



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



Status Report  
September 2021

As of September 30, 2021

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# OPERATIONS OVERVIEW OCTA

## TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for September 2021 was 1,667,305. This represents a daily average of 55,577 vehicles. This is a 42.2 percent increase in total traffic volume from the same period last year, which totaled 1,172,239 and was the seventh month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for September was \$5,247,366, which represents an increase of 37.3 percent from the prior year's total of \$3,823,078. Carpool percentage for September was 21.9 percent as compared to the previous year's rate of 21.6 percent. As compared to September 2019, traffic volume increased by 12.8 percent and revenue increased by 18.2 percent.

Month-to-date (MTD) traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the Orange County Transportation Authority (OCTA) 91 Express Lanes and associated potential revenue for the month of September 2021.

### Current MTD as of September 30, 2021

	Sep-21 MTD Actual	Sep-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Sep-19 MTD Actual	Yr 21-to-Yr 19 % Variance
<b>Trips</b>					
Full Toll Lanes	1,301,798	919,568	41.6%	1,095,487	18.8%
3+ Lanes	365,507	252,671	44.7%	382,094	(4.3%)
Total Gross Trips	1,667,305	1,172,239	42.2%	1,477,581	12.8%
<b>Revenue</b>					
Full Toll Lanes	\$5,197,519	\$3,770,761	37.8%	\$4,373,645	18.8%
3+ Lanes	\$49,847	\$52,317	(4.7%)	\$66,703	(25.3%)
Total Gross Revenue	\$5,247,366	\$3,823,078	37.3%	\$4,440,347	18.2%
<b>Average Revenue per Trip</b>					
Average Full Toll Lanes	\$3.99	\$4.10	(2.7%)	\$3.99	0.0%
Average 3+ Lanes	\$0.14	\$0.21	(33.3%)	\$0.17	(17.6%)
Average Gross Revenue	\$3.15	\$3.26	(3.4%)	\$3.01	4.7%

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The 2021 fiscal year-to-date (YTD) traffic volume increased by 49.8 percent and potential toll revenue increased by 42.7 percent, when compared with the same period last year. YTD average revenue per trip is \$3.09.

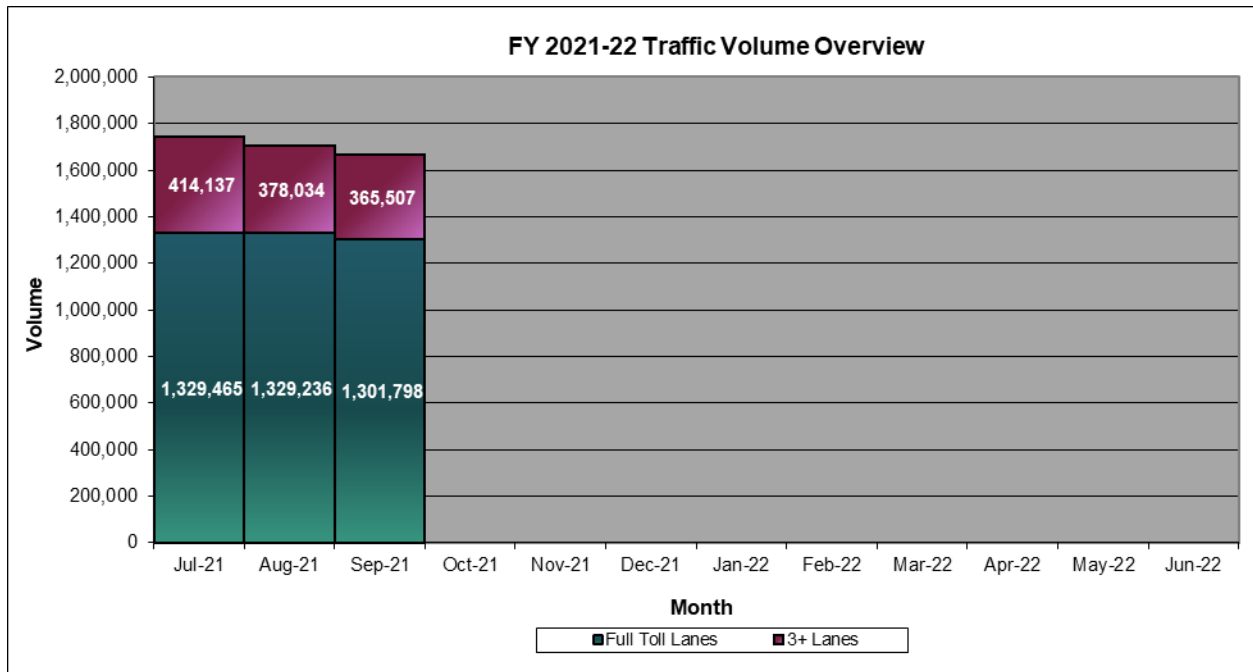
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2021 through September 2021.

**Fiscal Year (FY) 2020-21 YTD as of September 30, 2021**

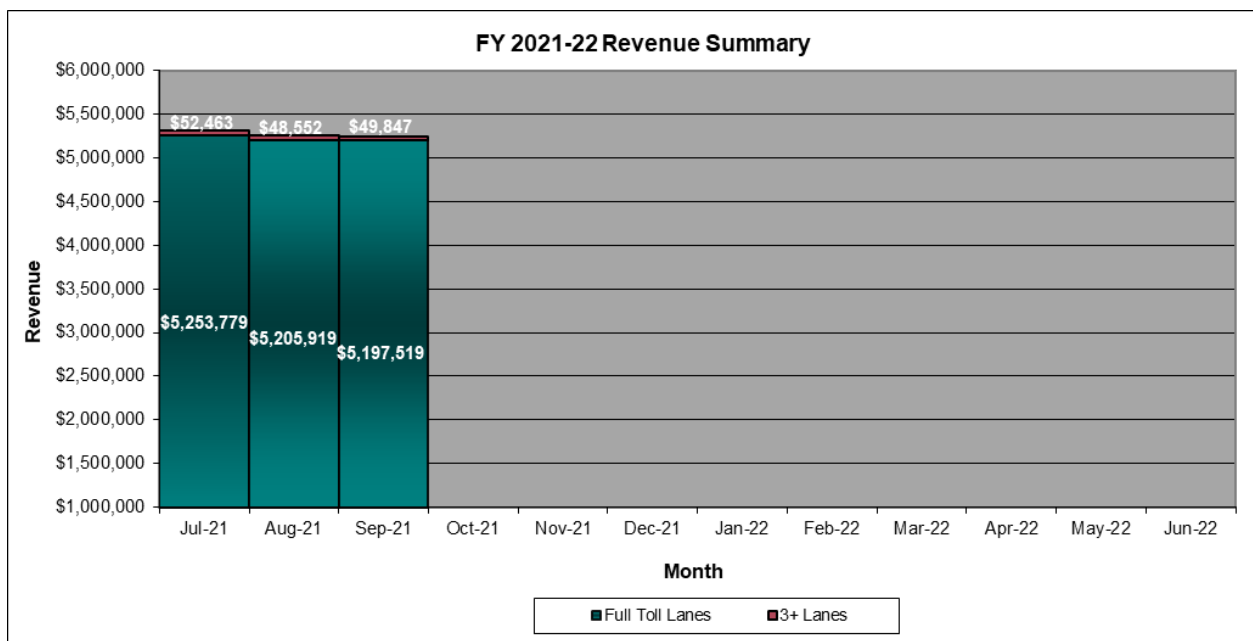
	<b>FY 2021-22 YTD Actual</b>	<b>FY 2020-21 YTD Actual</b>	<b>Yr-to-Yr % Variance</b>
<b>Trips</b>			
Full Toll Lanes	3,960,499	2,650,808	49.4%
3+ Lanes	1,157,678	766,024	51.1%
Total Gross Trips	5,118,177	3,416,832	49.8%
<b>Revenue</b>			
Full Toll Lanes	\$15,657,217	\$10,920,716	43.4%
3+ Lanes	\$150,861	\$157,534	(4.2%)
Total Gross Revenue	\$15,808,078	\$11,078,250	42.7%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$3.95	\$4.12	(4.1%)
Average 3+ Lanes	\$0.13	\$0.21	(38.1%)
Average Gross Revenue	\$3.09	\$3.24	(4.6%)

## OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 on a monthly basis.



## OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity 22 times during the month of September 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 85 percent of defined capacity.

PM Time	Monday 08/30/21				Tuesday 08/31/21				Wednesday 09/01/21				Thursday 09/02/21				Friday 09/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500									\$5.30	399	3,082	91%	\$7.70	420	2,752	81%	\$8.35	500	2,841	84%
1500 - 1600									\$7.45	561	2,945	87%	\$7.45	463	2,556	75%	\$7.90	646	3,062	90%
1600 - 1700									\$6.50	370	3,081	91%	\$7.00	335	2,737	81%	\$7.45	460	2,689	79%
1700 - 1800									\$5.40	404	2,878	85%	\$6.70	411	2,844	84%	\$6.75	518	2,681	79%
1800 - 1900									\$4.05	499	2,658	78%	\$4.50	493	3,014	89%	\$6.75	508	2,165	64%
1900 - 2000									\$3.95	586	2,314	68%	\$5.75	542	2,381	70%	\$6.25	592	2,091	62%

PM Time	Monday 09/06/20				Tuesday 09/07/20				Wednesday 09/08/20				Thursday 09/09/20				Friday 09/10/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$4.60	397	1,172	34%	\$5.30	384	2,665	78%	\$5.30	427	2,979	88%	\$7.70	394	3,088	91%	\$8.35	454	2,869	84%
1500 - 1600	\$4.60	422	1,215	36%	\$4.75	474	3,012	89%	\$7.45	533	2,783	82%	\$7.45	525	3,049	90%	\$7.90	555	2,893	85%
1600 - 1700	\$4.60	435	1,158	34%	\$4.50	413	3,306	97%	\$6.50	345	2,778	82%	\$7.00	330	2,670	79%	\$7.45	381	2,654	78%
1700 - 1800	\$4.60	429	1,053	31%	\$4.90	326	2,506	74%	\$5.40	382	2,884	85%	\$6.70	402	2,851	84%	\$6.75	458	2,827	83%
1800 - 1900	\$4.60	502	1,137	33%	\$4.05	508	2,825	83%	\$4.05	537	3,011	89%	\$4.50	522	3,052	90%	\$6.75	590	2,658	78%
1900 - 2000	\$4.60	568	1,181	35%	\$3.95	384	1,751	52%	\$3.95	454	2,121	62%	\$5.75	398	1,934	57%	\$6.25	527	2,128	63%

PM Time	Monday 09/13/21				Tuesday 09/14/21				Wednesday 09/15/21				Thursday 09/16/21				Friday 09/17/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	364	2,683	79%	\$5.30	370	2,622	77%	\$5.30	387	3,071	90%	\$7.70	397	2,906	85%	\$8.35	459	2,913	86%
1500 - 1600	\$5.65	536	3,024	89%	\$4.75	537	3,064	90%	\$7.45	448	2,154	63%	\$7.45	536	2,804	82%	\$7.90	589	2,864	84%
1600 - 1700	\$4.35	437	3,222	95%	\$4.50	417	3,272	96%	\$6.50	304	2,348	69%	\$7.00	398	2,799	82%	\$7.45	442	2,656	78%
1700 - 1800	\$4.95	335	2,615	77%	\$4.90	337	2,524	74%	\$5.40	402	2,940	86%	\$6.70	381	2,760	81%	\$6.75	461	2,825	83%
1800 - 1900	\$5.65	493	2,571	76%	\$4.05	528	2,957	87%	\$4.05	534	3,026	89%	\$4.50	516	2,943	87%	\$6.75	626	2,767	81%
1900 - 2000	\$3.95	400	1,530	45%	\$3.95	476	2,173	64%	\$3.95	560	2,436	72%	\$5.75	541	2,381	70%	\$6.25	597	2,339	69%

PM Time	Monday 09/20/21				Tuesday 09/21/21				Wednesday 09/22/21				Thursday 09/23/21				Friday 09/24/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	363	2,675	79%	\$5.30	379	2,805	83%	\$5.30	398	3,121	92%	\$7.70	386	2,858	84%	\$8.35	482	2,882	85%
1500 - 1600	\$5.65	534	3,132	92%	\$4.75	520	3,067	90%	\$7.45	488	2,803	82%	\$7.45	537	3,049	90%	\$7.90	559	2,890	85%
1600 - 1700	\$4.35	420	3,080	91%	\$4.50	402	3,181	94%	\$6.50	382	2,809	83%	\$7.00	395	2,888	85%	\$7.45	420	2,778	82%
1700 - 1800	\$4.95	364	2,656	78%	\$4.90	362	2,524	74%	\$5.40	433	2,864	84%	\$6.70	422	2,814	83%	\$6.75	454	2,825	83%
1800 - 1900	\$5.65	492	2,567	76%	\$4.05	519	2,944	87%	\$4.05	510	2,831	83%	\$4.50	568	2,975	88%	\$6.75	627	2,834	83%
1900 - 2000	\$3.95	391	1,720	51%	\$3.95	504	2,316	68%	\$3.95	582	2,575	76%	\$5.75	553	2,361	69%	\$6.25	559	2,176	64%

PM Time	Monday 09/27/21				Tuesday 09/28/21				Wednesday 09/29/21				Thursday 09/30/21				Friday 10/01/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	358	2,732	80%	\$5.30	370	2,697	79%	\$5.30	397	3,098	91%	\$7.70	286	1,942	57%				
1500 - 1600	\$5.65	515	3,129	92%	\$4.75	492	3,010	89%	\$7.45	516	2,814	83%	\$7.45	498	3,027	89%				
1600 - 1700	\$4.35	413	3,274	96%	\$4.50	399	3,144	92%	\$6.50	332	2,789	82%	\$7.00	383	3,062	90%				
1700 - 1800	\$4.95	398	2,806	83%	\$4.90	355	2,522	74%	\$5.40	448	2,976	88%	\$6.70	444	3,035	89%				
1800 - 1900	\$5.65	484	2,293	67%	\$4.05	546	2,885	85%	\$4.05	556	2,883	85%	\$4.50	533	2,903	85%				
1900 - 2000	\$3.95	420	1,581	47%	\$3.95	531	2,229	66%	\$3.95	501	2,179	64%	\$5.75	494	2,209	65%				

## OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 08/30/21				Tuesday 08/31/21				Wednesday 09/01/21				Thursday 09/02/21				Friday 09/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500									\$3.15	436	1,396	41%	\$3.15	454	1,374	40%	\$3.15	340	1,131	33%
0500 - 0600									\$5.10	695	2,648	78%	\$5.10	676	2,568	76%	\$5.10	530	2,239	66%
0600 - 0700									\$5.30	562	2,765	81%	\$5.30	511	2,737	81%	\$5.30	517	2,457	72%
0700 - 0800									\$5.80	545	2,875	85%	\$5.80	530	2,680	79%	\$5.65	422	2,299	68%
0800 - 0900									\$5.30	295	2,607	77%	\$5.80	307	2,540	75%	\$5.45	276	2,075	61%
0900 - 1000									\$4.20	241	2,325	68%	\$5.80	256	2,424	71%	\$4.70	270	1,707	50%

AM Time	Monday 09/06/21				Tuesday 09/07/21				Wednesday 09/08/21				Thursday 09/09/21				Friday 09/10/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$1.75	62	132	4%	\$3.15	408	1,385	41%	\$3.15	408	1,295	38%	\$3.15	428	1,395	41%	\$3.15	360	1,204	35%
0500 - 0600	\$1.75	86	211	6%	\$5.10	661	2,639	78%	\$5.10	649	2,614	77%	\$5.10	659	2,652	78%	\$4.85	576	2,321	68%
0600 - 0700	\$2.60	65	256	8%	\$5.30	558	2,784	82%	\$5.30	556	2,816	83%	\$5.30	570	2,753	81%	\$5.10	514	2,610	77%
0700 - 0800	\$2.60	140	439	13%	\$5.80	518	2,755	81%	\$5.80	553	2,828	83%	\$5.80	487	2,709	80%	\$5.65	461	2,540	75%
0800 - 0900	\$2.60	260	760	22%	\$5.30	327	2,710	80%	\$5.30	296	2,610	77%	\$5.30	292	2,538	75%	\$5.10	266	2,286	67%
0900 - 1000	\$3.80	449	1,236	36%	\$4.20	316	2,873	85%	\$4.20	301	2,904	85%	\$4.20	309	2,665	78%	\$4.20	265	2,207	65%

AM Time	Monday 09/13/21				Tuesday 09/14/21				Wednesday 09/15/21				Thursday 09/16/21				Friday 09/17/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	428	1,379	41%	\$3.15	459	1,514	45%	\$3.15	485	1,628	48%	\$3.15	439	1,443	42%	\$3.15	358	1,236	36%
0500 - 0600	\$5.10	648	2,558	75%	\$5.10	638	2,583	76%	\$5.10	677	2,656	78%	\$5.10	658	2,669	79%	\$4.85	609	2,438	72%
0600 - 0700	\$5.30	592	2,827	83%	\$5.30	572	2,824	83%	\$5.30	570	2,844	84%	\$5.30	578	2,681	79%	\$5.10	598	2,618	77%
0700 - 0800	\$5.80	508	2,734	80%	\$5.80	536	2,721	80%	\$5.80	554	2,773	82%	\$5.80	550	2,812	83%	\$5.65	550	2,589	76%
0800 - 0900	\$5.30	289	2,542	75%	\$5.30	310	2,666	78%	\$5.30	319	2,604	77%	\$5.30	295	2,469	73%	\$5.10	281	2,163	64%
0900 - 1000	\$4.20	254	2,285	67%	\$4.20	243	2,468	73%	\$4.20	303	2,323	68%	\$4.20	257	2,252	66%	\$4.20	302	2,126	63%

AM Time	Monday 09/20/21				Tuesday 09/21/21				Wednesday 09/22/21				Thursday 09/23/21				Friday 09/24/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	418	1,304	38%	\$3.15	471	1,534	45%	\$3.15	455	1,435	42%	\$3.15	452	1,453	43%	\$3.15	358	1,247	37%
0500 - 0600	\$5.10	639	2,573	76%	\$5.10	658	2,448	72%	\$5.10	685	2,753	81%	\$5.10	702	2,652	78%	\$4.85	599	2,491	73%
0600 - 0700	\$5.30	537	2,578	76%	\$5.30	429	1,860	55%	\$5.30	630	2,890	85%	\$5.30	634	2,753	81%	\$5.10	617	2,675	79%
0700 - 0800	\$5.80	538	2,684	79%	\$5.80	616	2,809	83%	\$5.80	522	2,715	80%	\$5.80	516	2,528	74%	\$5.65	452	2,409	71%
0800 - 0900	\$5.30	345	2,561	75%	\$5.30	340	2,803	82%	\$5.30	285	2,406	71%	\$5.30	304	2,508	74%	\$5.10	286	2,291	67%
0900 - 1000	\$4.20	277	2,264	67%	\$4.20	270	2,844	84%	\$4.20	296	2,565	75%	\$4.20	279	2,197	65%	\$4.20	295	2,130	63%

AM Time	Monday 09/27/21				Tuesday 09/28/21				Wednesday 09/29/21				Thursday 09/30/21				Friday 10/01/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	415	1,405	41%	\$3.15	461	1,469	43%	\$3.15	463	1,485	44%	\$3.15	437	1,429	42%				
0500 - 0600	\$5.10	589	2,472	73%	\$5.10	730	2,778	82%	\$5.10	625	2,649	78%	\$5.10	726	2,709	80%				
0600 - 0700	\$5.30	608	2,769	81%	\$5.30	642	2,873	85%	\$5.30	538	2,405	71%	\$5.30	609	2,770	81%				
0700 - 0800	\$5.80	481	2,638	78%	\$5.80	484	2,602	77%	\$5.80	547	2,814	83%	\$5.80	467	2,536	75%				
0800 - 0900	\$5.30	282	2,434	72%	\$5.30	257	2,476	73%	\$5.30	321	2,506	74%	\$5.30	294	2,444	72%				
0900 - 1000	\$4.20	262	2,094	62%	\$4.20	268	2,334	69%	\$4.20	269	2,397	71%	\$4.20	273	2,605	77%				

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## OCTA OPERATIONAL HIGHLIGHTS

### **On-Road Operations**

OCTA customer assistance specialists (CAS) responded to 112 calls during the month of September. Of those calls, 103 were to assist disabled vehicles and four calls to remove debris. The CAS provided assistance to five accidents in the Express Lanes with two of those accidents originating in the State Route 91 general purpose lanes.

### **91 Express Lanes Back-Office System (BOS) Development Update**

In February, Cofiroute USA, LLC (CUSA) notified OCTA and the Riverside County Transportation Commission (RCTC) of a delay to the implementation of the new BOS for the 91 Express Lanes for both Orange and Riverside counties as a result of the COVID-19 pandemic. CUSA is the current operator of the 91 Express Lanes for both OCTA and RCTC and is the firm selected for the design, development, and implementation of the new BOS, as well as the customer service center operation.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In September 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the fourth of the six one-month extension period, which will commence October 1, 2021 through October 31, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequent to the quarter-end, the Agencies were informed that the go-live date will be delayed. The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

### **91 Express Lanes Toll Entrance Gantries Infrastructure Project Update**

OCTA entered into an agreement with the California Department of Transportation (Caltrans) to provide construction and construction management services for the 91 Express Lanes Toll Entrance Gantries Infrastructure Project. This project entails constructing new toll gantries infrastructure at the three entrances of the OCTA 91 Express Lanes. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed, and the project kickoff meeting was held in July. Pre-construction activities began in August and were followed with construction activities which commenced in September. The project is anticipated to be completed in December 2021. During the construction period, overnight closures and possibly, a few full weekend closures will occur. Upon completion of the infrastructure project, Kapsch TrafficCom USA, Inc., the toll lanes system integrator for the



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91 Express Lanes, will install new Electronic Toll and Traffic Management system equipment onto the new gantries.

### **Roadway Operations and Maintenance Services Contract**

In December 2020, an agreement was executed with DeAngelo Brothers, LLC (DBI) for roadway operations and maintenance services for the 91 Express Lanes. DBI is responsible for providing Safety Service Patrol, which will assist stranded motorists, support incident clearance, and remove debris that presents a safety issue. In addition, DBI coordinates, oversees, and provides routine maintenance and repair activities that are to be performed on the facility, such as landscaping, road lighting inspection and repairs, and the replacement of the channelizers. In addition, they coordinate with Caltrans for any routine and emergency maintenance to be performed on the 91 Express Lanes and any construction activities on the general purpose lanes that impact the toll lanes.

On October 22, 2021, staff was notified that DBI closed the company's operations, effective immediately. Staff has put interim measures in place, such as utilizing Freeway Service Patrol to assist stranded motorists and support incident clearance. Staff is evaluating the necessary next steps and will update the Board of Directors as efforts are finalized or require action.

# FINANCIAL HIGHLIGHTS OCTA

## 91 Express Lanes Operating Statement

Description	YTD as of : <b>9/30/2021</b>		YTD Variance	
	Actual <sup>(1)</sup>	Budget <sup>(1)</sup>	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 14,441,774.43	\$ 10,299,299.00	\$ 4,142,475.43	40.2
Fee Revenue	1,669,263.39	597,079.00	1,072,184.39	179.6
<b>Total operating revenues</b>	<b>16,111,037.82</b>	<b>10,896,378.00</b>	<b>5,214,659.82</b>	<b>47.9</b>
<b>Operating expenses:</b>				
Contracted Services	137,841.66	1,917,984.00	1,780,142.34	92.8
Administrative Fee	675,987.00	780,438.00	104,451.00	13.4
Other Professional Services	(124,461.99)	711,040.00	835,501.99	117.5
Credit Card Processing Fees	367,429.64	289,740.00	(77,689.64)	(26.8)
Toll Road Account Servicing	125,595.16	268,200.00	142,604.84	53.2
Other Insurance Expense	115,082.88	62,475.00	(52,607.88)	(84.2)
Toll Road Maintenance Supply Repairs	76,752.21	1,278,730.00	1,201,977.79	94.0
Patrol Services	234,312.03	274,890.00	40,577.97	14.8
Building Equipment Repairs and Maint	86,137.97	188,145.00	102,007.03	54.2
6C Transponders	-	18,750.00	18,750.00	100.0
Other Services <sup>(5)</sup>	(781,750.00)	253,600.00	1,035,350.00	408.3
Utilities	9,107.35	23,748.00	14,640.65	61.7
Office Expense	-	22,617.00	22,617.00	100.0
Bad Debt Expense	24,867.39	-	(24,867.39)	N/A
Miscellaneous <sup>(2)</sup>	9,083.41	31,946.00	22,862.59	71.6
Leases	88,485.28	123,702.00	35,216.72	28.5
<b>Total operating expenses</b>	<b>1,044,469.99</b>	<b>6,246,005.00</b>	<b>5,201,535.01</b>	<b>83.3</b>
Depreciation and Amortization <sup>(3)</sup>	809,070.27	-	(809,070.27)	N/A
<b>Operating income (loss)</b>	<b>14,257,497.56</b>	<b>4,650,373.00</b>	<b>9,607,124.56</b>	<b>206.6</b>
<b>Nonoperating revenues (expenses):</b>				
Reimbursement from Other Agencies	65,505.92	-	65,505.92	N/A
Interest Income	787,114.75	430,059.00	357,055.75	83.0
Interest Expense	(1,017,862.43)	(2,022,413.00)	1,004,550.57	49.7
Other	566.20	-	566.20	N/A
<b>Total nonoperating revenues (expenses)</b>	<b>(164,675.56)</b>	<b>(1,592,354.00)</b>	<b>1,427,678.44</b>	<b>89.7</b>
Transfers In	-	-	-	N/A
Transfers Out <sup>(4)</sup>	(534,729.49)	(773,161.00)	238,431.51	30.8
<b>Net income (loss)</b>	<b>\$ 13,558,092.51</b>	<b>\$ 2,284,858.00</b>	<b>\$ 11,273,234.51</b>	<b>493.4</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.

<sup>4</sup>Transfers Out: For M2 Project I and Project J expense reimbursements.

<sup>5</sup>Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

# OPERATIONS OVERVIEW RCTC

## TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for September 2021 was 1,428,960. This represents a daily average of 47,632 vehicles. This is a 44.4 percent increase in total traffic volume from the same period last year, which totaled 989,722 and was the seventh month of the COVID-19 stay-at-home order. Potential toll revenue for September was \$5,249,910, which represents an increase of 50.6 percent from the prior year's total of \$3,486,103. Carpool percentage for September was 20.3 percent as compared to the previous year's rate of 20.4 percent. As compared to September 2019, traffic volume increased by 9.9 percent and revenue decreased by 2.1 percent.

MTD traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the month of September 2021.

### Current MTD as of September 30, 2021

Trips	SEP-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	SEP-20 MTD Actual	Yr-to-Yr % Variance	SEP-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,138,339	935,114	203,225	21.7%	787,711	44.5%	984,484	15.6%
3+ Lanes	290,621	317,957	(27,336)	(8.6%)	202,011	43.9%	315,806	(8.0%)
Total Gross Trips	1,428,960	1,253,071	175,889	14.0%	989,722	44.4%	1,300,290	9.9%
<b>Revenue</b>								
Full Toll Lanes	\$5,209,051	\$4,015,114	\$1,193,937	29.7%	\$3,450,193	51.0%	\$5,326,713	(2.2%)
3+ Lanes	\$40,859	\$0	\$40,859		\$35,910	13.8%	\$34,653	17.9%
Total Gross Revenue	\$5,249,910	\$4,015,114	\$1,234,796	30.8%	\$3,486,103	50.6%	\$5,361,366	(2.1%)
<b>Average Revenue per Trip</b>								
Average Full Toll Lanes	\$4.58	\$4.29	\$0.29	6.8%	\$4.38	4.6%	\$5.41	(15.3%)
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.18	(22.2%)	\$0.11	27.3%
Average Gross Revenue	\$3.67	\$3.20	\$0.47	14.7%	\$3.52	4.3%	\$4.12	(10.9%)

The 2021 fiscal YTD traffic volume increased by 50.9 percent and potential toll revenue increased by 56 percent, when compared with the same period last year. YTD average revenue per-trip is \$3.55.

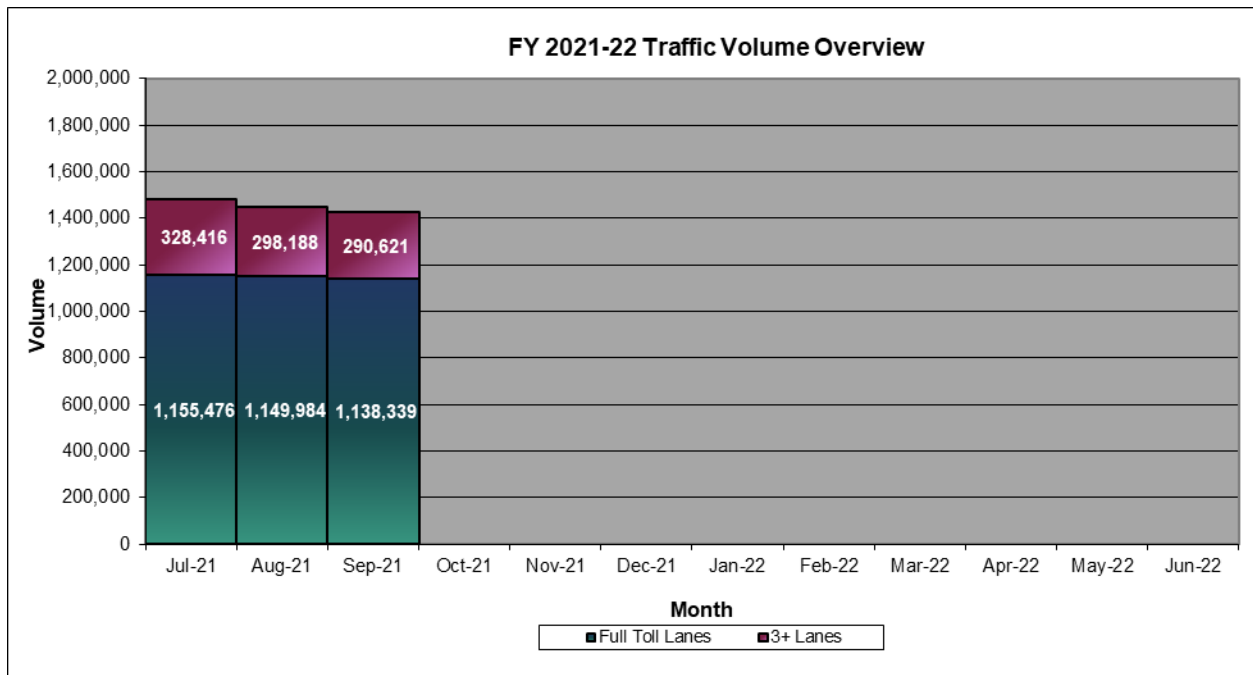
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2021 through September 2021.

#### FY 2020-21 YTD as of September 30, 2021

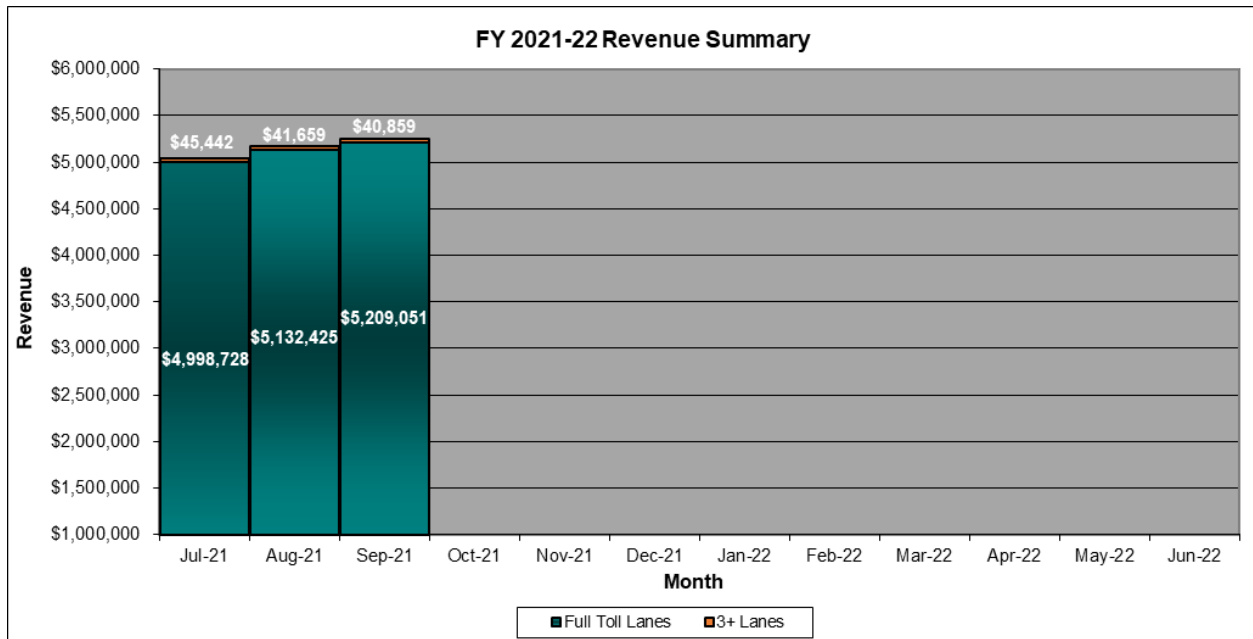
<b>Trips</b>	<b>FY 2021-22 YTD Actual</b>	<b>Stantec YTD Projected</b>	<b># Variance</b>	<b>% Variance</b>	<b>FY 2020-21 YTD Actual</b>	<b>Yr-to-Yr % Variance</b>
Full Toll Lanes	3,443,802	2,846,700	597,102	21.0%	2,278,234	51.2%
3+ Lanes	917,225	1,002,886	-85,661	(8.5%)	610,998	50.1%
Total Gross Trips	4,361,027	3,849,586	511,441	13.3%	2,889,232	50.9%
<b>Revenue</b>						
Full Toll Lanes	\$15,340,215	\$12,215,300	\$3,124,915	25.6%	\$9,812,086	56.3%
3+ Lanes	\$127,960	\$0	\$127,960		\$106,007	20.7%
Total Gross Revenue	\$15,468,175	\$12,215,300	\$3,252,875	26.6%	\$9,918,092	56.0%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$4.45	\$4.29	\$0.16	3.7%	\$4.31	3.2%
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.17	(17.6%)
Average Gross Revenue	\$3.55	\$3.17	\$0.38	12.0%	\$3.43	3.5%

## RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



## RCTC PEAK-HOUR VOLUMES

In September, there were no toll rates adjusted. RCTC evaluates traffic volumes for peak period hours and adjusts rates according to the toll rate policy.

## RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$9.15	199	1082	1,281	E	\$11.20	206	1,027	1,233	E	\$26.80	306	1,074	1,380	F
1500 - 1600											\$14.25	227	962	1,189	D	\$17.30	210	816	1,026	D	\$26.50	349	1,005	1,354	F
1600 - 1700											\$7.05	191	1013	1,204	E	\$9.15	174	970	1,144	D	\$16.30	302	998	1,300	E
1700 - 1800											\$5.45	169	953	1,122	D	\$5.45	193	974	1,167	D	\$8.10	318	932	1,250	E
1800 - 1900											\$5.45	220	832	1,052	D	\$5.45	232	996	1,228	E	\$5.45	265	772	1,037	D
1900 - 2000											\$2.30	245	747	992	C	\$4.25	239	895	1,134	D	\$4.25	264	746	1,010	D

PM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	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	\$2.30	181	415	596	B	\$5.45	172	1,012	1,184	D	\$9.15	186	1,016	1,202	E	\$11.20	184	1,184	1,368	F	\$26.80	217	964	1,181	D
1500 - 1600	\$2.30	191	354	545	B	\$11.20	209	888	1,097	D	\$14.25	187	945	1,132	D	\$17.30	220	919	1,139	D	\$26.50	237	910	1,147	D
1600 - 1700	\$2.30	191	326	517	B	\$7.05	181	915	1,096	D	\$7.05	163	970	1,133	D	\$9.15	162	850	1,012	D	\$16.30	210	878	1,088	D
1700 - 1800	\$2.30	196	302	498	B	\$5.45	171	866	1,037	D	\$5.45	136	981	1,117	D	\$5.45	176	1,003	1,179	D	\$8.10	217	1,006	1,223	E
1800 - 1900	\$2.30	241	312	553	B	\$5.45	235	930	1,165	D	\$5.45	202	990	1,192	D	\$5.45	233	1,023	1,256	E	\$5.45	234	956	1,190	D
1900 - 2000	\$2.30	246	357	603	B	\$2.30	192	570	762	B	\$2.30	203	800	1,003	D	\$4.25	163	734	897	C	\$4.25	232	813	1,045	D

PM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$5.45	164	964	1,128	D	\$5.45	168	995	1,163	D	\$9.15	207	1,055	1,262	E	\$11.20	180	1,129	1,309	F	\$26.80	230	1,076	1,306	F
1500 - 1600	\$9.15	214	948	1,162	D	\$11.20	204	916	1,120	D	\$14.25	156	804	960	C	\$17.30	215	943	1,158	D	\$26.50	252	969	1,221	E
1600 - 1700	\$7.05	218	896	1,114	D	\$7.05	241	1,223	1,464	F	\$7.05	195	952	1,147	D	\$9.15	162	954	1,116	D	\$16.30	241	953	1,194	D
1700 - 1800	\$5.45	190	881	1,071	D	\$5.45	154	923	1,077	D	\$5.45	178	929	1,107	D	\$5.45	171	922	1,093	D	\$8.10	214	1,010	1,224	E
1800 - 1900	\$4.25	214	843	1,057	D	\$5.45	203	930	1,133	D	\$5.45	211	968	1,179	D	\$5.45	204	1,008	1,212	E	\$5.45	278	1,013	1,291	E
1900 - 2000	\$2.30	163	505	668	B	\$2.30	198	762	960	C	\$2.30	218	881	1,099	D	\$4.25	187	908	1,095	D	\$4.25	266	887	1,153	D

PM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$5.45	172	1,034	1,206	E	\$5.45	157	1,023	1,180	D	\$9.15	179	1,092	1,271	E	\$11.20	177	1,020	1,197	D	\$26.80	211	1,062	1,273	E
1500 - 1600	\$9.15	221	929	1,150	D	\$11.20	208	924	1,132	D	\$14.25	214	961	1,175	D	\$17.30	215	899	1,114	D	\$26.50	226	960	1,186	D
1600 - 1700	\$7.05	171	909	1,080	D	\$7.05	183	841	1,024	D	\$7.05	181	902	1,083	D	\$9.15	187	948	1,135	D	\$16.30	250	929	1,179	D
1700 - 1800	\$5.45	180	896	1,076	D	\$5.45	169	923	1,092	D	\$5.45	170	956	1,126	D	\$5.45	192	922	1,114	D	\$8.10	239	990	1,229	E
1800 - 1900	\$4.25	200	891	1,091	D	\$5.45	191	949	1,140	D	\$5.45	221	896	1,117	D	\$5.45	250	919	1,169	D	\$5.45	284	991	1,275	E
1900 - 2000	\$2.30	167	608	775	B	\$2.30	207	830	1,037	D	\$2.30	251	855	1,106	D	\$4.25	240	886	1,126	D	\$4.25	289	796	1,085	D

PM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$5.45	165	998	1,163	D	\$5.45	175	1,109	1,284	E	\$9.15	206	1,079	1,285	E	\$11.20	213	1,139	1,352	F					
1500 - 1600	\$9.15	179	950	1,129	D	\$11.20	220	915	1,135	D	\$14.25	213	907	1,120	D	\$17.30	245	994	1,239	E					
1600 - 1700	\$7.05	164	944	1,108	D	\$7.05	175	933	1,108	D	\$7.05	186	896	1,082	D	\$9.15	176	995	1,171	D					
1700 - 1800	\$5.45	157	971	1,128	D	\$5.45	156	894	1,050	D	\$5.45	191	937	1,128	D	\$5.45	171	1,040	1,211	E					
1800 - 1900	\$4.25	198	800	998	C	\$5.45	221	913	1,134	D	\$5.45	229	944	1,173	D	\$5.45	215	979	1,194	D					
1900 - 2000	\$2.30	180	539	719	B	\$2.30	198	746	944	C	\$2.30	211	751	962	C	\$4.25	184	846	1,030	D					

**Eastbound PM Peak - County Line to 15 SB Ontario**

PM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$5.45	96	713	809	C	\$5.45	109	751	860	C	\$5.45	145	646	791	B
1500 - 1600											\$5.45	118	710	828	C	\$5.45	100	656	756	B	\$5.45	148	589	737	B
1600 - 1700											\$5.45	112	671	783	B	\$5.45	88	619	707	B	\$3.00	133	571	704	B
1700 - 1800											\$5.45	94	583	677	B	\$5.45	90	603	693	B	\$3.00	101	576	677	B
1800 - 1900											\$3.00	111	620	731	B	\$3.00	133	708	841	C	\$3.00	140	499	639	B
1900 - 2000											\$3.00	129	506	635	B	\$3.00	149	616	765	B	\$3.00	187	516	703	B

PM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	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	\$2.00	112	241	353	A	\$5.45	103	713	816	C	\$5.45	113	701	814	C	\$5.45	114	769	883	C	\$5.45	105	710	815	C
1500 - 1600	\$2.00	117	237	354	A	\$5.45	108	705	813	C	\$5.45	103	682	785	B	\$5.45	125	708	833	C	\$5.45	113	636	749	B
1600 - 1700	\$2.00	116	228	344	A	\$5.45	90	660	750	B	\$5.45	92	624	716	B	\$5.45	87	579	666	B	\$3.00	121	650	771	B
1700 - 1800	\$2.00	116	167	283	A	\$3.00	87	639	726	B	\$5.45	85	652	737	B	\$5.45	87	675	762	B	\$3.00	91	582	673	B
1800 - 1900	\$2.00	146	189	335	A	\$3.00	123	587	710	B	\$3.00	113	681	794	B	\$3.00	119	666	785	B	\$3.00	136	578	714	B
1900 - 2000	\$2.00	140	211	351	A	\$3.00	95	470	565	B	\$3.00	122	612	734	B	\$3.00	90	578	668	B	\$3.00	139	549	688	B

PM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$5.45	103	707	810	C	\$5.45	110	744	854	C	\$5.45	99	748	847	C	\$5.45	116	765	881	C	\$5.45	125	689	814	C
1500 - 1600	\$5.45	123	629	752	B	\$5.45	138	691	829	C	\$5.45	89	577	666	B	\$5.45	129	655	784	B	\$5.45	144	594	738	B
1600 - 1700	\$3.00	98	668	766	B	\$5.45	35	208	243	A	\$5.45	113	712	825	C	\$5.45	104	624	728	B	\$3.00	127	605	732	B
1700 - 1800	\$3.00	99	634	733	B	\$3.00	72	644	716	B	\$5.45	115	649	764	B	\$5.45	81	607	688	B	\$3.00	130	608	738	B
1800 - 1900	\$3.00	115	595	710	B	\$3.00	121	708	829	C	\$3.00	127	739	866	C	\$3.00	119	683	802	C	\$3.00	146	625	771	B
1900 - 2000	\$2.00	99	367	466	B	\$3.00	150	642	792	B	\$3.00	155	637	792	B	\$3.00	162	731	893	C	\$3.00	178	577	755	B

PM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$5.45	122	715	837	C	\$5.45	92	738	830	C	\$5.45	111	780	891	C	\$5.45	115	759	874	C	\$5.45	126	752	878	C
1500 - 1600	\$5.45	120	717	837	C	\$5.45	119	710	829	C	\$5.45	106	700	806	C	\$5.45	113	647	760	B	\$5.45	126	612	738	B
1600 - 1700	\$3.00	92	621	713	B	\$5.45	93	618	711	B	\$5.45	87	644	731	B	\$5.45	99	642	741	B	\$3.00	123	609	732	B
1700 - 1800	\$3.00	87	596	683	B	\$3.00	78	685	763	B	\$5.45	84	621	705	B	\$5.45	96	578	674	B	\$3.00	120	621	741	B
1800 - 1900	\$3.00	120	624	744	B	\$3.00	120	646	766	B	\$3.00	127	671	798	B	\$3.00	145	672	817	C	\$3.00	134	583	717	B
1900 - 2000	\$2.00	127	457	584	B	\$3.00	123	640	763	B	\$3.00	160	627	787	B	\$3.00	168	609	777	B	\$3.00	166	564	730	B

PM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$5.45	97	675	772	B	\$5.45	108	774	882	C	\$5.45	133	801	934	C	\$5.45	141	771	912	C					
1500 - 1600	\$5.45	111	734	845	C	\$5.45	118	699	817	C	\$5.45	121	709	830	C	\$5.45	112	762	874	C					
1600 - 1700	\$3.00	110	676	786	B	\$5.45	92	658	750	B	\$5.45	90	645	735	B	\$5.45	77	672	749	B					
1700 - 1800	\$3.00	92	640	732	B	\$3.00	103	639	742	B	\$5.45	106	594	700	B	\$5.45	91	673	764	B					
1800 - 1900	\$3.00	107	613	720	B	\$3.00	136	704	840	C	\$3.00	151	676	827	C	\$3.00	114	696	810	C					
1900 - 2000	\$2.00	110	406	516	B	\$3.00	148	552	700	B	\$3.00	154	516	670	B	\$3.00	151	599	750	B					

## RCTC WESTBOUND PEAK-HOUR VOLUMES

### Westbound AM Peak - McKinley to County Line

AM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$4.25	207	435	642	B	\$4.25	206	447	653	B	\$2.30	156	420	576	B
0500 - 0600											\$11.20	382	1146	1,528	F	\$10.15	362	1,094	1,456	F	\$7.05	250	1,040	1,290	E
0600 - 0700											\$16.95	293	1164	1,457	F	\$15.95	271	1,112	1,383	F	\$9.10	262	1,112	1,374	F
0700 - 0800											\$12.95	327	1413	1,740	F	\$11.95	345	1,337	1,682	F	\$8.05	285	1,278	1,563	F
0800 - 0900											\$9.05	198	1569	1,767	F	\$8.05	197	1,474	1,671	F	\$4.25	145	1,095	1,240	E
0900 - 1000											\$5.45	125	1196	1,321	E	\$5.45	143	1,178	1,321	E	\$4.25	134	774	908	C

AM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	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	\$1.60	13	27	40	A	\$4.25	181	465	646	B	\$4.25	184	435	619	B	\$4.25	184	454	638	B	\$2.30	169	454	623	B
0500 - 0600	\$1.60	31	52	83	A	\$11.20	334	1,190	1,524	F	\$11.20	325	1,158	1,483	F	\$10.15	312	1,249	1,561	F	\$7.05	284	1,017	1,301	E
0600 - 0700	\$1.60	31	101	132	A	\$16.95	287	1,149	1,436	F	\$16.95	263	1,097	1,360	F	\$15.95	251	1,181	1,432	F	\$9.10	280	1,202	1,482	F
0700 - 0800	\$1.60	80	171	251	A	\$12.95	311	1,420	1,731	F	\$12.95	325	1,428	1,753	F	\$11.95	302	1,410	1,712	F	\$8.05	306	1,381	1,687	F
0800 - 0900	\$1.60	166	306	472	B	\$9.05	205	1,488	1,693	F	\$9.05	176	1,457	1,633	F	\$8.05	184	1,474	1,658	F	\$4.25	165	1,349	1,514	F
0900 - 1000	\$2.30	278	512	790	B	\$5.45	179	1,495	1,674	F	\$5.45	193	1,436	1,629	F	\$5.45	153	1,286	1,439	F	\$4.25	145	996	1,141	D

AM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$4.25	186	477	663	B	\$4.25	193	514	707	B	\$4.25	208	571	779	B	\$4.25	187	515	702	B	\$2.30	148	448	596	B
0500 - 0600	\$11.20	349	1,122	1,471	F	\$11.20	324	1,066	1,390	F	\$11.20	303	1,227	1,530	F	\$10.15	332	1,192	1,524	F	\$7.05	289	1,116	1,405	F
0600 - 0700	\$15.95	290	1,117	1,407	F	\$16.95	292	1,064	1,356	F	\$16.95	254	1,215	1,469	F	\$15.95	301	1,064	1,365	F	\$9.10	288	1,087	1,375	F
0700 - 0800	\$12.95	306	1,330	1,636	F	\$12.95	350	1,347	1,697	F	\$12.95	304	1,327	1,631	F	\$11.95	380	1,385	1,765	F	\$8.05	345	1,375	1,720	F
0800 - 0900	\$8.05	195	1,404	1,599	F	\$9.05	203	1,382	1,585	F	\$9.05	227	1,519	1,746	F	\$8.05	207	1,458	1,665	F	\$4.25	166	1,219	1,385	F
0900 - 1000	\$5.45	130	1,114	1,244	E	\$5.45	170	1,465	1,635	F	\$5.45	173	1,130	1,303	E	\$5.45	129	1,071	1,200	D	\$4.25	142	834	976	C

AM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$4.25	216	454	670	B	\$4.25	239	608	847	C	\$4.25	205	524	729	B	\$4.25	191	510	701	B	\$2.30	143	476	619	B
0500 - 0600	\$11.20	342	1,202	1,544	F	\$11.20	371	1,167	1,538	F	\$11.20	339	1,212	1,551	F	\$10.15	356	1,150	1,506	F	\$7.05	322	1,174	1,496	F
0600 - 0700	\$15.95	287	1,192	1,479	F	\$16.95	246	957	1,203	E	\$16.95	316	1,132	1,448	F	\$15.95	335	1,100	1,435	F	\$9.10	270	1,226	1,496	F
0700 - 0800	\$12.95	330	1,400	1,730	F	\$12.95	408	1,297	1,705	F	\$12.95	296	1,394	1,690	F	\$11.95	329	1,309	1,638	F	\$8.05	242	1,300	1,542	F
0800 - 0900	\$8.05	221	1,440	1,661	F	\$9.05	222	1,508	1,730	F	\$9.05	163	1,504	1,667	F	\$8.05	207	1,464	1,671	F	\$4.25	153	1,255	1,408	F
0900 - 1000	\$5.45	143	1,043	1,186	D	\$5.45	140	1,391	1,531	F	\$5.45	165	1,271	1,436	F	\$5.45	136	1,000	1,136	D	\$4.25	148	882	1,030	D

AM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$4.25	176	440	616	B	\$4.25	216	465	681	B	\$4.25	200	495	695	B	\$4.25	182	482	664	B					
0500 - 0600	\$11.20	265	997	1,262	E	\$11.20	363	1,223	1,586	F	\$11.20	323	1,158	1,481	F	\$10.15	342	1,178	1,520	F					
0600 - 0700	\$15.95	291	1,102	1,393	F	\$16.95	327	1,142	1,469	F	\$16.95	337	1,143	1,480	F	\$15.95	277	1,175	1,452	F					
0700 - 0800	\$12.95	290	1,407	1,697	F	\$12.95	291	1,304	1,595	F	\$12.95	333	1,361	1,694	F	\$11.95	317	1,318	1,635	F					
0800 - 0900	\$8.05	187	1,497	1,684	F	\$9.05	130	1,499	1,629	F	\$9.05	197	1,492	1,689	F	\$8.05	150	1,422	1,572	F					
0900 - 1000	\$5.45	122	1,004	1,126	D	\$5.45	134	1,173	1,307	E	\$5.45	134	1,180	1,314	E	\$5.45	163	1,271	1,434	F					



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

	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
AM Time	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											\$3.00	141	474	615	B	\$3.00	135	441	576	B	\$2.00	94	383	477	B
0500 - 0600											\$7.00	225	931	1,156	D	\$7.00	229	915	1,144	D	\$5.45	128	852	980	C
0600 - 0700											\$9.00	222	1265	1,487	F	\$8.00	234	1,296	1,530	F	\$5.45	185	1,032	1,217	E
0700 - 0800											\$9.00	213	1304	1,517	F	\$7.00	211	1,238	1,449	F	\$5.45	156	1,003	1,159	D
0800 - 0900											\$6.45	93	1150	1,243	E	\$5.45	121	1,213	1,334	E	\$3.00	88	857	945	C
0900 - 1000											\$3.00	101	900	1,001	D	\$3.00	84	885	969	C	\$3.00	97	633	730	B

	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
AM Time	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	\$2.00	35	35	70	A	\$3.00	116	540	656	B	\$3.00	123	481	604	B	\$3.00	109	469	578	B	\$2.00	104	442	546	B
0500 - 0600	\$2.00	31	62	93	A	\$7.00	174	992	1,166	D	\$7.00	171	979	1,150	D	\$7.00	169	1,050	1,219	E	\$5.45	175	902	1,077	D
0600 - 0700	\$2.00	30	95	125	A	\$9.00	231	1,282	1,513	F	\$9.00	221	1,378	1,599	F	\$8.00	200	1,355	1,555	F	\$5.45	184	1,184	1,368	E
0700 - 0800	\$2.00	37	134	171	A	\$9.00	212	1,360	1,572	F	\$9.00	206	1,351	1,557	F	\$7.00	196	1,344	1,540	F	\$5.45	185	1,150	1,335	E
0800 - 0900	\$2.00	69	163	232	A	\$6.45	112	1,175	1,287	E	\$6.45	119	1,221	1,340	E	\$5.45	122	1,156	1,278	E	\$3.00	94	1,002	1,096	D
0900 - 1000	\$2.00	138	304	442	B	\$3.00	119	992	1,111	D	\$3.00	130	1,067	1,197	D	\$3.00	101	894	995	C	\$3.00	81	744	825	C

	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
AM Time	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	\$3.00	143	480	623	B	\$3.00	128	480	608	B	\$3.00	111	509	620	B	\$3.00	107	461	568	B	\$2.00	98	427	525	B
0500 - 0600	\$7.00	222	1,009	1,231	E	\$7.00	185	1,040	1,225	E	\$7.00	191	1,029	1,220	E	\$7.00	201	1,050	1,251	E	\$5.45	159	950	1,109	D
0600 - 0700	\$8.00	250	1,260	1,510	F	\$9.00	262	1,308	1,570	F	\$9.00	193	1,339	1,532	F	\$8.00	261	1,293	1,554	F	\$5.45	234	1,156	1,390	E
0700 - 0800	\$8.00	209	1,241	1,450	F	\$9.00	209	1,331	1,540	F	\$9.00	217	1,346	1,563	F	\$7.00	232	1,290	1,522	F	\$5.45	206	1,124	1,330	E
0800 - 0900	\$5.45	127	1,169	1,296	E	\$6.45	154	1,343	1,497	F	\$6.45	130	1,169	1,299	E	\$5.45	126	1,177	1,303	E	\$3.00	119	879	998	C
0900 - 1000	\$3.00	90	860	950	C	\$3.00	93	1,076	1,169	D	\$3.00	112	872	984	C	\$3.00	91	803	894	C	\$3.00	124	720	844	C

	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
AM Time	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	\$3.00	131	481	612	B	\$3.00	137	498	635	B	\$3.00	136	493	629	B	\$3.00	120	508	628	B	\$2.00	82	451	533	B
0500 - 0600	\$7.00	214	954	1,168	D	\$7.00	220	1,078	1,298	E	\$7.00	188	1,131	1,319	E	\$7.00	222	1,133	1,355	E	\$5.45	166	986	1,152	D
0600 - 0700	\$8.00	213	1,292	1,505	F	\$9.00	243	1,121	1,364	E	\$9.00	251	1,384	1,635	F	\$8.00	256	1,320	1,576	F	\$5.45	201	1,147	1,348	E
0700 - 0800	\$8.00	215	1,322	1,537	F	\$9.00	229	1,175	1,404	F	\$9.00	199	1,325	1,524	F	\$7.00	188	1,269	1,457	F	\$5.45	137	1,084	1,221	E
0800 - 0900	\$5.45	138	1,139	1,277	E	\$6.45	161	1,455	1,616	F	\$6.45	92	1,107	1,199	D	\$5.45	125	1,176	1,301	E	\$3.00	105	951	1,056	D
0900 - 1000	\$3.00	114	832	946	C	\$3.00	97	942	1,039	D	\$3.00	113	1,021	1,134	D	\$3.00	102	839	941	C	\$3.00	110	722	832	C

	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
AM Time	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	\$3.00	145	495	640	B	\$3.00	152	474	626	B	\$3.00	142	475	617	B	\$3.00	113	499	612	B					
0500 - 0600	\$7.00	214	1,069	1,283	E	\$7.00	204	1,096	1,300	E	\$7.00	185	1,152	1,337	E	\$7.00	181	1,096	1,277	E					
0600 - 0700	\$8.00	235	1,288	1,523	F	\$9.00	281	1,378	1,659	F	\$9.00	266	1,289	1,555	F	\$8.00	265	1,347	1,612	F					
0700 - 0800	\$8.00	177	1,265	1,442	F	\$9.00	196	1,303	1,499	F	\$9.00	207	1,317	1,524	F	\$7.00	191	1,211	1,402	F					
0800 - 0900	\$5.45	131	1,154	1,285	E	\$6.45	101	1,258	1,359	E	\$6.45	106	1,137	1,243	E	\$5.45	110	1,215	1,325	E					
0900 - 1000	\$3.00	102	797	899	C	\$3.00	107	868	975	C	\$3.00	94	937	1,031	D	\$3.00	112	1,006	1,118	D					

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## RCTC OPERATIONAL HIGHLIGHTS

### **On-Road Operations**

RCTC Freeway Service Patrol responded to 127 calls during the month of September. Of those calls, 88 were to assist disabled vehicles, 13 calls to remove debris, and 26 were in response to accidents in the Express Lanes.

### **91 Express Lanes BOS Development Update**

In February, CUSA notified OCTA and the RCTC of a delay to the implementation of the new BOS for the 91 Express Lanes for both Orange and Riverside counties as a result of the COVID-19 pandemic. CUSA is the current operator of the 91 Express Lanes for both OCTA and RCTC and is the firm selected for the design, development, and implementation of the new BOS, as well as the customer service center operation.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In September 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the fourth of the six one-month extension period, which will commence October 1, 2021 through October 31, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

# FINANCIAL HIGHLIGHTS RCTC

## RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual <sup>1</sup>	9/30/2021 Budget	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 14,094,428.84	\$ 8,958,750.00	\$ 5,135,678.84	57.3
Fee Revenue	1,751,276.25	1,429,225.00	322,051.25	22.5
<b>Total operating revenues</b>	<b>15,845,705.09</b>	<b>10,387,975.00</b>	<b>5,457,730.09</b>	<b>52.5</b>
<b>Operating expenses:</b>				
Salaries and Benefits	111,025.00	213,200.00	102,175.00	47.9
Legal Services	9,028.62	51,250.00	42,221.38	82.4
Advisory Services	(284.34) <sup>2</sup>	1,250.00	1,534.34	122.7
Audit and Accounting Fees	-	9,000.00	9,000.00	100.0
Service Fees	-	4,675.00	4,675.00	100.0
Other Professional Services	78,598.20	314,875.00	236,276.80	75.0
Lease Expense	65,505.92	79,775.00	14,269.08	17.9
Operations	393,742.92	904,450.00	510,707.08	56.5
Utilities	3,294.90	16,275.00	12,980.10	79.8
Supplies and Materials	156.19	8,375.00	8,218.81	98.1
Membership and Subscription Fees	-	7,500.00	7,500.00	100.0
Office Equipment & Furniture (Non-Capital)	-	20,000.00	20,000.00	100.0
Maintenance/Repairs	34,489.30	77,150.00	42,660.70	55.3
Training Seminars and Conferences	1,127.60	400.00	(727.60)	(181.9)
Transportation Expenses	-	625.00	625.00	100.0
Lodging	-	325.00	325.00	100.0
Meals	-	750.00	750.00	100.0
Other Staff Expenses	-	75.00	75.00	100.0
Advertising	-	53,750.00	53,750.00	100.0
Program Management	5,876.85	20,775.00	14,898.15	71.7
Program Operations	125,948.29	2,093,550.00	1,967,601.71	94.0
Litigation Settlement	687.06	-	(687.06)	N/A
Furniture & Equipment	-	18,750.00	18,750.00	100.0
Improvements	24,997.50	13,750.00	(11,247.50)	(81.8)
Bad Debt Expense	25,018.55	-	(25,018.55)	N/A
<b>Total operating expenses</b>	<b>879,212.56</b>	<b>3,910,525.00</b>	<b>3,031,312.44</b>	<b>77.5</b>
<b>Operating income (loss)</b>	<b>14,966,492.53</b>	<b>6,477,450.00</b>	<b>8,489,042.53</b>	<b>131.1</b>
<b>Nonoperating revenues (expenses):</b>				
Interest Revenue	179,802.48	37,375.00	142,427.48	(381.1)
Other Miscellaneous Revenue	9.44	-	9.44	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(5,858,418.00)	(2,260,225.00)	(3,598,193.00)	159.2
<b>Total nonoperating revenues (expenses)</b>	<b>(5,678,606.08)</b>	<b>(2,222,850.00)</b>	<b>(3,455,756.08)</b>	<b>(155.5)</b>
Transfers In	-	-	-	N/A
Transfers Out	-	(268,675.00)	268,675.00	(100.0)
<b>Net income (loss)</b>	<b>\$ 9,287,886.45</b>	<b>\$ 3,985,925.00</b>	<b>\$ 5,301,961.45</b>	<b>133.0</b>

<sup>1</sup> Unaudited

<sup>2</sup> Negatives are the result of FY21 accruals

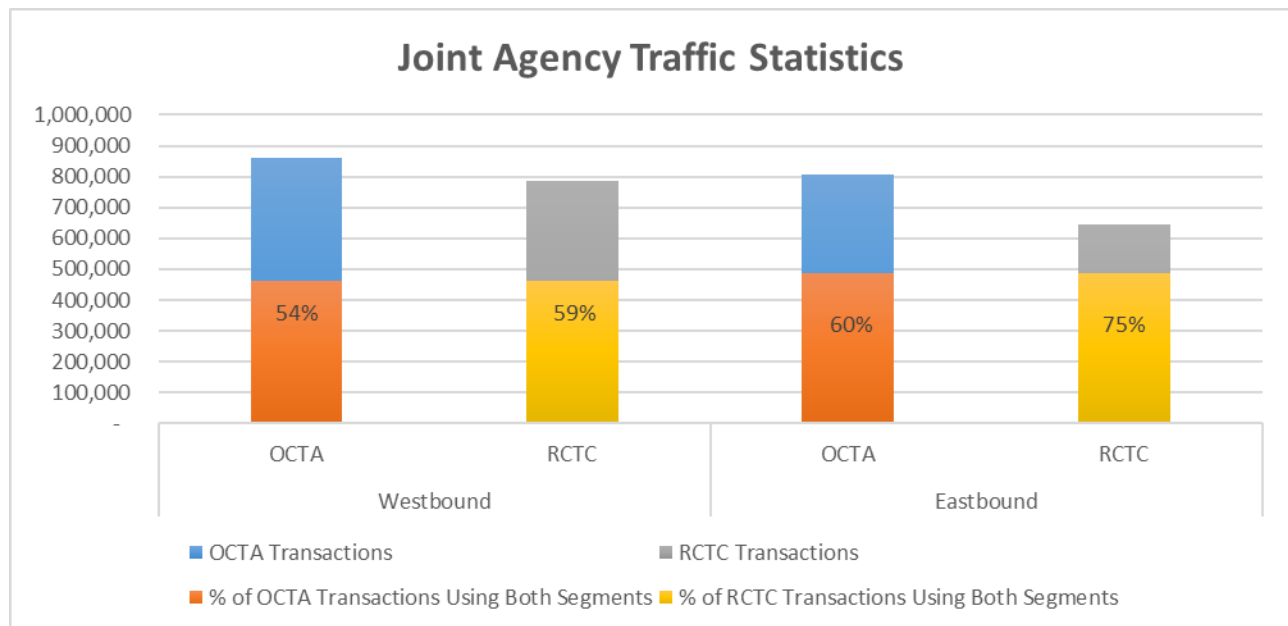
## JOINT AGENCY TRIP AND REVENUE STATISTICS

### MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING September 30, 2021

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
<b>Westbound</b>				
OCTA	858,881	463,116	54%	\$2,444,659
RCTC	783,840	463,116	59%	\$2,996,097
I-15	335,276	263,717	79%	\$1,138,944
McKinley	448,564	199,399	44%	\$1,857,153
<b>Eastbound</b>				
OCTA	808,424	486,726	60%	\$2,802,707
RCTC	645,120	486,726	75%	\$2,253,813
I-15	248,156	195,281	79%	\$629,397
McKinley	396,964	291,445	73%	\$1,624,417

## JOINT AGENCY TRAFFIC STATISTICS



## JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Sep-21 Performance
<b>CUSTOMER SERVICE</b>			
Call Wait Time	Monthly	Not to exceed 2 minutes	8:58
Abandon Rate	Monthly	No more than 4.0%	12.5%
Customer Satisfaction	Monthly	At least 75 outbound calls	75
<b>VIOLATION PROCESSING</b>			
Response Time	Monthly	Within 2 business days of receipt	1.4
CUSA Violation Collection Rate	Quarterly	70% or more	60%
CUSA Violation Collection Rate	Annually	74% or more	
<b>TRAFFIC OPERATIONS</b>			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	2.5
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.04%
<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 = 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 two months prior to the month of this report.

CUSA continues to experience staffing impacts related to employee attrition and employees out on leave, which impacted the Call Center performance. Due to these impacts, CUSA was out of compliance for average call wait time and call abandonment rate for the month of September. CUSA has taken several steps, such as increasing hourly pay rates, providing retention incentives, and engaging temporary staffing service providers, to mitigate the impacts to staffing that are impacting operations. CUSA cites the national staffing shortage and extended leave taken under the Coronavirus Aid, Relief, and Economic Security Act, as reasons for the staffing shortage to date. The Agencies are working closely with CUSA to restore the level of customer service.

## JOINT AGENCY TRANSPONDER DISTRIBUTION

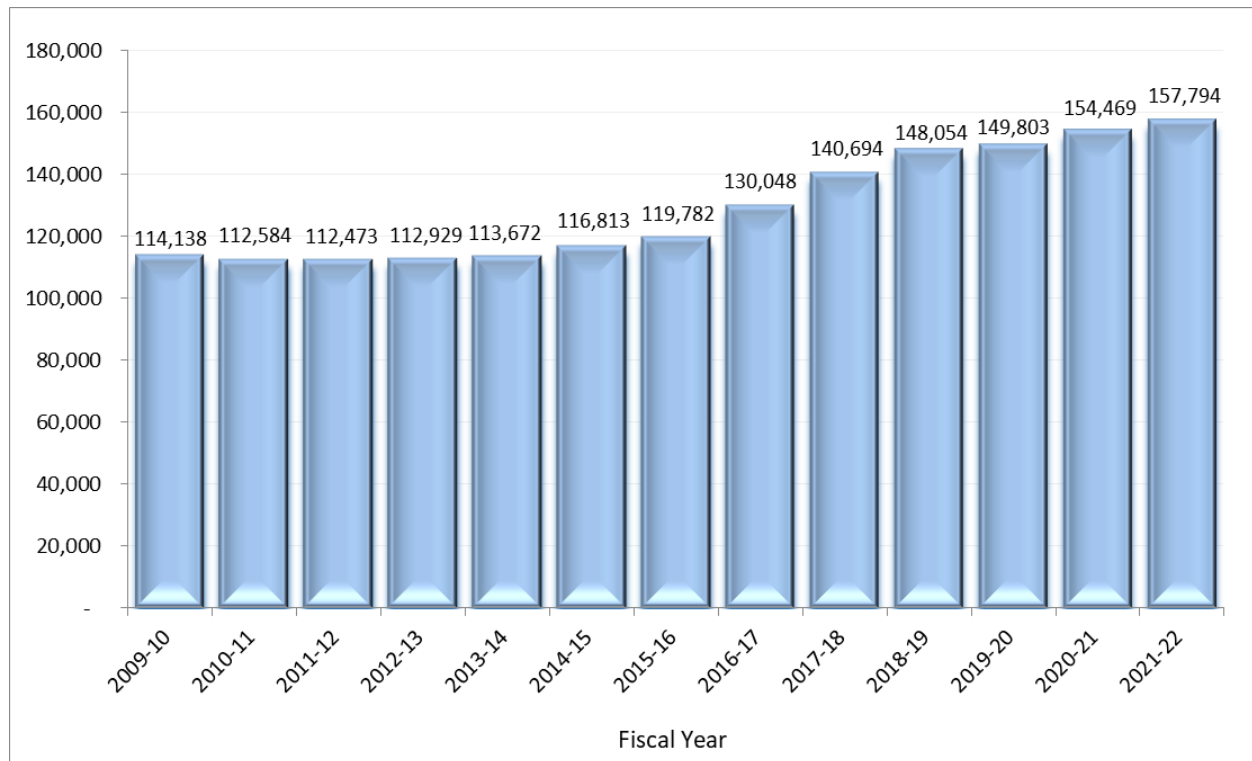
T21 TRANSPONDER DISTRIBUTION	September-21		August-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	0		0		0	
Additional Tags to Existing Accounts	0		0		0	
Replacement Transponders	0		0		0	
Total Issued	0		0		0	
Returned						
Account Closures	2	0.3%	19	1.5%	9	0.8%
Accounts Downsizing	786	99.5%	1,090	86.6%	1,158	95.1%
Defective Transponders	2	0.3%	149	11.8%	50	4.1%
Total Returned	790		1,258		1,218	

6C TRANSPONDER DISTRIBUTION		September-21		August-21		FY 2021-22	
		Tags	% of Total	Tags	% of Total	Average To-Date	
Issued							
To New Accounts	12,870	67.0%	18,848	98.5%	13,633	85.5%	
Additional Tags to Existing Accounts	6,296	32.8%	265	1.4%	2,299	14.4%	
Replacement Transponders	36	0.2%	31	0.2%	22	0.1%	
Total Issued	19,202		19,144		15,954		
Returned							
Account Closures							
Accounts Down sizing							
Defective Transponders							
Total Returned							

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At the end of September 2021, the 91 Express Lanes had 157,794 active customer accounts and 613,948 transponders classified as assigned.

**Number of Accounts by FY  
As of September 30, 2021**



**Incoming Email Activity**

During September, the Anaheim Processing Center received 3,936 emails.