



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



Status Report
June 2024

As of June 30, 2024

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes (91 EL) for June 2024 was 1,832,858. This represents a daily average of 61,095 vehicles. This is a 3.4 percent increase in total traffic volume from the same period last year, which totaled 1,771,896. Potential toll revenue for June was \$5,501,657, which represents an increase of 0.6 percent from the prior year’s total of \$5,469,630. Carpool percentage for June was 26.9 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 tables represent all trips taken on the Orange County Transportation Authority (OCTA) 91 EL and associated potential revenue for the month of June 2024.

Current MTD as of June 30, 2024

	JUN-24 MTD Actual	JUN-23 MTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	1,340,475	1,333,356	0.5%
3+ Lanes	492,383	438,540	12.3%
Total Gross Trips	1,832,858	1,771,896	3.4%
Revenue			
Full Toll Lanes	\$5,434,107	\$5,404,131	0.6%
3+ Lanes	\$67,550	\$65,499	3.1%
Total Gross Revenue	\$5,501,657	\$5,469,630	0.6%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.05	\$4.05	0.0%
Average 3+ Lanes	\$0.14	\$0.15	(6.7%)
Average Gross Revenue	\$3.00	\$3.09	(2.9%)

The 2024 fiscal year-to-date (YTD) traffic volume increased by 7.2 percent, and potential toll revenue increased by 6.9 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.15.

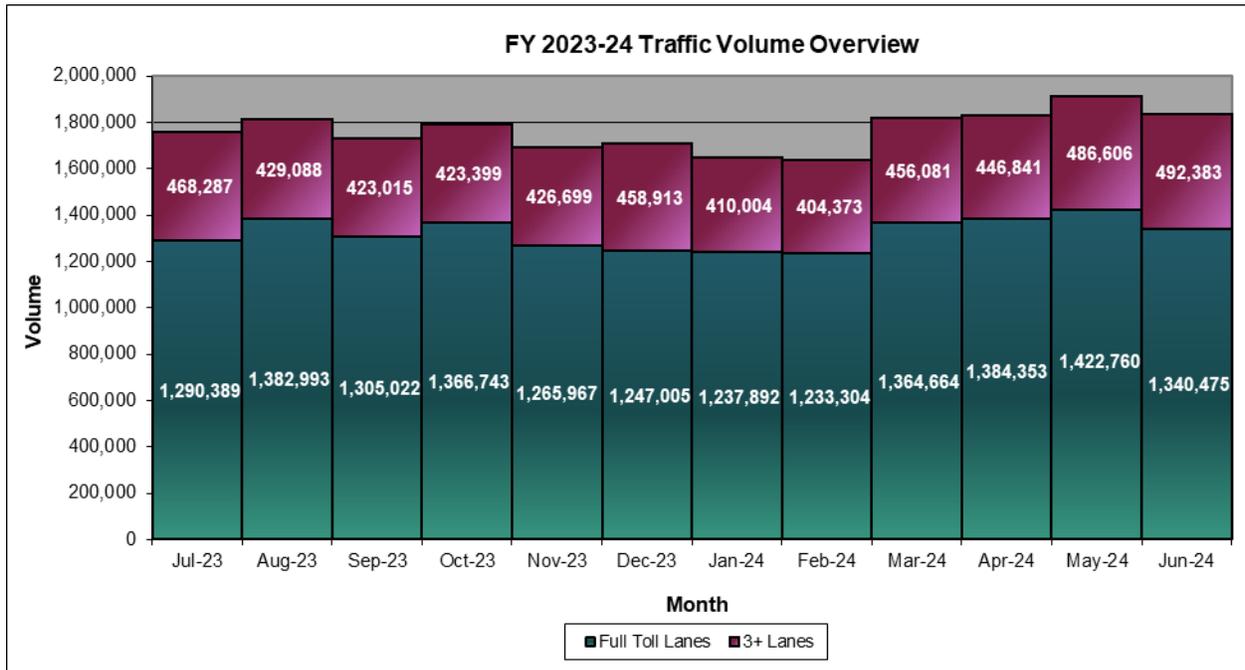
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 EL and associated potential revenue for the months of July 2023 through June 2024.

Fiscal Year (FY) 2023-24 YTD as of June 30, 2024

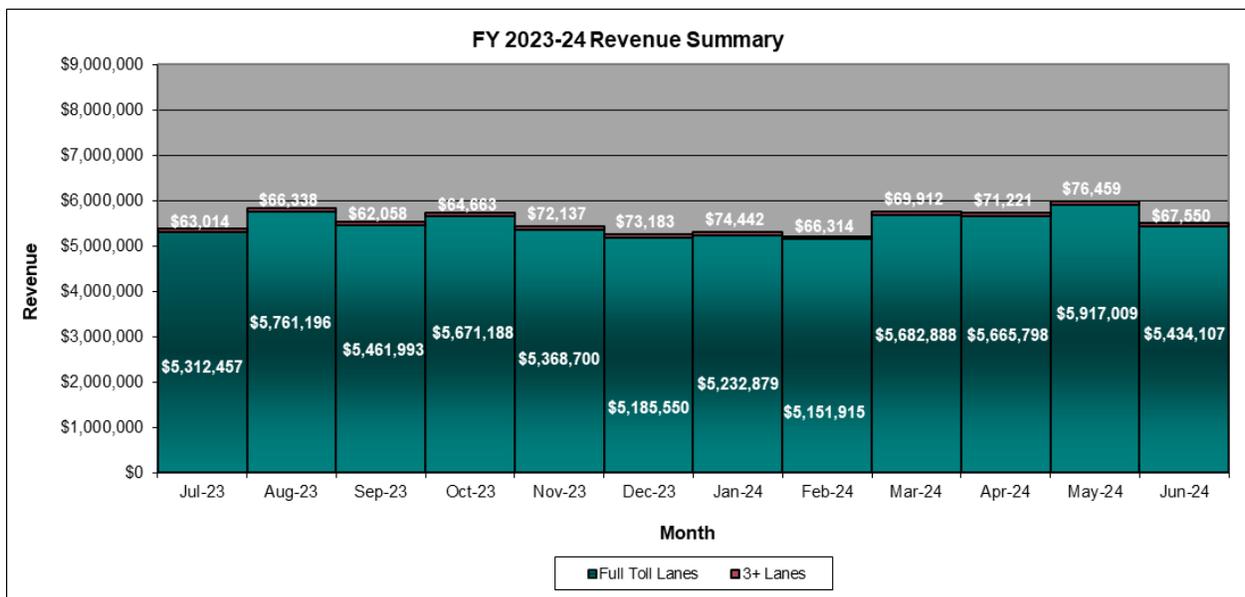
	FY 2023-24 YTD Actual (7/2023-6/2024)	FY 2022-23 YTD Actual (7/2022-6/2023)	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	15,841,568	15,017,314	5.5%
3+ Lanes	5,325,689	4,719,310	12.8%
Total Gross Trips	21,167,257	19,736,624	7.2%
Revenue			
Full Toll Lanes	\$65,845,680	\$61,629,811	6.8%
3+ Lanes	\$827,291	\$737,541	12.2%
Total Gross Revenue	\$66,672,971	\$62,367,352	6.9%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.16	\$4.10	1.5%
Average 3+ Lanes	\$0.16	\$0.16	0.0%
Average Gross Revenue	\$3.15	\$3.16	(0.3%)

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 2023-24 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2023-24 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 16 times during the month of June 2024. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 97 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 may be made to toll rates for that particular hour and day.

OCTA EASTBOUND PEAK-HOUR VOLUMES

PM Time	Monday 06/03/24				Tuesday 06/04/24				Wednesday 06/05/24				Thursday 06/06/24				Friday 06/07/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.60	468	2,850	84%	\$5.60	501	2,931	86%	\$5.60	488	2,809	83%	\$8.20	535	2,936	86%	\$8.85	559	2,704	80%
1500 - 1600	\$5.95	535	2,858	84%	\$5.90	523	2,843	84%	\$7.90	528	2,924	86%	\$7.90	533	2,832	83%	\$8.40	592	2,707	80%
1600 - 1700	\$5.25	506	2,847	84%	\$4.75	494	2,746	81%	\$6.90	522	2,834	83%	\$7.40	520	2,830	83%	\$6.45	617	2,877	85%
1700 - 1800	\$5.10	565	3,031	89%	\$5.05	525	2,915	86%	\$5.70	543	2,853	84%	\$7.10	558	2,841	84%	\$7.15	667	2,834	83%
1800 - 1900	\$5.95	637	2,764	81%	\$4.25	652	2,994	88%	\$4.25	680	3,010	89%	\$4.15	553	2,525	74%	\$7.15	695	2,700	79%
1900 - 2000	\$4.15	495	1,727	51%	\$4.15	576	2,201	65%	\$4.15	613	2,533	75%	\$6.10	401	1,440	42%	\$6.65	695	2,241	66%

PM Time	Monday 06/10/24				Tuesday 06/11/24				Wednesday 06/12/24				Thursday 06/13/24				Friday 06/14/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.60	536	2,832	83%	\$5.60	496	2,950	87%	\$5.60	491	2,803	82%	\$8.20	516	2,929	86%	\$8.85	544	2,831	83%
1500 - 1600	\$5.95	518	2,818	83%	\$5.90	533	2,849	84%	\$7.90	539	2,912	86%	\$7.90	531	2,719	80%	\$8.40	571	2,856	84%
1600 - 1700	\$5.25	476	2,465	73%	\$4.75	521	2,746	81%	\$6.90	510	2,848	84%	\$7.40	589	2,910	86%	\$6.45	571	2,834	83%
1700 - 1800	\$5.10	544	2,915	86%	\$5.05	499	2,744	81%	\$5.70	528	2,848	84%	\$7.10	555	2,917	86%	\$7.15	637	2,822	83%
1800 - 1900	\$5.95	649	2,811	83%	\$4.25	662	2,883	85%	\$4.25	597	2,742	81%	\$4.15	649	2,888	85%	\$7.15	661	2,599	76%
1900 - 2000	\$4.15	482	1,747	51%	\$4.15	694	2,743	81%	\$4.15	719	2,777	82%	\$6.10	687	2,704	80%	\$6.65	632	2,159	64%

PM Time	Monday 06/17/24				Tuesday 06/18/24				Wednesday 06/19/24				Thursday 06/20/24				Friday 06/21/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.60	510	2,793	82%	\$5.60	518	2,924	86%	\$5.60	570	2,990	88%	\$8.20	561	2,885	85%	\$8.85	569	2,913	86%
1500 - 1600	\$5.95	539	2,858	84%	\$5.90	516	2,904	85%	\$7.90	568	2,862	84%	\$7.90	539	2,813	83%	\$8.40	599	2,950	87%
1600 - 1700	\$5.25	576	3,084	91%	\$4.75	543	2,913	86%	\$6.90	557	2,906	85%	\$7.40	558	2,863	84%	\$6.45	560	2,826	83%
1700 - 1800	\$5.10	546	2,865	84%	\$5.05	569	2,952	87%	\$5.70	589	2,946	87%	\$7.10	548	2,826	83%	\$7.15	610	2,750	81%
1800 - 1900	\$5.95	645	2,704	80%	\$4.25	652	2,962	87%	\$4.25	709	2,655	78%	\$4.15	645	2,793	82%	\$7.15	664	2,555	75%
1900 - 2000	\$4.15	497	1,740	51%	\$4.15	667	2,557	75%	\$4.15	609	2,002	59%	\$6.10	774	2,784	82%	\$6.65	676	2,174	64%

PM Time	Monday 06/24/24				Tuesday 06/25/24				Wednesday 06/26/24				Thursday 06/27/24				Friday 06/28/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.60	514	2,880	85%	\$5.60	521	2,871	84%	\$5.60	528	2,918	86%	\$8.20	542	2,835	83%	\$8.85	556	2,766	81%
1500 - 1600	\$5.95	510	2,841	84%	\$5.90	515	2,830	83%	\$7.90	514	2,917	86%	\$7.90	536	2,844	84%	\$8.40	595	2,868	84%
1600 - 1700	\$5.25	516	2,852	84%	\$4.75	539	2,867	84%	\$6.90	592	2,860	84%	\$7.40	533	2,821	83%	\$6.45	600	2,824	83%
1700 - 1800	\$5.10	546	2,839	84%	\$5.05	498	2,726	80%	\$5.70	488	2,158	63%	\$7.10	565	2,872	84%	\$7.15	611	2,781	82%
1800 - 1900	\$5.95	633	2,741	81%	\$4.25	644	2,971	87%	\$4.25	605	2,492	73%	\$4.15	637	2,791	82%	\$7.15	698	2,668	78%
1900 - 2000	\$4.15	508	1,784	52%	\$4.15	710	2,674	79%	\$4.15	654	2,660	78%	\$6.10	736	2,817	83%	\$6.65	677	2,171	64%

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 06/03/24				Tuesday 06/04/24				Wednesday 06/05/24				Thursday 06/06/24				Friday 06/07/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.35	538	1,617	48%	\$3.35	593	1,704	50%	\$3.35	575	1,625	48%	\$3.35	566	1,500	44%	\$3.35	465	1,301	38%
0500 - 0600	\$5.40	941	3,281	97%	\$5.40	975	3,272	96%	\$5.40	958	3,173	93%	\$5.40	899	3,096	91%	\$5.15	814	2,660	78%
0600 - 0700	\$5.60	682	2,926	86%	\$5.60	676	2,963	87%	\$5.60	712	3,097	91%	\$5.60	659	2,888	85%	\$5.40	597	2,583	76%
0700 - 0800	\$6.15	612	2,820	83%	\$6.15	585	2,704	80%	\$6.15	594	2,734	80%	\$6.15	595	2,771	82%	\$5.95	472	2,160	64%
0800 - 0900	\$5.60	394	2,461	72%	\$5.60	434	2,806	83%	\$5.60	449	2,672	79%	\$5.60	449	2,769	81%	\$5.40	418	2,018	59%
0900 - 1000	\$4.50	445	2,233	66%	\$4.50	417	2,483	73%	\$4.50	464	2,719	80%	\$4.50	485	2,715	80%	\$4.50	455	2,007	59%

AM Time	Monday 06/10/24				Tuesday 06/11/24				Wednesday 06/12/24				Thursday 06/13/24				Friday 06/14/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.35	548	1,571	46%	\$3.35	569	1,595	47%	\$3.35	603	1,533	45%	\$3.35	562	1,513	45%	\$3.35	487	1,306	38%
0500 - 0600	\$5.40	881	3,066	90%	\$5.40	957	3,185	94%	\$5.40	980	3,223	95%	\$5.40	973	3,112	92%	\$5.15	806	2,746	81%
0600 - 0700	\$5.60	559	2,817	83%	\$5.60	641	2,931	86%	\$5.60	644	2,864	84%	\$5.60	679	2,852	84%	\$5.40	593	2,644	78%
0700 - 0800	\$6.15	593	2,670	79%	\$6.15	596	2,888	85%	\$6.15	563	2,828	83%	\$6.15	563	2,762	81%	\$5.95	458	2,218	65%
0800 - 0900	\$5.60	430	2,489	73%	\$5.60	487	2,738	81%	\$5.60	418	2,655	78%	\$5.60	450	2,552	75%	\$5.40	395	2,023	60%
0900 - 1000	\$4.50	416	2,280	67%	\$4.50	464	2,441	72%	\$4.50	425	2,374	70%	\$4.50	413	2,363	70%	\$4.50	418	2,228	66%

AM Time	Monday 06/17/24				Tuesday 06/18/24				Wednesday 06/19/24				Thursday 06/20/24				Friday 06/21/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.35	512	1,549	46%	\$3.35	552	1,536	45%	\$3.35	492	1,404	41%	\$3.35	580	1,536	45%	\$3.35	465	1,278	38%
0500 - 0600	\$5.40	919	3,100	91%	\$5.40	967	3,156	93%	\$5.40	855	2,880	85%	\$5.40	946	3,083	91%	\$5.15	796	2,682	79%
0600 - 0700	\$5.60	585	2,745	81%	\$5.60	665	2,946	87%	\$5.60	546	2,650	78%	\$5.60	610	2,961	87%	\$5.40	540	2,490	73%
0700 - 0800	\$6.15	473	2,489	73%	\$6.15	478	2,709	80%	\$6.15	395	2,094	62%	\$6.15	529	2,767	81%	\$5.95	483	2,311	68%
0800 - 0900	\$5.60	372	2,212	65%	\$5.60	466	2,630	77%	\$5.60	350	1,767	52%	\$5.60	401	2,511	74%	\$5.40	434	2,205	65%
0900 - 1000	\$4.50	383	1,980	58%	\$4.50	455	2,622	77%	\$4.50	552	2,347	69%	\$4.50	458	2,601	77%	\$4.50	474	2,238	66%

AM Time	Monday 06/24/24				Tuesday 06/25/24				Wednesday 06/26/24				Thursday 06/27/24				Friday 06/28/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.35	556	1,552	46%	\$3.35	562	1,582	47%	\$3.35	582	1,544	45%	\$3.35	568	1,528	45%	\$3.35	494	1,315	39%
0500 - 0600	\$5.40	810	2,925	86%	\$5.40	942	3,112	92%	\$5.40	907	3,091	91%	\$5.40	944	3,151	93%	\$5.15	823	2,664	78%
0600 - 0700	\$5.60	582	2,760	81%	\$5.60	616	2,891	85%	\$5.60	684	2,940	86%	\$5.60	627	2,874	85%	\$5.40	582	2,592	76%
0700 - 0800	\$6.15	503	2,618	77%	\$6.15	524	2,704	80%	\$6.15	488	2,664	78%	\$6.15	569	2,755	81%	\$5.95	483	2,366	70%
0800 - 0900	\$5.60	450	2,488	73%	\$5.60	439	2,807	83%	\$5.60	498	2,819	83%	\$5.60	434	2,632	77%	\$5.40	427	2,335	69%
0900 - 1000	\$4.50	432	2,395	70%	\$4.50	451	2,467	73%	\$4.50	547	2,888	85%	\$4.50	520	2,782	82%	\$4.50	526	2,480	73%

OCTA OPERATIONAL HIGHLIGHTS

Back Office System (BOS) Key Performance Indicators (KPI) Yearly Summary

During the year, 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). Part of the monitoring includes the assessment of KPI penalties in accordance with the contract. During FY 2023-2024, OCTA and RCTC identified issues with the BOS that amounted to estimated penalties of \$536,270 per the KPI standards. All issues experienced in FY 2023-2024 have been mitigated or resolved. These penalties were reviewed with CUSA and were either waived or deducted from the monthly invoice. Staff will continue to monitor the performance of the BOS and report ongoing KPI penalties that are assessed.

On-Road Operations

OCTA Freeway Service Patrol responded to 91 calls during the month of June. Of those calls, two were to remove debris, 36 were to assist disabled vehicles, 20 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 : 6/30/2024		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 59,545,151	\$ 49,179,943	\$ 10,365,208	21.1
Fee Revenue	\$ 14,547,234	\$ 4,503,467	\$ 10,043,767	223.0
Total operating revenues	\$ 74,092,385	\$ 53,683,410	\$ 20,408,975	38.0
Operating expenses:				
Contracted Services	\$ 5,875,462	\$ 8,046,637	\$ 2,171,175	27.0
Administrative Fee	\$ 3,685,194	\$ 4,604,114	\$ 918,920	20.0
Other Professional Services	\$ 1,350,538	\$ 4,818,904	\$ 3,468,366	72.0
Credit Card Processing Fees	\$ 1,251,706	\$ 1,378,000	\$ 126,294	9.2
Toll Road Account Servicing	\$ (440,510)	\$ 900,000	\$ 1,340,510	148.9
Other Insurance Expense	\$ 597,820	\$ 350,000	\$ (247,820)	(70.8)
Toll Road Maintenance Supply Repairs	\$ 472,452	\$ 1,070,000	\$ 597,548	55.8
Patrol Services	\$ 995,113	\$ 1,125,000	\$ 129,887	11.5
Building Equipment Repairs and Maint	\$ 727,020	\$ 1,045,550	\$ 318,530	30.5
6C Transponders	\$ 10,962	\$ 25,000	\$ 14,038	56.2
Other Services	\$ 20,500	\$ 100,000	\$ 79,500	79.5
Utilities	\$ 110,766	\$ 126,500	\$ 15,734	12.4
Office Expense	\$ 133,105	\$ 95,500	\$ (37,604)	(39.4)
Bad Debt Expense	\$ 424,313	\$ -	\$ (424,313)	N/A
Miscellaneous ⁽²⁾	\$ 55,182	\$ 320,100	\$ 264,919	82.8
Leases	\$ 58,480	\$ 535,000	\$ 476,520	89.1
Total operating expenses	\$ 15,328,103	\$ 24,540,305	\$ 9,212,202	37.5
Depreciation and Amortization ⁽³⁾	\$ 5,078,179	\$ -	\$ (5,078,179)	N/A
Operating income (loss)	\$ 53,686,103	\$ 29,143,105	\$ 24,542,998	84.2
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ 424,279	\$ 360,000	\$ 64,279	17.9
Interest Income	\$ 14,770,294	\$ 6,852,165	\$ 7,918,129	115.6
Interest Expense	\$ (1,875,126)	\$ (3,335,825)	\$ 1,460,699	43.8
Other	\$ 541	\$ -	\$ 541	N/A
Total nonoperating revenues (expenses)	\$ 13,319,988	\$ 3,876,340	\$ 9,443,648	(243.6)
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ (15,245,080)	\$ (35,553,448)	\$ 20,308,368	57.1
Net income (loss)	\$ 51,761,011	\$ (2,534,003)	\$ 54,295,014	(2,142.7)

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.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

Capital Asset Activity

During the twelve months ending June 30, 2024, capital asset activities included payments of \$655,918 attributed to the Electronic Toll and Traffic Management system project and \$475,742 attributed to the back-office system implementation project.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 EL for June 2024 was 1,741,179. This represents a daily average of 58,039 vehicles. This is a 16.1 percent increase in gross trips from the same period last year, which totaled 1,500,240. Potential toll revenue for June was \$8,225,659, which represents an increase of 32.5 percent from the prior year's total of \$6,208,950. Carpool percentage for June was 25.6 percent as compared to the previous year's rate of 24.1 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 RCTC 91 EL and associated potential revenue for the month of June 2024.

Current MTD as of June 30, 2024

Trips	JUN-24 MTD Actual	Stantec MTD Projected	# Variance	% Variance	JUN-23 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,295,751	960,429	335,322	34.9%	1,138,273	13.8%
3+ Lanes	445,428	361,857	83,571	23.1%	361,967	23.1%
Total Gross Trips	1,741,179	1,322,286	418,893	31.7%	1,500,240	16.1%
Revenue						
Full Toll Lanes	\$8,154,480	\$4,571,286	\$3,583,194	78.4%	\$6,151,288	32.6%
3+ Lanes	\$71,179	\$0	\$71,179		\$57,662	23.4%
Total Gross Revenue	\$8,225,659	\$4,571,286	\$3,654,373	79.9%	\$6,208,950	32.5%
Average Revenue per Trip						
Average Full Toll Lanes	\$6.29	\$4.76	\$1.53	32.2%	\$5.40	16.5%
Average 3+ Lanes	\$0.16	\$0.00	\$0.16		\$0.16	0.0%
Average Gross Revenue	\$4.72	\$3.46	\$1.26	36.4%	\$4.14	14.0%

The 2024 fiscal YTD traffic volume increased by 13.8 percent, and potential toll revenue increased by 33.2 percent when compared with the same period the prior year. YTD average revenue per trip is \$4.76.

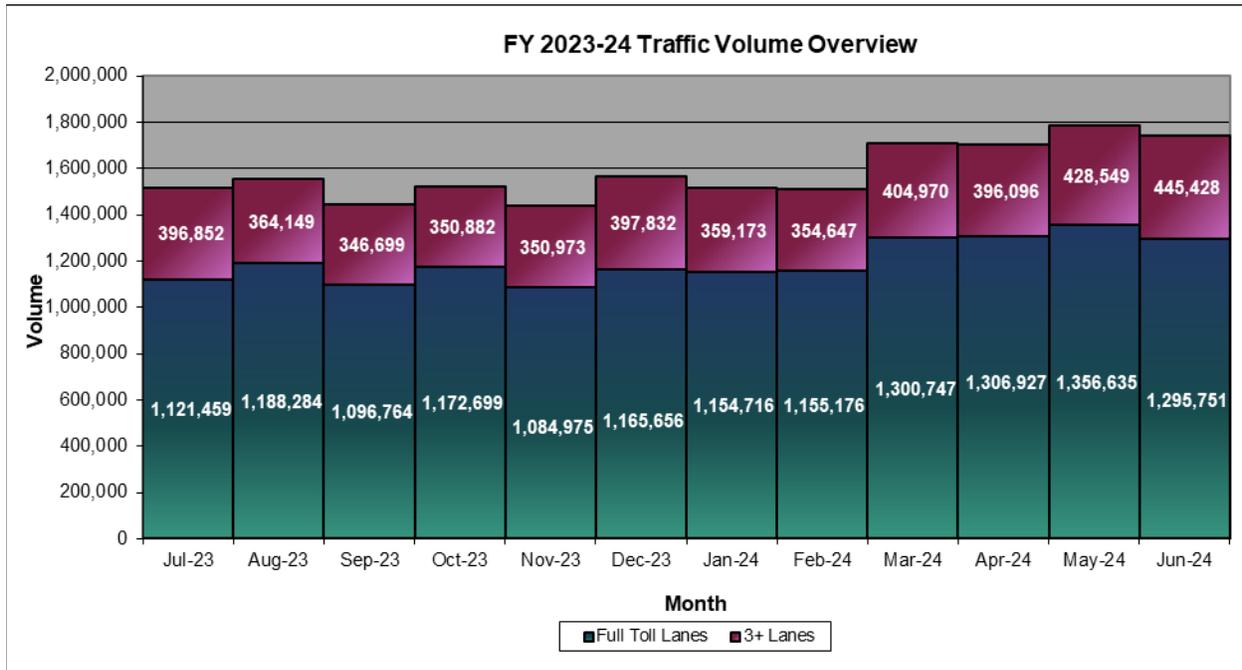
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 EL and associated potential revenue for the months of July 2023 through June 2024.

FY 2023-24 YTD as of June 30, 2024

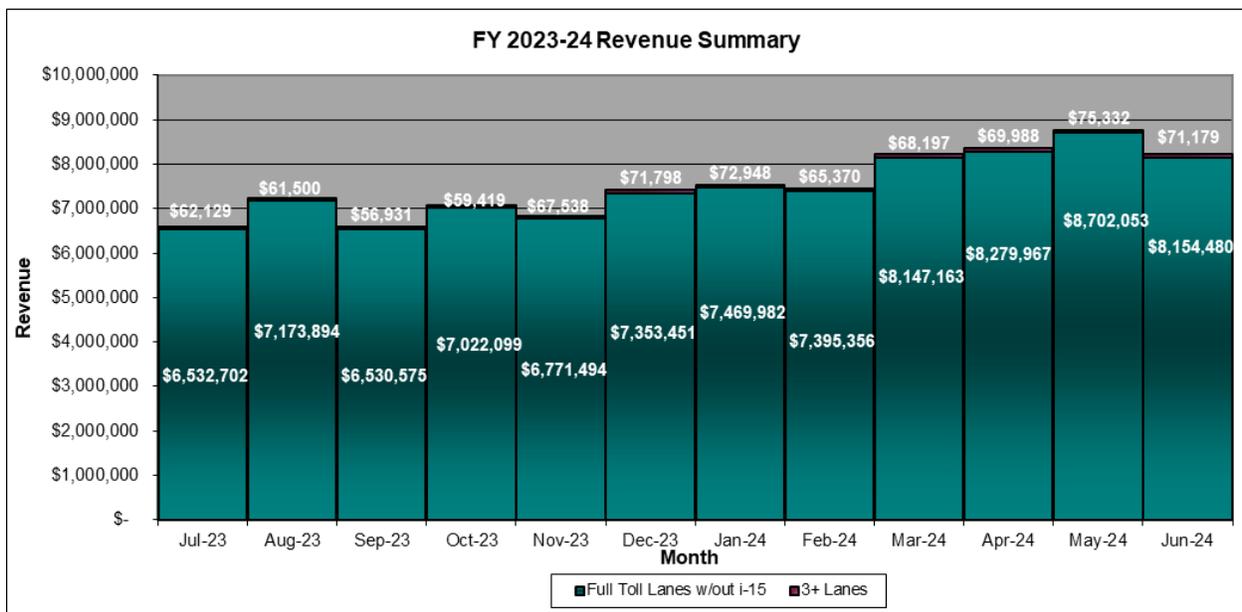
Trips	FY 2023-24 YTD Actual (7/2023-6/2024)	Stantec YTD Projected	# Variance	% Variance	FY 2022-23 YTD Actual (7/2022-6/2023)	Yr-to-Yr % Variance
Full Toll Lanes	14,399,789	11,227,286	3,172,503	28.3%	12,836,117	12.2%
3+ Lanes	4,596,250	4,208,286	387,964	9.2%	3,853,692	19.3%
Total Gross Trips	18,996,039	15,435,571	3,560,468	23.1%	16,689,809	13.8%
Revenue						
Full Toll Lanes	\$89,533,216	\$53,944,286	\$35,588,930	66.0%	\$67,260,941	33.1%
3+ Lanes	\$802,329	\$0	\$802,329		\$582,237	37.8%
Total Gross Revenue	\$90,335,545	\$53,944,286	\$36,391,259	67.5%	\$67,843,178	33.2%
Average Revenue per Trip						
Average Full Toll Lanes	\$6.22	\$4.80	\$1.42	29.6%	\$5.24	18.7%
Average 3+ Lanes	\$0.17	\$0.00	\$0.17		\$0.15	13.3%
Average Gross Revenue	\$4.76	\$3.49	\$1.27	36.4%	\$4.06	17.2%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2023-24 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2023-24 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

On November 20, 2023, the RCTC 91 EL transitioned to dynamic pricing, which adjusts toll rates based on traffic volumes to maintain free-flowing trips in accordance with RCTC's 91 Express Lanes Toll Policy and Toll Schedule. The dynamic pricing is being closely monitored.

RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 115 calls during the month of June. Of those calls, 89 were to assist disabled vehicles, 10 calls to remove debris, and 16 were in response to accidents that affected the 91 EL.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	6/30/2024 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 82,856,835.54	\$ 59,207,500.00	\$ 23,649,335.54	39.9
Fee Revenue	8,815,002.01	5,873,000.00	2,942,002.01	50.1
Total operating revenues	91,671,837.55	65,080,500.00	26,591,337.55	40.9
Operating expenses:				
Salaries and Benefits	1,057,572.24	901,000.00	(156,572.24)	(17.4)
Legal Services	20,072.59	205,000.00	184,927.41	90.2
Advisory Services	52,525.06	74,000.00	21,474.94	29.0
Audit and Accounting Fees	34,454.00	38,000.00	3,546.00	9.3
Service Fees	15,188.91	19,000.00	3,811.09	20.1
Other Professional Services	553,980.53	1,184,500.00	630,519.47	53.2
Lease Expense	290,833.87	351,600.00	60,766.13	17.3
Operations	4,165,055.60	5,263,900.00	1,098,844.40	20.9
Utilities	108,064.36	168,600.00	60,535.64	35.9
Supplies and Materials	2,773.97	6,000.00	3,226.03	53.8
Membership and Subscription Fees	33,909.46	26,000.00	(7,909.46)	(30.4)
Office Equipment & Furniture (Non-Capital)	11,497.00	40,000.00	28,503.00	71.3
Maintenance/Repairs	453,414.57	484,500.00	31,085.43	6.4
Training Seminars and Conferences	1,773.49	8,000.00	6,226.51	77.8
Transportation Expenses	2,114.02	2,900.00	785.98	27.1
Lodging	2,104.94	3,000.00	895.06	29.8
Meals	535.28	3,000.00	2,464.72	82.2
Other Staff Expenses	239.46	500.00	260.54	52.1
Advertising	-	200,000.00	200,000.00	100.0
Program Management	81,073.93	87,100.00	6,026.07	6.9
Program Operations	8,124,663.98	10,441,800.00	2,317,136.02	22.2
Litigation Settlement	1,495.09	5,000.00	3,504.91	70.1
Furniture & Equipment	31,808.13	72,500.00	40,691.87	56.1
Improvements	-	-	-	N/A
Bad Debt Expense	102,103.54	70,000.00	(32,103.54)	(45.9)
Total operating expenses	15,147,254.02	19,655,900.00	4,508,645.98	22.9
Operating income (loss)	76,524,583.53	45,424,600.00	31,099,983.53	68.5
Nonoperating revenues (expenses):				
Interest Revenue	6,889,219.42	1,280,500.00	5,608,719.42	(438.0)
Other Miscellaneous Revenue	797,116.04	-	797,116.04	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(24,910,961.55)	(22,201,000.00)	(2,709,961.55)	12.2
Total nonoperating revenues (expenses)	(17,224,626.09)	(20,920,500.00)	3,695,873.91	17.7
Transfers In	180,634.14	-	180,634.14	N/A
Transfers Out	(684,100.00)	(1,023,600.00)	339,500.00	(33.2)
Net income (loss)	\$ 58,796,491.58	\$ 23,480,500.00	\$ 35,315,991.58	150.4

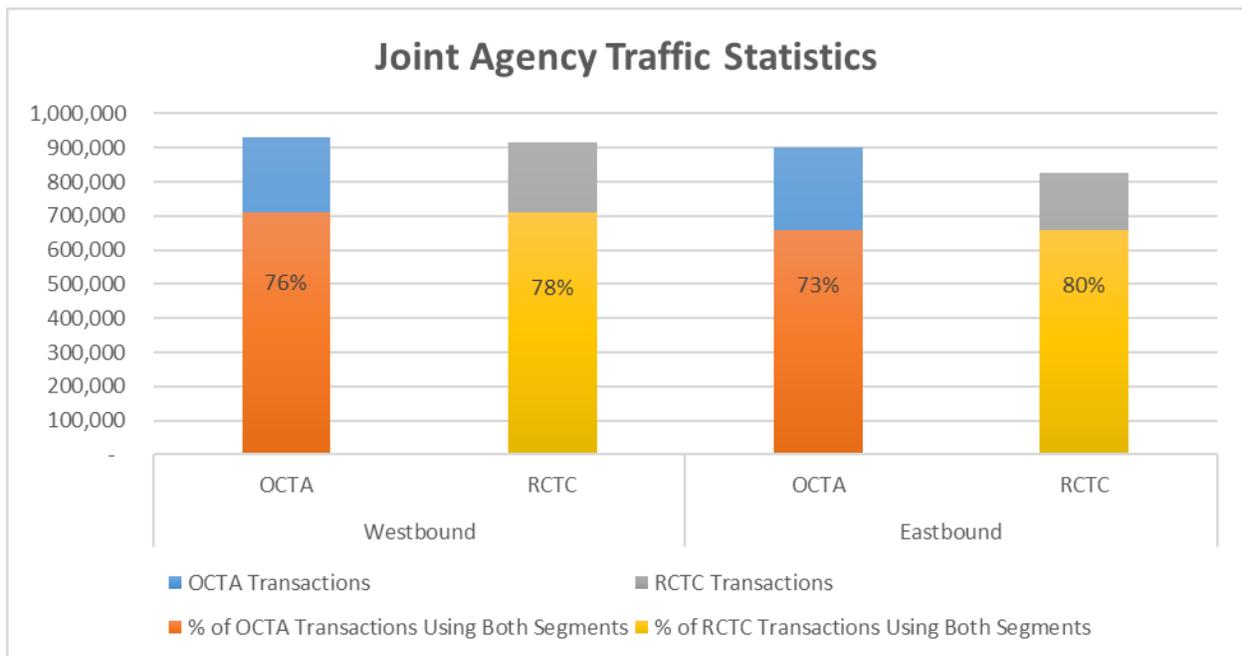
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **June 30, 2024**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	931,273	712,234	76%	\$2,558,535.00
RCTC	914,276	712,234	78%	\$5,118,027.40
Eastbound				
OCTA	901,585	659,277	73%	\$2,943,122.45
RCTC	826,903	659,277	80%	\$3,368,821.58

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	REPORTING PERIOD	PERFORMANCE STANDARD	JUNE 2024 PERFORMANCE
Customer Service			
Service Level /Speed of Answer	Monthly	80% answered within 60 seconds	72% answered within 60 seconds
Abandon Percentage	Monthly	4% <	1.5%
Customer Satisfaction Score	Monthly	4.5 =>	4.88
First Contact Resolution	Monthly	85% of calls resolved on the first contact	93%
Timeliness of Case Resolution			
	Monthly	90% of cases resolved in one (1) business day	97%
	Monthly	98% of cases resolved within five (5) business days	99%
Mail Performance			
Processing Returned Mail	Monthly	Per business day in which 90% of returned mail is processed within three (3) business days	100%
	Monthly	Per business day in which 100% of returned mail is processed within five (5) business days	100%
Research and resolve unidentified Payments	Monthly	100% of all unidentified payments are completely and accurately resolved within five (5) business days	100%
Payment Processing	Monthly	Per business day in which 100% of payments are processed within two (2) business days	100%
Accounting			
Customer Refunds Processed	Monthly	Per business day in which 100% of all refunds are completely and accurately issued within five (5) business days	100%

Key Performance Indicators for service level/speed of answer were not met due to some technical issues that caused a handful of the representatives to be unavailable to take customer calls and ViaPlus also experienced attrition that affected the calls being answered. ViaPlus is addressing the technical issues and is continuously recruiting additional staff members to meet the call center demands.

JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	June-24		May-24		FY 2023-24	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,800	20%	1,897	21%	2,069	24%
Additional Tags to Existing Accounts	6,865	78%	7,024	77%	6,451	74%
Replacement Transponders	193	2%	178	2%	186	2%
Total Issued	8,858		9099		8,706	

At the end of June 2024, the 91 EL had 178,880 active customer accounts and 717,597 transponders classified as assigned.

Number of Accounts by FY
As of June 30, 2024

