RIVERSIDE COUNTY TRANSPORTATION COMMISSION

MEETING AGENDA

Toll Policy and Operations Committee

Time: 11:00 a.m.

Date: May 27, 2021

Pursuant to Governor Newsom's Executive Order N-29-20, (March 18, 2020), the meeting will only be conducted via video conferencing and by telephone.

COMMITTEE MEMBERS

Lloyd White, **Chair**/ David Fenn, City of Beaumont
Ben J. Benoit, **Vice Chair** / Joseph Morabito, City of Wildomar
Jeremy Smith / Larry Greene, City of Canyon Lake
Clint Lorimore / Todd Rigby, City of Eastvale
Dana Reed / Donna Griffith, City of Indian Wells
Brian Berkson / Guillermo Silva, City of Jurupa Valley
Michael M. Vargas / Rita Rogers, City of Perris

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 27, 2021

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

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting
https://rctc.zoom.us/j/87502648421

Meeting ID: 875 0264 8421
One tap mobile
+16699006833,,87502648421# US

Dial by your location
+1 669 900 6833 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 26, 2021 at 5:00 p.m. and your comments will be made part of the official record of the proceedings. 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. PLEDGE OF ALLEGIANCE

4. 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.*

5. 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.)*

6. *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.*

6A APPROVAL OF MINUTES – FEBRUARY 25, 2021

Page 1

6B. 91 EXPRESS LANES MONTHLY STATUS REPORTS

Page 5

Overview

This item is for the Committee to:

1) Receive and file the 91 Express Lanes Monthly Reports for the three months from January to March 2021; and
2) Forward to the Commission for final action.

7. AMENDMENTS TO ON CALL PURCHASE AGREEMENTS FOR 6C TRANSPONDERS

Page 69

Overview

This item is for the Committee to:

1) Approve the amendments to the following 6C transponder provider agreements for an additional four years with no additional cost authorization:
   a) Agreement No. 18-31-094-01, Amendment No. 1 to Agreement No. 18-31-094-00, with Kapsch TraffficCom USA, Inc.; and
   b) Agreement No. 18-31-161-02, Amendment No. 2 to Agreement No. 18-31-161-00, with Neology, Inc.;

2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreements on behalf of the Commission;
3) Authorize the Executive Director, or designee, to execute purchase orders awarded to the contractors under the terms of the agreements; and
4) Forward to the Commission for final action.

8. 15 EXPRESS LANES EARLY OPERATIONS REPORT

Page 80

Overview

This item is for the Committee to receive and file a presentation on the 15 Express Lanes operations since opening.

9. READOPTED AND REAFFIRMED THE 15 EXPRESS LANES TOLL POLICY GOALS AND TOLL POLICIES

Page 81

Overview

This item is for the Committee to:

1) Adopt Resolution No. 21-012, *"Resolution of the Riverside County Transportation Commission Reaffirming and Readopting the Amended and Restated Interstate 15 Express Lanes Toll Policy Goals and Toll Policies and Ratifying Actions in the Furtherance of the Policy"*, and
2) Forward to the Commission for final action.

10. ITEM(S) PULLED FROM CONSENT CALENDAR AGENDA

11. 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.

12. ADJOURNMENT

The next Toll Policy and Operations Committee meeting is scheduled to be held at **11:00 a.m., Thursday, August 26, 2021,** via Zoom.

AGENDA ITEM 6A

MINUTES

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

TOLL POLICY AND OPERATIONS COMMITTEE

MINUTES

Thursday, February 25, 2021

1. CALL TO ORDER

The meeting of the Toll Policy and Operations Committee was called to order by Chair Lloyd White at 11:00 a.m., via Zoom Meeting ID 856 4687 5077, Pursuant to Governor Newsom's Executive Order N-29-20.

2. ROLL CALL

Members/Alternates Present	**Members Absent**
Brian Berkson	Ben Benoit
Clint Lorimore	
Dana Reed	
Jeremy Smith	
Michael M. Vargas	
Lloyd White	

3. PLEDGE OF ALLEGIANCE

Chair White led the Committee in the pledge of allegiance.

4. PUBLIC COMMENTS

There were no requests to speak.

5. ADDITIONS/REVISIONS

There were no additions or revisions to the agenda.

6. CONSENT CALENDAR

M/S/C (Reed/Lorimore) to approve the Consent Calendar.
Abstain: Smith

6A. APPROVAL OF MINUTES – AUGUST 27, 2020

6B. 91 EXPRESS LANES MONTHLY STATUS REPORTS

1) Receive and file the 91 Express Lanes Monthly Reports for the six months from July to December 2020; and
2) Forward to the Commission for final action.

7. 15 EXPRESS LANES OPENING

Jennifer Crosson, Toll Operations Manager, provided an in-depth overview of the 15 Express Lanes including the dynamic pricing, transponder stickers, HOV 3+ discount, clean air vehicles, and new facilities.

At this time, Commissioner Berkson joined the meeting.

Commissioner Reed stated the dynamic pricing is complicated and therefore staff should be prepared for a lot of questions as most people will find the pricing confusing.

Commissioner Berkson asked for clarification on the HOV 3+ discount. Ms. Crosson stated the discount will not shift back and forth between 100 percent and 50 percent, it will start off at 100 percent and then based on traffic flow it will be reduced to 50 percent, where it will stay unless the Commission decides to discontinue the discount.

Anne Mayer, Executive Director, stated this presentation will also be given at an upcoming Commission meeting. She noted the lanes will open in April and they are anticipating a bumpy couple of weeks. As such, the team is not rushing the opening in an effort to be as prepared as possible.

Commissioner Lorimore asked about the privacy/legal concerns regarding the app the CHP will be using to read the transponders. Reinland Jones, Toll Technology Manager, stated the only information given is the transponder setting and there is no personal information given.

M/S/C to receive and file a presentation on the 15 Express Lanes opening.

8. RIVERSIDE EXPRESS AND 91 EXPRESS LANES JOINT WALK-IN CENTER CUSTOMER QUEUING SYSTEM

Eric Brand, Senior Management Analyst, presented an overview of the new Customer Service Center, which is a co-location center for the 91 Express Lanes and the Riverside Express Lanes. He detailed the customer queuing system, which will direct customers to the best agent to serve their needs.

Commissioner Reed asked if the percentage of walk-in customers was low. Mr. Brand confirmed the Commissioner was correct, most customers are on-line or on the phone. Commissioner Reed stated he currently uses the 91 express lanes website and asked if he will continue to do so. Ms. Crosson confirmed he can continue to use that website for all of

express lanes needs.

Commissioner Lorimore asked if additional foot traffic is anticipated. Ms. Crosson stated it depends on when the lanes open and how the pandemic is going at the time. Commissioner Lorimore asked how long the average customer spends at the facility per transaction. Mr. Brand stated 10 minutes was an accurate estimate.

Ms. Mayer stated current customers of the 91 Express Lanes or TCA are welcome to switch over to become a Riverside Express customer.

M/S/C to receive and file a presentation on the Riverside Express and 91 Express Lanes joint walk-in center customer queuing system.

9. AMENDMENT TO AGREEMENT WITH SHERRY MATTHEWS, INC. FOR EXPRESS LANES MARKETING SERVICES

Jennifer Crosson provided an overview of the proposed amendment to the Sherry Matthews agreement, including the details of the scope of the agreement and a report on the performance of Sherry Matthews thus far.

At this time, Commissioner Smith left the meeting.

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

1) Approve Agreement No. 18-31-047-02, Amendment No. 2 to Agreement No. 18-31-047-00, with Sherry Matthews, Inc. (Sherry Matthews) to provide an additional four years of express lanes marketing services at no additional cost for a total amount not to exceed $2.5 million;
2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreement on behalf of the Commission; and
3) Forward to the Commission for final action.

10. ITEM(S) PULLED FROM CONSENT CALENDAR AGENDA

There were no items pulled from the Consent Calendar.

11. COMMISSIONERS / STAFF REPORT

Commissioner Vargas announced former Perris City Council Member Mark Yarbrough had recently passed away due to Covid complications. He asked that everyone keep the Yarbrough family in their thoughts and prayers.

12. ADJOURNMENT

There being no further business for consideration, Chair White adjourned the meeting at 11:55 p.m. to the next Toll Policy and Operations Committee meeting, scheduled to be held at **11:00 a.m., Thursday, May 27, 2021,** via Zoom.

Respectfully submitted,

Lisa Mobley
Clerk of the Board

AGENDA ITEM 6B

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	May 27, 2021
TO:	Toll Policy and Operations Committee
FROM:	Anthony Parada, Senior Management Analyst
THROUGH:	Jennifer Crosson, Interim Toll Operations 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 the three months from January to March 2021; and
2) Forward to the Commission for final action.

BACKGROUND INFORMATION:

The monthly 91 Express Lanes reports for the three months from January to March 2021 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 2021
2) 91 Express Lanes Status Report for February 2021
3) 91 Express Lanes Status Report for March 2021

ATTACHMENT 1

Orange County Transportation Authority
Riverside County Transportation Commission

91 Express Lanes

Status Report
January 2021

As of January 31, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for January 2021 was 1,006,122. This represents a daily average of 32,456 vehicles. This is a 30.4 percent decrease in total traffic volume from the same period last year, which totaled 1,446,341. Potential toll revenue for January was $3,324,112, which represents a decrease of 27 percent from the prior year's total of $4,553,497. Carpool percentage for January was 21.2 percent as compared to the previous year's rate of 24.7 percent. The decreases are attributed to the coronavirus (COVID-19) pandemic and California Governor Gavin Newsom's orders for residents to stay at home 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 Orange County Transportation Authority (OCTA) 91 Express Lanes and associated potential revenue for the month of January 2021.

Current Month-to-Date (MTD) as of January 31, 2021

Trips	Jan-21 MTD Actual	Jan-20 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	793,293	1,089,159	(27.2%)
3+ Lanes	212,829	357,182	(40.4%)
Total Gross Trips	1,006,122	1,446,341	(30.4%)
Revenue			
Full Toll Lanes	$3,282,650	$4,482,172	(26.8%)
3+ Lanes	$41,462	$71,325	(41.9%)
Total Gross Revenue	$3,324,112	$4,553,497	(27.0%)
Average Revenue per Trip			
Average Full Toll Lanes	$4.14	$4.12	0.5%
Average 3+ Lanes	$0.19	$0.20	(5.0%)
Average Gross Revenue	$3.30	$3.15	4.8%

The 2021 fiscal year-to-date traffic volume decreased by 23.6 percent and potential toll revenue decreased by 18 percent, when compared with the same period last year. Year-to-date average revenue per trip is $3.26.

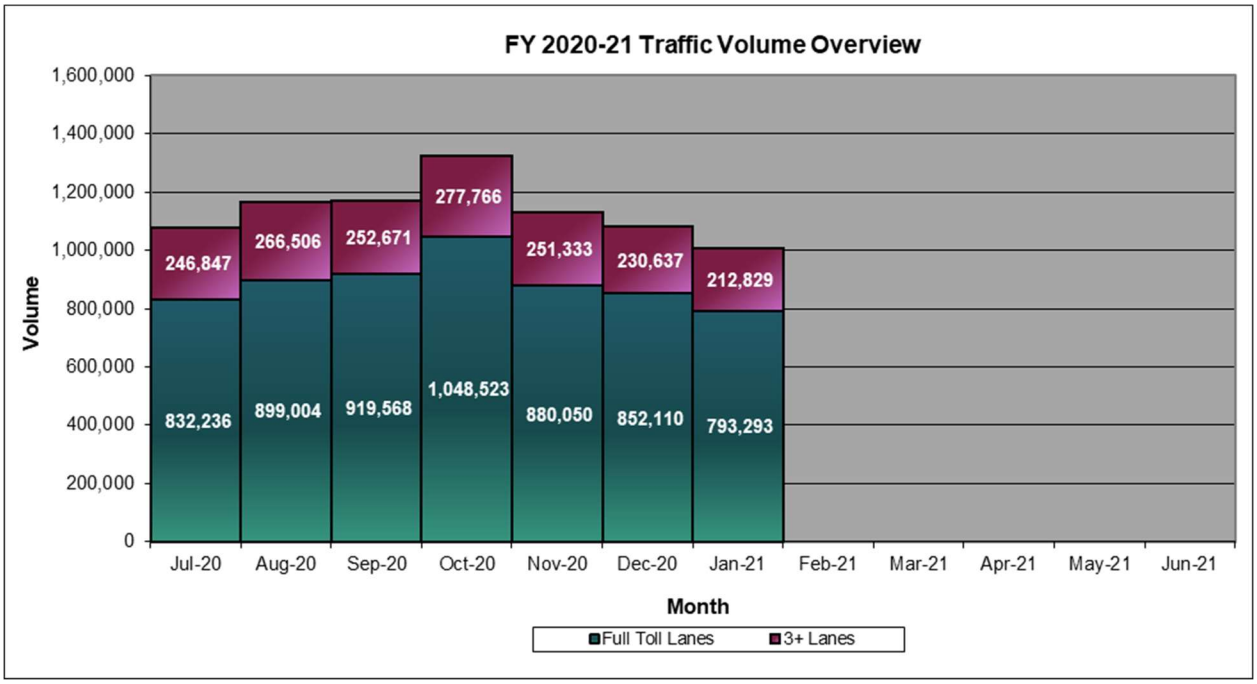
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2020 through January 2021.

Fiscal Year (FY) 2020-21 Year-to-Date as of January 31, 2021

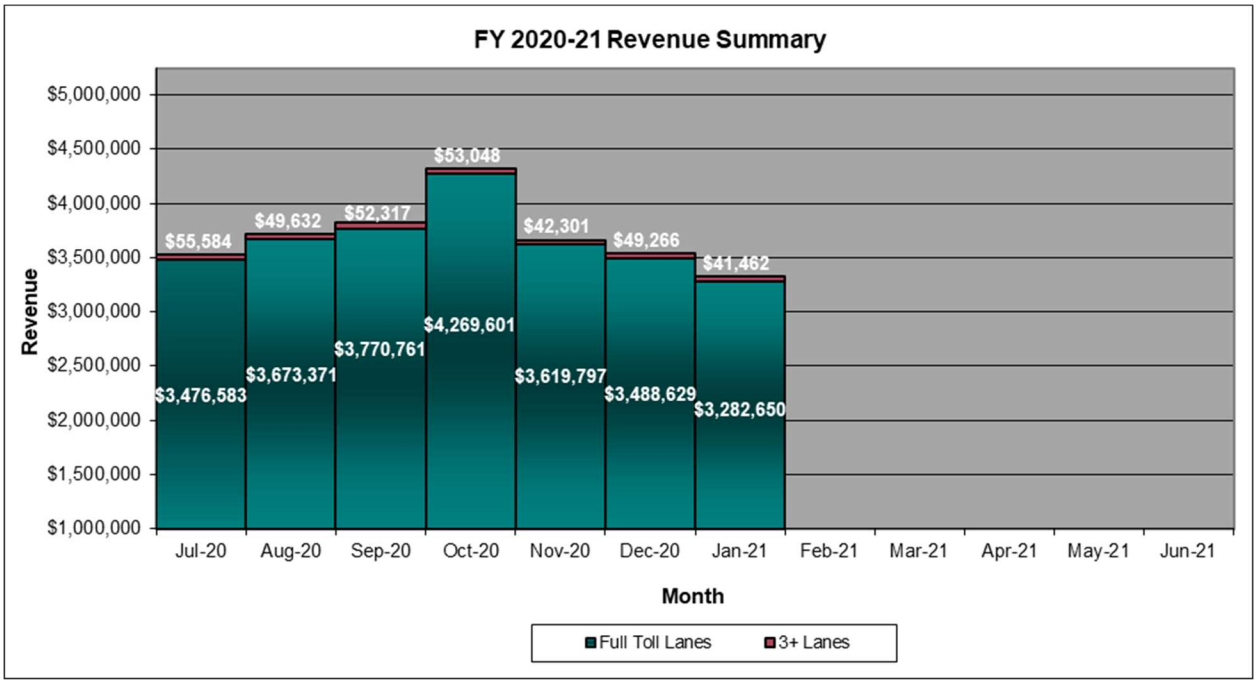
Trips	FY 2020-21 YTD Actual	FY 2019-20 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	6,224,784	7,715,246	(19.3%)
3+ Lanes	1,738,589	2,702,816	(35.7%)
Total Gross Trips	7,963,373	10,418,062	(23.6%)
Revenue			
Full Toll Lanes	$25,581,393	$31,129,718	(17.8%)
3+ Lanes	$343,611	$486,709	(29.4%)
Total Gross Revenue	$25,925,004	$31,616,427	(18.0%)
Average Revenue per Trip			
Average Full Toll Lanes	$4.11	$4.03	2.0%
Average 3+ Lanes	$0.20	$0.18	11.1%
Average Gross Revenue	$3.26	$3.03	7.6%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for FY 2020-21 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2020-21 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity six times during the month of January 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 68 percent of defined capacity.

	Monday 12/28/20				Tuesday 12/29/20				Wednesday 12/30/20				Thursday 12/31/20				Friday 01/01/21			
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500																	$5.15	257	626	18%
1500 - 1600																	$5.15	273	661	19%
1600 - 1700																	$5.15	245	626	18%
1700 - 1800																	$5.15	305	622	18%
1800 - 1900																	$5.15	247	542	16%
1900 - 2000																	$4.65	219	447	13%

	Monday 01/04/21				Tuesday 01/05/21				Wednesday 01/06/21				Thursday 01/07/21				Friday 01/08/21			
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	328	2,205	65%	$5.15	313	2,473	73%	$5.15	334	2,437	72%	$6.95	328	2,645	78%	$8.10	478	2,783	82%
1500 - 1600	$5.50	428	2,835	83%	$5.25	419	2,617	77%	$7.25	480	2,782	82%	$7.25	474	2,763	81%	**$7.65**	**525**	**3,180**	**94%**
1600 - 1700	$4.85	293	2,484	73%	$5.00	330	2,790	82%	$7.00	324	2,706	80%	$6.80	392	3,040	89%	$7.95	301	2,155	63%
1700 - 1800	$4.80	336	2,401	71%	$4.90	371	2,544	75%	$5.90	375	2,397	71%	$7.20	362	2,160	64%	$6.55	399	2,458	72%
1800 - 1900	$5.50	314	1,368	40%	$3.95	343	1,648	48%	$3.95	339	1,596	47%	$4.35	354	1,679	49%	$6.55	440	1,912	56%
1900 - 2000	$3.85	197	715	21%	$3.85	222	811	24%	$3.85	229	838	25%	$5.60	206	832	24%	$6.05	333	1,122	33%

	Monday 01/11/21				Tuesday 01/12/21				Wednesday 01/13/21				Thursday 01/14/21				Friday 01/15/21			
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	256	1,932	57%	$5.15	321	2,512	74%	$5.15	342	2,493	73%	$6.95	369	2,829	83%	$8.10	504	2,894	85%
1500 - 1600	$5.50	396	2,731	80%	$5.25	431	2,769	81%	$7.25	455	2,844	84%	$7.25	486	2,733	80%	**$7.65**	**549**	**3,187**	**94%**
1600 - 1700	$4.85	343	3,018	89%	$5.00	293	2,598	76%	$7.00	295	2,609	77%	**$6.80**	**334**	**3,056**	**90%**	$7.95	373	2,358	69%
1700 - 1800	$4.80	313	2,454	72%	$4.90	354	2,568	76%	$5.90	387	2,611	77%	$7.20	346	2,287	67%	$6.55	456	2,825	83%
1800 - 1900	$5.50	288	1,503	44%	$3.95	310	1,589	47%	$3.95	346	1,771	52%	$4.35	408	2,043	60%	$6.55	507	2,138	63%
1900 - 2000	$3.85	181	742	22%	$3.85	198	762	22%	$3.85	206	817	24%	$5.60	255	968	28%	$6.05	438	1,663	49%

	Monday 01/18/21				Tuesday 01/19/21				Wednesday 01/20/21				Thursday 01/21/21				Friday 01/22/21			
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	418	2,254	66%	$5.15	355	2,622	77%	$5.15	302	2,537	75%	$6.95	388	2,742	81%	$8.10	498	2,973	87%
1500 - 1600	$5.50	550	2,783	82%	$5.25	388	2,603	77%	$7.25	435	2,793	82%	$7.25	489	2,819	83%	**$7.65**	**509**	**3,342**	**98%**
1600 - 1700	$4.85	373	2,529	74%	$5.00	298	2,866	84%	$7.00	280	2,612	77%	**$6.80**	**345**	**3,153**	**93%**	$7.95	385	2,455	72%
1700 - 1800	$4.80	423	2,342	69%	$4.90	354	2,569	76%	$5.90	394	2,615	77%	$7.20	355	2,294	67%	$6.55	294	1,606	47%
1800 - 1900	$5.50	462	1,691	50%	$3.95	353	1,773	52%	$3.95	419	1,934	57%	$4.35	419	2,266	67%	$6.55	394	1,692	50%
1900 - 2000	$3.85	335	1,215	36%	$3.85	214	799	24%	$3.85	236	900	26%	$5.60	287	1,152	34%	$6.05	383	1,478	43%

	Monday 01/25/21				Tuesday 01/26/21				Wednesday 01/27/21				Thursday 01/28/21				Friday 01/29/21			
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	291	2,022	59%	$5.15	287	2,435	72%	$5.15	310	2,717	80%	$6.95	376	2,937	86%	$8.10	391	2,417	71%
1500 - 1600	$5.50	385	2,831	83%	$5.25	428	2,783	82%	$7.25	444	2,813	83%	$7.25	435	2,648	78%	$7.65	371	2,558	75%
1600 - 1700	$4.85	264	2,516	74%	$5.00	279	2,898	85%	$7.00	287	2,804	82%	**$6.80**	**345**	**3,174**	**93%**	$7.95	249	1,784	52%
1700 - 1800	$4.80	278	2,386	70%	$4.90	396	2,817	83%	$5.90	343	2,761	81%	$7.20	343	2,439	72%	$6.55	332	1,997	59%
1800 - 1900	$5.50	299	1,428	42%	$3.95	372	1,999	59%	$3.95	388	1,951	57%	$4.35	407	2,078	61%	$6.55	365	1,547	46%
1900 - 2000	$3.85	179	698	21%	$3.85	236	969	29%	$3.85	235	955	28%	$5.60	246	935	28%	$6.05	256	958	28%

OCTA WESTBOUND PEAK-HOUR VOLUMES

	Monday		12/28/20		Tuesday		12/29/20		Wednesday		12/30/20		Thursday		12/31/20		Friday		01/01/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500																	$1.70	30	52	2%
0500 - 0600																	$1.70	43	86	3%
0600 - 0700																	$1.70	18	68	2%
0700 - 0800																	$1.70	19	72	2%
0800 - 0900																	$1.70	29	112	3%
0900 - 1000																	$3.05	91	233	7%

	Monday		01/04/21		Tuesday		01/05/21		Wednesday		01/06/21		Thursday		01/07/21		Friday		01/08/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	341	1,264	37%	$3.05	323	1,242	37%	$3.05	336	1,269	37%	$3.05	314	1,167	34%	$3.05	269	921	27%
0500 - 0600	$4.95	439	1,867	55%	$4.95	506	2,163	64%	$4.95	452	1,901	56%	$4.95	515	1,986	58%	$4.70	410	1,701	50%
0600 - 0700	$5.15	251	1,651	49%	$5.15	233	1,370	40%	$5.15	275	1,645	48%	$5.15	245	1,511	44%	$4.95	244	1,518	45%
0700 - 0800	$5.65	195	1,542	45%	$5.65	216	1,663	49%	$5.65	230	1,637	48%	$5.65	212	1,590	47%	$5.50	207	1,387	41%
0800 - 0900	$5.15	148	1,249	37%	$5.15	146	1,242	37%	$5.15	137	1,250	37%	$5.15	112	1,310	39%	$4.95	126	1,160	34%
0900 - 1000	$4.10	118	999	29%	$4.10	122	1,059	31%	$4.10	132	1,058	31%	$4.10	117	1,163	34%	$4.10	151	1,058	31%

	Monday		01/11/21		Tuesday		01/12/21		Wednesday		01/13/21		Thursday		01/14/21		Friday		01/15/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	325	1,242	37%	$3.05	324	1,190	35%	$3.05	360	1,266	37%	$3.05	336	1,331	39%	$3.05	295	918	27%
0500 - 0600	$4.95	458	1,961	58%	$4.95	540	2,222	65%	$4.95	493	2,077	61%	$4.95	539	2,251	66%	$4.70	458	1,782	52%
0600 - 0700	$5.15	248	1,691	50%	$5.15	281	1,625	48%	$5.15	251	1,536	45%	$5.15	264	1,617	48%	$4.95	273	1,778	52%
0700 - 0800	$5.65	218	1,742	51%	$5.65	249	1,792	53%	$5.65	228	1,652	49%	$5.65	217	1,730	51%	$5.50	226	1,815	53%
0800 - 0900	$5.15	127	1,273	37%	$5.15	115	1,429	42%	$5.15	116	1,404	41%	$5.15	117	1,344	40%	$4.95	144	1,504	44%
0900 - 1000	$4.10	93	918	27%	$4.10	113	1,137	33%	$4.10	129	1,122	33%	$4.10	127	1,103	32%	$4.10	139	1,038	31%

	Monday		01/18/21		Tuesday		01/19/21		Wednesday		01/20/21		Thursday		01/21/21		Friday		01/22/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	305	1,000	29%	$3.05	330	1,153	34%	$3.05	351	1,238	36%	$3.05	347	1,181	35%	$3.05	269	908	27%
0500 - 0600	$4.95	381	1,560	46%	$4.95	542	2,297	68%	$4.95	520	2,112	62%	$4.95	542	2,107	62%	$4.70	454	1,853	55%
0600 - 0700	$5.15	203	1,357	40%	$5.15	253	1,563	46%	$5.15	285	1,630	48%	$5.15	302	1,723	51%	$4.95	286	1,812	53%
0700 - 0800	$5.65	144	1,175	35%	$5.65	240	1,875	55%	$5.65	220	1,635	48%	$5.65	255	1,856	55%	$5.50	237	1,731	51%
0800 - 0900	$5.15	160	1,152	34%	$5.15	144	1,612	47%	$5.15	112	1,253	37%	$5.15	141	1,713	50%	$4.95	128	1,335	39%
0900 - 1000	$4.10	243	1,194	35%	$4.10	117	1,203	35%	$4.10	110	1,046	31%	$4.10	153	1,897	56%	$4.10	116	1,081	32%

	Monday		01/25/21		Tuesday		01/26/21		Wednesday		01/27/21		Thursday		01/28/21		Friday		01/29/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	406	1,481	44%	$3.05	361	1,241	37%	$3.05	365	1,246	37%	$3.05	337	1,210	36%	$3.05	228	802	24%
0500 - 0600	$4.95	545	2,259	66%	$4.95	521	2,245	66%	$4.95	495	2,099	62%	$4.95	496	1,998	59%	$4.70	330	1,300	38%
0600 - 0700	$5.15	233	1,713	50%	$5.15	258	1,536	45%	$5.15	265	1,641	48%	$5.15	261	1,625	48%	$4.95	244	1,498	44%
0700 - 0800	$5.65	237	1,811	53%	$5.65	221	1,814	53%	$5.65	235	1,844	54%	$5.65	218	1,721	51%	$5.50	202	1,473	43%
0800 - 0900	$5.15	132	1,590	47%	$5.15	124	1,585	47%	$5.15	107	1,515	45%	$5.15	120	1,333	39%	$4.95	148	1,531	45%
0900 - 1000	$4.10	108	1,101	32%	$4.10	105	1,174	35%	$4.10	110	1,140	34%	$4.10	104	1,327	39%	$4.10	110	1,036	30%

OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA customer assistance specialists (CAS) responded to 83 calls during the month of January. Of those calls, 55 were to assist disabled vehicles and 13 calls to remove debris. The CAS provided assistance to 15 accidents in the Express Lanes with eight of those accidents originating in the State Route 91 general purpose lanes.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes
Operating Statement

Description	YTD as of : Actual [1]	1/31/2021 Budget [1]	YTD Variance Dollar $	Percent (%)
Operating revenues:				
Toll Revenue	$ 23,888,971.31	$ 18,387,154.00	$ 5,501,817.31	29.9
Fee Revenue	2,800,423.84	1,101,974.00	1,698,449.84	154.1
Total operating revenues	26,689,395.15	19,489,128.00	7,200,267.15	36.9
Operating expenses:				
Contracted Services	3,890,938.83	4,198,320.00	307,381.17	7.3
Administrative Fee	1,748,005.00	1,821,022.00	73,017.00	4.0
Other Professional Services	547,256.94	2,029,301.00	1,482,044.06	73.0
Credit Card Processing Fees	536,408.06	545,220.00	8,811.94	1.6
Toll Road Account Servicing [5]	270,313.76	348,960.00	78,646.24	22.5
Other Insurance Expense	254,303.42	145,775.00	(108,528.42)	(74.4)
Toll Road Maintenance Supply Repairs	111,685.79	1,450,029.00	1,338,343.21	92.3
Patrol Services	350,997.32	597,241.00	246,243.68	41.2
Building Equipment Repairs and Maint	403,309.30	278,018.00	(125,291.30)	(45.1)
6C Transponders	-	125,000.00	125,000.00	100.0
Other Services [6]	(997,825.18)	32,245.00	1,030,070.18	3,194.5
Utilities	27,190.73	67,060.00	39,869.27	59.5
Office Expense	9,356.40	54,604.00	45,247.60	82.9
Bad Debt Expense	106,894.68	-	(106,894.68)	N/A
Miscellaneous [2]	5,292.15	93,862.00	88,569.85	94.4
Leases	252,082.92	282,800.00	30,717.08	10.9
Total operating expenses	7,516,210.12	12,069,457.00	4,553,246.88	37.7
Depreciation and Amortization [3]	2,854,797.31	-	(2,854,797.31)	N/A
Operating income (loss)	16,318,387.72	7,419,671.00	8,898,716.72	119.9
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	340,186.73	625,000.00	(284,813.27)	(45.6)
Interest Income	2,809,882.94	858,368.00	1,951,514.94	227.4
Interest Expense	(2,513,574.81)	(2,566,053.00)	52,478.19	2.0
Other	-	-	-	N/A
Total nonoperating revenues (expenses)	636,494.86	(1,082,685.00)	1,719,179.86	158.8
Transfers In	-	-	-	N/A
Transfers Out [4]	(2,481,962.65)	(31,514,500.00)	29,032,537.35	92.1
Net income (loss)	**$ 14,472,919.93**	**$ (25,177,514.00)**	**$ 39,650,433.93**	**(157.5)**

[1]Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.
[2]Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.
[3]Depreciation and amortization are not budgeted items.
[4]Transfers Out: For M2 Project I and Project J expense reimbursements.
[5] Collection efforts have been paused due to pandemic
[6] Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

Capital Asset Activity

During the seven months ending January 31, 2021, capital asset activities included $11,453 for the replacement of the air-conditioning units for the eastbound toll plaza.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for January 2021 was 845,056. This represents a daily average of 27,260 vehicles. This is a 33.2 percent decrease in total traffic volume from the same period last year, which totaled 1,265,369. Potential toll revenue for January was $2,897,557, which represents a decrease of 50.3 percent from the prior year's total of $5,827,403. Carpool percentage for January was 20.3 percent as compared to the previous year's rate of 23 percent. The decreases are 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 Riverside County Transportation Commission (RCTC) 91 Express Lanes and associated potential revenue for the month of January 2021.

Current Month-to-Date as of January 31, 2021

Trips	JAN-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	JAN-20 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	673,879	955,829	(281,950)	(29.5%)	973,936	(30.8%)
3+ Lanes	171,177	308,829	(137,652)	(44.6%)	291,433	(41.3%)
Total Gross Trips	845,056	1,264,657	(419,601)	(33.2%)	1,265,369	(33.2%)
Revenue						
Full Toll Lanes	$2,867,125	$4,164,171	($1,297,046)	(31.1%)	$5,789,888	(50.5%)
3+ Lanes	$30,432	$0	$30,432		$37,514	(18.9%)
Total Gross Revenue	$2,897,557	$4,164,171	($1,266,615)	(30.4%)	$5,827,403	(50.3%)
Average Revenue per Trip						
Average Full Toll Lanes	$4.25	$4.36	($0.11)	(2.5%)	$5.94	(28.5%)
Average 3+ Lanes	$0.18	$0.00	$0.18		$0.13	38.5%
Average Gross Revenue	$3.43	$3.29	$0.14	4.3%	$4.61	(25.6%)

The 2021 fiscal year-to-date traffic volume decreased by 26.5 percent and potential toll revenue decreased by 41.4 percent, when compared with the same period last year. Year-to-date average revenue per-trip is $3.40.

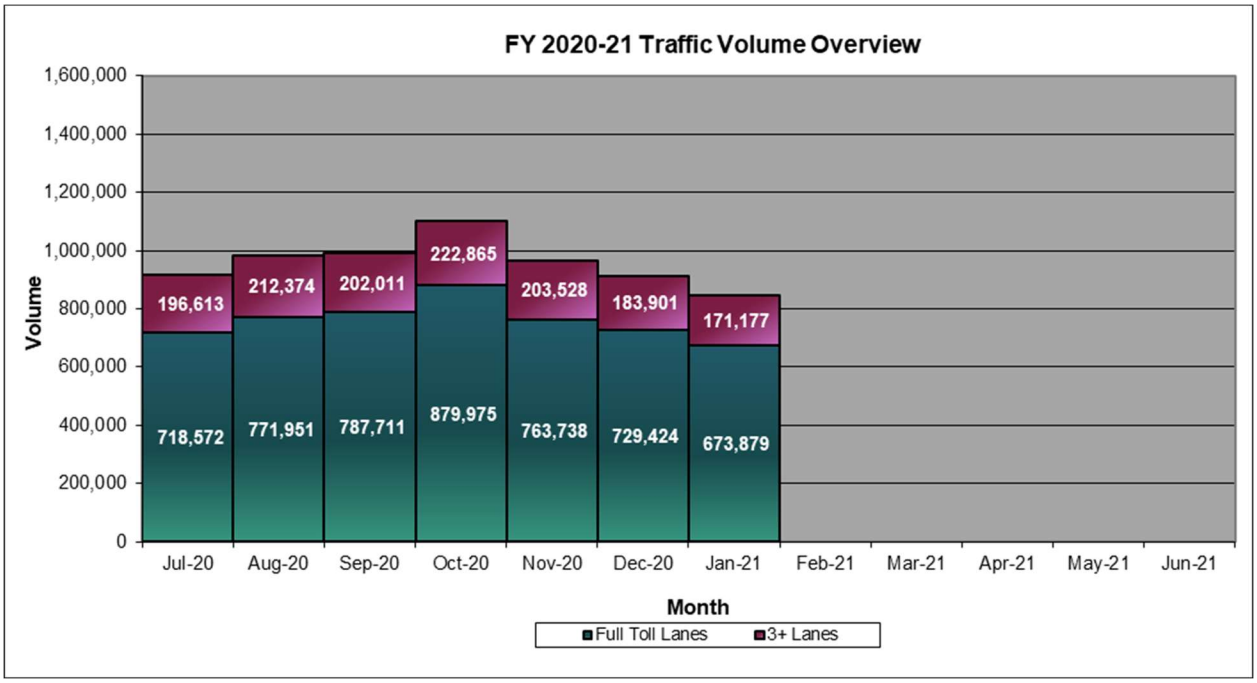
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2020 through January 2021.

FY 2020-21 Year-to-Date as of January 31, 2021

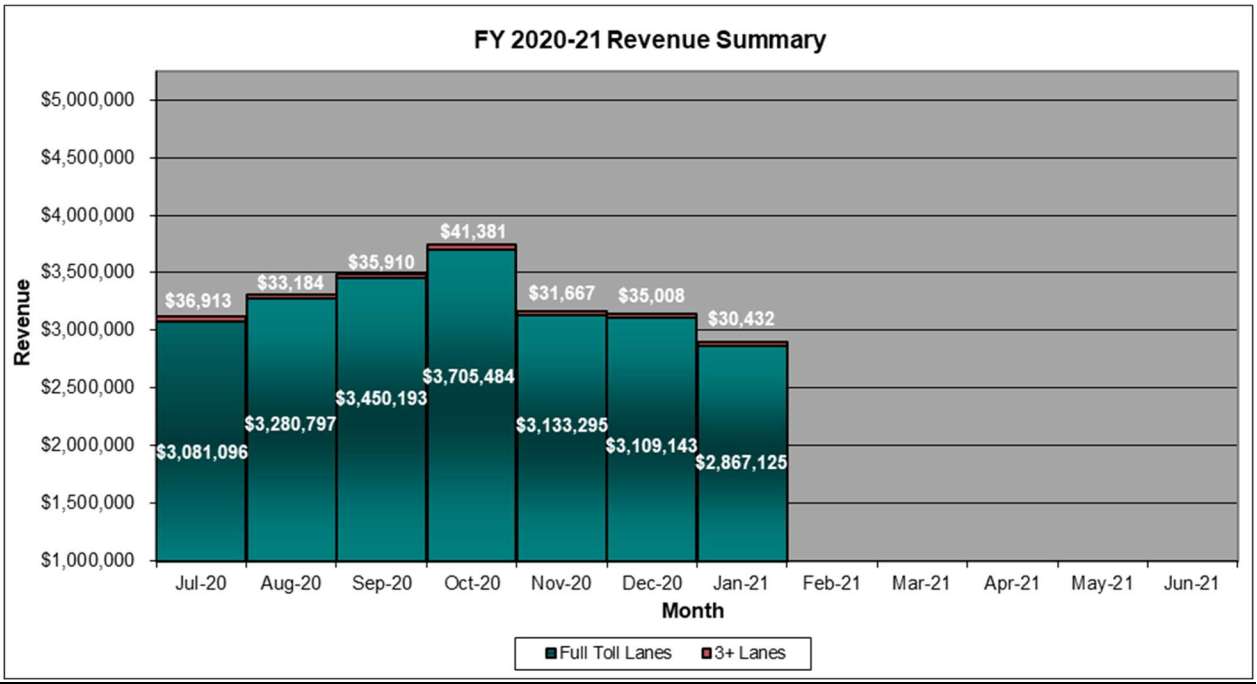
Trips	FY 2020-21 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2019-20 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	5,325,250	7,024,514	(1,699,264)	(24.2%)	6,942,948	(23.3%)
3+ Lanes	1,392,469	2,285,171	(892,702)	(39.1%)	2,199,852	(36.7%)
Total Gross Trips	6,717,719	9,309,686	(2,591,967)	(27.8%)	9,142,800	(26.5%)
Revenue						
Full Toll Lanes	$22,627,133	$29,955,971	($7,328,839)	(24.5%)	$38,779,965	(41.7%)
3+ Lanes	$244,494	$0	$244,494		$253,813	(3.7%)
Total Gross Revenue	$22,871,627	$29,955,971	($7,084,344)	(23.6%)	$39,033,778	(41.4%)
Average Revenue per Trip						
Average Full Toll Lanes	$4.25	$4.26	($0.01)	(0.2%)	$5.59	(24.0%)
Average 3+ Lanes	$0.18	$0.00	$0.18		$0.12	50.0%
Average Gross Revenue	$3.40	$3.22	$0.18	5.6%	$4.27	(20.4%)

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2020-21 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2020-21 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In January, there were no toll rates adjusted in response to traffic volumes. Traffic volumes are being reviewed regularly, and a plan is in place to monitor traffic volumes and adjust toll rates until traffic returns to pre-COVID-19 volumes.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

	Monday			12/28/20		Tuesday			12/29/20		Wednesday			12/30/20		Thursday			12/31/20		Friday			01/01/21	
PM Time	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																					$1.55	154	214	368	A
1500 - 1600																					$1.55	120	199	319	A
1600 - 1700																					$1.55	108	202	310	A
1700 - 1800																					$1.55	114	161	275	A
1800 - 1900																					$1.55	121	141	262	A
1900 - 2000																					$1.55	101	111	212	A

	Monday			01/04/21		Tuesday			01/05/21		Wednesday			01/06/21		Thursday			01/07/21		Friday			01/08/21	
PM Time	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	189	809	998	C	**$5.30**	**176**	**840**	**1,016**	**D**	$7.95	185	892	1,077	D	$10.95	179	926	1,105	D	$20.95	263	967	1,230	E
1500 - 1600	$8.95	212	919	1,131	D	$9.95	195	945	1,140	D	$13.95	193	939	1,132	D	$13.95	234	935	1,169	D	$22.95	256	1,039	1,295	E
1600 - 1700	$6.95	116	842	958	C	$6.95	158	934	1,092	D	$6.95	173	980	1,153	D	$7.95	172	1,074	1,246	E	$12.95	160	846	1,006	D
1700 - 1800	$5.30	170	733	903	C	$5.30	160	786	946	C	$5.30	157	786	943	C	$5.30	136	783	919	C	$7.95	196	824	1,020	D
1800 - 1900	$4.20	112	418	530	B	$4.20	151	519	670	B	$5.30	141	511	652	B	$5.30	142	600	742	B	$5.30	209	698	907	C
1900 - 2000	$2.25	90	191	281	A	$2.25	88	236	324	A	$2.25	91	227	318	A	$2.25	90	247	337	A	$2.25	133	400	533	B

	Monday			01/11/21		Tuesday			01/12/21		Wednesday			01/13/21		Thursday			01/14/21		Friday			01/15/21	
PM Time	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	117	754	871	C	$5.30	183	953	1,136	D	$7.95	194	849	1,043	D	$10.95	201	1,044	1,245	E	$20.95	310	1,110	1,420	F
1500 - 1600	$8.95	213	955	1,168	D	$9.95	212	896	1,108	D	$13.95	209	992	1,201	E	$13.95	248	954	1,202	E	$22.95	322	1,043	1,365	F
1600 - 1700	$6.95	147	1,071	1,218	E	$6.95	143	897	1,040	D	$6.95	146	952	1,098	D	$7.95	165	1,161	1,326	F	$12.95	240	1,006	1,246	E
1700 - 1800	$5.30	120	844	964	C	$5.30	148	812	960	C	$5.30	180	862	1,042	D	$5.30	146	897	1,043	D	$7.95	253	1,060	1,313	F
1800 - 1900	$4.20	110	498	608	B	$4.20	130	469	599	B	$5.30	131	582	713	B	$5.30	164	702	866	C	$5.30	267	820	1,087	D
1900 - 2000	$2.25	80	203	283	A	$2.25	73	248	321	A	$2.25	85	252	337	A	$2.25	118	368	486	B	$2.25	231	600	831	C

	Monday			01/18/21		Tuesday			01/19/21		Wednesday			01/20/21		Thursday			01/21/21		Friday			01/22/21	
PM Time	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	219	782	1,001	D	$5.30	190	924	1,114	D	$7.95	164	926	1,090	D	$10.95	202	951	1,153	D	$20.95	313	1,019	1,332	F
1500 - 1600	$8.95	305	925	1,230	E	$9.95	217	881	1,098	D	$13.95	225	931	1,156	D	$13.95	243	959	1,202	E	$22.95	284	1,109	1,393	F
1600 - 1700	$6.95	214	958	1,172	D	$6.95	160	951	1,111	D	$6.95	160	917	1,077	D	$7.95	196	1,085	1,281	E	$12.95	189	975	1,164	D
1700 - 1800	$5.30	225	792	1,017	D	$5.30	164	781	945	C	$5.30	172	855	1,027	D	$5.30	182	844	1,026	D	$7.95	171	733	904	C
1800 - 1900	$4.20	240	630	870	C	$4.20	158	536	694	B	$5.30	193	588	781	B	$5.30	205	748	953	C	$5.30	233	789	1,022	D
1900 - 2000	$2.25	178	597	775	B	$2.25	84	214	298	A	$2.25	107	254	361	A	$2.25	137	374	511	B	$2.25	193	553	746	B

	Monday			01/25/21		Tuesday			01/26/21		Wednesday			01/27/21		Thursday			01/28/21		Friday			01/29/21	
PM Time	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	148	652	800	B	$5.30	166	871	1,037	D	$7.95	155	975	1,130	D	$10.95	211	1,112	1,323	F	$20.95	222	815	1,037	D
1500 - 1600	$8.95	166	897	1,063	D	$9.95	204	871	1,075	D	$13.95	201	914	1,115	D	$13.95	240	915	1,155	D	$22.95	194	830	1,024	D
1600 - 1700	$6.95	143	801	944	C	$6.95	143	980	1,123	D	$6.95	145	1,022	1,167	D	$7.95	184	1,159	1,343	F	$12.95	137	610	747	B
1700 - 1800	$5.30	99	666	765	B	$5.30	170	911	1,081	D	$5.30	140	918	1,058	D	$5.30	148	903	1,051	D	$7.95	146	656	802	C
1800 - 1900	$4.20	115	379	494	B	$4.20	164	638	802	C	$5.30	161	636	797	B	$5.30	166	717	883	C	$5.30	211	639	850	C
1900 - 2000	$2.25	53	204	257	A	$2.25	95	299	394	A	$2.25	89	296	385	A	$2.25	89	330	419	B	$2.25	66	181	247	A

Eastbound PM Peak - County Line to I-15 South

	Monday			12/28/20		Tuesday			12/29/20		Wednesday			12/30/20		Thursday			12/31/20		Friday			01/01/21	
PM Time	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	62	123	185	A
1500 - 1600																					$1.95	73	136	209	A
1600 - 1700																					$1.95	68	123	191	A
1700 - 1800																					$1.95	98	120	218	A
1800 - 1900																					$1.95	78	108	186	A
1900 - 2000																					$1.95	70	73	143	A

	Monday			01/04/21		Tuesday			01/05/21		Wednesday			01/06/21		Thursday			01/07/21		Friday			01/08/21	
PM Time	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	86	564	650	B	$5.30	87	680	767	B	$5.30	102	644	746	B	$5.30	103	688	791	B	$5.30	125	715	840	C
1500 - 1600	$5.30	121	717	838	C	$5.30	118	730	848	C	$5.30	130	735	865	C	$5.30	145	747	892	C	$5.30	156	830	986	C
1600 - 1700	$2.95	92	610	702	B	$5.30	83	707	790	B	$5.30	91	709	800	B	$5.30	93	765	858	C	$2.95	86	591	677	B
1700 - 1800	$2.95	70	592	662	B	$2.95	99	636	735	B	$2.95	96	612	708	B	$5.30	85	587	672	B	$2.95	116	597	713	B
1800 - 1900	$2.95	77	317	394	A	$2.95	87	401	488	B	$2.95	89	383	472	B	$2.95	91	439	530	B	$2.95	119	495	614	B
1900 - 2000	$1.95	49	175	224	A	$1.95	61	190	251	A	$2.95	67	220	287	A	$2.95	48	214	262	A	$2.95	73	258	331	A

	Monday			01/11/21		Tuesday			01/12/21		Wednesday			01/13/21		Thursday			01/14/21		Friday			01/15/21	
PM Time	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	79	472	551	B	$5.30	101	658	759	B	$5.30	94	637	731	B	$5.30	104	731	835	C	$5.30	132	701	833	C
1500 - 1600	$5.30	106	764	870	C	$5.30	109	750	859	C	$5.30	121	756	877	C	$5.30	120	742	862	C	$5.30	168	840	1,008	D
1600 - 1700	$2.95	87	769	856	C	$5.30	72	687	759	B	$5.30	76	681	757	B	$5.30	81	753	834	C	$2.95	98	607	705	B
1700 - 1800	$2.95	69	673	742	B	$2.95	82	656	738	B	$2.95	87	669	756	B	$5.30	75	618	693	B	$2.95	126	710	836	C
1800 - 1900	$2.95	87	388	475	B	$2.95	73	437	510	B	$2.95	79	494	573	B	$2.95	82	523	605	B	$2.95	153	552	705	B
1900 - 2000	$1.95	44	202	246	A	$1.95	46	176	222	A	$2.95	44	190	234	A	$2.95	64	253	317	A	$2.95	107	388	495	B

	Monday			01/18/21		Tuesday			01/19/21		Wednesday			01/20/21		Thursday			01/21/21		Friday			01/22/21	
PM Time	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	124	543	667	B	$5.30	97	663	760	B	$5.30	78	654	732	B	$5.30	109	720	829	C	$5.30	126	794	920	C
1500 - 1600	$5.30	165	693	858	C	$5.30	105	721	826	C	$5.30	97	758	855	C	$5.30	125	771	896	C	$5.30	137	861	998	C
1600 - 1700	$2.95	111	625	736	B	$5.30	88	747	835	C	$5.30	85	664	749	B	$5.30	101	818	919	C	$2.95	97	677	774	B
1700 - 1800	$2.95	135	580	715	B	$2.95	103	649	752	B	$2.95	100	661	761	B	$5.30	87	603	690	B	$2.95	65	452	517	B
1800 - 1900	$2.95	122	397	519	B	$2.95	106	432	538	B	$2.95	103	497	600	B	$2.95	122	559	681	B	$2.95	120	530	650	B
1900 - 2000	$1.95	95	357	452	B	$1.95	44	192	236	A	$2.95	60	227	287	A	$2.95	85	293	378	A	$2.95	101	412	513	B

	Monday			01/25/21		Tuesday			01/26/21		Wednesday			01/27/21		Thursday			01/28/21		Friday			01/29/21	
PM Time	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	74	514	588	B	$5.30	85	653	738	B	$5.30	94	730	824	C	$5.30	124	770	894	C	$5.30	103	634	737	B
1500 - 1600	$5.30	98	748	846	C	$5.30	139	763	902	C	$5.30	128	781	909	C	$5.30	113	731	844	C	$5.30	113	656	769	B
1600 - 1700	$2.95	74	687	761	B	$5.30	77	760	837	C	$5.30	67	748	815	C	$5.30	85	864	949	C	$2.95	54	455	509	B
1700 - 1800	$2.95	71	604	675	B	$2.95	89	731	820	C	$2.95	89	748	837	C	$5.30	71	652	723	B	$2.95	89	448	537	B
1800 - 1900	$2.95	68	334	402	B	$2.95	84	520	604	B	$2.95	98	514	612	B	$2.95	81	530	611	B	$2.95	38	131	169	A
1900 - 2000	$1.95	44	200	244	A	$1.95	74	242	316	A	$2.95	59	251	310	A	$2.95	55	244	299	A	$2.95	1	0	1	A

RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

	Monday			12/28/20		Tuesday			12/29/20		Wednesday			12/30/20		Thursday			12/31/20		Friday			01/01/21	
AM Time	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	5	6	11	A
0500 - 0600																					$1.55	13	14	27	A
0600 - 0700																					$1.55	5	20	25	A
0700 - 0800																					$1.55	11	26	37	A
0800 - 0900																					$1.55	15	42	57	A
0900 - 1000																					$1.55	48	69	117	A

	Monday			01/04/21		Tuesday			01/05/21		Wednesday			01/06/21		Thursday			01/07/21		Friday			01/08/21	
AM Time	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	$5.30	137	561	698	B	$5.30	145	546	691	B	$5.30	141	563	704	B	$5.30	141	540	681	B	$2.25	109	303	412	B
0500 - 0600	$9.95	225	738	963	C	$9.95	267	1,131	1,398	F	$9.95	222	928	1,150	D	$9.95	259	831	1,090	D	$6.95	205	719	924	C
0600 - 0700	$9.95	139	766	905	C	$10.95	125	369	494	B	$10.95	157	613	770	B	$10.95	143	551	694	B	$6.95	141	807	948	C
0700 - 0800	$6.95	131	807	938	C	$6.95	131	792	923	C	$6.95	126	796	922	C	$6.95	124	757	881	C	$5.30	114	681	795	B
0800 - 0900	$5.30	76	573	649	B	$5.30	86	564	650	B	$5.30	62	545	607	B	$5.30	57	553	610	B	$2.25	64	517	581	B
0900 - 1000	$5.30	59	407	466	B	$5.30	53	447	500	B	$5.30	52	388	440	B	$5.30	63	433	496	B	$2.25	63	370	433	B

	Monday			01/11/21		Tuesday			01/12/21		Wednesday			01/13/21		Thursday			01/14/21		Friday			01/15/21	
AM Time	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	$5.30	138	528	666	B	$5.30	147	518	665	B	$5.30	158	574	732	B	$5.30	143	560	703	B	$2.25	137	282	419	B
0500 - 0600	$9.95	253	805	1,058	D	$9.95	328	1,206	1,534	F	$9.95	257	970	1,227	E	$9.95	247	1,006	1,253	E	$6.95	249	758	1,007	D
0600 - 0700	$9.95	135	790	925	C	$10.95	129	389	518	B	$10.95	160	512	672	B	$10.95	156	584	740	B	$6.95	177	947	1,124	D
0700 - 0800	$6.95	127	797	924	C	$6.95	135	885	1,020	D	$6.95	124	812	936	C	$6.95	110	892	1,002	D	$5.30	151	1,012	1,163	D
0800 - 0900	$5.30	77	541	618	B	$5.30	74	586	660	B	$5.30	51	637	688	B	$5.30	64	547	611	B	$2.25	80	584	664	B
0900 - 1000	$5.30	51	409	460	B	$5.30	61	453	514	B	$5.30	67	416	483	B	$5.30	73	426	499	B	$2.25	83	383	466	B

	Monday			01/18/21		Tuesday			01/19/21		Wednesday			01/20/21		Thursday			01/21/21		Friday			01/22/21	
AM Time	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	$5.30	138	429	567	B	$5.30	143	399	542	B	$5.30	169	563	732	B	$5.30	151	528	679	B	$2.25	121	309	430	B
0500 - 0600	$9.95	221	589	810	C	$9.95	325	1,294	1,619	F	$9.95	277	940	1,217	E	$9.95	301	929	1,230	E	$6.95	243	782	1,025	D
0600 - 0700	$9.95	113	606	719	B	$10.95	141	423	564	B	$10.95	199	587	786	B	$10.95	201	641	842	C	$6.95	177	982	1,159	D
0700 - 0800	$6.95	94	634	728	B	$6.95	162	966	1,128	D	$6.95	131	832	963	C	$6.95	188	1,041	1,229	E	$5.30	142	858	1,000	C
0800 - 0900	$5.30	97	482	579	B	$5.30	99	670	769	B	$5.30	69	571	640	B	$5.30	84	743	827	C	$2.25	77	544	621	B
0900 - 1000	$5.30	133	453	586	B	$5.30	65	436	501	B	$5.30	76	395	471	B	$5.30	81	658	739	B	$2.25	67	480	547	B

	Monday			01/25/21		Tuesday			01/26/21		Wednesday			01/27/21		Thursday			01/28/21		Friday			01/29/21	
AM Time	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	$5.30	171	560	731	B	$5.30	156	501	657	B	$5.30	151	551	702	B	$5.30	168	552	720	B	$2.25	97	250	347	A
0500 - 0600	$9.95	240	714	954	C	$9.95	280	1,248	1,528	F	$9.95	237	1,043	1,280	E	$9.95	244	911	1,155	D	$6.95	143	500	643	B
0600 - 0700	$9.95	117	782	899	C	$10.95	145	401	546	B	$10.95	161	559	720	B	$10.95	136	599	735	B	$6.95	117	652	769	B
0700 - 0800	$6.95	149	977	1,126	D	$6.95	133	923	1,056	D	$6.95	153	925	1,078	D	$6.95	134	853	987	C	$5.30	89	698	787	B
0800 - 0900	$5.30	68	672	740	B	$5.30	69	651	720	B	$5.30	56	618	674	B	$5.30	66	574	640	B	$2.25	57	540	597	B
0900 - 1000	$5.30	46	455	501	B	$5.30	57	451	508	B	$5.30	64	409	473	B	$5.30	66	582	648	B	$2.25	63	385	448	B

Westbound AM Peak - I-15 North to County Line

	Monday			12/28/20		Tuesday			12/29/20		Wednesday			12/30/20		Thursday			12/31/20		Friday			01/01/21	
AM Time	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	18	15	33	A
0500 - 0600																					$1.95	24	27	51	A
0600 - 0700																					$1.95	6	28	34	A
0700 - 0800																					$1.95	6	21	27	A
0800 - 0900																					$1.95	13	49	62	A
0900 - 1000																					$1.95	29	60	89	A

	Monday			01/04/21		Tuesday			01/05/21		Wednesday			01/06/21		Thursday			01/07/21		Friday			01/08/21	
AM Time	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	$2.95	99	352	451	B	$2.95	91	320	411	B	$2.95	76	362	438	B	$2.95	91	290	381	A	$2.95	68	296	364	A
0500 - 0600	$6.85	130	676	806	C	$6.85	137	662	799	B	$6.85	121	633	754	B	$6.85	158	651	809	C	$5.30	112	559	671	B
0600 - 0700	$6.85	99	771	870	C	$6.85	102	756	858	C	$6.85	107	758	865	C	$6.85	90	758	848	C	$5.30	83	645	728	B
0700 - 0800	$6.85	66	662	728	B	$6.85	77	733	810	C	$6.85	78	626	704	B	$6.85	71	683	754	B	$2.95	64	560	624	B
0800 - 0900	$2.95	44	548	592	B	$2.95	42	553	595	B	$2.95	57	575	632	B	$2.95	38	542	580	B	$2.95	39	481	520	B
0900 - 1000	$2.95	42	378	420	B	$2.95	54	402	456	B	$2.95	63	416	479	B	$2.95	50	440	490	B	$2.95	71	403	474	B

	Monday			01/11/21		Tuesday			01/12/21		Wednesday			01/13/21		Thursday			01/14/21		Friday			01/15/21	
AM Time	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	$2.95	87	367	454	B	$2.95	94	320	414	B	$2.95	97	322	419	B	$2.95	83	333	416	B	$2.95	78	269	347	A
0500 - 0600	$6.85	139	677	816	C	$6.85	144	592	736	B	$6.85	140	711	851	C	$6.85	148	733	881	C	$5.30	146	607	753	B
0600 - 0700	$6.85	99	786	885	C	$6.85	135	938	1,073	D	$6.85	92	795	887	C	$6.85	99	828	927	C	$5.30	104	731	835	C
0700 - 0800	$6.85	75	707	782	B	$6.85	82	713	795	B	$6.85	78	701	779	B	$6.85	77	687	764	B	$2.95	84	674	758	B
0800 - 0900	$2.95	39	600	639	B	$2.95	43	625	668	B	$2.95	51	576	627	B	$2.95	49	600	649	B	$2.95	52	578	630	B
0900 - 1000	$2.95	36	344	380	A	$2.95	41	423	464	B	$2.95	36	424	460	B	$2.95	43	419	462	B	$2.95	47	389	436	B

	Monday			01/18/21		Tuesday			01/19/21		Wednesday			01/20/21		Thursday			01/21/21		Friday			01/22/21	
AM Time	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	$2.95	88	264	352	A	$2.95	101	341	442	B	$2.95	99	315	414	B	$2.95	98	303	401	B	$2.95	65	269	334	A
0500 - 0600	$6.85	107	556	663	B	$6.85	163	682	845	C	$6.85	169	705	874	C	$6.85	169	696	865	C	$5.30	126	654	780	B
0600 - 0700	$6.85	105	612	717	B	$6.85	123	877	1,000	C	$6.85	106	773	879	C	$6.85	124	860	984	C	$5.30	95	742	837	C
0700 - 0800	$6.85	56	462	518	B	$6.85	73	749	822	C	$6.85	86	635	721	B	$6.85	86	751	837	C	$2.95	78	630	708	B
0800 - 0900	$2.95	48	445	493	B	$2.95	60	633	693	B	$2.95	50	548	598	B	$2.95	55	669	724	B	$2.95	55	523	578	B
0900 - 1000	$2.95	87	349	436	B	$2.95	41	449	490	B	$2.95	25	380	405	B	$2.95	58	505	563	B	$2.95	48	419	467	B

	Monday			01/25/21		Tuesday			01/26/21		Wednesday			01/27/21		Thursday			01/28/21		Friday			01/29/21	
AM Time	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	$2.95	103	369	472	B	$2.95	83	345	428	B	$2.95	86	312	398	A	$2.95	88	313	401	B	$2.95	47	256	303	A
0500 - 0600	$6.85	170	707	877	C	$6.85	134	726	860	C	$6.85	149	707	856	C	$6.85	120	654	774	B	$5.30	84	452	536	B
0600 - 0700	$6.85	91	835	926	C	$6.85	112	871	983	C	$6.85	95	835	930	C	$6.85	110	790	900	C	$5.30	63	590	653	B
0700 - 0800	$6.85	68	756	824	C	$6.85	65	762	827	C	$6.85	79	733	812	C	$6.85	73	711	784	B	$2.95	73	601	674	B
0800 - 0900	$2.95	45	644	689	B	$2.95	60	683	743	B	$2.95	47	666	713	B	$2.95	42	566	608	B	$2.95	34	500	534	B
0900 - 1000	$2.95	47	428	475	B	$2.95	42	470	512	B	$2.95	43	523	566	B	$2.95	46	483	529	B	$2.95	38	383	421	B

RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 91 calls during the month of January. Of those calls, 54 were to assist disabled vehicles, 14 calls to remove debris, and 23 were in response to accidents in the Express Lanes.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes
Operating Statement

	YTD as of :	1/31/2021	YTD Variance	
Description	**Actual[1]**	**Budget**	**Dollar $**	**Percent (%)**
Operating revenues:				
Toll Revenue	$ 20,903,720.94	$ 15,023,400.00	$ 5,880,320.94	39.1
Fee Revenue	3,185,165.72	1,429,458.33	1,755,707.39	122.8
Total operating revenues	24,088,886.66	16,452,858.33	7,636,028.33	46.4
Operating expenses:				
Salaries and Benefits	352,295.87	394,041.67	41,745.80	10.6
Legal Services	54,531.18	204,166.67	149,635.49	73.3
Advisory Services	40,606.95	43,750.00	3,143.05	7.2
Audit and Accounting Fees	31,550.00	21,000.00	(10,550.00)	(50.2)
Service Fees	1,541.32	11,666.67	10,125.35	86.8
Other Professional Services	352,401.48	1,528,916.67	1,176,515.19	77.0
Lease Expense	150,942.78	285,950.00	135,007.22	47.2
Operations	1,017,115.58	1,742,416.67	725,301.09	41.6
Utilities	17,258.83	47,600.00	30,341.17	63.7
Supplies and Materials	3,742.51	17,500.00	13,757.49	78.6
Membership and Subscription Fees	28,281.50	17,500.00	(10,781.50)	(61.6)
Office Equipment & Furniture (Non-Capital)	4,642.23	8,750.00	4,107.77	46.9
Maintenance/Repairs	62,857.83	212,975.00	150,117.17	70.5
Training Seminars and Conferences	(720.00)	1,341.67	2,061.67	153.7
Transportation Expenses	-	2,333.33	2,333.33	100.0
Lodging	-	2,041.67	2,041.67	100.0
Meals	-	291.67	291.67	100.0
Other Staff Expenses	-	291.67	291.67	100.0
Advertising	4,611.25	160,416.67	155,805.42	97.1
Program Management	45,444.70	96,891.67	51,446.97	53.1
Program Operations	4,829,601.36	5,037,491.67	207,890.31	4.1
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	177,916.67	177,916.67	100.0
Improvements	-	-	-	N/A
Bad Debt Expense	9.06	-	(9.06)	N/A
Total operating expenses	6,996,714.43	10,015,250.00	3,018,535.57	30.1
Operating income (loss)	17,092,172.23	6,437,608.33	10,654,563.90	165.5
Nonoperating revenues (expenses):				
Interest Revenue	423,236.29	403,608.33	19,627.96	(4.9)
Other Miscellaneous Revenue	52,429.00	58.33	52,370.67	(89,778.3)
Interest Expense	(14,782,117.78)	(4,153,275.00)	(10,628,842.78)	255.9
Total nonoperating revenues (expenses)	(14,306,452.49)	(3,749,608.33)	(10,556,844.16)	(281.5)
Transfers In	-	-	-	N/A
Transfers Out	(489,200.00)	(598,091.67)	108,891.67	(18.2)
Net income (loss)	**$ 2,296,519.74**	**$ 2,089,908.33**	**$ 206,611.41**	**9.9**

[1] Unaudited

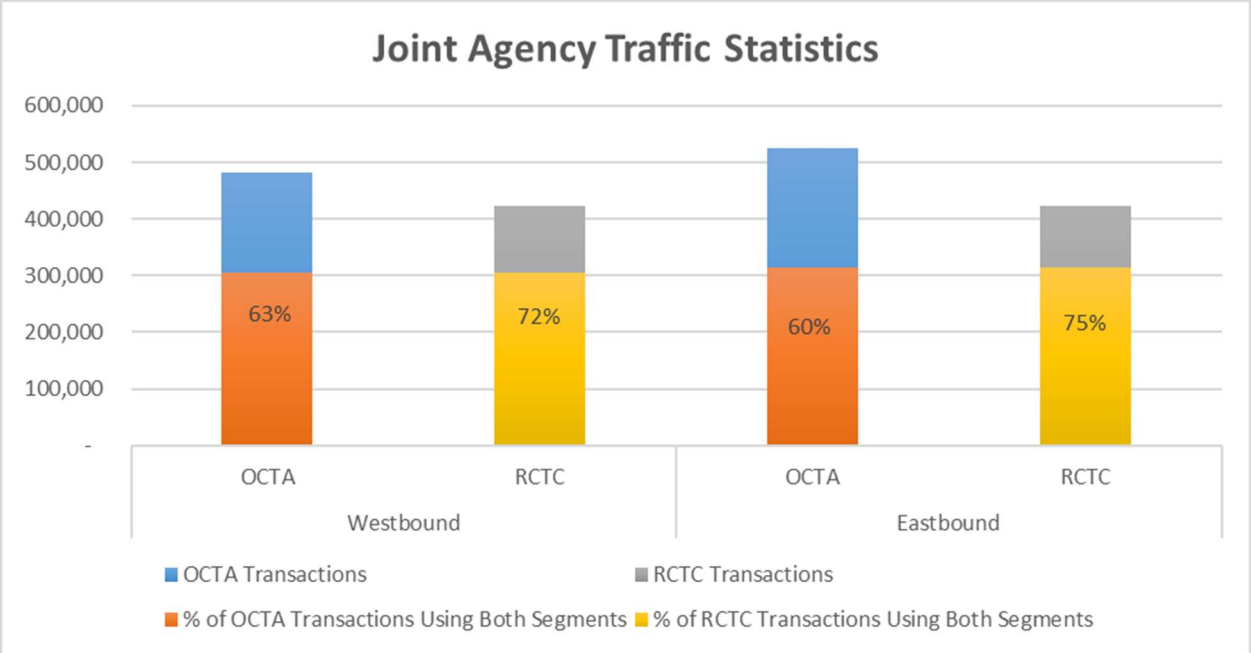
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **January 31, 2021**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	481,862	304,294	63%	$1,347,307
RCTC	422,682	304,294	72%	$1,338,937
I-15	177,954	129,731	73%	$525,588
McKinley	244,728	174,563	71%	$813,349
Eastbound				
OCTA	524,260	315,046	60%	$1,976,805
RCTC	422,374	315,046	75%	$1,558,620
I-15	165,575	130,089	79%	$452,527
McKinley	256,799	184,957	72%	$1,106,093

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Jan-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	4:15
Abandon Rate	Monthly	No more than 4.0%	6.2%
Customer Satisfaction	Monthly	At least 75 outbound calls	77
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 Reviews	Monthly	Equal to or less than 15 days	1.0
* 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.

JOINT AGENCY TRANSPONDER DISTRIBUTION

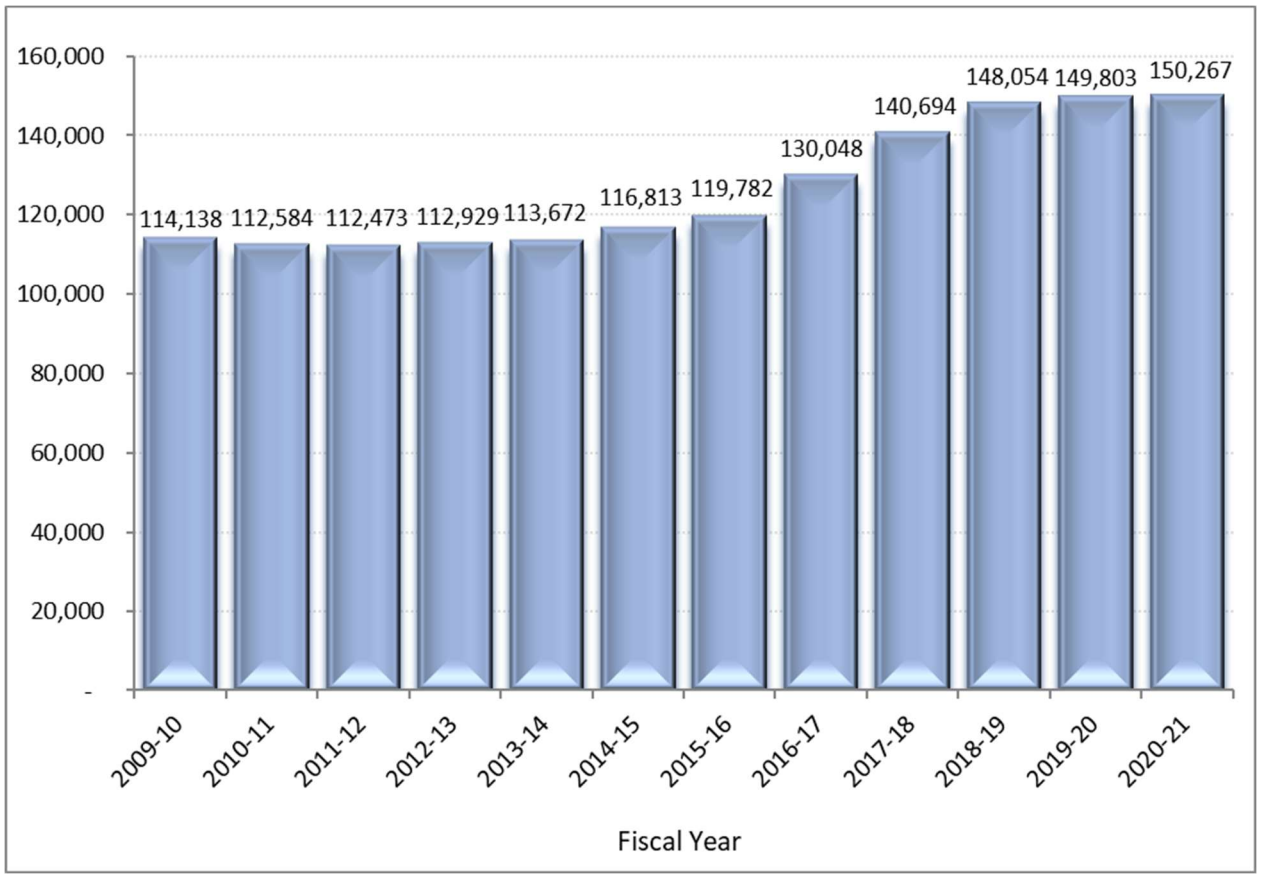
T21 TRANSPONDER DISTRIBUTION	January-21		December-20		FY 2020-21	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	442	97.1%	495	95.6%	633	96.5%
Additional Tags to Existing Accounts	9	2.0%	15	2.9%	14	2.2%
Replacement Transponders	4	0.9%	8	1.5%	9	1.3%
Total Issued	**455**		**518**		**656**	
Returned						
Account Closures	32	0.8%	44	2.6%	28	1.0%
Accounts Downsizing	9	0.2%	33	2.0%	0	0.0%
Defective Transponders	4,198	99.0%	1,589	95.4%	2,823	99.0%
Total Returned	**4,239**		**1,666**		**2,851**	

6C TRANSPONDER DISTRIBUTION	January-21		December-20		FY 2020-21	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	14,802	99.9%	19,188	99.8%	15,974	99.8%
Additional Tags to Existing Accounts	17	0.1%	31	0.2%	23	0.1%
Replacement Transponders	0	0.0%	0	0.0%	2	0.0%
Total Issued	**14,819**		**19,219**		**15,999**	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of January 2021, the 91 Express Lanes had 150,267 active customer accounts and 415,697 transponders classified as assigned.

Number of Accounts by FY

As of January 31, 2021



Incoming Email Activity

During January, the Anaheim Processing Center received 3,039 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 2020 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.

Orange County Transportation Authority
Riverside County Transportation Commission

91 Express Lanes

Status Report
February 2021

As of February 28, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for February 2021 was 1,173,618. This represents a daily average of 41,915 vehicles. This is a 17.4 percent decrease in total traffic volume from the same period last year, which totaled 1,420,827. Potential toll revenue for February was $3,823,126, which represents a decrease of 12.7 percent from the prior year's total of $4,378,079. Carpool percentage for February was 20.8 percent as compared to the previous year's rate of 24.2 percent. The decreases are attributed to the coronavirus (COVID-19) pandemic and California Governor Gavin Newsom's orders for residents to stay at home 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 Orange County Transportation Authority (OCTA) 91 Express Lanes and associated potential revenue for the month of February 2021.

Current Month-to-Date (MTD) as of February 28, 2021

Trips	Feb-21 MTD Actual	Feb-20 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	929,879	1,077,494	(13.7%)
3+ Lanes	243,739	343,333	(29.0%)
Total Gross Trips	1,173,618	1,420,827	(17.4%)
Revenue			
Full Toll Lanes	$3,779,098	$4,316,423	(12.4%)
3+ Lanes	$44,028	$61,655	(28.6%)
Total Gross Revenue	$3,823,126	$4,378,079	(12.7%)
Average Revenue per Trip			
Average Full Toll Lanes	$4.06	$4.01	1.2%
Average 3+ Lanes	$0.18	$0.18	0.0%
Average Gross Revenue	$3.26	$3.08	5.8%

The 2021 fiscal year-to-date traffic volume decreased by 22.8 percent and potential toll revenue decreased by 17.4 percent, when compared with the same period last year. Year-to-date average revenue per trip is $3.26.

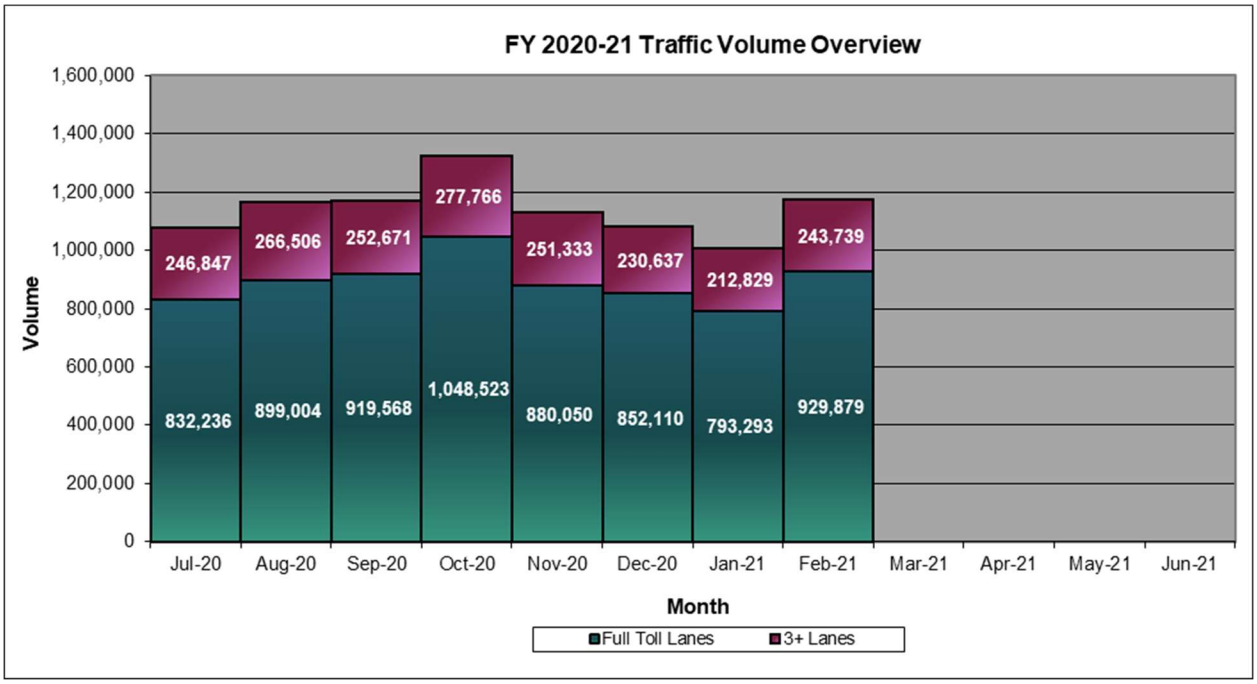
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2020 through February 2021.

Fiscal Year (FY) 2020-21 Year-to-Date as of February 28, 2021

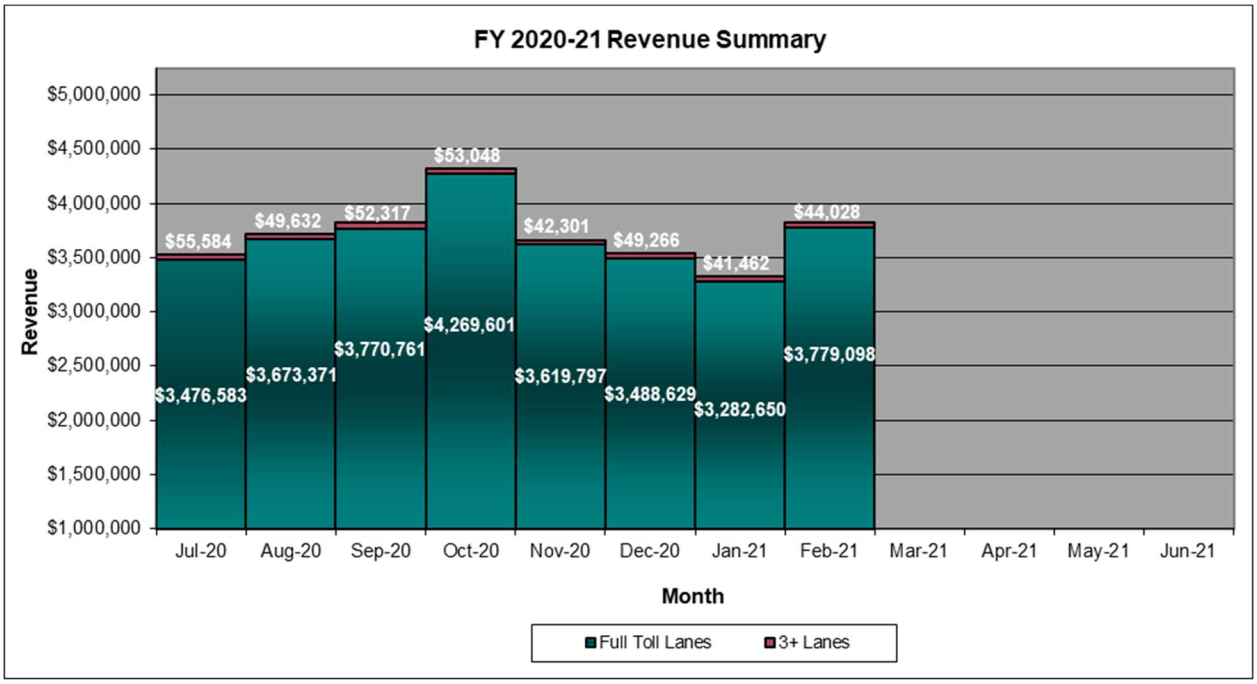
Trips	FY 2020-21 YTD Actual	FY 2019-20 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	7,154,664	8,792,740	(18.6%)
3+ Lanes	1,982,329	3,046,149	(34.9%)
Total Gross Trips	9,136,993	11,838,889	(22.8%)
Revenue			
Full Toll Lanes	$29,360,495	$35,446,141	(17.2%)
3+ Lanes	$387,639	$548,364	(29.3%)
Total Gross Revenue	$29,748,134	$35,994,505	(17.4%)
Average Revenue per Trip			
Average Full Toll Lanes	$4.10	$4.03	1.7%
Average 3+ Lanes	$0.20	$0.18	11.1%
Average Gross Revenue	$3.26	$3.04	7.2%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for FY 2020-21 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2020-21 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity 11 times during the month of February 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 76 percent of defined capacity.

	Monday	02/01/21			Tuesday	02/02/21			Wednesday	02/03/21			Thursday	02/04/21			Friday	02/05/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	335	2,353	69%	$5.15	315	2,311	68%	$5.15	364	2,824	83%	**$6.95**	**382**	**3,141**	**92%**	$8.10	486	2,685	79%
1500 - 1600	$5.50	428	2,952	87%	$5.25	423	2,142	63%	$7.25	487	3,004	88%	$7.25	524	2,781	82%	**$7.65**	**567**	**3,276**	**96%**
1600 - 1700	$4.85	314	2,774	82%	$5.00	292	2,772	82%	$7.00	306	2,790	82%	**$6.80**	**350**	**3,186**	**94%**	$7.95	394	2,444	72%
1700 - 1800	$4.80	310	2,445	72%	$4.90	359	2,760	81%	$5.90	382	2,720	80%	$7.20	348	2,568	76%	$6.55	434	2,949	87%
1800 - 1900	$5.50	360	1,719	51%	$3.95	458	2,514	74%	$3.95	442	2,331	69%	$4.35	464	2,355	69%	$6.55	525	2,456	72%
1900 - 2000	$3.85	220	831	24%	$3.85	255	1,073	32%	$3.85	291	1,169	34%	$5.60	287	1,264	37%	$6.05	449	1,827	54%

	Monday	02/08/21			Tuesday	02/09/21			Wednesday	02/10/21			Thursday	02/11/21			Friday	02/12/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	361	2,440	72%	$5.15	351	2,733	80%	$5.15	356	2,799	82%	**$6.95**	**428**	**3,051**	**90%**	$8.10	562	2,972	87%
1500 - 1600	$5.50	489	2,839	84%	$5.25	462	2,960	87%	$7.25	493	2,871	84%	$7.25	508	2,824	83%	**$7.65**	**572**	**3,342**	**98%**
1600 - 1700	$4.85	279	2,530	74%	$5.00	326	2,932	86%	$7.00	286	2,796	82%	**$6.80**	**370**	**3,252**	**96%**	$7.95	450	2,523	74%
1700 - 1800	$4.80	400	2,934	86%	$4.90	357	2,762	81%	$5.90	405	2,916	86%	$7.20	359	2,474	73%	$6.55	476	2,760	81%
1800 - 1900	$5.50	438	1,992	59%	$3.95	436	2,332	69%	$3.95	519	2,642	78%	$4.35	576	2,887	85%	$6.55	505	2,260	66%
1900 - 2000	$3.85	250	984	29%	$3.85	311	1,128	33%	$3.85	307	1,397	41%	$5.60	370	1,490	44%	$6.05	508	1,813	53%

	Monday	02/15/21			Tuesday	02/16/21			Wednesday	02/17/21			Thursday	02/18/21			Friday	02/19/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	413	2,170	64%	$5.15	355	2,687	79%	$5.15	366	2,859	84%	**$6.95**	**397**	**3,088**	**91%**	$8.10	537	3,019	89%
1500 - 1600	$5.50	474	2,645	78%	$5.25	439	2,692	79%	$7.25	497	2,839	84%	$7.25	459	2,738	81%	**$7.65**	**587**	**3,373**	**99%**
1600 - 1700	$4.85	362	2,315	68%	$5.00	350	2,911	86%	$7.00	323	2,832	83%	**$6.80**	**327**	**3,147**	**93%**	$7.95	358	2,489	73%
1700 - 1800	$4.80	329	1,947	57%	$4.90	344	2,789	82%	$5.90	373	2,880	85%	$7.20	334	2,490	73%	$6.55	403	2,762	81%
1800 - 1900	$5.50	413	1,399	41%	$3.95	458	2,357	69%	$3.95	478	2,539	75%	$4.35	562	2,683	79%	$6.55	558	2,514	74%
1900 - 2000	$3.85	277	851	25%	$3.85	285	1,185	35%	$3.85	335	1,179	35%	$5.60	335	1,366	40%	$6.05	463	1,702	50%

	Monday	02/22/21			Tuesday	02/23/21			Wednesday	02/24/21			Thursday	02/25/21			Friday	02/26/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	372	2,490	73%	$5.15	358	2,850	84%	$5.15	382	2,896	85%	$6.95	410	2,957	87%	$8.10	486	2,896	85%
1500 - 1600	$5.50	456	2,987	88%	$5.25	464	2,764	81%	$7.25	470	2,803	82%	$7.25	495	2,670	79%	**$7.65**	**568**	**3,263**	**96%**
1600 - 1700	$4.85	309	2,822	83%	$5.00	311	2,880	85%	$7.00	345	2,847	84%	**$6.80**	**374**	**3,253**	**96%**	$7.95	424	2,594	76%
1700 - 1800	$4.80	352	2,715	80%	$4.90	366	2,845	84%	$5.90	378	2,883	85%	$7.20	313	2,685	79%	$6.55	456	2,930	86%
1800 - 1900	$5.50	458	2,104	62%	$3.95	484	2,547	75%	$3.95	502	2,660	78%	$4.35	491	2,571	76%	$6.55	550	2,570	76%
1900 - 2000	$3.85	291	1,056	31%	$3.85	312	1,261	37%	$3.85	335	1,287	38%	$5.60	347	1,413	42%	$6.05	500	1,953	57%

OCTA WESTBOUND PEAK-HOUR VOLUMES

	Monday		02/01/21		Tuesday		02/02/21		Wednesday		02/03/21		Thursday		02/04/21		Friday		02/05/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	365	1,244	37%	$3.05	368	1,266	37%	$3.05	387	1,344	40%	$3.05	378	1,341	39%	$3.05	292	956	28%
0500 - 0600	$4.95	475	1,984	58%	$4.95	553	2,366	70%	$4.95	532	2,194	65%	$4.95	574	2,267	67%	$4.70	474	1,821	54%
0600 - 0700	$5.15	300	1,932	57%	$5.15	274	1,602	47%	$5.15	309	1,795	53%	$5.15	296	1,863	55%	$4.95	315	1,921	57%
0700 - 0800	$5.65	255	1,953	57%	$5.65	241	1,992	59%	$5.65	229	1,973	58%	$5.65	273	1,991	59%	$5.50	250	1,850	54%
0800 - 0900	$5.15	132	1,571	46%	$5.15	159	1,788	53%	$5.15	147	1,728	51%	$5.15	130	1,637	48%	$4.95	156	1,582	47%
0900 - 1000	$4.10	113	1,095	32%	$4.10	132	1,315	39%	$4.10	129	1,231	36%	$4.10	128	1,296	38%	$4.10	180	1,484	44%

	Monday		02/08/21		Tuesday		02/09/21		Wednesday		02/10/21		Thursday		02/11/21		Friday		02/12/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	378	1,259	37%	$3.05	367	1,309	39%	$3.05	393	1,325	39%	$3.05	372	1,295	38%	$3.05	305	997	29%
0500 - 0600	$4.95	489	2,013	59%	$4.95	622	2,440	72%	$4.95	551	2,249	66%	$4.95	561	2,301	68%	$4.70	494	1,951	57%
0600 - 0700	$5.15	278	1,945	57%	$5.15	287	1,643	48%	$5.15	321	1,864	55%	$5.15	311	1,885	55%	$4.95	276	1,901	56%
0700 - 0800	$5.65	266	2,078	61%	$5.65	275	2,094	62%	$5.65	272	2,128	63%	$5.65	284	2,052	60%	$5.50	224	1,852	54%
0800 - 0900	$5.15	171	1,714	50%	$5.15	176	1,962	58%	$5.15	163	1,887	56%	$5.15	153	1,891	56%	$4.95	210	1,691	50%
0900 - 1000	$4.10	168	1,263	37%	$4.10	163	1,504	44%	$4.10	160	1,464	43%	$4.10	198	1,767	52%	$4.10	176	1,459	43%

	Monday		02/15/21		Tuesday		02/16/21		Wednesday		02/17/21		Thursday		02/18/21		Friday		02/19/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	278	906	27%	$3.05	389	1,383	41%	$3.05	404	1,400	41%	$3.05	395	1,364	40%	$3.05	307	1,008	30%
0500 - 0600	$4.95	353	1,328	39%	$4.95	596	2,423	71%	$4.95	579	2,309	68%	$4.95	580	2,306	68%	$4.70	493	1,935	57%
0600 - 0700	$5.15	159	1,142	34%	$5.15	293	1,774	52%	$5.15	315	1,901	56%	$5.15	305	1,873	55%	$4.95	298	1,979	58%
0700 - 0800	$5.65	148	1,050	31%	$5.65	271	2,192	64%	$5.65	285	2,110	62%	$5.65	272	2,043	60%	$5.50	253	1,953	57%
0800 - 0900	$5.15	142	1,022	30%	$5.15	183	1,993	59%	$5.15	146	1,844	54%	$5.15	183	1,859	55%	$4.95	165	1,480	44%
0900 - 1000	$4.10	257	1,192	35%	$4.10	171	1,762	52%	$4.10	171	1,587	47%	$4.10	172	1,710	50%	$4.10	177	1,320	39%

	Monday		02/22/21		Tuesday		02/23/21		Wednesday		02/24/21		Thursday		02/25/21		Friday		02/26/21	
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	390	1,330	39%	$3.05	384	1,318	39%	$3.05	404	1,415	42%	$3.05	375	1,470	43%	$3.05	302	1,052	31%
0500 - 0600	$4.95	553	2,146	63%	$4.95	636	2,569	76%	$4.95	587	2,428	71%	$4.95	537	2,238	66%	$4.70	533	2,010	59%
0600 - 0700	$5.15	296	2,040	60%	$5.15	272	1,730	51%	$5.15	344	1,977	58%	$5.15	328	1,947	57%	$4.95	315	1,968	58%
0700 - 0800	$5.65	269	2,154	63%	$5.65	308	2,178	64%	$5.65	281	2,204	65%	$5.65	301	2,150	63%	$5.50	295	1,949	57%
0800 - 0900	$5.15	173	1,906	56%	$5.15	183	1,938	57%	$5.15	170	1,888	56%	$5.15	170	1,909	56%	$4.95	176	1,668	49%
0900 - 1000	$4.10	182	1,567	46%	$4.10	165	1,721	51%	$4.10	186	1,804	53%	$4.10	200	1,747	51%	$4.10	170	1,354	40%

OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA customer assistance specialists (CAS) responded to 83 calls during the month of February. Of those calls, 62 were to assist disabled vehicles and 14 calls to remove debris. The CAS provided assistance to seven accidents in the Express Lanes with four of those accidents originating in the State Route 91 general purpose lanes.

91 Express Lanes Back-Office System Development Update

In February, Cofiroute USA, LLC (CUSA) notified OCTA and the Riverside County Transportation Commission (RCTC) of a delay to the implementation of the new back-office system (BOS) for the 91 Express Lanes for both Orange and Riverside counties as a result of the COVID-19 pandemic. CUSA is the current operator of the 91 Express Lanes for both OCTA and RCTC and is the firm selected for the design, development and implementation of the new BOS, as well as the customer service center operation, once the current contract expires on June 30, 2021.

In anticipation that the future contractor would not be able to meet the go-live date in July 2021, the OCTA Board of Director approved an amendment to the current three-party agreement between CUSA, RCTC, and OCTA, which allowed for six one-month optional extension periods. Staff from both agencies are continuing to work with CUSA to meet the revised anticipated go-live date in October 2021.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes
Operating Statement

Description	YTD as of : Actual [1]	2/28/2021 Budget [1]	YTD Variance Dollar $	Percent (%)
Operating revenues:				
Toll Revenue	$ 27,303,677.90	$ 21,067,703.00	$ 6,235,974.90	29.6
Fee Revenue	3,422,774.14	1,301,638.00	2,121,136.14	163.0
Total operating revenues	30,726,452.04	22,369,341.00	8,357,111.04	37.4
Operating expenses:				
Contracted Services	4,439,729.95	4,798,080.00	358,350.05	7.5
Administrative Fee	1,997,720.00	2,081,168.00	83,448.00	4.0
Other Professional Services	679,851.05	2,226,570.00	1,546,718.95	69.5
Credit Card Processing Fees	631,564.43	615,510.00	(16,054.43)	(2.6)
Toll Road Account Servicing [5]	379,751.63	395,820.00	16,068.37	4.1
Other Insurance Expense	290,632.52	166,600.00	(124,032.52)	(74.4)
Toll Road Maintenance Supply Repairs	123,005.14	1,953,570.00	1,830,564.86	93.7
Patrol Services	399,553.46	689,704.00	290,150.54	42.1
Building Equipment Repairs and Maint	539,566.60	310,112.00	(229,454.60)	(74.0)
6C Transponders	-	125,000.00	125,000.00	100.0
Other Services [6]	(992,616.18)	33,280.00	1,025,896.18	3,082.6
Utilities	32,601.91	76,640.00	44,038.09	57.5
Office Expense	9,911.50	60,226.00	50,314.50	83.5
Bad Debt Expense	120,248.27	-	(120,248.27)	N/A
Miscellaneous [2]	37,349.65	98,198.00	60,848.35	62.0
Leases	286,595.08	323,200.00	36,604.92	11.3
Total operating expenses	8,975,465.01	13,953,678.00	4,978,212.99	35.7
Depreciation and Amortization [3]	3,128,365.02	-	(3,128,365.02)	N/A
Operating income (loss)	18,622,622.01	8,415,663.00	10,206,959.01	121.3
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	355,439.21	625,000.00	(269,560.79)	(43.1)
Interest Income	3,005,954.34	980,992.00	2,024,962.34	206.4
Interest Expense	(2,866,924.80)	(2,932,632.00)	65,707.20	2.2
Other	462.08	-	462.08	N/A
Total nonoperating revenues (expenses)	494,930.83	(1,326,640.00)	1,821,570.83	137.3
Transfers In	-	-	-	N/A
Transfers Out [4]	(2,817,627.05)	(32,597,400.00)	29,779,772.95	91.4
Net income (loss)	**$ 16,299,925.79**	**$ (25,508,377.00)**	**$ 41,808,302.79**	**(163.9)**

[1]Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.
[2]Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.
[3]Depreciation and amortization are not budgeted items.
[4]Transfers Out: For M2 Project I and Project J expense reimbursements.
[5] Collection efforts have been paused due to pandemic
[6] Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

Capital Asset Activity

During the eight months ending February 28, 2021, capital asset activities included $11,453 for the replacement of the air-conditioning units for the eastbound toll plaza and $73,349 for the Electronic Toll and Traffic Management system.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for February 2021 was 990,668. This represents a daily average of 35,381 vehicles. This is a 20.2 percent decrease in total traffic volume from the same period last year, which totaled 1,241,893. Potential toll revenue for February was $3,380,063, which represents a decrease of 39.8 percent from the prior year's total of $5,610,397. Carpool percentage for February was 20.1 percent as compared to the previous year's rate of 22.7 percent. The decreases are 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 Riverside County Transportation Commission (RCTC) 91 Express Lanes and associated potential revenue for the month of February 2021.

Current Month-to-Date as of February 28, 2021

Trips	FEB-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	FEB-20 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	791,824	911,486	(119,662)	(13.1%)	960,256	(17.5%)
3+ Lanes	198,844	286,229	(87,385)	(30.5%)	281,637	(29.4%)
Total Gross Trips	990,668	1,197,714	(207,046)	(17.3%)	1,241,893	(20.2%)
Revenue						
Full Toll Lanes	$3,343,629	$3,970,343	($626,714)	(15.8%)	$5,579,936	(40.1%)
3+ Lanes	$36,434	$0	$36,434		$30,461	19.6%
Total Gross Revenue	$3,380,063	$3,970,343	($590,280)	(14.9%)	$5,610,397	(39.8%)
Average Revenue per Trip						
Average Full Toll Lanes	$4.22	$4.36	($0.14)	(3.2%)	$5.81	(27.4%)
Average 3+ Lanes	$0.18	$0.00	$0.18		$0.11	63.6%
Average Gross Revenue	$3.41	$3.31	$0.10	3.0%	$4.52	(24.6%)

The 2021 fiscal year-to-date traffic volume decreased by 25.8 percent and potential toll revenue decreased by 41.2 percent, when compared with the same period last year. Year-to-date average revenue per-trip is $3.41.

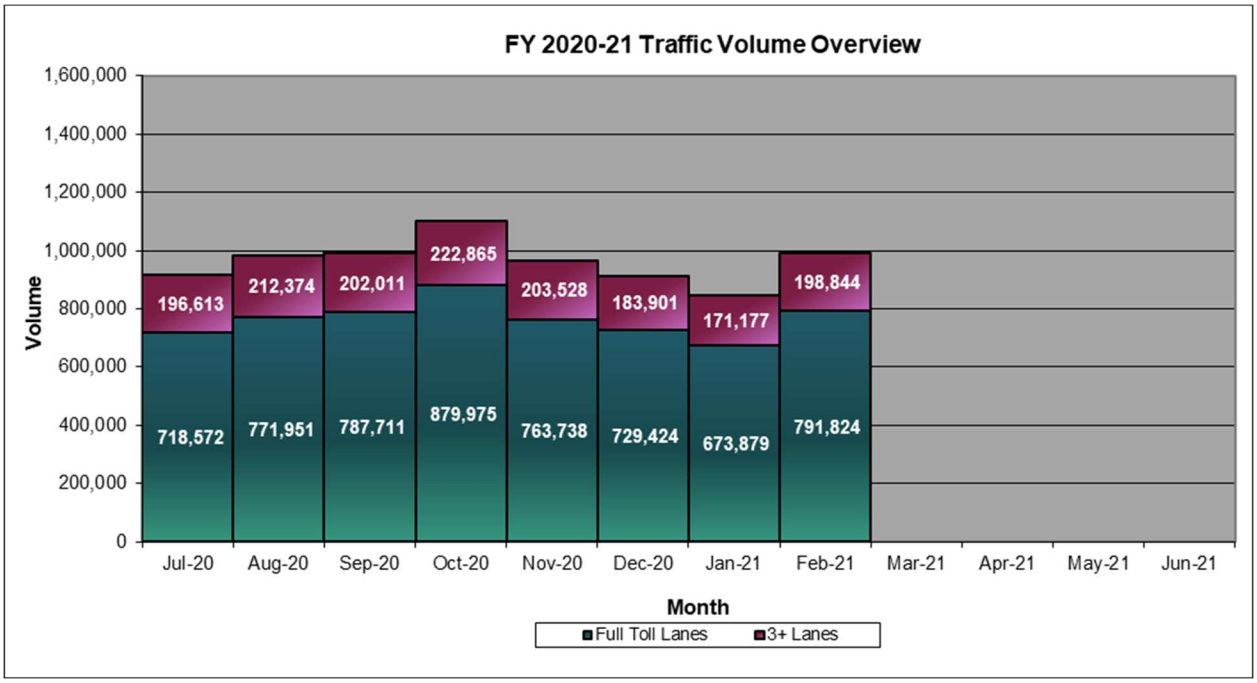
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2020 through February 2021.

FY 2020-21 Year-to-Date as of February 28, 2021

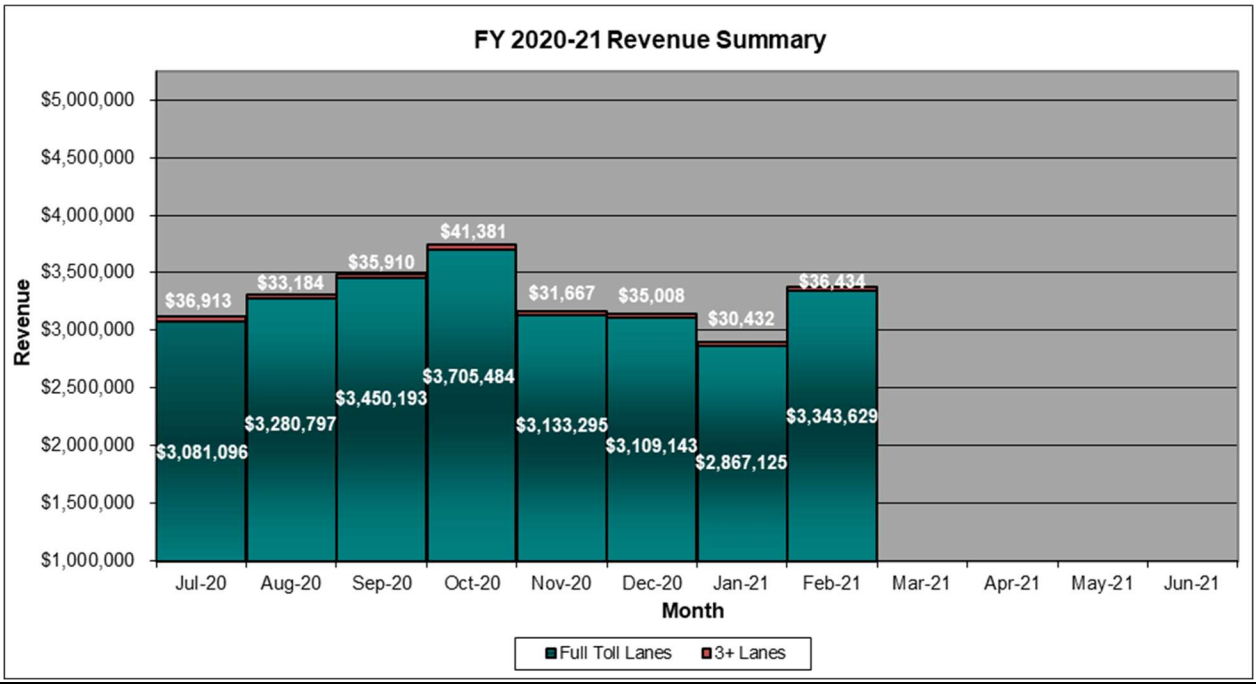
Trips	FY 2020-21 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2019-20 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	6,117,074	7,936,000	(1,818,926)	(22.9%)	7,903,204	(22.6%)
3+ Lanes	1,591,313	2,571,400	(980,087)	(38.1%)	2,481,489	(35.9%)
Total Gross Trips	7,708,387	10,507,400	(2,799,013)	(26.6%)	10,384,693	(25.8%)
Revenue						
Full Toll Lanes	$25,970,762	$33,926,314	($7,955,553)	(23.4%)	$44,359,901	(41.5%)
3+ Lanes	$280,928	$0	$280,928		$284,274	(1.2%)
Total Gross Revenue	$26,251,690	$33,926,314	($7,674,625)	(22.6%)	$44,644,175	(41.2%)
Average Revenue per Trip						
Average Full Toll Lanes	$4.25	$4.27	($0.02)	(0.5%)	$5.61	(24.2%)
Average 3+ Lanes	$0.18	$0.00	$0.18		$0.11	63.6%
Average Gross Revenue	$3.41	$3.23	$0.18	5.6%	$4.30	(20.7%)

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2020-21 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2020-21 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In February, several peak-period toll rates were increased in response to traffic. Traffic volumes are being reviewed regularly and a plan is in place to monitor traffic volumes and adjust toll rates until traffic returns to pre-COVID-19 volumes.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

	Monday			02/01/21		Tuesday			02/02/21		Wednesday			02/03/21		Thursday			02/04/21		Friday			02/05/21	
PM Time	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	157	820	977	C	$5.30	178	939	1,117	D	$7.95	204	1048	1,252	E	$10.95	201	1,179	1,380	F	$20.95	312	1,030	1,342	F
1500 - 1600	$8.95	198	934	1,132	D	$9.95	198	766	964	C	$13.95	253	1000	1,253	E	$13.95	273	927	1,200	D	$22.95	368	1,123	1,491	F
1600 - 1700	$6.95	163	951	1,114	D	$6.95	162	1026	1,188	D	$6.95	179	932	1,111	D	$7.95	193	1,166	1,359	F	$12.95	238	1,019	1,257	E
1700 - 1800	$5.30	128	782	910	C	$5.30	153	968	1,121	D	$5.30	190	958	1,148	D	$5.30	172	924	1,096	D	$7.95	218	1,151	1,369	F
1800 - 1900	$4.20	156	506	662	B	$4.20	223	794	1,017	D	$5.30	181	808	989	C	$5.30	203	822	1,025	D	$5.30	246	954	1,200	D
1900 - 2000	$2.25	90	230	320	A	$2.25	108	336	444	B	$2.25	114	398	512	B	$2.25	143	462	605	B	$2.25	220	731	951	C

	Monday			02/08/21		Tuesday			02/09/21		Wednesday			02/10/21		Thursday			02/11/21		Friday			02/12/21	
PM Time	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	195	968	1,163	D	**$5.30**	**198**	**952**	**1,150**	**D**	$7.95	193	1,044	1,237	E	$10.95	246	1,139	1,385	F	$20.95	364	1,175	1,539	F
1500 - 1600	$8.95	253	962	1,215	E	$9.95	242	984	1,226	E	$13.95	260	957	1,217	E	$13.95	312	1,004	1,316	F	$22.95	410	1,281	1,691	F
1600 - 1700	$6.95	156	963	1,119	D	$6.95	153	934	1,087	D	$6.95	160	1,069	1,229	E	$7.95	216	1,247	1,463	F	$12.95	387	1,354	1,741	F
1700 - 1800	$5.30	216	984	1,200	D	$5.30	169	952	1,121	D	$5.30	221	995	1,216	E	$5.30	192	954	1,146	D	$7.95	387	1,296	1,683	F
1800 - 1900	$4.20	183	655	838	C	$4.20	188	792	980	C	$5.30	258	862	1,120	D	$5.30	273	984	1,257	E	**$5.30**	**357**	**1,009**	**1,366**	**F**
1900 - 2000	$2.25	110	307	417	B	$2.25	127	353	480	B	$2.25	126	448	574	B	$2.25	178	583	761	B	**$2.25**	**266**	**739**	**1,005**	**D**

	Monday			02/15/21		Tuesday			02/16/21		Wednesday			02/17/21		Thursday			02/18/21		Friday			02/19/21	
PM Time	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	223	886	1,109	D	$5.30	196	962	1,158	D	$7.95	201	1,038	1,239	E	$10.95	212	1,133	1,345	F	$20.95	326	1,149	1,475	F
1500 - 1600	$8.95	241	1,005	1,246	E	$9.95	238	919	1,157	D	$13.95	253	899	1,152	D	$13.95	290	981	1,271	E	$22.95	364	1,221	1,585	F
1600 - 1700	$6.95	193	821	1,014	D	$6.95	170	993	1,163	D	$6.95	160	1,041	1,201	E	$7.95	205	1,133	1,338	F	$12.95	231	1,116	1,347	F
1700 - 1800	$5.30	162	650	812	C	$5.30	175	950	1,125	D	$5.30	196	1,044	1,240	E	$5.30	176	929	1,105	D	$7.95	254	1,059	1,313	F
1800 - 1900	$4.20	205	343	548	B	$4.20	182	773	955	C	$5.30	209	820	1,029	D	$5.30	271	838	1,109	D	$5.30	282	945	1,227	E
1900 - 2000	$2.25	114	255	369	A	$2.25	120	406	526	B	$2.25	134	321	455	B	$2.25	157	511	668	B	$2.25	225	631	856	C

	Monday			02/22/21		Tuesday			02/23/21		Wednesday			02/24/21		Thursday			02/25/21		Friday			02/26/21	
PM Time	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	180	925	1,105	D	$5.30	175	1,027	1,202	E	$7.95	190	1,095	1,285	E	$10.95	197	1,170	1,367	F	$22.95	344	1,116	1,460	F
1500 - 1600	$8.95	230	972	1,202	E	$9.95	258	924	1,182	D	$13.95	226	1,012	1,238	E	$14.95	244	974	1,218	E	$23.95	318	978	1,296	E
1600 - 1700	$6.95	171	1,002	1,173	D	$6.95	157	1,021	1,178	D	$6.95	179	1,086	1,265	E	$7.95	176	1,195	1,371	F	$14.95	219	1,103	1,322	F
1700 - 1800	$5.30	183	884	1,067	D	$5.30	175	967	1,142	D	$5.30	181	1,005	1,186	D	$5.30	147	1,022	1,169	D	$7.95	271	1,170	1,441	F
1800 - 1900	$4.20	184	679	863	C	$4.20	183	811	994	C	$5.30	249	814	1,063	D	$5.30	208	935	1,143	D	$5.30	283	954	1,237	E
1900 - 2000	$2.25	120	321	441	B	$2.25	120	410	530	B	$2.25	144	427	571	B	$2.25	158	527	685	B	**$2.25**	**265**	**810**	**1,075**	**D**

Eastbound PM Peak - County Line to I-15 South

	Monday			02/01/21		Tuesday			02/02/21		Wednesday			02/03/21		Thursday			02/04/21		Friday			02/05/21	
PM Time	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	115	558	673	B	$5.30	94	686	780	B	$5.30	99	717	816	C	$5.30	103	826	929	C	$5.30	140	703	843	C
1500 - 1600	$5.30	109	787	896	C	$5.30	114	576	690	B	$5.30	129	839	968	C	$5.30	113	790	903	C	$5.30	148	821	969	C
1600 - 1700	$2.95	68	720	788	B	$5.30	89	824	913	C	$5.30	94	711	805	C	$5.30	95	811	906	C	$2.95	94	699	793	B
1700 - 1800	$2.95	72	644	716	B	$2.95	107	791	898	C	$2.95	105	743	848	C	$5.30	88	702	790	B	$2.95	120	766	886	C
1800 - 1900	$2.95	89	433	522	B	$2.95	115	676	791	B	$2.95	100	583	683	B	$2.95	117	606	723	B	$2.95	119	602	721	B
1900 - 2000	$1.95	63	204	267	A	$1.95	76	326	402	B	$2.95	66	314	380	A	$2.95	67	322	389	A	$2.95	109	495	604	B

	Monday			02/08/21		Tuesday			02/09/21		Wednesday			02/10/21		Thursday			02/11/21		Friday			02/12/21	
PM Time	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	95	585	680	B	$5.30	109	721	830	C	$5.30	103	694	797	B	$5.30	97	785	882	C	$5.30	173	742	915	C
1500 - 1600	$5.30	136	756	892	C	$5.30	133	771	904	C	$5.30	137	802	939	C	$5.30	143	743	886	C	$5.30	162	690	852	C
1600 - 1700	$2.95	78	692	770	B	$5.30	92	840	932	C	$5.30	84	756	840	C	$5.30	109	835	944	C	$2.95	32	130	162	A
1700 - 1800	$2.95	97	769	866	C	$2.95	89	780	869	C	$2.95	107	785	892	C	$5.30	104	665	769	B	$2.95	56	208	264	A
1800 - 1900	$2.95	109	482	591	B	$2.95	99	611	710	B	$2.95	133	681	814	C	$2.95	119	764	883	C	$2.95	102	356	458	B
1900 - 2000	$1.95	59	257	316	A	$1.95	82	289	371	A	$2.95	91	341	432	B	$2.95	92	371	463	B	$2.95	135	448	583	B

	Monday			02/15/21		Tuesday			02/16/21		Wednesday			02/17/21		Thursday			02/18/21		Friday			02/19/21	
PM Time	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	131	482	613	B	$5.30	103	669	772	B	$5.30	102	707	809	C	$5.30	115	772	887	C	$5.30	128	809	937	C
1500 - 1600	$5.30	146	671	817	C	$5.30	106	716	822	C	$5.30	145	766	911	C	$5.30	133	709	842	C	$5.30	134	744	878	C
1600 - 1700	$2.95	109	596	705	B	$5.30	74	760	834	C	$5.30	89	707	796	B	$5.30	81	796	877	C	$2.95	92	461	553	B
1700 - 1800	$2.95	82	450	532	B	$2.95	92	724	816	C	$2.95	94	739	833	C	$5.30	98	670	768	B	$2.95	107	607	714	B
1800 - 1900	$2.95	107	304	411	B	$2.95	98	570	668	B	$2.95	103	622	725	B	$2.95	143	640	783	B	$2.95	133	593	726	B
1900 - 2000	$1.95	87	174	261	A	$1.95	81	331	412	B	$2.95	80	314	394	A	$2.95	93	331	424	B	$2.95	113	429	542	B

	Monday			02/22/21		Tuesday			02/23/21		Wednesday			02/24/21		Thursday			02/25/21		Friday			02/26/21	
PM Time	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	115	623	738	B	$5.30	111	772	883	C	$5.30	112	775	887	C	$5.30	120	789	909	C	$5.30	114	767	881	C
1500 - 1600	$5.30	127	781	908	C	$5.30	125	697	822	C	$5.30	132	768	900	C	$5.30	117	745	862	C	$5.30	136	847	983	C
1600 - 1700	$2.95	71	796	867	C	$5.30	98	738	836	C	$5.30	86	742	828	C	$5.30	85	853	938	C	$2.95	112	673	785	B
1700 - 1800	$2.95	100	719	819	C	$2.95	114	765	879	C	$2.95	105	757	862	C	$5.30	71	777	848	C	$2.95	133	625	758	B
1800 - 1900	$2.95	128	496	624	B	$2.95	110	658	768	B	$2.95	123	672	795	B	$2.95	119	652	771	B	$2.95	134	640	774	B
1900 - 2000	$1.95	80	251	331	A	$1.95	67	346	413	B	$2.95	96	303	399	A	$2.95	84	345	429	B	$2.95	132	512	644	B

RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

	Monday			02/01/21		Tuesday			02/02/21		Wednesday			02/03/21		Thursday			02/04/21		Friday			02/05/21	
AM Time	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	$5.30	179	500	679	B	$5.30	172	509	681	B	$5.30	176	581	757	B	$5.30	187	576	763	B	$2.25	140	306	446	B
0500 - 0600	$9.95	244	821	1,065	D	$9.95	296	1279	1,575	F	$9.95	272	1054	1,326	E	$9.95	307	1,000	1,307	E	$6.95	275	767	1,042	D
0600 - 0700	$9.95	147	866	1,013	D	$10.95	135	431	566	B	$10.95	181	674	855	C	$10.95	203	715	918	C	$6.95	197	1,010	1,207	E
0700 - 0800	$6.95	155	1047	1,202	E	$6.95	165	1121	1,286	E	$6.95	141	1042	1,183	D	$6.95	180	1,029	1,209	E	$5.30	147	886	1,033	D
0800 - 0900	$5.30	71	704	775	B	$5.30	84	754	838	C	$5.30	101	730	831	C	$5.30	81	707	788	B	$2.25	90	787	877	C
0900 - 1000	$5.30	73	471	544	B	$5.30	63	480	543	B	$5.30	60	492	552	B	$5.30	81	542	623	B	$2.25	96	488	584	B

	Monday			02/08/21		Tuesday			02/09/21		Wednesday			02/10/21		Thursday			02/11/21		Friday			02/12/21	
AM Time	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	$5.30	162	515	677	B	$5.30	176	534	710	B	$5.30	189	572	761	B	$5.30	175	567	742	B	$2.25	145	304	449	B
0500 - 0600	$9.95	252	784	1,036	D	$9.95	366	1,270	1,636	F	$9.95	285	1,060	1,345	E	$9.95	300	1,031	1,331	E	$6.95	279	803	1,082	D
0600 - 0700	$9.95	161	977	1,138	D	$10.95	150	461	611	B	$10.95	211	714	925	C	$10.95	182	786	968	C	$6.95	185	1,032	1,217	E
0700 - 0800	$6.95	157	1,136	1,293	E	$6.95	192	1,202	1,394	F	$6.95	176	1,194	1,370	F	$6.95	176	1,133	1,309	E	$5.30	145	969	1,114	D
0800 - 0900	$5.30	91	735	826	C	$5.30	114	880	994	C	$5.30	97	781	878	C	$5.30	114	917	1,031	D	$2.25	106	710	816	C
0900 - 1000	$5.30	103	467	570	B	$5.30	66	528	594	B	$5.30	85	563	648	B	$5.30	111	614	725	B	$2.25	86	525	611	B

	Monday			02/15/21		Tuesday			02/16/21		Wednesday			02/17/21		Thursday			02/18/21		Friday			02/19/21	
AM Time	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	$5.30	128	375	503	B	$5.30	175	564	739	B	$5.30	189	618	807	C	$5.30	192	583	775	B	$2.25	153	316	469	B
0500 - 0600	$9.95	196	521	717	B	$9.95	348	1,285	1,633	F	$9.95	345	1,109	1,454	F	$9.95	315	1,038	1,353	F	$6.95	253	896	1,149	D
0600 - 0700	$9.95	97	593	690	B	$10.95	172	550	722	B	$10.95	202	696	898	C	$10.95	209	737	946	C	$6.95	188	1,053	1,241	E
0700 - 0800	$6.95	89	577	666	B	$6.95	177	1,282	1,459	F	$6.95	195	1,217	1,412	F	$6.95	163	1,184	1,347	E	$5.30	156	1,037	1,193	D
0800 - 0900	$5.30	88	466	554	B	$5.30	83	1,045	1,128	D	$5.30	100	833	933	C	$5.30	108	915	1,023	D	$2.25	98	617	715	B
0900 - 1000	$5.30	145	479	624	B	$5.30	85	670	755	B	$5.30	96	541	637	B	$5.30	75	574	649	B	$2.25	95	471	566	B

	Monday			02/22/21		Tuesday			02/23/21		Wednesday			02/24/21		Thursday			02/25/21		Friday			02/26/21	
AM Time	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	$5.30	186	535	721	B	$5.30	174	562	736	B	$5.30	179	663	842	C	$5.30	153	707	860	C	$2.25	144	348	492	B
0500 - 0600	$9.95	315	879	1,194	D	$9.95	360	1,416	1,776	F	$9.95	318	1,152	1,470	F	$9.95	256	1,066	1,322	E	$6.95	267	880	1,147	D
0600 - 0700	$9.95	181	934	1,115	D	$10.95	150	514	664	B	$10.95	217	776	993	C	$10.95	213	766	979	C	$6.95	201	1,099	1,300	E
0700 - 0800	$6.95	162	1,205	1,367	F	$6.95	204	1,259	1,463	F	$6.95	198	1,215	1,413	F	$6.95	190	1,263	1,453	F	$5.30	171	1,059	1,230	E
0800 - 0900	$5.30	104	969	1,073	D	$5.30	116	1,009	1,125	D	$5.30	111	959	1,070	D	$5.30	115	967	1,082	D	$2.25	107	809	916	C
0900 - 1000	$5.30	104	558	662	B	$5.30	71	667	738	B	$5.30	107	723	830	C	$5.30	122	635	757	B	$2.25	106	542	648	B

Westbound AM Peak - I-15 North to County Line

	Monday			02/01/21		Tuesday			02/02/21		Wednesday			02/03/21		Thursday			02/04/21		Friday			02/05/21	
AM Time	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	$2.95	89	351	440	B	$2.95	103	324	427	B	$2.95	110	335	445	B	$2.95	109	333	442	B	$2.95	81	291	372	A
0500 - 0600	$6.85	143	693	836	C	$6.85	135	728	863	C	$6.85	157	714	871	C	$6.85	174	714	888	C	$5.30	150	576	726	B
0600 - 0700	$6.85	111	862	973	C	$6.85	106	902	1,008	D	$6.85	123	826	949	C	$6.85	101	916	1,017	D	$5.30	121	760	881	C
0700 - 0800	$6.85	84	778	862	C	$6.85	105	822	927	C	$6.85	86	815	901	C	$6.85	105	771	876	C	$2.95	99	774	873	C
0800 - 0900	$2.95	37	677	714	B	$2.95	58	721	779	B	$2.95	62	732	794	B	$2.95	49	748	797	B	$2.95	66	611	677	B
0900 - 1000	$2.95	44	447	491	B	$2.95	46	429	475	B	$2.95	56	480	536	B	$2.95	60	508	568	B	$2.95	62	483	545	B

	Monday			02/08/21		Tuesday			02/09/21		Wednesday			02/10/21		Thursday			02/11/21		Friday			02/12/21	
AM Time	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	$2.95	91	344	435	B	$2.95	99	339	438	B	$2.95	104	330	434	B	$2.95	101	323	424	B	$2.95	80	301	381	A
0500 - 0600	$6.85	135	697	832	C	$6.85	181	742	923	C	$6.85	151	759	910	C	$6.85	173	767	940	C	$5.30	159	626	785	B
0600 - 0700	$6.85	109	890	999	C	$6.85	137	826	963	C	$6.85	114	860	974	C	$6.85	126	916	1,042	D	$5.30	105	730	835	C
0700 - 0800	$6.85	86	823	909	C	$6.85	104	847	951	C	$6.85	98	843	941	C	$6.85	109	798	907	C	$2.95	76	697	773	B
0800 - 0900	$2.95	64	713	777	B	$2.95	60	864	924	C	$2.95	68	839	907	C	$2.95	54	788	842	C	$2.95	69	598	667	B
0900 - 1000	$2.95	35	457	492	B	$2.95	61	532	593	B	$2.95	63	516	579	B	$2.95	65	547	612	B	$2.95	96	495	591	B

	Monday			02/15/21		Tuesday			02/16/21		Wednesday			02/17/21		Thursday			02/18/21		Friday			02/19/21	
AM Time	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	$2.95	74	246	320	A	$2.95	112	361	473	B	$2.95	109	343	452	B	$2.95	107	326	433	B	$2.95	83	297	380	A
0500 - 0600	$6.85	110	475	585	B	$6.85	169	745	914	C	$6.85	159	744	903	C	$6.85	182	730	912	C	$5.30	113	621	734	B
0600 - 0700	$6.85	71	558	629	B	$6.85	123	956	1,079	D	$6.85	138	948	1,086	D	$6.85	136	901	1,037	D	$5.30	108	819	927	C
0700 - 0800	$6.85	51	453	504	B	$6.85	85	917	1,002	D	$6.85	97	841	938	C	$6.85	104	857	961	C	$2.95	94	811	905	C
0800 - 0900	$2.95	58	432	490	B	$2.95	66	802	868	C	$2.95	61	815	876	C	$2.95	74	795	869	C	$2.95	76	623	699	B
0900 - 1000	$2.95	86	414	500	B	$2.95	41	610	651	B	$2.95	56	566	622	B	$2.95	65	550	615	B	$2.95	57	469	526	B

	Monday			02/22/21		Tuesday			02/23/21		Wednesday			02/24/21		Thursday			02/25/21		Friday			02/26/21	
AM Time	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	$2.95	105	362	467	B	$2.95	107	360	467	B	$2.95	106	334	440	B	$2.95	62	402	464	B	$2.95	67	329	396	A
0500 - 0600	$6.85	171	756	927	C	$6.85	166	773	939	C	$6.85	199	789	988	C	$6.85	142	834	976	C	$5.30	146	674	820	C
0600 - 0700	$6.85	141	940	1,081	D	$6.85	133	969	1,102	D	$6.85	154	936	1,090	D	$6.85	135	945	1,080	D	$5.30	114	811	925	C
0700 - 0800	$6.85	85	916	1,001	D	$6.85	108	892	1,000	C	$6.85	108	934	1,042	D	$6.85	122	874	996	C	$2.95	113	762	875	C
0800 - 0900	$2.95	61	778	839	C	$2.95	61	828	889	C	$2.95	67	747	814	C	$2.95	61	865	926	C	$2.95	66	645	711	B
0900 - 1000	$2.95	69	512	581	B	$2.95	59	556	615	B	$2.95	65	599	664	B	$2.95	75	625	700	B	$2.95	66	513	579	B

RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 89 calls during the month of February. Of those calls, 62 were to assist disabled vehicles, 13 calls to remove debris, and 14 were in response to accidents in the Express Lanes.

91 Express Lanes Back-Office System Development Update

In February, Cofiroute USA, LLC (CUSA) notified OCTA and the Riverside County Transportation Commission (RCTC) of a delay to the implementation of the new back-office system (BOS) for the 91 Express Lanes for both Orange and Riverside counties as a result of the COVID-19 pandemic. CUSA is the current operator of the 91 Express Lanes for both OCTA and RCTC and is the firm selected for the design, development and implementation of the new BOS, as well as the customer service center operation, once the current contract expires on June 30, 2021.

In anticipation that the future contractor would not be able to meet the go-live date in July 2021, the OCTA Board of Director approved an amendment to the current three-party agreement between CUSA, RCTC, and OCTA, which allowed for six one-month optional extension periods. Staff from both agencies are continuing to work with CUSA to meet the revised anticipated go-live date in October 2021.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes
Operating Statement

	YTD as of :	2/28/2021	YTD Variance	
Description	**Actual[1]**	**Budget**	**Dollar $**	**Percent (%)**
Operating revenues:				
Toll Revenue	$ 23,146,921.30	$ 17,169,600.00	$ 5,977,321.30	34.8
Fee Revenue	3,801,836.36	1,633,666.67	2,168,169.69	132.7
Total operating revenues	26,948,757.66	18,803,266.67	8,145,490.99	43.3
Operating expenses:				
Salaries and Benefits	400,241.92	450,333.33	50,091.41	11.1
Legal Services	69,577.28	233,333.33	163,756.05	70.2
Advisory Services	40,606.95	50,000.00	9,393.05	18.8
Audit and Accounting Fees	31,550.00	24,000.00	(7,550.00)	(31.5)
Service Fees	1,541.32	13,333.33	11,792.01	88.4
Other Professional Services	323,854.09	1,747,333.33	1,423,479.24	81.5
Lease Expense	166,195.26	326,800.00	160,604.74	49.1
Operations	1,042,103.78	1,991,333.33	949,229.55	47.7
Utilities	18,211.28	54,400.00	36,188.72	66.5
Supplies and Materials	4,081.21	20,000.00	15,918.79	79.6
Membership and Subscription Fees	28,281.50	20,000.00	(8,281.50)	(41.4)
Office Equipment & Furniture (Non-Capital)	4,706.87	10,000.00	5,293.13	52.9
Maintenance/Repairs	73,084.94	243,400.00	170,315.06	70.0
Training Seminars and Conferences	(720.00)	1,533.33	2,253.33	147.0
Transportation Expenses	-	2,666.67	2,666.67	100.0
Lodging	-	2,333.33	2,333.33	100.0
Meals	-	333.33	333.33	100.0
Other Staff Expenses	-	333.33	333.33	100.0
Advertising	4,611.25	183,333.33	178,722.08	97.5
Program Management	45,444.70	110,733.33	65,288.63	59.0
Program Operations	4,770,021.51	5,757,133.33	987,111.82	17.1
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	203,333.33	203,333.33	100.0
Improvements	-	-	-	N/A
Bad Debt Expense	17.64	-	(17.64)	N/A
Total operating expenses	7,023,411.50	11,446,000.00	4,422,588.50	38.6
Operating income (loss)	19,925,346.16	7,357,266.67	12,568,079.49	170.8
Nonoperating revenues (expenses):				
Interest Revenue	467,744.10	461,266.67	6,477.43	(1.4)
Other Miscellaneous Revenue	52,431.71	66.67	52,365.04	(78,547.6)
Interest Expense	(14,782,117.78)	(4,746,600.00)	(10,035,517.78)	211.4
Total nonoperating revenues (expenses)	(14,261,941.97)	(4,285,266.67)	(9,976,675.30)	(232.8)
Transfers In	-	-	-	N/A
Transfers Out	(489,200.00)	(683,533.33)	194,333.33	(28.4)
Net income (loss)	**$ 5,174,204.19**	**$ 2,388,466.67**	**$ 2,785,737.52**	**116.6**

[1] Unaudited

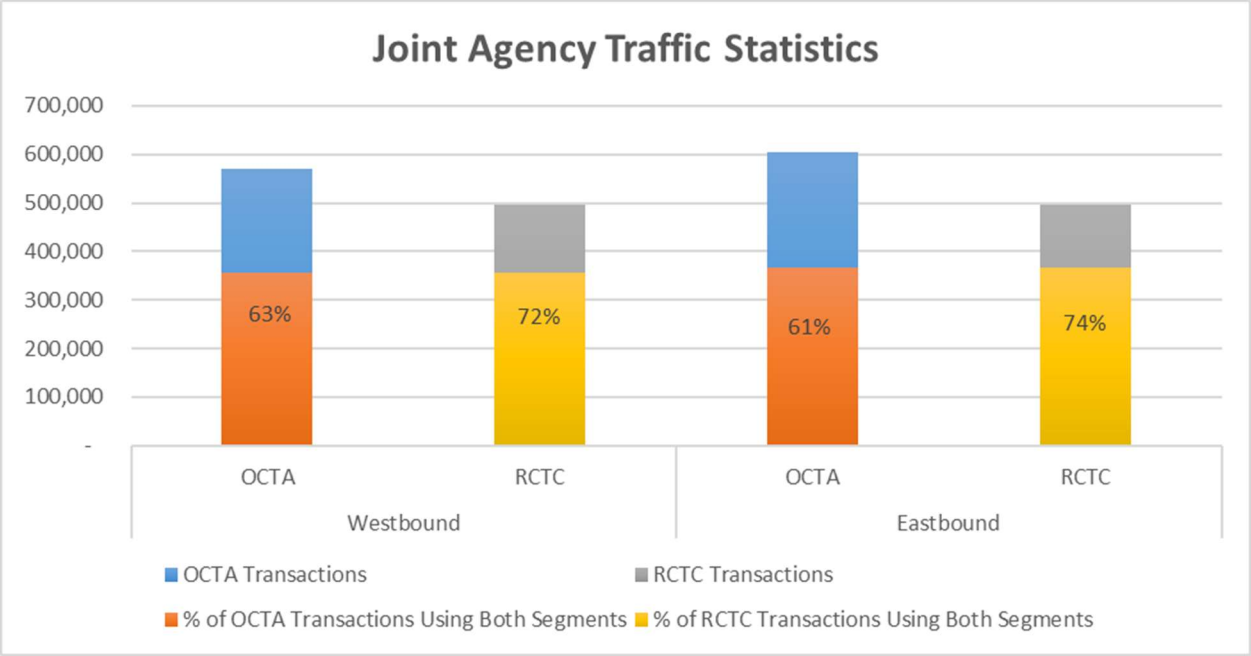
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **February 28, 2021**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	569,791	356,433	63%	$1,590,557
RCTC	495,520	356,433	72%	$1,574,523
I-15	205,500	151,129	74%	$601,428
McKinley	290,020	205,304	71%	$973,096
Eastbound				
OCTA	603,827	367,359	61%	$2,232,569
RCTC	495,148	367,359	74%	$1,805,540
I-15	187,408	147,392	79%	$502,379
McKinley	307,740	219,967	71%	$1,303,160

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Feb-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:43
Abandon Rate	Monthly	No more than 4.0%	2.3%
Customer Satisfaction	Monthly	At least 75 outbound calls	75
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	0.6
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Reviews	Monthly	Equal to or less than 15 days	1.0
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.02%
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.

JOINT AGENCY TRANSPONDER DISTRIBUTION

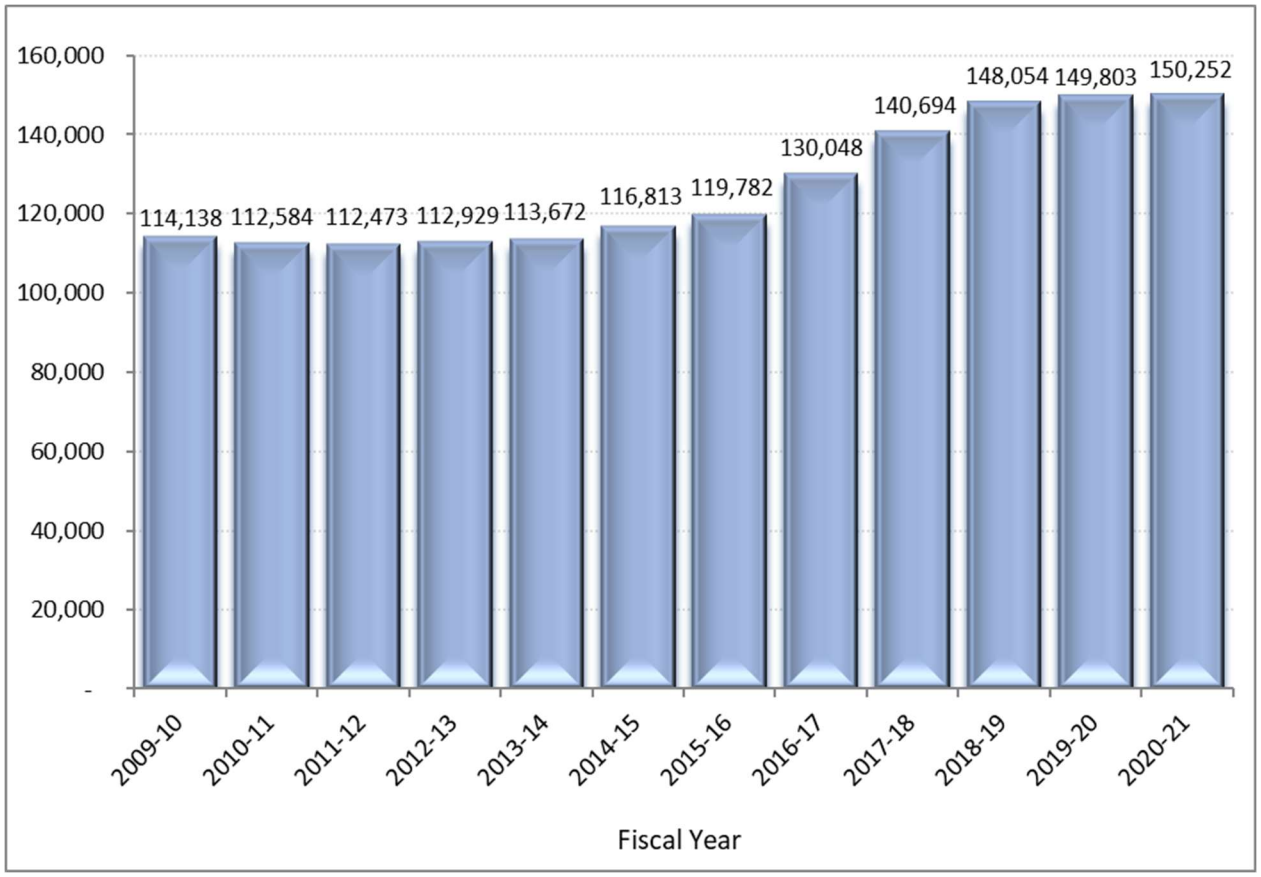
T21 TRANSPONDER DISTRIBUTION	February-21		January-21		FY 2020-21	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	866	96.2%	442	97.1%	662	96.4%
Additional Tags to Existing Accounts	20	2.2%	9	2.0%	15	2.2%
Replacement Transponders	14	1.6%	4	0.9%	10	1.4%
Total Issued	**900**		**455**		**687**	
Returned						
Account Closures			32	0.8%	24	1.0%
Accounts Downsizing			9	0.2%	0	0.0%
Defective Transponders	173	100.0%	4,198	99.0%	2,492	99.0%
Total Returned	**173**		**4,239**		**2,517**	

6C TRANSPONDER DISTRIBUTION	February-21		January-21		FY 2020-21	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	53,930	100.0%	14,802	99.9%	13,978	99.8%
Additional Tags to Existing Accounts	18	0.0%	17	0.1%	20	0.1%
Replacement Transponders	0	0.0%	0	0.0%	2	0.0%
Total Issued	**53,948**		**14,819**		**13,999**	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of February 2021, the 91 Express Lanes had 150,252 active customer accounts and 465,201 transponders classified as assigned.

Number of Accounts by FY

As of February 28, 2021



Incoming Email Activity

During February, the Anaheim Processing Center received 3,455 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 2020 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.

Orange County Transportation Authority
Riverside County Transportation Commission

91 Express Lanes

Status Report
March 2021

As of March 31, 2021

Table of Contents

OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for March 2021 was 1,426,041. This represents a daily average of 46,001 vehicles. This is a 57.5 percent increase in total traffic volume from the same period last year, which totaled 905,400 and was the first month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for March was $4,573,327, which represents an increase of 56.8 percent from the prior year's total of $2,916,062. Carpool percentage for March was 20.2 percent as compared to the previous year's rate of 22.7 percent. Traffic volumes remain lower than pre-COVID-19 levels but are beginning to improve as Southern California counties enter into less restrictive tiers of the State's Blueprint for a Safer Economy plan.

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 Orange County Transportation Authority (OCTA) 91 Express Lanes and associated potential revenue for the month of March 2021.

Current Month-to-Date (MTD) as of March 31, 2021

Trips	Mar-21 MTD Actual	Mar-20 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	1,138,068	700,041	62.6%
3+ Lanes	287,973	205,359	40.2%
Total Gross Trips	1,426,041	905,400	57.5%
Revenue			
Full Toll Lanes	$4,526,675	$2,871,629	57.6%
3+ Lanes	$46,652	$44,433	5.0%
Total Gross Revenue	$4,573,327	$2,916,062	56.8%
Average Revenue per Trip			
Average Full Toll Lanes	$3.98	$4.10	(2.9%)
Average 3+ Lanes	$0.16	$0.22	(27.3%)
Average Gross Revenue	$3.21	$3.22	(0.3%)

The 2021 fiscal year-to-date traffic volume decreased by 17.1 percent and potential toll revenue decreased by 11.8 percent, when compared with the same period last year. Year-to-date average revenue per trip is $3.25.

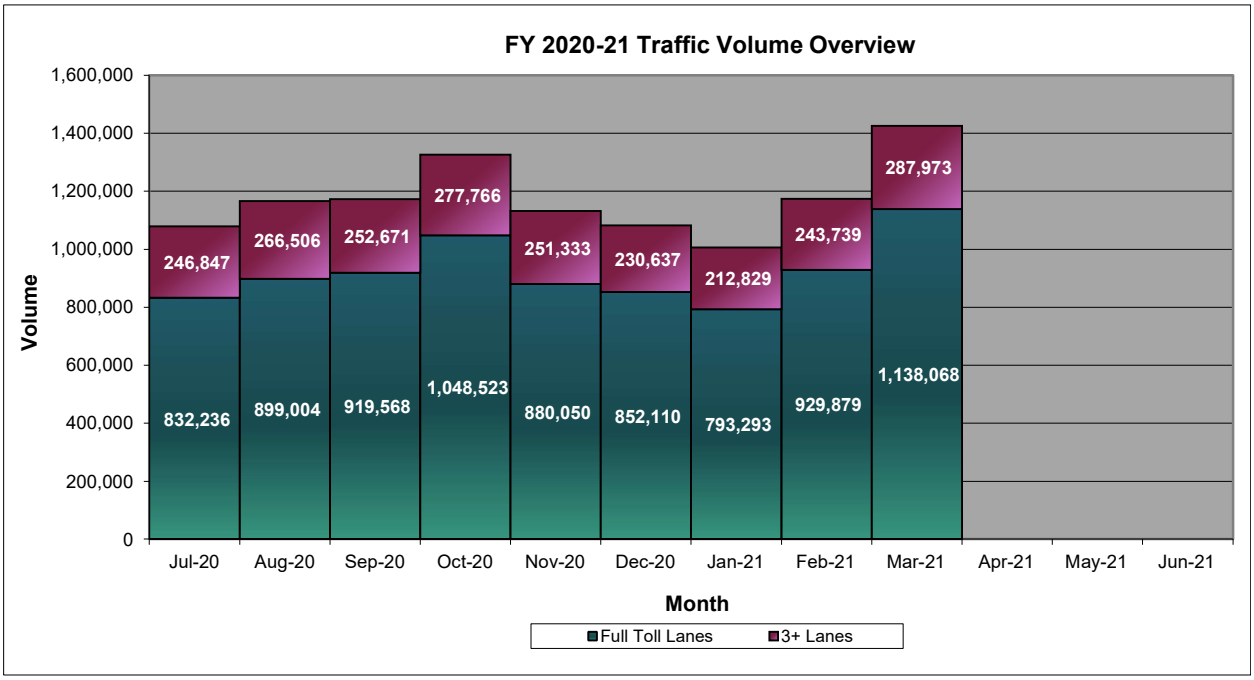
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2020 through March 2021.

Fiscal Year (FY) 2020-21 Year-to-Date as of March 31, 2021

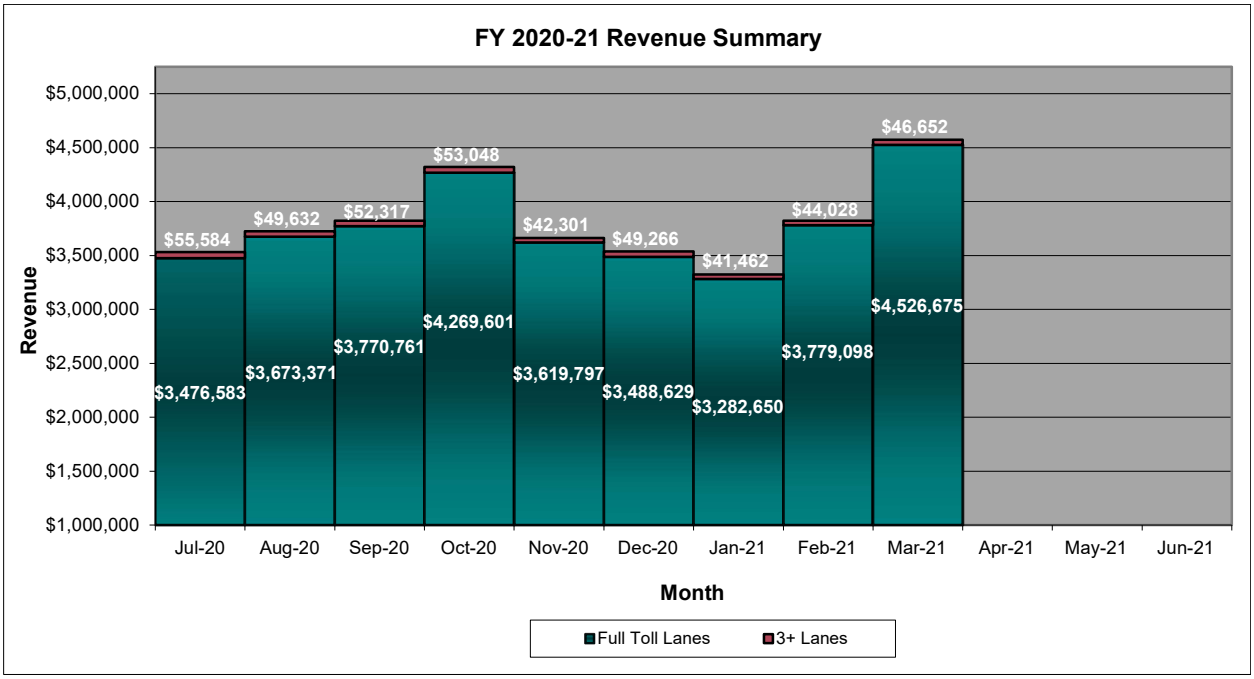
Trips	FY 2020-21 YTD Actual	FY 2019-20 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	8,292,733	9,492,781	(12.6%)
3+ Lanes	2,270,302	3,251,508	(30.2%)
Total Gross Trips	10,563,035	12,744,289	(17.1%)
Revenue			
Full Toll Lanes	$33,887,172	$38,317,770	(11.6%)
3+ Lanes	$434,291	$592,798	(26.7%)
Total Gross Revenue	$34,321,463	$38,910,567	(11.8%)
Average Revenue per Trip			
Average Full Toll Lanes	$4.09	$4.04	1.2%
Average 3+ Lanes	$0.19	$0.18	5.6%
Average Gross Revenue	$3.25	$3.05	6.6%

OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for FY 2020-21 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2020-21 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity 11 times during the month of March 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 78 percent of defined capacity.

EASTBOUND WEEKDAY PEAK VOLUME:

	Monday	03/01/21			Tuesday	03/02/21			Wednesday	03/03/21			Thursday	03/04/21			Friday	03/05/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	323	2,319	68%	$5.15	372	2,896	85%	$5.15	294	2,667	78%	**$6.95**	**400**	**3,078**	**91%**	$8.10	523	2,982	88%
1500 - 1600	$5.50	457	2,946	87%	$5.25	459	2,808	83%	$7.25	404	2,523	74%	$7.25	498	2,667	78%	**$7.65**	**545**	**3,252**	**96%**
1600 - 1700	$4.85	332	2,965	87%	$5.00	314	2,967	87%	$7.00	278	2,631	77%	**$6.80**	**363**	**3,244**	**95%**	$7.95	364	2,455	72%
1700 - 1800	$4.80	377	2,956	87%	$4.90	355	2,835	83%	$5.90	309	2,479	73%	$7.20	301	2,522	74%	$6.55	409	2,759	81%
1800 - 1900	$5.50	413	2,024	60%	$3.95	487	2,602	77%	$3.95	318	1,684	50%	$4.35	505	2,679	79%	$6.55	564	2,686	79%
1900 - 2000	$3.85	278	1,062	31%	$3.85	329	1,315	39%	$3.85	227	994	29%	$5.60	404	1,566	46%	$6.05	514	1,945	57%

	Monday	03/08/21			Tuesday	03/09/21			Wednesday	03/10/21			Thursday	03/11/21			Friday	03/12/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	341	2,610	77%	$5.15	368	2,878	85%	$5.15	325	2,549	75%	$6.95	384	2,945	87%	$8.10	465	2,951	87%
1500 - 1600	$5.50	471	2,982	88%	$5.25	471	2,835	83%	$7.25	416	2,762	81%	$7.25	490	2,897	85%	**$7.65**	**496**	**3,319**	**98%**
1600 - 1700	$4.85	326	2,964	87%	$5.00	327	2,903	85%	$7.00	274	2,633	77%	**$6.80**	**351**	**3,365**	**99%**	$7.95	127	742	22%
1700 - 1800	$4.80	358	2,893	85%	$4.90	365	3,001	88%	$5.90	311	2,510	74%	$7.20	275	2,210	65%	$6.55	397	2,255	66%
1800 - 1900	$5.50	444	2,293	67%	$3.95	505	2,745	81%	$3.95	364	1,850	54%	$4.35	405	2,131	63%	$6.55	595	2,844	84%
1900 - 2000	$3.85	322	1,232	36%	$3.85	367	1,588	47%	$3.85	261	1,005	30%	$5.60	332	1,243	37%	$6.05	497	2,069	61%

	Monday	03/15/21			Tuesday	03/16/21			Wednesday	03/17/21			Thursday	03/18/21			Friday	03/19/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	307	2,261	67%	$5.15	345	2,826	83%	$5.15	373	3,034	89%	**$6.95**	**389**	**3,239**	**95%**	$8.10	427	2,647	78%
1500 - 1600	$5.50	302	1,926	57%	$5.25	473	2,659	78%	$7.25	463	2,851	84%	$7.25	509	2,734	80%	$7.65	423	2,515	74%
1600 - 1700	$4.85	327	2,586	76%	$5.00	311	2,883	85%	$7.00	317	2,857	84%	$6.80	351	2,737	81%	$7.95	305	1,874	55%
1700 - 1800	$4.80	300	2,748	81%	$4.90	319	2,806	83%	$5.90	358	2,883	85%	$7.20	321	2,483	73%	$6.55	371	2,340	69%
1800 - 1900	$5.50	307	1,745	51%	$3.95	444	2,864	84%	$3.95	436	2,745	81%	$4.35	456	2,985	88%	$6.55	601	2,860	84%
1900 - 2000	$3.85	272	1,098	32%	$3.85	313	1,506	44%	$3.85	332	1,562	46%	$5.60	397	1,892	56%	$6.05	490	2,123	62%

	Monday	03/22/21			Tuesday	03/23/21			Wednesday	03/24/21			Thursday	03/25/21			Friday	03/26/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	388	2,663	78%	$5.15	375	2,998	88%	**$5.15**	**446**	**3,183**	**94%**	**$6.95**	**429**	**3,233**	**95%**	$8.10	472	2,768	81%
1500 - 1600	$5.50	434	2,818	83%	$5.25	487	2,780	82%	$7.25	461	2,828	83%	$7.25	509	2,726	80%	**$7.65**	**573**	**3,413**	**100%**
1600 - 1700	$4.85	333	2,867	84%	$5.00	322	2,855	84%	$7.00	297	2,799	82%	**$6.80**	**429**	**3,443**	**101%**	$7.95	387	2,604	77%
1700 - 1800	**$4.80**	**404**	**3,059**	**90%**	$4.90	356	2,927	86%	$5.90	358	2,846	84%	$7.20	354	2,512	74%	$6.55	427	2,755	81%
1800 - 1900	$5.50	341	2,089	61%	$3.95	443	2,617	77%	$3.95	514	2,910	86%	$4.35	415	2,612	77%	$6.55	458	2,373	70%
1900 - 2000	$3.85	313	1,264	37%	$3.85	361	1,455	43%	$3.85	365	1,620	48%	$5.60	373	1,565	46%	$6.05	513	1,945	57%

	Monday	03/29/21			Tuesday	03/30/21			Wednesday	03/31/21			Thursday	04/01/21			Friday	04/02/21		
PM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	$5.15	428	2,628	77%	$5.15	388	2,722	80%	$5.15	433	3,024	89%								
1500 - 1600	$5.50	470	2,864	84%	$5.25	538	2,860	84%	$7.25	564	2,774	82%								
1600 - 1700	$4.85	369	2,873	85%	$5.00	322	2,827	83%	$7.00	316	2,526	74%								
1700 - 1800	$4.80	367	2,890	85%	$4.90	396	2,989	88%	$5.90	393	2,810	83%								
1800 - 1900	$5.50	413	2,205	65%	$3.95	501	2,739	81%	$3.95	573	2,882	85%								
1900 - 2000	$3.85	387	1,454	43%	$3.85	354	1,500	44%	$3.85	540	2,129	63%								

OCTA WESTBOUND PEAK-HOUR VOLUMES

WESTBOUND WEEKDAY PEAK VOLUME:

	Monday	03/01/21			Tuesday	03/02/21			Wednesday	03/03/21			Thursday	03/04/21			Friday	03/05/21		
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	394	1,442	42%	$3.05	386	1,432	42%	$3.05	386	1,397	41%	$3.05	394	1,402	41%	$3.05	316	1,083	32%
0500 - 0600	$4.95	530	2,109	62%	$4.95	629	2,642	78%	$4.95	543	2,316	68%	$4.95	566	2,419	71%	$4.70	507	2,048	60%
0600 - 0700	$5.15	302	2,096	62%	$5.15	303	1,865	55%	$5.15	262	1,794	53%	$5.15	320	1,962	58%	$4.95	288	2,073	61%
0700 - 0800	$5.65	316	2,154	63%	$5.65	314	2,203	65%	$5.65	264	1,979	58%	$5.65	294	2,197	65%	$5.50	277	2,062	61%
0800 - 0900	$5.15	191	1,936	57%	$5.15	195	2,077	61%	$5.15	144	1,603	47%	$5.15	198	1,952	57%	$4.95	193	1,836	54%
0900 - 1000	$4.10	171	1,560	46%	$4.10	152	1,810	53%	$4.10	125	1,311	39%	$4.10	194	1,722	51%	$4.10	195	1,603	47%

	Monday	03/08/21			Tuesday	03/09/21			Wednesday	03/10/21			Thursday	03/11/21			Friday	03/12/21		
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	392	1,423	42%	$3.05	395	1,429	42%	$3.05	365	1,348	40%	$3.05	417	1,519	45%	$3.05	336	1,089	32%
0500 - 0600	$4.95	586	2,292	67%	$4.95	621	2,632	77%	$4.95	520	2,032	60%	$4.95	549	2,209	65%	$4.70	461	2,017	59%
0600 - 0700	$5.15	294	2,092	62%	$5.15	259	1,798	53%	$5.15	258	1,615	48%	$5.15	236	1,759	52%	$4.95	277	1,965	58%
0700 - 0800	$5.65	309	2,200	65%	$5.65	293	2,199	65%	$5.65	267	1,891	56%	$5.65	267	1,999	59%	$5.50	291	1,956	58%
0800 - 0900	$5.15	171	1,872	55%	$5.15	195	1,983	58%	$5.15	160	1,689	50%	$5.15	191	1,821	54%	$4.95	200	1,858	55%
0900 - 1000	$4.10	137	1,314	39%	$4.10	175	1,707	50%	$4.10	136	1,298	38%	$4.10	126	1,248	37%	$4.10	178	1,535	45%

	Monday	03/15/21			Tuesday	03/16/21			Wednesday	03/17/21			Thursday	03/18/21			Friday	03/19/21		
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	401	1,359	40%	$3.05	390	1,397	41%	$3.05	413	1,469	43%	$3.05	391	1,504	44%	$3.05	302	1,078	32%
0500 - 0600	$4.95	491	1,907	56%	$4.95	604	2,533	75%	$4.95	585	2,461	72%	$4.95	544	2,371	70%	$4.70	472	1,974	58%
0600 - 0700	$5.15	253	1,801	53%	$5.15	281	1,665	49%	$5.15	329	1,941	57%	$5.15	335	2,041	60%	$4.95	317	2,068	61%
0700 - 0800	$5.65	248	1,752	52%	$5.65	281	2,108	62%	$5.65	289	2,244	66%	$5.65	309	2,188	64%	$5.50	318	2,020	59%
0800 - 0900	$5.15	159	1,839	54%	$5.15	192	2,137	63%	$5.15	179	2,040	60%	$5.15	176	2,039	60%	$4.95	214	1,804	53%
0900 - 1000	$4.10	168	1,549	46%	$4.10	129	1,621	48%	$4.10	166	1,706	50%	$4.10	164	1,870	55%	$4.10	184	1,351	40%

	Monday	03/22/21			Tuesday	03/23/21			Wednesday	03/24/21			Thursday	03/25/21			Friday	03/26/21		
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	384	1,266	37%	$3.05	375	1,186	35%	$3.05	384	1,306	38%	$3.05	365	1,327	39%	$3.05	301	979	29%
0500 - 0600	$4.95	522	2,180	64%	$4.95	578	2,332	69%	$4.95	621	2,423	71%	$4.95	602	2,292	67%	$4.70	486	2,034	60%
0600 - 0700	$5.15	349	2,343	69%	$5.15	353	2,255	66%	$5.15	316	2,078	61%	$5.15	390	2,137	63%	$4.95	297	1,846	54%
0700 - 0800	$5.65	315	2,333	69%	$5.65	321	2,306	68%	$5.65	294	2,288	67%	$5.65	329	2,261	67%	$5.50	313	1,990	59%
0800 - 0900	$5.15	222	2,083	61%	$5.15	218	2,096	62%	$5.15	208	2,079	61%	$5.15	201	1,988	58%	$4.95	202	1,621	48%
0900 - 1000	$4.10	203	1,831	54%	$4.10	226	1,966	58%	$4.10	232	1,858	55%	$4.10	176	1,670	49%	$4.10	217	1,527	45%

	Monday	03/29/21			Tuesday	03/30/21			Wednesday	03/31/21			Thursday	04/01/21			Friday	04/02/21		
AM Time	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	$3.05	329	1,068	31%	$3.05	358	1,155	34%	$3.05	370	1,137	33%								
0500 - 0600	$4.95	586	2,270	67%	$4.95	605	2,372	70%	$4.95	556	2,135	63%								
0600 - 0700	$5.15	337	2,160	64%	$5.15	353	2,263	67%	$5.15	348	2,294	67%								
0700 - 0800	$5.65	317	2,165	64%	$5.65	299	2,191	64%	$5.65	304	2,157	63%								
0800 - 0900	$5.15	233	2,021	59%	$5.15	214	2,028	60%	$5.15	258	2,044	60%								
0900 - 1000	$4.10	242	1,764	52%	$4.10	210	1,868	55%	$4.10	340	2,058	61%								

OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA customer assistance specialists (CAS) responded to 114 calls during the month of March. Of those calls, 89 were to assist disabled vehicles and 15 calls to remove debris. The CAS provided assistance to ten accidents in the Express Lanes with four of those accidents originating in the State Route 91 general purpose lanes.

91 Express Lanes Back-Office System (BOS) Development Update

In February, Cofiroute USA, LLC (CUSA) notified OCTA and the Riverside County Transportation Commission (RCTC) of a delay to the implementation of the new BOS for the 91 Express Lanes for both Orange and Riverside counties as a result of the COVID-19 pandemic. CUSA is the current operator of the 91 Express Lanes for both OCTA and RCTC and is the firm selected for the design, development, and implementation of the new BOS, as well as the customer service center operation, once the current contract expires on June 30, 2021.

In anticipation that the future contractor would not be able to meet the go-live date in July 2021, the OCTA Board of Directors approved an amendment to the current three-party agreement between CUSA, RCTC, and OCTA, which allowed for six one-month optional extension periods. Staff from both agencies are continuing to work with CUSA to meet the revised anticipated go-live date in October 2021.

91 Express Lanes Toll Entrance Gantries Infrastructure Project Update

OCTA entered into an agreement 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 infrastructure at the three entrances of the OCTA 91 Express Lanes. In March, Caltrans advertised the project with project award anticipated for May. Upon completion of the Infrastructure Project, Kapsch TrafficCom USA, Inc., the toll lanes system integrator for the 91 Express Lanes, will install new Electronic Toll and Traffic Management system equipment onto the new gantries.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes
Operating Statement

Description	YTD as of : Actual [1]	3/31/2021 Budget [1]	YTD Variance Dollar $	Percent (%)
Operating revenues:				
Toll Revenue	$ 31,349,484.03	$ 23,970,376.00	$ 7,379,108.03	30.8
Fee Revenue	4,034,220.14	1,606,333.00	2,427,887.14	151.1
Total operating revenues	35,383,704.17	25,576,709.00	9,806,995.17	38.3
Operating expenses:				
Contracted Services	5,005,032.51	5,397,840.00	392,807.49	7.3
Administrative Fee	2,247,435.00	2,341,314.00	93,879.00	4.0
Other Professional Services	866,542.62	2,561,568.00	1,695,025.38	66.2
Credit Card Processing Fees	730,405.19	690,480.00	(39,925.19)	(5.8)
Toll Road Account Servicing	463,634.40	442,740.00	(20,894.40)	(4.7)
Other Insurance Expense	750,964.03	762,425.00	11,460.97	1.5
Toll Road Maintenance Supply Repairs	121,823.73	2,028,540.00	1,906,716.27	94.0
Patrol Services	592,835.57	782,167.00	189,331.43	24.2
Building Equipment Repairs and Maint	611,833.24	1,081,081.00	469,247.76	43.4
6C Transponders	-	187,500.00	187,500.00	100.0
Other Services [5]	(983,780.32)	46,815.00	1,030,595.32	2,201.4
Utilities	41,004.24	86,220.00	45,215.76	52.4
Office Expense	9,911.50	73,473.00	63,561.50	86.5
Bad Debt Expense	131,662.22	-	(131,662.22)	N/A
Miscellaneous [2]	39,080.74	117,414.00	78,333.26	66.7
Leases	357,817.17	363,600.00	5,782.83	1.6
Total operating expenses	10,986,201.84	16,963,177.00	5,976,975.16	35.2
Depreciation and Amortization [3]	3,401,932.75	-	(3,401,932.75)	N/A
Operating income (loss)	20,995,569.58	8,613,532.00	12,382,037.58	143.8
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	389,046.66	937,500.00	(548,453.34)	(58.5)
Interest Income	3,347,529.24	1,103,616.00	2,243,913.24	203.3
Interest Expense	(3,220,274.77)	(3,299,211.00)	78,936.23	2.4
Other	462.08	-	462.08	N/A
Total nonoperating revenues (expenses)	516,763.21	(1,258,095.00)	1,774,858.21	141.1
Transfers In	-	-	-	N/A
Transfers Out [4]	(3,233,476.22)	(33,680,300.00)	30,446,823.78	90.4
Net income (loss)	**$ 18,278,856.57**	**$ (26,324,863.00)**	**$ 44,603,719.57**	**(169.4)**

[1]Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.
[2]Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.
[3]Depreciation and amortization are not budgeted items.
[4]Transfers Out: For M2 Project I and Project J expense reimbursements.
[5] Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

Capital Asset Activity

During the nine months ending March 31, 2021, capital asset activities included $11,453 for the replacement of the air-conditioning units for the eastbound toll plaza, $810,223 for the BOS replacement project, and $2,491,662 for payment of 6C implementation costs for the Electronic Toll and Traffic Management system

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for March 2021 was 1,230,614. This represents a daily average of 39,697 vehicles. This is a 52.2 percent increase in total traffic volume from the same period last year, which totaled 808,527 and was the first month of the COVID-19 stay-at-home order. Potential toll revenue for March was $4,147,141, which represents an increase of 13.4 percent from the prior year's total of $3,656,203. Carpool percentage for March was 19.2 percent as compared to the previous year's rate of 21.6 percent. Traffic volumes remain lower than pre-COVID-19 levels but are beginning to increase as Southern California counties enter less restrictive tiers of the State's Blueprint for a Safer Economy plan.

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 RCTC 91 Express Lanes and associated potential revenue for the month of March 2021.

Current Month-to-Date as of March 31, 2021

Trips	MAR-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	MAR-20 MTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	994,294	1,073,671	(79,377)	(7.4%)	633,701	56.9%
3+ Lanes	236,320	351,057	(114,737)	(32.7%)	174,826	35.2%
Total Gross Trips	1,230,614	1,424,729	(194,115)	(13.6%)	808,527	52.2%
Revenue						
Full Toll Lanes	$4,107,544	$4,687,171	($579,628)	(12.4%)	$3,632,038	13.1%
3+ Lanes	$39,597	$0	$39,597		$24,165	63.9%
Total Gross Revenue	$4,147,141	$4,687,171	($540,030)	(11.5%)	$3,656,203	13.4%
Average Revenue per Trip						
Average Full Toll Lanes	$4.13	$4.37	($0.24)	(5.5%)	$5.73	(27.9%)
Average 3+ Lanes	$0.17	$0.00	$0.17		$0.14	21.4%
Average Gross Revenue	$3.37	$3.29	$0.08	2.4%	$4.52	(25.4%)

The 2021 fiscal year-to-date traffic volume decreased by 20.1 percent and potential toll revenue decreased by 37.1 percent, when compared with the same period last year. Year-to-date average revenue per-trip is $3.40.

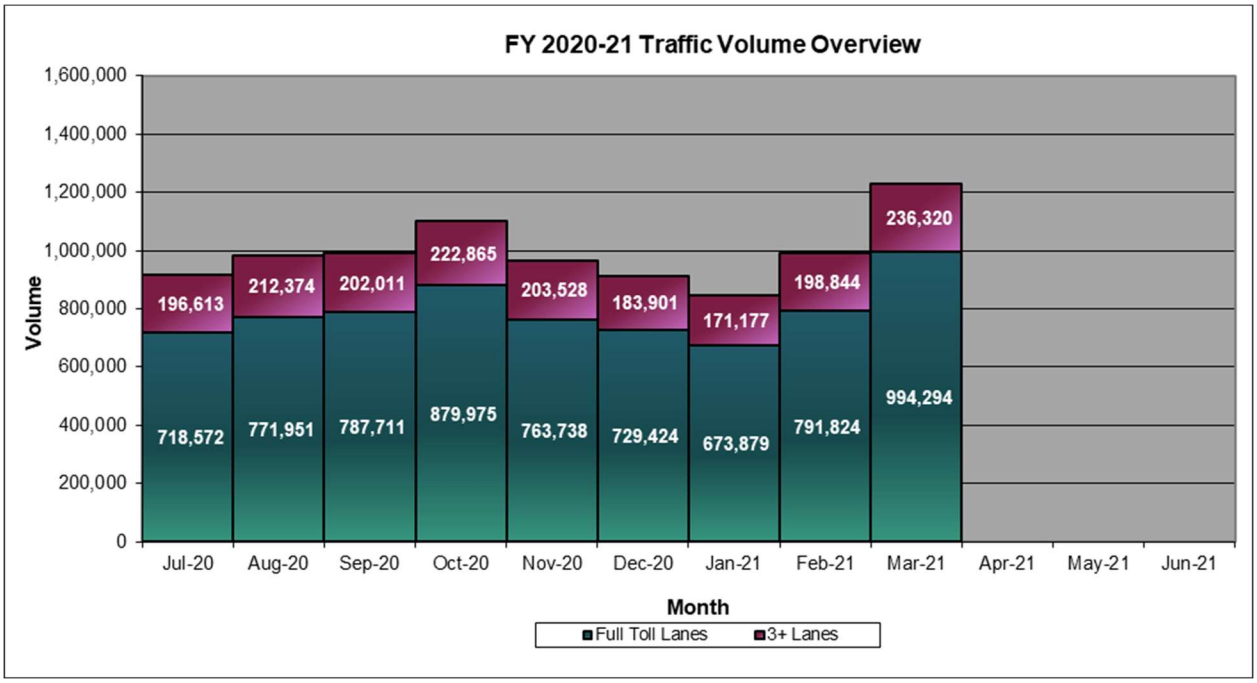
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2020 through March 2021.

FY 2020-21 Year-to-Date as of March 31, 2021

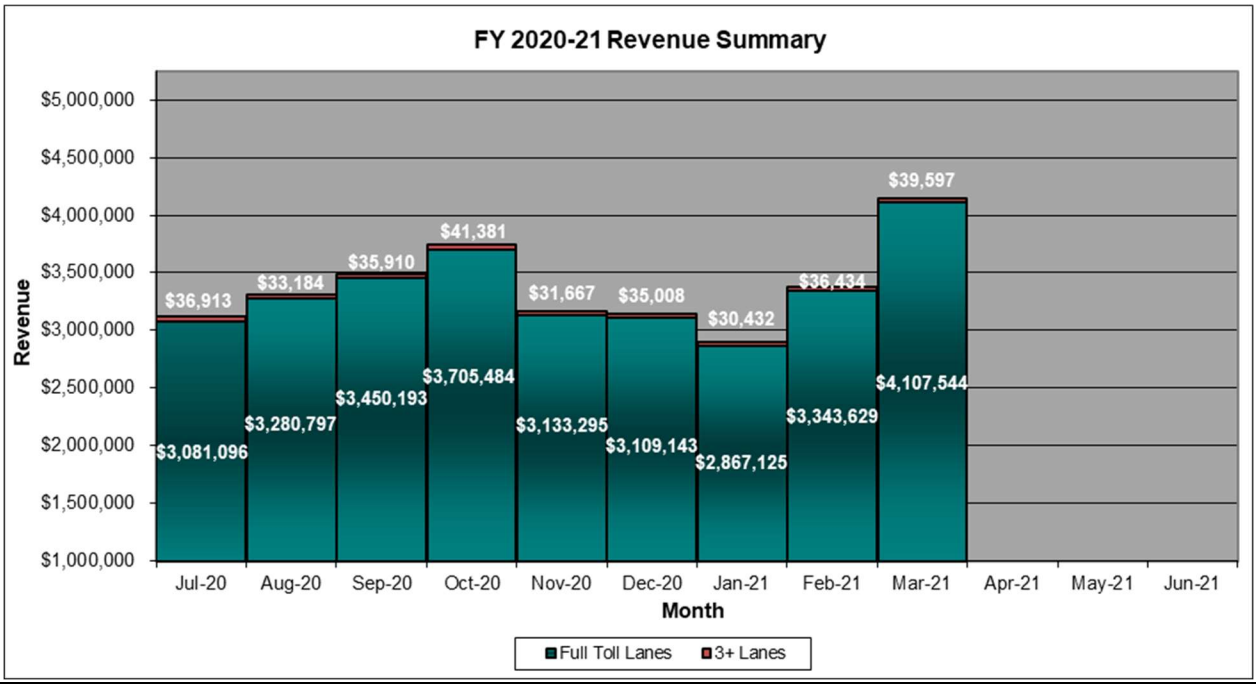
Trips	FY 2020-21 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2019-20 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	7,111,368	9,009,671	(1,898,303)	(21.1%)	8,536,905	(16.7%)
3+ Lanes	1,827,633	2,922,457	(1,094,824)	(37.5%)	2,656,315	(31.2%)
Total Gross Trips	8,939,001	11,932,129	(2,993,128)	(25.1%)	11,193,220	(20.1%)
Revenue						
Full Toll Lanes	$30,078,305	$38,613,486	($8,535,180)	(22.1%)	$47,991,940	(37.3%)
3+ Lanes	$320,525	$0	$320,525		$308,439	3.9%
Total Gross Revenue	$30,398,831	$38,613,486	($8,214,655)	(21.3%)	$48,300,379	(37.1%)
Average Revenue per Trip						
Average Full Toll Lanes	$4.23	$4.29	($0.06)	(1.4%)	$5.62	(24.7%)
Average 3+ Lanes	$0.18	$0.00	$0.18		$0.12	50.0%
Average Gross Revenue	$3.40	$3.24	$0.16	4.9%	$4.32	(21.3%)

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2020-21 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2020-21 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In March, there were no toll rates adjusted in response to traffic. Traffic volumes are being reviewed regularly, and a plan is in place to monitor traffic volumes and adjust toll rates until traffic returns to pre-COVID-19 volumes.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

	Monday			03/01/21		Tuesday			03/02/21		Wednesday			03/03/21		Thursday			03/04/21		Friday			03/05/21	
PM Time	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	163	933	1,096	D	$5.30	185	1133	1,318	F	$7.95	158	971	1,129	D	$10.95	208	1,167	1,375	F	$22.95	341	1,164	1,505	F
1500 - 1600	$8.95	248	992	1,240	E	$9.95	249	973	1,222	E	$13.95	199	798	997	C	$14.95	271	930	1,201	E	$23.95	313	1,198	1,511	F
1600 - 1700	$6.95	183	1042	1,225	E	$6.95	153	1070	1,223	E	$6.95	136	922	1,058	D	$7.95	200	1,221	1,421	F	$14.95	322	1,308	1,630	F
1700 - 1800	$5.30	187	1012	1,199	D	$5.30	184	1008	1,192	D	$5.30	148	778	926	C	$5.30	180	995	1,175	D	$7.95	325	1,116	1,441	F
1800 - 1900	$4.20	179	647	826	C	$4.20	203	853	1,056	D	$5.30	159	486	645	B	$5.30	188	903	1,091	D	$5.30	343	1,010	1,353	F
1900 - 2000	$2.25	124	332	456	B	$2.25	145	452	597	B	$2.25	99	290	389	A	$2.25	166	565	731	B	$2.25	252	783	1,035	D

	Monday			03/08/21		Tuesday			03/09/21		Wednesday			03/10/21		Thursday			03/11/21		Friday			03/12/21	
PM Time	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	179	1,011	1,190	D	$5.30	203	1,120	1,323	F	$7.95	184	958	1,142	D	$10.95	200	1,092	1,292	E	$22.95	286	1,147	1,433	F
1500 - 1600	$8.95	244	968	1,212	E	$9.95	242	972	1,214	E	$13.95	205	865	1,070	D	$14.95	243	1,014	1,257	E	$23.95	306	1,157	1,463	F
1600 - 1700	$6.95	158	1,047	1,205	E	$6.95	183	1,032	1,215	E	$6.95	128	905	1,033	D	$7.95	161	1,228	1,389	F	$14.95	100	405	505	B
1700 - 1800	$5.30	206	987	1,193	D	$5.30	188	1,042	1,230	E	$5.30	149	829	978	C	$5.30	143	827	970	C	$7.95	210	823	1,033	D
1800 - 1900	$4.20	209	719	928	C	$4.20	220	888	1,108	D	$5.30	165	603	768	B	$5.30	164	662	826	C	$5.30	320	1,174	1,494	F
1900 - 2000	$2.25	135	387	522	B	$2.25	178	566	744	B	$2.25	112	286	398	A	$2.25	138	411	549	B	$2.25	282	947	1,229	E

	Monday			03/15/21		Tuesday			03/16/21		Wednesday			03/17/21		Thursday			03/18/21		Friday			03/19/21	
PM Time	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	154	837	991	C	$5.30	183	1,036	1,219	E	$7.95	199	1,181	1,380	F	$10.95	203	1,232	1,435	F	$22.95	287	1,115	1,402	F
1500 - 1600	$8.95	141	654	795	B	$9.95	210	910	1,120	D	$13.95	247	969	1,216	E	$14.95	268	953	1,221	E	$23.95	301	1,043	1,344	F
1600 - 1700	$6.95	143	931	1,074	D	$6.95	144	1,038	1,182	D	$6.95	162	1,136	1,298	E	$7.95	173	1,075	1,248	E	$14.95	201	1,022	1,223	E
1700 - 1800	$5.30	117	913	1,030	D	$5.30	167	1,036	1,203	E	$5.30	192	1,048	1,240	E	$5.30	179	1,038	1,217	E	$7.95	243	1,091	1,334	F
1800 - 1900	$4.20	127	557	684	B	$4.20	213	925	1,138	D	$5.30	220	974	1,194	D	$5.30	207	1,052	1,259	E	$5.30	349	1,209	1,558	F
1900 - 2000	$2.25	88	353	441	B	$2.25	139	471	610	B	$2.25	152	578	730	B	$2.25	192	726	918	C	$2.25	298	1,012	1,310	F

	Monday			03/22/21		Tuesday			03/23/21		Wednesday			03/24/21		Thursday			03/25/21		Friday			03/26/21	
PM Time	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	197	997	1,194	D	$5.30	216	1,113	1,329	F	$7.95	239	1,160	1,399	F	$10.95	237	1,218	1,455	F	$22.95	340	1,228	1,568	F
1500 - 1600	$8.95	241	925	1,166	D	$9.95	286	994	1,280	E	$13.95	285	1,011	1,296	E	$14.95	302	957	1,259	E	$23.95	399	1,134	1,533	F
1600 - 1700	$6.95	173	1,063	1,236	E	$6.95	151	1,099	1,250	E	$6.95	212	1,320	1,532	F	$7.95	230	1,231	1,461	F	$14.95	268	1,073	1,341	F
1700 - 1800	$5.30	198	1,107	1,305	F	$5.30	196	1,078	1,274	E	$5.30	203	1,007	1,210	E	$5.30	207	950	1,157	D	$7.95	262	1,023	1,285	E
1800 - 1900	$4.20	182	790	972	C	$4.20	222	893	1,115	D	$5.30	261	924	1,185	D	$5.30	216	886	1,102	D	$5.30	274	911	1,185	D
1900 - 2000	$2.25	142	404	546	B	$2.25	149	509	658	B	$2.25	186	591	777	B	$2.25	175	586	761	B	$2.25	275	842	1,117	D

	Monday			03/29/21		Tuesday			03/30/21		Wednesday			03/31/21		Thursday			04/01/21		Friday			04/02/21	
PM Time	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	214	1,000	1,214	E	$5.30	211	1,083	1,294	E	$7.95	239	1,228	1,467	F										
1500 - 1600	$8.95	249	944	1,193	D	$9.95	262	1,042	1,304	F	$13.95	319	955	1,274	E										
1600 - 1700	$6.95	199	993	1,192	D	$6.95	146	1,005	1,151	D	$6.95	185	999	1,184	D										
1700 - 1800	$5.30	183	978	1,161	D	$5.30	211	1,031	1,242	E	$5.30	217	1,049	1,266	E										
1800 - 1900	$4.20	228	752	980	C	$4.20	249	890	1,139	D	$5.30	284	1,013	1,297	E										
1900 - 2000	$2.25	187	475	662	B	$2.25	155	497	652	B	$2.25	264	716	980	C										

Eastbound PM Peak - County Line to I-15 South

	Monday			03/01/21		Tuesday			03/02/21		Wednesday			03/03/21		Thursday			03/04/21		Friday			03/05/21	
PM Time	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	110	642	752	B	$5.30	101	790	891	C	$5.30	87	721	808	C	$5.30	114	833	947	C	$5.30	128	787	915	C
1500 - 1600	$5.30	141	793	934	C	$5.30	132	792	924	C	$5.30	114	730	844	C	$5.30	152	767	919	C	$5.30	129	780	909	C
1600 - 1700	$2.95	89	806	895	C	$5.30	81	805	886	C	$5.30	83	643	726	B	$5.30	110	851	961	C	$2.95	34	184	218	A
1700 - 1800	$2.95	104	743	847	C	$2.95	100	722	822	C	$2.95	83	658	741	B	$5.30	92	627	719	B	$2.95	100	473	573	B
1800 - 1900	$2.95	116	504	620	B	$2.95	116	640	756	B	$2.95	81	398	479	B	$2.95	100	691	791	B	$2.95	135	569	704	B
1900 - 2000	$1.95	75	276	351	A	$1.95	73	370	443	B	$2.95	70	261	331	A	$2.95	78	440	518	B	$2.95	157	510	667	B

	Monday			03/08/21		Tuesday			03/09/21		Wednesday			03/10/21		Thursday			03/11/21		Friday			03/12/21	
PM Time	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	108	670	778	B	$5.30	102	803	905	C	$5.30	81	613	694	B	$5.30	96	750	846	C	$5.30	126	791	917	C
1500 - 1600	$5.30	128	806	934	C	$5.30	129	779	908	C	$5.30	119	755	874	C	$5.30	123	796	919	C	$5.30	153	825	978	C
1600 - 1700	$2.95	91	809	900	C	$5.30	90	808	898	C	$5.30	77	677	754	B	$5.30	96	856	952	C	$2.95	26	251	277	A
1700 - 1800	$2.95	89	781	870	C	$2.95	110	802	912	C	$2.95	86	667	753	B	$5.30	64	606	670	B	$2.95	123	582	705	B
1800 - 1900	$2.95	144	545	689	B	$2.95	117	691	808	C	$2.95	88	489	577	B	$2.95	87	565	652	B	$2.95	190	770	960	C
1900 - 2000	$1.95	91	331	422	B	$1.95	106	408	514	B	$2.95	70	249	319	A	$2.95	81	332	413	B	$2.95	143	601	744	B

	Monday			03/15/21		Tuesday			03/16/21		Wednesday			03/17/21		Thursday			03/18/21		Friday			03/19/21	
PM Time	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	94	606	700	B	$5.30	87	751	838	C	$5.30	105	839	944	C	$5.30	125	881	1,006	D	$5.30	122	752	874	C
1500 - 1600	$5.30	81	585	666	B	$5.30	132	727	859	C	$5.30	119	788	907	C	$5.30	128	775	903	C	$5.30	141	776	917	C
1600 - 1700	$2.95	70	712	782	B	$5.30	76	775	851	C	$5.30	86	808	894	C	$5.30	84	801	885	C	$2.95	86	633	719	B
1700 - 1800	$2.95	97	755	852	C	$2.95	68	771	839	C	$2.95	95	759	854	C	$5.30	92	785	877	C	$2.95	108	689	797	B
1800 - 1900	$2.95	83	454	537	B	$2.95	121	718	839	C	$2.95	137	753	890	C	$2.95	112	781	893	C	$2.95	175	602	777	B
1900 - 2000	$1.95	76	271	347	A	$1.95	81	447	528	B	$2.95	103	472	575	B	$2.95	119	549	668	B	$2.95	124	401	525	B

	Monday			03/22/21		Tuesday			03/23/21		Wednesday			03/24/21		Thursday			03/25/21		Friday			03/26/21	
PM Time	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	122	695	817	C	$5.30	103	762	865	C	$5.30	127	789	916	C	$5.30	119	852	971	C	$5.30	149	831	980	C
1500 - 1600	$5.30	141	817	958	C	$5.30	134	811	945	C	$5.30	122	781	903	C	$5.30	148	756	904	C	$5.30	199	910	1,109	D
1600 - 1700	$2.95	80	804	884	C	$5.30	94	803	897	C	$5.30	57	533	590	B	$5.30	128	911	1,039	D	$2.95	103	584	687	B
1700 - 1800	$2.95	106	777	883	C	$2.95	104	830	934	C	$2.95	86	712	798	B	$5.30	91	691	782	B	$2.95	124	665	789	B
1800 - 1900	$2.95	77	584	661	B	$2.95	119	697	816	C	$2.95	138	717	855	C	$2.95	103	669	772	B	$2.95	145	526	671	B
1900 - 2000	$1.95	82	306	388	A	$1.95	98	369	467	B	$2.95	110	472	582	B	$2.95	103	433	536	B	$2.95	130	515	645	B

	Monday			03/29/21		Tuesday			03/30/21		Wednesday			03/31/21		Thursday			04/01/21		Friday			04/02/21	
PM Time	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	136	685	821	C	$5.30	113	758	871	C	$5.30	141	812	953	C										
1500 - 1600	$5.30	144	783	927	C	$5.30	157	829	986	C	$5.30	167	792	959	C										
1600 - 1700	$2.95	89	811	900	C	$5.30	83	811	894	C	$5.30	100	680	780	B										
1700 - 1800	$2.95	115	776	891	C	$2.95	108	838	946	C	$2.95	129	813	942	C										
1800 - 1900	$2.95	122	575	697	B	$2.95	144	693	837	C	$2.95	175	711	886	C										
1900 - 2000	$1.95	119	322	441	B	$1.95	108	411	519	B	$2.95	153	577	730	B										

RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

	Monday			03/01/21		Tuesday			03/02/21		Wednesday			03/03/21		Thursday			03/04/21		Friday			03/05/21	
AM Time	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	$5.30	174	582	756	B	$5.30	180	597	777	B	$5.30	173	606	779	B	$5.30	172	623	795	B	$2.25	139	357	496	B
0500 - 0600	$9.95	270	927	1,197	D	$9.95	400	1596	1,996	F	$9.95	241	1133	1,374	F	$9.95	260	1,156	1,416	F	$6.95	242	917	1,159	D
0600 - 0700	$9.95	165	1066	1,231	E	$10.95	194	595	789	B	$10.95	165	630	795	B	$10.95	182	864	1,046	D	$6.95	195	1,186	1,381	F
0700 - 0800	$6.95	211	1208	1,419	F	$6.95	188	1244	1,432	F	$6.95	175	1134	1,309	E	$6.95	193	1,318	1,511	F	$5.30	186	1,124	1,310	E
0800 - 0900	$5.30	127	983	1,110	D	$5.30	98	1176	1,274	E	$5.30	75	745	820	C	$5.30	131	1,009	1,140	D	$2.25	104	925	1,029	D
0900 - 1000	$5.30	102	584	686	B	$5.30	100	812	912	C	$5.30	65	509	574	B	$5.30	103	640	743	B	$2.25	104	630	734	B

	Monday			03/08/21		Tuesday			03/09/21		Wednesday			03/10/21		Thursday			03/11/21		Friday			03/12/21	
AM Time	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	$5.30	194	694	888	C	$5.30	183	616	799	B	$5.30	151	573	724	B	$5.30	182	538	720	B	$2.25	150	348	498	B
0500 - 0600	$9.95	332	1,030	1,362	F	$9.95	337	1,497	1,834	F	$9.95	242	935	1,177	D	$9.95	277	925	1,202	E	$6.95	222	904	1,126	D
0600 - 0700	$9.95	205	1,205	1,410	F	$10.95	148	531	679	B	$10.95	136	582	718	B	$10.95	153	685	838	C	$6.95	187	1,119	1,306	E
0700 - 0800	$6.95	206	1,415	1,621	F	$6.95	214	1,276	1,490	F	$6.95	203	1,083	1,286	E	$6.95	152	1,139	1,291	E	$5.30	196	1,075	1,271	E
0800 - 0900	$5.30	70	903	973	C	$5.30	101	1,081	1,182	D	$5.30	92	793	885	C	$5.30	111	806	917	C	$2.25	113	935	1,048	D
0900 - 1000	$5.30	65	518	583	B	$5.30	101	681	782	B	$5.30	68	552	620	B	$5.30	67	544	611	B	$2.25	92	563	655	B

	Monday			03/15/21		Tuesday			03/16/21		Wednesday			03/17/21		Thursday			03/18/21		Friday			03/19/21	
AM Time	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	$5.30	163	543	706	B	$5.30	171	567	738	B	$5.30	194	622	816	C	$5.30	141	705	846	C	$2.25	136	377	513	B
0500 - 0600	$9.95	240	676	916	C	$9.95	348	1,379	1,727	F	$9.95	291	1,226	1,517	F	$9.95	268	1,137	1,405	F	$6.95	256	868	1,124	D
0600 - 0700	$9.95	133	810	943	C	$10.95	186	504	690	B	$10.95	198	751	949	C	$10.95	198	854	1,052	D	$6.95	215	1,061	1,276	E
0700 - 0800	$6.95	155	1,046	1,201	E	$6.95	195	1,195	1,390	F	$6.95	180	1,328	1,508	F	$6.95	208	1,295	1,503	F	$5.30	194	1,066	1,260	E
0800 - 0900	$5.30	103	880	983	C	$5.30	124	1,096	1,220	E	$5.30	103	1,111	1,214	E	$5.30	120	1,032	1,152	D	$2.25	114	820	934	C
0900 - 1000	$5.30	88	610	698	B	$5.30	86	706	792	B	$5.30	88	648	736	B	$5.30	95	717	812	C	$2.25	98	574	672	B

	Monday			03/22/21		Tuesday			03/23/21		Wednesday			03/24/21		Thursday			03/25/21		Friday			03/26/21	
AM Time	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	$5.30	184	595	779	B	$5.30	185	599	784	B	$5.30	201	617	818	C	$5.30	193	663	856	C	$2.25	118	370	488	B
0500 - 0600	$9.95	308	913	1,221	E	$9.95	333	1,466	1,799	F	$9.95	312	1,235	1,547	F	$9.95	328	1,120	1,448	F	$6.95	231	907	1,138	D
0600 - 0700	$9.95	206	1,123	1,329	E	$10.95	172	579	751	B	$10.95	174	732	906	C	$10.95	230	773	1,003	D	$6.95	178	996	1,174	D
0700 - 0800	$6.95	223	1,289	1,512	F	$6.95	236	1,315	1,551	F	$6.95	186	1,317	1,503	F	$6.95	221	1,365	1,586	F	$5.30	179	1,000	1,179	D
0800 - 0900	$5.30	146	1,080	1,226	E	$5.30	124	1,130	1,254	E	$5.30	128	1,035	1,163	D	$5.30	125	1,105	1,230	E	$2.25	107	835	942	C
0900 - 1000	$5.30	106	666	772	B	$5.30	117	711	828	C	$5.30	165	689	854	C	$5.30	111	669	780	B	$2.25	140	577	717	B

	Monday			03/29/21		Tuesday			03/30/21		Wednesday			03/31/21		Thursday			04/01/21		Friday			04/02/21	
AM Time	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	$5.30	161	469	630	B	$5.30	152	614	766	B	$5.30	184	660	844	C										
0500 - 0600	$9.95	343	984	1,327	E	$9.95	380	1,549	1,929	F	$9.95	302	1,125	1,427	F										
0600 - 0700	$9.95	196	1,080	1,276	E	$10.95	163	509	672	B	$10.95	210	733	943	C										
0700 - 0800	$6.95	213	1,229	1,442	F	$6.95	226	1,314	1,540	F	$6.95	207	1,299	1,506	F										
0800 - 0900	$5.30	116	1,007	1,123	D	$5.30	120	1,087	1,207	E	$5.30	140	980	1,120	D										
0900 - 1000	$5.30	127	664	791	B	$5.30	130	707	837	C	$5.30	183	727	910	C										

Westbound AM Peak - I-15 North to County Line

	Monday			03/01/21		Tuesday			03/02/21		Wednesday			03/03/21		Thursday			03/04/21		Friday			03/05/21	
AM Time	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	$2.95	117	402	519	B	$2.95	113	371	484	B	$2.95	91	378	469	B	$2.95	78	378	456	B	$2.95	75	330	405	B
0500 - 0600	$6.85	151	760	911	C	$6.85	193	799	992	C	$6.85	147	789	936	C	$6.85	152	850	1,002	D	$5.30	136	688	824	C
0600 - 0700	$6.85	132	952	1,084	D	$6.85	136	1016	1,152	D	$6.85	113	910	1,023	D	$6.85	103	968	1,071	D	$5.30	126	894	1,020	D
0700 - 0800	$6.85	106	886	992	C	$6.85	95	865	960	C	$6.85	88	796	884	C	$6.85	117	913	1,030	D	$2.95	101	815	916	C
0800 - 0900	$2.95	61	831	892	C	$2.95	71	988	1,059	D	$2.95	48	725	773	B	$2.95	71	828	899	C	$2.95	69	688	757	B
0900 - 1000	$2.95	53	552	605	B	$2.95	40	701	741	B	$2.95	52	529	581	B	$2.95	61	624	685	B	$2.95	66	486	552	B

	Monday			03/08/21		Tuesday			03/09/21		Wednesday			03/10/21		Thursday			03/11/21		Friday			03/12/21	
AM Time	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	$2.95	113	400	513	B	$2.95	109	365	474	B	$2.95	90	371	461	B	$2.95	98	380	478	B	$2.95	83	332	415	B
0500 - 0600	$6.85	213	788	1,001	D	$6.85	170	864	1,034	D	$6.85	145	657	802	C	$6.85	180	740	920	C	$5.30	137	701	838	C
0600 - 0700	$6.85	119	906	1,025	D	$6.85	121	995	1,116	D	$6.85	96	790	886	C	$6.85	96	858	954	C	$5.30	91	817	908	C
0700 - 0800	$6.85	92	870	962	C	$6.85	102	921	1,023	D	$6.85	99	765	864	C	$6.85	97	836	933	C	$2.95	97	838	935	C
0800 - 0900	$2.95	65	738	803	C	$2.95	81	814	895	C	$2.95	69	717	786	B	$2.95	66	763	829	C	$2.95	80	700	780	B
0900 - 1000	$2.95	45	504	549	B	$2.95	59	559	618	B	$2.95	62	388	450	B	$2.95	49	489	538	B	$2.95	60	511	571	B

	Monday			03/15/21		Tuesday			03/16/21		Wednesday			03/17/21		Thursday			03/18/21		Friday			03/19/21	
AM Time	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	$2.95	115	401	516	B	$2.95	118	377	495	B	$2.95	107	388	495	B	$2.95	80	412	492	B	$2.95	78	334	412	B
0500 - 0600	$6.85	153	690	843	C	$6.85	170	788	958	C	$6.85	179	768	947	C	$6.85	134	820	954	C	$5.30	124	727	851	C
0600 - 0700	$6.85	98	850	948	C	$6.85	125	854	979	C	$6.85	130	1,012	1,142	D	$6.85	113	950	1,063	D	$5.30	114	848	962	C
0700 - 0800	$6.85	72	770	842	C	$6.85	100	986	1,086	D	$6.85	81	952	1,033	D	$6.85	106	876	982	C	$2.95	95	802	897	C
0800 - 0900	$2.95	62	763	825	C	$2.95	67	946	1,013	D	$2.95	67	841	908	C	$2.95	64	825	889	C	$2.95	59	683	742	B
0900 - 1000	$2.95	63	515	578	B	$2.95	64	692	756	B	$2.95	49	638	687	B	$2.95	56	682	738	B	$2.95	74	538	612	B

	Monday			03/22/21		Tuesday			03/23/21		Wednesday			03/24/21		Thursday			03/25/21		Friday			03/26/21	
AM Time	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	$2.95	105	449	554	B	$2.95	104	387	491	B	$2.95	108	390	498	B	$2.95	99	385	484	B	$2.95	74	315	389	A
0500 - 0600	$6.85	202	758	960	C	$6.85	178	813	991	C	$6.85	193	798	991	C	$6.85	203	813	1,016	D	$5.30	129	679	808	C
0600 - 0700	$6.85	135	997	1,132	D	$6.85	137	1,040	1,177	D	$6.85	106	1,027	1,133	D	$6.85	146	974	1,120	D	$5.30	90	852	942	C
0700 - 0800	$6.85	103	960	1,063	D	$6.85	109	959	1,068	D	$6.85	90	952	1,042	D	$6.85	117	965	1,082	D	$2.95	88	834	922	C
0800 - 0900	$2.95	80	896	976	C	$2.95	80	868	948	C	$2.95	63	875	938	C	$2.95	68	843	911	C	$2.95	67	681	748	B
0900 - 1000	$2.95	64	612	676	B	$2.95	74	750	824	C	$2.95	69	662	731	B	$2.95	69	618	687	B	$2.95	65	512	577	B

	Monday			03/29/21		Tuesday			03/30/21		Wednesday			03/31/21		Thursday			04/01/21		Friday			04/02/21	
AM Time	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	$2.95	116	369	485	B	$2.95	105	367	472	B	$2.95	109	329	438	B										
0500 - 0600	$6.85	198	757	955	C	$6.85	194	771	965	C	$6.85	166	660	826	C										
0600 - 0700	$6.85	132	970	1,102	D	$6.85	136	1,058	1,194	D	$6.85	139	1,060	1,199	D										
0700 - 0800	$6.85	123	896	1,019	D	$6.85	106	951	1,057	D	$6.85	118	931	1,049	D										
0800 - 0900	$2.95	86	787	873	C	$2.95	88	826	914	C	$2.95	104	773	877	C										
0900 - 1000	$2.95	87	570	657	B	$2.95	84	594	678	B	$2.95	118	660	778	B										

RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 110 calls during the month of March. Of those calls, 70 were to assist disabled vehicles, 12 calls to remove debris, and 28 were in response to accidents in the Express Lanes.

91 Express Lanes Back-Office System (BOS) Development Update

In February, Cofiroute USA, LLC (CUSA) notified OCTA and RCTC of a delay to the implementation of the new BOS for the 91 Express Lanes for both Orange and Riverside counties as a result of the COVID-19 pandemic. CUSA is the current operator of the 91 Express Lanes for both OCTA and RCTC and is the firm selected for the design, development, and implementation of the new BOS, as well as the customer service center operation, once the current contract expires on June 30, 2021.

In anticipation that the future contractor would not be able to meet the go-live date in July 2021, the OCTA Board of Directors approved an amendment to the current three-party agreement between CUSA, RCTC, and OCTA, which allowed for six one-month optional extension periods. Staff from both agencies are continuing to work with CUSA to meet the revised anticipated go-live date in October 2021.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes
Operating Statement

	YTD as of :	3/31/2021	YTD Variance	
Description	**Actual[1]**	**Budget**	**Dollar $**	**Percent (%)**
Operating revenues:				
Toll Revenue	$ 27,641,290.61	$ 19,315,800.00	$ 8,325,490.61	43.1
Fee Revenue	4,596,586.43	1,837,875.00	2,758,711.43	150.1
Total operating revenues	32,237,877.04	21,153,675.00	11,084,202.04	52.4
Operating expenses:				
Salaries and Benefits	452,487.98	506,625.00	54,137.02	10.7
Legal Services	79,747.63	262,500.00	182,752.37	69.6
Advisory Services	40,606.95	56,250.00	15,643.05	27.8
Audit and Accounting Fees	31,550.00	27,000.00	(4,550.00)	(16.9)
Service Fees	1,541.32	15,000.00	13,458.68	89.7
Other Professional Services	358,374.41	1,965,750.00	1,607,375.59	81.8
Lease Expense	194,923.69	367,650.00	172,726.31	47.0
Operations	1,346,890.06	2,240,250.00	893,359.94	39.9
Utilities	19,861.60	61,200.00	41,338.40	67.5
Supplies and Materials	4,640.32	22,500.00	17,859.68	79.4
Membership and Subscription Fees	28,281.50	22,500.00	(5,781.50)	(25.7)
Office Equipment & Furniture (Non-Capital)	4,706.87	11,250.00	6,543.13	58.2
Maintenance/Repairs	93,131.19	273,825.00	180,693.81	66.0
Training Seminars and Conferences	(720.00)	1,725.00	2,445.00	141.7
Transportation Expenses	-	3,000.00	3,000.00	100.0
Lodging	-	2,625.00	2,625.00	100.0
Meals	-	375.00	375.00	100.0
Other Staff Expenses	-	375.00	375.00	100.0
Advertising	4,611.25	206,250.00	201,638.75	97.8
Program Management	55,294.60	124,575.00	69,280.40	55.6
Program Operations	5,579,869.18	6,476,775.00	896,905.82	13.8
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	228,750.00	228,750.00	100.0
Improvements	-	-	-	N/A
Bad Debt Expense	18.11	-	(18.11)	N/A
Total operating expenses	8,295,816.66	12,876,750.00	4,580,933.34	35.6
Operating income (loss)	23,942,060.38	8,276,925.00	15,665,135.38	189.3
Nonoperating revenues (expenses):				
Interest Revenue	276,760.38	518,925.00	(242,164.62)	46.7
Other Miscellaneous Revenue	52,434.43	75.00	52,359.43	(69,812.6)
Interest Expense	(22,234,617.17)	(5,339,925.00)	(16,894,692.17)	316.4
Total nonoperating revenues (expenses)	(21,905,422.36)	(4,820,925.00)	(17,084,497.36)	(354.4)
Transfers In	-	-	-	N/A
Transfers Out	(489,200.00)	(768,975.00)	279,775.00	(36.4)
Net income (loss)	**$ 1,547,438.02**	**$ 2,687,025.00**	**$ (1,139,586.98)**	**(42.4)**

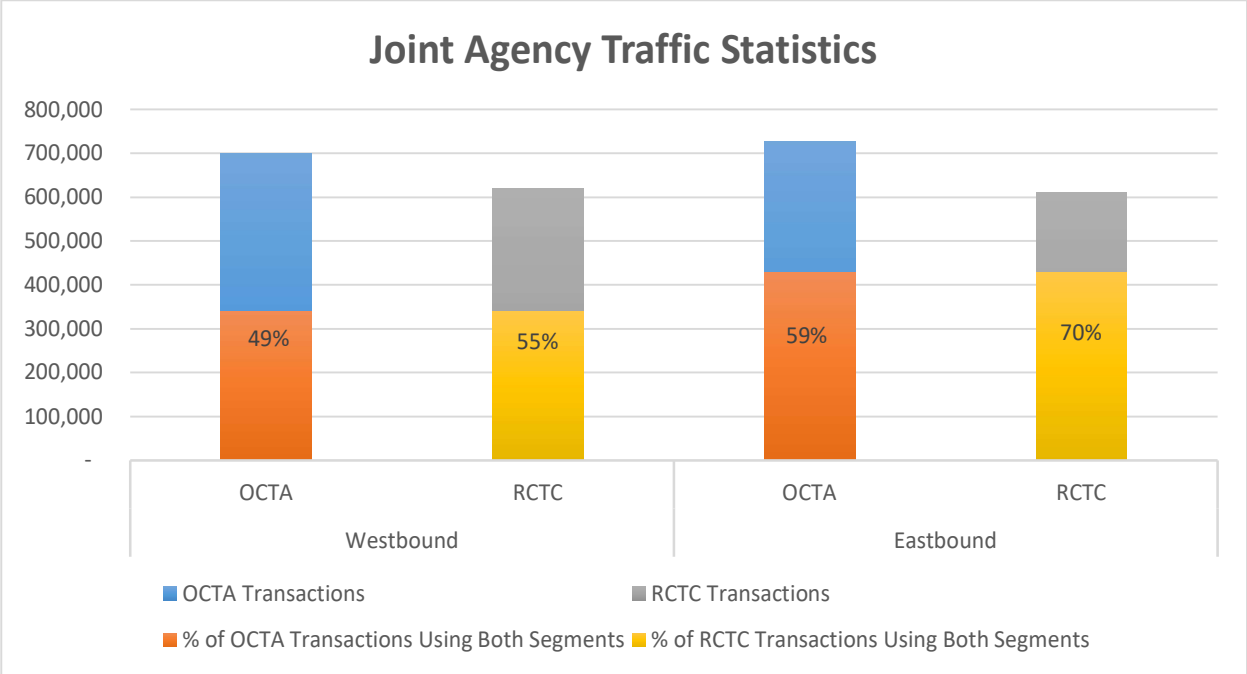
[1] Unaudited

JOINT AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **March 31, 2021**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	698,205	339,796	49%	$1,959,659
RCTC	619,374	339,796	55%	$2,004,637
I-15	253,932	184,795	73%	$753,288
McKinley	365,442	155,001	42%	$1,251,349
Eastbound				
OCTA	727,836	427,547	59%	$2,613,668
RCTC	611,244	427,547	70%	$2,142,525
I-15	235,416	170,525	72%	$619,915
McKinley	375,828	257,022	68%	$1,522,611

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Mar-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:20
Abandon Rate	Monthly	No more than 4.0%	1.6%
Customer Satisfaction	Monthly	At least 75 outbound calls	77
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	0.6
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Reviews	Monthly	Equal to or less than 15 days	1.3
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.02%
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.

JOINT AGENCY TRANSPONDER DISTRIBUTION

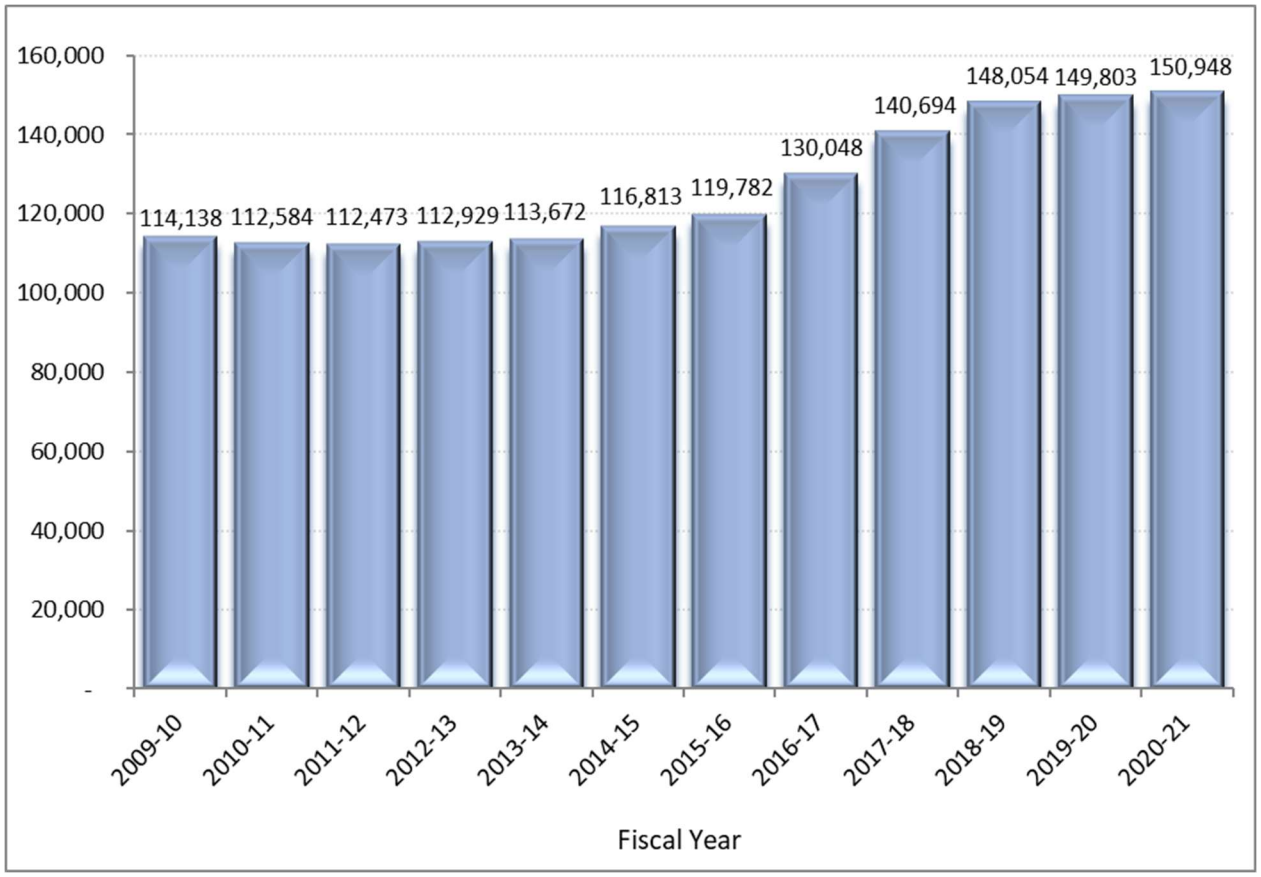
T21 TRANSPONDER DISTRIBUTION	March-21		February-21		FY 2020-21	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,378	98.1%	866	96.3%	2,225	96.8%
Additional Tags to Existing Accounts	15	1.1%	19	2.1%	45	2.0%
Replacement Transponders	11	0.8%	14	1.6%	29	1.3%
Total Issued	**1,404**		**899**		**2,299**	
Returned						
Account Closures					2,299	21.1%
Accounts Downsizing					0	0.0%
Defective Transponders	5,821	100.0%	173	100.0%	8,586	78.9%
Total Returned	**5,821**		**173**		**10,885**	

6C TRANSPONDER DISTRIBUTION	March-21		February-21		FY 2020-21	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	66,550	99.9%	53,930	100.0%	82,368	99.9%
Additional Tags to Existing Accounts	55	0.1%	18	0.0%	83	0.1%
Replacement Transponders	0	0.0%	0	0.0%	5	0.0%
Total Issued	**66,605**		**53,948**		**82,455**	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of March 2021, the 91 Express Lanes had 150,948 active customer accounts and 524,560 transponders classified as assigned.

Number of Accounts by FY

As of March 31, 2021



Incoming Email Activity

During March, the Anaheim Processing Center received 4,573 emails.

Operational Activity

Amid concerns about the spread of COVID-19 and following the State of California's guidance to help reduce its spread, the 91 Express Lanes Customer Walk-In Center was closed in March 2020 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 7

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	
DATE:	May 27, 2021
TO:	Toll Policy and Operations Committee
FROM:	Anthony Parada, Senior Management Analyst
THROUGH:	Jennifer Crosson, Interim Toll Operations Director
SUBJECT:	Amendments to On Call Purchase Agreements for 6C Transponders

STAFF RECOMMENDATION:

This item is for the Committee to:

1) Approve the amendments to the following 6C transponder provider agreements for an additional four years with no additional cost authorization:
   a) Agreement No. 18-31-094-01, Amendment No. 1 to Agreement No. 18-31-094-00, with Kapsch TraffficCom USA, Inc.; and
   b) Agreement No. 18-31-161-02, Amendment No. 2 to Agreement No. 18-31-161-00, with Neology, Inc.;
2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreements on behalf of the Commission;
3) Authorize the Executive Director, or designee, to execute purchase orders awarded to the contractors under the terms of the agreements; and
4) Forward to the Commission for final action.

BACKGROUND INFORMATION:

At its July 11, 2018 meeting, following a competitive procurement, the Commission approved purchase agreements to provide 6C transponders with Kapsch TrafficCom USA, Inc. and Neology, Inc. in an aggregate amount of $7,266,000. The initial agreements are for three years, ending in July 2021. Staff seeks approval to extend the agreements for an additional four years, exercising both of the available two-year options. The agreements have approximately $5 million in remaining authorization, which is sufficient to provide for additional purchases over the four additional option years.

Transponders for both the 91 Express Lanes and Riverside Express are provided under these agreements. The providers were assessed and ranked by an evaluation committee, pursuant to the terms of the request for proposals. Kapsch TrafficCom USA, Inc. ranked highest for the Interior Mounted Sticker. Neology, Inc. ranked highest for the Interior Mounted Breakable Sticker, Exterior Mounted Sticker, Interior Mounted 2-position Switchable, and Interior Mounted 3-position Switchable.

To date, two orders have been placed with each of the providers; one order for the 91 Express Lanes 6C transition program and one for the Riverside Express operation. The transponder purchases were made based on the lowest price offered for the transponder type needed. A summary of the orders is shown in Table 1.

Table 1 –Transponder Orders

Transponder Type	91 Express Lanes		Riverside Express	
	Quantity	**Cost**	**Quantity**	**Cost**
Interior Sticker	700,000	$512,890	250,000	$188,562
Exterior Sticker	30,000	13,576	25,000	11,318
Switchable	50,000	501,037	100,000	1,002,075
Total	**780,000**	**$1,027,503**	**375,000**	**$1,201,955**

Both transponder providers, Kapsch and Neology, delivered transponders according to the agreed upon schedule and met the technical requirements of the agreements. The 6C transponders have performed well on the express lanes and across the state. All toll facilities in the state are now reading and issuing 6C transponders.

Approximately 85 percent of all the 91 Express Lanes account holders have received their new 6C transponders, and the transition program is on schedule to be complete by July 31, 2021. Both 91 Express Lanes and Riverside Express new account holders are receiving 6C transponders at the time of account opening. Existing customers requesting additional transponders are also receiving 6C transponders.

The Commission agreements include a piggy-back clause, which would allow other toll operators in the state to purchase transponders at our contracted price. The Bay Area Toll Authority (BATA) also has a transponder contract with a piggy-back clause under which the Commission could purchase transponders if it determined the terms of doing so were advantageous. A review of the BATA contract indicates that a lower price is offered for switchable transponders.

To provide the Commission with the most options over the next four years, staff recommends that the agreements be extended for an additional four years. Before purchasing additional transponders under the Kapsch or Neology agreements, staff will consider use of the BATA contract and survey other agencies for a more advantageous purchase option.

RECOMMENDATION:

Staff recommends approval of Amendment No. 1 with Kapsch TrafficCom USA, Inc. and Amendment No. 2 with Neology, Inc. to extend the term of the agreements for an additional four years with no additional cost authorization. Additionally, staff recommends the Commission authorize the Chair or Executive Director to execute the amendments on behalf of the Commission and authorize the Executive Director, or designee, to execute purchase orders awarded to the contractors under the terms of the agreements.

FISCAL IMPACT:

No additional funding authority is being requested for either agreement. In accordance with the Orange-Riverside Cooperative Agreement related to the 91 Express Lanes between the Commission and the Orange County Transportation Authority (OCTA), the purchase of transponders is a shared cost. Accordingly, OCTA will reimburse the Commission 50 percent of the cost of transponders purchased for the 91 Express Lanes.

Financial Information						
In Fiscal Year Budget:	N/A N/A	Year:	FY 2021/22 FY 2022/23+	Amount:	$0 $5,036,540* (*Excludes OCTA reimbursements)	
Source of Funds:	91 Express Lanes and 15 Express Lanes toll revenues			Budget Adjustment:		No N/A
GL/Project Accounting No.:	009199 90721 00000 0008 591 31 90101 001599 90721 00000 0000 515 31 90101					
Fiscal Procedures Approved:	Theresia Trevino			Date:	05/13/2021	

Attachments:

1) Draft Agreement No. 18-31-094-01
2) Draft Agreement No. 18-31-161-02

Agreement No. 18-31-094-01

AMENDMENT NO. 1
TO
ON CALL PURCHASE AGREEMENT
FOR 6C TRANSPONDERS
WITH KAPSCH

1. PARTIES AND DATE

This Amendment No. 1 to the Agreement for On Call Purchase of 6C Transponders is made and entered into as of _____, 2021, by and between the RIVERSIDE COUNTY TRANSPORTATION COMMISSION ("Commission") and KAPSCH TRAFFICCOM USA, INC., ("Contractor"), a corporation.

2. RECITALS

2.1 Commission and Contractor have entered into an agreement dated July 17, 2018 for On Call Purchase of 6C Transponders (the "Master Agreement").

2.2 Commission now desires to exercise both option terms under the Master Agreement in order to extend the term of the Master Agreement for a period of four years, pursuant to Section 2.A. of the Master Agreement.

3. TERMS

3.1 The term of the Master Agreement, as set forth in Section 2.A., shall be extended for a period of four years, through July 10, 2025, unless earlier terminated as provided therein.

3.2 Except as amended by this Amendment No. 1, all provisions of the Master Agreement, including without limitation the indemnity and insurance provisions, shall remain in full force and effect and shall govern the actions of the parties under this Amendment.

3.3 This Amendment No. 1 shall be governed by the laws of the State of California. Venue shall be in Riverside County.

3.4 This Amendment No. 1 may be signed in counterparts, each of which shall constitute an original.

3.5 A manually signed copy of this Amendment No. 1 which is transmitted by facsimile, email or other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment No. 1 for all purposes. This Amendment No. 1 may be signed using an electronic signature.

[Signatures on following page]

SIGNATURE PAGE
TO
AGREEMENT NO. 18-31-094-01

IN WITNESS WHEREOF, for good and valuable consideration which is hereby acknowledged, the parties hereto have executed this Amendment on the date first herein above written.

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	**KAPSCH TRAFFICCOM USA, INC.**
By: _____ Anne Mayer, Executive Director	By: _____ Signature _____ Name _____ Title
APPROVED AS TO FORM:	Attest:
By: _____ Best Best & Krieger LLP Counsel to the Riverside County Transportation Commission	By: _____ Its: _____

* A corporation requires the signatures of two corporate officers.

One signature shall be that of the chairman of board, the president or any vice president and the second signature (on the attest line) shall be that of the secretary, any assistant secretary, the chief financial officer or any assistant treasurer of such corporation.

If the above persons are not the intended signators, evidence of signature authority shall be provided to the Commission.

Agreement No. 18-31-161-02

AMENDMENT NO. 2
TO
ON CALL PURCHASE AGREEMENT
FOR 6C TRANSPONDERS
WITH NEOLOGY, INC.

1. PARTIES AND DATE

This Amendment No. 2 to the Agreement for On Call Purchase of 6C Transponders is made and entered into as of _____, 2021, by and between the RIVERSIDE COUNTY TRANSPORTATION COMMISSION ("Commission") and NEOLOGY, INC., ("Contractor"), a Delaware corporation.

2. RECITALS

2.1 Commission and Contractor have entered into an agreement dated July 11, 2018 for On Call Purchase of 6C Transponders (the "Master Agreement").

2.2 Commission and Contractor have entered into an Amendment No. 1 to the Master Agreement, dated June 3, 2019, to account for a modified product design and corresponding reduction in price.

2.3 Commission now desires to exercise both option terms under the Master Agreement in order to extend the term of the Master Agreement for a period of four years, pursuant to Section 2.A. of the Master Agreement.

3. TERMS

3.1 The term of the Master Agreement, as set forth in Section 2.A., shall be extended for a period of four years, through July 10, 2025, unless earlier terminated as provided therein.

3.2 Except as amended by this Amendment No. 2, all provisions of the Master Agreement, including without limitation the indemnity and insurance provisions, shall remain in full force and effect and shall govern the actions of the parties under this Amendment.

3.3 This Amendment No. 2 shall be governed by the laws of the State of California. Venue shall be in Riverside County.

3.4 This Amendment No. 2 may be signed in counterparts, each of which shall constitute an original.

3.5 A manually signed copy of this Amendment No. 1 which is transmitted by facsimile, email or other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment No. 1 for all purposes. This Amendment No. 1 may be signed using an electronic signature.

[Signatures on following page]

SIGNATURE PAGE
TO
AGREEMENT NO. 18-31-161-02

IN WITNESS WHEREOF, for good and valuable consideration which is hereby acknowledged, the parties hereto have executed this Amendment on the date first herein above written.

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

By: _____
Anne Mayer, Executive Director

NEOLOGY INC.

By: _____
Signature

_____
Name

_____
Title

APPROVED AS TO FORM:

By: _____
Best Best & Krieger LLP
Counsel to the Riverside County Transportation Commission

Attest:

By: _____

Its: _____

* A corporation requires the signatures of two corporate officers.

One signature shall be that of the chairman of board, the president or any vice president and the second signature (on the attest line) shall be that of the secretary, any assistant secretary, the chief financial officer or any assistant treasurer of such corporation.

If the above persons are not the intended signators, evidence of signature authority shall be provided to the Commission.

AGENDA ITEM 8

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	May 27, 2021
TO:	Toll Policy and Operations Committee
FROM:	Eric Brand, Senior Management Analyst Anthony Parada, Senior Management Analyst
THROUGH:	Jennifer Crosson, Interim Toll Operations Director
SUBJECT:	15 Express Lanes Early Operations Report

STAFF RECOMMENDATION:

This item is for the Committee to receive and file a presentation on the 15 Express Lanes operations since opening.

BACKGROUND INFORMATION:

On February 25, 2021 the Riverside Express customer service center opened. The Riverside Express customer service center opens and manages accounts, answers general inquiries about the express lanes, and processes transactions and violations.

On April 14, 2021 the 15 Express Lanes began collecting tolls. Tolled transactions from the 15 Express Lanes are sent to the Riverside Express back office for processing to new Riverside Express accounts or to the account of one of our statewide interoperable partners.

Staff will provide an overview of the 15 Express Lanes operations to date. The overview will include a highlight of the following:

- Accounts opened,
- Number of customer contacts,
- Transactions processed,
- Expected revenue,
- Roadside services performed, and
- Express lanes operational performance.

AGENDA ITEM 9

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	
DATE:	May 27, 2021
TO:	Toll Policy and Operations Committee
FROM:	Jennifer Crosson, Interim Toll Operations Director
THROUGH:	John Standiford, Deputy Executive Director
SUBJECT:	Readopted and Reaffirmed the 15 Express Lanes Toll Policy Goals and Toll Policies

STAFF RECOMMENDATION:

This item is for the Committee to:

1) Adopt Resolution No. 21-012, *"Resolution of the Riverside County Transportation Commission Reaffirming and Readopting the Amended and Restated Interstate 15 Express Lanes Toll Policy Goals and Toll Policies and Ratifying Actions in the Furtherance of the Policy"*, and
2) Forward to the Commission for final action.

BACKGROUND INFORMATION:

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"*. Resolution No. 16-011 included overarching toll policies. As development of the toll system progressed, the need arose to revise one of the toll policies adopted as a part of Resolution No. 16-011.

The original toll policy in Resolution No. 16-011 provided for a 50 percent toll discount for zero emission vehicles (ZEVs) three months following the opening of the 15 Express Lanes. At the time the resolution was adopted, the Commission had no technical solution for uniquely identifying ZEVs, so they were to be treated the same as vehicles with three or more passengers (HOV3+). Staff worked, as part of the California Toll Operators Committee, to develop a method for identifying qualified ZEVs to address concerns over the impact of heavily discounted ZEVs on express lanes' performance. The 15 Express Lanes toll system will be able to identify qualified ZEVs through their FasTrak® account, allowing for a unique ZEV toll discount.

In March 2019, the Commission adopted Resolution No. 19-003 related to the Amended and Restated Interstate 15 Express Lanes Toll Policy Goals and Toll Policies (Toll Policy) for the specific purpose of amending the discount for qualified ZEVs to 15 percent. The redline change to the Toll Policy attached to Resolution No. 19-003 and the supporting staff report indicated the change to the policy for ZEVs was to be applied commencing upon the 15 Express Lanes opening;

however, a scrivener's error has been identified in the Toll Policy. On page 31 of the Toll Policy under ZEVs, the policy was correctly amended to read as follows:

> "The toll discount for ZEVs will be 15% upon opening of the Express Lanes."

On page 32 of the Toll Policy, a reference to a delayed implementation of the ZEV discount in conjunction with the HOV3+ policy was not updated as it should have been. Page 32 of the Toll Policy currently reads as follows:

> "All HOV3+ and zero emission vehicles (ZEV) 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."

To ensure that the Toll Policy is internally consistent and consistent with the intent of the Commission in its adoption of Resolution No. 19-003, staff recommends the Commission adopt Resolution No. 21-012 to:

- Reaffirm and readopt the Toll Policy through Resolution No. 21-012, with the correction to remove the reference to ZEVs from page 32 of the Toll Policy, and
- Ratify any actions taken in furtherance of the Toll Policy.

The correction to page 32 of the Toll Policy does not reflect a policy change and is merely the correction of a clerical error in the version of the Toll Policy attached to Resolution No. 19-003.

The Commission also desires to make a minor, non-substantive change to page 31 of the Toll Policy to acknowledge that ZEVs are also referred to as clean air vehicles. This minor change is reflected in the Toll Policy attached to Resolution No. 21-012.

FISCAL IMPACT:

There is no fiscal impact related to the adoption of the toll policy goals and toll policies.

Attachment: Resolution No. 21-012

RESOLUTION NO. 21-012

**RESOLUTION OF THE
RIVERSIDE COUNTY TRANSPORTATION COMMISSION
REAFFIRMING AND READOPTING THE
AMENDED AND RESTATED
INTERSTATE 15 EXPRESS LANES
TOLL POLICY GOALS AND TOLL POLICIES AND
RATIFYING ACTIONS IN FURTHERANCE OF THE POLICY**

WHEREAS, the Riverside County Transportation Commission (the "Commission") has commenced operation of the I-15 Express Lanes.

WHEREAS, the Commission adopted its original I-15 Express Lanes Toll Policy on June 8, 2016 pursuant to adoption of Resolution No. 16-011.

WHEREAS, on March 13, 2019, by Resolution No. 19-003, the Commission amended and restated, in its entirety, the original I-15 Express Lanes Toll Policy (the "Toll Policy") with the intent of reducing the toll discount offered to qualified zero emission vehicles to 15%, from commencement of operations.

WHEREAS, due to a scrivener's error, a correction is needed to the Toll Policy to reflect the intent of the Board action on March 13, 2019, which will ensure that the policy is internally consistent, and consistent with the intent of the Board in its action on March 13, 2019, as clarified in the staff report associated with such action.

WHEREAS, the Commission also desires to make a minor, non-substantive change to the Toll Policy to acknowledge that zero emission vehicles are also referred to as clean air vehicles (CAVs).

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

Section 1. The Recitals set forth above are true and correct and incorporated into this Resolution as though fully set forth herein.

Section 2. In accordance with the findings set forth above and in the staff report accompanying this Resolution, the Riverside County Transportation Commission hereby reaffirms and readopts the Amended and Restated Interstate 15 Express Lanes Toll Policy Goals and Toll Policies ("Toll Policy") attached as Exhibit A, including correction of the scrivener's error as described above, and ratifies all actions in furtherance of the Toll Policy.

APPROVED AND ADOPTED this ___ day of _____, 2021.

RESOLUTION NO. ____

_____
Jan C. Harnik, Chair
Riverside County Transportation Commission

ATTEST:

_____
Lisa Mobley
Clerk of the Board

EXHIBIT A

AMENDED AND RESTATED
INTERSTATE 15 EXPRESS LANES
TOLL POLICY GOALS AND TOLL POLICIES

[attached behind this page]

I-15 EXPRESS LANES PROJECT

Toll Policy Report

Adopted March 2019
Reaffirmed June 2021

Table of Contents

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-I5 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 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 1-15 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:

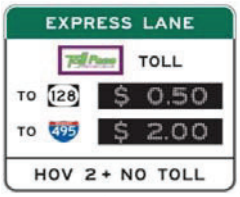
The California Manual of Uniform Traffic Control Devices (California MUTCD) provides uniform standards and specifications for all traffic signage in California. The most recent version of the California MUTCD, published in 2014, includes signing guidelines and requirements for express lane facilities. 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:

At-grade limited access configuration on LA Metro ExpressLanes

- 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

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:

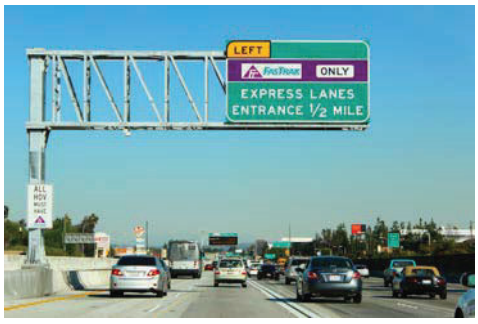
The number of express lanes to be implemented for a particular project is dependent upon several variables, including traffic congestion, occupancy requirements and availability of existing right of way. The Project Approval Document for the I-15 Express Lanes generally includes a two lane configuration 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) also referred to as Clean Air Vehicles (CAV)

Legislation (AB 1721), enacted as California Vehicle Code Section 5205.5, allows motorists driving ZEVs (CAVs) 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.

The toll discount for ZEVs (CAVs) will be 15% upon opening of the Express Lanes.

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

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 user 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:

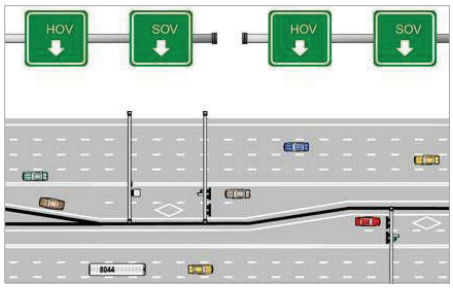
Identify HOV-3+ carpool customers via a switchable transponder.

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.