

91 EXPRESS LANES UPDATE

State Route 91 Advisory Committee Meeting

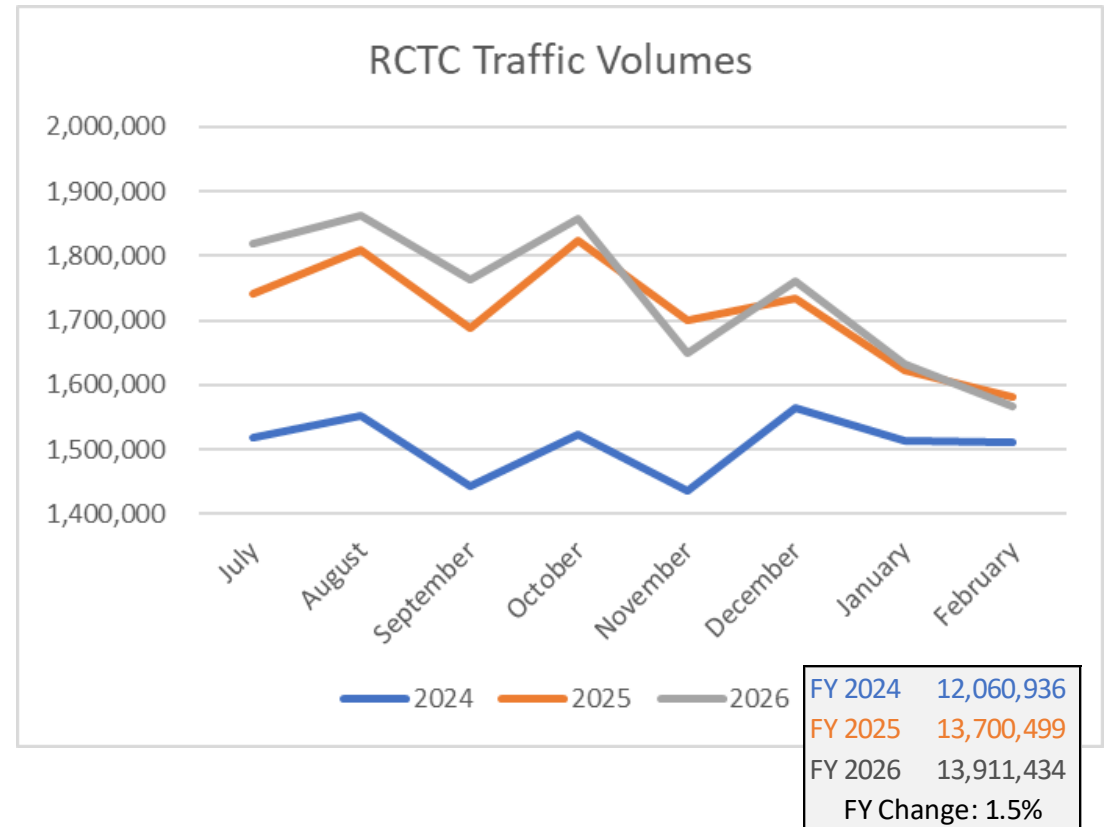
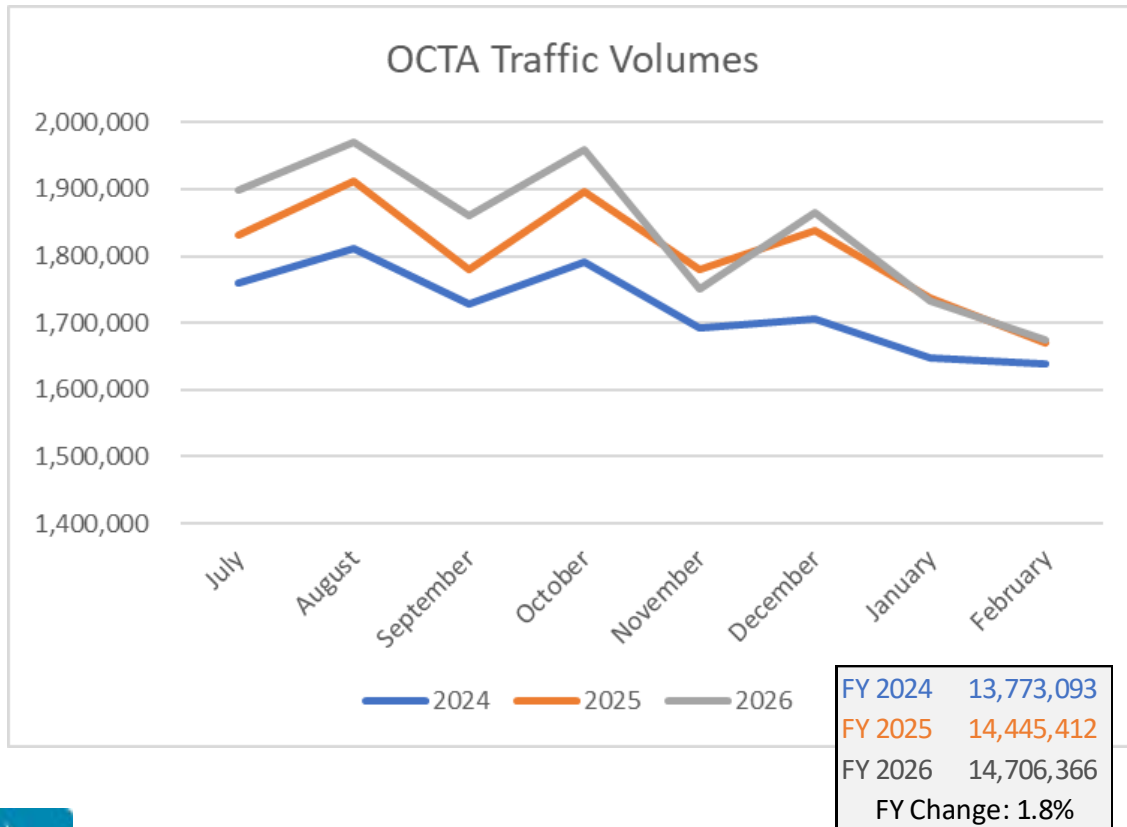
April 30, 2026



Highlights

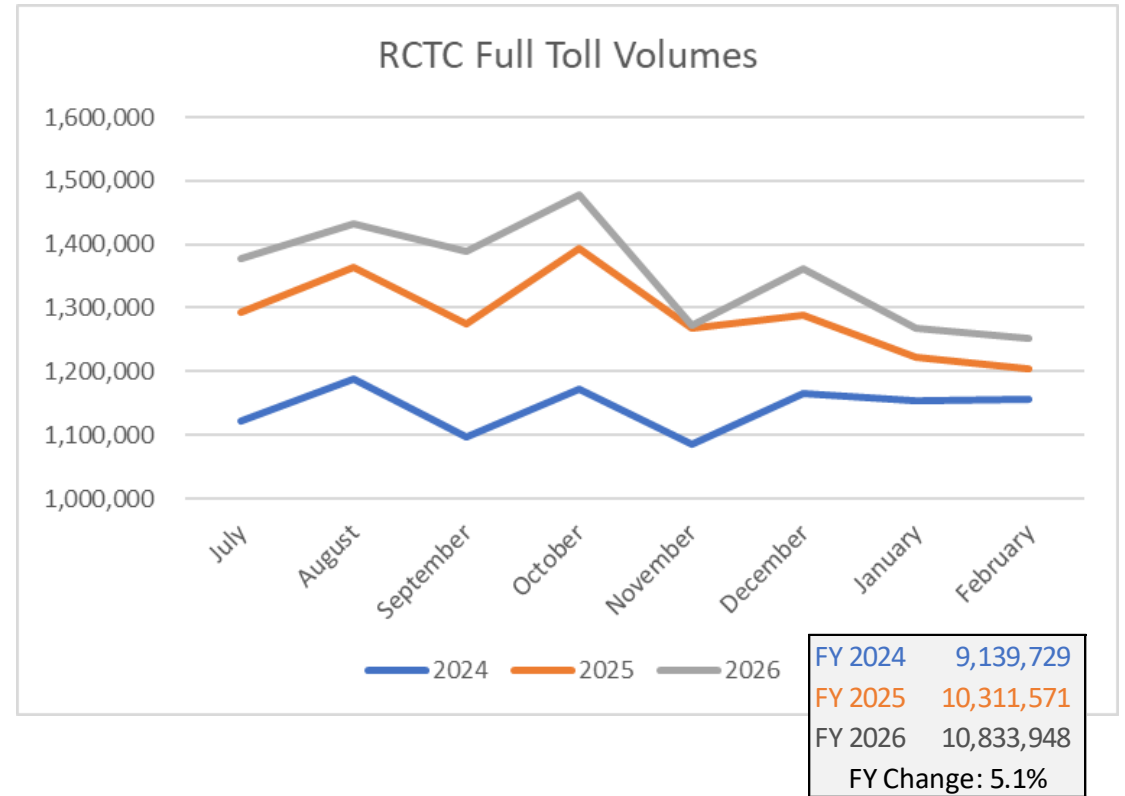
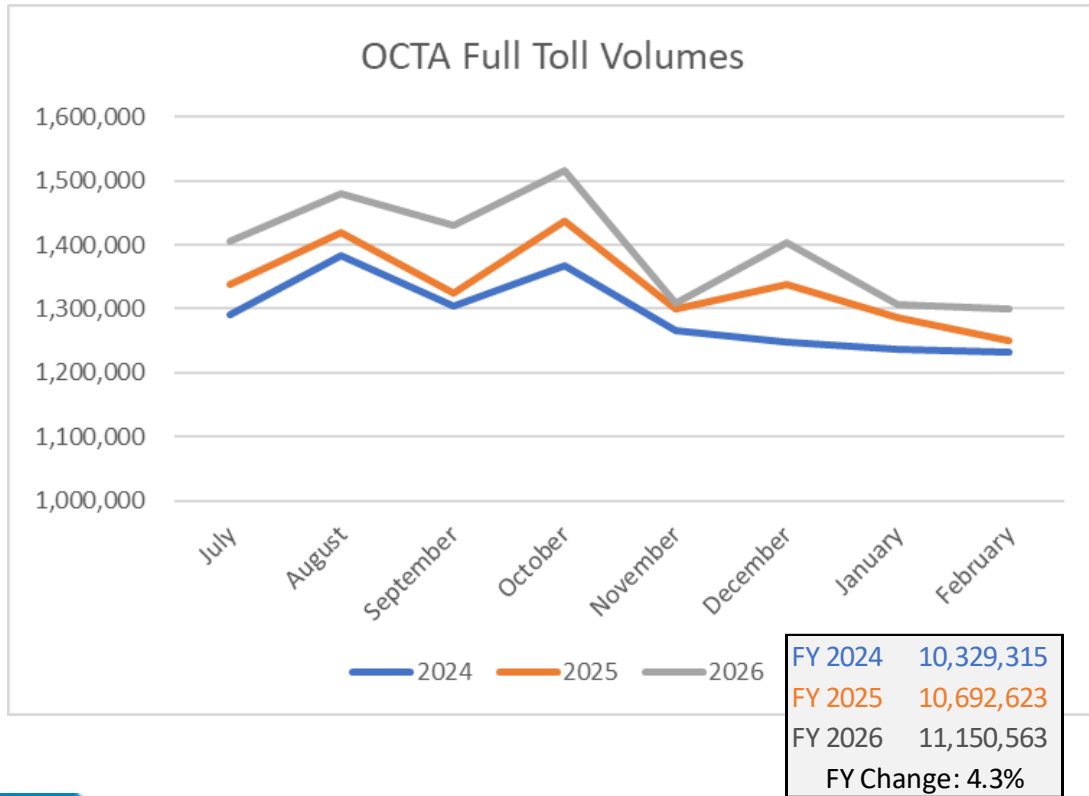
- Updated Toll Policies removing ZEV discounts
- Advanced Traffic Management System for the Traffic Operations Center completed
- HOV3+ lane volumes decreased
- Celebrated 30 years of the 91 Express Lanes in Orange County

Total Traffic Volumes

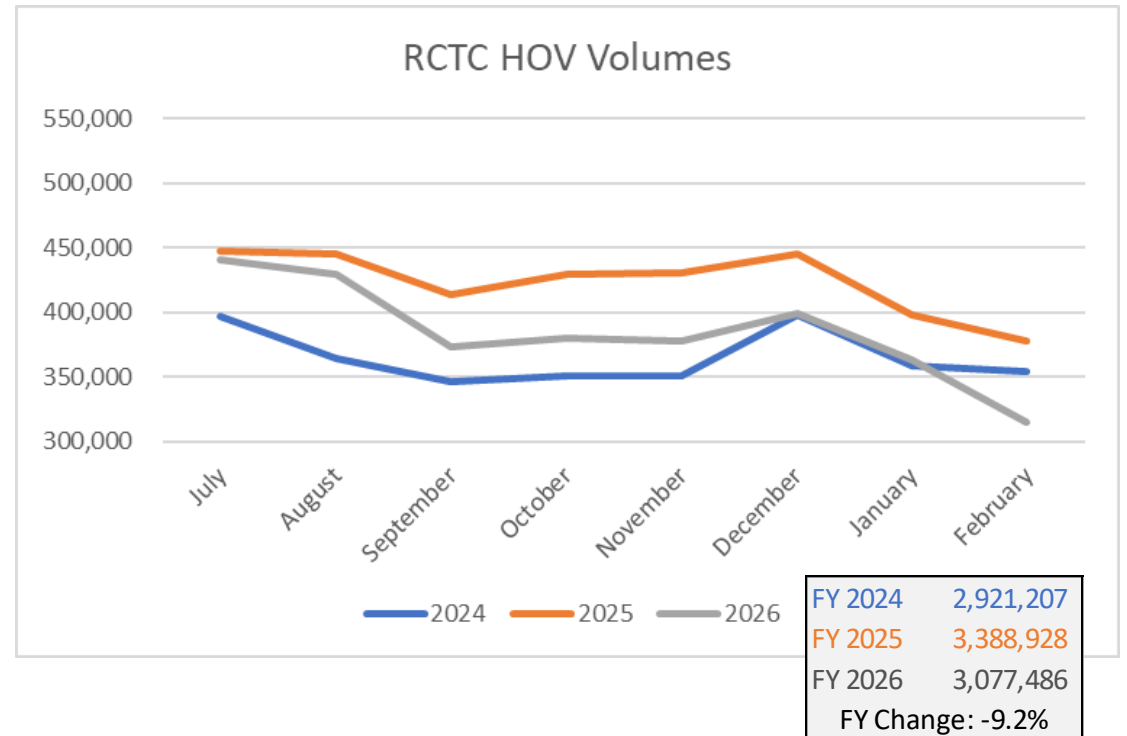
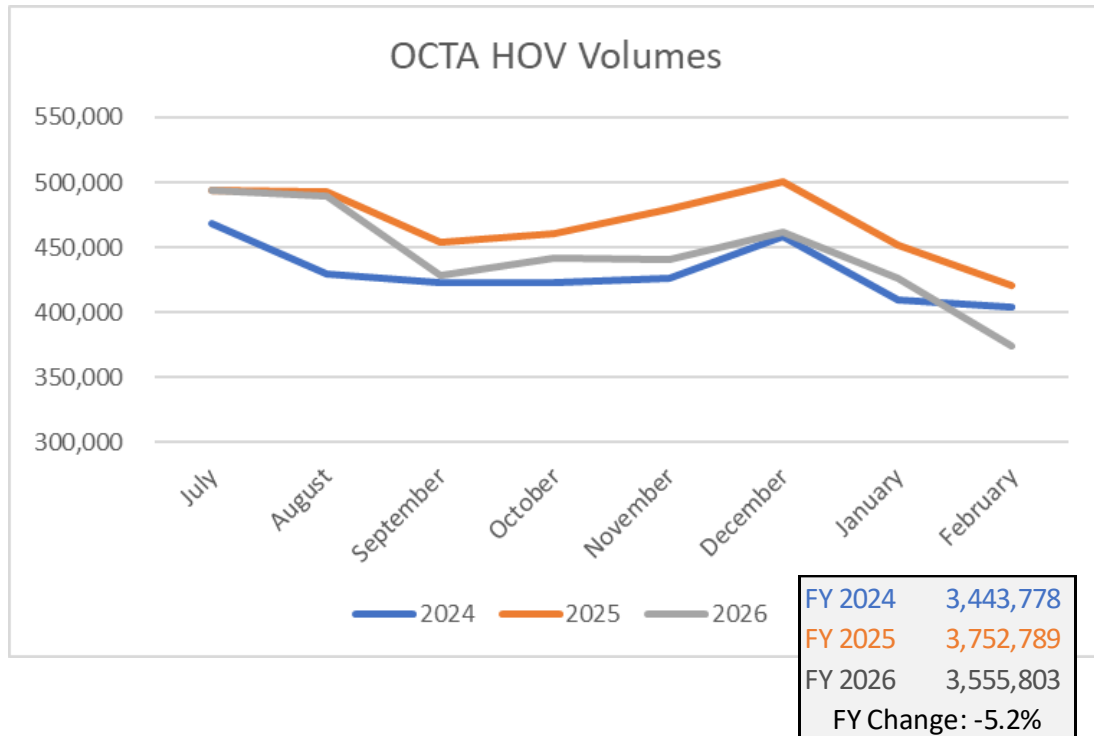


OCTA – Orange County Transportation Authority
 RCTC – Riverside County Transportation Commission
 FY – Fiscal Year
 FY Change – FY 2025 and FY 2026 Year-Over-Year Change

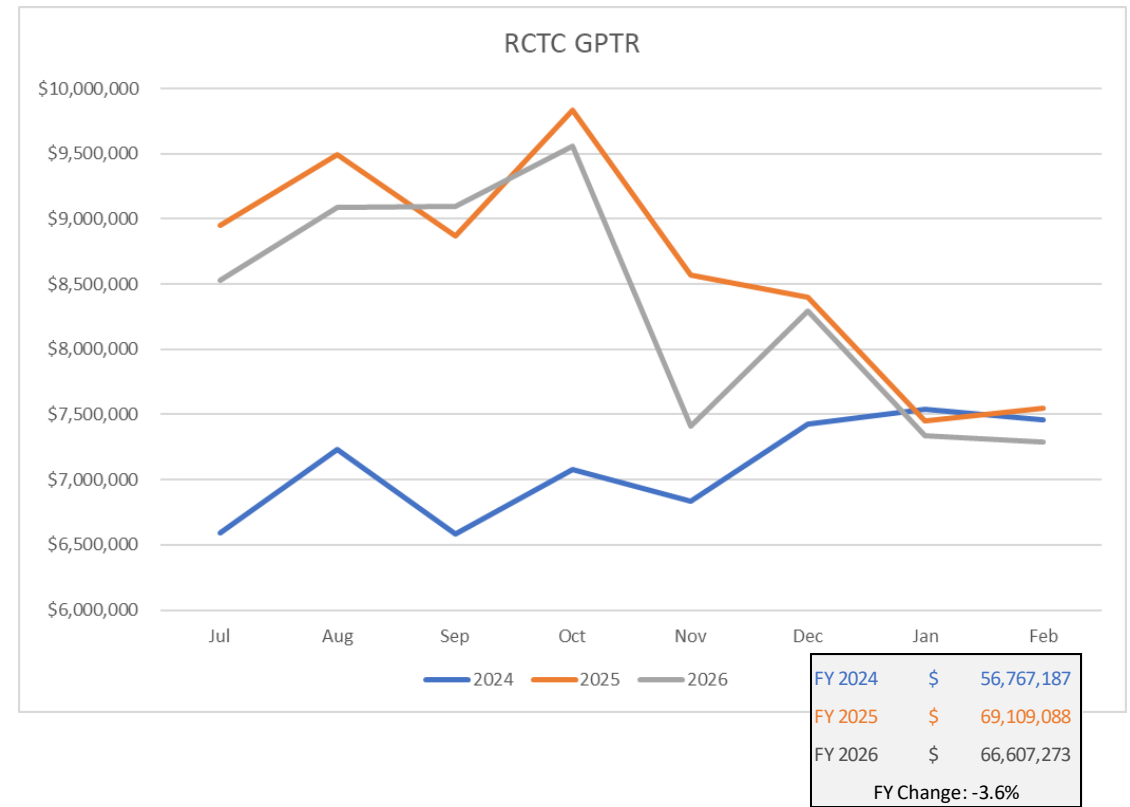
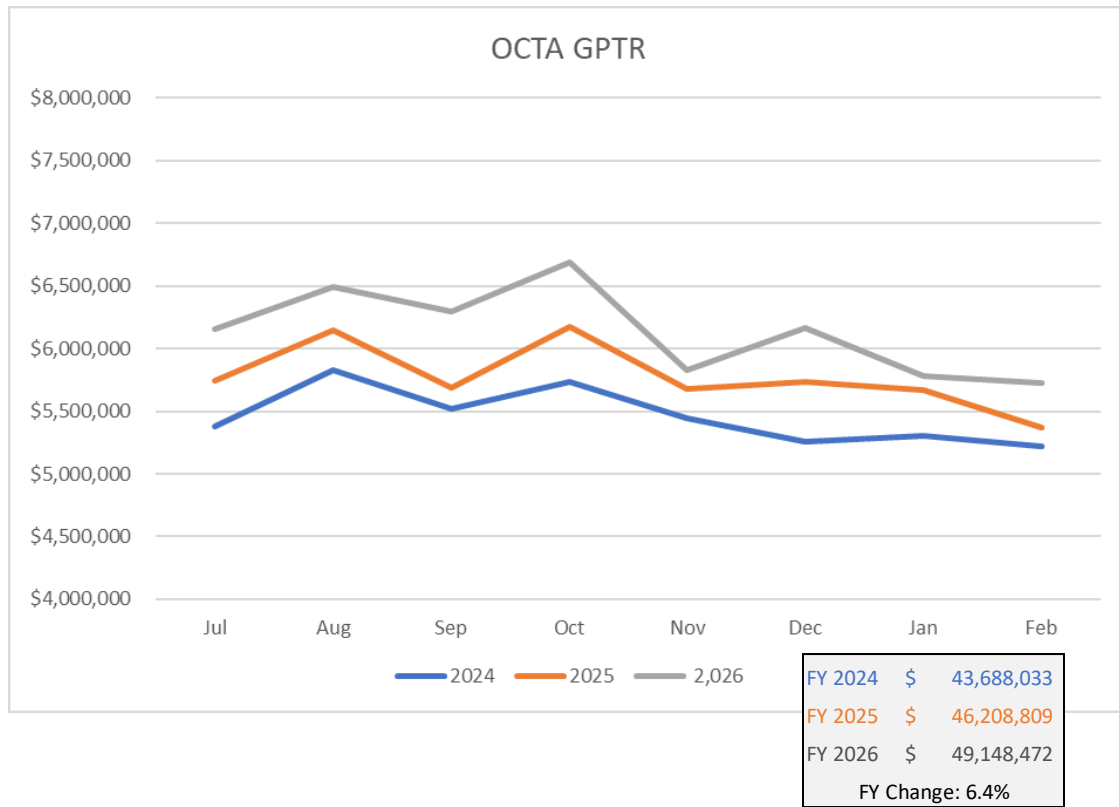
Full Toll Lanes Traffic Volumes



HOV3+ Lane Traffic Volumes



Gross Potential Toll Revenues



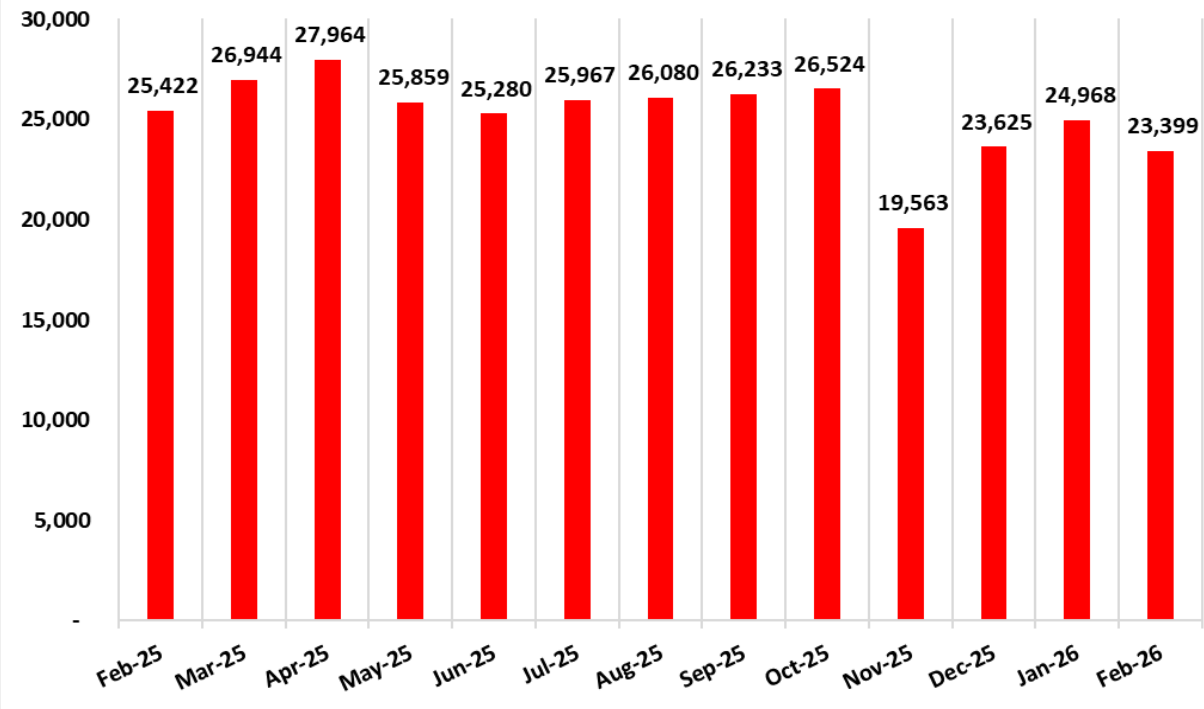
GPTR – Gross Potential Toll Revenue

Operational Updates

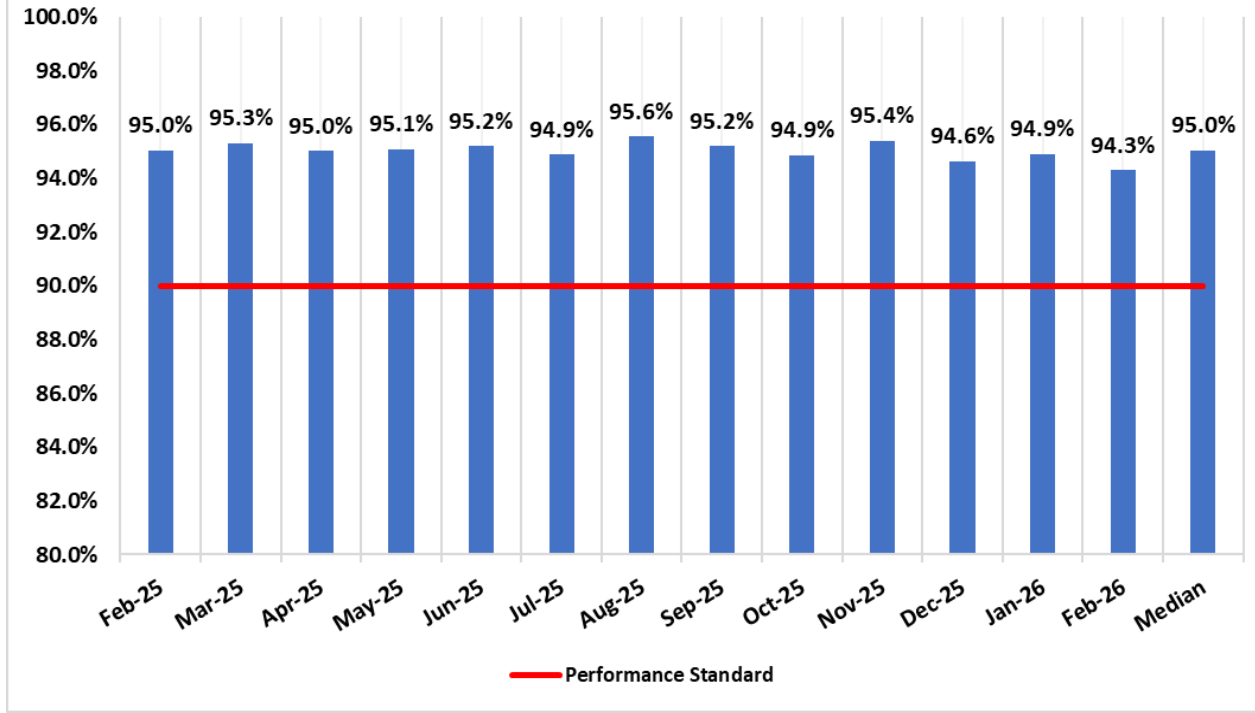
- Continuous monitoring of BOS / CSC to support operational stability
- Completed discontinuation of ZEV discounts
- RCTC Occupancy Detection System went live in August of 2025
 - 25k cheaters caught each month
 - HOV3+ rate reduced from 24% to 20%
- RCTC replaced over 60 concrete slabs

Call Center Statistics

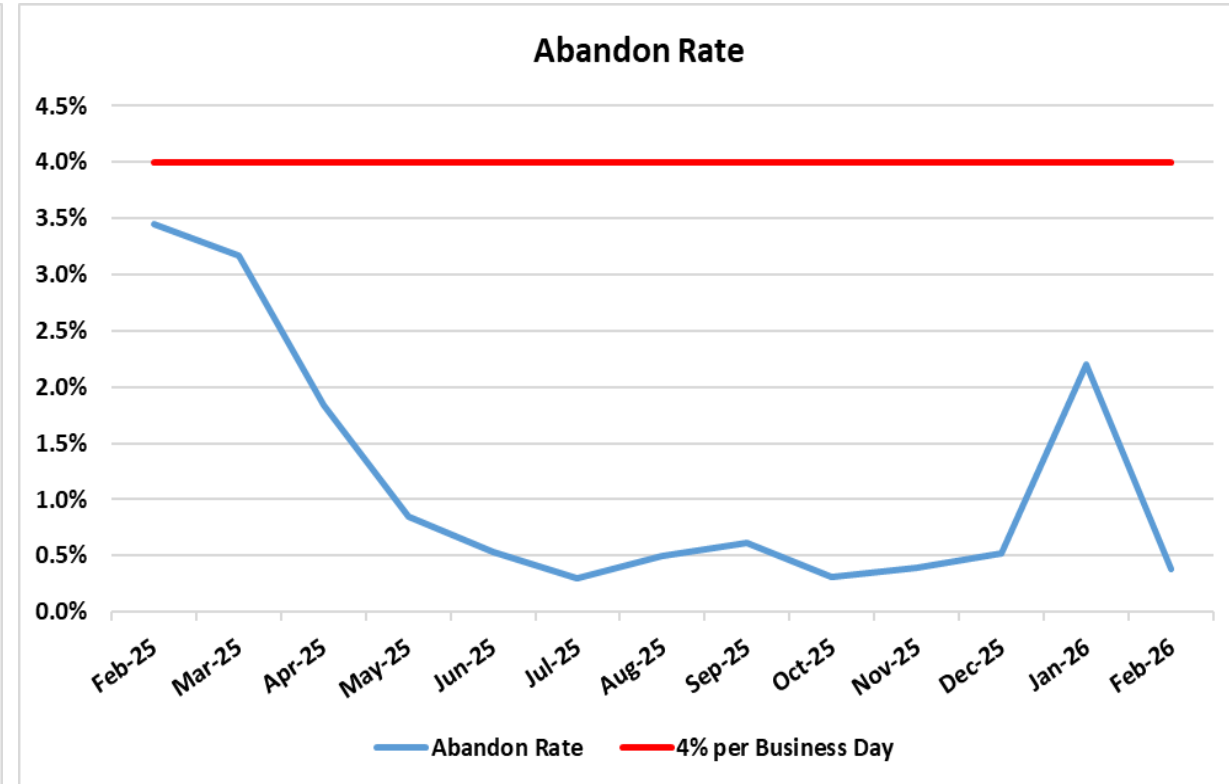
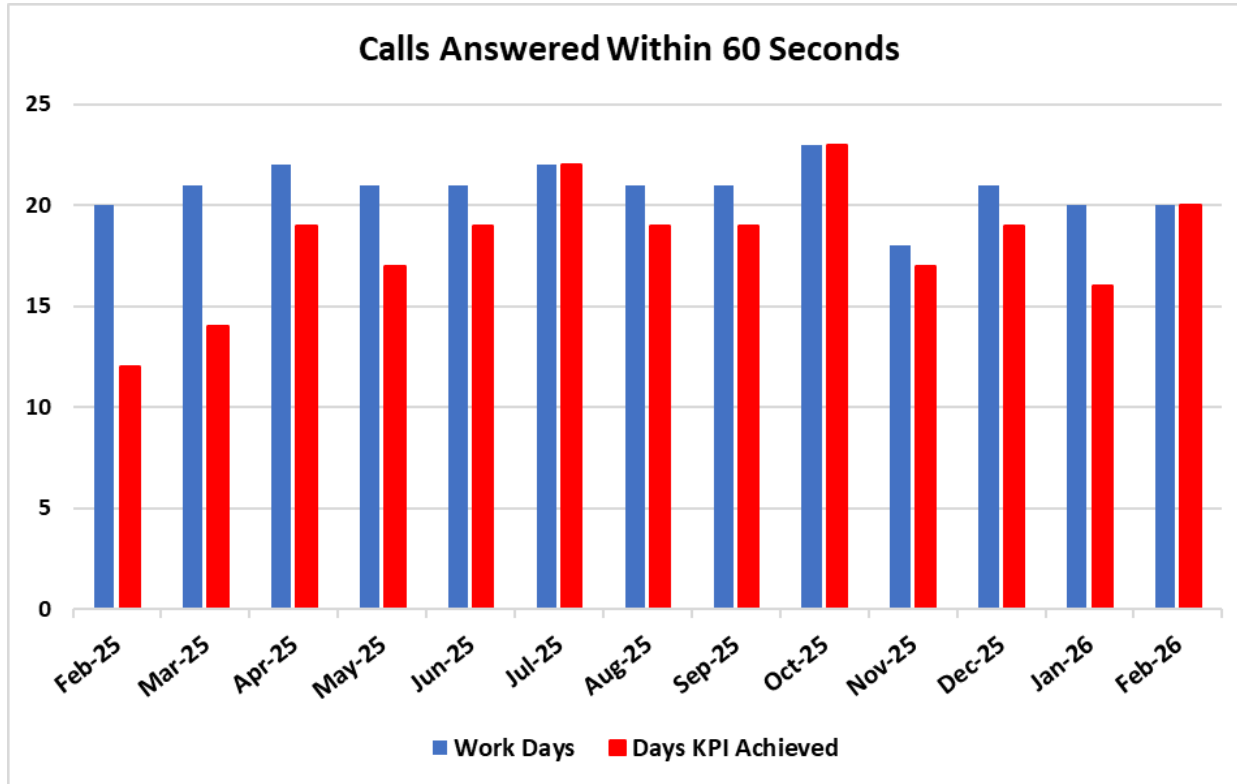
Number of Monthly Calls



Average Customer Satisfaction Rate



Call Center Statistics



CSC Performance

REPORTING REQUIREMENT	REPORTING PERIOD	FEBRUARY 2026 PERFORMANCE
Customer Service		
Service Level/Speed of Answer	Monthly 80% answered within 60 seconds	100%
Abandon Percentage	Monthly <4%	100%
Customer Satisfaction Score	Monthly ≥ 4.5	4.85
First Contact Resolution	Monthly 85% of calls resolved on first contact	100%
Timeliness of Case Resolution (1 day)	Monthly 90% of cases resolved in 1 day	95%
Timeliness of Case Resolution (5 days)	Monthly 98% of cases resolved within 5 days	95%
Mail Performance		
Processing Returned Mail (3 days)	Monthly 90% processed within 3 Business Days	100%
Processing Returned Mail (10 days)	Monthly 100% processed within 10 Business Days	100%
Research and Resolve Unidentified Payments	Monthly 100% resolved within 5 Business Days	100%
Payment Processing	Monthly 100% processed within 2 Business Days	100%
Accounting		
Customer Refunds Processed	Monthly 100% issued within 5 Business Days	100%

Looking Ahead

- Final Acceptance of BOS
- Legacy Title 21 transponder conversion to 6C transponders
- Board recommendations for replacement of BOS and CSC operator



Board – Board of Directors