



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



Status Report
November 2019

As of November 30, 2019

Table of Contents

Operations Overview OCTA.....	3
Traffic and Revenue Statistics for OCTA.....	3
OCTA Traffic and Revenue Summary.....	5
OCTA Eastbound Peak-Hour Volumes	6
OCTA Westbound Peak-Hour Volumes	7
OCTA Operational Highlights	8
Financial Highlights OCTA	9
Operations Overview RCTC.....	10
Traffic and Revenue Statistics for RCTC.....	10
RCTC Traffic and Revenue Summary.....	12
RCTC Peak-Hour Volumes	13
RCTC Eastbound Peak-Hour Volumes	13
RCTC Westbound Peak-Hour Volumes	14
RCTC Operational Highlights	17
Financial Highlights RCTC	18
Joint Agency Trip and Revenue Statistics	19
Joint Agency Traffic Statistics	19
Joint Agency Performance Measures.....	20
Joint Agency Transponder Distribution.....	20
Incoming Email Activity	21

OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for November 2019 was 1,435,020. This represents a daily average of 47,834 vehicles. This is a 1.4% increase in total traffic volume from the same period last year, which totaled 1,415,344. Potential toll revenue for November was \$4,385,107, which represents an increase of 3.1% from the prior year's total of \$4,255,226. Carpool percentage for November was 25.66% as compared to the previous year's rate of 26.65%.

Month-to-date traffic and revenue data is 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 2019.

Current Month-to-Date (MTD) as of November 30, 2019

	Nov-19 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Nov-18 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	1,066,864	1,060,367	6,497	0.6%	1,038,190	2.8%
3+ Lanes	368,156	321,113	47,043	14.6%	377,154	(2.4%)
Total Gross Trips	1,435,020	1,381,480	53,540	3.9%	1,415,344	1.4%
Revenue						
Full Toll Lanes	\$4,328,417	\$4,451,186	(\$122,770)	(2.8%)	\$4,186,694	3.4%
3+ Lanes	\$56,691	\$81,183	(\$24,492)	(30.2%)	\$68,532	(17.3%)
Total Gross Revenue	\$4,385,107	\$4,532,369	(\$147,262)	(3.2%)	\$4,255,226	3.1%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.06	\$4.20	(\$0.14)	(3.3%)	\$4.03	0.7%
Average 3+ Lanes	\$0.15	\$0.25	(\$0.10)	(40.0%)	\$0.18	(16.7%)
Average Gross Revenue	\$3.06	\$3.28	(\$0.22)	(6.7%)	\$3.01	1.7%

The 2020 fiscal year-to-date traffic volume increased by 1.9% and potential toll revenue increased by 3.4%, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.02.

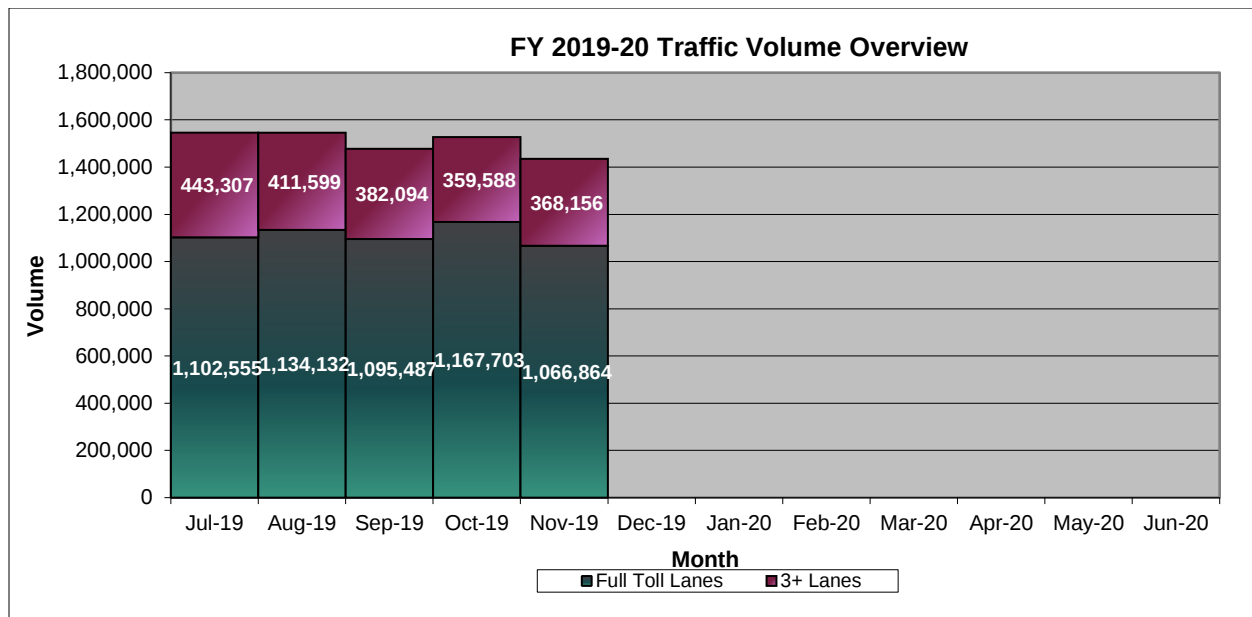
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2019 through November 2019.

FY 2019-20 Year to Date as of November 30, 2019

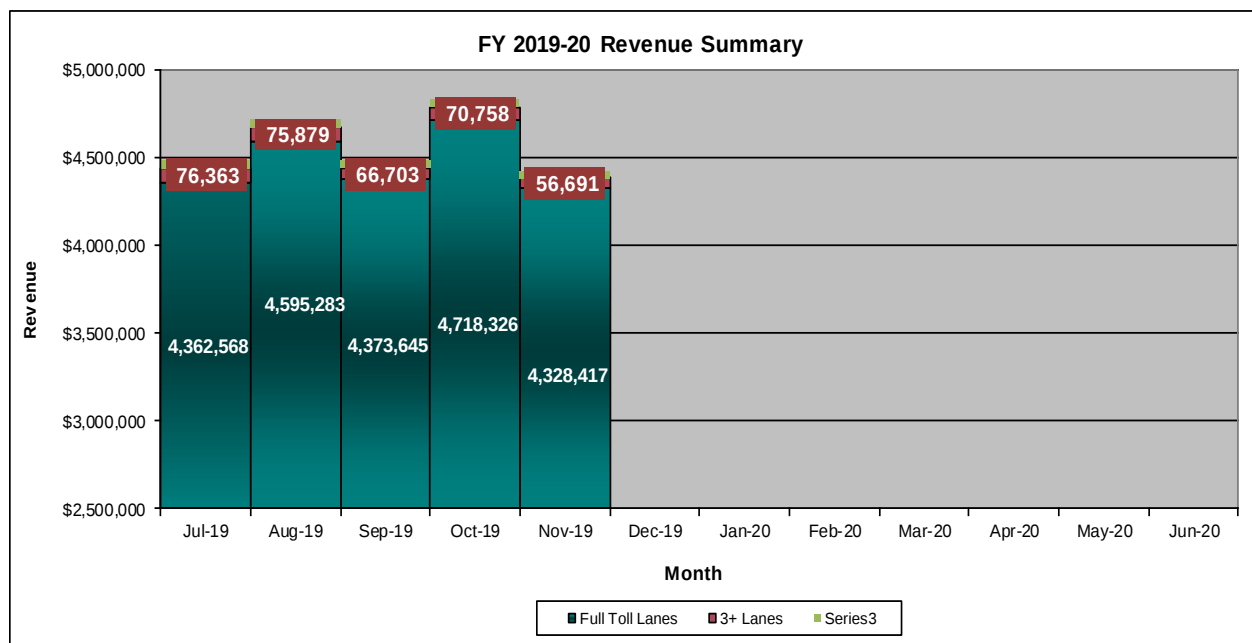
	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	5,566,741	5,531,297	35,444	0.6%	5,453,910	2.1%
3+ Lanes	1,964,744	1,674,839	289,905	17.3%	1,934,417	1.6%
Total Gross Trips	7,531,485	7,206,136	325,349	4.5%	7,388,327	1.9%
Revenue						
Full Toll Lanes	\$22,378,238	\$23,062,126	(\$683,888)	(3.0%)	\$21,611,559	3.5%
3+ Lanes	\$346,394	\$420,487	(\$74,094)	(17.6%)	\$374,259	(7.4%)
Total Gross Revenue	\$22,724,631	\$23,482,613	(\$757,982)	(3.2%)	\$21,985,819	3.4%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.02	\$4.17	(\$0.15)	(3.6%)	\$3.96	1.5%
Average 3+ Lanes	\$0.18	\$0.25	(\$0.07)	(28.0%)	\$0.19	(5.3%)
Average Gross Revenue	\$3.02	\$3.26	(\$0.24)	(7.4%)	\$2.98	1.3%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak traffic hour in the eastbound direction reached or exceeded 90% or more of defined capacity 18 times during the month of November 2019. As demonstrated on the next chart, westbound peak hour traffic volumes top out at 81% of defined capacity.

PM Time	Monday 10/28/19				Tuesday 10/29/19				Wednesday 10/30/19				Thursday 10/31/19				Friday 11/01/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500																	\$7.10	491	3,227	95%
1500 - 1600																	\$9.15	649	2,733	80%
1600 - 1700																	\$8.95	436	2,684	79%
1700 - 1800																	\$7.05	515	2,775	82%
1800 - 1900																	\$6.55	631	2,648	78%
1900 - 2000																	\$6.05	563	1,983	58%

PM Time	Monday 11/04/19				Tuesday 11/05/19				Wednesday 11/06/19				Thursday 11/07/19				Friday 11/08/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	352	2,714	80%	\$5.15	387	3,053	90%	\$5.15	392	3,000	88%	\$6.70	434	3,201	94%	\$7.10	487	3,238	95%
1500 - 1600	\$5.50	537	2,915	86%	\$5.75	581	2,745	81%	\$7.75	581	2,839	84%	\$6.75	622	3,160	93%	\$9.15	665	2,631	77%
1600 - 1700	\$5.35	436	2,803	82%	\$5.50	387	2,915	86%	\$7.50	427	2,833	83%	\$8.30	455	2,654	78%	\$8.95	415	2,760	81%
1700 - 1800	\$5.30	488	2,934	86%	\$5.40	519	3,057	90%	\$6.40	518	2,983	88%	\$8.20	534	2,872	84%	\$7.05	560	2,869	84%
1800 - 1900	\$5.50	667	2,803	82%	\$3.95	633	3,129	92%	\$3.95	690	3,013	89%	\$4.85	649	2,960	87%	\$6.55	697	2,808	83%
1900 - 2000	\$3.85	554	2,193	65%	\$3.85	627	2,620	77%	\$3.85	595	2,552	75%	\$5.60	629	2,623	77%	\$6.05	768	2,543	75%

PM Time	Monday 11/11/19				Tuesday 11/12/19				Wednesday 11/13/19				Thursday 11/14/19				Friday 11/15/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	531	2,320	68%	\$5.15	380	3,032	89%	\$5.15	406	3,036	89%	\$6.70	407	3,344	98%	\$7.10	486	3,317	98%
1500 - 1600	\$5.50	679	2,810	83%	\$5.75	543	2,675	79%	\$7.75	583	2,865	84%	\$6.75	569	3,142	92%	\$9.15	638	2,653	78%
1600 - 1700	\$5.35	453	2,483	73%	\$5.50	401	2,730	80%	\$7.50	399	2,873	85%	\$8.30	409	2,499	74%	\$8.95	441	2,736	80%
1700 - 1800	\$5.30	544	2,507	74%	\$5.40	498	2,841	84%	\$6.40	512	3,097	91%	\$8.20	508	2,903	85%	\$7.05	558	2,774	82%
1800 - 1900	\$5.50	599	1,872	55%	\$3.95	627	2,960	87%	\$3.95	672	3,092	91%	\$4.85	680	3,009	89%	\$6.55	704	2,901	85%
1900 - 2000	\$3.85	486	1,359	40%	\$3.85	659	2,839	84%	\$3.85	570	2,387	70%	\$5.60	614	2,553	75%	\$6.05	645	2,392	70%

PM Time	Monday 11/18/19				Tuesday 11/19/19				Wednesday 11/20/19				Thursday 11/21/19				Friday 11/22/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	379	2,744	81%	\$5.15	348	2,663	78%	\$5.15	384	2,778	82%	\$6.70	389	3,187	94%	\$7.10	461	3,145	93%
1500 - 1600	\$5.50	599	3,163	93%	\$5.75	573	2,862	84%	\$7.75	497	2,627	77%	\$6.75	563	3,226	95%	\$9.15	562	2,623	77%
1600 - 1700	\$5.35	418	2,854	84%	\$5.50	407	3,066	90%	\$7.50	360	2,470	73%	\$8.30	368	2,528	74%	\$8.95	436	2,698	79%
1700 - 1800	\$5.30	528	2,971	87%	\$5.40	527	2,914	86%	\$6.40	522	3,078	91%	\$8.20	467	2,577	76%	\$7.05	580	2,850	84%
1800 - 1900	\$5.50	713	2,939	86%	\$3.95	631	2,980	88%	\$3.95	640	2,881	85%	\$4.85	677	3,041	89%	\$6.55	674	2,794	82%
1900 - 2000	\$3.85	449	1,868	55%	\$3.85	615	2,822	83%	\$3.85	403	1,632	48%	\$5.60	587	2,311	68%	\$6.05	727	2,470	73%

PM Time	Monday 11/25/19				Tuesday 11/26/19				Wednesday 11/27/19				Thursday 11/28/19				Friday 11/29/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	507	2,759	81%	\$5.15	508	2,843	84%	\$7.45	482	2,897	85%	\$5.30	857	2,075	61%	\$4.95	394	1,355	40%
1500 - 1600	\$5.50	565	2,888	85%	\$5.75	598	2,784	82%	\$8.50	576	2,797	82%	\$4.95	699	1,633	48%	\$4.95	464	1,314	39%
1600 - 1700	\$5.35	482	2,790	82%	\$5.50	482	2,792	82%	\$8.50	296	1,577	46%	\$4.95	682	1,564	46%	\$4.95	385	1,157	34%
1700 - 1800	\$5.30	518	2,864	84%	\$5.40	497	2,797	82%	\$8.50	554	2,298	68%	\$4.95	632	1,454	43%	\$4.95	386	1,085	32%
1800 - 1900	\$5.50	672	2,742	81%	\$3.95	672	3,034	89%	\$6.00	493	1,646	48%	\$5.30	730	1,464	43%	\$4.95	387	1,028	30%
1900 - 2000	\$3.85	644	2,357	69%	\$3.85	844	2,952	87%	\$5.75	430	1,292	38%	\$5.30	822	1,655	49%	\$4.95	314	740	22%

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 10/28/19				Tuesday 10/29/19				Wednesday 10/30/19				Thursday 10/31/19				Friday 11/01/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500																	\$3.05	646	1,993	59%
0500 - 0600																	\$4.70	768	2,384	70%
0600 - 0700																	\$4.95	596	2,112	62%
0700 - 0800																	\$5.50	401	1,827	54%
0800 - 0900																	\$4.95	300	1,827	54%
0900 - 1000																	\$4.10	263	1,579	46%

AM Time	Monday 11/04/19				Tuesday 11/05/19				Wednesday 11/06/19				Thursday 11/07/19				Friday 11/08/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	832	2,714	80%	\$3.05	823	2,657	78%	\$3.05	867	2,681	79%	\$3.05	805	2,635	78%	\$3.05	689	2,203	65%
0500 - 0600	\$4.95	803	2,552	75%	\$4.95	858	2,624	77%	\$4.95	772	2,636	78%	\$4.95	839	2,699	79%	\$4.70	708	2,489	73%
0600 - 0700	\$5.15	558	2,093	62%	\$5.15	529	2,119	62%	\$5.15	617	2,068	61%	\$5.15	620	2,047	60%	\$4.95	558	2,173	64%
0700 - 0800	\$5.65	399	2,196	65%	\$5.65	425	2,269	67%	\$5.65	420	2,295	68%	\$5.65	417	2,230	66%	\$5.50	353	1,971	58%
0800 - 0900	\$5.15	254	2,200	65%	\$5.15	277	2,259	66%	\$5.15	245	2,041	60%	\$5.15	236	1,993	59%	\$4.95	230	1,781	52%
0900 - 1000	\$4.10	254	2,077	61%	\$4.10	259	2,294	67%	\$4.10	230	2,171	64%	\$4.10	272	2,049	60%	\$4.10	256	1,818	53%

AM Time	Monday 11/11/19				Tuesday 11/12/19				Wednesday 11/13/19				Thursday 11/14/19				Friday 11/15/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	485	1,513	45%	\$3.05	805	2,693	79%	\$3.05	888	2,703	80%	\$3.05	770	2,637	78%	\$3.05	674	2,265	67%
0500 - 0600	\$4.95	469	1,614	47%	\$4.95	874	2,647	78%	\$4.95	783	2,661	78%	\$4.95	851	2,737	81%	\$4.70	745	2,453	72%
0600 - 0700	\$5.15	280	1,164	34%	\$5.15	563	2,136	63%	\$5.15	639	2,103	62%	\$5.15	612	1,988	58%	\$4.95	603	2,187	64%
0700 - 0800	\$5.65	252	1,186	35%	\$5.65	417	2,149	63%	\$5.65	434	2,318	68%	\$5.65	435	2,258	66%	\$5.50	354	1,883	55%
0800 - 0900	\$5.15	302	1,270	37%	\$5.15	248	2,148	63%	\$5.15	225	2,151	63%	\$5.15	237	2,049	60%	\$4.95	263	1,792	53%
0900 - 1000	\$4.10	373	1,487	44%	\$4.10	289	2,331	69%	\$4.10	240	2,158	63%	\$4.10	249	2,112	62%	\$4.10	221	1,601	47%

AM Time	Monday 11/18/19				Tuesday 11/19/19				Wednesday 11/20/19				Thursday 11/21/19				Friday 11/22/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	804	2,688	79%	\$3.05	750	2,478	73%	\$3.05	831	2,632	77%	\$3.05	802	2,671	79%	\$3.05	696	2,213	65%
0500 - 0600	\$4.95	768	2,599	76%	\$4.95	906	2,719	80%	\$4.95	754	2,524	74%	\$4.95	833	2,701	79%	\$4.70	733	2,453	72%
0600 - 0700	\$5.15	554	2,130	63%	\$5.15	562	2,078	61%	\$5.15	574	1,857	55%	\$5.15	588	2,001	59%	\$4.95	577	2,078	61%
0700 - 0800	\$5.65	448	2,259	66%	\$5.65	428	2,292	67%	\$5.65	351	1,895	56%	\$5.65	347	1,964	58%	\$5.50	396	1,908	56%
0800 - 0900	\$5.15	267	2,226	65%	\$5.15	262	2,222	65%	\$5.15	221	1,894	56%	\$5.15	222	1,874	55%	\$4.95	232	1,776	52%
0900 - 1000	\$4.10	275	2,243	66%	\$4.10	237	2,229	66%	\$4.10	197	1,716	50%	\$4.10	201	1,808	53%	\$4.10	222	1,771	52%

AM Time	Monday 11/25/19				Tuesday 11/26/19				Wednesday 11/27/19				Thursday 11/28/19				Friday 11/29/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	806	2,567	76%	\$3.05	758	2,560	75%	\$3.05	610	1,944	57%	\$1.70	39	86	3%	\$1.70	91	222	7%
0500 - 0600	\$4.95	742	2,491	73%	\$4.95	793	2,499	74%	\$5.15	501	1,638	48%	\$1.70	29	96	3%	\$1.70	117	366	11%
0600 - 0700	\$5.15	437	1,889	56%	\$5.15	404	1,829	54%	\$5.30	296	1,248	37%	\$1.70	53	144	4%	\$2.50	113	413	12%
0700 - 0800	\$5.65	395	1,961	58%	\$5.65	362	1,871	55%	\$5.75	234	1,165	34%	\$1.70	63	209	6%	\$3.05	115	482	14%
0800 - 0900	\$5.15	295	1,825	54%	\$5.15	318	1,903	56%	\$5.75	189	1,126	33%	\$1.70	128	407	12%	\$3.05	152	671	20%
0900 - 1000	\$4.10	388	2,157	63%	\$4.10	398	2,038	60%	\$5.30	255	1,285	38%	\$2.50	269	676	20%	\$3.85	262	872	26%

OCTA OPERATIONAL HIGHLIGHTS

On-road Operations

OCTA Customer Assistance Specialists (CAS) responded to 103 calls during the month of November. Of those calls, 83 were to assist disabled vehicles and 13 calls to remove debris. There were 7 accidents in the Express Lanes and 2 of those accidents originated in the SR91 general-purpose lanes that affected the Express Lanes.

Electronic Toll and Traffic Management System Project Update

Kapsch TrafficCom USA, Inc., (Kapsch), the toll lanes system integrator for the 91 Express Lanes, completed the replacement of the Electronic Toll and Traffic Management (ETTM) system at the current toll gantries. This new lane system is reading both the new 6C transponder protocol as well as the legacy Title 21 protocol. The next phase of the project, which begins next calendar year, entails the replacement of the closed-circuit television cameras along the corridor. New toll gantries will be constructed at the three entrances of the OCTA 91 Express Lanes after which Kapsch will install new ETTM equipment on the entrance gantries.

6C Transition Update

Changes to the back-office system to incorporate the new 6C transponder protocol is underway. Beginning in December, the 91 Express Lanes will be sending letters to customers notifying them of the transition to 6C, as well as changes to the account plans, user agreement and privacy policy. A new welcome kit will be sent with the new sticker transponders commencing January 2020. It is envisioned the distribution of the new transponders to all the customers will take place over several months.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 11/30/2019		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll revenue	\$ 20,997,846.10	\$ 22,359,766.00	\$ (1,361,919.90)	(6.1)
Fee revenue	2,999,178.87	1,613,373.00	1,385,805.87	85.9
Total operating revenues	23,997,024.97	23,973,139.00	23,885.97	0.1
Operating expenses:				
Contracted services	2,614,154.96	3,082,100.00	467,945.04	15.2
Administrative fee	1,181,200.00	1,183,285.00	2,085.00	0.2
Other professional services	319,783.49	959,993.00	640,209.51	66.7
Credit card processing fees	547,440.35	596,835.00	49,394.65	8.3
Toll road account servicing	275,749.69	992,500.00	716,750.31	72.2
Other insurance expense	155,456.25	312,375.00	156,918.75	50.2
Toll road maintenance supply repairs	125,108.01	214,585.00	89,476.99	41.7
Patrol services	247,234.19	408,175.00	160,940.81	39.4
Building equipment repairs and maint	(19,920.85)	137,570.00	157,490.85	114.5
6C Transponders	-	-	-	N/A
Other services	(15,314.00)	10,415.00	25,729.00	247.0
Utilities	15,895.46	30,615.00	14,719.54	48.1
Office expense	(138.06)	83,467.00	83,605.06	100.2
Bad debt expense	59,325.33	-	(59,325.33)	N/A
Miscellaneous ⁽²⁾	35,976.76	33,725.00	(2,251.76)	(6.7)
Leases	182,325.16	191,590.00	9,264.84	4.8
Total operating expenses	5,724,276.74	8,237,230.00	2,512,953.26	30.5
Depreciation and amortization ⁽³⁾	1,480,970.00	-	(1,480,970.00)	N/A
Operating income (loss)	16,791,778.23	15,735,909.00	1,055,869.23	6.7
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	268,083.37	453,125.00	(185,041.63)	(40.8)
Interest income	2,442,276.25	1,581,705.00	860,571.25	54.4
Interest expense	(1,938,687.36)	(1,963,360.00)	24,672.64	1.3
Other	16,165.63	-	16,165.63	N/A
Total nonoperating revenues (expenses)	787,837.89	71,470.00	716,367.89	(1,002.3)
Transfers in	-	-	-	N/A
Transfers out	(93,373.44)	(15,000.00)	(78,373.44)	(522.5)
Net income (loss)	\$ 17,486,242.68	\$ 15,792,379.00	\$ 1,693,863.68	10.7

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

Capital Asset Activity

During the five months ending November 30, 2019, capital asset activities included \$195,292 for the ETTM system, \$5,920 for the computer equipment and \$97,358 for transponder purchases.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for November 2019 was 1,264,601. This represents a daily average of 42,153 vehicles. This is a 3.1% increase in total traffic volume from the same period last year, which totaled 1,226,885. Potential toll revenue for the month was \$5,330,279, which represents an increase of 20% from the prior year's total of \$4,440,392. Carpool percentage for November was 23.74% as compared to the previous year's rate of 24.37%.

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 2019.

Current Month-to-Date (MTD) as of November 30, 2019

Trips	NOV-19 MTD Actual	Stantec MTD Projected	# Variance	% Variance	NOV-18 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	964,400	959,129	5,271	0.5%	927,903	3.9%
3+ Lanes	300,201	315,057	(14,856)	(4.7%)	298,982	0.4%
Total Gross Trips	1,264,601	1,274,186	(9,585)	(0.8%)	1,226,885	3.1%
Revenue						
Full Toll Lanes	\$5,301,867	\$3,799,571	\$1,502,296	39.5%	\$4,408,880	20.3%
3+ Lanes	\$28,411	\$0	\$28,411		\$31,512	(9.8%)
Total Gross Revenue	\$5,330,279	\$3,799,571	\$1,530,707	40.3%	\$4,440,392	20.0%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.50	\$3.96	\$1.54	38.9%	\$4.75	15.8%
Average 3+ Lanes	\$0.09	\$0.00	\$0.09		\$0.11	(18.2%)
Average Gross Revenue	\$4.21	\$2.98	\$1.23	41.3%	\$3.62	16.3%

The 2020 fiscal year-to-date (YTD) traffic volume is 3% higher when compared with the same period last year. The 2020 fiscal year-to-date revenue is 21% higher than for the same period last year. The traffic and revenue increases are attributed to higher demand and increased toll rates to manage the demand. Year-to-date average revenue per-trip is \$4.22.

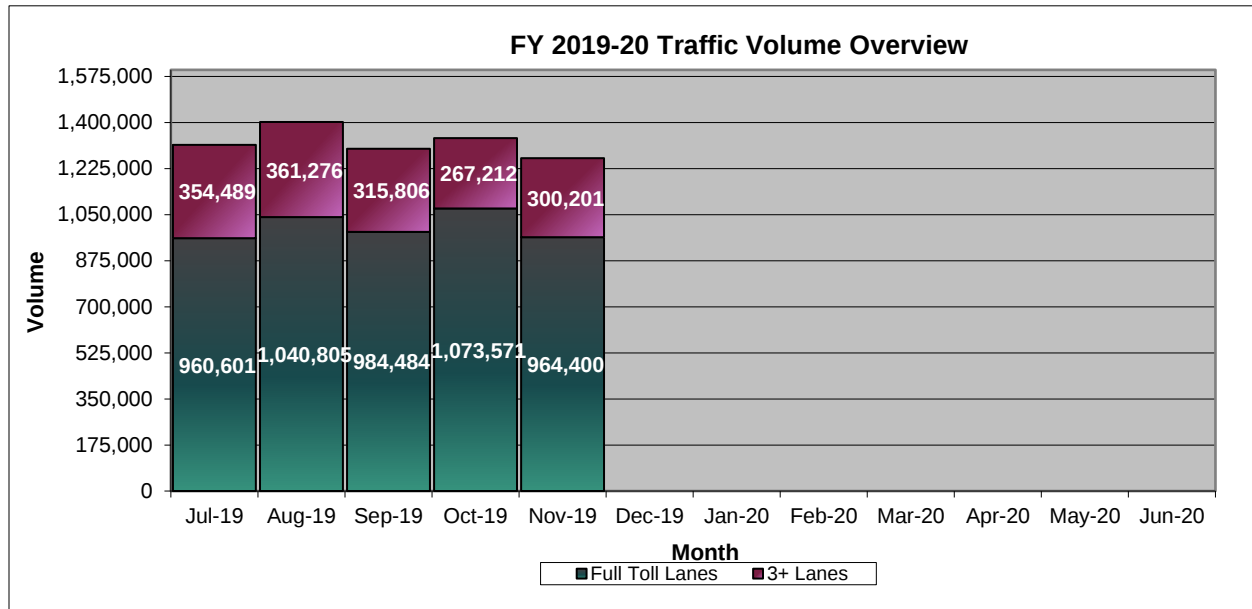
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2019 through November 2019.

FY 2019-20 Year to Date as of November 30, 2019

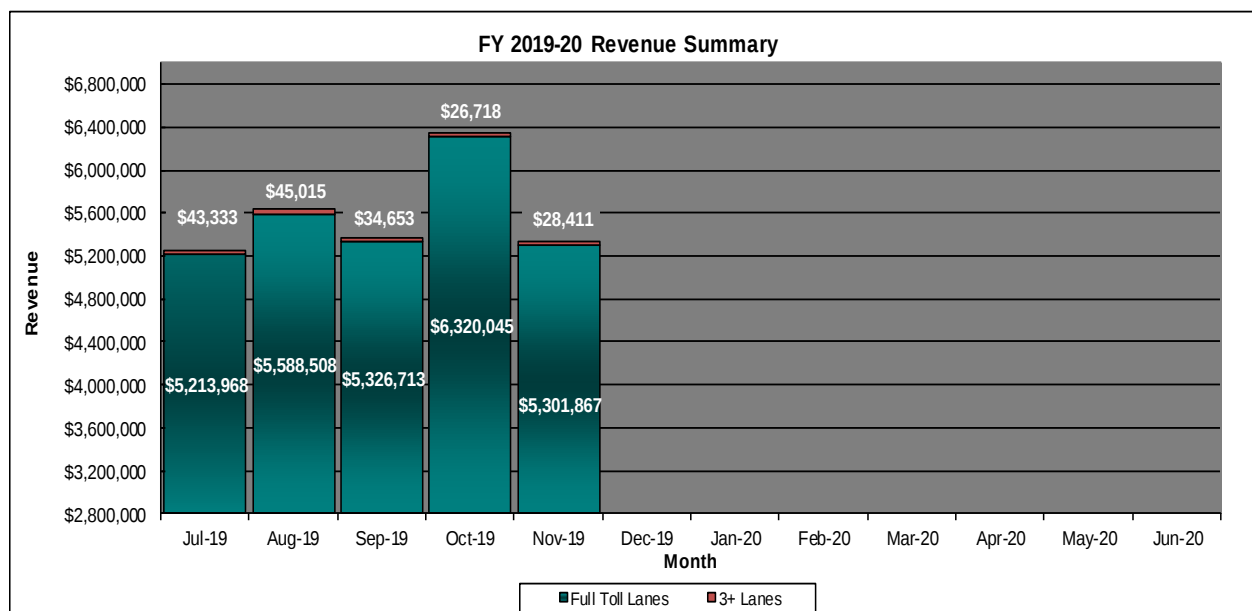
Trips	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	5,023,861	5,006,614	17,247	0.3%	4,886,478	2.8%
3+ Lanes	1,598,984	1,604,743	(5,759)	(0.4%)	1,541,321	3.7%
Total Gross Trips	6,622,845	6,611,357	11,488	0.2%	6,427,799	3.0%
Revenue						
Full Toll Lanes	\$27,751,102	\$19,639,000	\$8,112,102	41.3%	\$22,910,249	21.1%
3+ Lanes	\$178,130	\$0	\$178,130		\$174,164	2.3%
Total Gross Revenue	\$27,929,232	\$19,639,000	\$8,290,232	42.2%	\$23,084,413	21.0%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.52	\$3.92	\$1.60	40.8%	\$4.69	17.7%
Average 3+ Lanes	\$0.11	\$0.00	\$0.11		\$0.11	0.0%
Average Gross Revenue	\$4.22	\$2.97	\$1.25	42.1%	\$3.59	17.5%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

RCTC evaluates traffic volumes for peak period hours and either increases or decreases tolls according to the toll rate policy. Hours that are highlighted in yellow were operating in a degraded state. The next quarterly adjustment is scheduled for January 1, 2020.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 10/28/19					Tuesday 10/29/19					Wednesday 10/30/19					Thursday 10/31/19					Friday 11/01/19				
	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																					\$21.00	291	1,144	1,435	F
1500 - 1600																					\$18.70	284	936	1,220	E
1600 - 1700																					\$10.45	211	954	1,165	D
1700 - 1800																					\$6.95	239	854	1,093	D
1800 - 1900																					\$5.30	243	792	1,035	D
1900 - 2000																					\$5.30	232	641	873	C

PM Time	Monday 11/04/19					Tuesday 11/05/19					Wednesday 11/06/19					Thursday 11/07/19					Friday 11/08/19				
	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	\$5.30	189	962	1,151	D	\$6.95	203	1,115	1,318	F	\$9.00	214	1,118	1,332	F	\$11.85	248	1,190	1,438	F	\$21.00	345	1,522	1,867	F
1500 - 1600	\$7.35	266	911	1,177	D	\$6.95	305	890	1,195	D	\$9.90	285	914	1,199	D	\$12.00	300	964	1,264	E	\$18.70	399	853	1,252	E
1600 - 1700	\$5.30	195	893	1,088	D	\$5.30	187	960	1,147	D	\$5.30	202	944	1,146	D	\$7.50	222	865	1,087	D	\$10.45	251	1,023	1,274	E
1700 - 1800	\$5.30	194	827	1,021	D	\$5.30	234	849	1,083	D	\$5.30	191	848	1,039	D	\$5.30	216	869	1,085	D	\$6.95	281	942	1,223	E
1800 - 1900	\$5.30	295	804	1,099	D	\$5.30	287	863	1,150	D	\$5.30	284	822	1,106	D	\$5.30	293	854	1,147	D	\$5.30	236	766	1,002	D
1900 - 2000	\$2.25	229	617	846	C	\$4.20	212	719	931	C	\$5.30	214	705	919	C	\$5.30	237	773	1,010	D	\$5.30	455	1,044	1,499	F

PM Time	Monday 11/11/19					Tuesday 11/12/19					Wednesday 11/13/19					Thursday 11/14/19					Friday 11/15/19				
	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	\$5.30	275	836	1,111	D	\$6.95	209	1,120	1,329	F	\$9.00	236	1,122	1,358	F	\$11.85	214	1,283	1,497	F	\$21.00	319	1,140	1,459	F
1500 - 1600	\$7.35	343	875	1,218	E	\$6.95	286	964	1,250	E	\$9.90	283	959	1,242	E	\$12.00	289	997	1,286	E	\$18.70	317	860	1,177	D
1600 - 1700	\$5.30	206	787	993	C	\$5.30	174	926	1,100	D	\$5.30	164	939	1,103	D	\$7.50	152	857	1,009	D	\$10.45	210	895	1,105	D
1700 - 1800	\$5.30	236	735	971	C	\$5.30	189	798	987	C	\$5.30	226	887	1,113	D	\$5.30	194	919	1,113	D	\$6.95	245	885	1,130	D
1800 - 1900	\$5.30	253	587	840	C	\$5.30	279	811	1,090	D	\$5.30	294	830	1,124	D	\$5.30	252	832	1,084	D	\$5.30	297	917	1,214	E
1900 - 2000	\$2.25	221	379	600	B	\$4.20	271	811	1,082	D	\$5.30	212	694	906	C	\$5.30	213	817	1,030	D	\$5.30	288	799	1,087	D

PM Time	Monday 11/18/19					Tuesday 11/19/19					Wednesday 11/20/19					Thursday 11/21/19					Friday 11/22/19				
	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	\$5.30	208	986	1,194	D	\$6.95	188	993	1,181	D	\$9.00	217	934	1,151	D	\$11.85	234	1,049	1,283	E	\$21.00	308	1,105	1,413	F
1500 - 1600	\$7.35	302	1,022	1,324	F	\$6.95	287	983	1,270	E	\$9.90	256	856	1,112	D	\$12.00	312	1,014	1,326	F	\$18.70	315	967	1,282	E
1600 - 1700	\$5.30	196	887	1,083	D	\$5.30	162	948	1,110	D	\$5.30	163	774	937	C	\$7.50	196	876	1,072	D	\$10.45	254	967	1,221	E
1700 - 1800	\$5.30	193	830	1,023	D	\$5.30	191	857	1,048	D	\$5.30	203	808	1,011	D	\$5.30	203	793	996	C	\$6.95	267	926	1,193	D
1800 - 1900	\$5.30	280	803	1,083	D	\$5.30	272	734	1,006	D	\$5.30	262	718	980	C	\$5.30	297	770	1,067	D	\$5.30	306	986	1,292	E
1900 - 2000	\$2.25	172	627	799	B	\$4.20	236	824	1,060	D	\$5.30	154	425	579	B	\$5.30	229	590	819	C	\$5.30	446	1,125	1,571	F

PM Time	Monday 11/25/19					Tuesday 11/26/19					Wednesday 11/27/19					Thursday 11/28/19					Friday 11/29/19				
	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	\$5.30	293	1,069	1,362	F	\$6.95	319	1,123	1,442	F	\$15.45	262	1,011	1,273	E	\$5.30	461	769	1,230	E	\$2.25	199	510	709	B
1500 - 1600	\$7.35	337	993	1,330	F	\$6.95	361	1,044	1,405	F	\$12.30	342	929	1,271	E	\$4.20	347	583	930	C	\$2.25	205	404	609	B
1600 - 1700	\$5.30	221	871	1,092	D	\$5.30	226	1,029	1,255	E	\$10.20	162	665	827	C	\$4.20	304	620	924	C	\$2.25	155	335	490	B
1700 - 1800	\$5.30	227	801	1,028	D	\$5.30	250	860	1,110	D	\$8.30	257	778	1,035	D	\$4.20	318	544	862	C	\$2.25	167	298	465	B
1800 - 1900	\$5.30	276	800	1,076	D	\$5.30	298	901	1,199	D	\$5.30	225	617	842	C	\$4.20	319	463	782	B	\$2.25	146	275	421	B
1900 - 2000	\$2.25	238	705	943	C	\$4.20	373	978	1,351	F	\$2.25	189	408	597	B	\$4.20	350	530	880	C	\$1.55	119	201	320	A

Eastbound PM Peak - County Line to I-15 South

PM Time	Monday 10/28/19					Tuesday 10/29/19					Wednesday 10/30/19					Thursday 10/31/19					Friday 11/01/19				
	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																					\$5.30	126	750	876	C
1500 - 1600																					\$2.95	143	612	755	B
1600 - 1700																					\$2.95	112	577	689	B
1700 - 1800																					\$2.95	118	578	696	B
1800 - 1900																					\$2.95	145	556	701	B
1900 - 2000																					\$2.95	118	425	543	B

PM Time	Monday 11/04/19					Tuesday 11/05/19					Wednesday 11/06/19					Thursday 11/07/19					Friday 11/08/19				
	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	\$2.95	101	713	814	C	\$5.30	95	746	841	C	\$5.30	107	750	857	C	\$5.30	107	761	868	C	\$5.30	54	330	384	A
1500 - 1600	\$5.30	133	593	726	B	\$2.95	127	629	756	B	\$2.95	149	600	749	B	\$5.30	144	678	822	C	\$2.95	116	341	457	B
1600 - 1700	\$2.95	94	633	727	B	\$2.95	97	679	776	B	\$2.95	91	633	724	B	\$2.95	118	632	750	B	\$2.95	91	459	550	B
1700 - 1800	\$2.95	103	607	710	B	\$2.95	114	631	745	B	\$2.95	112	626	738	B	\$2.95	109	558	667	B	\$2.95	112	588	700	B
1800 - 1900	\$2.95	150	555	705	B	\$2.95	122	568	690	B	\$2.95	146	592	738	B	\$2.95	134	572	706	B	\$2.95	17	49	66	A
1900 - 2000	\$2.95	160	476	636	B	\$2.95	124	605	729	B	\$2.95	150	547	697	B	\$2.95	166	647	813	C	\$2.95	209	611	820	C

PM Time	Monday 11/11/19					Tuesday 11/12/19					Wednesday 11/13/19					Thursday 11/14/19					Friday 11/15/19				
	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	\$2.95	142	575	717	B	\$5.30	78	658	736	B	\$5.30	106	778	884	C	\$5.30	103	842	945	C	\$5.30	107	796	903	C
1500 - 1600	\$5.30	173	606	779	B	\$2.95	112	553	665	B	\$2.95	126	691	817	C	\$5.30	113	705	818	C	\$2.95	125	586	711	B
1600 - 1700	\$2.95	129	621	750	B	\$2.95	96	619	715	B	\$2.95	111	689	800	B	\$2.95	92	578	670	B	\$2.95	96	625	721	B
1700 - 1800	\$2.95	139	513	652	B	\$2.95	122	609	731	B	\$2.95	94	679	773	B	\$2.95	94	601	695	B	\$2.95	96	565	661	B
1800 - 1900	\$2.95	143	359	502	B	\$2.95	139	535	674	B	\$2.95	144	624	768	B	\$2.95	131	583	714	B	\$2.95	152	532	684	B
1900 - 2000	\$2.95	118	278	396	A	\$2.95	167	608	775	B	\$2.95	140	486	626	B	\$2.95	121	553	674	B	\$2.95	181	521	702	B

PM Time	Monday 11/18/19					Tuesday 11/19/19					Wednesday 11/20/19					Thursday 11/21/19					Friday 11/22/19				
	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	\$2.95	86	698	784	B	\$5.30	91	684	775	B	\$5.30	90	630	720	B	\$5.30	109	737	846	C	\$5.30	134	743	877	C
1500 - 1600	\$5.30	129	638	767	B	\$2.95	128	647	775	B	\$2.95	113	607	720	B	\$5.30	118	742	860	C	\$2.95	132	606	738	B
1600 - 1700	\$2.95	96	646	742	B	\$2.95	89	687	776	B	\$2.95	87	617	704	B	\$2.95	89	594	683	B	\$2.95	93	634	727	B
1700 - 1800	\$2.95	103	602	705	B	\$2.95	103	627	730	B	\$2.95	109	648	757	B	\$2.95	88	576	664	B	\$2.95	114	606	720	B
1800 - 1900	\$2.95	124	588	712	B	\$2.95	128	594	722	B	\$2.95	134	612	746	B	\$2.95	154	625	779	B	\$2.95	121	500	621	B
1900 - 2000	\$2.95	89	432	521	B	\$2.95	131	669	800	B	\$2.95	95	316	411	B	\$2.95	160	550	710	B	\$2.95	34	113	147	A

PM Time	Monday 11/25/19					Tuesday 11/26/19					Wednesday 11/27/19					Thursday 11/28/19					Friday 11/29/19				
	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	\$2.95	140	680	820	C	\$5.30	134	644	778	B	\$1.95	134	708	842	C	\$2.95	271	422	693	B	\$2.95	116	331	447	B
1500 - 1600	\$5.30	143	622	765	B	\$2.95	154	652	806	C	\$2.95	152	655	807	C	\$2.95	210	342	552	B	\$1.95	142	253	395	A
1600 - 1700	\$2.95	124	649	773	B	\$2.95	115	614	729	B	\$1.95	76	453	529	B	\$2.95	194	330	524	B	\$1.95	104	231	335	A
1700 - 1800	\$2.95	110	585	695	B	\$2.95	105	572	677	B	\$1.95	126	563	689	B	\$2.95	175	305	480	B	\$1.95	104	240	344	A
1800 - 1900	\$2.95	147	573	720	B	\$2.95	142	609	751	B	\$2.95	87	273	360	A	\$2.95	233	295	528	B	\$1.95	109	186	295	A
1900 - 2000	\$2.95	157	458	615	B	\$2.95	239	659	898	C	\$2.95	104	222	326	A	\$2.95	323	348	671	B	\$1.95	97	131	228	A

RCTC WESTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak Total

PM Time	Monday 10/28/19			Tuesday 10/29/19			Wednesday 10/30/19			Thursday 10/31/19			Friday 11/01/19		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500													417	1,894	2,311
1500 - 1600													427	1,548	1,975
1600 - 1700													323	1,531	1,854
1700 - 1800													357	1,432	1,789
1800 - 1900													388	1,348	1,736
1900 - 2000													350	1,066	1,416

PM Time	Monday 11/04/19			Tuesday 11/05/19			Wednesday 11/06/19			Thursday 11/07/19			Friday 11/08/19		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	290	1,675	1,965	298	1,861	2,159	321	1,868	2,189	355	1,951	2,306	399	1,852	2,251
1500 - 1600	399	1,504	1,903	432	1,519	1,951	434	1,514	1,948	444	1,642	2,086	515	1,194	1,709
1600 - 1700	289	1,526	1,815	284	1,639	1,923	293	1,577	1,870	340	1,497	1,837	342	1,482	1,824
1700 - 1800	297	1,434	1,731	348	1,480	1,828	303	1,474	1,777	325	1,427	1,752	393	1,530	1,923
1800 - 1900	445	1,359	1,804	409	1,431	1,840	430	1,414	1,844	427	1,426	1,853	253	815	1,068
1900 - 2000	389	1,093	1,482	336	1,324	1,660	364	1,252	1,616	403	1,420	1,823	664	1,655	2,319

PM Time	Monday 11/11/19			Tuesday 11/12/19			Wednesday 11/13/19			Thursday 11/14/19			Friday 11/15/19		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	417	1,411	1,828	287	1,778	2,065	342	1,900	2,242	317	2,125	2,442	426	1,936	2,362
1500 - 1600	516	1,481	1,997	398	1,517	1,915	409	1,650	2,059	402	1,702	2,104	442	1,446	1,888
1600 - 1700	335	1,408	1,743	270	1,545	1,815	275	1,628	1,903	244	1,435	1,679	306	1,520	1,826
1700 - 1800	375	1,248	1,623	311	1,407	1,718	320	1,566	1,886	288	1,520	1,808	341	1,450	1,791
1800 - 1900	396	946	1,342	418	1,346	1,764	438	1,454	1,892	383	1,415	1,798	449	1,449	1,898
1900 - 2000	339	657	996	438	1,419	1,857	352	1,180	1,532	334	1,370	1,704	469	1,320	1,789

PM Time	Monday 11/18/19			Tuesday 11/19/19			Wednesday 11/20/19			Thursday 11/21/19			Friday 11/22/19		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	294	1,684	1,978	279	1,677	1,956	307	1,564	1,871	343	1,786	2,129	442	1,848	2,290
1500 - 1600	431	1,660	2,091	415	1,630	2,045	369	1,463	1,832	430	1,756	2,186	447	1,573	2,020
1600 - 1700	292	1,533	1,825	251	1,635	1,886	250	1,391	1,641	285	1,470	1,755	347	1,601	1,948
1700 - 1800	296	1,432	1,728	294	1,484	1,778	312	1,456	1,768	291	1,369	1,660	381	1,532	1,913
1800 - 1900	404	1,391	1,795	400	1,328	1,728	396	1,330	1,726	451	1,395	1,846	427	1,486	1,913
1900 - 2000	261	1,059	1,320	367	1,493	1,860	249	741	990	389	1,140	1,529	480	1,238	1,718

PM Time	Monday 11/25/19			Tuesday 11/26/19			Wednesday 11/27/19			Thursday 11/28/19			Friday 11/29/19		
	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.	HOV	SOV	Vol.
1400 - 1500	433	1,749	2,182	453	1,767	2,220	396	1,719	2,115	732	1,191	1,923	315	841	1,156
1500 - 1600	480	1,615	2,095	515	1,696	2,211	494	1,584	2,078	557	925	1,482	347	657	1,004
1600 - 1700	345	1,520	1,865	341	1,643	1,984	238	1,118	1,356	498	950	1,448	259	566	825
1700 - 1800	337	1,386	1,723	355	1,432	1,787	383	1,341	1,724	493	849	1,342	271	538	809
1800 - 1900	423	1,373	1,796	440	1,510	1,950	312	890	1,202	552	758	1,310	255	461	716
1900 - 2000	395	1,163	1,558	612	1,637	2,249	293	630	923	673	878	1,551	216	332	548

Westbound AM Peak - McKinley to County Line

	Monday 10/28/19				Tuesday 10/29/19				Wednesday 10/30/19				Thursday 10/31/19				Friday 11/01/19			
AM Time	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500																\$5.30	357	749	1,106	D
0500 - 0600																\$12.20	458	1,006	1,464	F
0600 - 0700																\$11.45	421	1,094	1,515	F
0700 - 0800																\$9.30	335	1,065	1,400	F
0800 - 0900																\$8.00	234	1,089	1,323	E
0900 - 1000																\$5.30	154	733	887	C

	Monday 11/04/19				Tuesday 11/05/19				Wednesday 11/06/19				Thursday 11/07/19				Friday 11/08/19			
AM Time	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	409	1,172	1,581	F	\$10.80	410	1,043	1,453	F	\$10.80	485	1,151	1,636	F	\$10.50	401	1,182	1,583	F
0500 - 0600	\$23.25	467	859	1,326	E	\$22.80	535	874	1,409	F	\$18.40	430	1,069	1,499	F	\$17.50	480	1,050	1,530	F
0600 - 0700	\$20.20	370	872	1,242	E	\$17.45	300	849	1,149	D	\$19.40	402	672	1,074	D	\$19.40	387	758	1,145	D
0700 - 0800	\$16.35	289	1,268	1,557	F	\$16.35	302	1,360	1,662	F	\$17.10	297	1,385	1,682	F	\$15.30	288	1,375	1,663	F
0800 - 0900	\$11.15	167	1,475	1,642	F	\$11.45	186	1,443	1,629	F	\$11.45	179	1,409	1,588	F	\$12.20	167	1,469	1,636	F
0900 - 1000	\$6.95	173	1,165	1,338	E	\$9.00	177	1,226	1,403	F	\$8.00	132	1,161	1,293	E	\$9.00	179	1,061	1,240	E

	Monday 11/11/19				Tuesday 11/12/19				Wednesday 11/13/19				Thursday 11/14/19				Friday 11/15/19			
AM Time	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	241	649	890	C	\$10.80	401	1,116	1,517	F	\$10.80	463	1,082	1,545	F	\$10.50	384	1,155	1,539	F
0500 - 0600	\$23.25	283	582	865	C	\$22.80	558	885	1,443	F	\$18.40	424	1,076	1,500	F	\$17.50	493	1,098	1,591	F
0600 - 0700	\$20.20	180	642	822	C	\$17.45	325	900	1,225	E	\$19.40	403	708	1,111	D	\$19.40	388	681	1,069	D
0700 - 0800	\$16.35	177	780	957	C	\$16.35	264	1,237	1,501	F	\$17.10	281	1,422	1,703	F	\$15.30	298	1,413	1,711	F
0800 - 0900	\$11.15	178	759	937	C	\$11.45	207	1,374	1,581	F	\$11.45	167	1,501	1,668	F	\$12.20	160	1,504	1,664	F
0900 - 1000	\$6.95	218	682	900	C	\$9.00	185	1,298	1,483	F	\$8.00	150	1,151	1,301	E	\$9.00	153	1,175	1,328	E

	Monday 11/18/19				Tuesday 11/19/19				Wednesday 11/20/19				Thursday 11/21/19				Friday 11/22/19			
AM Time	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	388	1,155	1,543	F	\$10.80	420	1,185	1,605	F	\$10.80	406	1,157	1,563	F	\$10.50	392	1,279	1,671	F
0500 - 0600	\$23.25	474	853	1,327	E	\$22.80	605	912	1,517	F	\$18.40	405	1,001	1,406	F	\$17.50	473	1,110	1,583	F
0600 - 0700	\$20.20	340	892	1,232	E	\$17.45	355	809	1,164	D	\$19.40	349	675	1,024	D	\$19.40	362	764	1,126	D
0700 - 0800	\$16.35	309	1,298	1,607	F	\$16.35	331	1,307	1,638	F	\$17.10	260	1,167	1,427	F	\$15.30	270	1,333	1,603	F
0800 - 0900	\$11.15	176	1,553	1,729	F	\$11.45	210	1,507	1,717	F	\$11.45	167	1,268	1,435	F	\$12.20	158	1,249	1,407	F
0900 - 1000	\$6.95	165	1,237	1,402	F	\$9.00	151	1,158	1,309	E	\$8.00	121	915	1,036	D	\$9.00	129	951	1,080	D

	Monday 11/25/19				Tuesday 11/26/19				Wednesday 11/27/19				Thursday 11/28/19				Friday 11/29/19			
AM Time	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	448	1,116	1,564	F	\$10.80	396	1,161	1,557	F	\$7.05	301	859	1,160	D	\$1.55	15	20	35	A
0500 - 0600	\$23.25	468	847	1,315	E	\$22.80	516	938	1,454	F	\$8.30	248	540	788	B	\$1.55	11	33	44	A
0600 - 0700	\$20.20	291	957	1,248	E	\$17.45	253	907	1,160	D	\$6.95	195	748	943	C	\$1.55	24	40	64	A
0700 - 0800	\$16.35	276	1,223	1,499	F	\$16.35	242	1,246	1,488	F	\$6.95	185	802	987	C	\$1.55	30	86	116	A
0800 - 0900	\$11.15	221	1,305	1,526	F	\$11.45	191	1,264	1,455	F	\$5.30	116	696	812	C	\$1.55	57	147	204	A
0900 - 1000	\$6.95	235	1,145	1,380	F	\$9.00	241	912	1,153	D	\$4.20	154	571	725	B	\$1.55	120	230	350	A

RCTC OPERATIONAL HIGHLIGHTS

On-road Operations

RCTC Freeway Service Patrol (FSP) responded to 83 calls during the month of November. Of those calls, 61 were to assist disabled vehicles, 8 calls to remove debris and 14 were in response to accidents in the Express Lanes

6C Transponder Technology

In December and over the course of several months, the 91 Express Lanes will be sending letters to customers notifying them of the transition to the new 6C protocol, as well as changes to the account plans, user agreement and privacy policy. A new welcome kit, which includes mounting instructions, has been designed and developed and will be sent with the new sticker transponders commencing January 2020. It is envisioned the distribution of the new transponders to all the customers will take place over several months.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of : 11/30/2019		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 25,939,940.46	\$ 15,245,458.33	\$ 10,694,482.13	70.1
Fee Revenue	3,247,766.41	2,200,125.00	1,047,641.41	47.6
Total operating revenues	29,187,706.87	17,445,583.33	11,742,123.54	67.3
Operating expenses:				
Salaries and Benefits	337,920.94	563,916.67	225,995.73	40.1
Legal Services	88,239.01	145,833.33	57,594.32	39.5
Advisory Services	29,617.58	31,250.00	1,632.42	5.2
Audit and Accounting Fees	46,000.00	19,583.33	(26,416.67)	(134.9)
Service Fees	1,086.78	10,833.33	9,746.55	90.0
Other Professional Services	50,296.60	614,958.33	564,661.73	91.8
Lease Expense	86,530.41	106,875.00	20,344.59	19.0
Operations	1,281,355.02	1,511,875.00	230,519.98	15.2
Utilities	9,754.71	26,041.67	16,286.96	62.5
Supplies and Materials	66.40	2,083.33	2,016.93	96.8
Membership and Subscription Fees	20,056.75	10,416.67	(9,640.08)	(92.5)
Office Equipment & Furniture (Non-Capital)	747.12	2,083.33	1,336.21	64.1
Maintenance/Repairs	59,429.26	145,750.00	86,320.74	59.2
Training Seminars and Conferences	350.00	1,875.00	1,525.00	81.3
Transportation Expenses	97.04	3,125.00	3,027.96	96.9
Lodging	1,328.48	2,916.67	1,588.19	54.5
Meals	302.88	416.67	113.79	27.3
Other Staff Expenses	328.10	416.67	88.57	21.3
Advertising	38.00	79,166.67	79,128.67	100.0
Program Management	30,692.21	-	(30,692.21)	N/A
Program Operations	2,544,941.37	4,440,291.67	1,895,350.30	42.7
Litigation Settlement	-	4,166.67	4,166.67	100.0
Furniture & Equipment	261,188.80	312,500.00	51,311.20	16.4
Improvements	16,032.27	6,708.33	(9,323.94)	(139.0)
Depreciation	2,695,986.01 [#]	-	(2,695,986.01)	N/A
Bad Debt Expense	(0.37)	-	0.37	N/A
Total operating expenses	7,562,385.37	8,043,083.33	480,697.96	6.0
Operating income (loss)	21,625,321.50	9,402,500.00	12,222,821.50	130.0
Nonoperating revenues (expenses):				
Interest Revenue	878,007.08	634,208.33	243,798.75	(38.4)
Other Miscellaneous Revenue	(879.96)	-	(879.96)	N/A
Interest Expense	(7,173,251.39)	(2,966,625.00)	(4,206,626.39)	141.8
Total nonoperating revenues (expenses)	(7,124,824.09)	(2,332,416.67)	(4,792,407.42)	(205.5)
Transfers In	-	-	-	N/A
Transfers Out	(325,600.00)	(1,274,791.67)	949,191.67	(74.5)
Net income (loss)	\$ 14,174,897.41	\$ 5,795,291.67	\$ 8,379,605.74	144.6

¹ Unaudited

² Depreciation is not a budgeted expense

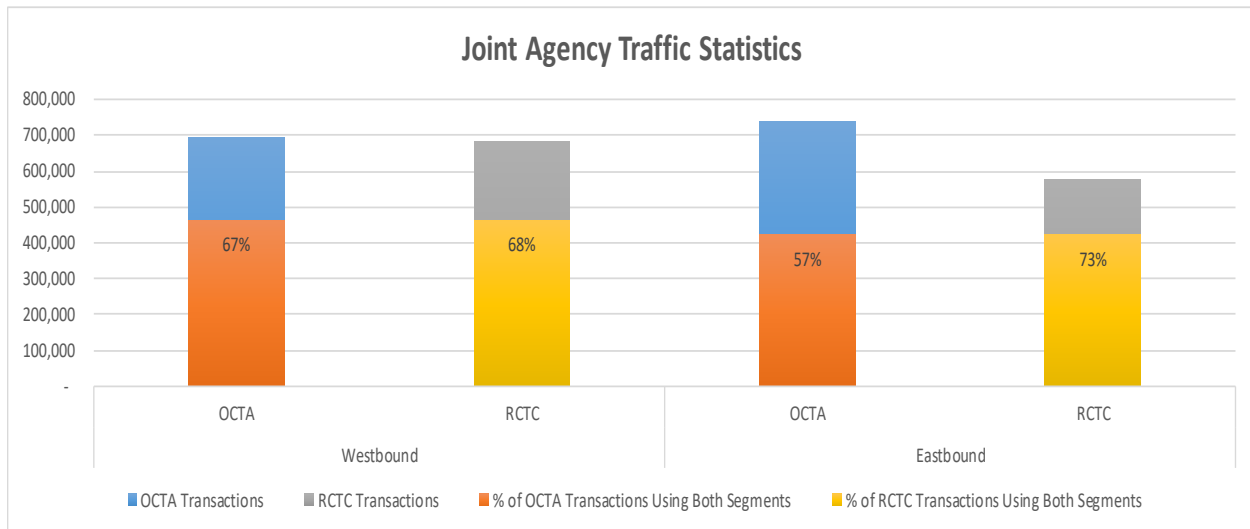
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING November 30, 2019

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	696,072	464,366	67%	\$ 1,813,977
RCTC	686,729	464,366	68%	\$ 3,452,113
I-15	300,481	206,255	69%	\$ 1,448,720
McKinley	386,248	258,111	67%	\$ 2,003,394
Eastbound				
OCTA	738,948	421,599	57%	\$ 2,571,130
RCTC	577,872	421,599	73%	\$ 1,878,166
I-15	204,318	160,067	78%	\$ 454,205
McKinley	373,554	261,532	70%	\$ 1,423,961

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Nov-19 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	0:36
Abandon Rate	Monthly	No more than 4.0%	0.9%
Customer Satisfaction	Monthly	At least 75 outbound calls	75
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	0.7
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	0.9
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.01%
CAS Response Time	Monthly	0:20 (minutes) per call	0:09
ACCOUNTING			
OCTA Exceptions	Monthly	No more than 3	0
RCTC Exceptions	Monthly	No more than 3	0
INFORMATION TECHNOLOGY			
Back-office System Uptime	Monthly	99% Availability	100%
Network Uptime	Monthly	99% Availability	100%

CUSA = Cofiroute 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.

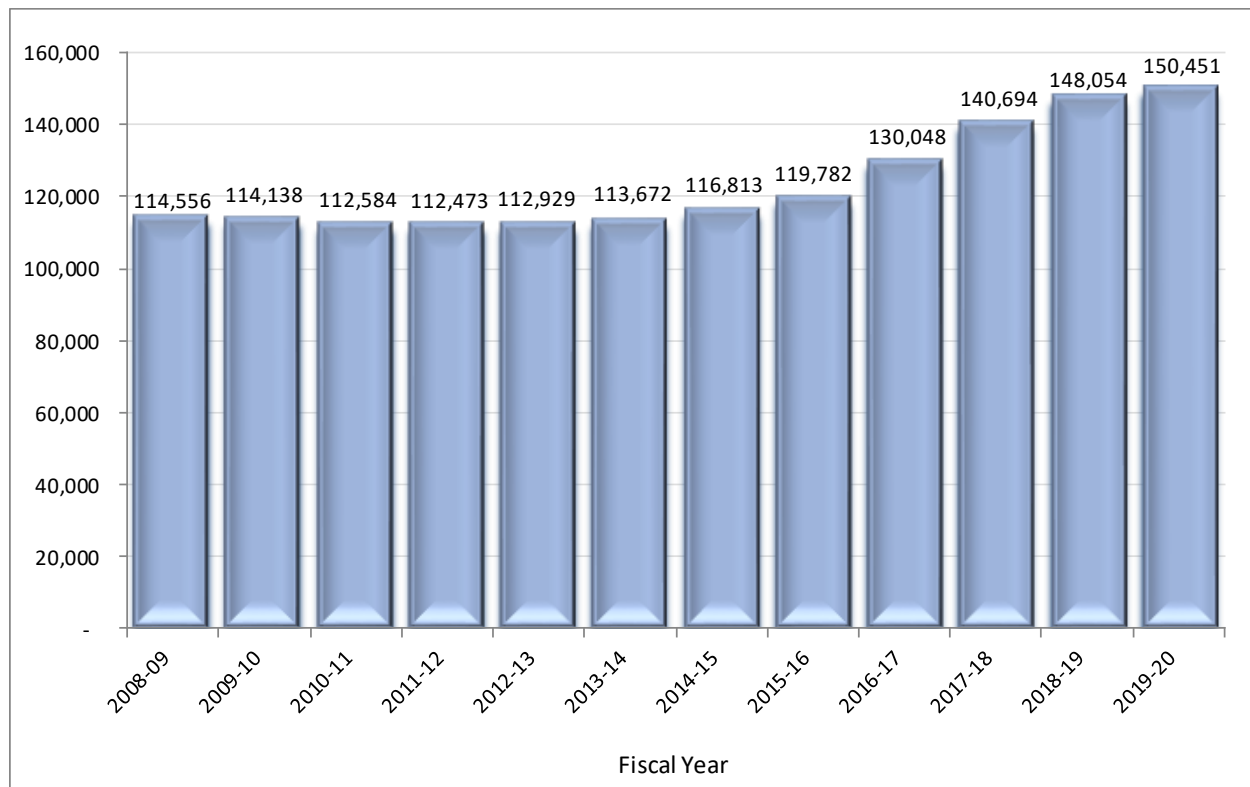
JOINT AGENCY TRANSPONDER DISTRIBUTION

TRANSPONDER DISTRIBUTION	November-19		October-19		FY 2019-20	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	870	53.9%	1,347	48.0%	1,377	50.9%
Additional Tags to Existing Accounts	472	29.2%	873	31.1%	804	29.7%
Replacement Transponders	272	16.9%	587	20.9%	526	19.4%
Total Issued	1,614		2,807		2,707	
Returned						
Account Closures	420	38.3%	497	41.2%	490	39.5%
Accounts Downsizing	107	9.8%	168	13.9%	155	12.5%
Defective Transponders	570	52.0%	540	44.8%	595	48.0%
Total Returned	1,097		1,205		1,240	

At the end of November 2019, the 91 Express Lanes had 150,451 active customer accounts and 229,160 transponders classified as Assigned.

Number of Accounts by Fiscal Year

As of November 30, 2019



Incoming Email Activity

During November, the Anaheim Processing Center received 2,645 emails.