



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

**ATTACHMENT C**



Status Report

November 2024

As of November 30, 2024

---

## Table of Contents

Operations Overview OCTA .....	3
Traffic and Revenue Statistics for OCTA .....	3
OCTA Traffic and Revenue Summary .....	5
OCTA Peak-Hour Volumes .....	6
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 Operational Highlights .....	13
Financial Highlights RCTC .....	14
Joint Agency Trip and Revenue Statistics .....	15
Joint Agency Traffic Statistics .....	15
Joint Agency Performance Measures .....	16
Joint Agency Transponder Distribution .....	16

# OPERATIONS OVERVIEW OCTA

## TRAFFIC AND REVENUE STATISTICS FOR OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for November 2024 was 1,778,774. This represents a daily average of 59,292 vehicles. This is a 5.1 percent increase in total traffic volume from the same period last year, which totaled 1,692,666. Potential toll revenue for November was \$5,677,891, which represents an increase of 4.4 percent from the prior year's total of \$5,440,837. The carpool percentage for November was 27.0 percent as compared to the previous year's rate of 25.2 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 EL and associated potential revenue for the month of November 2024.

### Current MTD as of November 30, 2024

	NOV-24 MTD Actual	NOV-23 MTD Actual	Yr-to-Yr % Variance
<b>Trips</b>			
Full Toll Lanes	1,299,236	1,265,967	2.6%
3+ Lanes	479,538	426,699	12.4%
Total Gross Trips	1,778,774	1,692,666	5.1%
<b>Revenue</b>			
Full Toll Lanes	\$5,596,993	\$5,368,700	4.3%
3+ Lanes	\$80,898	\$72,137	12.1%
Total Gross Revenue	\$5,677,891	\$5,440,837	4.4%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.31	\$4.24	1.7%
Average 3+ Lanes	\$0.17	\$0.17	0.0%
Average Gross Revenue	\$3.19	\$3.21	(0.6%)

---

The 2025 fiscal year-to-date (YTD) traffic volume increased by 4.8 percent, and potential toll revenue increased by 5.5 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.20.

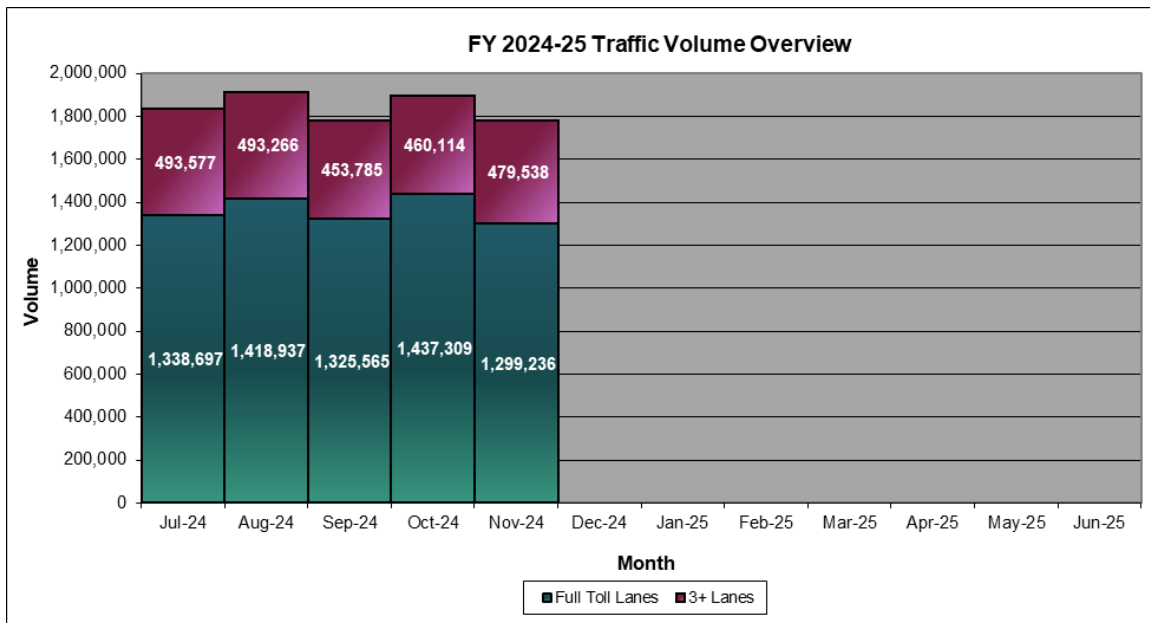
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 EL and associated potential revenue for the months of July 2024 through November 2024.

**Fiscal Year (FY) 2024-25 YTD as of November 30, 2024**

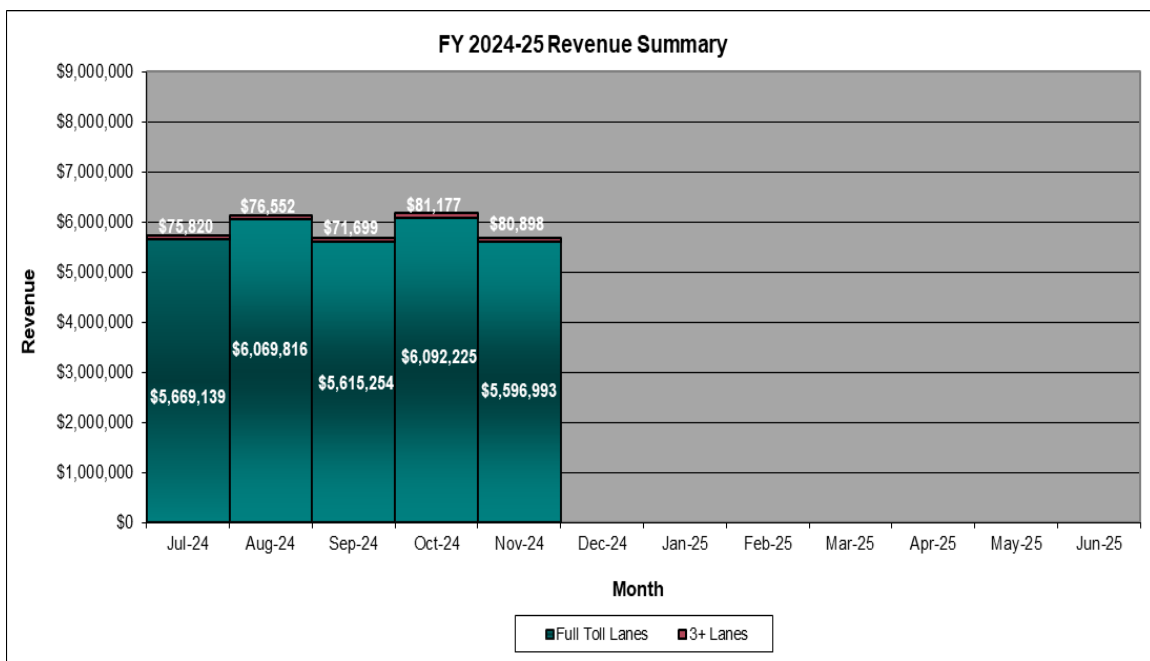
	<b>FY 2024-25 YTD Actual (7/2024-11/2024)</b>	<b>FY 2023-24 YTD Actual (7/2023-11/2023)</b>	<b>Yr-to-Yr % Variance</b>
<b>Trips</b>			
Full Toll Lanes	6,819,744	6,611,114	3.2%
3+ Lanes	2,380,280	2,170,488	9.7%
Total Gross Trips	9,200,024	8,781,602	4.8%
<b>Revenue</b>			
Full Toll Lanes	\$29,043,427	\$27,575,533	5.3%
3+ Lanes	\$386,145	\$328,210	17.7%
Total Gross Revenue	\$29,429,572	\$27,903,743	5.5%
<b>Average Revenue per Trip</b>			
Average Full Toll Lanes	\$4.26	\$4.17	2.2%
Average 3+ Lanes	\$0.16	\$0.15	6.7%
Average Gross Revenue	\$3.20	\$3.18	0.6%

## 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 2024-25 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2024-25 on a monthly basis.



## OCTA PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound and westbound directions reached or exceeded 90 percent of defined capacity twenty-three times during the month of November 2024. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 97 percent of defined capacity. This is closely monitored since toll adjustments are made based upon capacity percentages per the OCTA Toll Policy for the 91 EL. If capacity is at 92 percent on a consistent basis (over six times during the prior 12 weeks), then an adjustment will be made to toll rates for that particular hour and day.

## OCTA EASTBOUND PEAK-HOUR VOLUMES

PM Time	Monday 10/28/24				Tuesday 10/29/24				Wednesday 10/30/24				Thursday 10/31/24				Friday 11/01/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500																	\$9.10	585	2,877	85%
1500 - 1600																	\$8.65	612	2,860	84%
1600 - 1700																	\$6.65	622	2,800	82%
1700 - 1800																	\$7.35	687	2,895	85%
1800 - 1900																	\$7.35	775	2,690	79%
1900 - 2000																	\$6.85	915	2,783	82%

PM Time	Monday 11/04/24				Tuesday 11/05/24				Wednesday 11/06/24				Thursday 11/07/24				Friday 11/08/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	471	3,071	90%	\$5.75	468	3,085	91%	\$5.75	452	3,044	90%	\$8.45	477	2,903	85%	\$9.10	513	2,973	87%
1500 - 1600	\$6.15	525	2,905	85%	\$6.10	558	3,034	89%	\$8.15	570	3,028	89%	\$8.15	578	2,997	88%	\$8.65	622	2,825	83%
1600 - 1700	\$5.40	544	2,873	85%	\$4.90	563	2,919	86%	\$7.10	594	3,049	90%	\$7.60	559	2,886	85%	\$6.65	418	1,981	58%
1700 - 1800	\$5.25	654	3,070	90%	\$5.20	624	2,960	87%	\$5.85	601	2,947	87%	\$7.30	620	2,954	87%	\$7.35	691	3,060	90%
1800 - 1900	\$6.15	761	2,915	86%	\$4.40	706	2,890	85%	\$4.40	689	2,926	86%	\$4.25	690	2,893	85%	\$7.35	789	2,799	82%
1900 - 2000	\$4.25	608	2,103	62%	\$4.25	678	2,392	70%	\$4.25	665	2,694	79%	\$6.30	747	2,730	80%	\$6.85	860	2,749	81%

PM Time	Monday 11/11/24				Tuesday 11/12/24				Wednesday 11/13/24				Thursday 11/14/24				Friday 11/15/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	642	2,618	77%	\$5.75	434	2,965	87%	\$5.75	443	3,009	89%	\$8.45	477	2,925	86%	\$9.10	527	2,885	85%
1500 - 1600	\$6.15	671	2,771	82%	\$6.10	529	2,988	88%	\$8.15	584	3,062	90%	\$8.15	548	2,972	87%	\$8.65	595	2,987	88%
1600 - 1700	\$5.40	597	2,535	75%	\$4.90	440	2,244	66%	\$7.10	570	2,958	87%	\$7.60	520	3,009	89%	\$6.65	610	2,824	83%
1700 - 1800	\$5.25	652	2,564	75%	\$5.20	618	2,980	88%	\$5.85	633	2,940	86%	\$7.30	657	2,932	86%	\$7.35	692	2,916	86%
1800 - 1900	\$6.15	741	2,161	64%	\$4.40	775	3,081	91%	\$4.40	706	2,838	83%	\$4.25	686	2,745	81%	\$7.35	756	2,771	82%
1900 - 2000	\$4.25	636	1,598	47%	\$4.25	769	2,938	86%	\$4.25	775	2,980	88%	\$6.30	725	2,714	80%	\$6.85	802	2,566	75%

PM Time	Monday 11/18/24				Tuesday 11/19/24				Wednesday 11/20/24				Thursday 11/21/24				Friday 11/22/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	474	2,880	85%	\$5.75	431	2,891	85%	\$5.75	460	2,755	81%	\$8.45	420	2,750	81%	\$9.10	541	2,999	88%
1500 - 1600	\$6.15	481	2,813	83%	\$6.10	537	2,970	87%	\$8.15	486	2,844	84%	\$8.15	306	1,788	53%	\$8.65	646	3,172	93%
1600 - 1700	\$5.40	529	2,788	82%	\$4.90	525	2,844	84%	\$7.10	525	2,690	79%	\$7.60	561	2,924	86%	\$6.65	646	2,987	88%
1700 - 1800	\$5.25	550	2,407	71%	\$5.20	596	2,995	88%	\$5.85	612	2,884	85%	\$7.30	607	3,060	90%	\$7.35	641	2,712	80%
1800 - 1900	\$6.15	745	2,824	83%	\$4.40	655	2,873	85%	\$4.40	701	2,844	84%	\$4.25	727	2,888	85%	\$7.35	793	2,857	84%
1900 - 2000	\$4.25	795	2,628	77%	\$4.25	737	2,756	81%	\$4.25	740	2,774	82%	\$6.30	676	2,635	78%	\$6.85	763	2,502	74%

PM Time	Monday 11/25/24				Tuesday 11/26/24				Wednesday 11/27/24				Thursday 11/28/24				Friday 11/29/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	599	2,942	87%	\$5.75	616	2,944	87%	\$8.40	657	2,930	86%	\$5.90	955	2,407	71%	\$5.55	541	1,821	54%
1500 - 1600	\$6.15	553	2,913	86%	\$6.10	596	3,026	89%	\$9.55	676	2,918	86%	\$5.55	637	1,906	56%	\$5.55	621	1,887	56%
1600 - 1700	\$5.40	550	2,832	83%	\$4.90	522	2,590	76%	\$9.55	708	2,867	84%	\$5.55	1,170	2,684	79%	\$5.55	543	1,611	47%
1700 - 1800	\$5.25	420	1,760	52%	\$5.20	516	2,219	65%	\$9.55	742	2,649	78%	\$5.55	926	2,090	61%	\$5.55	560	1,594	47%
1800 - 1900	\$6.15	644	2,370	70%	\$4.40	316	1,138	33%	\$6.80	695	2,301	68%	\$5.90	970	2,215	65%	\$5.55	610	1,426	42%
1900 - 2000	\$4.25	846	2,695	79%	\$4.25	767	2,630	77%	\$6.50	594	1,895	56%	\$5.90	865	1,921	57%	\$5.55	545	1,237	36%

## OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 10/28/24				Tuesday 10/29/24				Wednesday 10/30/24				Thursday 10/31/24				Friday 11/01/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500																	\$3.45	463	1,301	38%
0500 - 0600																	\$5.30	899	2,835	83%
0600 - 0700																	\$5.55	677	2,637	78%
0700 - 0800																	\$6.15	540	2,445	72%
0800 - 0900																	\$5.55	437	2,279	67%
0900 - 1000																	\$4.65	533	2,261	67%

AM Time	Monday 11/04/24				Tuesday 11/05/24				Wednesday 11/06/24				Thursday 11/07/24				Friday 11/08/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	627	1,726	51%	\$3.45	593	1,655	49%	\$3.45	621	1,709	50%	\$3.45	631	1,642	48%	\$3.45	536	1,457	43%
0500 - 0600	\$5.55	908	3,056	90%	\$5.55	961	3,283	97%	\$5.55	977	3,112	92%	\$5.55	976	3,095	91%	\$5.30	851	2,847	84%
0600 - 0700	\$5.75	741	3,008	88%	\$5.75	739	3,033	89%	\$5.75	811	3,097	91%	\$5.75	756	2,993	88%	\$5.55	673	2,803	82%
0700 - 0800	\$6.35	724	2,988	88%	\$6.35	682	3,026	89%	\$6.35	700	2,976	88%	\$6.35	683	2,869	84%	\$6.15	543	2,405	71%
0800 - 0900	\$5.75	425	2,710	80%	\$5.75	466	2,737	81%	\$5.75	441	2,774	82%	\$5.75	400	2,632	77%	\$5.55	305	1,861	55%
0900 - 1000	\$4.65	390	2,407	71%	\$4.65	405	2,608	77%	\$4.65	391	2,532	74%	\$4.65	420	2,662	78%	\$4.65	429	2,351	69%

AM Time	Monday 11/11/24				Tuesday 11/12/24				Wednesday 11/13/24				Thursday 11/14/24				Friday 11/15/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	356	910	27%	\$3.45	676	1,755	52%	\$3.45	616	1,721	51%	\$3.45	627	1,625	48%	\$3.45	577	1,509	44%
0500 - 0600	\$5.55	521	1,851	54%	\$5.55	978	3,123	92%	\$5.55	1,008	3,160	93%	\$5.55	935	2,874	85%	\$5.30	885	2,862	84%
0600 - 0700	\$5.75	370	1,629	48%	\$5.75	725	3,093	91%	\$5.75	710	2,984	88%	\$5.75	637	2,505	74%	\$5.55	699	2,771	82%
0700 - 0800	\$6.35	344	1,565	46%	\$6.35	727	2,967	87%	\$6.35	663	2,824	83%	\$6.35	681	2,887	85%	\$6.15	570	2,372	70%
0800 - 0900	\$5.75	429	1,800	53%	\$5.75	400	2,808	83%	\$5.75	423	2,699	79%	\$5.75	380	2,576	76%	\$5.55	335	2,238	66%
0900 - 1000	\$4.65	554	1,953	57%	\$4.65	435	2,805	83%	\$4.65	384	2,580	76%	\$4.65	358	2,532	74%	\$4.65	378	2,221	65%

AM Time	Monday 11/18/24				Tuesday 11/19/24				Wednesday 11/20/24				Thursday 11/21/24				Friday 11/22/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	639	1,712	50%	\$3.45	640	1,726	51%	\$3.45	663	1,744	51%	\$3.45	644	1,700	50%	\$3.45	527	1,437	42%
0500 - 0600	\$5.55	947	3,080	91%	\$5.55	930	3,045	90%	\$5.55	972	3,131	92%	\$5.55	978	3,067	90%	\$5.30	932	2,863	84%
0600 - 0700	\$5.75	732	2,962	87%	\$5.75	740	3,023	89%	\$5.75	767	3,122	92%	\$5.75	732	2,963	87%	\$5.55	696	2,682	79%
0700 - 0800	\$6.35	640	2,815	83%	\$6.35	680	2,901	85%	\$6.35	659	2,801	82%	\$6.35	665	2,851	84%	\$6.15	535	2,345	69%
0800 - 0900	\$5.75	429	2,600	76%	\$5.75	420	2,753	81%	\$5.75	370	2,203	65%	\$5.75	392	2,610	77%	\$5.55	345	2,002	59%
0900 - 1000	\$4.65	410	2,490	73%	\$4.65	449	2,832	83%	\$4.65	396	2,694	79%	\$4.65	394	2,644	78%	\$4.65	393	2,255	66%

AM Time	Monday 11/25/24				Tuesday 11/26/24				Wednesday 11/27/24				Thursday 11/28/24				Friday 11/29/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	597	1,555	46%	\$3.45	608	1,506	44%	\$3.45	525	1,369	40%	\$1.90	46	98	3%	\$1.90	85	194	6%
0500 - 0600	\$5.55	941	2,995	88%	\$5.55	917	3,024	89%	\$5.75	840	2,683	79%	\$1.90	68	194	6%	\$1.90	174	486	14%
0600 - 0700	\$5.75	587	2,749	81%	\$5.75	635	2,754	81%	\$5.90	575	2,306	68%	\$1.90	78	243	7%	\$2.90	133	486	14%
0700 - 0800	\$6.35	468	2,325	68%	\$6.35	468	2,235	66%	\$6.50	414	1,915	56%	\$1.90	115	321	9%	\$3.45	183	659	19%
0800 - 0900	\$5.75	408	2,219	65%	\$5.75	410	2,241	66%	\$6.50	332	1,700	50%	\$1.90	190	545	16%	\$3.45	235	852	25%
0900 - 1000	\$4.65	417	2,031	60%	\$4.65	426	2,084	61%	\$5.90	419	1,798	53%	\$2.90	308	799	24%	\$4.25	404	1,229	36%

---

## OCTA OPERATIONAL HIGHLIGHTS

### **On-Road Operations**

OCTA Freeway Service Patrol responded to 84 calls during the month of November. Of those calls, four were to remove debris, 25 were to assist disabled vehicles, 28 were to tow vehicles, and 27 were to aid motorists in the 91 EL.



# FINANCIAL HIGHLIGHTS OCTA

## 91 Express Lanes Operating Statement

Description	YTD as of : <b>11/30/2024</b>		YTD Variance	
	Actual <sup>(1)</sup>	Budget <sup>(1)</sup>	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 25,682,731	\$ 22,294,100	\$ 3,388,631	15.2
Fee Revenue	\$ 4,042,714	\$ 1,959,315	\$ 2,083,399	106.3
<b>Total operating revenues</b>	<b>\$ 29,725,444</b>	<b>\$ 24,253,415</b>	<b>\$ 5,472,029</b>	<b>22.6</b>
<b>Operating expenses:</b>				
Contracted Services	\$ 2,802,558	\$ 3,259,095	\$ 456,537	14.0
Administrative Fee	\$ 1,535,495	\$ 1,734,490	\$ 198,995	11.5
Other Professional Services	\$ 436,711	\$ 895,050	\$ 458,339	51.2
Credit Card Processing Fees	\$ 567,033	\$ 562,500	\$ (4,533)	(0.8)
Toll Road Account Servicing	\$ 92,703	\$ 416,665	\$ 323,962	77.8
Other Insurance Expense	\$ 105,429	\$ 750,000	\$ 644,571	85.9
Toll Road Maintenance Supply Repairs	\$ 201,757	\$ 429,170	\$ 227,413	53.0
Patrol Services	\$ 498,577	\$ 468,750	\$ (29,827)	(6.4)
Building Equipment Repairs and Maint	\$ 236,232	\$ 392,803	\$ 156,571	39.9
6C Transponders	\$ -	\$ 75,000	\$ 75,000	100.0
Other Services	\$ -	\$ 20,835	\$ 20,835	100.0
Utilities	\$ 34,763	\$ 59,060	\$ 24,297	41.1
Office Expense	\$ 10,483	\$ 42,500	\$ 32,017	75.33
Bad Debt Expense	\$ 23,331	\$ -	\$ (23,331)	N/A
Miscellaneous <sup>(2)</sup>	\$ 8,231	\$ 55,109	\$ 46,878	85.1
Leases	\$ 242,437	\$ 229,165	\$ (13,272)	(5.8)
<b>Total operating expenses</b>	<b>\$ 6,795,740</b>	<b>\$ 9,390,192</b>	<b>\$ 2,594,452</b>	<b>27.6</b>
Depreciation and Amortization <sup>(3)</sup>	\$ 1,914,622	\$ -	\$ (1,914,622)	N/A
<b>Operating income (loss)</b>	<b>\$ 21,015,082</b>	<b>\$ 14,863,223</b>	<b>\$ 6,151,859</b>	<b>41.4</b>
<b>Nonoperating revenues (expenses):</b>				
Reimbursement from Other Agencies	\$ 82,684	\$ 157,188	\$ (74,504)	(47.4)
Interest Income	\$ 5,153,577	\$ 3,183,150	\$ 1,970,427	61.9
Interest Expense	\$ (653,280)	\$ (1,115,875)	\$ 462,595	41.5
Other	\$ -	\$ -	\$ -	N/A
<b>Total nonoperating revenues (expenses)</b>	<b>\$ 4,582,980</b>	<b>\$ 2,224,463</b>	<b>\$ 2,358,517</b>	<b>(106.0)</b>
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out <sup>(4)</sup>	\$ 4,612,949	\$ (1,033,750)	\$ 5,646,699	546.2
<b>Net income (loss)</b>	<b>\$ 30,211,012</b>	<b>\$ 16,053,936</b>	<b>\$ 14,157,076</b>	<b>88.2</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, Subscriptions, conference, and travel

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

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

# OPERATIONS OVERVIEW RCTC

## TRAFFIC AND REVENUE STATISTICS FOR RCTC

The total traffic volume on the 91 EL for November 2024 was 1,699,401. This represents a daily average of 56,647 vehicles. This is an 18.3 percent increase in gross trips from the same period last year, which totaled 1,435,948. Potential toll revenue for November was \$8,569,665, which represents an increase of 25.3 percent from the prior year's total of \$6,839,032. The carpool percentage for November was 25.3 percent as compared to the previous year's rate of 24.4 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 Riverside County Transportation Commission (RCTC) 91 EL which includes the Express Lanes Connectors and associated potential revenue for the month of November 2024.

### Current MTD as of November 30, 2024

	NOV-24 MTD Actual	Stantec MTD Projected	# Variance	% Variance	NOV-23 MTD Actual	Yr-to-Yr % Variance
<b>Trips</b>						
Full Toll Lanes	1,268,618	908,714	359,904	39.6%	1,084,975	16.9%
3+ Lanes	430,783	349,714	81,069	23.2%	350,973	22.7%
Total Gross Trips	1,699,401	1,258,429	440,972	35.0%	1,435,948	18.3%
<b>Revenue</b>						
Full Toll Lanes	\$8,485,655	\$4,366,143	\$4,119,512	94.4%	\$6,771,494	25.3%
3+ Lanes	\$84,010	\$0	\$84,010		\$67,538	24.4%
Total Gross Revenue	\$8,569,665	\$4,366,143	\$4,203,522	96.3%	\$6,839,032	25.3%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.69	\$4.80	\$1.89	39.4%	\$6.24	7.2%
Average 3+ Lanes	\$0.20	\$0.00	\$0.20		\$0.19	5.3%
Average Gross Revenue	\$5.04	\$3.47	\$1.57	45.2%	\$4.76	5.9%

The 2025 fiscal YTD traffic volume increased by 17.2 percent, and potential toll revenue increased by 33.1 percent when compared with the same period the prior year. YTD average revenue per trip is \$5.22.

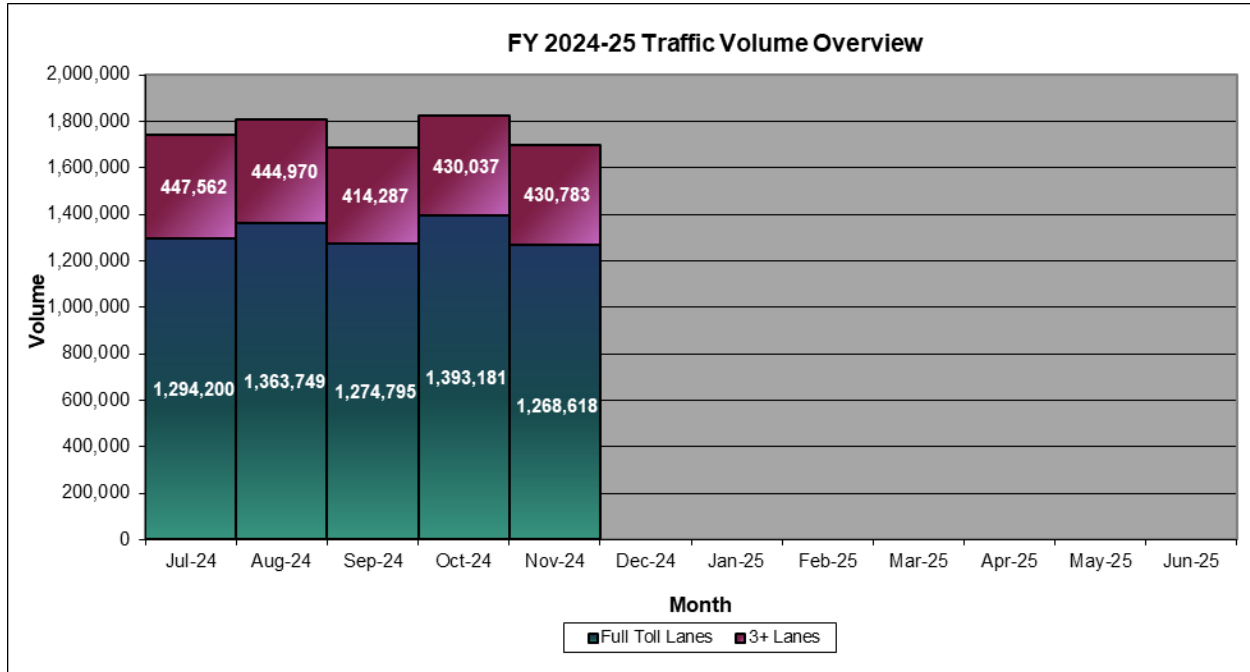
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 EL and associated potential revenue for the months of July 2024 through November 2024.

**FY 2024-25 YTD as of November 30, 2024**

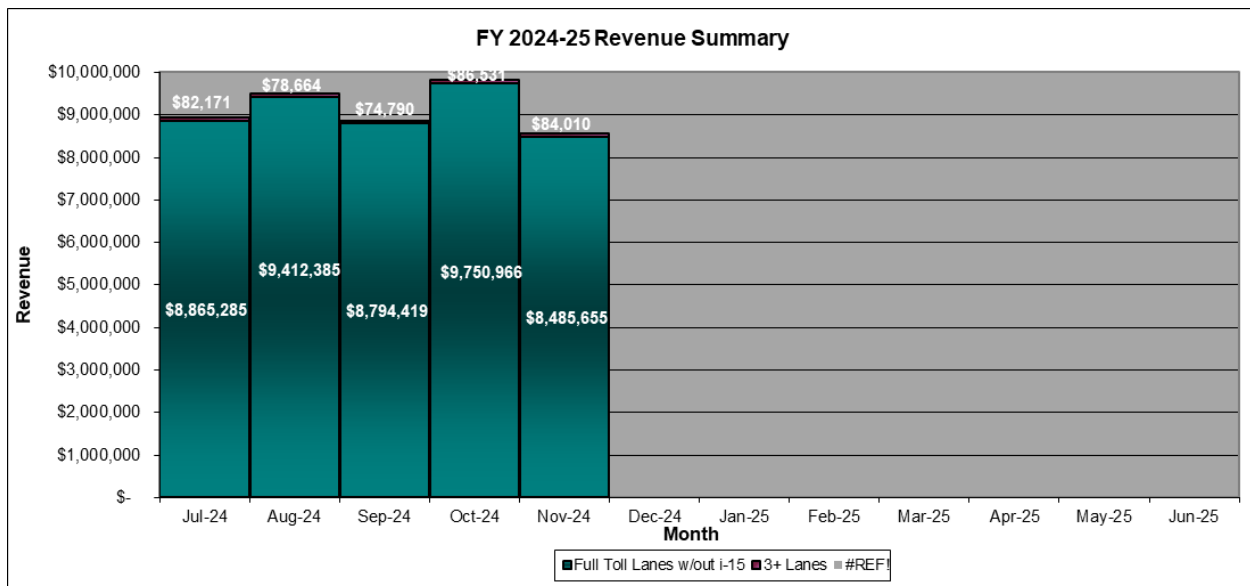
<b>Trips</b>	<b>FY 2024-25 YTD Actual (7/2024-11/2024)</b>	<b>Stantec YTD Projected</b>	<b># Variance</b>	<b>% Variance</b>	<b>FY 2023-24 YTD Actual (7/2023-11/2023)</b>	<b>Yr-to-Yr % Variance</b>
Full Toll Lanes	6,594,543	4,715,286	1,879,257	39.9%	5,664,181	16.4%
3+ Lanes	2,167,639	1,807,429	360,210	19.9%	1,809,555	19.8%
Total Gross Trips	8,762,182	6,522,714	2,239,468	34.3%	7,473,736	17.2%
<b>Revenue</b>						
Full Toll Lanes	\$45,308,711	\$22,738,714	\$22,569,996	99.3%	\$34,030,765	33.1%
3+ Lanes	\$406,166	\$0	\$406,166		\$307,517	32.1%
Total Gross Revenue	\$45,714,877	\$22,738,714	\$22,976,162	101.0%	\$34,338,282	33.1%
<b>Average Revenue per Trip</b>						
Average Full Toll Lanes	\$6.87	\$4.82	\$2.05	42.5%	\$6.01	14.3%
Average 3+ Lanes	\$0.19	\$0.00	\$0.19		\$0.17	11.8%
Average Gross Revenue	\$5.22	\$3.49	\$1.73	49.6%	\$4.59	13.7%

## RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2024-25 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2024-25 on a monthly basis.



---

## RCTC OPERATIONAL HIGHLIGHTS

### **On-Road Operations**

RCTC Freeway Service Patrol responded to 131 calls during the month of November. Of those calls, 99 were to assist disabled vehicles, 15 calls to remove debris, and 17 were in response to accidents that affected the 91 EL.

# FINANCIAL HIGHLIGHTS RCTC

## RCTC 91 Express Lanes Operating Statement

Description	YTD as of : <b>11/30/2024</b>		YTD Variance	
	Actual <sup>1</sup>	Budget	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 40,020,339.13	\$ 30,523,333.33	\$ 9,497,005.80	31.1
Fee Revenue	4,060,604.97	3,099,166.67	961,438.30	31.0
<b>Total operating revenues</b>	<b>44,080,944.10</b>	<b>33,622,500.00</b>	<b>10,458,444.10</b>	<b>31.1</b>
<b>Operating expenses:</b>				
Salaries and Benefits	448,795.99	530,666.67	81,870.68	15.4
Legal Services	8,112.95	37,500.00	29,387.05	78.4
Advisory Services	33,604.29	34,166.67	562.38	1.6
Audit and Accounting Fees	32,403.00	16,250.00	(16,153.00)	(99.4)
Service Fees	7,448.10	8,750.00	1,301.90	14.9
Other Professional Services	233,544.70	410,375.00	176,830.30	43.1
Lease Expense	108,634.87	147,416.67	38,781.80	26.3
Operations	1,754,148.14	2,297,500.00	543,351.86	23.6
Utilities	30,868.36	47,333.33	16,464.97	34.8
Supplies and Materials	737.29	2,083.33	1,346.04	64.6
Membership and Subscription Fees	67.50	17,083.33	17,015.83	99.6
Office Equipment & Furniture (Non-Capital)	0.19	31,250.00	31,249.81	100.0
Maintenance/Repairs	123,119.72	202,000.00	78,880.28	39.0
Training Seminars and Conferences	1,275.00	3,333.33	2,058.33	61.8
Transportation Expenses	2,454.55	3,750.00	1,295.45	34.5
Lodging	2,241.76	2,291.67	49.91	2.2
Meals	476.25	1,458.33	982.08	67.3
Other Staff Expenses	153.70	208.33	54.63	26.2
Advertising	-	41,666.67	41,666.67	100.0
Program Management	19,585.02	38,666.67	19,081.65	49.3
Program Operations	1,072,626.13	4,536,000.00	3,463,373.87	76.4
Litigation Settlement	-	2,083.33	2,083.33	100.0
Furniture & Equipment	7,673.07	138,333.33	130,660.26	94.5
Improvements	-	833.33	833.33	100.0
Bad Debt Expense	15,368.13	52,083.33	36,715.20	70.5
<b>Total operating expenses</b>	<b>3,903,338.71</b>	<b>8,603,083.33</b>	<b>4,699,744.62</b>	<b>54.6</b>
<b>Operating income (loss)</b>	<b>40,177,605.39</b>	<b>25,019,416.67</b>	<b>15,158,188.72</b>	<b>60.6</b>
<b>Nonoperating revenues (expenses):</b>				
Interest Revenue	3,650,690.27	1,416,500.00	2,234,190.27	(157.7)
Other Miscellaneous Revenue	1,895,542.08	-	1,895,542.08	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(6,333,716.79)	(9,250,416.67)	2,916,699.88	(31.5)
<b>Total nonoperating revenues (expenses)</b>	<b>(787,484.44)</b>	<b>(7,833,916.67)</b>	<b>7,046,432.23</b>	<b>89.9</b>
Transfers In	-	-	-	N/A
Transfers Out	(256,200.00)	(1,114,250.00)	858,050.00	(77.0)
<b>Net income (loss)</b>	<b>\$ 39,133,920.95</b>	<b>\$ 16,071,250.00</b>	<b>\$ 23,062,670.95</b>	<b>143.5</b>

<sup>1</sup> Unaudited

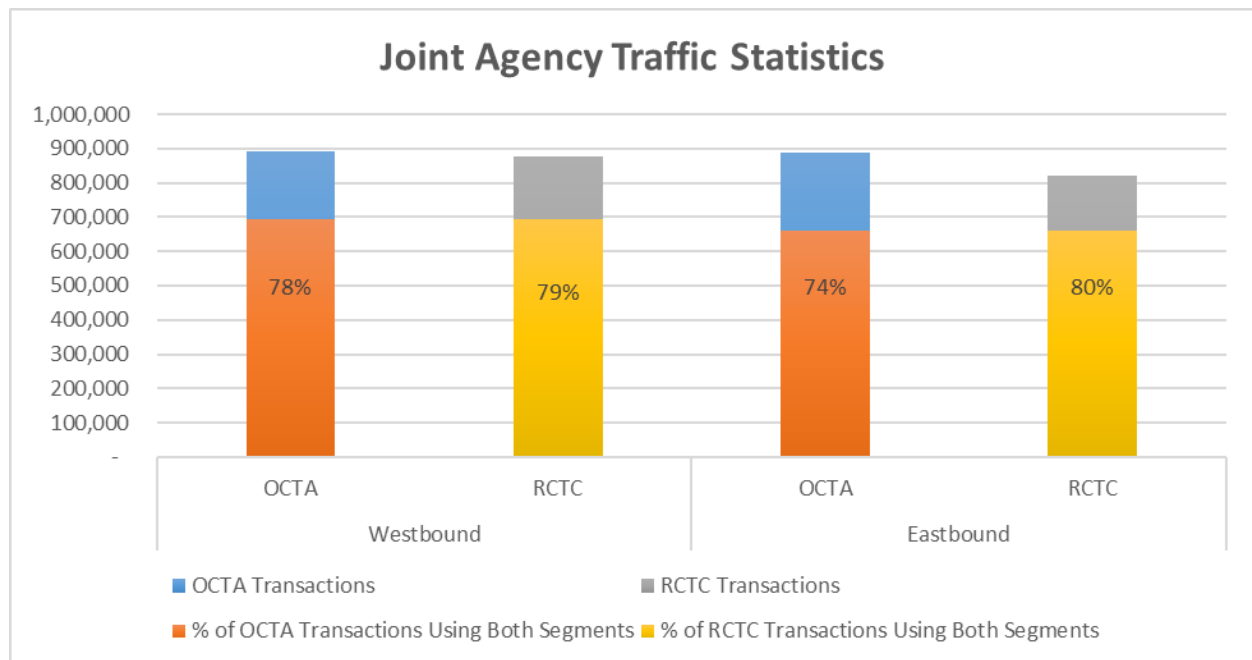
## JOINT AGENCY TRIP AND REVENUE STATISTICS

### MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING November 30, 2024

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
<b>Westbound</b>				
OCTA	889,824	695,116	78%	\$2,586,271
RCTC	877,504	695,116	79%	\$5,057,935
<b>Eastbound</b>				
OCTA	888,950	661,041	74%	\$3,091,621
RCTC	821,897	661,041	80%	\$3,511,730

## JOINT AGENCY TRAFFIC STATISTICS



## JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	NOVEMBER 2024 PERFORMANCE
<b>Customer Service</b>		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	6 of 19 days met (Monthly compliance 47%)
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	14 of 19 days met (Monthly compliance 74%)
Customer Satisfaction Score	Per month, in which the customer satisfaction score does not achieve an average of 4.5 at minimum	Monthly Average 4.86
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	19 of 19 days met (Monthly compliance 100%)
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	19 of 19 days met (Monthly compliance 100%)
	Per business day, in which 98% of cases are resolved within five (5) business days	19 of 19 days met (Monthly compliance 100%)
<b>Mail Performance</b>		
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	19 of 19 days met (Monthly compliance 100%)
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	19 of 19 days met (Monthly compliance 100%)
<b>Accounting</b>		
Customer Refunds Processed	Per business day, in which 100% of all refunds are complete and accurately issued within five (5) business days	18 of 19 days met (Monthly compliance 95%)

Each performance measure is assigned a non-compliance point value. Failure to meet the performance measure will result in the associated non-compliance points being applied to the monthly performance scorecard. If the accumulated non-compliance points reach a specified threshold, the customer service invoice for the month will be adjusted by the corresponding penalty percentage.

Key Performance Indicator for Service Level/Speed of Answer was not met due to ViaPlus experiencing a high attrition rate and several employees being on leave. While the standard was not met, ViaPlus increased their Average Speed of Answer from the previous month. Additionally, ViaPlus recruited and trained five new team members in November to meet the Service Level/Speed of Answer standard.

## JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	November -24		October - 24		FY 2024-25	
	Tags	% of Total	Tags	% of Total	Average To-Date	
<b>Issued</b>						
To New Accounts	1,668	23%	2029	22%	1,751	23%
Additional Tags to Existing Accounts	5,496	75%	6807	75%	5,753	75%
Replacement Transponders	127	2%	256	3%	159	2%
<b>Total Issued</b>	<b>7,291</b>		<b>9092</b>		<b>7,663</b>	



---

At the end of November 2024, the 91 EL had 181,517 active customer accounts and 732,122 transponders classified as assigned.

**Number of Accounts by FY**  
**As of November 30, 2024**

