



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



Status Report

March 2025

As of March 31, 2025

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# OPERATIONS OVERVIEW OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for March 2025 was 1,884,597. This represents a daily average of 60,793 vehicles. This is a 3.5 percent increase in total traffic volume from the same period last year, which totaled 1,820,745. Potential toll revenue for March was \$5,918,773, which represents an increase of 2.9 percent from the prior year's total of \$5,752,800. The carpool percentage for March was 25.8 percent as compared to the previous year's rate of 25 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 March 2025.

## Current MTD as of March 31, 2025

	MAR-25 MTD Actual	MAR-24 MTD Actual	Yr-to-Yr % Variance
<b>Trips</b>			
Full Toll Lanes	1,397,776	1,364,664	2.4%
3+ Lanes	486,821	456,081	6.7%
Total Gross Trips	1,884,597	1,820,745	3.5%
<b>Revenue</b>			
Full Toll Lanes	\$5,843,206	\$5,682,888	2.8%
3+ Lanes	\$75,567	\$69,912	8.1%
Total Gross Revenue	\$5,918,773	\$5,752,800	2.9%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.18	\$4.16	0.5%
Average 3+ Lanes	\$0.16	\$0.15	6.7%
Average Gross Revenue	\$3.14	\$3.16	(0.6%)

The 2025 fiscal year-to-date (YTD) traffic volume increased by 4.7 percent, and potential toll revenue increased by 5.4 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.19.

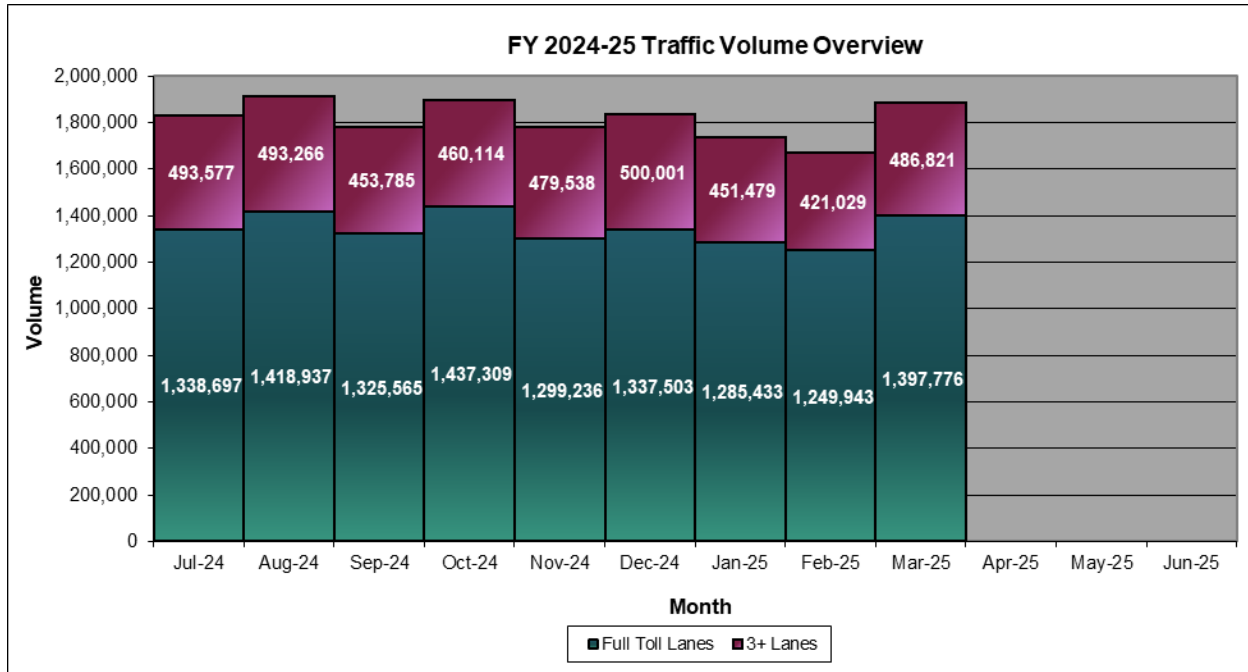
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics table represents all trips taken on the OCTA 91 EL and associated potential revenue for the months of July 2024 through March 2025.

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

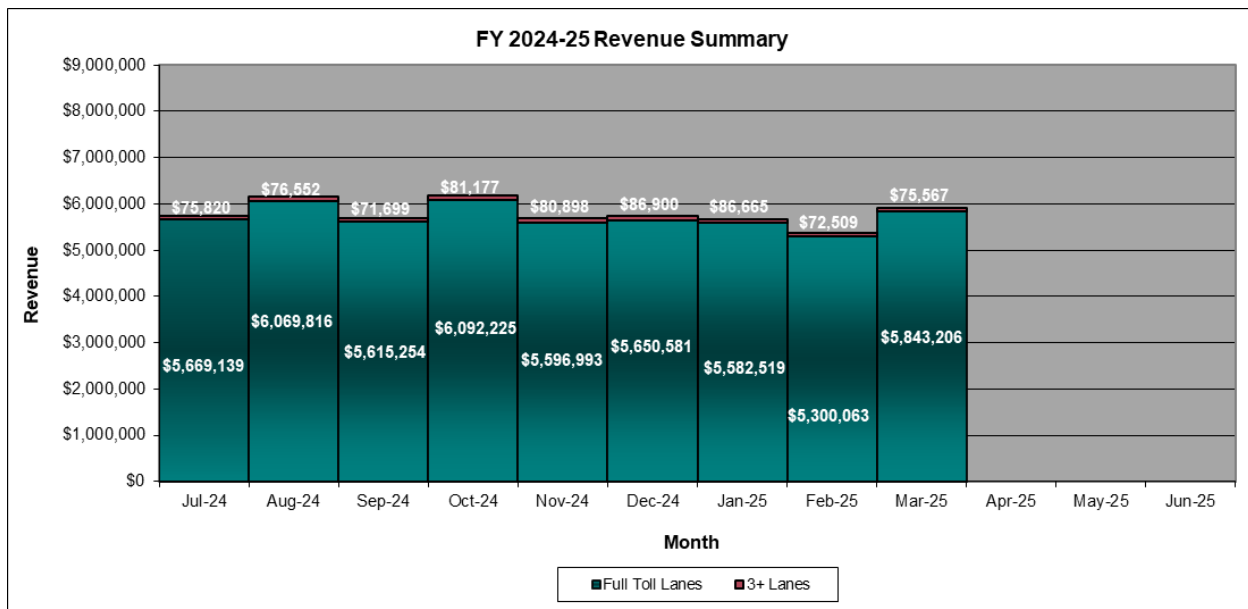
	<b>FY 2024-25 YTD Actual (7/2024-3/2025)</b>	<b>FY 2023-24 YTD Actual (7/2023-3/2024)</b>	<b>Yr-to-Yr % Variance</b>
<b>Trips</b>			
Full Toll Lanes	12,090,399	11,693,980	3.4%
3+ Lanes	4,239,610	3,899,859	8.7%
Total Gross Trips	16,330,009	15,593,839	4.7%
<b>Revenue</b>			
Full Toll Lanes	\$51,419,795	\$48,828,765	5.3%
3+ Lanes	\$707,787	\$612,061	15.6%
Total Gross Revenue	\$52,127,582	\$49,440,826	5.4%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.25	\$4.18	1.7%
Average 3+ Lanes	\$0.17	\$0.16	6.3%
Average Gross Revenue	\$3.19	\$3.17	0.6%

## 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 the defined capacity 19 times during the month of March 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 03/03/25				Tuesday 03/04/25				Wednesday 03/05/25				Thursday 03/06/25				Friday 03/07/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	509	3,130	92%	\$5.75	513	3,025	89%	\$5.75	433	2,661	78%	\$8.45	493	2,972	87%	\$9.10	500	2,923	86%
1500 - 1600	\$6.15	594	2,974	87%	\$6.10	481	2,892	85%	\$8.15	540	2,595	76%	\$8.15	518	2,644	78%	\$8.65	617	2,938	86%
1600 - 1700	\$5.40	481	2,781	82%	\$4.90	500	2,855	84%	\$7.10	583	2,782	82%	\$7.60	536	2,720	80%	\$6.65	590	2,925	86%
1700 - 1800	\$5.25	563	2,780	82%	\$5.20	557	2,793	82%	\$5.85	602	2,782	82%	\$7.30	607	2,622	77%	\$7.35	634	2,860	84%
1800 - 1900	\$6.15	703	2,861	84%	\$4.40	708	2,811	83%	\$4.40	674	2,736	80%	\$4.25	651	2,702	79%	\$7.35	745	2,759	81%
1900 - 2000	\$4.25	684	2,398	71%	\$4.25	771	2,953	87%	\$4.25	696	2,669	79%	\$6.30	739	2,578	76%	\$6.85	876	2,867	84%

PM Time	Monday 03/10/25				Tuesday 03/11/25				Wednesday 03/12/25				Thursday 03/13/25				Friday 03/14/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	462	2,773	82%	\$5.75	464	2,833	83%	\$5.75	508	2,938	86%	\$8.45	518	2,987	88%	\$9.10	529	2,660	78%
1500 - 1600	\$6.15	520	2,939	86%	\$6.10	498	2,661	78%	\$8.15	550	2,981	88%	\$8.15	581	3,114	92%	\$8.65	540	2,611	77%
1600 - 1700	\$5.40	531	2,865	84%	\$4.90	496	2,685	79%	\$7.10	569	3,061	90%	\$7.60	510	2,940	86%	\$6.65	571	2,546	75%
1700 - 1800	\$5.25	592	2,908	86%	\$5.20	545	2,838	83%	\$5.85	603	3,021	89%	\$7.30	653	2,917	86%	\$7.35	611	2,741	81%
1800 - 1900	\$6.15	751	2,994	88%	\$4.40	670	3,016	89%	\$4.40	688	2,807	83%	\$4.25	567	2,398	71%	\$7.35	703	2,688	79%
1900 - 2000	\$4.25	583	1,962	58%	\$4.25	471	1,715	50%	\$4.25	505	1,831	54%	\$6.30	457	1,711	50%	\$6.85	766	2,609	77%

PM Time	Monday 03/17/25				Tuesday 03/18/25				Wednesday 03/19/25				Thursday 03/20/25				Friday 03/21/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	472	2,950	87%	\$5.75	463	2,980	88%	\$5.75	481	2,941	87%	\$8.45	463	2,905	85%	\$9.10	531	2,924	86%
1500 - 1600	\$6.15	505	2,908	86%	\$6.10	537	2,935	86%	\$8.15	524	2,932	86%	\$8.15	530	2,816	83%	\$8.65	624	2,726	80%
1600 - 1700	\$5.40	525	2,827	83%	\$4.90	512	2,929	86%	\$7.10	561	2,840	84%	\$7.60	530	2,854	84%	\$6.65	578	2,846	84%
1700 - 1800	\$5.25	543	2,648	78%	\$5.20	554	2,869	84%	\$5.85	540	2,929	86%	\$7.30	402	1,419	42%	\$7.35	621	2,854	84%
1800 - 1900	\$6.15	693	2,774	82%	\$4.40	624	2,882	85%	\$4.40	675	2,934	86%	\$4.25	585	3,120	92%	\$7.35	745	2,798	82%
1900 - 2000	\$4.25	702	2,593	76%	\$4.25	801	2,957	87%	\$4.25	725	2,827	83%	\$6.30	685	2,708	80%	\$6.85	848	2,780	82%

PM Time	Monday 03/24/25				Tuesday 03/25/25				Wednesday 03/26/25				Thursday 03/27/25				Friday 03/28/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	566	2,981	88%	\$5.75	543	2,991	88%	\$5.75	569	3,050	90%	\$8.45	379	1,780	52%	\$9.10	650	2,926	86%
1500 - 1600	\$6.15	606	3,015	89%	\$6.10	581	3,076	90%	\$8.15	583	3,039	89%	\$8.15	576	2,475	73%	\$8.65	632	2,898	85%
1600 - 1700	\$5.40	606	2,840	84%	\$4.90	557	2,803	82%	\$7.10	632	2,932	86%	\$7.60	624	3,052	90%	\$6.65	705	2,973	87%
1700 - 1800	\$5.25	578	2,770	81%	\$5.20	557	2,847	84%	\$5.85	628	2,891	85%	\$7.30	603	2,993	88%	\$7.35	739	3,038	89%
1800 - 1900	\$6.15	726	2,854	84%	\$4.40	699	2,906	85%	\$4.40	707	2,872	84%	\$4.25	725	2,898	85%	\$7.35	781	2,879	85%
1900 - 2000	\$4.25	767	2,599	76%	\$4.25	808	2,938	86%	\$4.25	781	2,806	83%	\$6.30	830	2,834	83%	\$6.85	870	2,772	82%

PM Time	Monday 03/31/25				Tuesday 04/01/25				Wednesday 04/02/25				Thursday 04/03/25				Friday 04/04/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	570	2,986	88%																
1500 - 1600	\$6.15	611	3,085	91%																
1600 - 1700	\$5.40	625	3,164	93%																
1700 - 1800	\$5.25	677	3,048	90%																
1800 - 1900	\$6.15	584	2,203	65%																
1900 - 2000	\$4.25	564	1,778	52%																

## OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 03/03/25				Tuesday 03/04/25				Wednesday 03/05/25				Thursday 03/06/25				Friday 03/07/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	576	1,566	46%	\$3.45	601	1,590	47%	\$3.45	578	1,550	46%	\$3.45	559	1,446	43%	\$3.45	477	1,254	37%
0500 - 0600	\$5.55	876	3,040	89%	\$5.55	978	3,092	91%	\$5.55	956	3,081	91%	\$5.55	962	2,988	88%	\$5.30	852	2,764	81%
0600 - 0700	\$5.75	612	2,835	83%	\$5.75	763	3,013	89%	\$5.75	789	3,097	91%	\$5.75	789	2,847	84%	\$5.55	663	2,704	80%
0700 - 0800	\$6.35	622	2,622	77%	\$6.35	704	3,065	90%	\$6.35	643	2,821	83%	\$6.35	560	2,464	72%	\$6.15	620	2,393	70%
0800 - 0900	\$5.75	483	2,872	84%	\$5.75	418	2,771	82%	\$5.75	314	2,404	71%	\$5.75	297	2,216	65%	\$5.55	354	2,167	64%
0900 - 1000	\$4.65	500	2,990	88%	\$4.65	393	2,739	81%	\$4.65	280	2,267	67%	\$4.65	347	2,282	67%	\$4.65	386	2,356	69%

AM Time	Monday 03/10/25				Tuesday 03/11/25				Wednesday 03/12/25				Thursday 03/13/25				Friday 03/14/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	577	1,496	44%	\$3.45	563	1,453	43%	\$3.45	511	1,426	42%	\$3.45	499	1,359	40%	\$3.45	423	1,198	35%
0500 - 0600	\$5.55	917	2,950	87%	\$5.55	929	2,960	87%	\$5.55	970	3,124	92%	\$5.55	894	2,581	76%	\$5.30	701	2,396	70%
0600 - 0700	\$5.75	793	2,877	85%	\$5.75	752	2,664	78%	\$5.75	754	2,803	82%	\$5.75	760	2,626	77%	\$5.55	588	2,125	63%
0700 - 0800	\$6.35	652	2,771	82%	\$6.35	613	2,555	75%	\$6.35	620	2,635	78%	\$6.35	678	2,680	79%	\$6.15	544	2,024	60%
0800 - 0900	\$5.75	398	2,599	76%	\$5.75	359	2,536	75%	\$5.75	361	2,482	73%	\$5.75	343	2,526	74%	\$5.55	309	2,099	62%
0900 - 1000	\$4.65	348	2,300	68%	\$4.65	313	2,287	67%	\$4.65	328	2,270	67%	\$4.65	351	2,118	62%	\$4.65	290	2,094	62%

AM Time	Monday 03/17/25				Tuesday 03/18/25				Wednesday 03/19/25				Thursday 03/20/25				Friday 03/21/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	538	1,515	45%	\$3.45	578	1,565	46%	\$3.45	583	1,505	44%	\$3.45	543	1,492	44%	\$3.45	498	1,292	38%
0500 - 0600	\$5.55	943	2,952	87%	\$5.55	984	3,138	92%	\$5.55	985	3,074	90%	\$5.55	950	3,041	89%	\$5.30	875	2,731	80%
0600 - 0700	\$5.75	694	2,738	81%	\$5.75	814	3,016	89%	\$5.75	773	2,967	87%	\$5.75	790	2,626	77%	\$5.55	726	2,713	80%
0700 - 0800	\$6.35	662	2,918	86%	\$6.35	682	2,733	80%	\$6.35	674	2,887	85%	\$6.35	776	2,893	85%	\$6.15	571	2,431	72%
0800 - 0900	\$5.75	429	2,648	78%	\$5.75	412	2,680	79%	\$5.75	412	2,781	82%	\$5.75	440	2,700	79%	\$5.55	351	2,110	62%
0900 - 1000	\$4.65	370	2,279	67%	\$4.65	413	2,815	83%	\$4.65	399	2,550	75%	\$4.65	412	2,482	73%	\$4.65	381	2,173	64%

AM Time	Monday 03/24/25				Tuesday 03/25/25				Wednesday 03/26/25				Thursday 03/27/25				Friday 03/28/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	555	1,538	45%	\$3.45	556	1,451	43%	\$3.45	553	1,572	46%	\$3.45	585	1,546	45%	\$3.45	503	1,290	38%
0500 - 0600	\$5.55	988	3,054	90%	\$5.55	979	3,103	91%	\$5.55	979	2,970	87%	\$5.55	917	3,019	89%	\$5.30	888	2,816	83%
0600 - 0700	\$5.75	819	2,836	83%	\$5.75	831	2,955	87%	\$5.75	799	2,765	81%	\$5.75	831	2,980	88%	\$5.55	732	2,599	76%
0700 - 0800	\$6.35	702	2,871	84%	\$6.35	703	2,882	85%	\$6.35	724	2,772	82%	\$6.35	666	2,849	84%	\$6.15	650	2,535	75%
0800 - 0900	\$5.75	464	2,679	79%	\$5.75	495	2,845	84%	\$5.75	549	2,835	83%	\$5.75	504	2,692	79%	\$5.55	445	2,242	66%
0900 - 1000	\$4.65	532	2,609	77%	\$4.65	538	2,951	87%	\$4.65	581	2,819	83%	\$4.65	484	2,596	76%	\$4.65	525	2,359	69%

AM Time	Monday 03/31/25				Tuesday 04/01/25				Wednesday 04/02/25				Thursday 04/03/25				Friday 04/04/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	557	1,505	44%																
0500 - 0600	\$5.55	893	2,904	85%																
0600 - 0700	\$5.75	715	2,594	76%																
0700 - 0800	\$6.35	625	2,617	77%																
0800 - 0900	\$5.75	408	2,382	70%																
0900 - 1000	\$4.65	426	2,058	61%																

**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 100 calls during the month of March. Of those calls, five were to remove debris, 30 were to assist disabled vehicles, 32 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 : 3/31/2025		YTD Variance	
	Actual <sup>(1)</sup>	Budget <sup>(1)</sup>	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 45,736,893	\$ 40,129,380	\$ 5,607,513	14.0
Fee Revenue	\$ 8,668,325	\$ 3,526,947	\$ 5,141,378	145.8
<b>Total operating revenues</b>	<b>\$ 54,405,218</b>	<b>\$ 43,656,327</b>	<b>\$ 10,748,891</b>	<b>24.6</b>
<b>Operating expenses:</b>				
Contracted Services	\$ 4,844,021	\$ 5,866,371	\$ 1,022,350	17.4
Administrative Fee	\$ 2,763,891	\$ 3,122,082	\$ 358,191	11.5
Other Professional Services	\$ 994,533	\$ 1,689,051	\$ 694,518	41.1
Credit Card Processing Fees	\$ 988,313	\$ 1,012,500	\$ 24,187	2.4
Toll Road Account Servicing	\$ 248,062	\$ 180,000	\$ (68,062)	(37.8)
Other Insurance Expense	\$ 189,772	\$ 674,790	\$ 485,018	71.9
Toll Road Maintenance Supply Repairs	\$ 294,737	\$ 952,506	\$ 657,769	69.1
Patrol Services	\$ 877,469	\$ 843,750	\$ (33,719)	(4.0)
Building Equipment Repairs and Maint	\$ 454,412	\$ 777,411	\$ 322,999	41.5
6C Transponders	\$ -	\$ 225,000	\$ 225,000	100.0
Other Services	\$ -	\$ 37,503	\$ 37,503	100.0
Utilities	\$ 73,814	\$ 106,308	\$ 32,494	30.6
Office Expense	\$ 45,876	\$ 127,500	\$ 81,624	64.0
Bad Debt Expense	\$ 47,511	\$ -	\$ (47,511)	N/A
Miscellaneous <sup>(2)</sup>	\$ 43,014	\$ 129,027	\$ 86,013	66.7
Leases	\$ 441,924	\$ 412,497	\$ (29,427)	(7.1)
<b>Total operating expenses</b>	<b>\$ 12,307,349</b>	<b>\$ 16,156,296</b>	<b>\$ 3,848,947</b>	<b>23.8</b>
Depreciation and Amortization <sup>(3)</sup>	\$ 3,431,299	\$ -	\$ (3,431,299)	N/A
<b>Operating income (loss)</b>	<b>\$ 38,666,570</b>	<b>\$ 27,500,031</b>	<b>\$ 11,166,539</b>	<b>40.6</b>
<b>Nonoperating revenues (expenses):</b>				
Reimbursement from Other Agencies	\$ 741,640	\$ 419,166	\$ 322,474	76.9
Interest Income	\$ 9,997,386	\$ 5,729,670	\$ 4,267,716	74.5
Interest Expense	\$ (1,151,120)	\$ (2,231,750)	\$ 1,080,630	48.4
Other	\$ (3,005)	\$ -	\$ (3,005)	N/A
<b>Total nonoperating revenues (expenses)</b>	<b>\$ 9,584,901</b>	<b>\$ 3,917,086</b>	<b>\$ 5,667,815</b>	<b>(144.7)</b>
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out <sup>(4)</sup>	\$ (3,762,579)	\$ (2,351,250)	\$ (1,411,329)	(60.0)
<b>Net income (loss)</b>	<b>\$ 44,488,891</b>	<b>\$ 29,065,867</b>	<b>\$ 15,423,024</b>	<b>53.1</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 March 2025 was 1,809,655. This represents a daily average of 58,376 vehicles. This is a 6.1 percent increase in gross trips from the same period last year, which totaled 1,705,717. Potential toll revenue for March was \$8,529,583, which represents an increase of 3.8 percent from the prior year's total of \$8,215,359. The carpool percentage for March was 24.4 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 table represents all trips taken on the RCTC 91 EL, which includes the Express Lanes Connectors and associated potential revenue for the month of March 2025.

### Current MTD as of March 31, 2025

Trips	MAR-25 MTD Actual	Stantec MTD Projected	# Variance	% Variance	MAR-24 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,368,077	987,857	380,220	38.5%	1,300,747	5.2%
3+ Lanes	441,578	385,286	56,292	14.6%	404,970	9.0%
Total Gross Trips	1,809,655	1,373,143	436,512	31.8%	1,705,717	6.1%
<b>Revenue</b>						
Full Toll Lanes	\$8,436,966	\$5,036,714	\$3,400,251	67.5%	\$8,147,163	3.6%
3+ Lanes	\$92,617	\$0	\$92,617		\$68,197	35.8%
Total Gross Revenue	\$8,529,583	\$5,036,714	\$3,492,869	69.3%	\$8,215,359	3.8%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.17	\$5.10	\$1.07	20.9%	\$6.26	(1.5%)
Average 3+ Lanes	\$0.21	\$0.00	\$0.21		\$0.17	23.5%
Average Gross Revenue	\$4.71	\$3.67	\$1.04	28.3%	\$4.82	(2.3%)

The 2025 fiscal YTD traffic volume increased by 12.7 percent, and potential toll revenue increased by 19.5 percent when compared with the same period the prior year. YTD average revenue per trip is \$5.01.

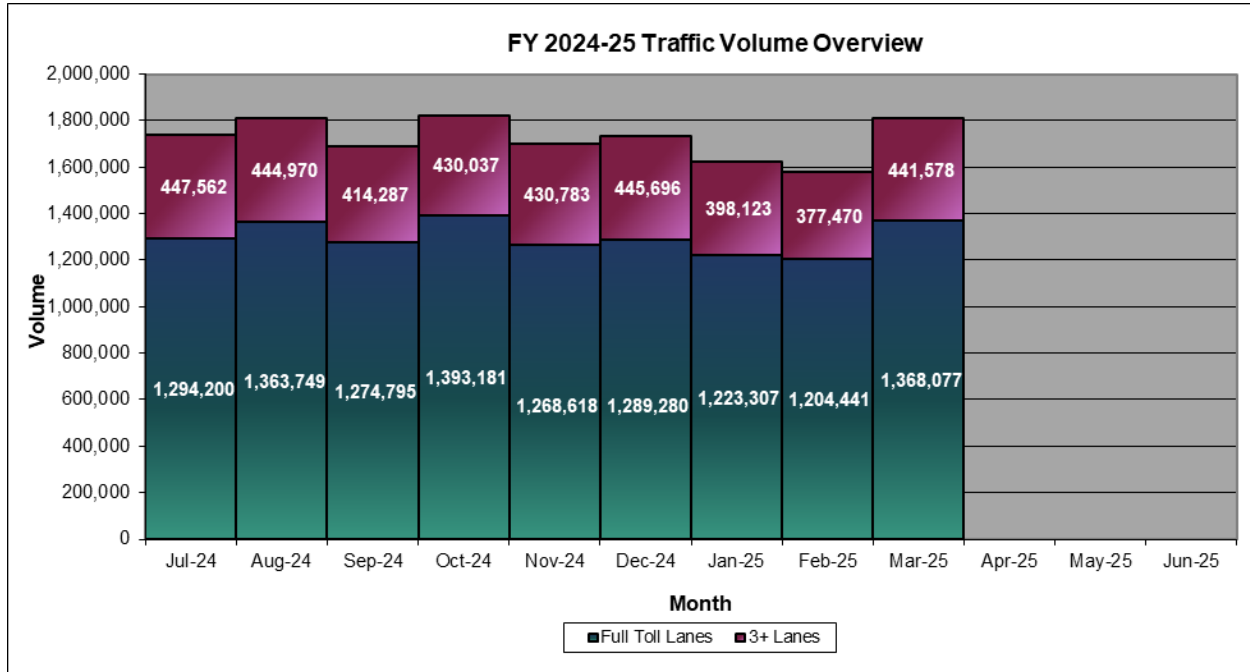
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics table represents all trips taken on the RCTC 91 EL and associated potential revenue for the months of July 2024 through March 2025.

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

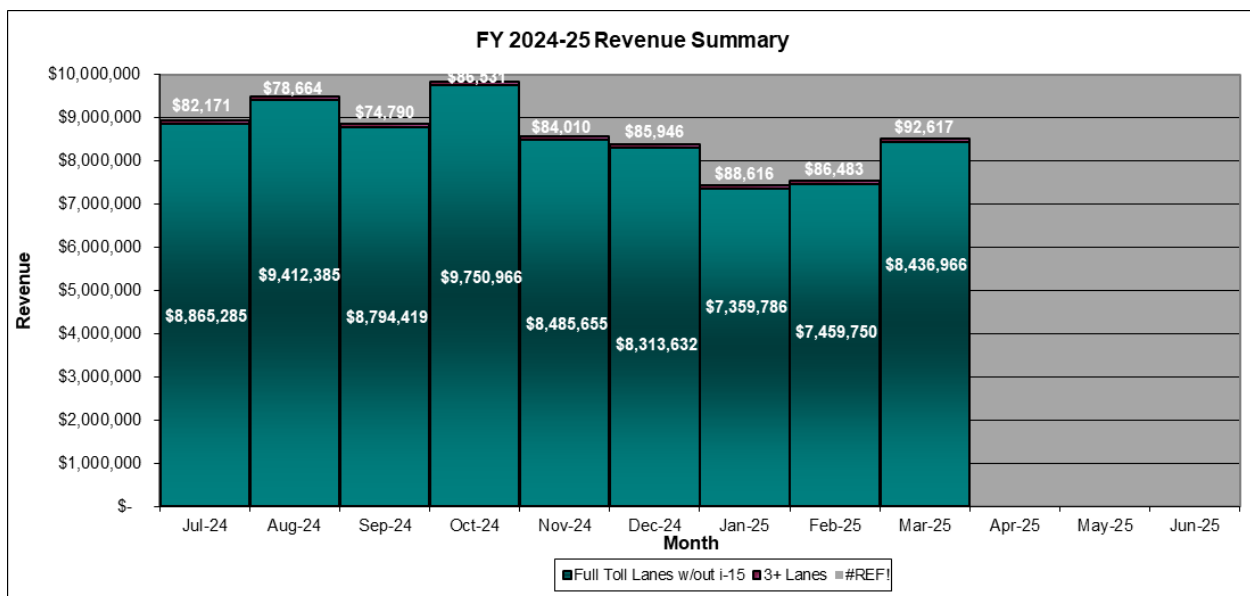
<b>Trips</b>	<b>FY 2024-25 YTD Actual (7/2024-3/2025)</b>	<b>Stantec YTD Projected</b>	<b># Variance</b>	<b>% Variance</b>	<b>FY 2023-24 YTD Actual (7/2023-3/2024)</b>	<b>Yr-to-Yr % Variance</b>
Full Toll Lanes	11,679,648	8,300,286	3,379,362	40.7%	10,440,476	11.9%
3+ Lanes	3,830,506	3,193,286	637,220	20.0%	3,326,177	15.2%
Total Gross Trips	15,510,154	11,493,571	4,016,583	34.9%	13,766,653	12.7%
<b>Revenue</b>						
Full Toll Lanes	\$76,878,844	\$40,456,429	\$36,422,415	90.0%	\$64,396,716	19.4%
3+ Lanes	\$759,827	\$0	\$759,827		\$585,830	29.7%
Total Gross Revenue	\$77,638,671	\$40,456,429	\$37,182,243	91.9%	\$64,982,546	19.5%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.58	\$4.87	\$1.71	35.1%	\$6.17	6.6%
Average 3+ Lanes	\$0.20	\$0.00	\$0.20		\$0.18	11.1%
Average Gross Revenue	\$5.01	\$3.52	\$1.49	42.3%	\$4.72	6.1%

## 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 150 calls during the month of March. Of those calls, 86 were to assist disabled vehicles, 30 calls to remove debris, and 34 were in response to accidents that affected the 91 EL.

# FINANCIAL HIGHLIGHTS RCTC

## RCTC 91 Express Lanes Operating Statement

Description	YTD as of : <b>3/31/2025</b>		YTD Variance	
	Actual <sup>1</sup>	Budget	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 68,044,190.73	\$ 54,942,000.00	\$ 13,102,190.73	23.8
Fee Revenue	8,575,448.47	5,578,500.00	2,996,948.47	53.7
<b>Total operating revenues</b>	<b>76,619,639.20</b>	<b>60,520,500.00</b>	<b>16,099,139.20</b>	<b>26.6</b>
<b>Operating expenses:</b>				
Salaries and Benefits	780,774.78	955,200.00	174,425.22	18.3
Legal Services	21,673.90	67,500.00	45,826.10	67.9
Advisory Services	68,273.59	61,500.00	(6,773.59)	(11.0)
Audit and Accounting Fees	32,403.00	29,250.00	(3,153.00)	(10.8)
Service Fees	8,954.87	15,750.00	6,795.13	43.1
Other Professional Services	727,761.01	738,675.00	10,913.99	1.5
Lease Expense	235,658.59	265,350.00	29,691.41	11.2
Operations	3,598,951.74	4,135,500.00	536,548.26	13.0
Utilities	69,510.00	85,200.00	15,690.00	18.4
Supplies and Materials	737.29	3,750.00	3,012.71	80.3
Membership and Subscription Fees	18,775.50	30,750.00	11,974.50	38.9
Office Equipment & Furniture (Non-Capital)	531.69	56,250.00	55,718.31	99.1
Maintenance/Repairs	431,260.43	363,600.00	(67,660.43)	(18.6)
Training Seminars and Conferences	1,950.00	6,000.00	4,050.00	67.5
Transportation Expenses	4,529.36	6,750.00	2,220.64	32.9
Lodging	2,447.37	4,125.00	1,677.63	40.7
Meals	616.56	2,625.00	2,008.44	76.5
Other Staff Expenses	326.99	375.00	48.01	12.8
Advertising	-	75,000.00	75,000.00	100.0
Program Management	38,962.29	50,250.00	11,287.71	22.5
Program Operations	6,074,395.53	7,414,800.00	1,340,404.47	18.1
Litigation Settlement	-	3,750.00	3,750.00	100.0
Furniture & Equipment	141,227.79	249,000.00	107,772.21	43.3
Improvements	1,534.35	1,500.00	(34.35)	(2.3)
Bad Debt Expense	39,593.07	93,750.00	54,156.93	57.8
<b>Total operating expenses</b>	<b>12,300,849.70</b>	<b>14,716,200.00</b>	<b>2,415,350.30</b>	<b>16.4</b>
<b>Operating income (loss)</b>	<b>64,318,789.50</b>	<b>45,804,300.00</b>	<b>18,514,489.50</b>	<b>40.4</b>
<b>Nonoperating revenues (expenses):</b>				
Interest Revenue	2,563,305.64	2,549,700.00	13,605.64	(0.5)
Other Miscellaneous Revenue	1,895,667.06	-	1,895,667.06	N/A
Principal Expense	-	(3,435,000.00)	3,435,000.00	(100.0)
Interest Expense	(16,665,968.82)	(16,650,750.00)	(15,218.82)	0.1
<b>Total nonoperating revenues (expenses)</b>	<b>(12,206,996.12)</b>	<b>(17,536,050.00)</b>	<b>5,329,053.88</b>	<b>30.4</b>
Transfers In	3,500,000.00	-	3,500,000.00	N/A
Transfers Out	(582,400.00)	(2,005,650.00)	1,423,250.00	(71.0)
<b>Net income (loss)</b>	<b>\$ 55,029,393.38</b>	<b>\$ 26,262,600.00</b>	<b>\$ 28,766,793.38</b>	<b>109.5</b>

<sup>1</sup> Unaudited

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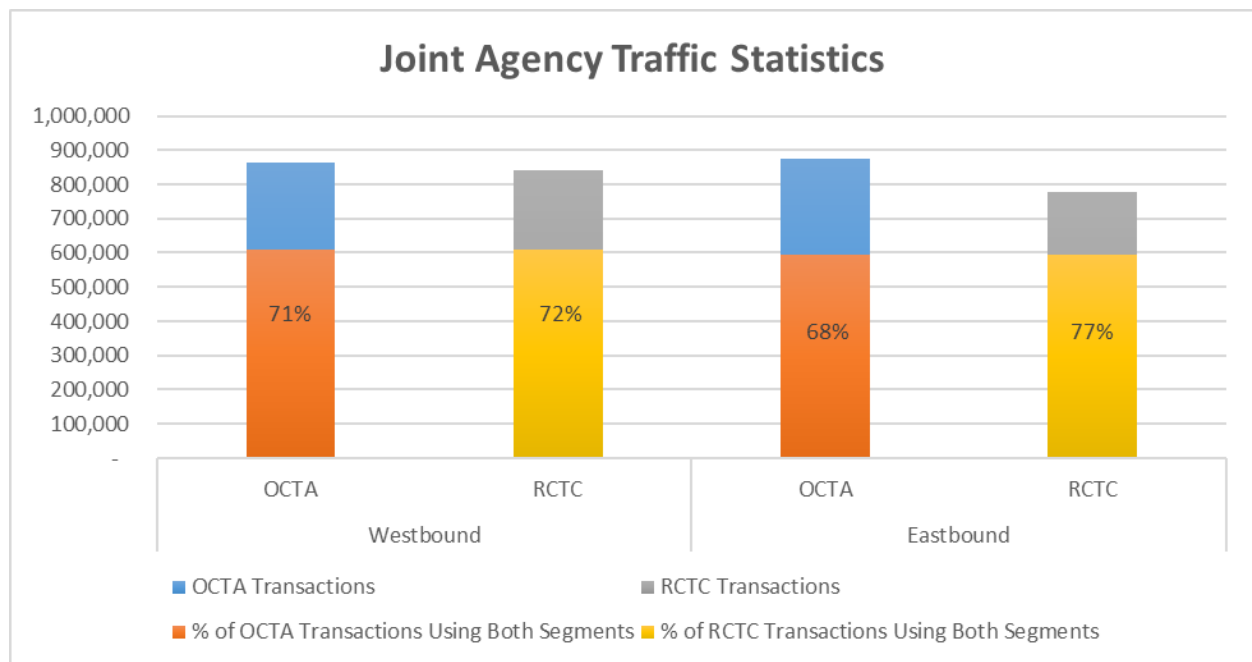
## JOINT AGENCY TRIP AND REVENUE STATISTICS

### MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **March 31, 2025**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
<b>Westbound</b>				
OCTA	945,859	677,607	72%	\$2,717,621
RCTC	942,263	677,607	72%	\$4,585,813
<b>Eastbound</b>				
OCTA	938,738	644,107	69%	\$3,201,152
RCTC	867,392	644,107	74%	\$3,943,770

## JOINT AGENCY TRAFFIC STATISTICS



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

OCTA and the RCTC staff have continued to monitor the performance of the BOS developed by Cofiroute USA, LLC (CUSA) and the performance in the CSC. In March, the BOS experienced connectivity issues that led to minor service interruptions affecting customers' calls into the call center, the OCTA store, and the DMV connection. 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 was concluded in March. However, staff are currently reviewing the connectivity issues that have been experienced to determine the next steps.

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 – 14 times and KPI 6 - 17 times out of the 21 business days. Additionally, CUSA experienced delays in meeting the KPI for timeliness of customer case resolution – (KPI 12). To address this, staff will review KPIs and ensure all customer issues are resolved in a timely manner. Moving forward, staff will continue to monitor the BOS and CSC performance. Staff will provide regular operational updates and address any ongoing failures.

As part of ongoing monitoring, KPI liquidated damages are assessed in accordance with the contract requirements. For the 2025 fiscal YTD, OCTA and RCTC identified performance issues with the BOS and CSC, resulting in estimated liquidated damages totaling \$529,858. Of this amount, \$286,915 is attributed to BOS performance failures, and \$242,943 is attributed to the CSC performance failures. These liquidated damages have been reviewed with CUSA and will be deducted from the corresponding monthly invoice or waived based on staff evaluation of its impact. Staff will continue to monitor BOS and CSC performance and report ongoing KPI liquidated damages that are assessed.



## JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	MARCH 2024 PERFORMANCE
<b>Customer Service</b>		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	14 of 21 days met (Monthly compliance 67%)
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	17 of 21 days met (Monthly compliance 81%)
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	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	19 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 95%)
<b>Mail Performance</b>		
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	21 of 21 days met (Monthly compliance 100%)
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.

The Key Performance Indicator for Service Level/Speed of Answer was not met due to an increase in calls because of phishing scam texts and the timing of customer notifications. To address the phishing scam, ViaPlus has implemented several mitigation measures. These include adding IVR messaging to alert customers about scam activity, displaying prominent scam alerts on the 91 EL website, and including scam awareness information in customer statement attachments. Regarding customer notifications, ViaPlus is currently reviewing the communication schedule to determine a more optimal timing for message delivery. Additionally, to reduce the impact of high absenteeism on Mondays, ViaPlus has taken administrative action and introduced a new incentive program aimed at encouraging consistent attendance.

## JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	March-25		February-25		FY 2024-25	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	2,028	20%	1,554	17%	1,755	20%
Additional Tags to Existing Accounts	8,031	79%	7,659	83%	6,895	78%
Replacement Transponders	84	1%	60	1%	134	2%
<b>Total Issued</b>	<b>10,143</b>		<b>9,273</b>		<b>8,784</b>	

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At the end of March 2025, the 91 EL had 183,876 active customer accounts and 732,909 transponders classified as assigned.

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

