



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



Status Report
February 2025

As of February 28, 2025

Table of Contents

Operations Overview OCTA	3
Traffic and Revenue Statistics for OCTA	3
OCTA Traffic and Revenue Summary	5
OCTA Peak-Hour Volumes	6
OCTA Eastbound Peak-Hour Volumes	6
OCTA Westbound Peak-Hour Volumes	7
OCTA Operational Highlights	8
Financial Highlights OCTA	9
Operations Overview RCTC	10
Traffic and Revenue Statistics for RCTC	10
RCTC Traffic and Revenue Summary	12
RCTC Operational Highlights	13
Financial Highlights RCTC	14
Joint Agency Trip and Revenue Statistics	15
Joint Agency Traffic Statistics	15
Joint Agency Back Office System (BOS) And Customer Service Center (CSC) Update	16
Joint Agency Performance Measures	17
Joint Agency Transponder Distribution	17

OPERATIONS OVERVIEW OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for February 2025 was 1,670,972. This represents a daily average of 59,678 vehicles. This is a two percent increase in total traffic volume from the same period last year, which totaled 1,637,677. Potential toll revenue for February was \$5,372,572, which represents an increase of three percent from the prior year's total of \$5,218,229. The carpool percentage for February was 25.2 percent as compared to the previous year's rate of 24.7 percent.

Month-to-date (MTD) traffic and revenue data is summarized in the table below. The following trip and revenue statistics table represents all trips taken on the Orange County Transportation Authority (OCTA) 91 EL and associated potential revenue for the month of February 2025.

Current MTD as of February 28, 2025

Trips	FEB-25 MTD Actual	FEB-24 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,249,943	1,233,304	1.3%
3+ Lanes	421,029	404,373	4.1%
Total Gross Trips	1,670,972	1,637,677	2.0%
Revenue			
Full Toll Lanes	\$5,300,063	\$5,151,915	2.9%
3+ Lanes	\$72,509	\$66,314	9.3%
Total Gross Revenue	\$5,372,572	\$5,218,229	3.0%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.24	\$4.18	1.4%
Average 3+ Lanes	\$0.17	\$0.16	6.3%
Average Gross Revenue	\$3.22	\$3.19	0.9%

The 2025 fiscal year-to-date (YTD) traffic volume increased by 4.9 percent, and potential toll revenue increased by 5.8 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.20.

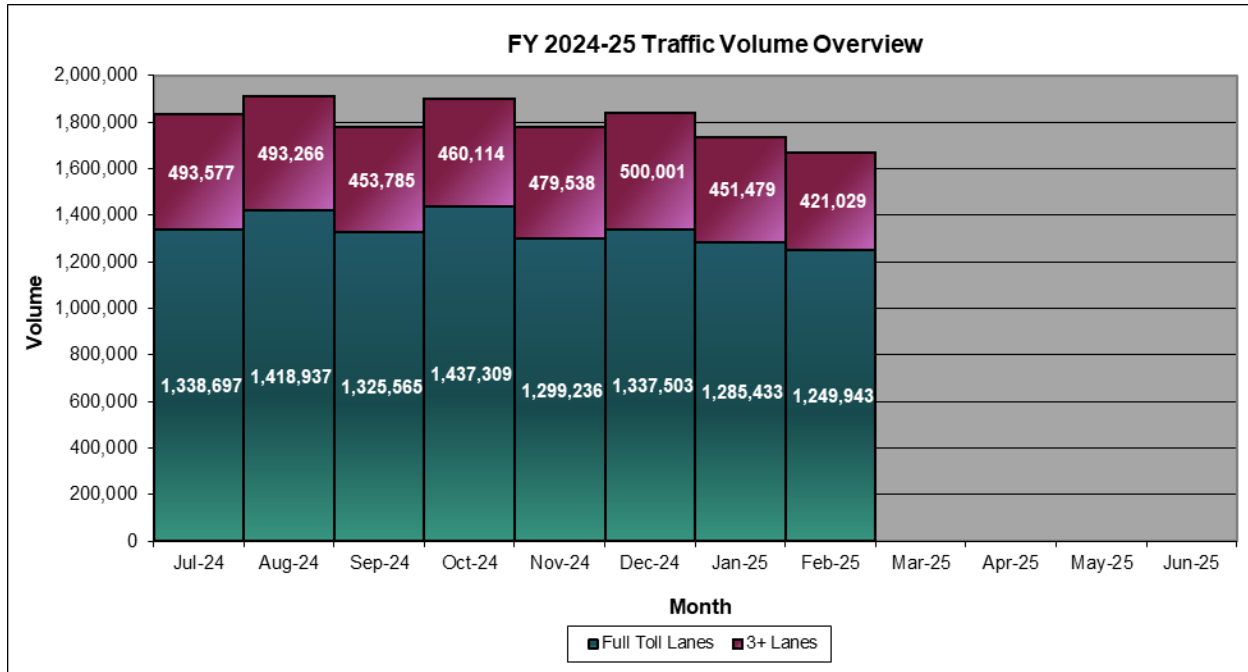
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics table represents all trips taken on the OCTA 91 EL and associated potential revenue for the months of July 2024 through February 2025.

Fiscal Year (FY) 2024-25 YTD as of February 28, 2025

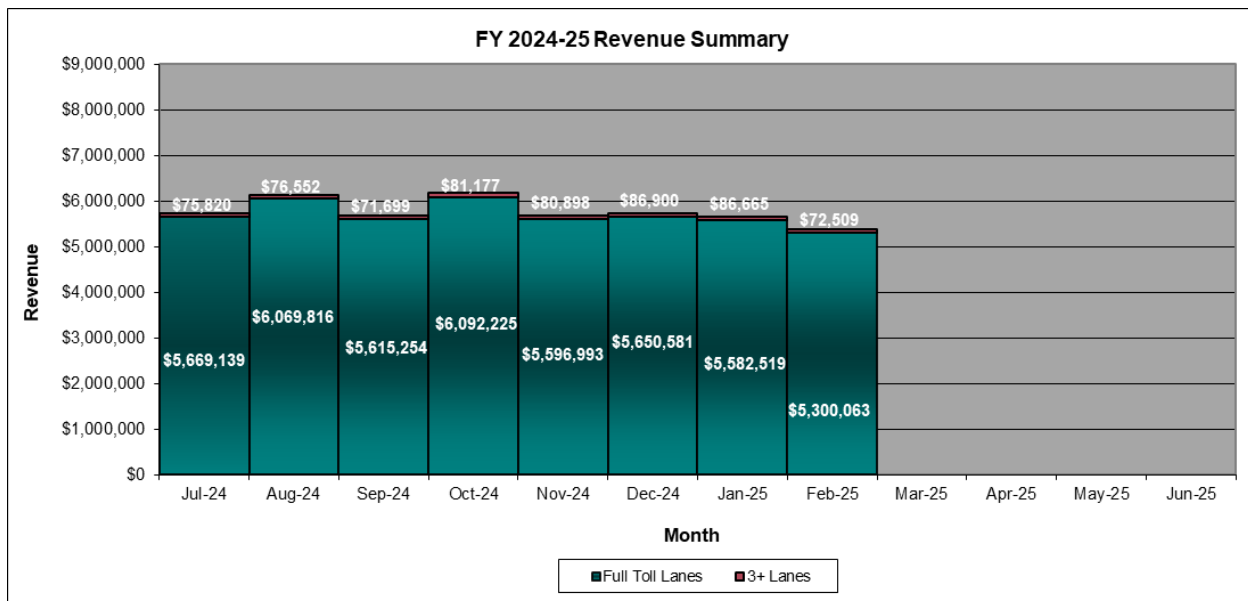
	FY 2024-25 YTD Actual (7/2024-2/2025)	FY 2023-24 YTD Actual (7/2023-2/2024)	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	10,692,623	10,329,316	3.5%
3+ Lanes	3,752,789	3,443,778	9.0%
Total Gross Trips	14,445,412	13,773,094	4.9%
Revenue			
Full Toll Lanes	\$45,576,590	\$43,145,877	5.6%
3+ Lanes	\$632,220	\$542,148	16.6%
Total Gross Revenue	\$46,208,809	\$43,688,026	5.8%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.26	\$4.18	1.9%
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 22 times during the month of February 2025. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 95 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 02/03/25				Tuesday 02/04/25				Wednesday 02/05/25				Thursday 02/06/25				Friday 02/07/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	454	2,815	83%	\$5.75	469	3,007	88%	\$5.75	457	3,016	89%	\$8.45	468	2,999	88%	\$9.10	484	2,583	76%
1500 - 1600	\$6.15	540	2,962	87%	\$6.10	482	2,981	88%	\$8.15	529	3,007	88%	\$8.15	539	3,108	91%	\$8.65	608	2,797	82%
1600 - 1700	\$5.40	541	2,997	88%	\$4.90	525	3,021	89%	\$7.10	572	2,968	87%	\$7.60	506	2,922	86%	\$6.65	633	2,875	85%
1700 - 1800	\$5.25	610	2,949	87%	\$5.20	651	3,099	91%	\$5.85	611	3,034	89%	\$7.30	629	2,938	86%	\$7.35	593	2,522	74%
1800 - 1900	\$6.15	669	2,728	80%	\$4.40	719	3,020	89%	\$4.40	744	2,910	86%	\$4.25	783	3,005	88%	\$7.35	776	2,575	76%
1900 - 2000	\$4.25	624	2,120	62%	\$4.25	663	2,564	75%	\$4.25	583	2,079	61%	\$6.30	598	2,101	62%	\$6.85	650	1,870	55%

PM Time	Monday 02/10/25				Tuesday 02/11/25				Wednesday 02/12/25				Thursday 02/13/25				Friday 02/14/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	478	2,724	80%	\$5.75	423	2,974	87%	\$5.75	415	2,700	79%	\$8.45	493	2,578	76%	\$9.10	599	2,993	88%
1500 - 1600	\$6.15	564	2,870	84%	\$6.10	547	2,993	88%	\$8.15	478	2,639	78%	\$8.15	591	2,721	80%	\$8.65	634	2,892	85%
1600 - 1700	\$5.40	566	2,872	84%	\$4.90	574	3,085	91%	\$7.10	504	2,663	78%	\$7.60	572	2,561	75%	\$6.65	653	2,817	83%
1700 - 1800	\$5.25	642	2,819	83%	\$5.20	577	2,958	87%	\$5.85	582	2,759	81%	\$7.30	624	2,564	75%	\$7.35	660	2,791	82%
1800 - 1900	\$6.15	735	2,776	82%	\$4.40	714	2,976	88%	\$4.40	757	2,953	87%	\$4.25	691	2,519	74%	\$7.35	773	2,725	80%
1900 - 2000	\$4.25	781	2,574	76%	\$4.25	793	2,953	87%	\$4.25	681	2,443	72%	\$6.30	658	2,318	68%	\$6.85	758	2,379	70%

PM Time	Monday 02/17/25				Tuesday 02/18/25				Wednesday 02/19/25				Thursday 02/20/25				Friday 02/21/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	650	2,792	82%	\$5.75	478	2,955	87%	\$5.75	528	2,968	87%	\$8.45	443	2,891	85%	\$9.10	534	2,947	87%
1500 - 1600	\$6.15	694	2,852	84%	\$6.10	512	2,857	84%	\$8.15	587	2,855	84%	\$8.15	575	3,058	90%	\$8.65	591	2,837	83%
1600 - 1700	\$5.40	639	2,742	81%	\$4.90	583	3,055	90%	\$7.10	524	2,866	84%	\$7.60	508	2,753	81%	\$6.65	568	2,639	78%
1700 - 1800	\$5.25	694	2,656	78%	\$5.20	580	2,802	82%	\$5.85	597	2,928	86%	\$7.30	528	2,782	82%	\$7.35	563	2,575	76%
1800 - 1900	\$6.15	686	1,989	59%	\$4.40	705	2,966	87%	\$4.40	710	2,764	81%	\$4.25	724	2,953	87%	\$7.35	795	2,807	83%
1900 - 2000	\$4.25	611	1,527	45%	\$4.25	848	3,002	88%	\$4.25	751	2,738	81%	\$6.30	643	2,539	75%	\$6.85	812	2,699	79%

PM Time	Monday 02/24/25				Tuesday 02/25/25				Wednesday 02/26/25				Thursday 02/27/25				Friday 02/28/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	461	2,830	83%	\$5.75	383	2,533	75%	\$5.75	468	2,869	84%	\$8.45	511	3,019	89%	\$9.10	539	2,908	86%
1500 - 1600	\$6.15	598	2,870	84%	\$6.10	568	2,955	87%	\$8.15	569	2,894	85%	\$8.15	537	2,967	87%	\$8.65	579	2,839	84%
1600 - 1700	\$5.40	515	2,991	88%	\$4.90	498	2,831	83%	\$7.10	533	2,811	83%	\$7.60	519	2,943	87%	\$6.65	565	2,927	86%
1700 - 1800	\$5.25	617	2,962	87%	\$5.20	555	2,894	85%	\$5.85	559	2,842	84%	\$7.30	592	2,887	85%	\$7.35	667	2,821	83%
1800 - 1900	\$6.15	702	2,847	84%	\$4.40	690	2,745	81%	\$4.40	679	2,852	84%	\$4.25	695	2,930	86%	\$7.35	720	2,669	79%
1900 - 2000	\$4.25	681	2,447	72%	\$4.25	779	2,776	82%	\$4.25	769	2,852	84%	\$6.30	833	2,921	86%	\$6.85	847	2,841	84%

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 02/03/25				Tuesday 02/04/25				Wednesday 02/05/25				Thursday 02/06/25				Friday 02/07/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	533	1,511	44%	\$3.45	602	1,540	45%	\$3.45	605	1,508	44%	\$3.45	555	1,394	41%	\$3.45	432	1,163	34%
0500 - 0600	\$5.55	675	2,087	61%	\$5.55	992	3,156	93%	\$5.55	936	2,990	88%	\$5.55	948	2,962	87%	\$5.30	834	2,600	76%
0600 - 0700	\$5.75	335	1,189	35%	\$5.75	808	3,103	91%	\$5.75	756	2,910	86%	\$5.75	770	2,900	85%	\$5.55	684	2,676	79%
0700 - 0800	\$6.35	799	3,153	93%	\$6.35	672	2,740	81%	\$6.35	682	2,859	84%	\$6.35	596	2,688	79%	\$6.15	570	2,454	72%
0800 - 0900	\$5.75	523	3,062	90%	\$5.75	412	2,733	80%	\$5.75	371	2,503	74%	\$5.75	337	2,578	76%	\$5.55	385	2,324	68%
0900 - 1000	\$4.65	437	3,045	90%	\$4.65	342	2,564	75%	\$4.65	317	2,457	72%	\$4.65	334	2,589	76%	\$4.65	362	2,231	66%

AM Time	Monday 02/10/25				Tuesday 02/11/25				Wednesday 02/12/25				Thursday 02/13/25				Friday 02/14/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	533	1,463	43%	\$3.45	553	1,517	45%	\$3.45	539	1,400	41%	\$3.45	580	1,550	46%	\$3.45	461	1,192	35%
0500 - 0600	\$5.55	854	2,890	85%	\$5.55	954	3,005	88%	\$5.55	965	3,089	91%	\$5.55	898	2,694	79%	\$5.30	724	2,228	66%
0600 - 0700	\$5.75	703	2,933	86%	\$5.75	815	3,034	89%	\$5.75	720	2,809	83%	\$5.75	742	2,650	78%	\$5.55	575	2,237	66%
0700 - 0800	\$6.35	539	2,540	75%	\$6.35	682	3,029	89%	\$6.35	547	2,534	75%	\$6.35	641	2,445	72%	\$6.15	524	2,328	68%
0800 - 0900	\$5.75	425	2,615	77%	\$5.75	394	2,720	80%	\$5.75	343	2,326	68%	\$5.75	315	2,186	64%	\$5.55	384	1,991	59%
0900 - 1000	\$4.65	455	2,418	71%	\$4.65	351	2,580	76%	\$4.65	327	2,269	67%	\$4.65	365	2,296	68%	\$4.65	409	2,143	63%

AM Time	Monday 02/17/25				Tuesday 02/18/25				Wednesday 02/19/25				Thursday 02/20/25				Friday 02/21/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	362	906	27%	\$3.45	619	1,571	46%	\$3.45	567	1,459	43%	\$3.45	561	1,471	43%	\$3.45	470	1,284	38%
0500 - 0600	\$5.55	551	1,821	54%	\$5.55	951	3,162	93%	\$5.55	950	3,000	88%	\$5.55	953	3,112	92%	\$5.30	891	2,882	85%
0600 - 0700	\$5.75	389	1,580	46%	\$5.75	828	3,073	90%	\$5.75	767	3,045	90%	\$5.75	774	3,111	92%	\$5.55	763	2,824	83%
0700 - 0800	\$6.35	327	1,491	44%	\$6.35	736	2,971	87%	\$6.35	730	2,992	88%	\$6.35	719	2,971	87%	\$6.15	613	2,507	74%
0800 - 0900	\$5.75	387	1,641	48%	\$5.75	417	2,821	83%	\$5.75	449	2,959	87%	\$5.75	501	2,922	86%	\$5.55	429	2,551	75%
0900 - 1000	\$4.65	580	1,977	58%	\$4.65	430	2,818	83%	\$4.65	415	2,695	79%	\$4.65	515	2,784	82%	\$4.65	386	2,405	71%

AM Time	Monday 02/24/25				Tuesday 02/25/25				Wednesday 02/26/25				Thursday 02/27/25				Friday 02/28/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	581	1,584	47%	\$3.45	613	1,603	47%	\$3.45	356	877	26%	\$3.45	578	1,600	47%	\$3.45	475	1,326	39%
0500 - 0600	\$5.55	947	3,087	91%	\$5.55	923	3,055	90%	\$5.55	424	1,224	36%	\$5.55	959	3,107	91%	\$5.30	896	2,841	84%
0600 - 0700	\$5.75	734	2,961	87%	\$5.75	773	2,937	86%	\$5.75	860	3,246	95%	\$5.75	824	3,069	90%	\$5.55	751	2,839	84%
0700 - 0800	\$6.35	706	2,974	87%	\$6.35	695	2,998	88%	\$6.35	769	3,053	90%	\$6.35	698	2,946	87%	\$6.15	615	2,546	75%
0800 - 0900	\$5.75	441	2,666	78%	\$5.75	451	2,890	85%	\$5.75	481	2,838	83%	\$5.75	448	2,708	80%	\$5.55	390	2,245	66%
0900 - 1000	\$4.65	376	2,577	76%	\$4.65	451	2,908	86%	\$4.65	479	2,930	86%	\$4.65	432	2,592	76%	\$4.65	426	2,473	73%

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 93 calls during the month of February. Of those calls, nine were to remove debris, 23 were to assist disabled vehicles, 28 were to tow vehicles, and 33 were to aid motorists in the 91 EL.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 2/28/2025		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 40,272,026	\$ 35,670,560	\$ 4,601,466	12.9
Fee Revenue	\$ 7,455,963	\$ 3,134,964	\$ 4,320,999	137.8
Total operating revenues	\$ 47,727,989	\$ 38,805,524	\$ 8,922,465	23.0
Operating expenses:				
Contracted Services	\$ 4,446,716	\$ 5,214,552	\$ 767,836	14.7
Administrative Fee	\$ 2,456,792	\$ 2,775,184	\$ 318,392	11.5
Other Professional Services	\$ 843,308	\$ 1,396,884	\$ 553,576	39.6
Credit Card Processing Fees	\$ 879,843	\$ 900,000	\$ 20,157	2.2
Toll Road Account Servicing	\$ 200,463	\$ 160,000	\$ (40,463)	(25.3)
Other Insurance Expense	\$ 168,687	\$ 566,480	\$ 397,793	70.2
Toll Road Maintenance Supply Repairs	\$ 233,017	\$ 746,672	\$ 513,655	68.8
Patrol Services	\$ 777,830	\$ 750,000	\$ (27,830)	(3.7)
Building Equipment Repairs and Maint	\$ 408,661	\$ 666,940	\$ 258,279	38.7
6C Transponders	\$ -	\$ 150,000	\$ 150,000	100.0
Other Services	\$ -	\$ 33,336	\$ 33,336	100.0
Utilities	\$ 65,910	\$ 94,496	\$ 28,586	30.3
Office Expense	\$ 45,716	\$ 85,000	\$ 39,284	46.2
Bad Debt Expense	\$ 43,123	\$ -	\$ (43,123)	N/A
Miscellaneous ⁽²⁾	\$ 38,205	\$ 102,285	\$ 64,080	62.6
Leases	\$ 378,633	\$ 366,664	\$ (11,969)	(3.3)
Total operating expenses	\$ 10,986,903	\$ 14,008,493	\$ 3,021,590	21.6
Depreciation and Amortization ⁽³⁾	\$ 3,052,130	\$ -	\$ (3,052,130)	N/A
Operating income (loss)	\$ 33,688,957	\$ 24,797,031	\$ 8,891,926	35.9
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ 669,844	\$ 209,583	\$ 460,261	219.6
Interest Income	\$ 8,681,468	\$ 5,093,040	\$ 3,588,428	70.5
Interest Expense	\$ (1,026,660)	\$ (2,231,750)	\$ 1,205,090	54.0
Other	\$ (3,005)	\$ -	\$ (3,005)	N/A
Total nonoperating revenues (expenses)	\$ 8,321,648	\$ 3,070,873	\$ 5,250,775	(171.0)
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ (3,332,692)	\$ (1,693,333)	\$ (1,639,359)	(96.8)
Net income (loss)	\$ 38,677,913	\$ 26,174,571	\$ 12,503,342	47.8

¹Actual 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.

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

³Depreciation and amortization are not budgeted items.

⁴Transfers 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 February 2025 was 1,581,911. This represents a daily average of 56,497 vehicles. This is a 4.8 percent increase in gross trips from the same period last year, which totaled 1,509,823. Potential toll revenue for February was \$7,546,233, which represents an increase of 1.1 percent from the prior year's total of \$7,460,726. The carpool percentage for February was 23.9 percent as compared to the previous year's rate of 23.5 percent.

MTD traffic and revenue data is summarized in the table below. The following trip and revenue statistics table represents all trips taken on the RCTC 91 EL, which includes the Express Lanes Connectors and associated potential revenue for the month of February 2025.

Current MTD as of February 28, 2025

Trips	FEB-25 MTD Actual	Stantec MTD Projected	# Variance	% Variance	FEB-24 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,204,441	863,429	341,012	39.5%	1,155,176	4.3%
3+ Lanes	377,470	335,429	42,041	12.5%	354,647	6.4%
Total Gross Trips	1,581,911	1,198,857	383,054	32.0%	1,509,823	4.8%
Revenue						
Full Toll Lanes	\$7,459,750	\$4,410,143	\$3,049,607	69.1%	\$7,395,356	0.9%
3+ Lanes	\$86,483	\$0	\$86,483		\$65,370	32.3%
Total Gross Revenue	\$7,546,233	\$4,410,143	\$3,136,090	71.1%	\$7,460,726	1.1%
Average Revenue per Trip						
Average Full Toll Lanes	\$6.19	\$5.11	\$1.08	21.2%	\$6.40	(3.2%)
Average 3+ Lanes	\$0.23	\$0.00	\$0.23		\$0.18	27.8%
Average Gross Revenue	\$4.77	\$3.68	\$1.09	29.6%	\$4.94	(3.4%)

The 2025 fiscal YTD traffic volume increased by 13.6 percent, and potential toll revenue increased by 21.7 percent when compared with the same period the prior year. YTD average revenue per trip is \$5.04.

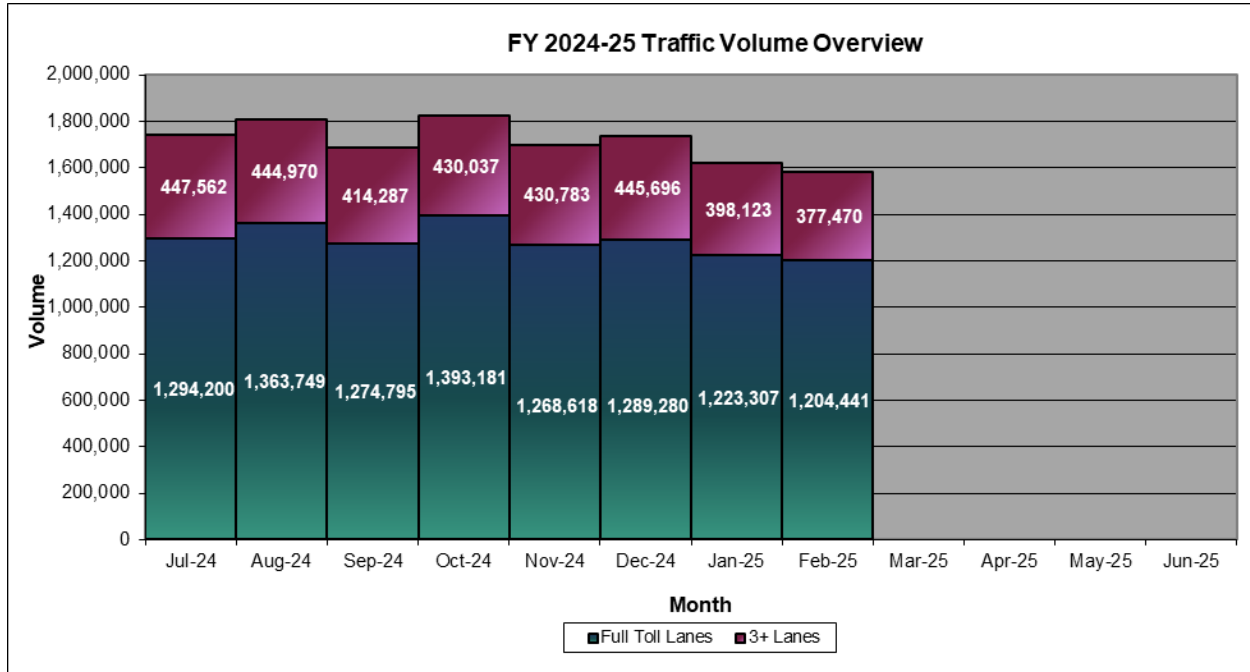
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics table represents all trips taken on the RCTC 91 EL and associated potential revenue for the months of July 2024 through February 2025.

FY 2024-25 YTD as of February 28, 2025

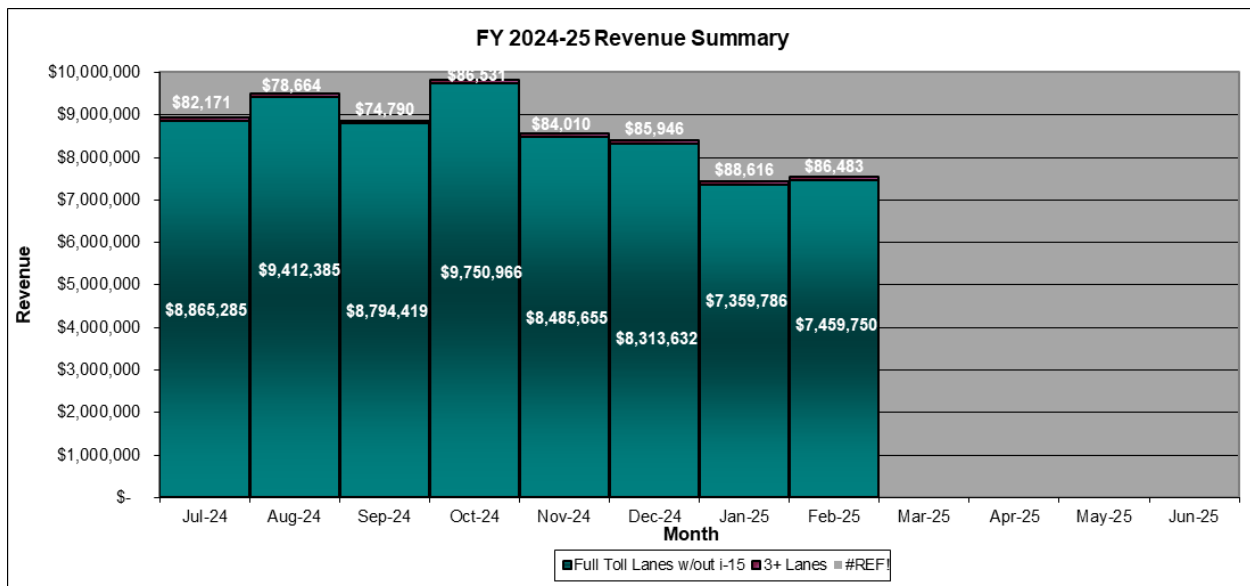
Trips	FY 2024-25 YTD Actual (7/2024-2/2025)	Stantec YTD Projected	# Variance	% Variance	FY 2023-24 YTD Actual (7/2023-2/2024)	Yr-to-Yr % Variance
Full Toll Lanes	10,311,571	7,312,429	2,999,142	41.0%	9,139,729	12.8%
3+ Lanes	3,388,928	2,808,000	580,928	20.7%	2,921,207	16.0%
Total Gross Trips	13,700,499	10,120,429	3,580,070	35.4%	12,060,936	13.6%
Revenue						
Full Toll Lanes	\$68,441,879	\$35,419,714	\$33,022,164	93.2%	\$56,249,553	21.7%
3+ Lanes	\$667,210	\$0	\$667,210		\$517,633	28.9%
Total Gross Revenue	\$69,109,088	\$35,419,714	\$33,689,374	95.1%	\$56,767,187	21.7%
Average Revenue per Trip						
Average Full Toll Lanes	\$6.64	\$4.84	\$1.80	37.2%	\$6.15	8.0%
Average 3+ Lanes	\$0.20	\$0.00	\$0.20		\$0.18	11.1%
Average Gross Revenue	\$5.04	\$3.50	\$1.54	44.0%	\$4.71	7.0%

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.



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 163 calls during the month of February. Of those calls, 119 were to assist disabled vehicles, 20 calls to remove debris, and 24 were in response to accidents that affected the 91 EL.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of : 2/28/2025		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 60,373,391.11	\$ 48,837,333.33	\$ 11,536,057.78	23.6
Fee Revenue	7,314,103.97	4,958,666.67	2,355,437.30	47.5
Total operating revenues	67,687,495.08	53,796,000.00	13,891,495.08	25.8
Operating expenses:				
Salaries and Benefits	703,745.30	849,066.67	145,321.37	17.1
Legal Services	18,084.15	60,000.00	41,915.85	69.9
Advisory Services	50,831.68	54,666.67	3,834.99	7.0
Audit and Accounting Fees	32,403.00	26,000.00	(6,403.00)	(24.6)
Service Fees	8,864.10	14,000.00	5,135.90	36.7
Other Professional Services	519,317.34	656,600.00	137,282.66	20.9
Lease Expense	203,415.09	235,866.67	32,451.58	13.8
Operations	2,774,872.86	3,676,000.00	901,127.14	24.5
Utilities	56,885.45	75,733.33	18,847.88	24.9
Supplies and Materials	737.29	3,333.33	2,596.04	77.9
Membership and Subscription Fees	12,539.50	27,333.33	14,793.83	54.1
Office Equipment & Furniture (Non-Capital)	531.69	50,000.00	49,468.31	98.9
Maintenance/Repairs	278,769.38	323,200.00	44,430.62	13.7
Training Seminars and Conferences	1,275.00	5,333.33	4,058.33	76.1
Transportation Expenses	3,829.40	6,000.00	2,170.60	36.2
Lodging	2,447.37	3,666.67	1,219.30	33.3
Meals	586.49	2,333.33	1,746.84	74.9
Other Staff Expenses	319.50	333.33	13.83	4.2
Advertising	-	66,666.67	66,666.67	100.0
Program Management	34,697.61	61,866.67	27,169.06	43.9
Program Operations	2,793,234.07	7,257,600.00	4,464,365.93	61.5
Litigation Settlement	-	3,333.33	3,333.33	100.0
Furniture & Equipment	141,227.79	221,333.33	80,105.54	36.2
Improvements	-	1,333.33	1,333.33	100.0
Bad Debt Expense	35,206.24	83,333.33	48,127.09	57.8
Total operating expenses	7,673,820.30	13,764,933.33	6,091,113.03	44.3
Operating income (loss)	60,013,674.78	40,031,066.67	19,982,608.11	49.9
Nonoperating revenues (expenses):				
Interest Revenue	2,330,884.82	2,266,400.00	64,484.82	(2.8)
Other Miscellaneous Revenue	1,895,636.34	-	1,895,636.34	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(11,191,745.48)	(14,800,666.67)	3,608,921.19	(24.4)
Total nonoperating revenues (expenses)	(6,965,224.32)	(12,534,266.67)	5,569,042.35	44.4
Transfers In	3,500,000.00	-	3,500,000.00	N/A
Transfers Out	(473,400.00)	(1,782,800.00)	1,309,400.00	(73.4)
Net income (loss)	\$ 56,075,050.46	\$ 25,714,000.00	\$ 30,361,050.46	118.1

¹ Unaudited

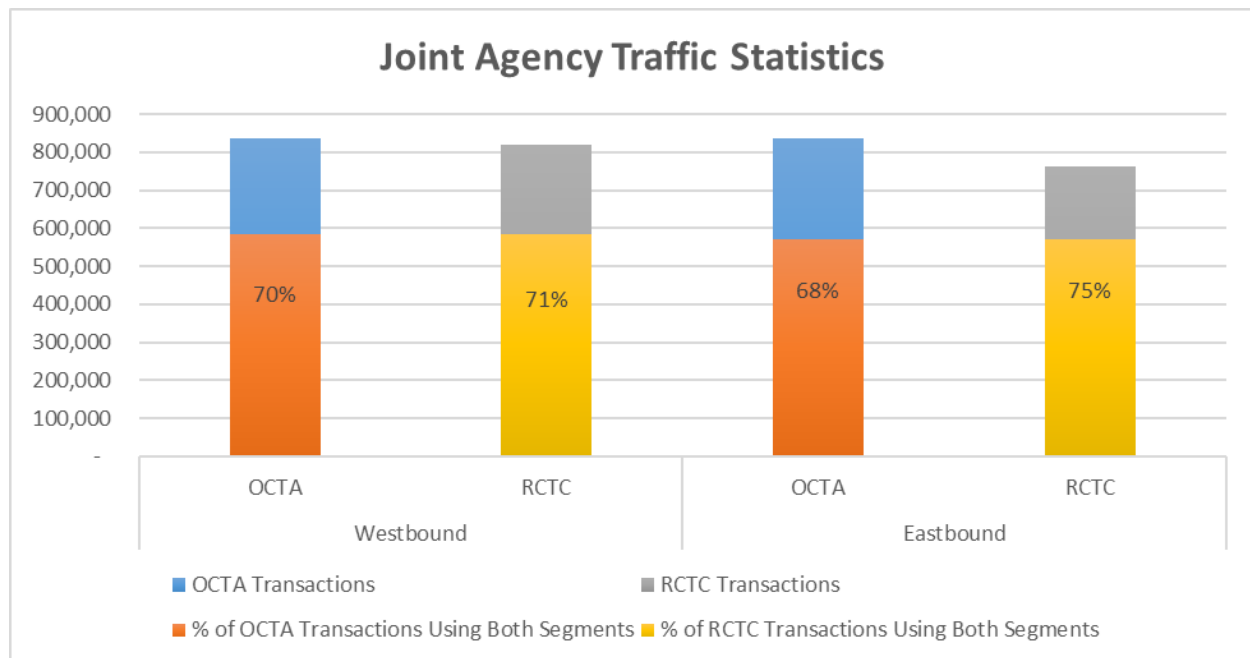
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING February 28, 2025

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	835,916	585,296	70%	\$2,448,487
RCTC	819,107	585,296	71%	\$4,076,481
Eastbound				
OCTA	835,056	570,273	68%	\$2,924,086
RCTC	762,804	570,273	75%	\$3,469,751

JOINT AGENCY TRAFFIC STATISTICS



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 developed by Cofiroute USA, LLC (CUSA) and the performance in the CSC. For February, the BOS had no priority issues that exceeded the allowable repair time. Throughout the month, staff monitored the BOS for any issues and errors that could impact Operational Acceptance Testing (OAT). Per the contract, the BOS must operate without any issues for 60 consecutive days to pass OAT. OAT will continue through March and will be included in next month's report.

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 – 11 times and KPI 6 - 15 times out of the 20 business days. Additionally, CUSA encountered errors in the accuracy of customer case resolutions. To address this, staff will review KPI penalties and ensure all customer issues are resolved in a timely matter. Moving forward, staff will continue to monitor the BOS and CSC performance. Staff will provide regular operational updates and address any ongoing failures.

JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	FEBRUARY 2024 PERFORMANCE
Customer Service		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	11 of 20 days met (Monthly compliance 55%)
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	15 of 20 days met (Monthly compliance 75%)
Customer Satisfaction Score	Per month, in which the customer satisfaction score does not achieve an average of 4.5 at minimum	Monthly Average 4.84
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	20 of 20 days met (Monthly compliance 100%)
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	20 of 20 days met (Monthly compliance 100%)
	Per business day, in which 98% of cases are resolved within five (5) business days	19 of 20 days met (Monthly compliance 95%)
Mail Performance		
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	20 of 20 days met (Monthly compliance 100%)
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	20 of 20 days met (Monthly compliance 100%)
Accounting		
Customer Refunds Processed	Per business day, in which 100% of all refunds are complete and accurately issued within five (5) business days	20 of 20 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. ViaPlus has continued expanding its team, hiring five customer service representatives throughout the month. Additionally, ViaPlus will continue adjusting daily operations to mitigate the impact of the phishing scam.

JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	February-25		January-25		FY 2024-25	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,554	17%	1,533	14%	1,721	20%
Additional Tags to Existing Accounts	7,659	83%	9,042	85%	6,753	78%
Replacement Transponders	60	1%	34		140	2%
Total Issued	9,273		10,609		8,614	

At the end of February 2025, the 91 EL had 183,275 active customer accounts and 736,262 transponders classified as assigned.

Number of Accounts by FY
As of February 28, 2025

