



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



Status Report  
November 2018

As of November 30, 2018

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# OPERATIONS OVERVIEW OCTA

## TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the OCTA 91 Express Lanes for November 2018 was 1,415,344. This represents a daily average of 47,178. This is a 5.5% increase in total traffic volume from the same period last year when traffic levels totaled 1,341,424. Potential toll revenue for the month was \$4,255,226 which represents an increase of 5.8% from the prior year's total of \$4,029,424. Carpool percentage for the month was 26.65% as compared to the previous year's rate of 25.2%.

Month-to-date 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 Express Lanes and associated potential revenue for the month of November 2018.

### Current Month-to-Date (MTD) as of November 30, 2018

|                                 | Nov-18<br>MTD<br>Actual | Stantec<br>MTD<br>Projected | #<br>Variance | %<br>Variance | Nov-17<br>MTD<br>Actual | Yr-to-Yr<br>%<br>Variance |
|---------------------------------|-------------------------|-----------------------------|---------------|---------------|-------------------------|---------------------------|
| <b>Trips</b>                    |                         |                             |               |               |                         |                           |
| Full Toll Lanes                 | 1,038,190               | 1,062,440                   | (24,250)      | (2.3%)        | 1,003,409               | 3.5%                      |
| 3+ Lanes                        | 377,154                 | 320,996                     | 56,158        | 17.5%         | 338,015                 | 11.6%                     |
| Total Gross Trips               | 1,415,344               | 1,383,436                   | 31,908        | 2.3%          | 1,341,424               | 5.5%                      |
| <b>Revenue</b>                  |                         |                             |               |               |                         |                           |
| Full Toll Lanes                 | \$4,186,694             | \$4,254,542                 | (\$67,848)    | (1.6%)        | \$3,962,952             | 5.6%                      |
| 3+ Lanes                        | \$68,532                | \$81,164                    | (\$3,742)     | (4.6%)        | \$66,471                | 16.5%                     |
| Total Gross Revenue             | \$4,255,226             | \$4,335,707                 | (\$71,590)    | (1.7%)        | \$4,029,424             | 5.8%                      |
| <b>Average Revenue per Trip</b> |                         |                             |               |               |                         |                           |
| Average Full Toll Lanes         | \$4.03                  | \$4.00                      | \$0.03        | 0.7%          | \$3.95                  | 2.1%                      |
| Average 3+ Lanes                | \$0.21                  | \$0.25                      | (\$0.05)      | (18.8%)       | \$0.20                  | 4.4%                      |
| Average Gross Revenue           | \$3.01                  | \$3.13                      | (\$0.12)      | (3.9%)        | \$3.00                  | 0.3%                      |

The 2019 fiscal year-to-date traffic volume and revenue are both 6.5% higher when compared with the same period last year. Year-to-date average revenue per-trip is \$2.98.

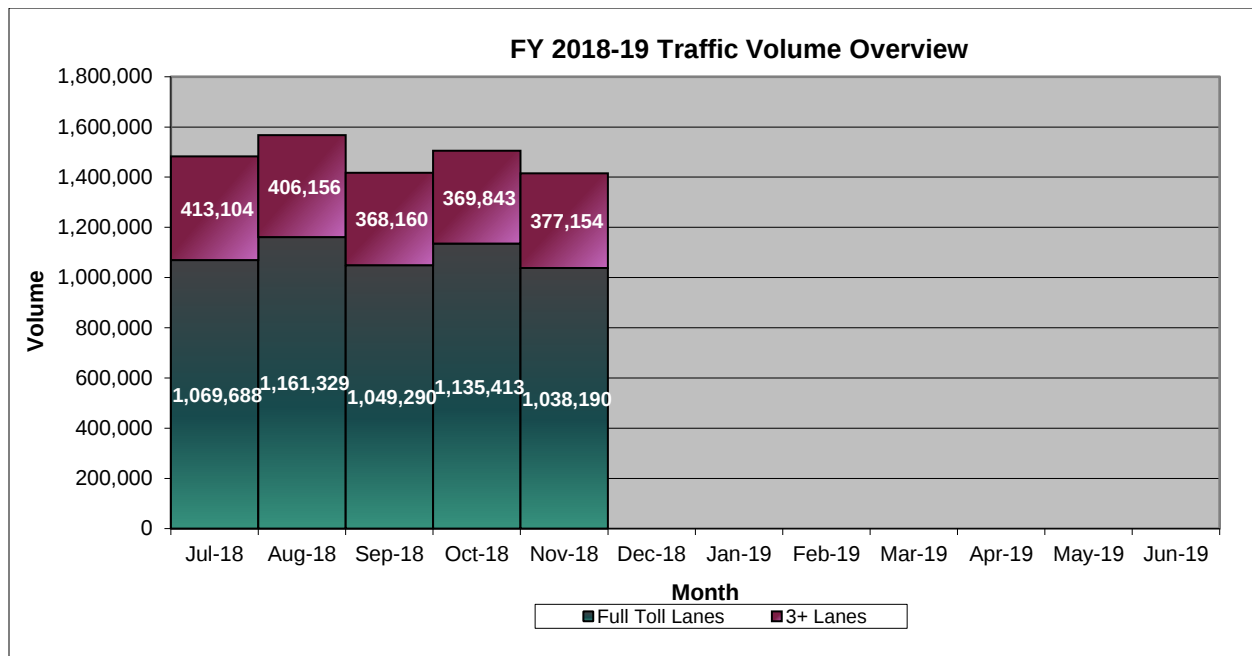
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2018 through November 2018.

#### FY 2018-19 Year to Date as of November 30, 2018

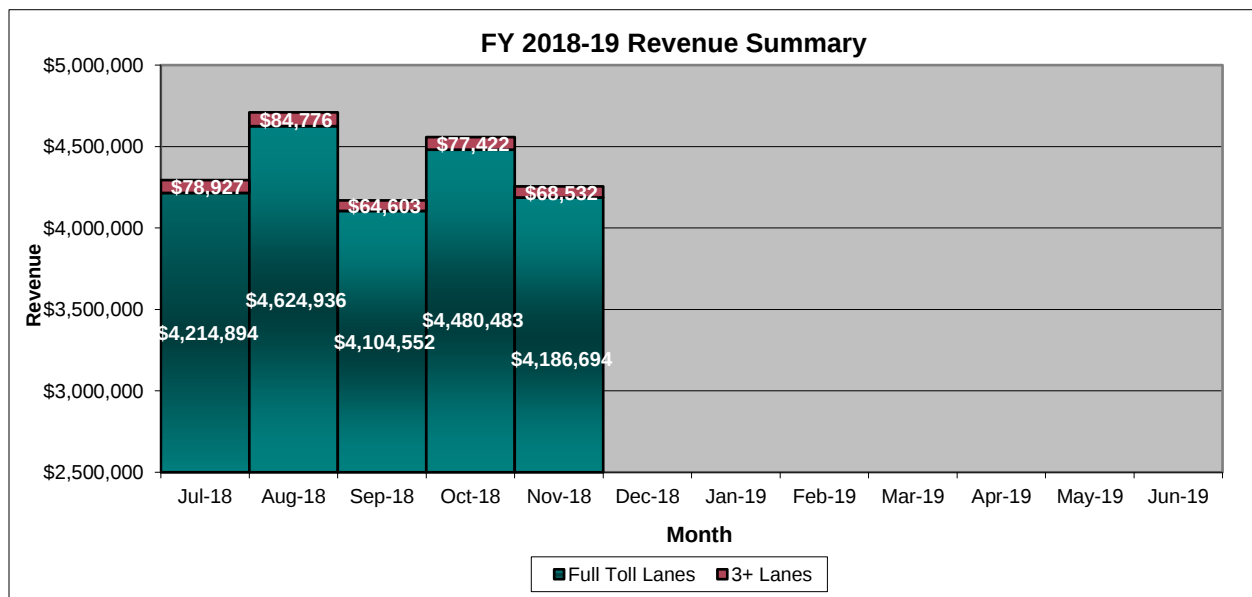
|                                 | FY 2018-19<br>YTD<br>Actual | Stantec<br>YTD<br>Projected | #<br>Variance | %<br>Variance | FY 2017-18<br>YTD<br>Actual | Yr-to-Yr<br>%<br>Variance |
|---------------------------------|-----------------------------|-----------------------------|---------------|---------------|-----------------------------|---------------------------|
| <b>Trips</b>                    |                             |                             |               |               |                             |                           |
| Full Toll Lanes                 | 5,453,910                   | 5,531,356                   | (77,446)      | (1.4%)        | 5,218,436                   | 4.5%                      |
| 3+ Lanes                        | 1,934,417                   | 1,677,904                   | 256,513       | 15.3%         | 1,717,624                   | 12.6%                     |
| Total Gross Trips               | 7,388,327                   | 7,209,260                   | 179,067       | 2.5%          | 6,936,060                   | 6.5%                      |
| <b>Revenue</b>                  |                             |                             |               |               |                             |                           |
| Full Toll Lanes                 | \$21,611,559                | \$22,008,223                | (\$87,630)    | (0.4%)        | \$20,297,571                | 6.5%                      |
| 3+ Lanes                        | \$374,259                   | \$419,779                   | (\$9,724)     | (2.3%)        | \$355,554                   | 5.3%                      |
| Total Gross Revenue             | \$21,985,819                | \$22,428,001                | (\$97,354)    | (0.4%)        | \$20,653,125                | 6.5%                      |
| <b>Average Revenue per Trip</b> |                             |                             |               |               |                             |                           |
| Average Full Toll Lanes         | \$3.96                      | \$3.98                      | (\$0.02)      | (0.4%)        | \$3.89                      | 1.9%                      |
| Average 3+ Lanes                | \$0.19                      | \$0.25                      | (\$0.06)      | (22.7%)       | \$0.21                      | (6.5%)                    |
| Average Gross Revenue           | \$2.98                      | \$3.11                      | (\$0.14)      | (4.3%)        | \$2.98                      | (0.1%)                    |

## OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between Full Toll trips and HOV3+ trips for FY 2018-19 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll trips and HOV3+ trips for FY 2018-19 on a monthly basis.



Peak traffic hour in the eastbound direction reached or exceeded 90% or more of defined capacity 19 times during the month of November 2018. As demonstrated on the next chart, westbound peak hour traffic volumes top out at 78% of defined capacity.

## OCTA EASTBOUND PEAK-HOUR VOLUMES

| PM Time     | Monday 10/29/18 |     |      |      | Tuesday 10/30/18 |     |      |      | Wednesday 10/31/18 |     |      |      | Thursday 11/01/18 |     |       |      | Friday 11/02/18 |     |       |      |
|-------------|-----------------|-----|------|------|------------------|-----|------|------|--------------------|-----|------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol. | Cap. | Price            | HOV | Vol. | Cap. | Price              | HOV | Vol. | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 1400 - 1500 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$5.20            | 438 | 3,307 | 97%  | \$5.35          | 533 | 3,395 | 100% |
| 1500 - 1600 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$6.00            | 693 | 3,455 | 102% | \$9.65          | 733 | 2,841 | 84%  |
| 1600 - 1700 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$9.30            | 477 | 2,610 | 77%  | \$9.45          | 493 | 2,735 | 80%  |
| 1700 - 1800 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$9.20            | 537 | 2,833 | 83%  | \$6.90          | 547 | 2,896 | 85%  |
| 1800 - 1900 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$4.75            | 693 | 2,848 | 84%  | \$6.40          | 755 | 2,946 | 87%  |
| 1900 - 2000 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$5.50            | 622 | 2,293 | 67%  | \$5.95          | 692 | 2,388 | 70%  |

| PM Time     | Monday 11/05/18 |     |       |      | Tuesday 11/06/18 |     |       |      | Wednesday 11/07/18 |     |       |      | Thursday 11/08/18 |     |       |      | Friday 11/09/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 1400 - 1500 | \$5.05          | 421 | 2,650 | 78%  | \$5.05           | 432 | 3,030 | 89%  | \$5.05             | 451 | 2,971 | 87%  | \$5.20            | 464 | 3,234 | 95%  | \$5.35          | 501 | 3,309 | 97%  |
| 1500 - 1600 | \$5.40          | 664 | 3,077 | 91%  | \$5.65           | 651 | 2,855 | 84%  | \$6.25             | 639 | 3,276 | 96%  | \$6.00            | 624 | 2,953 | 87%  | \$9.65          | 675 | 2,606 | 77%  |
| 1600 - 1700 | \$5.25          | 486 | 2,946 | 87%  | \$5.50           | 445 | 2,939 | 86%  | \$6.75             | 491 | 2,831 | 83%  | \$9.30            | 462 | 2,473 | 73%  | \$9.45          | 499 | 2,757 | 81%  |
| 1700 - 1800 | \$5.20          | 621 | 3,165 | 93%  | \$5.40           | 543 | 2,879 | 85%  | \$6.90             | 504 | 2,519 | 74%  | \$9.20            | 579 | 2,824 | 83%  | \$6.90          | 619 | 2,856 | 84%  |
| 1800 - 1900 | \$5.40          | 714 | 2,832 | 83%  | \$3.85           | 735 | 3,102 | 91%  | \$3.85             | 588 | 2,532 | 74%  | \$4.75            | 702 | 2,787 | 82%  | \$6.40          | 774 | 2,826 | 83%  |
| 1900 - 2000 | \$3.75          | 517 | 2,041 | 60%  | \$3.75           | 629 | 2,495 | 73%  | \$3.75             | 407 | 1,590 | 47%  | \$5.50            | 719 | 2,729 | 80%  | \$5.95          | 656 | 2,246 | 66%  |

| PM Time     | Monday 11/12/18 |     |       |      | Tuesday 11/13/18 |     |       |      | Wednesday 11/14/18 |     |       |      | Thursday 11/15/18 |     |       |      | Friday 11/16/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 1400 - 1500 | \$5.05          | 480 | 2,135 | 63%  | \$5.05           | 432 | 2,814 | 83%  | \$5.05             | 438 | 2,861 | 84%  | \$5.20            | 454 | 3,224 | 95%  | \$5.35          | 519 | 3,403 | 100% |
| 1500 - 1600 | \$5.40          | 669 | 2,789 | 82%  | \$5.65           | 647 | 2,803 | 82%  | \$6.25             | 616 | 3,095 | 91%  | \$6.00            | 637 | 3,269 | 96%  | \$9.65          | 692 | 2,669 | 79%  |
| 1600 - 1700 | \$5.25          | 483 | 2,504 | 74%  | \$5.50           | 450 | 2,856 | 84%  | \$6.75             | 438 | 2,728 | 80%  | \$9.30            | 446 | 2,524 | 74%  | \$9.45          | 464 | 2,674 | 79%  |
| 1700 - 1800 | \$5.20          | 590 | 2,491 | 73%  | \$5.40           | 607 | 3,010 | 89%  | \$6.90             | 490 | 2,592 | 76%  | \$9.20            | 609 | 2,814 | 83%  | \$6.90          | 564 | 2,806 | 83%  |
| 1800 - 1900 | \$5.40          | 590 | 1,953 | 57%  | \$3.85           | 710 | 3,035 | 89%  | \$3.85             | 719 | 3,176 | 93%  | \$4.75            | 704 | 2,976 | 88%  | \$6.40          | 750 | 2,788 | 82%  |
| 1900 - 2000 | \$3.75          | 467 | 1,417 | 42%  | \$3.75           | 552 | 2,198 | 65%  | \$3.75             | 641 | 2,515 | 74%  | \$5.50            | 604 | 2,387 | 70%  | \$5.95          | 734 | 2,581 | 76%  |

| PM Time     | Monday 11/19/18 |     |       |      | Tuesday 11/20/18 |     |       |      | Wednesday 11/21/18 |     |       |      | Thursday 11/22/18 |     |       |      | Friday 11/23/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 1400 - 1500 | \$5.05          | 507 | 2,782 | 82%  | \$5.05           | 613 | 3,166 | 93%  | \$7.30             | 615 | 3,241 | 95%  | \$5.20            | 748 | 1,809 | 53%  | \$4.85          | 460 | 1,371 | 40%  |
| 1500 - 1600 | \$5.40          | 660 | 2,981 | 88%  | \$5.65           | 541 | 2,306 | 68%  | \$8.35             | 619 | 2,676 | 79%  | \$4.85            | 646 | 1,587 | 47%  | \$4.85          | 449 | 1,319 | 39%  |
| 1600 - 1700 | \$5.25          | 501 | 2,828 | 83%  | \$5.50           | 516 | 2,758 | 81%  | \$8.35             | 610 | 2,631 | 77%  | \$4.85            | 693 | 1,549 | 46%  | \$4.85          | 446 | 1,246 | 37%  |
| 1700 - 1800 | \$5.20          | 589 | 2,873 | 85%  | \$5.40           | 624 | 2,838 | 83%  | \$8.35             | 646 | 2,479 | 73%  | \$4.85            | 758 | 1,671 | 49%  | \$4.85          | 423 | 1,154 | 34%  |
| 1800 - 1900 | \$5.40          | 707 | 2,758 | 81%  | \$3.85           | 705 | 2,851 | 84%  | \$5.90             | 578 | 1,970 | 58%  | \$5.20            | 742 | 1,522 | 45%  | \$4.85          | 411 | 968   | 28%  |
| 1900 - 2000 | \$3.75          | 582 | 1,998 | 59%  | \$3.75           | 704 | 2,500 | 74%  | \$5.65             | 525 | 1,617 | 48%  | \$5.20            | 917 | 1,732 | 51%  | \$4.85          | 386 | 835   | 25%  |

| PM Time     | Monday 11/26/18 |     |       |      | Tuesday 11/27/18 |     |       |      | Wednesday 11/28/18 |     |       |      | Thursday 11/29/18 |     |       |      | Friday 11/30/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 1400 - 1500 | \$5.05          | 446 | 2,649 | 78%  | \$5.05           | 439 | 2,955 | 87%  | \$5.05             | 449 | 2,828 | 83%  | \$5.20            | 382 | 2,755 | 81%  | \$5.35          | 555 | 3,508 | 103% |
| 1500 - 1600 | \$5.40          | 646 | 3,037 | 89%  | \$5.65           | 690 | 2,856 | 84%  | \$6.25             | 687 | 3,246 | 95%  | \$6.00            | 596 | 2,992 | 88%  | \$9.65          | 697 | 2,643 | 78%  |
| 1600 - 1700 | \$5.25          | 471 | 2,860 | 84%  | \$5.50           | 463 | 2,960 | 87%  | \$6.75             | 528 | 3,053 | 90%  | \$9.30            | 381 | 2,236 | 66%  | \$9.45          | 434 | 2,672 | 79%  |
| 1700 - 1800 | \$5.20          | 609 | 2,910 | 86%  | \$5.40           | 594 | 3,003 | 88%  | \$6.90             | 530 | 2,666 | 78%  | \$9.20            | 487 | 2,274 | 67%  | \$6.90          | 620 | 2,844 | 84%  |
| 1800 - 1900 | \$5.40          | 689 | 2,786 | 82%  | \$3.85           | 713 | 2,962 | 87%  | \$3.85             | 671 | 2,941 | 87%  | \$4.75            | 623 | 2,542 | 75%  | \$6.40          | 708 | 2,837 | 83%  |
| 1900 - 2000 | \$3.75          | 447 | 1,732 | 51%  | \$3.75           | 573 | 2,275 | 67%  | \$3.75             | 716 | 2,797 | 82%  | \$5.50            | 445 | 1,702 | 50%  | \$5.95          | 659 | 2,263 | 67%  |

## OCTA WESTBOUND PEAK-HOUR VOLUMES

| AM Time     | Monday 10/29/18 |     |      |      | Tuesday 10/30/18 |     |      |      | Wednesday 10/31/18 |     |      |      | Thursday 11/01/18 |     |       |      | Friday 11/02/18 |     |       |      |
|-------------|-----------------|-----|------|------|------------------|-----|------|------|--------------------|-----|------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol. | Cap. | Price            | HOV | Vol. | Cap. | Price              | HOV | Vol. | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 0400 - 0500 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$3.00            | 755 | 2,357 | 69%  | \$3.00          | 678 | 1,960 | 58%  |
| 0500 - 0600 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$4.85            | 824 | 2,382 | 70%  | \$4.60          | 739 | 2,419 | 71%  |
| 0600 - 0700 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$5.05            | 645 | 2,069 | 61%  | \$4.85          | 602 | 1,924 | 57%  |
| 0700 - 0800 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$5.55            | 481 | 2,098 | 62%  | \$5.40          | 452 | 1,830 | 54%  |
| 0800 - 0900 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$5.05            | 306 | 1,864 | 55%  | \$4.85          | 308 | 1,709 | 50%  |
| 0900 - 1000 |                 |     |      |      |                  |     |      |      |                    |     |      |      | \$4.00            | 290 | 2,193 | 65%  | \$4.00          | 294 | 1,601 | 47%  |

| AM Time     | Monday 11/05/18 |     |       |      | Tuesday 11/06/18 |     |       |      | Wednesday 11/07/18 |     |       |      | Thursday 11/08/18 |     |       |      | Friday 11/09/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 0400 - 0500 | \$3.00          | 740 | 2,276 | 67%  | \$3.00           | 792 | 2,470 | 73%  | \$3.00             | 734 | 2,358 | 69%  | \$3.00            | 746 | 2,281 | 67%  | \$3.00          | 668 | 2,031 | 60%  |
| 0500 - 0600 | \$4.85          | 881 | 2,464 | 72%  | \$4.85           | 867 | 2,508 | 74%  | \$4.85             | 845 | 2,376 | 70%  | \$4.85            | 833 | 2,405 | 71%  | \$4.60          | 774 | 2,379 | 70%  |
| 0600 - 0700 | \$5.05          | 587 | 2,018 | 59%  | \$5.05           | 596 | 2,174 | 64%  | \$5.05             | 641 | 2,064 | 61%  | \$5.05            | 697 | 2,174 | 64%  | \$4.85          | 628 | 2,028 | 60%  |
| 0700 - 0800 | \$5.55          | 512 | 2,186 | 64%  | \$5.55           | 492 | 2,202 | 65%  | \$5.55             | 506 | 2,262 | 67%  | \$5.55            | 525 | 2,378 | 70%  | \$5.40          | 427 | 1,794 | 53%  |
| 0800 - 0900 | \$5.05          | 347 | 2,160 | 64%  | \$5.05           | 325 | 2,138 | 63%  | \$5.05             | 311 | 1,950 | 57%  | \$5.05            | 322 | 2,038 | 60%  | \$4.85          | 326 | 1,780 | 52%  |
| 0900 - 1000 | \$4.00          | 314 | 2,096 | 62%  | \$4.00           | 287 | 2,242 | 66%  | \$4.00             | 301 | 2,040 | 60%  | \$4.00            | 284 | 2,124 | 62%  | \$4.00          | 274 | 1,601 | 47%  |

| AM Time     | Monday 11/12/18 |     |       |      | Tuesday 11/13/18 |     |       |      | Wednesday 11/14/18 |     |       |      | Thursday 11/15/18 |     |       |      | Friday 11/16/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 0400 - 0500 | \$3.00          | 475 | 1,463 | 43%  | \$3.00           | 782 | 2,399 | 71%  | \$3.00             | 798 | 2,447 | 72%  | \$3.00            | 795 | 2,391 | 70%  | \$3.00          | 709 | 1,981 | 58%  |
| 0500 - 0600 | \$4.85          | 525 | 1,579 | 46%  | \$4.85           | 891 | 2,497 | 73%  | \$4.85             | 816 | 2,377 | 70%  | \$4.85            | 855 | 2,536 | 75%  | \$4.60          | 763 | 2,467 | 73%  |
| 0600 - 0700 | \$5.05          | 331 | 1,246 | 37%  | \$5.05           | 617 | 2,052 | 60%  | \$5.05             | 636 | 2,166 | 64%  | \$5.05            | 588 | 2,133 | 63%  | \$4.85          | 585 | 1,959 | 58%  |
| 0700 - 0800 | \$5.55          | 292 | 1,207 | 36%  | \$5.55           | 514 | 2,146 | 63%  | \$5.55             | 471 | 2,193 | 65%  | \$5.55            | 502 | 2,167 | 64%  | \$5.40          | 406 | 1,803 | 53%  |
| 0800 - 0900 | \$5.05          | 283 | 1,245 | 37%  | \$5.05           | 332 | 2,149 | 63%  | \$5.05             | 322 | 1,941 | 57%  | \$5.05            | 372 | 2,027 | 60%  | \$4.85          | 312 | 1,734 | 51%  |
| 0900 - 1000 | \$4.00          | 453 | 1,944 | 57%  | \$4.00           | 326 | 2,158 | 63%  | \$4.00             | 287 | 1,961 | 58%  | \$4.00            | 319 | 2,135 | 63%  | \$4.00          | 280 | 1,731 | 51%  |

| AM Time     | Monday 11/19/18 |     |       |      | Tuesday 11/20/18 |     |       |      | Wednesday 11/21/18 |     |       |      | Thursday 11/22/18 |     |      |      | Friday 11/23/18 |     |      |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|------|------|-----------------|-----|------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol. | Cap. | Price           | HOV | Vol. | Cap. |
| 0400 - 0500 | \$3.00          | 774 | 2,493 | 73%  | \$3.00           | 766 | 2,377 | 70%  | \$3.00             | 722 | 1,959 | 58%  | \$1.65            | 56  | 110  | 3%   | \$1.65          | 92  | 219  | 6%   |
| 0500 - 0600 | \$4.85          | 853 | 2,479 | 73%  | \$4.85           | 904 | 2,551 | 75%  | \$5.05             | 785 | 2,356 | 69%  | \$1.65            | 54  | 147  | 4%   | \$1.65          | 133 | 362  | 11%  |
| 0600 - 0700 | \$5.05          | 525 | 2,021 | 59%  | \$5.05           | 479 | 1,895 | 56%  | \$5.20             | 450 | 1,826 | 54%  | \$1.65            | 49  | 159  | 5%   | \$2.45          | 135 | 434  | 13%  |
| 0700 - 0800 | \$5.55          | 456 | 2,037 | 60%  | \$5.55           | 429 | 1,849 | 54%  | \$5.65             | 401 | 1,595 | 47%  | \$1.65            | 84  | 240  | 7%   | \$3.00          | 131 | 457  | 13%  |
| 0800 - 0900 | \$5.05          | 422 | 2,121 | 62%  | \$5.05           | 407 | 1,938 | 57%  | \$5.65             | 337 | 1,662 | 49%  | \$1.65            | 154 | 403  | 12%  | \$3.00          | 156 | 614  | 18%  |
| 0900 - 1000 | \$4.00          | 425 | 2,082 | 61%  | \$4.00           | 401 | 2,041 | 60%  | \$5.20             | 355 | 1,403 | 41%  | \$2.45            | 320 | 701  | 21%  | \$3.75          | 331 | 953  | 28%  |

| AM Time     | Monday 11/26/18 |     |       |      | Tuesday 11/27/18 |     |       |      | Wednesday 11/28/18 |     |       |      | Thursday 11/29/18 |     |       |      | Friday 11/30/18 |     |       |      |
|-------------|-----------------|-----|-------|------|------------------|-----|-------|------|--------------------|-----|-------|------|-------------------|-----|-------|------|-----------------|-----|-------|------|
|             | Price           | HOV | Vol.  | Cap. | Price            | HOV | Vol.  | Cap. | Price              | HOV | Vol.  | Cap. | Price             | HOV | Vol.  | Cap. | Price           | HOV | Vol.  | Cap. |
| 0400 - 0500 | \$3.00          | 838 | 2,577 | 76%  | \$3.00           | 796 | 2,418 | 71%  | \$3.00             | 787 | 2,470 | 73%  | \$3.00            | 752 | 2,329 | 69%  | \$3.00          | 698 | 2,031 | 60%  |
| 0500 - 0600 | \$4.85          | 895 | 2,522 | 74%  | \$4.85           | 975 | 2,635 | 78%  | \$4.85             | 844 | 2,408 | 71%  | \$4.85            | 793 | 2,391 | 70%  | \$4.60          | 766 | 2,363 | 70%  |
| 0600 - 0700 | \$5.05          | 597 | 2,056 | 60%  | \$5.05           | 575 | 1,999 | 59%  | \$5.05             | 630 | 2,097 | 62%  | \$5.05            | 590 | 1,989 | 59%  | \$4.85          | 591 | 1,919 | 56%  |
| 0700 - 0800 | \$5.55          | 453 | 1,960 | 58%  | \$5.55           | 500 | 2,149 | 63%  | \$5.55             | 510 | 2,205 | 65%  | \$5.55            | 428 | 1,859 | 55%  | \$5.40          | 412 | 1,805 | 53%  |
| 0800 - 0900 | \$5.05          | 360 | 2,007 | 59%  | \$5.05           | 346 | 2,229 | 66%  | \$5.05             | 371 | 2,146 | 63%  | \$5.05            | 307 | 1,874 | 55%  | \$4.85          | 311 | 1,867 | 55%  |
| 0900 - 1000 | \$4.00          | 314 | 1,974 | 58%  | \$4.00           | 305 | 2,149 | 63%  | \$4.00             | 290 | 2,199 | 65%  | \$4.00            | 273 | 1,839 | 54%  | \$4.00          | 261 | 1,611 | 47%  |

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## OCTA OPERATIONAL HIGHLIGHTS

### **On-road Operations**

OCTA Customer Assistance Specialists (CAS) responded to 99 calls during the month of November. Of those calls, 80 were to assist disabled vehicles and 10 calls to remove debris. The CAS provided assistance to 6 accidents in the Express Lanes and 3 accidents originating from the SR91 general-purpose lanes.

### **Electronic Toll and Traffic Management System Project Update**

An agreement with Kapsch TrafficCom USA, Inc., (Kapsch) was executed in June 2018 to provide toll lane system integrator services for the design, installation, operations, and maintenance of the electronic toll and traffic management system for the 91 Express Lanes. During the month of November, Kapsch has developed several project plans and documentations and held weekly coordination meetings with OCTA and Cofiroute in preparation for the transition to the new 6C protocol in 2019. It is anticipated OCTA lane system equipment at the gantries will be replaced in early spring 2019.

# FINANCIAL HIGHLIGHTS OCTA

## 91 Express Lanes Operating Statement

| Description                                   | YTD as of : <b>11/30/2018</b> |                         | YTD Variance           |               |
|-----------------------------------------------|-------------------------------|-------------------------|------------------------|---------------|
|                                               | Actual <sup>(1)</sup>         | Budget <sup>(1)</sup>   | Dollar \$              | Percent (%)   |
| <b>Operating revenues:</b>                    |                               |                         |                        |               |
| Toll revenue                                  | \$ 19,757,257.88              | \$ 20,940,456.00        | \$ (1,183,198.12)      | (5.7)         |
| Fee revenue                                   | 3,102,218.04                  | 1,933,703.00            | 1,168,515.04           | 60.4          |
| <b>Total operating revenues</b>               | <b>22,859,475.92</b>          | <b>22,874,159.00</b>    | <b>(14,683.08)</b>     | <b>(0.1)</b>  |
| <b>Operating expenses:</b>                    |                               |                         |                        |               |
| Contracted services                           | 2,731,680.25                  | 3,040,450.00            | 308,769.75             | 10.2          |
| Administrative fee                            | 1,033,770.00                  | 1,148,285.00            | 114,515.00             | 10.0          |
| Other professional services                   | 195,960.61                    | 741,101.00              | 545,140.39             | 73.6          |
| Credit card processing fees                   | 554,375.32                    | 545,982.00              | (8,393.32)             | (1.5)         |
| Toll road account servicing                   | 295,220.69                    | 239,778.00              | (55,442.69)            | (23.1)        |
| Other insurance expense                       | 146,911.09                    | 312,375.00              | 165,463.91             | 53.0          |
| Toll road maintenance supply repairs          | 89,191.60                     | 84,550.00               | (4,641.60)             | (5.5)         |
| Patrol services                               | 294,289.42                    | 331,145.00              | 36,855.58              | 11.1          |
| Building equipment repairs and maint          | 59,393.01                     | 122,240.00              | 62,846.99              | 51.4          |
| Other services                                | 3,684.00                      | 9,165.00                | 5,481.00               | 59.8          |
| Utilities                                     | 19,379.16                     | 27,490.00               | 8,110.84               | 29.5          |
| Office expense                                | 718.82                        | 54,280.00               | 53,561.18              | 98.7          |
| Bad debt expense                              | 66,998.16                     | -                       | (66,998.16)            | N/A           |
| Miscellaneous <sup>(2)</sup>                  | 62,016.87                     | 61,680.00               | (336.87)               | (0.5)         |
| Leases                                        | 219,893.48                    | 191,590.00              | (28,303.48)            | (14.8)        |
| <b>Total operating expenses</b>               | <b>5,773,482.48</b>           | <b>6,910,111.00</b>     | <b>1,136,628.52</b>    | <b>16.4</b>   |
| Depreciation and amortization <sup>(3)</sup>  | 1,434,050.56                  | -                       | (1,434,050.56)         | N/A           |
| <b>Operating income (loss)</b>                | <b>15,651,942.88</b>          | <b>15,964,048.00</b>    | <b>(312,105.12)</b>    | <b>(2.0)</b>  |
| <b>Nonoperating revenues (expenses):</b>      |                               |                         |                        |               |
| Reimbursement from Other Agencies             | 92,698.08                     | 465,995.00              | (373,296.92)           | (80.1)        |
| Interest income                               | 1,109,583.01                  | 924,910.00              | 184,673.01             | 20.0          |
| Interest expense                              | (2,064,104.03)                | (2,087,480.00)          | 23,375.97              | 1.1           |
| Other                                         | 4,643.81                      | -                       | 4,643.81               | N/A           |
| <b>Total nonoperating revenues (expenses)</b> | <b>(857,179.13)</b>           | <b>(696,575.00)</b>     | <b>(160,604.13)</b>    | <b>(23.1)</b> |
| Transfers in                                  | -                             | -                       | -                      | N/A           |
| Transfers out                                 | (382,215.38)                  | (32,354.00)             | (349,861.38)           | (1,081.4)     |
| <b>Net income (loss)</b>                      | <b>\$ 14,412,548.37</b>       | <b>\$ 15,235,119.00</b> | <b>\$ (822,570.63)</b> | <b>(5.4)</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.

<sup>3</sup>Depreciation and amortization are not budgeted items.

## Capital Asset Activity

During the five months ending November 30, 2018, capital asset activities included \$349, 599 for the Electronic Toll and Traffic Management system replacement project.

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# OPERATIONS OVERVIEW RCTC

## TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the RCTC 91 Express Lanes for November 2018 was 1,226,885. This represents a daily average of 40,896. This is a 4.5% increase in total traffic volume from the same period last year when traffic levels totaled 1,173,903. Potential toll revenue for the month was \$4,440,392 which represents an increase of 19.1% from the prior year's total of \$3,729,796. Carpool percentage for the month was 24.37% as compared to the previous year's rate of 21.99%.

Month-to-date 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 Express Lanes and associated potential revenue for the month of November 2018.

### Current Month-to-Date (MTD) as of November 30, 2018

| Trips                           | NOV-18<br>MTD<br>Actual | Stantec<br>MTD<br>Projected | #<br>Variance | %<br>Variance | Nov-17<br>MTD<br>Actual | Yr-to-Yr<br>%<br>Variance |
|---------------------------------|-------------------------|-----------------------------|---------------|---------------|-------------------------|---------------------------|
| Full Toll Lanes                 | 927,903                 | 624,457                     | 303,446       | 48.6%         | 915,744                 | 1.3%                      |
| 3+ Lanes                        | 298,982                 | 226,329                     | 72,653        | 32.1%         | 258,159                 | 15.8%                     |
| Total Gross Trips               | 1,226,885               | 850,786                     | 376,099       | 44.2%         | 1,173,903               | 4.5%                      |
| <b>Revenue</b>                  |                         |                             |               |               |                         |                           |
| Full Toll Lanes                 | \$4,408,880             | \$1,856,172                 | \$2,552,708   | 137.5%        | \$3,701,519             | 19.1%                     |
| 3+ Lanes                        | \$31,512                | \$0                         | \$31,512      |               | \$28,277                | 11.4%                     |
| Total Gross Revenue             | \$4,440,392             | \$1,856,172                 | \$2,584,220   | 139.2%        | \$3,729,796             | 19.1%                     |
| <b>Average Revenue per Trip</b> |                         |                             |               |               |                         |                           |
| Average Full Toll Lanes         | \$4.75                  | \$2.97                      | \$1.78        | 59.9%         | \$4.04                  | 17.6%                     |
| Average 3+ Lanes                | \$0.11                  | \$0.00                      | \$0.11        |               | \$0.11                  | 0.0%                      |
| Average Gross Revenue           | \$3.62                  | \$2.18                      | \$1.44        | 66.1%         | \$3.18                  | 13.8%                     |

The 2019 fiscal year-to-date (YTD) traffic volume is 6% higher when compared with the same period last year. The 2019 fiscal year-to-date revenue is 25.4% higher than for the same period last year. The traffic and revenue increases are attributed to higher demand and increase toll rates to manage the demand. Year-to-date average revenue per-trip is \$3.59.

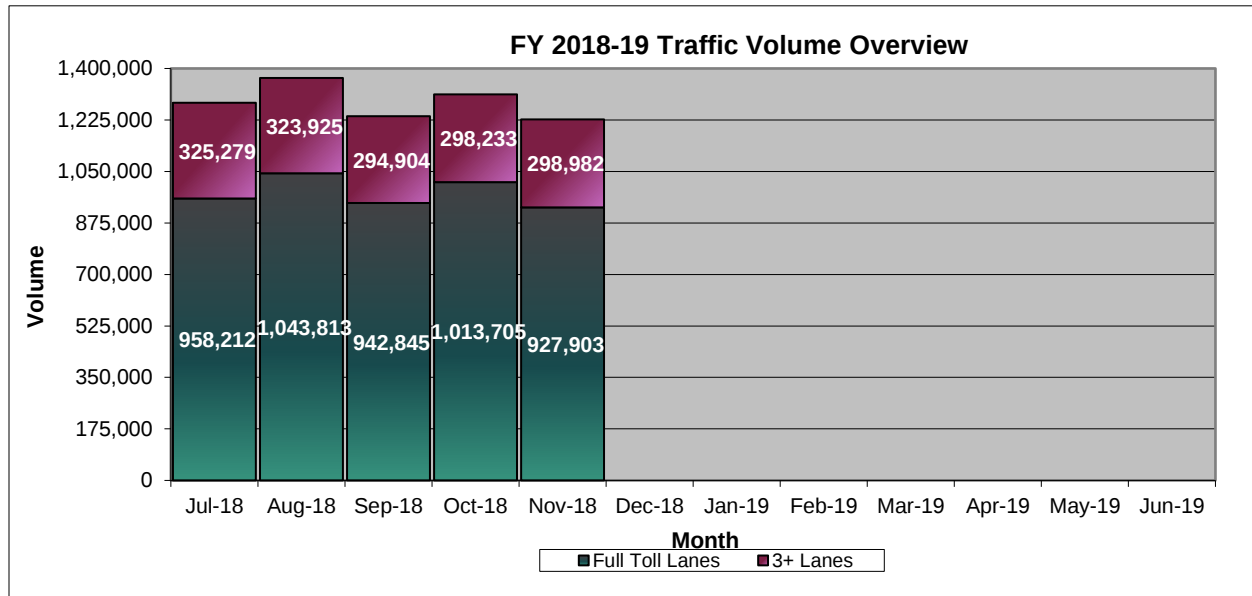
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2018 through November 2018.

**FY 2018-19 Year to Date as of November 30, 2018**

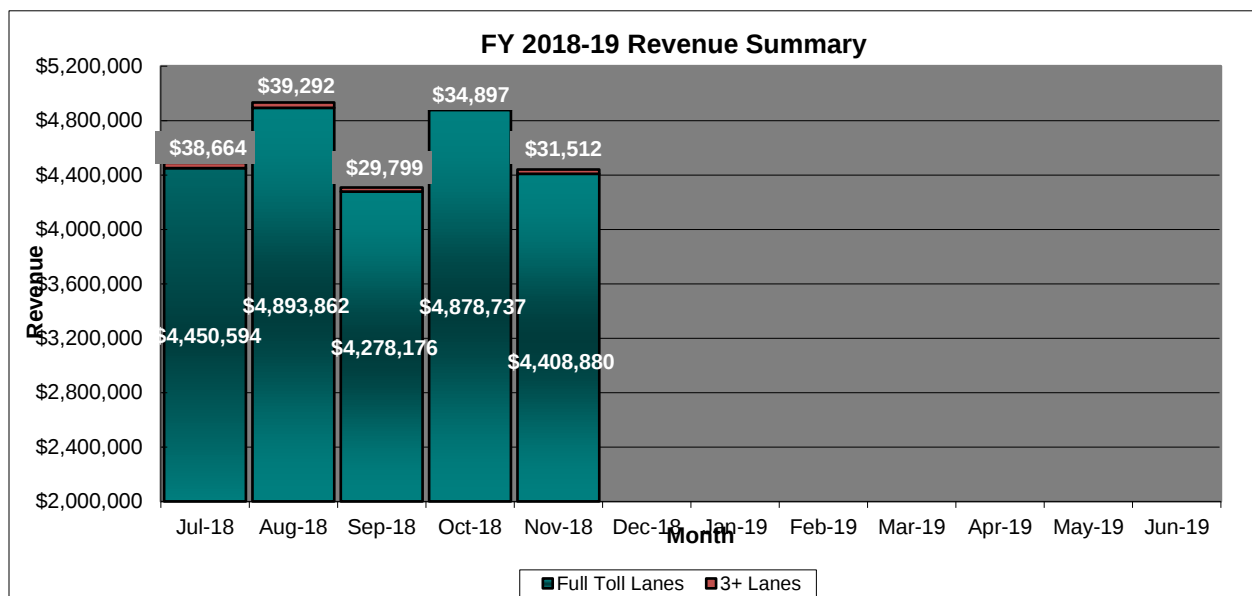
| <b>Trips</b>                    | <b>FY 2018-19<br/>YTD<br/>Actual</b> | <b>Stantec<br/>YTD<br/>Projected</b> | <b>#<br/>Variance</b> | <b>%<br/>Variance</b> | <b>FY 2017-18<br/>YTD<br/>Actual</b> | <b>Yr-to-Yr<br/>%<br/>Variance</b> |
|---------------------------------|--------------------------------------|--------------------------------------|-----------------------|-----------------------|--------------------------------------|------------------------------------|
| Full Toll Lanes                 | 4,886,478                            | 3,116,014                            | 1,770,464             | 56.8%                 | 4,772,629                            | 2.4%                               |
| 3+ Lanes                        | 1,541,321                            | 1,084,343                            | 456,978               | 42.1%                 | 1,293,049                            | 19.2%                              |
| Total Gross Trips               | 6,427,799                            | 4,200,357                            | 2,227,442             | 53.0%                 | 6,065,678                            | 6.0%                               |
| <b>Revenue</b>                  |                                      |                                      |                       |                       |                                      |                                    |
| Full Toll Lanes                 | \$22,910,249                         | \$9,342,729                          | \$13,567,520          | 145.2%                | \$18,257,926                         | 25.5%                              |
| 3+ Lanes                        | \$174,164                            | \$0                                  | \$174,164             |                       | \$153,280                            | 13.6%                              |
| Total Gross Revenue             | \$23,084,413                         | \$9,342,729                          | \$13,741,684          | 147.1%                | \$18,411,206                         | 25.4%                              |
| <b>Average Revenue per Trip</b> |                                      |                                      |                       |                       |                                      |                                    |
| Average Full Toll Lanes         | \$4.69                               | \$3.00                               | \$1.69                | 56.3%                 | \$3.83                               | 22.5%                              |
| Average 3+ Lanes                | \$0.11                               | \$0.00                               | \$0.11                |                       | \$0.12                               | (8.3%)                             |
| Average Gross Revenue           | \$3.59                               | \$2.22                               | \$1.37                | 61.7%                 | \$3.04                               | 18.1%                              |

## RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between Full Toll lanes and HOV3+ lanes for FY 2018-19 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll lanes and HOV3+ lanes for FY 2018-19 on a monthly basis.



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## **RCTC PEAK-HOUR VOLUMES**

RCTC regularly evaluates traffic volumes for peak period hours where Express Lanes performance is degraded and either increases or decreases tolls. Toll rates were adjusted once in November to improve the level of service in the peak hours where demand exceeded capacity. Hours highlighted in green were increased and hours highlighted in red were decreased. Hours that are highlighted in yellow were flagged for continued evaluation.

## RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

| PM Time     | Monday 10/29/18 |     |     |      |     | Tuesday 10/30/18 |     |     |      |     | Wednesday 10/31/18 |     |     |      |     | Thursday 11/01/18 |     |       |       |     | Friday 11/02/18 |     |       |       |     |
|-------------|-----------------|-----|-----|------|-----|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV | Vol. | LOS | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 1400 - 1500 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$7.55            | 229 | 1,269 | 1,498 | E   | \$16.40         | 332 | 1,197 | 1,529 | E   |
| 1500 - 1600 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$9.60            | 341 | 1,016 | 1,357 | D   | \$16.40         | 364 | 934   | 1,298 | D   |
| 1600 - 1700 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$8.55            | 196 | 786   | 982   | C   | \$11.40         | 233 | 901   | 1,134 | C   |
| 1700 - 1800 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$3.95            | 248 | 923   | 1,171 | C   | \$7.40          | 246 | 973   | 1,219 | D   |
| 1800 - 1900 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$3.95            | 304 | 888   | 1,192 | C   | \$5.05          | 311 | 958   | 1,269 | D   |
| 1900 - 2000 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$4.05            | 274 | 691   | 965   | C   | \$3.95          | 333 | 879   | 1,212 | D   |

| PM Time     | Monday 11/05/18 |     |       |       |     | Tuesday 11/06/18 |     |       |       |     | Wednesday 11/07/18 |     |       |       |     | Thursday 11/08/18 |     |       |       |     | Friday 11/09/18 |     |       |       |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 1400 - 1500 | \$4.05          | 240 | 1,012 | 1,252 | E   | \$5.15           | 227 | 1,093 | 1,320 | F   | \$5.15             | 259 | 1,139 | 1,398 | F   | \$7.55            | 256 | 1,275 | 1,531 | F   | \$16.40         | 321 | 1,196 | 1,517 | F   |
| 1500 - 1600 | \$5.05          | 358 | 982   | 1,340 | F   | \$5.15           | 362 | 892   | 1,254 | E   | \$6.55             | 330 | 994   | 1,324 | F   | \$9.60            | 372 | 975   | 1,347 | F   | \$16.40         | 351 | 944   | 1,295 | E   |
| 1600 - 1700 | \$4.05          | 224 | 911   | 1,135 | D   | \$4.05           | 193 | 921   | 1,114 | D   | \$3.95             | 240 | 970   | 1,210 | E   | \$8.55            | 224 | 942   | 1,166 | D   | \$11.40         | 258 | 1,019 | 1,277 | E   |
| 1700 - 1800 | \$4.05          | 229 | 882   | 1,111 | D   | \$4.05           | 250 | 865   | 1,115 | D   | \$3.95             | 211 | 783   | 994   | C   | \$3.95            | 244 | 945   | 1,189 | D   | \$7.40          | 267 | 953   | 1,220 | E   |
| 1800 - 1900 | \$4.05          | 292 | 754   | 1,046 | D   | \$4.05           | 318 | 857   | 1,175 | D   | \$3.95             | 273 | 796   | 1,069 | D   | \$3.95            | 311 | 934   | 1,245 | E   | \$5.05          | 369 | 954   | 1,323 | F   |
| 1900 - 2000 | \$2.20          | 220 | 571   | 791   | B   | \$4.05           | 254 | 690   | 944   | C   | \$3.95             | 253 | 677   | 930   | C   | \$4.05            | 315 | 850   | 1,165 | D   | \$3.95          | 322 | 859   | 1,181 | D   |

| PM Time     | Monday 11/12/18 |     |     |       |     | Tuesday 11/13/18 |     |     |       |     | Wednesday 11/14/18 |     |       |       |     | Thursday 11/15/18 |     |       |       |     | Friday 11/16/18 |     |       |       |     |
|-------------|-----------------|-----|-----|-------|-----|------------------|-----|-----|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV | Vol.  | LOS | Price            | HOV | SOV | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 1400 - 1500 | \$4.05          | 252 | 803 | 1,055 | D   | \$5.15           | 227 | 946 | 1,173 | D   | \$5.15             | 260 | 1,099 | 1,359 | F   | \$7.55            | 267 | 1,186 | 1,453 | F   | \$17.70         | 311 | 1,193 | 1,504 | F   |
| 1500 - 1600 | \$5.05          | 329 | 876 | 1,205 | E   | \$5.15           | 348 | 916 | 1,264 | E   | \$6.55             | 337 | 993   | 1,330 | F   | \$9.60            | 327 | 1,019 | 1,346 | F   | \$17.70         | 367 | 916   | 1,283 | E   |
| 1600 - 1700 | \$4.05          | 219 | 858 | 1,077 | D   | \$4.05           | 206 | 946 | 1,152 | D   | \$3.95             | 213 | 928   | 1,141 | D   | \$8.55            | 211 | 853   | 1,064 | D   | \$11.40         | 237 | 891   | 1,128 | D   |
| 1700 - 1800 | \$4.05          | 289 | 728 | 1,017 | D   | \$4.05           | 257 | 854 | 1,111 | D   | \$3.95             | 220 | 894   | 1,114 | D   | \$3.95            | 265 | 895   | 1,160 | D   | \$6.70          | 261 | 980   | 1,241 | E   |
| 1800 - 1900 | \$4.05          | 278 | 585 | 863   | C   | \$4.05           | 289 | 914 | 1,203 | E   | \$3.95             | 298 | 962   | 1,260 | E   | \$3.95            | 384 | 1,218 | 1,602 | F   | \$6.70          | 342 | 899   | 1,241 | E   |
| 1900 - 2000 | \$2.20          | 207 | 428 | 635   | B   | \$4.05           | 224 | 658 | 882   | C   | \$3.95             | 270 | 778   | 1,048 | D   | \$4.05            | 250 | 680   | 930   | C   | \$5.15          | 310 | 936   | 1,246 | E   |

| PM Time     | Monday 11/19/18 |     |       |       |     | Tuesday 11/20/18 |     |       |       |     | Wednesday 11/21/18 |     |       |       |     | Thursday 11/22/18 |     |     |       |     | Friday 11/23/18 |     |     |      |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-----|-------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV | Vol.  | LOS | Price           | HOV | SOV | Vol. | LOS |
| 1400 - 1500 | \$4.05          | 288 | 1,122 | 1,410 | F   | \$5.15           | 331 | 1,194 | 1,525 | F   | \$13.65            | 615 | 2,366 | 2,981 | F   | \$4.05            | 393 | 766 | 1,159 | D   | \$4.05          | 233 | 510 | 743  | B   |
| 1500 - 1600 | \$5.05          | 373 | 981   | 1,354 | F   | \$5.15           | 311 | 932   | 1,243 | E   | \$10.60            | 446 | 2,228 | 2,674 | F   | \$4.05            | 313 | 617 | 930   | C   | \$2.20          | 192 | 462 | 654  | B   |
| 1600 - 1700 | \$4.05          | 258 | 964   | 1,222 | E   | \$4.05           | 264 | 1,011 | 1,275 | E   | \$8.55             | 751 | 2,352 | 3,103 | F   | \$4.05            | 352 | 638 | 990   | C   | \$2.20          | 216 | 404 | 620  | B   |
| 1700 - 1800 | \$4.05          | 273 | 852   | 1,125 | D   | \$4.05           | 334 | 971   | 1,305 | F   | \$6.70             | 760 | 2,213 | 2,973 | F   | \$4.05            | 351 | 588 | 939   | C   | \$2.20          | 180 | 352 | 532  | B   |
| 1800 - 1900 | \$4.05          | 296 | 804   | 1,100 | D   | \$4.05           | 329 | 920   | 1,249 | E   | \$4.05             | 418 | 1,044 | 1,462 | F   | \$4.05            | 349 | 498 | 847   | C   | \$2.20          | 174 | 260 | 434  | B   |
| 1900 - 2000 | \$2.20          | 271 | 688   | 959   | C   | \$4.05           | 328 | 792   | 1,120 | D   | \$4.05             | 232 | 541   | 773   | B   | \$4.05            | 400 | 529 | 929   | C   | \$1.50          | 166 | 216 | 382  | A   |

| PM Time     | Monday 11/26/18 |     |       |       |     | Tuesday 11/27/18 |     |       |       |     | Wednesday 11/28/18 |     |       |       |     | Thursday 11/29/18 |     |       |       |     | Friday 11/30/18 |     |       |       |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 1400 - 1500 | \$4.05          | 227 | 1,006 | 1,233 | E   | \$5.15           | 225 | 1,046 | 1,271 | E   | \$5.15             | 257 | 1,090 | 1,347 | F   | \$7.55            | 205 | 1,034 | 1,239 | E   | \$17.70         | 291 | 1,163 | 1,454 | F   |
| 1500 - 1600 | \$5.05          | 307 | 892   | 1,199 | D   | \$5.15           | 346 | 903   | 1,249 | E   | \$6.55             | 375 | 1,007 | 1,382 | F   | \$9.60            | 290 | 862   | 1,152 | D   | \$17.70         | 358 | 869   | 1,227 | E   |
| 1600 - 1700 | \$4.05          | 222 | 842   | 1,064 | D   | \$4.05           | 199 | 930   | 1,129 | D   | \$3.95             | 230 | 974   | 1,204 | E   | \$8.55            | 148 | 748   | 896   | C   | \$11.40         | 195 | 939   | 1,134 | D   |
| 1700 - 1800 | \$4.05          | 242 | 801   | 1,043 | D   | \$4.05           | 240 | 898   | 1,138 | D   | \$3.95             | 239 | 852   | 1,091 | D   | \$3.95            | 186 | 676   | 862   | C   | \$6.70          | 275 | 897   | 1,172 | D   |
| 1800 - 1900 | \$4.05          | 293 | 705   | 998   | C   | \$4.05           | 272 | 859   | 1,131 | D   | \$3.95             | 279 | 887   | 1,166 | D   | \$3.95            | 236 | 762   | 998   | C   | \$6.70          | 347 | 866   | 1,213 | E   |
| 1900 - 2000 | \$2.20          | 184 | 510   | 694   | B   | \$4.05           | 216 | 669   | 885   | C   | \$3.95             | 286 | 841   | 1,127 | D   | \$4.05            | 190 | 547   | 737   | B   | \$5.15          | 294 | 773   | 1,067 | D   |

Eastbound PM Peak - County Line to I-15 South

| PM Time     | Monday 10/29/18 |     |     |      |     | Tuesday 10/30/18 |     |     |      |     | Wednesday 10/31/18 |     |     |      |     | Thursday 11/01/18 |     |     |      |     | Friday 11/02/18 |     |     |      |     |
|-------------|-----------------|-----|-----|------|-----|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-----|------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV | SOV | Vol. | LOS | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV | Vol. | LOS | Price           | HOV | SOV | Vol. | LOS |
| 1400 - 1500 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$5.05            | 114 | 777 | 891  | C   | \$5.15          | 129 | 784 | 913  | C   |
| 1500 - 1600 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$5.15            | 184 | 696 | 880  | C   | \$2.80          | 163 | 582 | 745  | B   |
| 1600 - 1700 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$2.80            | 118 | 590 | 708  | B   | \$2.85          | 121 | 562 | 683  | B   |
| 1700 - 1800 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$2.85            | 125 | 581 | 706  | B   | \$2.85          | 127 | 586 | 713  | B   |
| 1800 - 1900 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$2.85            | 144 | 538 | 682  | B   | \$2.85          | 180 | 556 | 736  | B   |
| 1900 - 2000 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$2.85            | 145 | 466 | 611  | B   | \$2.85          | 160 | 399 | 559  | B   |

| PM Time     | Monday 11/05/18 |            |            |            |          | Tuesday 11/06/18 |     |     |      |     | Wednesday 11/07/18 |     |     |      |     | Thursday 11/08/18 |     |     |      |     | Friday 11/09/18 |     |     |      |     |
|-------------|-----------------|------------|------------|------------|----------|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-----|------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV        | SOV        | Vol.       | LOS      | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV | Vol. | LOS | Price           | HOV | SOV | Vol. | LOS |
| 1400 - 1500 | \$2.85          | 104        | 649        | 753        | B        | \$5.15           | 108 | 731 | 839  | C   | \$5.05             | 118 | 714 | 832  | C   | \$5.05            | 122 | 791 | 913  | C   | \$5.15          | 135 | 738 | 873  | C   |
| 1500 - 1600 | <b>\$2.85</b>   | <b>180</b> | <b>674</b> | <b>854</b> | <b>C</b> | \$2.80           | 150 | 605 | 755  | B   | \$5.15             | 156 | 650 | 806  | C   | \$5.15            | 140 | 668 | 808  | C   | \$2.80          | 171 | 574 | 745  | B   |
| 1600 - 1700 | \$2.85          | 106        | 645        | 751        | B        | \$2.85           | 119 | 595 | 714  | B   | \$2.85             | 122 | 633 | 755  | B   | \$2.80            | 129 | 551 | 680  | B   | \$2.85          | 104 | 571 | 675  | B   |
| 1700 - 1800 | \$2.85          | 140        | 614        | 754        | B        | \$2.85           | 118 | 547 | 665  | B   | \$2.85             | 119 | 511 | 630  | B   | \$2.85            | 142 | 590 | 732  | B   | \$2.85          | 133 | 543 | 676  | B   |
| 1800 - 1900 | \$2.85          | 154        | 508        | 662        | B        | \$2.85           | 153 | 601 | 754  | B   | \$2.85             | 132 | 491 | 623  | B   | \$2.85            | 142 | 561 | 703  | B   | \$2.85          | 171 | 493 | 664  | B   |
| 1900 - 2000 | \$2.85          | 116        | 361        | 477        | B        | \$2.85           | 143 | 532 | 675  | B   | \$2.85             | 157 | 454 | 611  | B   | \$2.85            | 170 | 562 | 732  | B   | \$2.85          | 159 | 449 | 608  | B   |

| PM Time     | Monday 11/12/18 |            |            |            |          | Tuesday 11/13/18 |     |     |      |     | Wednesday 11/14/18 |     |     |      |     | Thursday 11/15/18 |     |     |      |     | Friday 11/16/18 |            |            |            |          |
|-------------|-----------------|------------|------------|------------|----------|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-----|------|-----|-----------------|------------|------------|------------|----------|
|             | Price           | HOV        | SOV        | Vol.       | LOS      | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV | Vol. | LOS | Price           | HOV        | SOV        | Vol.       | LOS      |
| 1400 - 1500 | \$2.85          | 145        | 502        | 647        | B        | \$5.15           | 116 | 638 | 754  | B   | \$5.05             | 103 | 658 | 761  | B   | \$5.05            | 117 | 806 | 923  | C   | \$5.15          | 141        | 754        | 895        | C        |
| 1500 - 1600 | <b>\$2.85</b>   | <b>192</b> | <b>609</b> | <b>801</b> | <b>C</b> | \$2.80           | 152 | 603 | 755  | B   | \$5.15             | 157 | 635 | 792  | B   | \$5.15            | 152 | 707 | 859  | C   | <b>\$2.80</b>   | <b>181</b> | <b>632</b> | <b>813</b> | <b>C</b> |
| 1600 - 1700 | \$2.85          | 127        | 554        | 681        | B        | \$2.85           | 105 | 607 | 712  | B   | \$2.85             | 106 | 616 | 722  | B   | \$2.80            | 124 | 586 | 710  | B   | \$2.85          | 113        | 583        | 696        | B        |
| 1700 - 1800 | \$2.85          | 131        | 484        | 615        | B        | \$2.85           | 142 | 575 | 717  | B   | \$2.85             | 123 | 515 | 638  | B   | \$2.85            | 139 | 516 | 655  | B   | \$2.85          | 158        | 552        | 710        | B        |
| 1800 - 1900 | \$2.85          | 155        | 399        | 554        | B        | \$2.85           | 161 | 558 | 719  | B   | \$2.85             | 162 | 584 | 746  | B   | \$2.85            | 82  | 238 | 320  | A   | \$2.85          | 151        | 537        | 688        | B        |
| 1900 - 2000 | \$2.85          | 135        | 285        | 420        | B        | \$2.85           | 140 | 444 | 584  | B   | \$2.85             | 168 | 499 | 667  | B   | \$2.85            | 146 | 526 | 672  | B   | \$2.85          | 190        | 541        | 731        | B        |

| PM Time     | Monday 11/19/18 |            |            |            |          | Tuesday 11/20/18 |     |     |      |     | Wednesday 11/21/18 |     |     |      |     | Thursday 11/22/18 |     |     |      |     | Friday 11/23/18 |     |     |      |     |
|-------------|-----------------|------------|------------|------------|----------|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-----|------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV        | SOV        | Vol.       | LOS      | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV | Vol. | LOS | Price           | HOV | SOV | Vol. | LOS |
| 1400 - 1500 | <b>\$2.85</b>   | <b>142</b> | <b>664</b> | <b>806</b> | <b>C</b> | \$5.15           | 171 | 684 | 855  | C   | \$2.85             | 42  | 125 | 167  | A   | \$2.85            | 189 | 357 | 546  | B   | \$1.90          | 128 | 283 | 411  | B   |
| 1500 - 1600 | <b>\$2.85</b>   | <b>178</b> | <b>659</b> | <b>837</b> | <b>C</b> | \$2.80           | 128 | 542 | 670  | B   | \$2.85             | 109 | 304 | 413  | B   | \$2.85            | 169 | 342 | 511  | B   | \$1.90          | 139 | 261 | 400  | A   |
| 1600 - 1700 | \$2.85          | 141        | 620        | 761        | B        | \$2.85           | 158 | 591 | 749  | B   | \$2.85             | 23  | 44  | 67   | A   | \$2.85            | 185 | 346 | 531  | B   | \$1.90          | 125 | 214 | 339  | A   |
| 1700 - 1800 | \$2.85          | 139        | 538        | 677        | B        | \$2.85           | 162 | 564 | 726  | B   | \$2.85             | 13  | 42  | 55   | A   | \$2.85            | 249 | 337 | 586  | B   | \$1.90          | 136 | 217 | 353  | A   |
| 1800 - 1900 | \$2.85          | 156        | 489        | 645        | B        | \$2.85           | 172 | 542 | 714  | B   | \$2.85             | 110 | 292 | 402  | B   | \$2.85            | 277 | 314 | 591  | B   | \$1.90          | 118 | 157 | 275  | A   |
| 1900 - 2000 | \$2.85          | 161        | 406        | 567        | B        | \$2.85           | 201 | 510 | 711  | B   | \$2.85             | 140 | 304 | 444  | B   | \$2.85            | 361 | 331 | 692  | B   | \$1.90          | 117 | 135 | 252  | A   |

| PM Time     | Monday 11/26/18 |     |     |      |     | Tuesday 11/27/18 |     |     |      |     | Wednesday 11/28/18 |            |            |            |          | Thursday 11/29/18 |     |     |      |     | Friday 11/30/18 |     |     |      |     |
|-------------|-----------------|-----|-----|------|-----|------------------|-----|-----|------|-----|--------------------|------------|------------|------------|----------|-------------------|-----|-----|------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV | SOV | Vol. | LOS | Price            | HOV | SOV | Vol. | LOS | Price              | HOV        | SOV        | Vol.       | LOS      | Price             | HOV | SOV | Vol. | LOS | Price           | HOV | SOV | Vol. | LOS |
| 1400 - 1500 | \$2.85          | 117 | 646 | 763  | B   | \$5.15           | 125 | 716 | 841  | C   | \$5.05             | 108        | 653        | 761        | B        | \$5.05            | 108 | 643 | 751  | B   | \$5.15          | 137 | 762 | 899  | C   |
| 1500 - 1600 | \$2.85          | 162 | 634 | 796  | B   | \$2.80           | 163 | 611 | 774  | B   | \$5.15             | 175        | 681        | 856        | C        | \$5.15            | 120 | 632 | 752  | B   | \$2.80          | 158 | 574 | 732  | B   |
| 1600 - 1700 | \$2.85          | 122 | 537 | 659  | B   | \$2.85           | 108 | 636 | 744  | B   | <b>\$2.85</b>      | <b>128</b> | <b>694</b> | <b>822</b> | <b>C</b> | \$2.80            | 98  | 520 | 618  | B   | \$2.85          | 118 | 581 | 699  | B   |
| 1700 - 1800 | \$2.85          | 133 | 591 | 724  | B   | \$2.85           | 113 | 611 | 724  | B   | \$2.85             | 124        | 517        | 641        | B        | \$2.85            | 89  | 427 | 516  | B   | \$2.85          | 126 | 533 | 659  | B   |
| 1800 - 1900 | \$2.85          | 136 | 522 | 658  | B   | \$2.85           | 123 | 495 | 618  | B   | \$2.85             | 130        | 569        | 699        | B        | \$2.85            | 132 | 433 | 565  | B   | \$2.85          | 161 | 521 | 682  | B   |
| 1900 - 2000 | \$2.85          | 109 | 355 | 464  | B   | \$2.85           | 136 | 502 | 638  | B   | \$2.85             | 172        | 595        | 767        | B        | \$2.85            | 95  | 372 | 467  | B   | \$2.85          | 148 | 455 | 603  | B   |

## RCTC WESTBOUND PEAK-HOUR VOLUMES

### Westbound AM Peak - McKinley to County Line

| AM Time     | Monday 10/29/18 |     |     |      |     | Tuesday 10/30/18 |     |     |      |     | Wednesday 10/31/18 |     |     |      |     | Thursday 11/01/18 |     |       |       |     | Friday 11/02/18 |     |       |       |     |
|-------------|-----------------|-----|-----|------|-----|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV | Vol. | LOS | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 0400 - 0500 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$6.55            | 392 | 1,089 | 1,481 | E   | \$3.95          | 366 | 754   | 1,120 | C   |
| 0500 - 0600 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$16.90           | 442 | 737   | 1,179 | C   | \$7.90          | 424 | 1,103 | 1,527 | E   |
| 0600 - 0700 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$15.15           | 344 | 957   | 1,301 | D   | \$7.15          | 385 | 1,138 | 1,523 | E   |
| 0700 - 0800 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$10.90           | 344 | 1,211 | 1,555 | E   | \$6.70          | 317 | 1,163 | 1,480 | E   |
| 0800 - 0900 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$7.90            | 189 | 1,244 | 1,433 | E   | \$5.15          | 190 | 967   | 1,157 | C   |
| 0900 - 1000 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$3.95            | 175 | 1,333 | 1,508 | E   | \$4.05          | 148 | 742   | 890   | C   |

| AM Time     | Monday 11/05/18 |     |       |       |     | Tuesday 11/06/18 |     |       |       |     | Wednesday 11/07/18 |     |       |       |     | Thursday 11/08/18 |     |       |       |     | Friday 11/09/18 |     |       |       |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 0400 - 0500 | \$6.55          | 395 | 984   | 1,379 | F   | \$6.55           | 398 | 1,098 | 1,496 | F   | \$6.55             | 392 | 1,105 | 1,497 | F   | \$6.55            | 389 | 945   | 1,334 | E   | \$3.95          | 383 | 789   | 1,172 | D   |
| 0500 - 0600 | \$17.90         | 548 | 867   | 1,415 | F   | \$16.15          | 566 | 870   | 1,436 | F   | \$17.15            | 480 | 662   | 1,142 | D   | \$16.90           | 474 | 720   | 1,194 | D   | \$7.90          | 455 | 1,025 | 1,480 | F   |
| 0600 - 0700 | \$16.55         | 326 | 785   | 1,111 | D   | \$16.15          | 356 | 885   | 1,241 | E   | \$15.15            | 404 | 970   | 1,374 | F   | \$15.15           | 427 | 964   | 1,391 | F   | \$7.15          | 401 | 1,207 | 1,608 | F   |
| 0700 - 0800 | \$11.90         | 339 | 1,213 | 1,552 | F   | \$11.90          | 322 | 1,324 | 1,646 | F   | \$12.65            | 380 | 1,343 | 1,723 | F   | \$10.90           | 363 | 1,555 | 1,918 | F   | \$6.70          | 319 | 1,092 | 1,411 | F   |
| 0800 - 0900 | \$7.15          | 221 | 1,397 | 1,618 | F   | \$7.15           | 199 | 1,273 | 1,472 | F   | \$7.15             | 224 | 1,322 | 1,546 | F   | \$7.90            | 221 | 1,335 | 1,556 | F   | \$5.15          | 212 | 1,017 | 1,229 | E   |
| 0900 - 1000 | \$4.05          | 183 | 1,057 | 1,240 | E   | \$5.05           | 172 | 1,219 | 1,391 | F   | \$3.95             | 150 | 1,017 | 1,167 | D   | \$3.95            | 186 | 1,090 | 1,276 | E   | \$4.05          | 164 | 740   | 904   | C   |

| AM Time     | Monday 11/12/18 |     |     |      |     | Tuesday 11/13/18 |     |       |       |     | Wednesday 11/14/18 |     |       |       |     | Thursday 11/15/18 |     |       |       |     | Friday 11/16/18 |     |       |       |     |
|-------------|-----------------|-----|-----|------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV | Vol. | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 0400 - 0500 | \$6.55          | 236 | 696 | 932  | C   | \$6.55           | 367 | 1,019 | 1,386 | F   | \$6.55             | 446 | 1,073 | 1,519 | F   | \$6.55            | 426 | 1,053 | 1,479 | F   | \$3.95          | 384 | 693   | 1,077 | D   |
| 0500 - 0600 | \$18.90         | 340 | 583 | 923  | C   | \$17.45          | 569 | 834   | 1,403 | F   | \$18.45            | 490 | 655   | 1,145 | D   | \$18.20           | 501 | 704   | 1,205 | E   | \$7.90          | 484 | 1,092 | 1,576 | F   |
| 0600 - 0700 | \$17.55         | 229 | 679 | 908  | C   | \$17.15          | 349 | 765   | 1,114 | D   | \$16.15            | 409 | 963   | 1,372 | F   | \$16.15           | 387 | 933   | 1,320 | E   | \$7.15          | 390 | 1,151 | 1,541 | F   |
| 0700 - 0800 | \$13.20         | 231 | 753 | 984  | C   | \$13.20          | 335 | 1,192 | 1,527 | F   | \$13.95            | 335 | 1,274 | 1,609 | F   | \$12.20           | 341 | 1,292 | 1,633 | F   | \$6.70          | 301 | 1,146 | 1,447 | F   |
| 0800 - 0900 | \$8.45          | 192 | 765 | 957  | C   | \$8.45           | 240 | 1,368 | 1,608 | F   | \$8.45             | 249 | 1,287 | 1,536 | F   | \$9.20            | 252 | 1,272 | 1,524 | F   | \$5.15          | 213 | 1,088 | 1,301 | E   |
| 0900 - 1000 | \$4.05          | 210 | 702 | 912  | C   | \$5.05           | 183 | 1,175 | 1,358 | F   | \$3.95             | 166 | 981   | 1,147 | D   | \$3.95            | 192 | 1,178 | 1,370 | F   | \$4.05          | 140 | 760   | 900   | C   |

| AM Time     | Monday 11/19/18 |     |       |       |     | Tuesday 11/20/18 |     |       |       |     | Wednesday 11/21/18 |     |       |       |     | Thursday 11/22/18 |     |     |      |     | Friday 11/23/18 |     |     |      |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-----|------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV | Vol. | LOS | Price           | HOV | SOV | Vol. | LOS |
| 0400 - 0500 | \$6.55          | 418 | 1,116 | 1,534 | F   | \$6.55           | 380 | 1,077 | 1,457 | F   | \$7.45             | 402 | 701   | 1,103 | D   | \$1.50            | 13  | 30  | 43   | A   | \$1.50          | 40  | 70  | 110  | A   |
| 0500 - 0600 | \$18.90         | 529 | 900   | 1,429 | F   | \$17.45          | 587 | 995   | 1,582 | F   | \$6.70             | 445 | 1,090 | 1,535 | F   | \$1.50            | 22  | 39  | 61   | A   | \$1.50          | 71  | 132 | 203  | A   |
| 0600 - 0700 | \$17.55         | 321 | 900   | 1,221 | E   | \$17.15          | 280 | 836   | 1,116 | D   | \$6.70             | 324 | 977   | 1,301 | E   | \$1.50            | 22  | 52  | 74   | A   | \$1.50          | 54  | 202 | 256  | A   |
| 0700 - 0800 | \$13.20         | 307 | 1,213 | 1,520 | F   | \$13.20          | 307 | 1,154 | 1,461 | F   | \$6.70             | 257 | 970   | 1,227 | E   | \$1.50            | 44  | 80  | 124  | A   | \$1.50          | 77  | 237 | 314  | A   |
| 0800 - 0900 | \$8.45          | 250 | 1,262 | 1,512 | F   | \$8.45           | 250 | 1,233 | 1,483 | F   | \$4.05             | 222 | 878   | 1,100 | D   | \$1.50            | 74  | 136 | 210  | A   | \$1.50          | 108 | 275 | 383  | A   |
| 0900 - 1000 | \$4.05          | 215 | 997   | 1,212 | E   | \$5.05           | 199 | 918   | 1,117 | D   | \$2.20             | 197 | 659   | 856   | C   | \$2.20            | 142 | 215 | 357  | A   | \$2.20          | 145 | 322 | 467  | B   |

| AM Time     | Monday 11/26/18 |     |       |       |     | Tuesday 11/27/18 |     |       |       |     | Wednesday 11/28/18 |     |       |       |     | Thursday 11/29/18 |     |       |       |     | Friday 11/30/18 |     |       |       |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 0400 - 0500 | \$6.55          | 436 | 1,112 | 1,548 | F   | \$6.55           | 410 | 1,032 | 1,442 | F   | \$6.55             | 403 | 1,146 | 1,549 | F   | \$6.55            | 376 | 1,045 | 1,421 | F   | \$3.95          | 375 | 742   | 1,117 | D   |
| 0500 - 0600 | \$18.90         | 553 | 922   | 1,475 | F   | \$17.45          | 590 | 875   | 1,465 | F   | \$18.45            | 526 | 712   | 1,238 | E   | \$18.20           | 421 | 648   | 1,069 | D   | \$7.90          | 461 | 981   | 1,442 | F   |
| 0600 - 0700 | \$17.55         | 337 | 890   | 1,227 | E   | \$17.15          | 318 | 736   | 1,054 | D   | \$16.15            | 403 | 1,113 | 1,516 | F   | \$16.15           | 329 | 904   | 1,233 | E   | \$7.15          | 399 | 1,146 | 1,545 | F   |
| 0700 - 0800 | \$13.20         | 335 | 1,164 | 1,499 | F   | \$13.20          | 361 | 1,189 | 1,550 | F   | \$13.95            | 363 | 1,256 | 1,619 | F   | \$12.20           | 314 | 1,071 | 1,385 | F   | \$6.70          | 302 | 1,135 | 1,437 | F   |
| 0800 - 0900 | \$8.45          | 242 | 1,357 | 1,599 | F   | \$8.45           | 242 | 1,402 | 1,644 | F   | \$8.45             | 253 | 1,390 | 1,643 | F   | \$9.20            | 226 | 1,149 | 1,375 | F   | \$5.15          | 200 | 1,111 | 1,311 | E   |
| 0900 - 1000 | \$4.05          | 160 | 1,037 | 1,197 | D   | \$5.05           | 174 | 1,252 | 1,426 | F   | \$3.95             | 170 | 1,175 | 1,345 | E   | \$3.95            | 172 | 1,173 | 1,345 | E   | \$4.05          | 133 | 773   | 906   | C   |

# Westbound AM Peak - I-15 North to County Line

| AM Time     | Monday 10/29/18 |     |     |      |     | Tuesday 10/30/18 |     |     |      |     | Wednesday 10/31/18 |     |     |      |     | Thursday 11/01/18 |     |       |       |     | Friday 11/02/18 |     |       |       |     |
|-------------|-----------------|-----|-----|------|-----|------------------|-----|-----|------|-----|--------------------|-----|-----|------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV | Vol. | LOS | Price            | HOV | SOV | Vol. | LOS | Price              | HOV | SOV | Vol. | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 0400 - 0500 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$5.05            | 245 | 713   | 958   | C   | \$2.85          | 190 | 613   | 803   | C   |
| 0500 - 0600 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$12.40           | 374 | 1,083 | 1,457 | E   | \$5.15          | 235 | 1,009 | 1,244 | D   |
| 0600 - 0700 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$13.40           | 368 | 1,024 | 1,392 | D   | \$6.65          | 281 | 917   | 1,198 | C   |
| 0700 - 0800 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$10.40           | 223 | 1,156 | 1,379 | D   | \$5.15          | 174 | 870   | 1,044 | Y   |
| 0800 - 0900 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$6.65            | 136 | 1,075 | 1,211 | D   | \$5.15          | 118 | 831   | 949   | C   |
| 0900 - 1000 |                 |     |     |      |     |                  |     |     |      |     |                    |     |     |      |     | \$5.15            | 112 | 864   | 976   | C   | \$2.85          | 112 | 629   | 741   | B   |

| AM Time     | Monday 11/05/18 |     |       |       |     | Tuesday 11/06/18 |     |       |       |     | Wednesday 11/07/18 |     |       |       |     | Thursday 11/08/18 |     |       |       |     | Friday 11/09/18 |     |     |       |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-----|-------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV | Vol.  | LOS |
| 0400 - 0500 | \$5.05          | 260 | 813   | 1,073 | D   | \$5.05           | 272 | 772   | 1,044 | D   | \$5.05             | 254 | 730   | 984   | C   | \$5.05            | 252 | 722   | 974   | C   | \$2.85          | 180 | 634 | 814   | C   |
| 0500 - 0600 | \$16.40         | 375 | 975   | 1,350 | E   | \$14.40          | 340 | 1,029 | 1,369 | E   | \$14.40            | 381 | 1,065 | 1,446 | F   | \$12.40           | 365 | 1,061 | 1,426 | F   | \$5.15          | 322 | 990 | 1,312 | E   |
| 0600 - 0700 | \$15.40         | 321 | 1,070 | 1,391 | E   | \$13.40          | 348 | 1,091 | 1,439 | F   | \$15.40            | 339 | 981   | 1,320 | E   | \$13.40           | 374 | 1,006 | 1,380 | E   | \$6.65          | 293 | 945 | 1,238 | E   |
| 0700 - 0800 | \$11.40         | 250 | 1,163 | 1,413 | F   | \$9.40           | 243 | 1,198 | 1,441 | F   | \$11.40            | 245 | 1,233 | 1,478 | F   | \$10.40           | 241 | 1,249 | 1,490 | F   | \$5.15          | 168 | 884 | 1,052 | D   |
| 0800 - 0900 | \$6.50          | 154 | 1,200 | 1,354 | E   | \$6.50           | 180 | 1,269 | 1,449 | F   | \$6.50             | 139 | 1,150 | 1,289 | E   | \$6.65            | 134 | 1,104 | 1,238 | E   | \$5.15          | 114 | 813 | 927   | C   |
| 0900 - 1000 | \$5.05          | 103 | 862   | 965   | C   | \$5.15           | 104 | 966   | 1,070 | D   | \$5.15             | 102 | 841   | 943   | C   | \$5.15            | 120 | 882   | 1,002 | D   | \$2.85          | 88  | 563 | 651   | B   |

| AM Time     | Monday 11/12/18 |     |     |       |     | Tuesday 11/13/18 |     |       |       |     | Wednesday 11/14/18 |     |       |       |     | Thursday 11/15/18 |     |       |       |     | Friday 11/16/18 |     |       |       |     |
|-------------|-----------------|-----|-----|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-------|-------|-----|
|             | Price           | HOV | SOV | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV   | Vol.  | LOS |
| 0400 - 0500 | \$5.05          | 158 | 458 | 616   | B   | \$5.05           | 274 | 795   | 1,069 | D   | \$5.05             | 257 | 738   | 995   | C   | \$5.05            | 262 | 725   | 987   | C   | \$2.85          | 220 | 644   | 864   | C   |
| 0500 - 0600 | \$17.40         | 216 | 666 | 882   | C   | \$15.40          | 355 | 1,029 | 1,384 | E   | \$15.70            | 324 | 1,029 | 1,353 | E   | \$13.70           | 378 | 1,107 | 1,485 | F   | \$5.15          | 283 | 1,016 | 1,299 | E   |
| 0600 - 0700 | \$16.40         | 201 | 800 | 1,001 | D   | \$14.70          | 367 | 1,107 | 1,474 | F   | \$16.70            | 352 | 1,050 | 1,402 | F   | \$14.70           | 337 | 1,055 | 1,392 | E   | \$6.65          | 300 | 871   | 1,171 | D   |
| 0700 - 0800 | \$12.40         | 123 | 645 | 768   | B   | \$10.70          | 265 | 1,185 | 1,450 | F   | \$12.70            | 245 | 1,232 | 1,477 | F   | \$11.70           | 241 | 1,168 | 1,409 | F   | \$5.15          | 179 | 930   | 1,109 | D   |
| 0800 - 0900 | \$8.55          | 109 | 594 | 703   | B   | \$8.55           | 155 | 1,195 | 1,350 | E   | \$8.55             | 125 | 1,027 | 1,152 | D   | \$6.65            | 140 | 1,058 | 1,198 | D   | \$5.15          | 108 | 787   | 895   | C   |
| 0900 - 1000 | \$5.05          | 137 | 507 | 644   | B   | \$5.15           | 118 | 875   | 993   | C   | \$5.15             | 121 | 827   | 948   | C   | \$5.15            | 93  | 877   | 970   | C   | \$2.85          | 90  | 596   | 686   | B   |

| AM Time     | Monday 11/19/18 |     |       |       |     | Tuesday 11/20/18 |     |       |       |     | Wednesday 11/21/18 |     |     |       |     | Thursday 11/22/18 |     |     |      |     | Friday 11/23/18 |     |     |      |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-----|-------|-----|-------------------|-----|-----|------|-----|-----------------|-----|-----|------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV | Vol.  | LOS | Price             | HOV | SOV | Vol. | LOS | Price           | HOV | SOV | Vol. | LOS |
| 0400 - 0500 | \$5.05          | 261 | 774   | 1,035 | D   | \$5.05           | 273 | 712   | 985   | C   | \$5.15             | 229 | 589 | 818   | C   | \$1.90            | 26  | 22  | 48   | A   | \$1.90          | 29  | 63  | 92   | A   |
| 0500 - 0600 | \$17.40         | 366 | 969   | 1,335 | E   | \$15.40          | 382 | 991   | 1,373 | E   | \$8.55             | 332 | 811 | 1,143 | D   | \$1.90            | 18  | 49  | 67   | A   | \$1.90          | 42  | 125 | 167  | A   |
| 0600 - 0700 | \$16.40         | 300 | 1,154 | 1,454 | F   | \$14.70          | 280 | 1,073 | 1,353 | E   | \$5.15             | 215 | 884 | 1,099 | D   | \$1.90            | 16  | 54  | 70   | A   | \$1.90          | 57  | 124 | 181  | A   |
| 0700 - 0800 | \$12.40         | 220 | 1,165 | 1,385 | E   | \$10.70          | 189 | 928   | 1,117 | D   | \$2.85             | 141 | 758 | 899   | C   | \$1.90            | 31  | 67  | 98   | A   | \$1.90          | 47  | 130 | 177  | A   |
| 0800 - 0900 | \$8.55          | 173 | 1,015 | 1,188 | D   | \$8.55           | 162 | 860   | 1,022 | D   | \$2.85             | 112 | 692 | 804   | C   | \$1.90            | 61  | 114 | 175  | A   | \$1.90          | 43  | 213 | 256  | A   |
| 0900 - 1000 | \$5.05          | 154 | 618   | 772   | B   | \$5.15           | 147 | 665   | 812   | C   | \$2.85             | 95  | 468 | 563   | B   | \$1.90            | 121 | 217 | 338  | A   | \$1.90          | 105 | 288 | 393  | A   |

| AM Time     | Monday 11/26/18 |     |       |       |     | Tuesday 11/27/18 |     |       |       |     | Wednesday 11/28/18 |     |       |       |     | Thursday 11/29/18 |     |       |       |     | Friday 11/30/18 |     |     |       |     |
|-------------|-----------------|-----|-------|-------|-----|------------------|-----|-------|-------|-----|--------------------|-----|-------|-------|-----|-------------------|-----|-------|-------|-----|-----------------|-----|-----|-------|-----|
|             | Price           | HOV | SOV   | Vol.  | LOS | Price            | HOV | SOV   | Vol.  | LOS | Price              | HOV | SOV   | Vol.  | LOS | Price             | HOV | SOV   | Vol.  | LOS | Price           | HOV | SOV | Vol.  | LOS |
| 0400 - 0500 | \$5.05          | 276 | 825   | 1,101 | D   | \$5.05           | 258 | 742   | 1,000 | C   | \$5.05             | 269 | 768   | 1,037 | D   | \$5.05            | 245 | 672   | 917   | C   | \$2.85          | 220 | 606 | 826   | C   |
| 0500 - 0600 | \$17.40         | 375 | 1,000 | 1,375 | E   | \$15.40          | 412 | 1,049 | 1,461 | F   | \$15.70            | 357 | 1,050 | 1,407 | F   | \$13.70           | 300 | 1,057 | 1,357 | E   | \$5.15          | 306 | 893 | 1,199 | D   |
| 0600 - 0700 | \$16.40         | 312 | 1,103 | 1,415 | F   | \$14.70          | 330 | 1,132 | 1,462 | F   | \$16.70            | 345 | 994   | 1,339 | E   | \$14.70           | 324 | 981   | 1,305 | E   | \$6.65          | 267 | 805 | 1,072 | D   |
| 0700 - 0800 | \$12.40         | 211 | 1,068 | 1,279 | E   | \$10.70          | 237 | 1,125 | 1,362 | E   | \$12.70            | 242 | 1,181 | 1,423 | F   | \$11.70           | 189 | 868   | 1,057 | D   | \$5.15          | 159 | 874 | 1,033 | D   |
| 0800 - 0900 | \$8.55          | 154 | 989   | 1,143 | D   | \$8.55           | 151 | 1,198 | 1,349 | E   | \$8.55             | 173 | 1,116 | 1,289 | E   | \$6.65            | 117 | 932   | 1,049 | D   | \$5.15          | 136 | 855 | 991   | C   |
| 0900 - 1000 | \$5.05          | 123 | 727   | 850   | C   | \$5.15           | 102 | 795   | 897   | C   | \$5.15             | 118 | 833   | 951   | C   | \$5.15            | 57  | 443   | 500   | B   | \$2.85          | 97  | 601 | 698   | B   |

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## RCTC OPERATIONAL HIGHLIGHTS

### **On-road Operations**

RCTC Freeway Service Patrol (FSP) responded to 82 calls during the month of November. Of those calls, 56 were to assist disabled vehicles, 8 were to remove debris, 10 were for traffic breaks, and 8 were in response to accidents.

### **6C Transponder Technology**

Planning for the transition to the new transponder technology is underway. The lane system will be upgraded over a series of weekend with completion of that work expected by early spring 2019. The new sticker transponders have been received and are being prepared for distribution. Changes to the back office system to process the new transponders and make changes to the customer account plan are being finalized and will be released to the customer once both the RCTC and OCTA lane system upgrades are performed. A series of customer communication has been prepared to facilitate the process for providing the new transponders to customers.

# FINANCIAL HIGHLIGHTS RCTC

## RCTC 91 Express Lanes Operating Statement

| Description                                   | YTD as of :                 |                          | YTD Variance           |                |
|-----------------------------------------------|-----------------------------|--------------------------|------------------------|----------------|
|                                               | Actual <sup>1</sup>         | 11/30/2018<br>Budget     | Dollar \$              | Percent (%)    |
| <b>Operating revenues:</b>                    |                             |                          |                        |                |
| Toll Revenue                                  | \$ 20,332,230.98            | \$ 13,374,208.33         | \$ 6,958,022.65        | 52.0           |
| Fee Revenue                                   | 3,546,215.95                | 2,017,625.00             | 1,528,590.95           | 75.8           |
| <b>Total operating revenues</b>               | <b>23,878,446.93</b>        | <b>15,391,833.33</b>     | <b>8,486,613.60</b>    | <b>55.1</b>    |
| <b>Operating expenses:</b>                    |                             |                          |                        |                |
| Salaries and Benefits                         | 172,299.18                  | 251,250.00               | 78,950.82              | 31.4           |
| Legal Services                                | 6,131.13                    | 125,000.00               | 118,868.87             | 95.1           |
| Advisory Services                             | 16,303.89                   | 31,250.00                | 14,946.11              | 47.8           |
| Audit and Accounting Fees                     | -                           | 19,583.33                | 19,583.33              | 100.0          |
| Service Fees                                  | -                           | 10,833.33                | 10,833.33              | 100.0          |
| Other Professional Services                   | 308,875.31                  | 672,083.33               | 363,208.02             | 54.0           |
| Lease Expense                                 | 92,957.55                   | 58,583.33                | (34,374.22)            | (58.7)         |
| Operations                                    | 1,120,367.86                | 1,383,583.33             | 263,215.47             | 19.0           |
| Utilities                                     | 8,845.59                    | 26,666.67                | 17,821.08              | 66.8           |
| Supplies and Materials                        | 197.75                      | 2,083.33                 | 1,885.58               | 90.5           |
| Membership and Subscription Fees              | 12,296.50                   | 4,166.67                 | (8,129.83)             | (195.1)        |
| Office Equipment & Furniture (Non-Capital)    | 22.62                       | 2,083.33                 | 2,060.71               | 98.9           |
| Maintenance/Repairs                           | 31,771.59                   | 361,291.67               | 329,520.08             | 91.2           |
| Training Seminars and Conferences             | 675.00                      | 3,333.33                 | 2,658.33               | 79.8           |
| Transportation Expenses                       | 574.81                      | 3,083.33                 | 2,508.52               | 81.4           |
| Lodging                                       | 1,000.37                    | 2,916.67                 | 1,916.30               | 65.7           |
| Meals                                         | 1,108.06                    | 416.67                   | (691.39)               | (165.9)        |
| Other Staff Expenses                          | 123.00                      | 416.67                   | 293.67                 | 70.5           |
| Advertising                                   | 6,335.00                    | 58,333.33                | 51,998.33              | 89.1           |
| Program Management                            | 13,716.23                   | 26,625.00                | 12,908.77              | 48.5           |
| Program Operations                            | 2,770,359.24                | 3,634,250.00             | 863,890.76             | 23.8           |
| Furniture & Equipment                         | 125,485.64                  | 316,666.67               | 191,181.03             | 60.4           |
| Improvements                                  | 324,023.61                  | 723,979.17               | 399,955.56             | 55.2           |
| Depreciation                                  | 2,657,273.83                | -                        | (2,657,273.83)         | N/A            |
| Bad Debt Expense                              | 3.91                        | -                        | (3.91)                 | N/A            |
| <b>Total operating expenses</b>               | <b>7,670,747.67</b>         | <b>7,718,479.17</b>      | <b>47,731.50</b>       | <b>0.6</b>     |
| <b>Operating income (loss)</b>                | <b>16,207,699.26</b>        | <b>7,673,354.17</b>      | <b>8,534,345.09</b>    | <b>111.2</b>   |
| <b>Nonoperating revenues (expenses):</b>      |                             |                          |                        |                |
| Interest Revenue                              | 131,885.07                  | 58,875.00                | 73,010.07              | (124.0)        |
| Gain(Loss) on Sale of Capital Assets          | (2,224,669.52) <sup>2</sup> | -                        | (2,224,669.52)         | N/A            |
| Other Miscellaneous Revenue                   | 2,011.21                    | 3,541,708.33             | (3,539,697.12)         | 99.9           |
| Payment to Escrow Agent                       | -                           | (8,333,333.33)           | 8,333,333.33           | (100.0)        |
| Interest Expense                              | (6,954,493.39)              | (2,966,625.00)           | (3,987,868.39)         | 134.4          |
| <b>Total nonoperating revenues (expenses)</b> | <b>(9,045,266.63)</b>       | <b>(7,699,375.00)</b>    | <b>(1,345,891.63)</b>  | <b>(17.5)</b>  |
| Transfers In                                  | -                           | -                        | -                      | N/A            |
| Transfers Out                                 | (94,900.00)                 | (2,628,000.00)           | 2,533,100.00           | (96.4)         |
| <b>Net income (loss)</b>                      | <b>\$ 7,067,532.63</b>      | <b>\$ (2,654,020.83)</b> | <b>\$ 9,721,553.46</b> | <b>(366.3)</b> |

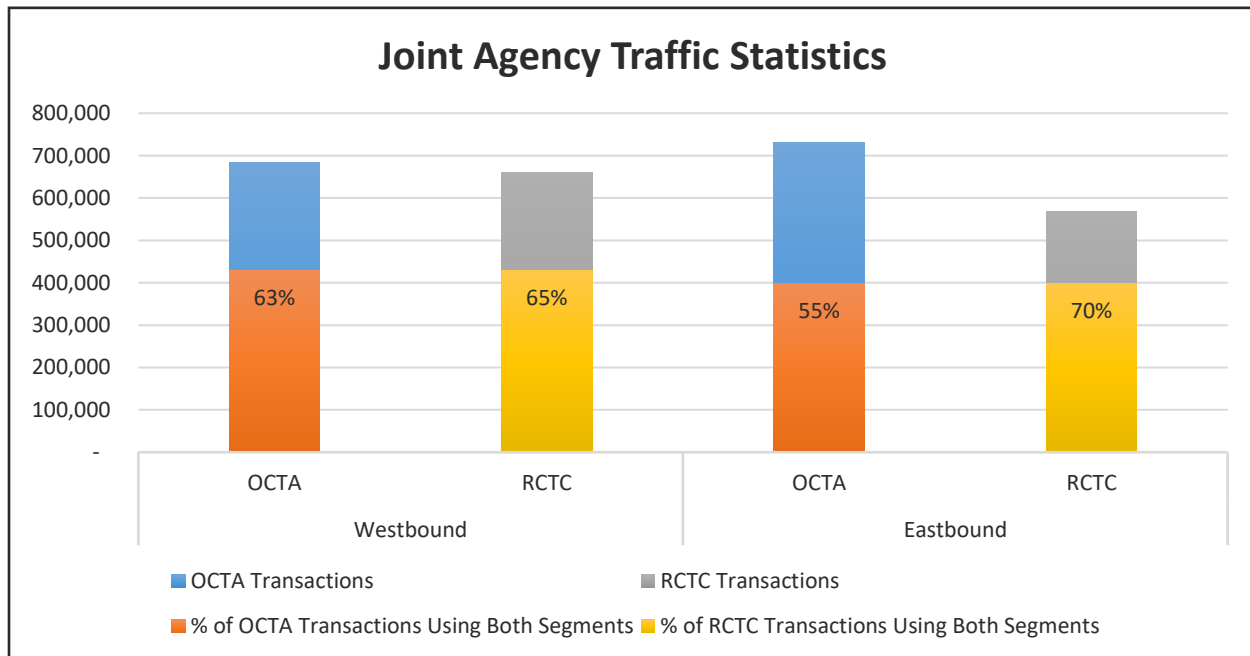
<sup>1</sup> Unaudited

<sup>2</sup> Gain (loss) on sale of capital assets - Loss on sale of capital assets reflects the loss on sale of excess land purchased for the SR-91 Project. Loss on sale is not a cash-related item and not included in the FY18/19 budget.

## JOINT AGENCY TRIP AND REVENUE STATISTICS

| Nov-18 MTD       | Transactions by Agency | Transactions Using Both Segments | % Using Both Segments | Revenue      |
|------------------|------------------------|----------------------------------|-----------------------|--------------|
| <b>Westbound</b> |                        |                                  |                       |              |
| OCTA             | 684,793                | 429,667                          | 63%                   | \$ 1,735,050 |
| RCTC             | 659,672                | 429,667                          | 65%                   | \$ 2,803,117 |
| I-15             | 284,743                | 193,709                          | 68%                   | \$ 1,266,792 |
| McKinley         | 374,929                | 235,958                          | 63%                   | \$ 1,536,325 |
| <b>Eastbound</b> |                        |                                  |                       |              |
| OCTA             | 730,551                | 398,432                          | 55%                   | \$ 2,520,176 |
| RCTC             | 567,213                | 398,432                          | 70%                   | \$ 1,637,275 |
| I-15             | 203,975                | 157,960                          | 77%                   | \$ 438,546   |
| McKinley         | 363,238                | 240,472                          | 66%                   | \$ 1,198,729 |

## JOINT AGENCY TRAFFIC STATISTICS



## JOINT AGENCY PERFORMANCE MEASURES

| REPORTING REQUIREMENT             | Reporting Period | PERFORMANCE STANDARD              | Nov-18 Performance |
|-----------------------------------|------------------|-----------------------------------|--------------------|
| <b>CUSTOMER SERVICE</b>           |                  |                                   |                    |
| Call Wait Time                    | Monthly          | Not to exceed 2 minutes           | 1:04               |
| Abandon Rate                      | Monthly          | No more than 4.0%                 | 1.6%               |
| Customer Satisfaction             | Monthly          | At least 75 outbound calls        | 76                 |
| Convert Violators to Customers    | Quarterly        | 8% or more                        |                    |
| Convert Violators to Customers    | Annually         | 10% or more                       |                    |
| <b>VIOLATION PROCESSING</b>       |                  |                                   |                    |
| Response Time                     | Monthly          | Within 2 business days of receipt | 1.4                |
| ** CUSA Violation Collection Rate | Quarterly        | 70% or more                       |                    |
| CUSA Violation Collection Rate    | Annually         | 74% or more                       |                    |
| <b>TRAFFIC OPERATIONS</b>         |                  |                                   |                    |
| Initial & Secondary Reviews       | Monthly          | Equal to or less than 15 days     | 1.72               |
| * Plate Misread Errors            | Monthly          | Equal to or less than 0.4%        | 0.01%              |
| CAS Response Time                 | Monthly          | 0:20 (minutes) per call           | 0:07               |
| <b>ACCOUNTING</b>                 |                  |                                   |                    |
| OCTA Exceptions                   | Monthly          | No more than 3                    | 0                  |
| RCTC Exceptions                   | Monthly          | No more than 3                    | 0                  |
| <b>INFORMATION TECHNOLOGY</b>     |                  |                                   |                    |
| Back-office System Uptime         | Monthly          | 99% Availability                  | 100%               |
| Network Uptime                    | Monthly          | 99% Availability                  | 100%               |

CUSA = Co-firoute USA; CAS = OCTA Customer Assistance Specialists

\*Plate Misread Error performance is current after a 60-day hold-back period; therefore, percentage reported here is for 2 months prior to the month of this report.

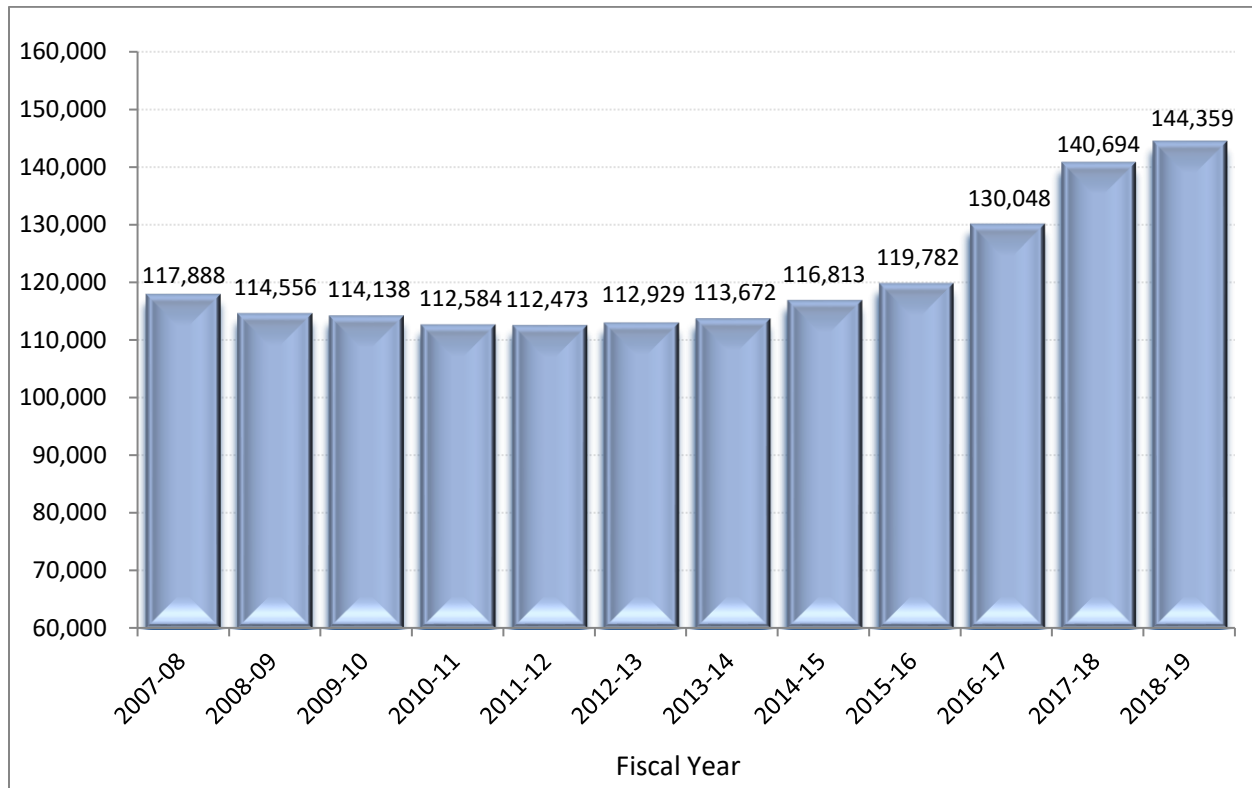
## JOINT AGENCY TRANSPONDER DISTRIBUTION

| TRANSPONDER DISTRIBUTION             | November-18 |            | October-18 |            | FY 2018-19      |       |
|--------------------------------------|-------------|------------|------------|------------|-----------------|-------|
|                                      | Tags        | % of Total | Tags       | % of Total | Average To-Date |       |
| Issued                               |             |            |            |            |                 |       |
| To New Accounts                      | 1,253       | 43.9%      | 1,441      | 43.0%      | 1,587           | 44.9% |
| Additional Tags to Existing Accounts | 809         | 28.3%      | 915        | 27.3%      | 924             | 26.2% |
| Replacement Transponders             | 794         | 27.8%      | 998        | 29.8%      | 1,020           | 28.9% |
| Total Issued                         | 2,856       |            | 3,354      |            | 3,531           |       |
| Returned                             |             |            |            |            |                 |       |
| Account Closures                     | 321         | 28.4%      | 382        | 25.1%      | 413             | 26.3% |
| Accounts Downsizing                  | 129         | 11.4%      | 309        | 20.3%      | 201             | 12.8% |
| Defective Transponders               | 679         | 60.1%      | 833        | 54.7%      | 959             | 60.9% |
| Total Returned                       | 1,129       |            | 1,524      |            | 1,573           |       |

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At the end of November 2018, the 91 Express Lanes had 144,359 active customer accounts, and 219,842 transponders classified as Assigned.

**Number of Accounts by Fiscal Year**  
**As of November 30, 2018**



**Incoming Email Activity**

During November, the Anaheim Processing Center received 2,528 emails.