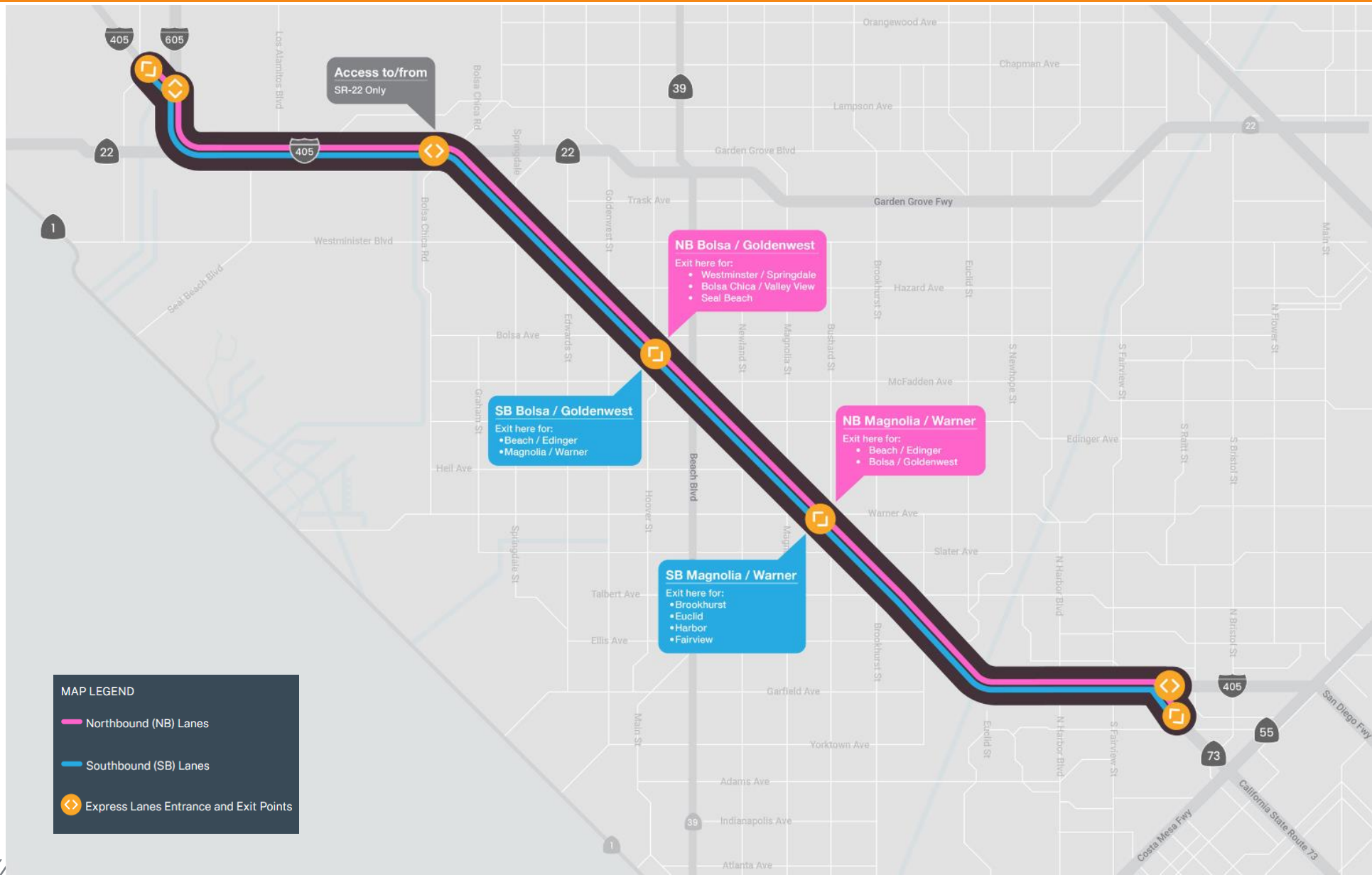




405 Express Lanes Operational Update

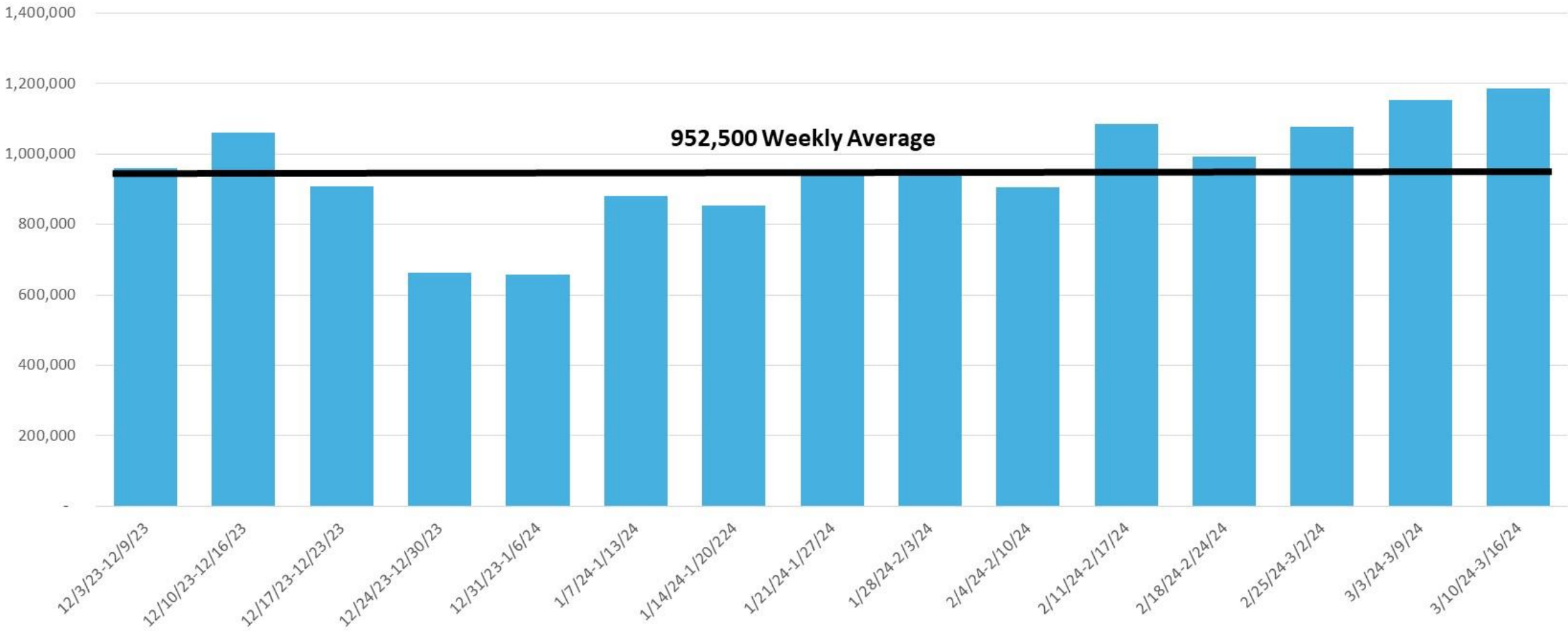
Interstate 405 Corridor and Access Points



Background

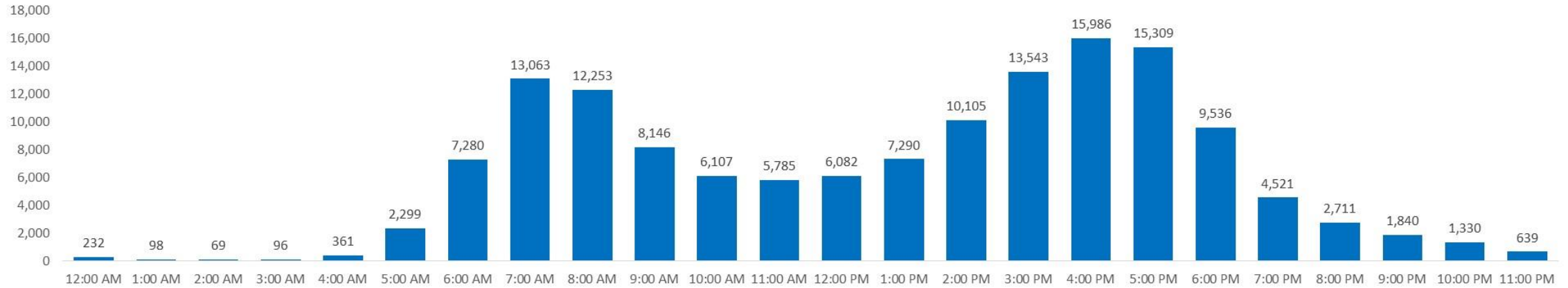
- Transactions, trips, and revenues continue to grow on the 405 Express Lanes
- Opening of new accounts have averaged 200 per week
- Continue to monitor the progress of the back-office software system
- Traffic Operations Center, Freeway Service Patrol, and California Highway Patrol coordination working well

Weekly Transactions

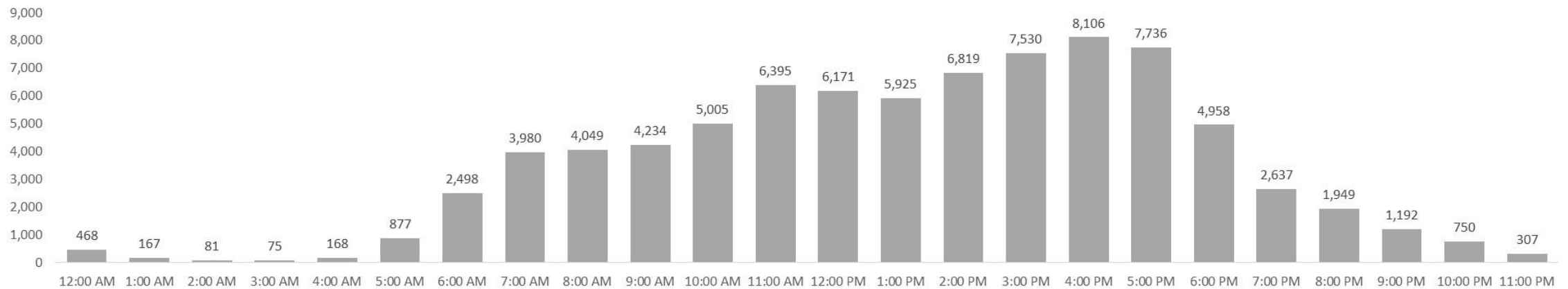


Transactions By Hour

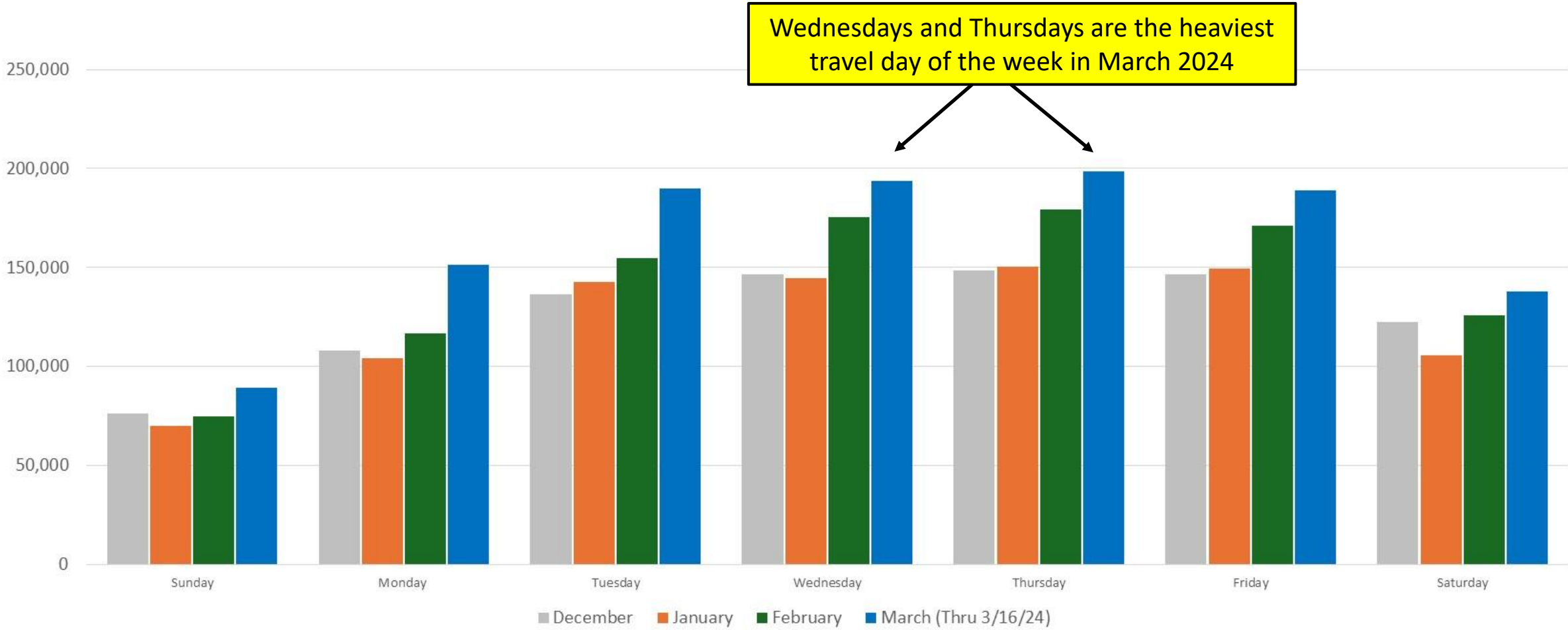
Average Weekday Transactions By Hour - March 2024



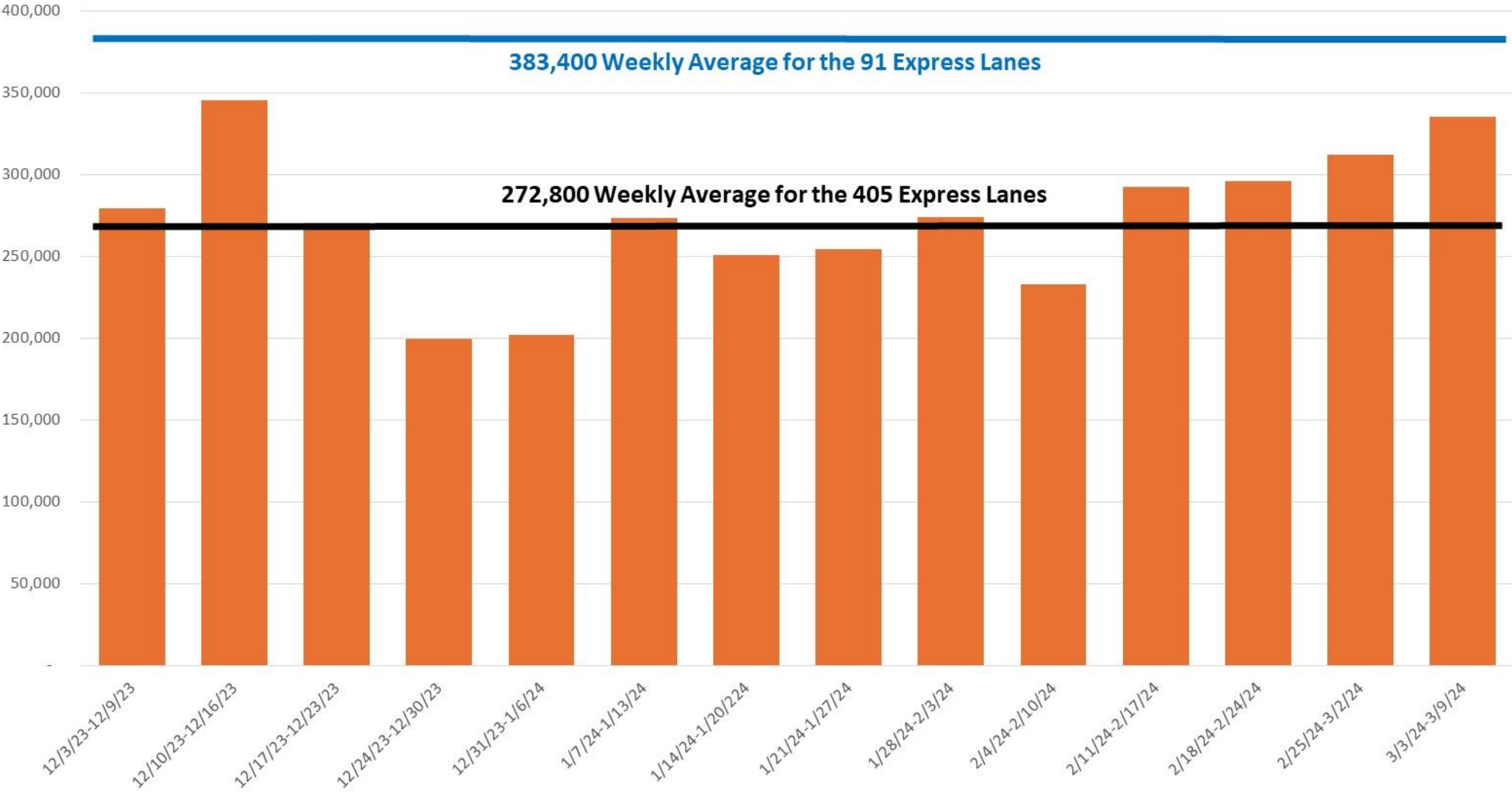
Average Weekend Transactions By Hour - March 2024



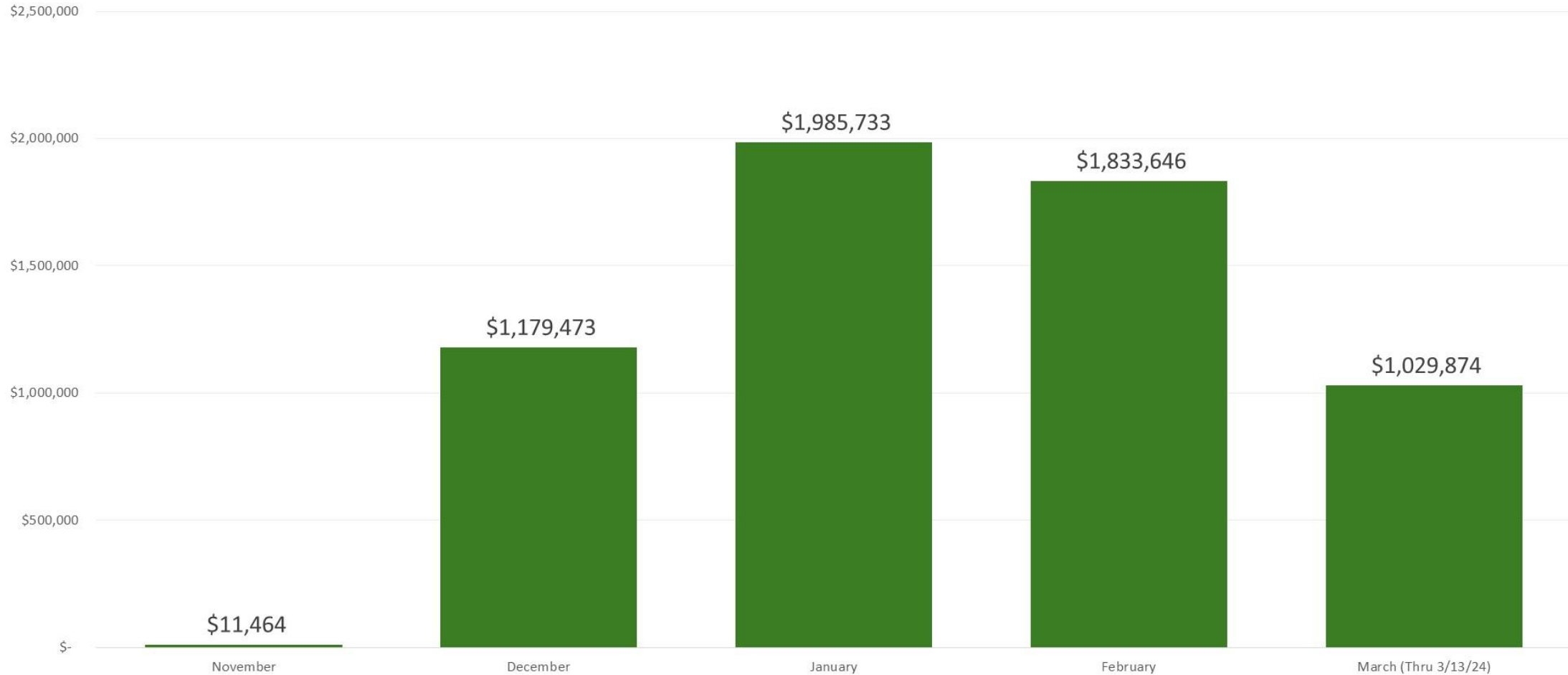
Average Transactions By Day



Weekly Trips

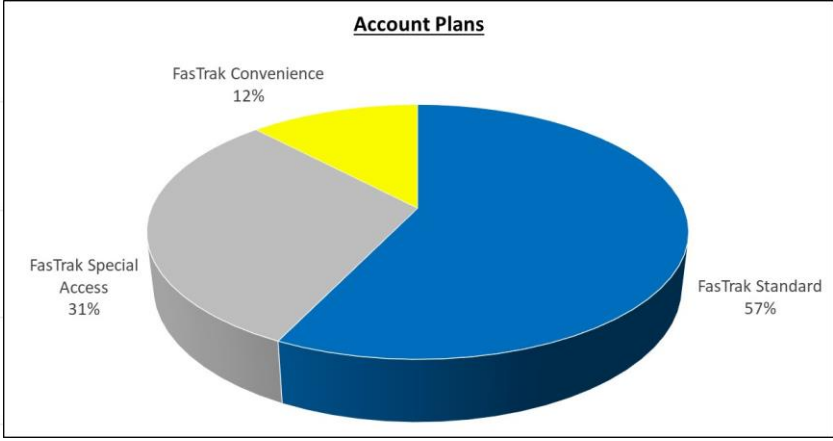
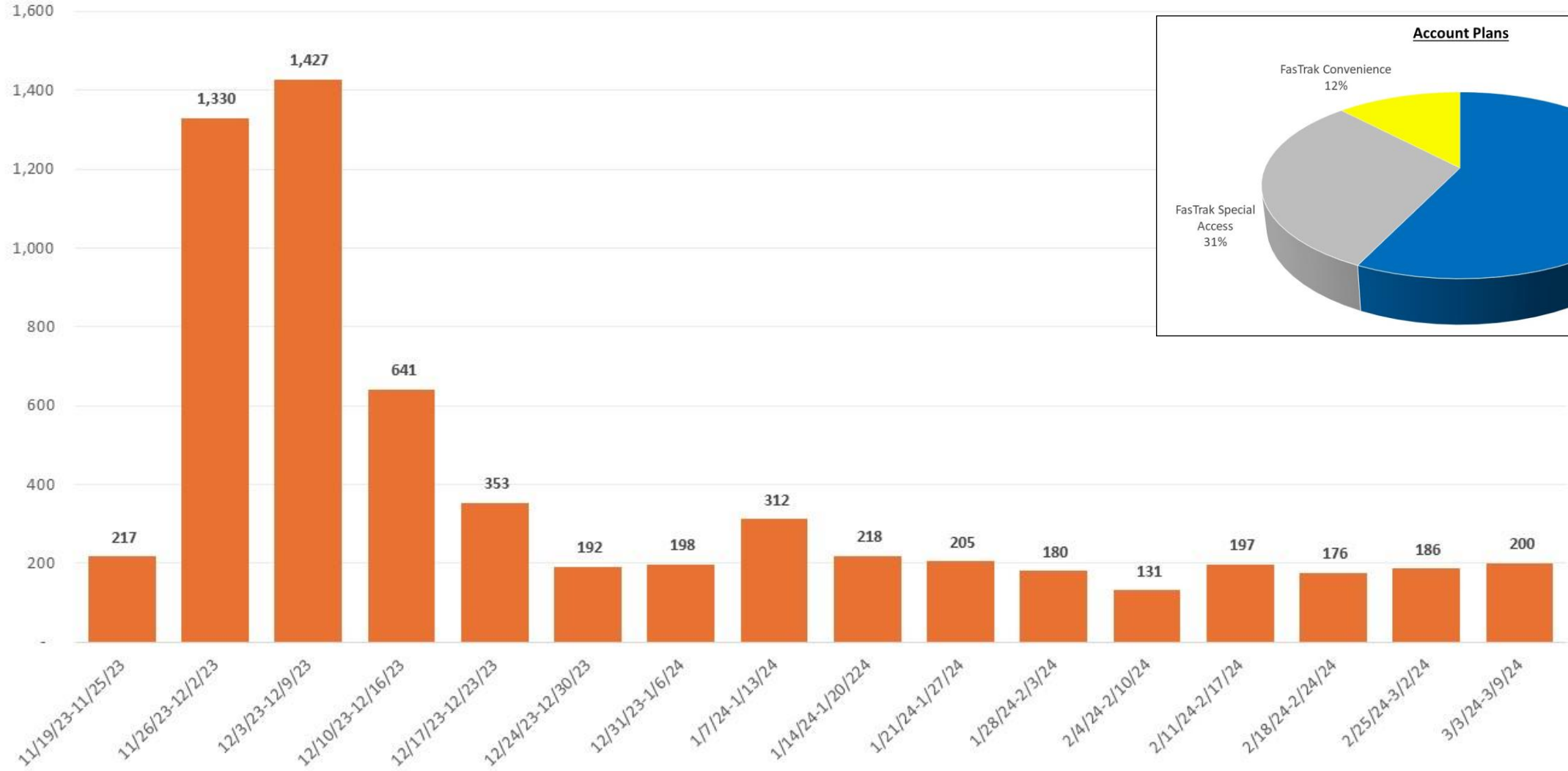


Monthly Total Revenues



Over 6,000 Accounts Opened To-Date

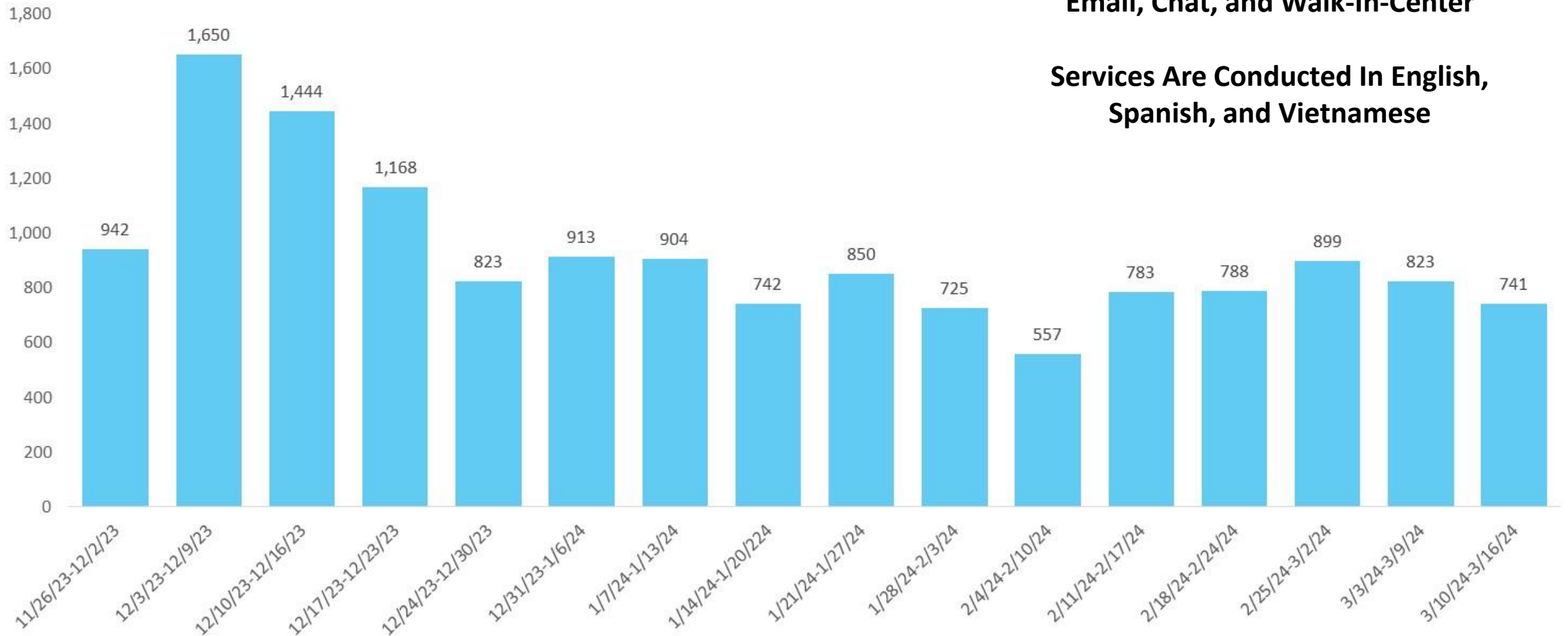
Accounts Opened By Week



Customer Service Center Activity

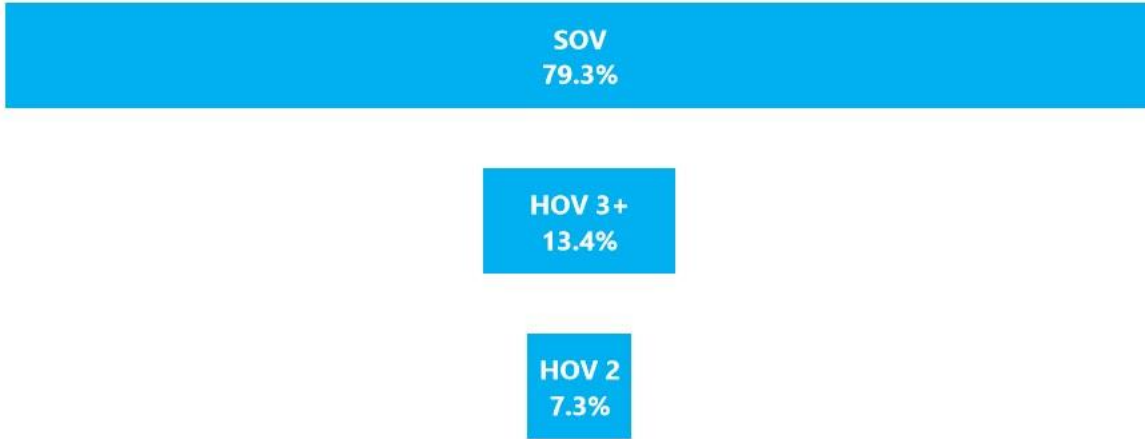
**Activity Includes: Telephone Calls,
Email, Chat, and Walk-In-Center**

**Services Are Conducted In English,
Spanish, and Vietnamese**

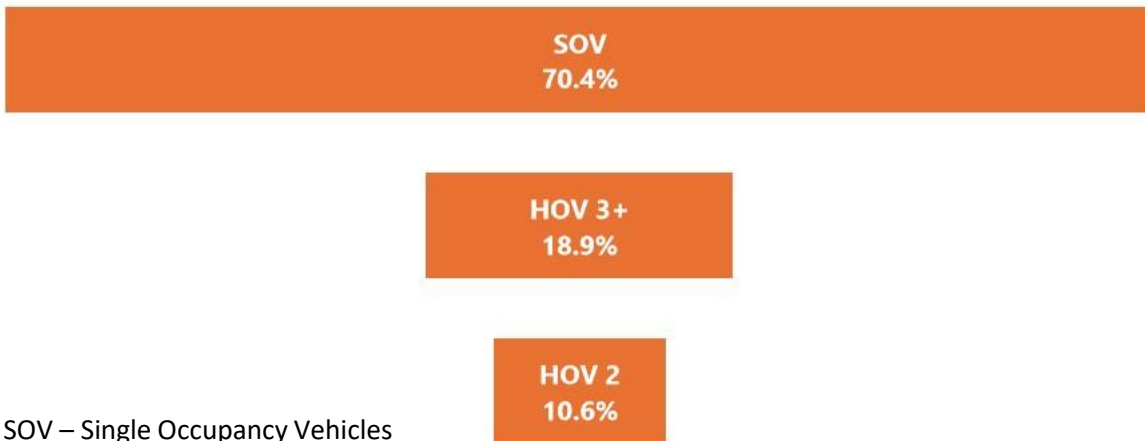


Transaction Composition

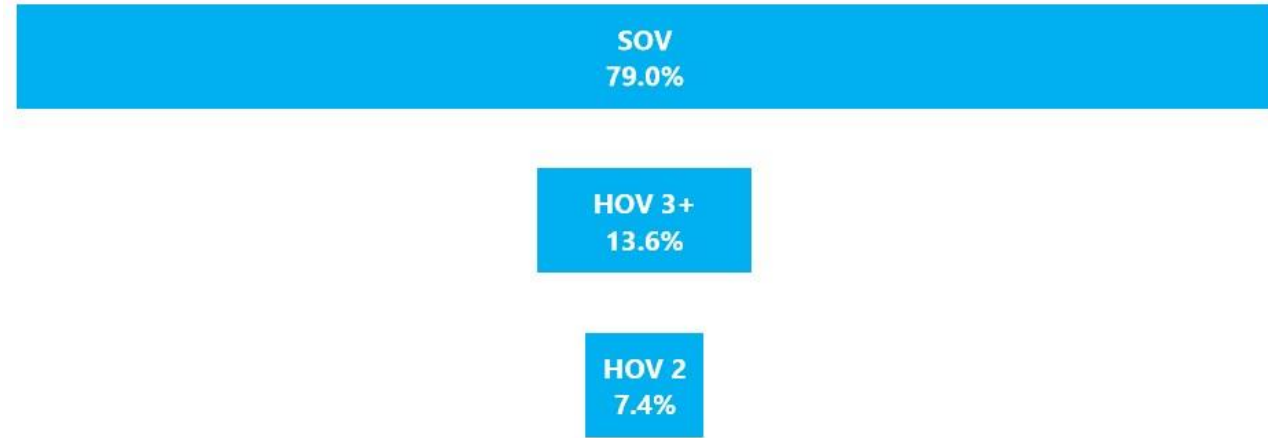
Average Weekday Travel In February 2024



Average Weekend Travel In February 2024



Average Weekday Travel In March 2024



Average Weekend Travel In March 2024



SOV – Single Occupancy Vehicles
HOV 2 – High Occupancy Vehicles with 2 Individuals
HOV 3+ – High Occupancy Vehicles with 3 or More Individuals

Next Steps

- Continue to monitor traffic conditions and make necessary adjustments to toll rate schedules to help ensure free-flow traffic
- Continue marketing efforts to enhance service awareness among potential customers and existing transponder holders
- Implement routine roadway maintenance services provided by Caltrans
- Complete Final Acceptance for the 405 Improvement Project