



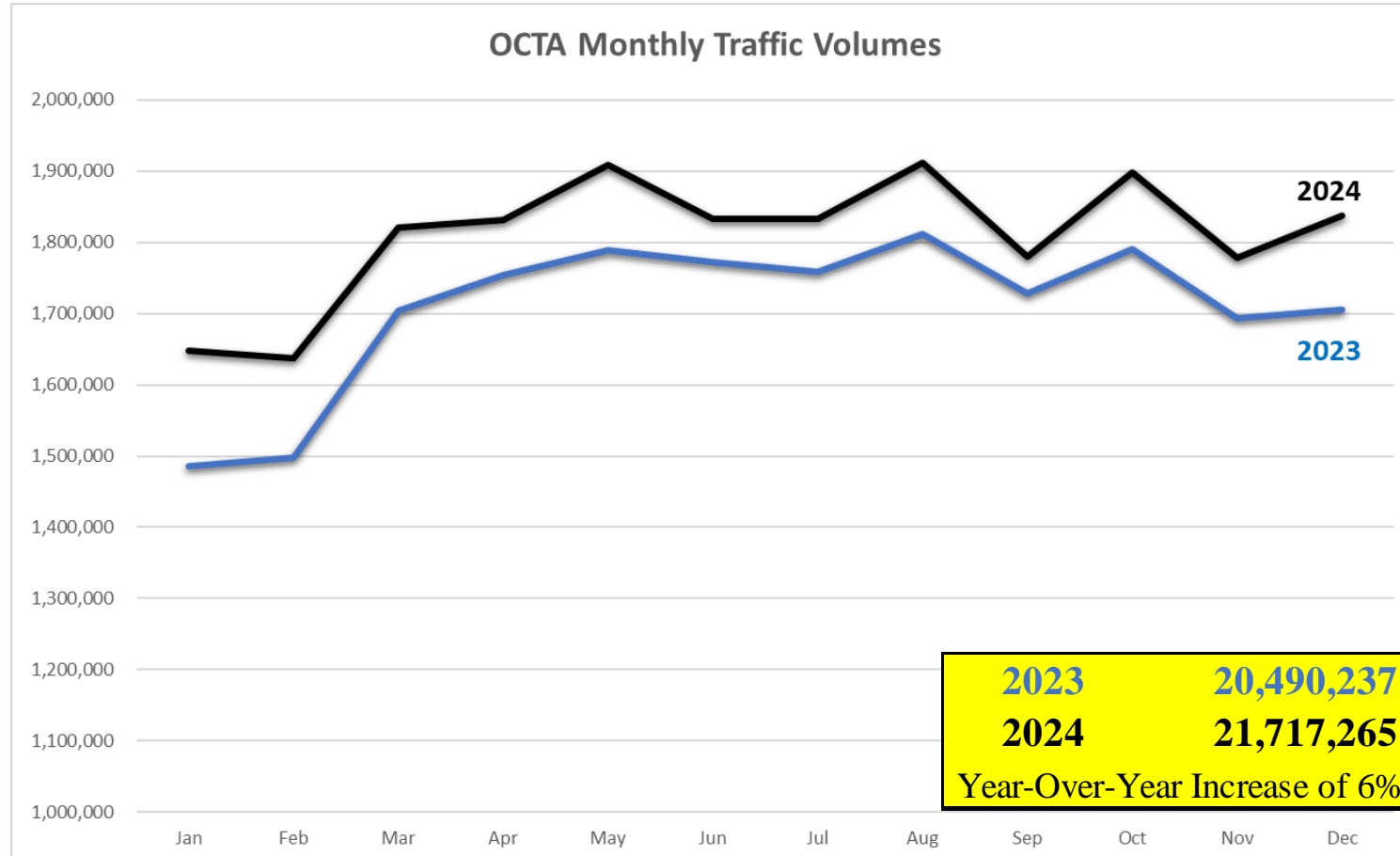
91 Express Lanes Update

For the Period Ending December 2024

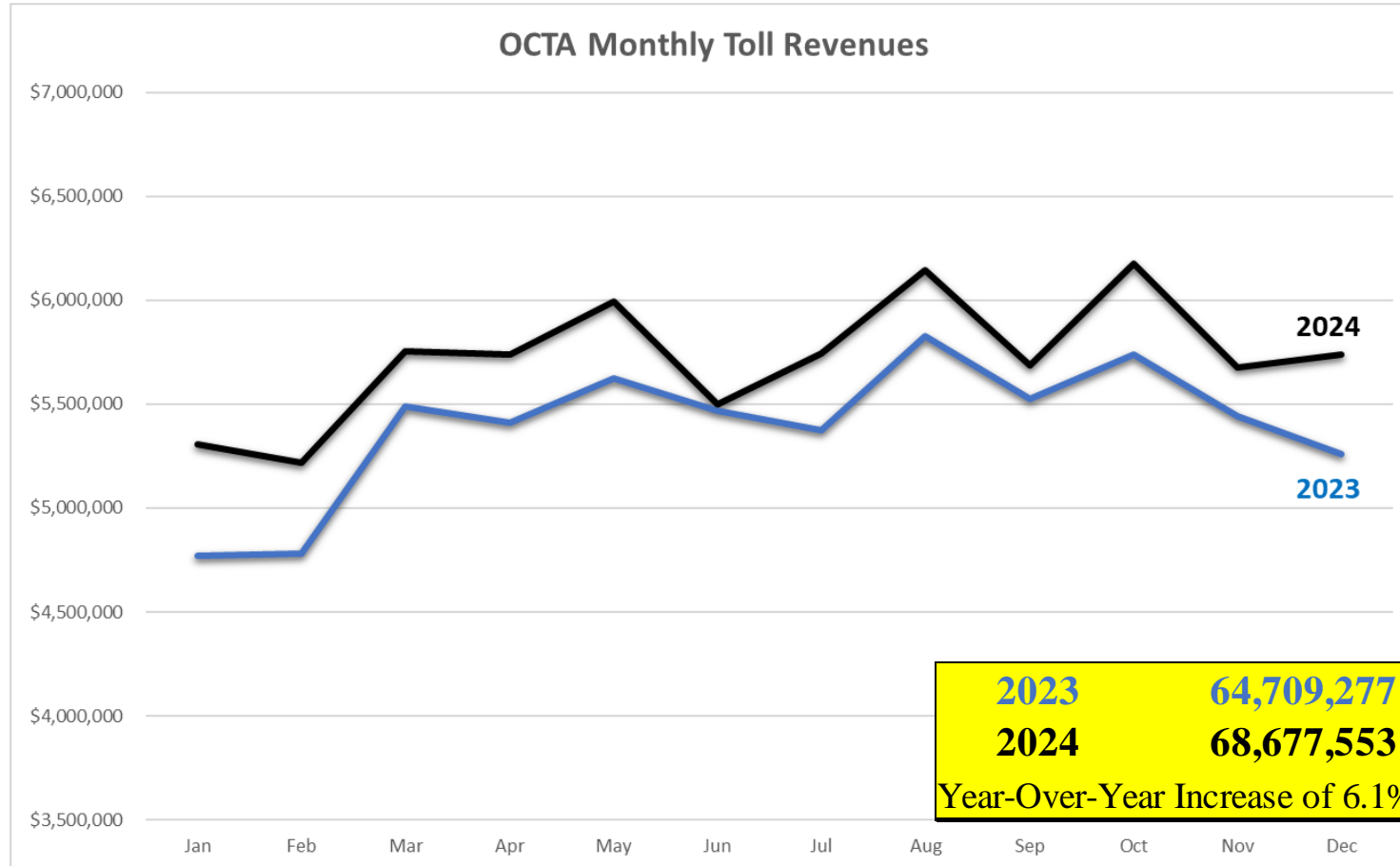
Highlights

- Increased demand has resulted in all-time highs in traffic volumes and toll revenue
- Completed installation of new video wall panels for the Traffic Operations Center in Anaheim
- Progressed in replacement of the Advanced Traffic Management System (ATMS)
- Replaced the analog cameras along the 91 Express Lanes in Orange County with digital cameras

Monthly Traffic Volume Comparison



Monthly Toll Revenue Comparison

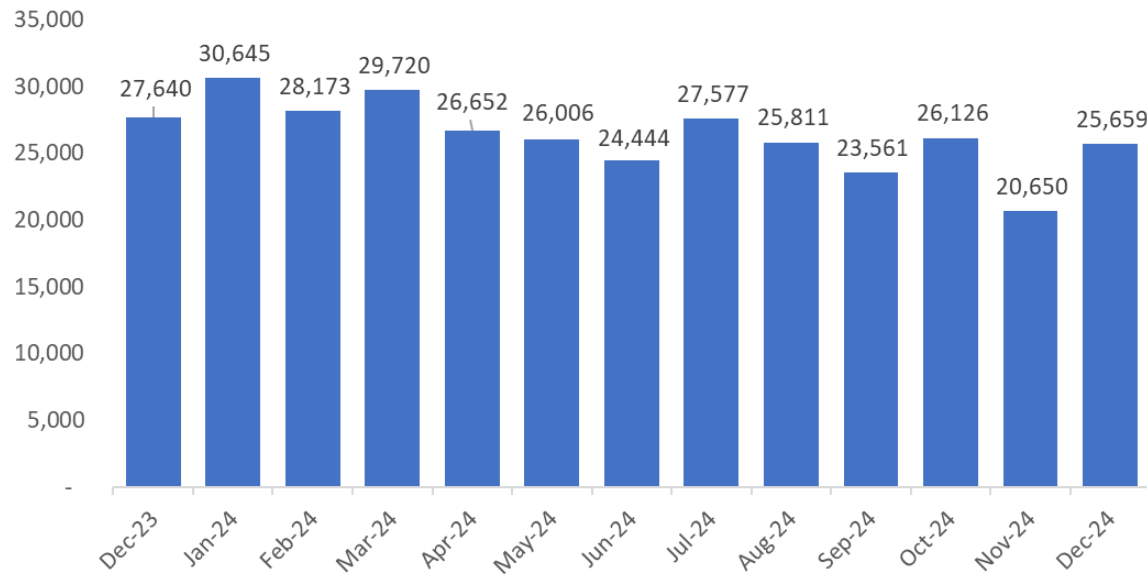


Operational Update

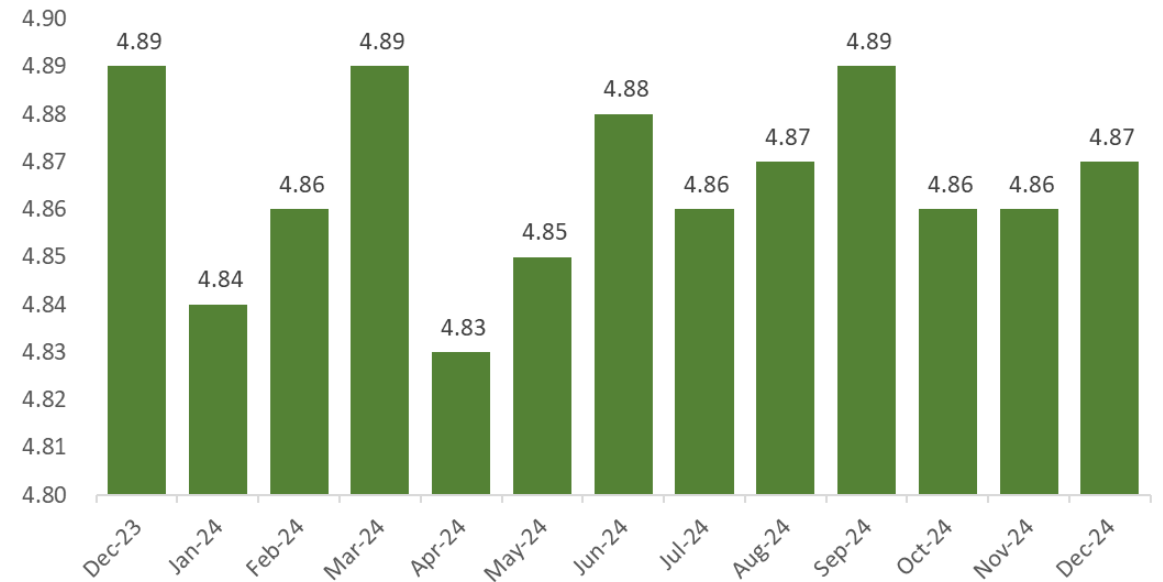
- Transitioned to a new back-office software (BOS) system in March 2022
- BOS system is recording transactions and posting to customer accounts
- OCTA and RCTC are continuously monitoring BOS and customer service center (CSC) performance
- Operational Acceptance Testing is ongoing
- BOS issues include connectivity and customer survey transfer issues
- CSC issues include failure to meet daily standard for average speed of answer and abandon rate

Call Center Statistics

**Customer Service Center
Number of Monthly Calls**

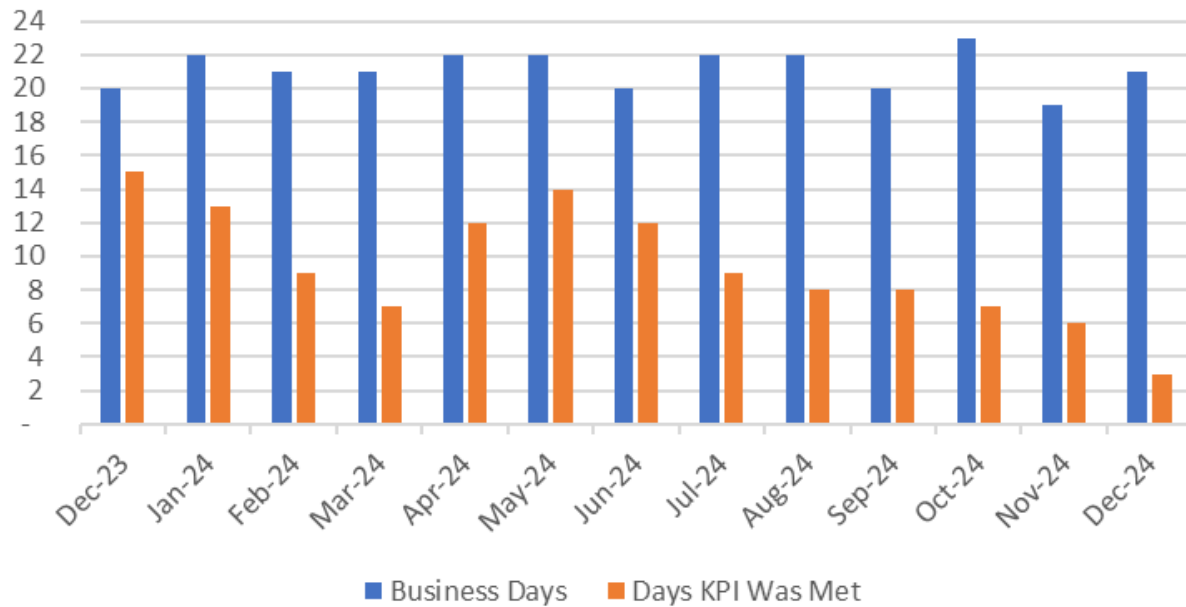


**Customer Satisfaction
Monthly Scores (Out of 5)**

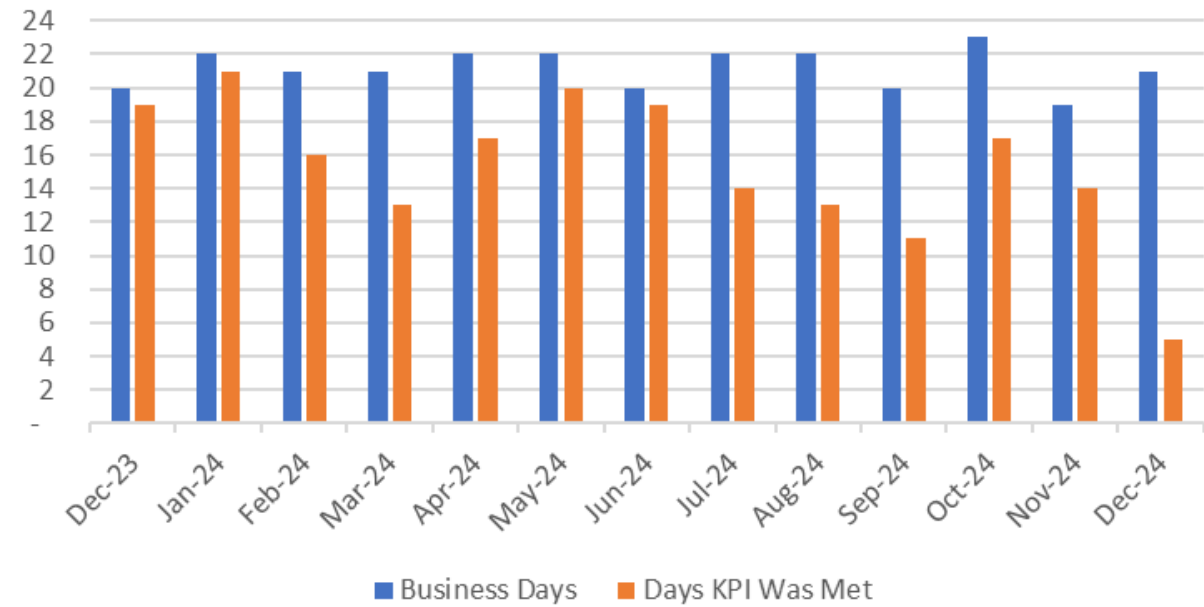


Performance Measures

Call Wait Times Answered Within 60 Seconds



Abandon Rate



KPI – Key Performance Indicator

Looking Ahead over the Next Six Months

- Complete Operational Acceptance Testing
- Complete camera integration by June 2025
- Complete ATMS integration and cutover by June 2025
- Collaborate with the RCTC with the implementation of an Occupancy Detection System on the 91 Express Lanes in Riverside County
- Continue providing contractual oversight to the BOS and CSC provider