90%	\$5.55	940	2,916	86%	\$5.55	941	2,894	85%	\$5.55	934	2,927	86%	\$5.30	854	2,628	77%
0600 - 0700	\$5.75	755	3,010	89%	\$5.75	668	2,640	78%	\$5.75	806	2,903	85%	\$5.75	719	2,720	80%	\$5.55	693	2,573	76%
0700 - 0800	\$6.35	595	2,570	76%	\$6.35	773	3,102	91%	\$6.35	564	2,383	70%	\$6.35	551	2,359	69%	\$6.15	532	2,180	64%
0800 - 0900	\$5.75	328	1,971	58%	\$5.75	479	2,850	84%	\$5.75	330	1,929	57%	\$5.75	385	2,151	63%	\$5.55	367	2,163	64%
0900 - 1000	\$4.65	460	2,198	65%	\$4.65	380	2,297	68%	\$4.65	320	1,960	58%	\$4.65	399	2,051	60%	\$4.65	389	1,996	59%

AM Time	Monday 01/13/25				Tuesday 01/14/25				Wednesday 01/15/25				Thursday 01/16/25				Friday 01/17/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	512	1,394	41%	\$3.45	557	1,508	44%	\$3.45	560	1,542	45%	\$3.45	577	1,576	46%	\$3.45	503	1,284	38%
0500 - 0600	\$5.55	352	1,075	32%	\$5.55	998	3,066	90%	\$5.55	963	3,004	88%	\$5.55	940	3,083	91%	\$5.30	856	2,815	83%
0600 - 0700	\$5.75	839	3,060	90%	\$5.75	788	2,945	87%	\$5.75	790	2,943	87%	\$5.75	789	2,950	87%	\$5.55	697	2,602	77%
0700 - 0800	\$6.35	799	3,122	92%	\$6.35	636	2,732	80%	\$6.35	665	2,902	85%	\$6.35	666	2,787	82%	\$6.15	565	2,297	68%
0800 - 0900	\$5.75	509	2,978	88%	\$5.75	358	2,675	79%	\$5.75	394	2,629	77%	\$5.75	363	2,362	69%	\$5.55	367	2,113	62%
0900 - 1000	\$4.65	379	2,511	74%	\$4.65	362	2,415	71%	\$4.65	369	2,493	73%	\$4.65	331	2,190	64%	\$4.65	332	1,931	57%

AM Time	Monday 01/20/25				Tuesday 01/21/25				Wednesday 01/22/25				Thursday 01/23/25				Friday 01/24/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	411	1,107	33%	\$3.45	573	1,597	47%	\$3.45	565	1,587	47%	\$3.45	565	1,531	45%	\$3.45	471	1,288	38%
0500 - 0600	\$5.55	617	2,225	65%	\$5.55	945	3,097	91%	\$5.55	985	3,127	92%	\$5.55	963	3,007	88%	\$5.30	874	2,744	81%
0600 - 0700	\$5.75	383	1,623	48%	\$5.75	773	2,971	87%	\$5.75	809	3,033	89%	\$5.75	866	3,122	92%	\$5.55	733	2,695	79%
0700 - 0800	\$6.35	313	1,401	41%	\$6.35	636	2,569	76%	\$6.35	663	2,914	86%	\$6.35	634	2,877	85%	\$6.15	590	2,480	73%
0800 - 0900	\$5.75	335	1,616	48%	\$5.75	431	2,949	87%	\$5.75	366	2,698	79%	\$5.75	348	2,646	78%	\$5.55	374	2,216	65%
0900 - 1000	\$4.65	507	1,860	55%	\$4.65	413	2,887	85%	\$4.65	358	2,517	74%	\$4.65	401	2,761	81%	\$4.65	350	2,239	66%

AM Time	Monday 01/27/25				Tuesday 01/28/25				Wednesday 01/29/25				Thursday 01/30/25				Friday 01/31/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	537	1,514	45%	\$3.45	570	1,558	46%	\$3.45	553	1,461	43%	\$3.45	585	1,477	43%	\$3.45	472	1,243	37%
0500 - 0600	\$5.55	843	2,921	86%	\$5.55	981	3,025	89%	\$5.55	951	2,991	88%	\$5.55	947	3,038	89%	\$5.30	849	2,746	81%
0600 - 0700	\$5.75	774	2,949	87%	\$5.75	790	3,110	91%	\$5.75	755	2,978	88%	\$5.75	836	3,023	89%	\$5.55	716	2,714	80%
0700 - 0800	\$6.35	630	2,571	76%	\$6.35	660	2,963	87%	\$6.35	495	1,974	58%	\$6.35	685	2,952	87%	\$6.15	607	2,567	76%
0800 - 0900	\$5.75	372	2,533	75%	\$5.75	384	2,649	78%	\$5.75	533	3,098	91%	\$5.75	370	2,569	76%	\$5.55	330	2,226	65%
0900 - 1000	\$4.65	332	2,211	65%	\$4.65	325	2,444	72%	\$4.65	369	2,699	79%	\$4.65	350	2,426	71%	\$4.65	365	2,427	71%

**Back Office System (BOS) and Customer Service Center (CSC) Update**

Joint updates from OCTA and Riverside County Transportation Commission (RCTC) are on page 16.

**On-Road Operations**

OCTA Freeway Service Patrol responded to 109 calls during the month of January. Of those calls, three were to remove debris, 30 were to assist disabled vehicles, 37 were to tow vehicles, and 39 were to aid motorists in the 91 EL.



# FINANCIAL HIGHLIGHTS OCTA

## 91 Express Lanes Operating Statement

Description	YTD as of : <b>1/31/2025</b>		YTD Variance	
	Actual <sup>(1)</sup>	Budget <sup>(1)</sup>	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 35,561,197	\$ 31,211,740	\$ 4,349,457	13.9
Fee Revenue	\$ 6,173,996	\$ 2,743,131	\$ 3,430,865	125.1
<b>Total operating revenues</b>	<b>\$ 41,735,193</b>	<b>\$ 33,954,871</b>	<b>\$ 7,780,322</b>	<b>22.9</b>
<b>Operating expenses:</b>				
Contracted Services	\$ 3,881,079	\$ 4,562,733	\$ 681,654	14.9
Administrative Fee	\$ 2,149,693	\$ 2,428,286	\$ 278,593	11.5
Other Professional Services	\$ 727,400	\$ 1,175,467	\$ 448,067	38.1
Credit Card Processing Fees	\$ 791,767	\$ 787,500	\$ (4,267)	(0.5)
Toll Road Account Servicing	\$ 125,205	\$ 140,000	\$ 14,795	10.6
Other Insurance Expense	\$ 147,601	\$ 508,170	\$ 360,569	71.0
Toll Road Maintenance Supply Repairs	\$ 211,960	\$ 690,838	\$ 478,878	69.3
Patrol Services	\$ 657,714	\$ 656,250	\$ (1,464)	(0.2)
Building Equipment Repairs and Maint	\$ 357,056	\$ 580,607	\$ 223,551	38.5
8C Transponders	\$ -	\$ 150,000	\$ 150,000	100.0
Other Services	\$ -	\$ 29,169	\$ 29,169	100.0
Utilities	\$ 57,769	\$ 82,684	\$ 24,915	30.1
Office Expense	\$ 12,838	\$ 85,000	\$ 72,162	84.9
Bad Debt Expense	\$ 37,548	\$ -	\$ (37,548)	N/A
Miscellaneous <sup>(2)</sup>	\$ 10,862	\$ 95,318	\$ 84,456	88.6
Leases	\$ 335,744	\$ 320,831	\$ (14,913)	(4.6)
<b>Total operating expenses</b>	<b>\$ 9,504,236</b>	<b>\$ 12,292,853</b>	<b>\$ 2,788,617</b>	<b>22.7</b>
Depreciation and Amortization <sup>(3)</sup>	\$ 2,672,961	\$ -	\$ (2,672,961)	N/A
<b>Operating income (loss)</b>	<b>\$ 29,557,997</b>	<b>\$ 21,662,018</b>	<b>\$ 7,895,979</b>	<b>36.5</b>
<b>Nonoperating revenues (expenses):</b>				
Reimbursement from Other Agencies	\$ 650,553	\$ 209,583	\$ 440,970	210.4
Interest Income	\$ 7,562,874	\$ 4,456,410	\$ 3,106,464	69.7
Interest Expense	\$ (902,200)	\$ (1,115,875)	\$ 213,675	19.1
Other	\$ (3,005)	\$ -	\$ (3,005)	N/A
<b>Total nonoperating revenues (expenses)</b>	<b>\$ 7,308,222</b>	<b>\$ 3,550,118</b>	<b>\$ 3,758,104</b>	<b>(105.9)</b>
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out <sup>(4)</sup>	\$ (3,145,556)	\$ (1,047,500)	\$ (2,098,056)	(200.3)
<b>Net income (loss)</b>	<b>\$ 33,720,663</b>	<b>\$ 24,164,636</b>	<b>\$ 9,556,027</b>	<b>39.5</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 January 2025 was 1,621,430. This represents a daily average of 52,304 vehicles. This is a 7.1 percent increase in gross trips from the same period last year, which totaled 1,513,889. Potential toll revenue for January was \$7,448,402, which represents a decrease of 1.3 percent from the prior year's total of \$7,542,930. The carpool percentage for January was 24.6 percent as compared to the previous year's rate of 23.7 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 January 2025.

### Current MTD as of January 31, 2025

Trips	JAN-25 MTD Actual	Stantec MTD Projected	# Variance	% Variance	JAN-24 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,223,307	856,571	366,736	42.8%	1,154,716	5.9%
3+ Lanes	398,123	328,000	70,123	21.4%	359,173	10.8%
Total Gross Trips	1,621,430	1,184,571	436,859	36.9%	1,513,889	7.1%
<b>Revenue</b>						
Full Toll Lanes	\$7,359,786	\$4,372,857	\$2,986,929	68.3%	\$7,469,982	(1.5%)
3+ Lanes	\$88,616	\$0	\$88,616		\$72,948	21.5%
Total Gross Revenue	\$7,448,402	\$4,372,857	\$3,075,544	70.3%	\$7,542,930	(1.3%)
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.02	\$5.11	\$0.91	17.7%	\$6.47	(7.0%)
Average 3+ Lanes	\$0.22	\$0.00	\$0.22		\$0.20	10.0%
Average Gross Revenue	\$4.59	\$3.69	\$0.90	24.4%	\$4.98	(7.8%)

The 2025 fiscal YTD traffic volume increased by 14.9 percent, and potential toll revenue increased by 24.9 percent when compared with the same period the prior year. YTD average revenue per trip is \$5.08.

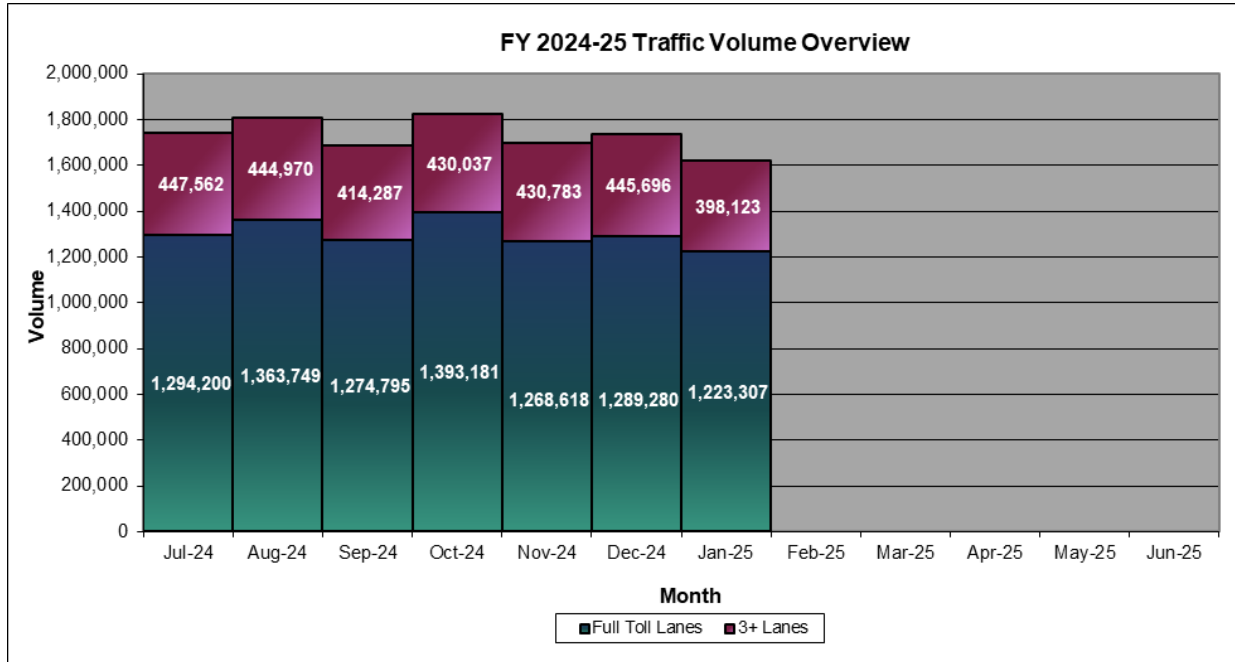
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 EL and associated potential revenue for the months of July 2024 through January 2025.

**FY 2024-25 YTD as of January 31, 2025**

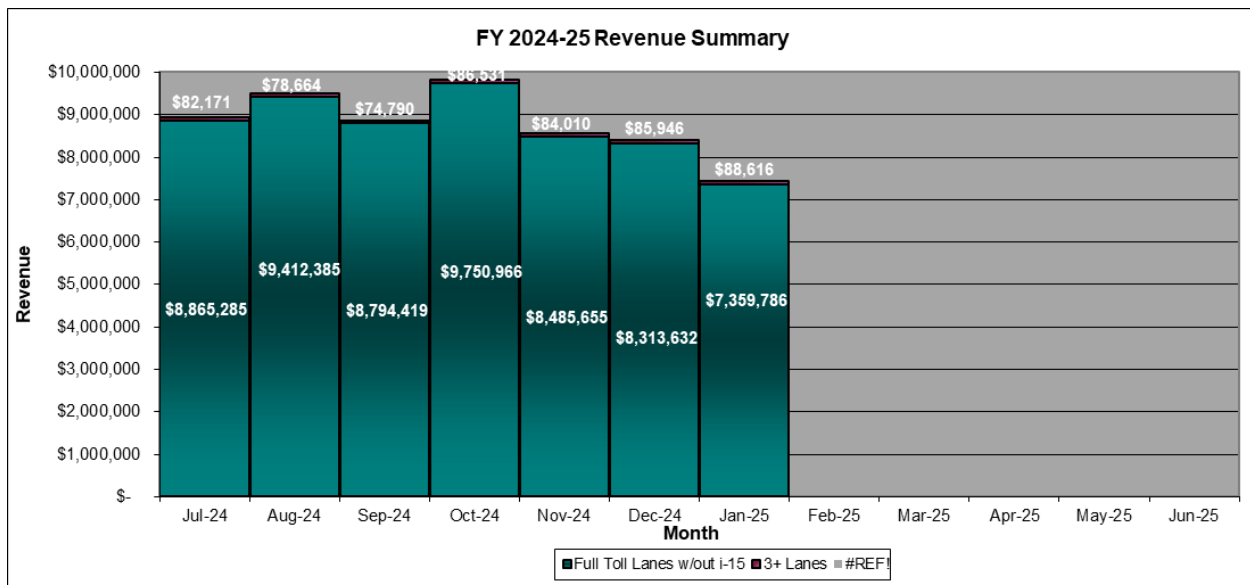
<b>Trips</b>	<b>FY 2024-25 YTD Actual (7/2024-1/2025)</b>	<b>Stantec YTD Projected</b>	<b># Variance</b>	<b>% Variance</b>	<b>FY 2023-24 YTD Actual (7/2023-1/2024)</b>	<b>Yr-to-Yr % Variance</b>
Full Toll Lanes	9,107,130	6,449,000	2,658,130	41.2%	7,984,553	14.1%
3+ Lanes	3,011,458	2,472,571	538,887	21.8%	2,566,560	17.3%
Total Gross Trips	12,118,588	8,921,571	3,197,017	35.8%	10,551,113	14.9%
<b>Revenue</b>						
Full Toll Lanes	\$60,982,129	\$31,009,571	\$29,972,557	96.7%	\$48,854,198	24.8%
3+ Lanes	\$580,727	\$0	\$580,727		\$452,263	28.4%
Total Gross Revenue	\$61,562,856	\$31,009,571	\$30,553,284	98.5%	\$49,306,461	24.9%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.70	\$4.81	\$1.89	39.3%	\$6.12	9.5%
Average 3+ Lanes	\$0.19	\$0.00	\$0.19		\$0.18	5.6%
Average Gross Revenue	\$5.08	\$3.48	\$1.60	46.0%	\$4.67	8.8%

## 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 153 calls during the month of January. Of those calls, 108 were to assist disabled vehicles, 22 calls to remove debris, and 23 were in response to accidents that affected the 91 EL.

# FINANCIAL HIGHLIGHTS RCTC

## RCTC 91 Express Lanes Operating Statement

Description	YTD as of : <b>1/31/2025</b>		YTD Variance	
	Actual <sup>1</sup>	Budget	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 53,604,282.78	\$ 42,732,666.67	\$ 10,871,616.11	25.4
Fee Revenue	6,259,153.41	4,338,833.33	1,920,320.08	44.3
<b>Total operating revenues</b>	<b>59,863,436.19</b>	<b>47,071,500.00</b>	<b>12,791,936.19</b>	<b>27.2</b>
<b>Operating expenses:</b>				
Salaries and Benefits	633,352.50	742,933.33	109,580.83	14.7
Legal Services	11,470.70	52,500.00	41,029.30	78.2
Advisory Services	33,604.29	47,833.33	14,229.04	29.7
Audit and Accounting Fees	32,403.00	22,750.00	(9,653.00)	(42.4)
Service Fees	8,864.10	12,250.00	3,385.90	27.6
Other Professional Services	341,067.93	574,525.00	233,457.07	40.6
Lease Expense	171,515.23	206,383.33	34,868.10	16.9
Operations	2,493,921.57	3,216,500.00	722,578.43	22.5
Utilities	50,499.71	66,266.67	15,766.96	23.8
Supplies and Materials	737.29	2,916.67	2,179.38	74.7
Membership and Subscription Fees	12,539.50	23,916.67	11,377.17	47.6
Office Equipment & Furniture (Non-Capital)	531.69	43,750.00	43,218.31	98.8
Maintenance/Repairs	188,990.92	282,800.00	93,809.08	33.2
Training Seminars and Conferences	1,275.00	4,666.67	3,391.67	72.7
Transportation Expenses	3,829.40	5,250.00	1,420.60	27.1
Lodging	2,447.37	3,208.33	760.96	23.7
Meals	586.49	2,041.67	1,455.18	71.3
Other Staff Expenses	304.50	291.67	(12.83)	(4.4)
Advertising	-	58,333.33	58,333.33	100.0
Program Management	29,847.06	54,133.33	24,286.27	44.9
Program Operations	2,462,717.39	6,350,400.00	3,887,682.61	61.2
Litigation Settlement	-	2,916.67	2,916.67	100.0
Furniture & Equipment	141,227.79	193,666.67	52,438.88	27.1
Improvements	-	1,166.67	1,166.67	100.0
Bad Debt Expense	29,631.51	72,916.67	43,285.16	59.4
<b>Total operating expenses</b>	<b>6,651,364.94</b>	<b>12,044,316.67</b>	<b>5,392,951.73</b>	<b>44.8</b>
<b>Operating income (loss)</b>	<b>53,212,071.25</b>	<b>35,027,183.33</b>	<b>18,184,887.92</b>	<b>51.9</b>
<b>Nonoperating revenues (expenses):</b>				
Interest Revenue	2,044,473.48	1,983,100.00	61,373.48	(3.1)
Other Miscellaneous Revenue	1,895,609.19	-	1,895,609.19	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(12,667,433.57)	(12,950,583.33)	283,149.76	(2.2)
<b>Total nonoperating revenues (expenses)</b>	<b>(8,727,350.90)</b>	<b>(10,967,483.33)</b>	<b>2,240,132.43</b>	<b>20.4</b>
Transfers In	3,500,000.00	-	3,500,000.00	N/A
Transfers Out	(473,400.00)	(1,559,950.00)	1,086,550.00	(69.7)
<b>Net income (loss)</b>	<b>\$ 47,511,320.35</b>	<b>\$ 22,499,750.00</b>	<b>\$ 25,011,570.35</b>	<b>111.2</b>

<sup>1</sup> Unaudited

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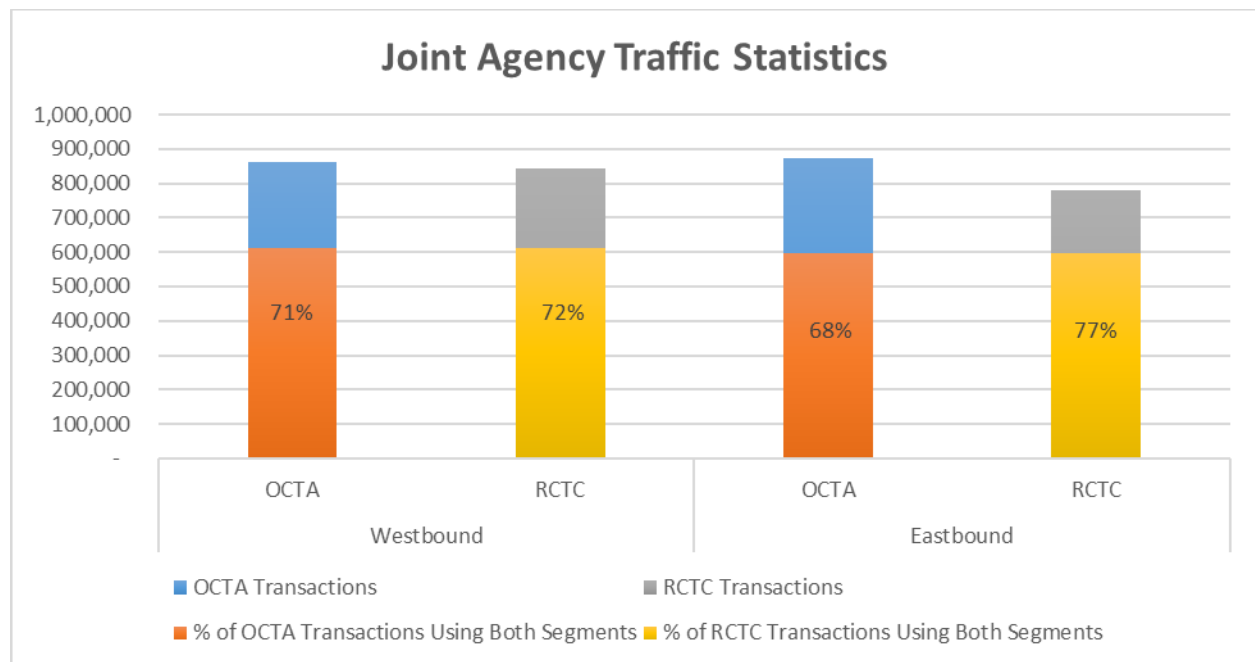
## JOINT AGENCY TRIP AND REVENUE STATISTICS

### MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING      **January 31, 2024**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
<b>Westbound</b>				
OCTA	863,414	609,917	71%	\$2,517,054
RCTC	842,269	609,917	72%	\$4,258,982
<b>Eastbound</b>				
OCTA	873,498	596,136	68%	\$3,152,129
RCTC	779,161	596,136	77%	\$3,189,420

## JOINT AGENCY TRAFFIC STATISTICS



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## **JOINT AGENCY BACK OFFICE SYSTEM (BOS) AND CUSTOMER SERVICE CENTER (CSC) UPDATE**

Staff from both OCTA and the 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. For January, the BOS experienced connectivity issues between the Anaheim data center and the Corona CSC. The connectivity issues led to a period of a few hours during which staff were unable to assist customers. According to the contract requirements, the BOS must operate without any issues for 60 consecutive days to pass Operational Acceptance Testing (OAT). This issue led to a halt in OAT, requiring it to be restarted.

In the CSC, CUSA failed to meet the Key Performance Indicators (KPIs) for average speed of answer (KPI 5) and abandon rate (KPI 6). CUSA met KPI 5 – seven times and KPI 6 - 11 times out of the 22 business days. Additionally, CUSA encountered errors in customer case resolution accuracy. To address this, staff will review KPI penalties and ensure all customer issues are resolved. Moving forward, staff will continue to monitor the BOS and CSC performance. Staff will provide regular operational updates and address any ongoing KPI failures.



## JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	JANUARY 2024 PERFORMANCE
<b>Customer Service</b>		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	7 of 22 days met (Monthly compliance 31.8%)
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	11 of 22 days met (Monthly compliance 50%)
Customer Satisfaction Score	Per month, in which the customer satisfaction score does not achieve an average of 4.5 at minimum	Monthly Average 4.86
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	22 of 22 days met (Monthly compliance 100%)
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	22 of 22 days met (Monthly compliance 100%)
	Per business day, in which 98% of cases are resolved within five (5) business days	22 of 22 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	22 of 22 days met (Monthly compliance 100%)
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	22 of 22 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	22 of 22 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.

The key Performance Indicator for Service Level/Speed of Answer was not met due to an increase in calls because of phishing scam texts. As a result, weekly call volumes rose by approximately 36% from early January through mid-month. To address this, Viaplus has continued expanding its team, hiring seven customer service representatives throughout the month. Additionally, Viaplus has included informational inserts in customer statements to raise awareness and will continue adjusting daily operations to mitigate the impact of the phishing scam.

## JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	January-25		December-24		FY 2024-25	
	Tags	% of Total	Tags	% of Total	Average To-Date	
<b>Issued</b>						
To New Accounts	1,533	14%	1,680	19%	1,745	20%
Additional Tags to Existing Accounts	9,042	85%	7,163	81%	6,623	78%
Replacement Transponders	34		42		152	2%
<b>Total Issued</b>	<b>10,609</b>		<b>8,885</b>		<b>8,520</b>	

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At the end of January 2025, the 91 EL had 182,716 active customer accounts and 735,534 transponders classified as assigned.

**Number of Accounts by FY**  
**As of January 31, 2025**

