



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



Status Report
November 2025

As of November 30, 2025

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OPERATIONS OVERVIEW OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for November 2025 was 1,749,804. This represents a daily average of 58,327 vehicles. This is a 1.6 percent decrease in total traffic volume from the same period last year, which totaled 1,778,774. The decrease in traffic volume is attributed to the reduction in carpool usage in the month. While traffic volumes on the full toll lanes increased by 0.8%, the volumes on the HOV3+ carpool lanes decreased by 8.1%, resulting in an overall decrease for the month. Potential toll revenue for November was \$5,829,926, which represents an increase of 2.7 percent from the prior year's total of \$5,677,891. The carpool percentage for November was 25.2 percent as compared to the previous year's rate of 27 percent. The decrease in carpool usage in the Orange County Transportation Authority (OCTA) segment is similar to the decrease seen on the Riverside segment and can be attributed to the implementation of the occupancy detection system (ODS). Even though OCTA has not implemented the ODS, it appears that travelers are adjusting their lane selection and travel patterns on both segments.

Month-to-date (MTD) traffic and revenue data is summarized in the table below. The following table of trip and revenue statistics represent all trips taken on the OCTA 91 EL and the associated potential revenue for the month of November 2025.

Current MTD as of November 30, 2025

	NOV-25 MTD Actual	NOV-24 MTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	1,309,037	1,299,236	0.8%
3+ Lanes	440,767	479,538	(8.1%)
Total Gross Trips	1,749,804	1,778,774	(1.6%)
Revenue			
Full Toll Lanes	\$5,757,523	\$5,596,993	2.9%
3+ Lanes	\$72,403	\$80,898	(10.5%)
Total Gross Revenue	\$5,829,926	\$5,677,891	2.7%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.40	\$4.31	2.1%
Average 3+ Lanes	\$0.16	\$0.17	(5.9%)
Average Gross Revenue	\$3.33	\$3.19	4.4%

The 2026 fiscal year-to-date (YTD) traffic volume increased by 2.6 percent, and potential toll revenue increased by 6.9 percent when compared with the same period the prior year. YTD average revenue per trip is \$3.34.

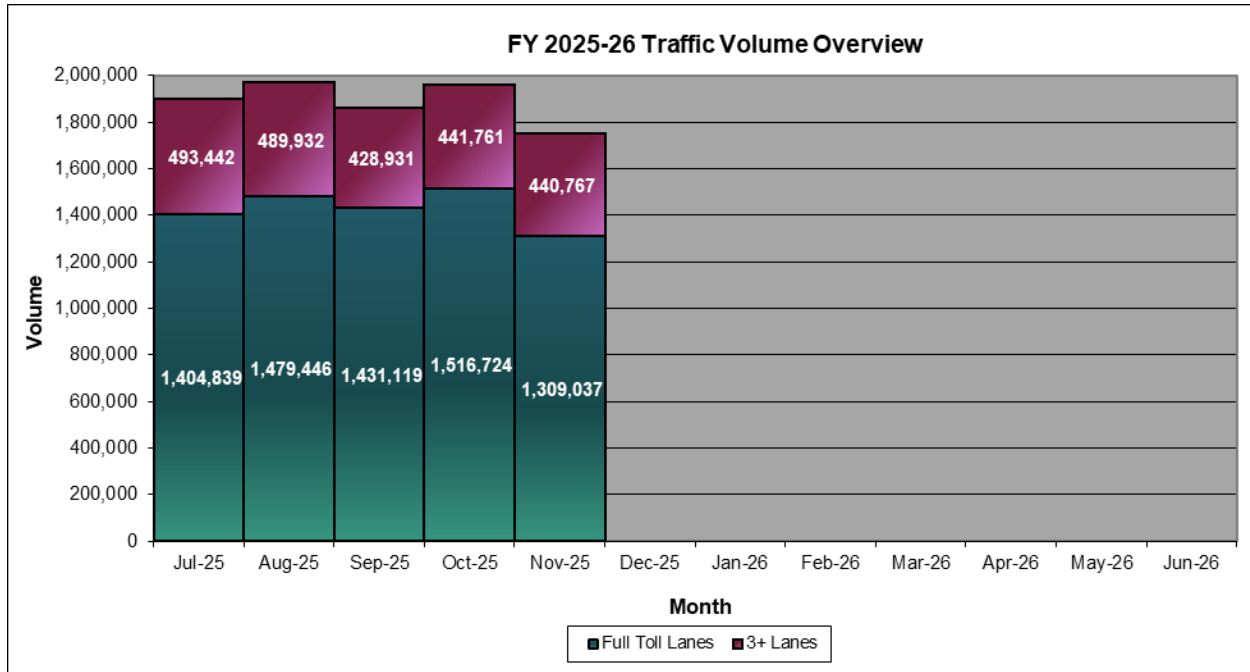
Fiscal YTD traffic and revenue data are summarized in the table below. The following table of trip and revenue statistics represent all trips taken on the OCTA 91 EL and the associated potential revenue for the months of July 2025 through November 2025.

Fiscal Year (FY) 2025-26 YTD as of November 30, 2025

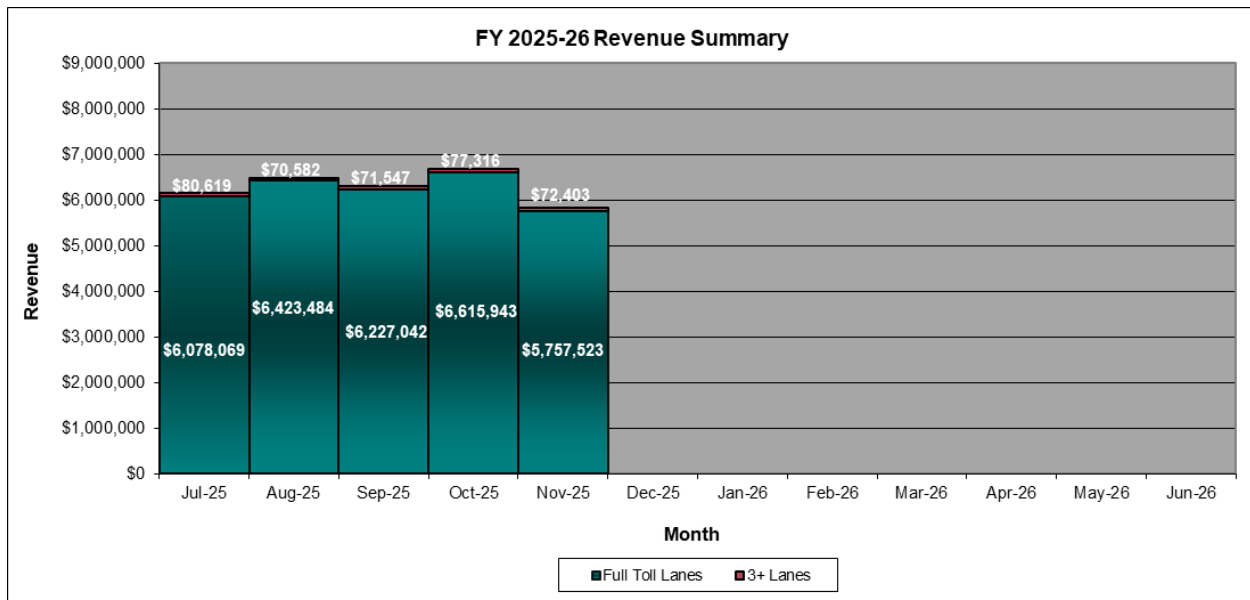
Trips	FY 2025-26 YTD Actual (7/2025-11/2025)	FY 2024-25 YTD Actual (7/2024-11/2024)	Yr-to-Yr % Variance
Full Toll Lanes	7,141,165	6,819,744	4.7%
3+ Lanes	2,294,833	2,380,280	(3.6%)
Total Gross Trips	9,435,998	9,200,024	2.6%
Revenue			
Full Toll Lanes	\$31,102,061	\$29,043,427	7.1%
3+ Lanes	\$372,467	\$386,145	(3.5%)
Total Gross Revenue	\$31,474,528	\$29,429,572	6.9%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.36	\$4.26	2.3%
Average 3+ Lanes	\$0.16	\$0.16	0.0%
Average Gross Revenue	\$3.34	\$3.20	4.4%

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 2025-26 on a monthly basis.



The chart below reflects the breakdown of gross potential revenue between full toll trips and HOV3+ trips for FY 2025-26 on a monthly basis.



OCTA PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound and westbound directions reached or exceeded 90 percent of the defined capacity 15 times during the month of November 2025. As shown in the following chart, westbound peak-hour traffic volumes peaked at 94 percent of defined capacity. This performance is closely monitored, as toll adjustments are made based on capacity thresholds in accordance with the OCTA Toll Policy for the 91 EL. If capacity reaches 92 percent on a consistent basis (more than six times over 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 11/03/25				Tuesday 11/04/25				Wednesday 11/05/25				Thursday 11/06/25				Friday 11/07/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.90	362	2,487	73%	\$5.90	369	2,684	79%	\$5.90	386	2,967	87%	\$8.70	410	2,976	88%	\$9.35	501	2,987	88%
1500 - 1600	\$6.35	549	3,079	91%	\$6.30	478	2,949	87%	\$8.40	478	3,019	89%	\$8.40	525	3,059	90%	\$8.90	572	2,881	85%
1600 - 1700	\$5.55	500	2,835	83%	\$5.05	520	2,914	86%	\$7.30	493	2,910	86%	\$7.85	517	3,015	89%	\$6.85	545	2,752	81%
1700 - 1800	\$5.40	557	2,830	83%	\$5.35	481	2,818	83%	\$6.05	574	2,921	86%	\$7.50	567	2,933	86%	\$7.55	596	2,824	83%
1800 - 1900	\$6.35	660	2,763	81%	\$4.55	621	2,802	82%	\$4.55	392	1,465	43%	\$4.40	611	2,825	83%	\$7.55	700	2,827	83%
1900 - 2000	\$4.40	665	2,581	76%	\$4.40	624	2,817	83%	\$4.40	463	1,756	52%	\$6.50	670	2,825	83%	\$7.05	814	2,778	82%

PM Time	Monday 11/10/25				Tuesday 11/11/25				Wednesday 11/12/25				Thursday 11/13/25				Friday 11/14/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.90	545	2,991	88%	\$5.90	569	2,952	87%	\$5.90	388	2,852	84%	\$8.70	415	3,094	91%	\$9.35	449	2,635	78%
1500 - 1600	\$6.35	569	3,097	91%	\$6.30	621	2,897	85%	\$8.40	482	3,022	89%	\$8.40	494	2,990	88%	\$8.90	522	2,821	83%
1600 - 1700	\$5.55	540	2,848	84%	\$5.05	601	2,892	85%	\$7.30	499	3,064	90%	\$7.85	494	3,008	88%	\$6.85	509	2,596	76%
1700 - 1800	\$5.40	546	2,864	84%	\$5.35	647	2,866	84%	\$6.05	537	2,814	83%	\$7.50	527	2,831	83%	\$7.55	571	2,584	76%
1800 - 1900	\$6.35	701	2,850	84%	\$4.55	711	2,556	75%	\$4.55	608	2,839	84%	\$4.40	648	2,957	87%	\$7.55	624	2,503	74%
1900 - 2000	\$4.40	620	2,080	61%	\$4.40	605	1,815	53%	\$4.40	684	2,802	82%	\$6.50	655	2,798	82%	\$7.05	524	1,709	50%

PM Time	Monday 11/17/25				Tuesday 11/18/25				Wednesday 11/19/25				Thursday 11/20/25				Friday 11/21/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.90	430	2,980	88%	\$5.90	372	3,025	89%	\$5.90	380	3,019	89%	\$8.70	446	3,011	89%	\$9.35	508	3,042	89%
1500 - 1600	\$6.35	455	2,812	83%	\$6.30	474	3,071	90%	\$8.40	451	2,887	85%	\$8.40	447	2,910	86%	\$8.90	587	3,032	89%
1600 - 1700	\$5.55	409	2,629	77%	\$5.05	471	2,857	84%	\$7.30	468	2,902	85%	\$7.85	449	2,659	78%	\$6.85	542	2,891	85%
1700 - 1800	\$5.40	547	2,782	82%	\$5.35	563	3,050	90%	\$6.05	539	2,833	83%	\$7.50	539	2,758	81%	\$7.55	566	2,849	84%
1800 - 1900	\$6.35	626	2,587	76%	\$4.55	629	2,855	84%	\$4.55	584	2,840	84%	\$4.40	588	2,617	77%	\$7.55	705	2,706	80%
1900 - 2000	\$4.40	501	1,967	58%	\$4.40	614	2,565	75%	\$4.40	675	2,838	83%	\$6.50	685	2,616	77%	\$7.05	586	2,042	60%

PM Time	Monday 11/24/25				Tuesday 11/25/25				Wednesday 11/26/25				Thursday 11/27/25				Friday 11/28/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.90	449	2,857	84%	\$5.90	558	2,854	84%	\$8.65	582	3,001	88%	\$6.10	746	1,912	56%	\$5.70	543	1,823	54%
1500 - 1600	\$6.35	406	2,303	68%	\$6.30	519	2,959	87%	\$9.85	640	2,945	87%	\$5.70	1,070	2,585	76%	\$5.70	551	1,731	51%
1600 - 1700	\$5.55	485	2,727	80%	\$5.05	432	2,177	64%	\$9.85	659	2,786	82%	\$5.70	988	2,268	67%	\$5.70	640	1,883	55%
1700 - 1800	\$5.40	571	2,806	83%	\$5.35	521	2,665	78%	\$9.85	674	2,957	87%	\$5.70	1,057	2,480	73%	\$5.70	570	1,678	49%
1800 - 1900	\$6.35	584	2,600	76%	\$4.55	663	2,927	86%	\$7.00	663	2,462	72%	\$6.10	915	2,127	63%	\$5.70	570	1,460	43%
1900 - 2000	\$4.40	745	2,652	78%	\$4.40	770	2,887	85%	\$6.70	667	2,115	62%	\$6.10	902	2,052	60%	\$5.70	559	1,336	39%

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 11/03/25				Tuesday 11/04/25				Wednesday 11/05/25				Thursday 11/06/25				Friday 11/07/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.55	544	1,801	53%	\$3.55	579	1,816	53%	\$3.55	562	1,744	51%	\$3.55	557	1,861	55%	\$3.55	435	1,463	43%
0500 - 0600	\$5.70	760	3,023	89%	\$5.70	799	3,021	89%	\$5.70	794	3,118	92%	\$5.70	718	2,745	81%	\$5.45	758	2,910	86%
0600 - 0700	\$5.90	681	2,993	88%	\$5.90	694	3,129	92%	\$5.90	731	3,201	94%	\$5.90	612	2,684	79%	\$5.70	606	2,854	84%
0700 - 0800	\$6.55	662	2,992	88%	\$6.55	633	3,029	89%	\$6.55	571	2,869	84%	\$6.55	664	2,888	85%	\$6.35	564	2,390	70%
0800 - 0900	\$5.90	444	2,841	84%	\$5.90	340	2,820	83%	\$5.90	346	2,754	81%	\$5.90	433	2,927	86%	\$5.70	317	2,073	61%
0900 - 1000	\$4.80	469	2,836	83%	\$4.80	342	2,748	81%	\$4.80	300	2,541	75%	\$4.80	389	2,650	78%	\$4.80	352	2,185	64%

AM Time	Monday 11/10/25				Tuesday 11/11/25				Wednesday 11/12/25				Thursday 11/13/25				Friday 11/14/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.55	464	1,620	48%	\$3.55	351	1,101	32%	\$3.55	503	1,713	50%	\$3.55	540	1,698	50%	\$3.55	405	1,326	39%
0500 - 0600	\$5.70	770	3,014	89%	\$5.70	556	2,283	67%	\$5.70	797	3,088	91%	\$5.70	803	3,096	91%	\$5.45	578	2,188	64%
0600 - 0700	\$5.90	646	2,896	85%	\$5.90	452	2,384	70%	\$5.90	681	3,067	90%	\$5.90	647	3,029	89%	\$5.70	510	2,197	65%
0700 - 0800	\$6.55	571	2,659	78%	\$6.55	375	1,870	55%	\$6.55	582	2,532	74%	\$6.55	601	2,903	85%	\$6.35	460	2,129	63%
0800 - 0900	\$5.90	436	2,573	76%	\$5.90	420	1,918	56%	\$5.90	359	2,442	72%	\$5.90	360	2,680	79%	\$5.70	288	1,912	56%
0900 - 1000	\$4.80	517	2,445	72%	\$4.80	580	2,158	63%	\$4.80	403	3,022	89%	\$4.80	387	2,639	78%	\$4.80	255	1,870	55%

AM Time	Monday 11/17/25				Tuesday 11/18/25				Wednesday 11/19/25				Thursday 11/20/25				Friday 11/21/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.55	490	1,701	50%	\$3.55	487	1,597	47%	\$3.55	483	1,633	48%	\$3.55	482	1,634	48%	\$3.55	397	1,306	38%
0500 - 0600	\$5.70	783	3,011	89%	\$5.70	736	2,899	85%	\$5.70	833	3,131	92%	\$5.70	785	2,984	88%	\$5.45	552	1,957	58%
0600 - 0700	\$5.90	693	2,944	87%	\$5.90	633	2,872	84%	\$5.90	645	3,051	90%	\$5.90	628	2,869	84%	\$5.70	617	2,893	85%
0700 - 0800	\$6.55	552	2,570	76%	\$6.55	604	2,861	84%	\$6.55	584	2,866	84%	\$6.55	534	2,725	80%	\$6.35	532	2,458	72%
0800 - 0900	\$5.90	293	2,254	66%	\$5.90	313	2,643	78%	\$5.90	392	2,869	84%	\$5.90	310	2,366	70%	\$5.70	328	2,453	72%
0900 - 1000	\$4.80	263	1,894	56%	\$4.80	321	2,295	68%	\$4.80	367	2,706	80%	\$4.80	235	2,055	60%	\$4.80	333	2,194	65%

AM Time	Monday 11/24/25				Tuesday 11/25/25				Wednesday 11/26/25				Thursday 11/27/25				Friday 11/28/25			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.55	487	1,725	51%	\$3.55	477	1,570	46%	\$3.55	451	1,509	44%	\$1.95	47	127	4%	\$1.95	61	185	5%
0500 - 0600	\$5.70	737	2,991	88%	\$5.70	750	2,926	86%	\$5.90	675	2,702	79%	\$1.95	67	186	5%	\$1.95	131	414	12%
0600 - 0700	\$5.90	555	2,807	83%	\$5.90	610	2,872	84%	\$6.10	511	2,416	71%	\$1.95	91	273	8%	\$3.00	126	509	15%
0700 - 0800	\$6.55	437	2,565	75%	\$6.55	441	2,510	74%	\$6.70	401	2,015	59%	\$1.95	114	329	10%	\$3.55	182	694	20%
0800 - 0900	\$5.90	355	2,244	66%	\$5.90	397	2,352	69%	\$6.70	309	1,720	51%	\$1.95	205	542	16%	\$3.55	248	924	27%
0900 - 1000	\$4.80	471	2,368	70%	\$4.80	466	2,326	68%	\$6.10	440	1,871	55%	\$3.00	345	890	26%	\$4.40	351	1,243	37%

On-Road Operations

OCTA Freeway Service Patrol responded to 94 calls during the month of November. Of those calls, three were to remove debris, 21 were to assist disabled vehicles, 32 were to tow vehicles, and 38 were to aid motorists in the 91 EL.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 11/30/2025		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 27,496,356	\$ 25,777,158	\$ 1,719,198	6.7
Fee Revenue	\$ 4,764,734	\$ 2,344,845	\$ 2,419,889	103.2
Total operating revenues	\$ 32,261,091	\$ 28,122,004	\$ 4,139,087	14.7
Operating expenses:				
Contracted Services	\$ 2,741,864	\$ 2,067,487	\$ (674,377)	(32.6)
Administrative Fee	\$ 1,695,630	\$ 1,570,879	\$ (124,751)	(7.9)
Other Professional Services	\$ 583,959	\$ 660,680	\$ 76,721	11.6
Credit Card Processing Fees	\$ 560,717	\$ 584,766	\$ 24,049	4.1
Toll Road Account Servicing	\$ 97,838	\$ 208,250	\$ 110,412	53.0
Other Insurance Expense	\$ 115,210	\$ 43,961	\$ (71,249)	(162.1)
Toll Road Maintenance Supply Repairs	\$ 101,612	\$ 212,435	\$ 110,823	52.2
Patrol Services	\$ 596,342	\$ 499,800	\$ (96,542)	(19.3)
Building Equipment Repairs and Maint	\$ 246,395	\$ 277,888	\$ 31,492	11.3
6C Transponders	\$ -	\$ -	\$ -	N/A
Other Services	\$ -	\$ 16,500	\$ 16,500	100.0
Utilities	\$ 40,114	\$ 59,039	\$ 18,925	32.1
Office Expense	\$ 107	\$ 72,500	\$ 72,393	99.9
Bad Debt Expense	\$ 17,281	\$ -	\$ (17,281)	N/A
Miscellaneous ⁽²⁾	\$ 11,963	\$ 28,063	\$ 16,100	57.4
Leases	\$ 244,651	\$ 239,488	\$ (5,163)	(2.2)
Total operating expenses	\$ 7,053,682	\$ 6,541,734	\$ (511,948)	(7.8)
Depreciation and Amortization ⁽³⁾	\$ 2,049,521	\$ -	\$ (2,049,521)	N/A
Operating income (loss)	\$ 23,157,887	\$ 21,580,269	\$ 1,577,618	7.3
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ 114,177	\$ 150,313	\$ (36,136)	(24.0)
Interest Income	\$ 7,325,677	\$ 3,667,230	\$ 3,658,447	99.8
Interest Expense	\$ (528,548)	\$ (633,344)	\$ 104,796	16.5
Other	\$ 12,329	\$ -	\$ 12,329	N/A
Total nonoperating revenues (expenses)	\$ 6,923,636	\$ 3,184,199	\$ 3,739,437	(117.4)
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ (5,536,835)	\$ (52,800)	\$ (5,484,035)	(10,386.4)
Net income (loss)	\$ 24,544,688	\$ 24,711,668	\$ (166,980)	(0.7)

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: Bank Service Charge, travel, mileage, training & registration fees.

³Depreciation and amortization are not budgeted items.

⁴Transfers 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 2025 was 1,650,300. This represents a daily average of 55,010 vehicles. This is a 2.9 percent decrease in gross trips from the same period last year, which totaled 1,699,401. Potential toll revenue for November was \$7,412,222, which represents a decrease of 13.5 percent from the prior year's total of \$8,569,665. The carpool percentage for November was 22.9 percent, compared to 25.3 percent during the same period last year. This decrease is due to the implementation of an ODS in August 2025. HOV3+ lane transactions for November decreased by 12.3 percent compared to the prior year due to the implementation of ODS. However, HOV3+ revenue for November increased 137.2 percent as a result of the tolls collected for HOV3+ transactions that were corrected by ODS due to non-compliance.

MTD traffic and revenue data is summarized in the table below. The following trip and revenue statistics table represents all trips taken on the RCTC 91 EL, which includes the Express Lanes Connectors and associated potential revenue for the month of November 2025.

Current MTD as of November 30, 2025

Trips	NOV-25 MTD Actual	Stantec MTD Projected	# Variance	% Variance	NOV-24 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,272,460	922,143	350,317	38.0%	1,268,618	0.3%
3+ Lanes	377,840	369,143	8,697	2.4%	430,783	(12.3%)
Total Gross Trips	1,650,300	1,291,286	359,014	27.8%	1,699,401	(2.9%)
Revenue						
Full Toll Lanes	\$7,212,956	\$4,635,714	\$2,577,242	55.6%	\$8,485,655	(15.0%)
3+ Lanes	\$199,266	\$0	\$199,266		\$84,010	137.2%
Total Gross Revenue	\$7,412,222	\$4,635,714	\$2,776,508	59.9%	\$8,569,665	(13.5%)
Average Revenue per Trip						
Average Full Toll Lanes	\$5.67	\$5.03	\$0.64	12.7%	\$6.69	(15.3%)
Average 3+ Lanes	\$0.53	\$0.00	\$0.53		\$0.20	165.0%
Average Gross Revenue	\$4.49	\$3.59	\$0.90	25.1%	\$5.04	(10.9%)

The 2026 fiscal YTD traffic volume increased by 2.2 percent, while potential toll revenue decreased by 4.4 percent compared to the same period in the prior year. YTD average revenue per trip is \$4.88. The decrease in revenue is attributable to the implementation of dynamic pricing, which reduced tolls during certain peak-period hours, as well as the growth in weekend traffic, which carries lower toll rates.

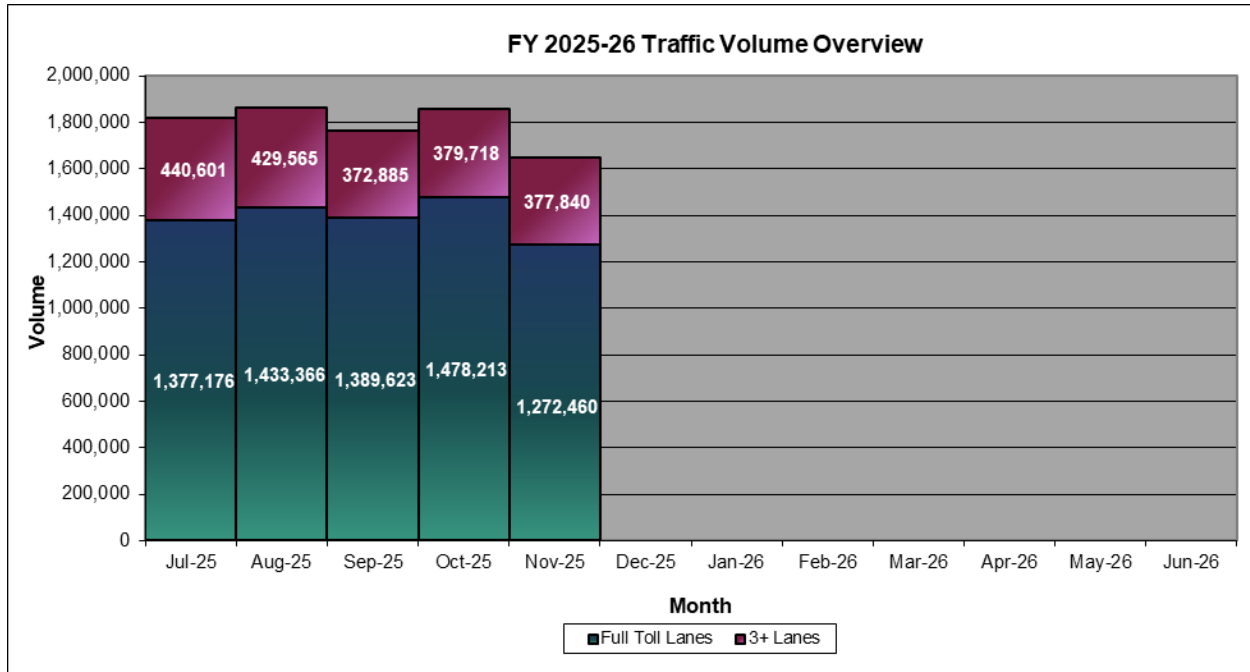
Fiscal YTD traffic and revenue data are summarized in the table below. The following trip and revenue statistics represent all trips taken on the RCTC 91 EL and the associated potential revenue for the period from July 2025 through November 2025.

FY 2025-26 YTD as of November 30, 2025

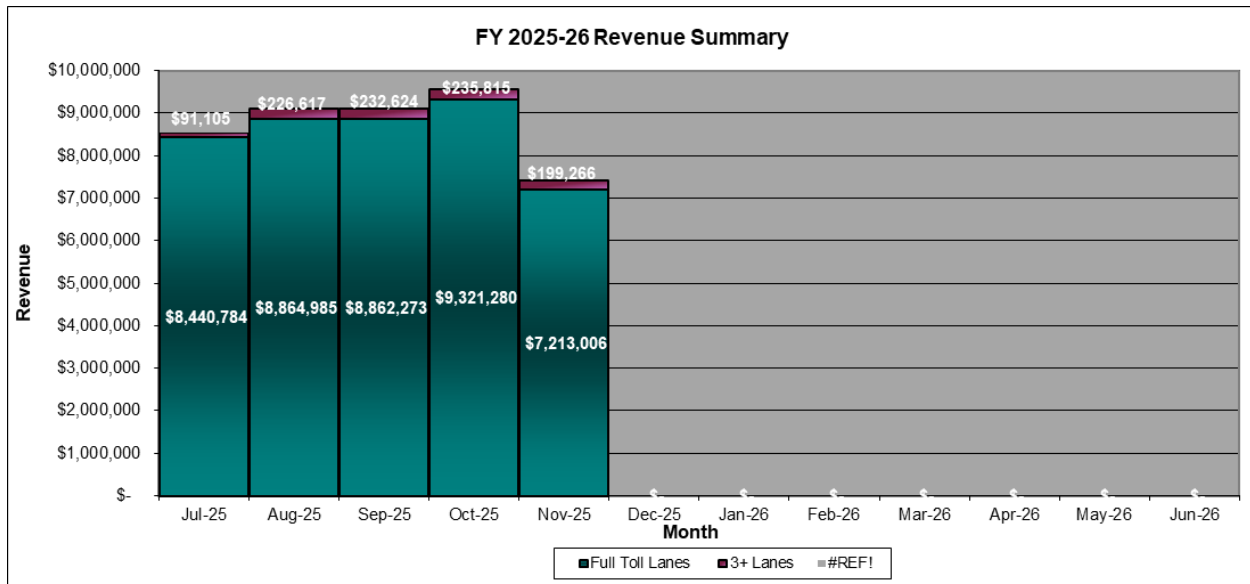
Trips	FY 2025-26 YTD Actual (7/2025-11/2025)	Stantec YTD Projected	# Variance	% Variance	FY 2024-25 YTD Actual (7/2024-11/2024)	Yr-to-Yr % Variance
Full Toll Lanes	6,950,838	4,796,286	2,154,552	44.9%	6,594,543	5.4%
3+ Lanes	2,000,609	1,914,286	86,323	4.5%	2,167,639	(7.7%)
Total Gross Trips	8,951,447	6,710,572	2,240,875	33.4%	8,762,182	2.2%
Revenue						
Full Toll Lanes	\$42,702,278	\$24,233,143	\$18,469,135	76.2%	\$45,308,711	(5.8%)
3+ Lanes	\$985,427	\$0	\$985,427		\$406,166	142.6%
Total Gross Revenue	\$43,687,704	\$24,233,143	\$19,454,561	80.3%	\$45,714,877	(4.4%)
Average Revenue per Trip						
Average Full Toll Lanes	\$6.14	\$5.05	\$1.09	21.6%	\$6.87	(10.6%)
Average 3+ Lanes	\$0.49	\$0.00	\$0.49		\$0.19	157.9%
Average Gross Revenue	\$4.88	\$3.61	\$1.27	35.2%	\$5.22	(6.5%)

RCTC Traffic and Revenue Summary

The chart below reflects the breakdown of total trips between full toll lanes and HOV3+ lanes for FY 2025-26 on a monthly basis.



The chart below reflects the breakdown of gross potential revenue between full toll lanes and HOV3+ lanes for FY 2025-26 on a monthly basis.



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 88 calls during the month of November. Of those, 74 were to assist disabled vehicles, six involved debris removal, and eight were in response to accidents affecting the 91 EL.

On August 4, 2025, RCTC implemented an ODS to reduce the number of customers receiving a carpool discount without meeting the required occupancy of three or more passengers. In November, the ODS identified more than 23,442 customers who did not meet the occupancy requirement but had received the carpool discount.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of : 11/30/2025		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 38,685,346.04	\$ 35,493,750.00	\$ 3,191,596.04	9.0
Fee Revenue	4,883,719.05	3,985,833.33	897,885.72	22.5
Total operating revenues	43,569,065.09	39,479,583.33	4,089,481.76	10.4
Operating expenses:				
Salaries and Benefits	477,492.12	541,708.33	64,216.21	11.9
Legal Services	26,398.15	41,666.67	15,268.52	36.6
Advisory Services	18,259.50	84,166.67	65,907.17	78.3
Audit and Accounting Fees	38,967.00	16,250.00	(22,717.00)	(139.8)
Service Fees	1,026.91	7,708.33	6,681.42	86.7
Other Professional Services	214,486.63	302,041.67	87,555.04	29.0
Lease Expense	130,785.84	220,916.67	90,130.83	40.8
Operations	2,115,395.24	2,467,166.67	351,771.43	14.3
Utilities	51,457.05	56,333.33	4,876.28	8.7
Supplies and Materials	864.22	833.33	(30.89)	(3.7)
Membership and Subscription Fees	19,993.00	17,083.33	(2,909.67)	(17.0)
Office Equipment & Furniture (Non-Capital)	-	35,416.67	35,416.67	100.0
Maintenance/Repairs	156,730.87	230,666.67	73,935.80	32.1
Training Seminars and Conferences	785.00	3,750.00	2,965.00	79.1
Transportation Expenses	693.78	1,583.33	889.55	56.2
Lodging	1,166.11	2,291.67	1,125.56	49.1
Meals	234.11	1,458.33	1,224.22	83.9
Other Staff Expenses	103.44	208.33	104.89	50.3
Advertising	916.86	20,833.33	19,916.47	95.6
Program Management	17,730.17	29,583.33	11,853.16	40.1
Program Operations	1,497,846.16 ²	6,958,833.33	5,460,987.17	78.5
Litigation Settlement	-	2,083.33	2,083.33	100.0
Furniture & Equipment	71,189.24	56,250.00	(14,939.24)	(26.6)
Improvements	100,628.31	277,083.33	176,455.02	63.7
Bad Debt Expense	17,276.97	52,083.33	34,806.36	66.8
Total operating expenses	4,960,426.68	11,428,000.00	6,467,573.32	56.6
Operating income (loss)	38,608,638.41	28,051,583.33	10,557,055.08	37.6
Nonoperating revenues (expenses):				
Interest Revenue	2,571,955.44	1,624,791.67	947,163.77	(58.3)
Other Miscellaneous Revenue	2,478.35	-	2,478.35	N/A
Principal Expense	-	(2,031,250.00)	2,031,250.00	(100.0)
Interest Expense	(5,595,872.74)	(9,250,416.67)	3,654,543.93	(39.5)
Total nonoperating revenues (expenses)	(3,021,438.95)	(9,656,875.00)	6,635,436.05	68.7
Transfers In	-	29,359,583.33	(29,359,583.33)	100.0
Transfers Out	(312,200.00)	(29,957,791.67)	29,645,591.67	(99.0)
Net income (loss)	\$ 35,274,999.46	\$ 17,796,500.00	\$ 17,478,499.46	98.2

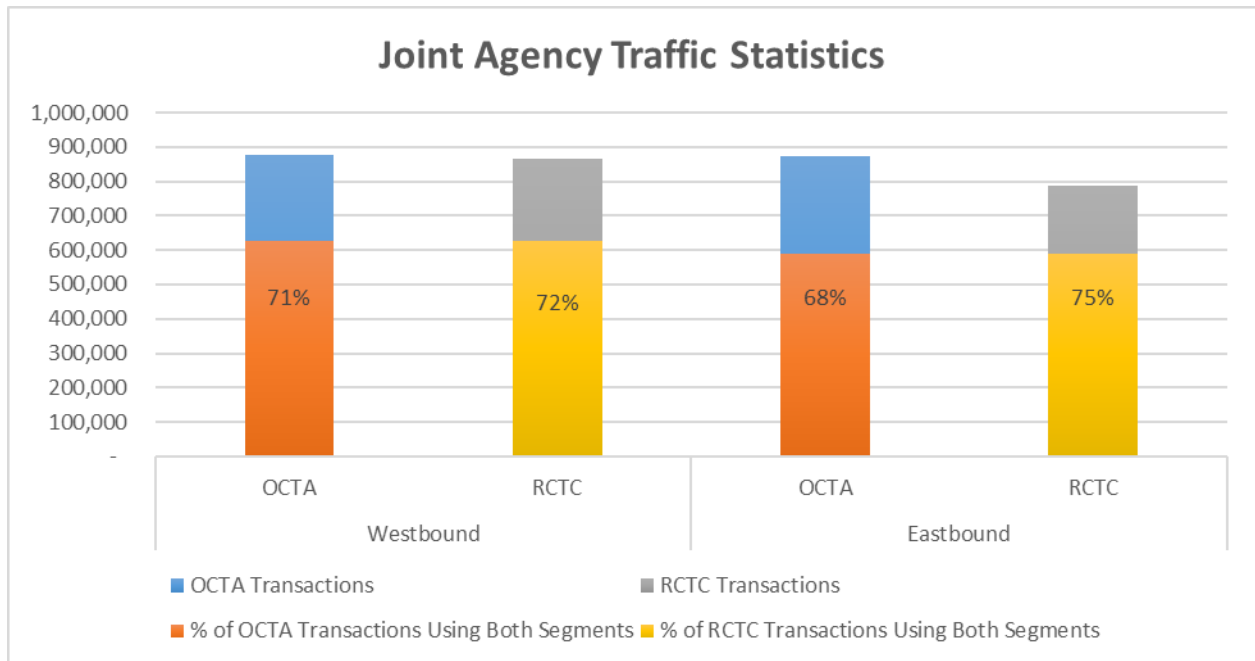
¹ Unaudited

² Negatives are the result of FY2024/25 accruals

JOINT AGENCY TRIP AND REVENUE STATISTICS
MULTI AGENCY TRIP AND REVENUE STATISTICS
MONTH ENDING November 30, 2025

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	878,046	625,486	71%	\$2,690,305
RCTC	864,931	625,486	72%	\$3,976,566
Eastbound				
OCTA	871,758	588,451	68%	\$3,139,621
RCTC	785,369	588,451	75%	\$3,435,655

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY BACK-OFFICE SYSTEM (BOS) AND CUSTOMER SERVICE CENTER (CSC) UPDATE

OCTA and the RCTC staff continue to closely monitor the performance of the BOS, developed by Cofiroute USA, LLC (CUSA), as well as performance within the CSC. In November, the BOS experienced delays in the timely mailing of customer notifications and encountered an issue with a violation correspondence report. Both issues were resolved by CUSA and were appropriately reflected in the monthly scorecard.

Within the CSC, CUSA did not meet the Key Performance Indicators (KPIs) for Reporting of all Operational Failures (KPI 1), Average Speed of Answer (KPI 5), Timeliness of Case Resolution (KPI 12), and Processing and Issuing Refunds (KPI 21). CUSA failed to report an operational failure within the required 60-minute timeframe on one occasion during the month. For KPIs 5, 12, and 21, performance targets were met on 17 of 18 business days in November. To address these issues, staff will review KPI penalties and will continue working with CUSA to ensure timely resolution of all customer cases. Staff will also provide regular operational updates and continue monitoring performance to address any ongoing issues.

JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	NOVEMBER 2025 PERFORMANCE
Customer Service		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	17 of 18 days met (Monthly compliance 94%)
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	18 of 18 days met (Monthly compliance 100%)
Customer Satisfaction Score	Per month, in which the customer satisfaction score does not achieve an average of 4.5 at minimum	Monthly Average 4.89
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	18 of 18 days met (Monthly compliance 100%)
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	18 of 18 days met (Monthly compliance 100%)
	Per business day, in which 98% of cases are resolved within five (5) business days	17 of 18 days met (Monthly compliance 94%)
Mail Performance		
Processing Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	18 of 18 days met (Monthly compliance 100%)
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	18 of 18 days met (Monthly compliance 100%)
Accounting		
Customer Refunds Processed	Per business day, in which 100% of all refunds are complete and accurately issued within five (5) business days	17 of 18 days met (Monthly compliance 94%)

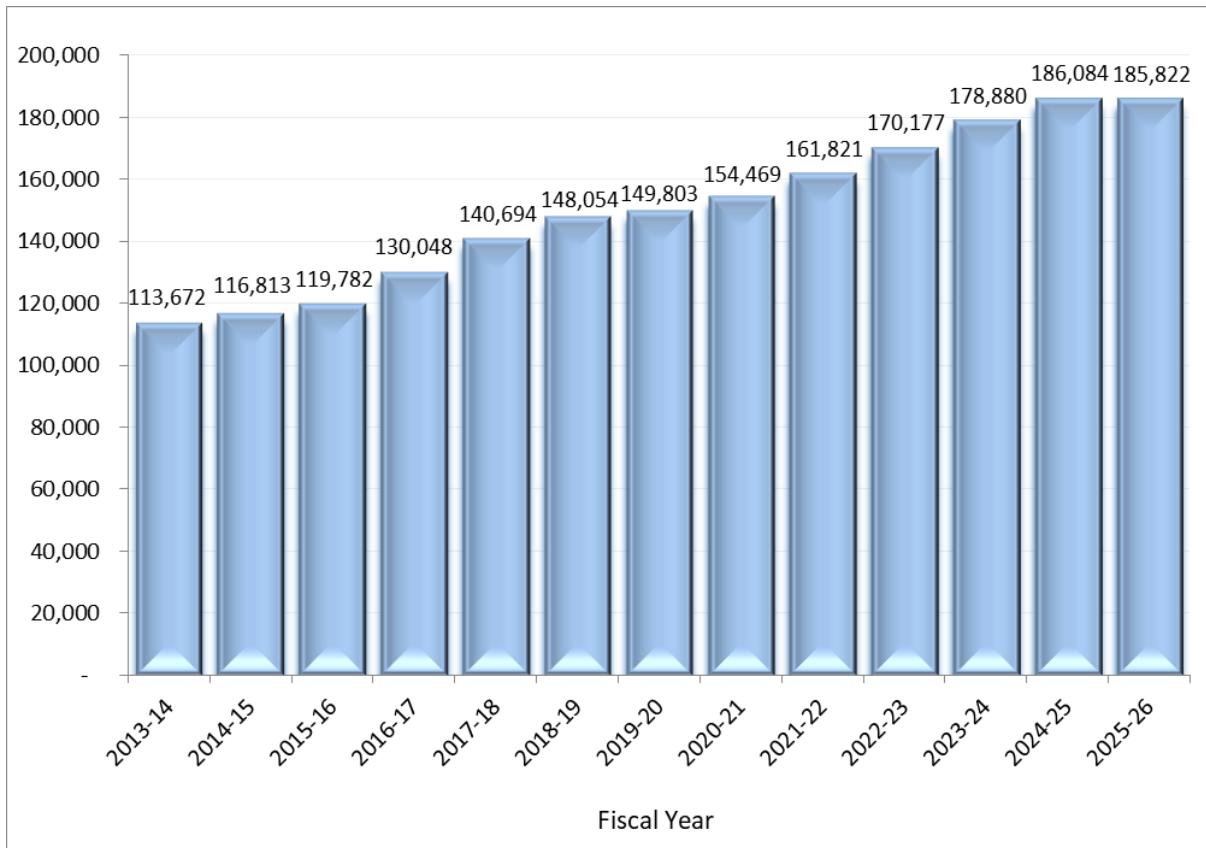
Each performance measure is assigned a non-compliance point value. Failure to meet a performance measure results in the application of the associated non-compliance points to the monthly performance scorecard. If accumulated non-compliance points reach a specified threshold, the customer service invoice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

JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	November 25		October 25		FY 2025-26	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,261	19%	1,834	21%	1,707	
Additional Tags to Existing Accounts	5,162	80%	7,037	79%	6,206	
Replacement Transponders	53	1%	27	0%	55	
Total Issued	6,476		8,898		7,968	

At the end of November 2025, the 91 EL had 185,822 active customer accounts and 748,862 transponders classified as assigned.

Number of Accounts by FY As of November 30, 2025



*The leveling off in accounts from fiscal year 2025 to fiscal year 2026 is due to the removal of accounts opened from fraudulent activity in April and May 2025. The contractor noticed the fraudulent activity, and proper action was taken to stop it and correct customer accounts. The removal of approximately 600 accounts was performed at the beginning of July 2025.