



MEETING AGENDA

Toll Policy and Operations Committee

Time: 11:00 a.m.

Date: May 28, 2020

COMMITTEE MEMBERS

Brian Berkson, **Chair** / Chris Barajas, City of Jurupa Valley
Lloyd White, **Vice Chair** / Julio Martinez, City of Beaumont
Larry Smith / Linda Molina, City of Calimesa
Clint Lorimore / Todd Rigby, City of Eastvale

Dana Reed / Kimberly Muzik, City of Indian Wells
Michael M. Vargas / Rita Rogers, City of Perris
Ben J. Benoit / Joseph Morabito, City of Wildomar

STAFF

Anne Mayer, Executive Director
Michael Blomquist, Toll Program Director

AREAS OF RESPONSIBILITY

Policies involving the Commission's Toll Facilities
Setting Tolls or Rates
Considering Contracts with Vendors Working on
the Toll Program
Statewide and Federal Legislative Issues
Regarding Tolling
Outreach and Marketing of the Toll Facilities
Interactions with Neighboring Jurisdictions
Regarding Toll Matters
User-Based Funding Programs and Future
Opportunities for Toll Facility Development in
Riverside County

**RIVERSIDE COUNTY TRANSPORTATION COMMISSION
TOLL POLICY AND OPERATIONS COMMITTEE**

www.rctc.org

AGENDA*

**Actions may be taken on any item listed on the agenda*

11:00 a.m.

Thursday, May 28, 2020

Pursuant to Governor Newsom's Executive Order N-29-20, (March 18, 2020), the Budget and Implementation Committee meeting will only be conducted via video conferencing and by telephone. Please follow the instructions below to join the meeting remotely.

Join Zoom Meeting

<https://us02web.zoom.us/j/81562284262>

Meeting ID: 815 6228 4262

One tap mobile

+16699006833,,81562284262# US (San Jose)

For members of the public wishing to submit comment in connection with the Toll Policy and Operations Committee Meeting please email written comments to the Clerk of the Board at lmobley@rctc.org prior to May 27, 2020 at 5:00 p.m. and your comments will be made part of the official record of the proceedings and read into the record. Members of the public may also make public comments through their telephone or Zoom connection when recognized by the Chair.

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting on the Commission's website, www.rctc.org.

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, Executive Order N-29-20, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (951) 787-7141 if special assistance is needed to participate in a Committee meeting, including accessibility and translation services. Assistance is provided free of charge. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

1. CALL TO ORDER

2. ROLL CALL

3. **PUBLIC COMMENTS** – *Under the Brown Act, the Board should not take action on or discuss matters raised during public comment portion of the agenda which are not listed on the agenda. Board members may refer such matters to staff for factual information or to be placed on the subsequent agenda for consideration. Each individual speaker is limited to speak three (3) continuous minutes or less.*

4. **ADDITIONS/REVISIONS** *(The Committee may add an item to the Agenda after making a finding that there is a need to take immediate action on the item and that the item came to the attention of the Committee subsequent to the posting of the agenda. An action adding an item to the agenda requires 2/3 vote of the Committee. If there are less than 2/3 of the Committee members present, adding an item to the agenda requires a unanimous vote. Added items will be placed for discussion at the end of the agenda.)*

5. **CONSENT CALENDAR** - *All matters on the Consent Calendar will be approved in a single motion unless a Commissioner(s) requests separate action on specific item(s). Items pulled from the Consent Calendar will be placed for discussion at the end of the agenda.*

5A. APPROVAL OF MINUTES – FEBRUARY 27, 2020

Page 1

5B. 91 EXPRESS LANES MONTHLY STATUS REPORTS

Page 6

Overview

This item is for the Committee to:

- 1) Receive and file the 91 Express Lanes Monthly Reports for three months from January to March 2020; and
- 2) Forward to the Commission for final action.

6. COVID-19 IMPACTS TO THE 91 EXPRESS LANES

Page 70

Overview

This item is for the Committee to:

- 1) Receive and file a presentation that provides a summary of COVID-19 impacts to the Commission's 91 Express Lanes; and
- 2) Forward to the Commission for final action.

7. 15 EXPRESS LANES TOLL PROJECT STATUS

Page 86

Overview

This item is for the Committee to receive and file the 15 Express Lanes Toll Project status presentation.

8. 15 EXPRESS LANES TOLL SCHEDULE ADOPTION

Page 99

Overview

This item is for the Committee to:

- 1) Approve Resolution No. 20-008, *“Resolution of the Riverside County Transportation Commission Adopting the 15 Express Lanes Toll Schedule”* and
- 2) Forward to the Commission to conduct a public hearing at its June 10, 2020 meeting and take final action.

9. ITEM(S) PULLED FROM CONSENT CALENDAR AGENDA

10. COMMISSIONERS / STAFF REPORT

Overview

This item provides the opportunity for the Commissioners and staff to report on attended and upcoming meeting/conferences and issues related to Commission activities.

11. ADJOURNMENT

The next Toll Policy and Operations Committee meeting is scheduled to be held at **11:00 a.m., Thursday, August 27, 2020**, March Field, Third Floor, County Administrative Center, 4080 Lemon Street, Riverside.

AGENDA ITEM 5A

MINUTES

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

TOLL POLICY AND OPERATIONS COMMITTEE

Thursday, February 27, 2020

MINUTES

1) CALL TO ORDER

The meeting of the Toll Policy and Operations Committee was called to order by Chair Brian Berkson at 11:02 a.m., in the March Field Conference Room at the County of Riverside Administrative Center, 4080 Lemon Street, First Floor, Riverside, California, 92501.

2. ROLL CALL

Members/Alternates Present

Ben J. Benoit
Brian Berkson
Todd Rigby
Michael M. Vargas
Lloyd White

Members Absent

Dana Reed
Larry Smith

3. PLEDGE OF ALLEGIANCE

Commissioner Todd Rigby led the Committee in a flag salute.

4. PUBLIC COMMENTS

There were no requests to speak from the public.

5. APPROVAL OF MINUTES – AUGUST 22, 2019

M/S/C (Benoit/Vargas) to approve the Minutes of August 22, 2019.

6. ADDITIONS / REVISIONS

There were no additions or revisions to the agenda.

7. CONSENT CALENDAR

M/S/C (Vargas/White) to approve the Consent Calendar.

7A. 91 EXPRESS LANES MONTHLY STATUS REPORTS

- 1) Receive and file the 91 Express Lanes Monthly Reports for the six months from July to December 2019; and
- 2) Forward to the Commission for final action.

8. CALTRANS MAINTENANCE AMENDMENT FOR RCTC 91 EXPRESS LANES AND 15 EXPRESS LANES

Reinland Jones, Toll Technology Manager, provided a presentation and overview of the proposed amendments.

In response to Commissioner questions, Michael Blomquist, Toll Program Director, provided clarification on operations expenses maintenance versus warranty.

M/S/C (White/Benoit) to:

- 1) **Approve Agreement No. 17-31-021-03, Amendment to No. 3 to Agreement No. 17-31-021-00, with the California Department of Transportation (Caltrans) for roadway maintenance of the RCTC 91 Express lanes and 15 Express Lanes in an amount not to exceed \$400,000 for FY 2020/21;**
- 2) **Authorize the Chair or Executive Director, pursuant to legal counsel review, to finalize and execute the agreement on behalf of the Commission; and**
- 3) **Forward to the Commission for final action.**

9. 6C TOLL TRANSPONDER TRANSITION UPDATE

Jennifer Crosson, Toll Operations Manager, presented an overview of the status of the 6C toll transponder transition.

In response to Commissioner questions, Ms. Crosson provided additional information on sticker placement and outside sticker requests for special vehicles. Commissioner Benoit provided an example of LA Metro's process to designate special access accounts, noting it is a simple box to check on the application form.

Mr. Blomquist noted transponders would begin to be issued to 15 Express Lanes customers approximately two months prior to the toll lanes opening. In response to

Commissioner questions regarding customer responsiveness to transitioning to 6C transponders, Ms. Crosson stated they are currently emailing existing customers regarding the transition and have a 30 percent response rate thus far.

M/S/C to receive and file a presentation on the status of the 6C toll transponder transition.

At 11:39 a.m., the Chair called for a short recess. The Chair reconvened the meeting at 11:41 a.m.

10. RCTC EXPRESS LANES HOV3 TRAFFIC COUNTS

Jennifer Crosson, Toll Operations Manager, provided a presentation on the results from an outside contractor who performed a count of the number of cheaters utilizing the HOV 3+ lane without having 3+ persons in their vehicle. The study confirmed there are motorists who cheat and quantified the issue. The data gathered can be used to calculate potential lost toll revenue, determine the impact on peak period toll rates, evaluate automated enforcement solutions and support the need for enforcement.

Commissioners questioned whether the Commission has authority to revoke or suspend accounts of those who cheat or remove the opportunity of a carpool discount for those who cheat, and Mr. Blomquist clarified cooperation would be needed from other agencies in order to accomplish this. Commissioners discussed increased CHP presence was initially an impactful deterrent but seemed to be a short-term behavior change and staff concurred that was their observation as well. Commissioner Rigby suggested the current consequences are not enough of a deterrent, stating without consequences people take chances. Commissioner Berkson suggested the CHP officers come and provide some insight. John Standiford, Deputy Executive Director, stated this item can be brought back for additional discussion.

M/S/C to receive and file a presentation providing the results of the traffic counts performed on the 91 Express Lanes dedicated high occupancy vehicle (HOV) 3+ lane.

11. AGREEMENT WITH SELECTED CONSULTANTS FOR ON-CALL TRAFFIC AND REVENUE STUDY SERVICES

Stephanie Blanco, Capital Projects Manager, provided a presentation on the proposed on-call agreements for traffic and revenue study services. Mr. Standiford clarified the \$4 million dollars is over a five-year period and is a maximum of what would be spent, noting it would be shared amongst the firms.

Commissioners questioned what a peer review is and when it would be needed. Ms. Blanco clarified if a neighboring agency provided a study RCTC would like to review

the study to evaluate impacts to Riverside County. Commissioner Berkson inquired how much would be spent on the first task order, and Ms. Blanco stated it would be in the \$600,000 range for the I-15 Southern Extension Level 2 study. Commissioner Rigby asked about exclusivity language in the agreements to ensure the Commission has flexibility should they choose to utilize a different consultant. Steve Debaun, legal counsel, confirmed language in the agreements does allow for that. Commissioner Benoit asked about other types of on-call agreements the Commission has entered into, and Mr. Debaun provided examples of instances where on-call agreements are utilized such as right of way and environmental. Commissioner Berkson questioned the five-year term, and Mr. Blomquist explained the need for a level three study will also be needed and the goal was to cover both level two and level three studies under one on-call agreement. Commissioners discussed the amount of the contract as well as the term length.

M/S/C (White/Benoit) to:

- 1) Award the following agreements to provide on-call traffic and revenue study services for a five-year term in the amount of \$3.9 million, plus a contingency amount of \$195,000, for a total amount not to exceed \$4,095,000:**
 - a. Agreement No. 20-31-019-00 to C&M Associates, Inc. (C&M Associates);**
 - b. Agreement No. 20-31-051-00 to CDM Smith, Inc. (CDM Smith); and**
 - c. Agreement No. 20-31-052-00 to Stantec Consulting Services, Inc. (Stantec);**
- 2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to finalize and execute the agreements on behalf of the Commission;**
- 3) Authorize the Executive Director or designee to execute task orders awarded to the consultants under the terms of agreements;**
- 4) Authorize the Executive Director or designee to approve the use of the contingency amount as may be required for the task order services; and**
- 5) Forward to the Commission for final action.**

12. COMMISSIONERS / STAFF REPORT

Commissioner Vargas provided an update on the triple homicide that occurred in Perris, noting suspects have been arrested.

13. ADJOURNMENT

There being no further business for consideration by the Toll Policy and Operations Committee, the meeting was adjourned at 12:21 p.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Lisa", with a long horizontal flourish extending to the right.

Lisa Mobley
Clerk of the Board

AGENDA ITEM 5B

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	May 28, 2020
TO:	Toll Policy and Operations Committee
FROM:	Jennifer Crosson, Toll Operations Manager
THROUGH:	Michael Blomquist, Toll Program Director
SUBJECT:	91 Express Lanes Monthly Status Reports

STAFF RECOMMENDATION:

This item is for the Committee to:

- 1) Receive and file the 91 Express Lanes Monthly Reports for three months from January to March 2020; and
- 2) Forward to the Commission for final action.

BACKGROUND INFORMATION:

The monthly 91 Express Lanes reports for three months from January to March 2020 are attached. The monthly reports provide information about 91 Express Lanes performance and activity. The monthly reports include information for both segments of the 91 Express Lanes in Orange and Riverside Counties.

Attachments:

- 1) 91 Express Lanes Status Report for January 2020
- 2) 91 Express Lanes Status Report for February 2020
- 3) 91 Express Lanes Status Report for March 2020



Orange County Transportation Authority
Riverside County Transportation Commission



Status Report
January 2020

As of January 31, 2020

Table of Contents

Operations Overview OCTA.....	3
Traffic and Revenue Statistics for OCTA.....	3
OCTA Traffic and Revenue Summary.....	5
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 Peak-Hour Volumes	13
RCTC Eastbound Peak-Hour Volumes	13
RCTC Westbound Peak-Hour Volumes	14
RCTC Operational Highlights	17
Financial Highlights RCTC	18
Joint Agency Trip and Revenue Statistics	19
Joint Agency Traffic Statistics	19
Joint Agency Performance Measures.....	20
Joint Agency Transponder Distribution.....	20
Incoming Email Activity	21

OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for January 2020 was 1,446,341. This represents a daily average of 46,656 vehicles. This is a 6.3% increase in total traffic volume from the same period last year, which totaled 1,360,016. Potential toll revenue for January was \$4,553,497, which represents an increase of 10.7% from the prior year's total of \$4,114,106. Carpool percentage for January was 24.7% as compared to the previous year's rate of 26.3%.

Month-to-date traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the month of January 2020.

Current Month-to-Date (MTD) as of January 31, 2020

	Jan-20 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Jan-19 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	1,089,159	1,048,103	41,056	3.9%	1,002,301	8.7%
3+ Lanes	357,182	317,815	39,367	12.4%	357,715	(0.1%)
Total Gross Trips	1,446,341	1,365,918	80,423	5.9%	1,360,016	6.3%
Revenue						
Full Toll Lanes	\$4,482,172	\$4,458,339	\$23,833	0.5%	\$4,033,705	11.1%
3+ Lanes	\$71,325	\$81,313	(\$9,989)	(12.3%)	\$80,401	(11.3%)
Total Gross Revenue	\$4,553,497	\$4,539,652	\$13,844	0.3%	\$4,114,106	10.7%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.12	\$4.25	(\$0.13)	(3.1%)	\$4.02	2.5%
Average 3+ Lanes	\$0.20	\$0.26	(\$0.06)	(23.1%)	\$0.22	(9.1%)
Average Gross Revenue	\$3.15	\$3.32	(\$0.17)	(5.1%)	\$3.03	4.0%

The 2020 fiscal year-to-date traffic volume increased by 2.5% and potential toll revenue increased by 4.8%, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.03.

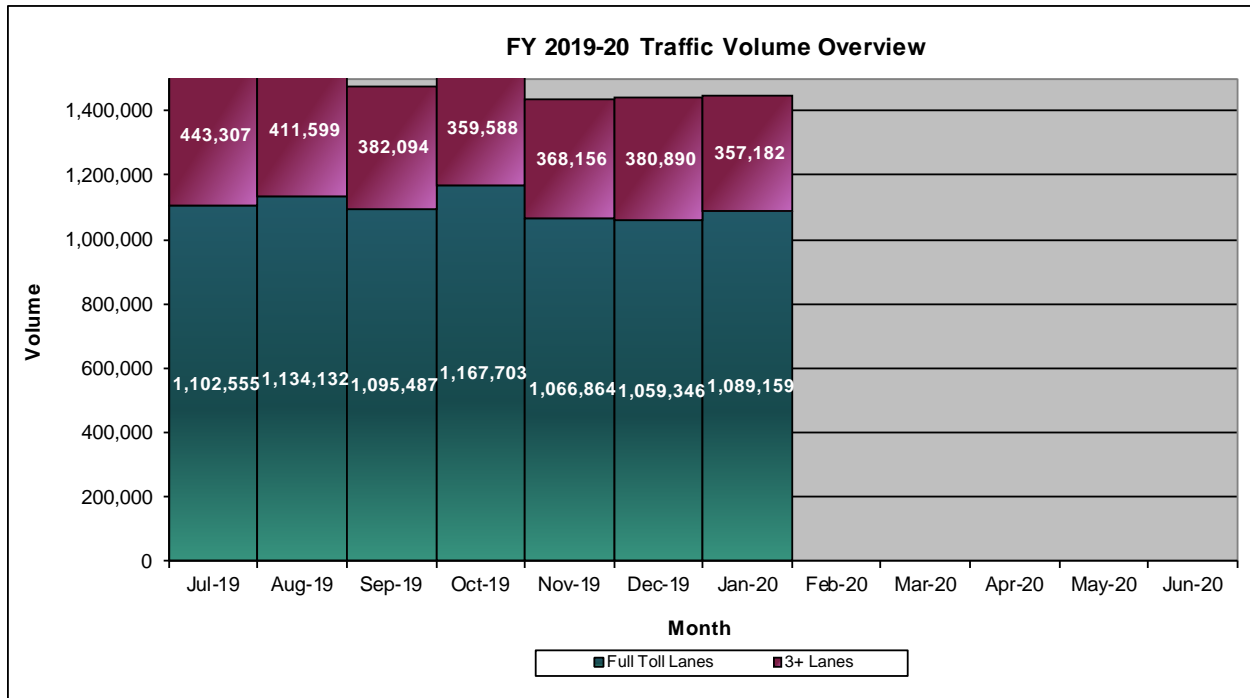
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2019 through January 2020.

FY 2019-20 Year to Date as of January 31, 2020

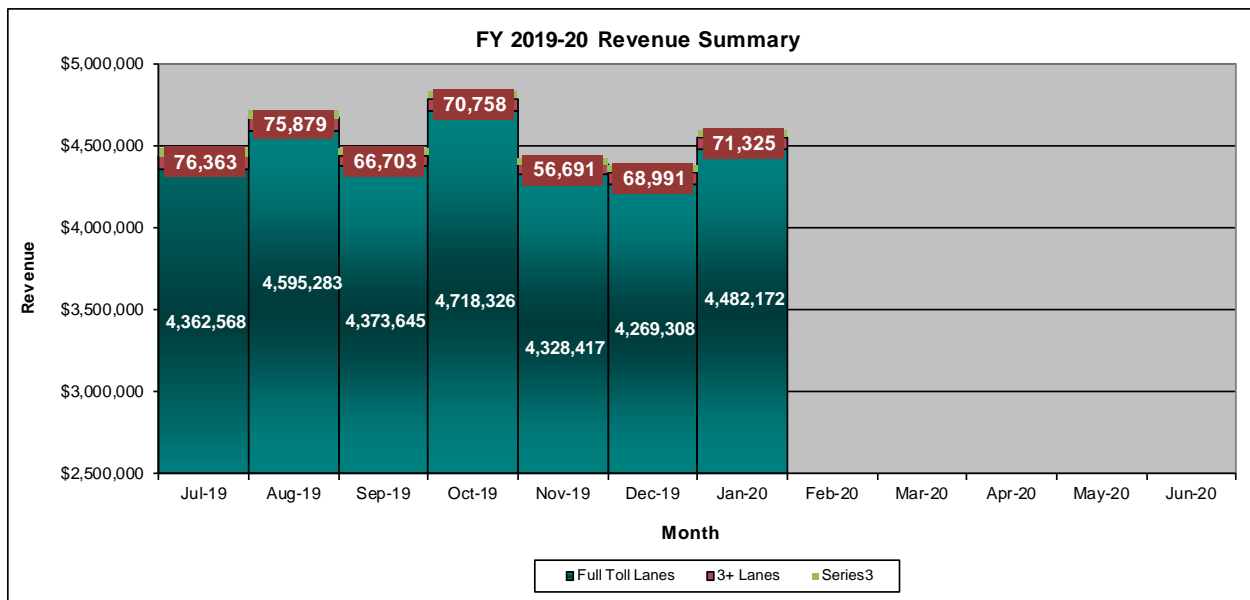
	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	7,715,246	7,626,731	88,515	1.2%	7,475,646	3.2%
3+ Lanes	2,702,816	2,324,910	377,906	16.3%	2,692,985	0.4%
Total Gross Trips	10,418,062	9,951,640	466,422	4.7%	10,168,631	2.5%
Revenue						
Full Toll Lanes	\$31,129,718	\$31,895,469	(\$765,751)	(2.4%)	\$29,652,197	5.0%
3+ Lanes	\$486,709	\$581,594	(\$94,885)	(16.3%)	\$530,317	(8.2%)
Total Gross Revenue	\$31,616,427	\$32,477,063	(\$860,637)	(2.6%)	\$30,182,514	4.8%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.03	\$4.18	(\$0.15)	(3.6%)	\$3.97	1.5%
Average 3+ Lanes	\$0.18	\$0.25	(\$0.07)	(28.0%)	\$0.20	(10.0%)
Average Gross Revenue	\$3.03	\$3.26	(\$0.23)	(7.1%)	\$2.97	2.0%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak traffic hour in the eastbound direction reached or exceeded 90% or more of defined capacity 21 times during the month of January 2020. As demonstrated on the next chart, westbound peak hour traffic volumes top out at 80% of defined capacity.

PM Time	Monday 12/30/19				Tuesday 12/31/19				Wednesday 01/01/20				Thursday 01/02/20				Friday 01/03/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500									\$5.15	349	804	24%	\$7.45	493	2,479	73%	\$7.85	555	3,067	90%
1500 - 1600									\$5.15	374	839	25%	\$6.75	570	3,091	91%	\$8.65	604	2,594	76%
1600 - 1700									\$5.15	312	725	21%	\$7.80	503	2,819	83%	\$8.45	448	2,624	77%
1700 - 1800									\$5.15	443	859	25%	\$8.20	490	2,350	69%	\$7.05	556	2,669	79%
1800 - 1900									\$5.15	436	860	25%	\$4.85	583	2,290	67%	\$6.55	567	2,215	65%
1900 - 2000									\$4.65	398	736	22%	\$5.60	451	1,451	43%	\$6.05	598	1,705	50%

PM Time	Monday 01/06/20				Tuesday 01/07/20				Wednesday 01/08/20				Thursday 01/09/20				Friday 01/10/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	409	2,623	77%	\$5.15	435	2,899	85%	\$5.15	478	3,016	89%	\$7.45	429	2,838	83%	\$7.85	501	3,207	94%
1500 - 1600	\$5.50	582	3,076	90%	\$5.75	649	2,887	85%	\$7.75	621	2,941	87%	\$6.75	598	3,381	99%	\$8.65	664	2,712	80%
1600 - 1700	\$5.35	469	3,003	88%	\$5.50	458	2,928	86%	\$7.50	461	3,089	91%	\$7.80	470	2,876	85%	\$8.45	474	2,851	84%
1700 - 1800	\$5.30	553	3,075	90%	\$5.40	551	3,001	88%	\$6.40	546	2,959	87%	\$8.20	488	2,603	77%	\$7.05	591	3,018	89%
1800 - 1900	\$5.50	738	2,752	81%	\$3.95	681	2,804	82%	\$3.95	713	2,941	87%	\$4.85	732	3,051	90%	\$6.55	767	2,923	86%
1900 - 2000	\$3.85	578	1,863	55%	\$3.85	613	2,172	64%	\$3.85	667	2,193	65%	\$5.60	615	2,235	66%	\$6.05	638	2,132	63%

PM Time	Monday 01/13/20				Tuesday 01/14/20				Wednesday 01/15/20				Thursday 01/16/20				Friday 01/17/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	383	2,434	72%	\$5.15	385	2,799	82%	\$5.15	412	2,972	87%	\$7.45	423	2,811	83%	\$7.85	562	3,235	95%
1500 - 1600	\$5.50	624	3,116	92%	\$5.75	587	2,854	84%	\$7.75	572	2,911	86%	\$6.75	577	3,378	99%	\$8.65	587	2,629	77%
1600 - 1700	\$5.35	428	2,915	86%	\$5.50	404	2,897	85%	\$7.50	405	2,912	86%	\$7.80	420	2,920	86%	\$8.45	415	2,670	79%
1700 - 1800	\$5.30	550	3,027	89%	\$5.40	513	2,911	86%	\$6.40	543	3,041	89%	\$8.20	463	2,526	74%	\$7.05	557	2,858	84%
1800 - 1900	\$5.50	751	2,926	86%	\$3.95	680	3,040	89%	\$3.95	679	3,043	90%	\$4.85	679	3,033	89%	\$6.55	774	2,932	86%
1900 - 2000	\$3.85	474	1,772	52%	\$3.85	623	2,616	77%	\$3.85	643	2,480	73%	\$5.60	603	2,384	70%	\$6.05	732	2,571	76%

PM Time	Monday 01/20/20				Tuesday 01/21/20				Wednesday 01/22/20				Thursday 01/23/20				Friday 01/24/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	544	2,526	74%	\$5.15	350	2,631	77%	\$5.15	363	2,754	81%	\$7.45	419	2,789	82%	\$7.85	572	3,436	101%
1500 - 1600	\$5.50	736	3,122	92%	\$5.75	588	2,884	85%	\$7.75	590	2,950	87%	\$6.75	606	3,474	102%	\$8.65	610	2,650	78%
1600 - 1700	\$5.35	508	2,739	81%	\$5.50	398	2,995	88%	\$7.50	422	3,057	90%	\$7.80	428	2,875	85%	\$8.45	409	2,703	80%
1700 - 1800	\$5.30	618	2,553	75%	\$5.40	498	3,015	89%	\$6.40	512	2,900	85%	\$8.20	461	2,500	74%	\$7.05	456	2,598	76%
1800 - 1900	\$5.50	697	1,997	59%	\$3.95	553	3,021	89%	\$3.95	667	3,008	88%	\$4.85	687	2,981	88%	\$6.55	692	2,821	83%
1900 - 2000	\$3.85	466	1,327	39%	\$3.85	453	1,983	58%	\$3.85	563	2,397	71%	\$5.60	635	2,789	82%	\$6.05	794	2,677	79%

PM Time	Monday 01/27/20				Tuesday 01/28/20				Wednesday 01/29/20				Thursday 01/30/20				Friday 01/31/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	244	1,683	50%	\$5.15	375	2,868	84%	\$5.15	405	2,812	83%	\$7.45	367	2,790	82%	\$7.85	520	3,205	94%
1500 - 1600	\$5.50	528	2,852	84%	\$5.75	557	2,741	81%	\$7.75	602	2,923	86%	\$6.75	639	3,591	106%	\$8.65	681	2,715	80%
1600 - 1700	\$5.35	408	2,792	82%	\$5.50	394	2,779	82%	\$7.50	435	3,100	91%	\$7.80	443	2,962	87%	\$8.45	449	2,704	80%
1700 - 1800	\$5.30	489	2,866	84%	\$5.40	474	2,836	83%	\$6.40	527	2,897	85%	\$8.20	457	2,587	76%	\$7.05	533	2,854	84%
1800 - 1900	\$5.50	641	2,798	82%	\$3.95	634	2,918	86%	\$3.95	679	3,079	91%	\$4.85	709	3,057	90%	\$6.55	677	2,903	85%
1900 - 2000	\$3.85	617	2,312	68%	\$3.85	700	2,822	83%	\$3.85	577	2,293	67%	\$5.60	579	2,215	65%	\$6.05	670	2,276	67%



OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 12/30/19				Tuesday 12/31/19				Wednesday 01/01/20				Thursday 01/02/20				Friday 01/03/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500									\$1.70	37	106	3%	\$3.05	577	1,868	55%	\$3.05	532	1,582	47%
0500 - 0600									\$1.70	53	118	3%	\$4.95	564	1,959	58%	\$4.70	554	2,022	59%
0600 - 0700									\$1.70	26	101	3%	\$5.15	339	1,308	38%	\$4.95	397	1,531	45%
0700 - 0800									\$1.70	47	115	3%	\$5.65	307	1,527	45%	\$5.50	249	1,295	38%
0800 - 0900									\$1.70	106	248	7%	\$5.15	239	1,404	41%	\$4.95	272	1,350	40%
0900 - 1000									\$3.05	167	417	12%	\$4.10	313	1,406	41%	\$4.10	287	1,401	41%

AM Time	Monday 01/06/19				Tuesday 01/07/19				Wednesday 01/08/19				Thursday 01/09/19				Friday 01/10/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	762	2,523	74%	\$3.05	769	2,484	73%	\$3.05	818	2,548	75%	\$3.05	764	2,430	71%	\$3.05	583	1,831	54%
0500 - 0600	\$4.95	829	2,588	76%	\$4.95	870	2,634	77%	\$4.95	813	2,502	74%	\$4.95	806	2,635	78%	\$4.70	724	2,420	71%
0600 - 0700	\$5.15	542	1,909	56%	\$5.15	509	1,953	57%	\$5.15	566	2,110	62%	\$5.15	557	1,928	57%	\$4.95	467	1,709	50%
0700 - 0800	\$5.65	371	1,910	56%	\$5.65	349	1,921	57%	\$5.65	396	1,905	56%	\$5.65	400	2,021	59%	\$5.50	475	1,840	54%
0800 - 0900	\$5.15	271	1,704	50%	\$5.15	255	1,861	55%	\$5.15	270	2,013	59%	\$5.15	285	1,950	57%	\$4.95	267	1,809	53%
0900 - 1000	\$4.10	376	1,926	57%	\$4.10	328	1,936	57%	\$4.10	348	1,934	57%	\$4.10	322	1,943	57%	\$4.10	352	1,877	55%

AM Time	Monday 01/13/19				Tuesday 01/14/19				Wednesday 01/15/19				Thursday 01/16/19				Friday 01/17/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	751	2,609	77%	\$3.05	760	2,455	72%	\$3.05	800	2,566	75%	\$3.05	764	2,514	74%	\$3.05	609	1,998	59%
0500 - 0600	\$4.95	771	2,517	74%	\$4.95	896	2,692	79%	\$4.95	836	2,553	75%	\$4.95	819	2,702	79%	\$4.70	732	2,472	73%
0600 - 0700	\$5.15	558	2,072	61%	\$5.15	547	2,092	62%	\$5.15	601	2,144	63%	\$5.15	574	2,086	61%	\$4.95	613	2,165	64%
0700 - 0800	\$5.65	416	2,123	62%	\$5.65	371	2,122	62%	\$5.65	416	2,012	59%	\$5.65	388	2,149	63%	\$5.50	383	1,928	57%
0800 - 0900	\$5.15	244	2,029	60%	\$5.15	243	2,015	59%	\$5.15	210	1,893	56%	\$5.15	213	2,073	61%	\$4.95	243	1,885	55%
0900 - 1000	\$4.10	273	1,897	56%	\$4.10	257	2,048	60%	\$4.10	218	1,853	55%	\$4.10	217	1,960	58%	\$4.10	250	1,823	54%

AM Time	Monday 01/20/19				Tuesday 01/21/19				Wednesday 01/22/19				Thursday 01/23/19				Friday 01/24/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	590	1,933	57%	\$3.05	738	2,492	73%	\$3.05	790	2,567	76%	\$3.05	783	2,513	74%	\$3.05	663	2,018	59%
0500 - 0600	\$4.95	562	1,987	58%	\$4.95	887	2,642	78%	\$4.95	792	2,424	71%	\$4.95	860	2,674	79%	\$4.70	751	2,435	72%
0600 - 0700	\$5.15	379	1,489	44%	\$5.15	576	2,171	64%	\$5.15	624	2,214	65%	\$5.15	574	1,879	55%	\$4.95	606	2,131	63%
0700 - 0800	\$5.65	253	1,179	35%	\$5.65	407	2,150	63%	\$5.65	437	2,209	65%	\$5.65	428	2,055	60%	\$5.50	404	1,934	57%
0800 - 0900	\$5.15	286	1,260	37%	\$5.15	235	2,129	63%	\$5.15	224	2,020	59%	\$5.15	243	2,188	64%	\$4.95	232	1,861	55%
0900 - 1000	\$4.10	433	1,615	48%	\$4.10	223	2,043	60%	\$4.10	244	2,087	61%	\$4.10	266	2,117	62%	\$4.10	246	1,636	48%

AM Time	Monday 01/27/19				Tuesday 01/28/19				Wednesday 01/29/19				Thursday 01/30/19				Friday 01/31/19			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	770	2,607	77%	\$3.05	767	2,584	76%	\$3.05	781	2,606	77%	\$3.05	752	2,507	74%	\$3.05	641	2,071	61%
0500 - 0600	\$4.95	765	2,486	73%	\$4.95	875	2,613	77%	\$4.95	832	2,552	75%	\$4.95	816	2,717	80%	\$4.70	739	2,573	76%
0600 - 0700	\$5.15	557	2,163	64%	\$5.15	548	2,086	61%	\$5.15	627	2,178	64%	\$5.15	597	2,036	60%	\$4.95	574	2,152	63%
0700 - 0800	\$5.65	375	2,036	60%	\$5.65	451	2,226	65%	\$5.65	413	2,058	61%	\$5.65	427	2,183	64%	\$5.50	428	1,919	56%
0800 - 0900	\$5.15	213	2,035	60%	\$5.15	234	2,150	63%	\$5.15	255	2,097	62%	\$5.15	246	2,072	61%	\$4.95	234	1,891	56%
0900 - 1000	\$4.10	211	1,942	57%	\$4.10	232	2,096	62%	\$4.10	231	2,074	61%	\$4.10	227	2,035	60%	\$4.10	252	1,921	57%



OCTA OPERATIONAL HIGHLIGHTS

On-road Operations

OCTA Customer Assistance Specialists (CAS) responded to 85 calls during the month of January. Of those calls, 66 were to assist disabled vehicles and 16 calls to remove debris. The CAS provided assistance to three accidents in the Express Lanes with one of those accidents originated from the SR91 general-purpose lanes.

Electronic Toll and Traffic Management System Project Update

Kapsch TrafficCom USA, Inc., (Kapsch), the toll lanes system integrator for the 91 Express Lanes, completed the replacement of the Electronic Toll and Traffic Management (ETTM) system at the current toll gantries. This new lane system is reading both the new 6C transponder protocol as well as the legacy Title 21 protocol. The next phase of the project, which begins next calendar year, entails the replacement of the closed-circuit television cameras along the corridor. New toll gantries will be constructed at the three entrances of the OCTA 91 Express Lanes after which Kapsch will install new ETTM equipment on the entrance gantries.

6C Transition Update

Changes to the back-office system to incorporate the new 6C transponder protocol is underway. In January, the 91 Express Lanes continued to send letters to customers notifying them of the transition to 6C, as well as changes to the account plans, user agreement and privacy policy. In the upcoming weeks, distribution of the new welcome kit and sticker transponders will commence. It is envisioned the distribution of the new transponders to all the customers will take place over several months.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 1/31/2020		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll revenue	\$ 29,163,391.49	\$ 30,684,797.00	\$ (1,521,405.51)	(5.0)
Fee revenue	4,223,400.79	2,757,864.00	1,465,536.79	53.1
Total operating revenues	33,386,792.28	33,442,661.00	(55,868.72)	(0.2)
Operating expenses:				
Contracted services	3,619,248.14	4,439,940.00	820,691.86	18.5
Administrative fee	1,653,680.00	1,656,599.00	2,919.00	0.2
Other professional services	665,868.10	1,593,630.00	927,761.90	58.2
Credit card processing fees	774,145.50	817,830.00	43,684.50	5.3
Toll road account servicing	412,010.24	1,404,000.00	991,989.76	70.7
Other insurance expense	217,638.75	437,325.00	219,686.25	50.2
Toll road maintenance supply repairs	141,320.42	310,419.00	169,098.58	54.5
Patrol services	644,910.67	571,445.00	(73,465.67)	(12.9)
Building equipment repairs and maint	20,689.64	188,944.00	168,254.36	89.0
6C Transponders	250,518.75	125,000.00	(125,518.75)	(100.4)
Other services	(9,221.50)	18,331.00	27,552.50	150.3
Utilities	28,473.76	42,861.00	14,387.24	33.6
Office expense	3,120.21	107,941.00	104,820.79	97.1
Bad debt expense	103,882.04	-	(103,882.04)	N/A
Miscellaneous ⁽²⁾	42,647.12	83,425.00	40,777.88	48.9
Leases	237,716.52	268,226.00	30,509.48	11.4
Total operating expenses	8,806,648.36	12,065,916.00	3,259,267.64	27.0
Depreciation and amortization ⁽³⁾	2,062,751.07	-	(2,062,751.07)	N/A
Operating income (loss)	22,517,392.85	21,376,745.00	1,140,647.85	5.3
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	661,599.55	906,250.00	(244,650.45)	(27.0)
Interest income	3,510,275.74	2,214,387.00	1,295,888.74	58.5
Interest expense	(2,698,887.30)	(2,748,704.00)	49,816.70	1.8
Other	32,769.18	-	32,769.18	N/A
Total nonoperating revenues (expenses)	1,505,757.17	371,933.00	1,133,824.17	(304.8)
Transfers in	-	-	-	N/A
Transfers out ⁽⁴⁾	(14,460,192.17)	(25,000.00)	(14,435,192.17)	(57,740.8)
Net income (loss)	\$ 9,562,957.85	\$ 21,723,678.00	\$ (12,160,720.15)	(56.0)

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.

³Depreciation and amortization are not budgeted items.

⁴For M2 Project I and Project J expense reimbursement.

Capital Asset Activity

During the seven months ending January 31, 2020, capital asset activities included \$195,292 for the ETTM system project, \$5,920 for computer equipment and \$325,411 for transponder purchases.



OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for January 2020 was 1,265,369. This represents a daily average of 40,818 vehicles. This is a 6.7% increase in total traffic volume from the same period last year, which totaled 1,186,225. Potential toll revenue for the month was \$5,827,403, which represents an increase of 22.3% from the prior year's total of \$4,764,682. Carpool percentage for January was 23.03% as compared to the previous year's rate of 24.28%.

Month-to-date 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 Express Lanes and associated potential revenue for the month of January 2020.

Current Month-to-Date (MTD) as of January 31, 2020

	JAN-20 MTD Actual	Stantec MTD Projected	# Variance	% Variance	JAN-19 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	973,936	917,386	56,550	6.2%	898,175	8.4%
3+ Lanes	291,433	300,900	(9,467)	(3.1%)	288,050	1.2%
Total Gross Trips	1,265,369	1,218,286	47,083	3.9%	1,186,225	6.7%
Revenue						
Full Toll Lanes	\$5,789,888	\$3,695,857	\$2,094,031	56.7%	\$4,724,916	22.5%
3+ Lanes	\$37,514	\$0	\$37,514		\$39,766	(5.7%)
Total Gross Revenue	\$5,827,403	\$3,695,857	\$2,131,545	57.7%	\$4,764,682	22.3%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.94	\$4.03	\$1.91	47.4%	\$5.26	12.9%
Average 3+ Lanes	\$0.13	\$0.00	\$0.13		\$0.14	(7.1%)
Average Gross Revenue	\$4.61	\$3.03	\$1.58	52.1%	\$4.02	14.7%

The 2020 fiscal year-to-date (YTD) traffic volume is 3.7% higher when compared with the same period last year. The 2020 fiscal year-to-date revenue is 21.3% higher than for the same period last year. The traffic and revenue increases are attributed to higher demand and increased toll rates to manage the demand. Year-to-date average revenue per-trip is \$4.27.

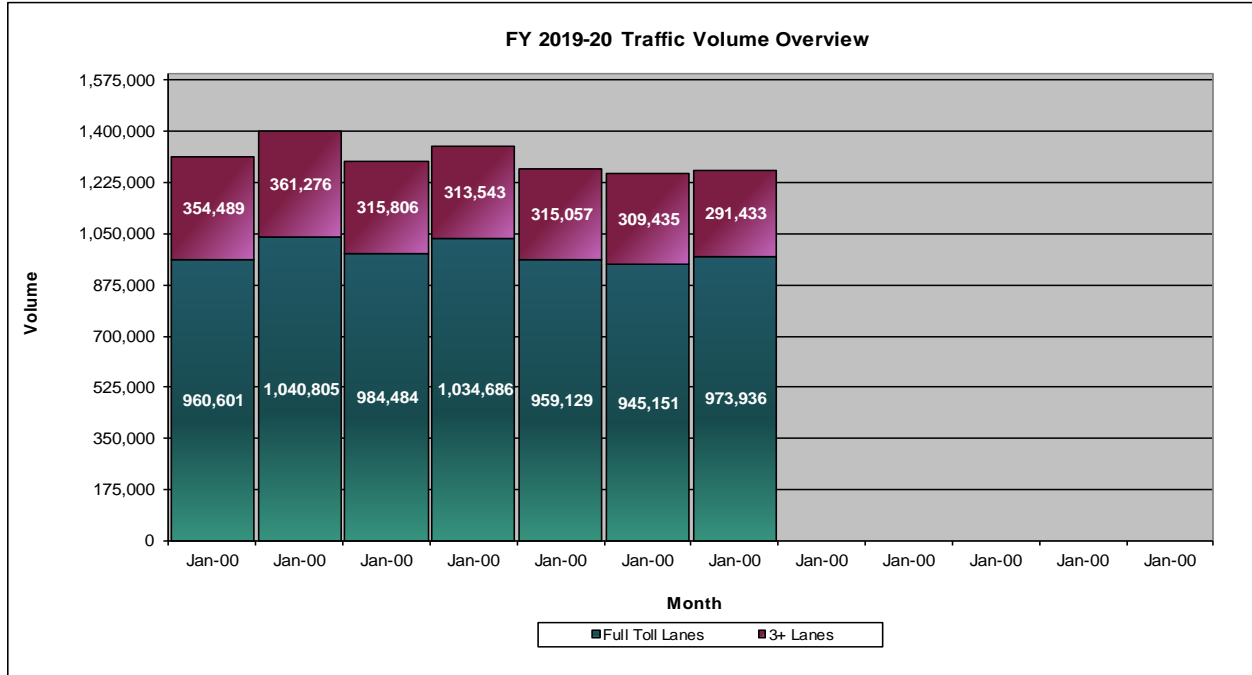
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2019 through January 2020.

FY 2019-20 Year to Date as of January 31, 2020

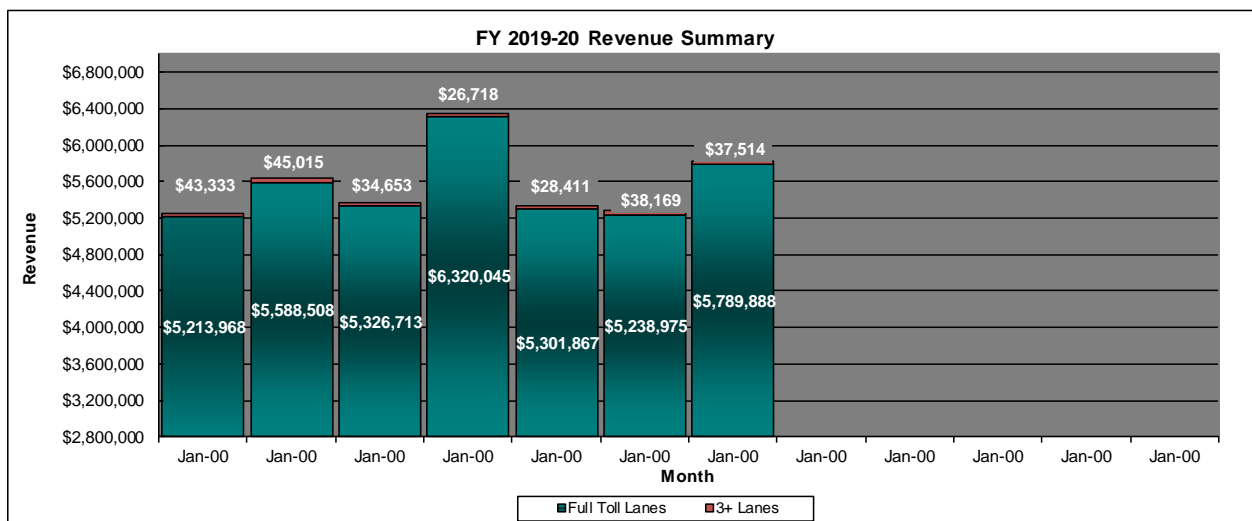
Trips	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	6,942,948	6,850,743	92,205	1.3%	6,675,335	4.0%
3+ Lanes	2,199,852	2,227,371	(27,519)	(1.2%)	2,137,267	2.9%
Total Gross Trips	9,142,800	9,078,114	64,686	0.7%	8,812,602	3.7%
Revenue						
Full Toll Lanes	\$38,779,965	\$27,011,329	\$11,768,636	43.6%	\$31,924,543	21.5%
3+ Lanes	\$253,813	\$0	\$253,813		\$252,293	0.6%
Total Gross Revenue	\$39,033,778	\$27,011,329	\$12,022,449	44.5%	\$32,176,836	21.3%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.59	\$3.94	\$1.65	41.9%	\$4.78	16.9%
Average 3+ Lanes	\$0.12	\$0.00	\$0.12		\$0.12	0.0%
Average Gross Revenue	\$4.27	\$2.98	\$1.29	43.3%	\$3.65	17.0%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

RCTC evaluates traffic volumes for peak period hours and either increases or decreases tolls according to the toll rate policy. The next quarterly adjustment is scheduled for April 1, 2020.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 12/30/19					Tuesday 12/31/19					Wednesday 01/01/20					Thursday 01/02/20					Friday 01/03/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500											\$2.25	167	256	423	B	\$11.85	274	935	1,209	E	\$21.00	308	1,039	1,347	F
1500 - 1600											\$1.55	175	265	440	B	\$11.35	323	1,174	1,497	F	\$18.70	303	773	1,076	D
1600 - 1700											\$1.55	129	231	360	A	\$7.50	291	1,043	1,334	F	\$10.45	210	880	1,090	D
1700 - 1800											\$1.55	178	226	404	B	\$5.30	236	827	1,063	D	\$6.95	228	812	1,040	D
1800 - 1900											\$1.55	162	197	359	A	\$5.30	243	640	883	C	\$5.30	240	711	951	C
1900 - 2000											\$1.55	169	174	343	A	\$5.30	192	429	621	B	\$5.30	258	521	779	B

PM Time	Monday 01/06/20					Tuesday 01/07/20					Wednesday 01/08/20					Thursday 01/09/20					Friday 01/10/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	213	986	1,199	D	\$6.95	219	993	1,212	E	\$9.00	241	1,064	1,305	F	\$11.85	213	977	1,190	D	\$21.00	269	1,113	1,382	F
1500 - 1600	\$7.35	281	957	1,238	E	\$6.95	304	916	1,220	E	\$9.90	306	935	1,241	E	\$11.35	318	1,019	1,337	F	\$18.70	338	884	1,222	E
1600 - 1700	\$5.30	217	880	1,097	D	\$5.30	185	858	1,043	D	\$5.30	185	960	1,145	D	\$7.50	208	960	1,168	D	\$10.45	242	1,007	1,249	E
1700 - 1800	\$5.30	212	819	1,031	D	\$5.30	240	785	1,025	D	\$5.30	196	883	1,079	D	\$5.30	195	807	1,002	D	\$6.95	267	936	1,203	E
1800 - 1900	\$5.30	249	688	937	C	\$5.30	259	739	998	C	\$5.30	260	777	1,037	D	\$5.30	267	811	1,078	D	\$5.30	308	916	1,224	E
1900 - 2000	\$2.25	221	530	751	B	\$4.20	206	594	800	B	\$5.30	252	561	813	C	\$5.30	214	607	821	C	\$5.30	281	722	1,003	D

PM Time	Monday 01/13/20					Tuesday 01/14/20					Wednesday 01/15/20					Thursday 01/16/20					Friday 01/17/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	202	869	1,071	D	\$6.95	318	1,791	2,109	F	\$9.00	227	1,047	1,274	E	\$11.85	231	1,013	1,244	E	\$21.00	368	1,155	1,523	F
1500 - 1600	\$7.35	299	949	1,248	E	\$6.95	373	1,535	1,908	F	\$9.90	275	955	1,230	E	\$11.35	320	1,090	1,410	F	\$18.70	371	936	1,307	F
1600 - 1700	\$5.30	183	906	1,089	D	\$5.30	166	862	1,028	D	\$5.30	183	943	1,126	D	\$7.50	209	946	1,155	D	\$10.45	250	947	1,197	D
1700 - 1800	\$5.30	201	853	1,054	D	\$5.30	197	848	1,045	D	\$5.30	190	924	1,114	D	\$5.30	198	826	1,024	D	\$6.95	315	908	1,223	E
1800 - 1900	\$5.30	275	777	1,052	D	\$5.30	252	834	1,086	D	\$5.30	263	785	1,048	D	\$5.30	311	873	1,184	D	\$5.30	366	901	1,267	E
1900 - 2000	\$2.25	161	533	694	B	\$4.20	231	732	963	C	\$5.30	234	683	917	C	\$5.30	218	719	937	C	\$5.30	337	888	1,225	E

PM Time	Monday 01/20/20					Tuesday 01/21/20					Wednesday 01/22/20					Thursday 01/23/20					Friday 01/24/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	299	916	1,215	E	\$6.95	197	897	1,094	D	\$9.00	226	1,001	1,227	E	\$11.85	255	1,014	1,269	E	\$21.00	307	1,134	1,441	F
1500 - 1600	\$7.35	366	966	1,332	F	\$6.95	299	941	1,240	E	\$9.90	276	994	1,270	E	\$11.35	297	1,117	1,414	F	\$18.70	346	936	1,282	E
1600 - 1700	\$5.30	244	848	1,092	D	\$5.30	165	952	1,117	D	\$5.30	203	929	1,132	D	\$7.50	188	1,002	1,190	D	\$10.45	236	961	1,197	D
1700 - 1800	\$5.30	284	752	1,036	D	\$5.30	201	814	1,015	D	\$5.30	224	866	1,090	D	\$5.30	177	854	1,031	D	\$6.95	208	852	1,060	D
1800 - 1900	\$5.30	318	615	933	C	\$5.30	262	741	1,003	D	\$5.30	273	842	1,115	D	\$5.30	253	867	1,120	D	\$5.30	361	871	1,232	E
1900 - 2000	\$2.25	209	339	548	B	\$4.20	181	563	744	B	\$5.30	235	688	923	C	\$5.30	232	847	1,079	D	\$5.30	372	872	1,244	E

PM Time	Monday 01/27/20					Tuesday 01/28/20					Wednesday 01/29/20					Thursday 01/30/20					Friday 01/31/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	149	640	789	B	\$6.95	220	954	1,174	D	\$9.00	236	981	1,217	E	\$11.85	229	1,015	1,244	E	\$21.00	290	1,098	1,388	F
1500 - 1600	\$7.35	317	1,006	1,323	F	\$6.95	280	957	1,237	E	\$9.90	309	932	1,241	E	\$11.35	293	1,112	1,405	F	\$18.70	375	880	1,255	E
1600 - 1700	\$5.30	183	925	1,108	D	\$5.30	174	902	1,076	D	\$5.30	184	952	1,136	D	\$7.50	177	984	1,161	D	\$10.45	232	987	1,219	E
1700 - 1800	\$5.30	197	880	1,077	D	\$5.30	197	811	1,008	D	\$5.30	243	812	1,055	D	\$5.30	197	789	986	C	\$6.95	253	969	1,222	E
1800 - 1900	\$5.30	279	765	1,044	D	\$5.30	263	798	1,061	D	\$5.30	289	795	1,084	D	\$5.30	281	847	1,128	D	\$5.30	285	909	1,194	D
1900 - 2000	\$2.25	239	651	890	C	\$4.20	234	806	1,040	D	\$5.30	235	574	809	C	\$5.30	231	675	906	C	\$5.30	307	761	1,068	D



Eastbound PM Peak - County Line to I-15 South

PM Time	Monday 12/30/19					Tuesday 12/31/19					Wednesday 01/01/20					Thursday 01/02/20					Friday 01/03/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500											\$1.95	94	159	253	A	\$5.30	145	640	785	B	\$5.30	146	706	852	C
1500 - 1600											\$1.95	106	149	255	A	\$5.30	169	781	950	C	\$2.95	163	661	824	C
1600 - 1700											\$1.95	82	150	232	A	\$2.95	127	714	841	C	\$2.95	104	602	706	B
1700 - 1800											\$1.95	114	134	248	A	\$2.95	125	534	659	B	\$2.95	140	558	698	B
1800 - 1900											\$1.95	133	161	294	A	\$2.95	145	458	603	B	\$2.95	148	450	598	B
1900 - 2000											\$1.95	109	113	222	A	\$2.95	112	334	446	B	\$2.95	151	326	477	B

PM Time	Monday 01/06/20					Tuesday 01/07/20					Wednesday 01/08/20					Thursday 01/09/20					Friday 01/10/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	118	674	792	B	\$5.30	120	710	830	C	\$5.30	151	755	906	C	\$5.30	129	704	833	C	\$5.30	156	821	977	C
1500 - 1600	\$5.30	142	685	827	C	\$2.95	175	664	839	C	\$2.95	142	697	839	C	\$5.30	164	811	975	C	\$2.95	158	655	813	C
1600 - 1700	\$2.95	121	701	822	C	\$2.95	124	652	776	B	\$2.95	124	765	889	C	\$2.95	113	678	791	B	\$2.95	121	694	815	C
1700 - 1800	\$2.95	128	636	764	B	\$2.95	122	613	735	B	\$2.95	128	588	716	B	\$2.95	122	539	661	B	\$2.95	132	670	802	C
1800 - 1900	\$2.95	167	535	702	B	\$2.95	144	544	688	B	\$2.95	155	586	741	B	\$2.95	181	627	808	C	\$2.95	199	592	791	B
1900 - 2000	\$2.95	174	414	588	B	\$2.95	152	465	617	B	\$2.95	198	440	638	B	\$2.95	174	484	658	B	\$2.95	210	474	684	B

PM Time	Monday 01/13/20					Tuesday 01/14/20					Wednesday 01/15/20					Thursday 01/16/20					Friday 01/17/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	128	642	770	B	\$5.30	0	0	0	A	\$5.30	104	759	863	C	\$5.30	101	652	753	B	\$5.30	145	854	999	C
1500 - 1600	\$5.30	159	711	870	C	\$2.95	35	81	116	A	\$2.95	139	678	817	C	\$5.30	139	815	954	C	\$2.95	118	597	715	B
1600 - 1700	\$2.95	104	657	761	B	\$2.95	94	693	787	B	\$2.95	106	687	793	B	\$2.95	120	653	773	B	\$2.95	93	574	667	B
1700 - 1800	\$2.95	108	626	734	B	\$2.95	89	581	670	B	\$2.95	111	624	735	B	\$2.95	107	566	673	B	\$2.95	132	593	725	B
1800 - 1900	\$2.95	151	582	733	B	\$2.95	129	620	749	B	\$2.95	134	620	754	B	\$2.95	129	569	698	B	\$2.95	173	538	711	B
1900 - 2000	\$2.95	132	411	543	B	\$2.95	149	623	772	B	\$2.95	145	521	666	B	\$2.95	132	529	661	B	\$2.95	184	536	720	B

PM Time	Monday 01/20/20					Tuesday 01/21/20					Wednesday 01/22/20					Thursday 01/23/20					Friday 01/24/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	169	619	788	B	\$5.30	98	729	827	C	\$5.30	101	703	804	C	\$5.30	120	722	842	C	\$5.30	164	827	991	C
1500 - 1600	\$5.30	190	682	872	C	\$2.95	126	648	774	B	\$2.95	135	702	837	C	\$5.30	132	788	920	C	\$2.95	144	587	731	B
1600 - 1700	\$2.95	133	633	766	B	\$2.95	91	692	783	B	\$2.95	101	709	810	C	\$2.95	90	689	779	B	\$2.95	97	607	704	B
1700 - 1800	\$2.95	137	564	701	B	\$2.95	112	636	748	B	\$2.95	124	651	775	B	\$2.95	91	526	617	B	\$2.95	126	558	684	B
1800 - 1900	\$2.95	158	405	563	B	\$2.95	142	602	744	B	\$2.95	146	608	754	B	\$2.95	117	619	736	B	\$2.95	161	515	676	B
1900 - 2000	\$2.95	125	280	405	B	\$2.95	118	464	582	B	\$2.95	151	506	657	B	\$2.95	150	648	798	B	\$2.95	186	534	720	B

PM Time	Monday 01/27/20					Tuesday 01/28/20					Wednesday 01/29/20					Thursday 01/30/20					Friday 01/31/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	74	510	584	B	\$5.30	86	721	807	C	\$5.30	117	713	830	C	\$5.30	103	728	831	C	\$5.30	139	801	940	C
1500 - 1600	\$5.30	124	670	794	B	\$2.95	118	630	748	B	\$2.95	138	659	797	B	\$5.30	149	795	944	C	\$2.95	149	608	757	B
1600 - 1700	\$2.95	110	648	758	B	\$2.95	100	644	744	B	\$2.95	131	686	817	C	\$2.95	96	686	782	B	\$2.95	118	609	727	B
1700 - 1800	\$2.95	112	630	742	B	\$2.95	100	615	715	B	\$2.95	132	567	699	B	\$2.95	107	563	670	B	\$2.95	113	650	763	B
1800 - 1900	\$2.95	137	578	715	B	\$2.95	135	569	704	B	\$2.95	164	585	749	B	\$2.95	154	635	789	B	\$2.95	145	584	729	B
1900 - 2000	\$2.95	156	463	619	B	\$2.95	140	615	755	B	\$2.95	155	497	652	B	\$2.95	144	466	610	B	\$2.95	141	482	623	B



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 12/30/19					Tuesday 12/31/19					Wednesday 01/01/20					Thursday 01/02/20					Friday 01/03/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500											\$1.55	13	29	42	A	\$10.50	274	802	1,076	D	\$5.30	252	536	788	B
0500 - 0600											\$1.55	18	21	39	A	\$17.50	308	804	1,112	D	\$12.20	305	811	1,116	D
0600 - 0700											\$1.55	5	31	36	A	\$19.40	272	613	885	C	\$11.45	244	767	1,011	D
0700 - 0800											\$1.55	20	40	60	A	\$15.30	250	942	1,192	D	\$9.30	205	835	1,040	D
0800 - 0900											\$1.55	46	82	128	A	\$12.20	152	846	998	C	\$8.00	143	727	870	C
0900 - 1000											\$1.55	79	129	208	A	\$9.00	177	624	801	C	\$5.30	144	573	717	B

AM Time	Monday 01/06/20					Tuesday 01/07/20					Wednesday 01/08/20					Thursday 01/09/20					Friday 01/10/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	354	1,122	1,476	F	\$10.80	364	1,084	1,448	F	\$10.80	421	1,085	1,506	F	\$10.50	401	1,039	1,440	F	\$5.30	308	633	941	C
0500 - 0600	\$23.25	481	939	1,420	F	\$22.80	526	958	1,484	F	\$19.75	441	793	1,234	E	\$17.50	468	1,029	1,497	F	\$12.20	383	1,014	1,397	F
0600 - 0700	\$19.55	335	902	1,237	E	\$17.45	317	823	1,140	D	\$19.40	361	1,094	1,455	F	\$19.40	373	723	1,096	D	\$11.45	386	1,004	1,390	F
0700 - 0800	\$16.35	277	1,228	1,505	F	\$16.35	271	1,250	1,521	F	\$17.10	286	1,251	1,537	F	\$15.30	285	1,242	1,527	F	\$9.30	437	1,556	1,993	F
0800 - 0900	\$11.15	190	1,372	1,562	F	\$11.45	178	1,314	1,492	F	\$11.45	165	1,370	1,535	F	\$12.20	162	1,213	1,375	F	\$8.00	159	1,087	1,246	E
0900 - 1000	\$6.95	206	901	1,107	D	\$9.00	153	926	1,079	D	\$8.00	177	910	1,087	D	\$9.00	155	967	1,122	D	\$5.30	160	803	963	C

AM Time	Monday 01/13/20					Tuesday 01/14/20					Wednesday 01/15/20					Thursday 01/16/20					Friday 01/17/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	372	1,143	1,515	F	\$10.80	371	1,019	1,390	F	\$10.80	422	1,099	1,521	F	\$10.50	413	1,057	1,470	F	\$5.30	284	734	1,018	D
0500 - 0600	\$23.25	417	843	1,260	E	\$22.80	557	1,029	1,586	F	\$19.75	441	745	1,186	D	\$17.50	451	1,086	1,537	F	\$12.20	393	1,036	1,429	F
0600 - 0700	\$19.55	339	980	1,319	E	\$17.45	357	933	1,290	E	\$19.40	386	1,119	1,505	F	\$19.40	383	807	1,190	D	\$11.45	418	1,216	1,634	F
0700 - 0800	\$16.35	299	1,347	1,646	F	\$16.35	331	1,292	1,623	F	\$17.10	300	1,332	1,632	F	\$15.30	274	1,401	1,675	F	\$9.30	296	1,242	1,538	F
0800 - 0900	\$11.15	173	1,402	1,575	F	\$11.45	197	1,382	1,579	F	\$11.45	181	1,370	1,551	F	\$12.20	158	1,508	1,666	F	\$8.00	139	1,205	1,344	E
0900 - 1000	\$6.95	151	971	1,122	D	\$9.00	143	1,020	1,163	D	\$8.00	145	944	1,089	D	\$9.00	133	956	1,089	D	\$5.30	146	808	954	C

AM Time	Monday 01/20/20					Tuesday 01/21/20					Wednesday 01/22/20					Thursday 01/23/20					Friday 01/24/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	299	776	1,075	D	\$10.80	358	1,118	1,476	F	\$10.80	412	1,140	1,552	F	\$10.50	426	1,126	1,552	F	\$5.30	337	731	1,068	D
0500 - 0600	\$23.25	313	730	1,043	D	\$22.80	521	955	1,476	F	\$19.75	422	688	1,110	D	\$17.50	521	1,110	1,631	F	\$12.20	446	1,024	1,470	F
0600 - 0700	\$19.55	218	690	908	C	\$17.45	325	950	1,275	E	\$19.40	407	1,028	1,435	F	\$19.40	396	640	1,036	D	\$11.45	435	1,188	1,623	F
0700 - 0800	\$16.35	185	675	860	C	\$16.35	277	1,384	1,661	F	\$17.10	332	1,380	1,712	F	\$15.30	353	1,228	1,581	F	\$9.30	312	1,218	1,530	F
0800 - 0900	\$11.15	165	695	860	C	\$11.45	156	1,476	1,632	F	\$11.45	178	1,417	1,595	F	\$12.20	207	1,431	1,638	F	\$8.00	165	1,114	1,279	E
0900 - 1000	\$6.95	235	638	873	C	\$9.00	159	1,049	1,208	E	\$8.00	135	1,006	1,141	D	\$9.00	177	1,113	1,290	E	\$5.30	130	757	887	C

AM Time	Monday 01/27/20					Tuesday 01/28/20					Wednesday 01/29/20					Thursday 01/30/20					Friday 01/31/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$10.80	387	1,150	1,537	F	\$10.80	350	1,147	1,497	F	\$10.80	385	1,163	1,548	F	\$10.50	341	1,140	1,481	F	\$5.30	323	790	1,113	D
0500 - 0600	\$23.25	450	910	1,360	F	\$22.80	555	1,029	1,584	F	\$19.75	481	794	1,275	E	\$17.50	459	1,193	1,652	F	\$12.20	411	1,076	1,487	F
0600 - 0700	\$19.55	352	993	1,345	E	\$17.45	331	824	1,155	D	\$19.40	440	1,102	1,542	F	\$19.40	367	785	1,152	D	\$11.45	398	1,216	1,614	F
0700 - 0800	\$16.35	291	1,308	1,599	F	\$16.35	314	1,319	1,633	F	\$17.10	337	1,262	1,599	F	\$15.30	298	1,375	1,673	F	\$9.30	304	1,164	1,468	F
0800 - 0900	\$11.15	159	1,441	1,600	F	\$11.45	200	1,447	1,647	F	\$11.45	205	1,461	1,666	F	\$12.20	182	1,439	1,621	F	\$8.00	156	1,160	1,316	E
0900 - 1000	\$6.95	150	1,024	1,174	D	\$9.00	168	1,081	1,249	E	\$8.00	159	1,091	1,250	E	\$9.00	140	1,128	1,268	E	\$5.30	150	833	983	C



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 12/30/19					Tuesday 12/31/19					Wednesday 01/01/20					Thursday 01/02/20					Friday 01/03/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500											\$1.95	20	40	60	A	\$5.30	167	571	738	B	\$5.30	151	477	628	B
0500 - 0600											\$1.95	24	57	81	A	\$13.50	231	831	1,062	D	\$6.85	200	796	996	C
0600 - 0700											\$1.95	14	43	57	A	\$15.55	205	712	917	C	\$8.85	176	733	909	C
0700 - 0800											\$1.95	17	39	56	A	\$12.75	135	726	861	C	\$6.85	89	742	831	C
0800 - 0900											\$1.95	41	78	119	A	\$8.85	81	718	799	B	\$5.30	92	592	684	B
0900 - 1000											\$1.95	60	109	169	A	\$5.30	116	580	696	B	\$2.95	131	619	750	B

AM Time	Monday 01/06/20					Tuesday 01/07/20					Wednesday 01/08/20					Thursday 01/09/20					Friday 01/10/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$6.85	212	812	1,024	D	\$6.85	220	737	957	C	\$5.30	245	721	966	C	\$5.30	238	701	939	C	\$5.30	149	587	736	B
0500 - 0600	\$19.05	344	1,119	1,463	F	\$18.60	344	1,040	1,384	E	\$16.60	307	1,131	1,438	F	\$13.50	360	1,126	1,486	F	\$6.85	269	969	1,238	E
0600 - 0700	\$19.35	296	982	1,278	E	\$18.60	286	1,169	1,455	F	\$20.70	267	1,050	1,317	E	\$15.55	287	1,076	1,363	E	\$8.85	156	386	542	B
0700 - 0800	\$12.15	177	1,097	1,274	E	\$14.80	188	1,132	1,320	E	\$13.80	174	1,084	1,258	E	\$12.75	199	1,206	1,405	F	\$6.85	197	939	1,136	D
0800 - 0900	\$6.85	95	772	867	C	\$8.85	102	1,041	1,143	D	\$8.85	123	1,087	1,210	E	\$8.85	126	1,022	1,148	D	\$5.30	112	925	1,037	D
0900 - 1000	\$5.30	149	744	893	C	\$5.30	138	812	950	C	\$5.30	163	802	965	C	\$5.30	158	787	945	C	\$2.95	141	663	804	C

AM Time	Monday 01/13/20					Tuesday 01/14/20					Wednesday 01/15/20					Thursday 01/16/20					Friday 01/17/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$6.85	198	847	1,045	D	\$6.85	243	756	999	C	\$5.30	232	713	945	C	\$5.30	245	710	955	C	\$5.30	139	649	788	B
0500 - 0600	\$19.05	316	1,177	1,493	F	\$18.60	337	1,024	1,361	E	\$16.60	369	1,138	1,507	F	\$13.50	328	1,173	1,501	F	\$6.85	243	1,029	1,272	E
0600 - 0700	\$19.35	309	1,067	1,376	E	\$18.60	286	1,126	1,412	F	\$20.70	296	1,090	1,386	E	\$15.55	266	1,125	1,391	E	\$8.85	255	968	1,223	E
0700 - 0800	\$12.15	212	1,165	1,377	E	\$14.80	234	1,236	1,470	F	\$13.80	178	1,089	1,267	E	\$12.75	167	1,112	1,279	E	\$6.85	152	1,060	1,212	E
0800 - 0900	\$6.85	107	1,157	1,264	E	\$8.85	111	1,163	1,274	E	\$8.85	78	1,058	1,136	D	\$8.85	71	1,110	1,181	D	\$5.30	91	941	1,032	D
0900 - 1000	\$5.30	120	811	931	C	\$5.30	101	882	983	C	\$5.30	95	904	999	C	\$5.30	80	875	955	C	\$2.95	81	736	817	C

AM Time	Monday 01/20/20					Tuesday 01/21/20					Wednesday 01/22/20					Thursday 01/23/20					Friday 01/24/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$6.85	147	613	760	B	\$6.85	185	825	1,010	D	\$5.30	197	796	993	C	\$5.30	225	689	914	C	\$5.30	169	630	799	B
0500 - 0600	\$19.05	221	802	1,023	D	\$18.60	326	1,052	1,378	E	\$16.60	321	1,058	1,379	E	\$13.50	334	1,119	1,453	F	\$6.85	280	950	1,230	E
0600 - 0700	\$19.35	182	698	880	C	\$18.60	307	1,260	1,567	F	\$20.70	333	1,112	1,445	F	\$15.55	306	958	1,264	E	\$8.85	267	944	1,211	E
0700 - 0800	\$12.15	91	637	728	B	\$14.80	206	1,292	1,498	F	\$13.80	242	1,211	1,453	F	\$12.75	232	1,148	1,380	E	\$6.85	167	991	1,158	D
0800 - 0900	\$6.85	95	575	670	B	\$8.85	103	1,246	1,349	E	\$8.85	95	1,136	1,231	E	\$8.85	124	1,229	1,353	E	\$5.30	77	969	1,046	D
0900 - 1000	\$5.30	144	542	686	B	\$5.30	84	898	982	C	\$5.30	82	916	998	C	\$5.30	111	920	1,031	D	\$2.95	87	722	809	C

AM Time	Monday 01/27/20					Tuesday 01/28/20					Wednesday 01/29/20					Thursday 01/30/20					Friday 01/31/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
0400 - 0500	\$6.85	190	850	1,040	D	\$6.85	218	806	1,024	D	\$5.30	203	774	977	C	\$5.30	200	795	995	C	\$5.30	166	657	823	C
0500 - 0600	\$19.05	279	1,131	1,410	F	\$18.60	326	1,016	1,342	E	\$16.60	341	1,125	1,466	F	\$13.50	316	1,151	1,467	F	\$6.85	255	1,057	1,312	E
0600 - 0700	\$19.35	279	1,150	1,429	F	\$18.60	308	1,220	1,528	F	\$20.70	334	1,011	1,345	E	\$15.55	284	1,111	1,395	E	\$8.85	239	951	1,190	D
0700 - 0800	\$12.15	179	1,163	1,342	E	\$14.80	239	1,249	1,488	F	\$13.80	194	1,155	1,349	E	\$12.75	199	1,221	1,420	F	\$6.85	174	963	1,137	D
0800 - 0900	\$6.85	91	1,200	1,291	E	\$8.85	103	1,333	1,436	F	\$8.85	112	1,108	1,220	E	\$8.85	80	1,212	1,292	E	\$5.30	83	966	1,049	D
0900 - 1000	\$5.30	92	861	953	C	\$5.30	84	920	1,004	D	\$5.30	103	907	1,010	D	\$5.30	85	883	968	C	\$2.95	93	855	948	C



RCTC OPERATIONAL HIGHLIGHTS

On-road Operations

RCTC Freeway Service Patrol (FSP) responded to 64 calls during the month of January. Of those calls, 55 were to assist disabled vehicles, 2 calls to remove debris and 7 were in response to accidents in the Express Lanes.

6C Transponder Technology

In January, the 91 Express Lanes continued to send letters to customers notifying them of the transition to the new 6C protocol, as well as changes to the account plans, user agreement and privacy policy. A new welcome kit, which includes mounting instructions, has been designed and developed and will be sent with the new sticker transponders in the upcoming weeks. It is envisioned the distribution of the new transponders to all the customers will take place over several months.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	1/31/2020 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 35,148,298.36	\$ 21,343,641.67	\$ 13,804,656.69	64.7
Fee Revenue	4,609,003.97	3,080,175.00	1,528,828.97	49.6
Total operating revenues	39,757,302.33	24,423,816.67	15,333,485.66	62.8
Operating expenses:				
Salaries and Benefits	465,002.58	789,483.33	324,480.75	41.1
Legal Services	129,575.29	204,166.67	74,591.38	36.5
Advisory Services	46,070.58	43,750.00	(2,320.58)	(5.3)
Audit and Accounting Fees	46,000.00	27,416.67	(18,583.33)	(67.8)
Service Fees	1,086.78	15,166.67	14,079.89	92.8
Other Professional Services	133,791.00	860,941.67	727,150.67	84.5
Lease Expense	127,521.07	149,625.00	22,103.93	14.8
Operations	1,463,311.34	2,116,625.00	653,313.66	30.9
Utilities	14,631.92	36,458.33	21,826.41	59.9
Supplies and Materials	123.62	2,916.67	2,793.05	95.8
Membership and Subscription Fees	20,056.75	14,583.33	(5,473.42)	(37.5)
Office Equipment & Furniture (Non-Capital)	747.12	2,916.67	2,169.55	74.4
Maintenance/Repairs	89,457.41	204,050.00	114,592.59	56.2
Training Seminars and Conferences	350.00	2,625.00	2,275.00	86.7
Transportation Expenses	1,993.97	4,375.00	2,381.03	54.4
Lodging	2,455.52	4,083.33	1,627.81	39.9
Meals	622.88	583.33	(39.55)	(6.8)
Other Staff Expenses	508.65	583.33	74.68	12.8
Advertising	2,106.00	110,833.33	108,727.33	98.1
Program Management	44,071.70	-	(44,071.70)	N/A
Program Operations	3,543,898.73	6,216,408.33	2,672,509.60	43.0
Litigation Settlement	-	5,833.33	5,833.33	100.0
Furniture & Equipment	265,261.31	437,500.00	172,238.69	39.4
Improvements	16,032.27	9,391.67	(6,640.60)	(70.7)
Depreciation	5,391,972.02 [#]	-	(5,391,972.02)	N/A
Bad Debt Expense	9.21	-	(9.21)	N/A
Total operating expenses	11,806,657.72	11,260,316.67	(546,341.05)	(4.9)
Operating income (loss)	27,950,644.61	13,163,500.00	14,787,144.61	112.3
Nonoperating revenues (expenses):				
Interest Revenue	1,152,968.29	887,891.67	265,076.62	(29.9)
Other Miscellaneous Revenue	(864.59)	-	(864.59)	N/A
Interest Expense	(14,346,501.75)	(4,153,275.00)	(10,193,226.75)	245.4
Total nonoperating revenues (expenses)	(14,023,097.87)	(3,265,383.33)	(10,757,714.54)	(329.4)
Transfers In	-	-	-	N/A
Transfers Out	(605,300.00)	(1,784,708.33)	1,179,408.33	(66.1)
Net income (loss)	\$ 13,322,246.74	\$ 8,113,408.33	\$ 5,208,838.41	64.2

¹ Unaudited

² Depreciation is not a budgeted expense

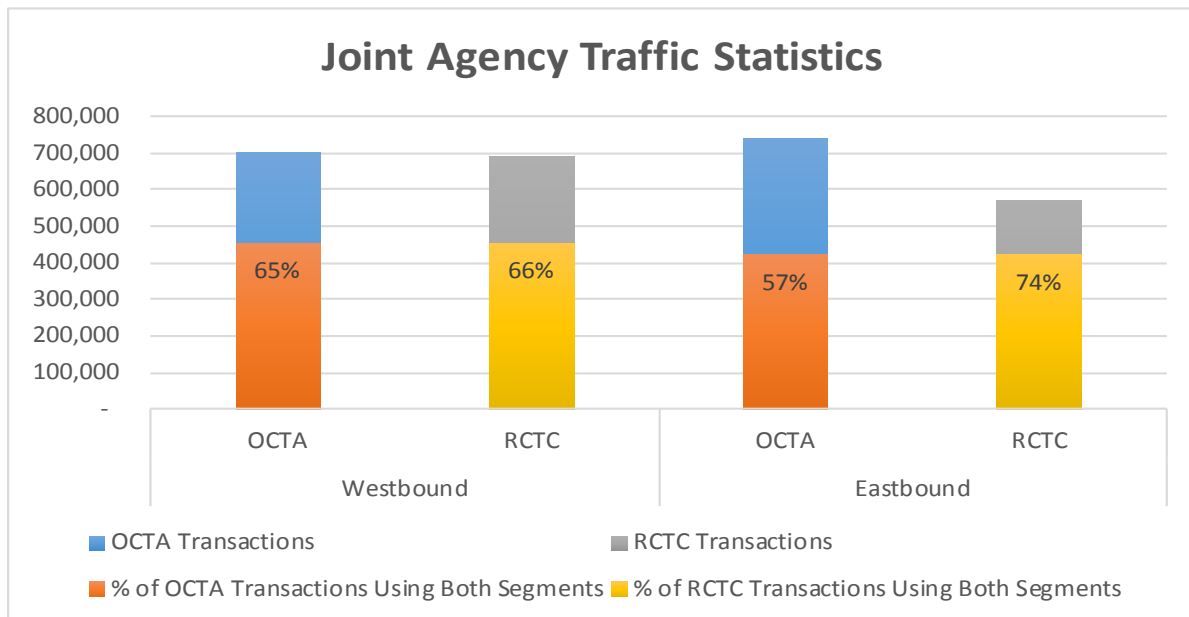
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING January 31, 2020

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	703,391	454,860	65%	\$ 1,842,096
RCTC	692,110	454,860	66%	\$ 3,872,953
I-15	304,684	207,176	68%	\$ 1,636,612
McKinley	387,426	247,684	64%	\$ 2,236,341
Eastbound				
OCTA	742,950	423,363	57%	\$ 2,711,400
RCTC	573,259	423,363	74%	\$ 1,954,450
I-15	216,326	171,059	79%	\$ 506,143
McKinley	356,933	252,304	71%	\$ 1,448,307

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Jan-20 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:31
Abandon Rate	Monthly	No more than 4.0%	2.2%
Customer Satisfaction	Monthly	At least 75 outbound calls	78
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.0
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	0.7
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.01%
CAS Response Time	Monthly	0:20 (minutes) per call	0:10
ACCOUNTING			
OCTA Exceptions	Monthly	No more than 3	0
RCTC Exceptions	Monthly	No more than 3	0
INFORMATION TECHNOLOGY			
Back-office System Uptime	Monthly	99% Availability	100%
Network Uptime	Monthly	99% Availability	100%

CUSA = Cofiroute USA; CAS = OCTA Customer Assistance Specialists

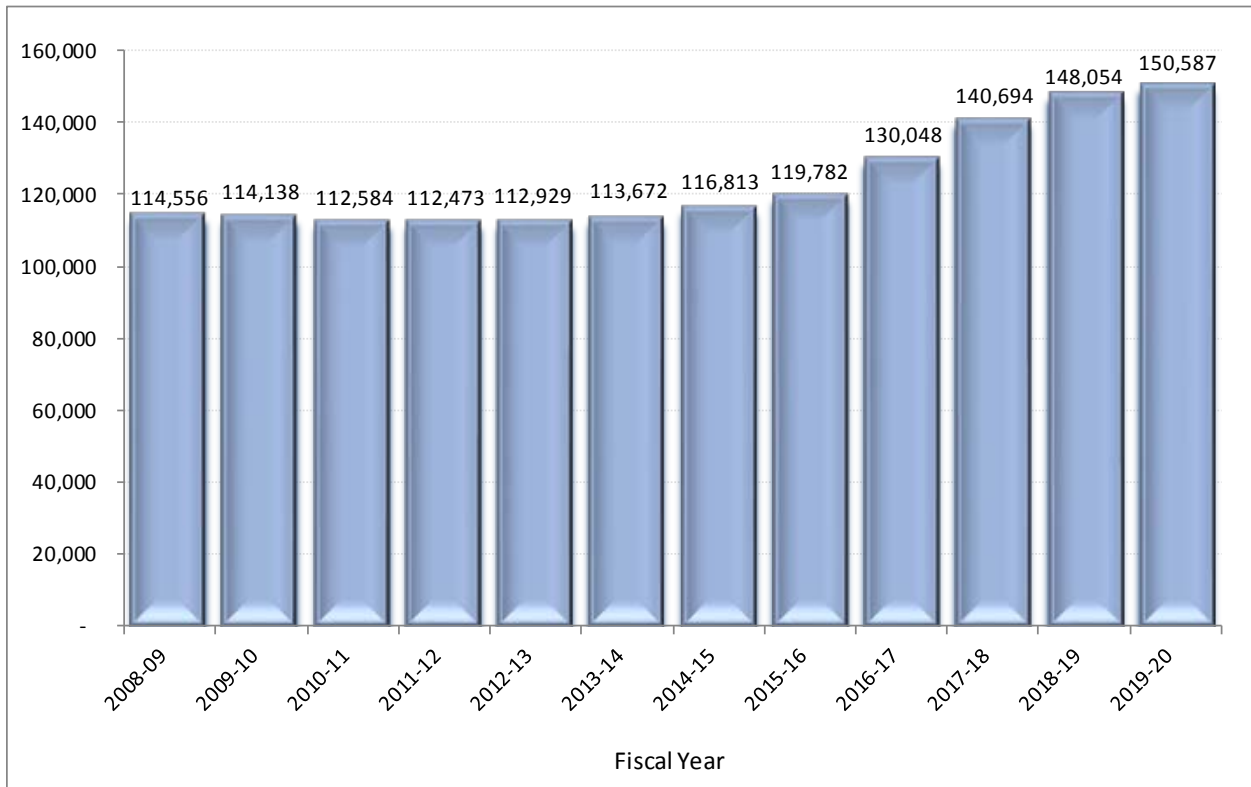
* Plate Misread Error performance is current after a 60-day hold-back period; therefore, percentage reported here is for 2 months prior to the month of this report.

JOINT AGENCY TRANSPONDER DISTRIBUTION

TRANSPONDER DISTRIBUTION	January-20		December-19		FY 2019-20	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,061	40.2%	1,143	47.5%	1,298	48.9%
Additional Tags to Existing Accounts	801	30.4%	805	33.5%	803	30.3%
Replacement Transponders	775	29.4%	458	19.0%	552	20.8%
Total Issued	2,637		2,406		2,654	
Returned						
Account Closures	449	33.3%	400	47.3%	471	39.3%
Accounts Downsizing	162	12.0%	147	17.4%	155	12.9%
Defective Transponders	739	54.7%	299	35.3%	573	47.8%
Total Returned	1,350		846		1,200	

At the end of January 2020, the 91 Express Lanes had 150,587 active customer accounts and 230,020 transponders classified as Assigned.

Number of Accounts by Fiscal Year
As of January 31, 2020



Incoming Email Activity

During January, the Anaheim Processing Center received 3,147 emails.



Orange County Transportation Authority
Riverside County Transportation Commission



Status Report
February 2020

As of February 29, 2020

Table of Contents

Operations Overview OCTA.....	3
Traffic and Revenue Statistics for OCTA.....	3
OCTA Traffic and Revenue Summary.....	5
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 Peak-Hour Volumes	13
RCTC Eastbound Peak-Hour Volumes	13
RCTC Westbound Peak-Hour Volumes	14
RCTC Operational Highlights	17
Financial Highlights RCTC	18
Joint Agency Trip and Revenue Statistics	19
Joint Agency Traffic Statistics	19
Joint Agency Performance Measures.....	20
Joint Agency Transponder Distribution.....	20
Incoming Email Activity	21

OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for February 2020 was 1,420,827. This represents a daily average of 48,994 vehicles. This is a 9.8% increase in total traffic volume from the same period last year, which totaled 1,294,183. Potential toll revenue for February was \$4,378,079, which represents an increase of 11.8% from the prior year's total of \$3,917,107. Carpool percentage for February was 24.16% as compared to the previous year's rate of 25.53%.

Month-to-date traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the month of February 2020.

Current Month-to-Date (MTD) as of February 29, 2020

	Feb-20 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Feb-19 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	1,077,494	1,059,422	18,072	1.7%	963,815	11.8%
3+ Lanes	343,333	298,770	44,563	14.9%	330,368	3.9%
Total Gross Trips	1,420,827	1,358,192	62,635	4.6%	1,294,183	9.8%
Revenue						
Full Toll Lanes	\$4,316,423	\$4,466,069	(\$149,646)	(3.4%)	\$3,846,951	12.2%
3+ Lanes	\$61,655	\$81,454	(\$19,799)	(24.3%)	\$70,156	(12.1%)
Total Gross Revenue	\$4,378,079	\$4,547,523	(\$169,444)	(3.7%)	\$3,917,107	11.8%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.01	\$4.22	(\$0.21)	(5.0%)	\$3.99	0.5%
Average 3+ Lanes	\$0.18	\$0.27	(\$0.09)	(33.3%)	\$0.21	(14.3%)
Average Gross Revenue	\$3.08	\$3.35	(\$0.27)	(8.1%)	\$3.03	1.7%

The 2020 fiscal year-to-date traffic volume increased by 3.3% and potential toll revenue increased by 5.6%, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.04.

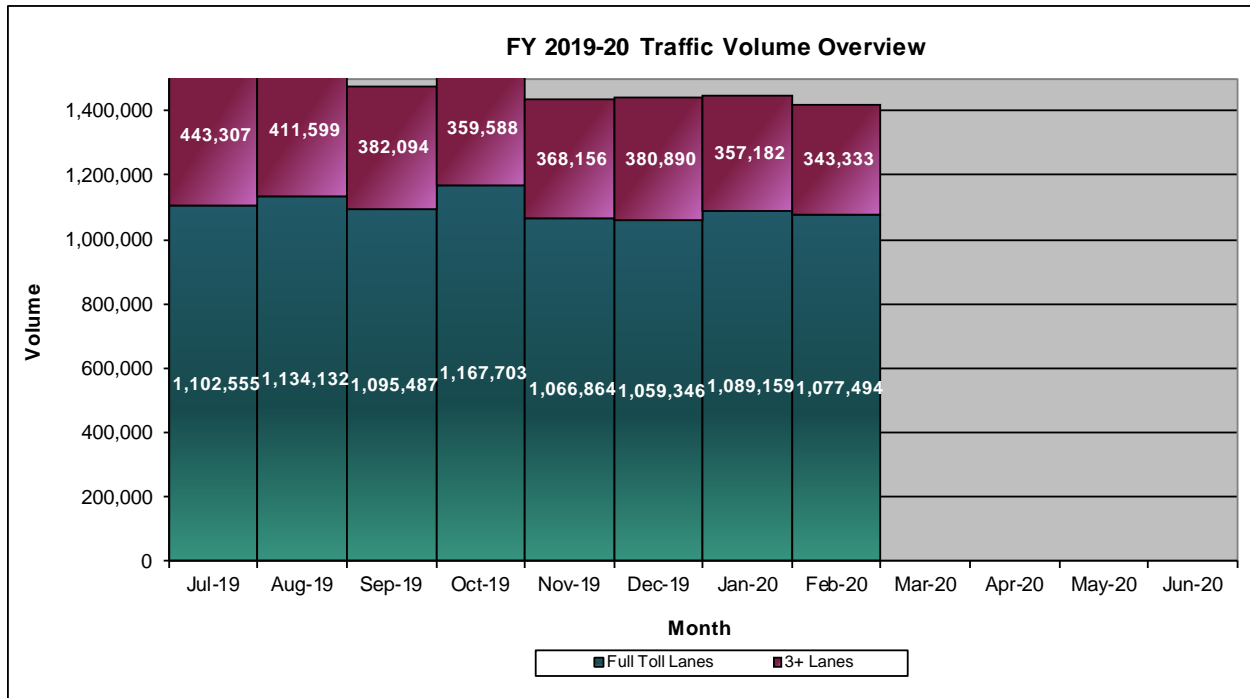
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2019 through February 2020.

FY 2019-20 Year to Date as of February 29, 2020

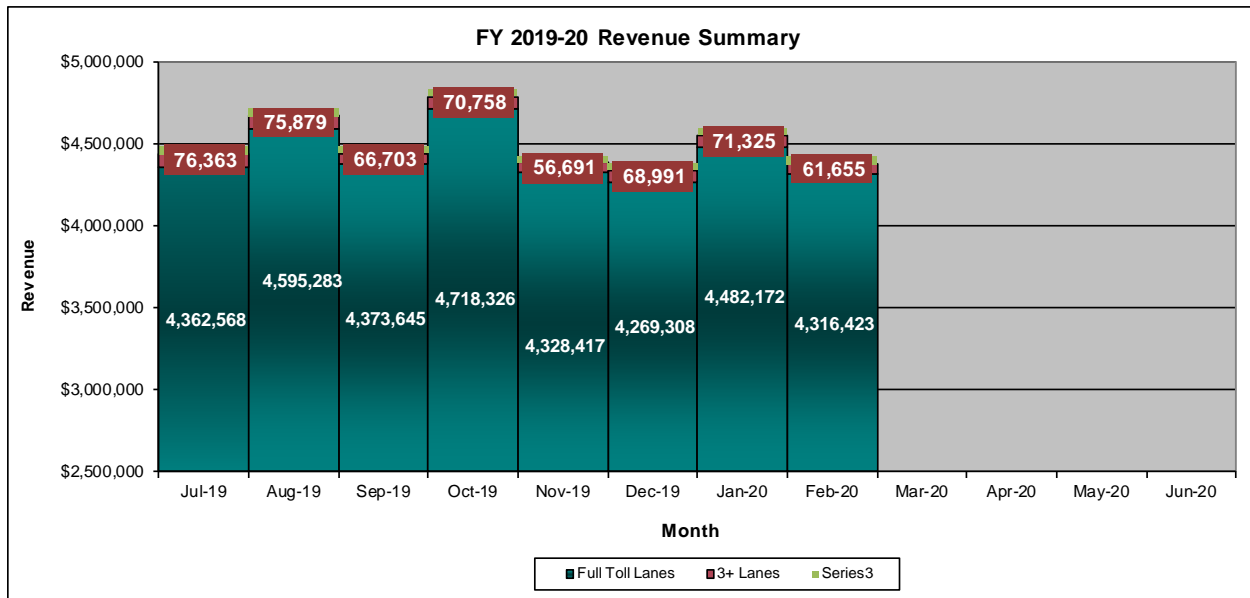
	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	8,792,740	8,686,153	106,587	1.2%	8,439,461	4.2%
3+ Lanes	3,046,149	2,623,680	422,469	16.1%	3,023,353	0.8%
Total Gross Trips	11,838,889	11,309,832	529,057	4.7%	11,462,814	3.3%
Revenue						
Full Toll Lanes	\$35,446,141	\$36,361,538	(\$915,397)	(2.5%)	\$33,499,148	5.8%
3+ Lanes	\$548,364	\$663,048	(\$114,684)	(17.3%)	\$600,473	(8.7%)
Total Gross Revenue	\$35,994,505	\$37,024,586	(\$1,030,081)	(2.8%)	\$34,099,622	5.6%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.03	\$4.19	(\$0.16)	(3.8%)	\$3.97	1.5%
Average 3+ Lanes	\$0.18	\$0.25	(\$0.07)	(28.0%)	\$0.20	(10.0%)
Average Gross Revenue	\$3.04	\$3.27	(\$0.23)	(7.0%)	\$2.97	2.4%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak traffic hour in the eastbound direction reached or exceeded 90% or more of defined capacity 16 times during the month of February 2020. As demonstrated on the next chart, westbound peak hour traffic volumes top out at 81% of defined capacity.

PM Time	Monday 02/03/20				Tuesday 02/04/20				Wednesday 02/05/20				Thursday 02/06/20				Friday 02/07/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	379	2,571	76%	\$5.15	384	2,856	84%	\$5.15	397	2,831	83%	\$7.45	414	2,862	84%	\$7.85	499	3,205	94%
1500 - 1600	\$5.50	548	3,029	89%	\$5.75	617	2,733	80%	\$7.75	603	2,908	86%	\$6.75	586	3,321	98%	\$8.65	662	2,785	82%
1600 - 1700	\$5.35	455	2,911	86%	\$5.50	383	2,831	83%	\$7.50	399	2,938	86%	\$7.80	427	2,812	83%	\$8.45	442	2,777	82%
1700 - 1800	\$5.30	528	2,927	86%	\$5.40	475	2,781	82%	\$6.40	493	2,973	87%	\$8.20	428	2,423	71%	\$7.05	519	2,834	83%
1800 - 1900	\$5.50	599	2,413	71%	\$3.95	667	3,057	90%	\$3.95	657	3,000	88%	\$4.85	712	3,067	90%	\$6.55	735	2,906	85%
1900 - 2000	\$3.85	507	1,781	52%	\$3.85	621	2,577	76%	\$3.85	623	2,319	68%	\$5.60	661	2,623	77%	\$6.05	653	2,240	66%

PM Time	Monday 02/10/20				Tuesday 02/11/20				Wednesday 02/12/20				Thursday 02/13/20				Friday 02/14/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	417	2,488	73%	\$5.15	391	2,940	86%	\$5.15	407	3,038	89%	\$7.45	423	2,911	86%	\$7.85	605	3,249	96%
1500 - 1600	\$5.50	591	3,051	90%	\$5.75	581	2,881	85%	\$7.75	580	2,912	86%	\$6.75	567	3,261	96%	\$8.65	615	2,515	74%
1600 - 1700	\$5.35	438	2,797	82%	\$5.50	394	3,006	88%	\$7.50	383	2,856	84%	\$7.80	467	2,891	85%	\$8.45	505	2,761	81%
1700 - 1800	\$5.30	418	2,499	74%	\$5.40	500	3,015	89%	\$6.40	479	2,926	86%	\$8.20	476	2,621	77%	\$7.05	557	2,830	83%
1800 - 1900	\$5.50	727	2,949	87%	\$3.95	693	3,128	92%	\$3.95	647	3,029	89%	\$4.85	637	3,038	89%	\$6.55	707	2,772	82%
1900 - 2000	\$3.85	565	2,018	59%	\$3.85	517	2,184	64%	\$3.85	634	2,620	77%	\$5.60	743	2,951	87%	\$6.05	816	2,429	71%

PM Time	Monday 02/17/20				Tuesday 02/18/20				Wednesday 02/19/20				Thursday 02/20/20				Friday 02/21/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	565	2,344	69%	\$5.15	399	2,913	86%	\$5.15	349	2,920	86%	\$7.45	412	2,885	85%	\$7.85	559	3,331	98%
1500 - 1600	\$5.50	740	2,880	85%	\$5.75	546	2,241	66%	\$7.75	579	2,898	85%	\$6.75	524	3,233	95%	\$8.65	653	2,681	79%
1600 - 1700	\$5.35	507	2,452	72%	\$5.50	416	2,950	87%	\$7.50	398	3,037	89%	\$7.80	465	3,156	93%	\$8.45	413	2,720	80%
1700 - 1800	\$5.30	513	2,230	66%	\$5.40	506	2,988	88%	\$6.40	494	2,912	86%	\$8.20	466	2,564	75%	\$7.05	501	2,826	83%
1800 - 1900	\$5.50	561	1,735	51%	\$3.95	677	2,990	88%	\$3.95	655	2,858	84%	\$4.85	686	2,983	88%	\$6.55	773	2,927	86%
1900 - 2000	\$3.85	533	1,383	41%	\$3.85	634	2,509	74%	\$3.85	642	2,516	74%	\$5.60	682	2,725	80%	\$6.05	691	2,232	66%

PM Time	Monday 02/24/20				Tuesday 02/25/20				Wednesday 02/26/20				Thursday 02/27/20				Friday 02/28/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	432	2,743	81%	\$5.15	383	2,866	84%	\$5.15	408	3,020	89%	\$7.45	419	2,880	85%	\$7.85	512	3,291	97%
1500 - 1600	\$5.50	578	3,039	89%	\$5.75	590	2,880	85%	\$7.75	504	2,163	64%	\$6.75	624	3,453	102%	\$8.65	643	2,684	79%
1600 - 1700	\$5.35	387	2,696	79%	\$5.50	371	3,026	89%	\$7.50	427	3,109	91%	\$7.80	497	3,196	94%	\$8.45	459	2,937	86%
1700 - 1800	\$5.30	439	2,630	77%	\$5.40	421	2,717	80%	\$6.40	498	2,873	85%	\$8.20	479	2,674	79%	\$7.05	569	2,902	85%
1800 - 1900	\$5.50	689	2,874	85%	\$3.95	613	2,679	79%	\$3.95	648	2,912	86%	\$4.85	682	3,044	90%	\$6.55	703	2,833	83%
1900 - 2000	\$3.85	547	2,051	60%	\$3.85	678	2,696	79%	\$3.85	655	2,692	79%	\$5.60	624	2,420	71%	\$6.05	642	2,245	66%

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 02/03/20				Tuesday 02/04/20				Wednesday 02/05/20				Thursday 02/06/20				Friday 02/07/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	729	2,369	70%	\$3.05	786	2,478	73%	\$3.05	694	2,304	68%	\$3.05	817	2,518	74%	\$3.05	645	1,985	58%
0500 - 0600	\$4.95	813	2,540	75%	\$4.95	894	2,579	76%	\$4.95	837	2,575	76%	\$4.95	824	2,655	78%	\$4.70	722	2,459	72%
0600 - 0700	\$5.15	558	2,065	61%	\$5.15	535	2,042	60%	\$5.15	618	2,358	69%	\$5.15	586	1,981	58%	\$4.95	581	2,049	60%
0700 - 0800	\$5.65	393	2,009	59%	\$5.65	431	2,135	63%	\$5.65	457	2,293	67%	\$5.65	441	2,130	63%	\$5.50	383	1,976	58%
0800 - 0900	\$5.15	228	2,002	59%	\$5.15	239	2,348	69%	\$5.15	275	2,001	59%	\$5.15	233	2,019	59%	\$4.95	233	1,825	54%
0900 - 1000	\$4.10	225	1,945	57%	\$4.10	214	2,188	64%	\$4.10	230	2,039	60%	\$4.10	245	2,072	61%	\$4.10	250	1,728	51%

AM Time	Monday 02/10/20				Tuesday 02/11/20				Wednesday 02/12/20				Thursday 02/13/20				Friday 02/14/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	766	2,471	73%	\$3.05	774	2,556	75%	\$3.05	738	2,486	73%	\$3.05	753	2,482	73%	\$3.05	611	1,901	56%
0500 - 0600	\$4.95	794	2,467	73%	\$4.95	871	2,635	78%	\$4.95	771	2,496	73%	\$4.95	838	2,670	79%	\$4.70	734	2,443	72%
0600 - 0700	\$5.15	453	2,057	61%	\$5.15	551	2,201	65%	\$5.15	540	2,095	62%	\$5.15	618	2,066	61%	\$4.95	612	2,147	63%
0700 - 0800	\$5.65	327	1,979	58%	\$5.65	453	2,307	68%	\$5.65	438	2,214	65%	\$5.65	426	2,185	64%	\$5.50	364	1,975	58%
0800 - 0900	\$5.15	257	2,049	60%	\$5.15	290	2,289	67%	\$5.15	253	2,143	63%	\$5.15	223	1,955	58%	\$4.95	274	1,922	57%
0900 - 1000	\$4.10	295	2,058	61%	\$4.10	246	2,205	65%	\$4.10	246	2,074	61%	\$4.10	243	1,850	54%	\$4.10	350	1,758	52%

AM Time	Monday 02/17/20				Tuesday 02/18/20				Wednesday 02/19/20				Thursday 02/20/20				Friday 02/21/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	493	1,538	45%	\$3.05	798	2,611	77%	\$3.05	802	2,580	76%	\$3.05	753	2,534	75%	\$3.05	601	1,978	58%
0500 - 0600	\$4.95	495	1,593	47%	\$4.95	852	2,624	77%	\$4.95	834	2,552	75%	\$4.95	810	2,646	78%	\$4.70	751	2,564	75%
0600 - 0700	\$5.15	266	1,129	33%	\$5.15	562	2,202	65%	\$5.15	549	2,161	64%	\$5.15	589	2,113	62%	\$4.95	564	2,150	63%
0700 - 0800	\$5.65	195	1,058	31%	\$5.65	458	2,363	70%	\$5.65	432	2,259	66%	\$5.65	419	2,180	64%	\$5.50	387	1,863	55%
0800 - 0900	\$5.15	270	1,042	31%	\$5.15	269	1,972	58%	\$5.15	238	1,921	57%	\$5.15	246	2,099	62%	\$4.95	243	1,824	54%
0900 - 1000	\$4.10	434	1,288	38%	\$4.10	282	1,795	53%	\$4.10	253	1,540	45%	\$4.10	262	2,117	62%	\$4.10	290	2,007	59%

AM Time	Monday 02/24/20				Tuesday 02/25/20				Wednesday 02/26/20				Thursday 02/27/20				Friday 02/28/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	742	2,488	73%	\$3.05	742	2,541	75%	\$3.05	770	2,596	76%	\$3.05	765	2,625	77%	\$3.05	661	2,029	60%
0500 - 0600	\$4.95	756	2,475	73%	\$4.95	886	2,651	78%	\$4.95	808	2,475	73%	\$4.95	853	2,738	81%	\$4.70	751	2,523	74%
0600 - 0700	\$5.15	583	2,200	65%	\$5.15	552	2,231	66%	\$5.15	601	2,296	68%	\$5.15	583	2,160	64%	\$4.95	592	2,076	61%
0700 - 0800	\$5.65	420	2,158	63%	\$5.65	450	2,263	67%	\$5.65	465	2,287	67%	\$5.65	421	2,135	63%	\$5.50	397	1,938	57%
0800 - 0900	\$5.15	267	1,851	54%	\$5.15	258	2,196	65%	\$5.15	280	2,187	64%	\$5.15	272	2,148	63%	\$4.95	231	1,870	55%
0900 - 1000	\$4.10	255	2,029	60%	\$4.10	244	2,156	63%	\$4.10	240	2,212	65%	\$4.10	251	2,159	64%	\$4.10	242	1,746	51%

OCTA OPERATIONAL HIGHLIGHTS

On-road Operations

OCTA Customer Assistance Specialists (CAS) responded to 84 calls during the month of February. Of those calls, 69 were to assist disabled vehicles and 9 calls to remove debris. The CAS provided assistance to 6 accidents in the Express Lanes with 5 of those accidents originated from the SR91 general-purpose lanes.

Electronic Toll and Traffic Management System Project Update

Kapsch TrafficCom USA, Inc., (Kapsch), the toll lanes system integrator for the 91 Express Lanes, completed the replacement of the Electronic Toll and Traffic Management (ETTM) system at the current toll gantries. This new lane system is reading both the new 6C transponder protocol as well as the legacy Title 21 protocol. The next phase of the project entails the replacement of the closed-circuit television cameras along the corridor. New toll gantries will be constructed at the three entrances of the OCTA 91 Express Lanes after which Kapsch will install new ETTM equipment on the entrance gantries.

6C Transition Update

In February, changes to the back-office system to incorporate the new 6C transponder protocol were completed. During the month, the 91 Express Lanes continued to send letters to customers notifying them of the transition to 6C, as well as changes to the account plans, user agreement and privacy policy. Distribution of the new welcome kit and sticker transponders commenced in February. It is envisioned the distribution of the new transponders to all the customers will take place over several months.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 2/29/2020		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll revenue	\$ 33,316,632.31	\$ 35,149,994.00	\$ (1,833,361.69)	(5.2)
Fee revenue	5,320,852.97	3,285,304.00	2,035,548.97	62.0
Total operating revenues	38,637,485.28	38,435,298.00	202,187.28	0.5
Operating expenses:				
Contracted services	4,121,794.72	5,056,360.00	934,565.28	18.5
Administrative fee	1,889,920.00	1,893,256.00	3,336.00	0.2
Other professional services	780,869.65	1,754,448.00	973,578.35	55.5
Credit card processing fees	879,151.85	923,265.00	44,113.15	4.8
Toll road account servicing	636,207.80	1,599,250.00	963,042.20	60.2
Other insurance expense	248,729.99	499,800.00	251,070.01	50.2
Toll road maintenance supply repairs	171,189.04	333,336.00	162,146.96	48.6
Patrol services	737,040.76	653,080.00	(83,960.76)	(12.9)
Building equipment repairs and maint	38,506.36	215,616.00	177,109.64	82.1
6C Transponders	250,518.75	125,000.00	(125,518.75)	(100.4)
Other services	(8,449.50)	19,164.00	27,613.50	144.1
Utilities	32,946.09	48,984.00	16,037.91	32.7
Office expense	3,192.15	113,772.00	110,579.85	97.2
Bad debt expense	120,388.85	-	(120,388.85)	N/A
Miscellaneous ⁽²⁾	44,258.61	90,350.00	46,091.39	51.0
Leases	271,272.73	306,544.00	35,271.27	11.5
Total operating expenses	10,217,537.85	13,632,225.00	3,414,687.15	25.0
Depreciation and amortization ⁽³⁾	2,354,792.82	-	(2,354,792.82)	N/A
Operating income (loss)	26,065,154.61	24,803,073.00	1,262,081.61	5.1
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	661,979.15	906,250.00	(244,270.85)	(27.0)
Interest income	3,916,218.98	2,530,728.00	1,385,490.98	54.7
Interest expense	(3,078,987.29)	(3,141,376.00)	62,388.71	2.0
Other	33,009.18	-	33,009.18	N/A
Total nonoperating revenues (expenses)	1,532,220.02	295,602.00	1,236,618.02	(418.3)
Transfers in	-	-	-	N/A
Transfers out ⁽⁴⁾	(14,533,031.82)	(30,000.00)	(14,503,031.82)	(48,343.4)
Net income (loss)	\$ 13,064,342.81	\$ 25,068,675.00	\$ (12,004,332.19)	(47.9)

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.

³Depreciation and amortization are not budgeted items.

⁴For M2 Project I and Project J expense reimbursements.

Capital Asset Activity

During the seven months ending February 29, 2020, capital asset activities included \$195,292 for the ETTM system project, \$297,339 for the new back-office/account management system, \$5,920 for computer equipment and \$325,411 for transponder purchases.



OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for February 2020 was 1,241,893. This represents a daily average of 42,824 vehicles. This is a 11% increase in total traffic volume from the same period last year, which totaled 1,118,546. Potential toll revenue for the month was \$5,610,397, which represents an increase of 24.8% from the prior year's total of \$4,495,410. Carpool percentage for January was 22.68% as compared to the previous year's rate of 23.74%.

Month-to-date 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 Express Lanes and associated potential revenue for the month of February 2020.

Current Month-to-Date (MTD) as of February 29, 2020

	FEB-20 MTD Actual	Stantec MTD Projected	# Variance	% Variance	FEB-19 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	960,256	922,471	37,785	4.1%	853,001	12.6%
3+ Lanes	281,637	289,771	(8,134)	(2.8%)	265,545	6.1%
Total Gross Trips	1,241,893	1,212,243	29,650	2.4%	1,118,546	11.0%
Revenue						
Full Toll Lanes	\$5,579,936	\$3,716,771	\$1,863,165	50.1%	\$4,459,143	25.1%
3+ Lanes	\$30,461	\$0	\$30,461		\$36,267	(16.0%)
Total Gross Revenue	\$5,610,397	\$3,716,771	\$1,893,626	50.9%	\$4,495,410	24.8%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.81	\$4.03	\$1.78	44.2%	\$5.23	11.1%
Average 3+ Lanes	\$0.11	\$0.00	\$0.11		\$0.14	(21.4%)
Average Gross Revenue	\$4.52	\$3.07	\$1.45	47.2%	\$4.02	12.4%

The 2020 fiscal year-to-date (YTD) traffic volume is 4.6% higher when compared with the same period last year. The 2020 fiscal year-to-date revenue is 21.7% higher than for the same period last year. The traffic and revenue increases are attributed to higher demand and increased toll rates to manage the demand. Year-to-date average revenue per-trip is \$4.30.

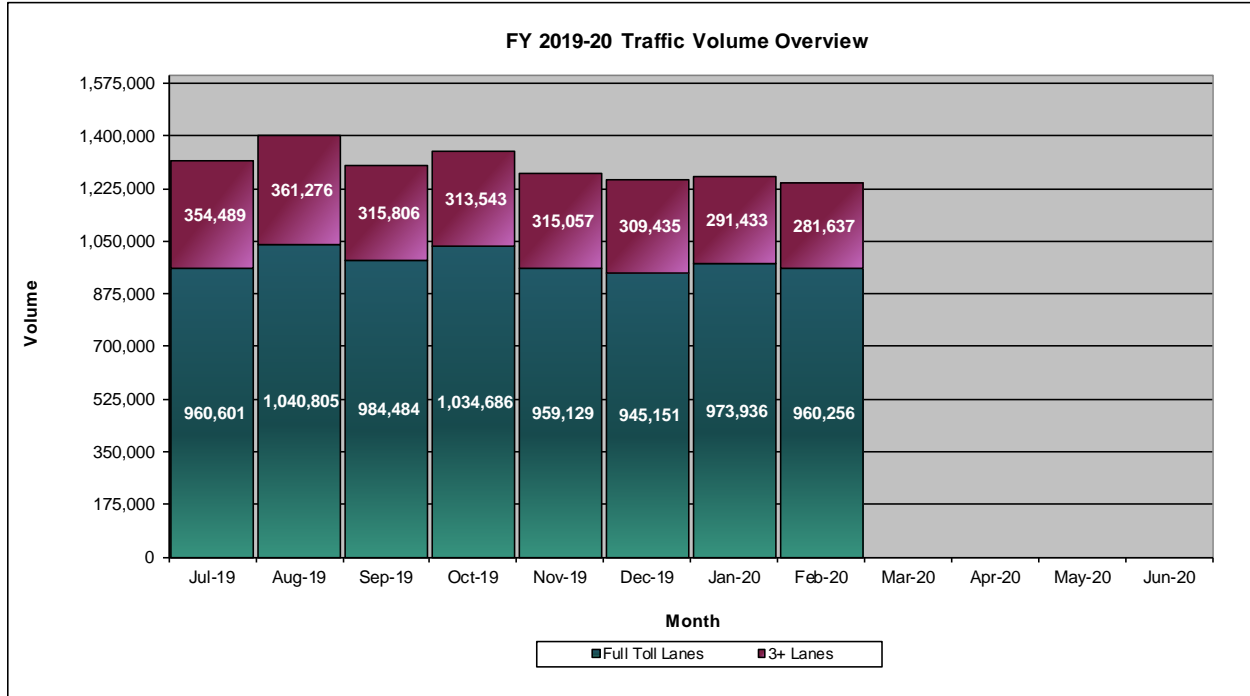
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2019 through February 2020.

FY 2019-20 Year to Date as of February 29, 2020

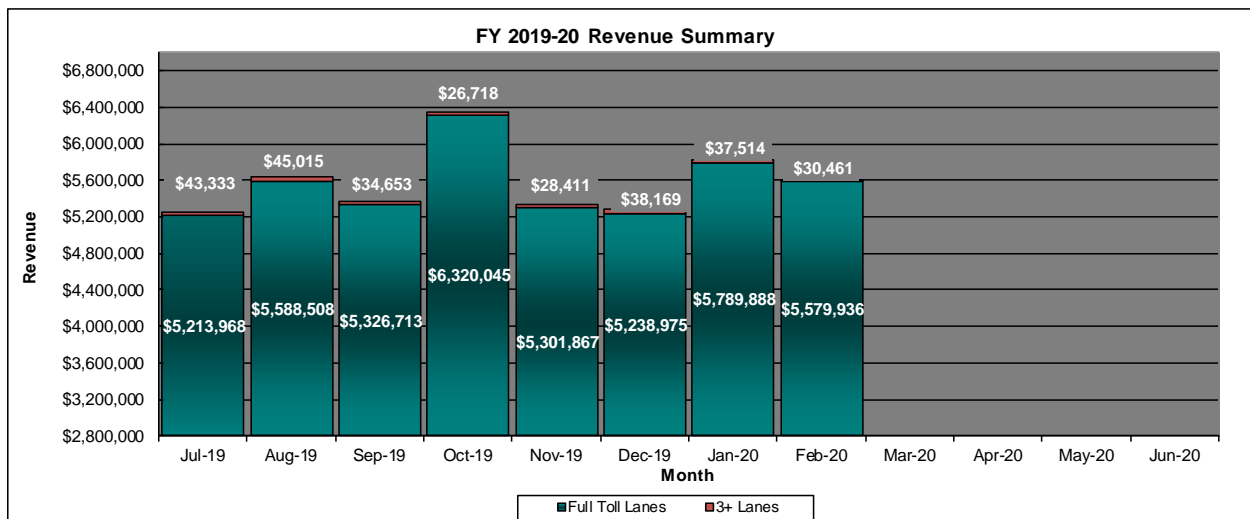
Trips	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	7,903,204	7,773,214	129,990	1.7%	7,528,336	5.0%
3+ Lanes	2,481,489	2,517,143	(35,654)	(1.4%)	2,402,812	3.3%
Total Gross Trips	10,384,693	10,290,357	94,336	0.9%	9,931,148	4.6%
Revenue						
Full Toll Lanes	\$44,359,901	\$30,728,100	\$13,631,801	44.4%	\$36,383,686	21.9%
3+ Lanes	\$284,274	\$0	\$284,274		\$288,561	(1.5%)
Total Gross Revenue	\$44,644,175	\$30,728,100	\$13,916,075	45.3%	\$36,672,246	21.7%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.61	\$3.95	\$1.66	42.0%	\$4.83	16.1%
Average 3+ Lanes	\$0.11	\$0.00	\$0.11		\$0.12	(8.3%)
Average Gross Revenue	\$4.30	\$2.99	\$1.31	43.8%	\$3.69	16.5%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

RCTC evaluates traffic volumes for peak period hours and either increases or decreases tolls according to the toll rate policy. Hours that are highlighted in yellow were flagged for continued evaluation. The next quarterly adjustment is scheduled for April 1, 2020.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 02/03/20					Tuesday 02/04/20					Wednesday 02/05/20					Thursday 02/06/20					Friday 02/07/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	209	919	1,128	D	\$6.95	196	974	1,170	D	\$9.00	208	1,010	1,218	E	\$11.85	203	1,011	1,214	E	\$21.00	307	1,147	1,454	F
1500 - 1600	\$7.35	265	947	1,212	E	\$6.95	295	898	1,193	D	\$9.90	272	912	1,184	D	\$11.35	317	1,035	1,352	F	\$18.70	384	954	1,338	F
1600 - 1700	\$5.30	181	858	1,039	D	\$5.30	154	924	1,078	D	\$5.30	166	961	1,127	D	\$7.50	206	901	1,107	D	\$10.45	226	1,005	1,231	E
1700 - 1800	\$5.30	219	799	1,018	D	\$5.30	193	771	964	C	\$5.30	210	862	1,072	D	\$5.30	220	807	1,027	D	\$6.95	242	897	1,139	D
1800 - 1900	\$5.30	242	667	909	C	\$5.30	296	799	1,095	D	\$5.30	263	753	1,016	D	\$5.30	283	850	1,133	D	\$5.30	354	845	1,199	D
1900 - 2000	\$2.25	198	462	660	B	\$4.20	252	724	976	C	\$5.30	265	650	915	C	\$5.30	257	773	1,030	D	\$5.30	311	767	1,078	D

PM Time	Monday 02/10/20					Tuesday 02/11/20					Wednesday 02/12/20					Thursday 02/13/20					Friday 02/14/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	202	858	1,060	D	\$6.95	199	994	1,193	D	\$9.00	242	1,133	1,375	F	\$11.85	240	1,137	1,377	F	\$21.00	415	1,257	1,672	F
1500 - 1600	\$7.35	290	929	1,219	E	\$6.95	291	971	1,262	E	\$9.90	301	915	1,216	E	\$11.35	315	1,101	1,416	F	\$18.70	387	810	1,197	D
1600 - 1700	\$5.30	208	899	1,107	D	\$5.30	190	927	1,117	D	\$5.30	193	940	1,133	D	\$7.50	233	1,053	1,286	E	\$10.45	359	1,216	1,575	F
1700 - 1800	\$5.30	183	748	931	C	\$5.30	206	889	1,095	D	\$5.30	230	938	1,168	D	\$5.30	254	876	1,130	D	\$6.95	425	1,328	1,753	F
1800 - 1900	\$5.30	255	808	1,063	D	\$5.30	289	804	1,093	D	\$5.30	274	869	1,143	D	\$5.30	288	898	1,186	D	\$5.30	365	1,121	1,486	F
1900 - 2000	\$2.25	194	565	759	B	\$4.20	208	664	872	C	\$5.30	252	725	977	C	\$5.30	297	903	1,200	D	\$5.30	438	936	1,374	F

PM Time	Monday 02/17/20					Tuesday 02/18/20					Wednesday 02/19/20					Thursday 02/20/20					Friday 02/21/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	291	857	1,148	D	\$6.95	193	1,022	1,215	E	\$9.00	197	1,077	1,274	E	\$11.85	244	1,012	1,256	E	\$21.00	320	1,151	1,471	F
1500 - 1600	\$7.35	392	875	1,267	E	\$6.95	261	815	1,076	D	\$9.90	334	937	1,271	E	\$11.35	314	1,082	1,396	F	\$18.70	353	873	1,226	E
1600 - 1700	\$5.30	234	740	974	C	\$5.30	203	974	1,177	D	\$5.30	193	1,005	1,198	D	\$7.50	234	983	1,217	E	\$10.45	200	997	1,197	D
1700 - 1800	\$5.30	254	665	919	C	\$5.30	192	909	1,101	D	\$5.30	224	856	1,080	D	\$5.30	208	836	1,044	D	\$6.95	243	956	1,199	D
1800 - 1900	\$5.30	221	507	728	B	\$5.30	299	759	1,058	D	\$5.30	309	731	1,040	D	\$5.30	276	867	1,143	D	\$5.30	312	929	1,241	E
1900 - 2000	\$2.25	223	380	603	B	\$4.20	251	675	926	C	\$5.30	273	687	960	C	\$5.30	284	925	1,209	E	\$5.30	284	774	1,058	D

PM Time	Monday 02/24/20					Tuesday 02/25/20					Wednesday 02/26/20					Thursday 02/27/20					Friday 02/28/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$5.30	230	998	1,228	E	\$6.95	188	1,024	1,212	E	\$9.00	219	1,094	1,313	F	\$11.85	227	1,093	1,320	F	\$21.00	303	1,153	1,456	F
1500 - 1600	\$7.35	294	930	1,224	E	\$6.95	282	926	1,208	E	\$9.90	259	767	1,026	D	\$11.35	328	1,087	1,415	F	\$18.70	331	909	1,240	E
1600 - 1700	\$5.30	168	849	1,017	D	\$5.30	174	932	1,106	D	\$5.30	210	1,010	1,220	E	\$7.50	206	1,035	1,241	E	\$10.45	248	1,002	1,250	E
1700 - 1800	\$5.30	186	811	997	C	\$5.30	203	808	1,011	D	\$5.30	226	863	1,089	D	\$5.30	230	897	1,127	D	\$6.95	270	968	1,238	E
1800 - 1900	\$5.30	244	823	1,067	D	\$5.30	271	734	1,005	D	\$5.30	268	794	1,062	D	\$5.30	290	835	1,125	D	\$5.30	334	833	1,167	D
1900 - 2000	\$2.25	213	602	815	C	\$4.20	264	735	999	C	\$5.30	259	769	1,028	D	\$5.30	231	704	935	C	\$5.30	296	741	1,037	D



Eastbound PM Peak - County Line to I-15 South

PM Time	Monday 02/03/20					Tuesday 02/04/20					Wednesday 02/05/20					Thursday 02/06/20					Friday 02/07/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	94	648	742	B	\$5.30	101	758	859	C	\$5.30	106	702	808	C	\$5.30	103	733	836	C	\$5.30	140	749	889	C
1500 - 1600	\$5.30	127	702	829	C	\$2.95	142	662	804	C	\$2.95	128	692	820	C	\$5.30	149	766	915	C	\$2.95	150	587	737	B
1600 - 1700	\$2.95	106	614	720	B	\$2.95	89	645	734	B	\$2.95	103	658	761	B	\$2.95	110	653	763	B	\$2.95	109	696	805	C
1700 - 1800	\$2.95	117	576	693	B	\$2.95	95	637	732	B	\$2.95	100	650	750	B	\$2.95	104	533	637	B	\$2.95	97	616	713	B
1800 - 1900	\$2.95	131	482	613	B	\$2.95	158	583	741	B	\$2.95	131	611	742	B	\$2.95	156	605	761	B	\$2.95	162	546	708	B
1900 - 2000	\$2.95	129	344	473	B	\$2.95	165	518	683	B	\$2.95	135	488	623	B	\$2.95	164	578	742	B	\$2.95	166	430	596	B

PM Time	Monday 02/10/20					Tuesday 02/11/20					Wednesday 02/12/20					Thursday 02/13/20					Friday 02/14/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	101	707	808	C	\$5.30	116	761	877	C	\$5.30	112	765	877	C	\$5.30	115	800	915	C	\$5.30	143	611	754	B
1500 - 1600	\$5.30	127	719	846	C	\$2.95	122	681	803	C	\$2.95	133	728	861	C	\$5.30	125	788	913	C	\$2.95	107	469	576	B
1600 - 1700	\$2.95	79	615	694	B	\$2.95	91	731	822	C	\$2.95	88	697	785	B	\$2.95	120	684	804	C	\$2.95	88	361	449	B
1700 - 1800	\$2.95	96	554	650	B	\$2.95	105	645	750	B	\$2.95	99	605	704	B	\$2.95	92	588	680	B	\$2.95	60	230	290	A
1800 - 1900	\$2.95	142	609	751	B	\$2.95	140	634	774	B	\$2.95	138	596	734	B	\$2.95	148	647	795	B	\$2.95	140	366	506	B
1900 - 2000	\$2.95	115	408	523	B	\$2.95	134	477	611	B	\$2.95	161	548	709	B	\$2.95	150	644	794	B	\$2.95	211	493	704	B

PM Time	Monday 02/17/20					Tuesday 02/18/20					Wednesday 02/19/20					Thursday 02/20/20					Friday 02/21/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	165	590	755	B	\$5.30	123	724	847	C	\$5.30	123	736	859	C	\$5.30	120	784	904	C	\$5.30	134	837	971	C
1500 - 1600	\$5.30	205	606	811	C	\$2.95	138	570	708	B	\$2.95	150	629	779	B	\$5.30	141	745	886	C	\$2.95	129	590	719	B
1600 - 1700	\$2.95	124	530	654	B	\$2.95	98	695	793	B	\$2.95	117	669	786	B	\$2.95	115	702	817	C	\$2.95	91	608	699	B
1700 - 1800	\$2.95	136	496	632	B	\$2.95	97	641	738	B	\$2.95	121	612	733	B	\$2.95	102	589	691	B	\$2.95	102	588	690	B
1800 - 1900	\$2.95	149	339	488	B	\$2.95	131	593	724	B	\$2.95	151	571	722	B	\$2.95	142	566	708	B	\$2.95	154	522	676	B
1900 - 2000	\$2.95	146	238	384	A	\$2.95	158	537	695	B	\$2.95	181	532	713	B	\$2.95	168	611	779	B	\$2.95	166	514	680	B

PM Time	Monday 02/24/20					Tuesday 02/25/20					Wednesday 02/26/20					Thursday 02/27/20					Friday 02/28/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	124	753	877	C	\$5.30	109	741	850	C	\$5.30	112	777	889	C	\$5.30	98	742	840	C	\$5.30	139	782	921	C
1500 - 1600	\$5.30	141	652	793	B	\$2.95	133	660	793	B	\$2.95	121	547	668	B	\$5.30	132	790	922	C	\$2.95	163	598	761	B
1600 - 1700	\$2.95	112	616	728	B	\$2.95	85	662	747	B	\$2.95	105	802	907	C	\$2.95	115	772	887	C	\$2.95	125	715	840	C
1700 - 1800	\$2.95	104	601	705	B	\$2.95	88	629	717	B	\$2.95	108	571	679	B	\$2.95	100	587	687	B	\$2.95	125	578	703	B
1800 - 1900	\$2.95	147	583	730	B	\$2.95	130	516	646	B	\$2.95	137	583	720	B	\$2.95	134	605	739	B	\$2.95	161	570	731	B
1900 - 2000	\$2.95	134	463	597	B	\$2.95	170	591	761	B	\$2.95	167	578	745	B	\$2.95	141	542	683	B	\$2.95	162	465	627	B



RCTC WESTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to I-15 South

PM Time	Monday 02/03/20					Tuesday 02/04/20					Wednesday 02/05/20					Thursday 02/06/20					Friday 02/07/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	94	648	742	B	\$5.30	101	758	859	C	\$5.30	106	702	808	C	\$5.30	103	733	836	C	\$5.30	140	749	889	C
1500 - 1600	\$5.30	127	702	829	C	\$2.95	142	662	804	C	\$2.95	128	692	820	C	\$5.30	149	766	915	C	\$2.95	150	587	737	B
1600 - 1700	\$2.95	106	614	720	B	\$2.95	89	645	734	B	\$2.95	103	658	761	B	\$2.95	110	653	763	B	\$2.95	109	696	805	C
1700 - 1800	\$2.95	117	576	693	B	\$2.95	95	637	732	B	\$2.95	100	650	750	B	\$2.95	104	533	637	B	\$2.95	97	616	713	B
1800 - 1900	\$2.95	131	482	613	B	\$2.95	158	583	741	B	\$2.95	131	611	742	B	\$2.95	156	605	761	B	\$2.95	162	546	708	B
1900 - 2000	\$2.95	129	344	473	B	\$2.95	165	518	683	B	\$2.95	135	488	623	B	\$2.95	164	578	742	B	\$2.95	166	430	596	B

PM Time	Monday 02/10/20					Tuesday 02/11/20					Wednesday 02/12/20					Thursday 02/13/20					Friday 02/14/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	101	707	808	C	\$5.30	116	761	877	C	\$5.30	112	765	877	C	\$5.30	115	800	915	C	\$5.30	143	611	754	B
1500 - 1600	\$5.30	127	719	846	C	\$2.95	122	681	803	C	\$2.95	133	728	861	C	\$5.30	125	788	913	C	\$2.95	107	469	576	B
1600 - 1700	\$2.95	79	615	694	B	\$2.95	91	731	822	C	\$2.95	88	697	785	B	\$2.95	120	684	804	C	\$2.95	88	361	449	B
1700 - 1800	\$2.95	96	554	650	B	\$2.95	105	645	750	B	\$2.95	99	605	704	B	\$2.95	92	588	680	B	\$2.95	60	230	290	A
1800 - 1900	\$2.95	142	609	751	B	\$2.95	140	634	774	B	\$2.95	138	596	734	B	\$2.95	148	647	795	B	\$2.95	140	366	506	B
1900 - 2000	\$2.95	115	408	523	B	\$2.95	134	477	611	B	\$2.95	161	548	709	B	\$2.95	150	644	794	B	\$2.95	211	493	704	B

PM Time	Monday 02/17/20					Tuesday 02/18/20					Wednesday 02/19/20					Thursday 02/20/20					Friday 02/21/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	165	590	755	B	\$5.30	123	724	847	C	\$5.30	123	736	859	C	\$5.30	120	784	904	C	\$5.30	134	837	971	C
1500 - 1600	\$5.30	205	606	811	C	\$2.95	138	570	708	B	\$2.95	150	629	779	B	\$5.30	141	745	886	C	\$2.95	129	590	719	B
1600 - 1700	\$2.95	124	530	654	B	\$2.95	98	695	793	B	\$2.95	117	669	786	B	\$2.95	115	702	817	C	\$2.95	91	608	699	B
1700 - 1800	\$2.95	136	496	632	B	\$2.95	97	641	738	B	\$2.95	121	612	733	B	\$2.95	102	589	691	B	\$2.95	102	588	690	B
1800 - 1900	\$2.95	149	339	488	B	\$2.95	131	593	724	B	\$2.95	151	571	722	B	\$2.95	142	566	708	B	\$2.95	154	522	676	B
1900 - 2000	\$2.95	146	238	384	A	\$2.95	158	537	695	B	\$2.95	181	532	713	B	\$2.95	168	611	779	B	\$2.95	166	514	680	B

PM Time	Monday 02/24/20					Tuesday 02/25/20					Wednesday 02/26/20					Thursday 02/27/20					Friday 02/28/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	124	753	877	C	\$5.30	109	741	850	C	\$5.30	112	777	889	C	\$5.30	98	742	840	C	\$5.30	139	782	921	C
1500 - 1600	\$5.30	141	652	793	B	\$2.95	133	660	793	B	\$2.95	121	547	668	B	\$5.30	132	790	922	C	\$2.95	163	598	761	B
1600 - 1700	\$2.95	112	616	728	B	\$2.95	85	662	747	B	\$2.95	105	802	907	C	\$2.95	115	772	887	C	\$2.95	125	715	840	C
1700 - 1800	\$2.95	104	601	705	B	\$2.95	88	629	717	B	\$2.95	108	571	679	B	\$2.95	100	587	687	B	\$2.95	125	578	703	B
1800 - 1900	\$2.95	147	583	730	B	\$2.95	130	516	646	B	\$2.95	137	583	720	B	\$2.95	134	605	739	B	\$2.95	161	570	731	B
1900 - 2000	\$2.95	134	463	597	B	\$2.95	170	591	761	B	\$2.95	167	578	745	B	\$2.95	141	542	683	B	\$2.95	162	465	627	B

Eastbound PM Peak - County Line to I-15 South

PM Time	Monday 02/03/20					Tuesday 02/04/20					Wednesday 02/05/20					Thursday 02/06/20					Friday 02/07/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	94	648	742	B	\$5.30	101	758	859	C	\$5.30	106	702	808	C	\$5.30	103	733	836	C	\$5.30	140	749	889	C
1500 - 1600	\$5.30	127	702	829	C	\$2.95	142	662	804	C	\$2.95	128	692	820	C	\$5.30	149	766	915	C	\$2.95	150	587	737	B
1600 - 1700	\$2.95	106	614	720	B	\$2.95	89	645	734	B	\$2.95	103	658	761	B	\$2.95	110	653	763	B	\$2.95	109	696	805	C
1700 - 1800	\$2.95	117	576	693	B	\$2.95	95	637	732	B	\$2.95	100	650	750	B	\$2.95	104	533	637	B	\$2.95	97	616	713	B
1800 - 1900	\$2.95	131	482	613	B	\$2.95	158	583	741	B	\$2.95	131	611	742	B	\$2.95	156	605	761	B	\$2.95	162	546	708	B
1900 - 2000	\$2.95	129	344	473	B	\$2.95	165	518	683	B	\$2.95	135	488	623	B	\$2.95	164	578	742	B	\$2.95	166	430	596	B

PM Time	Monday 02/10/20					Tuesday 02/11/20					Wednesday 02/12/20					Thursday 02/13/20					Friday 02/14/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	101	707	808	C	\$5.30	116	761	877	C	\$5.30	112	765	877	C	\$5.30	115	800	915	C	\$5.30	143	611	754	B
1500 - 1600	\$5.30	127	719	846	C	\$2.95	122	681	803	C	\$2.95	133	728	861	C	\$5.30	125	788	913	C	\$2.95	107	469	576	B
1600 - 1700	\$2.95	79	615	694	B	\$2.95	91	731	822	C	\$2.95	88	697	785	B	\$2.95	120	684	804	C	\$2.95	88	361	449	B
1700 - 1800	\$2.95	96	554	650	B	\$2.95	105	645	750	B	\$2.95	99	605	704	B	\$2.95	92	588	680	B	\$2.95	60	230	290	A
1800 - 1900	\$2.95	142	609	751	B	\$2.95	140	634	774	B	\$2.95	138	596	734	B	\$2.95	148	647	795	B	\$2.95	140	366	506	B
1900 - 2000	\$2.95	115	408	523	B	\$2.95	134	477	611	B	\$2.95	161	548	709	B	\$2.95	150	644	794	B	\$2.95	211	493	704	B

PM Time	Monday 02/17/20					Tuesday 02/18/20					Wednesday 02/19/20					Thursday 02/20/20					Friday 02/21/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	165	590	755	B	\$5.30	123	724	847	C	\$5.30	123	736	859	C	\$5.30	120	784	904	C	\$5.30	134	837	971	C
1500 - 1600	\$5.30	205	606	811	C	\$2.95	138	570	708	B	\$2.95	150	629	779	B	\$5.30	141	745	886	C	\$2.95	129	590	719	B
1600 - 1700	\$2.95	124	530	654	B	\$2.95	98	695	793	B	\$2.95	117	669	786	B	\$2.95	115	702	817	C	\$2.95	91	608	699	B
1700 - 1800	\$2.95	136	496	632	B	\$2.95	97	641	738	B	\$2.95	121	612	733	B	\$2.95	102	589	691	B	\$2.95	102	588	690	B
1800 - 1900	\$2.95	149	339	488	B	\$2.95	131	593	724	B	\$2.95	151	571	722	B	\$2.95	142	566	708	B	\$2.95	154	522	676	B
1900 - 2000	\$2.95	146	238	384	A	\$2.95	158	537	695	B	\$2.95	181	532	713	B	\$2.95	168	611	779	B	\$2.95	166	514	680	B

PM Time	Monday 02/24/20					Tuesday 02/25/20					Wednesday 02/26/20					Thursday 02/27/20					Friday 02/28/20				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.95	124	753	877	C	\$5.30	109	741	850	C	\$5.30	112	777	889	C	\$5.30	98	742	840	C	\$5.30	139	782	921	C
1500 - 1600	\$5.30	141	652	793	B	\$2.95	133	660	793	B	\$2.95	121	547	668	B	\$5.30	132	790	922	C	\$2.95	163	598	761	B
1600 - 1700	\$2.95	112	616	728	B	\$2.95	85	662	747	B	\$2.95	105	802	907	C	\$2.95	115	772	887	C	\$2.95	125	715	840	C
1700 - 1800	\$2.95	104	601	705	B	\$2.95	88	629	717	B	\$2.95	108	571	679	B	\$2.95	100	587	687	B	\$2.95	125	578	703	B
1800 - 1900	\$2.95	147	583	730	B	\$2.95	130	516	646	B	\$2.95	137	583	720	B	\$2.95	134	605	739	B	\$2.95	161	570	731	B
1900 - 2000	\$2.95	134	463	597	B	\$2.95	170	591	761	B	\$2.95	167	578	745	B	\$2.95	141	542	683	B	\$2.95	162	465	627	B



RCTC OPERATIONAL HIGHLIGHTS

On-road Operations

RCTC Freeway Service Patrol (FSP) responded to 72 calls during the month of February. Of those calls, 56 were to assist disabled vehicles, 8 calls to remove debris and 8 were in response to accidents in the Express Lanes.

6C Transponder Technology

In February, the 91 Express Lanes continued to send letters to customers notifying them of the transition to the new 6C protocol, as well as changes to the account plans, user agreement and privacy policy. Distribution of the new welcome kit, which includes mounting instructions and the new sticker transponders commenced in February. It is envisioned the distribution of the new transponders to all the customers will take place over several months.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 40,575,423.24	\$ 41,280,533.33	\$ (705,110.09)	(1.7)
Fee Revenue	5,550,843.78	3,520,200.00	2,030,643.78	57.7
Total operating revenues	46,126,267.02	44,800,733.33	1,325,533.69	3.0
Operating expenses:				
Salaries and Benefits	516,929.73	902,266.67	385,336.94	42.7
Legal Services	145,178.94	233,333.33	88,154.39	37.8
Advisory Services	46,070.58	50,000.00	3,929.42	7.9
Audit and Accounting Fees	46,000.00	31,333.33	(14,666.67)	(46.8)
Service Fees	2,706.21	17,333.33	14,627.12	84.4
Other Professional Services	181,899.54	1,653,000.00	1,471,100.46	89.0
Lease Expense	144,476.19	171,000.00	26,523.81	15.5
Operations	2,047,745.70	2,419,000.00	371,254.30	15.3
Utilities	28,344.96	41,666.67	13,321.71	32.0
Supplies and Materials	123.62	3,333.33	3,209.71	96.3
Membership and Subscription Fees	20,306.75	16,666.67	(3,640.08)	(21.8)
Office Equipment & Furniture (Non-Capital)	747.12	3,333.33	2,586.21	77.6
Maintenance/Repairs	116,951.15	233,200.00	116,248.85	49.8
Training Seminars and Conferences	350.00	3,000.00	2,650.00	88.3
Transportation Expenses	2,369.93	5,000.00	2,630.07	52.6
Lodging	2,455.52	4,666.67	2,211.15	47.4
Meals	622.88	666.67	43.79	6.6
Other Staff Expenses	524.65	666.67	142.02	21.3
Advertising	6,776.63	126,666.67	119,890.04	94.7
Program Management	44,071.70	-	(44,071.70)	N/A
Program Operations	5,113,688.16	7,771,133.33	2,657,445.17	34.2
Litigation Settlement	-	6,666.67	6,666.67	100.0
Furniture & Equipment	340,518.76	500,000.00	159,481.24	31.9
Improvements	16,032.27	10,733.33	(5,298.94)	(49.4)
Depreciation	5,391,972.02 #	-	(5,391,972.02)	N/A
Bad Debt Expense	9.40	-	(9.40)	N/A
Total operating expenses	14,216,872.41	14,204,666.67	(12,205.74)	(0.1)
Operating income (loss)	31,909,394.61	30,596,066.67	1,313,327.94	4.3
Nonoperating revenues (expenses):				
Interest Revenue	2,228,813.71	892,666.67	1,336,147.04	(149.7)
Other Miscellaneous Revenue	(860.87)	-	(860.87)	N/A
Interest Expense	(14,346,501.75) #	(4,746,600.00)	(9,599,901.75)	202.2
Total nonoperating revenues (expenses)	(16,221,544.78)	(3,853,933.33)	(12,367,611.45)	(320.9)
Transfers In	-	-	-	N/A
Transfers Out	(605,300.00)	(2,039,666.67)	1,434,366.67	(70.3)
Net income (loss)	\$ 15,082,549.83	\$ 24,702,466.67	\$ (9,619,916.84)	(38.9)

¹ Unaudited
² Depreciation is not a budgeted expense
³ Amount includes accrued compounded interest for the 91 Project Transportation Infrastructure Finance and Innovation Act (TIFIA) loan and accreted interest on the 2013 Toll Revenue Bonds Series B (capital appreciation). \$10.8 million of the \$14.3 million interest cost will not be paid in the current year and therefore not included in the FY 2019/20 budget



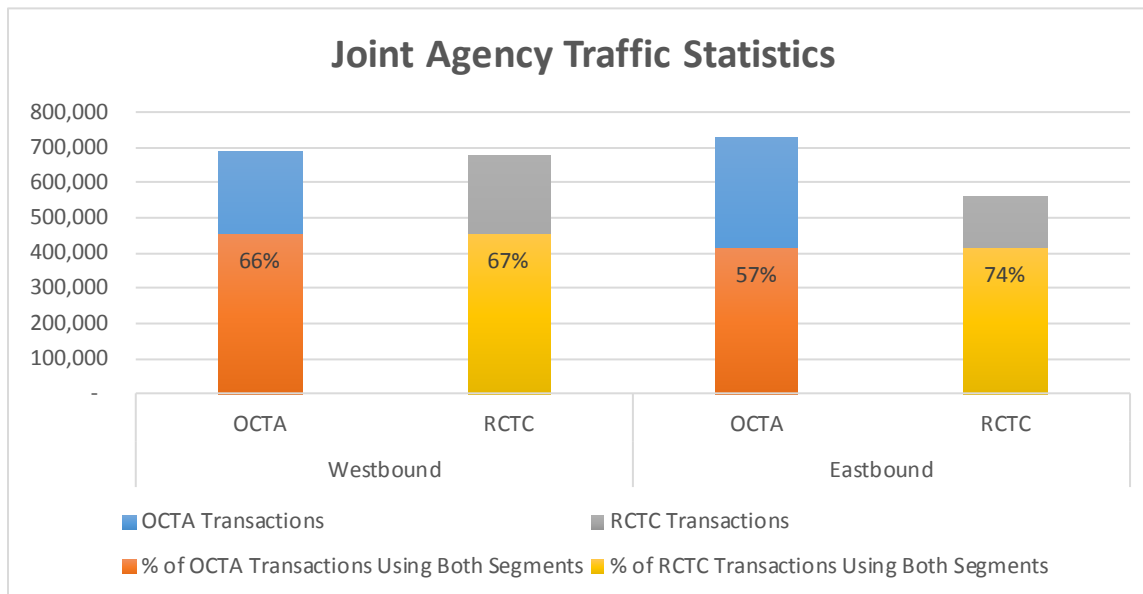
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING February 29, 2020

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	688,407	454,845	66%	\$ 1,801,690
RCTC	681,202	454,845	67%	\$ 3,762,812
I-15	298,225	201,093	67%	\$ 1,584,421
McKinley	382,977	253,752	66%	\$ 2,178,391
Eastbound				
OCTA	732,420	414,286	57%	\$ 2,576,388
RCTC	560,691	414,286	74%	\$ 1,847,586
I-15	208,879	164,534	79%	\$ 499,087
McKinley	351,812	249,752	71%	\$ 1,348,498

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Feb-20 Performance
CUSTOMER SERVICE			
** Call Wait Time	Monthly	Not to exceed 2 minutes	2:53
Abandon Rate	Monthly	No more than 4.0%	4.2%
Customer Satisfaction	Monthly	At least 75 outbound calls	76
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.3
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	1.1
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.01%
CAS Response Time	Monthly	0:20 (minutes) per call	0:08
ACCOUNTING			
OCTA Exceptions	Monthly	No more than 3	0
RCTC Exceptions	Monthly	No more than 3	0
INFORMATION TECHNOLOGY			
Back-office System Uptime	Monthly	99% Availability	100%
Network Uptime	Monthly	99% Availability	100%

CUSA = Cofiroute USA; CAS = OCTA Customer Assistance Specialists

* Plate Misread Error performance is current after a 60-day hold-back period; therefore, percentage reported here is for 2 months prior to the month of this report.

** Call Wait Time KPI impacted by higher talk times due to 6C program implementation.

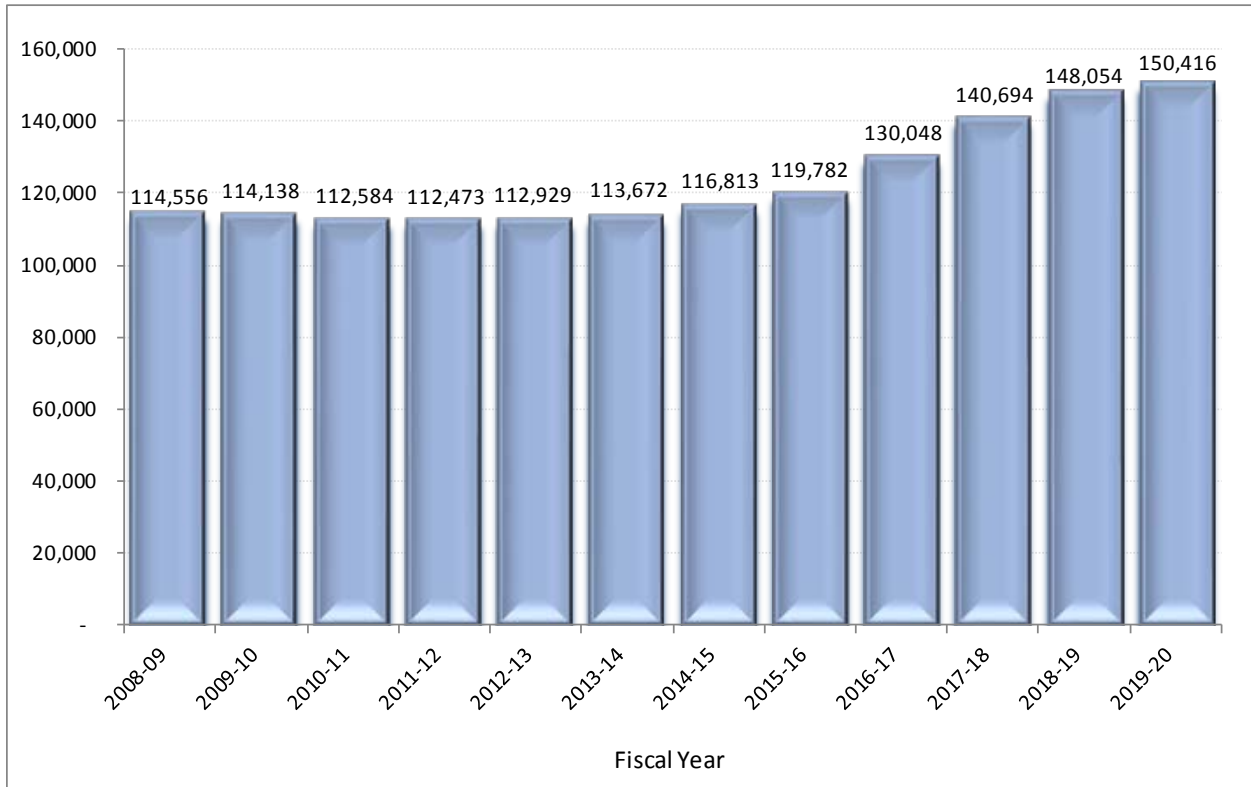
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	February-20		January-20		FY 2019-20	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	629	77.4%	1,061	40.2%	1,215	50.1%
Additional Tags to Existing Accounts	82	10.1%	801	30.4%	713	29.4%
Replacement Transponders	102	12.5%	775	29.4%	496	20.5%
Total Issued	813		2,637		2,424	
Returned						
Account Closures	335	18.2%	449	33.3%	454	35.5%
Accounts Downsizing	270	14.7%	162	12.0%	169	13.2%
Defective Transponders	1,235	67.1%	739	54.7%	656	51.3%
Total Returned	1,840		1,350		1,280	

At the end of February 2020, the 91 Express Lanes had 150,416 active customer accounts and 273,694 transponders classified as Assigned.



Number of Accounts by Fiscal Year
As of February 29, 2020



Incoming Email Activity

During February, the Anaheim Processing Center received 3,411 emails.



Orange County Transportation Authority
Riverside County Transportation Commission



Status Report
March 2020

As of March 31, 2020

Table of Contents

Operations Overview OCTA.....	3
Traffic and Revenue Statistics for OCTA.....	3
OCTA Traffic and Revenue Summary.....	5
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 Peak-Hour Volumes	13
RCTC Eastbound Peak-Hour Volumes	13
RCTC Westbound Peak-Hour Volumes	14
RCTC Operational Highlights	17
Financial Highlights RCTC	18
Joint Agency Trip and Revenue Statistics	19
Joint Agency Traffic Statistics	19
Joint Agency Performance Measures.....	20
Joint Agency Transponder Distribution.....	20
Incoming Email Activity	21

OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for March 2020 was 905,400. This represents a daily average of 29,206 vehicles. This is a 41.2% decrease in total traffic volume from the same period last year, which totaled 1,539,257. Potential toll revenue for March was \$2,916,062, which represents a decrease of 35.8% from the prior year's total of \$4,542,427. Carpool percentage for March was 22.68% as compared to the previous year's rate of 26.10%. The decreases were attributed to the COVID-19 pandemic and California Governor Gavin Newsom's orders for residents to self-quarantine and refrain from non-essential travel.

Month-to-date traffic and revenue data is summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the month of March 2020.

Current Month-to-Date (MTD) as of March 31, 2020

	Mar-20 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Mar-19 MTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	700,041	1,156,307	(456,266)	(39.5%)	1,137,488	(38.5%)
3+ Lanes	205,359	330,008	(124,649)	(37.8%)	401,769	(48.9%)
Total Gross Trips	905,400	1,486,315	(580,915)	(39.1%)	1,539,257	(41.2%)
Revenue						
Full Toll Lanes	\$2,871,629	\$4,861,024	(1,989,396)	(40.9%)	\$4,464,988	(35.7%)
3+ Lanes	\$44,433	\$88,658	(44,225)	(49.9%)	\$77,440	(42.6%)
Total Gross Revenue	\$2,916,062	\$4,949,682	(2,033,620)	(41.1%)	\$4,542,427	(35.8%)
Average Revenue per Trip						
Average Full Toll Lanes	\$4.10	\$4.20	(\$0.10)	(2.4%)	\$3.93	4.3%
Average 3+ Lanes	\$0.22	\$0.27	(\$0.05)	(18.5%)	\$0.19	15.8%
Average Gross Revenue	\$3.22	\$3.33	(\$0.11)	(3.3%)	\$2.95	9.2%

The 2020 fiscal year-to-date traffic volume decreased by 2% and potential toll revenue increased by 0.7%, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.05.

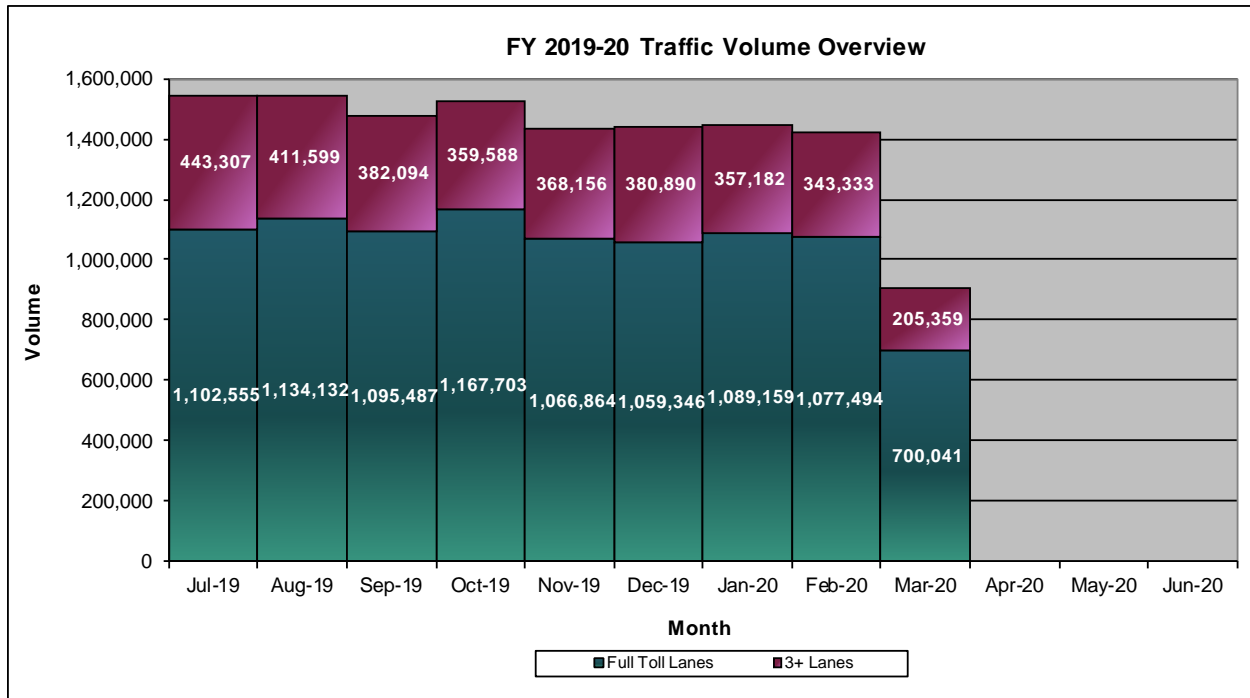
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2019 through March 2020.

FY 2019-20 Year to Date as of March 31, 2020

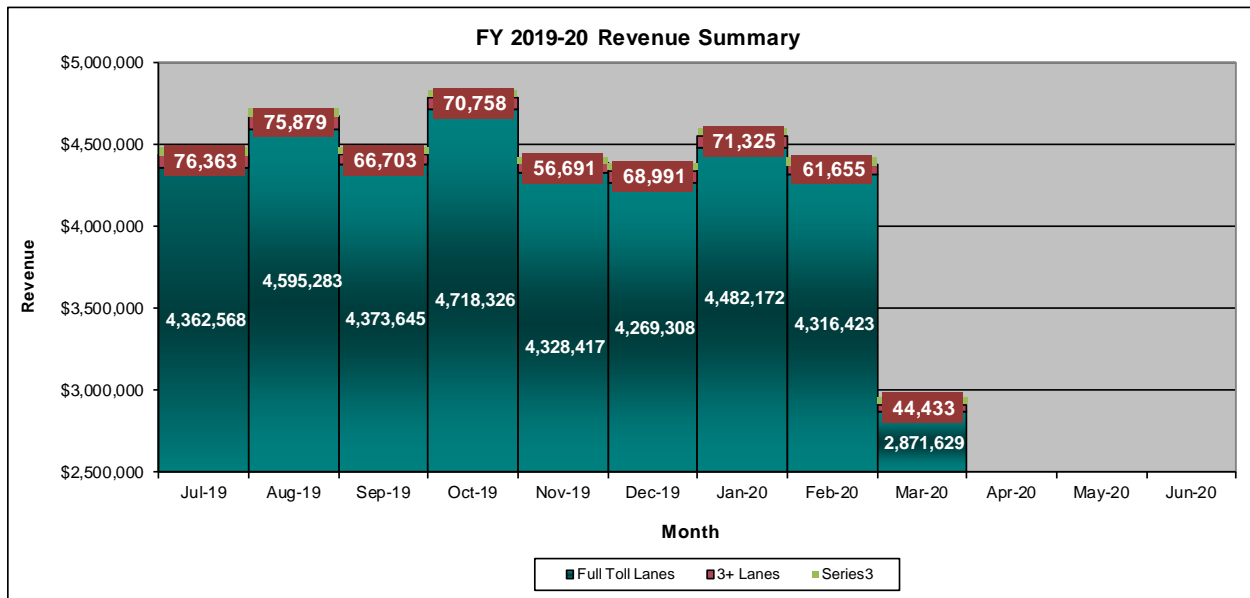
	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	9,492,781	9,842,460	(349,679)	(3.6%)	9,576,949	(0.9%)
3+ Lanes	3,251,508	2,953,688	297,820	10.1%	3,425,122	(5.1%)
Total Gross Trips	12,744,289	12,796,147	(51,858)	(0.4%)	13,002,071	(2.0%)
Revenue						
Full Toll Lanes	\$38,317,770	\$41,222,562	(2,904,793)	(7.0%)	\$37,964,136	0.9%
3+ Lanes	\$592,798	\$751,706	(158,908)	(21.1%)	\$677,913	(12.6%)
Total Gross Revenue	\$38,910,567	\$41,974,268	(3,063,701)	(7.3%)	\$38,642,049	0.7%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.04	\$4.19	(\$0.15)	(3.6%)	\$3.96	2.0%
Average 3+ Lanes	\$0.18	\$0.25	(\$0.07)	(28.0%)	\$0.20	(10.0%)
Average Gross Revenue	\$3.05	\$3.28	(\$0.23)	(7.0%)	\$2.97	2.7%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll trips and HOV3+ trips for FY 2019-20 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak traffic hour in the eastbound direction reached or exceeded 90% or more of defined capacity 8 times during the month of March 2020. As demonstrated on the next chart, westbound peak hour traffic volumes top out at 80% of defined capacity.

PM Time	Monday 03/02/20				Tuesday 03/03/20				Wednesday 03/04/20				Thursday 03/05/20				Friday 03/06/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	383	2,666	78%	\$5.15	387	2,720	80%	\$5.15	443	3,008	88%	\$7.45	466	2,873	85%	\$7.85	525	3,227	95%
1500 - 1600	\$5.50	556	2,782	82%	\$5.75	617	2,783	82%	\$7.75	599	2,848	84%	\$6.75	621	3,470	102%	\$8.65	634	2,608	77%
1600 - 1700	\$5.35	436	3,055	90%	\$5.50	423	2,894	85%	\$7.50	412	2,459	72%	\$7.80	496	3,092	91%	\$8.45	447	2,605	77%
1700 - 1800	\$5.30	507	3,153	93%	\$5.40	474	2,807	83%	\$6.40	510	3,001	88%	\$8.20	470	2,710	80%	\$7.05	535	2,954	87%
1800 - 1900	\$5.50	648	2,730	80%	\$3.95	702	3,022	89%	\$3.95	673	3,042	89%	\$4.85	659	2,920	86%	\$6.55	657	2,727	80%
1900 - 2000	\$3.85	457	1,816	53%	\$3.85	490	1,976	58%	\$3.85	588	2,307	68%	\$5.60	637	2,410	71%	\$6.05	609	2,058	61%

PM Time	Monday 03/09/20				Tuesday 03/10/20				Wednesday 03/11/20				Thursday 03/12/20				Friday 03/13/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	377	2,555	75%	\$5.15	336	2,606	77%	\$5.15	379	2,743	81%	\$7.45	380	1,837	54%	\$7.85	420	2,854	84%
1500 - 1600	\$5.50	575	3,130	92%	\$5.75	451	2,478	73%	\$7.75	584	3,134	92%	\$6.75	551	2,623	77%	\$8.65	580	2,540	75%
1600 - 1700	\$5.35	461	3,010	89%	\$5.50	134	1,241	37%	\$7.50	394	2,796	82%	\$7.80	481	2,786	82%	\$8.45	363	2,485	73%
1700 - 1800	\$5.30	479	3,089	91%	\$5.40	239	1,339	39%	\$6.40	458	2,293	67%	\$8.20	419	2,483	73%	\$7.05	391	2,259	66%
1800 - 1900	\$5.50	589	2,534	75%	\$3.95	422	1,886	55%	\$3.95	488	2,427	71%	\$4.85	530	2,820	83%	\$6.55	485	1,950	57%
1900 - 2000	\$3.85	422	1,532	45%	\$3.85	318	1,184	35%	\$3.85	426	1,688	50%	\$5.60	444	1,686	50%	\$6.05	421	1,332	39%

PM Time	Monday 03/16/20				Tuesday 03/17/20				Wednesday 03/18/20				Thursday 03/19/20				Friday 03/20/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	350	2,168	64%	\$5.15	338	2,138	63%	\$5.15	296	1,737	51%	\$7.45	306	1,705	50%	\$7.85	283	1,619	48%
1500 - 1600	\$5.50	482	2,680	79%	\$5.75	456	2,391	70%	\$7.75	448	2,142	63%	\$6.75	341	2,214	65%	\$8.65	299	1,412	42%
1600 - 1700	\$5.35	362	2,376	70%	\$5.50	309	2,294	67%	\$7.50	293	1,992	59%	\$7.80	271	1,659	49%	\$8.45	190	1,260	37%
1700 - 1800	\$5.30	349	2,310	68%	\$5.40	317	2,017	59%	\$6.40	278	1,641	48%	\$8.20	184	1,245	37%	\$7.05	194	1,070	31%
1800 - 1900	\$5.50	381	1,551	46%	\$3.95	315	1,352	40%	\$3.95	225	1,073	32%	\$4.85	176	885	26%	\$6.55	171	729	21%
1900 - 2000	\$3.85	224	840	25%	\$3.85	190	753	22%	\$3.85	159	582	17%	\$5.60	147	555	16%	\$6.05	137	432	13%

PM Time	Monday 03/23/20				Tuesday 03/24/20				Wednesday 03/25/20				Thursday 03/26/20				Friday 03/27/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	184	1,071	32%	\$5.15	224	1,202	35%	\$5.15	198	1,119	33%	\$7.45	224	1,167	34%	\$7.85	239	1,286	38%
1500 - 1600	\$5.50	207	1,360	40%	\$5.75	256	1,299	38%	\$7.75	266	1,325	39%	\$6.75	282	1,850	54%	\$8.65	258	1,337	39%
1600 - 1700	\$5.35	166	1,064	31%	\$5.50	161	1,054	31%	\$7.50	159	1,100	32%	\$7.80	190	1,296	38%	\$8.45	174	1,080	32%
1700 - 1800	\$5.30	138	889	26%	\$5.40	147	788	23%	\$6.40	136	767	23%	\$8.20	111	719	21%	\$7.05	178	842	25%
1800 - 1900	\$5.50	111	429	13%	\$3.95	117	481	14%	\$3.95	116	516	15%	\$4.85	125	492	14%	\$6.55	132	515	15%
1900 - 2000	\$3.85	78	284	8%	\$3.85	88	281	8%	\$3.85	79	254	7%	\$5.60	89	284	8%	\$6.05	110	343	10%

PM Time	Monday 03/30/20				Tuesday 03/31/20				Wednesday 04/01/20				Thursday 04/02/20				Friday 04/03/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.15	191	1,019	30%	\$5.15	186	1,068	31%												
1500 - 1600	\$5.50	247	1,518	45%	\$5.75	297	1,438	42%												
1600 - 1700	\$5.35	146	1,264	37%	\$5.50	156	1,223	36%												
1700 - 1800	\$5.30	147	778	23%	\$5.40	129	810	24%												
1800 - 1900	\$5.50	113	411	12%	\$3.95	103	445	13%												
1900 - 2000	\$3.85	77	265	8%	\$3.85	69	240	7%												



OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 03/02/20				Tuesday 03/03/20				Wednesday 03/04/20				Thursday 03/05/20				Friday 03/06/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	711	2,555	75%	\$3.05	804	2,711	80%	\$3.05	755	2,569	76%	\$3.05	804	2,606	77%	\$3.05	687	2,046	60%
0500 - 0600	\$4.95	809	2,640	78%	\$4.95	197	486	14%	\$4.95	838	2,578	76%	\$4.95	884	2,713	80%	\$4.70	773	2,471	73%
0600 - 0700	\$5.15	561	2,180	64%	\$5.15	55	241	7%	\$5.15	580	2,250	66%	\$5.15	581	2,103	62%	\$4.95	590	2,140	63%
0700 - 0800	\$5.65	419	2,143	63%	\$5.65	364	1,752	52%	\$5.65	450	2,098	62%	\$5.65	493	2,147	63%	\$5.50	390	1,821	54%
0800 - 0900	\$5.15	192	1,890	56%	\$5.15	119	978	29%	\$5.15	261	2,224	65%	\$5.15	221	2,088	61%	\$4.95	191	1,513	45%
0900 - 1000	\$4.10	194	1,927	57%	\$4.10	243	2,092	62%	\$4.10	241	2,130	63%	\$4.10	273	2,175	64%	\$4.10	220	1,750	51%

AM Time	Monday 03/09/20				Tuesday 03/10/20				Wednesday 03/11/20				Thursday 03/12/20				Friday 03/13/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	764	2,519	74%	\$3.05	698	2,070	61%	\$3.05	727	2,293	67%	\$3.05	718	2,291	67%	\$3.05	579	1,645	48%
0500 - 0600	\$4.95	841	2,555	75%	\$4.95	886	2,473	73%	\$4.95	820	2,381	70%	\$4.95	658	2,033	60%	\$4.70	658	2,096	62%
0600 - 0700	\$5.15	602	1,937	57%	\$5.15	569	1,869	55%	\$5.15	616	2,022	59%	\$5.15	562	1,798	53%	\$4.95	521	1,787	53%
0700 - 0800	\$5.65	414	2,006	59%	\$5.65	434	2,008	59%	\$5.65	413	2,005	59%	\$5.65	394	1,935	57%	\$5.50	372	1,770	52%
0800 - 0900	\$5.15	226	2,073	61%	\$5.15	209	2,054	60%	\$5.15	218	1,865	55%	\$5.15	189	1,748	51%	\$4.95	157	1,470	43%
0900 - 1000	\$4.10	230	1,886	55%	\$4.10	188	2,215	65%	\$4.10	209	1,695	50%	\$4.10	179	1,911	56%	\$4.10	134	1,142	34%

AM Time	Monday 03/16/20				Tuesday 03/17/20				Wednesday 03/18/20				Thursday 03/19/20				Friday 03/20/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	636	1,970	58%	\$3.05	590	1,789	53%	\$3.05	575	1,667	49%	\$3.05	488	1,443	42%	\$3.05	369	1,021	30%
0500 - 0600	\$4.95	696	2,215	65%	\$4.95	740	2,128	63%	\$4.95	583	1,779	52%	\$4.95	493	1,528	45%	\$4.70	367	1,324	39%
0600 - 0700	\$5.15	328	1,519	45%	\$5.15	352	1,648	48%	\$5.15	279	1,151	34%	\$5.15	213	872	26%	\$4.95	236	972	29%
0700 - 0800	\$5.65	223	1,468	43%	\$5.65	157	1,062	31%	\$5.65	178	963	28%	\$5.65	125	813	24%	\$5.50	104	696	20%
0800 - 0900	\$5.15	135	1,190	35%	\$5.15	107	945	28%	\$5.15	92	813	24%	\$5.15	62	708	21%	\$4.95	72	619	18%
0900 - 1000	\$4.10	130	977	29%	\$4.10	119	830	24%	\$4.10	101	708	21%	\$4.10	90	604	18%	\$4.10	87	542	16%

AM Time	Monday 03/23/20				Tuesday 03/24/20				Wednesday 03/25/20				Thursday 03/26/20				Friday 03/27/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	402	1,056	31%	\$3.05	368	965	28%	\$3.05	353	948	28%	\$3.05	333	880	26%	\$3.05	286	754	22%
0500 - 0600	\$4.95	458	1,498	44%	\$4.95	447	1,506	44%	\$4.95	311	1,089	32%	\$4.95	391	1,362	40%	\$4.70	309	1,207	36%
0600 - 0700	\$5.15	186	918	27%	\$5.15	147	728	21%	\$5.15	150	792	23%	\$5.15	124	729	21%	\$4.95	155	780	23%
0700 - 0800	\$5.65	107	722	21%	\$5.65	92	636	19%	\$5.65	85	611	18%	\$5.65	74	606	18%	\$5.50	75	566	17%
0800 - 0900	\$5.15	53	519	15%	\$5.15	37	488	14%	\$5.15	72	524	15%	\$5.15	59	453	13%	\$4.95	45	453	13%
0900 - 1000	\$4.10	59	401	12%	\$4.10	59	427	13%	\$4.10	48	401	12%	\$4.10	58	415	12%	\$4.10	56	396	12%

AM Time	Monday 03/30/20				Tuesday 03/31/20				Wednesday 04/01/20				Thursday 04/02/20				Friday 04/03/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.05	306	875	26%	\$3.05	310	824	24%												
0500 - 0600	\$4.95	367	1,407	41%	\$4.95	422	1,470	43%												
0600 - 0700	\$5.15	127	797	23%	\$5.15	144	728	21%												
0700 - 0800	\$5.65	70	567	17%	\$5.65	82	590	17%												
0800 - 0900	\$5.15	50	460	14%	\$5.15	55	478	14%												
0900 - 1000	\$4.10	55	373	11%	\$4.10	36	366	11%												



OCTA OPERATIONAL HIGHLIGHTS

On-road Operations

OCTA Customer Assistance Specialists (CAS) responded to 78 calls during the month of March. Of those calls, 55 were to assist disabled vehicles and 13 calls to remove debris. The CAS provided assistance to 10 accidents in the Express Lanes with 4 of those accidents originated from the SR91 general-purpose lanes.

91 Express Lanes Toll Entrance Gantries Infrastructure Project Update

OCTA will be contracting with the California Department of Transportation (Caltrans) to provide construction and construction management services for the 91 Express Lanes Toll Entrance Gantries Infrastructure Project. This project entails constructing new toll gantries infrastructures at the three entrances of the OCTA 91 Express Lanes. Construction of the gantries is scheduled to begin Fall 2020 and is expected to be completed in early 2021.

Electronic Toll and Traffic Management System Project Update

Kapsch TrafficCom USA, Inc., (Kapsch), the toll lanes system integrator for the 91 Express Lanes, completed the replacement of the Electronic Toll and Traffic Management (ETTM) system at the current toll gantries. This new lane system is reading both the new 6C transponder protocol as well as the legacy Title 21 protocol. The next phase of the project includes the replacement of the closed-circuit television cameras along the corridor. The new toll gantries infrastructure, as mentioned above, will house the new ETTM equipment. Once the gantries have been constructed, Kapsch will commence installation.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 3/31/2020		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll revenue	\$ 36,164,539.61	\$ 39,979,657.00	\$ (3,815,117.39)	(9.5)
Fee revenue	6,161,932.91	4,134,277.00	2,027,655.91	49.0
Total operating revenues	42,326,472.52	44,113,934.00	(1,787,461.48)	(4.1)
Operating expenses:				
Contracted services	4,917,551.34	5,672,780.00	755,228.66	13.3
Administrative fee	2,251,160.00	2,129,913.00	(121,247.00)	(5.7)
Other professional services	950,021.43	1,930,976.00	980,954.57	50.8
Credit card processing fees	963,852.59	1,035,720.00	71,867.41	6.9
Toll road account servicing	786,370.41	1,794,750.00	1,008,379.59	56.2
Other insurance expense	285,059.05	562,275.00	277,215.95	49.3
Toll road maintenance supply repairs	175,765.55	356,253.00	180,487.45	50.7
Patrol services	829,170.86	734,715.00	(94,455.86)	(12.9)
Building equipment repairs and maint	73,598.47	241,538.00	167,939.53	69.5
6C Transponders	250,518.75	187,500.00	(63,018.75)	(33.6)
Other services	(7,677.50)	26,247.00	33,924.50	129.3
Utilities	37,159.04	55,107.00	17,947.96	32.6
Office expense	4,264.30	140,915.00	136,650.70	97.0
Bad debt expense	132,245.47	-	(132,245.47)	N/A
Miscellaneous ⁽²⁾	47,845.65	112,375.00	64,529.35	57.4
Leases	304,828.94	344,862.00	40,033.06	11.6
Total operating expenses	12,001,734.35	15,325,926.00	3,324,191.65	21.7
Depreciation and amortization ⁽³⁾	2,646,082.90	-	(2,646,082.90)	N/A
Operating income (loss)	27,678,655.27	28,788,008.00	(1,109,352.73)	(3.9)
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	676,803.75	906,250.00	(229,446.25)	(25.3)
Interest income	4,396,528.80	2,847,069.00	1,549,459.80	54.4
Interest expense	(3,459,087.26)	(3,534,048.00)	74,960.74	2.1
Other	34,494.17	-	34,494.17	N/A
Total nonoperating revenues (expenses)	1,648,739.46	219,271.00	1,429,468.46	(651.9)
Transfers in	-	-	-	N/A
Transfers out	(14,581,399.32)	(35,000.00)	(14,546,399.32)	(41,561.1)
Net income (loss)	\$ 14,745,995.41	\$ 28,972,279.00	\$ (14,226,283.59)	(49.1)

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.

³Depreciation and amortization are not budgeted items.

Capital Asset Activity

During the nine months ending March 31, 2020, capital asset activities included \$195,292 for the ETTM system project, \$297,339 for the new back-office/account management system, \$5,920 for computer equipment and \$325,411 for transponder purchases.



OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for March 2020 was 808,527. This represents a daily average of 26,082 vehicles. This is a 38.3% decrease in total traffic volume from the same period last year, which totaled 1,310,935. Potential toll revenue for the month was \$3,656,203, which represents a decrease of 28.3% from the prior year's total of \$5,098,850. Carpool percentage for March was 21.62% as compared to the previous year's rate of 24.36%. The decreases were attributed to the COVID-19 pandemic and California Governor Gavin Newsom's orders for residents to self-quarantine and refrain from non-essential travel.

Month-to-date 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 Express Lanes and associated potential revenue for the month of March 2020.

Current Month-to-Date (MTD) as of March 31, 2020

Trips	MAR-20 MTD Actual	Stantec MTD Projected	# Variance	% Variance	MAR-19 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	633,701	1,046,814	(413,113)	(39.5%)	991,552	(36.1%)
3+ Lanes	174,826	341,886	(167,060)	(48.9%)	319,383	(45.3%)
Total Gross Trips	808,527	1,388,700	(580,173)	(41.8%)	1,310,935	(38.3%)
Revenue						
Full Toll Lanes	\$3,632,038	\$4,224,757	(\$592,719)	(14.0%)	\$5,057,871	(28.2%)
3+ Lanes	\$24,165	\$0	\$24,165		\$40,979	(41.0%)
Total Gross Revenue	\$3,656,203	\$4,224,757	(\$568,554)	(13.5%)	\$5,098,850	(28.3%)
Average Revenue per Trip						
Average Full Toll Lanes	\$5.73	\$4.04	\$1.69	41.8%	\$5.10	12.4%
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.13	7.7%
Average Gross Revenue	\$4.52	\$3.04	\$1.48	48.7%	\$3.89	16.2%



The 2020 fiscal year-to-date (YTD) traffic volume is 0.4% lower when compared with the same period last year. The 2020 fiscal year-to-date revenue is 15.6% higher than for the same period last year. Year-to-date average revenue per-trip is \$4.32.

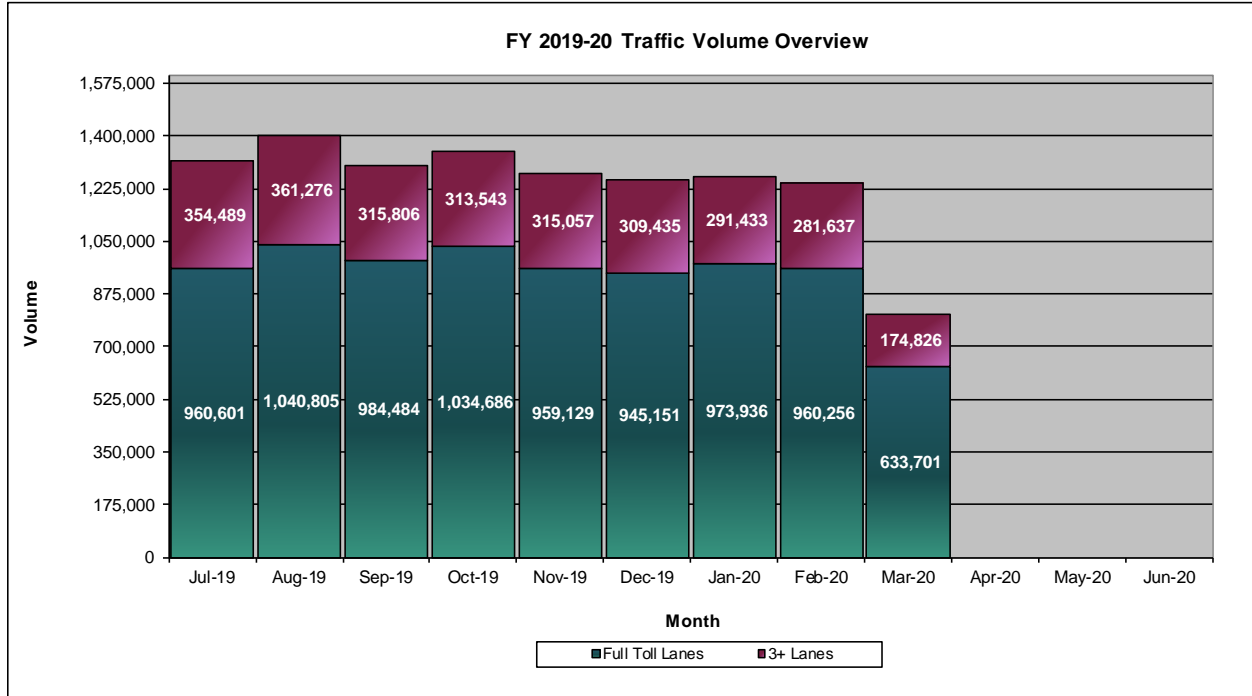
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2019 through March 2020.

FY 2019-20 Year to Date as of March 31, 2020

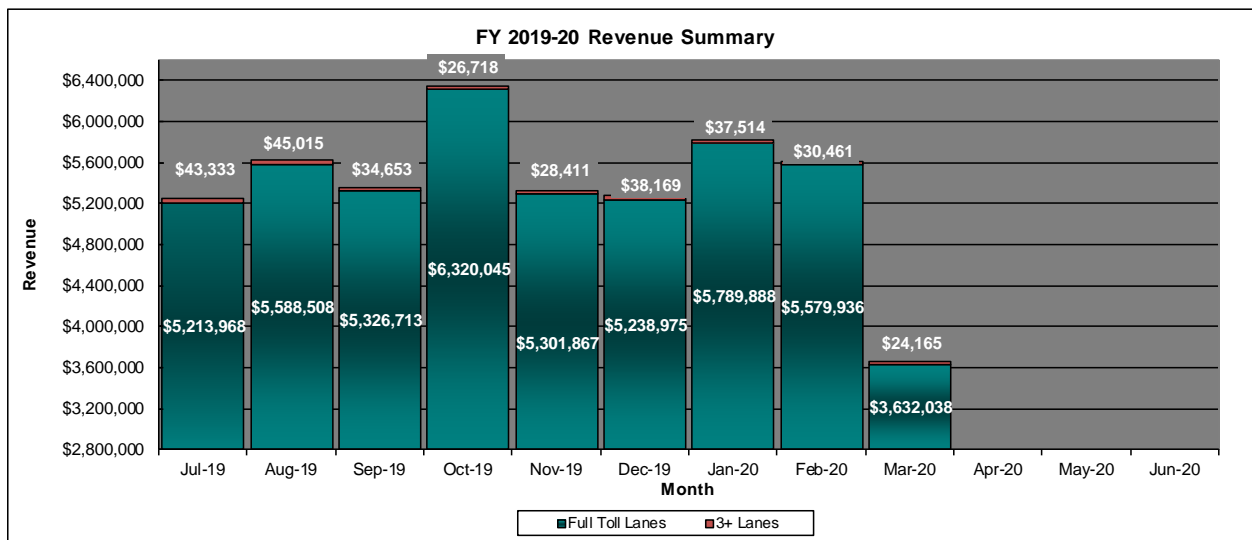
	FY 2019-20 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2018-19 YTD Actual	Yr-to-Yr % Variance
Trips						
Full Toll Lanes	8,536,905	8,820,029	(283,124)	(3.2%)	8,519,888	0.2%
3+ Lanes	2,656,315	2,859,029	(202,714)	(7.1%)	2,722,195	(2.4%)
Total Gross Trips	11,193,220	11,679,057	(485,837)	(4.2%)	11,242,083	(0.4%)
Revenue						
Full Toll Lanes	\$47,991,940	\$34,952,857	\$13,039,082	37.3%	\$41,441,557	15.8%
3+ Lanes	\$308,439	\$0	\$308,439		\$329,540	(6.4%)
Total Gross Revenue	\$48,300,379	\$34,952,857	\$13,347,521	38.2%	\$41,771,096	15.6%
Average Revenue per Trip						
Average Full Toll Lanes	\$5.62	\$3.96	\$1.66	41.9%	\$4.86	15.6%
Average 3+ Lanes	\$0.12	\$0.00	\$0.12		\$0.12	0.0%
Average Gross Revenue	\$4.32	\$2.99	\$1.33	44.5%	\$3.72	16.1%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between Full Toll lanes and HOV3+ lanes for FY 2019-20 on a monthly basis.



RCTC OPERATIONAL HIGHLIGHTS

On-road Operations

RCTC Freeway Service Patrol (FSP) responded to 62 calls during the month of March. Of those calls, 41 were to assist disabled vehicles, 11 calls to remove debris and 10 were in response to accidents in the Express Lanes.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	3/31/2020 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 44,671,968.46	\$ 46,440,600.00	\$ (1,768,631.54)	(3.8)
Fee Revenue	6,348,890.05	3,960,225.00	2,388,665.05	60.3
Total operating revenues	51,020,858.51	50,400,825.00	620,033.51	1.2
Operating expenses:				
Salaries and Benefits	577,052.79	1,015,050.00	437,997.21	43.2
Legal Services	159,217.52	262,500.00	103,282.48	39.3
Advisory Services	46,070.58	56,250.00	10,179.42	18.1
Audit and Accounting Fees	46,000.00	35,250.00	(10,750.00)	(30.5)
Service Fees	2,706.21	19,500.00	16,793.79	86.1
Other Professional Services	276,118.79	1,859,625.00	1,583,506.21	85.2
Lease Expense	159,300.79	192,375.00	33,074.21	17.2
Operations	2,246,970.13	2,721,375.00	474,404.87	17.4
Utilities	29,048.52	46,875.00	17,826.48	38.0
Supplies and Materials	123.62	3,750.00	3,626.38	96.7
Membership and Subscription Fees	20,306.75	18,750.00	(1,556.75)	(8.3)
Office Equipment & Furniture (Non-Capital)	747.12	3,750.00	3,002.88	80.1
Maintenance/Repairs	121,708.55	262,350.00	140,641.45	53.6
Training Seminars and Conferences	1,125.00	3,375.00	2,250.00	66.7
Transportation Expenses	2,724.33	5,625.00	2,900.67	51.6
Lodging	2,455.52	5,250.00	2,794.48	53.2
Meals	1,088.56	750.00	(338.56)	(45.1)
Other Staff Expenses	524.65	750.00	225.35	30.0
Advertising	6,776.63	142,500.00	135,723.37	95.2
Program Management	78,546.84	-	(78,546.84)	N/A
Program Operations	5,630,439.23	8,745,150.00	3,114,710.77	35.6
Litigation Settlement	-	7,500.00	7,500.00	100.0
Furniture & Equipment	340,518.76	562,500.00	221,981.24	39.5
Improvements	16,032.27	12,075.00	(3,957.27)	(32.8)
Depreciation	5,391,972.02	-	(5,391,972.02)	N/A
Bad Debt Expense	11.03	-	(11.03)	N/A
Total operating expenses	15,157,586.21	15,982,875.00	825,288.79	5.2
Operating income (loss)	35,863,272.30	34,417,950.00	1,445,322.30	4.2
Nonoperating revenues (expenses):				
Interest Revenue	2,228,813.71	1,004,250.00	1,224,563.71	(121.9)
Other Miscellaneous Revenue	(855.99)	-	(855.99)	N/A
Interest Expense	(19,799,515.75) [#]	(5,339,925.00)	(14,459,590.75)	270.8
Total nonoperating revenues (expenses)	(21,674,553.90)	(4,335,675.00)	(17,338,878.90)	(399.9)
Transfers In	-	-	-	N/A
Transfers Out	(1,599,475.16)	(2,294,625.00)	695,149.84	(30.3)
Net income (loss)	\$ 12,589,243.24	\$ 27,787,650.00	\$ (15,198,406.76)	(54.7)

¹ Unaudited

² Depreciation is not a budgeted expense

³ Amount includes accrued compounded interest for the 91 Project Transportation Infrastructure Finance and Innovation Act (TIFIA) loan and accreted interest on the 2013 Toll Revenue Bonds Series B (capital appreciation). \$10.8 million of the \$14.3 million interest cost will not be paid in the current year and therefore not included in the FY 2019/20 budget

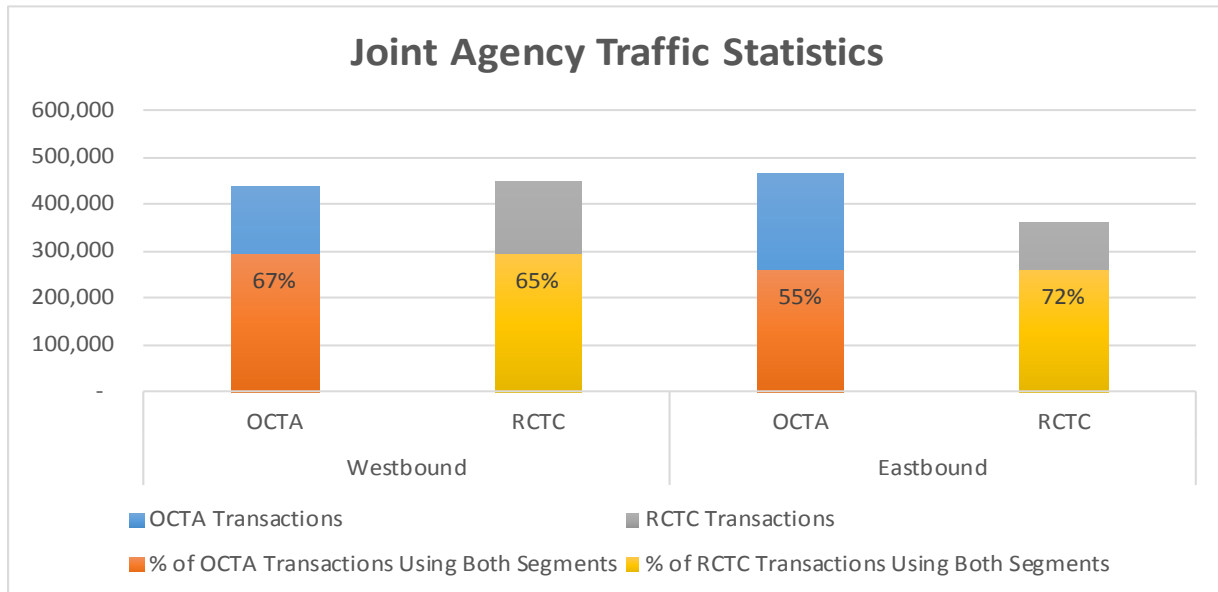
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **March 31, 2020**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	438,123	293,387	67%	\$ 1,179,082
RCTC	448,814	293,387	65%	\$ 2,462,410
I-15	196,654	129,559	66%	\$ 1,039,602
McKinley	252,160	163,828	65%	\$ 1,422,808
Eastbound				
OCTA	467,277	258,672	55%	\$ 1,736,980
RCTC	359,713	258,672	72%	\$ 1,193,793
I-15	135,926	104,168	77%	\$ 323,361
McKinley	223,787	154,504	69%	\$ 870,432

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Mar-20 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:29
Abandon Rate	Monthly	No more than 4.0%	2.7%
Customer Satisfaction	Monthly	At least 75 outbound calls	77
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	0.9
CUSA Violation Collection Rate	Quarterly	70% or more	62%
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Reviews	Monthly	Equal to or less than 15 days	0.7
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.01%
CAS Response Time	Monthly	0:20 (minutes) per call	0:10
ACCOUNTING			
OCTA Exceptions	Monthly	No more than 3	0
RCTC Exceptions	Monthly	No more than 3	0
INFORMATION TECHNOLOGY			
Back-office System Uptime	Monthly	99% Availability	100%
Network Uptime	Monthly	99% Availability	99.86%

CUSA = Co-firoute USA; CAS = OCTA Customer Assistance Specialists

*Plate Misread Error performance is current after a 60-day hold-back period; therefore, percentage reported here is for 2 months prior to the month of this report.

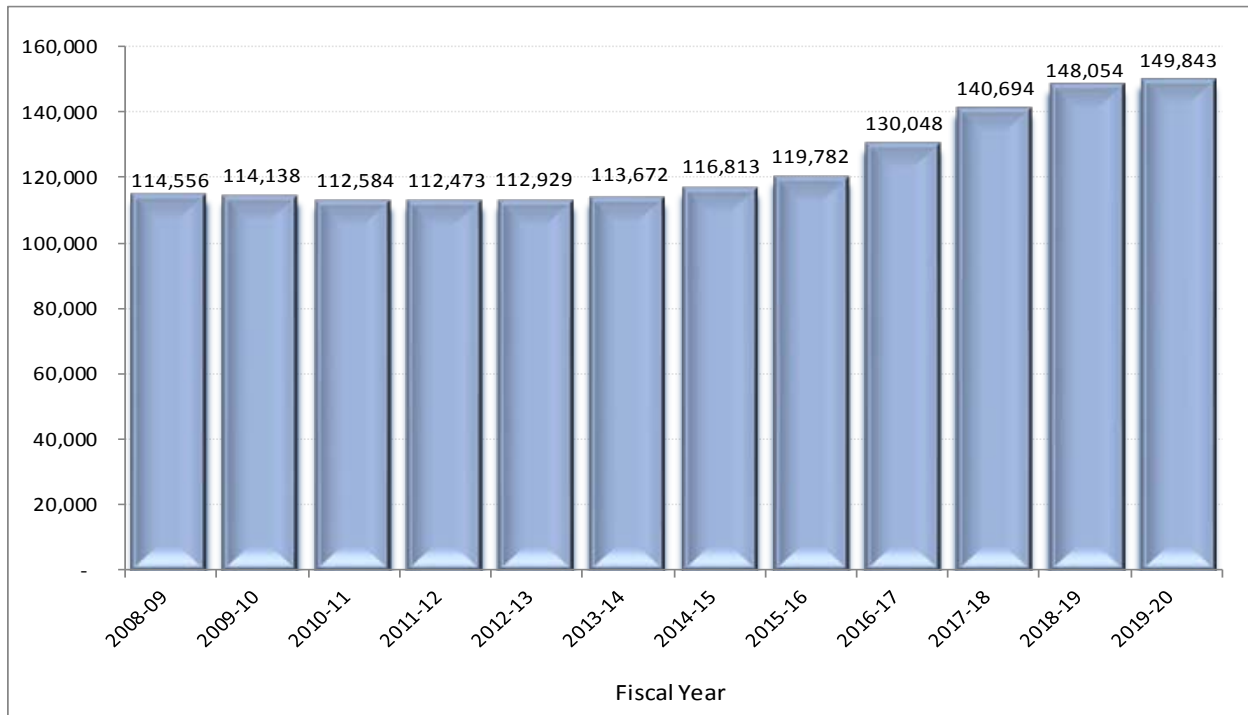
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	March-20		February-20		FY 2019-20	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	927	91.2%	629	77.4%	1,183	52.2%
Additional Tags to Existing Accounts	36	3.5%	82	10.1%	638	28.1%
Replacement Transponders	54	5.3%	102	12.5%	447	19.7%
Total Issued	1,017		813		2,267	
Returned						
Account Closures	164	3.0%	335	18.2%	422	24.1%
Accounts Downsizing	244	4.4%	270	14.7%	178	10.1%
Defective Transponders	5,121	92.6%	1,235	67.1%	1,152	65.8%
Total Returned	5,529		1,840		1,752	

At the end of March 2020, the 91 Express Lanes had 149,843 active customer accounts and 295,675 transponders classified as Assigned.

Number of Accounts by Fiscal Year

As of March 31, 2020



Incoming Email Activity

During March, the Anaheim Processing Center received 3,854 emails.

Operational Activity

Amid concerns about the spread of COVID-19 and following the governor's guidance to help reduce its spread, the 91 Express Lanes Customer Walk-In Center was closed in March and will remain so until further notice. Operational activities in the Anaheim and Corona locations continued to function with a combination of remote workers and core staff located at the facilities. Core essential functions include aiding stranded motorists, providing incident management services and dispatching emergency vehicles through the traffic operations center. The call center remains open to respond to customer service and violation calls.

AGENDA ITEM 6

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	
DATE:	May 28, 2020
TO:	Toll Policy and Operations Committee
FROM:	Michael Blomquist, Toll Program Director
THROUGH:	Anne Mayer, Executive Director
SUBJECT:	COVID-19 Impacts to the 91 Express Lanes

STAFF RECOMMENDATION:

This item is for the Committee to:

- 1) Receive and file a presentation that provides a summary of COVID-19 impacts to the Commission’s 91 Express Lanes; and
- 2) Forward to the Commission for final action.

BACKGROUND INFORMATION:

The Coronavirus (COVID-19) has caused very significant worldwide health impacts, including a notable number of infections and tragic deaths. COVID-19 has also had very real and immediate economic impacts to our national economy and in Riverside County. Additionally, COVID-19 has impacted the Commission’s 91 Express Lanes and our customers.

Attachment: COVID-19 Impacts to the 91 Express Lanes Presentation

COVID-19 IMPACTS TO THE 91 EXPRESS LANES

Toll Policy and Operations Committee Meeting

May 28, 2020

Michael Blomquist, Toll Program Director

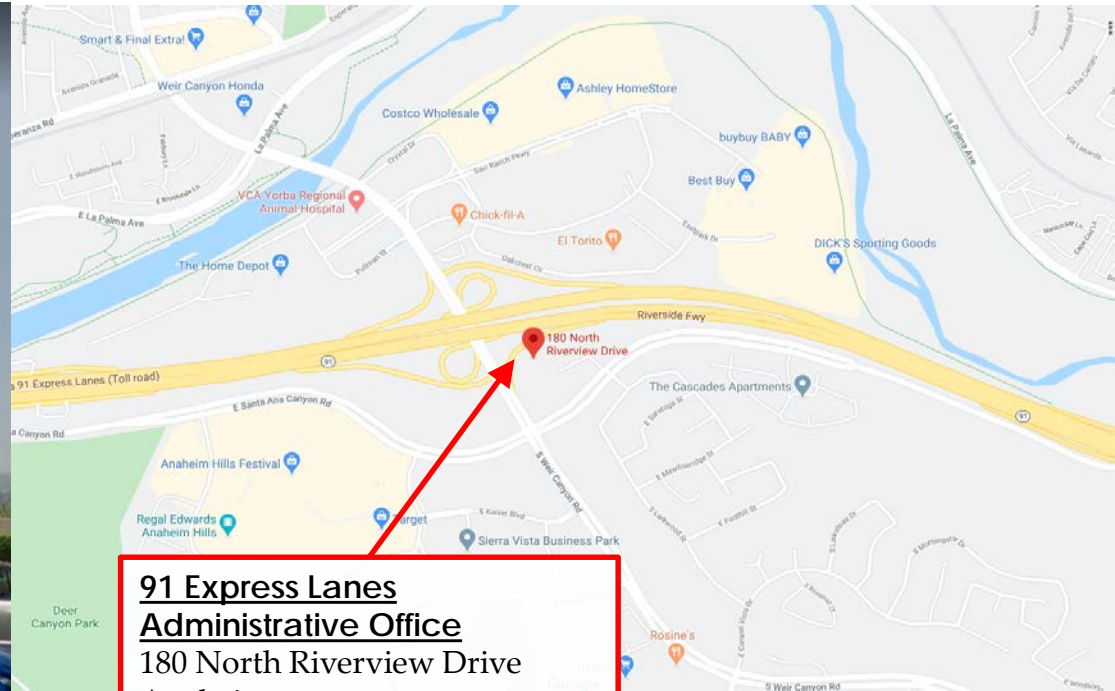




IMPACTS TO DAILY OPERATIONS



Administrative Office - Anaheim



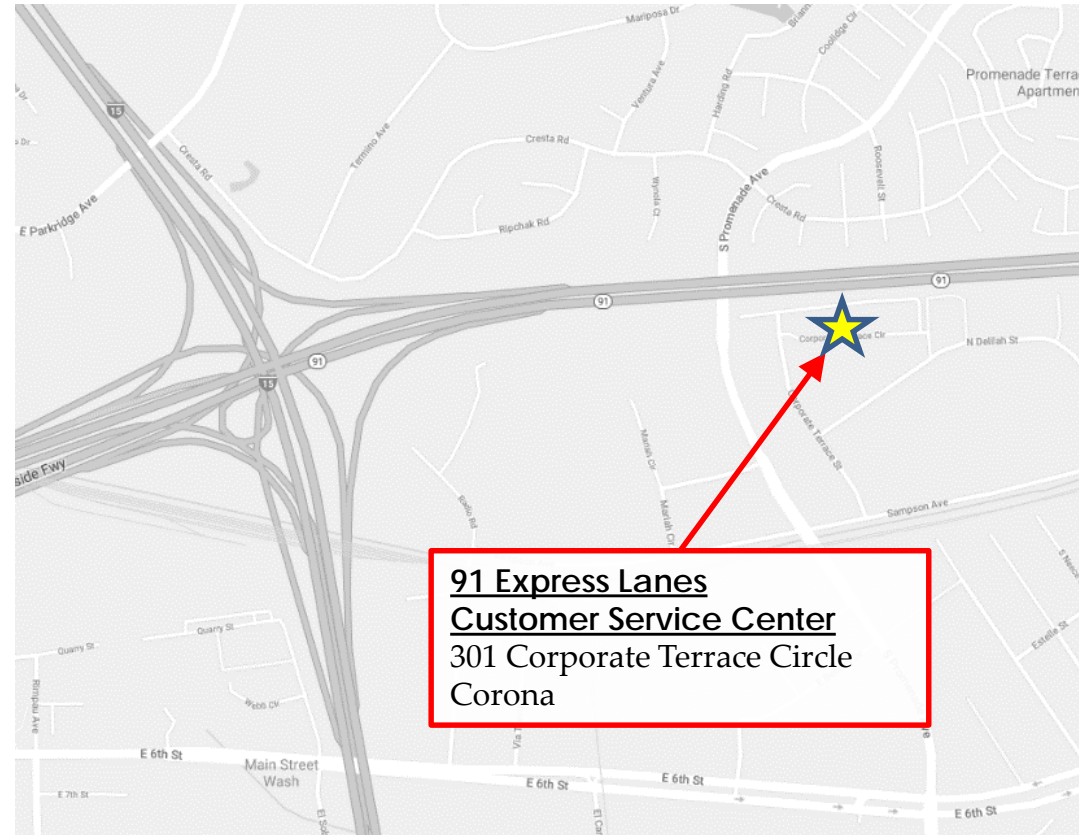
91 Express Lanes
Administrative Office
180 North Riverview Drive
Anaheim

Administrative Office - Anaheim

- No face-to-face customer interactions
- Reduced staff with core functions operating
 - Traffic operations center
 - Incident management
- Additional sanitizing and social distancing



Customer Service Center - Corona



Customer Service Center - Corona

- Closed the customer walk-in center
- Maintaining Customer Service
 - Call center
 - Web site
- Additional sanitizing and social distancing
 - Operator employees
 - Riverside County Health Orders



Customer Fees

- Account fees
 - Standard Plan and Express Club
 - Temporarily discontinued
- Non-sufficient fund fees
 - Credit card transactions
 - Discontinued
- Resumption of fees
 - More normal operating conditions



Violations Processing

- Customer collections – escalated violations
 - Calls and letters
 - Temporarily discontinued
- California Franchise Tax Board
 - Tax return intercept program
 - Temporarily discontinued

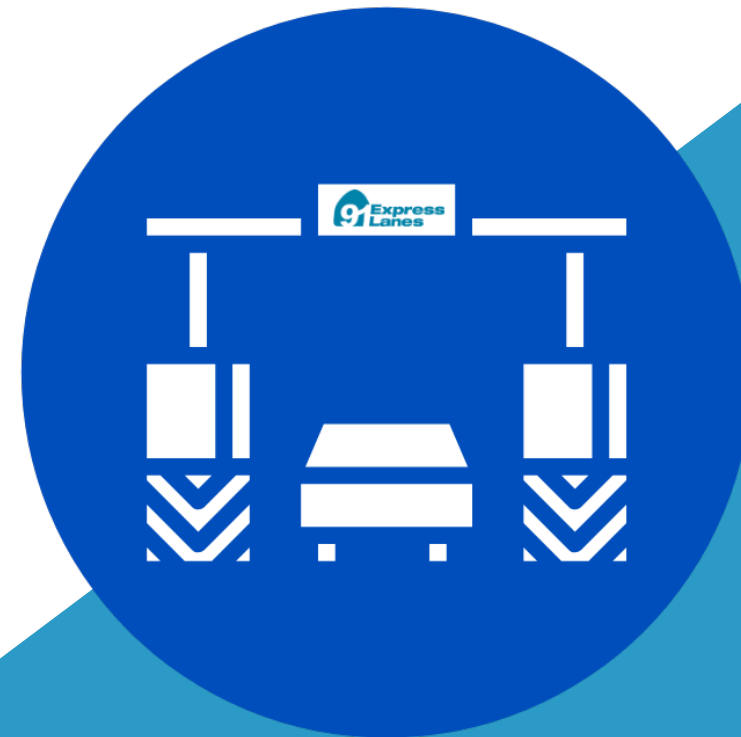


Toll Rates

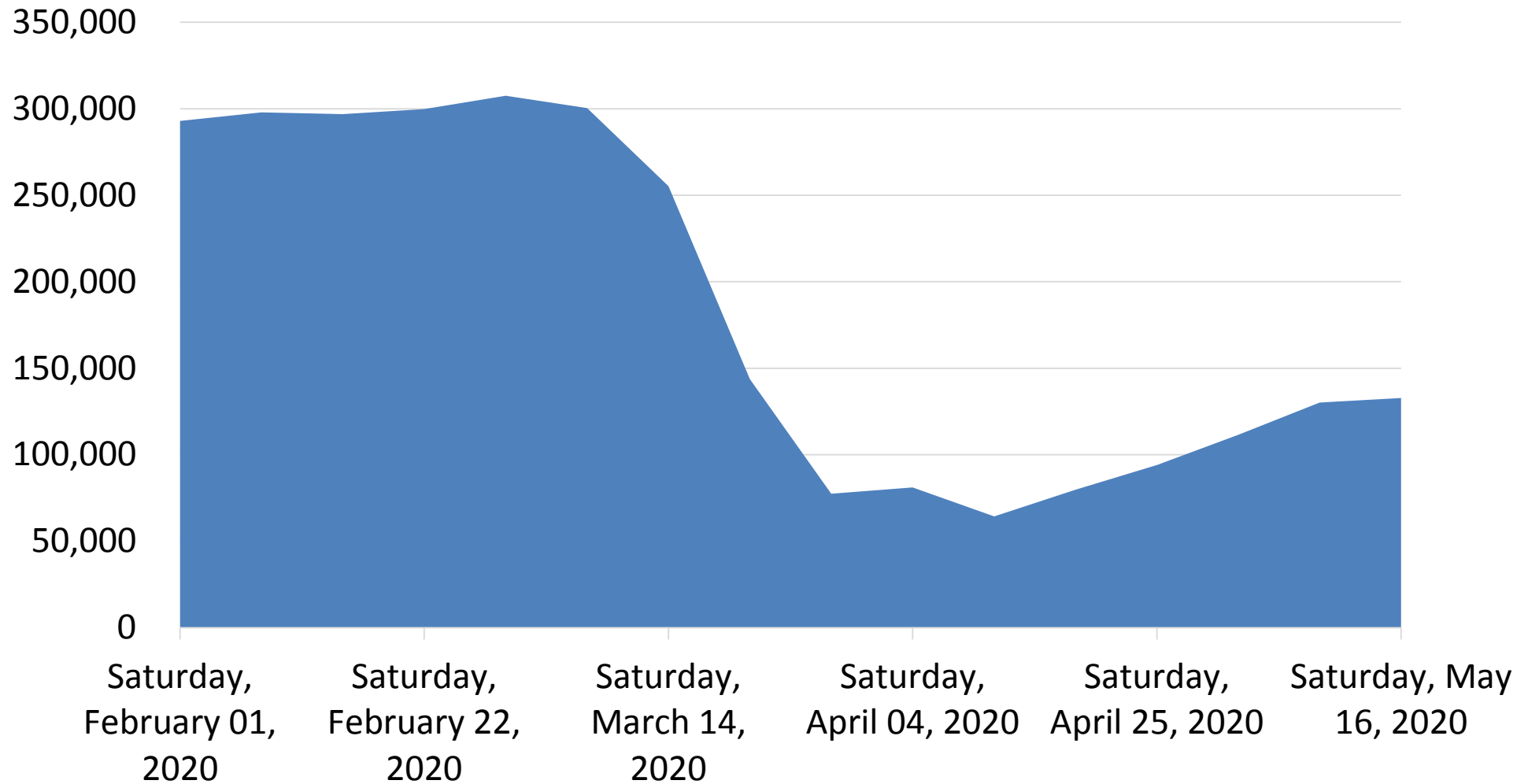
- Initial March rate reductions
 - Peak periods, mornings and afternoons
 - Comparable to adjacent “shoulder” periods
- Periodic toll rate assessment
 - Data-driven analysis
 - Consistent with approved toll policy
- April rate reductions
- Future rate changes



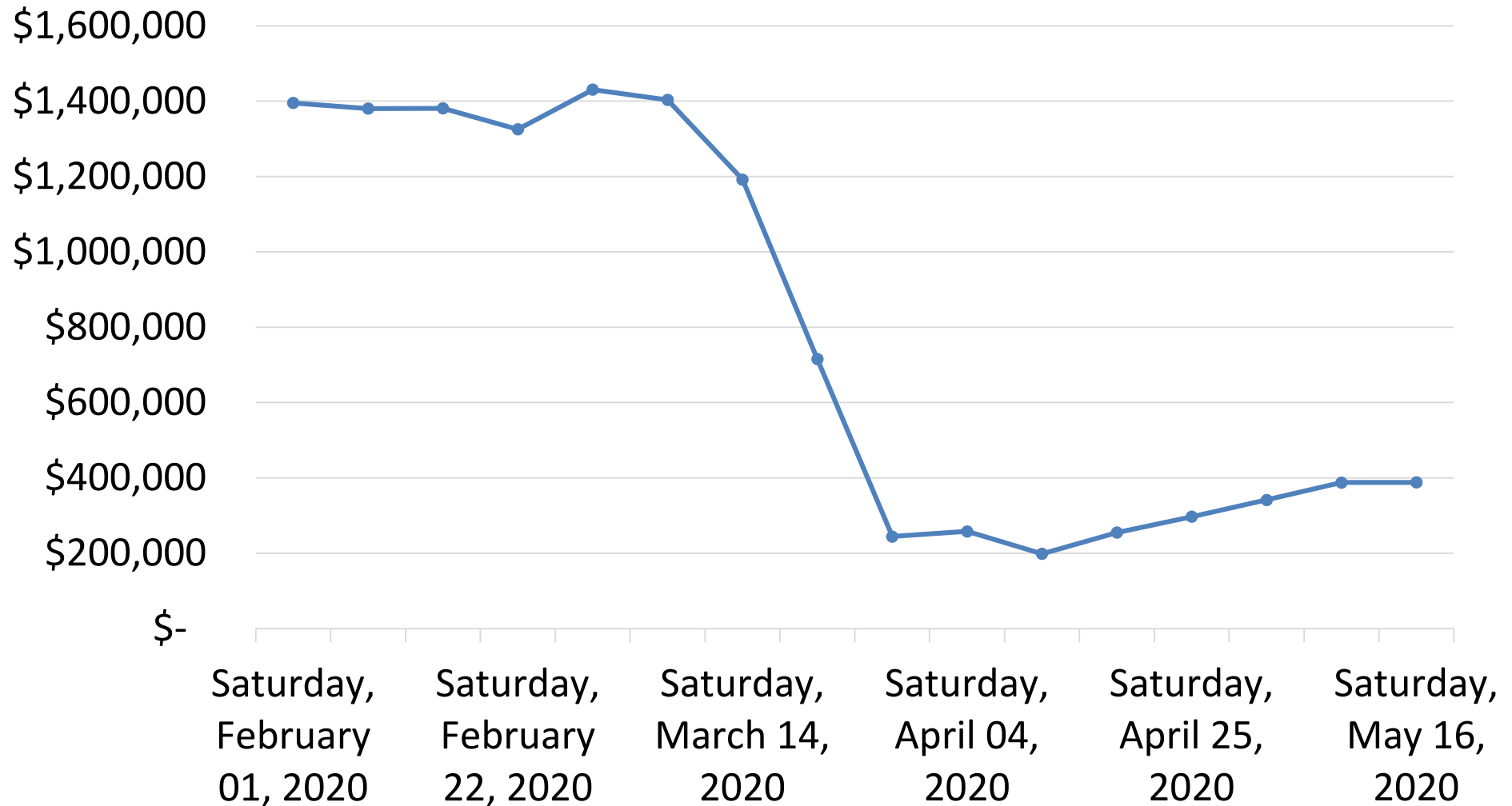
IMPACTS TO EXPRESS LANES TRAFFIC AND TOLL REVENUE



Weekly Traffic Volume



Weekly Potential Revenue





PLANNING FOR THE REBOUND



Resuming Customer Service Center Operations

State and county health order changes

Phased re-openings

Agency re-opening decision

Operator office measures

Employee separation

Office cleaning, sanitizing

Face masks

Customer measures

Shields

Sanitizing station

Queue management

QUESTIONS?



AGENDA ITEM 7

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	May 28, 2020
TO:	Toll Policy and Operations Committee
FROM:	Reinland Jones, Toll Technology Manager
THROUGH:	Michael Blomquist, Toll Program Director
SUBJECT:	15 Express Lanes Toll Project Status

STAFF RECOMMENDATION:

This item is for the Committee to receive and file the 15 Express Lanes Toll Project status presentation.

BACKGROUND INFORMATION:

The attached presentation provides an overview of the 15 Express Lanes under construction, outfitted by the Toll Service Provider, Kapsch. The presentation provides the current status of the in-lane toll system, the Regional Operations Center (ROC), and the back office system.

Attachments: 15 Express Lanes Toll Project Status Presentation

15 EXPRESS LANES TOLL PROJECT STATUS

Toll Policy and Operations Committee Meeting

May 28, 2020

Reinland Jones, Toll Technology Manager



Elements to Delivery

In-lane toll system

Regional operations center (ROC)

Back office system

In-lane toll system

- 8 Toll Gantries
- 27 Closed Circuit TV (CCTV) devices
- 27 Traffic Detection devices
- 12 Variable Toll Message Signs (VTMS)
- 3 Changeable Message Signs (CMS)



In-lane toll system

- Toll Gantries
 - Vehicle Detection
 - Automatic License Plate Readers (ALPR)
 - Transponder Readers
 - CHP enforcement beacon
 - Digital Video Auditing System (DVAS)
 - Controller



In-lane Toll System Schedule

- 1 out of 8 toll points currently under installation
- TMS 18% complete
- VTMS 10% complete
- CCTV 18% complete

Regional Operations Center

- Tenant improvements complete
- Equipment and furniture being installed
- Internet and fiber connectivity being established
- Off site recovery being established
- Operating procedures, hiring and training plan under development

Traffic Operations Center



Call Center



Server Room



Joint Walk-in



Back Office System

- Account management system
- Violation processing
- Phone system
- Website



QUESTIONS



AGENDA ITEM 8

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	May 28, 2020
TO:	Toll Policy and Operations Committee
FROM:	Jennifer Crosson, Toll Operations Manager
THROUGH:	Michael Blomquist, Toll Program Director
SUBJECT:	15 Express Lanes Toll Schedule Adoption

STAFF RECOMMENDATION:

- 1) Approve Resolution No. 20-008, *“Resolution of the Riverside County Transportation Commission Adopting the 15 Express Lanes Toll Schedule”* and
- 2) Forward to the Commission to conduct a public hearing at its June 10, 2020 meeting and take final action.

BACKGROUND INFORMATION AND DISCUSSION:

The authorizing legislation for the 15 Express Lanes, Streets and Highways Code section 149.8 (c) (4) requires the Commission to make available for public review and comment a proposed toll schedule. In addition, Government Code section 66018, part of the Mitigation Fee Act, requires that prior to approving a resolution which adopts a new fee, a public hearing shall be held as a part of a regularly scheduled meeting. Notice of the time and place of the meeting, including a general explanation of the matter to be considered, shall be published in accordance with Section 6062a.

To comply with Streets and Highways Code section 149.8 (c)(4), public notice of the proposed toll schedule was published on the Commission’s web site on May 10th for public review and comment 30 days in advance of the June 10, 2020 Commission meeting. To comply with Government Code section 66018, Resolution No. 20-008 *“Resolution of Riverside County Transportation Commission Adopting the 15 Express Lanes Toll Schedule”* has been prepared for Commission approval and a noticed public hearing will be conducted at its June 10, 2020 meeting. Staff is seeking approval of the proposed resolution that adopts the toll schedule and to forward to the Commission for their approval and to conduct a public hearing.

In June 2016, the Commission adopted Resolution No. 16-011, *“Resolution of the Riverside County Transportation Commission Regarding Interstate 15 Express Lanes Toll Policy Goals and Toll Policies”*. In March 2019, the Commission adopted Resolution No. 19-003, *“Resolution of the Riverside County Transportation Commission Adopting the Amended and Restated Interstate 15 Express Lanes Toll Policy Goals and Toll Policies”*, which included a revision to the zero-emission vehicle policy. The Amended and Restated Interstate 15 Express Lanes Toll Policy Goals and Toll Policies (adopted March 2019) is Attachment 3 to this report.

The adopted 15 Express Lanes Toll Policy Goals and Toll Policies includes toll policy number 19. Pursuant to toll policy 19, the Commission previously adopted the use of dynamic pricing as the method for determining the toll price for the 15 Express Lanes. As described in the previously-adopted 15 Express Lanes Toll Policy Goals and Toll Policies, dynamic pricing employs toll rates that vary in real-time based on actual travel conditions detected in the corridor. The use of dynamic pricing on the 15 Express Lanes will be essential to meeting the adopted 15 Express Lanes goals of providing customers with a safe, reliable, and congestion free trip; balancing commute choice and lane availability; and generating sufficient revenue to meet the Commission's financial obligations and fund long-term costs.

Dynamic pricing is achieved with the use of a complex algorithm tailored for the 15 Express Lanes. The algorithm is being provided by the toll services provider, Kapsch, as a part of their scope of work. The algorithm has been customized for the 15 Express Lanes using assumptions from the traffic and revenue study and historical traffic data from Interstate 15, State Route 91, and the 91 Express Lanes. As the installation of the on-road traffic detection system progresses, Kapsch will continue to adjust the algorithm based on the data collected.

A proposed resolution and toll schedule are included as Attachments 1 and 2, respectively. The toll schedule includes the following: principles and parameters used by the algorithm, minimum toll rate schedule, maximum toll information, the display of toll rates and abnormal traffic conditions and the suspension of tolling. A summary of each element of the toll schedule is provided below.

Principles and Parameters

The algorithm was established based on the following principles and parameters:

1. Set the price to achieve free flow speeds of 60-65 mph and exceed the federal minimum requirement of an average speed of 45 mph;
2. Consider traffic volume, density, travel speed, travel time, flow of traffic, and historical traffic patterns;
3. Establish a toll rate for each segment of the 15 Express Lanes;
4. The toll rate will change as frequently as needed to maintain desired traffic conditions, but not more frequently than every three minutes; and
5. The toll rate could in increments up to \$3.00 per segment.

Minimum Toll Rate

The minimum toll rate will initially be 16.9 cents per mile. The minimum toll rate per mile was established based on assumptions used in the traffic and revenue study approved by the Commission to support the 2017 financing of the I-15 Express Lanes Project. The minimum toll rate per mile is multiplied by the mileage for each segment resulting in the minimum toll rate schedule for each segment as provided in figure 1 below. The 15 Express Lanes has four segments in each direction. If a customer travels the full length of the 15 Express Lanes, the minimum toll

will be \$1.75 and \$1.70 in the southbound and northbound direction, respectively. The minimum toll rate allows for minimal tolling during off-peak periods to generate revenue to pay ongoing operation and maintenance costs of the express lanes. The minimum toll rate schedule will be adjusted annually on July 1st by an inflation adjustment tied to the CPI Index Adjuster for the region from January to December of the previous calendar year

Southbound		Northbound	
SR 60 to Sixth St.	\$0.30	Cajalco Rd. to Magnolia Ave.	\$0.35
Limonite Ave. to Second St.	\$0.40	Ontario Ave. to Sixth St.	\$0.40
Sixth St. to Ontario Ave.	\$0.50	Second St. to Limonite Ave.	\$0.50
Magnolia Ave. to Cajalco Rd.	\$0.55	Sixth St. to SR 60	\$0.45
Total	\$1.75	Total	\$1.70

Figure 1 Minimum Toll Rate Schedule

Toll Rates

Toll rates will be determined in real-time based on the level of traffic congestion and other factors consistent with Dynamic Pricing. There is no maximum toll rate. The 15 Express Lanes toll pricing objective adopted by the Commission seeks to “optimize person throughput in the corridor while meeting debt obligations”. This policy balances throughput and revenue thereby providing the flexibility to better match lane supply with user demand. This flexibility in the maximum toll rate also supports the creditworthiness of the 15 Express Lanes and ensures the Commission's ability to meet its operating expense and debt obligations.

Display of Toll Rates

Toll rates will be posted on overhead signs in advance of each entrance to the express lanes. The overhead sign will name the destination and associated price. The signs will generally display the price to the first exit and to the next major exit. An example of an overhead toll rate sign is provided in figure 2.

The toll system will capture traffic flow data to determine the amount of time it takes for a customer to travel from the toll rate sign to the toll point. Using that information, the toll system will charge the customer the toll rate they saw on the sign. If real-time communication of the toll rate on the sign is not functioning, a historical toll schedule stored in the sign will be displayed until communication is restored. The stored toll schedule will reflect the average toll for the specific time over the prior two weeks.



Figure 2 Overhead Toll Rate Sign

Abnormal Traffic Conditions and the Suspension of Tolling

From time to time traffic volumes will vary significantly due to a holiday, incident, construction or other atypical occurrence. While the algorithm will adjust toll rates to changes in traffic conditions, it may not react quickly enough in abnormal traffic conditions. While operating the 91 Express Lanes over the past three years, temporary toll schedules have been utilized for holidays, fires, major accidents, the COVID 19 pandemic, and adjacent road closures. The 15 Express Lanes toll schedule allows for the implementation of a temporary toll schedule or to temporarily suspend tolling altogether should abnormal traffic conditions occur. The Executive Director, or designated staff, would implement such measures. The 15 Express Lanes will also have an incident management plan in place similar to the 91 Express Lanes which provides for the immediate identification of on-road incidents and a communication escalation plan. This plan allows for a consistent and quick reaction to unexpected incidents.

Sample Peak Period Toll Schedule

A recent toll rate simulation was performed by the toll services provider using the dynamic pricing algorithm created for the 15 Express Lanes and pre-COVID-19 traffic data. The simulation produced toll rates for each day of the week. A representative sample of peak-period tolls are shown in figure 3 using 2019 traffic data. The sample, peak-period toll schedule shows the likely highest toll rate in each hour by segment.

In early fall 2020 and leading up to the express lanes opening, corridor traffic will be closely analyzed and the 15 Express Lanes dynamic pricing algorithm will be recalibrated based on then-current traffic data. Using the most current data, an updated, opening-day, toll rate schedule will be prepared for use.

At the opening and during the initial months of the 15 Express Lanes operation, toll rates produced by the dynamic pricing algorithm will be closely monitored by the toll services provider and staff. Deployments of dynamic pricing by other toll agencies across the state indicate that the dynamic pricing algorithm will require constant monitoring and adjustments in the initial months of operation while it collects data about motorist’s reaction to pricing.

Southbound	AM Peak Period			
	5:00	6:00	7:00	8:00
SR 60 to Sixth St.	\$0.65	\$0.75	\$1.25	\$0.65
Limonite Ave. to Second St.	\$0.35	\$0.35	\$0.35	\$0.35
Sixth St. to Ontario Ave.	\$0.75	\$0.75	\$3.10	\$2.65
Magnolia Ave. to Cajalco Rd.	\$0.40	\$1.05	\$2.10	\$2.00
Total	\$2.15	\$2.90	\$6.80	\$5.65

Northbound				
Cajalco-Magnolia	\$1.90	\$2.75	\$4.50	\$2.35
Ontario-Sixth	\$2.40	\$5.25	\$6.00	\$4.05
Second-Limonite	\$0.40	\$1.60	\$3.85	\$2.80
Sixth-SR60	\$0.55	\$3.15	\$3.95	\$3.95
Total	\$5.25	\$12.75	\$18.30	\$13.15

Southbound	PM Peak Period			
	3:00	4:00	5:00	6:00
SR 60 to Sixth St.	\$2.65	\$4.05	\$4.55	\$3.55
Limonite Ave. to Second St.	\$1.45	\$1.85	\$3.25	\$3.10
Sixth St. to Ontario Ave.	\$1.85	\$8.20	\$8.50	\$7.95
Magnolia Ave. to Cajalco Rd.	\$2.00	\$5.50	\$5.50	\$1.90
Total	\$7.95	\$19.60	\$21.80	\$16.50

Northbound				
Cajalco-Magnolia	\$0.50	\$2.30	\$2.95	\$1.95
Ontario-Sixth	\$1.30	\$2.15	\$3.25	\$2.50
Second-Limonite	\$0.75	\$2.80	\$4.10	\$2.85
Sixth-SR60	\$0.55	\$1.15	\$1.45	\$0.75
Total	\$3.10	\$8.40	\$11.75	\$8.05

Figure 3 Sample Peak Period Toll Schedule using 2019 Traffic Data

Staff Recommendation

The 15 Express Lanes toll schedule (Attachment 2) provides the basic parameters within which dynamic pricing will operate, a minimum toll rate schedule, policy for displaying the tolls and the ability to respond to abnormal traffic conditions or emergencies. The toll schedule has been posted allowing for the required public review and comment in advance of the 15 Express Lanes opening. Therefore, staff recommends approval of Resolution No. 20-008 “Resolution of the Riverside County Transportation Commission Adopting the 15 Express Lanes Toll Schedule” and forward to the Commission to conduct a public hearing at its June 10, 2020 meeting and take final action.

Attachments:

- 1) Resolution No. 20-008 *“Resolution of the Riverside County Transportation Commission Adopting the 15 Express Lanes Toll Schedule”*
- 2) 15 Express Lanes Toll Schedule
- 3) Amended and Restated Resolution of the Riverside County Transportation Commission Regarding Interstate 15 Express Lanes Toll Policy Goals and Toll Policies

RESOLUTION NO. 20-008**RESOLUTION OF THE
RIVERSIDE COUNTY TRANSPORTATION COMMISSION
ADOPTING THE 15 EXPRESS LANES
TOLL SCHEDULE**

WHEREAS, the Riverside County Transportation Commission (the “Commission”) is preparing to operate the 15 Express Lanes.

WHEREAS, the 15 Express Lanes Toll Policy Goals and Toll Policies, originally adopted by the Commission in June 2016, and as subsequently amended, provide for implementation of dynamic toll pricing on the 15 Express Lanes.

WHEREAS, the Commission now desires to adopt the 15 Express Lanes toll schedule for dynamic pricing (“Toll Schedule”).

WHEREAS, the Commission provided notice of a public hearing regarding adoption of this Resolution in a newspaper of general circulation in accordance with Government Code section 6062a.

NOW, THEREFORE, be it resolved by the Riverside County Transportation Commission as follows:

Section 1. The Riverside County Transportation Commission hereby adopts the Interstate 15 Express Lanes Toll Schedule attached as Exhibit A. The attached Toll Schedule has been approved by the Commission, following the conduct of a public hearing, and shall be communicated to the general public, toll facility users, and the financial community.

APPROVED AND ADOPTED this ____ day of _____, 2020.

RESOLUTION NO. ____

Ben Benoit, Chair
Riverside County Transportation Commission

ATTEST:

Lisa Mobley
Clerk of the Board

EXHIBIT A
INTERSTATE 15 EXPRESS LANES
TOLL SCHEDULE

[attached behind this page]

15 Express Lanes Toll Schedule

Definitions

Abnormal Traffic- when traffic volumes vary from those of a prior period due to a holiday, incident, construction or other atypical occurrence.

Dynamic Pricing – The setting of a toll in real-time based on level of traffic congestion and other factors.

Emergency – A national, state or local declared state of emergency or other emergency situation that impacts toll operations.

Inflation Factor –The US Bureau of Labor Statistic’s Consumer Price Index adjuster for the region from January to December of the previous calendar year that will be applied annually to the Minimum Toll Rate.

Minimum Toll Rate – The lowest toll per mile that the Pricing Algorithm can assign.

Pricing Algorithm - The methodology by which tolls are set that aims to manage demand for the express lanes by adjusting tolls using real-time and historic traffic data.

Segment – A portion of the express lanes in which a customer can enter or exit and to which a single toll is assigned and published on the overhead sign. See Figure 1 for Segments.

Segment Minimum Toll Rate – Established by multiplying the Minimum Toll Rate per mile by the number of miles in each segment and rounded up to the nearest \$.05.

Dynamic Pricing Principles and Parameters

1. The 15 Express Lanes will use Dynamic Pricing to set toll rates to typically achieve free-flow speeds of 60-65 mph and exceed the federal minimum requirement of 45 mph consistent with the 15 Express Lanes toll policy adopted by the Commission at its June 8, 2016 meeting.
2. A Pricing Algorithm which considers traffic volume, density, travel speed, travel time, flow of traffic, and historical traffic patterns will be used to determine the toll rate.
3. The Pricing Algorithm will establish a toll rate for each Segment making up the 15 Express Lanes.
4. The toll rate will change as frequently as needed to maintain desired traffic conditions, but not more frequently than every three minutes; and
5. The toll rate could change in increments up to \$3.00 per Segment.

Minimum Toll Rates

The Minimum Toll Rate will initially be 16.9 cents per mile. This rate was established in consultation with the Commission’s Traffic and Revenue consultant and is consistent with the Traffic and Revenue assumptions used as part of the financing of the I-15 Express Lanes Project. The Minimum Toll Rate will be adjusted annually, effective each July 1, by the Inflation Factor and rounded to the nearest 5 cents. When a toll rate is in effect it shall never be less than the Minimum Toll Rate. Initial Minimum Toll Rates for each Segment are provided below:

Figure 1 Minimum Toll Rate Schedule

Southbound		Northbound	
SR 60 to Sixth St.	\$0.30	Cajalco Rd. to Magnolia Ave.	\$0.35
Limonite Ave. to Second St.	\$0.40	Ontario Ave. to Sixth St.	\$0.40
Sixth St. to Ontario Ave.	\$0.50	Second St. to Limonite Ave.	\$0.50
Magnolia Ave. to Cajalco Rd.	\$0.55	Sixth St. to SR 60	\$0.45
Total	\$1.75	Total	\$1.70

Toll Rates

Toll rates will be determined in real-time based on the level of traffic congestion and other factors consistent with Dynamic Pricing. There is no maximum toll rate. The 15 Express Lanes toll pricing objective adopted by the Commission seeks to “optimize person throughput in the corridor while meeting debt obligations”. This policy balances throughput and revenue thereby providing the flexibility to better match lane supply with user demand. This flexibility in the maximum toll rate also supports the creditworthiness of the 15 Express Lanes and ensures the Commission's ability to meet its operating and debt obligations.

Displaying Toll Rates

1. Toll rates will be posted on overhead signs in advance of each 15 Express Lanes entrance.
2. Each toll rate sign will include toll rates to each of the posted destinations.
3. The customer will be charged the toll posted at the time they passed the toll rate sign.
4. Should the toll rate sign not be able to display tolls for any reason then the historical rate for the same time period will be posted.

Abnormal Traffic Conditions or Emergencies and Suspension of Tolling

A temporary toll schedule may be implemented, which may include the suspension of tolling, during Abnormal Traffic or Emergencies.



I-15 EXPRESS LANES PROJECT

Toll Policy Report

Adopted March 2019





Table of Contents

Introduction	1
Toll Policy Goals	2
Toll Policy Summary	4
Toll Policy Descriptions	6
1 – 2. Toll Pricing Objectives.....	6
3. Hours of Operation.....	7
4. Carpool Occupancy Requirement.....	8
5 – 6. Toll Interoperability	10
7. Project Development Costs	12
8. Operations and Maintenance Costs	14
9. Project Repayment	16
10. Use of Revenue	17
11. Enforcement	18
12 – 14. Operations and Maintenance Responsibilities.....	20
15. Signage.....	22
16. Express Bus Integration	23
17. Design – Facility Ingress and Egress.....	25
18. Design – Number of Lanes.....	27
19. Toll Pricing Method.....	28
20. Toll Exemptions and Discounts.....	30
21. Toll Payment Method	33
22. Mobile Interface	35
23. High Occupancy Vehicle Declaration Options	36
24. Express Lane Operations Facility	38



Introduction

This report provides a description of the toll policies that form the basis for the Concept of Operations, which serves as the framework for the ultimate design of the I-15 Express Lanes Project. These toll policies will also be used as key assumptions for the I-15 Express Lanes Traffic and Revenue Study prepared separately.

The I-15 Express Lanes Project will generally include two tolled express lanes in each direction on Interstate 15 (I-15) in Riverside County between Cajalco Road in Corona and the State Route 60 (SR-60) interchange, a distance of approximately 15 miles. The Project is being developed by the Riverside County Transportation Commission (RCTC) in partnership with the California Department of Transportation (Caltrans) and the Federal Highway Administration (FHWA). The Express Lanes are intended to improve current and projected future congestion by adding capacity that can be managed and operated in a manner consistent with the policies described in this document.

RCTC developed a set of toll policy goals that provided a foundation for the development of the policies described in this document. These goals are described in the next section, followed by a table summarizing each of the toll policies and how each policy achieves the stated goals.

Toll Policy Goals

Description:

In partnership with federal, state, regional, and local agencies, RCTC develops and oversees transportation plans, policies, funding programs, and both short-term and long-range solutions that address the county's increasing mobility, accessibility, and environmental needs.

The establishment of Express Lanes on I-15 within the County has the potential to assist Riverside County in meeting many of its mobility, air quality, and funding challenges. Vital to this effort are toll policies which fulfill RCTC's goals and objectives for transportation system performance and revenue sustainability.



RCTC's toll policy goals and objectives are guidelines for developing specific policies and business rules that inform the toll collection aspects of the design and operation of the I-15 Express Lanes. Given the corridor's adjacency to the SR-91 corridor, and the more recent effort by RCTC in setting policies and goals for Express Lanes in that corridor, the toll policy goals for I-15 are similar to those developed by RCTC for the Riverside 91 Express Lanes to provide for regional consistency.

Background:

RCTC, in cooperation with the Caltrans, is proposing a project to improve traffic flow and reduce congestion on a portion of I-15. The project proposes to construct two tolled Express Lanes generally in each direction between the I-15/Cajalco Road interchange and the I-15/SR-60 interchange. All proposed improvements are anticipated to be constructed within existing Caltrans right of way, with the majority of the improvements occurring within the existing I-15 median.

According to the I-15 Tolled Express Lane Corridor Improvement Program Draft Forecast Traffic Volume Development Report, the primary purpose of the project is to address current and future (2040) travel demand and improve traffic operations on the I-15 corridor, which has been identified as a corridor that needs capacity improvements to address existing and projected capacity deficiencies from the accelerated growth and development that has taken place in communities along the I-15 corridor and is expected to continue. As a result of the on-going accelerated growth and development, the I-15 corridor will experience increased congestion, longer commute times, increased energy consumption, air pollution, higher accident rates and the degradation of the freeway mainline, local interchanges, and the adjacent local arterials. The operational breakdown of these facilities is expected to have significant adverse impacts on the economic vitality of the region and the transport of goods and services along this corridor.

Recommendation:

RCTC staff recommends the following goals for the I-15 Express Lanes:

1. Provide Express Lane customers with a safe, reliable, and congestion free trip.
2. Deliver exceptional, consistent, and responsive customer service.
3. Enact toll policies that balance commute choice and lane availability for all customers.
4. Provide the infrastructure and an incentive for ridesharing and increased transit use as an alternative to driving alone.
5. Generate sufficient revenue to meet Express Lane financial obligations to pay current and long-term costs.
6. Use surplus revenues for transportation improvements exclusively within the Interstate 15 corridor.

Toll Policy Summary

#	Policy Topic Area	Policy Recommendation	Toll Policy Goal(s) Met	Page
1	Toll Pricing Objectives	Optimize person throughput in the corridor while meeting debt obligations.	1,3,4,5	6
2	Toll Pricing Objectives	Establish toll pricing to routinely achieve free-flow speeds of 60-65 mph, always exceeding the 45 mph federal minimum requirement.	1	6
3	Hours of Operation	Charge tolls 24 hours a day, seven days a week.	3,5	7
4	Carpool Occupancy Requirement	Define carpools as vehicles occupied by 3 or more persons.	3,4	8
5	Toll Interoperability	Adopt the national interoperability standard for automated toll collection systems when adopted by the toll industry.	2	10
6	Toll Interoperability	Adopt the new state interoperability standard for automated toll collection systems when adopted by the California Toll Operators Committee.	2	10
7	Project Development Costs	Fund project development costs by current and future Measure A sales tax, toll revenue, and state and federal grants.	3,5	12
8	Operations and Maintenance Costs	Fund operations, maintenance, and toll enforcement costs by toll revenue.	2,5	14
9	Project Repayment	Repay Measure A sales tax bonds and toll revenue bonds with future Measure A and toll revenue, respectively.	5	16
10	Use of Revenue	Use surplus revenue to fund Interstate 15 corridor transportation investments.	2,3,6	17
11	Enforcement	Enforce I-15 Express Lanes toll violations through agreement with the California Highway Patrol and any future state or federal toll violation laws.	1,2	18
12	Operations and Maintenance Responsibilities	Maintain Express Lanes and toll systems as a responsibility of RCTC.	1,2	20

#	Policy Topic Area	Policy Recommendation	Toll Policy Goal(s) Met	Page
13	Operations and Maintenance Responsibilities	Perform customer service patrol and incident management as a responsibility of RCTC in cooperation with Caltrans and other jurisdictions.	1,2	20
14	Operations and Maintenance Responsibilities	Provide customer service and the account relationships as a responsibility of RCTC.	2,5	20
15	Signage	Provide toll signage meeting the latest California Manual of Uniform Traffic Control Devices Standards.	1,2	22
16	Express Bus Integration	Encourage express bus use through toll policies and Express Lane operations.	3,4,6	23
17	Design – Facility Ingress and Egress	Design the roadway and ingress and egress locations meeting Caltrans design standards where feasible and practical.	1,2	25
18	Design – Number of Lanes	Construct and operate two Express Lanes in each direction where possible.	1,2,5	27
19	Toll Pricing Method	Use Dynamic Pricing to determine the toll price.	1,3,5	28
20	Toll Exemptions and Discounts	Provide toll discounts according to legislation and for operations and maintenance vehicles.	1,2	30
21	Toll Payment Method	Require all vehicles to have a transponder at time of travel.	1,2,4	33
22	Mobile Interface	Implement Mobile Web for FasTrak® customers, but defer the Mobile Toll Payment Application.	1,2,3	35
23	High Occupancy Vehicle Declaration Options	Identify HOV3+ carpool customers via a switchable transponder.	1,2,4	36
24	Express Lane Operations Facility	Locate the call center, customer service center and traffic management center and administration in close proximity to the Express Lanes.	2	38

1 – 2. Toll Pricing Objectives

Description:

Express lane pricing serves as a tool to regulate demand and preserve optimal operating conditions. A primary goal of express lanes is to maintain priority access for high occupancy vehicles (HOVs), buses and vanpools to achieve high person throughput. In addition, federal requirements specify minimum operating conditions for HOV and express lanes and prescribe the use of pricing as a means of meeting those requirements. Express lane pricing also generates revenue that can be used to support project development, operating and maintenance costs, and other improvements.

Recommendation:

- 1. Optimize person throughput in the corridor while meeting debt obligations.**
- 2. Establish toll pricing to routinely achieve free-flow speeds of 60-65 mph, always exceeding the 45 mph federal minimum requirement**

Background:

A common goal of express lane projects around the country is to optimize the performance of the lanes using pricing. The performance of express lanes can be measured in a number of ways, including person throughput. And although not often stated as a primary goal of express lanes, revenue generation is another measure of performance. Optimizing person throughput in express lanes is achieved by maintaining priority service for HOVs, buses and vanpools by offering toll discounts and ensuring that the express lanes maintain free-flow conditions for these vehicles.

Federal requirements define a degraded HOV or express lane facility as one that does not meet a minimum average operating speed of 45 mph for 90 percent of the time over a 180-day monitoring period during weekday peak hours. The requirements specify varying the toll charged to vehicles to bring a degraded facility into compliance. As described in Section 19, dynamic pricing will be used to manage demand in the Express Lanes. The pricing algorithm used to calculate the toll rates can be calibrated to ensure that free-flow speeds of 60-65 mph are routinely achieved in the Express Lanes. Additionally, tolls can be set to ensure that the project generates revenue that will be used to service debt obligations.

Assessment:

Optimizing person throughput is a common goal of express lane projects and is achieved by using pricing as a mechanism to maintain priority access for vehicles carrying multiple occupants. Pricing will also be used to ensure that the federal minimum operating requirements are met and that the Express Lanes generate revenue necessary to service debt obligations.

3. Hours of Operation

Description:

Express lane hours of operation define when toll collection will occur. Toll collection can occur during traditionally defined peak periods or extended peak periods (part time), or can occur 24 hours a day, 7 days a week (full-time). Under part-time operations, all passenger vehicles would be allowed to access the Express Lanes during off-peak hours. Under full-time operations, a minimum toll rate would be charged during off-peak hours.

Recommendation:

Charge tolls 24 hours a day, seven days a week.

Background:

Express lanes hours of operation generally fall into one of the following categories:

1. Part-time operations – Toll collection occurs during defined periods of the day. When toll collection is not in effect, the express lanes are open to all vehicles. Toll collection can occur during defined morning and evening peak periods (e.g., 5am-9am and 3pm-7pm) or during extended daytime hours (e.g., 5am-7pm).
2. Full time operations – Toll collection is in effect 24 hours a day, 7 days a week. During non-peak times, the toll rate is often set to a minimum rate.

All HOV lanes in the Southern California region operate full time, with the exception of SR-14 between Santa Clarita and Palmdale and SR-60 from Day Street to Redlands Boulevard. This is because Southern California freeways experience sustained hours of congestion, with relatively short off-peak hours. Under such conditions, part-time HOV operation would not be viable. Similar to the region’s HOV facilities, all current and planned express lane facilities within the SCAG region are operating or will be operating with full-time tolling. The 91 Express Lanes in Orange County and the extension into Riverside County operate 24/7, and the I-15 Express Lanes project planned in San Bernardino County has also adopted a 24/7 policy. Having consistent policy helps enforcement and may contribute to a better understanding and reliance on the express lanes network whenever congestion occurs.

Assessment:

Full-time tolling on the I-15 Express Lanes is recommended to maximize efficient operation of the Express Lanes and general purpose lanes, and to be consistent with adjoining express lane facilities on the SR 91 and the planned I-15 Express Lanes in San Bernardino County.

4. Carpool Occupancy Requirement

Description:

The HOV occupancy definition establishes the minimum occupancy requirements for discounted and/or free travel within express lanes. This is important because there will be different traffic and revenue results if carpools are defined as two or more persons per vehicle (HOV-2+) or three or more persons per vehicle (HOV-3+).

Recommendation:

Define carpools as vehicles occupied by 3 or more persons.

Background:

Under Federal requirement (23 USC § 166), HOV and express lanes facilities must maintain a minimum speed of 45 mph. Caltrans has the responsibility of maintaining operations for the state's HOV lanes, which includes the authority to make operational changes (including occupancy) provided they are compliant with federal and state regulations. Multiple sections of California law pertain to HOV policies on express lanes. The specific legislative authorization given to each facility in the state typically provides that particular entity the authority to set rates and HOV policies on the respective facilities.

RCTC's application for the I-15 Express Lanes Project approved by the California Transportation Commission (CTC) states that vehicles with three or more occupants will be allowed entry into the Express Lanes at no cost initially. The Application acknowledges that it may be necessary to charge for HOV-3+ in the future as demand for the Express Lanes increases.

According to the *2013 CA HOV Lane Degradation Report* published by Caltrans, many HOV facilities in the Southern California region are currently experiencing various degrees of performance degradation with a HOV-2+ minimum occupancy requirement. As the region's express lanes network expands, and demand increases, the need to increase the minimum occupancy requirement becomes more apparent.

Currently, there are three existing and four planned (excluding this Project) express lane facilities in southern California. The current practices for carpool occupancy policy are summarized as follows:

Existing Facilities

- **Metro I-10 ExpressLanes** – HOV-3+ toll-free during peak periods; HOV-2+ toll-free all other times
- **Metro I-110 ExpressLanes** – HOV-2+ toll-free





- **OCTA 91 Express Lanes** – HOV-3+ toll-free, with the exception of eastbound PM peak period operating with discount toll rates for HOV-3+

Planned Facilities

- **OCTA 405 Express Lanes** –Pending results of the Traffic and Revenue Study
- **SANBAG I-10 Express Lanes** – HOV-3+ toll-free
- **SANBAG I-15 Express Lanes** – HOV-3+ toll-free
- **Riverside 91 Express Lanes** – HOV-3+ toll-free, with the exception of eastbound PM peak period operating with discount toll rates for HOV-3+

Assessment:

HOV-3+ is recommended as the minimum occupancy requirement for discounted travel for the I-15 Express Lanes. This is consistent with policy recommendations in the SCAG Regional Express Lanes Concept of Operations and the adjoining SR-91 in Orange/Riverside Counties and future I-15 Express Lanes in San Bernardino County.

5 – 6. Toll Interoperability

Description:

Toll interoperability refers to the ability for customers to use multiple toll facilities with a single toll account. Currently, there are various tolling protocols used across the United States to communicate between the in-vehicle toll transponders and roadside toll readers and only a few of the systems allow a customer to use the same toll transponder at other facilities across state lines. There are national and state initiatives to adopt new interoperability standards.

Recommendation:

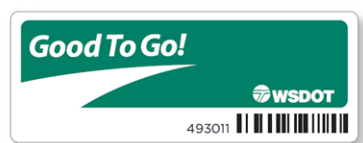
5. ***Adopt the national interoperability standard for automated toll collection systems when adopted by the toll industry.***
6. ***Adopt the new state interoperability standard for automated toll collection systems when adopted by the California Toll Operators Committee.***

Background:

The protocol for the exchange of transponder information for toll facilities in California is specified by Title 21 of the California Code of Regulations. The transponders used by California toll agencies are commonly referred to as Title 21 transponders. These transponders are branded as FasTrak® and can be used on any of the California toll facilities. California is the only state currently using the Title 21 transponders.



Switchable Title 21



WSDOT 6C Sticker



Legacy Title 21

In 2012, the federal government passed Moving Ahead for Progress in the 21st Century, MAP-21, calling for a national toll interoperability by 2016. The International Bridge, Tunnel, and Turnpike, Authority (IBTTA) is the worldwide association representing toll facility owners and operators and the businesses that serve them. IBTTA has formed an Interoperability Committee that is working to advance the goal of achieving national interoperability by 2016. They are in the process of selecting the transponder protocols that will undergo further testing and analysis. The Title 21 transponders are not being considered for the national standard.

Concurrent with the efforts of IBTTA, the California Toll Operators Committee (CTOC), which was formed to facilitate interoperability within California, has developed a Transition Plan to replace the legacy California protocol (referred to as “Title 21”) with a newer and less expensive protocol (referred to as “6C”). This plan proposes that all toll facilities in the state be able to recognize the 6C protocol by 2018



with full transition by 2020. The 6C protocol is also one of the final protocols being evaluated for the national standard and CTOC is represented in the discussions regarding national interoperability.

Assessment:

The I-15 Express Lanes will be consistent with the interoperability standards currently being assessed at the national and state levels. In doing so, I-15 Express Lanes customers will only have to establish a single toll account to travel on all toll facilities in the state and, depending on the outcome of the national interoperability discussions, may be able to use their account to travel on toll facilities across the country.

7. Project Development Costs

Description:

The I-15 Express Lanes will require funding for project capital costs, necessary for the final design, construction, and initial deployment of the Express Lanes. Capital costs include all items necessary to build new lanes or retrofit existing lanes in order to provide an Express Lane facility, including infrastructure construction, toll collection implementation, and equipment. The funds for capital costs may come from a number of sources, including Riverside County “Measure A” sales tax revenue or state and federal grants. In addition, bonds could be issued or a federal loan obtained for capital costs that are leveraged based on these dedicated tax revenue sources and/or toll revenues from the actual Express Lane facility.



Recommendation:

Fund project development costs by current and future Measure A sales tax, toll revenue, and state and federal grants.

Background:

Riverside County Measure A Sales Tax

Measure A is a Riverside County half-cent sales tax dedicated to transportation. Voters approved the Measure A program in 1988, which has raised over \$1 billion for major highway and local road projects throughout Riverside County. Voters extended Measure A in 2002, ensuring that the program will continue to fund transportation improvements through 2039.



Federal Funding

In addition to local funding through Measure A, there are multiple federal programs facilitated through the FHWA that could potentially be used to fund the I-15 Express Lanes. These programs are intended to award funds to projects that upgrade facilities in order to reduce congestion or improve safety. These sources could include, but are not limited to, the Surface Transportation Program, the Highway Safety Improvement Program, Congestion Mitigation and Air Quality funds, or a loan awarded through the Transportation Infrastructure Finance and Innovation Act (TIFIA).

State Funding

California state funding could potentially be available through the State Transportation Improvement Program (STIP). The CTC administers the STIP, which awards funds to eligible highway projects programmed by county transportation agencies.

Bonds

Many express lane projects throughout the country require some level of financing or debt. A limited tax obligation bond is issued by a government entity which is secured by a pledge of a specific tax revenue and can be used to fund certain capital improvements. However, the ability of a priced managed lane to collect toll revenue creates a dedicated funding source, which could be used to issue and repay a bond. These toll revenue bonds are the most popular to be issued by toll facilities. The authorizing statute for the I-15 Express Lanes (Streets & Highways Code Section 149.8) permits RCTC to issue bonds to finance the project.

Assessment:

Financing a project through the issuance of bonds or other means, allows for projects to offer the public more immediate benefits of transportation infrastructure, while spreading the costs of that infrastructure over the life of a project. In this way, the additional interest cost paid by the agency is outweighed by the mobility and economic benefits of having the project available more quickly. Capital costs for the I-15 Express Lanes are to be funded through current and future Riverside County Measure A sales tax revenues and project toll revenues through bond and TIFIA loan financing. Specifically, the recommendation is that sales tax revenue bonds may be issued by RCTC and repaid through Measure A sales tax revenues, while toll revenue bonds may also be issued and a TIFIA loan executed with repayment ensured through toll revenues collected by the I-15 Express Lane facility. In addition, it is recommended that additional State and Federal discretionary grant opportunities are sought to supplement project funding. RCTC's project plan of finance is currently being developed as part of project financing activities and will be brought for Board approval in the future.

8. Operations and Maintenance Costs

Description:

The I-15 Express Lanes will require funding for ongoing operation and maintenance costs associated with the project. Toll collection and dedication to enhanced traveler benefits make express lanes unique when compared to other highway projects, and often require greater resources and funding for the operation and maintenance of these services. The cost of express lane operations includes toll collection, standard operations, enhanced enforcement, incident response services, and toll system and facility maintenance. Operation and maintenance activities require a dedicated funding source in order to be viable, which could include local, state, or federal revenues, in addition to actual toll revenues collected as part of the project.



Recommendation:

Fund operations, maintenance, and toll enforcement costs by toll revenue.

Background:

As with all transportation infrastructure, a dependable and dedicated source of funding is necessary for operations and maintenance. This is especially true for express lanes, where enhanced services can be necessary to offer reliable travel time savings to toll paying customers. Express lanes are also unique in that the revenue collected from tolls is able to be used as a dedicated source of operation and maintenance funding.

The following are general express lanes operations and maintenance costs:

Toll Collection Costs

Toll collection costs include all costs associated with processing tolls payments, including the labor and materials required to manage customer accounts, perform license plate image reviews, process toll violations and provide general customer service. In addition, the cost of distributing and managing transponder inventory is included.

Standard Operation Costs

Standard operation includes costs associated with labor and equipment necessary to manage express lane operations, including personnel to monitor traffic and toll operations, generate reports, public outreach, management and oversight, etc.

Enhanced Enforcement

In order to manage express lanes demand, it is important that the vehicles using express lanes are either paying the posted toll or meeting the HOV requirement. A thorough enforcement program including the presence of the California Highway Patrol (CHP) is necessary to maintain motorist compliance.

Incident Response Services

In order to offer a dependable travel time savings, it is important that incident response resources be available to remove any disabled vehicles or objects which may prevent free-flow conditions.

Toll System and Facility Maintenance

Maintenance costs associated with express lanes include the inspection, upkeep, and replacement of the facility itself and items necessary for toll operation including roadside toll collection equipment and infrastructure, communications infrastructure, and all other hardware and software elements.

Assessment:

It is recommended that operation and maintenance costs for the I-15 Express Lanes be funded through toll revenue. Under this assumption, the resources and services necessary for Express Lanes operations will be funded from the project itself. Funding operations through project revenue will require that Express Lane tolls are set at a rate that ensures mobility and travel time benefits to customers, while also generating sufficient revenue to effectively operate the Express Lanes and meet debt obligations.

9. Project Repayment

Description:

As described in Section 7, sales tax and toll revenue bonds are anticipated to be issued by RCTC and a federal TIFIA loan executed to finance the I-15 Express Lanes development costs. Sales tax revenue bonds are to be backed by future Measure A tax revenues and toll revenue bonds are to be backed by future revenues generated by the Express Lanes. Therefore, funds for the repayment of these bonds will be obtained through revenues to be generated by the Measure A sales tax and operation of the Express Lanes.

Recommendation:

Repay Measure A sales tax bonds and toll revenue bonds with future Measure A and toll revenue, respectively.

Background:

The authorizing statute for the I-15 Express Lanes (Streets & Highways Code Section 149.8) permits RCTC to issue bonds to finance the project. It is RCTC's intent to issue bonds backed by both Measure A sales tax revenues and future toll revenues and to repay the bonds using these revenue sources.

Assessment:

Consistent with the obligations of issuing bonds, RCTC will repay bonds using revenues generated by Measure A sales taxes and Express Lane tolls.

10. Use of Revenue

Description:

Express lanes charge tolls and generate toll revenue as a normal function of operation. The I-15 Express Lanes will require an expenditure plan for all revenue, outlining what activities or functions will be funded from collected toll payments. As stated in Section 9, it is recommended that toll revenues should be used toward repayment of bond debt issued on behalf of the project and also to fund facility operations, maintenance, and enforcement. However, net excess revenue may remain after payments toward operation and maintenance costs and debt service obligations. There are multiple projects and programs which could be funded through the net excess toll revenue from the I-15 Express Lanes.

Recommendation:

Use surplus revenue to fund Interstate 15 corridor transportation investments.

Background:

The goal of most express lane facilities is to generate enough revenue to cover basic operations and maintenance, meet debt obligations (if applicable), as well as to fund replacement and upkeep to the extent that adequate revenue is available. Other facilities dedicate portions of net excess revenue to fund enhanced transit operations within the express lane facility, such as I-15 in San Diego and I-95 in South Florida. Statutes for the Metro I-110 and I-10 ExpressLanes in Los Angeles County state that toll revenue must first cover the costs incurred in connection with implementation/operation of the program. Metro reinvests surplus toll revenue into the corridor through a grant program. In addition, the 91 Express Lanes in Orange County have adopted the policy of directing net excess revenues to capital improvements within the SR-91 corridor.

The authorizing statute for the I-15 Express Lanes (Streets & Highways Code Section 149.8) permits excess toll revenues to be used for the following purposes:

- (A) To enhance transit service designed to reduce traffic congestion on I-15 or to expand travel options along I-15. Eligible expenses include transit operating costs, acquisition of transit vehicles and transit capital improvements.
- (B) To make operational or capacity improvements designed to reduce congestion or improve the flow of traffic on I-15. Eligible expenses include any phase of project delivery to make capital improvements to onramps, connector roads, roadways, bridges, or other structures on I-15.

Assessment:

The toll revenue collected as part of the I-15 Express Lanes operations will be used primarily to fund operation, maintenance, and enforcement costs of the facility, as well as to meet debt obligations for any revenue bonds issued as part of the project. Any remaining net excess revenue will be used to fund transportation improvements within the I-15 Express Lanes corridor consistent with authorizing statute.

11. Enforcement

Description:

Express lanes require effective enforcement policies and programs to operate successfully. Enforcement of vehicle occupancy requirements and toll payment is critical to protecting eligible vehicles' travel time savings and safety. Visible and effective enforcement promotes fairness and maintains the integrity of the facility to help gain acceptance among users and nonusers.

Recommendation:

Enforce I-15 Express Lane toll violations through agreement with the California Highway Patrol and any future state or federal toll violation laws.

Background:

Adequate and effective enforcement policies and incident management are integral elements to express lanes operations to ensure that the facilities are operating at the intended level of performance. Enforcement of vehicle occupancy and/or toll payment requirements is critical to protecting eligible users' travel-time savings and safety. Visible and effective enforcement promotes fairness and maintains the integrity of the facility to help gain acceptance among users and non-users.



The enforcement concept for many express lane facilities around the country involves a combination of manual and automated enforcement strategies. Manual enforcement requires CHP officers to be present during the peak hours to serve as a visual deterrent and to monitor vehicles to ensure they are complying with express lane operating policies. Observation areas are provided at strategic locations for officers to park and monitor beacons that illuminate when a vehicle passes through with a switchable transponder (see Section 23 of this report) set to a high-occupancy setting. Beacon lights provide a visual cue for officers to visually inspect the vehicle to verify whether it meets the occupancy requirement. The beacons can also be used to indicate when no transponder or an invalid transponder was detected and can be strategically placed to support stationary enforcement as well as enforcement by officers driving the corridor.

CHP will also be relied upon to enforce all other moving violations, including illegal crossing of the express lanes buffer and the requirement for vehicles to have properly mounted license plates.

In addition to manual enforcement, License Plate Recognition (LPR) cameras will be located at toll points to capture the license plates of vehicles for which no transponder was detected. If the license plate is able

to be matched to an account, then the toll amount will be deducted from the account. Otherwise, the license plate information is sent to the Department of Motor Vehicles (DMV) to determine the address of the registered owner for issuance of a toll violation.

In the Southern California region, HOV and express lanes enforcements are generally conducted by the CHP in conjunction with automatic tolling systems. The four operating express lane facilities in Southern California, Metro I-10 ExpressLanes, Metro I-110 ExpressLanes, OCTA 91 Express Lanes, and SANDAG's I-15 Express Lanes are all under contract with CHP to conduct violation enforcement. These facilities also employ beacon lights and CHP observation areas where possible.

Assessment:

Given national experience, including experience with the four express lanes operated in Southern California, manual enforcement is a proven component of successful express lane operations. The presence of CHP vehicles instills confidence to customers and serves as a deterrent for those that may violate. RCTC will establish an agreement with CHP officers to enforce the I-15 Express Lanes and provide CHP the necessary tools such as enforcement beacon lights and access to transponder information to effectively enforce. In addition, LPR cameras will be used to enforce the requirement for vehicles to carry a transponder.

12 – 14. Operations and Maintenance Responsibilities

Description:

Express lanes operations and maintenance responsibilities can be managed in a number of ways. These responsibilities include the maintenance of all equipment associated with the toll system, providing oversight of operations and incident management, and providing customer service to manage customer accounts. Each of these responsibilities is integral to the overall performance and operation of the express lanes. Express lane implementing agencies can use agency staff, contract staff or share responsibilities with other agencies.

Recommendations:

- 12. Maintain Express Lanes and toll systems as a responsibility of RCTC.***
- 13. Perform customer service patrol and incident management as a responsibility of RCTC in cooperation with Caltrans and other jurisdictions.***
- 14. Provide customer service and the account relationships as a responsibility of RCTC.***

Background:

Express lane operation and maintenance functions require dedicated resources to maintain hardware and software, monitor performance and manage customer accounts. These functions are described in more detail below.

Toll Systems Maintenance

The maintenance of toll systems includes the inspection, upkeep, and replacement of the items necessary for toll operations and the supporting infrastructure. Roadside toll collection equipment, communication network components, servers and workstations are all elements of a working toll system that require routine maintenance. Most express lane operating agencies enter into contracts with toll service providers to not only design and construct the toll systems, but also to operate and maintain them for some period of time. The toll system providers are required to develop maintenance tracking systems that keep track of the maintenance requirements for all elements of the toll system. These systems send alerts when there is an equipment malfunction, track maintenance response times, and keep track of equipment inventory.

Performance Monitoring and Incident Management

An important component of express lane operations is the ability to monitor traffic performance in real-time to ensure that the express lanes are maintaining optimum conditions. This is accomplished using roadside vehicle detection equipment and closed-circuit television cameras that send real time information to a facility where operators can monitor. Operators have the ability to override the toll system (e.g., display a message such as “HOV ONLY”) when conditions warrant and to coordinate with

Caltrans, CHP and other jurisdictions as needed. In addition, operators have the ability to dispatch tow trucks to clear incidents.

Some express lane operators choose to co-locate their express lane monitoring functions within a regional monitoring center and others choose to establish a dedicated monitoring facility. An example of a regional monitoring center is the Inland Empire Transportation Management Center (IETMC), which serves as an intermodal traffic management facility for San Bernardino and Riverside Counties and is staffed by both Caltrans and CHP personnel. The IETMC opened to service in 2011 and is located in the City of Fontana at the interchange of the I-15 and I-210.



Inland Empire Transportation

Customer Service

Customer service includes all of the functions related to account management, payment processing, transponder distribution, violation processing and providing general customer support. Some of these support activities, often referred to as “back office” activities, can take place at offsite facilities. Examples of activities that can be performed offsite include call taking and license plate image review. However, the location(s) of some customer service functions are ideally located in close proximity to the express lanes, including walk-in customer service, customer call center and transponder distribution.

Assessment:

Express lane operating agencies typically procure a contractor to carry out customer service responsibilities due to the amount of specialized systems and labor required. RCTC will contract with a toll services provider to design, implement, operate and maintain all aspects of the I-15 Express Lanes toll system. The RCTC Operations Center (see Section 24) will serve as the hub of all customer, maintenance, and operating activities.

15. Signage

Description:

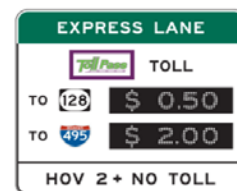
The California Manual of Uniform Traffic Control Devices (California MUTCD) provides uniform standards and specifications for all traffic signage in California. The most recent version of the California MUTCD, published in 2014, includes signing guidelines and requirements for express lane facilities. These requirements are intended to standardize the way that express lanes throughout the state are signed to make it easier for the traveling public to understand express lane operating requirements.

Recommendation:

Provide toll signage meeting the latest California Manual of Uniform Traffic Control Devices standards.

Background:

The general signing requirements for all new highway projects, including express lanes, must comply with the 2014 California MUTCD. The California MUTCD includes requirements for different types of express lane configurations and operating requirements. Of particular relevance to the I-15 Express Lanes, are those signs that depict a restricted access facility where all vehicles in the express lanes are required to have a FasTrak® account.



Example Pricing Sign

Express lane signs included in the California MUTCD generally fall into the following categories:

- Overhead-mounted signs designating the start and end of the express lanes as well as intermediate access points.
- Overhead-mounted pricing signs that display the toll amount to given downstream locations. In accordance with the guidance in the MUTCD, pricing signs display the current toll to no more than two downstream destinations. Changeable message elements will be used to indicate the toll rate to travel to the destination shown. These signs will also specify the HOV occupancy requirement and that a FasTrak® account is required for vehicles to use the facility.
- Median mounted and overhead signs that display the carpool occupancy requirement, the FasTrak® account requirement and hours of operation.

Assessment:

The I-15 Express Lanes signage will conform to the standards in the California MUTCD. The design and implementation of the signage will be the result of several sign workshops and plan reviews that will include Caltrans and the FHWA.

16. Express Bus Integration

Description:

Transit is an important component in express lanes. If managed through variable pricing to maintain a minimum level of service, express lanes create efficient and reliable transit corridors compared to previously congested freeways. Of the existing HOV and express lanes facilities in the southern California region, most are already served by express bus services. Operating express bus service on express lanes offers several key benefits:

- Shortens Travel Times
- Improves Travel Time Reliability
- Lowers Operating Costs
- Increases Person Throughput
- Encourages Carpooling and Transit Use
- Addresses Equity Concerns
- Builds Public Support

Recommendations:

Encourage express bus use through toll policies and Express Lane operations.

Background:

Currently, the Riverside Transit Agency (RTA) provides eight express bus services throughout Riverside County, with one route (CommuterLink Express 206) providing service along I-15 between Temecula and Corona. The CommuterLink Express – Route 206 (Temecula-Murrieta-Lake Elsinore-North Main Corona Metrolink Station) runs daily during weekdays on approximately 30-minute headways, and the general fare costs \$3.00 each way (free with valid Metrolink Pass). Route 206 provides connections for commuters travelling from Riverside County to other regions via the North Main Corona Metrolink station.



RTA CommuterLink Express services
Nicholas Ventrone / The Transit Coalition

In anticipation of the 91 Express Lanes extension in Riverside County, the RTA already has two new RapidLink express bus routes programmed for deployment in 2017. These two routes, RapidLink 200 and 205, will provide connections between Riverside and Anaheim as well as Temecula and Anaheim via the 91 Express Lanes. The proposed I-15 Express Lanes will provide the opportunity for further expansion of express bus services along the corridor.

Similar to express bus benefits, the I-15 Express Lanes can provide opportunities for enhancing and promoting carpooling/vanpooling by commuters. Currently, there are eight Caltrans Park and Ride lots along the I-15 corridor within Riverside County. Of the eight existing lots, three are located within the I-15 Express Lanes Project corridor:

- Canyon Community Church Park And Ride (1504 Taber Street, Corona) – 75 spaces
- Norco @ 6th Street Park And Ride (3945 Old Hamner Road, Norco) – 100 spaces
- Mira Loma Park and Ride (12105 Limonite Avenue, Mira Loma) – 76 spaces

Specialized Transit Services

It should be noted that not only will the fixed route bus service discussed benefit from the I-15 Express Lanes, but also the Specialized Transportation Program funded by RCTC via Measure A funding along with federal funding from the Job Access Reverse Commute (JARC) and New Freedom (NF) programs. These specialized transit services (Dial-A-Ride paratransit) will most likely use the I-15 Express Lanes. In addition, a handful of non-profit and special criteria providers that operate specialized transportation will also benefit from using the I-15 Express Lanes.

Physical and Policy Considerations

Many of the physical design considerations for integrating bus service are similar to express lanes and HOV lanes, which have well-established design criteria. Besides the physical design, each express lane project has a unique set of policies in place that influences how well transit is integrated in a particular corridor. Establishing a set of policies that improves transit service and capacity is also often essential in building public support for often controversial toll lane projects and helps to neutralize the perception that Express Lanes are “Lexus Lanes” that primarily benefit those with higher incomes.

Assessment:

Encouraging transit and offering benefits for express bus service is a key component of the I-15 Express Lanes project. Coordination with RTA will take place during the design of the Express Lanes to ensure that transit needs are taken into consideration.

17. Design – Facility Ingress and Egress

Description:

This policy is related to the design of access locations, where vehicles can enter and exit the I-15 Express Lanes. Regulating access is one of the fundamental tools to manage traffic flow in the express lanes, and therefore, it is important to select the access points and design treatment early in the planning phase along with the separation type to help minimize weaving conditions.

Recommendation:

Design the roadway and ingress and egress locations meeting Caltrans design standards where feasible and practical.

Background:

Access treatments for express lane facilities fall into the following three categories:

Grade-separated direct access drop ramps Grade-separated drop ramps provide access to and from the express lanes using dedicated grade direct access ramps. These types of ramps generally provide access from adjacent freeways/arterials and park and ride facilities for express bus operations, and are desirable where sufficient right-of-way and high traffic volumes in both the express lanes and general purpose lanes warrant the need for such exclusive access. An example of a grade-separated drop ramp is the SR-91 eastbound direct connector to the southbound I-15 and vice versa being constructed as part of RCTC’s SR-91 Corridor Improvement Project.

At-grade limited access

At-grade limited access provides access to and from the express lanes at designated locations, typically through at-grade access openings that serve as ingress, egress or combined ingress and egress. Physical barriers or painted striping separates the express lanes from the adjacent general purpose lanes between access locations. Three different approaches for providing at-grade limited access include:

- Weave zones – provides combined ingress and egress by short breaks to the physical barriers or striping at designated locations.
- Weave lanes – similar to weave zones, except movement is facilitated by a change lane, which isolates the weaving from both the express lanes and the general purpose lanes, thereby minimizing the potential for unstable flow.
- Merge lanes – provide dedicated and separated ingress and egress (acceleration and deceleration) lanes. The merge lanes allow drivers the opportunity to adjust their speeds to match



At-grade limited access configuration on LA Metro ExpressLanes

the lane they are merging into. This design treatment further reduces the potential for unstable flow, as conflicts are avoided in the access lane.

Continuous access

Continuous access allows vehicles to enter and exit the express lanes for the entire stretch without any specific ingress/egress treatments. The striping that separates the express lanes from the general purpose lanes are generally skip striped.

Assessment:

A limited access configuration is recommended for the I-15 Express Lanes because it can reduce toll evasion, ensure greater access control, and is consistent with the access configuration of existing Southern California HOV and express lanes. Further, a limited access configuration is less complicated to design and has a far lower construction cost than direct access ramps and does not require as much toll equipment as may be required for continuous access. Vehicles will be able to access the express lanes at intermediate access points that provide access to local exits and interchanges. Between these points, access will be restricted to prevent weaving and improve overall mobility. A map of proposed access locations is accessible at http://i15project.info/express_lanes_access.php.

18. Design – Number of Lanes

Description:

The number of express lanes to be implemented for a particular project is dependent upon several variables, including traffic congestion, occupancy requirements and availability of existing right of way. The Project Approval Document for the I-15 Express Lanes generally includes a two lane configuration in each direction based on traffic and engineering analysis. This configuration is intended to add capacity, improve operations and fits within existing right of way.

Recommendation:

Construct and operate two Express Lanes in each direction where possible.

Background:

A number of criteria must be considered when evaluating the capacity needs of an express lanes project. These include existing and projected traffic congestion, toll discount policies, and the cost and availability of right of way. Some express lane projects simply convert an existing HOV lane to an express lane, others convert an existing lane and construct an additional lane (e.g., LA Metro I-10 ExpressLanes), and others construct an entirely new lane or lanes (e.g., I-680SB Express Lane in the Bay Area).



Two lane configuration on LA Metro I-10 ExpressLanes

There are currently no existing HOV lanes within the I-15 project limits. The preliminary engineering performed as part of the project identified a need for a two lane configuration in each direction to serve future traffic demand. This configuration fits within the existing right of way and helps to ensure that the facility will be able to sustain a high level of service.

Assessment:

The recommendation for a two lane configuration in each direction where possible is consistent with the project schematics and serves projected traffic demand while fitting within existing right of way.

19. Toll Pricing Method

Description:

Express lanes use pricing to manage the number of toll paying customers using the facility. Managing the number of users allows the express lanes to meet performance goals such as those described in Section 1 and Section 2. Variable pricing is to be used to manage traffic, whereby the cost to use the express lanes is directly related to the level of demand for the express lanes. As demand increases, raising the tolls will help manage demand in order to maintain federal performance requirements. Conversely, the price decreases as demand decreases to incentivize more vehicles to utilize the available capacity. Two variable pricing methods are currently in use on facilities across the country: time-of-day pricing and dynamic pricing.

Recommendation:

Use Dynamic Pricing to determine the toll price.

Background:

Time-of-Day Pricing

Time-of-day pricing employs a fixed toll rate schedule with different toll rates by travel direction, time of day and day of the week. Time-of-day pricing is actively used on the 91 Express Lanes and on express lanes in Denver and Houston. Time-of-day pricing is effective when traffic patterns remain relatively consistent over time. For instance, if congestion reaches the same level at the same time every Monday, then a static price that is capable of maintaining the desired level of traffic volume can be used for that time period.



With time-of-day pricing, tolls vary according to a fixed schedule, with different prices charged based on direction of travel, day of the week, and hour of the day. The toll rates are determined based on historical travel conditions in the corridor, and vary according to demand and congestion. The performance of express lane facilities using time-of-day pricing requires evaluation on a regular basis to ensure that free flow conditions are being maintained in the express lanes. If travel conditions on the express lanes deteriorate over time, the rates should be increased. Similarly, rates can also be lowered when the express lanes are found to have excess capacity that is not being used effectively. On the 91 Express Lanes, performance is monitored daily and evaluated every three months.

Dynamic Pricing

Dynamic pricing employs toll rates that vary in real time based on actual travel conditions detected in the corridor. Dynamic pricing is actively used on most California express lanes, including I-10 and I-110 (Los Angeles), I-15 (San Diego), I-680 (Alameda County), and I-880 / SR-237 (San Jose). Dynamic pricing is effective on facilities that have a high level of variability in congestion throughout each day and from day to day. For instance, if a facility does not have a peak period that is consistent from one day to the next or has a high rate of incidents that impact traffic, dynamic pricing allows for the adjustment of the price to match the actual real-time traffic conditions.



Dynamic pricing provides a real-time monitoring and response capability for express lane operations. Dynamic pricing requires capital investment for both the algorithm and the traffic detection system and also requires ongoing monitoring and maintenance of the pricing algorithm and traffic detection system. Like the time-of-day pricing, dynamic pricing requires variable message signs to communicate price to customers.

Assessment:

In order to be responsive to real-time traffic conditions that may vary from day to day, it is recommended that the I-15 Express Lanes use dynamic pricing. Despite the higher capital costs of deployment as compared to time-of-day pricing, dynamic pricing will be valuable to manage traffic and ensure the facility provides reliable travel at all times. The ability to readily adjust pricing and manage demand through dynamic pricing will allow for flexibility, particular in the critical area of overlap with the 91 Express Lanes that use time-of-day pricing.

20. Toll Exemptions and Discounts

Description:

Toll discounts and exemptions are required by legislation, law and by agreement with project partners. Discounts have an impact on revenue, operations, customer service center systems and enforcement. It is important to establish toll discounts or exemptions at an early stage to allow for the evaluation of operational impacts and for inclusion in system design.

Recommendation:

Provide toll discounts according to legislation and for operations and maintenance vehicles.

Background:

A review of project agreements and legislation suggested that the following vehicle types require evaluation for toll discounts.

Transit

One of the primary goals of express lane facilities is to offer enhanced transit service. California Vehicle Code defines qualifying mass transit, paratransit and vanpool vehicles, including those that are publically or privately funded. These vehicles will be allowed to travel toll-free in the I-15 Express Lanes at all times. With the passage of the Fixing America's Surface Transportation Act (the FAST Act) on December 4, 2015, U.S. Code was amended to enable privately-owned buses servicing the public to utilize toll facilities under the same rates, terms and conditions as other public transportation vehicles. RCTC will establish agreements with operators to facilitate toll-free travel at all times.

High-Occupancy Vehicles

The application for the I-15 Express Lanes project approved by the CTC and the Federal Agreement between RCTC, FHWA and Caltrans provide direction with regard to the tolling of HOVs. In both instances, HOVs are defined as vehicles with three or more occupants (HOV-3+). The authorizing statute for the Express Lanes (Streets & Highways Code Section 149.8) also specifies free travel for HOV-3+ vehicles initially upon opening.

There is no mechanism to regulate the demand of HOV-3+ vehicles when there is a 100% toll discount. As the HOV-3+ volume becomes an increasingly larger percentage of the total I-15 Express Lanes traffic, it will become increasingly difficult for the dynamic pricing algorithm to effectively manage demand and preserve free flow operations in the I-15 Express Lanes. Therefore, it is recommended that the speeds in the I-15 Express Lanes be monitored to determine when the lanes are being degraded. If the average speed in the Express Lanes drops to 60 mph three or more times in a thirty day period after three months of operation, the HOV-3+ discount will be reduced to 50%. The 100% discount will be in place for at least

the first three months of operation to allow for customers to adjust to the new facility and to incentivize use of the I-15 Express Lanes by carpoolers.

Motorcycles

California Vehicle Code 21655.5(b) provides for free passage on preferential lanes for motorcycles. Motorcycle toll transactions will be processed either through a transponder or by reading their license plate.

Zero Emission Vehicles (ZEVs)

Legislation (AB 1721), enacted as California Vehicle Code Section 5205.5, allows motorists driving ZEVs displaying a DMV-issued Clean Air Vehicle decal to travel in express lanes with a toll-free or reduced rate toll. The statute does not mandate the rate of reduction. The existing legislation is set to expire January 1, 2019 ahead of the I-15 Express Lanes planned opening.



White and Green Clean Air Vehicle Decals for HOV Lane Use
State of California / Dept. of Motor Vehicles

~~Similar to the treatment of HOV-3+ vehicles, the toll discount for ZEVs will be 15% upon opening of the Express Lanes, reduced to 50% if average speeds drop below 60 mph more than three times in a thirty day period after three months of operation.~~

Emergency Vehicles

California Vehicle Code 23301.5 provides for toll exemption for specifically identifiable emergency vehicles being driven while responding to or returning from an urgent or emergency call, engaged in an urgent or emergency response, or engaging in a fire station coverage assignment directly related to an emergency response. The common method of processing these tolls is through a “non-revenue” account where the transaction is processed by the back office and posted to the account in order to provide a method of monitoring usage. RCTC will establish agreements with the local emergency providers that will outline the specific rules for these non-revenue accounts.

Maintenance and Operation Vehicles

In order to facilitate access to express lanes for the purposes of performing various maintenance tasks or performing operational checks and testing, it is common for tolling authorities to grant toll-exemption for vehicles being driven for these maintenance purposes. The common method of processing these tolls is through a “non-revenue” account where the transaction is processed by the back office and posted to the account in order to provide a method of monitoring usage.

Assessment:

In general, vehicles that are eligible to utilize HOV lanes in accordance with applicable federal or state law will be allowed discounted access to the I-15 Express Lanes. This includes buses (public transit and

privately operated tour buses), vanpools, motorcycles, HOV 3+ vehicles, ZEVs, emergency vehicles, law enforcement vehicles, and operation and maintenance vehicles. The following discount policies are recommended for each of these vehicle types:

- In-service public transit vehicles, private buses, vanpools, and motorcycles will be 100% discounted (toll free) at all times.
- All HOV-3+ and zero-emission vehicles (ZEVs) will be 100% discounted (toll free) for the first three months of operation. The discount will be reduced to 50% if the average speed in the Express Lanes drops below 60 mph three or more times in a thirty day period after three months of operation.
- Emergency, law enforcement and Express Lanes maintenance vehicles will be 100% discounted (toll free) at all times.

21. Toll Payment Method

Description:

Electronic toll collection systems use automatic vehicle identification (AVI) technology to toll vehicles. These AVI systems use in-vehicle transponders and/or LPR cameras to identify vehicles for toll payment. Some facilities require that all vehicles have a transponder as the primary means of toll collection and use LPR cameras as a backup to capture vehicles that don't have a transponder or that have a transponder that fails to be detected. Other facilities allow vehicles to travel without a transponder and use LPR cameras as the primary means of toll collection; this system is known as pay by plate tolling.



License-plate tolling equipment
Craig F. Walker / The Denver
Post

Recommendation:

Require all vehicles to have a transponder at time of travel.

Background:

Transponder-Based Toll Collection

Electronic toll collection using transponders is a proven technology with high accuracy. The cost associated with the systems needed to process transponder transactions is lower than systems which allow for toll payment by license plate. In addition, as California transitions from the legacy battery-operated transponders to the new, less expensive 6C transponders, the cost for a transponder based toll collection system will decrease even further making transponder based toll collection a far more efficient method of collecting tolls.

Most toll facilities that rely on transponders for toll collection also include LPR cameras to capture vehicles without a transponder to minimize revenue leakage. The license plate images are used to associate the transaction with a toll account when a transponder is not read or to look up the registered owner's address for collection of the toll through a toll violation process.

As described in Section 23, HOVs are able to use switchable transponders to indicate their vehicle occupancy status and receive the appropriate toll discount.

Pay by Plate

Pay by plate utilizes LPR cameras and Optical Character Recognition technology to identify a vehicle's license plate number. The automatically generated plate number is independently verified and validated by toll operators in the customer service center, thereby increasing operational costs per toll transaction. This technology is currently being used on Transportation Corridor Agencies (TCA) toll facilities in Orange County, on all toll facilities in the Denver Metro Area (including express lanes), all Dallas / Ft. Worth area toll facilities (including express lanes), Loop 375 express lanes in El Paso, and on the SR-520 and I-405

express lanes in the Seattle area. The license plate numbers are collected and the name and addresses of the registered users are requested from the state DMV, from which bills for all the tolls incurred during a specific period are aggregated and sent out to collect payment. Pay by plate tolling not only requires more processing costs, but it results in more revenue loss due to unidentifiable plates and registered owners and lengthens the amount of time to collect toll revenue.

In a pay by plate scenario, HOVs are required to register their license plate in advance of making a trip so the toll system can apply the appropriate toll discount.

Assessment:

Because toll payment by transponder is a proven, accurate solution with a lower transaction cost as compared to pay by plate, it is recommended that RCTC open the I-15 Express Lanes with a requirement that all vehicles have a transponder. Opening with a transponder requirement will encourage motorists to open an account and obtain a transponder. LPR cameras will be used to enforce this requirement and identify vehicles that don't carry a transponder. This policy also allows HOVs to declare their status using a switchable transponder as described in Section 23.

22. Mobile Interface

Description:

Easy access to express lanes information is important to gain customer understanding and compliance. Most toll facilities across the country maintain a website where users can find information about the toll policies and access account information and many of these websites are accessible in a mobile format. In addition, some facilities provide mobile applications that allow users to review recent toll activity and pay tolls without a transponder.

Recommendation:

Implement Mobile Web for FasTrak® customers, but defer the Mobile Toll Payment Application.

Background:

Toll facilities across the country provide different mobile interfaces for customers as described below.

Mobile Website

Many websites currently include desktop and mobile versions. The mobile versions are intended to be viewed from a mobile device such as a smartphone or tablet and typically include the same functionality as the desktop site. A mobile website for express lanes could allow customers to access general express lane information (operating policies, requirements for use, etc.) and to access account information.

Mobile Toll Payment Application

Depending upon business rules, some toll facilities allow users to use mobile devices to pay tolls without the use of a transponder. For example, the TCA facilities in Southern California allow users to pay tolls from a mobile application within five days before or after a trip is made.



Transportation
Corridor Agency
Mobile Application
Interface

Assessment:

RCTC will require all users to carry a transponder (see Section 21), which is inconsistent with the idea of allowing users to pay tolls using a mobile application. Therefore, a Mobile Payment Application will not be deployed. However, users will have access to a mobile website to access Express Lanes information and to make changes or payments to their account.

23. High Occupancy Vehicle Declaration Options

Description:

The primary function of HOV declaration is two-fold: 1) provide a mechanism to easily separate toll payers from those eligible to receive toll discounts, and 2) enable the efficient and effective enforcement of occupancy violations. Two methods of occupancy declaration were considered: the use of self-declaration lanes and switchable transponders.

Recommendation:

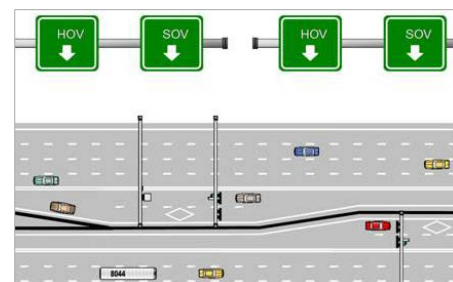
Identify HOV-3+ carpool customers via a switchable transponder.

Background:

There are different ways that express lanes can require toll-paying and toll-free vehicles to use the express lanes. In Southern California, the carpool declaration options generally fall under the “declaration lane” method (as used by the OCTA 91 Express Lanes and the Riverside 91 Express Lanes currently under construction), and the switchable transponder method (as deployed on the I-110 and I-10 ExpressLanes in Los Angeles County).

Self-Declaration Lanes

Many first generation express lanes involved conversion of pre-existing, barrier-separated HOV lanes with adequate right-of-way for positive separation between toll payers and carpoolers. Known as the “declaration lane” option, this was the mechanism designed and implemented on SR-91 in Orange County, the first express lanes facility which opened in 1995. It will also be utilized on the 91 Express Lanes that are under construction in Riverside County. Declaration lane solutions require eligible carpools to diverge from the main travel lanes to a separated lane at toll zones. These vehicles are charged an appropriate discounted or zero-value toll, and (if present) occupancy is validated by enforcement personnel via visual scan. Vehicles without a transponder are considered violators – the same as if they traveled through the main toll lanes without a transponder.



Single occupancy vehicles (SOV) lane tolling zone with separate declaration lane
FHWA Office of Operation/ Proposed I-95 Managed Lanes

Switchable Transponders

This method provides a technological method for declaring carpool status on the express lanes through a “switchable” transponder, as implemented on I-10 and I-110 in Los Angeles. Switchable transponders allow the customer to self-declare their occupancy status on the transponder itself. The Los Angeles transponder transmits multiple identifications (IDs), in order to associate the correct toll for a vehicle

based upon its occupancy status. These IDs can be associated with a single occupancy vehicle, HOV-2, and HOV-3+ setting directly on the transponder. For compliant HOVs, the user declares the vehicle's status on the transponder (e.g., sliding the switch to "HOV2" or "HOV3+"), and the appropriate toll rate would be collected. If the same vehicle is being operated without the required occupancy, it would be required to declare appropriately on the transponder and the correct toll would be collected. If no transponder is present (or if it is malfunctioning), LPR (mounted on gantries or median poles) would be used to collect full toll payment from the user (regardless of occupancy status).



Example Switchable
Transponder

Assessment:

It is recommended that the I-15 Express Lanes use switchable transponders for declaring occupancy. Switchable transponders have been successfully deployed on other toll facilities in the state and nationally. Also, as compared to declaration lanes, switchable transponders are more inexpensive to deploy and do not require drivers to make weaving maneuvers while in the Express Lanes, which may improve operational efficiency. With the enforcement strategy described in Section 11, CHP will have the tools necessary to enforce the proper use of the switchable transponder so that violation rates can be kept to a minimum.

24. Express Lane Operations Facility

Description:

The I-15 Express Lanes will require a facility to house various components of the operations, including a walk-in customer service center, customer call center, back office operations, image processing, finance and administration, system administration and maintenance and traffic management center. RCTC will provide the facility and the toll systems provider will supply the equipment, systems and staff to perform the services.

Recommendation:

Locate the call center, customer service center and traffic management center and administration in close proximity to the Express Lanes.

Background:

As described in Sections 12-14, RCTC will have the responsibility for I-15 Express Lanes maintenance, traffic management and customer service functions. These functions would ideally be located in a single facility to centralize I-15 Express Lanes operations and create synergies associated with co-located services.

Four toll agencies operate in Southern California and each of them has a facility or facilities which house the toll operations functions. Toll programs across the nation have experimented with remote staff working from a contractor owned or sub-contracted facility. While this model has been successful for some, it has the potential to degrade service, complicate supervisory functions and prohibit the synergy gained from co-location of services.

The 91 Express Lanes toll operations staff is being provided under a joint agreement with OCTA. The 91 Express Lanes call center and walk in staff are located at a leased facility near SR-91 and McKinley Street in the city of Corona. The other toll operation services are located in a leased facility near SR-91 and Weir Canyon Road in the city of Anaheim. RCTC's agreement with OCTA to share toll operation services expires in June of 2021. RCTC is currently procuring a toll operator for the I-15 Express Lanes which will require a facility to house the toll operator and RCTC toll operations staff, equipment and walk-in customer service location.





Assessment:

I-15 Express Lanes operations and maintenance are the responsibility of RCTC. To ensure that the goals for the I-15 Express Lanes are met, RCTC will be best served by co-locating the required services in a facility in close proximity to the I-15 Express Lanes. The 91 Express Lanes have set the precedent for local operations and customer service. Therefore, it is recommended that the customer service, traffic management and other administrative functions be located in the local area adjacent to the I-15 corridor, with a specific site to be determined. This facility will be referred to as the RCTC Operations Center, or ROC.