



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



Status Report
July 2024

As of July 31, 2024

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

The total traffic volume on the 91 Express Lanes (91 EL) for July 2024 was 1,832,274. This represents a daily average of 59,106 vehicles. This is a 4.2 percent increase in total traffic volume from the same period last year, which totaled 1,758,676. Potential toll revenue for July was \$5,744,959, which represents an increase of 6.9 percent from the prior year’s total of \$5,375,470. The carpool percentage for July was 26.9 percent as compared to the previous year’s rate of 26.6 percent.

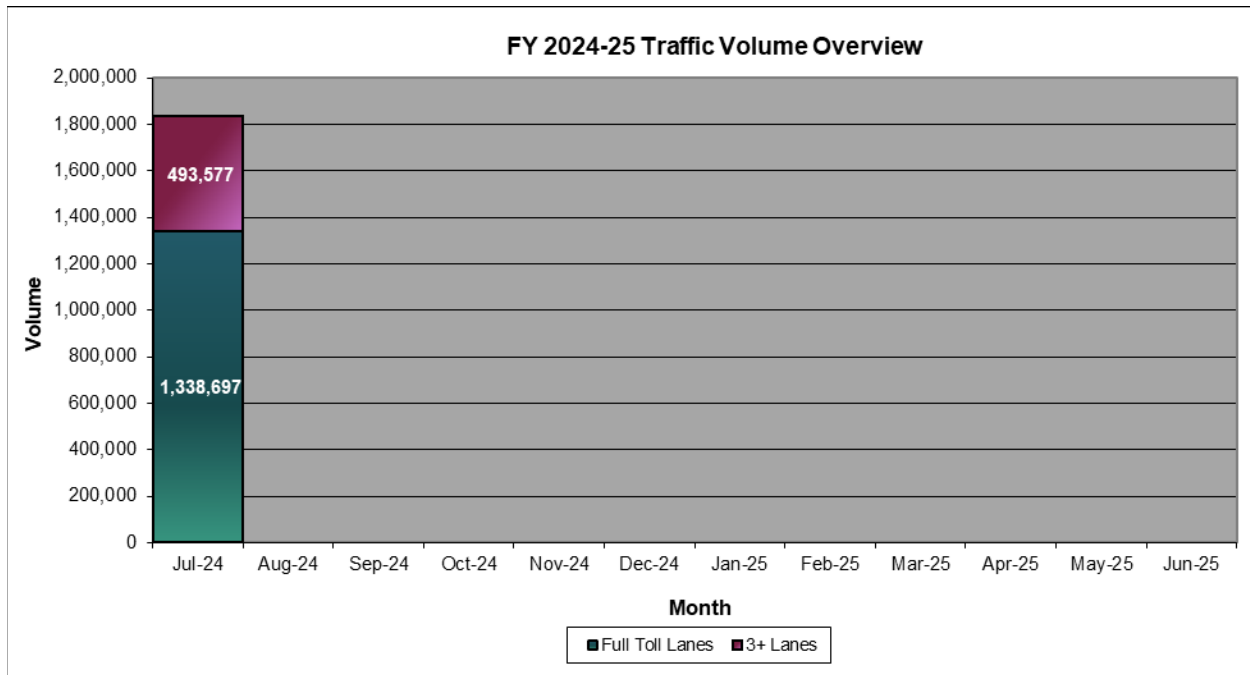
Month-to-date (MTD) traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the Orange County Transportation Authority (OCTA) 91 EL and associated potential revenue for the month of July 2024.

Current MTD as of July 31, 2024

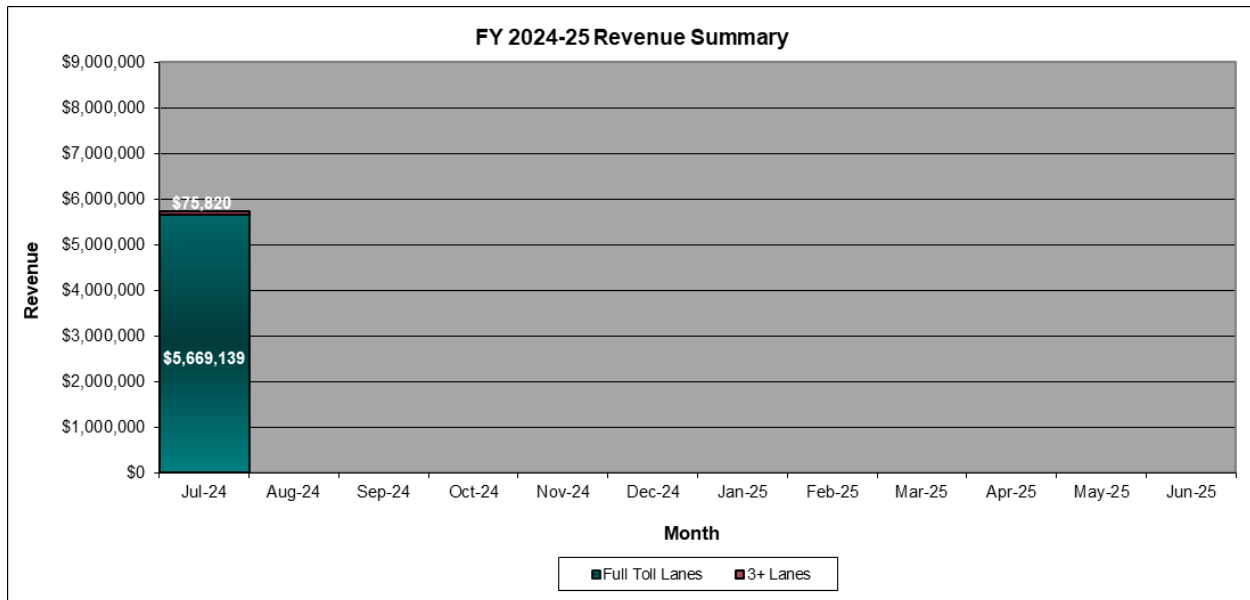
	JUL-24 MTD Actual	JUL-23 MTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	1,338,697	1,290,389	3.7%
3+ Lanes	493,577	468,287	5.4%
Total Gross Trips	1,832,274	1,758,676	4.2%
Revenue			
Full Toll Lanes	\$5,669,139	\$5,312,457	6.7%
3+ Lanes	\$75,820	\$63,014	20.3%
Total Gross Revenue	\$5,744,959	\$5,375,470	6.9%
Average Revenue per Trip			
Average Full Toll Lanes	\$4.23	\$4.12	2.7%
Average 3+ Lanes	\$0.15	\$0.13	15.4%
Average Gross Revenue	\$3.14	\$3.06	2.6%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for fiscal year (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 10 times during the month of July 2024. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 96 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 07/01/24				Tuesday 07/02/24				Wednesday 07/03/24				Thursday 07/04/24				Friday 07/05/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	546	2,849	84%	\$5.75	565	2,966	87%	\$5.75	518	2,400	71%	\$4.85	524	1,325	39%	\$9.10	529	2,138	63%
1500 - 1600	\$6.15	527	2,818	83%	\$6.10	600	2,954	87%	\$8.15	648	2,991	88%	\$4.85	409	1,051	31%	\$8.65	578	2,145	63%
1600 - 1700	\$5.40	512	2,808	83%	\$4.90	559	2,965	87%	\$7.10	576	2,754	81%	\$4.85	354	862	25%	\$6.65	546	1,856	55%
1700 - 1800	\$5.25	542	2,860	84%	\$5.20	563	2,875	85%	\$5.85	569	2,768	81%	\$4.85	367	1,013	30%	\$7.35	515	1,752	52%
1800 - 1900	\$6.15	692	2,853	84%	\$4.40	621	2,813	83%	\$4.40	715	2,783	82%	\$4.85	319	756	22%	\$7.35	554	1,558	46%
1900 - 2000	\$4.25	551	1,902	56%	\$4.25	671	2,561	75%	\$4.25	767	2,533	75%	\$4.85	360	744	22%	\$6.85	562	1,437	42%

PM Time	Monday 07/08/24				Tuesday 07/09/24				Wednesday 07/10/24				Thursday 07/11/24				Friday 07/12/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	518	2,859	84%	\$5.75	507	2,963	87%	\$5.75	492	2,814	83%	\$8.45	554	2,962	87%	\$9.10	612	2,802	82%
1500 - 1600	\$6.15	538	2,910	86%	\$6.10	522	2,812	83%	\$8.15	544	2,826	83%	\$8.15	518	2,807	83%	\$8.65	582	2,829	83%
1600 - 1700	\$5.40	543	2,914	86%	\$4.90	538	2,882	85%	\$7.10	512	2,828	83%	\$7.60	582	2,860	84%	\$6.65	605	2,826	83%
1700 - 1800	\$5.25	573	3,022	89%	\$5.20	538	2,915	86%	\$5.85	449	2,387	70%	\$7.30	544	2,862	84%	\$7.35	580	2,779	82%
1800 - 1900	\$6.15	605	2,473	73%	\$4.40	705	2,960	87%	\$4.40	650	2,907	86%	\$4.25	611	2,800	82%	\$7.35	769	2,794	82%
1900 - 2000	\$4.25	497	1,771	52%	\$4.25	665	2,483	73%	\$4.25	760	2,842	84%	\$6.30	822	2,825	83%	\$6.85	703	2,180	64%

PM Time	Monday 07/15/24				Tuesday 07/16/24				Wednesday 07/17/24				Thursday 07/18/24				Friday 07/19/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	516	2,731	80%	\$5.75	581	2,940	86%	\$5.75	591	2,997	88%	\$8.45	577	2,961	87%	\$9.10	628	2,848	84%
1500 - 1600	\$6.15	511	2,796	82%	\$6.10	549	2,920	86%	\$8.15	575	3,052	90%	\$8.15	579	2,822	83%	\$8.65	617	2,841	84%
1600 - 1700	\$5.40	518	2,784	82%	\$4.90	556	2,806	83%	\$7.10	552	2,793	82%	\$7.60	549	2,868	84%	\$6.65	624	2,791	82%
1700 - 1800	\$5.25	501	2,826	83%	\$5.20	564	2,908	86%	\$5.85	489	2,793	82%	\$7.30	545	2,814	83%	\$7.35	629	2,751	81%
1800 - 1900	\$6.15	675	2,791	82%	\$4.40	655	2,998	88%	\$4.40	684	3,023	89%	\$4.25	644	2,824	83%	\$7.35	708	2,741	81%
1900 - 2000	\$4.25	582	2,118	62%	\$4.25	693	2,637	78%	\$4.25	632	2,441	72%	\$6.30	793	2,871	84%	\$6.85	686	2,248	66%

PM Time	Monday 07/22/24				Tuesday 07/23/24				Wednesday 07/24/24				Thursday 07/25/24				Friday 07/26/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	566	2,942	87%	\$5.75	560	2,951	87%	\$5.75	541	2,995	88%	\$8.45	596	3,085	91%	\$9.10	597	2,863	84%
1500 - 1600	\$6.15	513	2,761	81%	\$6.10	568	2,916	86%	\$8.15	617	3,077	91%	\$8.15	555	2,842	84%	\$8.65	618	2,916	86%
1600 - 1700	\$5.40	469	2,606	77%	\$4.90	580	2,834	83%	\$7.10	522	2,874	85%	\$7.60	594	3,056	90%	\$6.65	605	2,896	85%
1700 - 1800	\$5.25	542	2,875	85%	\$5.20	532	2,929	86%	\$5.85	592	2,907	86%	\$7.30	596	2,929	86%	\$7.35	632	2,845	84%
1800 - 1900	\$6.15	686	2,769	81%	\$4.40	674	2,953	87%	\$4.40	697	2,860	84%	\$4.25	647	2,851	84%	\$7.35	710	2,719	80%
1900 - 2000	\$4.25	483	1,671	49%	\$4.25	675	2,636	78%	\$4.25	689	2,589	76%	\$6.30	732	2,746	81%	\$6.85	735	2,329	69%

PM Time	Monday 07/29/24				Tuesday 07/30/24				Wednesday 07/31/24				Thursday 08/01/24				Friday 08/02/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.75	557	2,758	81%	\$5.75	547	2,882	85%	\$5.75	566	2,973	87%								
1500 - 1600	\$6.15	578	2,840	84%	\$6.10	552	2,852	84%	\$8.15	566	2,955	87%								
1600 - 1700	\$5.40	546	2,799	82%	\$4.90	540	2,835	83%	\$7.10	572	2,926	86%								
1700 - 1800	\$5.25	591	2,959	87%	\$5.20	494	2,851	84%	\$5.85	536	2,826	83%								
1800 - 1900	\$6.15	693	2,989	88%	\$4.40	687	2,895	85%	\$4.40	666	2,922	86%								
1900 - 2000	\$4.25	561	1,912	56%	\$4.25	698	2,672	79%	\$4.25	790	2,821	83%								

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 07/01/24				Tuesday 07/02/24				Wednesday 07/03/24				Thursday 07/04/24				Friday 07/05/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	582	1,564	46%	\$3.45	570	1,523	45%	\$3.45	524	1,438	42%	\$1.90	81	187	6%	\$3.45	168	412	12%
0500 - 0600	\$5.55	902	2,963	87%	\$5.55	937	2,969	87%	\$5.55	958	2,962	87%	\$1.90	144	343	10%	\$5.30	318	958	28%
0600 - 0700	\$5.75	640	2,856	84%	\$5.75	670	2,860	84%	\$5.75	620	2,772	82%	\$1.90	142	380	11%	\$5.55	236	1,038	31%
0700 - 0800	\$6.35	537	2,678	79%	\$6.35	547	2,673	79%	\$6.35	513	2,473	73%	\$1.90	214	572	17%	\$6.15	251	1,149	34%
0800 - 0900	\$5.75	410	2,578	76%	\$5.75	471	2,718	80%	\$5.75	487	2,627	77%	\$2.90	348	842	25%	\$5.55	300	1,302	38%
0900 - 1000	\$4.65	479	2,431	72%	\$4.65	564	2,872	84%	\$4.65	484	2,585	76%	\$4.85	427	1,061	31%	\$4.65	413	1,596	47%

AM Time	Monday 07/08/24				Tuesday 07/09/24				Wednesday 07/10/24				Thursday 07/11/24				Friday 07/12/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	531	1,507	44%	\$3.45	567	1,570	46%	\$3.45	577	1,610	47%	\$3.45	566	1,552	46%	\$3.45	436	1,194	35%
0500 - 0600	\$5.55	872	2,921	86%	\$5.55	958	3,069	90%	\$5.55	954	3,157	93%	\$5.55	798	2,489	73%	\$5.30	830	2,711	80%
0600 - 0700	\$5.75	561	2,757	81%	\$5.75	621	2,896	85%	\$5.75	607	2,859	84%	\$5.75	579	2,489	73%	\$5.55	566	2,524	74%
0700 - 0800	\$6.35	490	2,547	75%	\$6.35	560	2,772	82%	\$6.35	526	2,735	80%	\$6.35	506	2,617	77%	\$6.15	451	2,208	65%
0800 - 0900	\$5.75	307	1,870	55%	\$5.75	478	2,754	81%	\$5.75	464	2,827	83%	\$5.75	429	2,730	80%	\$5.55	373	2,066	61%
0900 - 1000	\$4.65	363	1,912	56%	\$4.65	497	2,785	82%	\$4.65	454	2,240	66%	\$4.65	504	2,510	74%	\$4.65	513	2,104	62%

AM Time	Monday 07/15/24				Tuesday 07/16/24				Wednesday 07/17/24				Thursday 07/18/24				Friday 07/19/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	535	1,504	44%	\$3.45	572	1,542	45%	\$3.45	578	1,535	45%	\$3.45	578	1,512	44%	\$3.45	476	1,322	39%
0500 - 0600	\$5.55	842	2,702	79%	\$5.55	922	2,981	88%	\$5.55	936	2,904	85%	\$5.55	912	2,977	88%	\$5.30	791	2,511	74%
0600 - 0700	\$5.75	597	2,644	78%	\$5.75	557	2,829	83%	\$5.75	630	2,823	83%	\$5.75	652	2,810	83%	\$5.55	522	2,326	68%
0700 - 0800	\$6.35	538	2,644	78%	\$6.35	503	2,629	77%	\$6.35	522	2,724	80%	\$6.35	527	2,709	80%	\$6.15	443	2,365	70%
0800 - 0900	\$5.75	459	2,683	79%	\$5.75	451	2,725	80%	\$5.75	470	2,722	80%	\$5.75	460	2,680	79%	\$5.55	391	2,343	69%
0900 - 1000	\$4.65	517	2,692	79%	\$4.65	528	2,766	81%	\$4.65	464	2,592	76%	\$4.65	452	2,369	70%	\$4.65	530	2,269	67%

AM Time	Monday 07/22/24				Tuesday 07/23/24				Wednesday 07/24/24				Thursday 07/25/24				Friday 07/26/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	566	1,724	51%	\$3.45	607	1,651	49%	\$3.45	588	1,578	46%	\$3.45	594	1,599	47%	\$3.45	483	1,367	40%
0500 - 0600	\$5.55	918	3,250	96%	\$5.55	974	3,122	92%	\$5.55	1,006	3,094	91%	\$5.55	897	2,961	87%	\$5.30	813	2,578	76%
0600 - 0700	\$5.75	599	2,761	81%	\$5.75	643	2,886	85%	\$5.75	617	2,866	84%	\$5.75	656	2,820	83%	\$5.55	529	2,441	72%
0700 - 0800	\$6.35	515	2,653	78%	\$6.35	490	2,729	80%	\$6.35	493	2,690	79%	\$6.35	535	2,657	78%	\$6.15	440	2,091	62%
0800 - 0900	\$5.75	446	2,534	75%	\$5.75	455	2,658	78%	\$5.75	476	2,831	83%	\$5.75	500	2,643	78%	\$5.55	449	2,081	61%
0900 - 1000	\$4.65	425	2,146	63%	\$4.65	464	2,443	72%	\$4.65	519	2,597	76%	\$4.65	475	2,465	73%	\$4.65	512	2,206	65%

AM Time	Monday 07/29/24				Tuesday 07/30/24				Wednesday 07/31/24				Thursday 08/01/24				Friday 08/02/24			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.45	574	1,539	45%	\$3.45	588	1,587	47%	\$3.45	568	1,506	44%								
0500 - 0600	\$5.55	926	3,040	89%	\$5.55	973	3,055	90%	\$5.55	961	3,041	89%								
0600 - 0700	\$5.75	594	2,761	81%	\$5.75	580	2,769	81%	\$5.75	653	2,927	86%								
0700 - 0800	\$6.35	511	2,617	77%	\$6.35	513	2,767	81%	\$6.35	512	2,681	79%								
0800 - 0900	\$5.75	447	2,511	74%	\$5.75	475	2,774	82%	\$5.75	472	2,603	77%								
0900 - 1000	\$4.65	451	2,269	67%	\$4.65	471	2,578	76%	\$4.65	522	2,454	72%								

OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA Freeway Service Patrol responded to 79 calls during the month of July. Of those calls, nine were to remove debris, 25 were to assist disabled vehicles, 21 were to tow vehicles, and 24 were to aid motorists in the 91 EL.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 7/31/2024		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 4,944,271	\$ 4,458,820	\$ 485,451	10.9
Fee Revenue	\$ 867,395	\$ 391,833	\$ 475,562	121.4
Total operating revenues	\$ 5,811,666	\$ 4,850,653	\$ 961,013	19.8
Operating expenses:				
Contracted Services	\$ 457,570	\$ 651,819	\$ 194,249	29.8
Administrative Fee	\$ 307,099	\$ 346,898	\$ 39,799	11.5
Other Professional Services	\$ (29,490)	\$ 118,900	\$ 148,390	124.8
Credit Card Processing Fees	\$ 115,711	\$ 112,500	\$ (3,211)	(2.9)
Toll Road Account Servicing	\$ 22,931	\$ 83,333	\$ 60,402	72.5
Other Insurance Expense	\$ -	\$ 700,000	\$ 700,000	100.0
Toll Road Maintenance Supply Repairs	\$ 12,159	\$ 55,834	\$ 43,675	78.2
Patrol Services	\$ 99,067	\$ 93,750	\$ (5,317)	(5.7)
Building Equipment Repairs and Maint	\$ 43,554	\$ 68,333	\$ 24,779	36.3
6C Transponders	\$ -	\$ -	\$ -	N/A
Other Services	\$ -	\$ 4,167	\$ 4,167	100.0
Utilities	\$ 715	\$ 11,812	\$ 11,097	93.9
Office Expense	\$ -	\$ -	\$ -	N/A
Bad Debt Expense	\$ 113	\$ -	\$ (113)	N/A
Miscellaneous ⁽²⁾	\$ (47)	\$ 2,800	\$ 2,847	101.7
Leases	\$ 73,271	\$ 45,833	\$ (27,438)	(59.9)
Total operating expenses	\$ 1,102,652	\$ 2,295,979	\$ 1,193,327	52.0
Depreciation and Amortization ⁽³⁾	\$ 387,059	\$ -	\$ (387,059)	N/A
Operating income (loss)	\$ 4,321,955	\$ 2,554,674	\$ 1,767,281	69.2
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ 9,339	\$ -	\$ 9,339	N/A
Interest Income	\$ 1,151,177	\$ 636,630	\$ 514,547	80.8
Interest Expense	\$ (143,315)	\$ -	\$ (143,315)	N/A
Other	\$ -	\$ -	\$ -	N/A
Total nonoperating revenues (expenses)	\$ 1,017,200	\$ 636,630	\$ 380,570	(59.8)
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ 8,072,539	\$ -	\$ 8,072,539	N/A
Net income (loss)	\$ 13,411,694	\$ 3,191,304	\$ 10,220,390	320.3

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: Bond Insurance Costs, Bank Service Charge, Transponder Materials, Subscriptions.

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 July 2024 was 1,741,762. This represents a daily average of 56,186 vehicles. This is a 14.7 percent increase in gross trips from the same period last year, which totaled 1,518,311. Potential toll revenue for July was \$8,947,456, which represents an increase of 35.7 percent from the prior year’s total of \$6,594,831. The carpool percentage for July was 25.7 percent as compared to the previous year’s rate of 26.1 percent.

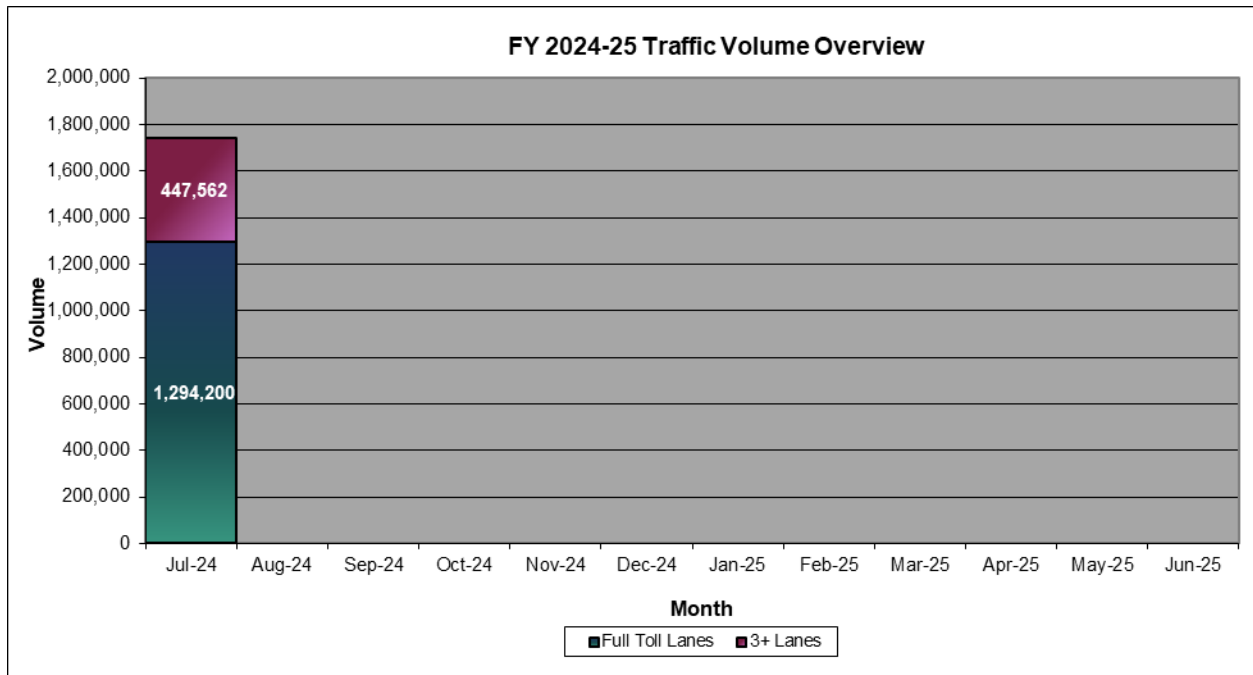
MTD traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the Riverside County Transportation Commission (RCTC) 91 EL which includes the Express Lanes Connectors (ELC) and associated potential revenue for the month of July 2024.

Current MTD as of July 31, 2024

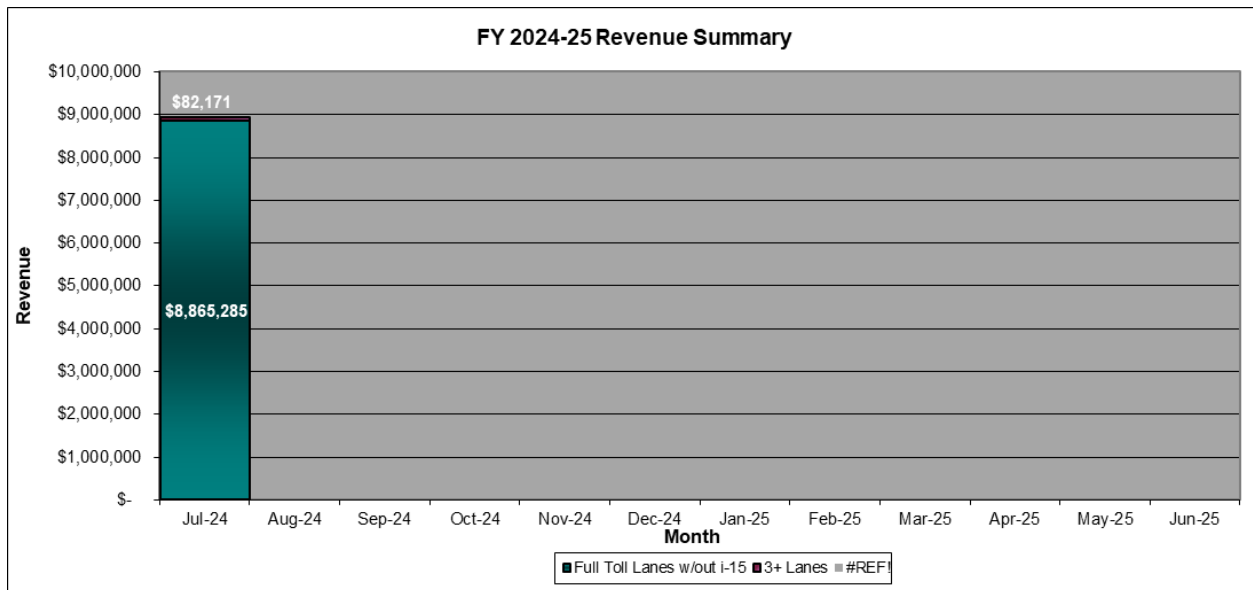
Trips	JUL-24 MTD Actual	Stantec MTD Projected	# Variance	% Variance	JUL-23 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,294,200	965,286	328,914	34.1%	1,121,459	15.4%
3+ Lanes	447,562	367,000	80,562	22.0%	396,852	12.8%
Total Gross Trips	1,741,762	1,332,286	409,476	30.7%	1,518,311	14.7%
Revenue						
Full Toll Lanes	\$8,865,285	\$4,478,143	\$4,387,142	98.0%	\$6,532,702	35.7%
3+ Lanes	\$82,171	\$0	\$82,171		\$62,129	32.3%
Total Gross Revenue	\$8,947,456	\$4,478,143	\$4,469,313	99.8%	\$6,594,831	35.7%
Average Revenue per Trip						
Average Full Toll Lanes	\$6.85	\$4.64	\$2.21	47.6%	\$5.83	17.5%
Average 3+ Lanes	\$0.18	\$0.00	\$0.18		\$0.16	12.5%
Average Gross Revenue	\$5.14	\$3.36	\$1.78	53.0%	\$4.34	18.4%

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 PEAK-HOUR VOLUMES

On November 20, 2023, the RCTC 91 EL transitioned to dynamic pricing, which adjusts toll rates based on traffic volumes to maintain free-flowing trips in accordance with RCTC's 91 Express Lanes Toll Policy and Toll Schedule. The dynamic pricing is being closely monitored.

RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 139 calls during the month of July. Of those calls, 109 were to assist disabled vehicles, 17 calls to remove debris, and 13 were in response to accidents that affected the 91 EL.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of : 7/31/2024		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 7,944,141.26	\$ 6,104,666.67	\$ 1,839,474.59	30.1
Fee Revenue	673,317.88	619,833.33	53,484.55	8.6
Total operating revenues	8,617,459.14	6,724,500.00	1,892,959.14	28.2
Operating expenses:				
Salaries and Benefits	67,827.64	106,133.33	38,305.69	36.1
Legal Services	-	7,500.00	7,500.00	100.0
Advisory Services	16,429.71	6,833.33	(9,596.38)	(140.4)
Audit and Accounting Fees	-	3,250.00	3,250.00	100.0
Service Fees	(64.00) ²	1,750.00	1,814.00	103.7
Other Professional Services	28,266.33	82,075.00	53,808.67	65.6
Lease Expense	-	29,483.33	29,483.33	100.0
Operations	43,411.68	459,500.00	416,088.32	90.6
Utilities	(9,255.73) ²	9,466.67	18,722.40	197.8
Supplies and Materials	-	416.67	416.67	100.0
Membership and Subscription Fees	-	3,416.67	3,416.67	100.0
Office Equipment & Furniture (Non-Capital)	(11,497.00) ²	6,250.00	17,747.00	284.0
Maintenance/Repairs	(31,659.00) ²	40,400.00	72,059.00	178.4
Training Seminars and Conferences	-	666.67	666.67	100.0
Transportation Expenses	-	750.00	750.00	100.0
Lodging	-	458.33	458.33	100.0
Meals	-	291.67	291.67	100.0
Other Staff Expenses	-	41.67	41.67	100.0
Advertising	-	8,333.33	8,333.33	100.0
Program Management	-	7,733.33	7,733.33	100.0
Program Operations	(1,109,375.82) ²	907,200.00	2,016,575.82	222.3
Litigation Settlement	-	416.67	416.67	100.0
Furniture & Equipment	-	27,666.67	27,666.67	100.0
Improvements	-	166.67	166.67	100.0
Bad Debt Expense	106.85	10,416.67	10,309.82	99.0
Total operating expenses	(1,005,809.34)	1,720,616.67	2,726,426.01	158.5
Operating income (loss)	9,623,268.48	5,003,883.33	4,619,385.15	92.3
Nonoperating revenues (expenses):				
Interest Revenue	1,282,330.10	283,300.00	999,030.10	(352.6)
Other Miscellaneous Revenue	21.55	-	21.55	N/A
Principal Expense	-	-	-	N/A
Interest Expense	-	(1,850,083.33)	1,850,083.33	(100.0)
Total nonoperating revenues (expenses)	1,282,351.65	(1,566,783.33)	2,849,134.98	181.8
Transfers In	-	-	-	N/A
Transfers Out	-	(222,850.00)	222,850.00	(100.0)
Net income (loss)	\$ 10,905,620.13	\$ 3,214,250.00	\$ 7,691,370.13	239.3

¹ Unaudited

² Negatives are the result of FY2023/24 accruals



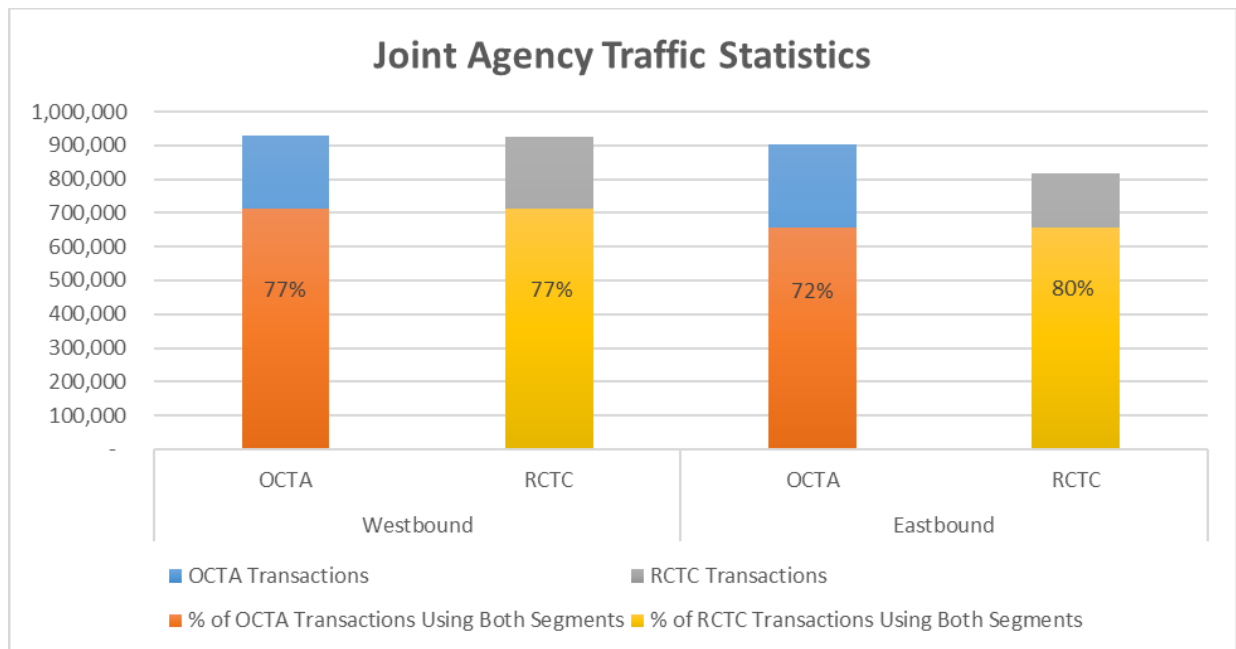
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING July 31, 2024

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	927,713	711,271	77%	\$2,666,435
RCTC	925,335	711,271	77%	\$5,602,569
Eastbound				
OCTA	904,561	655,221	72%	\$3,078,523
RCTC	816,427	655,221	80%	\$3,344,888

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	REPORTING PERIOD	PERFORMANCE STANDARD	JULY 2024 PERFORMANCE
Customer Service			
Service Level /Speed of Answer	Monthly	80% answered within 60 seconds	54% answered within 60 seconds
Abandon Percentage	Monthly	4% <	5%
Customer Satisfaction Score	Monthly	4.5 =>	4.86
First Contact Resolution	Monthly	85% of calls resolved on the first contact	95%
Timeliness of Case Resolution			
	Monthly	90% of cases resolved in one (1) business day	97%
	Monthly	98% of cases resolved within five (5) business days	99%
Mail Performance			
Processing Returned Mail	Monthly	Per business day in which 90% of returned mail is processed within three (3) business days	100%
	Monthly	Per business day in which 100% of returned mail is processed within five (5) business days	100%
Research and resolve unidentified Payments	Monthly	100% of all unidentified payments are completely and accurately resolved within five (5) business days	100%
Payment Processing	Monthly	Per business day in which 100% of payments are processed within two (2) business days	100%
Accounting			
Customer Refunds Processed	Monthly	Per business day in which 100% of all refunds are completely and accurately issued within five (5) business days	100%

Key Performance Indicators for the service level/speed of answer and abandon percentage were not met due to continuing technical issues that caused a handful of the representatives to be unavailable to take customer calls, and there was attrition that affected the available call center representatives. The contractor is addressing the technical issues, and they are continuing to recruit additional staff members to meet the call center demands.

JOINT AGENCY TRANSPONDER DISTRIBUTION

6C TRANSPONDER DISTRIBUTION	July -24		June 24		FY 2024-25	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,671	25%	1,800	20%	1,671	25%
Additional Tags to Existing Accounts	4,760	72%	6,865	78%	4,760	72%
Replacement Transponders	170	3%	193	2%	170	3%
Total Issued	6,601		8,858		6,601	

At the end of July 2024, the 91 EL had 179,422 active customer accounts and 720,861 transponders classified as assigned.

Number of Accounts by FY
As of July 31, 2024

