



MEETING AGENDA

Toll Policy and Operations Committee

Time: 11:00 a.m.

Date: February 24, 2022

This meeting is being conducted virtually in accordance with AB 361 due to state or local officials recommending measures to promote social distancing.

COMMITTEE MEMBERS

Chair

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
Jennifer Crosson, Toll Operations 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, February 24, 2022

This meeting is being conducted virtually in accordance with AB 361 due to state or local officials recommending measures to promote social distancing.

INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

Join Zoom Meeting

<https://rctc.zoom.us/j/83726335939>

Meeting ID: 837 2633 5939

One tap mobile

+16699006833,,83726335939# US (San Jose)

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 and your comments will be made part of the official record of the proceedings as long as the comment is received before the end of the meeting's public comment period. 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 – AUGUST 26 2021

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7. 91 EXPRESS LANES MONTHLY STATUS REPORTS

Page 4

Overview

This item is for the Committee to:

- 1) Receive and file the 91 Express Lanes Monthly Reports for the six months from July to December 2021; and
- 2) Forward to the Commission for final action.

8. 15 EXPRESS LANES MONTHLY STATUS REPORTS

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Overview

This item is for the Committee to:

- 1) Receive and file the 15 Express Lanes Monthly Reports for the six months from July to December 2021; and
- 2) Forward to the Commission for final action.

9. 91 EXPRESS LANES AND 15 EXPRESS LANES CHANNELIZER AGREEMENT

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Overview

This item is for the Committee to:

- 1) Award Agreement No. 22-31-050-00 to Statewide Traffic Safety and Signs for channelizers for the 91 Express Lanes and 15 Express Lanes for a one-year term in the amount of \$274,245, plus a contingency amount of \$27,425, for a total amount not to exceed \$301,670;
- 2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreement on behalf of the Commission;
- 3) Authorize the Executive Director, or designee, to execute purchase orders to the vendor under the terms of the agreement; and
- 4) Forward to the Commission for final action.

10. LEGISLATIVE INTEREST IN POLICIES REGARDING TOLL VIOLATIONS

Page 205

Overview

This item is for the Committee to receive an update on legislative interest in toll operation policy.

11. 91 EXPRESS LANES NEW BACK OFFICE SYSTEM

Page 247

Overview

This item is for the Committee to receive and file a presentation providing an overview of the new 91 Express Lanes back-office system.

12. ELECTION OF OFFICERS

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Overview

This item is for the Toll Policy and Operations Committee to conduct an election of officers for 2022 – Chair and Vice Chair.

13. ITEM(S) PULLED FROM CONSENT CALENDAR AGENDA

14. EXECUTIVE DIRECTOR REPORT

15. COMMISSIONER COMMENTS

Overview

This item provides the opportunity for brief announcements or comments on items or matters of general interest.

16. ADJOURNMENT

The next Toll Policy and Operations Committee meeting is scheduled to be held at **11:00 a.m., Thursday, May 26, 2022.**

AGENDA ITEM 6A

MINUTES

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

TOLL POLICY AND OPERATIONS COMMITTEE

MINUTES

Thursday, August 26, 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 875 0264 8421, Pursuant to Governor Newsom’s Executive Order N-29-20.

2. ROLL CALL

Members/Alternates Present

Brian Berkson
Ben Benoit
Michael M. Vargas
Lloyd White

Members Absent

Clint Lorimore
Dana Reed
Jeremy Smith

**arrived after the meeting was called to order*

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 (Benoit/White) to approve the Consent Calendar.

6A. APPROVAL OF MINUTES – FEBRUARY 25, 2021

6B. 91 EXPRESS LANES MONTHLY STATUS REPORTS

Overview

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

6C. 15 EXPRESS LANES MONTHLY STATUS REPORTS

Overview

- 1) Receive and file the 15 Express Lanes Monthly Reports for the three months from April to June 2021; and
- 2) Forward to the Commission for final action.

7. TOLL OPERATIONS YEAR IN REVIEW

John Standiford, Deputy Executive Director, introduced the item and turned it over to Jennifer Crosson, Toll Customer Service Director. Ms. Crosson provided an overview of Toll Operations Accomplishments including the opening of the 15 Express Lanes and the 6C Transponder Transition; Debt Ratings; and 91 Surplus Toll Revenue.

Eric Brand, Senior Management Analyst, provided an overview of the 91 Express Lanes and 15 Express Lanes Traffic and Revenue.

Anthony Parada, Senior Management Analyst, provided an overview of the 91 Express Lanes and 15 Express Lanes Customer Statistics.

Commissioner Berkson asked a clarifying question regarding violation notices issued. Staff stated the number provided in the presentation was incorrect and provided the updated number.

Commissioner Benoit asked about traffic volume numbers on the Southbound 15 Express Lanes. Ms. Crosson stated the volumes are currently being reviewed manually and the transition to automated dynamic providing will be complete in approximately 4-6 weeks.

M/S/C to receive and file a presentation providing a review of results from the 2020-2021 fiscal year of toll operations.

8. ITEM(S) PULLED FROM CONSENT CALENDAR AGENDA

There were no items pulled from the Consent Calendar.

9. COMMISSIONERS / STAFF REPORT

John Standiford, Deputy Executive Director, announced a discussion of CHP Enforcement would be coming up at a future meeting.

Commissioner Berkson stated at the last 91 Advisory Committee meeting he asked for OCTA and RCTC staff to discuss the various types of CHP enforcement to potentially put something better together.

10. ADJOURNMENT

There being no further business for consideration, Chair White adjourned the meeting at 11:23 a.m. to the next Toll Policy and Operations Committee meeting, scheduled to be held at **11:00 a.m., February 24, 2022.**

Respectfully submitted,

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

Lisa Mobley
Clerk of the Board

AGENDA ITEM 7

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	February 24, 2022
TO:	Toll Policy and Operations Committee
FROM:	Anthony Parada, Senior Management Analyst
THROUGH:	Jennifer Crosson, 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 six months from July to December 2021; and
- 2) Forward to the Commission for final action.

BACKGROUND INFORMATION:

The monthly 91 Express Lanes reports for the six months from July to December 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.

FISCAL IMPACT:

This item is for informational purposes only. There is no fiscal impact.

Attachments:

- 1) 91 Express Lanes Status Report for July 2021
- 2) 91 Express Lanes Status Report for August 2021
- 3) 91 Express Lanes Status Report for September 2021
- 4) 91 Express Lanes Status Report for October 2021
- 5) 91 Express Lanes Status Report for November 2021
- 6) 91 Express Lanes Status Report for December 2021



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



Status Report
July 2021

As of July 31, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for July 2021 was 1,743,602. This represents a daily average of 56,245 vehicles. This is a 61.6 percent increase in total traffic volume from the same period last year, which totaled 1,079,083 and was the fifth month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for July was \$5,306,241, which represents an increase of 50.2 percent from the prior year's total of \$3,532,168. Carpool percentage for July was 23.8 percent as compared to the previous year's rate of 22.9 percent. As compared to July 2019, traffic volume increased by 12.8 percent and revenue increased by 19.5 percent.

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 July 2021.

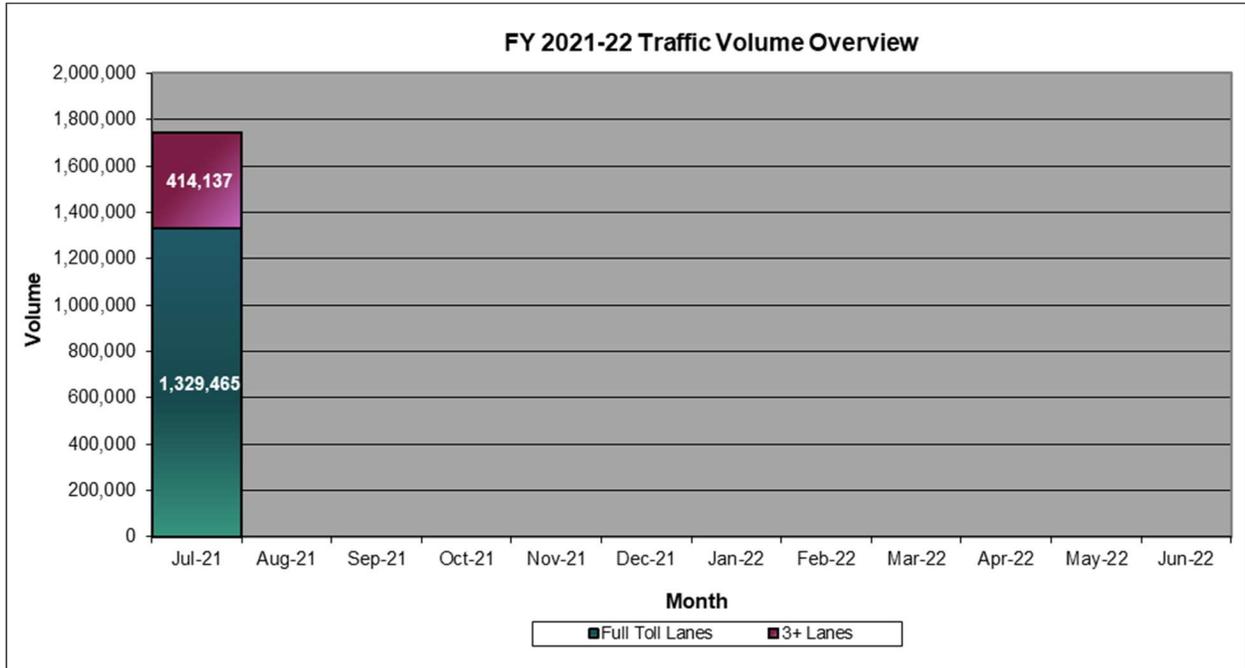
Current Month-to-Date (MTD) as of July 31, 2021

	Jul-21 MTD Actual	Jul-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Jul-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Trips					
Full Toll Lanes	1,329,465	832,236	59.7%	1,102,555	20.6%
3+ Lanes	414,137	246,847	67.8%	443,307	(6.6%)
Total Gross Trips	1,743,602	1,079,083	61.6%	1,545,862	12.8%
Revenue					
Full Toll Lanes	\$5,253,779	\$3,476,583	51.1%	\$4,362,568	20.4%
3+ Lanes	\$52,463	\$55,584	(5.6%)	\$76,363	(31.3%)
Total Gross Revenue	\$5,306,241	\$3,532,168	50.2%	\$4,438,931	19.5%
Average Revenue per Trip					
Average Full Toll Lanes	\$3.95	\$4.18	(5.5%)	\$3.96	(0.3%)
Average 3+ Lanes	\$0.13	\$0.23	(43.5%)	\$0.17	(23.5%)
Average Gross Revenue	\$3.04	\$3.27	(7.0%)	\$2.87	5.9%

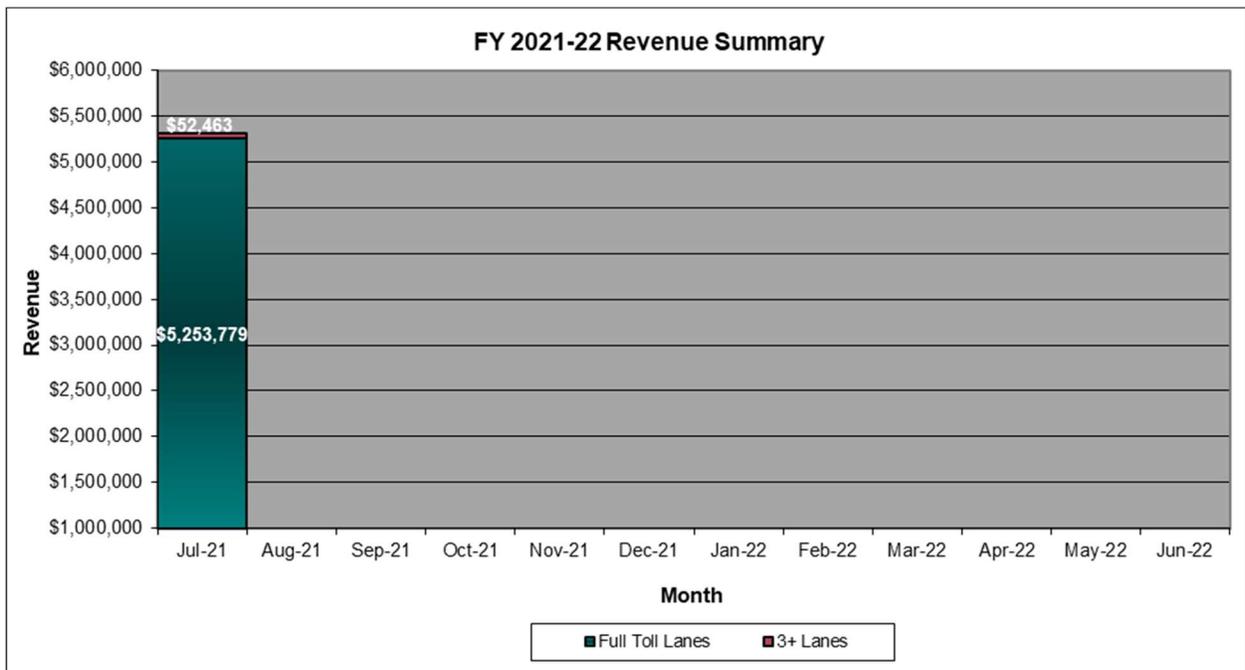


OCTA Traffic and Revenue Summary

The chart below reflects the total trips breakdown between full toll trips and high-occupancy vehicle (HOV3+) trips for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 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 July 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 90 percent of defined capacity.

PM Time	Monday 06/28/21				Tuesday 06/29/21				Wednesday 06/30/21				Thursday 07/01/21				Friday 07/02/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500													\$7.70	467	2,915	86%	\$8.35	516	2,798	82%
1500 - 1600													\$7.45	519	2,970	87%	\$7.90	599	2,918	86%
1600 - 1700													\$7.00	360	2,766	81%	\$7.45	424	2,625	77%
1700 - 1800													\$6.70	420	2,724	80%	\$6.75	457	2,445	72%
1800 - 1900													\$4.50	551	2,844	84%	\$6.75	463	2,023	60%
1900 - 2000													\$5.75	601	2,480	73%	\$6.25	596	1,924	57%

PM Time	Monday 07/05/21				Tuesday 07/06/21				Wednesday 07/07/21				Thursday 07/08/21				Friday 07/09/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$4.95	405	1,360	40%	\$5.30	417	2,525	74%	\$5.30	407	2,537	75%	\$7.70	486	2,894	85%	\$8.35	504	2,852	84%
1500 - 1600	\$4.95	487	1,366	40%	\$4.75	472	2,971	87%	\$7.45	492	2,820	83%	\$7.45	519	2,958	87%	\$7.90	513	2,661	78%
1600 - 1700	\$4.95	352	1,094	32%	\$4.50	411	3,081	91%	\$6.50	396	2,877	85%	\$7.00	364	2,802	82%	\$7.45	417	2,809	83%
1700 - 1800	\$4.95	378	1,045	31%	\$4.90	327	2,467	73%	\$5.40	433	2,949	87%	\$6.70	457	2,880	85%	\$6.75	472	2,912	86%
1800 - 1900	\$4.95	399	1,086	32%	\$4.05	525	2,746	81%	\$4.05	527	2,919	86%	\$4.50	578	2,961	87%	\$6.75	527	2,528	74%
1900 - 2000	\$4.95	384	974	29%	\$3.95	414	1,727	51%	\$3.95	506	2,333	69%	\$5.75	521	2,209	65%	\$6.25	550	2,084	61%

PM Time	Monday 07/12/21				Tuesday 07/13/21				Wednesday 07/14/21				Thursday 07/15/21				Friday 07/16/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	468	2,892	85%	\$5.30	467	2,834	83%	\$5.30	464	3,159	93%	\$7.70	458	2,860	84%	\$8.35	534	2,881	85%
1500 - 1600	\$5.65	465	2,832	83%	\$4.75	486	2,910	86%	\$7.45	492	2,858	84%	\$7.45	547	2,924	86%	\$7.90	528	2,914	86%
1600 - 1700	\$4.35	428	3,205	94%	\$4.50	386	3,189	94%	\$6.50	380	2,843	84%	\$7.00	353	2,841	84%	\$7.45	344	2,658	78%
1700 - 1800	\$4.95	345	2,678	79%	\$4.90	337	2,561	75%	\$5.40	408	2,948	87%	\$6.70	423	2,924	86%	\$6.75	491	2,926	86%
1800 - 1900	\$5.65	526	2,591	76%	\$4.05	539	2,916	86%	\$4.05	475	2,629	77%	\$4.50	596	3,174	93%	\$6.75	534	2,382	70%
1900 - 2000	\$3.95	371	1,507	44%	\$3.95	451	2,072	61%	\$3.95	492	2,109	62%	\$5.75	485	2,056	60%	\$6.25	604	2,167	64%

PM Time	Monday 07/19/21				Tuesday 07/20/21				Wednesday 07/21/21				Thursday 07/22/21				Friday 07/23/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	428	2,720	80%	\$5.30	416	2,598	76%	\$5.30	497	3,162	93%	\$7.70	434	2,945	87%	\$8.35	477	2,892	85%
1500 - 1600	\$5.65	501	2,871	84%	\$4.75	455	2,829	83%	\$7.45	491	2,545	75%	\$7.45	543	3,013	89%	\$7.90	553	2,910	86%
1600 - 1700	\$4.35	426	3,264	96%	\$4.50	443	3,301	97%	\$6.50	265	1,876	55%	\$7.00	432	3,047	90%	\$7.45	407	2,686	79%
1700 - 1800	\$4.95	356	2,575	76%	\$4.90	361	2,552	75%	\$5.40	318	2,013	59%	\$6.70	409	2,826	83%	\$6.75	469	2,924	86%
1800 - 1900	\$5.65	487	2,506	74%	\$4.05	547	2,901	85%	\$4.05	371	1,992	59%	\$4.50	562	2,883	85%	\$6.75	524	2,511	74%
1900 - 2000	\$3.95	380	1,468	43%	\$3.95	405	1,769	52%	\$3.95	569	2,447	72%	\$5.75	493	1,980	58%	\$6.25	538	2,045	60%

PM Time	Monday 07/26/21				Tuesday 07/27/21				Wednesday 07/28/21				Thursday 07/29/21				Friday 07/30/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	403	2,582	76%	\$5.30	409	2,536	75%	\$5.30	477	2,975	88%	\$7.70	537	2,913	86%	\$8.35	479	2,730	80%
1500 - 1600	\$5.65	441	2,745	81%	\$4.75	508	2,926	86%	\$7.45	515	2,835	83%	\$7.45	529	2,865	84%	\$7.90	575	2,940	86%
1600 - 1700	\$4.35	409	3,199	94%	\$4.50	418	3,075	90%	\$6.50	413	2,971	87%	\$7.00	382	2,732	80%	\$7.45	444	2,741	81%
1700 - 1800	\$4.95	356	2,564	75%	\$4.90	354	2,486	73%	\$5.40	419	2,889	85%	\$6.70	363	2,567	76%	\$6.75	487	2,846	84%
1800 - 1900	\$5.65	422	2,060	61%	\$4.05	536	2,839	84%	\$4.05	590	2,861	84%	\$4.50	577	2,908	86%	\$6.75	553	2,434	72%
1900 - 2000	\$3.95	335	1,392	41%	\$3.95	420	1,831	54%	\$3.95	529	2,195	65%	\$5.75	518	2,255	66%	\$6.25	548	2,040	60%



OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 06/28/21				Tuesday 06/29/21				Wednesday 06/30/21				Thursday 07/01/21				Friday 07/02/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500													\$3.15	424	1,299	38%	\$3.15	339	1,061	31%
0500 - 0600													\$5.10	595	2,406	71%	\$4.85	476	2,086	61%
0600 - 0700													\$5.30	421	2,628	77%	\$5.10	383	2,165	64%
0700 - 0800													\$5.80	381	2,419	71%	\$5.65	362	1,992	59%
0800 - 0900													\$5.30	387	2,374	70%	\$5.10	357	1,998	59%
0900 - 1000													\$4.20	406	2,308	68%	\$4.20	384	1,909	56%

AM Time	Monday 07/05/21				Tuesday 07/06/21				Wednesday 07/07/21				Thursday 07/08/21				Friday 07/09/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$1.70	59	131	4%	\$3.15	409	1,296	38%	\$3.15	424	1,286	38%	\$3.15	416	1,226	36%	\$3.15	352	1,110	33%
0500 - 0600	\$1.70	105	269	8%	\$5.10	583	2,487	73%	\$5.10	613	2,487	73%	\$5.10	573	2,423	71%	\$4.85	472	2,191	64%
0600 - 0700	\$2.50	92	362	11%	\$5.30	402	2,485	73%	\$5.30	429	2,591	76%	\$5.30	459	2,589	76%	\$5.10	403	2,361	69%
0700 - 0800	\$3.05	124	504	15%	\$5.80	389	2,485	73%	\$5.80	397	2,471	73%	\$5.80	397	2,480	73%	\$5.65	359	2,239	66%
0800 - 0900	\$3.05	216	748	22%	\$5.30	383	2,477	73%	\$5.30	349	2,479	73%	\$5.30	338	2,260	66%	\$5.10	379	2,179	64%
0900 - 1000	\$3.85	334	1,142	34%	\$4.20	408	2,470	73%	\$4.20	458	2,500	74%	\$4.20	468	2,467	73%	\$4.20	399	2,238	66%

AM Time	Monday 07/12/21				Tuesday 07/13/21				Wednesday 07/14/21				Thursday 07/15/21				Friday 07/16/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	426	1,284	38%	\$3.15	429	1,299	38%	\$3.15	419	1,330	39%	\$3.15	420	1,313	39%	\$3.15	377	1,257	37%
0500 - 0600	\$5.10	510	2,470	73%	\$5.10	600	2,506	74%	\$5.10	619	2,531	74%	\$5.10	575	2,564	75%	\$4.85	544	2,211	65%
0600 - 0700	\$5.30	398	2,480	73%	\$5.30	427	2,676	79%	\$5.30	432	2,574	76%	\$5.30	437	2,754	81%	\$5.10	369	2,216	65%
0700 - 0800	\$5.80	351	2,477	73%	\$5.80	354	2,578	76%	\$5.80	407	2,615	77%	\$5.80	347	2,424	71%	\$5.65	356	2,151	63%
0800 - 0900	\$5.30	364	2,288	67%	\$5.30	403	2,689	79%	\$5.30	397	2,515	74%	\$5.30	360	2,355	69%	\$5.10	349	2,165	64%
0900 - 1000	\$4.20	406	2,179	64%	\$4.20	422	2,508	74%	\$4.20	372	2,404	71%	\$4.20	379	2,371	70%	\$4.20	427	2,111	62%

AM Time	Monday 07/19/21				Tuesday 07/20/21				Wednesday 07/21/21				Thursday 07/22/21				Friday 07/23/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	399	1,322	39%	\$3.15	431	1,375	40%	\$3.15	412	1,357	40%	\$3.15	480	1,549	46%	\$3.15	332	1,080	32%
0500 - 0600	\$5.10	565	2,555	75%	\$5.10	594	2,521	74%	\$5.10	668	3,048	90%	\$5.10	598	2,457	72%	\$4.85	538	2,197	65%
0600 - 0700	\$5.30	395	2,498	73%	\$5.30	417	2,627	77%	\$5.30	413	2,770	81%	\$5.30	434	2,641	78%	\$5.10	412	2,308	68%
0700 - 0800	\$5.80	367	2,467	73%	\$5.80	401	2,526	74%	\$5.80	384	2,653	78%	\$5.80	373	2,365	70%	\$5.65	350	2,158	63%
0800 - 0900	\$5.30	362	2,291	67%	\$5.30	365	2,401	71%	\$5.30	398	2,533	75%	\$5.30	331	2,361	69%	\$5.10	315	1,921	57%
0900 - 1000	\$4.20	396	2,098	62%	\$4.20	378	2,372	70%	\$4.20	458	2,547	75%	\$4.20	456	2,392	70%	\$4.20	408	2,085	61%

AM Time	Monday 07/26/21				Tuesday 07/27/21				Wednesday 07/28/21				Thursday 07/29/21				Friday 07/30/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	436	1,487	44%	\$3.15	429	1,387	41%	\$3.15	441	1,385	41%	\$3.15	509	2,068	61%	\$3.15	367	1,195	35%
0500 - 0600	\$5.10	594	2,595	76%	\$5.10	603	2,541	75%	\$5.10	622	2,561	75%	\$5.10	607	2,695	79%	\$4.85	531	2,150	63%
0600 - 0700	\$5.30	369	2,481	73%	\$5.30	455	2,630	77%	\$5.30	413	2,640	78%	\$5.30	467	2,741	81%	\$5.10	375	2,267	67%
0700 - 0800	\$5.80	366	2,382	70%	\$5.80	370	2,473	73%	\$5.80	416	2,557	75%	\$5.80	394	2,506	74%	\$5.65	370	2,163	64%
0800 - 0900	\$5.30	276	2,183	64%	\$5.30	360	2,474	73%	\$5.30	356	2,409	71%	\$5.30	377	2,468	73%	\$5.10	371	2,066	61%
0900 - 1000	\$4.20	333	2,175	64%	\$4.20	404	2,451	72%	\$4.20	476	2,464	72%	\$4.20	454	2,496	73%	\$4.20	450	2,176	64%



OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA customer assistance specialists (CAS) responded to 97 calls during the month of July. Of those calls, 81 were to assist disabled vehicles, ten calls to remove debris, and six were in response to accidents/incidents in the Express 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.

In April 2021, OCTA and RCTC (Agencies) provide notice to CUSA that the Agencies will be exercising the first of the six one-month extension period, which will commence July 1, 2021 through July 31, 2021. The Agencies intend to exercise the one-month options until the Agencies transition to the new contract. Agencies' staff 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. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed and construction is anticipated to begin in August. 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 : 7/31/2021		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 4,820,967.21	\$ 3,365,605.00	\$ 1,455,362.21	43.2
Fee Revenue	574,597.91	187,275.00	387,322.91	206.8
Total operating revenues	5,395,565.12	3,552,880.00	1,842,685.12	51.9
Operating expenses:				
Contracted Services	-	639,328.00	639,328.00	100.0
Administrative Fee	249,715.00	260,146.00	10,431.00	4.0
Other Professional Services	(190,304.67)	168,714.00	359,018.67	212.8
Credit Card Processing Fees	116,743.84	90,750.00	(25,993.84)	(28.6)
Toll Road Account Servicing	46,348.51	89,000.00	42,651.49	47.9
Other Insurance Expense	38,360.96	20,825.00	(17,535.96)	(84.2)
Toll Road Maintenance Supply Repairs	45,245.55	591,660.00	546,414.45	92.4
Patrol Services	80,754.20	91,630.00	10,875.80	11.9
Building Equipment Repairs and Maint	(8,535.55)	18,411.00	26,946.55	146.4
6C Transponders	-	-	-	N/A
Other Services ⁽⁵⁾	(783,000.00)	1,200.00	784,200.00	65,350.0
Utilities	105.32	7,916.00	7,810.68	98.7
Office Expense	-	5,414.00	5,414.00	100.0
Bad Debt Expense	9,233.15	-	(9,233.15)	N/A
Miscellaneous ⁽²⁾	924.22	3,982.00	3,057.78	76.8
Leases	12,568.78	41,234.00	28,665.22	69.5
Total operating expenses	(381,840.69)	2,030,210.00	2,412,050.69	118.8
Depreciation and Amortization ⁽³⁾	269,690.08	-	(269,690.08)	N/A
Operating income (loss)	5,507,715.73	1,522,670.00	3,985,045.73	261.7
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	31,604.96	-	31,604.96	N/A
Interest Income	323,477.36	143,353.00	180,124.36	125.7
Interest Expense	(353,349.97)	-	(353,349.97)	N/A
Other	-	-	-	N/A
Total nonoperating revenues (expenses)	1,732.35	143,353.00	(141,620.65)	98.8
Transfers In	-	-	-	N/A
Transfers Out ⁽⁴⁾	708,606.06	-	708,606.06	N/A
Net income (loss)	\$ 6,218,054.14	\$ 1,666,023.00	\$ 4,552,031.14	273.2

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

⁵Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for July 2021 was 1,483,892. This represents a daily average of 47,867 vehicles. This is a 62.1 percent increase in total traffic volume from the same period last year, which totaled 915,185 and was the fifth month of the COVID-19 stay-at-home order. Potential toll revenue for July was \$5,044,170, which represents an increase of 61.8 percent from the prior year’s total of \$3,118,009. Carpool percentage for July was 22.1 percent as compared to the previous year’s rate of 21.5 percent. As compared to July 2019, traffic volume increased by 12.8 percent and revenue decreased by 4.1 percent.

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 July 2021.

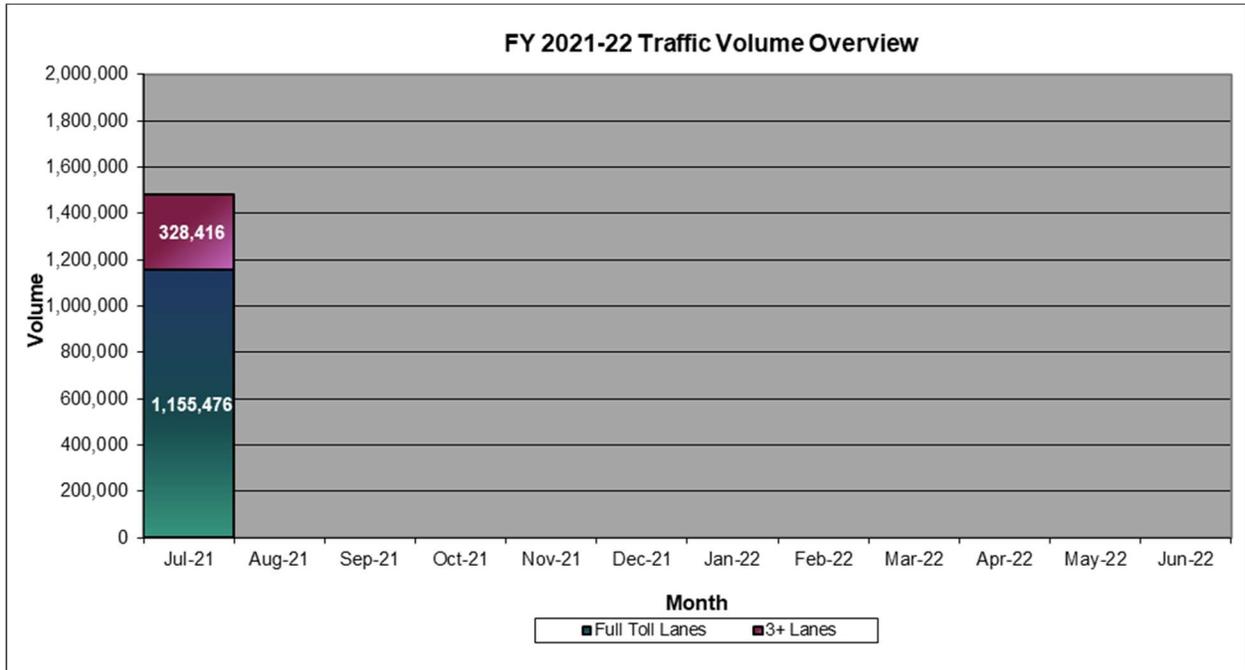
Current Month-to-Date as of July 31, 2021

Trips	JUL-21 MTD Actual	JUL-20 MTD Actual	Yr 21-to-Yr 20 % Variance	JUL-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,155,476	718,572	60.8%	960,601	20.3%
3+ Lanes	328,416	196,613	67.0%	354,489	(7.4%)
Total Gross Trips	1,483,892	915,185	62.1%	1,315,090	12.8%
Revenue					
Full Toll Lanes	\$4,998,728	\$3,081,096	62.2%	\$5,213,968	(4.1%)
3+ Lanes	\$45,442	\$36,913	23.1%	\$43,333	4.9%
Total Gross Revenue	\$5,044,170	\$3,118,009	61.8%	\$5,257,301	(4.1%)
Average Revenue per Trip					
Average Full Toll Lanes	\$4.33	\$4.29	0.9%	\$5.43	(20.3%)
Average 3+ Lanes	\$0.14	\$0.19	(26.3%)	\$0.12	16.7%
Average Gross Revenue	\$3.40	\$3.41	(0.3%)	\$4.00	(15.0%)

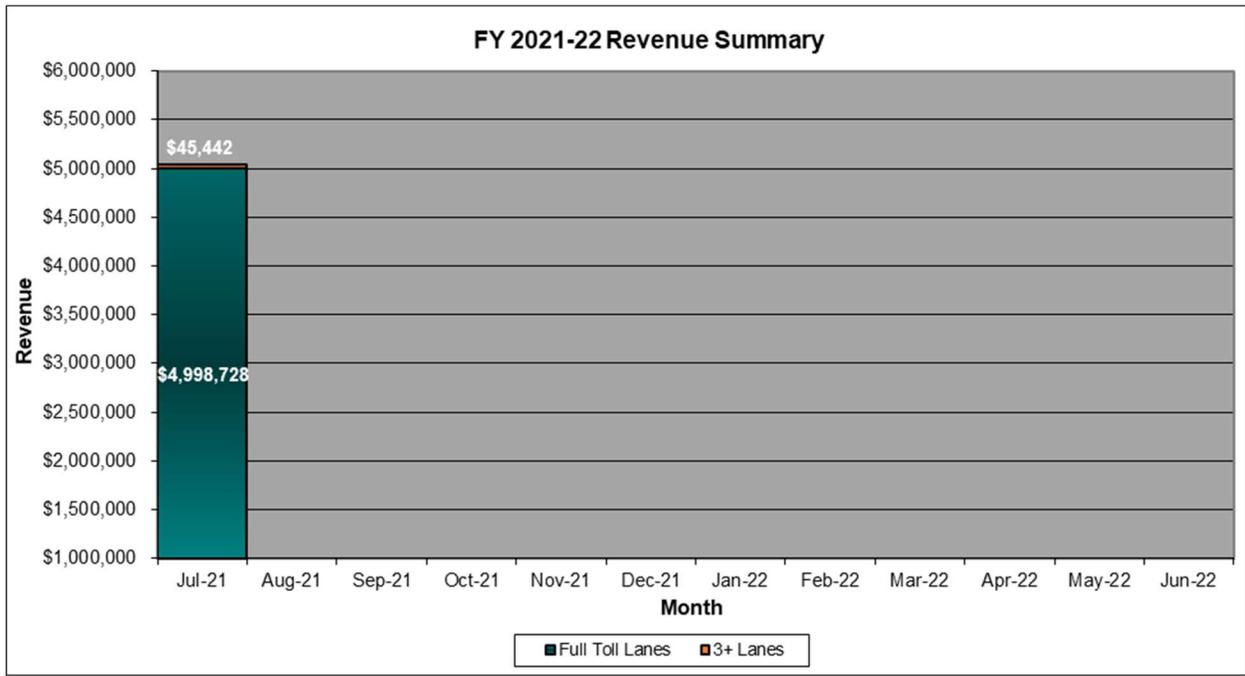


RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In July, there were several toll rates adjusted in response to traffic volumes. RCTC evaluates traffic volumes for peak period hours and increases or decreases rates according to the toll rate policy.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 06/28/21					Tuesday 06/29/21					Wednesday 06/30/21					Thursday 07/01/21					Friday 07/02/21				
	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																\$11.20	275	1,116	1,391	F	\$26.80	257	917	1,174	D
1500 - 1600																\$17.30	252	922	1,174	D	\$26.50	276	826	1,102	D
1600 - 1700																\$9.15	231	903	1,134	D	\$16.30	238	859	1,097	D
1700 - 1800																\$5.45	237	943	1,180	D	\$8.10	215	815	1,030	D
1800 - 1900																\$5.45	252	946	1,198	D	\$5.45	232	732	964	C
1900 - 2000																\$4.25	295	965	1,260	E	\$4.25	275	669	944	C

PM Time	Monday 07/05/21					Tuesday 07/06/21					Wednesday 07/07/21					Thursday 07/08/21					Friday 07/09/21				
	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	\$1.60	214	467	681	B	\$5.45	191	979	1,170	D	\$9.15	202	942	1,144	D	\$11.20	284	1,046	1,330	F	\$26.80	265	959	1,224	E
1500 - 1600	\$1.60	213	440	653	B	\$11.20	200	888	1,088	D	\$14.25	199	935	1,134	D	\$17.30	225	847	1,072	D	\$26.50	244	867	1,111	D
1600 - 1700	\$1.60	156	359	515	B	\$7.05	195	949	1,144	D	\$7.05	206	1,000	1,206	E	\$9.15	180	955	1,135	D	\$16.30	228	964	1,192	D
1700 - 1800	\$1.60	164	329	493	B	\$5.45	185	938	1,123	D	\$5.45	196	1,018	1,214	E	\$5.45	209	957	1,166	D	\$8.10	240	878	1,118	D
1800 - 1900	\$1.60	188	330	518	B	\$5.45	248	894	1,142	D	\$5.45	234	922	1,156	D	\$5.45	293	887	1,180	D	\$5.45	252	950	1,202	E
1900 - 2000	\$1.60	181	293	474	B	\$2.30	194	657	851	C	\$2.30	218	838	1,056	D	\$4.25	262	849	1,111	D	\$4.25	255	742	997	C

PM Time	Monday 07/12/21					Tuesday 07/13/21					Wednesday 07/14/21					Thursday 07/15/21					Friday 07/16/21				
	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	\$5.45	219	936	1,155	D	\$5.45	245	1,037	1,282	E	\$9.15	241	1,036	1,277	E	\$11.20	231	1,015	1,246	E	\$26.80	287	972	1,259	E
1500 - 1600	\$9.15	191	810	1,001	D	\$11.20	216	875	1,091	D	\$14.25	210	892	1,102	D	\$17.30	247	848	1,095	D	\$26.50	253	877	1,130	D
1600 - 1700	\$7.05	180	936	1,116	D	\$7.05	170	894	1,064	D	\$7.05	180	909	1,089	D	\$9.15	210	962	1,172	D	\$16.30	231	983	1,214	E
1700 - 1800	\$5.45	191	928	1,119	D	\$5.45	158	942	1,100	D	\$5.45	189	901	1,090	D	\$5.45	188	972	1,160	D	\$8.10	232	987	1,219	E
1800 - 1900	\$4.25	242	921	1,163	D	\$5.45	243	914	1,157	D	\$5.45	213	786	999	C	\$5.45	283	1,031	1,314	F	\$5.45	234	869	1,103	D
1900 - 2000	\$2.30	184	544	728	B	\$2.30	218	737	955	C	\$2.30	248	752	1,000	C	\$4.25	215	796	1,011	D	\$4.25	268	725	993	C

PM Time	Monday 07/19/21					Tuesday 07/20/21					Wednesday 07/21/21					Thursday 07/22/21					Friday 07/23/21				
	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	\$5.45	217	973	1,190	D	\$5.45	210	1,053	1,263	E	\$9.15	243	1,119	1,362	F	\$11.20	224	1,076	1,300	E	\$26.80	244	975	1,219	E
1500 - 1600	\$9.15	197	885	1,082	D	\$11.20	194	898	1,092	D	\$14.25	214	899	1,113	D	\$17.30	236	991	1,227	E	\$26.50	242	915	1,157	D
1600 - 1700	\$7.05	177	944	1,121	D	\$7.05	214	919	1,133	D	\$7.05	156	819	975	C	\$9.15	253	981	1,234	E	\$16.30	224	918	1,142	D
1700 - 1800	\$5.45	193	913	1,106	D	\$5.45	181	925	1,106	D	\$5.45	150	881	1,031	D	\$5.45	221	998	1,219	E	\$8.10	218	892	1,110	D
1800 - 1900	\$4.25	229	829	1,058	D	\$5.45	225	912	1,137	D	\$5.45	189	814	1,003	D	\$5.45	296	940	1,236	E	\$5.45	265	934	1,199	D
1900 - 2000	\$2.30	154	509	663	B	\$2.30	213	689	902	C	\$2.30	279	840	1,119	D	\$4.25	244	692	936	C	\$4.25	261	860	1,121	D

PM Time	Monday 07/26/21					Tuesday 07/27/21					Wednesday 07/28/21					Thursday 07/29/21					Friday 07/30/21				
	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	\$5.45	190	925	1,115	D	\$5.45	225	995	1,220	E	\$9.15	224	970	1,194	D	\$11.20	282	987	1,269	E	\$26.80	227	1,016	1,243	E
1500 - 1600	\$9.15	186	833	1,019	D	\$11.20	227	926	1,153	D	\$14.25	219	951	1,170	D	\$17.30	256	906	1,162	D	\$26.50	263	935	1,198	D
1600 - 1700	\$7.05	184	898	1,082	D	\$7.05	190	925	1,115	D	\$7.05	232	1,007	1,239	E	\$9.15	210	964	1,174	D	\$16.30	278	969	1,247	E
1700 - 1800	\$5.45	195	896	1,091	D	\$5.45	214	955	1,169	D	\$5.45	179	939	1,118	D	\$5.45	194	864	1,058	D	\$8.10	236	926	1,162	D
1800 - 1900	\$4.25	182	731	913	C	\$5.45	257	854	1,111	D	\$5.45	246	938	1,184	D	\$5.45	260	900	1,160	D	\$5.45	312	937	1,249	E
1900 - 2000	\$2.30	139	489	628	B	\$2.30	201	655	856	C	\$2.30	265	823	1,088	D	\$4.25	277	866	1,143	D	\$4.25	257	724	981	C



Eastbound PM Peak - County Line to 15 SB Ontario

PM Time	Monday 06/28/21					Tuesday 06/29/21					Wednesday 06/30/21					Thursday 07/01/21					Friday 07/02/21				
	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																\$5.45	140	745	885	C	\$5.45	128	596	724	B
1500 - 1600																\$5.45	134	671	805	C	\$5.45	138	592	730	B
1600 - 1700																\$5.45	127	627	754	B	\$3.00	128	509	637	B
1700 - 1800																\$5.45	100	583	683	B	\$3.00	132	560	692	B
1800 - 1900																\$3.00	146	626	772	B	\$3.00	112	424	536	B
1900 - 2000																\$3.00	199	643	842	C	\$3.00	157	396	553	B

PM Time	Monday 07/05/21					Tuesday 07/06/21					Wednesday 07/07/21					Thursday 07/08/21					Friday 07/09/21				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.00	129	359	488	B	\$5.45	121	670	791	B	\$5.45	126	663	789	B	\$5.45	138	698	836	C	\$5.45	140	662	802	C
1500 - 1600	\$2.00	110	263	373	A	\$5.45	136	729	865	C	\$5.45	104	672	776	B	\$5.45	123	709	832	C	\$5.45	103	579	682	B
1600 - 1700	\$2.00	116	222	338	A	\$5.45	82	617	699	B	\$5.45	109	727	836	C	\$5.45	85	671	756	B	\$3.00	123	608	731	B
1700 - 1800	\$2.00	99	221	320	A	\$3.00	105	624	729	B	\$5.45	122	627	749	B	\$5.45	110	645	755	B	\$3.00	118	605	723	B
1800 - 1900	\$2.00	100	191	291	A	\$3.00	150	676	826	C	\$3.00	127	700	827	C	\$3.00	131	658	789	B	\$3.00	151	582	733	B
1900 - 2000	\$2.00	105	189	294	A	\$3.00	117	494	611	B	\$3.00	147	651	798	B	\$3.00	152	603	755	B	\$3.00	142	520	662	B

PM Time	Monday 07/12/21					Tuesday 07/13/21					Wednesday 07/14/21					Thursday 07/15/21					Friday 07/16/21				
	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	\$5.45	163	873	1,036	D	\$5.45	129	800	929	C	\$5.45	127	764	891	C	\$5.45	135	688	823	C	\$5.45	142	678	820	C
1500 - 1600	\$5.45	162	777	939	C	\$5.45	113	707	820	C	\$5.45	129	671	800	B	\$5.45	127	663	790	B	\$5.45	144	636	780	B
1600 - 1700	\$3.00	115	687	802	C	\$5.45	104	642	746	B	\$5.45	127	663	790	B	\$5.45	101	700	801	C	\$3.00	103	618	721	B
1700 - 1800	\$3.00	101	632	733	B	\$3.00	96	696	792	B	\$5.45	118	666	784	B	\$5.45	92	644	736	B	\$3.00	125	625	750	B
1800 - 1900	\$3.00	126	648	774	B	\$3.00	154	674	828	C	\$3.00	125	621	746	B	\$3.00	141	680	821	C	\$3.00	136	584	720	B
1900 - 2000	\$2.00	104	448	552	B	\$3.00	119	587	706	B	\$3.00	114	533	647	B	\$3.00	157	619	776	B	\$3.00	173	548	721	B

PM Time	Monday 07/19/21					Tuesday 07/20/21					Wednesday 07/21/21					Thursday 07/22/21					Friday 07/23/21				
	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	\$5.45	123	698	821	C	\$5.45	117	738	855	C	\$5.45	140	753	893	C	\$5.45	143	763	906	C	\$5.45	121	701	822	C
1500 - 1600	\$5.45	123	711	834	C	\$5.45	99	660	759	B	\$5.45	126	661	787	B	\$5.45	117	636	753	B	\$5.45	109	678	787	B
1600 - 1700	\$3.00	107	712	819	C	\$5.45	108	684	792	B	\$5.45	83	486	569	B	\$5.45	131	695	826	C	\$3.00	133	678	811	C
1700 - 1800	\$3.00	104	647	751	B	\$3.00	97	666	763	B	\$5.45	78	527	605	B	\$5.45	116	631	747	B	\$3.00	90	624	714	B
1800 - 1900	\$3.00	112	643	755	B	\$3.00	130	682	812	C	\$3.00	109	627	736	B	\$3.00	124	648	772	B	\$3.00	113	522	635	B
1900 - 2000	\$2.00	95	367	462	B	\$3.00	103	514	617	B	\$3.00	170	675	845	C	\$3.00	152	606	758	B	\$3.00	185	574	759	B

PM Time	Monday 07/26/21					Tuesday 07/27/21					Wednesday 07/28/21					Thursday 07/29/21					Friday 07/30/21				
	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	\$5.45	115	665	780	B	\$5.45	127	650	777	B	\$5.45	124	683	807	C	\$5.45	135	723	858	C	\$5.45	132	615	747	B
1500 - 1600	\$5.45	89	599	688	B	\$5.45	131	665	796	B	\$5.45	116	707	823	C	\$5.45	120	676	796	B	\$5.45	132	618	750	B
1600 - 1700	\$3.00	112	666	778	B	\$5.45	110	636	746	B	\$5.45	130	702	832	C	\$5.45	98	639	737	B	\$3.00	136	602	738	B
1700 - 1800	\$3.00	107	624	731	B	\$3.00	112	655	767	B	\$5.45	122	643	765	B	\$5.45	87	607	694	B	\$3.00	140	555	695	B
1800 - 1900	\$3.00	108	516	624	B	\$3.00	135	670	805	C	\$3.00	126	635	761	B	\$3.00	132	713	845	C	\$3.00	139	552	691	B
1900 - 2000	\$2.00	91	352	443	B	\$3.00	132	506	638	B	\$3.00	178	585	763	B	\$3.00	163	644	807	C	\$3.00	161	488	649	B



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 06/28/21					Tuesday 06/29/21					Wednesday 06/30/21					Thursday 07/01/21					Friday 07/02/21				
	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																\$4.25	179	391	570	B	\$2.30	162	393	555	B
0500 - 0600																\$10.15	319	1,019	1,338	E	\$7.05	212	970	1,182	D
0600 - 0700																\$13.95	210	1,229	1,439	F	\$8.10	204	1,089	1,293	E
0700 - 0800																\$9.95	234	1,564	1,798	F	\$7.05	241	1,131	1,372	F
0800 - 0900																\$7.05	202	1,342	1,544	F	\$4.25	166	913	1,079	D
0900 - 1000																\$5.45	203	922	1,125	D	\$4.25	186	678	864	C

AM Time	Monday 07/05/21					Tuesday 07/06/21					Wednesday 07/07/21					Thursday 07/08/21					Friday 07/09/21				
	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	\$1.60	11	22	33	A	\$4.25	193	391	584	B	\$4.25	195	390	585	B	\$4.25	202	389	591	B	\$2.30	161	428	589	B
0500 - 0600	\$1.60	38	83	121	A	\$11.20	318	1,088	1,406	F	\$11.20	311	1,070	1,381	F	\$10.15	302	1,045	1,347	E	\$7.05	207	952	1,159	D
0600 - 0700	\$1.60	37	159	196	A	\$14.95	206	1,156	1,362	F	\$14.95	224	1,256	1,480	F	\$13.95	249	1,255	1,504	F	\$8.10	216	1,122	1,338	E
0700 - 0800	\$1.60	75	211	286	A	\$10.95	223	1,343	1,566	F	\$10.95	227	1,446	1,673	F	\$9.95	262	1,487	1,749	F	\$7.05	239	1,338	1,577	F
0800 - 0900	\$1.60	105	317	422	B	\$7.05	207	1,480	1,687	F	\$7.05	182	1,383	1,565	F	\$7.05	211	1,303	1,514	F	\$4.25	204	1,192	1,396	F
0900 - 1000	\$1.60	194	461	655	B	\$5.45	202	1,137	1,339	E	\$5.45	239	1,155	1,394	F	\$5.45	228	1,062	1,290	E	\$4.25	206	855	1,061	D

AM Time	Monday 07/12/21					Tuesday 07/13/21					Wednesday 07/14/21					Thursday 07/15/21					Friday 07/16/21				
	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	\$4.25	187	429	616	B	\$4.25	169	412	581	B	\$4.25	205	375	580	B	\$4.25	189	400	589	B	\$2.30	172	440	612	B
0500 - 0600	\$11.20	266	1,053	1,319	E	\$11.20	265	1,077	1,342	E	\$11.20	299	989	1,288	E	\$10.15	248	1,100	1,348	E	\$7.05	267	935	1,202	E
0600 - 0700	\$13.95	200	1,250	1,450	F	\$14.95	226	1,242	1,468	F	\$14.95	222	1,161	1,383	F	\$13.95	199	1,308	1,507	F	\$8.10	214	1,105	1,319	E
0700 - 0800	\$10.95	208	1,562	1,770	F	\$10.95	215	1,462	1,677	F	\$10.95	264	1,459	1,723	F	\$9.95	223	1,490	1,713	F	\$7.05	234	1,223	1,457	F
0800 - 0900	\$7.05	196	1,264	1,460	F	\$7.05	220	1,525	1,745	F	\$7.05	207	1,501	1,708	F	\$7.05	212	1,336	1,548	F	\$4.25	193	1,109	1,302	E
0900 - 1000	\$5.45	206	875	1,081	D	\$5.45	208	1,114	1,322	E	\$5.45	220	1,125	1,345	E	\$5.45	228	1,053	1,281	E	\$4.25	226	848	1,074	D

AM Time	Monday 07/19/21					Tuesday 07/20/21					Wednesday 07/21/21					Thursday 07/22/21					Friday 07/23/21				
	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	\$4.25	159	452	611	B	\$4.25	164	459	623	B	\$4.25	189	444	633	B	\$4.25	214	372	586	B	\$2.30	132	420	552	B
0500 - 0600	\$11.20	288	1,073	1,361	F	\$11.20	288	1,136	1,404	F	\$11.20	293	1,158	1,451	F	\$10.15	314	1,090	1,404	F	\$7.05	254	960	1,214	E
0600 - 0700	\$13.95	193	1,250	1,443	F	\$14.95	204	1,289	1,493	F	\$14.95	189	1,171	1,360	F	\$13.95	211	1,335	1,546	F	\$8.10	230	1,106	1,336	E
0700 - 0800	\$10.95	213	1,468	1,681	F	\$10.95	217	1,410	1,627	F	\$10.95	233	1,453	1,686	F	\$9.95	211	1,470	1,681	F	\$7.05	213	1,174	1,387	F
0800 - 0900	\$7.05	197	1,245	1,442	F	\$7.05	219	1,465	1,684	F	\$7.05	258	1,415	1,673	F	\$7.05	208	1,282	1,490	F	\$4.25	185	1,054	1,239	E
0900 - 1000	\$5.45	205	933	1,138	D	\$5.45	159	1,071	1,230	E	\$5.45	223	1,091	1,314	E	\$5.45	223	1,009	1,232	E	\$4.25	238	1,029	1,267	E

AM Time	Monday 07/26/21					Tuesday 07/27/21					Wednesday 07/28/21					Thursday 07/29/21					Friday 07/30/21				
	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	\$4.25	182	486	668	B	\$4.25	190	440	630	B	\$4.25	195	479	674	B	\$4.25	214	527	741	B	\$2.30	179	449	628	B
0500 - 0600	\$11.20	320	1,125	1,445	F	\$11.20	285	1,069	1,354	F	\$11.20	290	1,139	1,429	F	\$10.15	303	1,186	1,489	F	\$7.05	213	955	1,168	D
0600 - 0700	\$13.95	194	1,208	1,402	F	\$14.95	239	1,269	1,508	F	\$14.95	210	1,263	1,473	F	\$13.95	272	1,305	1,577	F	\$8.10	200	1,049	1,249	E
0700 - 0800	\$10.95	215	1,421	1,636	F	\$10.95	234	1,452	1,686	F	\$10.95	234	1,501	1,735	F	\$9.95	256	1,478	1,734	F	\$7.05	210	1,285	1,495	F
0800 - 0900	\$7.05	148	1,304	1,452	F	\$7.05	172	1,360	1,532	F	\$7.05	201	1,313	1,514	F	\$7.05	219	1,369	1,588	F	\$4.25	185	1,131	1,316	E
0900 - 1000	\$5.45	185	1,005	1,190	D	\$5.45	202	1,069	1,271	E	\$5.45	219	1,013	1,232	E	\$5.45	247	1,123	1,370	F	\$4.25	197	865	1,062	D



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 06/28/21					Tuesday 06/29/21					Wednesday 06/30/21					Thursday 07/01/21					Friday 07/02/21				
	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																\$3.00	114	421	535	B	\$2.00	87	322	409	B
0500 - 0600																\$7.00	181	917	1,098	D	\$5.45	139	775	914	C
0600 - 0700																\$7.00	140	1,171	1,311	E	\$5.45	126	866	992	C
0700 - 0800																\$7.00	124	1,121	1,245	E	\$5.45	117	819	936	C
0800 - 0900																\$5.45	119	998	1,117	D	\$3.00	111	759	870	C
0900 - 1000																\$3.00	124	736	860	C	\$3.00	131	670	801	C

AM Time	Monday 07/05/21					Tuesday 07/06/21					Wednesday 07/07/21					Thursday 07/08/21					Friday 07/09/21				
	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	\$2.00	23	48	71	A	\$3.00	123	423	546	B	\$3.00	128	418	546	B	\$3.00	110	380	490	B	\$2.00	81	358	439	B
0500 - 0600	\$2.00	37	79	116	A	\$7.00	198	930	1,128	D	\$7.00	197	936	1,133	D	\$7.00	180	937	1,117	D	\$5.45	117	845	962	C
0600 - 0700	\$2.00	39	143	182	A	\$7.00	152	1,136	1,288	E	\$7.00	151	1,202	1,353	E	\$7.00	179	1,143	1,322	E	\$5.45	141	985	1,126	D
0700 - 0800	\$2.00	46	188	234	A	\$7.00	165	1,180	1,345	E	\$7.00	146	1,151	1,297	E	\$7.00	144	1,164	1,308	E	\$5.45	136	921	1,057	D
0800 - 0900	\$2.00	67	241	308	A	\$5.45	118	1,091	1,209	E	\$5.45	125	1,069	1,194	D	\$5.45	127	965	1,092	D	\$3.00	116	864	980	C
0900 - 1000	\$2.00	103	324	427	B	\$3.00	136	807	943	C	\$3.00	153	834	987	C	\$3.00	133	880	1,013	D	\$3.00	139	742	881	C

AM Time	Monday 07/12/21					Tuesday 07/13/21					Wednesday 07/14/21					Thursday 07/15/21					Friday 07/16/21				
	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	\$3.00	128	428	556	B	\$3.00	118	449	567	B	\$3.00	135	422	557	B	\$3.00	108	419	527	B	\$2.00	105	376	481	B
0500 - 0600	\$7.00	146	991	1,137	D	\$7.00	174	982	1,156	D	\$7.00	189	915	1,104	D	\$7.00	162	975	1,137	D	\$5.45	172	802	974	C
0600 - 0700	\$7.00	144	1,147	1,291	E	\$7.00	135	1,228	1,363	E	\$7.00	163	1,183	1,346	E	\$7.00	143	1,239	1,382	E	\$5.45	141	940	1,081	D
0700 - 0800	\$7.00	112	1,182	1,294	E	\$7.00	150	1,312	1,462	F	\$7.00	159	1,255	1,414	F	\$7.00	121	1,113	1,234	E	\$5.45	133	872	1,005	D
0800 - 0900	\$5.45	118	960	1,078	D	\$5.45	129	1,133	1,262	E	\$5.45	127	1,081	1,208	E	\$5.45	148	1,005	1,153	D	\$3.00	134	831	965	C
0900 - 1000	\$3.00	142	719	861	C	\$3.00	140	888	1,028	D	\$3.00	121	752	873	C	\$3.00	138	817	955	C	\$3.00	146	686	832	C

AM Time	Monday 07/19/21					Tuesday 07/20/21					Wednesday 07/21/21					Thursday 07/22/21					Friday 07/23/21				
	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	\$3.00	111	457	568	B	\$3.00	129	450	579	B	\$3.00	96	418	514	B	\$3.00	125	430	555	B	\$2.00	80	394	474	B
0500 - 0600	\$7.00	148	1,063	1,211	E	\$7.00	145	1,003	1,148	D	\$7.00	164	1,004	1,168	D	\$7.00	181	925	1,106	D	\$5.45	136	804	940	C
0600 - 0700	\$7.00	129	1,154	1,283	E	\$7.00	128	1,231	1,359	E	\$7.00	145	1,243	1,388	E	\$7.00	126	1,193	1,319	E	\$5.45	140	904	1,044	D
0700 - 0800	\$7.00	121	1,159	1,280	E	\$7.00	138	1,228	1,366	E	\$7.00	171	1,292	1,463	F	\$7.00	122	1,144	1,266	E	\$5.45	118	987	1,105	D
0800 - 0900	\$5.45	144	944	1,088	D	\$5.45	130	1,065	1,195	D	\$5.45	190	1,051	1,241	E	\$5.45	145	1,038	1,183	D	\$3.00	124	822	946	C
0900 - 1000	\$3.00	144	759	903	C	\$3.00	130	850	980	C	\$3.00	170	896	1,066	D	\$3.00	167	885	1,052	D	\$3.00	155	772	927	C

AM Time	Monday 07/26/21					Tuesday 07/27/21					Wednesday 07/28/21					Thursday 07/29/21					Friday 07/30/21				
	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	\$3.00	134	463	597	B	\$3.00	118	467	585	B	\$3.00	127	442	569	B	\$3.00	139	445	584	B	\$2.00	109	377	486	B
0500 - 0600	\$7.00	161	966	1,127	D	\$7.00	167	931	1,098	D	\$7.00	165	983	1,148	D	\$7.00	170	984	1,154	D	\$5.45	136	803	939	C
0600 - 0700	\$7.00	132	1,096	1,228	E	\$7.00	156	1,206	1,362	E	\$7.00	135	1,167	1,302	E	\$7.00	166	1,157	1,323	E	\$5.45	122	974	1,096	D
0700 - 0800	\$7.00	123	1,072	1,195	D	\$7.00	136	1,248	1,384	E	\$7.00	143	1,241	1,384	E	\$7.00	162	1,131	1,293	E	\$5.45	103	915	1,018	D
0800 - 0900	\$5.45	106	1,008	1,114	D	\$5.45	122	1,111	1,233	E	\$5.45	133	1,049	1,182	D	\$5.45	130	1,042	1,172	D	\$3.00	129	833	962	C
0900 - 1000	\$3.00	131	840	971	C	\$3.00	131	849	980	C	\$3.00	178	838	1,016	D	\$3.00	163	801	964	C	\$3.00	169	758	927	C



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 92 calls during the month of July. Of those calls, 64 were to assist disabled vehicles, 8 calls to remove debris, and 20 were in response to accidents in the Express Lanes.

91 Express Lanes BOS Development Update

In February, 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.

In April 2021, OCTA and RCTC (Agencies) provide notice to CUSA that the Agencies will be exercising the first of the six one-month extension period, which will commence July 1, 2021 through July 31, 2021. The Agencies intend to exercise the one-month options until the Agencies transition to the new contract. Agencies' staff 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

Description	YTD as of :		YTD Variance	
	Actual ¹	7/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 4,557,827.42	\$ 2,986,250.00	\$ 1,571,577.42	52.6
Fee Revenue	551,759.06	476,408.33	75,350.73	15.8
Total operating revenues	5,109,586.48	3,462,658.33	1,646,928.15	47.6
Operating expenses:				
Salaries and Benefits	44,660.53	71,066.67	26,406.14	37.2
Legal Services	-	17,083.33	17,083.33	100.0
Advisory Services	(284.34) ²	416.67	701.01	168.2
Audit and Accounting Fees	-	3,000.00	3,000.00	100.0
Service Fees	-	1,558.33	1,558.33	100.0
Other Professional Services	24,129.93	104,958.33	80,828.40	77.0
Lease Expense	31,604.96	26,591.67	(5,013.29)	(18.9)
Operations	(197,085.80) ²	301,483.33	498,569.13	165.4
Utilities	187.60	5,425.00	5,237.40	96.5
Supplies and Materials	-	2,791.67	2,791.67	100.0
Membership and Subscription Fees	-	2,500.00	2,500.00	100.0
Office Equipment & Furniture (Non-Capital)	-	6,666.67	6,666.67	100.0
Maintenance/Repairs	(6,066.71) ²	25,716.67	31,783.38	123.6
Training Seminars and Conferences	-	133.33	133.33	100.0
Transportation Expenses	-	208.33	208.33	100.0
Lodging	-	108.33	108.33	100.0
Meals	-	250.00	250.00	100.0
Other Staff Expenses	-	25.00	25.00	100.0
Advertising	-	17,916.67	17,916.67	100.0
Program Management	-	6,925.00	6,925.00	100.0
Program Operations	(111,550.85) ²	697,850.00	809,400.85	116.0
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	6,250.00	6,250.00	100.0
Improvements	24,997.50	4,583.33	(20,414.17)	(445.4)
Bad Debt Expense	9,268.11	-	(9,268.11)	N/A
Total operating expenses	(180,139.07)	1,303,508.33	1,483,647.40	113.8
Operating income (loss)	5,289,725.55	2,159,150.00	3,130,575.55	145.0
Nonoperating revenues (expenses):				
Interest Revenue	204,488.46	12,458.33	192,030.13	(1,541.4)
Other Miscellaneous Revenue	2.53	-	2.53	N/A
Principal Expense	-	(318,333.33)	318,333.33	(100.0)
Interest Expense	-	(753,408.33)	753,408.33	(100.0)
Total nonoperating revenues (expenses)	204,490.99	(1,059,283.33)	1,263,774.32	119.3
Transfers In	-	-	-	N/A
Transfers Out	-	(89,558.33)	89,558.33	(100.0)
Net income (loss)	\$ 5,494,216.54	\$ 1,010,308.33	\$ 4,483,908.21	443.8

¹ Unaudited

² Negatives are the result of FY21 accruals

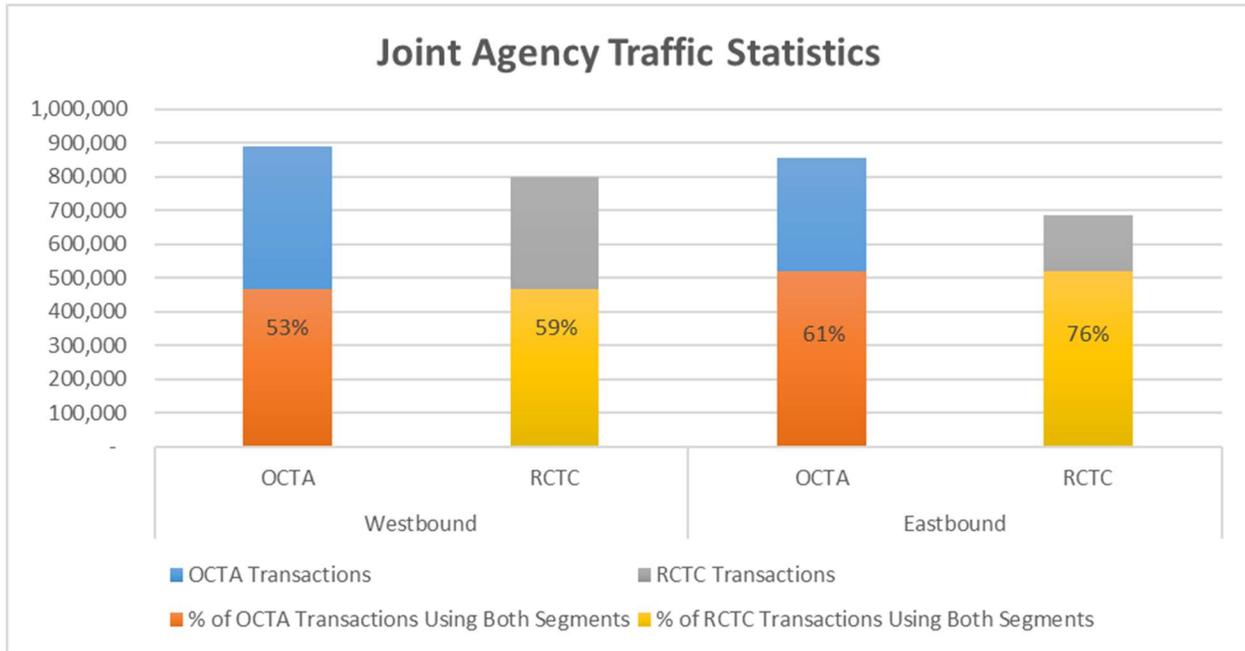
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING July 31, 2021

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	888,856	468,442	53%	\$2,419,527
RCTC	798,484	468,442	59%	\$2,709,612
I-15	339,070	269,035	79%	\$1,008,940
McKinley	459,414	199,407	43%	\$1,700,672
Eastbound				
OCTA	854,746	519,200	61%	\$2,886,714
RCTC	685,408	519,200	76%	\$2,334,558
I-15	265,732	208,814	79%	\$651,961
McKinley	419,676	310,386	74%	\$1,682,596

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Jul-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	6:38
Abandon Rate	Monthly	No more than 4.0%	8.9%
Customer Satisfaction	Monthly	At least 75 outbound calls	75
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.6
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	0.9
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.05%
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%
Netw ork Uptime	Monthly	99% Availability	100%

CUSA = Co firoute USA;

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

**Call Wait Time and Abandoned Rate are out of compliance due to COVID 19 impacts.

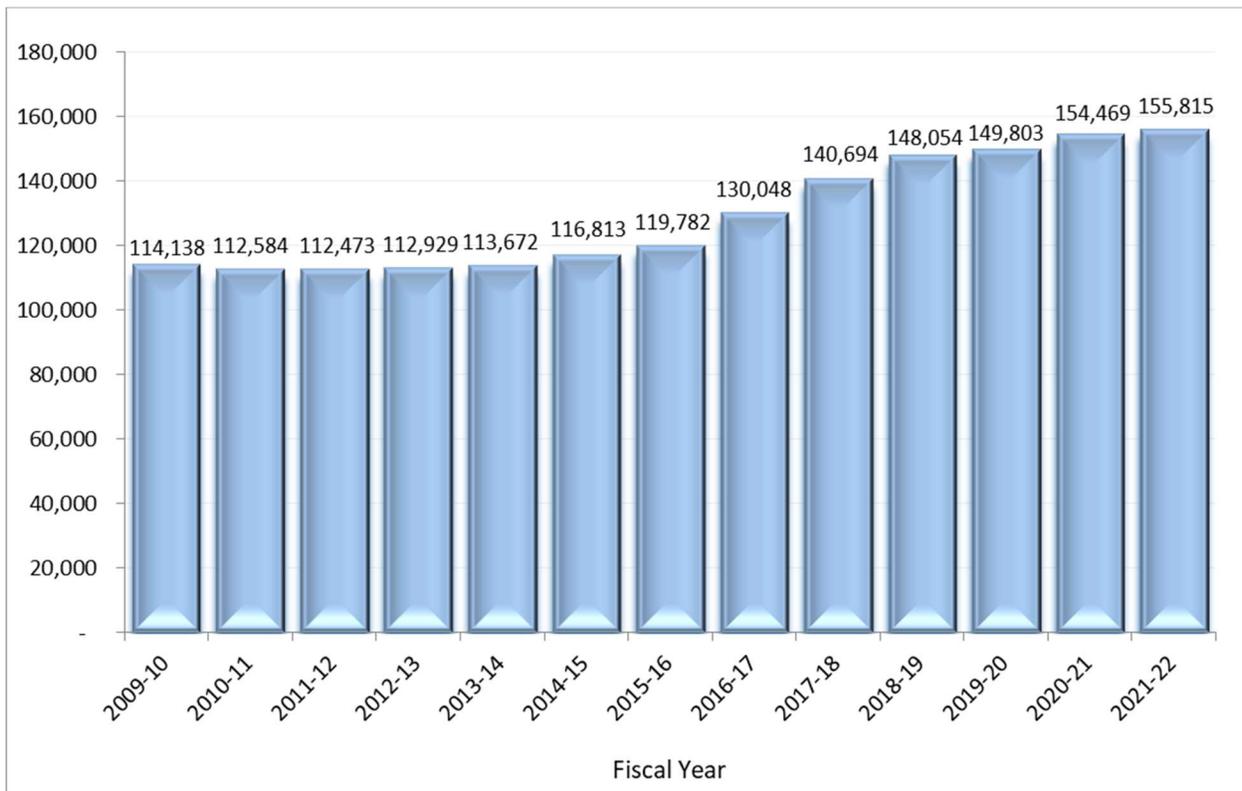
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	July-21		June-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	0	#DIV/0!	295	81.0%	0	#DIV/0!
Additional Tags to Existing Accounts	0	#DIV/0!	7	1.9%	0	#DIV/0!
Replacement Transponders	0	#DIV/0!	62	17.0%	0	#DIV/0!
Total Issued	0		364		0	
Returned						
Account Closures	7	0.4%			7	0.4%
Accounts Dow nsizing	1,576	99.6%			1,576	99.6%
Defective Transponders			6,113	100.0%	0	0.0%
Total Returned	1,583		6,113		1,583	

6C TRANSPONDER DISTRIBUTION	July-21		June-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	9,181	96.5%	18,544	99.4%	9,181	96.5%
Additional Tags to Existing Accounts	335	3.5%	116	0.6%	335	3.5%
Replacement Transponders	0	0.0%			0	0.0%
Total Issued	9,516		18,660		9,516	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of July 2021, the 91 Express Lanes had 155,815 active customer accounts and 590,880 transponders classified as assigned.

Number of Accounts by FY As of July 31, 2021



Incoming Email Activity

During July, the Anaheim Processing Center received 3,347 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. The Walk-In Center was reopened on July 6, 2021. 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**



Status Report
August 2021

As of August 31, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for August 2021 was 1,707,270. This represents a daily average of 55,073 vehicles. This is a 46.5 percent increase in total traffic volume from the same period last year, which totaled 1,165,510 and was the sixth month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for August was \$5,254,471, which represents an increase of 41.1 percent from the prior year's total of \$3,723,004. Carpool percentage for August was 22.1 percent as compared to the previous year's rate of 22.9 percent. As compared to August 2019, traffic volume increased by 10.5 percent and revenue increased by 12.5 percent.

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 August 2021.

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

	Aug-21 MTD Actual	Aug-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Aug-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Trips					
Full Toll Lanes	1,329,236	899,004	47.9%	1,134,132	17.2%
3+ Lanes	378,034	266,506	41.8%	411,599	(8.2%)
Total Gross Trips	1,707,270	1,165,510	46.5%	1,545,731	10.5%
Revenue					
Full Toll Lanes	\$5,205,919	\$3,673,372	41.7%	\$4,595,283	13.3%
3+ Lanes	\$48,552	\$49,632	(2.2%)	\$75,879	(36.0%)
Total Gross Revenue	\$5,254,471	\$3,723,004	41.1%	\$4,671,161	12.5%
Average Revenue per Trip					
Average Full Toll Lanes	\$3.92	\$4.09	(4.2%)	\$4.06	(3.4%)
Average 3+ Lanes	\$0.13	\$0.19	(31.6%)	\$0.19	(31.6%)
Average Gross Revenue	\$3.08	\$3.19	(3.4%)	\$3.03	1.7%

The 2021 fiscal year-to-date traffic volume increased by 53.7 percent and potential toll revenue increased by 45.6 percent, when compared with the same period last year. Year-to-date average revenue per trip is \$3.06.

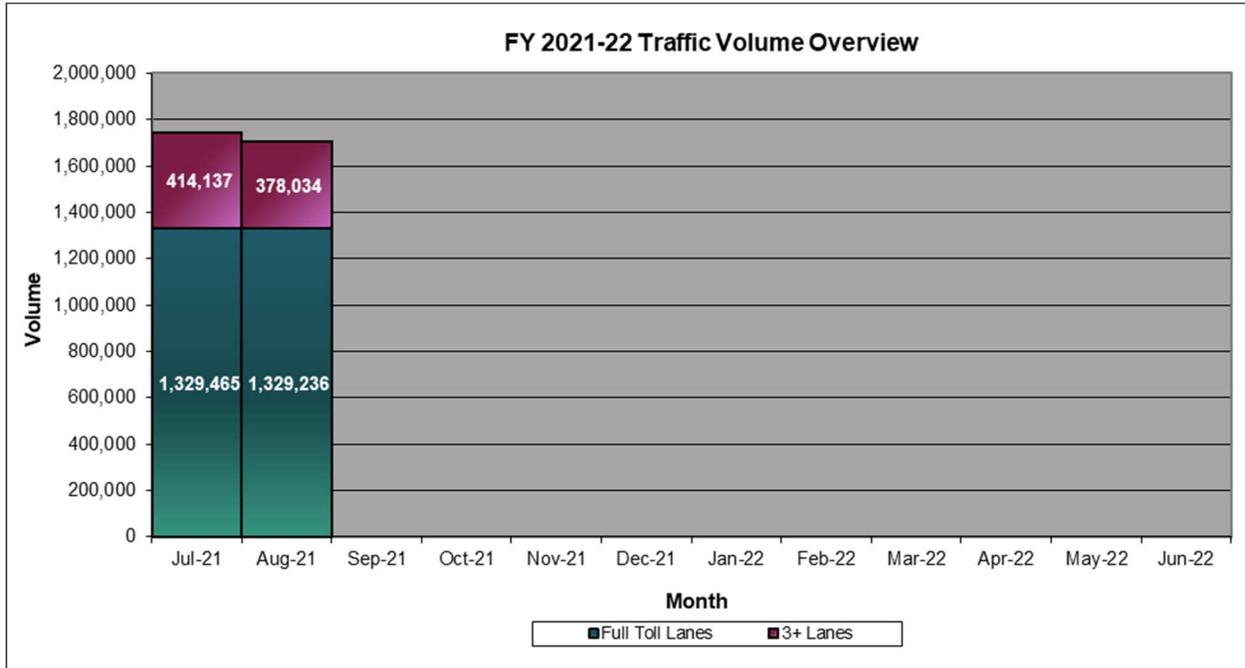
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2021 through August 2021.

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

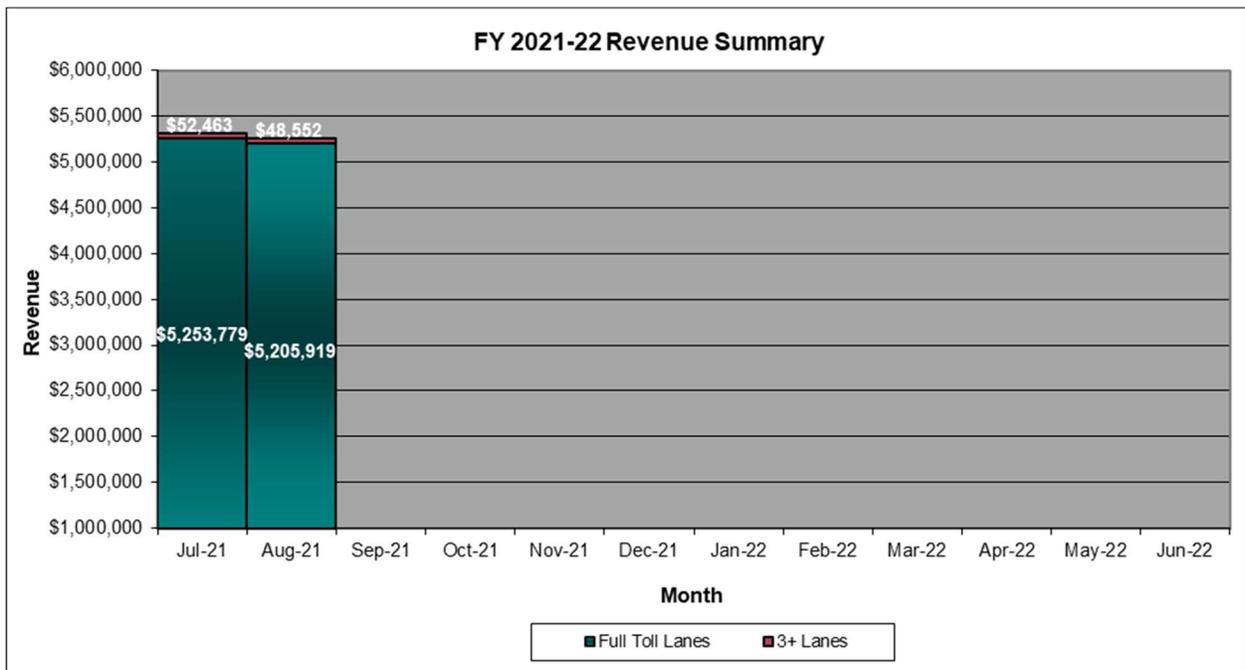
	FY 2021-22 YTD Actual	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	2,658,701	1,731,240	53.6%
3+ Lanes	792,171	513,353	54.3%
Total Gross Trips	3,450,872	2,244,593	53.7%
Revenue			
Full Toll Lanes	\$10,459,697	\$7,149,955	46.3%
3+ Lanes	\$101,015	\$105,216	(4.0%)
Total Gross Revenue	\$10,560,712	\$7,255,172	45.6%
Average Revenue per Trip			
Average Full Toll Lanes	\$3.93	\$4.13	(4.8%)
Average 3+ Lanes	\$0.13	\$0.20	(35.0%)
Average Gross Revenue	\$3.06	\$3.23	(5.3%)

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 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity 15 times during the month of August 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 83 percent of defined capacity.

PM Time	Monday 08/02/21				Tuesday 08/03/21				Wednesday 08/04/21				Thursday 08/05/21				Friday 08/06/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	468	2,745	81%	\$5.30	462	2,728	80%	\$5.30	481	3,020	89%	\$7.70	497	2,984	88%	\$8.35	518	2,815	83%
1500 - 1600	\$5.65	500	2,845	84%	\$4.75	462	3,031	89%	\$7.45	499	2,774	82%	\$7.45	532	2,878	85%	\$7.90	533	2,848	84%
1600 - 1700	\$4.35	461	3,102	91%	\$4.50	427	3,268	96%	\$6.50	381	2,922	86%	\$7.00	368	2,692	79%	\$7.45	414	2,719	80%
1700 - 1800	\$4.95	370	2,611	77%	\$4.90	340	2,450	72%	\$5.40	360	2,357	69%	\$6.70	440	2,759	81%	\$6.75	508	2,924	86%
1800 - 1900	\$5.65	500	2,406	71%	\$4.05	504	2,744	81%	\$4.05	522	2,839	84%	\$4.50	518	2,807	83%	\$6.75	520	2,373	70%
1900 - 2000	\$3.95	412	1,622	48%	\$3.95	423	1,838	54%	\$3.95	503	2,131	63%	\$5.75	575	2,396	70%	\$6.25	548	2,069	61%

PM Time	Monday 08/09/21				Tuesday 08/10/21				Wednesday 08/11/21				Thursday 08/12/21				Friday 08/13/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	425	2,614	77%	\$5.30	458	2,844	84%	\$5.30	416	3,046	90%	\$7.70	399	2,870	84%	\$8.35	435	2,899	85%
1500 - 1600	\$5.65	495	2,799	82%	\$4.75	451	3,092	91%	\$7.45	495	2,972	87%	\$7.45	461	3,013	89%	\$7.90	502	2,922	86%
1600 - 1700	\$4.35	404	3,201	94%	\$4.50	380	3,198	94%	\$6.50	326	2,866	84%	\$7.00	298	2,485	73%	\$7.45	323	2,546	75%
1700 - 1800	\$4.95	377	2,722	80%	\$4.90	316	2,504	74%	\$5.40	401	2,923	86%	\$6.70	361	2,748	81%	\$6.75	414	2,781	82%
1800 - 1900	\$5.65	494	2,406	71%	\$4.05	511	2,759	81%	\$4.05	485	2,657	78%	\$4.50	519	2,856	84%	\$6.75	556	2,634	77%
1900 - 2000	\$3.95	370	1,460	43%	\$3.95	387	1,679	49%	\$3.95	364	1,557	46%	\$5.75	444	2,169	64%	\$6.25	494	1,866	55%

PM Time	Monday 08/16/21				Tuesday 08/17/21				Wednesday 08/18/21				Thursday 08/19/21				Friday 08/20/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	393	2,743	81%	\$5.30	415	2,762	81%	\$5.30	413	3,176	93%	\$7.70	383	2,450	72%	\$8.35	456	2,793	82%
1500 - 1600	\$5.65	428	2,519	74%	\$4.75	462	2,962	87%	\$7.45	501	2,874	85%	\$7.45	504	2,999	88%	\$7.90	571	2,926	86%
1600 - 1700	\$4.35	392	3,108	91%	\$4.50	412	3,229	95%	\$6.50	403	3,130	92%	\$7.00	382	2,822	83%	\$7.45	393	2,677	79%
1700 - 1800	\$4.95	340	2,654	78%	\$4.90	329	2,508	74%	\$5.40	401	2,942	87%	\$6.70	404	2,885	85%	\$6.75	459	2,940	86%
1800 - 1900	\$5.65	517	2,544	75%	\$4.05	493	2,946	87%	\$4.05	503	2,608	77%	\$4.50	519	2,876	85%	\$6.75	554	2,547	75%
1900 - 2000	\$3.95	328	1,398	41%	\$3.95	377	1,687	50%	\$3.95	371	1,657	49%	\$5.75	387	1,865	55%	\$6.25	490	1,905	56%

PM Time	Monday 08/23/21				Tuesday 08/24/21				Wednesday 08/25/21				Thursday 08/26/21				Friday 08/27/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	392	2,759	81%	\$5.30	415	2,687	79%	\$5.30	372	2,975	88%	\$7.70	394	2,885	85%	\$8.35	435	2,847	84%
1500 - 1600	\$5.65	499	2,924	86%	\$4.75	495	2,952	87%	\$7.45	537	2,884	85%	\$7.45	524	2,968	87%	\$7.90	537	2,912	86%
1600 - 1700	\$4.35	417	3,137	92%	\$4.50	410	3,188	94%	\$6.50	348	2,780	82%	\$7.00	322	2,602	77%	\$7.45	411	2,719	80%
1700 - 1800	\$4.95	324	2,628	77%	\$4.90	336	2,479	73%	\$5.40	437	3,043	90%	\$6.70	376	2,786	82%	\$6.75	415	2,691	79%
1800 - 1900	\$5.65	475	2,332	69%	\$4.05	407	2,366	70%	\$4.05	497	2,842	84%	\$4.50	490	2,789	82%	\$6.75	525	2,692	79%
1900 - 2000	\$3.95	329	1,360	40%	\$3.95	478	2,170	64%	\$3.95	416	1,815	53%	\$5.75	475	2,182	64%	\$6.25	520	2,194	65%

PM Time	Monday 08/30/21				Tuesday 08/31/21				Wednesday 09/01/21				Thursday 09/02/21				Friday 09/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	369	2,713	80%	\$5.30	349	2,632	77%												
1500 - 1600	\$5.65	528	2,915	86%	\$4.75	497	2,909	86%												
1600 - 1700	\$4.35	414	3,115	92%	\$4.50	386	3,123	92%												
1700 - 1800	\$4.95	371	2,737	81%	\$4.90	346	2,492	73%												
1800 - 1900	\$5.65	492	2,459	72%	\$4.05	508	2,928	86%												
1900 - 2000	\$3.95	342	1,537	45%	\$3.95	435	2,241	66%												

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 08/02/21				Tuesday 08/03/21				Wednesday 08/04/21				Thursday 08/05/21				Friday 08/06/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	419	1,338	39%	\$3.15	407	1,377	41%	\$3.15	439	1,352	40%	\$3.15	442	1,348	40%	\$3.15	358	1,211	36%
0500 - 0600	\$5.10	586	2,387	70%	\$5.10	585	2,462	72%	\$5.10	551	2,424	71%	\$5.10	592	2,495	73%	\$4.85	495	2,199	65%
0600 - 0700	\$5.30	406	2,492	73%	\$5.30	439	2,633	77%	\$5.30	418	2,395	70%	\$5.30	444	2,527	74%	\$5.10	346	2,179	64%
0700 - 0800	\$5.80	381	2,411	71%	\$5.80	404	2,539	75%	\$5.80	389	2,521	74%	\$5.80	353	2,445	72%	\$5.65	354	2,105	62%
0800 - 0900	\$5.30	366	2,392	70%	\$5.30	362	2,403	71%	\$5.30	384	2,571	76%	\$5.30	334	2,417	71%	\$5.10	359	2,200	65%
0900 - 1000	\$4.20	450	2,256	66%	\$4.20	380	2,375	70%	\$4.20	456	2,617	77%	\$4.20	439	2,491	73%	\$4.20	412	2,202	65%

AM Time	Monday 08/09/21				Tuesday 08/10/21				Wednesday 08/11/21				Thursday 08/12/21				Friday 08/13/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	401	1,323	39%	\$3.15	397	1,354	40%	\$3.15	421	1,339	39%	\$3.15	413	1,286	38%	\$3.15	372	1,213	36%
0500 - 0600	\$5.10	588	2,402	71%	\$5.10	627	2,499	74%	\$5.10	599	2,382	70%	\$5.10	537	2,300	68%	\$4.85	564	2,179	64%
0600 - 0700	\$5.30	392	2,520	74%	\$5.30	417	2,565	75%	\$5.30	397	2,551	75%	\$5.30	465	2,642	78%	\$5.10	400	2,397	71%
0700 - 0800	\$5.80	355	2,500	74%	\$5.80	334	2,426	71%	\$5.80	383	2,528	74%	\$5.80	379	2,599	76%	\$5.65	369	2,389	70%
0800 - 0900	\$5.30	313	2,256	66%	\$5.30	319	2,518	74%	\$5.30	319	2,460	72%	\$5.30	289	2,391	70%	\$5.10	314	2,406	71%
0900 - 1000	\$4.20	359	2,182	64%	\$4.20	356	2,528	74%	\$4.20	288	2,391	70%	\$4.20	268	2,435	72%	\$4.20	280	2,119	62%

AM Time	Monday 08/16/21				Tuesday 08/17/21				Wednesday 08/18/21				Thursday 08/19/21				Friday 08/20/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	471	1,495	44%	\$3.15	467	1,418	42%	\$3.15	477	1,395	41%	\$3.15	449	1,413	42%	\$3.15	374	1,203	35%
0500 - 0600	\$5.10	607	2,623	77%	\$5.10	417	1,564	46%	\$5.10	606	2,545	75%	\$5.10	634	2,482	73%	\$4.85	534	2,228	66%
0600 - 0700	\$5.30	496	2,700	79%	\$5.30	271	1,457	43%	\$5.30	513	2,690	79%	\$5.30	506	2,689	79%	\$5.10	485	2,401	71%
0700 - 0800	\$5.80	412	2,634	77%	\$5.80	447	2,711	80%	\$5.80	440	2,613	77%	\$5.80	465	2,601	77%	\$5.65	389	2,326	68%
0800 - 0900	\$5.30	293	2,503	74%	\$5.30	318	2,633	77%	\$5.30	275	2,304	68%	\$5.30	315	2,357	69%	\$5.10	238	1,909	56%
0900 - 1000	\$4.20	291	2,312	68%	\$4.20	274	2,463	72%	\$4.20	283	2,256	66%	\$4.20	242	2,272	67%	\$4.20	245	1,594	47%

AM Time	Monday 08/23/21				Tuesday 08/24/21				Wednesday 08/25/21				Thursday 08/26/21				Friday 08/27/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	434	1,420	42%	\$3.15	450	1,419	42%	\$3.15	476	1,433	42%	\$3.15	431	1,362	40%	\$3.15	388	1,196	35%
0500 - 0600	\$5.10	616	2,511	74%	\$5.10	659	2,535	75%	\$5.10	651	2,525	74%	\$5.10	660	2,534	75%	\$4.85	583	2,234	66%
0600 - 0700	\$5.30	483	2,668	78%	\$5.30	527	2,767	81%	\$5.30	539	2,701	79%	\$5.30	517	2,719	80%	\$5.10	425	2,122	62%
0700 - 0800	\$5.80	467	2,740	81%	\$5.80	481	2,725	80%	\$5.80	465	2,736	80%	\$5.80	518	2,819	83%	\$5.65	534	2,794	82%
0800 - 0900	\$5.30	293	2,749	81%	\$5.30	282	2,620	77%	\$5.30	273	2,515	74%	\$5.30	302	2,542	75%	\$5.10	277	2,261	67%
0900 - 1000	\$4.20	304	2,457	72%	\$4.20	244	2,419	71%	\$4.20	302	2,526	74%	\$4.20	262	2,502	74%	\$4.20	293	2,151	63%

AM Time	Monday 08/30/21				Tuesday 08/31/21				Wednesday 09/01/21				Thursday 09/02/21				Friday 09/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	440	1,383	41%	\$3.15	441	1,424	42%												
0500 - 0600	\$5.10	626	2,507	74%	\$5.10	631	2,572	76%												
0600 - 0700	\$5.30	529	2,680	79%	\$5.30	510	2,759	81%												
0700 - 0800	\$5.80	517	2,735	80%	\$5.80	539	2,829	83%												
0800 - 0900	\$5.30	299	2,508	74%	\$5.30	288	2,708	80%												
0900 - 1000	\$4.20	287	2,299	68%	\$4.20	276	2,576	76%												



OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA customer assistance specialists (CAS) responded to 132 calls during the month of August. Of those calls, 111 were to assist disabled vehicles and 9 calls to remove debris. The CAS provided assistance to 12 accidents/incidents in the Express Lanes with four of those accidents/incidents 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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In July 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the second of the six one-month extension period, which will commence August 1, 2021 through August 31, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies intend to exercise the one-month options until the Agencies transition to the new contract.

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. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed and the project kickoff meeting was held in July. Pre-construction activities began in August to be followed with construction activities commencing in September. The project is anticipated to be completed in December 2021. During the construction period, overnight closures and possibly, a few full weekend closures, will occur. 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 : 8/31/2021		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 9,726,410.74	\$ 7,016,731.00	\$ 2,709,679.74	38.6
Fee Revenue	1,147,581.78	378,697.00	768,884.78	203.0
Total operating revenues	10,873,992.52	7,395,428.00	3,478,564.52	47.0
Operating expenses:				
Contracted Services	11,377.85	1,278,656.00	1,267,278.15	99.1
Administrative Fee	450,658.00	520,292.00	69,634.00	13.4
Other Professional Services	(158,791.02)	362,428.00	521,219.02	143.8
Credit Card Processing Fees	250,388.09	190,410.00	(59,978.09)	(31.5)
Toll Road Account Servicing	92,427.56	180,100.00	87,672.44	48.7
Other Insurance Expense	76,721.92	41,650.00	(35,071.92)	(84.2)
Toll Road Maintenance Supply Repairs	54,058.21	683,320.00	629,261.79	92.1
Patrol Services	153,274.22	183,260.00	29,985.78	16.4
Building Equipment Repairs and Maint	40,256.96	83,997.00	43,740.04	52.1
6C Transponders	-	-	-	N/A
Other Services ⁽⁵⁾	(783,000.00)	2,400.00	785,400.00	32,725.0
Utilities	8,216.74	15,832.00	7,615.26	48.1
Office Expense	-	10,828.00	10,828.00	100.0
Bad Debt Expense	16,986.27	-	(16,986.27)	N/A
Miscellaneous ⁽²⁾	2,415.26	7,964.00	5,548.74	69.7
Leases	50,352.03	82,468.00	32,115.97	38.9
Total operating expenses	265,342.09	3,643,605.00	3,378,262.91	92.7
Depreciation and Amortization ⁽³⁾	539,380.18	-	(539,380.18)	N/A
Operating income (loss)	10,069,270.25	3,751,823.00	6,317,447.25	168.4
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	48,467.94	-	48,467.94	N/A
Interest Income	79,752.83	286,706.00	(206,953.17)	(72.2)
Interest Expense	(692,637.46)	(2,022,413.00)	1,329,775.54	65.8
Other	566.20	-	566.20	N/A
Total nonoperating revenues (expenses)	(563,850.49)	(1,735,707.00)	1,171,856.51	67.5
Transfers In	-	-	-	N/A
Transfers Out ⁽⁴⁾	257,376.34	-	257,376.34	N/A
Net income (loss)	\$ 9,762,796.10	\$ 2,016,116.00	\$ 7,746,680.10	384.2

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

⁵Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for August 2021 was 1,448,172. This represents a daily average of 46,715 vehicles. This is a 47.1 percent increase in total traffic volume from the same period last year, which totaled 984,325 and was the sixth month of the COVID-19 stay-at-home order. Potential toll revenue for August was \$5,174,084, which represents an increase of 56.1 percent from the prior year's total of \$3,313,981. Carpool percentage for August was 20.6 percent as compared to the previous year's rate of 21.6 percent. As compared to August 2019, traffic volume increased by 3.3 percent and revenue decreased by 8.2 percent.

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 August 2021.

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

Trips	AUG-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	AUG-20 MTD Actual	Yr 21-to-Yr 20 % Variance	AUG-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,149,984	976,686	173,298	17.7%	771,951	49.0%	1,040,805	10.5%
3+ Lanes	298,188	346,014	(47,826)	(13.8%)	212,374	40.4%	361,276	(17.5%)
Total Gross Trips	1,448,172	1,322,700	125,472	9.5%	984,325	47.1%	1,402,081	3.3%
Revenue								
Full Toll Lanes	\$5,132,425	\$4,181,557	\$950,868	22.7%	\$3,280,797	56.4%	\$5,588,508	(8.2%)
3+ Lanes	\$41,659	\$0	\$41,659		\$33,184	25.5%	\$45,015	(7.5%)
Total Gross Revenue	\$5,174,084	\$4,181,557	\$992,527	23.7%	\$3,313,981	56.1%	\$5,633,523	(8.2%)
Average Revenue per Trip								
Average Full Toll Lanes	\$4.46	\$4.28	\$0.18	4.2%	\$4.25	4.9%	\$5.37	(16.9%)
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.16	(12.5%)	\$0.12	16.7%
Average Gross Revenue	\$3.57	\$3.16	\$0.41	13.0%	\$3.37	5.9%	\$4.02	(11.2%)



The 2021 fiscal year-to-date traffic volume increased by 54.4 percent and potential toll revenue increased by 58.9 percent, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.49.

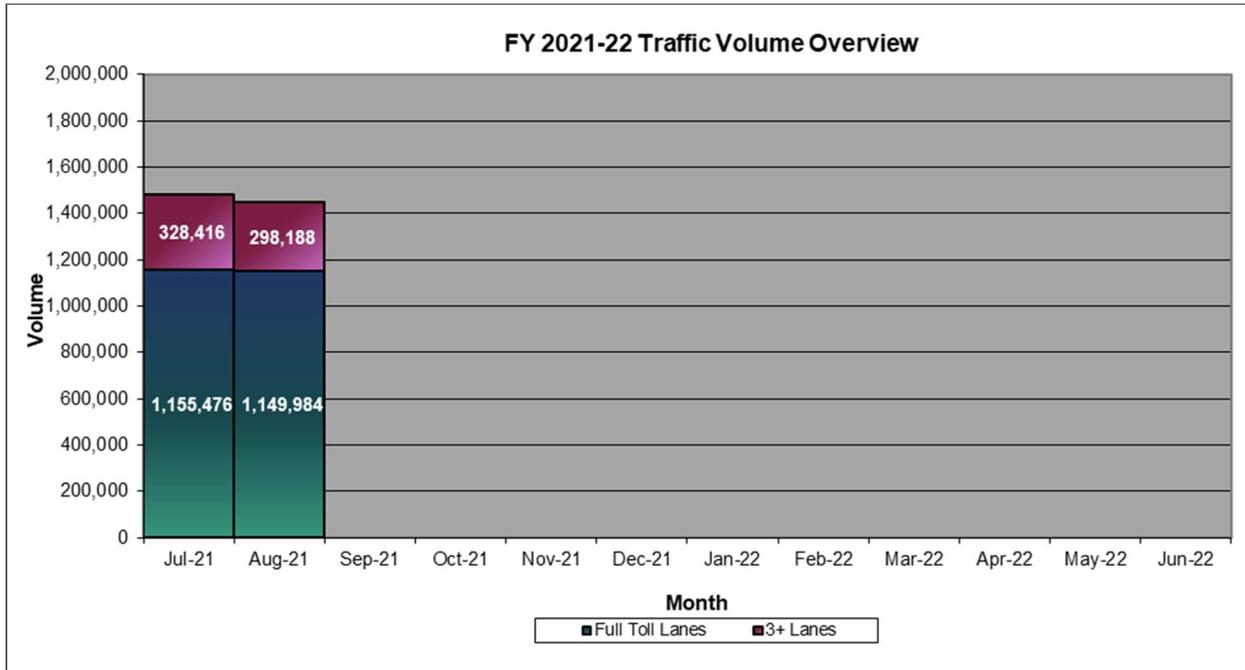
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2021 through August 2021.

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

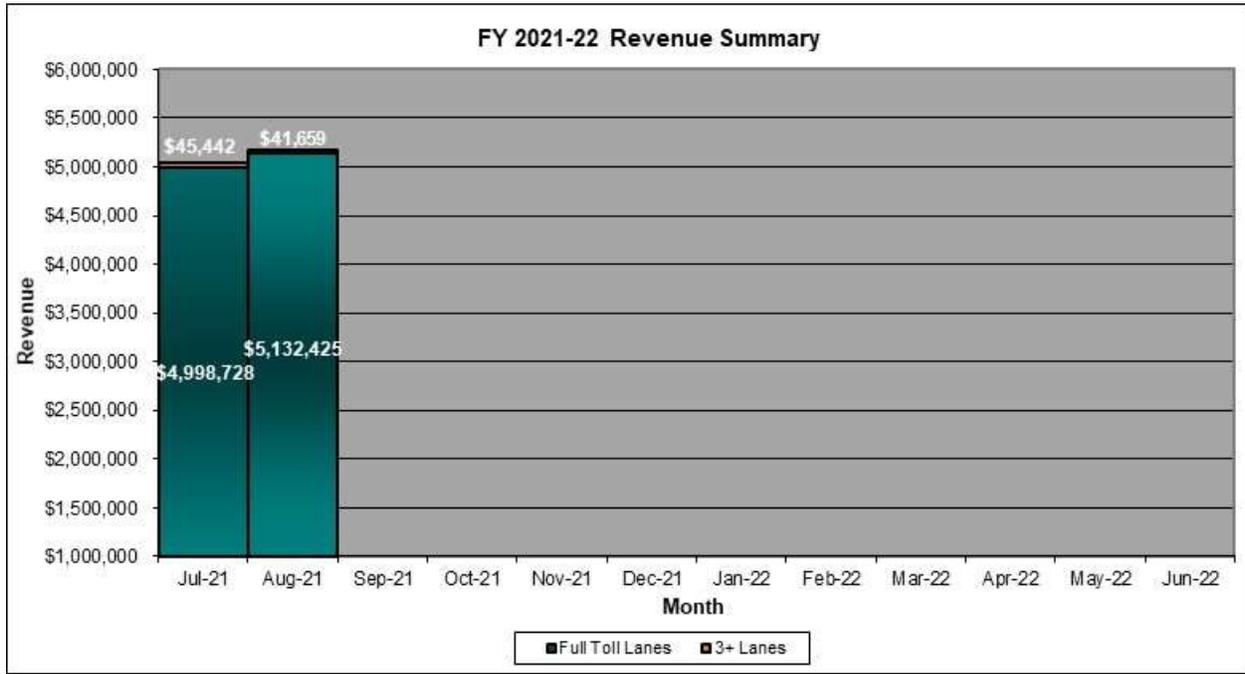
Trips	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	2,305,460	1,911,586	393,874	20.6%	1,490,523	54.7%
3+ Lanes	626,604	684,929	-58,325	(8.5%)	408,987	53.2%
Total Gross Trips	2,932,064	2,596,514	335,550	12.9%	1,899,510	54.4%
Revenue						
Full Toll Lanes	\$10,131,153	\$8,200,186	\$1,930,967	23.5%	\$6,361,892	59.2%
3+ Lanes	\$87,101	\$0	\$87,101		\$70,097	24.3%
Total Gross Revenue	\$10,218,254	\$8,200,186	\$2,018,068	24.6%	\$6,431,989	58.9%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.39	\$4.29	\$0.10	2.3%	\$4.27	2.8%
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.17	(17.6%)
Average Gross Revenue	\$3.49	\$3.16	\$0.33	10.4%	\$3.39	2.9%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In August, there were several toll rates adjusted in response to traffic volumes. RCTC evaluates traffic volumes for peak period hours and increases or decreases rates according to the toll rate policy.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 08/02/21					Tuesday 08/03/21					Wednesday 08/04/21					Thursday 08/05/21					Friday 08/06/21				
	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	\$5.45	242	1,046	1,288	E	\$5.45	245	1054	1,299	E	\$9.15	247	985	1,232	E	\$11.20	238	1,039	1,277	E	\$26.80	296	977	1,273	E
1500 - 1600	\$9.15	234	1,047	1,281	E	\$11.20	214	948	1,162	D	\$14.25	205	922	1,127	D	\$17.30	238	844	1,082	D	\$26.50	237	957	1,194	D
1600 - 1700	\$7.05	230	991	1,221	E	\$7.05	169	895	1,064	D	\$7.05	176	938	1,114	D	\$9.15	204	914	1,118	D	\$16.30	245	949	1,194	D
1700 - 1800	\$5.45	218	942	1,160	D	\$5.45	176	922	1,098	D	\$5.45	173	825	998	C	\$5.45	223	941	1,164	D	\$8.10	281	996	1,277	E
1800 - 1900	\$4.25	254	968	1,222	E	\$5.45	237	909	1,146	D	\$5.45	235	989	1,224	E	\$5.45	242	960	1,202	E	\$5.45	287	916	1,203	E
1900 - 2000	\$2.30	188	567	755	B	\$2.30	189	626	815	C	\$2.30	244	772	1,016	D	\$4.25	281	849	1,130	D	\$4.25	251	732	983	C

PM Time	Monday 08/09/21					Tuesday 08/10/21					Wednesday 08/11/21					Thursday 08/12/21					Friday 08/13/21				
	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	\$5.45	216	1,131	1,347	F	\$5.45	192	1,127	1,319	F	\$9.15	196	1,062	1,258	E	\$11.20	229	1,139	1,368	F	\$26.80	232	1,053	1,285	E
1500 - 1600	\$9.15	206	854	1,060	D	\$11.20	183	1,020	1,203	E	\$14.25	228	939	1,167	D	\$17.30	203	921	1,124	D	\$26.50	252	925	1,177	D
1600 - 1700	\$7.05	168	921	1,089	D	\$7.05	181	920	1,101	D	\$7.05	170	992	1,162	D	\$9.15	161	882	1,043	D	\$16.30	214	1,021	1,235	E
1700 - 1800	\$5.45	173	898	1,071	D	\$5.45	165	915	1,080	D	\$5.45	201	923	1,124	D	\$5.45	182	933	1,115	D	\$8.10	212	926	1,138	D
1800 - 1900	\$4.25	227	844	1,071	D	\$5.45	230	859	1,089	D	\$5.45	225	847	1,072	D	\$5.45	216	853	1,069	D	\$5.45	267	892	1,159	D
1900 - 2000	\$2.30	136	506	642	B	\$2.30	175	615	790	B	\$2.30	166	535	701	B	\$4.25	235	888	1,123	D	\$4.25	203	631	834	C

PM Time	Monday 08/16/21					Tuesday 08/17/21					Wednesday 08/18/21					Thursday 08/19/21					Friday 08/20/21				
	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	\$5.45	218	1,083	1,301	F	\$5.45	186	1,100	1,286	E	\$9.15	200	1,115	1,315	F	\$11.20	202	958	1,160	D	\$26.80	220	974	1,194	D
1500 - 1600	\$9.15	185	854	1,039	D	\$11.20	182	952	1,134	D	\$14.25	238	862	1,100	D	\$17.30	211	909	1,120	D	\$26.50	244	960	1,204	E
1600 - 1700	\$7.05	181	898	1,079	D	\$7.05	162	896	1,058	D	\$7.05	197	922	1,119	D	\$9.15	214	918	1,132	D	\$16.30	257	995	1,252	E
1700 - 1800	\$5.45	172	948	1,120	D	\$5.45	167	921	1,088	D	\$5.45	161	975	1,136	D	\$5.45	170	937	1,107	D	\$8.10	194	1,016	1,210	E
1800 - 1900	\$4.25	195	886	1,081	D	\$5.45	214	943	1,157	D	\$5.45	226	896	1,122	D	\$5.45	231	1,021	1,252	E	\$5.45	249	890	1,139	D
1900 - 2000	\$2.30	159	469	628	B	\$2.30	152	638	790	B	\$2.30	156	569	725	B	\$4.25	180	714	894	C	\$4.25	247	753	1,000	C

PM Time	Monday 08/23/21					Tuesday 08/24/21					Wednesday 08/25/21					Thursday 08/26/21					Friday 08/27/21				
	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	\$5.45	166	1,006	1,172	D	\$5.45	185	990	1,175	D	\$9.15	180	1,029	1,209	E	\$11.20	202	1,099	1,301	F	\$26.80	215	1,018	1,233	E
1500 - 1600	\$9.15	221	921	1,142	D	\$11.20	192	895	1,087	D	\$14.25	221	895	1,116	D	\$17.30	221	928	1,149	D	\$26.50	272	1,010	1,282	E
1600 - 1700	\$7.05	191	863	1,054	D	\$7.05	180	877	1,057	D	\$7.05	189	1,021	1,210	E	\$9.15	182	913	1,095	D	\$16.30	239	972	1,211	E
1700 - 1800	\$5.45	157	951	1,108	D	\$5.45	154	974	1,128	D	\$5.45	182	991	1,173	D	\$5.45	189	985	1,174	D	\$8.10	200	901	1,101	D
1800 - 1900	\$4.25	173	857	1,030	D	\$5.45	158	750	908	C	\$5.45	233	984	1,217	E	\$5.45	220	901	1,121	D	\$5.45	268	1,097	1,365	F
1900 - 2000	\$2.30	156	428	584	B	\$2.30	173	755	928	C	\$2.30	181	681	862	C	\$4.25	221	864	1,085	D	\$4.25	272	916	1,188	D

PM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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	\$5.45	180	1,006	1,186	D	\$5.45	165	1,047	1,212	E															
1500 - 1600	\$9.15	208	900	1,108	D	\$11.20	202	976	1,178	D															
1600 - 1700	\$7.05	184	883	1,067	D	\$7.05	167	898	1,065	D															
1700 - 1800	\$5.45	175	953	1,128	D	\$5.45	151	897	1,048	D															
1800 - 1900	\$4.25	215	893	1,108	D	\$5.45	189	922	1,111	D															
1900 - 2000	\$2.30	135	552	687	B	\$2.30	187	896	1,083	D															

Eastbound PM Peak - County Line to 15 SB Ontario

PM Time	Monday 08/02/21					Tuesday 08/03/21					Wednesday 08/04/21					Thursday 08/05/21					Friday 08/06/21				
	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	\$5.45	157	703	860	C	\$5.45	147	696	843	C	\$5.45	128	712	840	C	\$5.45	138	720	858	C	\$5.45	118	663	781	B
1500 - 1600	\$5.45	138	686	824	C	\$5.45	145	687	832	C	\$5.45	119	729	848	C	\$5.45	131	688	819	C	\$5.45	129	592	721	B
1600 - 1700	\$3.00	128	645	773	B	\$5.45	118	680	798	B	\$5.45	118	688	806	C	\$5.45	104	639	743	B	\$3.00	109	600	709	B
1700 - 1800	\$3.00	104	626	730	B	\$3.00	104	591	695	B	\$5.45	91	493	584	B	\$5.45	113	637	750	B	\$3.00	111	589	700	B
1800 - 1900	\$3.00	141	639	780	B	\$3.00	119	653	772	B	\$3.00	115	744	859	C	\$3.00	114	656	770	B	\$3.00	135	524	659	B
1900 - 2000	\$2.00	128	438	566	B	\$3.00	96	527	623	B	\$3.00	138	623	761	B	\$3.00	165	711	876	C	\$3.00	151	499	650	B

PM Time	Monday 08/09/21					Tuesday 08/10/21					Wednesday 08/11/21					Thursday 08/12/21					Friday 08/13/21				
	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	\$5.45	135	734	869	C	\$5.45	138	724	862	C	\$5.45	109	732	841	C	\$5.45	117	735	852	C	\$5.45	119	722	841	C
1500 - 1600	\$5.45	142	625	767	B	\$5.45	117	724	841	C	\$5.45	115	710	825	C	\$5.45	96	635	731	B	\$5.45	108	660	768	B
1600 - 1700	\$3.00	110	686	796	B	\$5.45	93	688	781	B	\$5.45	94	660	754	B	\$5.45	77	581	658	B	\$3.00	99	598	697	B
1700 - 1800	\$3.00	102	691	793	B	\$3.00	103	611	714	B	\$5.45	88	648	736	B	\$5.45	87	594	681	B	\$3.00	109	607	716	B
1800 - 1900	\$3.00	143	644	787	B	\$3.00	115	570	685	B	\$3.00	97	592	689	B	\$3.00	112	612	724	B	\$3.00	149	626	775	B
1900 - 2000	\$2.00	93	366	459	B	\$3.00	121	501	622	B	\$3.00	103	372	475	B	\$3.00	141	620	761	B	\$3.00	144	433	577	B

PM Time	Monday 08/16/21					Tuesday 08/17/21					Wednesday 08/18/21					Thursday 08/19/21					Friday 08/20/21				
	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	\$5.45	104	700	804	C	\$5.45	102	742	844	C	\$5.45	106	828	934	C	\$5.45	101	636	737	B	\$5.45	119	743	862	C
1500 - 1600	\$5.45	107	621	728	B	\$5.45	114	692	806	C	\$5.45	127	734	861	C	\$5.45	122	711	833	C	\$5.45	117	636	753	B
1600 - 1700	\$3.00	93	633	726	B	\$5.45	89	662	751	B	\$5.45	103	690	793	B	\$5.45	98	674	772	B	\$3.00	102	621	723	B
1700 - 1800	\$3.00	90	640	730	B	\$3.00	98	617	715	B	\$5.45	100	606	706	B	\$5.45	83	665	748	B	\$3.00	123	664	787	B
1800 - 1900	\$3.00	95	643	738	B	\$3.00	113	631	744	B	\$3.00	131	624	755	B	\$3.00	123	706	829	C	\$3.00	134	583	717	B
1900 - 2000	\$2.00	95	337	432	B	\$3.00	109	517	626	B	\$3.00	113	442	555	B	\$3.00	97	497	594	B	\$3.00	155	468	623	B

PM Time	Monday 08/23/21					Tuesday 08/24/21					Wednesday 08/25/21					Thursday 08/26/21					Friday 08/27/21				
	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	\$5.45	108	694	802	C	\$5.45	115	683	798	B	\$5.45	110	724	834	C	\$5.45	105	774	879	C	\$5.45	115	717	832	C
1500 - 1600	\$5.45	113	643	756	B	\$5.45	91	682	773	B	\$5.45	109	720	829	C	\$5.45	111	670	781	B	\$5.45	131	608	739	B
1600 - 1700	\$3.00	105	640	745	B	\$5.45	96	576	672	B	\$5.45	93	606	699	B	\$5.45	98	588	686	B	\$3.00	105	634	739	B
1700 - 1800	\$3.00	81	657	738	B	\$3.00	80	622	702	B	\$5.45	116	639	755	B	\$5.45	82	607	689	B	\$3.00	106	659	765	B
1800 - 1900	\$3.00	110	570	680	B	\$3.00	80	567	647	B	\$3.00	129	687	816	C	\$3.00	95	644	739	B	\$3.00	144	613	757	B
1900 - 2000	\$2.00	87	354	441	B	\$3.00	133	560	693	B	\$3.00	126	507	633	B	\$3.00	160	577	737	B	\$3.00	149	502	651	B

PM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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	\$5.45	99	663	762	B	\$5.45	98	764	862	C															
1500 - 1600	\$5.45	103	650	753	B	\$5.45	89	661	750	B															
1600 - 1700	\$3.00	112	666	778	B	\$5.45	98	638	736	B															
1700 - 1800	\$3.00	92	678	770	B	\$3.00	86	601	687	B															
1800 - 1900	\$3.00	119	576	695	B	\$3.00	107	632	739	B															
1900 - 2000	\$2.00	92	403	495	B	\$3.00	116	669	785	B															



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 08/02/21					Tuesday 08/03/21					Wednesday 08/04/21					Thursday 08/05/21					Friday 08/06/21				
	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	\$4.25	190	418	608	B	\$4.25	165	451	616	B	\$4.25	186	414	600	B	\$4.25	186	418	604	B	\$2.30	164	469	633	B
0500 - 0600	\$11.20	305	1,030	1,335	E	\$11.20	272	1,024	1,296	E	\$11.20	253	1,101	1,354	F	\$10.15	300	1,043	1,343	E	\$7.05	251	967	1,218	E
0600 - 0700	\$13.95	222	1,137	1,359	F	\$14.95	245	1,242	1,487	F	\$14.95	202	966	1,168	D	\$13.95	239	1,198	1,437	F	\$8.10	211	1,015	1,226	E
0700 - 0800	\$10.95	248	1,445	1,693	F	\$10.95	255	1,463	1,718	F	\$10.95	235	1,425	1,660	F	\$9.95	209	1,471	1,680	F	\$7.05	222	1,174	1,396	F
0800 - 0900	\$7.05	223	1,249	1,472	F	\$7.05	196	1,312	1,508	F	\$7.05	241	1,514	1,755	F	\$7.05	174	1,396	1,570	F	\$4.25	206	1,181	1,387	F
0900 - 1000	\$5.45	212	884	1,096	D	\$5.45	188	1,083	1,271	E	\$5.45	261	1,175	1,436	F	\$5.45	205	1,019	1,224	E	\$4.25	206	864	1,070	D

AM Time	Monday 08/09/21					Tuesday 08/10/21					Wednesday 08/11/21					Thursday 08/12/21					Friday 08/13/21				
	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	\$4.25	167	438	605	B	\$4.25	163	426	589	B	\$4.25	199	459	658	B	\$4.25	166	366	532	B	\$2.30	190	429	619	B
0500 - 0600	\$11.20	313	1,078	1,391	F	\$11.20	295	1,048	1,343	E	\$11.20	283	1,077	1,360	F	\$10.15	222	978	1,200	D	\$7.05	282	934	1,216	E
0600 - 0700	\$13.95	223	1,187	1,410	F	\$14.95	214	1,246	1,460	F	\$14.95	225	1,193	1,418	F	\$13.95	222	1,280	1,502	F	\$8.10	207	1,179	1,386	F
0700 - 0800	\$10.95	193	1,483	1,676	F	\$10.95	188	1,444	1,632	F	\$10.95	264	1,438	1,702	F	\$9.95	222	1,494	1,716	F	\$7.05	217	1,364	1,581	F
0800 - 0900	\$7.05	159	1,321	1,480	F	\$7.05	176	1,448	1,624	F	\$7.05	199	1,462	1,661	F	\$7.05	157	1,322	1,479	F	\$4.25	178	1,333	1,511	F
0900 - 1000	\$5.45	153	966	1,119	D	\$5.45	167	1,158	1,325	E	\$5.45	144	1,040	1,184	D	\$5.45	143	1,179	1,322	E	\$4.25	140	899	1,039	D

AM Time	Monday 08/16/21					Tuesday 08/17/21					Wednesday 08/18/21					Thursday 08/19/21					Friday 08/20/21				
	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	\$4.25	209	453	662	B	\$4.25	214	436	650	B	\$4.25	202	471	673	B	\$4.25	216	436	652	B	\$2.30	161	446	607	B
0500 - 0600	\$11.20	321	1,068	1,389	F	\$11.20	330	1,042	1,372	F	\$11.20	311	1,072	1,383	F	\$10.15	317	1,093	1,410	F	\$7.05	217	994	1,211	E
0600 - 0700	\$15.95	257	1,151	1,408	F	\$16.95	253	1,268	1,521	F	\$16.95	277	1,215	1,492	F	\$15.95	241	1,193	1,434	F	\$9.10	208	1,081	1,289	E
0700 - 0800	\$12.95	273	1,494	1,767	F	\$12.95	251	1,376	1,627	F	\$12.95	264	1,441	1,705	F	\$11.95	261	1,458	1,719	F	\$8.05	246	1,358	1,604	F
0800 - 0900	\$8.05	200	1,475	1,675	F	\$9.05	164	1,541	1,705	F	\$9.05	139	1,390	1,529	F	\$8.05	150	1,336	1,486	F	\$4.25	111	1,079	1,190	D
0900 - 1000	\$5.45	140	981	1,121	D	\$5.45	131	1,126	1,257	E	\$5.45	146	1,049	1,195	D	\$5.45	122	1,050	1,172	D	\$4.25	106	673	779	B

AM Time	Monday 08/23/21					Tuesday 08/24/21					Wednesday 08/25/21					Thursday 08/26/21					Friday 08/27/21				
	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	\$4.25	183	486	669	B	\$4.25	190	506	696	B	\$4.25	218	447	665	B	\$4.25	196	453	649	B	\$2.30	179	432	611	B
0500 - 0600	\$11.20	271	1,113	1,384	F	\$11.20	353	1,023	1,376	F	\$11.20	350	1,032	1,382	F	\$10.15	332	1,064	1,396	F	\$7.05	305	884	1,189	D
0600 - 0700	\$15.95	212	1,138	1,350	E	\$16.95	273	1,166	1,439	F	\$16.95	285	1,218	1,503	F	\$15.95	268	1,209	1,477	F	\$9.10	178	808	986	C
0700 - 0800	\$12.95	278	1,266	1,544	F	\$12.95	260	1,397	1,657	F	\$12.95	233	1,467	1,700	F	\$11.95	293	1,421	1,714	F	\$8.05	334	1,461	1,795	F
0800 - 0900	\$8.05	190	1,441	1,631	F	\$9.05	159	1,552	1,711	F	\$9.05	156	1,541	1,697	F	\$8.05	162	1,492	1,654	F	\$4.25	151	1,304	1,455	F
0900 - 1000	\$5.45	192	1,291	1,483	F	\$5.45	136	1,199	1,335	E	\$5.45	165	1,279	1,444	F	\$5.45	138	1,218	1,356	F	\$4.25	141	908	1,049	D

AM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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	\$4.25	197	439	636	B	\$4.25	185	495	680	B															
0500 - 0600	\$11.20	340	1,058	1,398	F	\$11.20	332	1,127	1,459	F															
0600 - 0700	\$15.95	265	1,143	1,408	F	\$16.95	225	1,117	1,342	E															
0700 - 0800	\$12.95	286	1,358	1,644	F	\$12.95	336	1,396	1,732	F															
0800 - 0900	\$8.05	182	1,475	1,657	F	\$9.05	171	1,535	1,706	F															
0900 - 1000	\$5.45	156	1,170	1,326	E	\$5.45	169	1,333	1,502	F															



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 08/02/21					Tuesday 08/03/21					Wednesday 08/04/21					Thursday 08/05/21					Friday 08/06/21				
	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	\$3.00	125	476	601	B	\$3.00	116	485	601	B	\$3.00	124	456	580	B	\$3.00	134	445	579	B	\$2.00	94	388	482	B
0500 - 0600	\$7.00	156	886	1,042	D	\$7.00	172	959	1,131	D	\$7.00	150	949	1,099	D	\$7.00	179	939	1,118	D	\$5.45	149	806	955	C
0600 - 0700	\$7.00	150	1,175	1,325	E	\$7.00	158	1210	1,368	E	\$7.00	170	1174	1,344	E	\$7.00	157	1,143	1,300	E	\$5.45	125	988	1,113	D
0700 - 0800	\$7.00	136	1,052	1,188	D	\$7.00	154	1224	1,378	E	\$7.00	133	1279	1,412	F	\$7.00	121	1,132	1,253	E	\$5.45	133	919	1,052	D
0800 - 0900	\$5.45	126	1,064	1,190	D	\$5.45	148	1055	1,203	E	\$5.45	145	1156	1,301	E	\$5.45	119	1,078	1,197	D	\$3.00	117	864	981	C
0900 - 1000	\$3.00	156	781	937	C	\$3.00	155	858	1,013	D	\$3.00	167	858	1,025	D	\$3.00	162	852	1,014	D	\$3.00	136	706	842	C

AM Time	Monday 08/09/21					Tuesday 08/10/21					Wednesday 08/11/21					Thursday 08/12/21					Friday 08/13/21				
	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	\$3.00	101	465	566	B	\$3.00	106	456	562	B	\$3.00	103	430	533	B	\$3.00	108	456	564	B	\$2.00	101	385	486	B
0500 - 0600	\$7.00	171	907	1,078	D	\$7.00	194	973	1,167	D	\$7.00	156	927	1,083	D	\$7.00	138	954	1,092	D	\$5.45	169	779	948	C
0600 - 0700	\$7.00	142	1,163	1,305	E	\$7.00	120	1,176	1,296	E	\$7.00	131	1,145	1,276	E	\$7.00	132	1,188	1,320	E	\$5.45	130	982	1,112	D
0700 - 0800	\$7.00	129	1,215	1,344	E	\$7.00	113	1,257	1,370	E	\$7.00	136	1,311	1,447	F	\$7.00	138	1,262	1,400	E	\$5.45	131	1,038	1,169	D
0800 - 0900	\$5.45	121	1,003	1,124	D	\$5.45	139	1,164	1,303	E	\$5.45	116	1,041	1,157	D	\$5.45	116	1,178	1,294	E	\$3.00	83	976	1,059	D
0900 - 1000	\$3.00	149	774	923	C	\$3.00	132	880	1,012	D	\$3.00	80	900	980	C	\$3.00	108	850	958	C	\$3.00	100	689	789	B

AM Time	Monday 08/16/21					Tuesday 08/17/21					Wednesday 08/18/21					Thursday 08/19/21					Friday 08/20/21				
	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	\$3.00	151	486	637	B	\$3.00	146	444	590	B	\$3.00	133	469	602	B	\$3.00	137	431	568	B	\$2.00	90	397	487	B
0500 - 0600	\$7.00	189	967	1,156	D	\$7.00	219	935	1,154	D	\$7.00	174	980	1,154	D	\$7.00	175	939	1,114	D	\$5.45	115	807	922	C
0600 - 0700	\$8.00	178	1,143	1,321	E	\$9.00	178	1,157	1,335	E	\$9.00	191	1,198	1,389	E	\$8.00	159	1,238	1,397	E	\$5.45	146	1,095	1,241	E
0700 - 0800	\$8.00	147	1,175	1,322	E	\$9.00	136	1,350	1,486	F	\$9.00	130	1,112	1,242	E	\$7.00	132	1,261	1,393	E	\$5.45	115	1,040	1,155	D
0800 - 0900	\$5.45	106	1,065	1,171	D	\$6.45	107	1,256	1,363	E	\$6.45	101	1,084	1,185	D	\$5.45	94	1,152	1,246	E	\$3.00	84	861	945	C
0900 - 1000	\$3.00	119	877	996	C	\$3.00	86	938	1,024	D	\$3.00	112	886	998	C	\$3.00	95	828	923	C	\$3.00	91	644	735	B

AM Time	Monday 08/23/21					Tuesday 08/24/21					Wednesday 08/25/21					Thursday 08/26/21					Friday 08/27/21				
	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	\$3.00	117	483	600	B	\$3.00	125	449	574	B	\$3.00	147	445	592	B	\$3.00	127	450	577	B	\$2.00	118	386	504	B
0500 - 0600	\$7.00	156	967	1,123	D	\$7.00	196	954	1,150	D	\$7.00	190	903	1,093	D	\$7.00	198	921	1,119	D	\$5.45	183	788	971	C
0600 - 0700	\$8.00	178	1,208	1,386	E	\$9.00	227	1,234	1,461	F	\$9.00	202	1,239	1,441	F	\$8.00	197	1,284	1,481	F	\$5.45	187	965	1,152	D
0700 - 0800	\$8.00	167	1,362	1,529	F	\$9.00	175	1,323	1,498	F	\$9.00	160	1,378	1,538	F	\$7.00	183	1,307	1,490	F	\$5.45	162	1,066	1,228	E
0800 - 0900	\$5.45	119	1,222	1,341	E	\$6.45	127	1,223	1,350	E	\$6.45	98	1,147	1,245	E	\$5.45	107	1,208	1,315	E	\$3.00	106	945	1,051	D
0900 - 1000	\$3.00	89	775	864	C	\$3.00	76	889	965	C	\$3.00	90	959	1,049	D	\$3.00	91	969	1,060	D	\$3.00	96	744	840	C

AM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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	\$3.00	147	484	631	B	\$3.00	111	491	602	B															
0500 - 0600	\$7.00	188	947	1,135	D	\$7.00	198	1,009	1,207	E															
0600 - 0700	\$8.00	233	1,186	1,419	F	\$9.00	197	1,280	1,477	F															
0700 - 0800	\$8.00	175	1,328	1,503	F	\$9.00	219	1,316	1,535	F															
0800 - 0900	\$5.45	110	1,166	1,276	E	\$6.45	132	1,292	1,424	F															
0900 - 1000	\$3.00	87	771	858	C	\$3.00	84	921	1,005	D															



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 151 calls during the month of August. Of those calls, 107 were to assist disabled vehicles, 19 calls to remove debris, and 25 were in response to accidents in the Express Lanes.

91 Express Lanes 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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In July 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the second of the six one-month extension period, which will commence August 1, 2021 through August 31, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies intend to exercise the one-month options until the Agencies transition to the new contract.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	8/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 9,384,553.65	\$ 5,972,500.00	\$ 3,412,053.65	57.1
Fee Revenue	1,174,104.19	952,816.67	221,287.52	23.2
Total operating revenues	10,558,657.84	6,925,316.67	3,633,341.17	52.5
Operating expenses:				
Salaries and Benefits	76,758.13	142,133.33	65,375.20	46.0
Legal Services	7,145.52	34,166.67	27,021.15	79.1
Advisory Services	(284.34) ²	833.33	1,117.67	134.1
Audit and Accounting Fees	-	6,000.00	6,000.00	100.0
Service Fees	-	3,116.67	3,116.67	100.0
Other Professional Services	66,880.64	209,916.67	143,036.03	68.1
Lease Expense	48,467.94	53,183.33	4,715.39	8.9
Operations	(110,485.44) ²	602,966.67	713,452.11	118.3
Utilities	1,666.86	10,850.00	9,183.14	84.6
Supplies and Materials	49.95	5,583.33	5,533.38	99.1
Membership and Subscription Fees	-	5,000.00	5,000.00	100.0
Office Equipment & Furniture (Non-Capital)	-	13,333.33	13,333.33	100.0
Maintenance/Repairs	22,319.18	51,433.33	29,114.15	56.6
Training Seminars and Conferences	332.60	266.67	(65.93)	(24.7)
Transportation Expenses	-	416.67	416.67	100.0
Lodging	-	216.67	216.67	100.0
Meals	-	500.00	500.00	100.0
Other Staff Expenses	-	50.00	50.00	100.0
Advertising	-	35,833.33	35,833.33	100.0
Program Management	2,801.35	13,850.00	11,048.65	79.8
Program Operations	6,966.52	1,395,700.00	1,388,733.48	99.5
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	12,500.00	12,500.00	100.0
Improvements	24,997.50	9,166.67	(15,830.83)	(172.7)
Bad Debt Expense	17,069.61	-	(17,069.61)	N/A
Total operating expenses	164,686.02	2,607,016.67	2,442,330.65	93.7
Operating income (loss)	10,393,971.82	4,318,300.00	6,075,671.82	140.7
Nonoperating revenues (expenses):				
Interest Revenue	204,488.46	24,916.67	179,571.79	(720.7)
Other Miscellaneous Revenue	5.96	-	5.96	N/A
Principal Expense	-	-	-	N/A
Interest Expense	-	(1,506,816.67)	1,506,816.67	(100.0)
Total nonoperating revenues (expenses)	204,494.42	(1,481,900.00)	1,686,394.42	113.8
Transfers In	-	-	-	N/A
Transfers Out	-	(179,116.67)	179,116.67	(100.0)
Net income (loss)	\$ 10,598,466.24	\$ 2,657,283.33	\$ 7,941,182.91	298.8

¹ Unaudited

² Negatives are the result of FY21 accruals

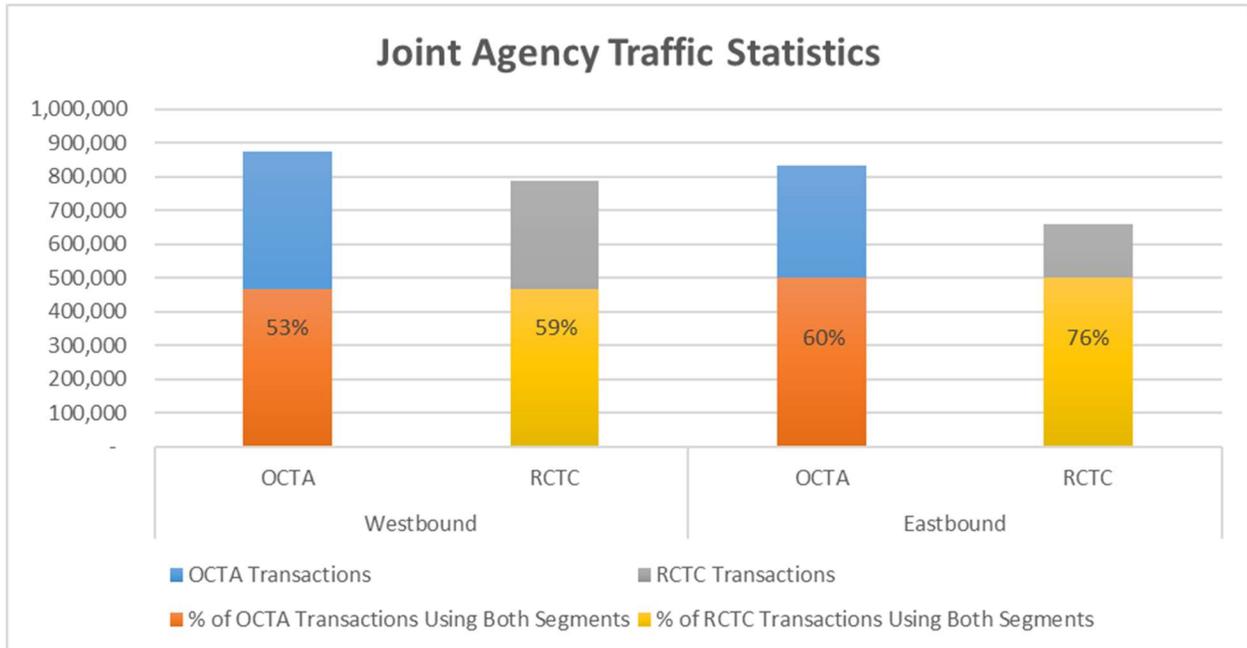
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING August 31, 2021

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	875,414	466,619	53%	\$2,439,338
RCTC	787,943	466,619	59%	\$2,931,498
I-15	334,922	266,520	80%	\$1,083,298
McKinley	453,021	200,099	44%	\$1,848,200
Eastbound				
OCTA	831,856	502,291	60%	\$2,815,133
RCTC	660,229	502,291	76%	\$2,242,586
I-15	256,107	201,649	79%	\$637,992
McKinley	404,122	300,642	74%	\$1,604,594

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Aug-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	14:47
Abandon Rate	Monthly	No more than 4.0%	19.1%
Customer Satisfaction	Monthly	At least 75 outbound calls	75
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	3.2
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	0.9
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.05%
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 = Co-firoute USA; CAS = OCTA Customer Assistance Specialists

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

CUSA continues to experience staffing impacts related to employee attrition and employees out on leave, which impacted performance in both the Processing and Call Center. Due to these impacts, CUSA was out of compliance for average call wait time, call abandonment rate and processing response for the month of August. CUSA has taken several steps, such as increasing hourly pay rates, providing retention incentives, and engaging temporary staffing service providers, to mitigate the impacts to staffing that are impacting operations. CUSA cites the national staffing shortage and extended leave taken under the Coronavirus Aid, Relief, and Economic Security ACT as reasons for the staffing shortage to date. The Agencies are working closely with CUSA to restore the level of customer service.

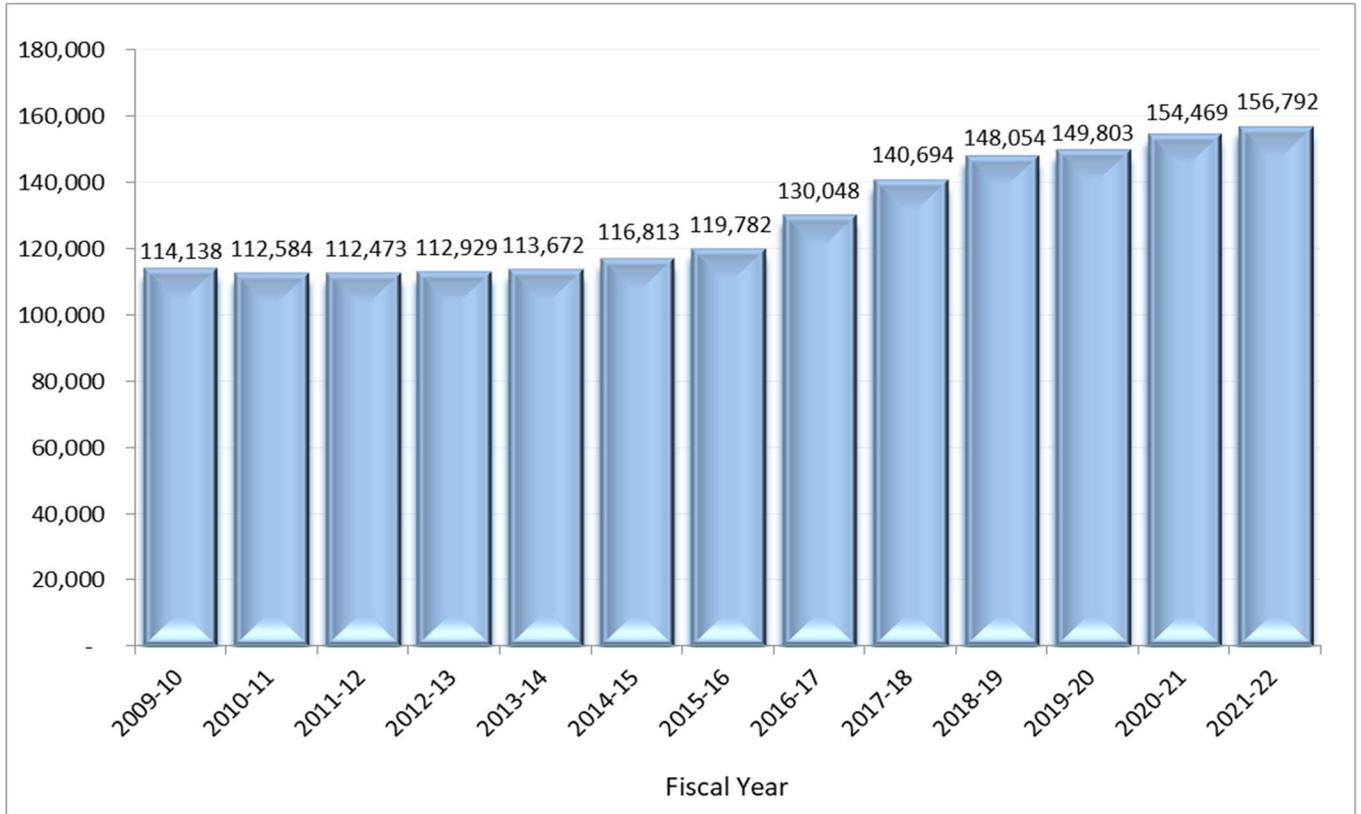
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	August-21		July-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Additional Tags to Existing Accounts	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Replacement Transponders	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total Issued	0		0		0	
Returned						
Account Closures	19	1.5%	7	0.4%	13	0.9%
Accounts Downsizing	1,090	86.6%	1,576	99.6%	1,333	93.8%
Defective Transponders	149	11.8%	0	0.0%	75	5.2%
Total Returned	1,258		1,583		1,421	

6C TRANSPONDER DISTRIBUTION	August-21		July-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	18,848	98.5%	9,181	96.5%	14,015	97.8%
Additional Tags to Existing Accounts	265	1.4%	335	3.5%	300	2.1%
Replacement Transponders	31	0.2%	0	0.0%	16	0.1%
Total Issued	19,144		9,516		14,330	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of August 2021, the 91 Express Lanes had 156,792 active customer accounts and 604,407 transponders classified as assigned.

**Number of Accounts by FY
As of August 31, 2021**



Incoming Email Activity

During August, the Anaheim Processing Center received 4,459 emails.



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



Status Report
September 2021

As of September 30, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for September 2021 was 1,667,305. This represents a daily average of 55,577 vehicles. This is a 42.2 percent increase in total traffic volume from the same period last year, which totaled 1,172,239 and was the seventh month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for September was \$5,247,366, which represents an increase of 37.3 percent from the prior year's total of \$3,823,078. Carpool percentage for September was 21.9 percent as compared to the previous year's rate of 21.6 percent. As compared to September 2019, traffic volume increased by 12.8 percent and revenue increased by 18.2 percent.

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 September 2021.

Current Month-to-Date (MTD) as of September 30, 2021

	Sep-21 MTD Actual	Sep-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Sep-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Trips					
Full Toll Lanes	1,301,798	919,568	41.6%	1,095,487	18.8%
3+ Lanes	365,507	252,671	44.7%	382,094	(4.3%)
Total Gross Trips	1,667,305	1,172,239	42.2%	1,477,581	12.8%
Revenue					
Full Toll Lanes	\$5,197,519	\$3,770,761	37.8%	\$4,373,645	18.8%
3+ Lanes	\$49,847	\$52,317	(4.7%)	\$66,703	(25.3%)
Total Gross Revenue	\$5,247,366	\$3,823,078	37.3%	\$4,440,347	18.2%
Average Revenue per Trip					
Average Full Toll Lanes	\$3.99	\$4.10	(2.7%)	\$3.99	0.0%
Average 3+ Lanes	\$0.14	\$0.21	(33.3%)	\$0.17	(17.6%)
Average Gross Revenue	\$3.15	\$3.26	(3.4%)	\$3.01	4.7%



The 2021 fiscal year-to-date traffic volume increased by 49.8 percent and potential toll revenue increased by 42.7 percent, when compared with the same period last year. Year-to-date average revenue per trip is \$3.09.

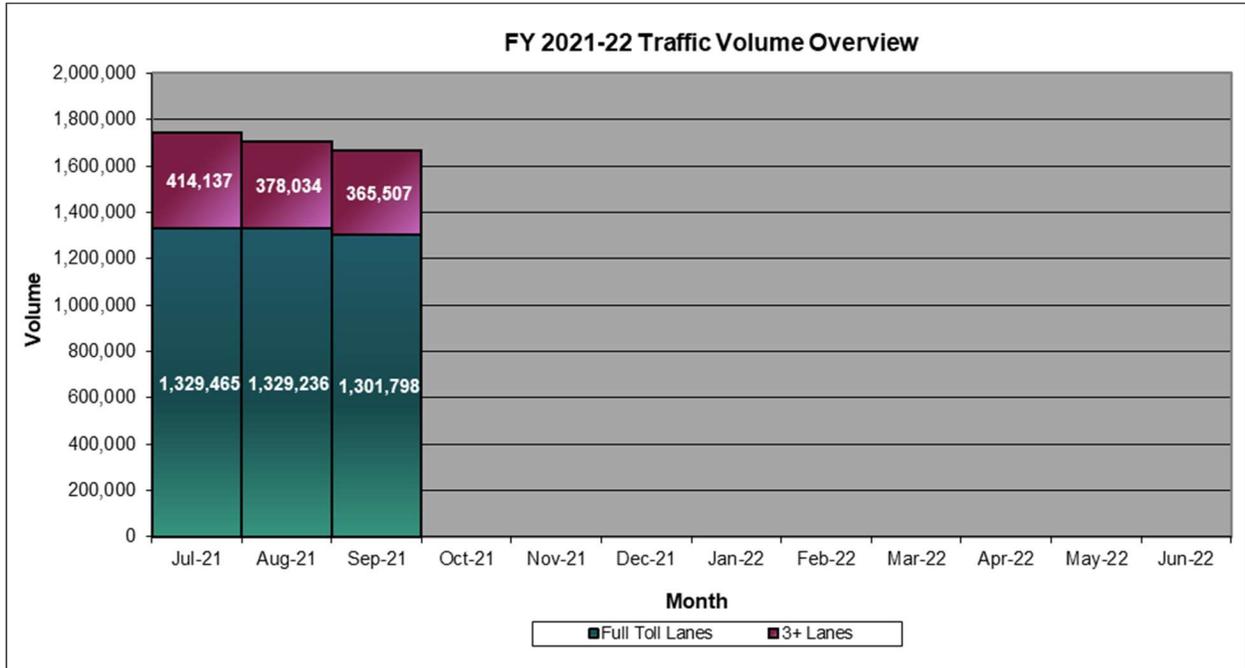
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2021 through September 2021.

Fiscal Year (FY) 2020-21 Year-to-Date (YTD) as of September 30, 2021

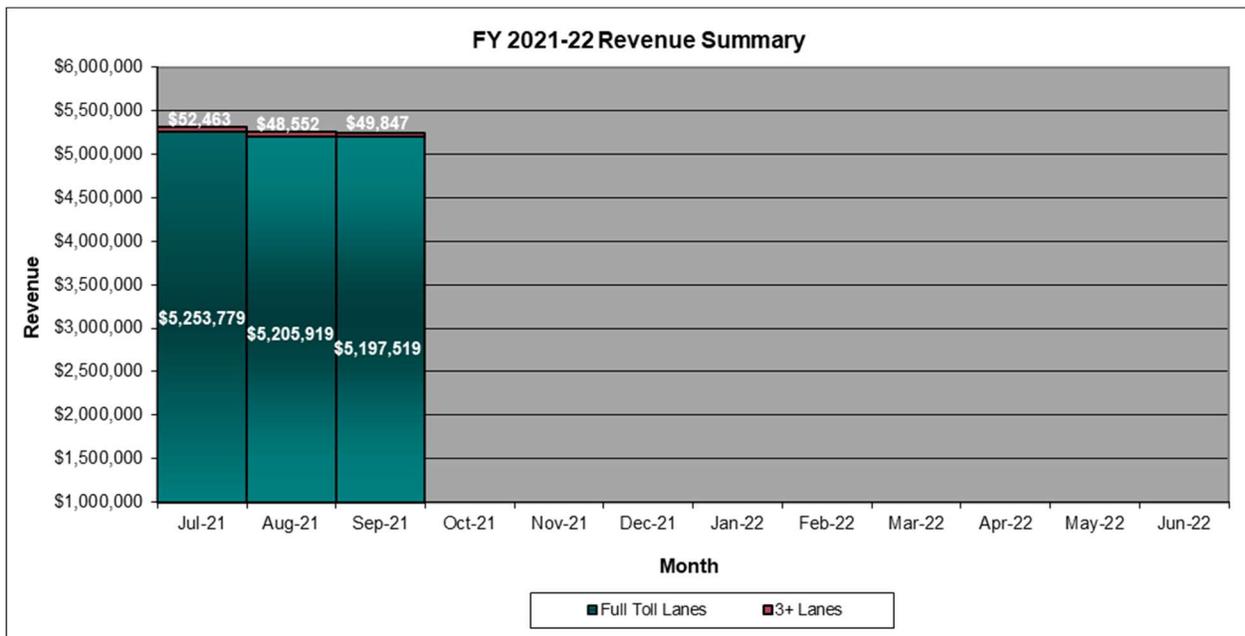
	FY 2021-22 YTD Actual	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	3,960,499	2,650,808	49.4%
3+ Lanes	1,157,678	766,024	51.1%
Total Gross Trips	5,118,177	3,416,832	49.8%
Revenue			
Full Toll Lanes	\$15,657,217	\$10,920,716	43.4%
3+ Lanes	\$150,861	\$157,534	(4.2%)
Total Gross Revenue	\$15,808,078	\$11,078,250	42.7%
Average Revenue per Trip			
Average Full Toll Lanes	\$3.95	\$4.12	(4.1%)
Average 3+ Lanes	\$0.13	\$0.21	(38.1%)
Average Gross Revenue	\$3.09	\$3.24	(4.6%)

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 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity 22 times during the month of September 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 85 percent of defined capacity.

PM Time	Monday 08/30/21				Tuesday 08/31/21				Wednesday 09/01/21				Thursday 09/02/21				Friday 09/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500									\$5.30	399	3,082	91%	\$7.70	420	2,752	81%	\$8.35	500	2,841	84%
1500 - 1600									\$7.45	561	2,945	87%	\$7.45	463	2,556	75%	\$7.90	646	3,062	90%
1600 - 1700									\$6.50	370	3,081	91%	\$7.00	335	2,737	81%	\$7.45	460	2,689	79%
1700 - 1800									\$5.40	404	2,878	85%	\$6.70	411	2,844	84%	\$6.75	518	2,681	79%
1800 - 1900									\$4.05	499	2,658	78%	\$4.50	493	3,014	89%	\$6.75	508	2,165	64%
1900 - 2000									\$3.95	586	2,314	68%	\$5.75	542	2,381	70%	\$6.25	592	2,091	62%

PM Time	Monday 09/06/20				Tuesday 09/07/20				Wednesday 09/08/20				Thursday 09/09/20				Friday 09/10/20			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$4.60	397	1,172	34%	\$5.30	384	2,665	78%	\$5.30	427	2,979	88%	\$7.70	394	3,088	91%	\$8.35	454	2,869	84%
1500 - 1600	\$4.60	422	1,215	36%	\$4.75	474	3,012	89%	\$7.45	533	2,783	82%	\$7.45	525	3,049	90%	\$7.90	555	2,893	85%
1600 - 1700	\$4.60	435	1,158	34%	\$4.50	413	3,306	97%	\$6.50	345	2,778	82%	\$7.00	330	2,670	79%	\$7.45	381	2,654	78%
1700 - 1800	\$4.60	429	1,053	31%	\$4.90	326	2,506	74%	\$5.40	382	2,884	85%	\$6.70	402	2,851	84%	\$6.75	458	2,827	83%
1800 - 1900	\$4.60	502	1,137	33%	\$4.05	508	2,825	83%	\$4.05	537	3,011	89%	\$4.50	522	3,052	90%	\$6.75	590	2,658	78%
1900 - 2000	\$4.60	568	1,181	35%	\$3.95	384	1,751	52%	\$3.95	454	2,121	62%	\$5.75	398	1,934	57%	\$6.25	527	2,128	63%

PM Time	Monday 09/13/21				Tuesday 09/14/21				Wednesday 09/15/21				Thursday 09/16/21				Friday 09/17/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	364	2,683	79%	\$5.30	370	2,622	77%	\$5.30	387	3,071	90%	\$7.70	397	2,906	85%	\$8.35	459	2,913	86%
1500 - 1600	\$5.65	536	3,024	89%	\$4.75	537	3,064	90%	\$7.45	448	2,154	63%	\$7.45	536	2,804	82%	\$7.90	589	2,864	84%
1600 - 1700	\$4.35	437	3,222	95%	\$4.50	417	3,272	96%	\$6.50	304	2,348	69%	\$7.00	398	2,799	82%	\$7.45	442	2,656	78%
1700 - 1800	\$4.95	335	2,615	77%	\$4.90	337	2,524	74%	\$5.40	402	2,940	86%	\$6.70	381	2,760	81%	\$6.75	461	2,825	83%
1800 - 1900	\$5.65	493	2,571	76%	\$4.05	528	2,957	87%	\$4.05	534	3,026	89%	\$4.50	516	2,943	87%	\$6.75	626	2,767	81%
1900 - 2000	\$3.95	400	1,530	45%	\$3.95	476	2,173	64%	\$3.95	560	2,436	72%	\$5.75	541	2,381	70%	\$6.25	597	2,339	69%

PM Time	Monday 09/20/21				Tuesday 09/21/21				Wednesday 09/22/21				Thursday 09/23/21				Friday 09/24/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	363	2,675	79%	\$5.30	379	2,805	83%	\$5.30	398	3,121	92%	\$7.70	386	2,858	84%	\$8.35	482	2,882	85%
1500 - 1600	\$5.65	534	3,132	92%	\$4.75	520	3,067	90%	\$7.45	488	2,803	82%	\$7.45	537	3,049	90%	\$7.90	559	2,890	85%
1600 - 1700	\$4.35	420	3,080	91%	\$4.50	402	3,181	94%	\$6.50	382	2,809	83%	\$7.00	395	2,888	85%	\$7.45	420	2,778	82%
1700 - 1800	\$4.95	364	2,656	78%	\$4.90	362	2,524	74%	\$5.40	433	2,864	84%	\$6.70	422	2,814	83%	\$6.75	454	2,825	83%
1800 - 1900	\$5.65	492	2,567	76%	\$4.05	519	2,944	87%	\$4.05	510	2,831	83%	\$4.50	568	2,975	88%	\$6.75	627	2,834	83%
1900 - 2000	\$3.95	391	1,720	51%	\$3.95	504	2,316	68%	\$3.95	582	2,575	76%	\$5.75	553	2,361	69%	\$6.25	559	2,176	64%

PM Time	Monday 09/27/21				Tuesday 09/28/21				Wednesday 09/29/21				Thursday 09/30/21				Friday 10/01/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	358	2,732	80%	\$5.30	370	2,697	79%	\$5.30	397	3,098	91%	\$7.70	286	1,942	57%				
1500 - 1600	\$5.65	515	3,129	92%	\$4.75	492	3,010	89%	\$7.45	516	2,814	83%	\$7.45	498	3,027	89%				
1600 - 1700	\$4.35	413	3,274	96%	\$4.50	399	3,144	92%	\$6.50	332	2,789	82%	\$7.00	383	3,062	90%				
1700 - 1800	\$4.95	398	2,806	83%	\$4.90	355	2,522	74%	\$5.40	448	2,976	88%	\$6.70	444	3,035	89%				
1800 - 1900	\$5.65	484	2,293	67%	\$4.05	546	2,885	85%	\$4.05	556	2,883	85%	\$4.50	533	2,903	85%				
1900 - 2000	\$3.95	420	1,581	47%	\$3.95	531	2,229	66%	\$3.95	501	2,179	64%	\$5.75	494	2,209	65%				



OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 08/30/21				Tuesday 08/31/21				Wednesday 09/01/21				Thursday 09/02/21				Friday 09/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500									\$3.15	436	1,396	41%	\$3.15	454	1,374	40%	\$3.15	340	1,131	33%
0500 - 0600									\$5.10	695	2,648	78%	\$5.10	676	2,568	76%	\$5.10	530	2,239	66%
0600 - 0700									\$5.30	562	2,765	81%	\$5.30	511	2,737	81%	\$5.30	517	2,457	72%
0700 - 0800									\$5.80	545	2,875	85%	\$5.80	530	2,680	79%	\$5.65	422	2,299	68%
0800 - 0900									\$5.30	295	2,607	77%	\$5.80	307	2,540	75%	\$5.45	276	2,075	61%
0900 - 1000									\$4.20	241	2,325	68%	\$5.80	256	2,424	71%	\$4.70	270	1,707	50%

AM Time	Monday 09/06/21				Tuesday 09/07/21				Wednesday 09/08/21				Thursday 09/09/21				Friday 09/10/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$1.75	62	132	4%	\$3.15	408	1,385	41%	\$3.15	408	1,295	38%	\$3.15	428	1,395	41%	\$3.15	360	1,204	35%
0500 - 0600	\$1.75	86	211	6%	\$5.10	661	2,639	78%	\$5.10	649	2,614	77%	\$5.10	659	2,652	78%	\$4.85	576	2,321	68%
0600 - 0700	\$2.60	65	256	8%	\$5.30	558	2,784	82%	\$5.30	556	2,816	83%	\$5.30	570	2,753	81%	\$5.10	514	2,610	77%
0700 - 0800	\$2.60	140	439	13%	\$5.80	518	2,755	81%	\$5.80	553	2,828	83%	\$5.80	487	2,709	80%	\$5.65	461	2,540	75%
0800 - 0900	\$2.60	260	760	22%	\$5.30	327	2,710	80%	\$5.30	296	2,610	77%	\$5.30	292	2,538	75%	\$5.10	266	2,286	67%
0900 - 1000	\$3.80	449	1,236	36%	\$4.20	316	2,873	85%	\$4.20	301	2,904	85%	\$4.20	309	2,665	78%	\$4.20	265	2,207	65%

AM Time	Monday 09/13/21				Tuesday 09/14/21				Wednesday 09/15/21				Thursday 09/16/21				Friday 09/17/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	428	1,379	41%	\$3.15	459	1,514	45%	\$3.15	485	1,628	48%	\$3.15	439	1,443	42%	\$3.15	358	1,236	36%
0500 - 0600	\$5.10	648	2,558	75%	\$5.10	638	2,583	76%	\$5.10	677	2,656	78%	\$5.10	658	2,669	79%	\$4.85	609	2,438	72%
0600 - 0700	\$5.30	592	2,827	83%	\$5.30	572	2,824	83%	\$5.30	570	2,844	84%	\$5.30	578	2,681	79%	\$5.10	598	2,618	77%
0700 - 0800	\$5.80	508	2,734	80%	\$5.80	536	2,721	80%	\$5.80	554	2,773	82%	\$5.80	550	2,812	83%	\$5.65	550	2,589	76%
0800 - 0900	\$5.30	289	2,542	75%	\$5.30	310	2,666	78%	\$5.30	319	2,604	77%	\$5.30	295	2,469	73%	\$5.10	281	2,163	64%
0900 - 1000	\$4.20	254	2,285	67%	\$4.20	243	2,468	73%	\$4.20	303	2,323	68%	\$4.20	257	2,252	66%	\$4.20	302	2,126	63%

AM Time	Monday 09/20/21				Tuesday 09/21/21				Wednesday 09/22/21				Thursday 09/23/21				Friday 09/24/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	418	1,304	38%	\$3.15	471	1,534	45%	\$3.15	455	1,435	42%	\$3.15	452	1,453	43%	\$3.15	358	1,247	37%
0500 - 0600	\$5.10	639	2,573	76%	\$5.10	658	2,448	72%	\$5.10	685	2,753	81%	\$5.10	702	2,652	78%	\$4.85	599	2,491	73%
0600 - 0700	\$5.30	537	2,578	76%	\$5.30	429	1,860	55%	\$5.30	630	2,890	85%	\$5.30	634	2,753	81%	\$5.10	617	2,675	79%
0700 - 0800	\$5.80	538	2,684	79%	\$5.80	616	2,809	83%	\$5.80	522	2,715	80%	\$5.80	516	2,528	74%	\$5.65	452	2,409	71%
0800 - 0900	\$5.30	345	2,561	75%	\$5.30	340	2,803	82%	\$5.30	285	2,406	71%	\$5.30	304	2,508	74%	\$5.10	286	2,291	67%
0900 - 1000	\$4.20	277	2,264	67%	\$4.20	270	2,844	84%	\$4.20	296	2,565	75%	\$4.20	279	2,197	65%	\$4.20	295	2,130	63%

AM Time	Monday 09/27/21				Tuesday 09/28/21				Wednesday 09/29/21				Thursday 09/30/21				Friday 10/01/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	415	1,405	41%	\$3.15	461	1,469	43%	\$3.15	463	1,485	44%	\$3.15	437	1,429	42%				
0500 - 0600	\$5.10	589	2,472	73%	\$5.10	730	2,778	82%	\$5.10	625	2,649	78%	\$5.10	726	2,709	80%				
0600 - 0700	\$5.30	608	2,769	81%	\$5.30	642	2,873	85%	\$5.30	538	2,405	71%	\$5.30	609	2,770	81%				
0700 - 0800	\$5.80	481	2,638	78%	\$5.80	484	2,602	77%	\$5.80	547	2,814	83%	\$5.80	467	2,536	75%				
0800 - 0900	\$5.30	282	2,434	72%	\$5.30	257	2,476	73%	\$5.30	321	2,506	74%	\$5.30	294	2,444	72%				
0900 - 1000	\$4.20	262	2,094	62%	\$4.20	268	2,334	69%	\$4.20	269	2,397	71%	\$4.20	273	2,605	77%				



OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA customer assistance specialists (CAS) responded to 112 calls during the month of September. Of those calls, 103 were to assist disabled vehicles and four calls to remove debris. The CAS provided assistance to five accidents in the Express Lanes with two 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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In September 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the fourth of the six one-month extension period, which will commence October 1, 2021 through October 31, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

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. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed and the project kickoff meeting was held in July. Pre-construction activities began in August and was followed with construction activities which commenced in September. The project is anticipated to be completed in December 2021. During the construction period, overnight closures and possibly, a few full weekend closures, will occur. 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.

Roadway Operations and Maintenance Services Contract

In December 2020, an agreement was executed with DeAngelo Brothers, LLC (DBI) for roadway operations and maintenance services for the 91 Express Lanes. DBI is responsible for providing Safety Service Patrol (SSP), which will assist stranded motorists, support incident clearance, and remove debris that presents a safety issue. In addition, DBI coordinates, oversees, and provides routine maintenance and repair activities that are to be performed on the facility, such as landscaping, road lighting inspection and repairs, and the replacement of the channelizers. In addition, they coordinate with the Caltrans for any routine and emergency maintenance to be performed on the 91 Express Lanes and any construction activities on the general-purpose lanes that impact the toll lanes.

On October 22, 2021, staff was notified that DBI closed the company's operations, effective immediately. Staff is putting interim measures in place, such as utilizing Freeway Service Patrol to assist stranded motorists and support incident clearance. Staff is evaluating the next steps and will keep the Board apprised.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 9/30/2021		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 14,441,774.43	\$ 10,299,299.00	\$ 4,142,475.43	40.2
Fee Revenue	1,669,263.39	597,079.00	1,072,184.39	179.6
Total operating revenues	16,111,037.82	10,896,378.00	5,214,659.82	47.9
Operating expenses:				
Contracted Services	137,841.66	1,917,984.00	1,780,142.34	92.8
Administrative Fee	675,987.00	780,438.00	104,451.00	13.4
Other Professional Services	(124,461.99)	711,040.00	835,501.99	117.5
Credit Card Processing Fees	367,429.64	289,740.00	(77,689.64)	(26.8)
Toll Road Account Servicing	125,595.16	268,200.00	142,604.84	53.2
Other Insurance Expense	115,082.88	62,475.00	(52,607.88)	(84.2)
Toll Road Maintenance Supply Repairs	76,752.21	1,278,730.00	1,201,977.79	94.0
Patrol Services	234,312.03	274,890.00	40,577.97	14.8
Building Equipment Repairs and Maint	86,137.97	188,145.00	102,007.03	54.2
6C Transponders	-	18,750.00	18,750.00	100.0
Other Services ⁽⁵⁾	(781,750.00)	253,600.00	1,035,350.00	408.3
Utilities	9,107.35	23,748.00	14,640.65	61.7
Office Expense	-	22,617.00	22,617.00	100.0
Bad Debt Expense	24,867.39	-	(24,867.39)	N/A
Miscellaneous ⁽²⁾	9,083.41	31,946.00	22,862.59	71.6
Leases	88,485.28	123,702.00	35,216.72	28.5
Total operating expenses	1,044,469.99	6,246,005.00	5,201,535.01	83.3
Depreciation and Amortization ⁽³⁾	809,070.27	-	(809,070.27)	N/A
Operating income (loss)	14,257,497.56	4,650,373.00	9,607,124.56	206.6
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	65,505.92	-	65,505.92	N/A
Interest Income	787,114.75	430,059.00	357,055.75	83.0
Interest Expense	(1,017,862.43)	(2,022,413.00)	1,004,550.57	49.7
Other	566.20	-	566.20	N/A
Total nonoperating revenues (expenses)	(164,675.56)	(1,592,354.00)	1,427,678.44	89.7
Transfers In	-	-	-	N/A
Transfers Out ⁽⁴⁾	(534,729.49)	(773,161.00)	238,431.51	30.8
Net income (loss)	\$ 13,558,092.51	\$ 2,284,858.00	\$ 11,273,234.51	493.4

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

⁵Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for September 2021 was 1,428,960. This represents a daily average of 47,632 vehicles. This is a 44.4 percent increase in total traffic volume from the same period last year, which totaled 989,722 and was the seventh month of the COVID-19 stay-at-home order. Potential toll revenue for September was \$5,249,910, which represents an increase of 50.6 percent from the prior year's total of \$3,486,103. Carpool percentage for September was 20.3 percent as compared to the previous year's rate of 20.4 percent. As compared to September 2019, traffic volume increased by 9.9 percent and revenue decreased by 2.1 percent.

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 September 2021.

Current Month-to-Date as of September 30, 2021

Trips	SEP-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	SEP-20 MTD Actual	Yr-to-Yr % Variance	SEP-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,138,339	935,114	203,225	21.7%	787,711	44.5%	984,484	15.6%
3+ Lanes	290,621	317,957	(27,336)	(8.6%)	202,011	43.9%	315,806	(8.0%)
Total Gross Trips	1,428,960	1,253,071	175,889	14.0%	989,722	44.4%	1,300,290	9.9%
Revenue								
Full Toll Lanes	\$5,209,051	\$4,015,114	\$1,193,937	29.7%	\$3,450,193	51.0%	\$5,326,713	(2.2%)
3+ Lanes	\$40,859	\$0	\$40,859		\$35,910	13.8%	\$34,653	17.9%
Total Gross Revenue	\$5,249,910	\$4,015,114	\$1,234,796	30.8%	\$3,486,103	50.6%	\$5,361,366	(2.1%)
Average Revenue per Trip								
Average Full Toll Lanes	\$4.58	\$4.29	\$0.29	6.8%	\$4.38	4.6%	\$5.41	(15.3%)
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.18	(22.2%)	\$0.11	27.3%
Average Gross Revenue	\$3.67	\$3.20	\$0.47	14.7%	\$3.52	4.3%	\$4.12	(10.9%)



The 2021 fiscal year-to-date traffic volume increased by 50.9 percent and potential toll revenue increased by 56 percent, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.55.

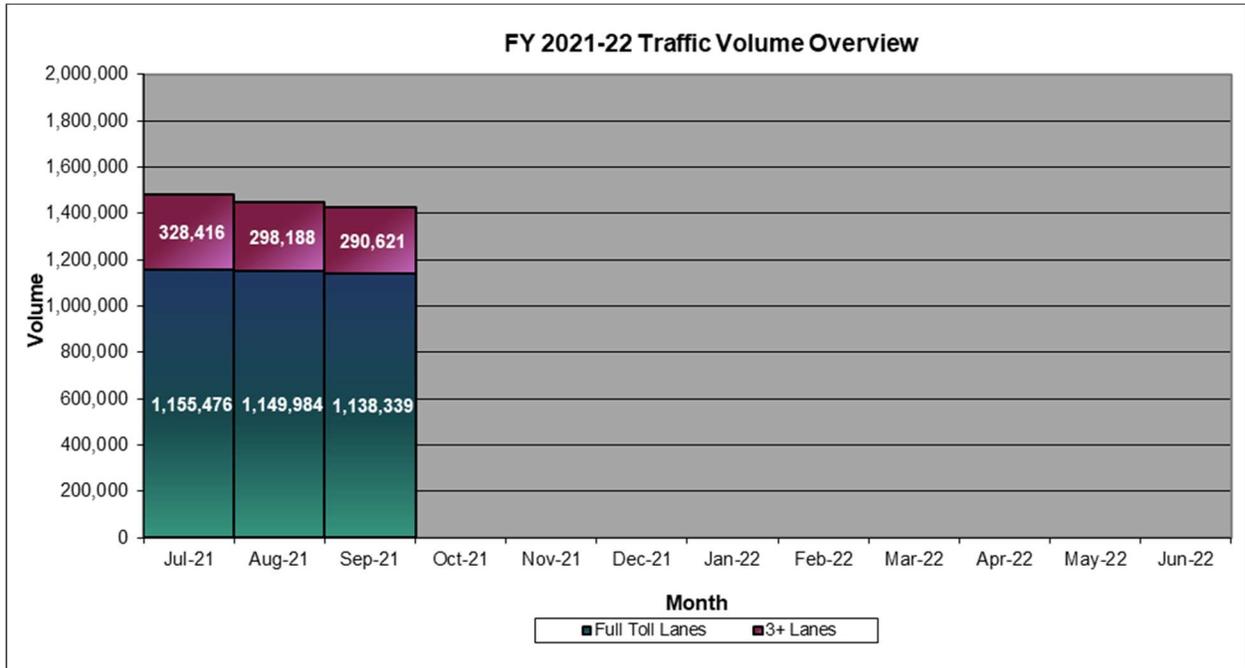
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2021 through September 2021.

FY 2020-21 Year-to-Date as of September 30, 2021

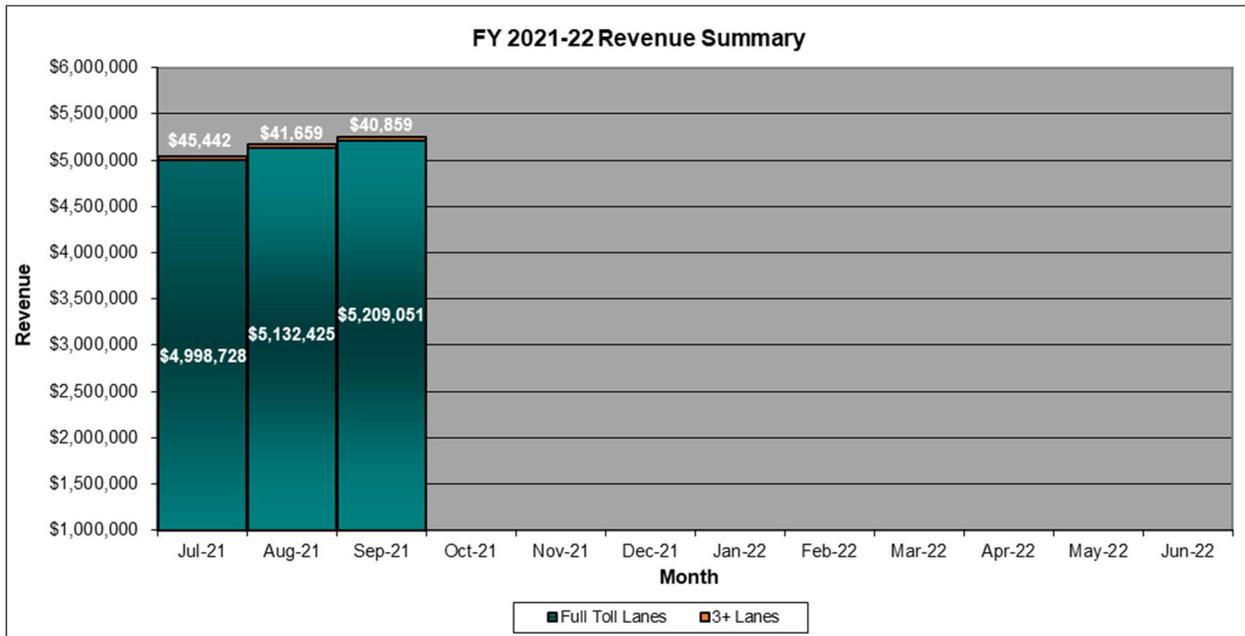
Trips	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	3,443,802	2,846,700	597,102	21.0%	2,278,234	51.2%
3+ Lanes	917,225	1,002,886	-85,661	(8.5%)	610,998	50.1%
Total Gross Trips	4,361,027	3,849,586	511,441	13.3%	2,889,232	50.9%
Revenue						
Full Toll Lanes	\$15,340,215	\$12,215,300	\$3,124,915	25.6%	\$9,812,086	56.3%
3+ Lanes	\$127,960	\$0	\$127,960		\$106,007	20.7%
Total Gross Revenue	\$15,468,175	\$12,215,300	\$3,252,875	26.6%	\$9,918,092	56.0%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.45	\$4.29	\$0.16	3.7%	\$4.31	3.2%
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.17	(17.6%)
Average Gross Revenue	\$3.55	\$3.17	\$0.38	12.0%	\$3.43	3.5%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In September, there were no toll rates adjusted. RCTC evaluates traffic volumes for peak period hours and adjusts rates according to the toll rate policy.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$9.15	199	1082	1,281	E	\$11.20	206	1,027	1,233	E	\$26.80	306	1,074	1,380	F
1500 - 1600											\$14.25	227	962	1,189	D	\$17.30	210	816	1,026	D	\$26.50	349	1,005	1,354	F
1600 - 1700											\$7.05	191	1013	1,204	E	\$9.15	174	970	1,144	D	\$16.30	302	998	1,300	E
1700 - 1800											\$5.45	169	953	1,122	D	\$5.45	193	974	1,167	D	\$8.10	318	932	1,250	E
1800 - 1900											\$5.45	220	832	1,052	D	\$5.45	232	996	1,228	E	\$5.45	265	772	1,037	D
1900 - 2000											\$2.30	245	747	992	C	\$4.25	239	895	1,134	D	\$4.25	264	746	1,010	D

PM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.30	181	415	596	B	\$5.45	172	1,012	1,184	D	\$9.15	186	1,016	1,202	E	\$11.20	184	1,184	1,368	F	\$26.80	217	964	1,181	D
1500 - 1600	\$2.30	191	354	545	B	\$11.20	209	888	1,097	D	\$14.25	187	945	1,132	D	\$17.30	220	919	1,139	D	\$26.50	237	910	1,147	D
1600 - 1700	\$2.30	191	326	517	B	\$7.05	181	915	1,096	D	\$7.05	163	970	1,133	D	\$9.15	162	850	1,012	D	\$16.30	210	878	1,088	D
1700 - 1800	\$2.30	196	302	498	B	\$5.45	171	866	1,037	D	\$5.45	136	981	1,117	D	\$5.45	176	1,003	1,179	D	\$8.10	217	1,006	1,223	E
1800 - 1900	\$2.30	241	312	553	B	\$5.45	235	930	1,165	D	\$5.45	202	990	1,192	D	\$5.45	233	1,023	1,256	E	\$5.45	234	956	1,190	D
1900 - 2000	\$2.30	246	357	603	B	\$2.30	192	570	762	B	\$2.30	203	800	1,003	D	\$4.25	163	734	897	C	\$4.25	232	813	1,045	D

PM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$5.45	164	964	1,128	D	\$5.45	168	995	1,163	D	\$9.15	207	1,055	1,262	E	\$11.20	180	1,129	1,309	F	\$26.80	230	1,076	1,306	F
1500 - 1600	\$9.15	214	948	1,162	D	\$11.20	204	916	1,120	D	\$14.25	156	804	960	C	\$17.30	215	943	1,158	D	\$26.50	252	969	1,221	E
1600 - 1700	\$7.05	218	896	1,114	D	\$7.05	241	1,223	1,464	F	\$7.05	195	952	1,147	D	\$9.15	162	954	1,116	D	\$16.30	241	953	1,194	D
1700 - 1800	\$5.45	190	881	1,071	D	\$5.45	154	923	1,077	D	\$5.45	178	929	1,107	D	\$5.45	171	922	1,093	D	\$8.10	214	1,010	1,224	E
1800 - 1900	\$4.25	214	843	1,057	D	\$5.45	203	930	1,133	D	\$5.45	211	968	1,179	D	\$5.45	204	1,008	1,212	E	\$5.45	278	1,013	1,291	E
1900 - 2000	\$2.30	163	505	668	B	\$2.30	198	762	960	C	\$2.30	218	881	1,099	D	\$4.25	187	908	1,095	D	\$4.25	266	887	1,153	D

PM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$5.45	172	1,034	1,206	E	\$5.45	157	1,023	1,180	D	\$9.15	179	1,092	1,271	E	\$11.20	177	1,020	1,197	D	\$26.80	211	1,062	1,273	E
1500 - 1600	\$9.15	221	929	1,150	D	\$11.20	208	924	1,132	D	\$14.25	214	961	1,175	D	\$17.30	215	899	1,114	D	\$26.50	226	960	1,186	D
1600 - 1700	\$7.05	171	909	1,080	D	\$7.05	183	841	1,024	D	\$7.05	181	902	1,083	D	\$9.15	187	948	1,135	D	\$16.30	250	929	1,179	D
1700 - 1800	\$5.45	180	896	1,076	D	\$5.45	169	923	1,092	D	\$5.45	170	956	1,126	D	\$5.45	192	922	1,114	D	\$8.10	239	990	1,229	E
1800 - 1900	\$4.25	200	891	1,091	D	\$5.45	191	949	1,140	D	\$5.45	221	896	1,117	D	\$5.45	250	919	1,169	D	\$5.45	284	991	1,275	E
1900 - 2000	\$2.30	167	608	775	B	\$2.30	207	830	1,037	D	\$2.30	251	855	1,106	D	\$4.25	240	886	1,126	D	\$4.25	289	796	1,085	D

PM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$5.45	165	998	1,163	D	\$5.45	175	1,109	1,284	E	\$9.15	206	1,079	1,285	E	\$11.20	213	1,139	1,352	F					
1500 - 1600	\$9.15	179	950	1,129	D	\$11.20	220	915	1,135	D	\$14.25	213	907	1,120	D	\$17.30	245	994	1,239	E					
1600 - 1700	\$7.05	164	944	1,108	D	\$7.05	175	933	1,108	D	\$7.05	186	896	1,082	D	\$9.15	176	995	1,171	D					
1700 - 1800	\$5.45	157	971	1,128	D	\$5.45	156	894	1,050	D	\$5.45	191	937	1,128	D	\$5.45	171	1,040	1,211	E					
1800 - 1900	\$4.25	198	800	998	C	\$5.45	221	913	1,134	D	\$5.45	229	944	1,173	D	\$5.45	215	979	1,194	D					
1900 - 2000	\$2.30	180	539	719	B	\$2.30	198	746	944	C	\$2.30	211	751	962	C	\$4.25	184	846	1,030	D					



Eastbound PM Peak - County Line to 15 SB Ontario

PM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$5.45	96	713	809	C	\$5.45	109	751	860	C	\$5.45	145	646	791	B
1500 - 1600											\$5.45	118	710	828	C	\$5.45	100	656	756	B	\$5.45	148	589	737	B
1600 - 1700											\$5.45	112	671	783	B	\$5.45	88	619	707	B	\$3.00	133	571	704	B
1700 - 1800											\$5.45	94	583	677	B	\$5.45	90	603	693	B	\$3.00	101	576	677	B
1800 - 1900											\$3.00	111	620	731	B	\$3.00	133	708	841	C	\$3.00	140	499	639	B
1900 - 2000											\$3.00	129	506	635	B	\$3.00	149	616	765	B	\$3.00	187	516	703	B

PM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS	Price	HOV	SOV	Vol.	LOS
1400 - 1500	\$2.00	112	241	353	A	\$5.45	103	713	816	C	\$5.45	113	701	814	C	\$5.45	114	769	883	C	\$5.45	105	710	815	C
1500 - 1600	\$2.00	117	237	354	A	\$5.45	108	705	813	C	\$5.45	103	682	785	B	\$5.45	125	708	833	C	\$5.45	113	636	749	B
1600 - 1700	\$2.00	116	228	344	A	\$5.45	90	660	750	B	\$5.45	92	624	716	B	\$5.45	87	579	666	B	\$3.00	121	650	771	B
1700 - 1800	\$2.00	116	167	283	A	\$3.00	87	639	726	B	\$5.45	85	652	737	B	\$5.45	87	675	762	B	\$3.00	91	582	673	B
1800 - 1900	\$2.00	146	189	335	A	\$3.00	123	587	710	B	\$3.00	113	681	794	B	\$3.00	119	666	785	B	\$3.00	136	578	714	B
1900 - 2000	\$2.00	140	211	351	A	\$3.00	95	470	565	B	\$3.00	122	612	734	B	\$3.00	90	578	668	B	\$3.00	139	549	688	B

PM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$5.45	103	707	810	C	\$5.45	110	744	854	C	\$5.45	99	748	847	C	\$5.45	116	765	881	C	\$5.45	125	689	814	C
1500 - 1600	\$5.45	123	629	752	B	\$5.45	138	691	829	C	\$5.45	89	577	666	B	\$5.45	129	655	784	B	\$5.45	144	594	738	B
1600 - 1700	\$3.00	98	668	766	B	\$5.45	35	208	243	A	\$5.45	113	712	825	C	\$5.45	104	624	728	B	\$3.00	127	605	732	B
1700 - 1800	\$3.00	99	634	733	B	\$3.00	72	644	716	B	\$5.45	115	649	764	B	\$5.45	81	607	688	B	\$3.00	130	608	738	B
1800 - 1900	\$3.00	115	595	710	B	\$3.00	121	708	829	C	\$3.00	127	739	866	C	\$3.00	119	683	802	C	\$3.00	146	625	771	B
1900 - 2000	\$2.00	99	367	466	B	\$3.00	150	642	792	B	\$3.00	155	637	792	B	\$3.00	162	731	893	C	\$3.00	178	577	755	B

PM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$5.45	122	715	837	C	\$5.45	92	738	830	C	\$5.45	111	780	891	C	\$5.45	115	759	874	C	\$5.45	126	752	878	C
1500 - 1600	\$5.45	120	717	837	C	\$5.45	119	710	829	C	\$5.45	106	700	806	C	\$5.45	113	647	760	B	\$5.45	126	612	738	B
1600 - 1700	\$3.00	92	621	713	B	\$5.45	93	618	711	B	\$5.45	87	644	731	B	\$5.45	99	642	741	B	\$3.00	123	609	732	B
1700 - 1800	\$3.00	87	596	683	B	\$3.00	78	685	763	B	\$5.45	84	621	705	B	\$5.45	96	578	674	B	\$3.00	120	621	741	B
1800 - 1900	\$3.00	120	624	744	B	\$3.00	120	646	766	B	\$3.00	127	671	798	B	\$3.00	145	672	817	C	\$3.00	134	583	717	B
1900 - 2000	\$2.00	127	457	584	B	\$3.00	123	640	763	B	\$3.00	160	627	787	B	\$3.00	168	609	777	B	\$3.00	166	564	730	B

PM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$5.45	97	675	772	B	\$5.45	108	774	882	C	\$5.45	133	801	934	C	\$5.45	141	771	912	C					
1500 - 1600	\$5.45	111	734	845	C	\$5.45	118	699	817	C	\$5.45	121	709	830	C	\$5.45	112	762	874	C					
1600 - 1700	\$3.00	110	676	786	B	\$5.45	92	658	750	B	\$5.45	90	645	735	B	\$5.45	77	672	749	B					
1700 - 1800	\$3.00	92	640	732	B	\$3.00	103	639	742	B	\$5.45	106	594	700	B	\$5.45	91	673	764	B					
1800 - 1900	\$3.00	107	613	720	B	\$3.00	136	704	840	C	\$3.00	151	676	827	C	\$3.00	114	696	810	C					
1900 - 2000	\$2.00	110	406	516	B	\$3.00	148	552	700	B	\$3.00	154	516	670	B	\$3.00	151	599	750	B					



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$4.25	207	435	642	B	\$4.25	206	447	653	B	\$2.30	156	420	576	B
0500 - 0600											\$11.20	382	1146	1,528	F	\$10.15	362	1,094	1,456	F	\$7.05	250	1,040	1,290	E
0600 - 0700											\$16.95	293	1164	1,457	F	\$15.95	271	1,112	1,383	F	\$9.10	262	1,112	1,374	F
0700 - 0800											\$12.95	327	1413	1,740	F	\$11.95	345	1,337	1,682	F	\$8.05	285	1,278	1,563	F
0800 - 0900											\$9.05	198	1569	1,767	F	\$8.05	197	1,474	1,671	F	\$4.25	145	1,095	1,240	E
0900 - 1000											\$5.45	125	1196	1,321	E	\$5.45	143	1,178	1,321	E	\$4.25	134	774	908	C

AM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	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	\$1.60	13	27	40	A	\$4.25	181	465	646	B	\$4.25	184	435	619	B	\$4.25	184	454	638	B	\$2.30	169	454	623	B
0500 - 0600	\$1.60	31	52	83	A	\$11.20	334	1,190	1,524	F	\$11.20	325	1,158	1,483	F	\$10.15	312	1,249	1,561	F	\$7.05	284	1,017	1,301	E
0600 - 0700	\$1.60	31	101	132	A	\$16.95	287	1,149	1,436	F	\$16.95	263	1,097	1,360	F	\$15.95	251	1,181	1,432	F	\$9.10	280	1,202	1,482	F
0700 - 0800	\$1.60	80	171	251	A	\$12.95	311	1,420	1,731	F	\$12.95	325	1,428	1,753	F	\$11.95	302	1,410	1,712	F	\$8.05	306	1,381	1,687	F
0800 - 0900	\$1.60	166	306	472	B	\$9.05	205	1,488	1,693	F	\$9.05	176	1,457	1,633	F	\$8.05	184	1,474	1,658	F	\$4.25	165	1,349	1,514	F
0900 - 1000	\$2.30	278	512	790	B	\$5.45	179	1,495	1,674	F	\$5.45	193	1,436	1,629	F	\$5.45	153	1,286	1,439	F	\$4.25	145	996	1,141	D

AM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$4.25	186	477	663	B	\$4.25	193	514	707	B	\$4.25	208	571	779	B	\$4.25	187	515	702	B	\$2.30	148	448	596	B
0500 - 0600	\$11.20	349	1,122	1,471	F	\$11.20	324	1,066	1,390	F	\$11.20	303	1,227	1,530	F	\$10.15	332	1,192	1,524	F	\$7.05	289	1,116	1,405	F
0600 - 0700	\$15.95	290	1,117	1,407	F	\$16.95	292	1,064	1,356	F	\$16.95	254	1,215	1,469	F	\$15.95	301	1,064	1,365	F	\$9.10	288	1,087	1,375	F
0700 - 0800	\$12.95	306	1,330	1,636	F	\$12.95	350	1,347	1,697	F	\$12.95	304	1,327	1,631	F	\$11.95	380	1,385	1,765	F	\$8.05	345	1,375	1,720	F
0800 - 0900	\$8.05	195	1,404	1,599	F	\$9.05	203	1,382	1,585	F	\$9.05	227	1,519	1,746	F	\$8.05	207	1,458	1,665	F	\$4.25	166	1,219	1,385	F
0900 - 1000	\$5.45	130	1,114	1,244	E	\$5.45	170	1,465	1,635	F	\$5.45	173	1,130	1,303	E	\$5.45	129	1,071	1,200	D	\$4.25	142	834	976	C

AM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$4.25	216	454	670	B	\$4.25	239	608	847	C	\$4.25	205	524	729	B	\$4.25	191	510	701	B	\$2.30	143	476	619	B
0500 - 0600	\$11.20	342	1,202	1,544	F	\$11.20	371	1,167	1,538	F	\$11.20	339	1,212	1,551	F	\$10.15	356	1,150	1,506	F	\$7.05	322	1,174	1,496	F
0600 - 0700	\$15.95	287	1,192	1,479	F	\$16.95	246	957	1,203	E	\$16.95	316	1,132	1,448	F	\$15.95	335	1,100	1,435	F	\$9.10	270	1,226	1,496	F
0700 - 0800	\$12.95	330	1,400	1,730	F	\$12.95	408	1,297	1,705	F	\$12.95	296	1,394	1,690	F	\$11.95	329	1,309	1,638	F	\$8.05	242	1,300	1,542	F
0800 - 0900	\$8.05	221	1,440	1,661	F	\$9.05	222	1,508	1,730	F	\$9.05	163	1,504	1,667	F	\$8.05	207	1,464	1,671	F	\$4.25	153	1,255	1,408	F
0900 - 1000	\$5.45	143	1,043	1,186	D	\$5.45	140	1,391	1,531	F	\$5.45	165	1,271	1,436	F	\$5.45	136	1,000	1,136	D	\$4.25	148	882	1,030	D

AM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$4.25	176	440	616	B	\$4.25	216	465	681	B	\$4.25	200	495	695	B	\$4.25	182	482	664	B					
0500 - 0600	\$11.20	265	997	1,262	E	\$11.20	363	1,223	1,586	F	\$11.20	323	1,158	1,481	F	\$10.15	342	1,178	1,520	F					
0600 - 0700	\$15.95	291	1,102	1,393	F	\$16.95	327	1,142	1,469	F	\$16.95	337	1,143	1,480	F	\$15.95	277	1,175	1,452	F					
0700 - 0800	\$12.95	290	1,407	1,697	F	\$12.95	291	1,304	1,595	F	\$12.95	333	1,361	1,694	F	\$11.95	317	1,318	1,635	F					
0800 - 0900	\$8.05	187	1,497	1,684	F	\$9.05	130	1,499	1,629	F	\$9.05	197	1,492	1,689	F	\$8.05	150	1,422	1,572	F					
0900 - 1000	\$5.45	122	1,004	1,126	D	\$5.45	134	1,173	1,307	E	\$5.45	134	1,180	1,314	E	\$5.45	163	1,271	1,434	F					



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 08/30/21					Tuesday 08/31/21					Wednesday 09/01/21					Thursday 09/02/21					Friday 09/03/21				
	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											\$3.00	141	474	615	B	\$3.00	135	441	576	B	\$2.00	94	383	477	B
0500 - 0600											\$7.00	225	931	1,156	D	\$7.00	229	915	1,144	D	\$5.45	128	852	980	C
0600 - 0700											\$9.00	222	1,265	1,487	F	\$8.00	234	1,296	1,530	F	\$5.45	185	1,032	1,217	E
0700 - 0800											\$9.00	213	1,304	1,517	F	\$7.00	211	1,238	1,449	F	\$5.45	156	1,003	1,159	D
0800 - 0900											\$6.45	93	1,150	1,243	E	\$5.45	121	1,213	1,334	E	\$3.00	88	857	945	C
0900 - 1000											\$3.00	101	900	1,001	D	\$3.00	84	885	969	C	\$3.00	97	633	730	B

AM Time	Monday 09/06/21					Tuesday 09/07/21					Wednesday 09/08/21					Thursday 09/09/21					Friday 09/10/21				
	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	\$2.00	35	35	70	A	\$3.00	116	540	656	B	\$3.00	123	481	604	B	\$3.00	109	469	578	B	\$2.00	104	442	546	B
0500 - 0600	\$2.00	31	62	93	A	\$7.00	174	992	1,166	D	\$7.00	171	979	1,150	D	\$7.00	169	1,050	1,219	E	\$5.45	175	902	1,077	D
0600 - 0700	\$2.00	30	95	125	A	\$9.00	231	1,282	1,513	F	\$9.00	221	1,378	1,599	F	\$8.00	200	1,355	1,555	F	\$5.45	184	1,184	1,368	E
0700 - 0800	\$2.00	37	134	171	A	\$9.00	212	1,360	1,572	F	\$9.00	206	1,351	1,557	F	\$7.00	196	1,344	1,540	F	\$5.45	185	1,150	1,335	E
0800 - 0900	\$2.00	69	163	232	A	\$6.45	112	1,175	1,287	E	\$6.45	119	1,221	1,340	E	\$5.45	122	1,156	1,278	E	\$3.00	94	1,002	1,096	D
0900 - 1000	\$2.00	138	304	442	B	\$3.00	119	992	1,111	D	\$3.00	130	1,067	1,197	D	\$3.00	101	894	995	C	\$3.00	81	744	825	C

AM Time	Monday 09/13/21					Tuesday 09/14/21					Wednesday 09/15/21					Thursday 09/16/21					Friday 09/17/21				
	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	\$3.00	143	480	623	B	\$3.00	128	480	608	B	\$3.00	111	509	620	B	\$3.00	107	461	568	B	\$2.00	98	427	525	B
0500 - 0600	\$7.00	222	1,009	1,231	E	\$7.00	185	1,040	1,225	E	\$7.00	191	1,029	1,220	E	\$7.00	201	1,050	1,251	E	\$5.45	159	950	1,109	D
0600 - 0700	\$8.00	250	1,260	1,510	F	\$9.00	262	1,308	1,570	F	\$9.00	193	1,339	1,532	F	\$8.00	261	1,293	1,554	F	\$5.45	234	1,156	1,390	E
0700 - 0800	\$8.00	209	1,241	1,450	F	\$9.00	209	1,331	1,540	F	\$9.00	217	1,346	1,563	F	\$7.00	232	1,290	1,522	F	\$5.45	206	1,124	1,330	E
0800 - 0900	\$5.45	127	1,169	1,296	E	\$6.45	154	1,343	1,497	F	\$6.45	130	1,169	1,299	E	\$5.45	126	1,177	1,303	E	\$3.00	119	879	998	C
0900 - 1000	\$3.00	90	860	950	C	\$3.00	93	1,076	1,169	D	\$3.00	112	872	984	C	\$3.00	91	803	894	C	\$3.00	124	720	844	C

AM Time	Monday 09/20/21					Tuesday 09/21/21					Wednesday 09/22/21					Thursday 09/23/21					Friday 09/24/21				
	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	\$3.00	131	481	612	B	\$3.00	137	498	635	B	\$3.00	136	493	629	B	\$3.00	120	508	628	B	\$2.00	82	451	533	B
0500 - 0600	\$7.00	214	954	1,168	D	\$7.00	220	1,078	1,298	E	\$7.00	188	1,131	1,319	E	\$7.00	222	1,133	1,355	E	\$5.45	166	986	1,152	D
0600 - 0700	\$8.00	213	1,292	1,505	F	\$9.00	243	1,121	1,364	E	\$9.00	251	1,384	1,635	F	\$8.00	256	1,320	1,576	F	\$5.45	201	1,147	1,348	E
0700 - 0800	\$8.00	215	1,322	1,537	F	\$9.00	229	1,175	1,404	F	\$9.00	199	1,325	1,524	F	\$7.00	188	1,269	1,457	F	\$5.45	137	1,084	1,221	E
0800 - 0900	\$5.45	138	1,139	1,277	E	\$6.45	161	1,455	1,616	F	\$6.45	92	1,107	1,199	D	\$5.45	125	1,176	1,301	E	\$3.00	105	951	1,056	D
0900 - 1000	\$3.00	114	832	946	C	\$3.00	97	942	1,039	D	\$3.00	113	1,021	1,134	D	\$3.00	102	839	941	C	\$3.00	110	722	832	C

AM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21				
	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	\$3.00	145	495	640	B	\$3.00	152	474	626	B	\$3.00	142	475	617	B	\$3.00	113	499	612	B					
0500 - 0600	\$7.00	214	1,069	1,283	E	\$7.00	204	1,096	1,300	E	\$7.00	185	1,152	1,337	E	\$7.00	181	1,096	1,277	E					
0600 - 0700	\$8.00	235	1,288	1,523	F	\$9.00	281	1,378	1,659	F	\$9.00	266	1,289	1,555	F	\$8.00	265	1,347	1,612	F					
0700 - 0800	\$8.00	177	1,265	1,442	F	\$9.00	196	1,303	1,499	F	\$9.00	207	1,317	1,524	F	\$7.00	191	1,211	1,402	F					
0800 - 0900	\$5.45	131	1,154	1,285	E	\$6.45	101	1,258	1,359	E	\$6.45	106	1,137	1,243	E	\$5.45	110	1,215	1,325	E					
0900 - 1000	\$3.00	102	797	899	C	\$3.00	107	868	975	C	\$3.00	94	937	1,031	D	\$3.00	112	1,006	1,118	D					



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 127 calls during the month of September. Of those calls, 88 were to assist disabled vehicles, 13 calls to remove debris, and 26 were in response to accidents in the Express Lanes.

91 Express Lanes 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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In September 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the fourth of the six one-month extension period, which will commence October 1, 2021 through October 31, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	9/30/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 14,094,428.84	\$ 8,958,750.00	\$ 5,135,678.84	57.3
Fee Revenue	1,751,276.25	1,429,225.00	322,051.25	22.5
Total operating revenues	15,845,705.09	10,387,975.00	5,457,730.09	52.5
Operating expenses:				
Salaries and Benefits	111,025.00	213,200.00	102,175.00	47.9
Legal Services	9,028.62	51,250.00	42,221.38	82.4
Advisory Services	(284.34) ²	1,250.00	1,534.34	122.7
Audit and Accounting Fees	-	9,000.00	9,000.00	100.0
Service Fees	-	4,675.00	4,675.00	100.0
Other Professional Services	78,598.20	314,875.00	236,276.80	75.0
Lease Expense	65,505.92	79,775.00	14,269.08	17.9
Operations	393,742.92	904,450.00	510,707.08	56.5
Utilities	3,294.90	16,275.00	12,980.10	79.8
Supplies and Materials	156.19	8,375.00	8,218.81	98.1
Membership and Subscription Fees	-	7,500.00	7,500.00	100.0
Office Equipment & Furniture (Non-Capital)	-	20,000.00	20,000.00	100.0
Maintenance/Repairs	34,489.30	77,150.00	42,660.70	55.3
Training Seminars and Conferences	1,127.60	400.00	(727.60)	(181.9)
Transportation Expenses	-	625.00	625.00	100.0
Lodging	-	325.00	325.00	100.0
Meals	-	750.00	750.00	100.0
Other Staff Expenses	-	75.00	75.00	100.0
Advertising	-	53,750.00	53,750.00	100.0
Program Management	5,876.85	20,775.00	14,898.15	71.7
Program Operations	125,948.29	2,093,550.00	1,967,601.71	94.0
Litigation Settlement	687.06	-	(687.06)	N/A
Furniture & Equipment	-	18,750.00	18,750.00	100.0
Improvements	24,997.50	13,750.00	(11,247.50)	(81.8)
Bad Debt Expense	25,018.55	-	(25,018.55)	N/A
Total operating expenses	879,212.56	3,910,525.00	3,031,312.44	77.5
Operating income (loss)	14,966,492.53	6,477,450.00	8,489,042.53	131.1
Nonoperating revenues (expenses):				
Interest Revenue	179,802.48	37,375.00	142,427.48	(381.1)
Other Miscellaneous Revenue	9.44	-	9.44	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(5,858,418.00)	(2,260,225.00)	(3,598,193.00)	159.2
Total nonoperating revenues (expenses)	(5,678,606.08)	(2,222,850.00)	(3,455,756.08)	(155.5)
Transfers In	-	-	-	N/A
Transfers Out	-	(268,675.00)	268,675.00	(100.0)
Net income (loss)	\$ 9,287,886.45	\$ 3,985,925.00	\$ 5,301,961.45	133.0

¹ Unaudited

² Negatives are the result of FY21 accruals

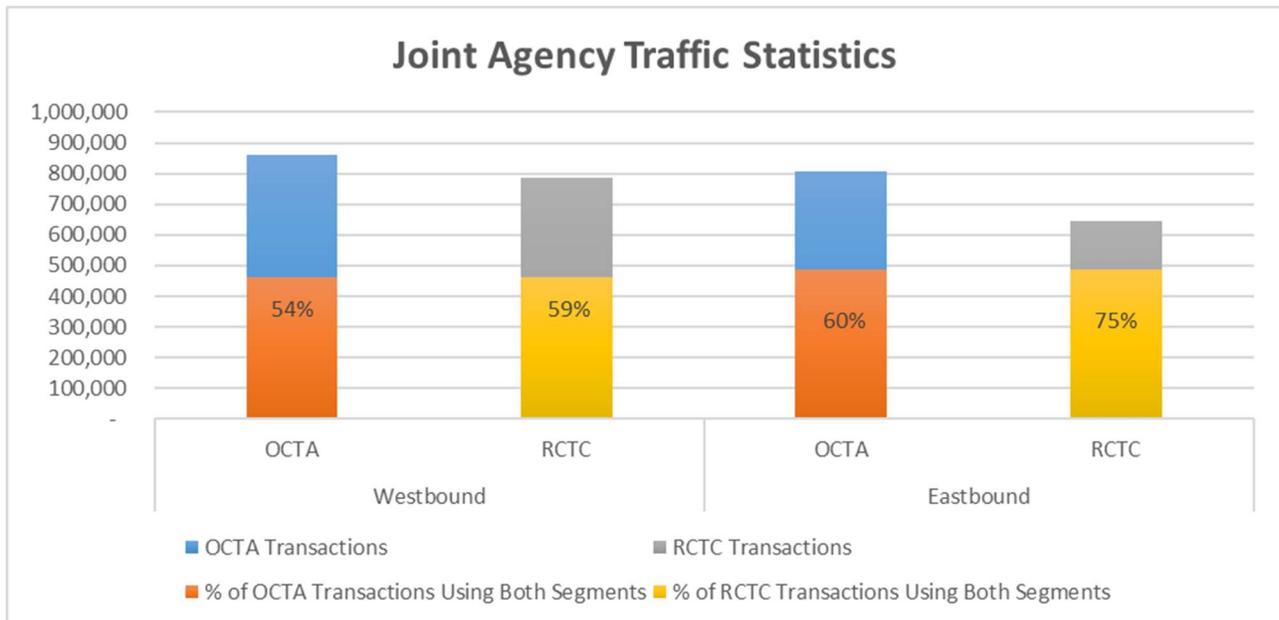
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING September 30, 2021

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	858,881	463,116	54%	\$2,444,659
RCTC	783,840	463,116	59%	\$2,996,097
I-15	335,276	263,717	79%	\$1,138,944
McKinley	448,564	199,399	44%	\$1,857,153
Eastbound				
OCTA	808,424	486,726	60%	\$2,802,707
RCTC	645,120	486,726	75%	\$2,253,813
I-15	248,156	195,281	79%	\$629,397
McKinley	396,964	291,445	73%	\$1,624,417

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Sep-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	8:58
Abandon Rate	Monthly	No more than 4.0%	12.5%
Customer Satisfaction	Monthly	At least 75 outbound calls	75
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.4
CUSA Violation Collection Rate	Quarterly	70% or more	60%
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	2.5
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.04%
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%
Netw ork Uptime	Monthly	99% Availability	100%

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

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

CUSA continues to experience staffing impacts related to employee attrition and employees out on leave, which impacted the Call Center performance. Due to these impacts, CUSA was out of compliance for average call wait time and call abandonment rate for the month of September. CUSA has taken several steps, such as increasing hourly pay rates, providing retention incentives, and engaging temporary staffing service providers, to mitigate the impacts to staffing that are impacting operations. CUSA cites the national staffing shortage and extended leave taken under the Coronavirus Aid, Relief, and Economic Security ACT as reasons for the staffing shortage to date. The Agencies are working closely with CUSA to restore the level of customer service.

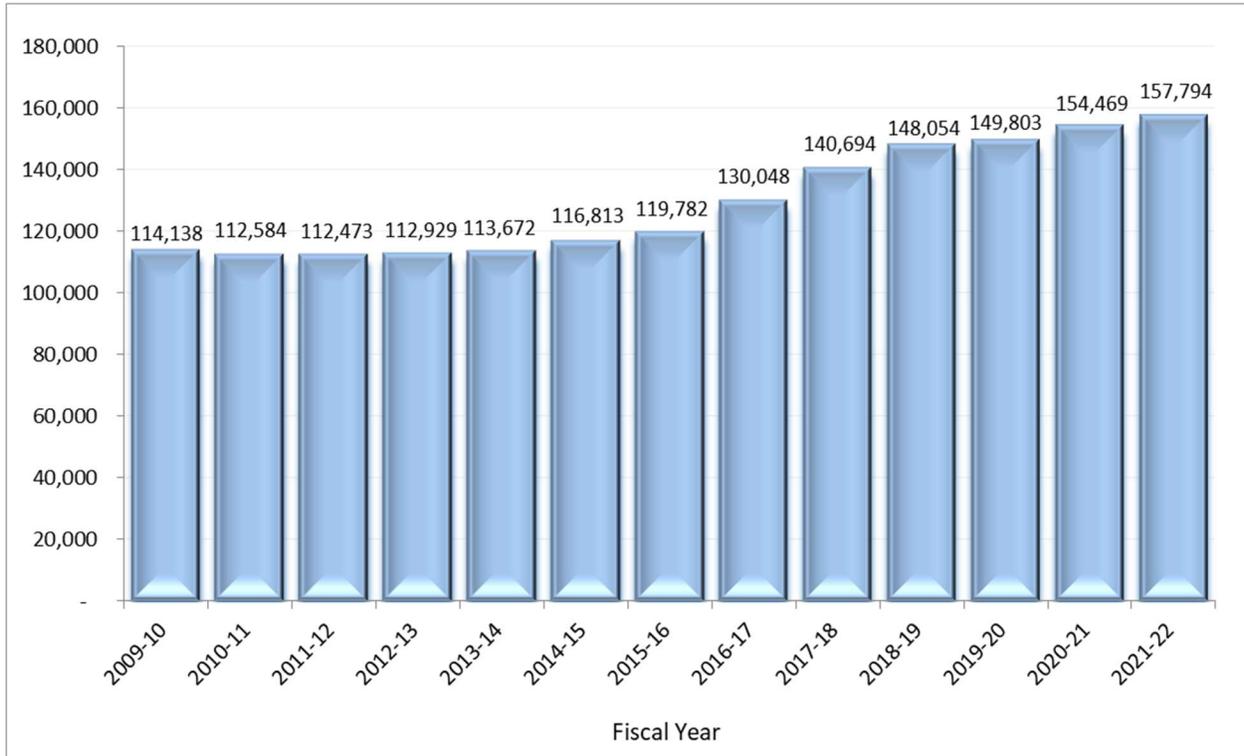
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	September-21		August-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Additional Tags to Existing Accounts	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Replacement Transponders	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!
Total Issued	0		0		0	
Returned						
Account Closures	2	0.3%	19	1.5%	9	0.8%
Accounts Downsizing	786	99.5%	1,090	86.6%	1,158	95.1%
Defective Transponders	2	0.3%	149	11.8%	50	4.1%
Total Returned	790		1,258		1,218	

6C TRANSPONDER DISTRIBUTION	September-21		August-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	12,870	67.0%	18,848	98.5%	13,633	85.5%
Additional Tags to Existing Accounts	6,296	32.8%	265	1.4%	2,299	14.4%
Replacement Transponders	36	0.2%	31	0.2%	22	0.1%
Total Issued	19,202		19,144		15,954	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of September 2021, the 91 Express Lanes had 157,794 active customer accounts and 613,948 transponders classified as assigned.

**Number of Accounts by FY
As of September 30, 2021**



Incoming Email Activity

During September, the Anaheim Processing Center received 3,936 emails.



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



Status Report
October 2021

As of October 31, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for October 2021 was 1,724,399. This represents a daily average of 55,626 vehicles. This is a 30 percent increase in total traffic volume from the same period last year, which totaled 1,326,289 and was the eighth month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for October was \$5,324,471, which represents an increase of 23.2 percent from the prior year's total of \$4,322,649. Carpool percentage for October was 22.3 percent as compared to the previous year's rate of 20.9 percent. As compared to October 2019, traffic volume increased by 12.9 percent and revenue increased by 11.2 percent.

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 October 2021.

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

Trips	Oct-21 MTD Actual	Oct-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Oct-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,339,489	1,048,523	27.8%	1,167,703	14.7%
3+ Lanes	384,910	277,766	38.6%	359,588	7.0%
Total Gross Trips	1,724,399	1,326,289	30.0%	1,527,291	12.9%
Revenue					
Full Toll Lanes	\$5,274,459	\$4,269,601	23.5%	\$4,718,326	11.8%
3+ Lanes	\$50,011	\$53,048	(5.7%)	\$70,758	(29.3%)
Total Gross Revenue	\$5,324,471	\$4,322,649	23.2%	\$4,789,084	11.2%
Average Revenue per Trip					
Average Full Toll Lanes	\$3.94	\$4.07	(3.2%)	\$4.04	(2.5%)
Average 3+ Lanes	\$0.13	\$0.19	(31.6%)	\$0.20	(35.0%)
Average Gross Revenue	\$3.09	\$3.26	(5.2%)	\$3.14	(1.6%)

The 2021 fiscal year-to-date traffic volume increased by 44.3 percent and potential toll revenue increased by 37.2 percent, when compared with the same period last year. Year-to-date average revenue per trip is \$3.09.

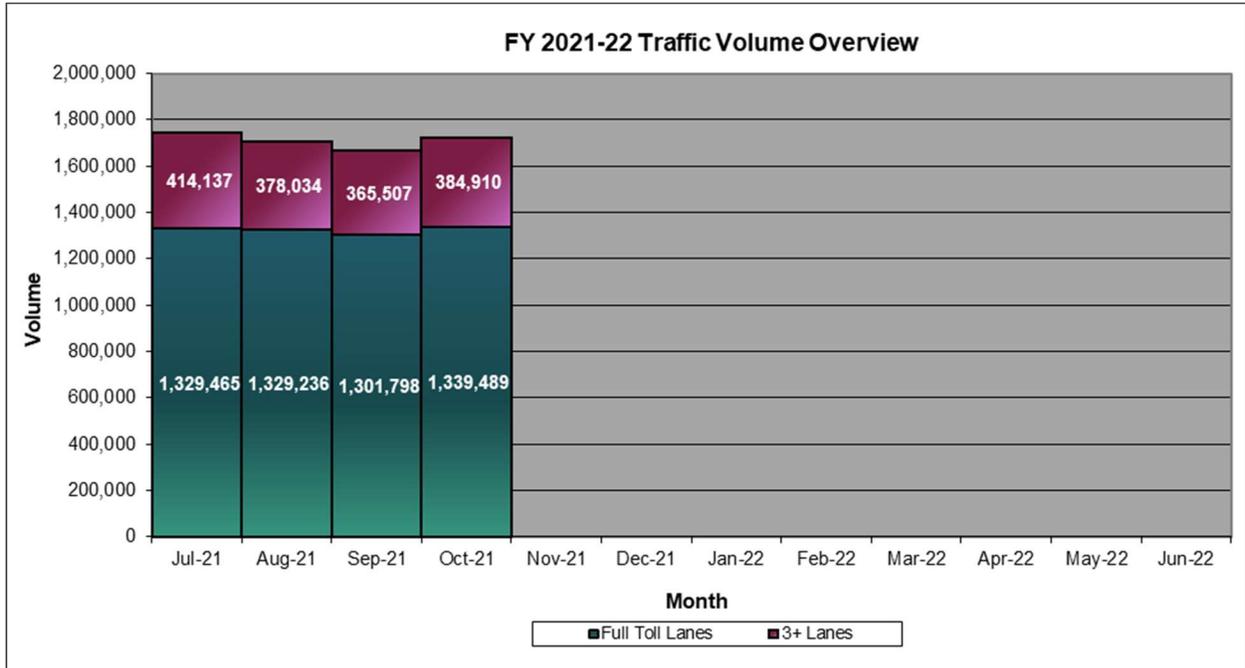
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2021 through October 2021.

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

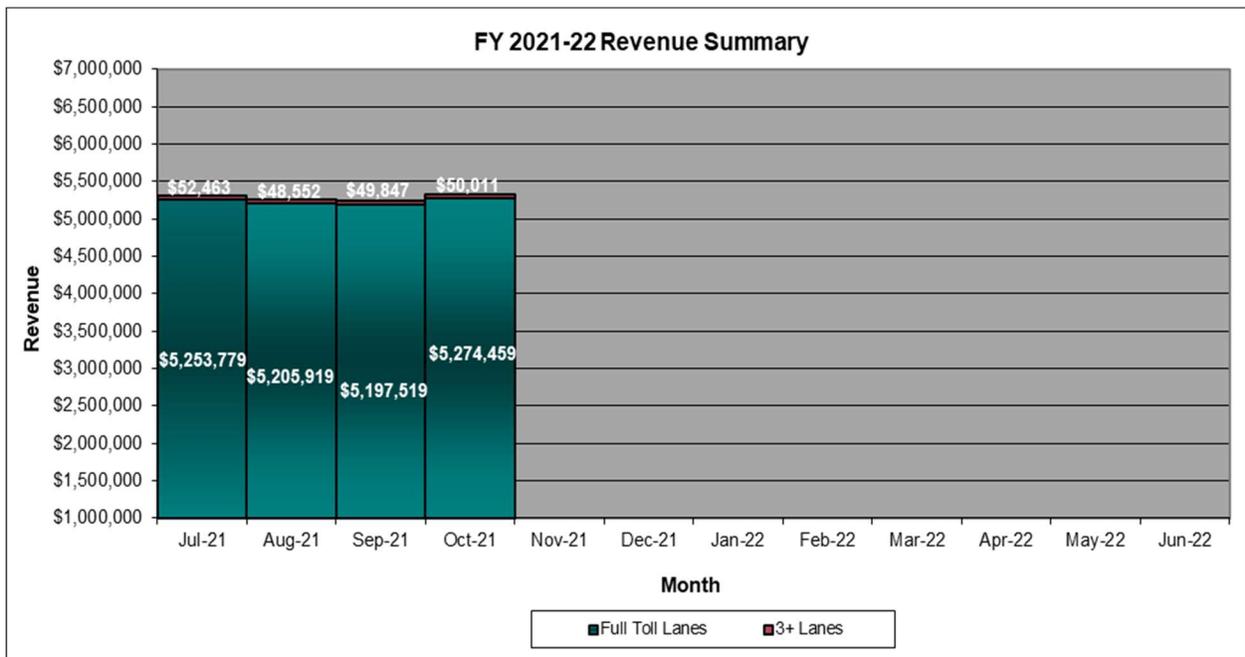
	FY 2021-22 YTD Actual	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	5,299,988	3,699,331	43.3%
3+ Lanes	1,542,588	1,043,790	47.8%
Total Gross Trips	6,842,576	4,743,121	44.3%
Revenue			
Full Toll Lanes	\$20,931,676	\$15,190,317	37.8%
3+ Lanes	\$200,873	\$210,582	(4.6%)
Total Gross Revenue	\$21,132,549	\$15,400,899	37.2%
Average Revenue per Trip			
Average Full Toll Lanes	\$3.95	\$4.11	(3.9%)
Average 3+ Lanes	\$0.13	\$0.20	(35.0%)
Average Gross Revenue	\$3.09	\$3.25	(4.9%)

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 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound direction reached or exceeded 90 percent of defined capacity 13 times during the month of October 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 85 percent of defined capacity.

PM Time	Monday 09/27/21				Tuesday 09/28/21				Wednesday 09/29/21				Thursday 09/30/21				Friday 10/01/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500																	\$8.35	457	2,913	86%
1500 - 1600																	\$7.90	545	2,892	85%
1600 - 1700																	\$7.45	410	2,685	79%
1700 - 1800																	\$6.75	445	2,766	81%
1800 - 1900																	\$6.75	596	2,741	81%
1900 - 2000																	\$6.25	624	2,299	68%

PM Time	Monday 10/04/21				Tuesday 10/05/21				Wednesday 10/06/21				Thursday 10/07/21				Friday 10/08/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	413	2,761	81%	\$5.30	360	2,667	78%	\$5.30	373	2,995	88%	\$7.70	428	2,953	87%	\$8.35	456	2,832	83%
1500 - 1600	\$5.65	518	2,999	88%	\$4.75	497	3,014	89%	\$7.45	555	2,946	87%	\$7.45	538	3,254	96%	\$7.90	630	3,126	92%
1600 - 1700	\$4.35	414	3,132	92%	\$4.50	388	2,997	88%	\$6.50	389	2,899	85%	\$7.00	396	3,012	89%	\$7.45	458	2,981	88%
1700 - 1800	\$4.95	415	2,695	79%	\$4.90	355	2,517	74%	\$5.40	415	2,729	80%	\$6.70	460	2,878	85%	\$6.75	475	2,763	81%
1800 - 1900	\$5.65	516	2,579	76%	\$4.05	516	2,748	81%	\$4.05	546	2,886	85%	\$4.50	572	2,927	86%	\$6.75	577	2,456	72%
1900 - 2000	\$3.95	354	1,517	45%	\$3.95	564	2,526	74%	\$3.95	481	2,217	65%	\$5.75	466	2,011	59%	\$6.25	543	2,039	60%

PM Time	Monday 10/11/21				Tuesday 10/12/21				Wednesday 10/13/21				Thursday 10/14/21				Friday 10/15/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	403	2,784	82%	\$5.30	392	2,680	79%	\$5.30	388	3,059	90%	\$7.70	415	2,953	87%	\$8.35	507	2,811	83%
1500 - 1600	\$5.65	556	3,002	88%	\$4.75	518	3,035	89%	\$7.45	546	2,930	86%	\$7.45	486	2,952	87%	\$7.90	601	2,930	86%
1600 - 1700	\$4.35	395	3,072	90%	\$4.50	382	2,941	87%	\$6.50	394	3,031	89%	\$7.00	375	2,761	81%	\$7.45	454	2,658	78%
1700 - 1800	\$4.95	400	2,807	83%	\$4.90	353	2,547	75%	\$5.40	402	2,855	84%	\$6.70	374	2,742	81%	\$6.75	486	2,833	83%
1800 - 1900	\$5.65	528	2,377	70%	\$4.05	543	2,878	85%	\$4.05	547	2,954	87%	\$4.50	560	2,908	86%	\$6.75	738	2,832	83%
1900 - 2000	\$3.95	398	1,593	47%	\$3.95	557	2,414	71%	\$3.95	535	2,386	70%	\$5.75	589	2,537	75%	\$6.25	710	2,480	73%

PM Time	Monday 10/18/21				Tuesday 10/19/21				Wednesday 10/20/21				Thursday 10/21/21				Friday 10/22/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	380	2,688	79%	\$5.30	397	2,683	79%	\$5.30	408	3,153	93%	\$7.70	383	2,925	86%	\$8.35	470	2,794	82%
1500 - 1600	\$5.65	497	2,920	86%	\$4.75	488	3,053	90%	\$7.45	522	2,855	84%	\$7.45	536	3,118	92%	\$7.90	583	3,008	88%
1600 - 1700	\$4.35	464	3,269	96%	\$4.50	381	3,252	96%	\$6.50	213	1,655	49%	\$7.00	393	2,801	82%	\$7.45	476	2,791	82%
1700 - 1800	\$4.95	402	2,707	80%	\$4.90	327	2,410	71%	\$5.40	387	2,177	64%	\$6.70	393	2,745	81%	\$6.75	431	2,766	81%
1800 - 1900	\$5.65	591	2,623	77%	\$4.05	562	2,846	84%	\$4.05	524	2,771	82%	\$4.50	590	2,839	84%	\$6.75	592	2,768	81%
1900 - 2000	\$3.95	476	1,757	52%	\$3.95	567	2,549	75%	\$3.95	674	2,735	80%	\$5.75	560	2,514	74%	\$6.25	625	2,301	68%

PM Time	Monday 10/25/21				Tuesday 10/26/21				Wednesday 10/27/21				Thursday 10/28/21				Friday 10/29/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	378	2,450	72%	\$5.30	341	2,563	75%	\$5.30	370	3,099	91%	\$7.70	366	2,918	86%	\$8.35	434	2,906	85%
1500 - 1600	\$5.65	453	2,489	73%	\$4.75	479	3,012	89%	\$7.45	486	2,872	84%	\$7.45	515	3,049	90%	\$7.90	591	2,952	87%
1600 - 1700	\$4.35	357	2,819	83%	\$4.50	409	3,318	98%	\$6.50	378	2,810	83%	\$7.00	360	2,879	85%	\$7.45	388	2,555	75%
1700 - 1800	\$4.95	335	2,406	71%	\$4.90	331	2,443	72%	\$5.40	397	2,812	83%	\$6.70	453	2,968	87%	\$6.75	485	2,786	82%
1800 - 1900	\$5.65	460	2,119	62%	\$4.05	562	2,824	83%	\$4.05	497	2,427	71%	\$4.50	587	2,883	85%	\$6.75	628	2,873	85%
1900 - 2000	\$3.95	310	1,119	33%	\$3.95	589	2,438	72%	\$3.95	645	2,775	82%	\$5.75	552	2,512	74%	\$6.25	622	2,370	70%



OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 09/27/21				Tuesday 09/28/21				Wednesday 09/29/21				Thursday 09/30/21				Friday 10/01/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500																	\$3.15	382	1,250	37%
0500 - 0600																	\$4.85	672	2,566	75%
0600 - 0700																	\$5.10	549	2,583	76%
0700 - 0800																	\$5.65	444	2,338	69%
0800 - 0900																	\$5.10	344	2,306	68%
0900 - 1000																	\$4.20	326	2,189	64%

AM Time	Monday 10/04/21				Tuesday 10/05/21				Wednesday 10/06/21				Thursday 10/07/21				Friday 10/08/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	466	1,509	44%	\$3.15	450	1,420	42%	\$3.15	453	1,477	43%	\$3.15	465	1,448	43%	\$3.15	348	1,204	35%
0500 - 0600	\$5.10	705	2,732	80%	\$5.10	655	2,623	77%	\$5.10	739	2,765	81%	\$5.10	718	2,664	78%	\$4.85	567	2,347	69%
0600 - 0700	\$5.30	583	2,698	79%	\$5.30	581	2,621	77%	\$5.30	601	2,676	79%	\$5.30	617	2,708	80%	\$5.10	518	2,559	75%
0700 - 0800	\$5.80	499	2,585	76%	\$5.80	508	2,626	77%	\$5.80	507	2,591	76%	\$5.80	533	2,603	77%	\$5.65	402	2,176	64%
0800 - 0900	\$5.30	277	2,495	73%	\$5.30	286	2,461	72%	\$5.30	275	2,454	72%	\$5.30	271	2,487	73%	\$5.10	261	2,094	62%
0900 - 1000	\$4.20	265	2,169	64%	\$4.20	247	2,433	72%	\$4.20	294	2,518	74%	\$4.20	253	2,225	65%	\$4.20	244	1,878	55%

AM Time	Monday 10/11/21				Tuesday 10/12/21				Wednesday 10/13/21				Thursday 10/14/21				Friday 10/15/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	434	1,379	41%	\$3.15	433	1,454	43%	\$3.15	487	1,872	55%	\$3.15	481	1,553	46%	\$3.15	379	1,273	37%
0500 - 0600	\$5.10	639	2,608	77%	\$5.10	725	2,701	79%	\$5.10	753	2,874	85%	\$5.10	693	2,720	80%	\$4.85	633	2,469	73%
0600 - 0700	\$5.30	534	2,606	77%	\$5.30	597	2,613	77%	\$5.30	605	2,703	80%	\$5.30	550	2,428	71%	\$5.10	604	2,596	76%
0700 - 0800	\$5.80	463	2,511	74%	\$5.80	530	2,668	78%	\$5.80	510	2,669	79%	\$5.80	526	2,744	81%	\$5.65	520	2,385	70%
0800 - 0900	\$5.30	269	2,222	65%	\$5.30	305	2,590	76%	\$5.30	263	2,406	71%	\$5.30	271	2,265	67%	\$5.10	306	2,238	66%
0900 - 1000	\$4.20	346	2,294	67%	\$4.20	275	2,309	68%	\$4.20	261	2,331	69%	\$4.20	289	2,519	74%	\$4.20	399	2,256	66%

AM Time	Monday 10/18/21				Tuesday 10/19/21				Wednesday 10/20/21				Thursday 10/21/21				Friday 10/22/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	467	1,520	45%	\$3.15	485	1,540	45%	\$3.15	492	1,507	44%	\$3.15	495	1,505	44%	\$3.15	401	1,267	37%
0500 - 0600	\$5.10	683	2,720	80%	\$5.10	699	2,713	80%	\$5.10	732	2,787	82%	\$5.10	719	2,743	81%	\$4.85	612	2,616	77%
0600 - 0700	\$5.30	610	2,670	79%	\$5.30	580	2,624	77%	\$5.30	629	2,667	78%	\$5.30	637	2,568	76%	\$5.10	548	2,542	75%
0700 - 0800	\$5.80	486	2,542	75%	\$5.80	505	2,610	77%	\$5.80	515	2,779	82%	\$5.80	495	2,603	77%	\$5.65	462	2,389	70%
0800 - 0900	\$5.30	313	2,499	74%	\$5.30	269	2,516	74%	\$5.30	294	2,410	71%	\$5.30	287	2,251	66%	\$5.10	263	2,104	62%
0900 - 1000	\$4.20	348	2,237	66%	\$4.20	291	2,520	74%	\$4.20	293	2,368	70%	\$4.20	269	2,292	67%	\$4.20	257	1,920	56%

AM Time	Monday 10/25/21				Tuesday 10/26/21				Wednesday 10/27/21				Thursday 10/28/21				Friday 10/29/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	405	1,346	40%	\$3.15	461	1,408	41%	\$3.15	453	1,418	42%	\$3.15	476	1,484	44%	\$3.15	391	1,301	38%
0500 - 0600	\$5.10	620	2,541	75%	\$5.10	740	2,668	78%	\$5.10	710	2,725	80%	\$5.10	743	2,708	80%	\$4.85	656	2,524	74%
0600 - 0700	\$5.30	579	2,379	70%	\$5.30	635	2,759	81%	\$5.30	633	2,737	81%	\$5.30	640	2,740	81%	\$5.10	613	2,501	74%
0700 - 0800	\$5.80	405	2,127	63%	\$5.80	513	2,628	77%	\$5.80	533	2,678	79%	\$5.80	540	2,542	75%	\$5.65	462	2,219	65%
0800 - 0900	\$5.30	211	1,736	51%	\$5.30	271	2,446	72%	\$5.30	294	2,408	71%	\$5.30	282	2,344	69%	\$5.10	277	2,004	59%
0900 - 1000	\$4.20	230	1,555	46%	\$4.20	247	2,492	73%	\$4.20	308	2,418	71%	\$4.20	250	2,423	71%	\$4.20	228	1,719	51%



OCTA OPERATIONAL HIGHLIGHTS

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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In October 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the fifth of the six one-month extension period, which will commence November 1, 2021 through November 30, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

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. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed and the project kickoff meeting was held in July. Pre-construction activities began in August and was followed with construction activities which commenced in September. The project is anticipated to be completed in December 2021. During the construction period, overnight closures and possibly, a few full weekend closures, will occur. 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.

Roadway Operations and Maintenance Services Contract

In December 2020, an agreement was executed with DeAngelo Brothers, LLC (DBI) for roadway operations and maintenance services for the 91 Express Lanes. DBI is



responsible for providing Safety Service Patrol (SSP), which will assist stranded motorists, support incident clearance, and remove debris that presents a safety issue. In addition, DBI coordinates, oversees, and provides routine maintenance and repair activities that are to be performed on the facility, such as landscaping, road lighting inspection and repairs, and the replacement of the channelizers. In addition, they coordinate with Caltrans for any routine and emergency maintenance to be performed on the 91 Express Lanes and any construction activities on the general-purpose lanes that impact the toll lanes.

On October 22, 2021, staff was notified that DBI closed the company's operations, effective immediately. Staff is putting interim measures in place, such as utilizing Freeway Service Patrol to assist stranded motorists and support incident clearance. Staff is evaluating the next steps and will keep the Board apprised.

FINANCIAL HIGHLIGHTS OCTA

91 Express Lanes Operating Statement

Description	YTD as of : 10/31/2021		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 19,438,927.35	\$ 13,937,298.00	\$ 5,501,629.35	39.5
Fee Revenue	2,250,948.41	869,277.00	1,381,671.41	158.9
Total operating revenues	21,689,875.76	14,806,575.00	6,883,300.76	46.5
Operating expenses:				
Contracted Services	1,365,203.08	1,278,656.00	(86,547.08)	(6.8)
Administrative Fee	901,316.00	1,040,584.00	139,268.00	13.4
Other Professional Services	(50,855.63)	1,129,154.00	1,180,009.63	104.5
Credit Card Processing Fees	501,661.44	389,620.00	(112,041.44)	(28.8)
Toll Road Account Servicing	190,314.36	336,700.00	146,385.64	43.5
Other Insurance Expense	153,443.84	83,300.00	(70,143.84)	(84.2)
Toll Road Maintenance Supply Repairs	260,607.54	682,890.00	422,282.46	61.8
Patrol Services	292,788.61	366,520.00	73,731.39	20.1
Building Equipment Repairs and Maint	130,618.98	256,074.00	125,455.02	49.0
6C Transponders	-	18,750.00	18,750.00	100.0
Other Services ⁽⁵⁾	(781,125.00)	254,800.00	1,035,925.00	406.6
Utilities	25,863.53	26,664.00	800.47	3.0
Office Expense	-	28,031.00	28,031.00	100.0
Bad Debt Expense	36,510.06	-	(36,510.06)	N/A
Miscellaneous ⁽²⁾	12,903.80	35,928.00	23,024.20	64.1
Leases	138,240.13	164,936.00	26,695.87	16.2
Total operating expenses	3,177,490.74	6,092,607.00	2,915,116.26	47.8
Depreciation and Amortization ⁽³⁾	1,078,760.38	-	(1,078,760.38)	N/A
Operating income (loss)	17,433,624.64	8,713,968.00	8,719,656.64	100.1
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	82,343.90	-	82,343.90	N/A
Interest Income	1,036,448.79	573,412.00	463,036.79	80.8
Interest Expense	(1,343,087.40)	(2,022,413.00)	679,325.60	33.6
Other	566.20	-	566.20	N/A
Total nonoperating revenues (expenses)	(223,728.51)	(1,449,001.00)	1,225,272.49	84.6
Transfers In	-	-	-	N/A
Transfers Out ⁽⁴⁾	(1,267,564.90)	(1,546,322.00)	278,757.10	18.0
Net income (loss)	\$ 15,942,331.23	\$ 5,718,645.00	\$ 10,223,686.23	178.8

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

⁵Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.



OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for October 2021 was 1,483,098. This represents a daily average of 47,842 vehicles. This is a 34.5 percent increase in total traffic volume from the same period last year, which totaled 1,102,840 and was the eighth month of the COVID-19 stay-at-home order. Potential toll revenue for October was \$5,818,847, which represents an increase of 55.3 percent from the prior year's total of \$3,746,865. Carpool percentage for October was 20.7 percent as compared to the previous year's rate of 20.2 percent. As compared to October 2019, traffic volume increased by 10.6 percent and revenue decreased by 8.3 percent.

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 October 2021.

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

Trips	OCT-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	OCT-20 MTD Actual	Yr-to-Yr % Variance	OCT-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,176,616	992,743	183,873	18.5%	879,975	33.7%	1,073,571	9.6%
3+ Lanes	306,482	326,257	(19,775)	(6.1%)	222,865	37.5%	267,212	14.7%
Total Gross Trips	1,483,098	1,319,000	164,098	12.4%	1,102,840	34.5%	1,340,783	10.6%
Revenue								
Full Toll Lanes	\$5,779,861	\$4,321,957	\$1,457,904	33.7%	\$3,705,484	56.0%	\$6,320,045	(8.5%)
3+ Lanes	\$38,986	\$0	\$38,986		\$41,381	(5.8%)	\$26,718	45.9%
Total Gross Revenue	\$5,818,847	\$4,321,957	\$1,496,890	34.6%	\$3,746,865	55.3%	\$6,346,763	(8.3%)
Average Revenue per Trip								
Average Full Toll Lanes	\$4.91	\$4.35	\$0.56	12.9%	\$4.21	16.6%	\$5.89	(16.6%)
Average 3+ Lanes	\$0.13	\$0.00	\$0.13		\$0.19	(31.6%)	\$0.10	30.0%
Average Gross Revenue	\$3.92	\$3.28	\$0.64	19.5%	\$3.40	15.3%	\$4.73	(17.1%)

The 2021 fiscal year-to-date traffic volume increased by 46.4 percent and potential toll revenue increased by 55.8 percent, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.64.

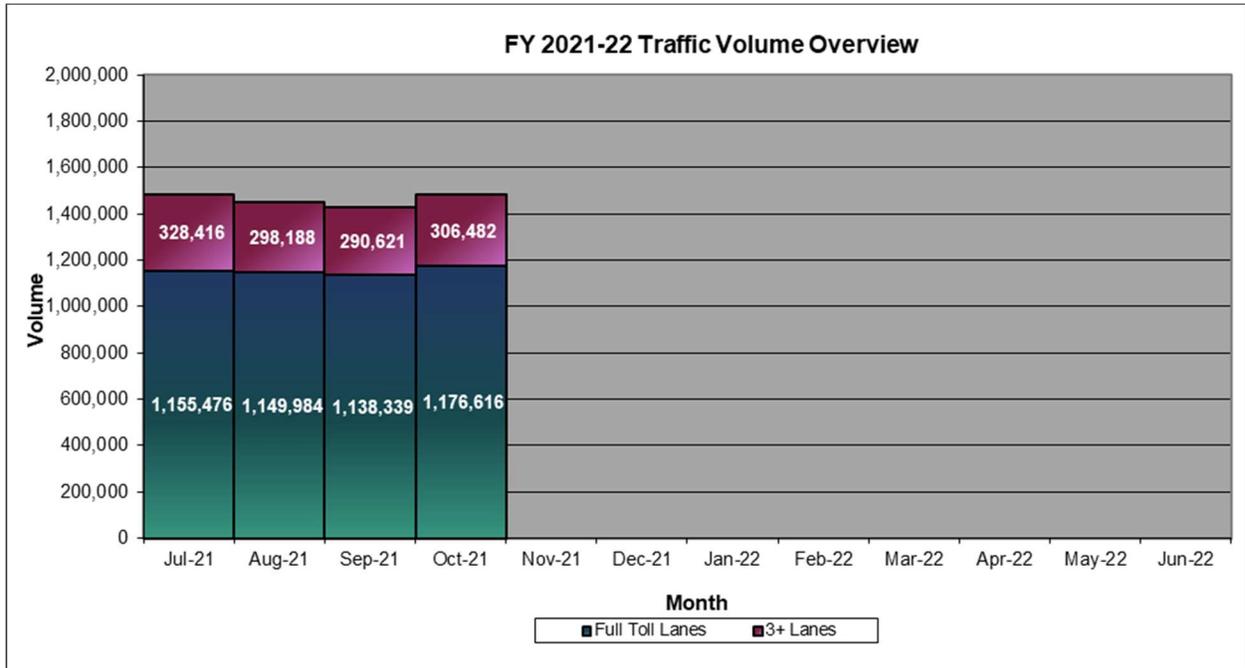
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2021 through October 2021.

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

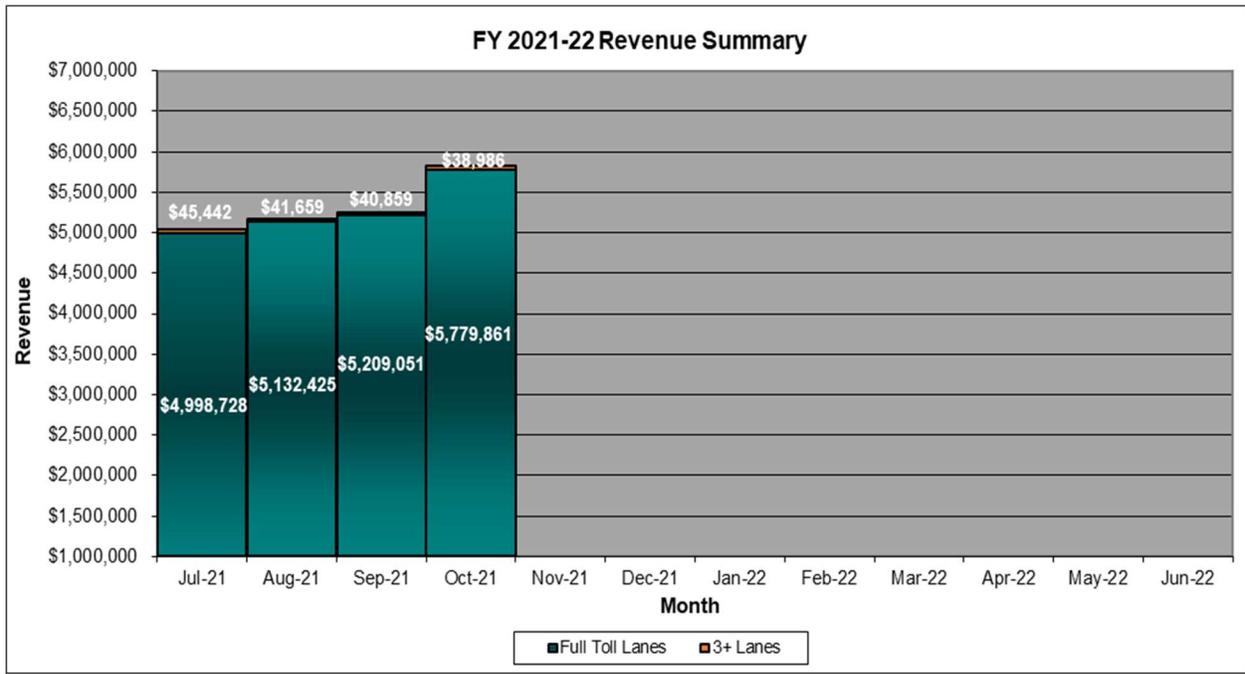
Trips	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	4,620,418	3,839,443	780,975	20.3%	3,158,209	46.3%
3+ Lanes	1,223,707	1,329,143	(105,436)	(7.9%)	833,863	46.8%
Total Gross Trips	5,844,125	5,168,586	675,539	13.1%	3,992,072	46.4%
Revenue						
Full Toll Lanes	\$21,120,076	\$16,537,257	\$4,582,819	27.7%	\$13,517,570	56.2%
3+ Lanes	\$166,946	\$0	\$166,946		\$147,388	13.3%
Total Gross Revenue	\$21,287,023	\$16,537,257	\$4,749,765	28.7%	\$13,664,958	55.8%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.57	\$4.31	\$0.26	6.0%	\$4.28	6.8%
Average 3+ Lanes	\$0.14	\$0.00	\$0.14		\$0.18	(22.2%)
Average Gross Revenue	\$3.64	\$3.20	\$0.44	13.8%	\$3.42	6.4%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In October, several toll rates were adjusted. RCTC evaluates traffic volumes for peak period hours and adjusts rates according to the toll rate policy.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21									
	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																										\$26.80	215	1,030	1,245	E
1500 - 1600																										\$26.50	258	904	1,162	D
1600 - 1700																										\$16.30	211	936	1,147	D
1700 - 1800																										\$8.10	212	963	1,175	D
1800 - 1900																										\$5.45	246	935	1,181	D
1900 - 2000																										\$4.25	303	933	1,236	E

PM Time	Monday 10/04/21					Tuesday 10/05/21					Wednesday 10/06/21					Thursday 10/07/21					Friday 10/08/21				
	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	\$5.45	172	987	1,159	D	\$7.05	161	1048	1,209	E	\$9.15	191	1081	1,272	E	\$12.25	200	1,086	1,286	E	\$26.80	210	974	1,184	D
1500 - 1600	\$8.45	233	926	1,159	D	\$10.50	183	898	1,081	D	\$13.55	194	964	1,158	D	\$16.60	236	959	1,195	D	\$26.50	280	901	1,181	D
1600 - 1700	\$7.05	163	859	1,022	D	\$5.45	174	950	1,124	D	\$7.05	202	914	1,116	D	\$8.45	200	993	1,193	D	\$15.60	284	948	1,232	E
1700 - 1800	\$5.45	170	874	1,044	D	\$5.45	151	990	1,141	D	\$5.45	151	916	1,067	D	\$5.45	184	988	1,172	D	\$7.40	222	991	1,213	E
1800 - 1900	\$5.45	260	828	1,088	D	\$5.45	198	873	1,071	D	\$5.45	234	919	1,153	D	\$5.45	202	951	1,153	D	\$5.45	302	931	1,233	E
1900 - 2000	\$2.30	147	534	681	B	\$4.25	233	900	1,133	D	\$4.25	211	784	995	C	\$5.45	214	782	996	C	\$4.25	272	835	1,107	D

PM Time	Monday 10/11/21					Tuesday 10/12/21					Wednesday 10/13/21					Thursday 10/14/21					Friday 10/15/21				
	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	\$5.45	210	1,038	1,248	E	\$7.05	169	1,001	1,170	D	\$9.15	185	1,077	1,262	E	\$12.25	182	1,055	1,237	E	\$26.80	220	1,081	1,301	F
1500 - 1600	\$8.45	237	925	1,162	D	\$10.50	223	900	1,123	D	\$13.55	191	933	1,124	D	\$16.60	201	975	1,176	D	\$26.50	257	887	1,144	D
1600 - 1700	\$7.05	169	886	1,055	D	\$5.45	172	869	1,041	D	\$7.05	191	977	1,168	D	\$8.45	168	907	1,075	D	\$15.60	235	898	1,133	D
1700 - 1800	\$5.45	193	972	1,165	D	\$5.45	176	967	1,143	D	\$5.45	174	950	1,124	D	\$5.45	153	913	1,066	D	\$7.40	232	953	1,185	D
1800 - 1900	\$5.45	213	800	1,013	D	\$5.45	220	893	1,113	D	\$5.45	231	911	1,142	D	\$5.45	222	930	1,152	D	\$5.45	306	930	1,236	E
1900 - 2000	\$2.30	201	641	842	C	\$4.25	251	863	1,114	D	\$4.25	229	819	1,048	D	\$5.45	248	951	1,199	D	\$4.25	321	932	1,253	E

PM Time	Monday 10/18/21					Tuesday 10/19/21					Wednesday 10/20/21					Thursday 10/21/21					Friday 10/22/21				
	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	\$5.45	172	1,039	1,211	E	\$7.05	166	1,042	1,208	E	\$9.15	184	1,003	1,187	D	\$12.25	173	1,047	1,220	E	\$26.80	226	1,103	1,329	F
1500 - 1600	\$8.45	220	907	1,127	D	\$10.50	191	860	1,051	D	\$13.55	205	983	1,188	D	\$16.60	225	875	1,100	D	\$26.50	251	970	1,221	E
1600 - 1700	\$7.05	222	915	1,137	D	\$5.45	201	965	1,166	D	\$7.05	115	839	954	C	\$8.45	176	913	1,089	D	\$15.60	254	1,021	1,275	E
1700 - 1800	\$5.45	186	899	1,085	D	\$5.45	185	903	1,088	D	\$5.45	159	854	1,013	D	\$5.45	155	975	1,130	D	\$7.40	261	1,034	1,295	E
1800 - 1900	\$5.45	262	862	1,124	D	\$5.45	219	830	1,049	D	\$5.45	249	981	1,230	E	\$5.45	206	871	1,077	D	\$5.45	283	968	1,251	E
1900 - 2000	\$2.30	204	591	795	B	\$4.25	236	872	1,108	D	\$4.25	260	903	1,163	D	\$5.45	206	929	1,135	D	\$4.25	333	876	1,209	E

PM Time	Monday 10/25/21					Tuesday 10/26/21					Wednesday 10/27/21					Thursday 10/28/21					Friday 10/29/21				
	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	\$5.45	176	924	1,100	D	\$7.05	171	1,003	1,174	D	\$9.15	182	1,002	1,184	D	\$12.25	168	1,072	1,240	E	\$26.80	193	1,013	1,206	E
1500 - 1600	\$8.45	180	697	877	C	\$10.50	198	861	1,059	D	\$13.55	198	922	1,120	D	\$16.60	222	949	1,171	D	\$26.50	240	884	1,124	D
1600 - 1700	\$7.05	154	733	887	C	\$5.45	184	990	1,174	D	\$7.05	166	917	1,083	D	\$8.45	180	933	1,113	D	\$15.60	222	914	1,136	D
1700 - 1800	\$5.45	148	809	957	C	\$5.45	197	896	1,093	D	\$5.45	160	943	1,103	D	\$5.45	173	967	1,140	D	\$7.40	265	1,057	1,322	F
1800 - 1900	\$5.45	223	683	906	C	\$5.45	248	812	1,060	D	\$5.45	158	586	744	B	\$5.45	252	922	1,174	D	\$5.45	305	989	1,294	E
1900 - 2000	\$2.30	130	344	474	B	\$4.25	209	815	1,024	D	\$4.25	212	773	985	C	\$5.45	227	903	1,130	D	\$4.25	279	943	1,222	E



Eastbound PM Peak - County Line to 15 SB Ontario

PM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21									
	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																										\$5.45	109	752	861	C
1500 - 1600																										\$5.45	123	637	760	B
1600 - 1700																										\$3.00	128	612	740	B
1700 - 1800																										\$3.00	91	655	746	B
1800 - 1900																										\$3.00	124	626	750	B
1900 - 2000																										\$3.00	171	551	722	B

PM Time	Monday 10/04/21					Tuesday 10/05/21					Wednesday 10/06/21					Thursday 10/07/21					Friday 10/08/21				
	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	\$5.45	116	707	823	C	\$5.45	115	768	883	C	\$5.45	97	772	869	C	\$5.45	126	745	871	C	\$5.45	116	744	860	C
1500 - 1600	\$5.45	132	694	826	C	\$5.45	122	699	821	C	\$5.45	107	701	808	C	\$5.45	106	758	864	C	\$5.45	133	623	756	B
1600 - 1700	\$3.00	84	628	712	B	\$5.45	98	636	734	B	\$5.45	108	691	799	B	\$5.45	97	659	756	B	\$3.00	129	650	779	B
1700 - 1800	\$3.00	96	627	723	B	\$3.00	79	675	754	B	\$3.00	90	620	710	B	\$3.00	98	619	717	B	\$3.00	97	612	709	B
1800 - 1900	\$3.00	118	589	707	B	\$3.00	109	677	786	B	\$3.00	134	636	770	B	\$3.00	97	637	734	B	\$3.00	118	528	646	B
1900 - 2000	\$3.00	105	389	494	B	\$3.00	148	687	835	C	\$3.00	156	618	774	B	\$3.00	137	577	714	B	\$3.00	155	506	661	B

PM Time	Monday 10/11/21					Tuesday 10/12/21					Wednesday 10/13/21					Thursday 10/14/21					Friday 10/15/21				
	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	\$5.45	106	716	822	C	\$5.45	116	694	810	C	\$5.45	90	772	862	C	\$5.45	121	752	873	C	\$5.45	122	717	839	C
1500 - 1600	\$5.45	128	688	816	C	\$5.45	113	700	813	C	\$5.45	117	735	852	C	\$5.45	98	671	769	B	\$5.45	117	614	731	B
1600 - 1700	\$3.00	76	602	678	B	\$5.45	75	601	676	B	\$5.45	119	626	745	B	\$5.45	92	630	722	B	\$3.00	148	636	784	B
1700 - 1800	\$3.00	83	666	749	B	\$3.00	79	663	742	B	\$3.00	119	664	783	B	\$3.00	97	582	679	B	\$3.00	125	639	764	B
1800 - 1900	\$3.00	117	575	692	B	\$3.00	127	652	779	B	\$3.00	136	681	817	C	\$3.00	115	707	822	C	\$3.00	199	655	854	C
1900 - 2000	\$3.00	122	458	580	B	\$3.00	149	643	792	B	\$3.00	163	682	845	C	\$3.00	166	665	831	C	\$3.00	222	598	820	C

PM Time	Monday 10/18/21					Tuesday 10/19/21					Wednesday 10/20/21					Thursday 10/21/21					Friday 10/22/21				
	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	\$5.45	113	700	813	C	\$5.45	103	734	837	C	\$5.45	106	724	830	C	\$5.45	110	754	864	C	\$5.45	117	703	820	C
1500 - 1600	\$5.45	131	664	795	B	\$5.45	112	692	804	C	\$5.45	113	761	874	C	\$5.45	130	713	843	C	\$5.45	112	616	728	B
1600 - 1700	\$3.00	101	622	723	B	\$5.45	92	670	762	B	\$5.45	71	472	543	B	\$5.45	90	665	755	B	\$3.00	112	629	741	B
1700 - 1800	\$3.00	120	618	738	B	\$3.00	95	642	737	B	\$3.00	88	587	675	B	\$3.00	83	573	656	B	\$3.00	135	644	779	B
1800 - 1900	\$3.00	139	635	774	B	\$3.00	108	636	744	B	\$3.00	120	648	768	B	\$3.00	139	679	818	C	\$3.00	122	593	715	B
1900 - 2000	\$3.00	155	427	582	B	\$3.00	158	669	827	C	\$3.00	191	777	968	C	\$3.00	152	748	900	C	\$3.00	173	573	746	B

PM Time	Monday 10/25/21					Tuesday 10/26/21					Wednesday 10/27/21					Thursday 10/28/21					Friday 10/29/21				
	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	\$5.45	101	627	728	B	\$5.45	85	742	827	C	\$5.45	110	765	875	C	\$5.45	93	783	876	C	\$5.45	126	764	890	C
1500 - 1600	\$5.45	110	547	657	B	\$5.45	141	691	832	C	\$5.45	96	704	800	B	\$5.45	132	702	834	C	\$5.45	120	603	723	B
1600 - 1700	\$3.00	90	545	635	B	\$5.45	80	631	711	B	\$5.45	101	565	666	B	\$5.45	104	642	746	B	\$3.00	121	551	672	B
1700 - 1800	\$3.00	97	588	685	B	\$3.00	91	627	718	B	\$3.00	91	656	747	B	\$3.00	103	602	705	B	\$3.00	115	616	731	B
1800 - 1900	\$3.00	110	548	658	B	\$3.00	115	645	760	B	\$3.00	92	434	526	B	\$3.00	123	670	793	B	\$3.00	138	635	773	B
1900 - 2000	\$3.00	81	287	368	A	\$3.00	157	625	782	B	\$3.00	150	606	756	B	\$3.00	146	682	828	C	\$3.00	195	604	799	B



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21									
	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																										\$2.30	175	495	670	B
0500 - 0600																										\$7.05	366	1,155	1,521	F
0600 - 0700																										\$9.10	299	1,081	1,380	F
0700 - 0800																										\$8.05	275	1,258	1,533	F
0800 - 0900																										\$4.25	174	1,285	1,459	F
0900 - 1000																										\$4.25	156	929	1,085	D

AM Time	Monday 10/04/21					Tuesday 10/05/21					Wednesday 10/06/21					Thursday 10/07/21					Friday 10/08/21				
	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	\$2.30	190	518	708	B	\$2.30	180	541	721	B	\$2.30	193	512	705	B	\$2.30	220	478	698	B	\$2.30	169	518	687	B
0500 - 0600	\$11.20	384	1,202	1,586	F	\$11.20	340	1,192	1,532	F	\$11.20	384	1,150	1,534	F	\$9.45	399	1,157	1,556	F	\$5.45	294	1,063	1,357	F
0600 - 0700	\$17.30	314	1,081	1,395	F	\$18.30	296	1,121	1,417	F	\$18.30	356	1,102	1,458	F	\$17.30	335	1,116	1,451	F	\$10.45	244	1,115	1,359	F
0700 - 0800	\$14.30	267	1,357	1,624	F	\$14.30	283	1,346	1,629	F	\$14.30	360	1,283	1,643	F	\$13.30	338	1,279	1,617	F	\$9.40	239	1,213	1,452	F
0800 - 0900	\$9.40	177	1,447	1,624	F	\$10.40	157	1,401	1,558	F	\$10.40	168	1,465	1,633	F	\$9.40	196	1,441	1,637	F	\$5.45	144	1,158	1,302	E
0900 - 1000	\$5.45	159	1,093	1,252	E	\$7.05	131	1,254	1,385	F	\$7.05	146	1,277	1,423	F	\$7.05	142	1,032	1,174	D	\$4.25	131	790	921	C

AM Time	Monday 10/11/21					Tuesday 10/12/21					Wednesday 10/13/21					Thursday 10/14/21					Friday 10/15/21				
	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	\$2.30	206	482	688	B	\$2.30	208	478	686	B	\$2.30	195	585	780	B	\$2.30	201	558	759	B	\$2.30	194	490	684	B
0500 - 0600	\$11.20	326	1,126	1,452	F	\$11.20	368	1,188	1,556	F	\$11.20	374	1,204	1,578	F	\$9.45	369	1,168	1,537	F	\$5.45	344	1,187	1,531	F
0600 - 0700	\$17.30	293	1,025	1,318	E	\$18.30	297	995	1,292	E	\$18.30	292	1,130	1,422	F	\$17.30	296	1,007	1,303	E	\$10.45	301	1,144	1,445	F
0700 - 0800	\$14.30	319	1,348	1,667	F	\$14.30	380	1,390	1,770	F	\$14.30	313	1,366	1,679	F	\$13.30	350	1,328	1,678	F	\$9.40	278	1,288	1,566	F
0800 - 0900	\$9.40	198	1,263	1,461	F	\$10.40	207	1,503	1,710	F	\$10.40	182	1,431	1,613	F	\$9.40	183	1,233	1,416	F	\$5.45	154	1,261	1,415	F
0900 - 1000	\$5.45	213	1,053	1,266	E	\$7.05	131	1,071	1,202	E	\$7.05	151	1,221	1,372	F	\$7.05	163	1,256	1,419	F	\$4.25	186	942	1,128	D

AM Time	Monday 10/18/21					Tuesday 10/19/21					Wednesday 10/20/21					Thursday 10/21/21					Friday 10/22/21				
	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	\$2.30	207	546	753	B	\$2.30	213	599	812	C	\$2.30	217	530	747	B	\$2.30	234	505	739	B	\$2.30	168	510	678	B
0500 - 0600	\$11.20	373	1,180	1,553	F	\$11.20	328	1,210	1,538	F	\$11.20	355	1,198	1,553	F	\$9.45	384	1,193	1,577	F	\$5.45	296	1,293	1,589	F
0600 - 0700	\$17.30	326	1,055	1,381	F	\$18.30	293	1,081	1,374	F	\$18.30	332	1,168	1,500	F	\$17.30	344	1,059	1,403	F	\$10.45	273	1,120	1,393	F
0700 - 0800	\$14.30	334	1,329	1,663	F	\$14.30	298	1,319	1,617	F	\$14.30	311	1,347	1,658	F	\$13.30	326	1,327	1,653	F	\$9.40	273	1,403	1,676	F
0800 - 0900	\$9.40	213	1,437	1,650	F	\$10.40	162	1,477	1,639	F	\$10.40	150	1,553	1,703	F	\$9.40	203	1,381	1,584	F	\$5.45	129	1,161	1,290	E
0900 - 1000	\$5.45	174	1,054	1,228	E	\$7.05	163	1,154	1,317	E	\$7.05	153	1,088	1,241	E	\$7.05	150	986	1,136	D	\$4.25	136	778	914	C

AM Time	Monday 10/25/21					Tuesday 10/26/21					Wednesday 10/27/21					Thursday 10/28/21					Friday 10/29/21				
	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	\$2.30	184	463	647	B	\$2.30	215	488	703	B	\$2.30	217	491	708	B	\$2.30	218	561	779	B	\$2.30	165	561	726	B
0500 - 0600	\$11.20	351	1,133	1,484	F	\$11.20	416	1,185	1,601	F	\$11.20	397	1,192	1,589	F	\$9.45	360	1,153	1,513	F	\$5.45	350	1,249	1,599	F
0600 - 0700	\$17.30	286	913	1,199	D	\$18.30	342	1,073	1,415	F	\$18.30	333	1,077	1,410	F	\$17.30	316	1,119	1,435	F	\$10.45	304	1,076	1,380	F
0700 - 0800	\$14.30	266	1,070	1,336	E	\$14.30	341	1,388	1,729	F	\$14.30	341	1,358	1,699	F	\$13.30	358	1,302	1,660	F	\$9.40	313	1,173	1,486	F
0800 - 0900	\$9.40	165	970	1,135	D	\$10.40	199	1,311	1,510	F	\$10.40	220	1,406	1,626	F	\$9.40	178	1,339	1,517	F	\$5.45	160	969	1,129	D
0900 - 1000	\$5.45	128	730	858	C	\$7.05	141	1,266	1,407	F	\$7.05	174	1,148	1,322	E	\$7.05	140	1,128	1,268	E	\$4.25	109	812	921	C



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 09/27/21					Tuesday 09/28/21					Wednesday 09/29/21					Thursday 09/30/21					Friday 10/01/21									
	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																										\$2.00	131	430	561	B
0500 - 0600																										\$5.45	213	954	1,167	D
0600 - 0700																										\$5.45	218	1,199	1,417	F
0700 - 0800																										\$5.45	155	1,096	1,251	E
0800 - 0900																										\$3.00	132	920	1,052	D
0900 - 1000																										\$3.00	113	733	846	C

AM Time	Monday 10/04/21					Tuesday 10/05/21					Wednesday 10/06/21					Thursday 10/07/21					Friday 10/08/21				
	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	\$3.00	173	476	649	B	\$3.00	127	500	627	B	\$3.00	147	473	620	B	\$3.00	148	477	625	B	\$3.00	81	436	517	B
0500 - 0600	\$7.00	243	1,036	1,279	E	\$7.00	172	1080	1,252	E	\$7.00	263	1100	1,363	E	\$7.00	237	1,070	1,307	E	\$5.45	140	920	1,060	D
0600 - 0700	\$9.00	254	1,313	1,567	F	\$9.00	223	1407	1,630	F	\$9.00	343	1266	1,609	F	\$9.00	283	1,290	1,573	F	\$7.00	209	1,205	1,414	F
0700 - 0800	\$9.00	199	1,342	1,541	F	\$9.00	169	1288	1,457	F	\$9.00	223	1307	1,530	F	\$9.00	222	1,285	1,507	F	\$7.00	125	991	1,116	D
0800 - 0900	\$7.00	101	1,123	1,224	E	\$7.00	125	1248	1,373	E	\$7.00	108	1179	1,287	E	\$7.00	122	1,157	1,279	E	\$5.45	105	900	1,005	D
0900 - 1000	\$5.45	81	817	898	C	\$5.45	105	982	1,087	D	\$5.45	99	938	1,037	D	\$5.45	98	851	949	C	\$3.00	87	723	810	C

AM Time	Monday 10/11/21					Tuesday 10/12/21					Wednesday 10/13/21					Thursday 10/14/21					Friday 10/15/21				
	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	\$3.00	153	442	595	B	\$3.00	147	485	632	B	\$3.00	124	539	663	B	\$3.00	145	487	632	B	\$3.00	114	450	564	B
0500 - 0600	\$7.00	233	1,051	1,284	E	\$7.00	254	1,082	1,336	E	\$7.00	268	1,160	1,428	F	\$7.00	240	1,135	1,375	E	\$5.45	189	988	1,177	D
0600 - 0700	\$9.00	248	1,309	1,557	F	\$9.00	283	1,253	1,536	F	\$9.00	252	1,261	1,513	F	\$9.00	241	1,093	1,334	E	\$7.00	232	1,206	1,438	F
0700 - 0800	\$9.00	178	1,166	1,344	E	\$9.00	205	1,193	1,398	E	\$9.00	190	1,320	1,510	F	\$9.00	208	1,370	1,578	F	\$7.00	164	995	1,159	D
0800 - 0900	\$7.00	114	936	1,050	D	\$7.00	108	1,324	1,432	F	\$7.00	102	1,171	1,273	E	\$7.00	118	1,136	1,254	E	\$5.45	101	873	974	C
0900 - 1000	\$5.45	101	775	876	C	\$5.45	89	889	978	C	\$5.45	92	780	872	C	\$5.45	118	880	998	C	\$3.00	149	718	867	C

AM Time	Monday 10/18/21					Tuesday 10/19/21					Wednesday 10/20/21					Thursday 10/21/21					Friday 10/22/21				
	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	\$3.00	170	503	673	B	\$3.00	131	518	649	B	\$3.00	171	502	673	B	\$3.00	166	486	652	B	\$3.00	130	424	554	B
0500 - 0600	\$7.00	251	1,068	1,319	E	\$7.00	197	1,137	1,334	E	\$7.00	240	1,156	1,396	E	\$7.00	246	1,113	1,359	E	\$5.45	164	1,067	1,231	E
0600 - 0700	\$9.00	269	1,341	1,610	F	\$9.00	246	1,290	1,536	F	\$9.00	236	1,260	1,496	F	\$9.00	295	1,182	1,477	F	\$7.00	218	1,190	1,408	F
0700 - 0800	\$9.00	197	1,194	1,391	E	\$9.00	188	1,372	1,560	F	\$9.00	171	1,370	1,541	F	\$9.00	202	1,290	1,492	F	\$7.00	112	1,007	1,119	D
0800 - 0900	\$7.00	144	1,064	1,208	E	\$7.00	119	1,216	1,335	E	\$7.00	86	1,152	1,238	E	\$7.00	130	1,033	1,163	D	\$5.45	93	884	977	C
0900 - 1000	\$5.45	123	746	869	C	\$5.45	122	992	1,114	D	\$5.45	118	975	1,093	D	\$5.45	128	919	1,047	D	\$3.00	100	730	830	C

AM Time	Monday 10/25/21					Tuesday 10/26/21					Wednesday 10/27/21					Thursday 10/28/21					Friday 10/29/21				
	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	\$3.00	148	464	612	B	\$3.00	160	477	637	B	\$3.00	162	450	612	B	\$3.00	152	516	668	B	\$3.00	94	451	545	B
0500 - 0600	\$7.00	228	998	1,226	E	\$7.00	242	1,047	1,289	E	\$7.00	256	1,130	1,386	E	\$7.00	223	1,118	1,341	E	\$5.45	184	969	1,153	D
0600 - 0700	\$9.00	244	1,201	1,445	F	\$9.00	278	1,387	1,665	F	\$9.00	282	1,296	1,578	F	\$9.00	287	1,425	1,712	F	\$7.00	248	1,122	1,370	E
0700 - 0800	\$9.00	172	1,052	1,224	E	\$9.00	216	1,240	1,456	F	\$9.00	209	1,257	1,466	F	\$9.00	209	1,180	1,389	E	\$7.00	164	1,002	1,166	D
0800 - 0900	\$7.00	111	810	921	C	\$7.00	101	1,273	1,374	E	\$7.00	123	1,080	1,203	E	\$7.00	114	1,022	1,136	D	\$5.45	132	983	1,115	D
0900 - 1000	\$5.45	93	634	727	B	\$5.45	91	911	1,002	D	\$5.45	136	980	1,116	D	\$5.45	109	1,012	1,121	D	\$3.00	104	758	862	C



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 85 calls during the month of October. Of those calls, 58 were to assist disabled vehicles, 3 calls to remove debris, and 24 were in response to accidents in the Express Lanes.

91 Express Lanes 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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In October 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the fifth of the six one-month extension period, which will commence November 1, 2021 through November 30, 2021. Agencies' staff have been continuing to work with CUSA to meet the amended go-live date of September 29, 2021. Subsequently, the Agencies were informed that the go-live date will be delayed. The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	10/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 18,644,139.36	\$ 11,945,000.00	\$ 6,699,139.36	56.1
Fee Revenue	2,374,358.12	1,905,633.33	468,724.79	24.6
Total operating revenues	21,018,497.48	13,850,633.33	7,167,864.15	51.8
Operating expenses:				
Salaries and Benefits	153,564.88	284,266.67	130,701.79	46.0
Legal Services	13,533.72	68,333.33	54,799.61	80.2
Advisory Services	17,773.39	1,666.67	(16,106.72)	(966.4)
Audit and Accounting Fees	20,000.00	12,000.00	(8,000.00)	(66.7)
Service Fees	-	6,233.33	6,233.33	100.0
Other Professional Services	150,831.47	419,833.33	269,001.86	64.1
Lease Expense	65,535.27	106,366.67	40,831.40	38.4
Operations	607,108.67	1,205,933.33	598,824.66	49.7
Utilities	4,946.87	21,700.00	16,753.13	77.2
Supplies and Materials	206.14	11,166.67	10,960.53	98.2
Membership and Subscription Fees	7,186.50	10,000.00	2,813.50	28.1
Office Equipment & Furniture (Non-Capital)	-	26,666.67	26,666.67	100.0
Maintenance/Repairs	66,755.87	102,866.67	36,110.80	35.1
Training Seminars and Conferences	1,690.10	533.33	(1,156.77)	(216.9)
Transportation Expenses	-	833.33	833.33	100.0
Lodging	-	433.33	433.33	100.0
Meals	-	1,000.00	1,000.00	100.0
Other Staff Expenses	30.00	100.00	70.00	70.0
Advertising	-	71,666.67	71,666.67	100.0
Program Management	9,532.57	27,700.00	18,167.43	65.6
Program Operations	2,073,186.55	2,791,400.00	718,213.45	25.7
Litigation Settlement	687.06	-	(687.06)	N/A
Furniture & Equipment	-	25,000.00	25,000.00	100.0
Improvements	24,997.50	18,333.33	(6,664.17)	(36.4)
Bad Debt Expense	36,627.70	-	(36,627.70)	N/A
Total operating expenses	3,254,194.26	5,214,033.33	1,959,839.07	37.6
Operating income (loss)	17,764,303.22	8,636,600.00	9,127,703.22	105.7
Nonoperating revenues (expenses):				
Interest Revenue	39,334.80	49,833.33	(10,498.53)	21.1
Other Miscellaneous Revenue	14.61	-	14.61	N/A
Loss on Refunding	(6,733,662.41)	-	(6,733,662.41)	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(9,476,129.92)	(3,013,633.33)	(6,462,496.59)	214.4
Total nonoperating revenues (expenses)	(16,170,442.92)	(2,963,800.00)	(13,206,642.92)	(445.6)
Transfers In	-	-	-	N/A
Transfers Out	-	(358,233.33)	358,233.33	(100.0)
Net income (loss)	\$ 1,593,860.30	\$ 5,314,566.67	\$ (3,720,706.37)	(70.0)

¹ Unaudited



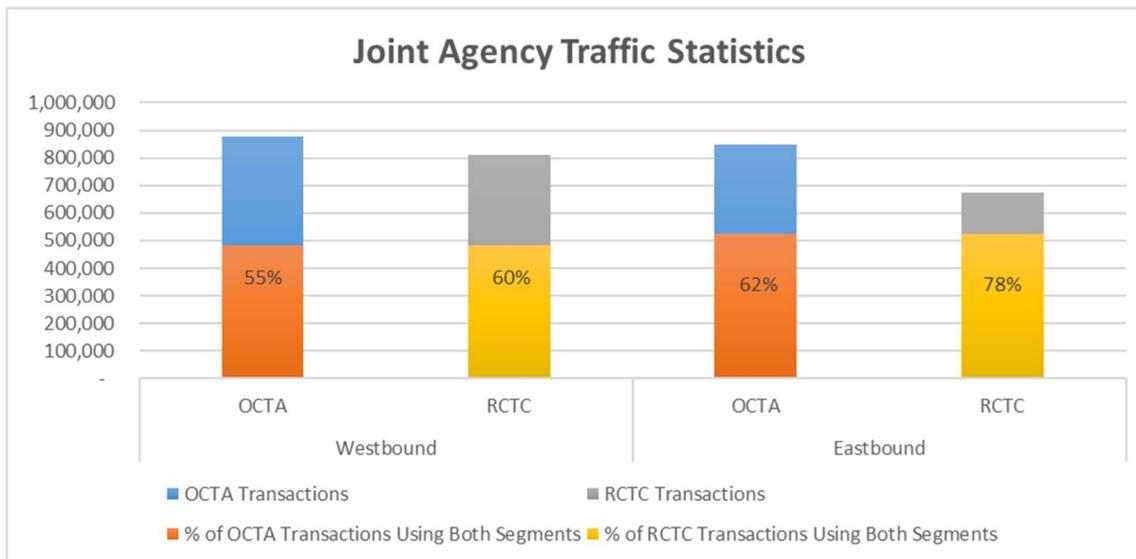
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING **October 31, 2021**

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	876,403	484,600	55%	\$2,422,850
RCTC	810,786	484,600	60%	\$3,357,273
I-15	349,302	273,212	78%	\$1,301,127
McKinley	461,484	211,388	46%	\$2,056,146
Eastbound				
OCTA	847,996	525,073	62%	\$2,901,621
RCTC	672,312	525,073	78%	\$2,461,574
I-15	260,878	207,149	79%	\$666,138
McKinley	411,434	317,924	77%	\$1,795,435

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Oct-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:46
Abandon Rate	Monthly	No more than 4.0%	2.2%
Customer Satisfaction	Monthly	At least 75 outbound calls	77
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.1
CUSA Violation Collection Rate	Quarterly	70% or more	
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Review s	Monthly	Equal to or less than 15 days	2.3
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.02%
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 = Co-firoute USA; CAS = OCTA Customer Assistance Specialists

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

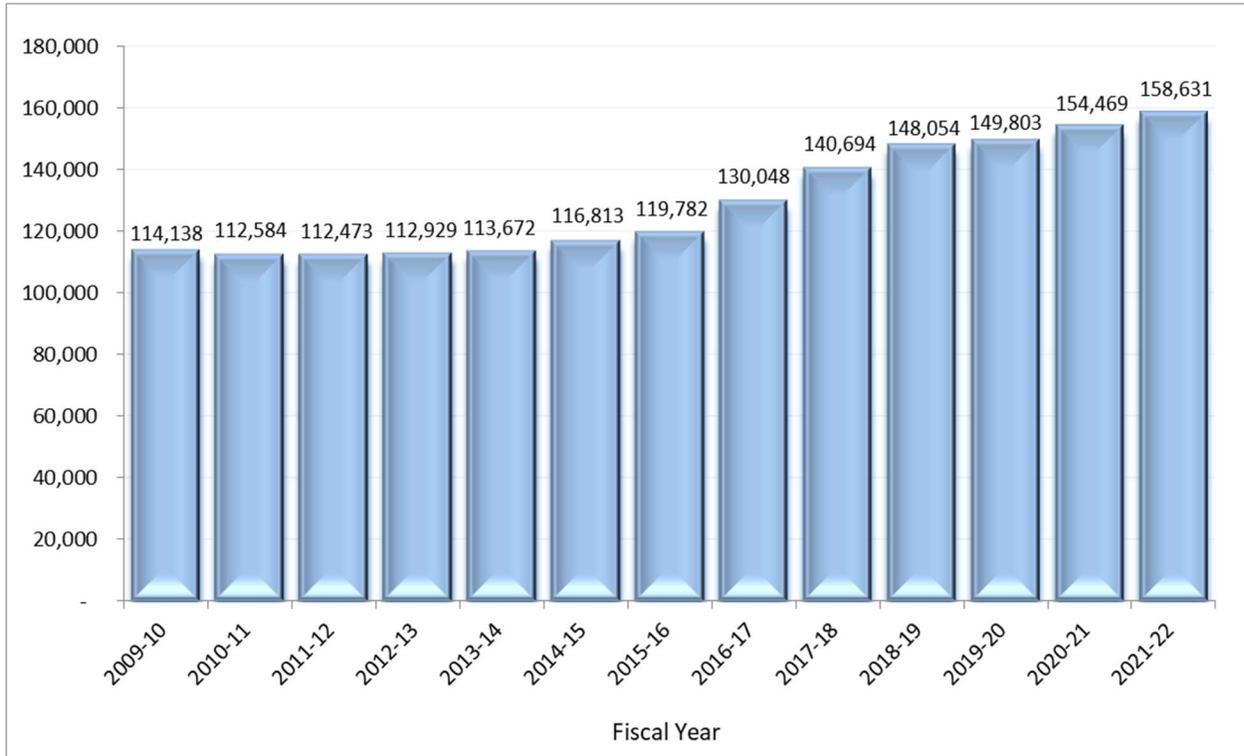
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	October-21		September-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts						
Additional Tags to Existing Accounts						
Replacement Transponders						
Total Issued						
Returned						
Account Closures	2	3.4%	2	0.3%	8	0.8%
Accounts Downsizing	55	93.2%	786	99.5%	936	95.3%
Defective Transponders	2	3.4%	2	0.3%	38	3.9%
Total Returned	59		790		982	

6C TRANSPONDER DISTRIBUTION	October-21		September-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	3,495	45.1%	12,870	67.0%	11,099	79.8%
Additional Tags to Existing Accounts	4,245	54.8%	6,296	32.8%	2,785	20.0%
Replacement Transponders	5	0.1%	36	0.2%	18	0.1%
Total Issued	7,745		19,202		13,902	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of October 2021, the 91 Express Lanes had 158,631 active customer accounts and 617,083 transponders classified as assigned.

**Number of Accounts by FY
As of October 31, 2021**



Incoming Email Activity

During October, the Anaheim Processing Center received 3,361 emails.



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



Status Report
November 2021

As of November 30, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for November 2021 was 1,668,735. This represents a daily average of 55,625 vehicles. This is a 47.5 percent increase in total traffic volume from the same period last year, which totaled 1,131,383 and was the ninth month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for November was \$5,125,256, which represents an increase of 40 percent from the prior year's total of \$3,662,099. Carpool percentage for November was 23.4 percent as compared to the previous year's rate of 22.2 percent. As compared to November 2019, traffic volume increased by 16.3 percent and revenue increased by 16.9 percent.

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 November 2021.

Current Month-to-Date (MTD) as of November 30, 2021

	Nov-21 MTD Actual	Nov-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Nov-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Trips					
Full Toll Lanes	1,277,655	880,050	45.2%	1,066,864	19.8%
3+ Lanes	391,080	251,333	55.6%	368,156	6.2%
Total Gross Trips	1,668,735	1,131,383	47.5%	1,435,020	16.3%
Revenue					
Full Toll Lanes	\$5,079,291	\$3,619,797	40.3%	\$4,328,417	17.3%
3+ Lanes	\$45,965	\$42,301	8.7%	\$56,691	(18.9%)
Total Gross Revenue	\$5,125,256	\$3,662,099	40.0%	\$4,385,107	16.9%
Average Revenue per Trip					
Average Full Toll Lanes	\$3.98	\$4.11	(3.2%)	\$4.06	(2.0%)
Average 3+ Lanes	\$0.12	\$0.17	(29.4%)	\$0.15	(20.0%)
Average Gross Revenue	\$3.07	\$3.24	(5.2%)	\$3.06	0.3%

The 2021 fiscal year-to-date traffic volume increased by 44.9 percent and potential toll revenue increased by 37.7 percent, when compared with the same period last year. Year-to-date average revenue per trip is \$3.09.

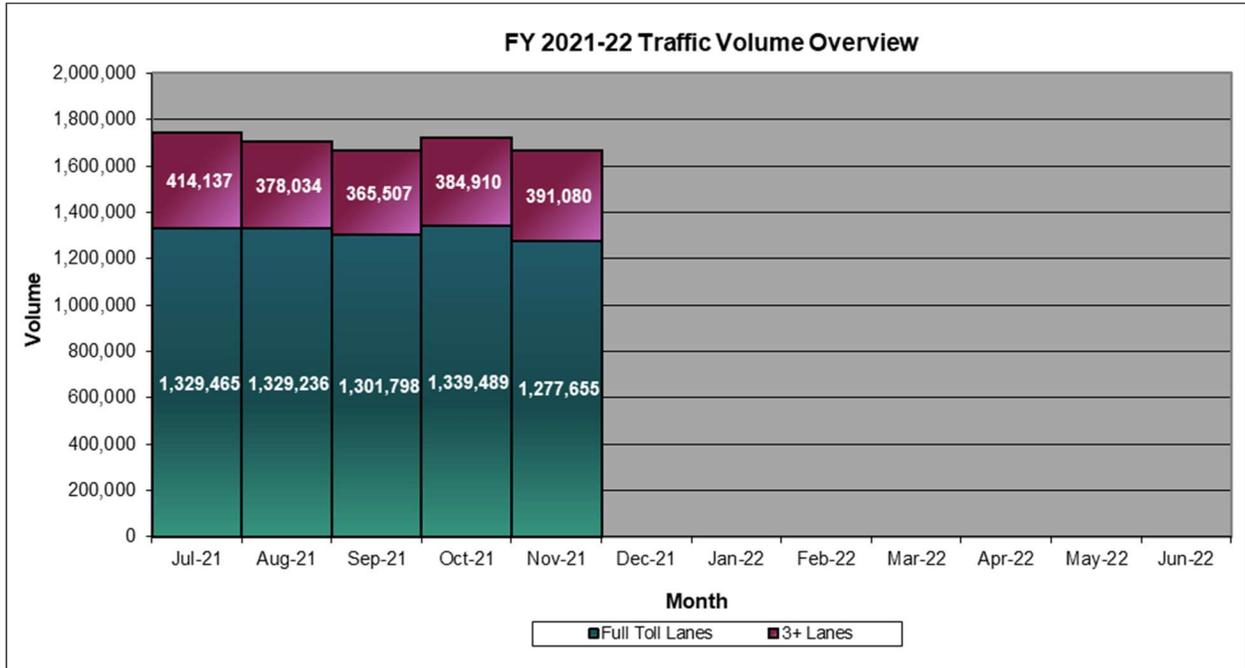
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2021 through November 2021.

Fiscal Year (FY) 2020-21 Year-to-Date (YTD) as of November 30, 2021

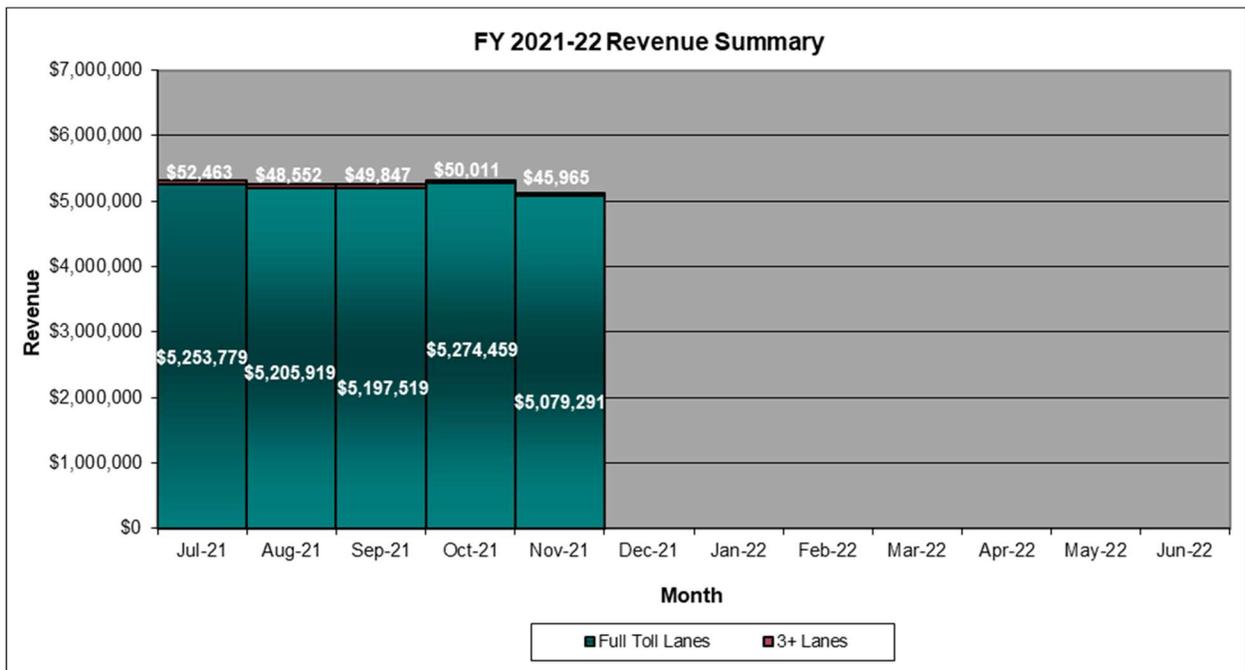
	FY 2021-22 YTD Actual	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	6,577,643	4,579,381	43.6%
3+ Lanes	1,933,668	1,295,123	49.3%
Total Gross Trips	8,511,311	5,874,504	44.9%
Revenue			
Full Toll Lanes	\$26,010,967	\$18,810,115	38.3%
3+ Lanes	\$246,838	\$252,883	(2.4%)
Total Gross Revenue	\$26,257,804	\$19,062,998	37.7%
Average Revenue per Trip			
Average Full Toll Lanes	\$3.95	\$4.11	(3.9%)
Average 3+ Lanes	\$0.13	\$0.20	(35.0%)
Average Gross Revenue	\$3.09	\$3.25	(4.9%)

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 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound and westbound direction reached or exceeded 90 percent of defined capacity 15 times during the month of November 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 90 percent of defined capacity.

PM Time	Monday 11/01/21				Tuesday 11/02/21				Wednesday 11/03/21				Thursday 11/04/21				Friday 11/05/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	415	2,823	83%	\$5.30	362	2,645	78%	\$5.30	400	3,019	89%	\$7.70	381	2,829	83%	\$8.35	499	2,912	86%
1500 - 1600	\$5.65	509	2,945	87%	\$4.75	493	2,960	87%	\$7.45	526	2,790	82%	\$7.45	566	3,091	91%	\$7.90	581	2,922	86%
1600 - 1700	\$4.35	427	3,155	93%	\$4.50	400	3,232	95%	\$6.50	343	2,766	81%	\$7.00	381	2,894	85%	\$7.45	404	2,558	75%
1700 - 1800	\$4.95	395	2,707	80%	\$4.90	346	2,466	73%	\$5.40	448	2,927	86%	\$6.70	419	2,826	83%	\$6.75	489	2,815	83%
1800 - 1900	\$5.65	637	2,702	79%	\$4.05	576	2,910	86%	\$4.05	575	2,895	85%	\$4.50	553	2,841	84%	\$6.75	616	2,829	83%
1900 - 2000	\$3.95	457	1,656	49%	\$3.95	538	2,520	74%	\$3.95	582	2,496	73%	\$5.75	649	2,793	82%	\$6.25	656	2,535	75%

PM Time	Monday 11/08/21				Tuesday 11/09/21				Wednesday 11/10/21				Thursday 11/11/21				Friday 11/12/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	385	2,668	78%	\$5.30	369	2,876	85%	\$5.30	408	3,078	91%	\$7.70	537	2,827	83%	\$8.35	487	2,768	81%
1500 - 1600	\$5.65	477	2,848	84%	\$4.75	495	3,061	90%	\$7.45	540	2,966	87%	\$7.45	649	3,059	90%	\$7.90	583	2,907	86%
1600 - 1700	\$4.35	471	3,294	97%	\$4.50	469	3,241	95%	\$6.50	354	2,696	79%	\$7.00	460	2,701	79%	\$7.45	446	2,658	78%
1700 - 1800	\$4.95	416	2,780	82%	\$4.90	407	2,626	77%	\$5.40	455	2,749	81%	\$6.70	541	2,629	77%	\$6.75	529	2,730	80%
1800 - 1900	\$5.65	595	2,770	81%	\$4.05	641	2,917	86%	\$4.05	539	2,789	82%	\$4.50	634	2,396	70%	\$6.75	560	2,590	76%
1900 - 2000	\$3.95	488	1,956	58%	\$3.95	498	2,161	64%	\$3.95	621	2,738	81%	\$5.75	622	1,899	56%	\$6.25	537	2,144	63%

PM Time	Monday 11/15/21				Tuesday 11/16/21				Wednesday 11/17/21				Thursday 11/18/21				Friday 11/19/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	381	2,804	82%	\$5.30	394	2,740	81%	\$5.30	405	3,017	89%	\$7.70	381	2,948	87%	\$8.35	479	2,935	86%
1500 - 1600	\$5.65	461	2,851	84%	\$4.75	504	3,012	89%	\$7.45	486	2,795	82%	\$7.45	565	3,198	94%	\$7.90	583	2,945	87%
1600 - 1700	\$4.35	434	2,867	84%	\$4.50	445	3,221	95%	\$6.50	397	2,885	85%	\$7.00	384	2,932	86%	\$7.45	407	2,632	77%
1700 - 1800	\$4.95	438	2,677	79%	\$4.90	416	2,512	74%	\$5.40	429	2,663	78%	\$6.70	454	2,734	80%	\$6.75	494	2,747	81%
1800 - 1900	\$5.65	586	2,695	79%	\$4.05	633	3,040	89%	\$4.05	564	2,659	78%	\$4.50	639	2,960	87%	\$6.75	655	2,708	80%
1900 - 2000	\$3.95	575	2,442	72%	\$3.95	596	2,705	80%	\$3.95	655	2,836	83%	\$5.75	610	2,691	79%	\$6.25	719	2,664	78%

PM Time	Monday 11/22/21				Tuesday 11/23/21				Wednesday 11/24/21				Thursday 11/25/21				Friday 11/26/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	483	2,849	84%	\$5.30	516	2,857	84%	\$7.65	516	2,593	76%	\$5.45	805	2,125	63%	\$5.10	578	1,878	55%
1500 - 1600	\$5.65	527	2,884	85%	\$4.75	527	2,915	86%	\$8.75	526	2,631	77%	\$5.10	852	2,183	64%	\$5.10	505	1,663	49%
1600 - 1700	\$4.35	459	3,063	90%	\$4.50	499	3,138	92%	\$8.75	563	2,691	79%	\$5.10	815	1,960	58%	\$5.10	462	1,517	45%
1700 - 1800	\$4.95	383	2,462	72%	\$4.90	414	2,361	69%	\$8.75	562	2,618	77%	\$5.10	686	1,670	49%	\$5.10	490	1,495	44%
1800 - 1900	\$5.65	622	2,650	78%	\$4.05	627	2,799	82%	\$6.20	570	2,064	61%	\$5.45	765	1,712	50%	\$5.10	463	1,291	38%
1900 - 2000	\$3.95	639	2,305	68%	\$3.95	740	2,761	81%	\$5.90	629	2,026	60%	\$5.45	741	1,646	48%	\$5.10	437	1,056	31%

PM Time	Monday 11/29/21				Tuesday 11/30/21				Wednesday 12/01/21				Thursday 12/02/21				Friday 12/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	389	2,803	82%	\$5.30	360	2,744	81%												
1500 - 1600	\$5.65	498	2,948	87%	\$4.75	498	2,924	86%												
1600 - 1700	\$4.35	475	3,167	93%	\$4.50	403	3,132	92%												
1700 - 1800	\$4.95	453	2,723	80%	\$4.90	414	2,473	73%												
1800 - 1900	\$5.65	624	2,821	83%	\$4.05	597	2,900	85%												
1900 - 2000	\$3.95	447	1,848	54%	\$3.95	670	2,668	78%												

OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 11/01/21				Tuesday 11/02/21				Wednesday 11/03/21				Thursday 11/04/21				Friday 11/05/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	434	1,381	41%	\$3.15	473	1,493	44%	\$3.15	502	1,503	44%	\$3.15	496	1,564	46%	\$3.15	418	1,398	41%
0500 - 0600	\$5.10	695	2,660	78%	\$5.10	727	2,805	83%	\$5.10	737	2,798	82%	\$5.10	696	2,626	77%	\$4.85	664	2,554	75%
0600 - 0700	\$5.30	623	2,660	78%	\$5.30	602	2,606	77%	\$5.30	618	2,635	78%	\$5.30	608	2,576	76%	\$5.10	547	2,440	72%
0700 - 0800	\$5.80	512	2,500	74%	\$5.80	531	2,751	81%	\$5.80	561	2,701	79%	\$5.80	522	2,585	76%	\$5.65	512	2,326	68%
0800 - 0900	\$5.30	305	2,225	65%	\$5.30	293	2,480	73%	\$5.30	313	2,526	74%	\$5.30	293	2,435	72%	\$5.10	275	2,203	65%
0900 - 1000	\$4.20	336	2,161	64%	\$4.20	254	2,284	67%	\$4.20	266	2,468	73%	\$4.20	287	2,284	67%	\$4.20	214	1,418	42%

AM Time	Monday 11/08/21				Tuesday 11/09/21				Wednesday 11/10/21				Thursday 11/11/21				Friday 11/12/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	417	1,503	44%	\$3.15	492	1,678	49%	\$3.15	476	1,705	50%	\$3.15	308	985	29%	\$3.15	367	1,272	37%
0500 - 0600	\$5.10	659	2,450	72%	\$5.10	749	2,829	83%	\$5.10	734	2,858	84%	\$5.10	521	2,033	60%	\$4.85	615	2,484	73%
0600 - 0700	\$5.30	658	2,841	84%	\$5.30	648	2,698	79%	\$5.30	598	2,704	80%	\$5.30	391	1,864	55%	\$5.10	550	2,238	66%
0700 - 0800	\$5.80	532	2,345	69%	\$5.80	554	2,539	75%	\$5.80	522	2,653	78%	\$5.80	337	1,556	46%	\$5.65	467	2,236	66%
0800 - 0900	\$5.30	341	2,652	78%	\$5.30	327	2,481	73%	\$5.30	320	2,523	74%	\$5.30	357	1,790	53%	\$5.10	298	1,930	57%
0900 - 1000	\$4.20	293	2,322	68%	\$4.20	277	2,432	72%	\$4.20	316	2,545	75%	\$4.20	580	2,143	63%	\$4.20	371	1,939	57%

AM Time	Monday 11/15/21				Tuesday 11/16/21				Wednesday 11/17/21				Thursday 11/18/21				Friday 11/19/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	448	1,564	46%	\$3.15	514	1,828	54%	\$3.15	479	1,655	49%	\$3.15	471	1,545	45%	\$3.15	436	1,493	44%
0500 - 0600	\$5.10	701	2,808	83%	\$5.10	764	3,058	90%	\$5.10	733	2,846	84%	\$5.10	746	2,899	85%	\$4.85	599	2,659	78%
0600 - 0700	\$5.30	560	2,439	72%	\$5.30	595	2,720	80%	\$5.30	650	2,760	81%	\$5.30	649	2,753	81%	\$5.10	564	2,453	72%
0700 - 0800	\$5.80	555	2,599	76%	\$5.80	533	2,551	75%	\$5.80	533	2,760	81%	\$5.80	528	2,553	75%	\$5.65	454	2,260	66%
0800 - 0900	\$5.30	325	2,528	74%	\$5.30	349	2,786	82%	\$5.30	341	2,298	68%	\$5.30	305	2,340	69%	\$5.10	256	1,805	53%
0900 - 1000	\$4.20	302	2,361	69%	\$4.20	191	1,501	44%	\$4.20	288	2,371	70%	\$4.20	280	2,441	72%	\$4.20	251	1,841	54%

AM Time	Monday 11/22/21				Tuesday 11/23/21				Wednesday 11/24/21				Thursday 11/25/21				Friday 11/26/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	452	1,560	46%	\$3.15	451	1,499	44%	\$3.15	409	1,313	39%	\$1.75	50	113	3%	\$1.75	60	172	5%
0500 - 0600	\$5.10	695	2,788	82%	\$5.10	682	2,674	79%	\$5.30	609	2,376	70%	\$1.75	67	181	5%	\$1.75	102	394	12%
0600 - 0700	\$5.30	445	2,569	76%	\$5.30	488	2,449	72%	\$5.45	453	2,135	63%	\$1.75	61	195	6%	\$2.60	109	496	15%
0700 - 0800	\$5.80	419	2,342	69%	\$5.80	394	2,156	63%	\$5.90	362	1,956	58%	\$1.75	104	336	10%	\$3.15	142	570	17%
0800 - 0900	\$5.30	372	2,268	67%	\$5.30	359	2,129	63%	\$5.90	354	1,768	52%	\$1.75	166	513	15%	\$3.15	200	771	23%
0900 - 1000	\$4.20	430	2,394	70%	\$4.20	459	2,502	74%	\$5.45	347	1,682	49%	\$2.60	292	816	24%	\$3.95	322	1,118	33%

AM Time	Monday 11/29/21				Tuesday 11/30/21				Wednesday 12/01/21				Thursday 12/02/21				Friday 12/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	482	1,733	51%	\$3.15	483	1,620	48%												
0500 - 0600	\$5.10	725	2,781	82%	\$5.10	723	2,772	82%												
0600 - 0700	\$5.30	653	2,695	79%	\$5.30	640	2,653	78%												
0700 - 0800	\$5.80	528	2,541	75%	\$5.80	529	2,558	75%												
0800 - 0900	\$5.30	297	2,269	67%	\$5.30	304	2,373	70%												
0900 - 1000	\$4.20	303	2,193	65%	\$4.20	301	2,367	70%												



OCTA OPERATIONAL HIGHLIGHTS

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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In November 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the last of the six one-month extension period, which will commence December 1, 2021 through December 31, 2021. Also in November, both the OCTA Board of Directors and RCTC Commission approved an amendment which allowed for three additional one-month extensions, commencing January 1, 2022 through March 31, 2022.

The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

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. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed and the project kickoff meeting was held in July. Pre-construction activities began in August and was followed with construction activities which commenced in September. The project is anticipated to be completed in early 2022. During the construction period, overnight closures and possibly, a few full weekend closures, will occur. 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 : 11/30/2021		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 24,019,741.12	\$ 17,347,960.00	\$ 6,671,781.12	38.5
Fee Revenue	2,739,901.61	1,088,836.00	1,651,065.61	151.6
Total operating revenues	26,759,642.73	18,436,796.00	8,322,846.73	45.1
Operating expenses:				
Contracted Services	2,787,014.62	2,557,312.00	(229,702.62)	(9.0)
Administrative Fee	1,126,645.00	1,300,730.00	174,085.00	13.4
Other Professional Services	22,866.21	1,522,216.00	1,499,349.79	98.5
Credit Card Processing Fees	619,466.82	486,310.00	(133,156.82)	(27.4)
Toll Road Account Servicing	245,382.04	417,000.00	171,617.96	41.2
Other Insurance Expense	191,804.80	104,125.00	(87,679.80)	(84.2)
Toll Road Maintenance Supply Repairs	286,004.02	812,050.00	526,045.98	64.8
Patrol Services	352,748.71	458,150.00	105,401.29	23.0
Building Equipment Repairs and Maint	131,984.97	311,832.00	179,847.03	57.7
6C Transponders	-	18,750.00	18,750.00	100.0
Other Services ⁽⁵⁾	(780,500.00)	256,000.00	1,036,500.00	404.9
Utilities	30,180.70	29,580.00	(600.70)	(2.0)
Office Expense	-	63,445.00	63,445.00	100.0
Bad Debt Expense	45,502.24	-	(45,502.24)	N/A
Miscellaneous ⁽²⁾	14,669.34	38,660.00	23,990.66	62.1
Leases	164,351.51	206,170.00	41,818.49	20.3
Total operating expenses	5,238,120.98	8,582,330.00	3,344,209.02	39.0
Depreciation and Amortization ⁽³⁾	1,348,450.49	-	(1,348,450.49)	N/A
Operating income (loss)	20,173,071.26	9,854,466.00	10,318,605.26	104.7
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	99,456.88	-	99,456.88	N/A
Interest Income	1,208,091.53	716,765.00	491,326.53	68.5
Interest Expense	(1,668,312.37)	(2,022,413.00)	354,100.63	17.5
Other	566.20	-	566.20	N/A
Total nonoperating revenues (expenses)	(360,197.76)	(1,305,648.00)	945,450.24	72.4
Transfers In	-	-	-	N/A
Transfers Out ⁽⁴⁾	(2,872,013.77)	(2,319,483.00)	(552,530.77)	(23.8)
Net income (loss)	\$ 16,940,859.73	\$ 6,229,335.00	\$ 10,711,524.73	172.0

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

⁵Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for November 2021 was 1,431,424. This represents a daily average of 47,714 vehicles. This is a 48 percent increase in total traffic volume from the same period last year, which totaled 967,266 and was the ninth month of the COVID-19 stay-at-home order. Potential toll revenue for November was \$5,402,307, which represents an increase of 70.7 percent from the prior year's total of \$3,164,962. Carpool percentage for November was 22 percent as compared to the previous year's rate of 21 percent. As compared to November 2019, traffic volume increased by 13.2 percent and revenue increased by 1.4 percent.

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 November 2021.

Current Month-to-Date as of November 30, 2021

Trips	NOV-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Nov-20 MTD Actual	Yr-to-Yr % Variance	NOV-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,116,965	926,143	190,822	20.6%	763,738	46.2%	964,400	15.8%
3+ Lanes	314,459	332,029	(17,570)	(5.3%)	203,528	54.5%	300,201	4.7%
Total Gross Trips	1,431,424	1,258,171	173,253	13.8%	967,266	48.0%	1,264,601	13.2%
Revenue								
Full Toll Lanes	\$5,367,195	\$4,033,114	\$1,334,080	33.1%	\$3,133,295	71.3%	\$5,301,867	1.2%
3+ Lanes	\$35,112	\$0	\$35,112		\$31,667	10.9%	\$28,411	23.6%
Total Gross Revenue	\$5,402,307	\$4,033,114	\$1,369,192	33.9%	\$3,164,962	70.7%	\$5,330,279	1.4%
Average Revenue per Trip								
Average Full Toll Lanes	\$4.81	\$4.35	\$0.46	10.6%	\$4.10	17.3%	\$5.50	(12.5%)
Average 3+ Lanes	\$0.11	\$0.00	\$0.11		\$0.16	(31.3%)	\$0.09	22.2%
Average Gross Revenue	\$3.77	\$3.21	\$0.56	17.4%	\$3.27	15.3%	\$4.21	(10.5%)



The 2021 fiscal year-to-date traffic volume increased by 46.7 percent and potential toll revenue increased by 58.6 percent, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.67.

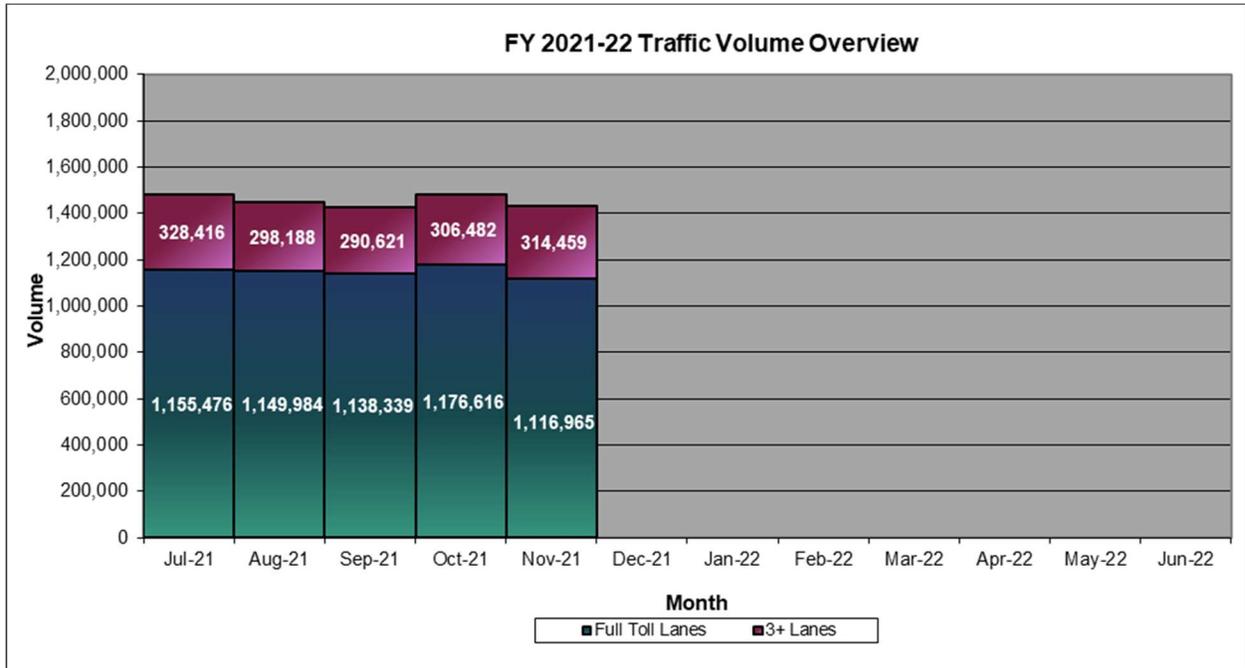
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2021 through November 2021.

FY 2020-21 Year-to-Date as of November 30, 2021

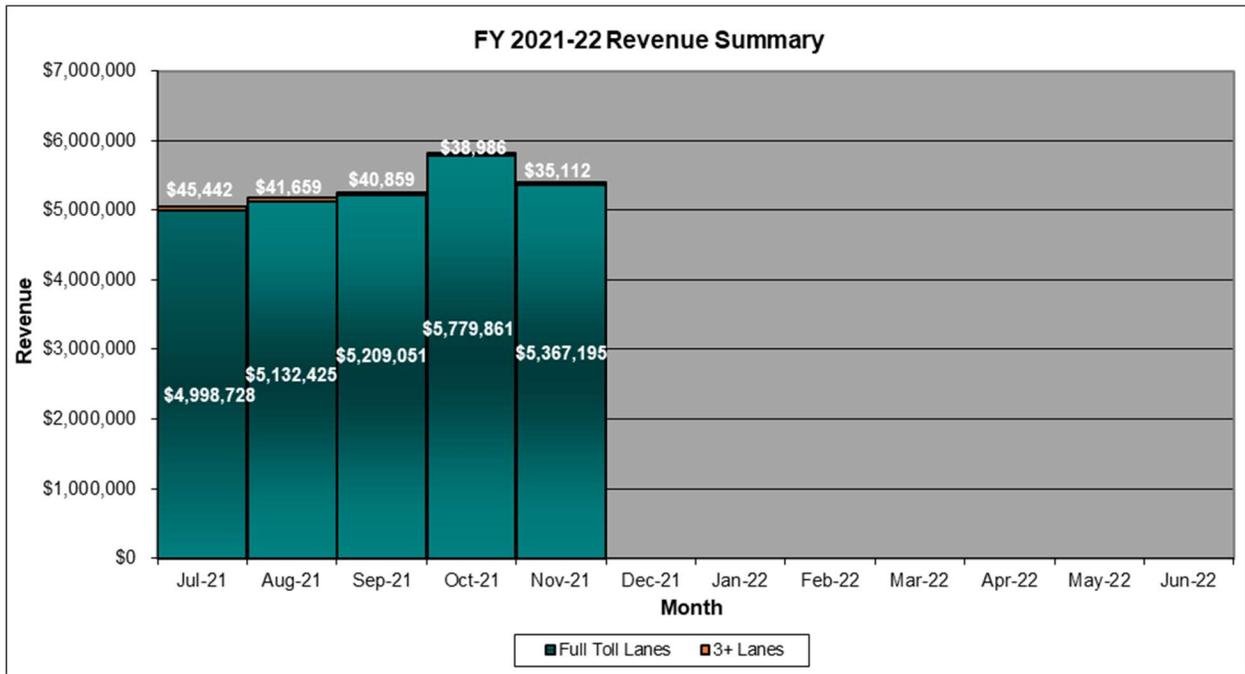
Trips	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	5,737,389	4,765,586	971,803	20.4%	3,921,947	46.3%
3+ Lanes	1,538,167	1,661,171	(123,004)	(7.4%)	1,037,391	48.3%
Total Gross Trips	7,275,556	6,426,757	848,799	13.2%	4,959,338	46.7%
Revenue						
Full Toll Lanes	\$26,487,284	\$20,570,371	\$5,916,912	28.8%	\$16,650,865	59.1%
3+ Lanes	\$202,058	\$0	\$202,058		\$179,055	12.8%
Total Gross Revenue	\$26,689,342	\$20,570,371	\$6,118,971	29.7%	\$16,829,920	58.6%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.62	\$4.32	\$0.30	6.9%	\$4.25	8.7%
Average 3+ Lanes	\$0.13	\$0.00	\$0.13		\$0.17	(23.5%)
Average Gross Revenue	\$3.67	\$3.20	\$0.47	14.7%	\$3.39	8.3%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In November, no toll rates were adjusted. RCTC evaluates traffic volumes for peak period hours and adjusts rates according to the toll rate policy.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 11/01/21					Tuesday 11/02/21					Wednesday 11/03/21					Thursday 11/04/21					Friday 11/05/21				
	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	\$5.45	203	1,013	1,216	E	\$7.05	174	1002	1,176	D	\$9.15	185	1036	1,221	E	\$12.25	194	997	1,191	D	\$26.80	274	1,023	1,297	E
1500 - 1600	\$8.45	195	888	1,083	D	\$10.50	197	905	1,102	D	\$13.55	189	917	1,106	D	\$16.60	248	903	1,151	D	\$26.50	274	966	1,240	E
1600 - 1700	\$7.05	170	910	1,080	D	\$5.45	186	873	1,059	D	\$7.05	165	941	1,106	D	\$8.45	207	992	1,199	D	\$15.60	239	856	1,095	D
1700 - 1800	\$5.45	200	914	1,114	D	\$5.45	169	941	1,110	D	\$5.45	171	915	1,086	D	\$5.45	194	935	1,129	D	\$7.40	231	955	1,186	D
1800 - 1900	\$5.45	253	818	1,071	D	\$5.45	237	845	1,082	D	\$5.45	241	872	1,113	D	\$5.45	237	927	1,164	D	\$5.45	263	972	1,235	E
1900 - 2000	\$2.30	205	604	809	C	\$4.25	216	853	1,069	D	\$4.25	225	814	1,039	D	\$5.45	268	899	1,167	D	\$4.25	263	866	1,129	D

PM Time	Monday 11/08/21					Tuesday 11/09/21					Wednesday 11/10/21					Thursday 11/11/21					Friday 11/12/21				
	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	\$5.45	164	1,027	1,191	D	\$7.05	162	1076	1,238	E	\$9.15	195	1089	1,284	E	\$12.25	249	1,064	1,313	F	\$26.80	242	1,002	1,244	E
1500 - 1600	\$8.45	227	889	1,116	D	\$10.50	189	972	1,161	D	\$13.55	193	989	1,182	D	\$16.60	293	917	1,210	E	\$26.50	272	976	1,248	E
1600 - 1700	\$7.05	206	883	1,089	D	\$5.45	172	904	1,076	D	\$7.05	194	973	1,167	D	\$8.45	246	962	1,208	E	\$15.60	235	930	1,165	D
1700 - 1800	\$5.45	168	908	1,076	D	\$5.45	175	904	1,079	D	\$5.45	183	924	1,107	D	\$5.45	257	872	1,129	D	\$7.40	232	907	1,139	D
1800 - 1900	\$5.45	230	867	1,097	D	\$5.45	252	849	1,101	D	\$5.45	215	925	1,140	D	\$5.45	288	814	1,102	D	\$5.45	257	885	1,142	D
1900 - 2000	\$2.30	192	716	908	C	\$4.25	191	744	935	C	\$4.25	270	903	1,173	D	\$5.45	284	627	911	C	\$4.25	271	760	1,031	D

PM Time	Monday 11/15/21					Tuesday 11/16/21					Wednesday 11/17/21					Thursday 11/18/21					Friday 11/19/21				
	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	\$5.45	196	1,003	1,199	D	\$7.05	181	1,076	1,257	E	\$9.15	191	1,067	1,258	E	\$12.25	186	1,109	1,295	E	\$26.80	226	1,000	1,226	E
1500 - 1600	\$8.45	235	882	1,117	D	\$10.50	210	897	1,107	D	\$13.55	193	898	1,091	D	\$16.60	221	899	1,120	D	\$26.50	269	898	1,167	D
1600 - 1700	\$7.05	166	694	860	C	\$5.45	178	961	1,139	D	\$7.05	203	978	1,181	D	\$8.45	198	968	1,166	D	\$15.60	241	954	1,195	D
1700 - 1800	\$5.45	195	791	986	C	\$5.45	187	864	1,051	D	\$5.45	194	843	1,037	D	\$5.45	218	878	1,096	D	\$7.40	240	982	1,222	E
1800 - 1900	\$5.45	264	830	1,094	D	\$5.45	259	901	1,160	D	\$5.45	218	858	1,076	D	\$5.45	231	934	1,165	D	\$5.45	284	948	1,232	E
1900 - 2000	\$2.30	228	859	1,087	D	\$4.25	255	902	1,157	D	\$4.25	273	896	1,169	D	\$5.45	232	906	1,138	D	\$4.25	344	977	1,321	F

PM Time	Monday 11/22/21					Tuesday 11/23/21					Wednesday 11/24/21					Thursday 11/25/21					Friday 11/26/21				
	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	\$5.45	245	1,063	1,308	F	\$7.05	307	1,045	1,352	F	\$15.45	279	958	1,237	E	\$7.05	399	767	1,166	D	\$2.30	288	695	983	C
1500 - 1600	\$8.45	280	931	1,211	E	\$10.50	279	916	1,195	D	\$12.10	277	967	1,244	E	\$4.25	394	762	1,156	D	\$2.30	233	624	857	C
1600 - 1700	\$7.05	227	903	1,130	D	\$5.45	287	951	1,238	E	\$9.50	330	926	1,256	E	\$4.25	401	692	1,093	D	\$2.30	211	561	772	B
1700 - 1800	\$5.45	194	894	1,088	D	\$5.45	250	872	1,122	D	\$7.40	292	932	1,224	E	\$4.25	347	590	937	C	\$2.30	224	468	692	B
1800 - 1900	\$5.45	266	842	1,108	D	\$5.45	252	943	1,195	D	\$4.25	282	807	1,089	D	\$4.25	345	565	910	C	\$2.30	233	407	640	B
1900 - 2000	\$2.30	288	813	1,101	D	\$4.25	358	943	1,301	F	\$2.30	294	699	993	C	\$4.25	322	487	809	C	\$1.60	202	298	500	B

PM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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	\$5.45	150	953	1,103	D	\$7.05	162	1,032	1,194	D															
1500 - 1600	\$8.45	219	842	1,061	D	\$10.50	193	860	1,053	D															
1600 - 1700	\$7.05	190	892	1,082	D	\$5.45	209	870	1,079	D															
1700 - 1800	\$5.45	202	850	1,052	D	\$5.45	190	857	1,047	D															
1800 - 1900	\$5.45	250	807	1,057	D	\$5.45	236	845	1,081	D															
1900 - 2000	\$2.30	252	681	933	C	\$4.25	281	859	1,140	D															



Eastbound PM Peak - County Line to 15 SB Ontario

PM Time	Monday 11/01/21					Tuesday 11/02/21					Wednesday 11/03/21					Thursday 11/04/21					Friday 11/05/21				
	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	\$5.45	103	698	801	C	\$5.45	89	736	825	C	\$5.45	120	757	877	C	\$5.45	110	742	852	C	\$5.45	135	681	816	C
1500 - 1600	\$5.45	130	676	806	C	\$5.45	103	702	805	C	\$5.45	132	679	811	C	\$5.45	117	697	814	C	\$5.45	128	622	750	B
1600 - 1700	\$3.00	112	585	697	B	\$5.45	94	662	756	B	\$5.45	83	658	741	B	\$5.45	94	653	747	B	\$3.00	109	534	643	B
1700 - 1800	\$3.00	106	632	738	B	\$3.00	92	671	763	B	\$3.00	112	683	795	B	\$3.00	112	622	734	B	\$3.00	123	669	792	B
1800 - 1900	\$3.00	177	605	782	B	\$3.00	126	649	775	B	\$3.00	113	620	733	B	\$3.00	103	644	747	B	\$3.00	137	614	751	B
1900 - 2000	\$3.00	154	476	630	B	\$3.00	158	667	825	C	\$3.00	157	657	814	C	\$3.00	192	677	869	C	\$3.00	185	676	861	C

PM Time	Monday 11/08/21					Tuesday 11/09/21					Wednesday 11/10/21					Thursday 11/11/21					Friday 11/12/21				
	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	\$5.45	131	723	854	C	\$5.45	118	831	949	C	\$5.45	114	762	876	C	\$5.45	154	681	835	C	\$5.45	138	670	808	C
1500 - 1600	\$5.45	127	642	769	B	\$5.45	88	756	844	C	\$5.45	106	683	789	B	\$5.45	163	661	824	C	\$5.45	133	626	759	B
1600 - 1700	\$3.00	116	649	765	B	\$5.45	100	644	744	B	\$5.45	85	654	739	B	\$5.45	127	617	744	B	\$3.00	120	611	731	B
1700 - 1800	\$3.00	82	639	721	B	\$3.00	98	602	700	B	\$3.00	105	631	736	B	\$3.00	148	545	693	B	\$3.00	111	563	674	B
1800 - 1900	\$3.00	117	655	772	B	\$3.00	133	679	812	C	\$3.00	121	627	748	B	\$3.00	169	543	712	B	\$3.00	130	578	708	B
1900 - 2000	\$3.00	161	519	680	B	\$3.00	130	624	754	B	\$3.00	161	687	848	C	\$3.00	179	425	604	B	\$3.00	172	511	683	B

PM Time	Monday 11/15/21					Tuesday 11/16/21					Wednesday 11/17/21					Thursday 11/18/21					Friday 11/19/21				
	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	\$5.45	103	753	856	C	\$5.45	111	759	870	C	\$5.45	108	713	821	C	\$5.45	128	756	884	C	\$5.45	111	725	836	C
1500 - 1600	\$5.45	103	644	747	B	\$5.45	104	743	847	C	\$5.45	122	692	814	C	\$5.45	112	678	790	B	\$5.45	145	580	725	B
1600 - 1700	\$3.00	85	492	577	B	\$5.45	102	616	718	B	\$5.45	106	659	765	B	\$5.45	100	672	772	B	\$3.00	118	610	728	B
1700 - 1800	\$3.00	100	541	641	B	\$3.00	77	580	657	B	\$3.00	117	606	723	B	\$3.00	94	553	647	B	\$3.00	130	584	714	B
1800 - 1900	\$3.00	126	539	665	B	\$3.00	138	653	791	B	\$3.00	133	516	649	B	\$3.00	119	668	787	B	\$3.00	132	558	690	B
1900 - 2000	\$3.00	175	598	773	B	\$3.00	163	692	855	C	\$3.00	172	742	914	C	\$3.00	188	689	877	C	\$3.00	213	592	805	C

PM Time	Monday 11/22/21					Tuesday 11/23/21					Wednesday 11/24/21					Thursday 11/25/21					Friday 11/26/21				
	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	\$5.45	143	763	906	C	\$5.45	153	682	835	C	\$3.00	139	519	658	B	\$3.00	266	477	743	B	\$3.00	166	406	572	B
1500 - 1600	\$5.45	128	622	750	B	\$5.45	131	587	718	B	\$5.45	120	558	678	B	\$3.00	197	425	622	B	\$3.00	118	349	467	B
1600 - 1700	\$3.00	118	626	744	B	\$5.45	127	558	685	B	\$3.00	156	538	694	B	\$3.00	240	414	654	B	\$2.00	120	334	454	B
1700 - 1800	\$3.00	94	570	664	B	\$3.00	121	548	669	B	\$3.00	142	494	636	B	\$3.00	235	379	614	B	\$2.00	126	314	440	B
1800 - 1900	\$3.00	154	624	778	B	\$3.00	126	630	756	B	\$3.00	149	525	674	B	\$3.00	288	411	699	B	\$2.00	120	301	421	B
1900 - 2000	\$3.00	198	571	769	B	\$3.00	206	615	821	C	\$2.00	179	439	618	B	\$3.00	304	390	694	B	\$2.00	116	225	341	A

PM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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	\$5.45	100	667	767	B	\$5.45	113	735	848	C															
1500 - 1600	\$5.45	95	642	737	B	\$5.45	107	669	776	B															
1600 - 1700	\$3.00	83	596	679	B	\$5.45	87	609	696	B															
1700 - 1800	\$3.00	114	619	733	B	\$3.00	113	559	672	B															
1800 - 1900	\$3.00	126	583	709	B	\$3.00	127	601	728	B															
1900 - 2000	\$3.00	148	477	625	B	\$3.00	200	701	901	C															



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 11/01/21					Tuesday 11/02/21					Wednesday 11/03/21					Thursday 11/04/21					Friday 11/05/21				
	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	\$2.30	202	492	694	B	\$2.30	185	594	779	B	\$2.30	219	487	706	B	\$2.30	225	512	737	B	\$2.30	196	518	714	B
0500 - 0600	\$11.20	368	1,181	1,549	F	\$11.20	346	1,162	1,508	F	\$11.20	368	1,157	1,525	F	\$9.45	331	1,126	1,457	F	\$5.45	301	1,226	1,527	F
0600 - 0700	\$17.30	310	1,007	1,317	E	\$18.30	281	1,115	1,396	F	\$18.30	349	1,040	1,389	F	\$17.30	305	1,120	1,425	F	\$10.45	289	1,079	1,368	F
0700 - 0800	\$14.30	342	1,350	1,692	F	\$14.30	328	1,362	1,690	F	\$14.30	348	1,341	1,689	F	\$13.30	330	1,352	1,682	F	\$9.40	301	1,273	1,574	F
0800 - 0900	\$9.40	198	1,243	1,441	F	\$10.40	177	1,488	1,665	F	\$10.40	215	1,440	1,655	F	\$9.40	173	1,468	1,641	F	\$5.45	152	1,247	1,399	F
0900 - 1000	\$5.45	171	996	1,167	D	\$7.05	126	1,119	1,245	E	\$7.05	156	1,217	1,373	F	\$7.05	169	1,177	1,346	E	\$4.25	141	781	922	C

AM Time	Monday 11/08/21					Tuesday 11/09/21					Wednesday 11/10/21					Thursday 11/11/21					Friday 11/12/21				
	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	\$2.30	178	584	762	B	\$2.30	207	564	771	B	\$2.30	212	637	849	C	\$2.30	142	382	524	B	\$2.30	170	536	706	B
0500 - 0600	\$11.20	367	1,090	1,457	F	\$11.20	389	1,139	1,528	F	\$11.20	347	1,210	1,557	F	\$9.45	276	932	1,208	E	\$5.45	316	1,064	1,380	F
0600 - 0700	\$17.30	349	1,092	1,441	F	\$18.30	362	1,115	1,477	F	\$18.30	318	1,161	1,479	F	\$17.30	221	760	981	C	\$10.45	242	848	1,090	D
0700 - 0800	\$14.30	365	1,330	1,695	F	\$14.30	354	1,330	1,684	F	\$14.30	355	1,318	1,673	F	\$13.30	207	810	1,017	D	\$9.40	341	1,115	1,456	F
0800 - 0900	\$9.40	217	1,489	1,706	F	\$10.40	236	1,390	1,626	F	\$10.40	255	1,474	1,729	F	\$9.40	203	859	1,062	D	\$5.45	175	944	1,119	D
0900 - 1000	\$5.45	164	1,113	1,277	E	\$7.05	151	1,067	1,218	E	\$7.05	166	1,221	1,387	F	\$7.05	271	758	1,029	D	\$4.25	160	718	878	C

AM Time	Monday 11/15/21					Tuesday 11/16/21					Wednesday 11/17/21					Thursday 11/18/21					Friday 11/19/21				
	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	\$2.30	211	550	761	B	\$2.30	208	581	789	B	\$2.30	205	640	845	C	\$2.30	234	560	794	B	\$2.30	195	640	835	C
0500 - 0600	\$11.20	369	1,153	1,522	F	\$11.20	383	1,206	1,589	F	\$11.20	382	1,230	1,612	F	\$9.45	404	1,229	1,633	F	\$5.45	316	1,297	1,613	F
0600 - 0700	\$17.30	294	957	1,251	E	\$18.30	290	1,076	1,366	F	\$18.30	313	1,174	1,487	F	\$17.30	354	1,110	1,464	F	\$10.45	277	1,094	1,371	F
0700 - 0800	\$14.30	356	1,156	1,512	F	\$14.30	359	1,191	1,550	F	\$14.30	326	1,429	1,755	F	\$13.30	369	1,336	1,705	F	\$9.40	296	1,157	1,453	F
0800 - 0900	\$9.40	175	1,445	1,620	F	\$10.40	198	1,494	1,692	F	\$10.40	219	1,248	1,467	F	\$9.40	182	1,328	1,510	F	\$5.45	161	1,013	1,174	D
0900 - 1000	\$5.45	169	1,161	1,330	E	\$7.05	145	835	980	C	\$7.05	187	1,115	1,302	E	\$7.05	173	1,189	1,362	F	\$4.25	145	814	959	C

AM Time	Monday 11/22/21					Tuesday 11/23/21					Wednesday 11/24/21					Thursday 11/25/21					Friday 11/26/21				
	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	\$2.30	231	592	823	C	\$2.30	232	558	790	B	\$2.30	200	531	731	B	\$1.60	20	25	45	A	\$1.60	24	52	76	A
0500 - 0600	\$11.20	324	1,229	1,553	F	\$11.20	361	1,207	1,568	F	\$7.05	294	960	1,254	E	\$1.60	25	49	74	A	\$1.60	45	130	175	A
0600 - 0700	\$17.30	242	1,179	1,421	F	\$18.30	259	1,091	1,350	E	\$5.45	292	1,121	1,413	F	\$1.60	29	67	96	A	\$1.60	57	198	255	A
0700 - 0800	\$14.30	249	1,313	1,562	F	\$14.30	291	1,187	1,478	F	\$5.45	233	1,024	1,257	E	\$1.60	43	133	176	A	\$1.60	82	249	331	A
0800 - 0900	\$9.40	192	1,217	1,409	F	\$10.40	218	1,078	1,296	E	\$4.25	202	794	996	C	\$1.60	75	178	253	A	\$1.60	105	292	397	A
0900 - 1000	\$5.45	205	1,021	1,226	E	\$7.05	238	1,034	1,272	E	\$2.30	187	687	874	C	\$1.60	132	303	435	B	\$2.30	173	466	639	B

AM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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	\$2.30	284	911	1,195	D	\$2.30	181	635	816	C															
0500 - 0600	\$11.20	394	1,214	1,608	F	\$11.20	350	1,308	1,658	F															
0600 - 0700	\$17.30	327	1,041	1,368	F	\$18.30	294	1,107	1,401	F															
0700 - 0800	\$14.30	337	1,352	1,689	F	\$14.30	310	1,387	1,697	F															
0800 - 0900	\$9.40	189	1,300	1,489	F	\$10.40	165	1,376	1,541	F															
0900 - 1000	\$5.45	169	1,008	1,177	D	\$7.05	163	1,088	1,251	E															



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 11/01/21					Tuesday 11/02/21					Wednesday 11/03/21					Thursday 11/04/21					Friday 11/05/21				
	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	\$3.00	141	449	590	B	\$3.00	129	546	675	B	\$3.00	178	485	663	B	\$3.00	150	503	653	B	\$3.00	111	475	586	B
0500 - 0600	\$7.00	251	1,084	1,335	E	\$7.00	225	1,178	1,403	F	\$7.00	248	1,200	1,448	F	\$7.00	220	1,158	1,378	E	\$5.45	192	1,047	1,239	E
0600 - 0700	\$9.00	280	1,250	1,530	F	\$9.00	240	1,232	1,472	F	\$9.00	260	1,248	1,508	F	\$9.00	252	1,252	1,504	F	\$7.00	226	1,091	1,317	E
0700 - 0800	\$9.00	204	1,165	1,369	E	\$9.00	200	1,398	1,598	F	\$9.00	198	1,294	1,492	F	\$9.00	175	1,342	1,517	F	\$7.00	167	1,037	1,204	E
0800 - 0900	\$7.00	130	1,031	1,161	D	\$7.00	101	1,172	1,273	E	\$7.00	126	1,246	1,372	E	\$7.00	129	1,158	1,287	E	\$5.45	70	907	977	C
0900 - 1000	\$5.45	142	753	895	C	\$5.45	105	870	975	C	\$5.45	102	953	1,055	D	\$5.45	119	924	1,043	D	\$3.00	105	696	801	C

AM Time	Monday 11/08/21					Tuesday 11/09/21					Wednesday 11/10/21					Thursday 11/11/21					Friday 11/12/21				
	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	\$3.00	127	594	721	B	\$3.00	174	553	727	B	\$3.00	142	542	684	B	\$3.00	85	325	410	B	\$3.00	120	406	526	B
0500 - 0600	\$7.00	230	1,094	1,324	E	\$7.00	266	1,233	1,499	F	\$7.00	247	1,296	1,543	F	\$7.00	189	773	962	C	\$5.45	221	970	1,191	D
0600 - 0700	\$9.00	259	1,160	1,419	F	\$9.00	317	1,333	1,650	F	\$9.00	272	1,255	1,527	F	\$9.00	187	893	1,080	D	\$7.00	232	914	1,146	D
0700 - 0800	\$9.00	226	1,357	1,583	F	\$9.00	206	1,315	1,521	F	\$9.00	218	1,326	1,544	F	\$9.00	142	869	1,011	D	\$7.00	158	925	1,083	D
0800 - 0900	\$7.00	134	1,139	1,273	E	\$7.00	142	1,184	1,326	E	\$7.00	127	1,125	1,252	E	\$7.00	135	766	901	C	\$5.45	120	814	934	C
0900 - 1000	\$5.45	106	820	926	C	\$5.45	105	951	1,056	D	\$5.45	131	955	1,086	D	\$5.45	215	702	917	C	\$3.00	140	699	839	C

AM Time	Monday 11/15/21					Tuesday 11/16/21					Wednesday 11/17/21					Thursday 11/18/21					Friday 11/19/21				
	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	\$3.00	167	534	701	B	\$3.00	182	530	712	B	\$3.00	162	585	747	B	\$3.00	163	535	698	B	\$3.00	122	483	605	B
0500 - 0600	\$7.00	271	1,240	1,511	F	\$7.00	242	1,267	1,509	F	\$7.00	248	1,272	1,520	F	\$7.00	287	1,234	1,521	F	\$5.45	182	1,105	1,287	E
0600 - 0700	\$9.00	253	1,046	1,299	E	\$9.00	250	1,237	1,487	F	\$9.00	254	1,232	1,486	F	\$9.00	289	1,195	1,484	F	\$7.00	228	1,058	1,286	E
0700 - 0800	\$9.00	201	1,240	1,441	F	\$9.00	191	1,149	1,340	E	\$9.00	185	1,327	1,512	F	\$9.00	209	1,149	1,358	E	\$7.00	152	1,038	1,190	D
0800 - 0900	\$7.00	107	1,177	1,284	E	\$7.00	114	1,299	1,413	F	\$7.00	115	1,059	1,174	D	\$7.00	113	1,114	1,227	E	\$5.45	108	823	931	C
0900 - 1000	\$5.45	100	826	926	C	\$5.45	59	372	431	B	\$5.45	117	924	1,041	D	\$5.45	117	888	1,005	D	\$3.00	93	712	805	C

AM Time	Monday 11/22/21					Tuesday 11/23/21					Wednesday 11/24/21					Thursday 11/25/21					Friday 11/26/21				
	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	\$3.00	159	531	690	B	\$3.00	152	494	646	B	\$3.00	136	407	543	B	\$2.00	19	42	61	A	\$2.00	23	59	82	A
0500 - 0600	\$7.00	225	1,219	1,444	F	\$7.00	260	1,133	1,393	E	\$7.00	216	944	1,160	D	\$2.00	23	50	73	A	\$2.00	28	156	184	A
0600 - 0700	\$9.00	189	1,273	1,462	F	\$9.00	213	1,196	1,409	F	\$5.45	168	900	1,068	D	\$2.00	25	73	98	A	\$2.00	59	213	272	A
0700 - 0800	\$9.00	150	1,053	1,203	E	\$9.00	137	1,002	1,139	D	\$3.00	130	825	955	C	\$2.00	39	95	134	A	\$2.00	56	211	267	A
0800 - 0900	\$7.00	136	989	1,125	D	\$7.00	139	935	1,074	D	\$3.00	117	696	813	C	\$2.00	73	163	236	A	\$2.00	84	273	357	A
0900 - 1000	\$5.45	158	759	917	C	\$5.45	165	843	1,008	D	\$3.00	132	583	715	B	\$2.00	111	226	337	A	\$2.00	117	363	480	B

AM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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	\$3.00	157	577	734	B	\$3.00	142	611	753	B															
0500 - 0600	\$7.00	257	1,105	1,362	E	\$7.00	211	1,288	1,499	F															
0600 - 0700	\$9.00	277	1,229	1,506	F	\$9.00	238	1,251	1,489	F															
0700 - 0800	\$9.00	178	1,156	1,334	E	\$9.00	170	1,211	1,381	E															
0800 - 0900	\$7.00	125	1,009	1,134	D	\$7.00	103	1,137	1,240	E															
0900 - 1000	\$5.45	106	786	892	C	\$5.45	132	958	1,090	D															



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 106 calls during the month of November. Of those calls, 73 were to assist disabled vehicles, 9 calls to remove debris, and 24 were in response to accidents that affected the Express Lanes.

91 Express Lanes 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.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods. In November 2021, OCTA and RCTC (Agencies) provided notice to CUSA that the Agencies will be exercising the last of the six one-month extension period, which will commence December 1, 2021 through December 31, 2021. Also in November, both the OCTA Board of Directors and RCTC Commission approved an amendment which allowed for three additional one-month extensions, commencing January 1, 2022 through March 31, 2022.

The Agencies have been working with CUSA to determine when the revised go-live date is expected and will then ask CUSA to provide an approved implementation schedule for go-live. The Agencies intend to exercise the one-month options until the transition to the new contract occurs.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	11/30/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 24,359,096.52	\$ 14,931,250.00	\$ 9,427,846.52	63.1
Fee Revenue	2,880,931.28	2,382,041.67	498,889.61	20.9
Total operating revenues	27,240,027.80	17,313,291.67	9,926,736.13	57.3
Operating expenses:				
Salaries and Benefits	199,156.47	355,333.33	156,176.86	44.0
Legal Services	18,982.97	86,958.33	67,975.36	78.2
Advisory Services	17,773.39	2,083.33	(15,690.06)	(753.1)
Audit and Accounting Fees	29,775.00	15,000.00	(14,775.00)	(98.5)
Service Fees	-	7,791.67	7,791.67	100.0
Other Professional Services	192,246.48	523,250.00	331,003.52	63.3
Lease Expense	94,545.12	132,958.33	38,413.21	28.9
Operations	684,561.59	1,507,416.67	822,855.08	54.6
Utilities	6,049.26	27,125.00	21,075.74	77.7
Supplies and Materials	6,103.59	13,958.33	7,854.74	56.3
Membership and Subscription Fees	7,186.50	12,500.00	5,313.50	42.5
Office Equipment & Furniture (Non-Capital)	-	33,333.33	33,333.33	100.0
Maintenance/Repairs	86,266.71	128,583.33	42,316.62	32.9
Training Seminars and Conferences	2,365.10	666.67	(1,698.43)	(254.8)
Transportation Expenses	-	1,041.67	1,041.67	100.0
Lodging	-	541.67	541.67	100.0
Meals	-	1,250.00	1,250.00	100.0
Other Staff Expenses	90.00	125.00	35.00	28.0
Advertising	-	89,583.33	89,583.33	100.0
Program Management	12,968.54	34,625.00	21,656.46	62.5
Program Operations	2,727,159.72	3,489,250.00	762,090.28	21.8
Litigation Settlement	687.06	-	(687.06)	N/A
Furniture & Equipment	-	31,250.00	31,250.00	100.0
Improvements	24,997.50	22,916.67	(2,080.83)	(9.1)
Bad Debt Expense	45,624.60	-	(45,624.60)	N/A
Total operating expenses	4,156,539.60	6,517,541.67	2,361,002.07	36.2
Operating income (loss)	23,083,488.20	10,795,750.00	12,287,738.20	113.8
Nonoperating revenues (expenses):				
Interest Revenue	39,334.80	62,291.67	(22,956.87)	36.9
Other Miscellaneous Revenue	17.39	-	17.39	N/A
Loss on Refunding	(6,733,662.41)	-	(6,733,662.41)	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(9,476,129.92)	(3,767,041.67)	(5,709,088.25)	151.6
Total nonoperating revenues (expenses)	(16,170,440.14)	(3,704,750.00)	(12,465,690.14)	(336.5)
Transfers In	-	-	-	N/A
Transfers Out	(48,900.00)	(447,791.67)	398,891.67	(89.1)
Net income (loss)	\$ 6,864,148.06	\$ 6,643,208.33	\$ 220,939.73	3.3

¹ Unaudited



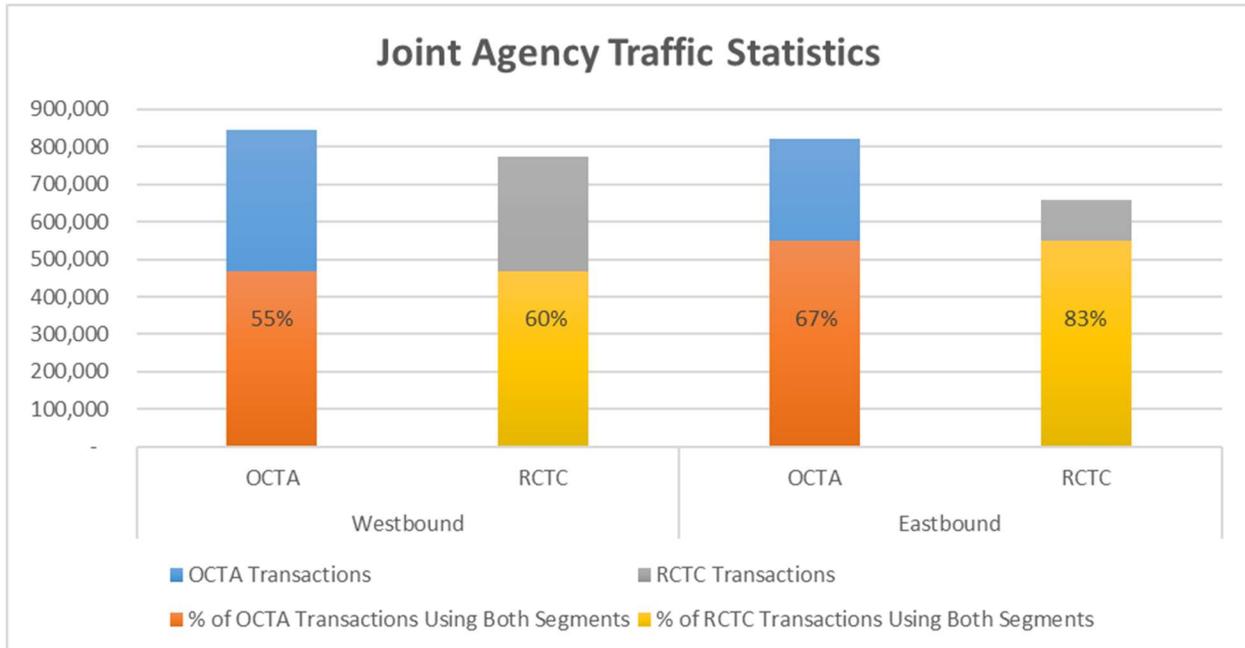
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING November 30, 2021

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	845,738	468,128	55%	\$2,351,954
RCTC	774,059	468,128	60%	\$3,148,346
I-15	339,050	263,884	78%	\$1,239,002
McKinley	435,009	204,244	47%	\$1,909,344
Eastbound				
OCTA	822,997	548,592	67%	\$2,773,302
RCTC	657,365	548,592	83%	\$2,253,961
I-15	251,626	201,608	80%	\$626,455
McKinley	405,739	346,984	86%	\$1,627,505

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Nov-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:40
Abandon Rate	Monthly	No more than 4.0%	2.2%
Customer Satisfaction	Monthly	At least 75 outbound calls	77
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.1
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	2.9
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.05%
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 = Co-firoute USA; CAS = OCTA Customer Assistance Specialists

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

JOINT AGENCY TRANSPONDER DISTRIBUTION

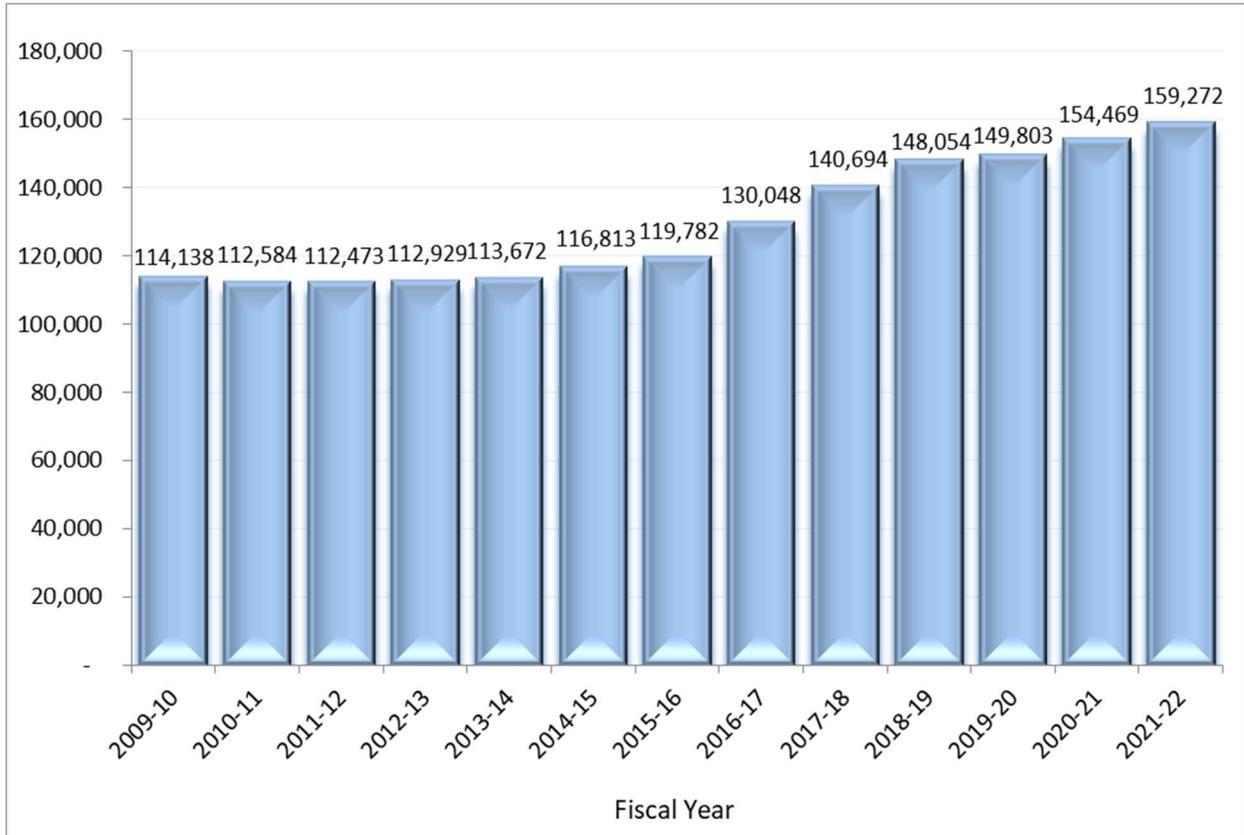
T21 TRANSPONDER DISTRIBUTION	November-21		October-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts						
Additional Tags to Existing Accounts						
Replacement Transponders						
Total Issued						
Returned						
Account Closures	4	0.2%	2	3.4%	6	0.8%
Accounts Downsizing	257	13.4%	55	93.2%	690	95.1%
Defective Transponders	1,650	86.3%	2	3.4%	30	4.2%
Total Returned	1,911		59		726	

6C TRANSPONDER DISTRIBUTION	November-21		October-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	2,005	32.4%	3,495	45.1%	8,180	85.5%
Additional Tags to Existing Accounts	4,175	67.5%	4,245	54.8%	1,379	14.4%
Replacement Transponders	3	0.0%	5	0.1%	13	0.1%
Total Issued	6,183		7,745		9,572	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						



At the end of November 2021, the 91 Express Lanes had 159,272 active customer accounts and 618,691 transponders classified as assigned.

**Number of Accounts by FY
As of November 30, 2021**



Incoming Email Activity

During November, the Anaheim Processing Center received 2,992 emails.



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



Status Report
December 2021

As of December 31, 2021

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OPERATIONS OVERVIEW OCTA

TRAFFIC AND REVENUE STATISTICS FOR OCTA

Total traffic volume on the 91 Express Lanes for December 2021 was 1,639,151. This represents a daily average of 52,876 vehicles. This is a 51.4 percent increase in total traffic volume from the same period last year, which totaled 1,082,747 and was the tenth month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for December was \$5,001,697, which represents an increase of 41.4 percent from the prior year's total of \$3,537,895. Carpool percentage for December was 24.1 percent as compared to the previous year's rate of 21.3 percent. As compared to December 2019, traffic volume increased by 13.8 percent and revenue increased by 15.3 percent.

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 December 2021.

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

	Dec-21 MTD Actual	Dec-20 MTD Actual	Yr 21-to-Yr 20 % Variance	Dec-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Trips					
Full Toll Lanes	1,244,301	852,110	46.0%	1,059,346	17.5%
3+ Lanes	394,850	230,637	71.2%	380,890	3.7%
Total Gross Trips	1,639,151	1,082,747	51.4%	1,440,236	13.8%
Revenue					
Full Toll Lanes	\$4,947,290	\$3,488,629	41.8%	\$4,269,308	15.9%
3+ Lanes	\$54,407	\$49,266	10.4%	\$68,991	(21.1%)
Total Gross Revenue	\$5,001,697	\$3,537,895	41.4%	\$4,338,299	15.3%
Average Revenue per Trip					
Average Full Toll Lanes	\$3.98	\$4.09	(2.7%)	\$4.03	(1.2%)
Average 3+ Lanes	\$0.14	\$0.21	(33.3%)	\$0.18	(22.2%)
Average Gross Revenue	\$3.05	\$3.27	(6.7%)	\$3.01	1.3%

The 2021 fiscal year-to-date traffic volume increased by 45.9 percent and potential toll revenue increased by 38.3 percent, when compared with the same period last year. Year-to-date average revenue per trip is \$3.08.

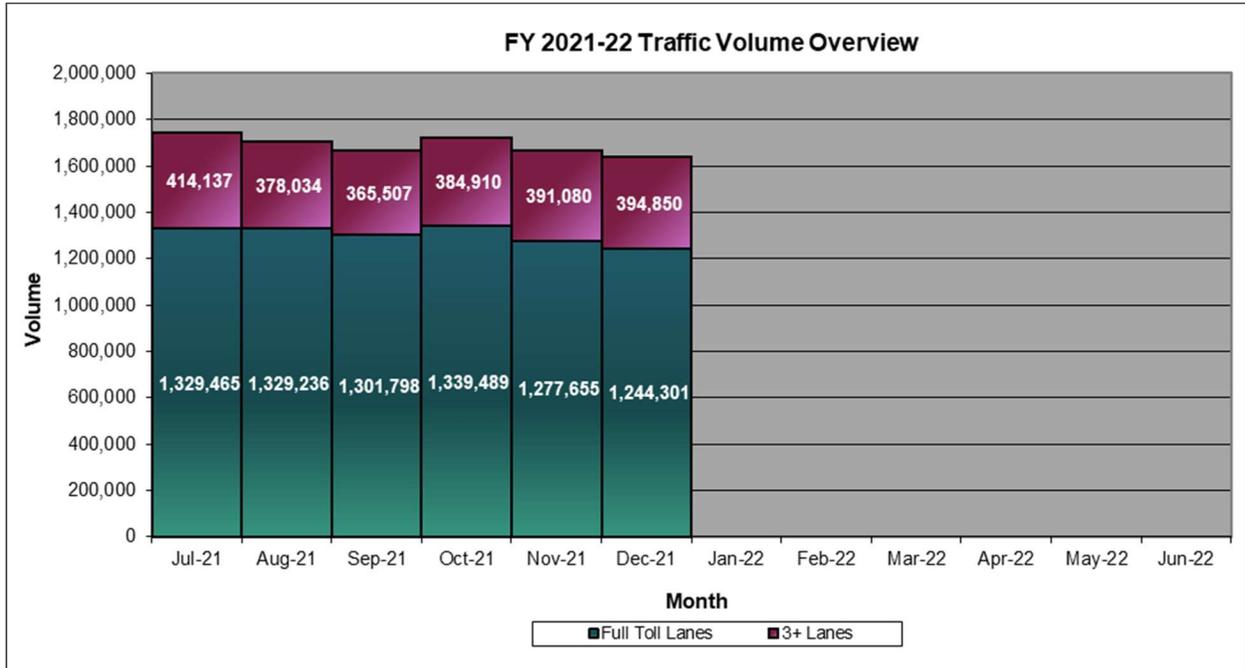
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the OCTA 91 Express Lanes and associated potential revenue for the months of July 2021 through December 2021.

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

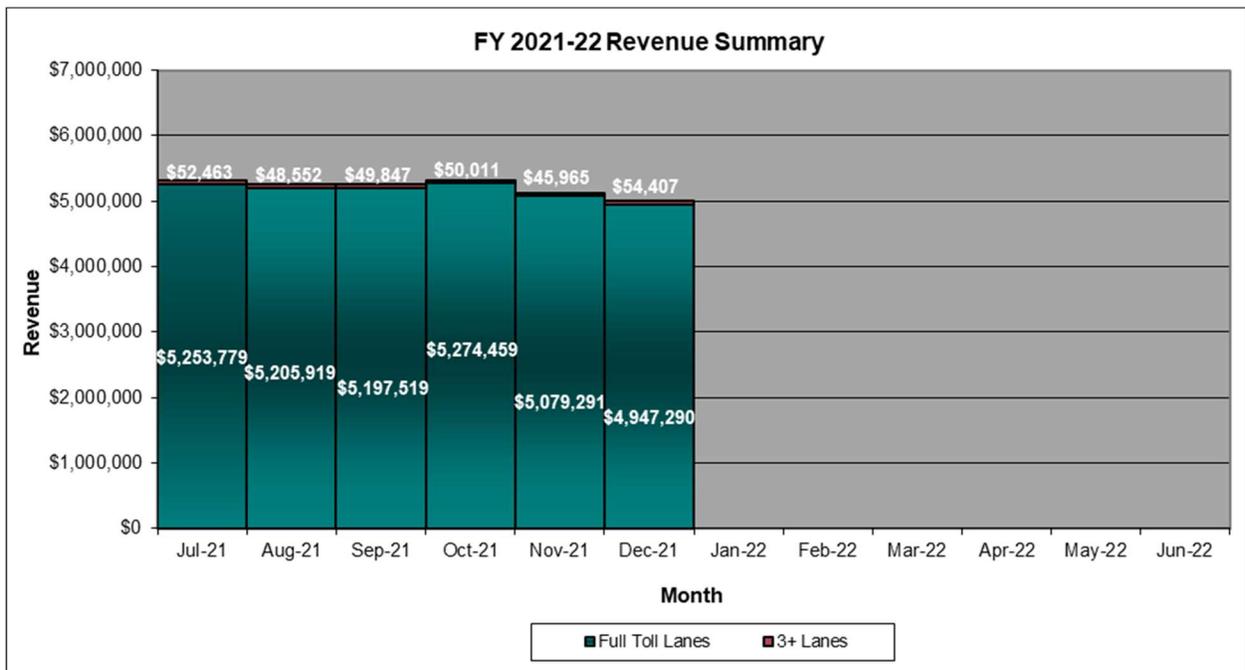
	FY 2021-22 YTD Actual	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Trips			
Full Toll Lanes	7,821,944	5,431,491	44.0%
3+ Lanes	2,328,518	1,525,760	52.6%
Total Gross Trips	10,150,462	6,957,251	45.9%
Revenue			
Full Toll Lanes	\$30,958,257	\$22,298,744	38.8%
3+ Lanes	\$301,245	\$302,149	(0.3%)
Total Gross Revenue	\$31,259,502	\$22,600,893	38.3%
Average Revenue per Trip			
Average Full Toll Lanes	\$3.96	\$4.11	(3.6%)
Average 3+ Lanes	\$0.13	\$0.20	(35.0%)
Average Gross Revenue	\$3.08	\$3.25	(5.2%)

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 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and HOV3+ trips for FY 2021-22 on a monthly basis.



OCTA EASTBOUND PEAK-HOUR VOLUMES

Peak-hour traffic in the eastbound and westbound direction reached or exceeded 90 percent of defined capacity 11 times during the month of December 2021. As demonstrated on the next chart, westbound peak-hour traffic volumes top out at 83 percent of defined capacity.

PM Time	Monday 11/29/21				Tuesday 11/30/21				Wednesday 12/01/21				Thursday 12/02/21				Friday 12/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500									\$5.30	404	2,927	86%	\$7.70	354	2,792	82%	\$8.35	403	2,288	67%
1500 - 1600									\$7.45	522	2,812	83%	\$7.45	525	3,004	88%	\$7.90	597	3,091	91%
1600 - 1700									\$6.50	350	2,731	80%	\$7.00	392	2,839	84%	\$7.45	483	2,911	86%
1700 - 1800									\$5.40	457	2,737	81%	\$6.70	510	2,963	87%	\$6.75	533	2,936	86%
1800 - 1900									\$4.05	608	2,886	85%	\$4.50	585	2,749	81%	\$6.75	568	2,491	73%
1900 - 2000									\$3.95	647	2,761	81%	\$5.75	611	2,569	76%	\$6.25	645	2,344	69%

PM Time	Monday 12/06/21				Tuesday 12/07/21				Wednesday 12/08/21				Thursday 12/09/21				Friday 12/10/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	411	2,990	88%	\$5.30	390	2,850	84%	\$5.30	400	3,168	93%	\$7.70	416	2,869	84%	\$8.35	452	2,915	86%
1500 - 1600	\$5.65	489	2,939	86%	\$4.75	522	3,121	92%	\$7.45	485	2,892	85%	\$7.45	511	3,063	90%	\$7.90	543	2,915	86%
1600 - 1700	\$4.35	447	3,056	90%	\$4.50	369	3,095	91%	\$6.50	386	2,962	87%	\$7.00	363	2,773	82%	\$7.45	402	2,656	78%
1700 - 1800	\$4.95	470	2,761	81%	\$4.90	443	2,495	73%	\$5.40	502	2,805	83%	\$6.70	495	2,965	87%	\$6.75	514	2,791	82%
1800 - 1900	\$5.65	624	2,844	84%	\$4.05	605	3,006	88%	\$4.05	614	2,821	83%	\$4.50	549	2,308	68%	\$6.75	648	2,734	80%
1900 - 2000	\$3.95	499	1,901	56%	\$3.95	505	2,052	60%	\$3.95	494	2,097	62%	\$5.75	388	1,529	45%	\$6.25	698	2,597	76%

PM Time	Monday 12/13/21				Tuesday 12/14/21				Wednesday 12/15/21				Thursday 12/16/21				Friday 12/17/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	421	2,916	86%	\$5.30	333	2,186	64%	\$5.30	365	3,015	89%	\$7.70	415	2,983	88%	\$8.35	506	2,793	82%
1500 - 1600	\$5.65	543	3,022	89%	\$4.75	469	2,705	80%	\$7.45	534	2,882	85%	\$7.45	514	3,018	89%	\$7.90	562	2,964	87%
1600 - 1700	\$4.35	454	3,178	93%	\$4.50	376	2,611	77%	\$6.50	401	2,862	84%	\$7.00	412	2,893	85%	\$7.45	411	2,622	77%
1700 - 1800	\$4.95	424	2,655	78%	\$4.90	374	1,962	58%	\$5.40	449	2,807	83%	\$6.70	467	2,744	81%	\$6.75	558	2,915	86%
1800 - 1900	\$5.65	669	2,853	84%	\$4.05	357	1,673	49%	\$4.05	590	2,925	86%	\$4.50	634	2,825	83%	\$6.75	570	2,732	80%
1900 - 2000	\$3.95	425	1,720	51%	\$3.95	321	1,158	34%	\$3.95	686	2,770	81%	\$5.75	676	2,568	76%	\$6.25	743	2,583	76%

PM Time	Monday 12/20/21				Tuesday 12/21/21				Wednesday 12/22/21				Thursday 12/23/21				Friday 12/24/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	476	2,938	86%	\$5.30	435	2,790	82%	\$5.30	442	3,060	90%	\$8.35	538	2,607	77%	\$6.20	672	2,119	62%
1500 - 1600	\$5.65	503	2,881	85%	\$4.75	498	3,069	90%	\$7.45	547	2,808	83%	\$7.90	578	2,543	75%	\$6.20	750	2,064	61%
1600 - 1700	\$4.35	460	3,000	88%	\$4.50	487	3,238	95%	\$6.50	392	2,536	75%	\$7.45	486	2,458	72%	\$6.20	781	2,026	60%
1700 - 1800	\$4.95	412	2,486	73%	\$4.90	417	2,353	69%	\$5.40	510	2,878	85%	\$6.75	473	2,053	60%	\$6.20	750	1,936	57%
1800 - 1900	\$5.65	645	2,674	79%	\$4.05	646	2,658	78%	\$4.05	626	2,846	84%	\$6.75	468	1,712	50%	\$6.20	319	912	27%
1900 - 2000	\$3.95	631	2,256	66%	\$3.95	642	2,459	72%	\$3.95	586	2,092	62%	\$6.25	425	1,363	40%	\$6.20	698	1,628	48%

PM Time	Monday 12/27/21				Tuesday 12/28/21				Wednesday 12/29/21				Thursday 12/30/21				Friday 12/31/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
1400 - 1500	\$5.30	484	2,514	74%	\$5.30	518	2,511	74%	\$5.30	467	2,550	75%	\$8.35	463	2,282	67%	\$5.30	453	1,549	46%
1500 - 1600	\$5.65	494	2,252	66%	\$4.75	541	2,581	76%	\$7.45	498	2,250	66%	\$7.90	487	2,203	65%	\$5.30	480	1,632	48%
1600 - 1700	\$4.35	536	2,672	79%	\$4.50	535	3,145	93%	\$6.50	371	2,097	62%	\$7.45	348	1,807	53%	\$5.30	443	1,458	43%
1700 - 1800	\$4.95	427	2,089	61%	\$4.90	473	2,372	70%	\$5.40	418	1,958	58%	\$6.75	400	1,715	50%	\$5.30	505	1,475	43%
1800 - 1900	\$5.65	454	1,581	47%	\$4.05	551	1,966	58%	\$4.05	503	1,878	55%	\$6.75	399	1,381	41%	\$5.30	513	1,267	37%
1900 - 2000	\$3.95	331	1,085	32%	\$3.95	479	1,343	40%	\$3.95	344	1,107	33%	\$6.25	345	1,062	31%	\$4.80	371	908	27%



OCTA WESTBOUND PEAK-HOUR VOLUMES

AM Time	Monday 11/29/21				Tuesday 11/30/21				Wednesday 12/01/21				Thursday 12/02/21				Friday 12/03/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500									\$3.15	513	1,616	48%	\$3.15	511	1,645	48%	\$3.15	446	1,418	42%
0500 - 0600									\$5.10	700	2,757	81%	\$5.10	733	2,812	83%	\$4.85	703	2,625	77%
0600 - 0700									\$5.30	639	2,696	79%	\$5.30	630	2,743	81%	\$5.10	576	2,495	73%
0700 - 0800									\$5.80	531	2,542	75%	\$5.80	539	2,521	74%	\$5.65	487	2,272	67%
0800 - 0900									\$5.30	287	2,247	66%	\$5.30	309	2,433	72%	\$5.10	290	2,157	63%
0900 - 1000									\$4.20	327	2,451	72%	\$4.20	327	2,481	73%	\$4.20	251	1,829	54%

AM Time	Monday 12/06/21				Tuesday 12/07/21				Wednesday 12/08/21				Thursday 12/09/21				Friday 12/10/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	466	1,626	48%	\$3.15	460	1,526	45%	\$3.15	498	1,677	49%	\$3.15	475	1,582	47%	\$3.15	424	1,503	44%
0500 - 0600	\$5.10	727	2,734	80%	\$5.10	722	2,586	76%	\$5.10	714	2,746	81%	\$5.10	692	2,683	79%	\$4.85	684	2,635	78%
0600 - 0700	\$5.30	602	2,643	78%	\$5.30	594	2,520	74%	\$5.30	612	2,729	80%	\$5.30	603	2,483	73%	\$5.10	602	2,538	75%
0700 - 0800	\$5.80	534	2,540	75%	\$5.80	531	2,610	77%	\$5.80	552	2,700	79%	\$5.80	462	2,129	63%	\$5.65	466	2,233	66%
0800 - 0900	\$5.30	300	2,391	70%	\$5.30	289	2,562	75%	\$5.30	312	2,602	77%	\$5.30	284	2,177	64%	\$5.10	319	2,215	65%
0900 - 1000	\$4.20	311	2,398	71%	\$4.20	311	2,727	80%	\$4.20	319	2,532	74%	\$4.20	276	2,167	64%	\$4.20	304	2,286	67%

AM Time	Monday 12/13/21				Tuesday 12/14/21				Wednesday 12/15/21				Thursday 12/16/21				Friday 12/17/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	498	1,631	48%	\$3.15	493	1,456	43%	\$3.15	464	1,497	44%	\$3.15	450	1,455	43%	\$3.15	390	1,270	37%
0500 - 0600	\$5.10	696	2,787	82%	\$5.10	641	2,397	71%	\$5.10	736	2,788	82%	\$5.10	705	2,722	80%	\$4.85	634	2,550	75%
0600 - 0700	\$5.30	606	2,493	73%	\$5.30	398	1,632	48%	\$5.30	574	2,486	73%	\$5.30	589	2,571	76%	\$5.10	595	2,477	73%
0700 - 0800	\$5.80	505	2,483	73%	\$5.80	427	1,869	55%	\$5.80	523	2,520	74%	\$5.80	486	2,470	73%	\$5.65	447	2,185	64%
0800 - 0900	\$5.30	287	2,152	63%	\$5.30	264	2,066	61%	\$5.30	294	2,377	70%	\$5.30	312	2,387	70%	\$5.10	312	2,209	65%
0900 - 1000	\$4.20	306	2,260	66%	\$4.20	271	1,895	56%	\$4.20	317	2,449	72%	\$4.20	315	2,489	73%	\$4.20	363	2,333	69%

AM Time	Monday 12/20/21				Tuesday 12/21/21				Wednesday 12/22/21				Thursday 12/23/21				Friday 12/24/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	417	1,466	43%	\$3.15	414	1,378	41%	\$3.15	378	1,256	37%	\$3.15	258	885	26%	\$1.75	107	333	10%
0500 - 0600	\$5.10	663	2,662	78%	\$5.10	688	2,554	75%	\$5.10	680	2,517	74%	\$4.85	469	1,812	53%	\$1.75	89	315	9%
0600 - 0700	\$5.30	389	2,329	69%	\$5.30	420	2,300	68%	\$5.30	402	2,101	62%	\$5.10	314	1,486	44%	\$1.75	78	363	11%
0700 - 0800	\$5.80	343	2,108	62%	\$5.80	347	2,053	60%	\$5.80	356	1,938	57%	\$5.65	230	1,283	38%	\$1.75	99	473	14%
0800 - 0900	\$5.30	337	2,245	66%	\$5.30	344	1,948	57%	\$5.30	306	1,858	55%	\$5.10	253	1,617	48%	\$3.15	175	849	25%
0900 - 1000	\$4.20	412	2,400	71%	\$4.20	374	2,135	63%	\$4.20	382	2,316	68%	\$4.20	345	1,795	53%	\$3.30	313	1,264	37%

AM Time	Monday 12/27/21				Tuesday 12/28/21				Wednesday 12/29/21				Thursday 12/30/21				Friday 12/31/21			
	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.	Price	HOV	Vol.	Cap.
0400 - 0500	\$3.15	301	915	27%	\$3.15	346	1,073	32%	\$3.15	279	867	26%	\$3.15	249	728	21%	\$1.75	76	202	6%
0500 - 0600	\$5.10	415	1,604	47%	\$5.10	512	1,914	56%	\$5.10	437	1,447	43%	\$4.85	364	1,195	35%	\$1.75	111	371	11%
0600 - 0700	\$5.30	234	1,213	36%	\$5.30	286	1,450	43%	\$5.30	239	1,153	34%	\$5.10	225	998	29%	\$1.75	94	385	11%
0700 - 0800	\$5.80	191	1,060	31%	\$5.80	244	1,247	37%	\$5.80	201	1,088	32%	\$5.65	211	1,093	32%	\$1.75	111	491	14%
0800 - 0900	\$5.30	191	1,169	34%	\$5.30	250	1,459	43%	\$5.30	212	1,214	36%	\$5.10	165	1,053	31%	\$1.75	136	659	19%
0900 - 1000	\$4.20	241	1,250	37%	\$4.20	349	1,591	47%	\$4.20	250	1,261	37%	\$4.20	207	1,157	34%	\$3.15	238	915	27%



OCTA OPERATIONAL HIGHLIGHTS

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

In February 2021, 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 (Agencies) and is the firm selected for the design, development, and implementation of the new BOS, as well as the customer service center operation.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods, from July 1, 2021 through December 31, 2021. In anticipation the transition will not occur by December 31, in October 2021, both the OCTA and RCTC Board of Directors approved a subsequent amendment which allowed for three one-month extensions, commencing January 1, 2022 through March 31, 2022. In December, the Agencies provided notice to CUSA that the first extension period, commencing January 1, 2022 through January 31, 2022 will be exercised. The Agencies intend to exercise the one-month options until the transition to the new contract occurs, which is anticipated for early March 2022.

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 (Northbound 55, Eastbound 91 and Westbound 91) of the OCTA 91 Express Lanes. Caltrans advertised and awarded the project in March 2021 and May 2021, respectively. In June, the contract was executed and the project kickoff meeting was held in July. Pre-construction activities began in August and was followed with construction activities which commenced in September. In December, staff was notified of a drainage conflict with where the new Westbound 91 gantry was to be installed. Staff is working with the Plans, Specifications, and Estimates consultant and Caltrans to address the issue. The project is anticipated to be completed in early 2022. During the construction period, overnight closures and possibly, a few full weekend closures, will occur. 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 : 12/31/2021		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 28,114,058.36	\$ 20,586,194.00	\$ 7,527,864.36	36.6
Fee Revenue	3,158,641.60	1,363,264.00	1,795,377.60	131.7
Total operating revenues	31,272,699.96	21,949,458.00	9,323,241.96	42.5
Operating expenses:				
Contracted Services	3,338,066.29	3,835,968.00	497,901.71	13.0
Administrative Fee	1,351,974.00	1,560,876.00	208,902.00	13.4
Other Professional Services	250,686.18	1,880,880.00	1,630,193.82	86.7
Credit Card Processing Fees	640,680.96	579,150.00	(61,530.96)	(10.6)
Toll Road Account Servicing	273,194.72	501,700.00	228,505.28	45.5
Other Insurance Expense	230,165.76	124,950.00	(105,215.76)	(84.2)
Toll Road Maintenance Supply Repairs	388,789.36	1,444,960.00	1,056,170.64	73.1
Patrol Services	436,978.56	549,780.00	112,801.44	20.5
Building Equipment Repairs and Maint	219,137.02	399,197.00	180,059.98	45.1
6C Transponders	-	37,500.00	37,500.00	100.0
Other Services ⁽⁵⁾	(779,875.00)	506,000.00	1,285,875.00	254.1
Utilities	34,471.63	32,496.00	(1,975.63)	(6.1)
Office Expense	-	135,234.00	135,234.00	100.0
Bad Debt Expense	54,955.05	-	(54,955.05)	N/A
Miscellaneous ⁽²⁾	16,338.32	91,392.00	75,053.68	82.1
Leases	206,106.74	247,404.00	41,297.26	16.7
Total operating expenses	6,661,669.59	11,927,487.00	5,265,817.41	44.1
Depreciation and Amortization ⁽³⁾	1,618,140.60	-	(1,618,140.60)	N/A
Operating income (loss)	22,992,889.77	10,021,971.00	12,970,918.77	129.4
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	116,277.21	-	116,277.21	N/A
Interest Income	1,356,328.64	860,118.00	496,210.64	57.7
Interest Expense	(1,993,537.34)	(2,022,413.00)	28,875.66	1.4
Other	7,291.20	-	7,291.20	N/A
Total nonoperating revenues (expenses)	(513,640.29)	(1,162,295.00)	648,654.71	55.8
Transfers In	-	-	-	N/A
Transfers Out ⁽⁴⁾	(4,563,101.46)	(3,092,644.00)	(1,470,457.46)	(47.5)
Net income (loss)	\$ 17,916,148.02	\$ 5,767,032.00	\$ 12,149,116.02	210.7

¹Actual amounts are accounted for on the accrual basis of accounting in an enterprise fund. Budget amounts are accounted for on a modified accrual basis of accounting.

²Miscellaneous expenses include: Bond Insurance Costs, Bank Service Charge, Transponder Materials.

³Depreciation and amortization are not budgeted items.

⁴Transfers Out: For M2 Project I and Project J expense reimbursements.

⁵Litigation settlement was accrued, the negative will be offset once the litigation payment is issued.

Capital Asset Activity

During the six months ending December 31, 2021, capital asset activities included payment of \$364,399 attributing to the Electronic Toll and Traffic Management system project.

OPERATIONS OVERVIEW RCTC

TRAFFIC AND REVENUE STATISTICS FOR RCTC

Total traffic volume on the 91 Express Lanes for December 2021 was 1,397,838. This represents a daily average of 45,092 vehicles. This is a 53 percent increase in total traffic volume from the same period last year, which totaled 913,325 and was the tenth month of the State of California's stay-at-home orders due to the coronavirus (COVID-19) pandemic. Potential toll revenue for December was \$5,220,309, which represents an increase of 66 percent from the prior year's total of \$3,144,150. Carpool percentage for December was 22.8 percent as compared to the previous year's rate of 20.1 percent. As compared to December 2019, traffic volume increased by 11.4 percent and revenue decreased by 1.1 percent.

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 December 2021.

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

Trips	DEC-21 MTD Actual	Stantec MTD Projected	# Variance	% Variance	Dec-20 MTD Actual	Yr-to-Yr % Variance	Dec-19 MTD Actual	Yr 21-to-Yr 19 % Variance
Full Toll Lanes	1,079,651	852,714	226,937	26.6%	729,424	48.0%	945,151	14.2%
3+ Lanes	318,187	331,486	(13,299)	(4.0%)	183,901	73.0%	309,435	2.8%
Total Gross Trips	1,397,838	1,184,200	213,638	18.0%	913,325	53.0%	1,254,586	11.4%
Revenue								
Full Toll Lanes	\$5,178,614	\$3,722,886	\$1,455,729	39.1%	\$3,109,143	66.6%	\$5,238,975	(1.2%)
3+ Lanes	\$41,695	\$0	\$41,695		\$35,008	19.1%	\$38,169	9.2%
Total Gross Revenue	\$5,220,309	\$3,722,886	\$1,497,423	40.2%	\$3,144,150	66.0%	\$5,277,144	(1.1%)
Average Revenue per Trip								
Average Full Toll Lanes	\$4.80	\$4.37	\$0.43	9.8%	\$4.26	12.7%	\$5.54	(13.4%)
Average 3+ Lanes	\$0.13	\$0.00	\$0.13		\$0.19	(31.6%)	\$0.12	8.3%
Average Gross Revenue	\$3.73	\$3.14	\$0.59	18.8%	\$3.44	8.4%	\$4.21	(11.4%)



The 2021 fiscal year-to-date traffic volume increased by 47.7 percent and potential toll revenue increased by 59.8 percent, when compared with the same period last year. Year-to-date average revenue per-trip is \$3.68.

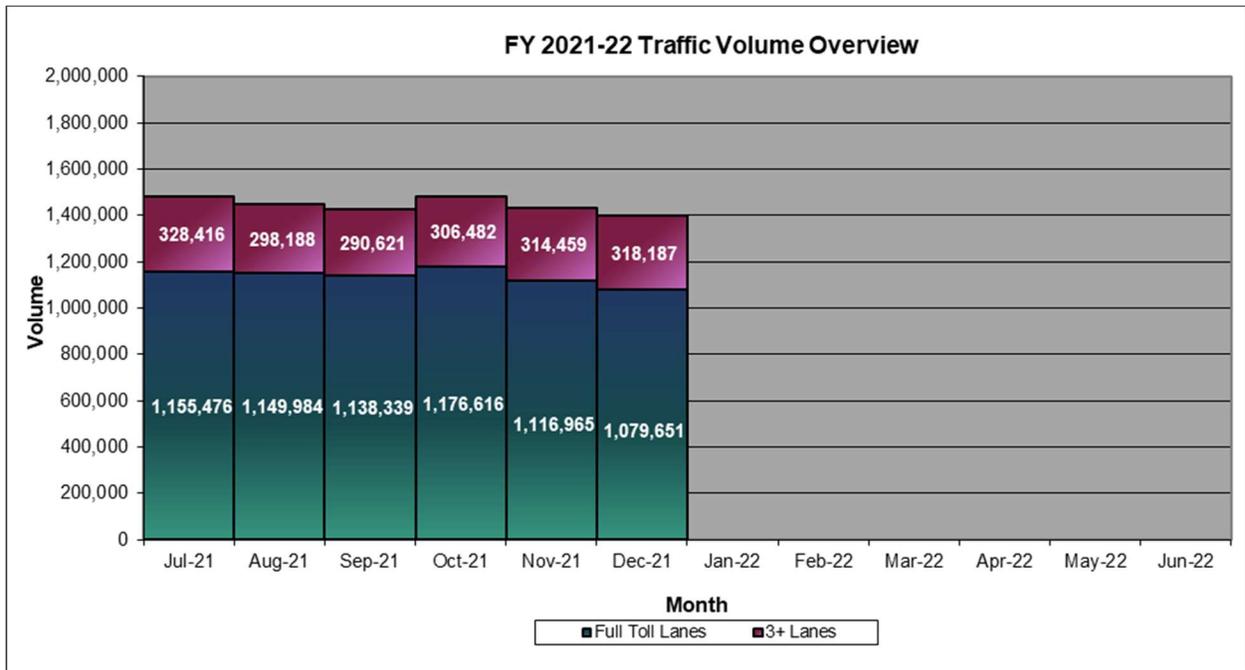
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following trip and revenue statistics tables represent all trips taken on the RCTC 91 Express Lanes and associated potential revenue for the months of July 2021 through December 2021.

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

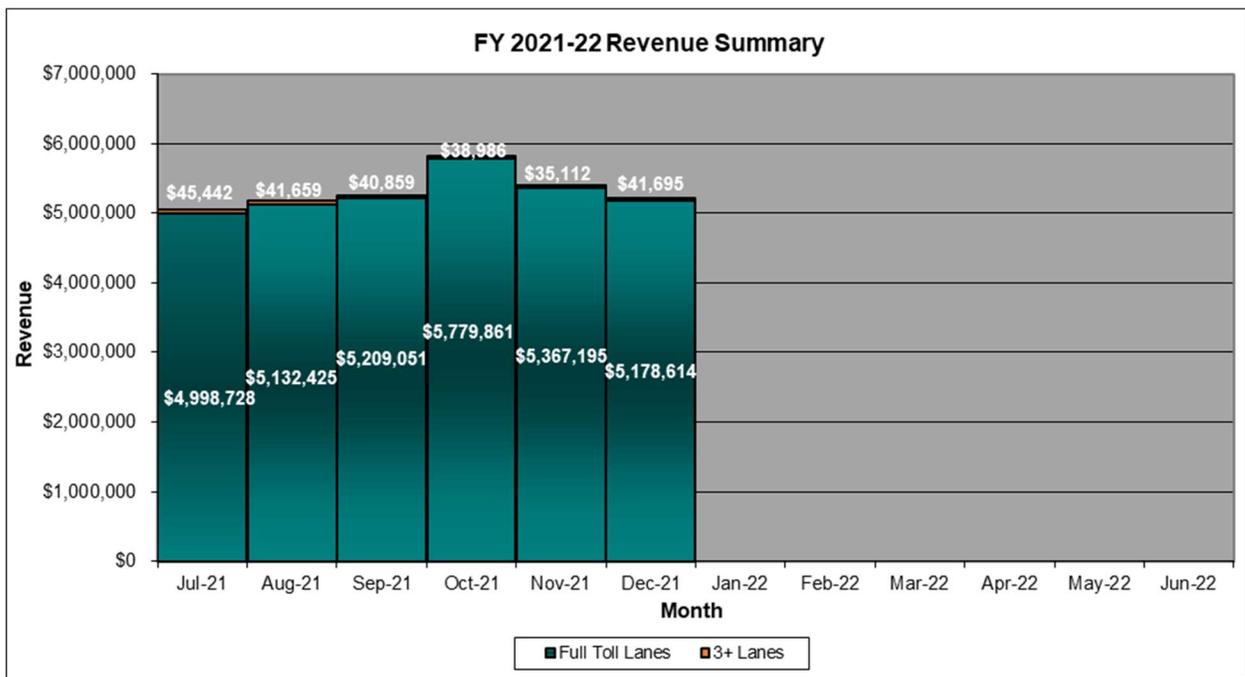
Trips	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance	FY 2020-21 YTD Actual	Yr-to-Yr % Variance
Full Toll Lanes	6,817,040	5,618,300	1,198,740	21.3%	4,651,371	46.6%
3+ Lanes	1,856,354	1,992,657	(136,303)	(6.8%)	1,221,292	52.0%
Total Gross Trips	8,673,394	7,610,957	1,062,437	14.0%	5,872,663	47.7%
Revenue						
Full Toll Lanes	\$31,665,898	\$24,293,257	\$7,372,641	30.3%	\$19,760,008	60.3%
3+ Lanes	\$243,753	\$0	\$243,753		\$214,063	13.9%
Total Gross Revenue	\$31,909,651	\$24,293,257	\$7,616,394	31.4%	\$19,974,070	59.8%
Average Revenue per Trip						
Average Full Toll Lanes	\$4.65	\$4.32	\$0.33	7.6%	\$4.25	9.4%
Average 3+ Lanes	\$0.13	\$0.00	\$0.13		\$0.18	(27.8%)
Average Gross Revenue	\$3.68	\$3.19	\$0.49	15.4%	\$3.40	8.2%

RCTC Traffic and Revenue Summary

The chart below reflects the total trips broken down between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll lanes and HOV3+ lanes for FY 2021-22 on a monthly basis.



RCTC PEAK-HOUR VOLUMES

In December, no toll rates were adjusted. RCTC evaluates traffic volumes for peak period hours and adjusts rates according to the toll rate policy.

RCTC EASTBOUND PEAK-HOUR VOLUMES

Eastbound PM Peak - County Line to McKinley

PM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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											\$9.15	152	1076	1,228	E	\$12.25	168	1,081	1,249	E	\$26.80	181	789	970	C
1500 - 1600											\$13.55	207	865	1,072	D	\$16.60	243	899	1,142	D	\$26.50	272	979	1,251	E
1600 - 1700											\$7.05	181	897	1,078	D	\$8.45	179	902	1,081	D	\$15.60	247	990	1,237	E
1700 - 1800											\$5.45	178	875	1,053	D	\$5.45	203	918	1,121	D	\$7.40	245	890	1,135	D
1800 - 1900											\$5.45	234	863	1,097	D	\$5.45	233	863	1,096	D	\$5.45	270	893	1,163	D
1900 - 2000											\$4.25	280	834	1,114	D	\$5.45	224	886	1,110	D	\$4.25	265	741	1,006	D

PM Time	Monday 12/06/21					Tuesday 12/07/21					Wednesday 12/08/21					Thursday 12/09/21					Friday 12/10/21				
	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	\$5.45	188	1,080	1,268	E	\$7.05	171	1,098	1,269	E	\$9.15	175	1,062	1,237	E	\$12.25	199	1,009	1,208	E	\$26.80	266	1,112	1,378	F
1500 - 1600	\$8.45	208	901	1,109	D	\$10.50	204	952	1,156	D	\$13.55	185	1,002	1,187	D	\$16.60	200	840	1,040	D	\$26.50	231	1,004	1,235	E
1600 - 1700	\$7.05	171	947	1,118	D	\$5.45	161	920	1,081	D	\$7.05	191	1,000	1,191	D	\$8.45	190	897	1,087	D	\$15.60	249	1,021	1,270	E
1700 - 1800	\$5.45	217	904	1,121	D	\$5.45	206	915	1,121	D	\$5.45	218	886	1,104	D	\$5.45	155	894	1,049	D	\$7.40	244	900	1,144	D
1800 - 1900	\$5.45	272	881	1,153	D	\$5.45	223	876	1,099	D	\$5.45	262	879	1,141	D	\$5.45	224	711	935	C	\$5.45	290	928	1,218	E
1900 - 2000	\$2.30	232	639	871	C	\$4.25	210	718	928	C	\$4.25	194	711	905	C	\$5.45	172	528	700	B	\$4.25	294	823	1,117	D

PM Time	Monday 12/13/21					Tuesday 12/14/21					Wednesday 12/15/21					Thursday 12/16/21					Friday 12/17/21				
	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	\$5.45	202	1,053	1,255	E	\$7.05	168	767	935	C	\$9.15	170	1,070	1,240	E	\$12.25	179	1,040	1,219	E	\$26.80	254	1,045	1,299	E
1500 - 1600	\$8.45	242	932	1,174	D	\$10.50	180	664	844	C	\$13.55	200	954	1,154	D	\$16.60	227	924	1,151	D	\$26.50	285	1,052	1,337	F
1600 - 1700	\$7.05	190	927	1,117	D	\$5.45	165	725	890	C	\$7.05	180	942	1,122	D	\$8.45	222	978	1,200	D	\$15.60	289	1,006	1,295	E
1700 - 1800	\$5.45	211	943	1,154	D	\$5.45	129	641	770	B	\$5.45	179	907	1,086	D	\$5.45	139	917	1,056	D	\$7.40	236	933	1,169	D
1800 - 1900	\$5.45	288	910	1,198	D	\$5.45	138	479	617	B	\$5.45	225	879	1,104	D	\$5.45	241	889	1,130	D	\$5.45	263	910	1,173	D
1900 - 2000	\$2.30	226	621	847	C	\$4.25	104	326	430	B	\$4.25	263	838	1,101	D	\$5.45	303	844	1,147	D	\$4.25	337	904	1,241	E

PM Time	Monday 12/20/21					Tuesday 12/21/21					Wednesday 12/22/21					Thursday 12/23/21					Friday 12/24/21				
	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	\$5.45	262	1,059	1,321	F	\$7.05	221	1,096	1,317	F	\$9.15	214	990	1,204	E	\$26.80	241	755	996	C	\$5.45	310	635	945	C
1500 - 1600	\$8.45	245	944	1,189	D	\$10.50	213	966	1,179	D	\$13.55	268	954	1,222	E	\$26.50	250	768	1,018	D	\$2.30	343	617	960	C
1600 - 1700	\$7.05	193	950	1,143	D	\$5.45	212	1,013	1,225	E	\$7.05	223	995	1,218	E	\$15.60	258	813	1,071	D	\$2.30	360	695	1,055	D
1700 - 1800	\$5.45	204	873	1,077	D	\$5.45	210	888	1,098	D	\$5.45	211	955	1,166	D	\$7.40	234	783	1,017	D	\$2.30	350	602	952	C
1800 - 1900	\$5.45	284	840	1,124	D	\$5.45	261	805	1,066	D	\$5.45	265	861	1,126	D	\$5.45	244	668	912	C	\$2.30	184	331	515	B
1900 - 2000	\$2.30	261	746	1,007	D	\$4.25	261	813	1,074	D	\$4.25	255	748	1,003	D	\$4.25	190	461	651	B	\$2.30	314	555	869	C

PM Time	Monday 12/27/21					Tuesday 12/28/21					Wednesday 12/29/21					Thursday 12/30/21					Friday 12/31/21				
	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	\$5.45	242	965	1,207	E	\$7.05	283	967	1,250	E	\$9.15	233	878	1,111	D	\$26.80	197	740	937	C	\$1.60	225	612	837	C
1500 - 1600	\$8.45	234	799	1,033	D	\$10.50	241	718	959	C	\$13.55	219	706	925	C	\$26.50	230	644	874	C	\$1.60	230	602	832	C
1600 - 1700	\$7.05	218	750	968	C	\$5.45	273	913	1,186	D	\$7.05	179	675	854	C	\$15.60	182	644	826	C	\$1.60	232	510	742	B
1700 - 1800	\$5.45	189	737	926	C	\$5.45	252	873	1,125	D	\$5.45	185	644	829	C	\$7.40	178	618	796	B	\$1.60	257	480	737	B
1800 - 1900	\$5.45	228	577	805	C	\$5.45	268	606	874	C	\$5.45	235	570	805	C	\$5.45	163	446	609	B	\$1.60	242	421	663	B
1900 - 2000	\$2.30	141	395	536	B	\$4.25	195	367	562	B	\$4.25	154	349	503	B	\$4.25	120	310	430	B	\$1.60	193	275	468	B



Eastbound PM Peak - County Line to 15 SB Ontario

PM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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											\$5.45	106	803	909	C	\$5.45	102	759	861	C	\$5.45	98	537	635	B
1500 - 1600											\$5.45	120	637	757	B	\$5.45	98	659	757	B	\$5.45	139	617	756	B
1600 - 1700											\$5.45	95	624	719	B	\$5.45	117	602	719	B	\$3.00	142	601	743	B
1700 - 1800											\$3.00	109	580	689	B	\$3.00	98	622	720	B	\$3.00	131	586	717	B
1800 - 1900											\$3.00	127	626	753	B	\$3.00	124	619	743	B	\$3.00	148	566	714	B
1900 - 2000											\$3.00	173	636	809	C	\$3.00	143	629	772	B	\$3.00	154	496	650	B

PM Time	Monday 12/06/21					Tuesday 12/07/21					Wednesday 12/08/21					Thursday 12/09/21					Friday 12/10/21				
	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	\$5.45	101	751	852	C	\$5.45	86	736	822	C	\$5.45	119	701	820	C	\$5.45	126	719	845	C	\$5.45	114	680	794	B
1500 - 1600	\$5.45	109	611	720	B	\$5.45	93	671	764	B	\$5.45	89	693	782	B	\$5.45	90	659	749	B	\$5.45	111	558	669	B
1600 - 1700	\$3.00	93	605	698	B	\$5.45	78	627	705	B	\$5.45	85	638	723	B	\$5.45	91	557	648	B	\$3.00	119	613	732	B
1700 - 1800	\$3.00	131	568	699	B	\$3.00	87	602	689	B	\$3.00	109	595	704	B	\$3.00	89	566	655	B	\$3.00	139	627	766	B
1800 - 1900	\$3.00	147	631	778	B	\$3.00	135	613	748	B	\$3.00	126	598	724	B	\$3.00	117	499	616	B	\$3.00	133	531	664	B
1900 - 2000	\$3.00	145	472	617	B	\$3.00	147	568	715	B	\$3.00	131	521	652	B	\$3.00	104	411	515	B	\$3.00	168	518	686	B

PM Time	Monday 12/13/21					Tuesday 12/14/21					Wednesday 12/15/21					Thursday 12/16/21					Friday 12/17/21				
	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	\$5.45	133	740	873	C	\$5.45	99	601	700	B	\$5.45	102	780	882	C	\$5.45	119	737	856	C	\$5.45	138	677	815	C
1500 - 1600	\$5.45	104	594	698	B	\$5.45	118	548	666	B	\$5.45	112	732	844	C	\$5.45	118	657	775	B	\$5.45	139	598	737	B
1600 - 1700	\$3.00	91	651	742	B	\$5.45	93	515	608	B	\$5.45	86	621	707	B	\$5.45	115	585	700	B	\$3.00	125	625	750	B
1700 - 1800	\$3.00	118	557	675	B	\$3.00	71	439	510	B	\$3.00	107	613	720	B	\$3.00	81	577	658	B	\$3.00	127	546	673	B
1800 - 1900	\$3.00	132	576	708	B	\$3.00	95	378	473	B	\$3.00	127	631	758	B	\$3.00	111	600	711	B	\$3.00	135	548	683	B
1900 - 2000	\$3.00	140	485	625	B	\$3.00	66	265	331	A	\$3.00	158	708	866	C	\$3.00	188	606	794	B	\$3.00	182	562	744	B

PM Time	Monday 12/20/21					Tuesday 12/21/21					Wednesday 12/22/21					Thursday 12/23/21					Friday 12/24/21				
	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	\$5.45	139	740	879	C	\$5.45	140	750	890	C	\$5.45	144	746	890	C	\$5.45	151	550	701	B	\$3.00	190	517	707	B
1500 - 1600	\$5.45	139	672	811	C	\$5.45	112	721	833	C	\$5.45	121	670	791	B	\$5.45	134	484	618	B	\$3.00	202	472	674	B
1600 - 1700	\$3.00	112	622	734	B	\$5.45	116	623	739	B	\$5.45	108	563	671	B	\$3.00	167	477	644	B	\$3.00	227	463	690	B
1700 - 1800	\$3.00	118	567	685	B	\$3.00	136	586	722	B	\$3.00	124	591	715	B	\$3.00	155	480	635	B	\$3.00	230	372	602	B
1800 - 1900	\$3.00	162	563	725	B	\$3.00	146	562	708	B	\$3.00	185	642	827	C	\$3.00	128	428	556	B	\$3.00	138	207	345	A
1900 - 2000	\$3.00	182	585	767	B	\$3.00	198	605	803	C	\$3.00	186	532	718	B	\$3.00	118	304	422	B	\$3.00	273	386	659	B

PM Time	Monday 12/27/21					Tuesday 12/28/21					Wednesday 12/29/21					Thursday 12/30/21					Friday 12/31/21				
	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	\$5.45	157	566	723	B	\$5.45	159	695	854	C	\$5.45	145	608	753	B	\$5.45	150	495	645	B	\$2.00	124	340	464	B
1500 - 1600	\$5.45	125	530	655	B	\$5.45	126	547	673	B	\$5.45	129	533	662	B	\$5.45	127	418	545	B	\$2.00	145	372	517	B
1600 - 1700	\$3.00	119	513	632	B	\$5.45	171	607	778	B	\$5.45	109	410	519	B	\$3.00	109	404	513	B	\$2.00	119	304	423	B
1700 - 1800	\$3.00	121	471	592	B	\$3.00	135	558	693	B	\$3.00	106	425	531	B	\$3.00	98	385	483	B	\$2.00	119	288	407	B
1800 - 1900	\$3.00	123	405	528	B	\$3.00	157	480	637	B	\$3.00	133	399	532	B	\$3.00	90	320	410	B	\$2.00	138	231	369	A
1900 - 2000	\$3.00	102	256	358	A	\$3.00	148	292	440	B	\$3.00	109	264	373	A	\$3.00	103	235	338	A	\$2.00	117	202	319	A



RCTC WESTBOUND PEAK-HOUR VOLUMES

Westbound AM Peak - McKinley to County Line

AM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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											\$2.30	248	614	862	C	\$2.30	199	657	856	C	\$2.30	201	544	745	B
0500 - 0600											\$11.20	343	1200	1,543	F	\$9.45	363	1,201	1,564	F	\$5.45	391	1,229	1,620	F
0600 - 0700											\$18.30	325	1089	1,414	F	\$17.30	275	1,108	1,383	F	\$10.45	335	1,024	1,359	F
0700 - 0800											\$14.30	346	1199	1,545	F	\$13.30	307	1,403	1,710	F	\$9.40	340	1,108	1,448	F
0800 - 0900											\$10.40	203	1186	1,389	F	\$9.40	216	1,360	1,576	F	\$5.45	189	1,108	1,297	E
0900 - 1000											\$7.05	189	1217	1,406	F	\$7.05	184	1,112	1,296	E	\$4.25	151	847	998	C

AM Time	Monday 12/06/21					Tuesday 12/07/21					Wednesday 12/08/21					Thursday 12/09/21					Friday 12/10/21				
	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	\$2.30	216	602	818	C	\$2.30	232	651	883	C	\$2.30	232	708	940	C	\$2.30	227	600	827	C	\$2.30	223	592	815	C
0500 - 0600	\$11.20	380	1,169	1,549	F	\$11.20	392	1,071	1,463	F	\$11.20	373	1,273	1,646	F	\$9.45	403	1,183	1,586	F	\$5.45	395	1,201	1,596	F
0600 - 0700	\$17.30	342	1,044	1,386	F	\$18.30	341	1,012	1,353	F	\$18.30	332	1,157	1,489	F	\$17.30	305	996	1,301	E	\$10.45	337	1,127	1,464	F
0700 - 0800	\$14.30	348	1,253	1,601	F	\$14.30	336	1,226	1,562	F	\$14.30	345	1,318	1,663	F	\$13.30	316	1,111	1,427	F	\$9.40	336	1,142	1,478	F
0800 - 0900	\$9.40	233	1,363	1,596	F	\$10.40	172	1,424	1,596	F	\$10.40	220	1,457	1,677	F	\$9.40	200	1,166	1,366	F	\$5.45	195	1,119	1,314	E
0900 - 1000	\$5.45	175	1,184	1,359	F	\$7.05	169	1,221	1,390	F	\$7.05	150	1,212	1,362	F	\$7.05	134	919	1,053	D	\$4.25	164	917	1,081	D

AM Time	Monday 12/13/21					Tuesday 12/14/21					Wednesday 12/15/21					Thursday 12/16/21					Friday 12/17/21				
	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	\$2.30	229	628	857	C	\$2.30	238	531	769	B	\$2.30	225	568	793	B	\$2.30	224	541	765	B	\$2.30	218	526	744	B
0500 - 0600	\$11.20	384	1,241	1,625	F	\$11.20	299	1,038	1,337	E	\$11.20	391	1,186	1,577	F	\$9.45	430	1,192	1,622	F	\$5.45	395	1,170	1,565	F
0600 - 0700	\$17.30	332	1,009	1,341	E	\$18.30	289	883	1,172	D	\$18.30	338	1,011	1,349	E	\$17.30	338	1,015	1,353	F	\$10.45	334	1,024	1,358	F
0700 - 0800	\$14.30	301	1,377	1,678	F	\$14.30	332	999	1,331	E	\$14.30	387	1,267	1,654	F	\$13.30	351	1,277	1,628	F	\$9.40	342	1,108	1,450	F
0800 - 0900	\$9.40	216	1,195	1,411	F	\$10.40	171	1,167	1,338	E	\$10.40	209	1,416	1,625	F	\$9.40	223	1,343	1,566	F	\$5.45	224	1,188	1,412	F
0900 - 1000	\$5.45	183	988	1,171	D	\$7.05	141	841	982	C	\$7.05	195	1,289	1,484	F	\$7.05	196	1,195	1,391	F	\$4.25	188	949	1,137	D

AM Time	Monday 12/20/21					Tuesday 12/21/21					Wednesday 12/22/21					Thursday 12/23/21					Friday 12/24/21				
	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	\$2.30	213	599	812	C	\$2.30	192	552	744	B	\$2.30	201	531	732	B	\$2.30	110	428	538	B	\$1.60	29	49	78	A
0500 - 0600	\$11.20	333	1,223	1,556	F	\$11.20	394	1,159	1,553	F	\$11.20	386	1,088	1,474	F	\$5.45	222	873	1,095	D	\$1.60	38	68	106	A
0600 - 0700	\$17.30	221	1,051	1,272	E	\$18.30	267	958	1,225	E	\$18.30	238	918	1,156	D	\$10.45	138	634	772	B	\$1.60	26	107	133	A
0700 - 0800	\$14.30	196	1,224	1,420	F	\$14.30	241	1,054	1,295	E	\$14.30	200	1,027	1,227	E	\$9.40	121	705	826	C	\$1.60	57	195	252	A
0800 - 0900	\$9.40	182	1,247	1,429	F	\$10.40	210	980	1,190	D	\$10.40	209	880	1,089	D	\$5.45	127	738	865	C	\$1.60	88	270	358	A
0900 - 1000	\$5.45	217	1,029	1,246	E	\$7.05	193	788	981	C	\$7.05	207	833	1,040	D	\$4.25	185	663	848	C	\$1.60	109	352	461	B

AM Time	Monday 12/27/21					Tuesday 12/28/21					Wednesday 12/29/21					Thursday 12/30/21					Friday 12/31/21				
	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	\$2.30	154	351	505	B	\$2.30	185	406	591	B	\$2.30	145	293	438	B	\$2.30	121	261	382	A	\$1.60	26	50	76	A
0500 - 0600	\$11.20	233	658	891	C	\$11.20	281	695	976	C	\$11.20	239	567	806	C	\$5.45	177	448	625	B	\$1.60	49	123	172	A
0600 - 0700	\$17.30	147	511	658	B	\$18.30	172	574	746	B	\$18.30	135	451	586	B	\$10.45	104	378	482	B	\$1.60	53	165	218	A
0700 - 0800	\$14.30	120	533	653	B	\$14.30	171	573	744	B	\$14.30	130	535	665	B	\$9.40	124	509	633	B	\$1.60	57	200	257	A
0800 - 0900	\$9.40	88	596	684	B	\$10.40	129	603	732	B	\$10.40	95	527	622	B	\$5.45	108	475	583	B	\$1.60	78	250	328	A
0900 - 1000	\$5.45	124	501	625	B	\$7.05	157	589	746	B	\$7.05	107	477	584	B	\$4.25	118	429	547	B	\$1.60	129	326	455	B



Westbound AM Peak - I-15 North to County Line

AM Time	Monday 11/29/21					Tuesday 11/30/21					Wednesday 12/01/21					Thursday 12/02/21					Friday 12/03/21				
	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											\$3.00	177	524	701	B	\$3.00	167	535	702	B	\$3.00	133	425	558	B
0500 - 0600											\$7.00	253	1,240	1,493	F	\$7.00	234	1,217	1,451	F	\$5.45	255	1,048	1,303	E
0600 - 0700											\$9.00	281	1,254	1,535	F	\$9.00	241	1,354	1,595	F	\$7.00	242	1,090	1,332	E
0700 - 0800											\$9.00	204	1,151	1,355	E	\$9.00	189	1,135	1,324	E	\$7.00	188	978	1,166	D
0800 - 0900											\$7.00	118	1,064	1,182	D	\$7.00	123	1,139	1,262	E	\$5.45	135	954	1,089	D
0900 - 1000											\$5.45	121	877	998	C	\$5.45	138	929	1,067	D	\$3.00	86	701	787	B

AM Time	Monday 12/06/21					Tuesday 12/07/21					Wednesday 12/08/21					Thursday 12/09/21					Friday 12/10/21				
	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	\$3.00	179	583	762	B	\$3.00	180	552	732	B	\$3.00	156	563	719	B	\$3.00	169	524	693	B	\$3.00	136	475	611	B
0500 - 0600	\$7.00	283	1,138	1,421	F	\$7.00	271	1,127	1,398	E	\$7.00	248	1,214	1,462	F	\$7.00	276	1,094	1,370	E	\$5.45	240	1,054	1,294	E
0600 - 0700	\$9.00	276	1,223	1,499	F	\$9.00	306	1,193	1,499	F	\$9.00	246	1,278	1,524	F	\$9.00	265	1,139	1,404	F	\$7.00	271	1,067	1,338	E
0700 - 0800	\$9.00	248	1,135	1,383	E	\$9.00	205	1,224	1,429	F	\$9.00	193	1,254	1,447	F	\$9.00	197	995	1,192	D	\$7.00	192	958	1,150	D
0800 - 0900	\$7.00	139	1,061	1,200	D	\$7.00	87	1,170	1,257	E	\$7.00	122	1,117	1,239	E	\$7.00	120	995	1,115	D	\$5.45	140	857	997	C
0900 - 1000	\$5.45	124	881	1,005	D	\$5.45	130	1,135	1,265	E	\$5.45	155	960	1,115	D	\$5.45	113	908	1,021	D	\$3.00	125	841	966	C

AM Time	Monday 12/13/21					Tuesday 12/14/21					Wednesday 12/15/21					Thursday 12/16/21					Friday 12/17/21				
	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	\$3.00	192	552	744	B	\$3.00	155	474	629	B	\$3.00	162	551	713	B	\$3.00	154	523	677	B	\$3.00	141	474	615	B
0500 - 0600	\$7.00	250	1,186	1,436	F	\$7.00	208	1,032	1,240	E	\$7.00	263	1,192	1,455	F	\$7.00	260	1,144	1,404	F	\$5.45	241	1,053	1,294	E
0600 - 0700	\$9.00	264	1,177	1,441	F	\$9.00	263	1,046	1,309	E	\$9.00	288	1,164	1,452	F	\$9.00	280	1,256	1,536	F	\$7.00	247	992	1,239	E
0700 - 0800	\$9.00	176	1,140	1,316	E	\$9.00	188	947	1,135	D	\$9.00	217	1,137	1,354	E	\$9.00	206	1,228	1,434	F	\$7.00	188	998	1,186	D
0800 - 0900	\$7.00	122	952	1,074	D	\$7.00	114	848	962	C	\$7.00	133	1,164	1,297	E	\$7.00	129	1,076	1,205	E	\$5.45	128	914	1,042	D
0900 - 1000	\$5.45	124	874	998	C	\$5.45	98	661	759	B	\$5.45	124	1,008	1,132	D	\$5.45	124	924	1,048	D	\$3.00	116	766	882	C

AM Time	Monday 12/20/21					Tuesday 12/21/21					Wednesday 12/22/21					Thursday 12/23/21					Friday 12/24/21				
	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	\$3.00	145	549	694	B	\$3.00	162	482	644	B	\$3.00	136	457	593	B	\$3.00	72	335	407	B	\$2.00	23	71	94	A
0500 - 0600	\$7.00	205	1,122	1,327	E	\$7.00	238	1,095	1,333	E	\$7.00	242	996	1,238	E	\$5.45	113	710	823	C	\$2.00	38	119	157	A
0600 - 0700	\$9.00	147	1,133	1,280	E	\$9.00	168	1,083	1,251	E	\$9.00	141	936	1,077	D	\$7.00	90	685	775	B	\$2.00	39	148	187	A
0700 - 0800	\$9.00	118	952	1,070	D	\$9.00	148	961	1,109	D	\$9.00	119	879	998	C	\$7.00	95	624	719	B	\$2.00	36	166	202	A
0800 - 0900	\$7.00	114	922	1,036	D	\$7.00	143	909	1,052	D	\$7.00	116	809	925	C	\$5.45	113	630	743	B	\$2.00	58	236	294	A
0900 - 1000	\$5.45	166	772	938	C	\$5.45	139	872	1,011	D	\$5.45	159	771	930	C	\$3.00	137	610	747	B	\$2.00	119	319	438	B

AM Time	Monday 12/27/21					Tuesday 12/28/21					Wednesday 12/29/21					Thursday 12/30/21					Friday 12/31/21				
	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	\$3.00	114	332	446	B	\$3.00	140	363	503	B	\$3.00	104	303	407	B	\$3.00	85	222	307	A	\$2.00	23	76	99	A
0500 - 0600	\$7.00	159	663	822	C	\$7.00	168	724	892	C	\$7.00	170	543	713	B	\$5.45	139	431	570	B	\$2.00	47	136	183	A
0600 - 0700	\$9.00	104	574	678	B	\$9.00	115	662	777	B	\$9.00	98	502	600	B	\$7.00	85	426	511	B	\$2.00	45	162	207	A
0700 - 0800	\$9.00	89	510	599	B	\$9.00	113	562	675	B	\$9.00	59	511	570	B	\$7.00	78	465	543	B	\$2.00	45	186	231	A
0800 - 0900	\$7.00	75	509	584	B	\$7.00	106	602	708	B	\$7.00	86	508	594	B	\$5.45	57	439	496	B	\$2.00	45	220	265	A
0900 - 1000	\$5.45	70	481	551	B	\$5.45	148	612	760	B	\$5.45	90	512	602	B	\$3.00	94	475	569	B	\$2.00	85	267	352	A



RCTC OPERATIONAL HIGHLIGHTS

On-Road Operations

RCTC Freeway Service Patrol responded to 103 calls during the month of December. Of those calls, 69 were to assist disabled vehicles, 12 calls to remove debris, and 22 were in response to accidents that affected the Express Lanes.

91 Express Lanes BOS Development Update

In February 2021, 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 (Agencies) and is the firm selected for the design, development, and implementation of the new BOS, as well as the customer service center operation.

To address the potential delay of transitioning to the new operating agreement, in October 2019, an amendment to the existing operating agreement was executed which allowed for six one-month extension periods, from July 1, 2021 through December 31, 2021. In anticipation the transition will not occur by December 31, in October 2021, both the OCTA and RCTC Board of Directors approved a subsequent amendment which allowed for three one-month extensions, commencing January 1, 2022 through March 31, 2022. In December, the Agencies provided notice to CUSA that the first extension period, commencing January 1, 2022 through January 31, 2022 will be exercised. The Agencies intend to exercise the one-month options until the transition to the new contract occurs, which is anticipated for early March 2022.

FINANCIAL HIGHLIGHTS RCTC

RCTC 91 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	12/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 27,938,174.30	\$ 17,917,500.00	\$ 10,020,674.30	55.9
Fee Revenue	3,410,374.88	2,858,450.00	551,924.88	19.3
Total operating revenues	31,348,549.18	20,775,950.00	10,572,599.18	50.9
Operating expenses:				
Salaries and Benefits	256,185.86	426,400.00	170,214.14	39.9
Legal Services	34,959.47	104,350.00	69,390.53	66.5
Advisory Services	17,773.39	2,500.00	(15,273.39)	(610.9)
Audit and Accounting Fees	29,775.00	18,000.00	(11,775.00)	(65.4)
Service Fees	-	9,350.00	9,350.00	100.0
Other Professional Services	211,254.66	627,900.00	416,645.34	66.4
Lease Expense	123,859.32	159,550.00	35,690.68	22.4
Operations	801,335.87	1,808,900.00	1,007,564.13	55.7
Utilities	7,106.03	32,550.00	25,443.97	78.2
Supplies and Materials	6,153.54	16,750.00	10,596.46	63.3
Membership and Subscription Fees	14,373.00	15,000.00	627.00	4.2
Office Equipment & Furniture (Non-Capital)	-	40,000.00	40,000.00	100.0
Maintenance/Repairs	92,746.71	154,300.00	61,553.29	39.9
Training Seminars and Conferences	5,865.10	800.00	(5,065.10)	(633.1)
Transportation Expenses	-	1,250.00	1,250.00	100.0
Lodging	-	650.00	650.00	100.0
Meals	-	1,500.00	1,500.00	100.0
Other Staff Expenses	90.00	150.00	60.00	40.0
Advertising	-	107,500.00	107,500.00	100.0
Program Management	17,631.49	41,550.00	23,918.51	57.6
Program Operations	3,238,205.39	4,187,100.00	948,894.61	22.7
Litigation Settlement	687.06	-	(687.06)	N/A
Furniture & Equipment	-	37,500.00	37,500.00	100.0
Improvements	24,997.50	27,500.00	2,502.50	9.1
Bad Debt Expense	55,152.15	-	(55,152.15)	N/A
Total operating expenses	4,938,151.54	7,821,050.00	2,882,898.46	36.9
Operating income (loss)	26,410,397.64	12,954,900.00	13,455,497.64	103.9
Nonoperating revenues (expenses):				
Interest Revenue	(53,855.00)	74,750.00	(128,605.00)	172.0
Other Miscellaneous Revenue	39,063.41	-	39,063.41	N/A
Loss on Refunding	(6,733,662.41)	-	(6,733,662.41)	N/A
Principal Expense	-	-	-	N/A
Interest Expense	(13,895,832.03)	(4,520,450.00)	(9,375,382.03)	207.4
Total nonoperating revenues (expenses)	(20,644,286.03)	(4,445,700.00)	(16,198,586.03)	(364.4)
Transfers In	-	-	-	N/A
Transfers Out	(165,622.29)	(537,350.00)	371,727.71	(69.2)
Net income (loss)	\$ 5,600,489.32	\$ 7,971,850.00	\$ (2,371,360.68)	(29.7)

¹ Unaudited

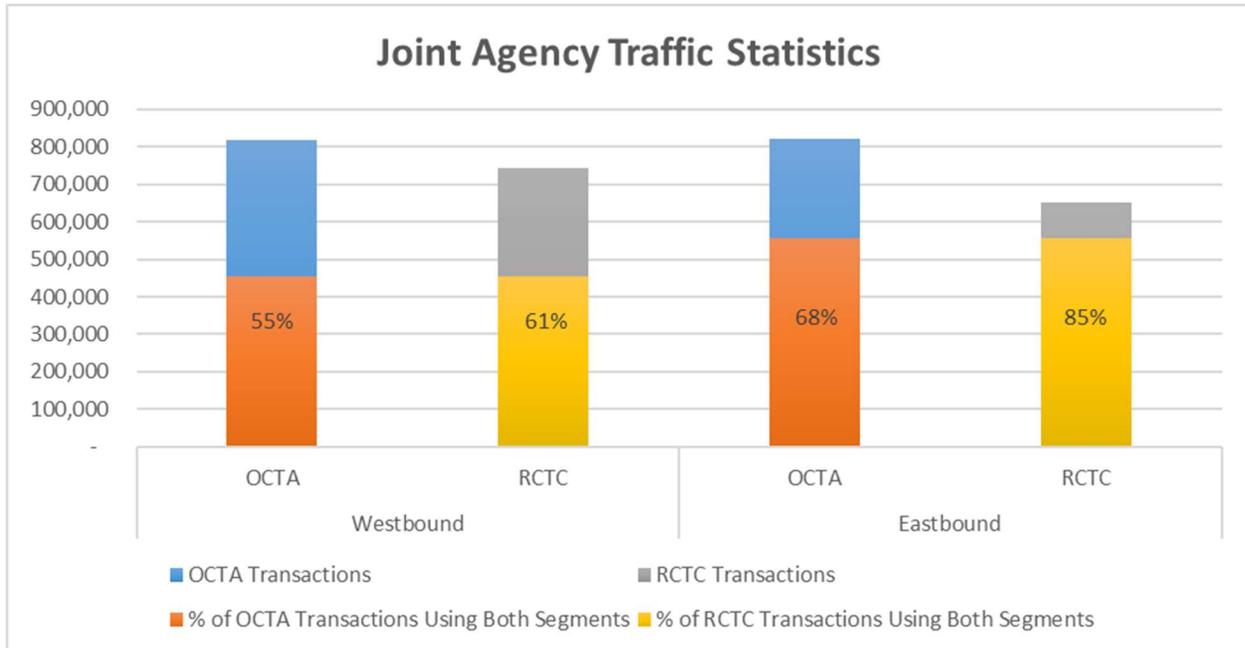
JOINT AGENCY TRIP AND REVENUE STATISTICS

MULTI AGENCY TRIP AND REVENUE STATISTICS

MONTH ENDING December 31, 2021

MTD	Transactions by Agency	Transactions Using Both Segments	% Using Both Segments	Revenue
Westbound				
OCTA	818,494	454,051	55%	\$2,217,757
RCTC	744,648	454,051	61%	\$2,928,194
I-15	325,458	252,882	78%	\$1,151,458
McKinley	419,190	201,169	48%	\$1,776,736
Eastbound				
OCTA	820,657	557,753	68%	\$2,783,940
RCTC	653,190	557,753	85%	\$2,292,115
I-15	249,392	201,947	81%	\$616,321
McKinley	403,798	355,806	88%	\$1,675,795

JOINT AGENCY TRAFFIC STATISTICS



JOINT AGENCY PERFORMANCE MEASURES

REPORTING REQUIREMENT	Reporting Period	PERFORMANCE STANDARD	Dec-21 Performance
CUSTOMER SERVICE			
Call Wait Time	Monthly	Not to exceed 2 minutes	1:36
Abandon Rate	Monthly	No more than 4.0%	1.8%
Customer Satisfaction	Monthly	At least 75 outbound calls	76
VIOLATION PROCESSING			
Response Time	Monthly	Within 2 business days of receipt	1.1
CUSA Violation Collection Rate	Quarterly	70% or more	89%
CUSA Violation Collection Rate	Annually	74% or more	
TRAFFIC OPERATIONS			
Initial & Secondary Reviews	Monthly	Equal to or less than 15 days	3.4
* Plate Misread Errors	Monthly	Equal to or less than 0.4%	0.03%
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 two months prior to the month of this report.

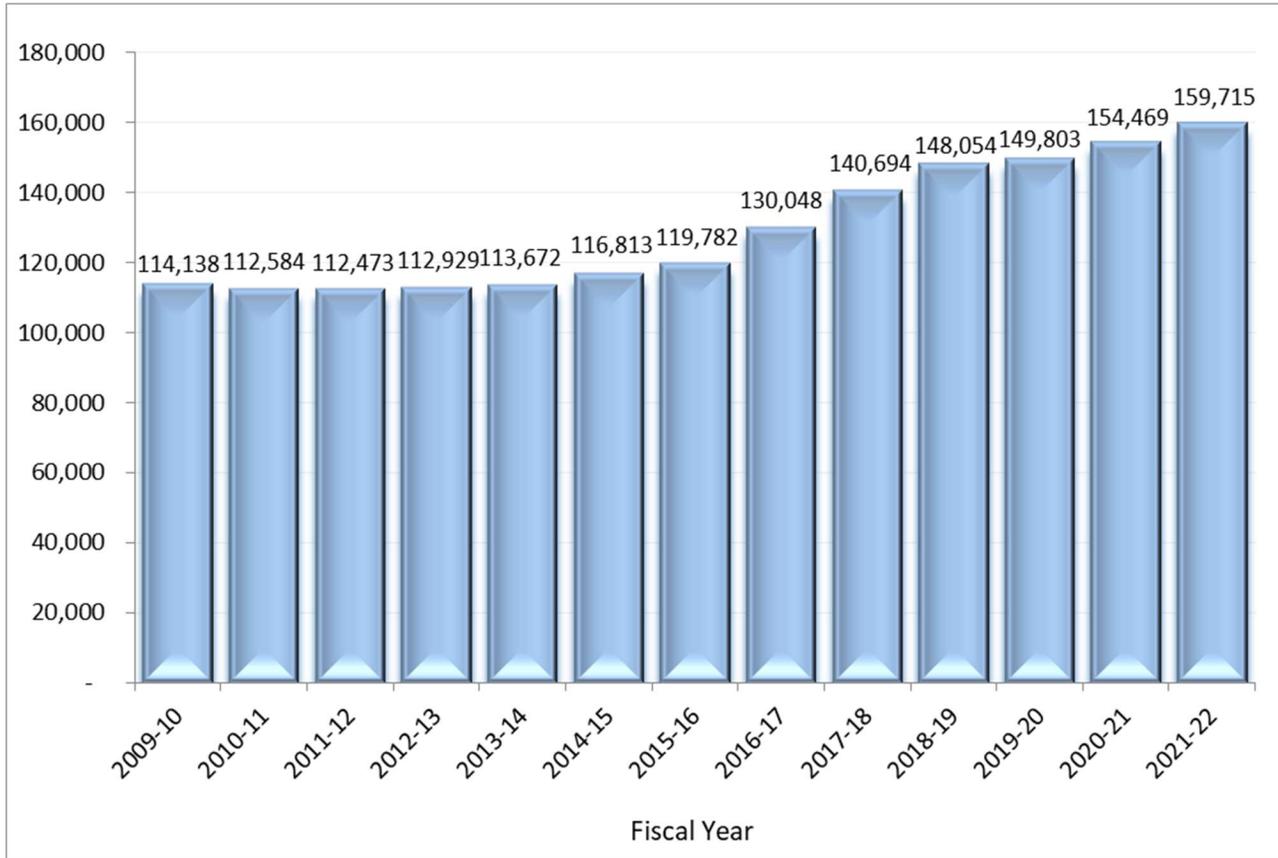
JOINT AGENCY TRANSPONDER DISTRIBUTION

T21 TRANSPONDER DISTRIBUTION	December-21		November-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	0	0.0%	0		0	
Additional Tags to Existing Accounts	1	100.0%	0		0	
Replacement Transponders	0	0.0%	0		0	
Total Issued	1		0		0	
Returned						
Account Closures			4	0.2%	6	0.6%
Accounts Downsizing	17	100.0%	257	13.4%	634	67.4%
Defective Transponders			1,650	86.3%	301	32.0%
Total Returned	17		1,911		940	

6C TRANSPONDER DISTRIBUTION	December-21		November-21		FY 2021-22	
	Tags	% of Total	Tags	% of Total	Average To-Date	
Issued						
To New Accounts	1,623	25.6%	2,005	32.4%	8,004	70.5%
Additional Tags to Existing Accounts	4,709	74.3%	4,175	67.5%	3,338	29.4%
Replacement Transponders	3	0.0%	3	0.0%	13	0.1%
Total Issued	6,335		6,183		11,354	
Returned						
Account Closures						
Accounts Downsizing						
Defective Transponders						
Total Returned						

At the end of December 2021, the 91 Express Lanes had 159,715 active customer accounts and 621,886 transponders classified as assigned.

**Number of Accounts by FY
As of December 31, 2021**



Incoming Email Activity

During December, the Anaheim Processing Center received 3,004 emails.

AGENDA ITEM 8

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	February 24, 2022
TO:	Toll Policy and Operations Committee
FROM:	Anthony Parada, Senior Management Analyst
THROUGH:	Jennifer Crosson, Toll Operations Director
SUBJECT:	15 Express Lanes Monthly Status Reports

STAFF RECOMMENDATION:

This item is for the Committee to:

- 1) Receive and file the 15 Express Lanes Monthly Reports for the six months from July to December 2021; and
- 2) Forward to the Commission for final action.

BACKGROUND INFORMATION:

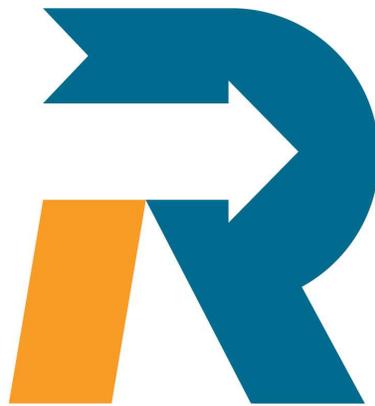
The monthly 15 Express Lanes reports for the six months from July to December 2021 are attached. The monthly reports provide information about 15 Express Lanes performance and activity.

FISCAL IMPACT:

This item is for informational purposes only. There is no fiscal impact.

Attachments:

- 1) 15 Express Lanes Status Report for July 2021
- 2) 15 Express Lanes Status Report for August 2021
- 3) 15 Express Lanes Status Report for September 2021
- 4) 15 Express Lanes Status Report for October 2021
- 5) 15 Express Lanes Status Report for November 2021
- 6) 15 Express Lanes Status Report for December 2021



RiversideExpress
15 ExpressLanes

Status Report
July 31, 2021

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TRAFFIC AND REVENUE

Total toll transactions on the 15 Express Lanes for July 2021 was 1,869,446. This represents a daily average of 60,305 transactions. Potential toll revenue for July was \$2,562,941. Carpool percentage for July was 10%.

Month-to-date traffic and revenue data is summarized in the table below. The following transactions and revenue statistics tables represent all transactions on the 15 Express Lanes and associated potential revenue for the month of July 2021.

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

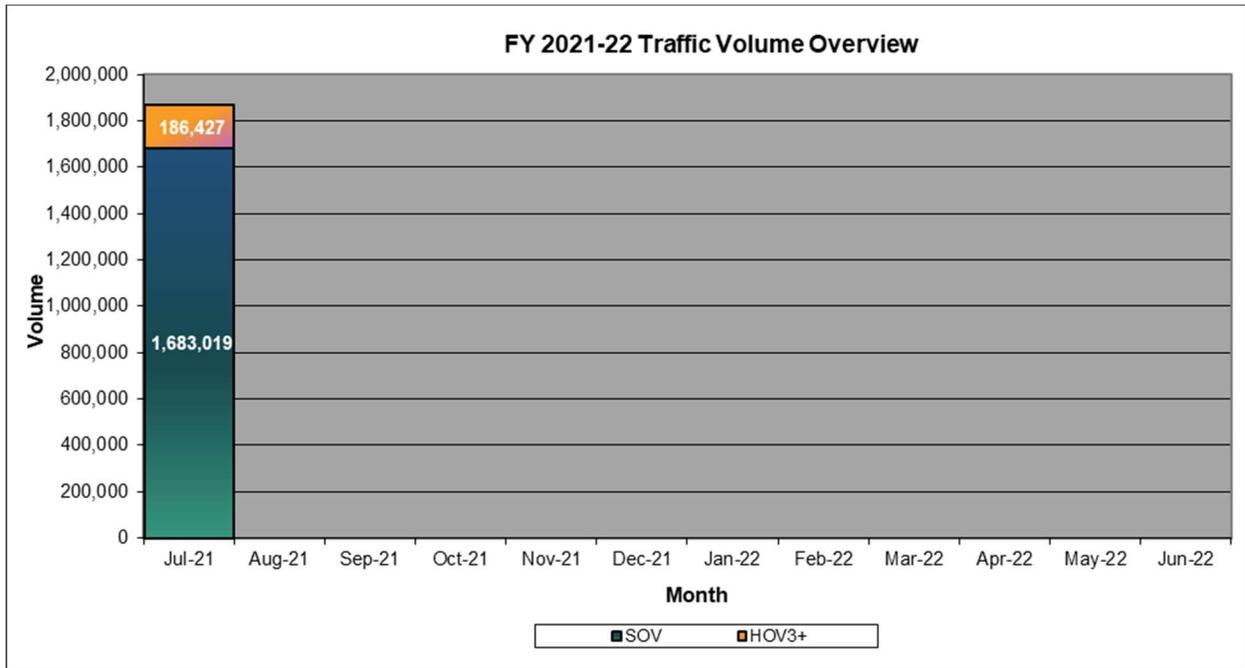
Transactions	JUL-21 MTD	Stantec MTD Projected	# Variance	% Variance
SOV	1,683,019			
HOV3+	186,427			
Total Gross Transactions	1,869,446	1,910,229	(40,783)	(2.1%)
Revenue				
SOV	\$2,562,941			
HOV3+	\$0			
Total Gross Revenue	\$2,562,941	\$1,467,857	\$1,095,084	74.6%
Average Revenue per Transaction				
Average SOV	\$1.52			
Average HOV3+				
Average Gross Revenue	\$1.37	\$0.77	\$0.60	77.9%

Direction	SOV	HOV3+	Transactions	% Total Transactions	Expected Revenue	% Expected Revenue
Northbound	847,230	91,157	938,387	50.2%	\$534,561	20.9%
Southbound	835,789	95,270	931,059	49.8%	\$2,028,380	79.1%
Totals	1,683,019	186,427	1,869,446	100.0%	\$2,562,941	100.0%

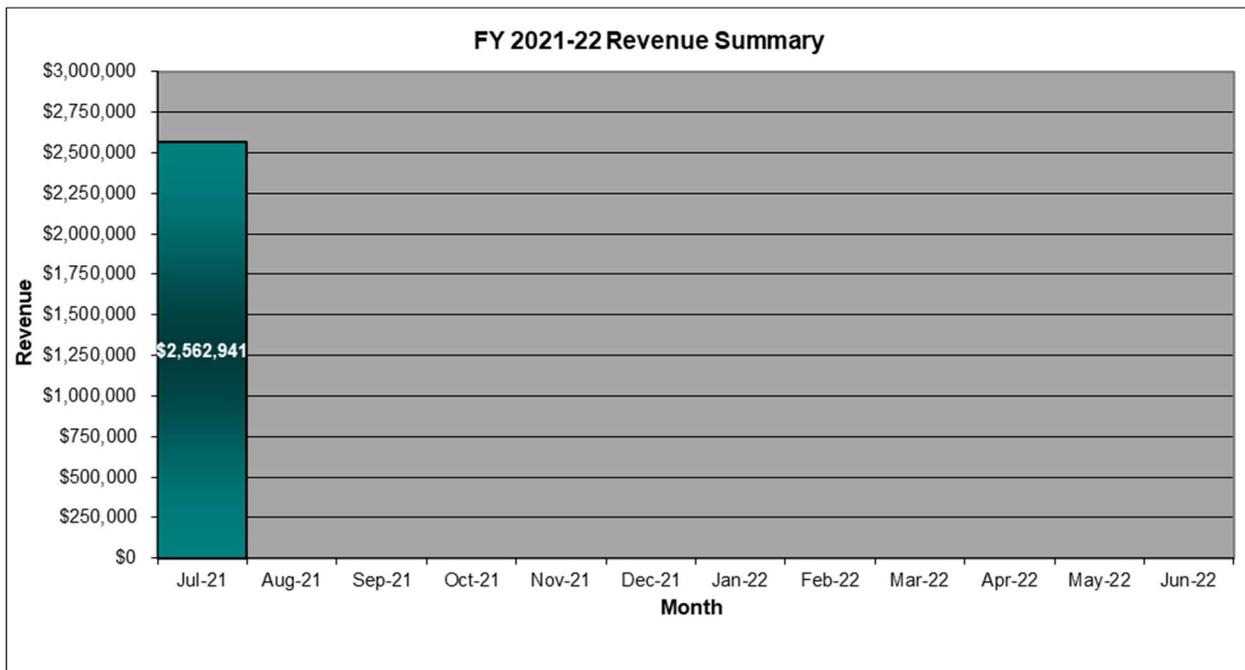
SOV: Single Occupancy Vehicle
HOV3+: High Occupancy Vehicle

TRAFFIC AND REVENUE SUMMARY

The chart below reflects the total transactions breakdown between SOV and HOV3+ for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue for FY 2021-22 on a monthly basis.



PEAK-HOUR VOLUMES

The 15 Express Lanes will feature dynamic pricing, which adjusts toll rates based on traffic volumes and to maintain a free-flowing trip. In July, tolls were manually adjusted while the dynamic pricing engine was calibrated.

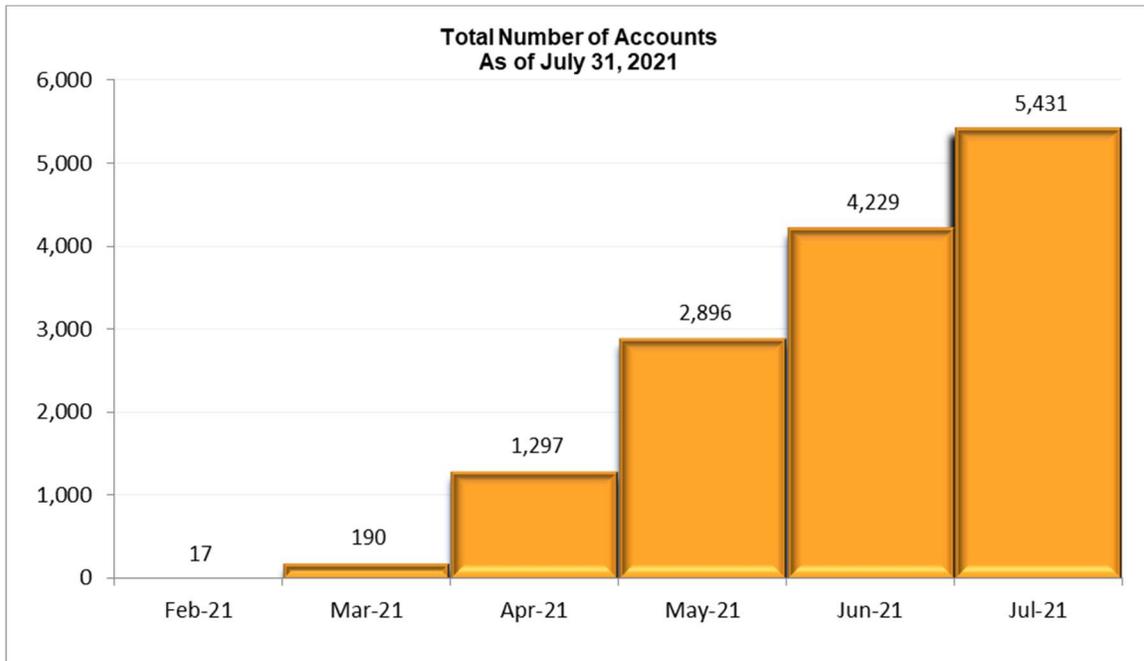
	Morning Peak Northbound 4:00 - 10:00 AM	Afternoon Peak Southbound 2:00 - 8:00 PM
HOV3+	8.3%	9.9%
Highest Toll	\$1.50	\$12.00
Highest Traffic Hour	6AM, 15N Cajalco /Magnolia 1,141 Transactions	2PM, 15S Magnolia/Cajalco 1,563 Transactions

CUSTOMER SERVICE

PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	JULY 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	99.9% within 2 business days
Payment Posting	100% within 1 business days	99.9% on same business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	9 seconds highest avg wait time
Abandon Rate	Less than 2%	0.3% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	98% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 2 business days
Mail Response	100% within 3 business days	100% within 3 business day

At the end of July 2021, Riverside Express had 5,431 customer accounts and 11,080 transponders classified as assigned.



CUSTOMER CONTACT ACTIVITY

During July, RiversideExpress.com was visited by 29,007 users and the Customer Service Center processed 1,982 pieces of correspondence.

OPERATIONAL HIGHLIGHTS

ON-ROAD OPERATIONS

Freeway Service Patrol responded to 86 calls during the month of July. Of those calls, 60 were to assist disabled vehicles, 11 calls to remove debris, and 15 were in response to accidents that affected the Express Lanes.

OPERATIONAL ACTIVITY

The Customer Service Center (CSC) is open and receiving customer calls regarding the 15 Express Lanes. Calls mostly consist of general inquiries about using the 15 Express Lanes and violations. The Walk-In Center opened on July 6th with precautions taken to mitigate the spread of COVID-19. Operational activities on the roadway and in the CSC continue to function, including aiding stranded motorists, providing incident management services, dispatching emergency vehicles through the traffic operations center, and responding to customer service and violation calls.

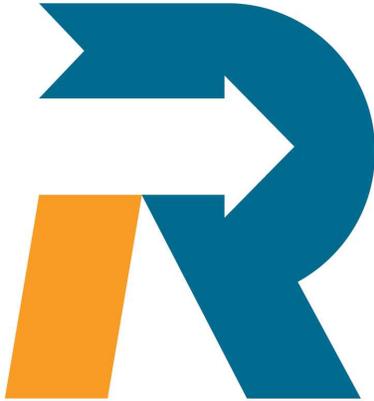
FINANCIAL HIGHLIGHTS

RCTC 15 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	7/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 2,434,976.15	\$ 1,799,983.33	\$ 634,992.82	35.3
Fee Revenue	442,746.99	164,333.33	278,413.66	169.4
Total operating revenues	2,877,723.14	1,964,316.67	913,406.47	46.5
Operating expenses:				
Salaries and Benefits	26,732.81	79,625.00	52,892.19	66.4
Legal Services	-	12,500.00	12,500.00	100.0
Advisory Services	(511.01) ²	416.67	927.68	222.6
Audit and Accounting Fees	-	2,400.00	2,400.00	100.0
Service Fees	(6,463.43) ²	1,300.00	7,763.43	597.2
Other Professional Services	62,345.72	65,541.67	3,195.95	4.9
Lease Expense	-	16.67	16.67	100.0
Operations	(62,502.78) ²	259,733.33	322,236.11	124.1
Utilities	(4,118.04) ²	15,425.00	19,543.04	126.7
Supplies and Materials	772.13	500.00	(272.13)	(54.4)
Membership and Subscription Fees	-	-	-	N/A
Office Equipment & Furniture (Non-Capital)	-	416.67	416.67	100.0
Maintenance/Repairs	1,887.29	44,041.67	42,154.38	95.7
Training Seminars and Conferences	-	133.33	133.33	100.0
Transportation Expenses	-	200.00	200.00	100.0
Lodging	-	108.33	108.33	100.0
Meals	-	41.67	41.67	100.0
Other Staff Expenses	-	25.00	25.00	100.0
Advertising	-	20,833.33	20,833.33	100.0
Program Management	-	6,916.67	6,916.67	100.0
Program Operations	(650,586.65) ²	815,300.00	1,465,886.65	179.8
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	2,083.33	2,083.33	100.0
Improvements	-	2,083.33	2,083.33	100.0
Bad Debt Expense	39.45	-	(39.45)	N/A
Total operating expenses	(632,404.51)	1,329,641.67	1,962,046.18	147.6
Operating income (loss)	3,510,127.65	634,675.00	2,875,452.65	453.1
Nonoperating revenues (expenses):				
Interest Revenue	-	608.33	(608.33)	100.0
Other Miscellaneous Revenue	-	8,166.67	(8,166.67)	100.0
Interest Expense	31,636.00 ²	-	31,636.00	N/A
Total nonoperating revenues (expenses)	31,636.00	8,775.00	22,861.00	(260.5)
Transfers In	-	-	-	N/A
Transfers Out	-	(38,150.00)	38,150.00	(100.0)
Net income (loss)	\$ 3,541,763.65	\$ 605,300.00	\$ 2,936,463.65	485.1

¹ Unaudited

² Negatives are the result of FY21 accruals



RiversideExpress
15 ExpressLanes

Status Report
August 31, 2021

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TRAFFIC AND REVENUE

Total toll transactions on the 15 Express Lanes for August 2021 was 1,896,005. This represents a daily average of 61,161 transactions. Potential toll revenue for August was \$2,466,342. Carpool percentage for June was 9.9%.

Month-to-date traffic and revenue data is summarized in the table below. The following transactions and revenue statistics tables represent all transactions on the 15 Express Lanes and associated potential revenue for the month of August 2021.

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

Transactions	AUG-21 MTD	Stantec MTD Projected	# Variance	% Variance
SOV	1,707,923			
HOV3+	188,082			
Total Gross Transactions	1,896,005	2,107,271	(211,266)	(10.0%)
Revenue				
SOV	\$2,466,342			
HOV3+	\$0			
Total Gross Revenue	\$2,466,342	\$1,648,186	\$818,156	49.6%
Average Revenue per Transaction				
Average SOV	\$1.44			
Average HOV3+				
Average Gross Revenue	\$1.30	\$0.78	\$0.52	66.7%

Direction	SOV	HOV3+	Transactions	% Total Transactions	Expected Revenue	% Expected Revenue
Northbound	858,816	90,787	949,603	50.1%	\$553,132	22.4%
Southbound	849,107	97,295	946,402	49.9%	\$1,913,210	77.6%
Totals	1,707,923	188,082	1,896,005	100.0%	\$2,466,342	100.0%

SOV: Single Occupancy Vehicle
HOV3+: High Occupancy Vehicle

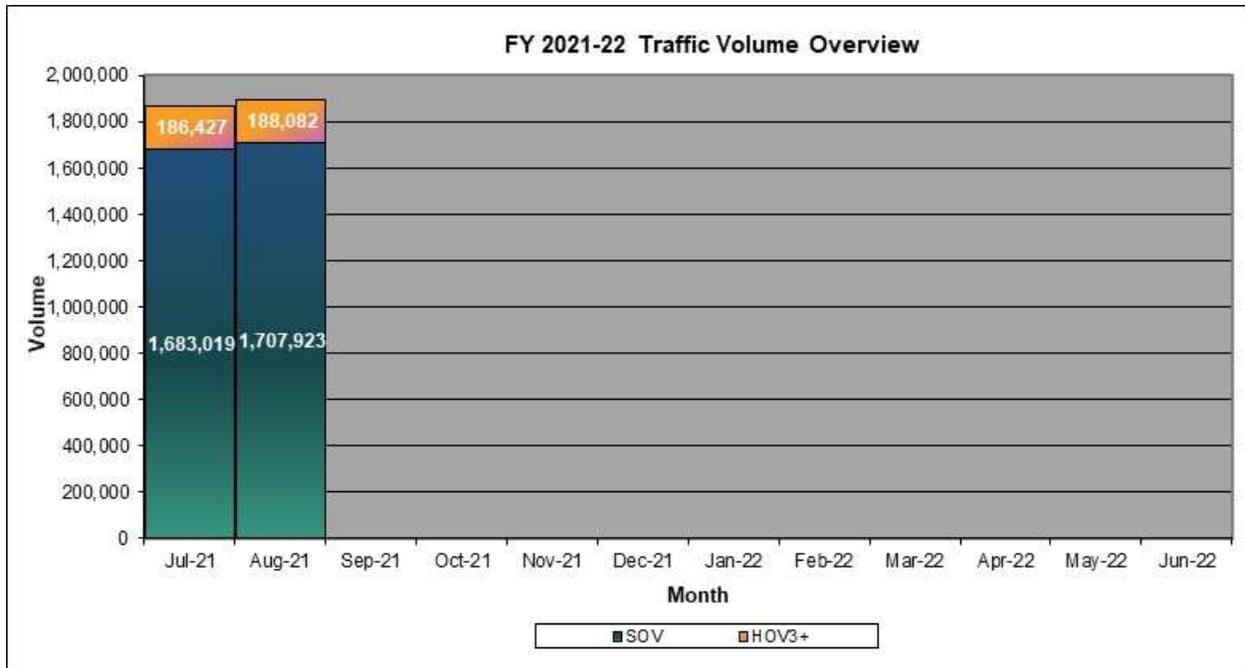
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following transaction and revenue statistics represent all transactions on the 15 Express Lanes and associated potential revenue for the months of July 2021 through August 2021. Year-to-date average revenue per-transaction is \$1.34.

FY 2021-22 Year-to-Date as of August 31, 2021

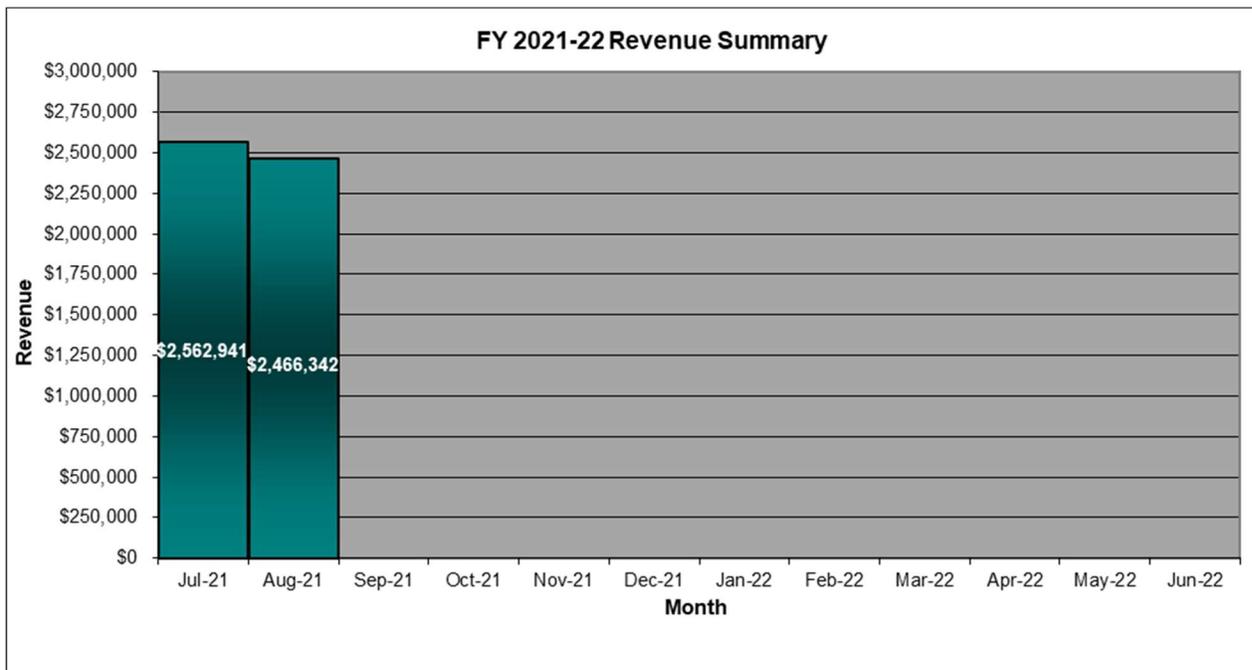
Transactions	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance
SOV	3,390,942			
HOV3+	374,509			
Total Gross Transactions	3,765,451	4,017,500	(252,049)	(6.3%)
Revenue				
SOV	\$5,029,283			
HOV3+	\$0			
Total Gross Revenue	\$5,029,283	\$3,116,043	\$1,913,240	61.4%
Average Revenue per Transaction				
Average SOV	\$1.48			
Average HOV3+	\$0.00			
Average Gross Revenue	\$1.34	\$0.78	\$0.56	71.8%

TRAFFIC AND REVENUE SUMMARY

The chart below reflects the total transactions breakdown between SOV and HOV3+ for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue for FY 2021-22 on a monthly basis.



PEAK-HOUR VOLUMES

The 15 Express Lanes will feature dynamic pricing, which adjusts toll rates based on traffic volumes and to maintain a free-flowing trip. In August, tolls were manually adjusted while the dynamic pricing engine was calibrated.

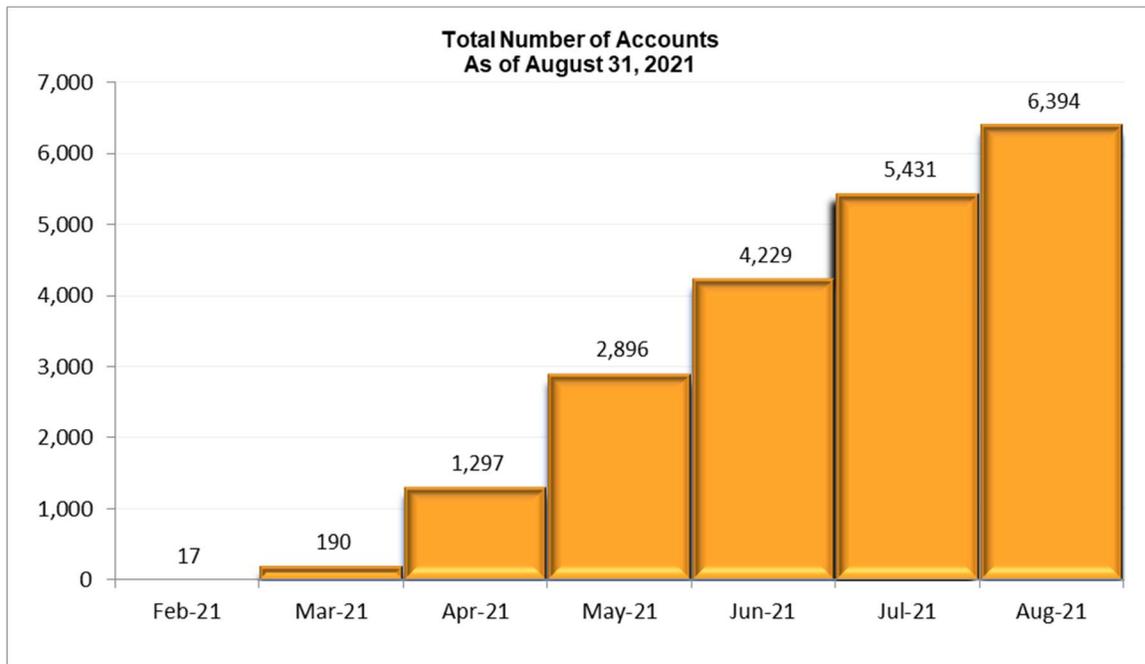
	Morning Peak Northbound 4:00 - 10:00 AM	Afternoon Peak Southbound 2:00 - 8:00 PM
HOV3+	8.3%	10.0%
Highest Toll	\$1.50	\$12.00
Highest Traffic Hour	7AM, 15N Cajalco /Magnolia 1,192 Transactions	3PM, 15S Magnolia/Cajalco 1,630 Transactions

CUSTOMER SERVICE

PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	AUGUST 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	100% within 2 business days
Payment Posting	100% within 1 business days	99.9% on same business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	29 seconds highest avg wait time
Abandon Rate	Less than 2%	0.5% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	98% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 2 business days
Mail Response	100% within 3 business days	100% within 3 business day

At the end of August 2021, Riverside Express had 6,394 customer accounts and 13,308 transponders classified as assigned.



CUSTOMER CONTACT ACTIVITY

During August, RiversideExpress.com was visited by 25,887 users and the Customer Service Center processed 2,203 pieces of correspondence.

OPERATIONAL HIGHLIGHTS

ON-ROAD OPERATIONS

Freeway Service Patrol responded to 94 calls during the month of August. Of those calls, 58 were to assist disabled vehicles, 28 calls to remove debris, and 8 were in response to accidents that affected the Express Lanes.

OPERATIONAL ACTIVITY

The Customer Service Center (CSC) is open and receiving customer calls regarding the 15 Express Lanes. Calls mostly consist of general inquiries about using the 15 Express Lanes and violations. The Walk-In Center (WIC) is open and servicing customers. During the month of August, 28 customers visited in the WIC. Most were customers seeking assistance with their accounts. Operational activities on the roadway and in the CSC continue to function, including aiding stranded motorists, providing incident management services, dispatching emergency vehicles through the traffic operations center, and responding to customer service and violation calls.

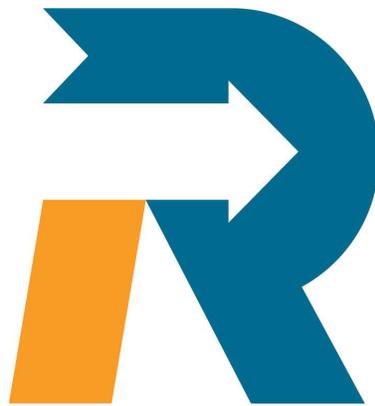
FINANCIAL HIGHLIGHTS

RCTC 15 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	8/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 4,852,234.65	\$ 3,599,966.67	\$ 1,252,267.98	34.8
Fee Revenue	885,901.28	328,666.67	557,234.61	169.5
Total operating revenues	5,738,135.93	3,928,633.33	1,809,502.60	46.1
Operating expenses:				
Salaries and Benefits	56,549.86	159,250.00	102,700.14	64.5
Legal Services	881.40	25,000.00	24,118.60	96.5
Advisory Services	(511.01) ²	833.33	1,344.34	161.3
Audit and Accounting Fees	-	4,800.00	4,800.00	100.0
Service Fees	(3,131.86) ²	2,600.00	5,731.86	220.5
Other Professional Services	94,167.81	131,083.33	36,915.52	28.2
Lease Expense	110.00	33.33	(76.67)	(230.0)
Operations	(31,250.35) ²	519,466.67	550,717.02	106.0
Utilities	5,007.44	30,850.00	25,842.56	83.8
Supplies and Materials	943.96	1,000.00	56.04	5.6
Membership and Subscription Fees	-	-	-	N/A
Office Equipment & Furniture (Non-Capital)	-	833.33	833.33	100.0
Maintenance/Repairs	38,828.84	88,083.33	49,254.49	55.9
Training Seminars and Conferences	332.59	266.67	(65.92)	(24.7)
Transportation Expenses	-	400.00	400.00	100.0
Lodging	-	216.67	216.67	100.0
Meals	-	83.33	83.33	100.0
Other Staff Expenses	-	50.00	50.00	100.0
Advertising	-	41,666.67	41,666.67	100.0
Program Management	3,151.52	13,833.33	10,681.81	77.2
Program Operations	22,235.76	1,630,600.00	1,608,364.24	98.6
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	4,166.67	4,166.67	100.0
Improvements	-	4,166.67	4,166.67	100.0
Bad Debt Expense	73.50	-	(73.50)	N/A
Total operating expenses	187,389.46	2,659,283.33	2,471,893.87	93.0
Operating income (loss)	5,550,746.47	1,269,350.00	4,281,396.47	337.3
Nonoperating revenues (expenses):				
Interest Revenue	-	1,216.67	(1,216.67)	100.0
Other Miscellaneous Revenue	-	16,333.33	(16,333.33)	100.0
Interest Expense	31,636.00 ²	-	31,636.00	N/A
Total nonoperating revenues (expenses)	31,636.00	17,550.00	14,086.00	(80.3)
Transfers In	-	-	-	N/A
Transfers Out	-	(76,300.00)	76,300.00	(100.0)
Net income (loss)	\$ 5,582,382.47	\$ 1,210,600.00	\$ 4,371,782.47	361.1

¹ Unaudited

² Negatives are the result of FY21 accruals



RiversideExpress
15 ExpressLanes

Status Report
September 30, 2021

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TRAFFIC AND REVENUE

Total toll transactions on the 15 Express Lanes for September 2021 was 1,927,575. This represents a daily average of 64,253 transactions. Potential toll revenue for September was \$2,499,847. Carpool percentage for September was 10%.

Month-to-date traffic and revenue data is summarized in the table below. The following transactions and revenue statistics tables represent all transactions on the 15 Express Lanes and associated potential revenue for the month of September 2021.

Current Month-to-Date as of September 30, 2021

Transactions	SEP-21 MTD	Stantec MTD Projected	# Variance	% Variance
SOV	1,734,640			
HOV3+	192,935			
Total Gross Transactions	1,927,575	2,061,229	(133,654)	(6.5%)
Revenue				
SOV	\$2,499,847			
HOV3+	\$0			
Total Gross Revenue	\$2,499,847	\$1,633,200	\$866,647	53.1%
Average Revenue per Transaction				
Average SOV	\$1.44			
Average HOV3+				
Average Gross Revenue	\$1.30	\$0.79	\$0.51	64.6%

Direction	SOV	HOV3+	Transactions	% Total Transactions	Expected Revenue	% Expected Revenue
Northbound	876,462	93,374	969,836	50.3%	\$566,822	22.7%
Southbound	858,178	99,561	957,739	49.7%	\$1,933,025	77.3%
Totals	1,734,640	192,935	1,927,575	100.0%	\$2,499,847	100.0%

SOV: Single Occupancy Vehicle
HOV3+: High Occupancy Vehicle

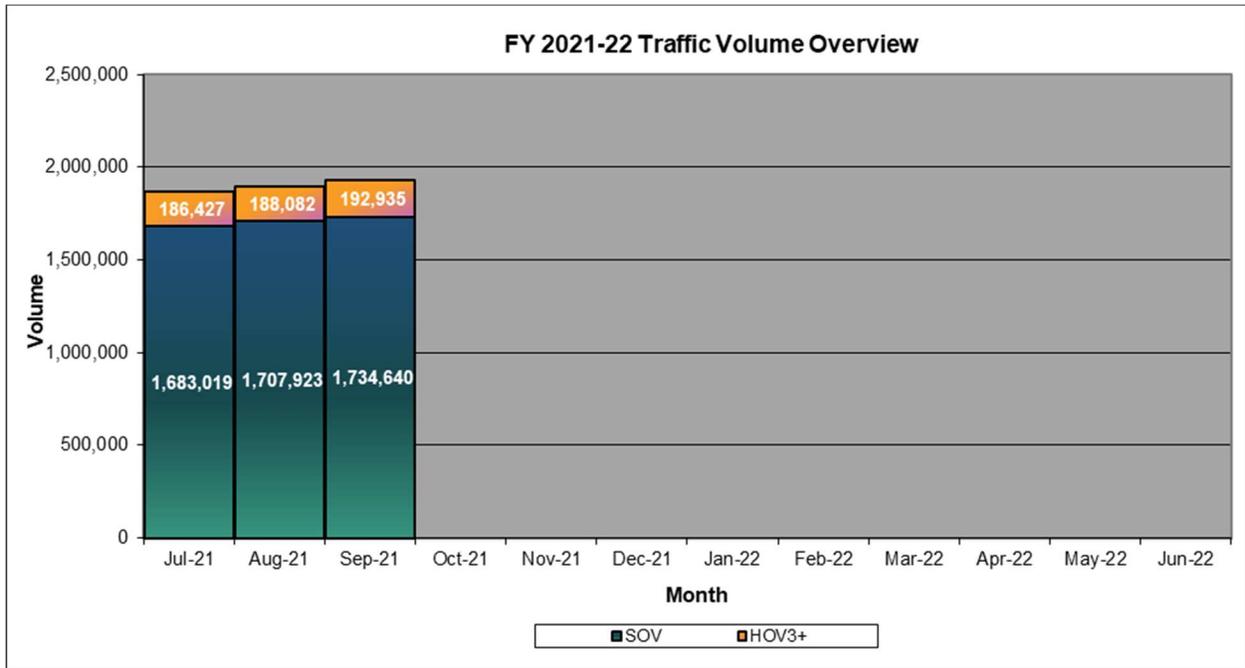
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following transaction and revenue statistics represent all transactions on the 15 Express Lanes and associated potential revenue for the months of July 2021 through September 2021. Year-to-date average revenue per-transaction is \$1.32.

FY 2021-22 Year-to-Date as of September 30, 2021

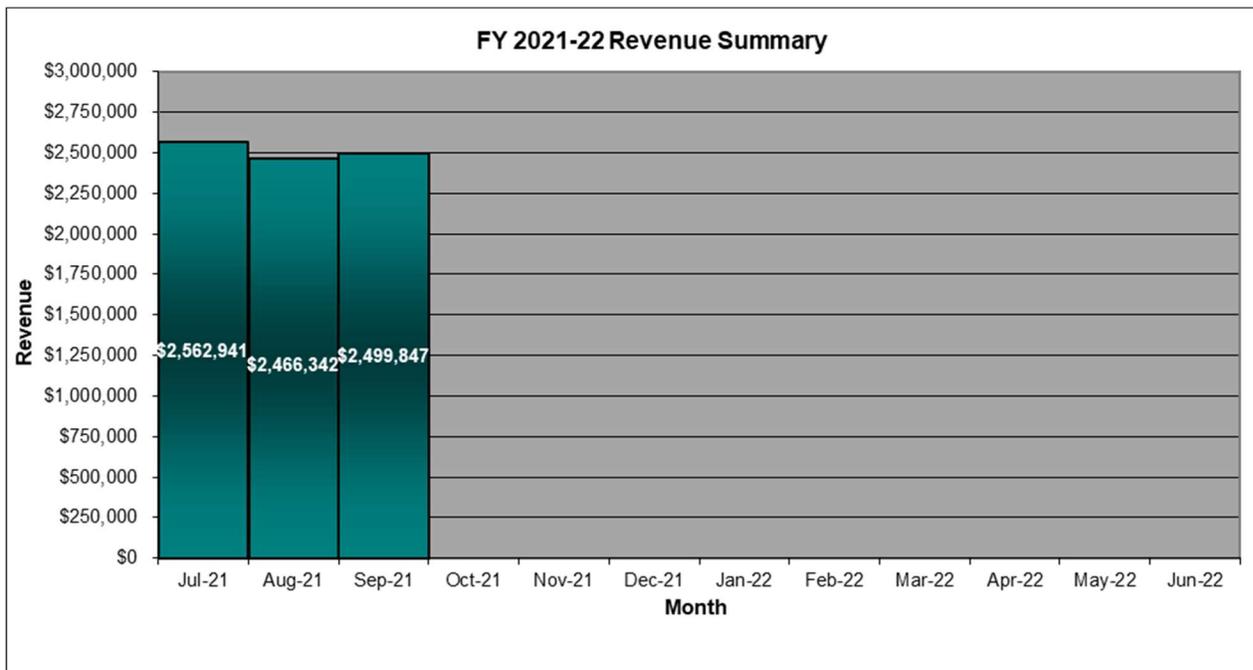
Transactions	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance
SOV	5,125,582			
HOV3+	567,444			
Total Gross Transactions	5,693,026	6,078,729	(385,703)	(6.3%)
Revenue				
SOV	\$7,529,130			
HOV3+	\$0			
Total Gross Revenue	\$7,529,130	\$4,749,243	\$2,779,887	58.5%
Average Revenue per Transaction				
Average SOV	\$1.47			
Average HOV3+	\$0.00			
Average Gross Revenue	\$1.32	\$0.78	\$0.54	69.2%

TRAFFIC AND REVENUE SUMMARY

The chart below reflects the total transactions breakdown between SOV and HOV3+ for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue for FY 2021-22 on a monthly basis.



PEAK-HOUR VOLUMES

The 15 Express Lanes will feature dynamic pricing, which adjusts toll rates based on traffic volumes and to maintain a free-flowing trip. In September, tolls were manually adjusted while the dynamic pricing engine was calibrated.

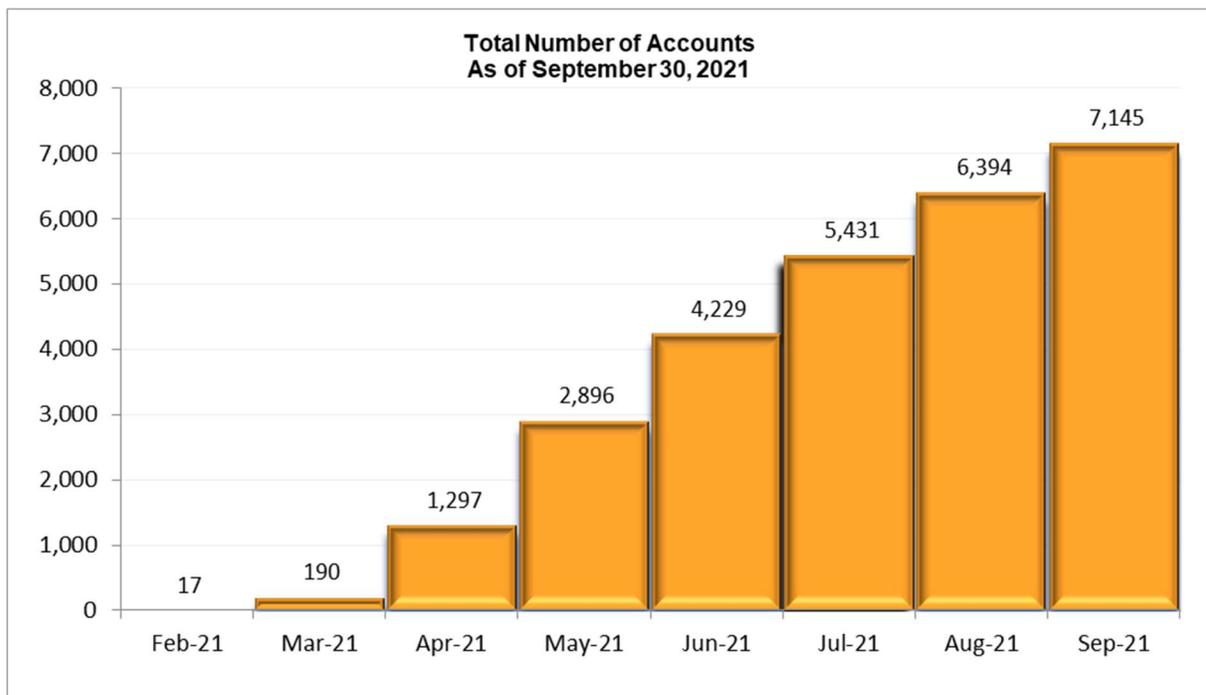
	Morning Peak Northbound 4:00 - 10:00 AM	Afternoon Peak Southbound 2:00 - 8:00 PM
HOV3+	8.8%	10.3%
Highest Toll	\$1.50	\$12.00
Highest Traffic Hour	7AM, 15N Cajalco /Magnolia 1,285 Transactions	4PM, 15S Magnolia/Cajalco 1,677 Transactions

CUSTOMER SERVICE

PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	SEPTEMBER 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	100% within 2 business days
Payment Posting	100% within 1 business days	99.9% within 1 business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	38 seconds highest avg wait time
Abandon Rate	Less than 2%	0.7% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	98.5% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 2 business days
Mail Response	100% within 3 business days	100% within 2 business day

At the end of September 2021, Riverside Express had 7,145 customer accounts and 15,132 transponders classified as assigned.



CUSTOMER CONTACT ACTIVITY

During September, RiversideExpress.com was visited by 21,194 users and the Customer Service Center processed 1,613 pieces of correspondence.

OPERATIONAL HIGHLIGHTS

ON-ROAD OPERATIONS

Freeway Service Patrol responded to 86 calls during the month of September. Of those calls, 45 were to assist disabled vehicles, 23 calls to remove debris, and 18 were in response to accidents that affected the Express Lanes.

OPERATIONAL ACTIVITY

The Customer Service Center (CSC) is open and receiving customer calls regarding the 15 Express Lanes. Calls mostly consist of general inquiries about using the 15 Express Lanes and violations. The Walk-In Center (WIC) is open and servicing customers. During the month of September, 32 customers visited in the WIC. Most were violations customers and customers enrolling in a new account. Operational activities on the roadway and in the CSC continue to function, including aiding stranded motorists, providing incident management services, dispatching emergency vehicles through the traffic operations center, and responding to customer service and violation calls.

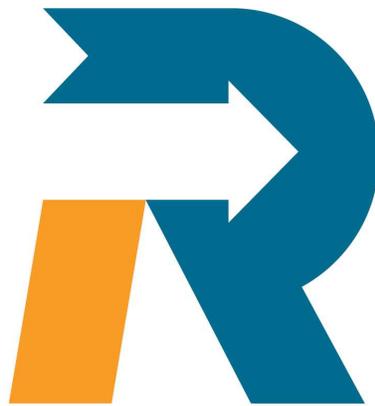
FINANCIAL HIGHLIGHTS

RCTC 15 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	9/30/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 7,250,370.45	\$ 5,399,950.00	\$ 1,850,420.45	34.3
Fee Revenue	1,245,600.92	493,000.00	752,600.92	152.7
Total operating revenues	8,495,971.37	5,892,950.00	2,603,021.37	44.2
Operating expenses:				
Salaries and Benefits	88,595.92	238,875.00	150,279.08	62.9
Legal Services	1,491.60	37,500.00	36,008.40	96.0
Advisory Services	(511.01) ²	1,250.00	1,761.01	140.9
Audit and Accounting Fees	-	7,200.00	7,200.00	100.0
Service Fees	3,544.81	3,900.00	355.19	9.1
Other Professional Services	103,944.87	196,625.00	92,680.13	47.1
Lease Expense	110.00	50.00	(60.00)	(120.0)
Operations	181,558.46	779,200.00	597,641.54	76.7
Utilities	20,716.88	46,275.00	25,558.12	55.2
Supplies and Materials	1,000.25	1,500.00	499.75	33.3
Membership and Subscription Fees	-	-	-	N/A
Office Equipment & Furniture (Non-Capital)	-	1,250.00	1,250.00	100.0
Maintenance/Repairs	57,557.45	132,125.00	74,567.55	56.4
Training Seminars and Conferences	1,007.59	400.00	(607.59)	(151.9)
Transportation Expenses	-	600.00	600.00	100.0
Lodging	-	325.00	325.00	100.0
Meals	-	125.00	125.00	100.0
Other Staff Expenses	-	75.00	75.00	100.0
Advertising	1,231.22	62,500.00	61,268.78	98.0
Program Management	6,995.89	20,750.00	13,754.11	66.3
Program Operations	72,606.96	2,445,900.00	2,373,293.04	97.0
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	6,250.00	6,250.00	100.0
Improvements	-	6,250.00	6,250.00	100.0
Bad Debt Expense	104.30	-	(104.30)	N/A
Total operating expenses	539,955.19	3,988,925.00	3,448,969.81	86.5
Operating income (loss)	7,956,016.18	1,904,025.00	6,051,991.18	317.9
Nonoperating revenues (expenses):				
Interest Revenue	22,913.60	1,825.00	21,088.60	(1,155.5)
Other Miscellaneous Revenue	-	24,500.00	(24,500.00)	100.0
Interest Expense	31,636.00 ²	-	31,636.00	N/A
Total nonoperating revenues (expenses)	54,549.60	26,325.00	28,224.60	(107.2)
Transfers In	-	-	-	N/A
Transfers Out	-	(114,450.00)	114,450.00	(100.0)
Net income (loss)	\$ 8,010,565.78	\$ 1,815,900.00	\$ 6,194,665.78	341.1

¹ Unaudited

² Negatives are the result of FY21 accruals



RiversideExpress
15 ExpressLanes

Status Report
October 31, 2021

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TRAFFIC AND REVENUE

Total toll transactions on the 15 Express Lanes for October 2021 was 2,074,711. This represents a daily average of 66,926 transactions. Potential toll revenue for October was \$2,720,017. Carpool percentage for October was 10%.

Month-to-date traffic and revenue data is summarized in the table below. The following transactions and revenue statistics tables represent all transactions on the 15 Express Lanes and associated potential revenue for the month of October 2021.

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

Transactions	OCT-21 MTD	Stantec MTD Projected	# Variance	% Variance
SOV	1,866,959			
HOV3+	207,752			
Total Gross Transactions	2,074,711	2,249,871	(175,160)	(7.8%)
Revenue				
SOV	\$2,720,017			
HOV3+	\$0			
Total Gross Revenue	\$2,720,017	\$1,811,657	\$908,360	50.1%
Average Revenue per Transaction				
Average SOV	\$1.46			
Average HOV3+				
Average Gross Revenue	\$1.31	\$0.81	\$0.50	61.7%

Direction	SOV	HOV3+	Transactions	% Total Transactions	Expected Revenue	% Expected Revenue
Northbound	934,214	99,614	1,033,828	49.8%	\$605,671	22.3%
Southbound	932,745	108,138	1,040,883	50.2%	\$2,114,346	77.7%
Totals	1,866,959	207,752	2,074,711	100.0%	\$2,720,017	100.0%

SOV: Single Occupancy Vehicle
HOV3+: High Occupancy Vehicle

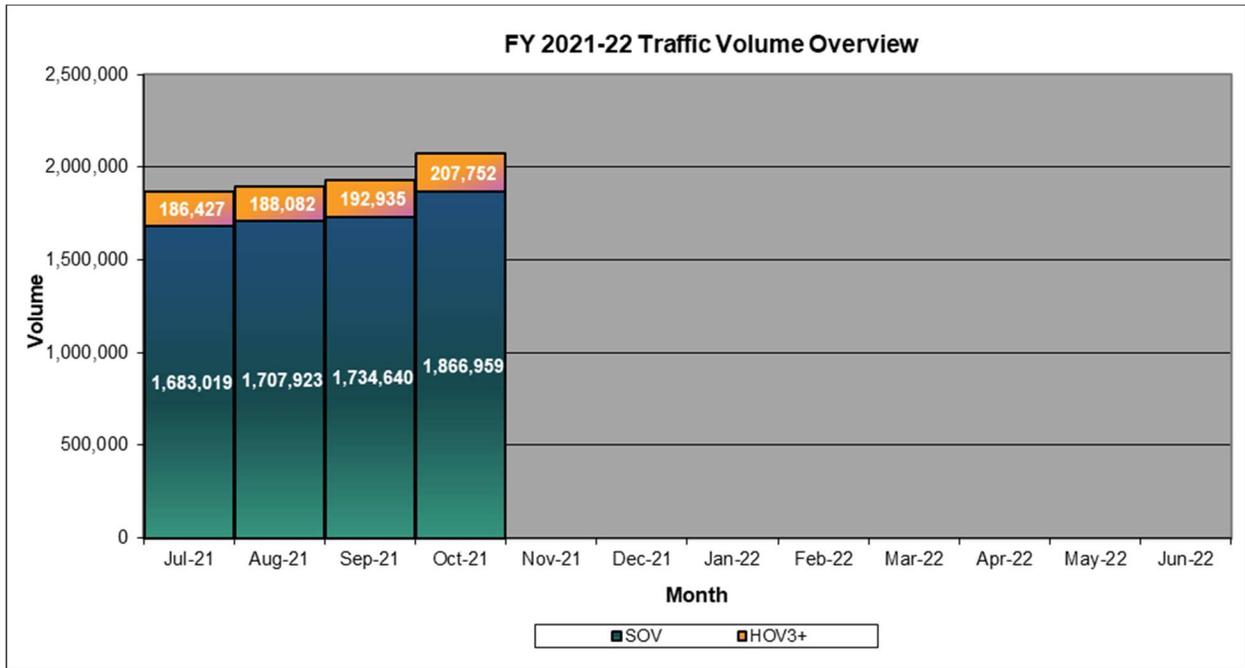
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following transaction and revenue statistics represent all transactions on the 15 Express Lanes and associated potential revenue for the months of July 2021 through October 2021. Year-to-date average revenue per-transaction is \$1.32.

FY 2021-22 Year-to-Date as of October 31, 2021

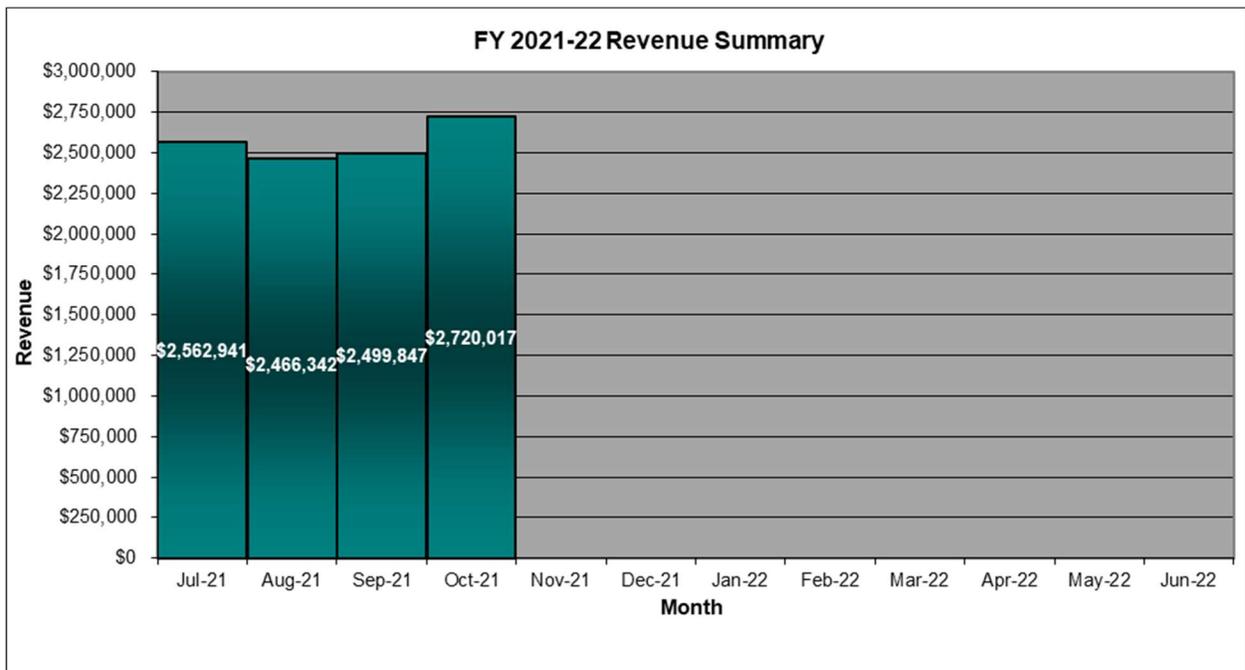
Transactions	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance
SOV	6,992,541			
HOV3+	775,196			
Total Gross Transactions	7,767,737	8,328,600	(560,863)	(6.7%)
Revenue				
SOV	\$10,249,147			
HOV3+	\$0			
Total Gross Revenue	\$10,249,147	\$6,560,900	\$3,688,247	56.2%
Average Revenue per Transaction				
Average SOV	\$1.47			
Average HOV3+	\$0.00			
Average Gross Revenue	\$1.32	\$0.79	\$0.53	67.1%

TRAFFIC AND REVENUE SUMMARY

The chart below reflects the total transactions breakdown between SOV and HOV3+ for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue for FY 2021-22 on a monthly basis.



PEAK-HOUR VOLUMES

The 15 Express Lanes will feature dynamic pricing, which adjusts toll rates based on traffic volumes and to maintain a free-flowing trip. In October, tolls were manually adjusted while the dynamic pricing engine was calibrated.

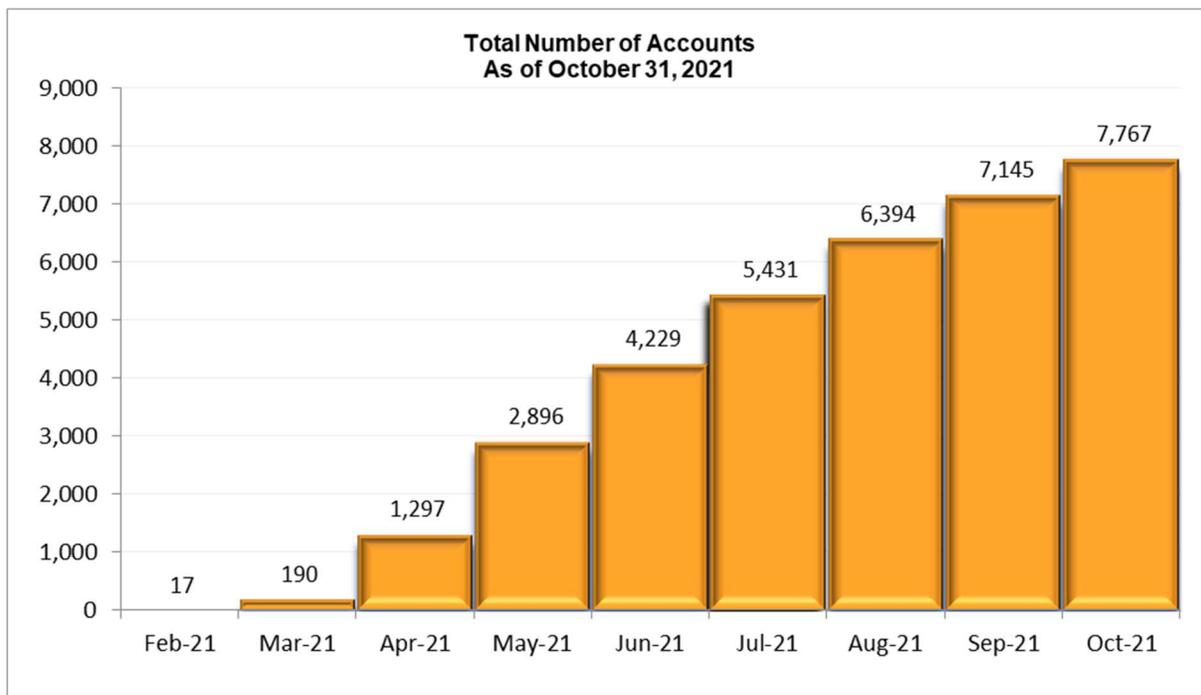
	Morning Peak Northbound 4:00 - 10:00 AM	Afternoon Peak Southbound 2:00 - 8:00 PM
HOV3+	8.7%	10.5%
Highest Toll	\$1.50	\$14.00
Highest Traffic Hour	5AM, 15N Cajalco /Magnolia 1,326 Transactions	2PM, 15S Magnolia/Cajalco 1,605 Transactions

CUSTOMER SERVICE

PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	OCTOBER 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	100% within 1 business days
Payment Posting	100% within 1 business days	99.9% within 1 business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	7 seconds highest avg wait time
Abandon Rate	Less than 2%	0.2% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	97.75% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 2 business days
Mail Response	100% within 3 business days	100% within 1 business day

At the end of October 2021, Riverside Express had 7,767 customer accounts and 16,763 transponders classified as assigned.



CUSTOMER CONTACT ACTIVITY

During October, RiversideExpress.com was visited by 19,680 users and the Customer Service Center processed 1,405 pieces of correspondence.

OPERATIONAL HIGHLIGHTS

ON-ROAD OPERATIONS

Freeway Service Patrol responded to 32 calls during the month of October. Of those calls, 23 were to assist disabled vehicles, 2 calls to remove debris, and 7 were in response to accidents that affected the Express Lanes.

OPERATIONAL ACTIVITY

The Customer Service Center (CSC) is open and receiving customer calls regarding the 15 Express Lanes. Calls mostly consist of general inquiries about using the 15 Express Lanes and violations. The Walk-In Center (WIC) is open and servicing customers. During the month of October, 43 customers visited in the WIC. Most were violations customers and customers seeking assistance with their accounts. Operational activities on the roadway and in the CSC continue to function, including aiding stranded motorists, providing incident management services, dispatching emergency vehicles through the traffic operations center, and responding to customer service and violation calls.

FINANCIAL HIGHLIGHTS

RCTC 15 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	10/31/2021 Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 9,959,742.95	\$ 7,199,933.33	\$ 2,759,809.62	38.3
Fee Revenue	1,557,857.01	657,333.33	900,523.68	137.0
Total operating revenues	11,517,599.96	7,857,266.67	3,660,333.29	46.6
Operating expenses:				
Salaries and Benefits	127,401.42	318,500.00	191,098.58	60.0
Legal Services	1,661.10	50,000.00	48,338.90	96.7
Advisory Services	13,077.85	1,666.67	(11,411.18)	(684.7)
Audit and Accounting Fees	6,000.00	9,600.00	3,600.00	37.5
Service Fees	5,208.86	5,200.00	(8.86)	(0.2)
Other Professional Services	157,735.19	262,166.67	104,431.48	39.8
Lease Expense	110.00	66.67	(43.33)	(65.0)
Operations	306,116.78	1,038,933.33	732,816.55	70.5
Utilities	35,114.88	61,700.00	26,585.12	43.1
Supplies and Materials	1,000.25	4,333.33	3,333.08	76.9
Membership and Subscription Fees	-	-	-	N/A
Office Equipment & Furniture (Non-Capital)	-	1,666.67	1,666.67	100.0
Maintenance/Repairs	86,251.70	176,166.67	89,914.97	51.0
Training Seminars and Conferences	1,570.09	533.33	(1,036.76)	(194.4)
Transportation Expenses	-	800.00	800.00	100.0
Lodging	-	433.33	433.33	100.0
Meals	-	166.67	166.67	100.0
Other Staff Expenses	30.00	100.00	70.00	70.0
Advertising	1,231.22	81,000.00	79,768.78	98.5
Program Management	10,535.51	27,666.67	17,131.16	61.9
Program Operations	746,839.37	3,261,200.00	2,514,360.63	77.1
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	8,333.33	8,333.33	100.0
Improvements	-	8,333.33	8,333.33	100.0
Bad Debt Expense	104.30	-	(104.30)	N/A
Total operating expenses	1,499,988.52	5,318,566.67	3,818,578.15	71.8
Operating income (loss)	10,017,611.44	2,538,700.00	7,478,911.44	294.6
Nonoperating revenues (expenses):				
Interest Revenue	1,430.17	2,433.33	(1,003.16)	41.2
Other Miscellaneous Revenue	-	32,666.67	(32,666.67)	100.0
Interest Expense	31,636.00	-	31,636.00	N/A
Total nonoperating revenues (expenses)	33,066.17	35,100.00	(2,033.83)	5.8
Transfers In	-	-	-	N/A
Transfers Out	(93,900.00)	(152,600.00)	58,700.00	(38.5)
Net income (loss)	\$ 9,956,777.61	\$ 2,421,200.00	\$ 7,535,577.61	311.2

¹ Unaudited



RiversideExpress
15 ExpressLanes

Status Report
November 30, 2021

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TRAFFIC AND REVENUE

Total toll transactions on the 15 Express Lanes for November 2021 was 1,999,210. This represents a daily average of 66,640 transactions. Potential toll revenue for November was \$2,598,387. Carpool percentage for November was 10.2%.

Month-to-date traffic and revenue data is summarized in the table below. The following transactions and revenue statistics tables represent all transactions on the 15 Express Lanes and associated potential revenue for the month of November 2021.

Current Month-to-Date as of November 30, 2021

Transactions	NOV-21 MTD	Stantec MTD Projected	# Variance	% Variance
SOV	1,794,667			
HOV3+	204,543			
Total Gross Transactions	1,999,210	2,069,600	(70,390)	(3.4%)
Revenue				
SOV	\$2,598,387			
HOV3+	\$0			
Total Gross Revenue	\$2,598,387	\$1,691,629	\$906,758	53.6%
Average Revenue per Transaction				
Average SOV	\$1.45			
Average HOV3+				
Average Gross Revenue	\$1.30	\$0.82	\$0.48	58.5%

Direction	SOV	HOV3+	Transactions	% Total Transactions	Expected Revenue	% Expected Revenue
Northbound	910,807	99,600	1,010,407	50.5%	\$577,564	22.2%
Southbound	883,860	104,943	988,803	49.5%	\$2,020,822	77.8%
Totals	1,794,667	204,543	1,999,210	100.0%	\$2,598,387	100.0%

SOV: Single Occupancy Vehicle
HOV3+: High Occupancy Vehicle

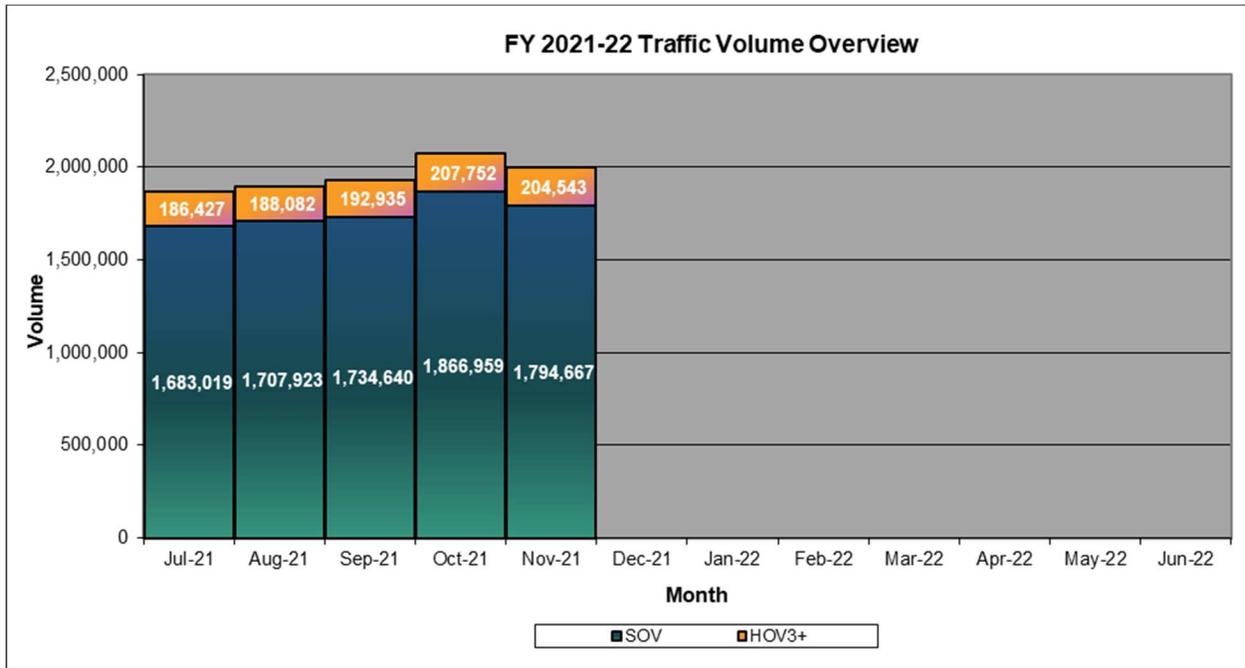
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following transaction and revenue statistics represent all transactions on the 15 Express Lanes and associated potential revenue for the months of July 2021 through November 2021. Year-to-date average revenue per-transaction is \$1.32.

FY 2021-22 Year-to-Date as of November 30, 2021

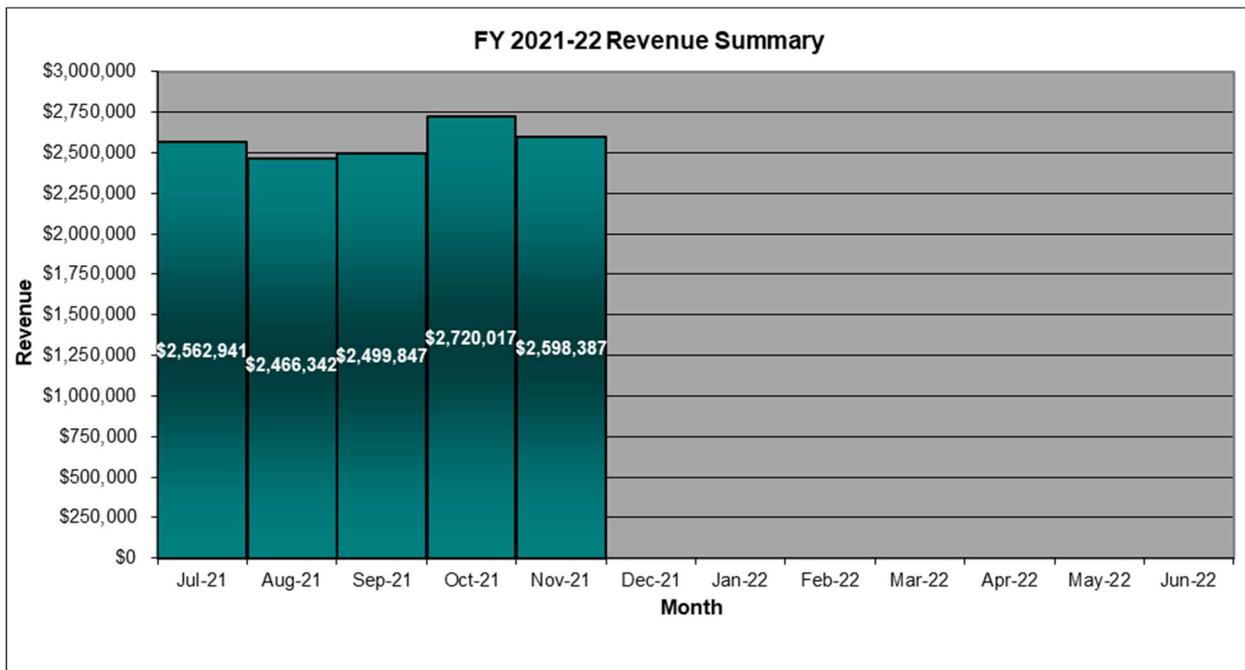
Transactions	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance
SOV	8,787,208			
HOV3+	979,739			
Total Gross Transactions	9,766,947	10,398,200	(631,253)	(6.1%)
Revenue				
SOV	\$12,847,534			
HOV3+	\$0			
Total Gross Revenue	\$12,847,534	\$8,252,529	\$4,595,005	55.7%
Average Revenue per Transaction				
Average SOV	\$1.46			
Average HOV3+	\$0.00			
Average Gross Revenue	\$1.32	\$0.79	\$0.53	67.1%

TRAFFIC AND REVENUE SUMMARY

The chart below reflects the total transactions breakdown between SOV and HOV3+ for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue for FY 2021-22 on a monthly basis.



PEAK-HOUR VOLUMES

The 15 Express Lanes will feature dynamic pricing, which adjusts toll rates based on traffic volumes and to maintain a free-flowing trip. In November, tolls were manually adjusted while the dynamic pricing engine was calibrated.

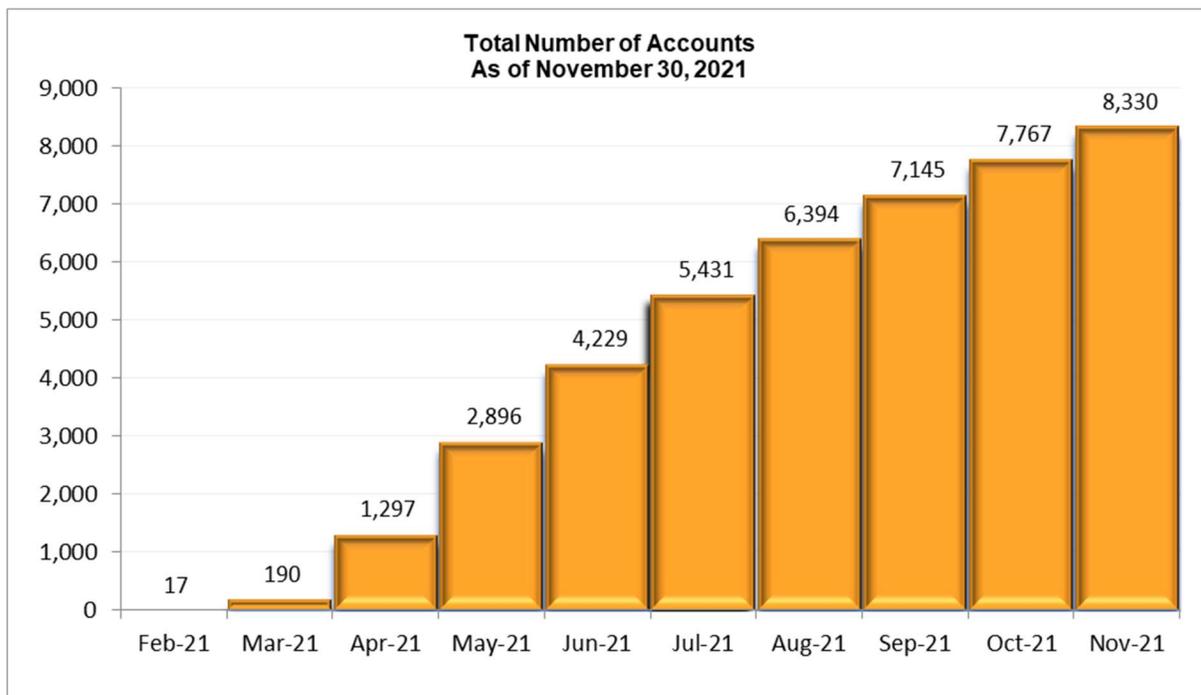
	Morning Peak Northbound 4:00 - 10:00 AM	Afternoon Peak Southbound 2:00 - 8:00 PM
HOV3+	8.9%	10.5%
Highest Toll	\$1.30	\$14.00
Highest Traffic Hour	7AM, 15N Sixth/SR60 1,410 Transactions	2PM, 15S Magnolia/Cajalco 1,569 Transactions

CUSTOMER SERVICE

PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	NOVEMBER 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	100% within 1 business days
Payment Posting	100% within 1 business days	99.9% within 1 business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	8 seconds highest avg wait time
Abandon Rate	Less than 2%	0.2% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	97.72% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 2 business days
Mail Response	100% within 3 business days	100% within 1 business day

At the end of November 2021, Riverside Express had 8,330 customer accounts and 18,266 transponders classified as assigned.



CUSTOMER CONTACT ACTIVITY

During November, RiversideExpress.com was visited by 19,020 users and the Customer Service Center processed 1,376 pieces of correspondence.

OPERATIONAL HIGHLIGHTS

ON-ROAD OPERATIONS

Freeway Service Patrol responded to 46 calls during the month of November. Of those calls, 27 were to assist disabled vehicles, 7 calls to remove debris, and 12 were in response to accidents that affected the Express Lanes.

OPERATIONAL ACTIVITY

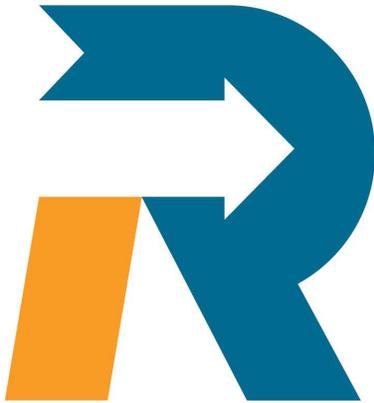
The Customer Service Center (CSC) is open and receiving customer calls regarding the 15 Express Lanes. Calls mostly consist of general inquiries about using the 15 Express Lanes and violations. The Walk-In Center (WIC) is open and servicing customers. During the month of November, 22 customers visited in the WIC. Most were violations customers and customers seeking assistance with their accounts. Operational activities on the roadway and in the CSC continue to function, including aiding stranded motorists, providing incident management services, dispatching emergency vehicles through the traffic operations center, and responding to customer service and violation calls.

FINANCIAL HIGHLIGHTS

RCTC 15 Express Lanes Operating Statement

Description	YTD as of : 11/30/2021		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 12,391,407.22	\$ 8,999,916.67	\$ 3,391,490.55	37.7
Fee Revenue	1,874,909.30	821,666.67	1,053,242.63	128.2
Total operating revenues	14,266,316.52	9,821,583.33	4,444,733.19	45.3
Operating expenses:				
Salaries and Benefits	165,286.92	398,125.00	232,838.08	58.5
Legal Services	1,745.85	64,666.67	62,920.82	97.3
Advisory Services	13,077.85	2,083.33	(10,994.52)	(527.7)
Audit and Accounting Fees	20,527.50	12,000.00	(8,527.50)	(71.1)
Service Fees	5,208.86	6,500.00	1,291.14	19.9
Other Professional Services	187,107.34	325,541.67	138,434.33	42.5
Lease Expense	110.00	83.33	(26.67)	(32.0)
Operations	557,281.98	1,298,666.67	741,384.69	57.1
Utilities	52,635.05	77,125.00	24,489.95	31.8
Supplies and Materials	6,847.75	5,416.67	(1,431.08)	(26.4)
Membership and Subscription Fees	-	-	-	N/A
Office Equipment & Furniture (Non-Capital)	-	2,083.33	2,083.33	100.0
Maintenance/Repairs	182,776.44	220,208.33	37,431.89	17.0
Training Seminars and Conferences	1,570.09	666.67	(903.42)	(135.5)
Transportation Expenses	-	1,000.00	1,000.00	100.0
Lodging	-	541.67	541.67	100.0
Meals	-	208.33	208.33	100.0
Other Staff Expenses	50.00	125.00	75.00	60.0
Advertising	1,231.22	101,250.00	100,018.78	98.8
Program Management	13,680.30	34,583.33	20,903.03	60.4
Program Operations	2,080,923.57	4,076,500.00	1,995,576.43	49.0
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	10,416.67	10,416.67	100.0
Improvements	10,932.50	10,416.67	(515.83)	(5.0)
Bad Debt Expense	121.00	-	(121.00)	N/A
Total operating expenses	3,301,114.22	6,648,208.33	3,347,094.11	50.3
Operating income (loss)	10,965,202.30	3,173,375.00	7,791,827.30	245.5
Nonoperating revenues (expenses):				
Interest Revenue	1,430.17	3,041.67	(1,611.50)	53.0
Other Miscellaneous Revenue	24,343.74	40,833.33	(16,489.59)	40.4
Interest Expense	(1,067,927.00)	-	(1,067,927.00)	N/A
Total nonoperating revenues (expenses)	(1,042,153.09)	43,875.00	(1,086,028.09)	2,475.3
Transfers In	-	-	-	N/A
Transfers Out	(93,900.00)	(190,750.00)	96,850.00	(50.8)
Net income (loss)	\$ 9,829,149.21	\$ 3,026,500.00	\$ 6,802,649.21	224.8

¹ Unaudited



RiversideExpress
15 ExpressLanes

Status Report
December 31, 2021

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TRAFFIC AND REVENUE

Total toll transactions on the 15 Express Lanes for December 2021 was 1,980,754. This represents a daily average of 63,895 transactions. Potential toll revenue for December was \$2,485,691. Carpool percentage for December was 10.4%.

Month-to-date traffic and revenue data is summarized in the table below. The following transactions and revenue statistics tables represent all transactions on the 15 Express Lanes and associated potential revenue for the month of December 2021.

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

Transactions	DEC-21 MTD	Stantec MTD Projected	# Variance	% Variance
SOV	1,775,095			
HOV3+	205,659			
Total Gross Transactions	1,980,754	2,012,743	(31,989)	(1.6%)
Revenue				
SOV	\$2,485,691			
HOV3+	\$0			
Total Gross Revenue	\$2,485,691	\$1,666,071	\$819,620	49.2%
Average Revenue per Transaction				
Average SOV	\$1.40			
Average HOV3+				
Average Gross Revenue	\$1.25	\$0.83	\$0.42	50.6%

Direction	SOV	HOV3+	Transactions	% Total Transactions	Expected Revenue	% Expected Revenue
Northbound	885,941	99,087	985,028	49.7%	\$563,618	22.7%
Southbound	889,154	106,572	995,726	50.3%	\$1,922,073	77.3%
Totals	1,775,095	205,659	1,980,754	100.0%	\$2,485,691	100.0%

SOV: Single Occupancy Vehicle
HOV3+: High Occupancy Vehicle

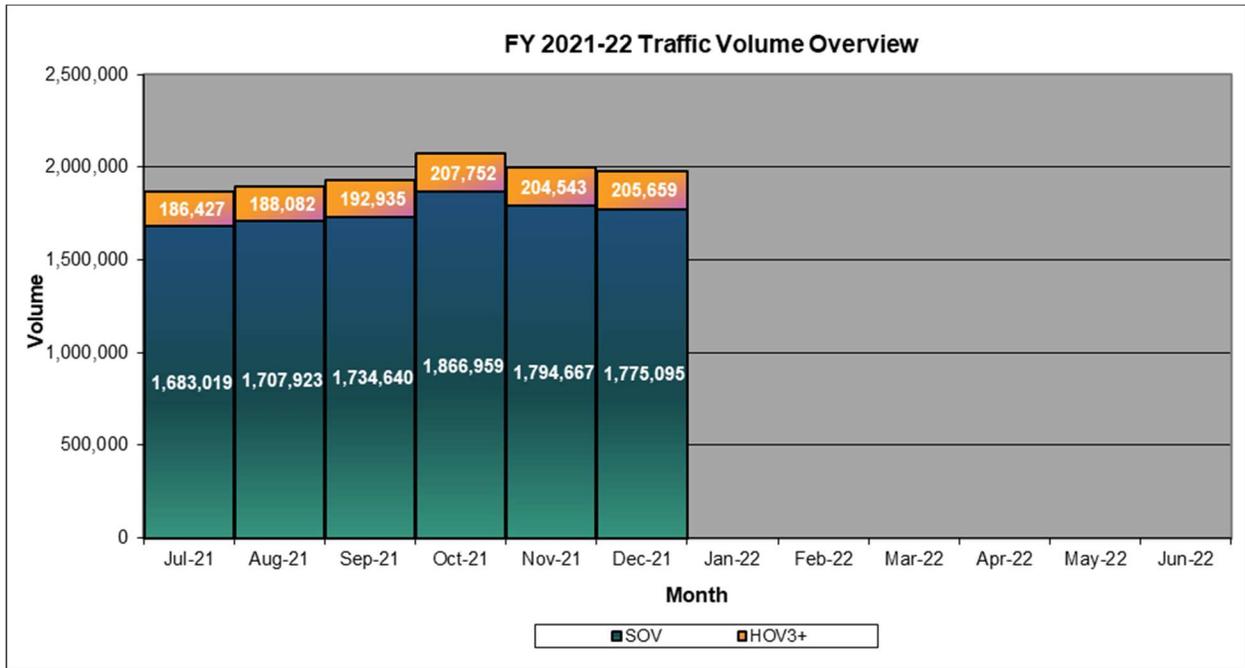
Fiscal year-to-date traffic and revenue data are summarized in the table below. The following transaction and revenue statistics represent all transactions on the 15 Express Lanes and associated potential revenue for the months of July 2021 through December 2021. Year-to-date average revenue per-transaction is \$1.31.

FY 2021-22 Year-to-Date as of December 31, 2021

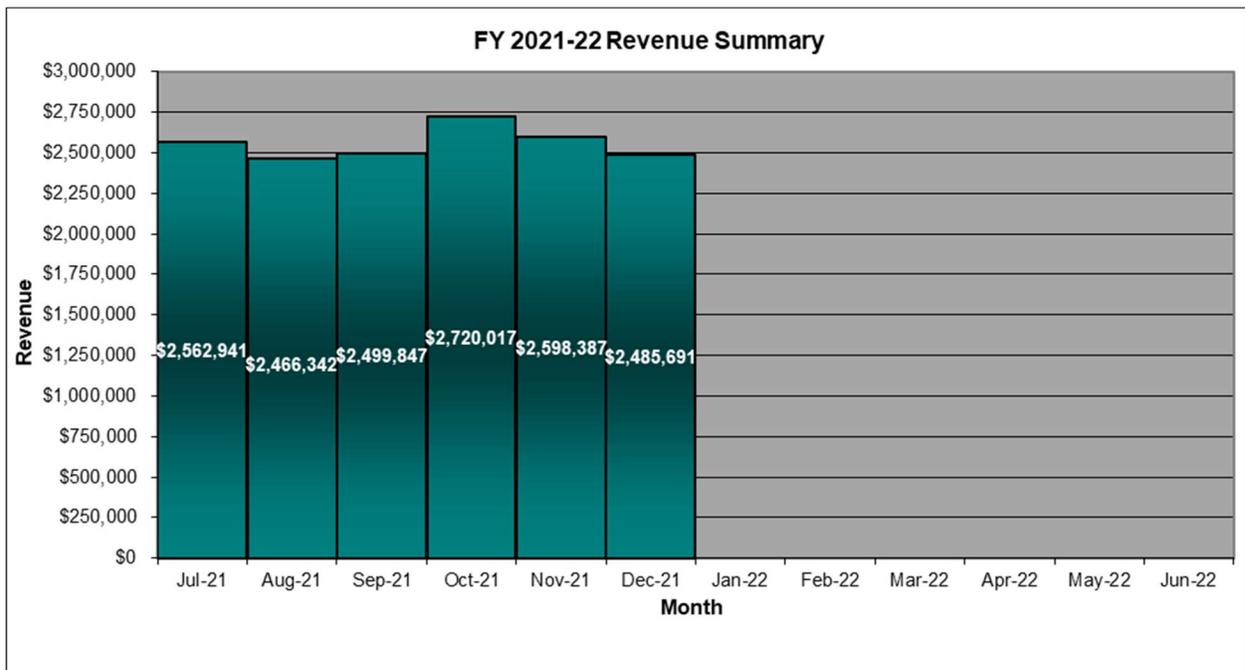
Transactions	FY 2021-22 YTD Actual	Stantec YTD Projected	# Variance	% Variance
SOV	10,562,303			
HOV3+	1,185,398			
Total Gross Transactions	11,747,701	12,410,943	(663,242)	(5.3%)
Revenue				
SOV	\$15,333,225			
HOV3+	\$0			
Total Gross Revenue	\$15,333,225	\$9,918,600	\$5,414,625	54.6%
Average Revenue per Transaction				
Average SOV	\$1.45			
Average HOV3+	\$0.00			
Average Gross Revenue	\$1.31	\$0.80	\$0.51	63.8%

TRAFFIC AND REVENUE SUMMARY

The chart below reflects the total transactions breakdown between SOV and HOV3+ for FY 2021-22 on a monthly basis.



The chart below reflects the gross potential revenue for FY 2021-22 on a monthly basis.



PEAK-HOUR VOLUMES

The 15 Express Lanes will feature dynamic pricing, which adjusts toll rates based on traffic volumes and to maintain a free-flowing trip. In December, tolls were manually adjusted while the dynamic pricing engine was calibrated.

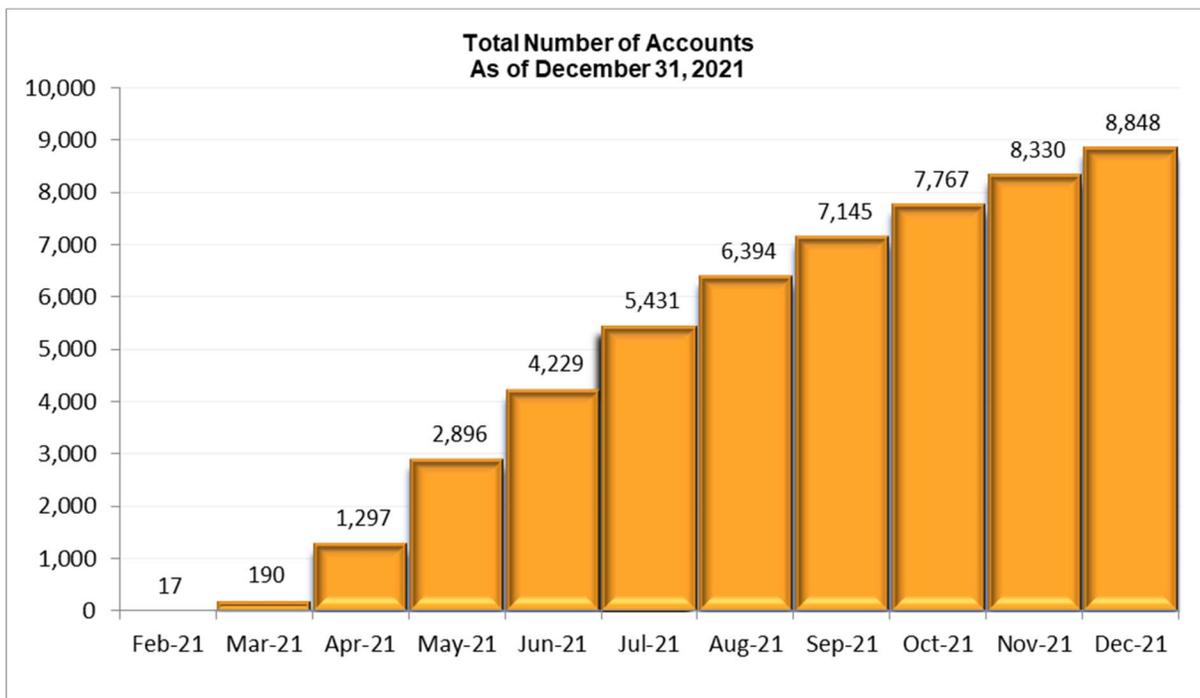
	Morning Peak Northbound 4:00 - 10:00 AM	Afternoon Peak Southbound 2:00 - 8:00 PM
HOV3+	9.3%	10.6%
Highest Toll	\$1.50	\$14.00
Highest Traffic Hour	5AM, 15N Cajalco/Magnolia 1,207 Transactions	4PM, 15S Magnolia/Cajalco 2,087 Transactions

CUSTOMER SERVICE

PERFORMANCE MEASURES

REPORTING REQUIREMENT	PERFORMANCE STANDARD	DECEMBER 2021 PERFORMANCE
CUSTOMER ACCOUNTS		
Transponder Fulfillment	100% within 2 business days	100% within 1 business days
Payment Posting	100% within 1 business days	100% within 1 business day
CUSTOMER CALLS		
Average Wait Time	Less than 150 seconds avg per week	3 seconds highest avg wait time
Abandon Rate	Less than 2%	0.2% abandon rate
Customer Satisfaction	90% minimum satisfaction rate	98.08% satisfaction rate
CORRESPONDENCE		
Email Response	100% within 2 business days	100% within 1 business days
Mail Response	100% within 3 business days	100% within 2 business day

At the end of December 2021, Riverside Express had 8,848 customer accounts and 19,608 transponders classified as assigned.



CUSTOMER CONTACT ACTIVITY

During December, RiversideExpress.com was visited by 18,744 users and the Customer Service Center processed 1,413 pieces of correspondence.

OPERATIONAL HIGHLIGHTS

ON-ROAD OPERATIONS

Freeway Service Patrol responded to 38 calls during the month of December. Of those calls, 25 were to assist disabled vehicles, 9 calls to remove debris, and 4 were in response to accidents that affected the Express Lanes.

OPERATIONAL ACTIVITY

The Customer Service Center (CSC) is open and receiving customer calls regarding the 15 Express Lanes. Calls mostly consist of general inquiries about using the 15 Express Lanes and violations. The Walk-In Center (WIC) is open and servicing customers. During the month of December, 38 customers visited in the WIC. Most were violations customers and customers seeking assistance with their accounts. Operational activities on the roadway and in the CSC continue to function, including aiding stranded motorists, providing incident management services, dispatching emergency vehicles through the traffic operations center, and responding to customer service and violation calls.

FINANCIAL HIGHLIGHTS

RCTC 15 Express Lanes Operating Statement

Description	YTD as of :		YTD Variance	
	Actual ¹	Budget	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 14,866,594.30	\$ 10,799,900.00	\$ 4,066,694.30	37.7
Fee Revenue	2,198,398.65	986,000.00	1,212,398.65	123.0
Total operating revenues	17,064,992.95	11,785,900.00	5,279,092.95	44.8
Operating expenses:				
Salaries and Benefits	212,291.12	477,750.00	265,458.88	55.6
Legal Services	7,517.15	77,600.00	70,082.85	90.3
Advisory Services	13,077.85	2,500.00	(10,577.85)	(423.1)
Audit and Accounting Fees	20,527.50	14,400.00	(6,127.50)	(42.6)
Service Fees	8,427.18	7,800.00	(627.18)	(8.0)
Other Professional Services	196,662.63	390,650.00	193,987.37	49.7
Lease Expense	110.00	100.00	(10.00)	(10.0)
Operations	589,050.93	1,558,400.00	969,349.07	62.2
Utilities	61,176.78	92,550.00	31,373.22	33.9
Supplies and Materials	6,847.75	6,500.00	(347.75)	(5.4)
Membership and Subscription Fees	-	-	-	N/A
Office Equipment & Furniture (Non-Capital)	-	2,500.00	2,500.00	100.0
Maintenance/Repairs	225,216.43	264,250.00	39,033.57	14.8
Training Seminars and Conferences	1,570.09	800.00	(770.09)	(96.3)
Transportation Expenses	-	1,200.00	1,200.00	100.0
Lodging	-	650.00	650.00	100.0
Meals	-	250.00	250.00	100.0
Other Staff Expenses	50.00	150.00	100.00	66.7
Advertising	1,231.22	121,500.00	120,268.78	99.0
Program Management	17,643.80	41,500.00	23,856.20	57.5
Program Operations	2,112,316.85	4,891,800.00	2,779,483.15	56.8
Litigation Settlement	-	-	-	N/A
Furniture & Equipment	-	12,500.00	12,500.00	100.0
Improvements	10,932.50	12,500.00	1,567.50	12.5
Bad Debt Expense	121.00	-	(121.00)	N/A
Total operating expenses	3,484,770.78	7,977,850.00	4,493,079.22	56.3
Operating income (loss)	13,580,222.17	3,808,050.00	9,772,172.17	256.6
Nonoperating revenues (expenses):				
Interest Revenue	(43,010.63)	3,650.00	(46,660.63)	1,278.4
Other Miscellaneous Revenue	48,687.48	49,000.00	(312.52)	0.6
Interest Expense	(2,373,017.00)	-	(2,373,017.00)	N/A
Total nonoperating revenues (expenses)	(2,367,340.15)	52,650.00	(2,419,990.15)	4,596.4
Transfers In	-	-	-	N/A
Transfers Out	(4,498,408.31)	(228,900.00)	(4,269,508.31)	1,865.2
Net income (loss)	\$ 6,714,473.71	\$ 3,631,800.00	\$ 3,082,673.71	84.9

¹ Unaudited

AGENDA ITEM 9

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	
DATE:	February 24, 2022
TO:	Toll Policy and Operations Committee
FROM:	Reinland Jones, Toll Technology Manager
THROUGH:	Jennifer Crosson, Toll Operations Director
SUBJECT:	91 Express Lanes and 15 Express Lanes Channelizer Agreement

STAFF RECOMMENDATION:

This item is for the Committee to:

- 1) Award Agreement No. 22-31-050-00 to Statewide Traffic Safety and Signs for channelizers for the 91 Express Lanes and 15 Express Lanes for a one-year term in the amount of \$274,245, plus a contingency amount of \$27,425, for a total amount not to exceed \$301,670;
- 2) Authorize the Chair or Executive Director, pursuant to legal counsel review, to execute the agreement on behalf of the Commission;
- 3) Authorize the Executive Director, or designee, to execute purchase orders to the vendor under the terms of the agreement; and
- 4) Forward to the Commission for final action.

BACKGROUND INFORMATION:

The Commission maintains the 91 Express Lanes and 15 Express Lanes, which includes the channelizers that provide a barrier between the general-purpose lanes and the express lanes. The channelizers reduce the opportunity for vehicles to enter or exit the express lanes in areas where they are not permitted and thus reduces the opportunity for evasion of the toll and disruption to the flow of traffic in both the express lanes and general-purpose lanes. Damaged or missing channelizers are replaced by Caltrans while performing their routine maintenance of the express lanes.

Previously channelizers for the 91 Express Lanes were provided for under the Cofiroute, USA (Cofiroute) contract and the original channelizers and some spares for the 15 Express Lanes were provided as a part of the design build contract. The new Cofiroute contract does not provide for channelizers and the spares for the 15 Express Lanes have been depleted. The Commission has purchased channelizers four times through small purchase agreements of less than \$25,000. In accordance with the Commission’s Procurement Policy Manual, under these conditions the Commission is required to receive three quotes. On all four occasions, Pexco LLC was the lowest bidder with a price of \$32.65 per channelizer for the last purchase. As the Commission has a need to purchase channelizers in excess of the \$25,000 limit provided for under the small purchase

agreement guidelines, it was necessary to issue an Invitation for Bids (IFB) resulting in a purchase agreement with a channelizer provider.

The proposed agreement is for the purchase of channelizers for the next twelve months. Based on historical channelizer needs, it is anticipated that approximately 6,000 channelizers will be needed for both the 91 and 15 Express Lanes over the next twelve months.

Procurement Process

IFB No. 22-31-043-00 for channelizers was originally released by staff on December 9, 2021 seeking a three-year term; however, the Commission received only one bid and the price was 45 percent higher than the recent price the Commission received through its small purchases process. Bidders indicated that the high price was attributed to uncertainty in the global supply chain beyond the first year.

Subsequently, the term was shortened to one-year and a new bid, IFB No. 22-31-050-00, was released on January 12, 2022. The Commission received three bids. With each IFB issued, a public notice was advertised in the *Press Enterprise* and the IFB was posted on the Commission’s PlanetBids website, which is accessible through the Commission’s website. Utilizing PlanetBids, emails were sent to 217 firms. Three vendors submitted bids through the PlanetBids site.

The Commission received three bids: Statewide Safety Programs, located in Riverside, California; Pexco LLC located in Tacoma, Washington; and Safety Zone America, Inc. located Lakeland, Florida. The bid included two types of channelizers, the UR channelizer and the EFX channelizer. The UR channelizer is currently used on both express lanes. The cost summary of each bid is shown in Table 1 for the UR channelizers and EFX channelizers. The unit price for each type of channelizer includes the cost of the channelizer, the base of the channelizer, and sales tax. The per unit cost for a UR channelizer with the lowest bidder, Statewide Safety Programs, is five cents more expensive than the most recent small purchase agreement. Statewide Safety Programs is a reputable provider of channelizers and proposed the shortest delivery time compared to the other bidders.

Table 1 –Bids

	Proposer Name	Total Bid Price	Per Unit Price	Total Bid Price	Per Unit Price
		UR		EFX	
1	Statewide Safety Programs	\$196,213	\$32.70	\$274,245	\$45.71
2	Pexco LLC	\$204,944	\$34.16	\$286,060	\$47.68
3	Safety Zone Specialists	\$270,237	\$45.04	\$377,879	\$62.98

The EFX channelizer specifications sheet shows the channelizer to be more durable and longer lasting. Staff plans to test the EFX channelizer to determine if the cost-benefit of this more

expensive channelizer is in the best interest of the Commission. The EFX channelizers are 40 percent more expensive than the UR channelizers. The total contract amount is based on the EFX channelizer.

RECOMMENDATION:

The channelizers are an integral part of maintaining the safety and integrity of the express lanes toll systems and traffic operations; therefore, staff recommends award of Agreement No. 22-31-050-00 to Statewide Traffic Safety and Signs for channelizers for the 91 Express Lanes and 15 Express Lanes for a one-year term in the amount of \$274,245, plus a contingency amount of \$27,425, for a total amount not to exceed \$301,670.

FISCAL IMPACT:

The FY 2021/22 budget includes an amount for channelizers; therefore, a budget adjustment is not required.

Financial Information					
In Fiscal Year Budget:	Yes N/A	Year:	FY 2021/22 FY 2022/23	Amount:	\$101,000 \$200,670
Source of Funds:	Toll Revenues		Budget Adjustment:	No N/A	
GL/Project Accounting No.:	009199 73305 00000 0000 591 31 73301		\$181,002		
	001599 73305 00000 0000 515 31 73301		\$120,668		
Fiscal Procedures Approved:	<i>Matt Wallace</i>			Date:	02/08/2022

Attachment: Draft Agreement No. 22-31-050-00 with Statewide Traffic Safety and Signs

**RIVERSIDE COUNTY TRANSPORTATION COMMISSION
EQUIPMENT PURCHASE AGREEMENT
FOR CHANNELIZERS
WITH [_____]**

This Equipment Purchase Agreement (“Agreement”) is entered into this _____ day of _____, 2022, by and between the Riverside County Transportation Commission (“Commission”), and _____, with its principal place of business at _____ (“Contractor”). Commission and Contractor are sometimes individually referred to as “Party” and collectively as “Parties” in this Agreement.

Section 1. DEFINITIONS.

- A. “Equipment” means all equipment, items, parts, materials, labor or other services, including design, and engineering services, provided by Contractor as specified in Exhibit “A,” attached hereto and incorporated herein by reference.
- B. “Delivery Date(s)” means that date or dates upon which the Equipment is to be delivered to Commission, ready for approval, testing and/or use as specified in Exhibit “B.”
- C. “Purchase Order” means an order issued by Commission, which shall be subject to and fulfilled by Contractor in accordance with all terms and conditions of this Agreement.

Section 2. TERM.

The term of this Agreement shall be one (1) year, commencing on the date first set forth above.

Section 3. MATERIALS AND WORKMANSHIP.

When Exhibit “A” specifies machinery, equipment or material by manufacturer, model or trade name, no substitution will be made without Commission’s written approval. Machinery, equipment or material installed in the Equipment without the approval required by this Section 2 will be deemed to be defective material for purposes of Section 5. Where machinery, equipment or materials are referred to in Exhibit “A” as equal to any particular standard, Commission will decide the question of equality. When requested by Commission, Contractor will furnish Commission with the name of the manufacturer, the performance capabilities and other pertinent information necessary to properly determine the quality and suitability of any machines, equipment and material to be incorporated in the Equipment. Material samples will be submitted at Commission’s request.

Section 4. INSPECTIONS AND TESTS.

Commission shall have the right to inspect and/or test the Equipment prior to acceptance. If upon inspection or testing the Equipment or any portion thereof are found to be nonconforming, unsatisfactory, defective, of inferior quality or workmanship, or fail to meet any requirements or specifications contained in Exhibit "A," then without prejudice to any other rights or remedies, Commission may reject the Equipment or exercise any of its rights under Section 5.B. The inspection, failure to make inspection, acceptance of goods, or payment for goods shall not impair Commission's right to reject nonconforming goods, irrespective of Commission's failure to notify Contractor of a rejection of nonconforming goods or revocation of acceptance thereof or to specify with particularity any defect in nonconforming goods after rejection or acceptance thereof.

Section 5. WARRANTY.

- A. Contractor warrants that the Equipment will be of merchantable quality and free from defects in design, engineering, material and workmanship for a period of one (1) year, or such longer period as provided by a manufacturer's warranty or as agreed to by Contractor and Commission, from the date of acceptance of the Equipment by Commission. Contractor further warrants that any services provided in connection with the Equipment will be performed in a professional and workmanlike manner and in accordance with the highest industry standards. The warranty shall not apply to Equipment damaged by drivers.

- B. For any breach of the warranties contained in Section 5.A, Contractor will, immediately after receiving notice from Commission, at the option of Commission, and at Contractor's own expense and without cost to Commission:
 - 1. Replace the defective Equipment with conforming Equipment, F.O.B. Commission's plant, office or other location of Commission where the Equipment was originally performed or delivered; or
 - 2. Repay to Commission the purchase price of the defective Equipment.

If Commission selects replacement, any defects will be remedied without cost to Commission, including but not limited to, the costs of removal, and replacement of the defective Equipment, and reinstallation of new Equipment. All such defective Equipment that is so remedied will be similarly warranted as stated above.

- C. Contractor also warrants that the Equipment is free and clear of all liens and encumbrances whatsoever, that Contractor has a good and marketable title to same, and that Contractor owns or has a valid license for all of the proprietary technology and intellectual property incorporated within the Equipment. Contractor agrees to indemnify, defend and hold

Commission harmless against any and all third party claims resulting from the breach or inaccuracy of any of the foregoing warranties.

- D. In the event of a breach by Contractor of its obligations under this Section 5, Commission will not be limited to the remedies set forth in this Section 5, but will have all the rights and remedies permitted by applicable law, including without limitation, all of the rights and remedies afforded to Commission under the California Commercial Code.

Section 6. PRICES.

Unless expressly provided otherwise, all prices and fees specified in Exhibit "C," attached hereto and incorporated herein by reference, are firm and shall not be subject to change without the written approval of Commission. No extra charges of any kind will be allowed unless specifically agreed to in writing by Commission's authorized representative. The prices specified in Exhibit "C" include (i) all federal, state and local sales, use, excise, privilege, payroll, occupational and other taxes applicable to the Equipment; and (ii) all charges for packing, freight and transportation to destination.

The total amount payable by Commission for all Purchase Orders under this Agreement shall not exceed a cumulative maximum total value of _____ Dollars (\$_____). It is understood and agreed that there is no guarantee, either expressed or implied that Purchase Orders in this dollar amount will be authorized under this Agreement. The total amount payable per Purchase Order shall be as set forth in the relevant Purchase Order.

Section 7. CHANGES.

Commission, at any time, by a written order, may make changes in the Equipment, including but not limited to, Commission's requirements and specifications. If such changes affect the cost of the Equipment or time required for its performance, an equitable adjustment will be made in the price or time for performance or both. Any change in the price necessitated by such change will be agreed upon between Commission and Contractor and such change will be authorized by a change order document signed by Commission and accepted by Contractor.

Section 8. PAYMENTS.

- A. Terms of payment for each Purchase Order, are net thirty (30) days, less any applicable credits, or after receipt of invoice. Contractor shall invoice in accordance to the delivery schedule but not more frequently than each billing period. Final payment shall be made by Commission after Contractor has satisfied all contractual requirements for a Purchase Order. Payment of invoices shall not constitute acceptance of Devices.
- B. No Equipment shall be delivered, and no payment made by

Commission therefor, unless authorized by a Purchase Order. All Purchase Orders shall be subject to and fulfilled by Contractor in accordance with all terms and conditions of this Agreement.

- C. Payments otherwise due may be withheld by Commission on account of defective Equipment not timely replaced in accordance with the warranty provisions, liens or other claims filed, reasonable evidence indicating probable filing of liens or other claims, failure of Contractor to make payments properly to its subcontractors or for material or labor, the failure of Contractor to perform any of its other obligations under the Agreement, or to protect Commission against any liability arising out of Contractor's failure to pay or discharge taxes or other obligations. If the causes for which payment is withheld are removed, the withheld payments will be made promptly. If the said causes are not removed within a reasonable period after written notice, Commission may remove them at Contractor's expense.

Section 9. SCHEDULE FOR DELIVERY.

- A. The time of Contractor's performance is of the essence for this Agreement. The Equipment will be delivered in accordance with the schedule set forth in Exhibit "B." Contractor must immediately notify Commission in writing any time delivery is behind schedule or may not be completed on schedule.
- B. In the event that the Equipment is part of a larger project or projects that require the coordination of multiple contractors or suppliers, then Contractor will fully cooperate in scheduling the delivery so that Commission can maximize the efficient completion of such project(s).

Section 10. TAXES.

- A. Contractor agrees to timely pay all sales and use tax (including any value added or gross receipts tax imposed similar to a sales and use tax) imposed by any federal, state or local taxing authority on the ultimate purchase price of the Equipment provided under this Agreement.
- B. Contractor will withhold, and require its subcontractors, where applicable, to withhold all required taxes and contributions of any federal, state or local taxing authority which is measured by wages, salaries or other remuneration of its employees or the employees of its subcontractors. Contractor will deposit, or cause to be deposited, in a timely manner with the appropriate taxing authorities all amounts required to be withheld.
- C. All other taxes, however denominated or measured, imposed upon the price of the Equipment provided hereunder, will be the responsibility of Contractor. In addition, all taxes assessed by any taxing jurisdiction

based on Contractor property used or consumed in the provision of the Equipment such as and including ad valorem, use, personal property and inventory taxes will be the responsibility of Contractor.

- D. Contractor will, upon written request, submit to Commission written evidence of any filings or payments of all taxes required to be paid by Contractor hereunder.

Section 11. INDEPENDENT CONTRACTOR.

Contractor enters into this Agreement as an independent contractor and not as an employee of Commission. Contractor shall have no power or authority by this Agreement to bind Commission in any respect. Nothing in this Agreement shall be construed to be inconsistent with this relationship or status. All employees, agents, contractors or subcontractors hired or retained by the Contractor are employees, agents, contractors or subcontractors of the Contractor and not of Commission. Commission shall not be obligated in any way to pay any wage claims or other claims made against Contractor by any such employees, agents, contractors or subcontractors or any other person resulting from performance of this Agreement.

Section 12. SUBCONTRACTS.

Unless otherwise specified, Contractor must obtain Commission's written permission before subcontracting any portion of the Equipment. Except for the insurance requirements in Section 14.A, all subcontracts and orders for the purchase or rental of supplies, materials or equipment, or any other part of the Equipment, will require that the subcontractor be bound by and subject to all of the terms and conditions of the Agreement. No subcontract or order will relieve Contractor from its obligations to Commission, including, but not limited to Contractor's insurance and indemnification obligations. No subcontract or order will bind Commission.

Section 13. TITLE AND RISK OF LOSS.

Unless otherwise agreed, Commission will have title to, and risk of loss of, all completed and partially completed portions of the Equipment upon delivery, as well as materials delivered to and stored on Commission property which are intended to become a part of the Equipment. However, Contractor will be liable for any loss or damage to the Equipment and/or the materials caused by Contractor or its subcontractors, their agents or employees, and Contractor will replace or repair said Equipment or materials at its own cost to the complete satisfaction of Commission. Notwithstanding the foregoing, in the event that the Commission has paid Contractor for all or a portion of the Equipment which remains in the possession of Contractor, then Commission shall have title to, and the right to take possession of, such Equipment at any time following payment therefor. Risk of loss for any Equipment which remains in the possession of Contractor shall remain with Contractor until such Equipment has been delivered or Commission has taken possession thereof. Contractor will have risk of loss or damage to Contractor's property used in the construction of the Equipment

but which does not become a part of the Equipment.

Section 14. INDEMNIFICATION.

- A. Contractor shall defend, indemnify and hold the Commission, its officials, officers, employees, volunteers and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury, in law or equity, to property or persons, including wrongful death, in any manner arising out of or incident to any alleged acts, omissions, negligence or willful misconduct of Contractor, its officials, officers, employees, agents, subcontractors and subconsultants arising out of or in connection with the Equipment or the performance of this Agreement, including without limitation the payment of all consequential damages and attorneys' fees and other related costs and expenses except such loss or damage which was caused by the sole negligence or willful misconduct of the Commission.
- B. Contractor's defense obligation for any and all such aforesaid suits, actions or other legal proceedings of every kind that may be brought or instituted against the Commission, its officials, officers, employees, agents or volunteers shall be at Contractor's own cost, expense and risk. Contractor shall pay and satisfy any judgment, award or decree that may be rendered against Commission or its officials, officers, employees, agents or volunteers, in any such suit, action or other legal proceeding. Contractor shall reimburse Commission and its officials, officers, employees, agents and/or volunteers, for any and all legal expenses and costs incurred by each of them in connection therewith or in enforcing the indemnity herein provided.
- C. Contractor's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by the Commission, its officials, officers, employees, agents or volunteers.

Section 15. INSURANCE.

- A. General. Contractor shall take out and maintain:
 - 1. Commercial General Liability Insurance, of at least \$2,000,000 per occurrence/ \$4,000,000 aggregate for bodily injury, personal injury and property damage, at least as broad as Insurance Services Office Commercial General Liability most recent Occurrence Form CG 00 01;
 - 2. Automobile Liability Insurance for bodily injury and property damage including coverage for owned, non-owned and hired vehicles, of at least \$1,000,000 per accident for bodily injury and property damage, at least as broad as most recent Insurance Services Office Form Number CA 00 01 covering automobile

liability, Code 1 (any auto);

3. Workers' Compensation in compliance with applicable statutory requirements and Employer's Liability Coverage of at least \$1,000,000 per occurrence; and
4. Pollution Liability Insurance of at least \$1,000,000 per occurrence and \$2,000,000 aggregate shall be provided by the Contractor if transporting hazardous materials.
5. If Contractor is also the manufacturer of any equipment included in the Equipment, Contractor shall carry Product Liability and/or Errors and Omissions Insurance which covers said equipment with limits of not less than \$1,000,000.

- B. Additional Insured; Primary; Waiver of Subrogation; No Limitation on Coverage. The policies required under this Section shall give Commission, its officials, officers, employees, agents or volunteers additional insured status. Such policies shall contain a provision stating that Contractor's policy is primary insurance and that any insurance, self-insurance or other coverage maintained by the Commission or any additional insureds shall not be called upon to contribute to any loss, and shall contain or be endorsed with a waiver of subrogation in favor of the Commission, its officials, officers, employees, agents, and volunteers. The limits set forth herein shall apply separately to each insured against whom claims are made or suits are brought, except with respect to the limits of liability. Requirements of specific coverage or limits contained in this section are not intended as a limitation on coverage, limits, or other requirement, or a waiver of any coverage normally provided by any insurance. Any available coverage shall be provided to the parties required to be named as additional insured pursuant to this Agreement.
- C. Insurance Carrier. All insurance required under this Section is to be placed with insurers with a current A.M. Best's rating no less than A:VIII, licensed to do business in California, and satisfactory to the Commission.
- D. Evidence of Insurance. Contractor shall furnish Commission with original certificates of insurance and endorsements effecting coverage required by the Agreement. The certificates and endorsements for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf, and shall be on forms supplied or approved by the Commission. All certificates and endorsements must be received and approved by the Commission before delivery commences. The Commission reserves the right to require complete, certified copies of all required insurance policies, at any time.
- E. Subcontractors. All subcontractors shall meet the requirements of this

Section before commencing work. In addition, Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

- F. Freight. Contractor shall ensure that third party shippers contracted by Contractor have adequate insurance coverage for the shipped Equipment.

Section 16. LIENS.

- A. Contractor, subcontractors and suppliers will not make, file or maintain a mechanic's or other lien or claim of any kind or character against the Equipment, for or on account of any labor, materials, fixtures, tools, machinery, equipment, or any other things furnished, or any other work done or performance given under, arising out of, or in any manner connected with the Agreement (such liens or claims referred to as "Claims"); and Contractor, subcontractor and suppliers expressly waive and relinquish any and all rights which they now have, or may subsequently acquire, to file or maintain any Claim and Contractor, subcontractor and suppliers agree that this provision waiving the right of Claims will be an independent covenant.
- B. Contractor will save and hold Commission harmless from and against any and all Claims that may be filed by a subcontractor, supplier or any other person or entity and Contractor will, at its own expense, defend any and all actions based upon such Claims and will pay all charges of attorneys and all costs and other expenses arising from such Claims.

Section 17. TERMINATION OF AGREEMENT OR PURCHASE ORDER BY COMMISSION.

- A. Should Contractor at any time refuse or fail to deliver the Equipment with promptness and diligence, or to perform any of its other obligations under this Agreement or any Purchase Order, Commission may terminate Contractor's right to proceed with the delivery of the Equipment by written notice to Contractor. In such event Commission may obtain the Equipment by whatever method it may deem expedient, including the hiring of another Contractor or other contractors. In such case Contractor will not be entitled to receive any further payments, other than for Equipment delivered and accepted prior to termination.. If Commission's cost of obtaining the Equipment, including compensation for additional managerial and administrative services, will exceed the unpaid balance of the relevant Purchase Order, Contractor will be liable for and will pay the difference to Commission.
- B. Commission may, for its own convenience, terminate this Agreement at any time, provided that no Purchase Order is outstanding at the time of

such termination. Such termination will be effective in the manner specified in such notice.

- C. Termination of this Agreement for convenience or cause shall be without prejudice to any claims which Commission may have against Contractor.

Section 18. MISCELLANEOUS PROVISIONS.

- A. Delivery of Notices. All notices permitted or required under this Agreement shall be given to the respective parties at the following address or at such other address as the respective parties may provide in writing for this purpose:

COMMISSION:	CONTRACTOR:
Riverside County Transportation Commission 4080 Lemon Street, 3rd Floor Riverside, CA 92501 Attn: Executive Director	[INSERT]

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours after deposit in the U.S. Mail, first class postage prepaid and addressed to the party at its applicable address. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

- B. Assignment or Transfer. Contractor shall not assign or transfer any interest in this Agreement whether by assignment or novation, without the prior written consent of the Commission, which will not be unreasonably withheld. Provided, however, that claims for money due or to become due Contractor from the Commission under this Agreement may be assigned to a financial institution or to a trustee in bankruptcy, without such approval. Notice of any assignment or transfer, whether voluntary or involuntary, shall be furnished promptly to the Commission.
- C. Successors and Assigns. This Agreement shall be binding on the successors and assigns of the Parties.
- D. Amendment; Modification. No supplement, modification or amendment of this Agreement shall be binding unless executed in writing and signed by both Parties.
- E. Waiver. No waiver of any default shall constitute a waiver of any other default or breach, whether of the same or other covenant or condition. No waiver, benefit, privilege or service voluntarily given or performed by a

Party shall give the other Party any contractual rights by custom, estoppel or otherwise.

- F. Governing Law. This Agreement shall be governed by the laws of the State of California. Venue shall be in Riverside County.
- G. Interpretation. Since the Parties or their agents have participated fully in the preparation of this Agreement, the language of this Agreement shall be construed simply, according to its fair meaning, and not strictly for or against any Party.
- H. No Third Party Beneficiaries. There are no intended third party beneficiaries of any right or obligation assumed by the Parties.
- I. Authority to Enter Agreement. Each Party warrants that the individuals who have signed this Agreement have the legal power, right and authority to make this Agreement and bind each respective Party.
- J. Invalidity; Severability. If any portion of this Agreement is declared invalid, illegal or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.
- K. Counterparts. This Agreement may be signed in counterparts, each of which shall constitute an original.
- L. Commission's Right to Employ Other Contractors. Commission reserves its right to employ other contractors in connection with the Equipment.
- M. Entire Agreement. This Agreement constitutes the entire agreement between the Parties relative to the Equipment specified herein. There are no understandings, agreements, conditions, representations, warranties or promises with respect to this Agreement, except those contained in or referred to in the writing.
- N. Piggybacking. The Orange County Transportation Authority ("OCTA") shall have the right, in its discretion, to utilize this Agreement for its own purchases during the term hereof, and Contractor has agreed to extend the terms of this Agreement to OCTA. This provision in no way commits OCTA to make any purchase under this Agreement. Any purchases made by OCTA pursuant to the terms of this Agreement shall be transactions between OCTA and Contractor, and Commission shall have no responsibility or liability whatsoever for any such purchases.
- O. Conflicting Provisions. In the event of any conflict between the terms of this Agreement and any exhibit or attachment hereto, the terms of this Agreement shall govern.

**SIGNATURE PAGE FOR EQUIPMENT PURCHASE AGREEMENT
BETWEEN THE RIVERSIDE COUNTY TRANSPORTATION COMMISSION
AND [_____]
AGREEMENT NO. _____**

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the day and year first above written.

**RIVERSIDE COUNTY
TRANSPORTATION COMMISSION**

[INSERT]

By: _____
Jan Harnik, Chair

By: _____

Its: _____

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 RCTC.

EXHIBIT “A”
EQUIPMENT SPECIFICATIONS

Item A: 8FG336WHTUR350 – FG300 36” Length White UR (Urethane) Post with 1ea. 3”x12” Strip of AR 1000 White Vertically Placed with a 800BASE100 – FG300 Black Base.

Item B: 8FG336WHTEFX109 – FG300 36” Length white EFX Post with 3” x12” Strip of AR 1000 white Vertically Placed with a FG 300 LITE BLACK BASE.

EXHIBIT "B"
DELIVERY SCHEDULE

DELIVERY:

Equipment shall be delivered to Corona, CA 92879.

[Additional details to be inserted from Bid Documents]

Exhibit "C"
FEE SCHEDULE

NAME OF CONTRACTOR: _____

By executing this Agreement, the Contractor certifies and agrees that it has read and examined the Equipment Purchase Agreement documents, including all specifications and all exhibits for the following:

The purchase and delivery of the _____ as set forth in Exhibit "A" and "B."

The Contractor agrees to furnish all labor, materials, equipment, tools, transportation, and services, and to discharge all duties and obligations necessary and required under the Agreement for the following TOTAL PRICE:

[FEE SCHEDULE FROM BID DOCUMENTS TO BE INSERTED]

AGENDA ITEM 10

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	February 24, 2022
TO:	Toll Policy and Operations Committee
FROM:	David Knudsen, Interim External Affairs Director
THROUGH:	John Standiford, Deputy Executive Director
SUBJECT:	Legislative Interest in Policies Regarding Toll Violations

STAFF RECOMMENDATION:

This item is for the Committee to receive an update on legislative interest in toll operation policy.

BACKGROUND INFORMATION:

The Legislative Affairs staff is anticipating several new transportation bills in the State Legislature this year. In particular, staff is aware of a bill proposed by Assembly Budget Committee Chair Phil Ting (San Francisco) regarding toll penalties, fee collection and cash account options by tolling agencies in California.

Assemblymember Ting’s interest in this issue is based on a report authored by SPUR, a nonprofit public policy organization in the San Francisco Bay Area, called: “Bridging the Gap - Addressing the inequitable impacts of bridge toll fines and fees on Bay Area drivers.” The report specifically looked at Metropolitan Transportation Commission’s (MTC) tolling system and made the following recommendations:

- End high fines and fees;
- Cap total fines per driver, per year;
- End fines for low-income drivers;
- End the use of collections agencies;
- Implement payment plans;
- Improve the violation notification system;
- Do not put car registrations on hold;
- Provide amnesty for all existing toll debt and end all existing DMV holds;
- Discount tolls for low-income drivers; and
- Perform and publish an annual evaluation of toll payment systems.

While this report is specific to MTC, Assemblymember Ting’s office expressed belief that the concepts identified in the report are of statewide legislative interest. The SPUR report is attached to this staff report and can be read at: https://www.spur.org/sites/default/files/2021-12/SPUR_Bridging_the_Gap.pdf.

RCTC is working with the California Toll Operators Committee to help inform Assemblymember Ting's staff on the tolling operations across the state. Staff believes the bill will consider the toll violation penalty assessment and fee collection process and cash prepayment opportunities for FasTrak accounts, among other issues.

The Legislative Affairs staff is not seeking immediate action at this time. However, the Committee should be aware of this pending bill introduction. Once Assemblymember Ting's bill is introduced, the Legislative Affairs team will evaluate it, seek to clarify its intent, provide input based on the Commission-adopted 2022 State and Federal Legislative Platform, and bring the bill to the Commission with a recommended bill position.

FISCAL IMPACT:

This item is for informational purposes only. There is no fiscal impact.

Attachment: SPUR Report

Bridging the Gap

Addressing the inequitable impacts of bridge toll fines and fees on Bay Area drivers



Acknowledgements

The SPUR Executive Board adopted this report on September 13, 2021.

Authors: Jerold Brito, Jacob Denney, Adrian Leong, Scott Miller and Margaret Parker

Thank you to the Metropolitan Transportation Commission and Bay Area Tolling Authority for providing toll violation data, and to representatives from Bay Area Legal Aid, the East Bay Community Law Center, the Policy Advocacy Clinic at the UC Berkeley School of Law, and the Lawyers' Committee for Civil Rights of the San Francisco Bay Area for providing insights on clients affected by tolls, fines and fees.

Thanks to Stephanie Campos-Bui, Hayley Currier, Michael Herald, Nick Josefowitz, Paloma Sisneros-Lobato, Alicia John-Baptiste and Anne Stuhldreher for reviewing and providing feedback on this report.

Edited by Colleen Valles
Copy edited by Mary Rosewood
Designed by Shawn Hazen

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Reducing the Harms of an Inequitable Tolling System

The Metropolitan Transportation Commission (MTC) has inherited a system for collecting unpaid tolls that is putting thousands of Bay Area residents into a cycle of debt. This cycle disproportionately harms lower-income and working people by charging expensive fines and fees that are more than 12 times the cost of a toll. As the commission looks to build a more effective and equitable system, we recommend a series of actions, building on the work done by MTC in 2020, to help reduce the harm of fines for unpaid tolls and begin to move toward an equitable tolling system. These changes, many of which MTC is already considering or has implemented on a temporary basis, would create immediate solutions to this inherited problem.

When someone drives over one of the region's toll bridges, they are charged a \$6 toll and mailed an invoice for the amount owed. If they have a FasTrak account or a registered License Plate Account, those accounts will be charged the toll. If people do not promptly pay their toll, or if their payment accounts are empty, they are charged a series of fines — financial penalties for breaking the law — and fees, which are added to penalties in order to recoup costs. These fines and fees could ultimately reach \$70 for each missed toll payment. In 2019, there were 5 million such instances of unpaid tolls resulting in fines and fees. When people accrue multiple unpaid tolls, they can find themselves hundreds or thousands of dollars in debt, with the original toll representing a fraction of the amount owed. For someone making San Francisco's minimum wage of \$16.32 an hour and commuting into the city over the Bay Bridge, one week's commute can end up costing more than half a week's wages from full-time work. These debts can force people into situations where they must choose between paying their rent and paying the accumulated fines and fees. Fines and fees can trap people in a cycle of debt, destabilizing them economically and setting them on a path to poverty that's difficult to escape. In October of 2021, prompted by this research and MTC's commitment to equity, the fine and fee for missing a toll payment was reduced to a total of \$15.

Bridge tolls fund billions of dollars of transportation improvements, including maintenance of the bridges themselves, and support local and regional transit operations. They are also crucial to ensuring that drivers help offset the harm they are causing others — including through increased congestion, air pollution and climate emissions — and as a tool to encourage drivers to take transit or carpool. However, there are four key problems with the current system for dealing with unpaid tolls: mailing address errors, accessibility barriers, high fines and fees, and a lack of payment plan options. These problems create an inequitable system that causes significant harm to people across the Bay Area.

A customer-unfriendly notification system, coupled with outdated and difficult-to-navigate institutional and enforcement structures, such as overwhelmed call centers and multiple agencies in charge of administering fines and fees, causes many drivers to incur more unpaid tolls and subsequent noncompliance fines and fees than they realize. Efforts to collect these outstanding

toll and fine balances, such as placing vehicle registration holds with the California Department of Motor Vehicles (DMV) or assigning the debt to a private collection agency, create even harsher consequences that disproportionately harm low-income drivers. A registration hold, which does not allow a person to renew their car registration until they have paid these debts in one lump sum, can force low-income people into the position of having to choose between driving their car illegally on an expired registration and getting to work, medical appointments or other necessary activities.

The fines and fees from toll violations are also heavily concentrated in a handful of communities. Out of the nearly 5 million total violations from 2019, more than 1 million came from 20 Bay Area ZIP codes alone, out of the more than 200 ZIP codes in the region. Most of the 20 ZIP codes have a higher poverty rate than the Bay Area average. Seven out of 10 unpaid toll violations were sent to the DMV or collection agencies, which can cause far-reaching harm to low-income drivers. While it's clear that the current structure of toll fees and fines is high pain to lower-income drivers, the system is also low gain because only 3% of bridge toll revenues comes from fines and fees.

MTC has recognized the many problems with the current system and has begun the process of reforming it. As the commission examines all of the factors it must consider in order to design an equitable tolling and enforcement system that meets the region's transportation and sustainability goals, we recommend a series of immediate changes that will reduce the harm the current unpaid toll system inflicts on lower-income people. Reforms to the tolling rates, violation notification and collection systems will reduce or eliminate many of the ongoing harms caused by the system and can help to begin the process toward a fair and equitable tolling system.

As MTC begins the difficult work of reforming their system, we recommend that MTC:

- **End high-pain, low-gain fines and fees:** The fines and fees used in the toll violation system are too expensive and disproportionately harm low-income people. MTC should eliminate the fee that accompanies a second notification for nonpayment (currently \$45, MTC voted to reduce this fee to \$10 beginning in 2022) and implement a fine that is no more than half of the original toll (which would currently equal \$3 for cars). **Note:** In a previous version of this report, SPUR incorrectly listed the recently adopted fee for second notice of an unpaid toll as \$15. The new fee is \$10. We apologize for the error.
- **Cap total fines per drivers:** Fines and fees levied per driver should be capped at a maximum annual amount of \$100.
- **End fines for low-income drivers:** Fines should be waived for low-income drivers.
- **End the use of collection agencies:** The use of a private collection agency adds unnecessary complexity to the collection process and can have undesired negative effects. Ending the use of collection agencies would give MTC more control over the toll collection process and allow the agency to build a more robust and equitable system.
- **Implement payment plans:** Because most low-income drivers have little, if any, savings, they can easily be put in a position of forced noncompliance when confronted with large sums of unpaid toll debt that exceed their savings. By creating a free payment plan for drivers who

have missed toll payments, the MTC can increase compliance rates and give these drivers a viable path to pay their tolls.

- **Improve the violation notification system:** With the current mail-based toll violation notification system, many bridge users do not receive timely notice when they have unpaid tolls, and so they can unintentionally accumulate violations, fines and fees that add up to hundreds or thousands of dollars. An improved notification system that uses a combination of text messages, email notices and mailed invoices would increase timely compliance and allow bridge users to avoid accumulating penalties.
- **Do not put car registrations on hold:** Unpaid tolls for California-registered drivers trigger a registration hold through the DMV after the first two mailed notices go unanswered. This adds the unpaid total tolls and fines to the vehicle's normal registration fee. This measure disproportionately harms low-income drivers because it can cause the cost of their vehicle's registration renewal to jump to unaffordable levels. By not renewing their vehicle registration, these drivers either lose access to their main (and often only) commute option or risk breaking the law and driving an unregistered vehicle — a problem that has even greater consequences for drivers whose vehicle is also their only safe place of living. MTC should continue the pause of car registration holds they enacted during the start of the COVID-19 pandemic until, at least, they have implemented the changes to their fines and fees and toll notification systems.
- **Provide amnesty for all existing toll debt and end all existing DMV holds:** An immediate amnesty of all existing debt and an end to existing DMV holds is a necessary step in building a more equitable system. The existing system has produced inequitable outcomes, creating significant harms for lower-income people. MTC can acknowledge these harms by ending all debts and removing DMV holds, and then moving forward with a more equitable system.
- **Begin a robust data collection and survey effort:** There is a lack of detailed information on Bay Area bridge users, particularly regarding demographic and income information about drivers. The circumstances of most late toll payments and missed notices are also missing from collected data. This makes analyzing current and proposed practices and finding the most efficient solutions difficult. We strongly recommend that MTC and its agencies begin more proactive and detailed surveys of bridge users and collect data on missed toll payments, their circumstances and other relevant information. Collecting and publicizing this data will assist in the development of more effective policies.
- **Discount tolls for low-income drivers:** Because low-income drivers often lack the resources to reliably pay tolls, MTC should pilot reduced-cost bridge tolls for low-income drivers, similar to what they created for transit and are piloting for express lane tolls. Means-based tolls would increase toll payment compliance rates and improve commuter equity in the Bay Area, without reducing the incentives lower-income drivers have to make sustainable travel choices. Due to a lack of data on who uses the Bay Area's bridges, we are unable to model

the fiscal impacts of this policy. A toll discount program could have a significant impact on the toll revenues that support bridge maintenance and regional transit, and MTC could consider a small toll increase on the most polluting cars or during peak periods to make up for the lost revenue.

- **Perform and publish an annual evaluation of toll payment systems:** After adopting these reforms, MTC should implement an annual evaluation of their toll repayment programs and publish their findings. With a regular evaluation process, MTC will be poised to make further changes or tweaks as necessary to build a functioning and equitable tolling system.

While MTC does not currently collect sufficient demographic data to accurately estimate the revenue loss associated with the proposed policy changes, today revenue from fines and fees represents less than 1% of the total MTC budget.

These recommendations are an attempt to reduce the immediate harm of the existing unpaid toll systems and to lay the groundwork for a broader conversation about how to equitably fund the Bay Area's infrastructure needs and best promote sustainable transit practices. As MTC considers how to build more equitable systems, this report should be considered a first step in a broader process that examines tolling systems and practices with the intent of building new ones that are rooted in equity. These new systems should be focused on producing MTC's stated desire to ensure equitable outcomes.

How Bay Area Bridge Tolls Work Today

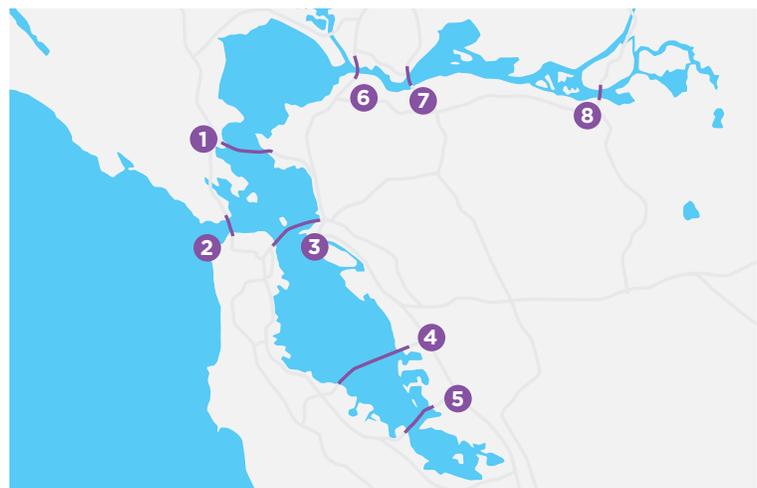
The Bay Area's high cost of living results in individuals from across the region commuting long distances into the major business districts for work. Many of those who work in San Francisco, for instance, do not live in the city. A 2019 report found that although low-wage jobs grew at a comparable rate to high-wage jobs in San Francisco, the city lost 23% of its low-wage households and gained an additional 44% high-wage households in 2017 compared to 2010 levels.¹ In 2019, an estimated 312,700 people made a daily commute across the San Francisco–Oakland Bay Bridge alone.² While the pandemic has allowed many people to reduce or eliminate their commutes, this has not been the case for people working in low-wage jobs, who are often working in person at food establishments, retail stores or similar jobs.

There are eight bridges within the Bay Area: the Golden Gate Bridge, the Bay Bridge, the Richmond–San Rafael Bridge, the Hayward–San Mateo Bridge, the Antioch Bridge, the Benicia Bridge, the Carquinez Bridge and the Dumbarton Bridge. The Bay Area Toll Authority, an authority governed by MTC commissioners and staffed by MTC/Association of Bay Area Governments staff, operates seven of those bridges.³ While the Golden Gate Bridge falls under a separate administrative jurisdiction, the Golden Gate Bridge District contracts with MTC to use the same tolling system used on the seven MTC bridges. Given the location and vast size of the San Francisco Bay, many people cannot avoid bridges on their commute to and from work, and there are significant costs associated with using bridges in the Bay Area. As housing prices and living expenses continue to rise within the region's major economic centers and force more workers to live farther away from work, this need to cross bridges continues to grow.

FIGURE 1
The Bay Area has eight toll bridges,
seven of which are under MTC authority.
 Toll bridges in the San Francisco Bay Area

1. Richmond–San Rafael Bridge
2. Golden Gate Bridge (not under MTC authority)
3. San Francisco–Oakland Bay Bridge
4. San Mateo – Hayward Bridge
5. Dumbarton Bridge
6. Carquinez Bridge
7. Benicia-Martinez Bridge
8. Antioch Bridge

Source: Wikimedia Commons user Selket, https://commons.wikimedia.org/wiki/File:San_Francisco_Bay_bridges.svg



1 Sasha Perigo, Report: *SF Adding Equal Numbers of High- and Low-Wage Jobs, But Not Nearly Enough Low-Wage Housing*, Hoodline, 2019, <https://hoodline.com/2019/10/report-sf-adding-equal-numbers-of-high-and-low-wage-jobs-but-not-nearly-enough-low-wage-housing/>

2 Based on the San Francisco County Transportation Authority and MTC's 2019 travel diary data, AC Transit's on-board surveys, and CalTrans' 2018 Managed Lanes Report.

3 For the purpose of clarity in this report, we refer to the agency governing bridges and tolls collections as MTC.

After Caltrans removed the toll takers from their booths at the start of the pandemic for public health reasons, MTC was forced to temporarily shift to an all-electronic toll collection system, something that had been considered for some time. As it became clear that the pandemic would continue, MTC made the decision to accelerate its permanent transition to all-electronic tolling. Now that toll takers and cashiers are gone, people can choose to pay the base toll amount of \$6 in one of three ways: pay via FasTrak (manual or auto-refill), pay using a License Plate Account (pay as you go) or rely on mailed invoices sent to the address associated with their car registration to notify them of recent transactions. If the toll payment is not received by its due date, drivers are given a penalty of \$25 that they must pay in addition to the original toll amount within 15 days. If this goes unpaid, a second notice is sent with an additional \$45 late fee, bringing the total fine and fee to \$70, almost 12 times the original toll.⁴ In October of 2021, MTC voted to reduce the penalty for an unpaid toll to \$5 and the fee at a second notice to \$10. This change goes into effect in January of 2022. If, after these two notice periods, the violation remains unpaid, the individual can face additional fees and have their car registration put on hold with the DMV or their debt assigned to a private collection agency (Figure 2).⁵

In 2020, MTC saw a huge increase in late payments of tolls as a result of the sudden shift to all-electronic tolling. The commission recognized the potential harms caused by the existing toll violation system and moved quickly to remedy them. Costly fines and fees were temporarily suspended, and people no longer were expected to pay a large financial penalty for late payment of a toll. MTC also suspended its practice of putting car registrations on hold as a result of nonpayment of fines and fees, so people who missed payments would not have to pay any debts owed before re-registering their vehicle.

During the pandemic, MTC also made significant improvements to multiple parts of their customer service system. Recognizing the potential for new problems with a now entirely electronic tolling system, MTC ramped up their investments in customer service. They opened a new call center with a focus on multilingual customer service, to improve access for individuals who spoke languages other than English. MTC also made improvements to their online payment system, simplifying the process of paying online and making web materials available in multiple languages. MTC is also in the process of developing a smartphone app to help customers more easily manage their FasTrak accounts and is in the process of reducing the cost drivers pay to acquire FasTrak transponders and the minimum balance required for FasTrak.

These changes were exactly what was needed during the pandemic and should serve as the metric by which we measure future changes to improve accessibility and reduce the harms caused by missing a toll payment. Investing in customer service, accessibility and systems improvement and moving away from punitive structures to invest in collaborative practices are essential to building equitable and sustainable systems that can work for everyone.

4 FasTrak, "What Are the Penalties and Late Fees for a Notice of Toll Evasion?," <https://www.bayareafastrak.org/en/support/tv-general-information-faq1.shtml>

5 "Changes Coming to Bay Area Toll Bridges Friday," Bay City News, December 29, 2020, <https://www.ktvu.com/news/changes-coming-to-bay-area-toll-bridges-friday>

MTC’s Equity Platform

In 2019, MTC adopted its first Equity Platform.⁶ It commits the agency to “meaningfully reverse disparities in access and dismantle systemic exclusion” and to “advance equity through carefully considered investments and policies directed at historically underserved and systemically marginalized groups, including people with low incomes and communities of color.” As part of the effort to incorporate equity into its work, MTC has begun the process of evaluating its bridge toll program. The toll program is one of the largest programs through which it interacts directly with historically underserved and systemically marginalized groups, including people with low incomes and communities of color, who are likely commuting into San Francisco for work from more affordable cities. This makes the program particularly ripe for re-evaluation under the new Equity Platform.

FIGURE 2
Unpaid bridge toll notifications rely on mailed notices and jumps in consequences.
Current Bay Area system for unpaid tolls

Source: Bay Area Tolling Authority (2021). “Transition to All Electronic Tolling at MTC Bridges,” <https://mtc.legistar.com/View.ashx?M=F&ID=9169385&GUID=55AA6A26-07E8-4A7E-BOB1-1F3AFE1469EE>



⁶ MTC, “Equity Platform,” <https://www.mtc.ca.gov/about-mtc/what-mtc/equity-platform>

The Problem: Extreme Tactics and Lack of Information

The current system for dealing with missed toll payments does not produce equitable outcomes for all drivers. The system is too punitive and relies on a notification system that is not up to the task of reaching drivers, and the current data collection and publication systems, which largely do not track or publish the information necessary to evaluate impacts, leave too many unknowns about who exactly is affected by the fines and fees for unpaid tolls. This makes it difficult to understand the breadth and depth of the problem and to design solutions.

The current unpaid toll system relies on fines and fees that are too high for many drivers. Each time a person drives through a toll plaza and fails to pay the toll, they can generate \$70 in fines and fees. People can easily find themselves with debts of hundreds or thousands of dollars that they have no way to pay. For many lower-income residents, the consequences of these debts are enormous. People are forced to forgo necessary expenses, such as rent or utility bills, to pay down debts generated by fines and fees almost 12 times higher than the original toll. Debts accrued in this way can dog people for years and force them to choose between breaking the law or going to work. Recently MTC recognized the problem caused by its high fines and fees and voted to reduce them to \$15, a more than 70% decrease. The new fines and fees, however, are still more than three times higher than the cost of the toll and can cause significant debts to individuals.

As MTC saw and quickly acted on, the pivot to automated tolling exacerbated the problem. Drivers now must navigate paying tolls in entirely new ways. The COVID-19 pandemic has also exposed many lower-income people to the high costs of fines and fees because low-income workers in essential industries are required to perform in-person work while navigating reduced transit services. This has left many people commuting by car and using tolled bridges, creating a perfect storm for accumulating high fines and fees while struggling through an unknown system.

Two additional problems plague the toll violation system: how missed toll payments are communicated and how they are adjudicated. Such problems existed before the pandemic, but the harms caused by an antiquated notification system have become more widespread today because of all-electronic tolling. The system for notifying people that they haven't paid a toll relies on mailed notifications. If people don't live at the address associated with their license plate, or if mail is lost or undelivered, those who didn't pay a toll receive notifications late or not at all. Many don't realize they've gotten a fine until their registration is put on hold. When all-electronic tolling was originally instituted as an emergency measure in March 2020, MTC temporarily waived all missed payment penalties, as well as the escalation of outstanding payments.⁷ However, all-electronic tolling was made permanent across all bridges in the Bay Area on January 1, 2021, and fines and fees were reinstated.⁸ With the return of the enforcement system, evidence from MTC showed an increase in

⁷ MTC, "Cash Toll Collection Suspended at Bay Area Bridge," March 20, 2020, <https://mtc.ca.gov/whats-happening/news/cash-toll-collection-suspended-bay-area-bridges>

⁸ MTC, "New Year Brings New Toll Collection System to Bay Area Bridge," December 28, 2020, <https://mtc.ca.gov/whats-happening/news/new-year-brings-new-toll-collection-system-bay-area-bridges>

violation rates in January 2021 as 14% of all bridge-crossings resulted in violations of one kind or another, compared to 7% in March to December 2020.

The use of car registration holds has only compounded the problem with the toll violations system. Car registration holds are the result of a collaboration between MTC and the DMV, where, at MTC's request, the DMV will place a hold on a car's registration until any unpaid tolls, fines and fees are repaid. This practice can have unwarranted downstream effects for lower-income drivers. Large debts are difficult for people to pay, and lower-income households are much less likely to be able to pay unexpected expenses in the hundreds or thousands of dollars. This forces drivers to either illegally drive a car with an expired registration or stop driving altogether until they can find a way to pay the debts. Low-income drivers facing registration holds are unlikely to be able to stop using their car while resolving the hold. Instead, they are obligated to continue driving — to get to work, the doctor's office or another important appointment — despite their lapsed registration, effectively forcing them to break the law. For those who are living out of their vehicle, a lapsed registration also creates a risk of losing their only shelter.

The past use of collection agencies in the toll violation process is also particularly harmful for lower-income households. Collection agencies can take a range of legal actions in pursuit of toll debts, including harming people's credit scores, which can hinder their ability to secure housing, as well as pursuing garnishments against their wages, which can take vital money out of the pockets of vulnerable people. These harms are vastly disproportionate to the original offense of failing to pay tolls. For not paying their \$6 tolls, drivers whose accounts are sent to collection agencies could face barriers to establishing or maintaining a basic standard of living — impacted credit scores can lead to rejected applications for housing or jobs. Through these legal actions, collection agencies cause lasting and deep-cutting damage to drivers' lives in areas outside of their commutes.

The lack of information around violations, the surrounding circumstances and even who uses bridges is a significant barrier to identifying meaningful solutions to the problem. While hundreds of thousands of violations are administered annually, there is little known about who is exposed to toll system fines and fees. The only information currently reported on missed toll payments is the number of total missed payments and at what step in the process they are paid. Not reported are details on where unpaid tolls occur, demographic details on who is not paying tolls, what communities people with unpaid tolls come from and the frequency of unpaid tolls. More complicated questions such as why people have not paid their tolls, how they navigate the toll violation system and what would help them pay their tolls are not asked during the toll violation process and thus are not reported. Similarly, a lack of information on who uses toll bridges has contributed to a lack of understanding on how the toll violation system impacts people. Without understanding what is happening when people fail to pay tolls and who is exposed to the existing system, it is difficult to build an effective and equitable system.

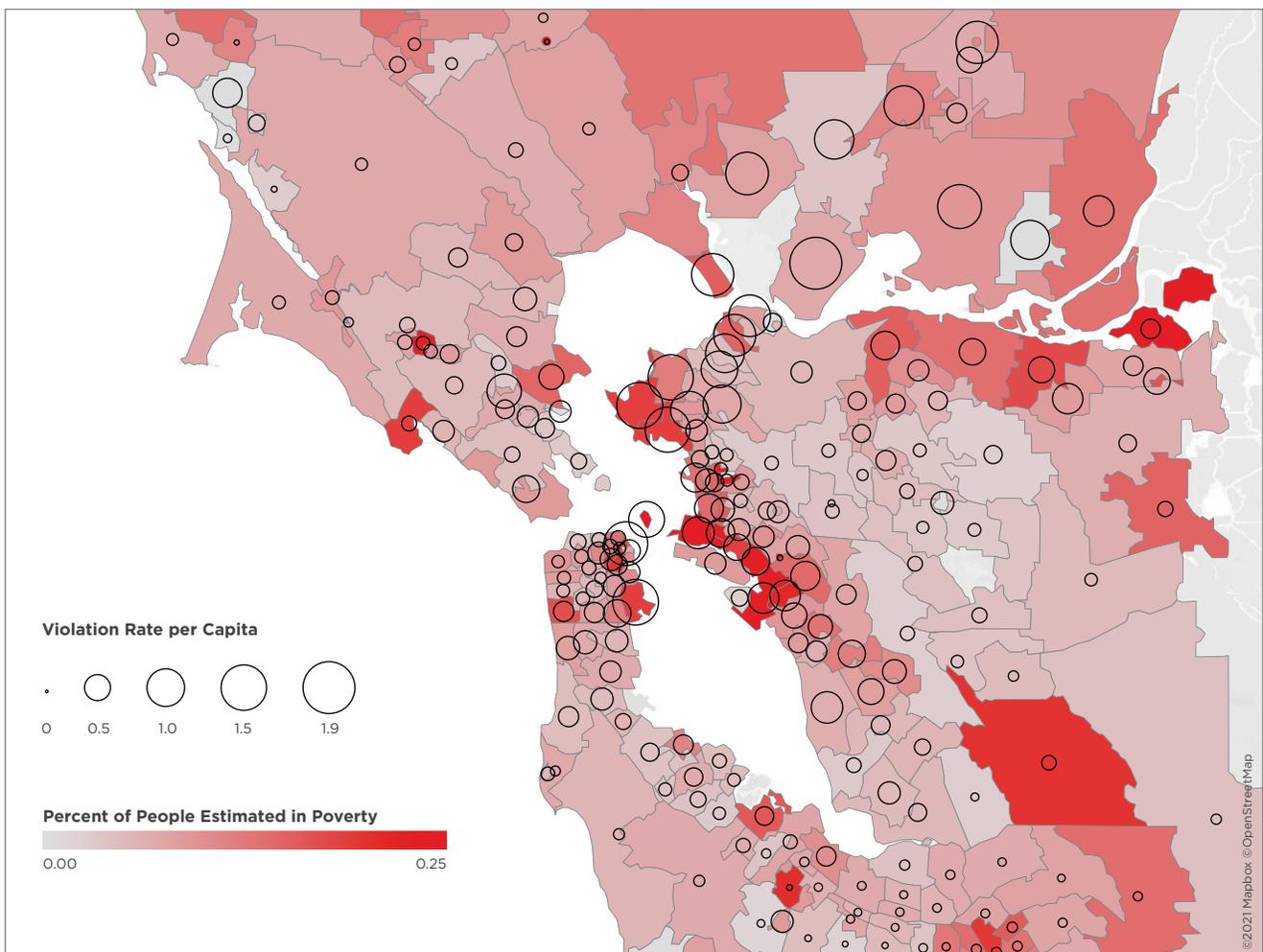
Where Unpaid Tolls Are Happening

The problems with the current tolling system are placing disproportionate harm on low-income drivers in the Bay Area. As seen in Figure 3, many of the Bay Area ZIP codes with the highest

rates of unpaid tolls also have high poverty rates. Hunters Point in San Francisco and the City of Richmond stand out on both of these metrics (see also Figures 7–9 in Appendix C). The evidence suggests that there is a sizable population of low-income drivers who are particularly vulnerable to tolling inequities. Poverty rates in four of the five ZIP codes with the highest number of unpaid tolls (Figure 4) are higher than the Bay Area average of 8.5%, calculated using poverty rate estimates and population data across the nine Bay Area counties. Four out of five of these ZIP codes are majority nonwhite, with large Latinx, Black and Asian populations.

FIGURE 3
Low-income communities have much higher rates of unpaid tolls than wealthier ZIP codes.
 Rate of violations per capita by Bay Area ZIP codes, as compared to poverty rates by Bay Area ZIP codes

Source: Authors' analysis of MTC toll violation data and the Census Bureau's 2019 American Community Survey 5-year estimates,⁹ <https://www.census.gov/programs-surveys/acs/news/updates/2020.html>



⁹ ZIP codes with violation rates greater than two violations per capita were considered outliers and were excluded from our analyses. These include the ZIP code associated with San Francisco International Airport (94128), one ZIP code in downtown San Francisco (94104), and three ZIP codes for Vallejo (94589, 94590 and 94591). While we were unable to explain definitively why these ZIP codes had such high violation rates, we suspect that several factors come into play, including the influence of small populations, corporate fleets and rental companies.

FIGURE 4

Most ZIP codes with the most unpaid toll violations are majority non-white, have higher rates of limited-English speaking households and have higher rates of poverty than the region as a whole.

Selected toll, violation and demographic data for the ZIP codes with the greatest number of toll violations

Source: Authors' analysis of MTC toll violation data and the Census Bureau's 2019 American Community Survey 5-year estimates, <https://www.census.gov/programs-surveys/acs/news/updates/2020.html>

ZIP CODE	CITY	VIOLATIONS (2019)	% OF PEOPLE IN POVERTY	RACE/ETHNICITY	% LIMITED ENGLISH-SPEAKING HOUSEHOLDS
94806	San Pablo, Richmond	92,030	12.0%	52% Latinx 18% Asian 14% Black 11% White	14.2%
94533	Fairfield	83,977	11.0%	35% Latinx 26% White 17% Black 15% Asian	6.6%
94804	Richmond, El Cerrito	57,930	18.8%	40% Latinx 25% Black 17% White 12% Asian	9.4%
94510	Benicia	53,434	7.0%	65% White 13% Latinx 11% Asian 3% Black	1.8%
94124	San Francisco (Hunters Point)	52,282	18.7%	36% Asian 27% Black 24% Latinx 8% White	15.0%

A Discouraging System

The current toll notification and violation systems are not up to the task of effectively and equitably dealing with toll debts. When administering costly fines and fees, data on toll violations show a majority of violations are sent to the DMV or to a collection agency, the final step in the violation process. When fines and fees were paused in 2020, there was a significant increase in the share of people paying tolls at the first late notice. In 2021, when fines and fees were once again implemented, a majority of toll violations were sent to the DMV or for collection. This increase is evidence of the current notification system's inability to reach people in a timely manner and the discouraging effect on payment that fines and fees have. As MTC has moved to an all-electronic toll collection system, increasing the reliance on physical notifications for drivers who would otherwise have paid with cash and the likelihood of people entering the toll violation process, evaluating the current system's struggles is more important than ever.

In 2019, 70% of all unpaid tolls were resolved at the DMV or collection agency stage (Figure 5). An analysis revealed that 1.2 million cases were referred to the DMV or to a collection agency, with each violation accruing at least \$70 in fines and fees for a \$6 toll. That amounts to tens of millions of dollars in fines and fees being imposed by MTC. During the same period, 22% of all cases were paid at the first violation notification, when a \$25 fine is attached, and just 8% paid at the second violation notice, when an additional \$45 fee raises the amount owed to \$76. This indicates

that the second violation notice, which comes with an additional \$45 fee, had almost no impact on drivers paying.

By contrast, in March to December 2020, when MTC temporarily suspended issuing fines and fees, just 43% of all violations reached the DMV or collections stage (Figure 5). This is a 27 percentage point decline from 2019. In 2020, 29% of all unpaid tolls were paid at the first violation notice, and 14% paid at the second violation notice. Both of these are significant increases in the share of tolls paid at the notification stage. These increases, coupled with the dramatic decline in unpaid tolls reaching the DMV or collection stage, is indicative of the discouraging effect that large fines and fees have on payment.

In January 2021, the first month of MTC reinstating its fines and fees policy, 55% of all violations reached the DMV or a collection agency stage of the process (Figure 5). This 12 percentage point increase in the share of people reaching the final stage of the violation process is again indicative of the discouraging effect fines and fees have on payment. In the same period, payment at first violation notice fell 8 percentage points, and payment at the second violation notification, when fines and fees hit their highest amount, declined by half.

The combination of an inability to pay expensive fines and fees and an outdated notification system is the likely cause of the high rate of unpaid tolls reaching the final, and most punitive, stage of the violation process. For many drivers, a DMV hold or call from a collection agency may be the first time they learn of their debts. Toll debts appear on DMV bills as a line item on their registration renewal, something people must pay in order to legally drive their car. Collection agencies employ more effective communication techniques than physical mail. They have access to databases with phone numbers and other contact information that helps them reach people with debts. The large share of people paying their tolls at this final stage, even when fines and fees were not being used, is indicative of a system that does not effectively reach people until they interact with a third party.

This is particularly concerning because all-electronic tolling has been made permanent. With the removal of cash payments, people who previously paid by cash now have to rely on mailed notices for payment. If an address is out of date, a letter is lost or any number of other problems arise, they can find themselves in violation of the tolls. When the Golden Gate Bridge implemented all-electronic tolling in 2013, a quarter of a million people were hit with penalties in that first year, representing a fivefold increase from before all-electronic tolling.¹⁰ No waivers are granted for the penalties, resulting in significant fines and fees for drivers.¹¹ Drivers interviewed for this study reported not knowing they had accumulated these debts, never receiving mailed notifications and being shocked to find they owed large sums of money. The recent switch to all-electronic tolling by MTC is showing signs of having a similar effect as what happened after the Golden Gate Bridge implemented all-electronic tolling: the latest figures show that the share of violations among all transactions has doubled from 7% in March through December 2020 to 14% in January 2021.

¹⁰ Renee Koury, "FasTrak Wants to Keep Secret from the Public About How It Handles Tolls and Penalties," ABC7 News, December 16, 2019, <https://abc7news.com/fastrak-bay-area-fastrak-toll-fast/5760741/>

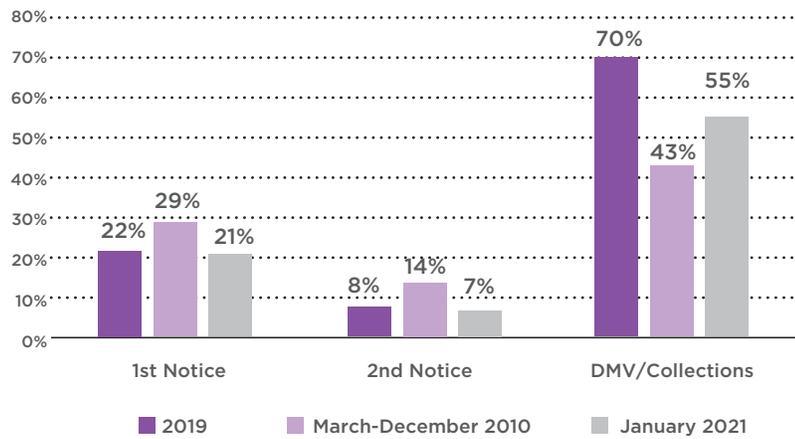
¹¹ Gutride Safier LLP, "Bay Area Tolls: Sued Over Outrageous Untimely Toll-Related Fines," August 22, 2014, <http://www.gutridesafier.com/press-room/BAY%20AREA%20TOLL:%20Sued%20Over%20Outrageous%20Untimely%20Toll-Related%20Fines/62/>

FIGURE 5

Eliminating fines and fees increased toll payments at the first and second notice.

Analysis of unpaid toll repayment at points of contact in 2019, March-December 2020 and January 2021

Source: Authors' analysis of MTC toll violation notice data.



How Fines and Fees Are Harming People

To better understand the direct and personal impact of the trends discussed so far, our team conducted interviews with attorneys and advocates who have worked with low-income drivers put in financial harm by the fines and fees incurred by their unpaid tolls. The attorneys we spoke with were from Bay Area Legal Aid, the East Bay Community Law Center, and the Lawyers' Committee for Civil Rights of the San Francisco Bay Area; our other contacts included those at the University of California, Berkeley, School of Law's Policy Advocacy Clinic.¹² Our conversations led to the discovery of a number of key pressure points that inhibit some violators from paying their tolls and subsequent fines, each of which, if remedied, could lead to a reduction in toll noncompliance. While our discussion of potential solutions will come later in this report, we start by laying out four key factors in involuntary noncompliance: mailing address errors, accessibility barriers, high fines and fees, and a lack of payment plan options.

Inadequate Notification System

The current notification system is not sufficient for notifying people of their toll debts prior to accruing violations. The notification system relies entirely on physical mailing, with addresses generated from FasTrak accounts and collaborations with the DMV. If people do not receive the letters, they are exposed to significant fines and fees. The switch to all-electronic tolling dramatically increases the risk of people accumulating fines and fees because of an out-of-date notification system.

The current notifications system can cause significant financial harm to people. In situations where a person moves and does not update the address on their FasTrak payment account, or when they lose their housing and no longer have a permanent address, they can miss all notifications. With a mail-only alert system, one small obstacle in the delivery of a notification can cause outsized financial harm by beginning the violation process. If multiple mailed notifications are not received, people can accrue \$70 debts for every toll crossing. For many lower-income people, these debts can be devastating, and they come entirely from a notification system that is not up to the task.

For people who miss notifications and accrue violation debts, often the first indication that they have unpaid tolls is the hold placed on their vehicle registration when they attempt to renew that registration with the DMV. At this point, the drivers could have easily crossed bridges for months. In addition, after MTC has requested a registration hold by the DMV, it becomes increasingly difficult for MTC to resolve any potential issues or waive any fines and fees due to legitimate errors such as incorrect addresses.

¹² See Appendix A for a list of our contacts; see Appendix B for our guide to these interviews.

During interviews, some people reported that they did not receive any notices until their vehicle's registration was placed on hold, even when FasTrak already had their most up-to-date address. People who do not receive their toll notices frequently accrue multiple toll violations without realizing that they are not paying their tolls, sometimes resulting in thousands of dollars of debt. A notification system that relies entirely on mailed notices is inadequate, particularly when paired with costly fines and fees.

Institutional and Accessibility Barriers

A set of barriers hindering drivers' ability to effectively communicate with FasTrak and toll authorities to address their violations makes navigating the toll violation process impossible for many people. Based on our conversations with attorneys, we find these barriers generally fall into two categories: accessibility barriers and institutional barriers. Addressing these barriers is essential to building an equitable system.

A historic overreliance on technologies that many drivers do not have, particularly lower-income drivers without access to computers or smartphones, has created a barrier to information. People without either reliable internet access at home or a smartphone have difficulty obtaining more information on tolling, FasTrak accounts, and finding the proper contact information to try to address or contest their violation notices. People who are only able to fund their FasTrak account with cash or who do not have a FasTrak account face difficulties in discovering what locations they can visit or mail their payments to, whether trying to create a positive account balance or pay off unpaid tolls and fines. Although technological barriers do not seem to frequently arise, they represent a serious complication for any driver who does not have reliable internet access or a smartphone.

If a person manages to find the appropriate customer service number to call regarding a toll or violation notice, they still face significant hurdles to resolving their issues. In April 2021, following the full implementation of electronic tolling, there were more than 700,000 calls placed to the FasTrak customer service center in one month.¹³ This was more calls than in any other month in the two years prior. The average wait time for calls has also increased dramatically, going from under a minute in 2019 to more than 20 minutes in 2021. Interviews revealed that waits can sometimes be over an hour, that some had difficulty navigating the FasTrak phone trees, and that others did not have time to wait an unpredictable amount of time for a representative to answer the call. Drivers reported feeling discouraged after repeated attempts to reach a representative failed.

A sometimes counterintuitive institutional system can also leave people with violations confused as to which entity to contact to pay their toll and how to go about paying it. Many report they are under the assumption that they would immediately go to court to dispute or pay a fine, believing that a toll violation would be treated like other traffic violations. By the time they realized that FasTrak is the entity they must work with to comply with their toll notice, and that it is not merely the team operating the toll gates themselves, people had incurred additional fines and

¹³ Bay Area Toll Authority, "FasTrak Customer Service Center State of Operations," June 9, 2021, <https://mtc.legistar.com/LegislationDetail.aspx?ID=4974207&GUID=7D289935-FOA5-46C2-A91B-0B31188FE66E>

penalties and the debt had been referred to the DMV, at which point FasTrak customer service reportedly had limited ability to intervene or even track payment.

People who incur a DMV-registration hold or are sent to a collection agency face the added difficulty of navigating various agencies with different requirements. Those whose vehicles are placed under DMV holds can often have their tolls bundled into their registration renewal fee — a step that can leave low-income drivers in a position of figuring out how to pay bills suddenly many times larger than what was anticipated.

People who have toll violations sent to collection agencies often face long delays and challenges in confirming which entity to communicate with to settle their balance. A systematic distrust of private collection agencies, our interviewees informed us, leads many low-income commuters to avoid notices and calls from collection agencies. In the cases where people are aware that these agencies are pursuing them for unpaid tolls, some drivers will try to contact FasTrak to come to an agreement, but they are often directed back to the collection agency.

CASE STUDY 1

A Navigation Nightmare

A client of one of our interviewees was shocked when she discovered that someone had attached a wheel clamp to her car. All of a sudden, she had lost access to her vehicle and had a mere 48 hours to produce close to \$1,000 in order to get her property back before the fees doubled.

A single mother and a clinical research coordinator who commuted from Daly City to San Francisco every day, she had done her due diligence one month prior to renew her car registration and pay off parking tickets, registration fees and FasTrak violations at the DMV kiosk — or so she thought. It turned out that even though she received the registration tag for her license plate from the DMV, her registration renewal was not officially finalized due to interagency processing delays from the fees she had just paid off and a few additional unpaid fees that she was unaware of. The DMV would not refund the amount she had paid for her car registration until she worked individually with each agency to clear her accounts with FasTrak and the parking agencies in Daly City and San Francisco. Put in an impossible bind, she sought legal assistance and was able to settle the case and pay reduced fees.

This case demonstrates that even a capable, working professional can have great difficulty navigating a complex, multiagency public-private system.

Fine Levels

Disproportionately large fines and fees are having an outsized impact on lower-income drivers, generating costs that can reach thousands of dollars. Fines are assessed for each individual violation, creating a situation where people who have a deficient FasTrak balance or transponder can miss multiple toll payments. For example, if a commuter drives into San Francisco for work 10 times, a total cost of \$60 in tolls, but misses the mailed notifications for toll payment due to an address change, they would face a total bill of \$760 if they did not pay until after a second notice had been mailed out. Interviews indicated that some people accrued thousands of dollars' worth of toll-related fines and fees, only learning about these fines and fees long after the initial unpaid toll when they attempted to renew their vehicle's registration or were contacted by a collection agency. An analysis by MTC showed that in the month of January 2021 alone there were more than 17,000 people who accrued 10 or more violations. More than 40,000 people accrued between two and 10 violations in that same month.¹⁴ Each month there is the potential for tens of thousands of people to be exposed to hundreds, if not thousands, of dollars in fines. For lower-income drivers, these amounts prove to be far beyond any savings available.¹⁵

Faced with this impossible burden, many of these low-income drivers cannot comply with notices to pay and end up encumbered with a never-ending registration hold on their vehicle, risking future traffic tickets, encounters with police and potentially greater penalties. While MTC recently voted to reduce the total fines and fees for each unpaid toll, the amount remains too high for many lower-income people to easily pay.

Lack of Payment Plan Options

Once drivers are able to access and understand their toll violation, fines and fees, and the balance they owe from those violations, a major obstacle still stands in the way of their compliance: paying these large sums. Currently, there is no formal payment plan option for people who are struggling to pay costly fines and fees, nor are there fine reduction policies for low-income people. While we have heard anecdotal evidence that some low-income drivers have been able to negotiate a payment plan system with friendly FasTrak personnel who contact them, the attorney we spoke with at the East Bay Community Law Center confirmed that this was by far the exception rather than the rule in their experiences with low-income drivers. Interviews with MTC staff indicate that MTC does not have an official payment plan program. As mentioned before, many low-income drivers do not have the savings to be able to pay off the large fine amounts that accrue after a set of violations, so the lack of payment plan options in effect prevents them from complying with the toll notices even when the driver would otherwise seek to rectify their balances. This absence of payment plan options confuses both drivers and the attorneys we spoke to, particularly because the California Vehicle Code requires courts, upon request, to provide payment plans for traffic violations and any associated fees.¹⁶

¹⁴ Bay Area Toll Authority, January 2021, tolling analysis.

¹⁵ While savings amounts and rates vary per household, the Federal Reserve estimates that in 2019 the median savings for the lowest earning quintile was \$810, while the second quintile had median savings of \$2,050. Board of Governors of the Federal Reserve System, "Survey of Consumer Finances (SCF)," U.S. Federal Reserve, https://www.federalreserve.gov/econres/scf/dataviz/scf/table/#series:Transaction_Accounts;demographic:inccat;population:all;units:median Accessed: October 18, 2021.

¹⁶ California Vehicle Code, Section 42003(c), https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=VEH§ionNum=42003.

CASE STUDY 2**Fines Can Perpetuate the Cycle of Poverty**

One of our interviewees is an attorney serving a client whose MTC debt has ballooned to more than \$5,000 due to the fines and fees added to unpaid tolls previously accrued.

Despite showing that the client earns no income other than Supplemental Security Income, our interviewee has so far been unable to secure a reasonable fine reduction for the client. To put this into perspective, the maximum amount of Supplemental Security Income that an individual in California is eligible for is \$955 a month.¹⁷ This is not enough to cover basic living expenses in California, let alone provide someone with the chance to save money for unexpected emergencies.

Low-income people commonly spend all of their monthly income on basic living expenses such as food and shelter, and many don't have enough money to cover these critical expenses. This can leave low-income people in a tough position of forgoing payments for essential services and care, including utility payments and life-saving medications. Given this reality for so many people, a \$5,000 debt for unpaid tolls can be simply impossible to pay off.

Unfortunately, FasTrak continues to demand the debt be paid in full and is not providing any recourse to a payment plan. Without the option of a payment plan, the client will continue to be in debt, given that they will likely never have the resources to pay off the toll debt. This toll debt will further entrench the client in poverty over their lifetime, impacting their ability to secure employment, apply for housing and receive loans.

¹⁷ Supplemental Security Income (SSI) in California, <https://www.ssa.gov/pubs/EN-05-11125.pdf>

Literature Review and Best Practices Analysis

We conducted a literature review to understand the full scope of potential solutions that could eliminate the harms low-income drivers are experiencing from the current tolling system. As part of this process, we researched how other tolling authorities in the United States have implemented cashless tolling. We then looked outside of the tolling industry to see how comparable sectors provide assistance to low-income individuals. The existing programs to support low-income individuals with their traffic fines and fees, utility payments and transportation costs are notable and serve as a valuable model for bridge tolls, fines and fees.

Cashless Tolling

The COVID-19 pandemic has accelerated the adoption of cashless tolling across many states. In addition to reducing the risks of virus transmission, such a system is desirable for many reasons, including reducing congestion and lowering the number of crashes. Prior to the pandemic, tolling authorities were already seeing the benefits of a cashless tolling system and had rolled out notification systems and payment options to improve compliance and increase tolling transparency. These measures are critical for facilitating and promoting toll payments, because the switch to an automated system runs the risk of increasing toll nonpayment, especially among drivers who used to pay in cash. This section focuses on programs that tolling authorities in New York, New Jersey and Illinois have implemented to aid the switch to cashless tolling, from pre-pandemic times to 2021.

In New York, when the Verrazzano-Narrows Bridge, which connects Staten Island with the rest of New York City, and other locations adopted cashless tolling in 2017, drivers had the option to sign up to receive mobile alerts and stay on top of their account balances and tolling transactions. They could also elect to receive other kinds of updates and alerts, including: failed payments, successful replenishments, increased replenishment amounts and payment method expirations.¹⁸

In 2020, New York's E-ZPass released a phone app called TollsNY, where drivers can log on to manage their accounts.¹⁹ Within the app, users — including those who do not use E-ZPass — can pay their Tolls by Mail invoices. Drivers who do not have access to a smartphone have the option to go online, search for their license plate, and pay for their tolls that way.

In May 2021, the New Jersey state legislature passed S1654, requiring tolls operators to provide drivers with the ability to opt in to an email, text or app notification system, where they can be notified within a day of being tolled.^{20,21} Lawmakers saw this as necessary, not only because drivers

18 Diane C. Lore, "Officials: E-ZPass Needs to Find New Way to Alert Drivers of Low Balance," *Staten Island Advance*, August 29, 2017, https://www.silive.com/news/2017/08/e-zpass_where_did_the_notifica.html

19 Sarah Taddeo and Jon Campbell, "Thruway Cashless Tolling Gegin Saturday: Here's What You Need to Know to Avoid Late Fees," *Democrat & Chronicle*, November 12, 2020 <https://www.democratandchronicle.com/story/news/2020/11/12/cashless-tolling-new-york-thruway-e-z-pass-what-you-need-know/6249219002/>

20 John Reitmeyer, "NJ E-ZPass Tolls: How About a 24-Hour Electronic Reminder of Charges?," *NJ Spotlight News*, February 3, 2021, <https://www.njspotlight.com/2021/02/nj-e-zpass-tolls-push-email-text-electronic-notification-within-24-hours/>

21 New Jersey Office of Legislative Services, Bills 2020–2021, <https://www.njleg.state.nj.us/bills/BillView.asp?BillNumber=S1654>

have a right to be better informed but also to ensure that any mistakes or incorrect charges can be detected sooner.

Illinois switched over to complete cashless tolling in 2021. To aid the transition, Illinois Tollway is expanding the I-PASS Assist program, which is designed to lower the costs of obtaining and using an I-PASS transponder for income-eligible drivers. In order to qualify for the program, one's household income has to fall below 250% of the Federal Poverty Level. Instead of the original \$30 (\$10 transponder deposit + \$20 prepaid tolls), program enrollees put down only \$4 (\$0 deposit + \$4 prepaid tolls) to enjoy the 50% tolls discount that comes with using a transponder. To lower the barriers even further, the automatic account replenishment amount is lowered from \$10 to \$4.²²

Traffic Fines and Fees

Besides expanding the I-PASS Assist program, Illinois Tollway also revised their process for resolving unpaid tolls and implemented a "Violation Relief" program. According to the revised schedule, which the authority adopted in June 2020, following a 14-day grace period, all vehicle owners pay an "initial invoicing fee" that corresponds to their vehicle class, starting at \$3 for passenger vehicles (representing an 85% reduction in initial costs). In addition, the original \$20 violation fine is deferred by several months, as drivers only commit a "violation" if a notice remains unpaid after 90 days.²³ On the other hand, the "Violation Relief" program gives drivers the chance to settle their past unpaid toll violations at a significantly discounted rate. For a period of 18 months, from March 2020 to August 2021, all toll violation fines in existing notices dated before March 9, 2020, were reduced to \$3, including ones that had been sent for collection.²⁴

Traffic fines and fees are a valuable comparison for bridge tolls, as both are related to behaviors while driving. Low-income people who receive traffic citations in the Bay Area are eligible for payment plans, reduced citation amounts and other relief. This provides people with a range of opportunities if they are not able to afford the violations. In San Francisco, for example, if you are unable to pay your traffic ticket or fine, you have the right to ask the court to consider your financial circumstances, which can result in your fines and fees being reduced by 80% or more.²⁵ Individuals who are unable to pay their tickets can access a website where they can request, and be approved for, a reduction in fines and fees and a payment plan without ever having to go before a judge.²⁶ Similar programs exist for transit and parking citations in San Francisco, where people who have incomes at or below 200% of the Federal Poverty Level are eligible for fine reduction, fee waivers and payment plans for their parking and transit citations.²⁷

22 Illinois Tollway, "Illinois Tollway Significantly Expands I-Pass Assist Program," June 23, 2021, <https://www.illinoistollway.com/documents/20184/e4553899-93d9-e712-4723-4aafca37578e>

23 Illinois Tollway, "Tolling 2020," <https://www.illinoistollway.com/tolling2020>

24 Illinois Tollway, "Tolling 2020," <https://www.illinoistollway.com/tolling2020>

25 Superior Court of California, "Can't Afford to Pay," <https://www.sfsuperiorcourt.org/divisions/traffic/cant-afford-pay>

26 "Mayor London Breed, The Financial Justice Project, and the SF Superior Court Announce the Launch of MyCitations—A New Online Tool for People Struggling with Traffic Court Debt," December 15, 2020, <https://sfgov.org/financialjustice/newsletters/launch-sf-mycitations-people-struggling-traffic-court-debt>

27 San Francisco Financial Justice Project, "Can't Afford to Pay Your Fine, Fee, or Ticket in San Francisco?," <https://sfgov.org/financialjustice/find-discounts>

Means-Based Utility Payments

To combat the effects of energy poverty and energy insecurity, many utility companies provide rate discounts for low-income and disadvantaged households. Like transportation, energy needs often constitute non-negotiable costs and take up a larger proportion of income for low-income households. We highlight the following means-based utility programs to illustrate best practices for increasing equitable access to essential services. These utility programs are often more developed and have been evaluated for their equity outcomes, while such data for means-based tolling remains unavailable. In general, utilities that provide means-based programs enable more low-income households to be paying customers, something that could also happen for tolling agencies. As long as utilities or tolling agencies charge more than it costs to provide the service, the increased revenue from low-income customers who can afford to pay the reduced rates can help pay off fixed infrastructure costs, lowering systemwide costs for all ratepayers.²⁸

The federally funded Low Income Household Energy Assistance Program (LIHEAP) provides financial assistance to households that fall below 150% of the poverty line or 60% of the state's median income, whichever is higher. Households that receive benefits such as food stamps or Temporary Assistance for Needy Families benefits are also eligible.²⁹ Households participating in LIHEAP have been shown to have significantly lower levels of energy insecurity when controlling for factors such as race, number of household members and household income.³⁰

In addition to federal programs, state programs have also prioritized the energy needs of low-income households. In California, the California Public Utilities Commission mandates Pacific Gas & Electric to provide discounts for low-income households through the California Alternate Rates for Energy Program (CARE) and Family Electric Rate Assistance Program (FERA). CARE provides a discount of 20% or more on gas and electricity, while FERA provides a discount of 18% on electricity for households with three or more people. These two programs provide substantial savings, and together have helped 1.4 million low-income customers keep their lights on.³¹

Clipper START Reduced Fare Pilot Program

Clipper START is a currently operating pilot program that provides single-ride transportation discounts to eligible riders in the Bay Area.³² The discounts are either 50% or 20%, depending on which transit system the rider is using. The pilot program covers most of the major Bay Area transit systems, including Muni, Caltrain and BART. To qualify for the pilot program, you must be a resident of the San Francisco Bay Area, be between 19 and 64 years old, not have an RTC Clipper Card for those with disabilities, and have a household income of 200% of the Federal Poverty Level or less.

Several transit operators, like San Francisco Municipal Transit Agency (SFMTA), also have their

28 K.W. Costello, "Features of Good Utility-Initiated Energy Assistance," *Energy Policy*, 2020.

29 Libby Perl, "LIHEAP: Program and Funding," Congressional Research Service, June 22, 2018, <https://fas.org/sgp/crs/misc/RL31865.pdf>

30 Bradford Mills and Anthony Murray, "The Impact of Low-Income Home Energy Assistance Program Participation on Household Energy Insecurity," *Contemporary Economic Policy*, 2014.

31 "Apply for a Monthly Discount Through CARE or FERA," https://www.pge.com/en_US/residential/save-energy-money/help-paying-your-bill/longer-term-assistance/care/care.page?WT.mc_id=Vanity_carefera

32 MTC, "FAQ," <https://www.clipperstartcard.com/s/faqs>

own means-based fare programs. SFMTA offers a monthly Lifeline Pass for \$40, a 50% discount off the standard adult monthly pass price, for individuals with a gross annual income of 200% of the Federal Poverty Level or less.

Being mobile is essential for individuals to participate in society, and it can affect a person's ability to secure education, employment and medical services. Reduced fare programs help increase mobility while decreasing the burden of transportation expenses for low-income individuals.

FasTrak START Means-Based Express Lanes Pilot Program

Building on Clipper START, the Bay Area Infrastructure Financing Authority (BAIFA) is currently developing a means-based toll discount pilot for the Interstate 880 express lane.³³ While the pilot program's details are still in development, BAIFA aims to co-create the pilot with community-based organizations, service groups and low-income individuals. Planning, program design and community engagement will continue to be conducted throughout 2021, with plans to begin operations in 2022.³⁴ More broadly, BAIFA staff aim to create a program that, along with Clipper START, paves the way for an "integrated regional mobility account" that streamlines the use of transportation services across multiple agencies and types of transit.³⁵ This could create a model for expanding means-based tolling to all express lanes, as well as to bridge tolls.

³³ SPUR is a member of the task force advising the design and implementation of this pilot program.

³⁴ Bay Area Infrastructure Financing Authority, "FasTrak START Pilot: Customer Engagement Plan," March 24, 2021, <https://mtc.legistar.com/View.ashx?M=F&ID=9244133&GUID=F88A59F0-4F0A-4425-B705-6FE40F2279C0> (pdf download)

³⁵ Bay Area Infrastructure Financing Authority, "BAIFA Express Lanes Means-Based Toll Discount Pilot," December 16, 2020, <https://mtc.legistar.com/View.ashx?M=F&ID=9009344&GUID=BB7E302A-5EAD-4EDO-92E3-5F6CB242EAE0> (pdf download)

Recommendations

MTC has committed to reforming its current system for toll violations. The system, as it stands, is too punitive and harmful for lower-income drivers and too difficult to navigate, and violations quickly become extremely expensive. The following recommendations include actions that MTC can take immediately, as well as some longer-term actions that will take time to implement. MTC should build on the successes of its response to the pandemic and seek to build the kind of short-term solutions that can give the commission the space and time it needs to fully evaluate the region's tolling systems.

Recommendation 1

End high-pain, low-gain fines and fees, and cap total fines per driver per year.

MTC should end the use of high fines and fees to promote toll payment. The system's fines and fees disproportionately harm lower-income drivers and are set at maximum amounts that are greater than 12 times larger than the original toll amounts. MTC began this process in October of 2021 by reducing the total possible fines and fees from \$70 to \$15. MTC should seek to go further by ending the use of fees and reducing fines.

MTC should immediately reduce all fines to no more than half of the original toll (currently \$3 for cars, based on a \$6 toll), similar to what was done in Illinois. This would reduce the outsized impact of fines and fees, while also allowing the agency to recoup some of the cost of pursuing debts. We also recommend that MTC end the use of all fees. The \$45 fee is extremely expensive, and the data clearly shows that it has barely any impact on payment (only 8% of violations are paid after the late fee is levied and before a DMV hold or referral to a collection agency).

MTC should also set the maximum annual amount of fines and fees that can be accrued per driver per year at \$100 or less. This is a particularly important policy change while the agency grapples with a system that is not up to the task of effectively notifying and adjudicating toll violation cases, as tens of thousands of people accrue toll violations every month.

In addition, MTC should immediately stop fining low-income drivers who miss a toll payment. MTC should implement a system by which people who are eligible have all of their existing fines waived. For the sake of a faster rollout of such a waiver, and also to reach the people who will benefit the most from this program, we recommend that MTC automatically consider all drivers who can produce a proof of enrollment in a public benefit program (such as CalFresh, Medi-Cal or Section 8 Housing) or MTC program (namely, Clipper START and FasTrak START) to be eligible. In addition to enrolling those who are already receiving public benefits, eligibility should be set at 200% or below of the Federal Poverty Level. Setting eligibility at this level is consistent with other transportation programs in the Bay Area, such as SFMTA and Clipper START.

FIGURE 6

Income-based tolling could reduce the burden on low-income households.

200% of Federal Poverty Level by household size, as currently used by MTC for reduced fare programs.

Source: San Francisco Municipal Transportation Agency, 2021, <https://www.sfmta.com/how-access-low-income-transit-fares-and-fee-waivers>

INCOME DEFINITION	1 PERSON HOUSEHOLD	2 PERSON HOUSEHOLD	3 PERSON HOUSEHOLD	4 PERSON HOUSEHOLD	5 PERSON HOUSEHOLD	6 PERSON HOUSEHOLD
200% of Federal Poverty Level	\$25,520	\$34,480	\$43,440	\$52,400	\$61,360	\$70,320

We recommend that MTC err on the side of generosity regarding the required documents considered appropriate in this verification process. A driver's self-provided pay stubs or tax forms (Internal Revenue Service Forms W-2, 1099, etc.) or a letter certified under penalty of perjury from the driver attesting to a lack or low-level of income should all be considered among acceptable proofs of eligibility for this fine-and-fee waiver. This is commonly used in legal proceedings related to traffic citations.

Recommendation 2

End the use of collection agencies.

MTC should end the use of collection agencies. MTC's current use of collection agencies for collecting unpaid toll violations adds unnecessary complexity to the process and can have undesired negative effects on low-income drivers. Ending the use of collection agencies would, in conjunction with other changes, allow the agency to build out a more equitable system that could achieve the same, or better, outcomes with fewer harms while also maintaining greater control over how they choose to handle a violation.

In many instances, interacting with a collection agency is the first time that a person learns of toll violations. This can create significant confusion for drivers and puts them in a position where they are unsure whom to contact and how to resolve their outstanding debts. Ending the use of collection agencies would reduce the number of involved parties drivers need to work with to resolve their violations. In addition, ending the use of collection agencies would give MTC more control over how to handle toll violations. In instances where violations were incorrectly administered, or people have income much too low to pay the full amount, MTC would be able to step in and make the decisions necessary to resolve the issue. Under the current system, they are unable to do so.

Currently, MTC's collection agency can take a broad range of legal actions to harm low-income drivers, including garnishing tax refunds that would otherwise provide essential infusions of cash. The collection agency can also bring people to court in an attempt to collect the balances they acquired from MTC — further damaging their ability to access housing, financial services and jobs.

Collection agencies also provide little financial return. In fiscal year 2019, MTC gained only about \$1 million from violation accounts sent to collection agencies. Replacing these agencies with more effective programs would likely increase revenue collection while ending the harms perpetuated by traditional collection practices. MTC can implement payment programs and processes that are responsive to the financial realities of low-income and working people. Such programs should provide multiple payment options (cash, online, in-person, the use of specific apps and others), flexible payment plans, payment amounts that meet people where they are and improved communication practices, such as phone calls and text messages.

Recommendation 3 Implement payment plans.

The large amount of money many low-income people owe from unpaid tolls can make these bills effectively unpayable. Many people lack the savings necessary to pay unexpected expenses. Research from the Federal Reserve has shown that at least 35% of people are unable to pay an unexpected charge of \$400.³⁶ The system currently does not allow for payment plans, where individuals can gradually pay down any debts accumulated without being subject to further penalties. This puts many people in the position where they have accrued a debt they cannot hope to pay, as they are unable to save the money necessary to pay the entire amount owed. To address this, we recommend creating a monthly payment plan system, free of charge, for all drivers. Commuters should be able to enroll in a payment plan at any point after their unpaid toll, as notification systems can have long delays between when the toll went unpaid and when the driver became aware of the violation. A simple-to-enroll payment plan would help ensure the accessibility of the program by removing administrative barriers and would likely only be used by people who have accrued large debts they cannot afford to pay in one step.

The payment plan system should also prioritize improved notification and flexibility. Notification models that rely solely on physical mail or phone calls are not nearly as effective as they once were. The new payment plan system should rely on a hybrid notification model, utilizing the technology available. A system of text, email, phone call and physical mail would promote compliance in a way that will better reach plan participants.

The payment plan should also be designed in collaboration with the person paying the debt and prioritize flexibility. For example, a payment plan that requires payment on the first of the month could end up being ignored as a person struggles to pay other bills, such as rent. A payment plan, designed with the participant, that requests payment in the middle of the month when a person expects to get paid with fewer immediate expenses, would likely promote better compliance. Additionally, allowing people to raise or lower their payment amounts based on their current expenses would ensure that people are likely to continue making their monthly payments while also being responsive to their other financial needs. A rigid plan that does not allow for changing

³⁶ Board of Governors of the Federal Reserve System, "Report on the Economic Well-Being of U.S. Households in 2020 — May 2021," May 2021, <https://www.federalreserve.gov/publications/2021-economic-well-being-of-us-households-in-2020-executive-summary.htm>

the amount can promote noncompliance and withdrawal from the payment plan when people are unable to make that specific dollar payment.

In order for this payment plan to truly promote equity, there should be no fees associated with participation or enrollment. In the same vein, no interest charge should be added onto the total owed amount. People who will benefit most from such payment plan options are more likely to be economically disadvantaged; adding extra costs to a large sum that enrollees are already having difficulty paying runs counter to the goal of promoting equity and compliance.

Recommendation 4

Improve notification system.

Attorneys in our interviews pointed out that the current notification system for toll payments and violations poses a significant barrier for compliance. Even when violators are able and willing to pay, they may not be fully aware of their fee obligations due to missed notices. Homeless or housing-insecure people are faced not only with tolls, fines and fees that place a high financial burden on them, but they are also more likely to be subjected to these compounding fees that result from missing notices being sent to addresses that do not reflect their transient and unstable living conditions. Low-income households move more frequently than higher income households and are more at risk of being harmed by the flaws in the current notification system.³⁷

As such, we recommend that FasTrak change the default notification system to include text messages, emails and physical mail. This approach would modernize the notification system and address the challenges of relying exclusively on getting physical notices to the right addresses. FasTrak would acquire drivers' phone numbers, email addresses and physical addresses when they sign up for FasTrak accounts or through other sources (continuing DMV registration files, as currently practiced, or developing contacts with other government agencies like Medi-Cal or CalFresh offices, as well as through private data vendors).

MTC should develop a mobile app for toll payment and notifications. This would provide users with yet another option and allow them to choose their own payment and notification method, depending on their unique preferences. An app would be less accessible to those without smartphones, however, and should not be considered an alternative to text notifications.

The updated notification system would have the following features:

- Users would be able to opt out of receiving text, email or mail notifications, depending on their preferences.
- Drivers would be notified of any bridge crossing within 24 hours from it being posted to their account, via text message, email, app notification and physical mail.
- Drivers would then be allowed 30 days to pay after they receive the notification, in order to increase payment flexibility.
- The text and email interfaces would allow users to receive notifications, with an option to

³⁷ Robin Phinney, "Exploring Residential Mobility Among Low-Income Families," *Social Service Review* 87, no. 4, 2013, pages 780–815, doi:10.1086/673963, <https://www.jstor.org/stable/10.1086/673963#:text=Although%20mobility%20is%20common%20across,%3B%20Nichols%20and%20Gault%202003> (accessed on August 5, 2021).

change the language of communication.

We want to highlight the need for MTC to do more to contact and notify people of their unpaid tolls, because currently it appears that MTC often relies on DMV holds (a measure that can have profound consequences) as a substitute for not being able to contact drivers through the mailing addresses on file.

Recommendation 5

Stop putting car registrations on hold, particularly for low-income drivers.

Car registration holds are a powerful tool for recouping lost toll revenue, but holds have harsh negative consequences for people who incur fines and fees but are unable to pay them. MTC should stop putting car registrations on hold until the notification system has been updated, fines and fees have been reduced or eliminated, payment plans have been put in place, and the toll violation adjudication system is changed. MTC should also not put car registrations on hold for lower-income drivers. Registration holds should no longer be used as a substitute for a notification system that fails to adequately contact or notify drivers with toll violations.

With no formal system for establishing payment plans or cost reductions for low-income people, registration holds ask people to perform the impossible task of paying for things they do not have the money to pay for. This impossible situation can force low-income drivers to choose between breaking the law or forgoing necessary parts of their lives, often forcing them to drive unregistered vehicles to do things like commute to work, bring their children to school and go to the grocery store. Driving an unregistered vehicle puts these individuals at risk of acquiring additional tickets, furthering the risk of accruing large financial penalties they cannot afford to pay. For homeless drivers who live in their cars, this registration hold also puts their only refuge from the elements at risk of being towed and impounded. Registration holds put drivers in the position where they feel as though they have no ability to appeal the toll violations and the accompanying fines and fees, as well as no ability to request a reduction so that they can afford them.

Finally, stopping car registration holds would remove the DMV from the list of agencies drivers need to work with to resolve their violations. This would give MTC more freedom to manage violations, putting them in the driver seat on decisions such as payment plans and fine reductions or eliminations. This would help streamline the clunky violation process and increase clarity for drivers.

Recommendation 6

Offer amnesty on all existing toll violations.

The MTC should immediately offer amnesty on all existing toll violation debts. As the agency reviews existing practices and implements new policies and procedures, debts administered under past, flawed systems should be eliminated. A toll violation debt amnesty program will also help people develop new trust for the agency, will help repair past harms and will demonstrate a commitment to

the policy changes being made. In providing this amnesty immediately, MTC should not require any onerous documentation or program participation and should notify those whose debts have received amnesty by whatever means available. Debts currently in the hands of a collection agency should similarly be forgiven. MTC should work with the DMV to remove all registration holds as part of this process and forgive any outstanding debts currently at this step in the process.

Recommendation 7

Collect demographic data on bridge users.

MTC should begin collecting and publishing demographic data on the Bay Area's bridge users in order to understand who uses their bridges and how the systems serve them. MTC should collect data on driver's income level, race and ethnicity, gender, age, housing status, occupation, home location, vehicle make, model and value, and preferred spoken language. They should also collect data on travel patterns — including origins and destinations, purposes of trips, number of passengers in the car, and use of other modes. MTC should also collect this data specifically on violators, as well as other data that will allow them to better understand this population. This data would fill a current void that prevents the agency and the public from knowing which populations use the bridges most and which populations accumulate the most toll violations. With access to demographic data, MTC would be better positioned to evaluate the impacts and effectiveness of their violation system. Several of the other recommendations within this report would benefit from having access to this type of data as well. For example, MTC would have access to valuable data on drivers' income levels before and after eliminating fines and fees and reducing the toll amount for low-income drivers. This would help MTC guarantee that they are effectively reaching the populations most in need of this type of assistance.

This demographic data should be collected through a combination of surveys sent out to drivers via text, email and physical mail after they have crossed a bridge, as well as data collected at the point of registration for a FasTrak or other account. Collecting this information on MTC's most important program would also go a long way to fulfilling its commitment to its Equity Platform Pillar of "Define and Measure," which is expressed as "We value what we measure, and we measure what we value. Using success metrics advances transparency and accountability, and new data will signal whether or not our policies are succeeding."

Recommendation 8

Discount tolls for low-income drivers.

To further aid low-income drivers and stop penalizing them for their commute patterns, we also recommend that MTC explore a means-based discount for low-income drivers similar to Clipper START. Means-based tolls would increase toll payment compliance rates and improve commuter equity in the Bay Area, without reducing the incentives lower-income drivers have to make sustainable travel choices given that lower-income drivers require a smaller financial incentive to change behavior. Drivers should only receive this discount if they create a FasTrak or a License Plate

Account, or sign up for Clipper START.

Because the current Clipper START pilot program is administered by MTC, there are many opportunities to combine our proposed discounted tolls with existing infrastructure. Combining these programs would allow low-income residents in the Bay Area to more easily take advantage of transportation assistance programs that they are eligible for and substantially increase MTC's reach.

As with FasTrak START, the program should be co-created with community-based organizations, service groups and low-income individuals. Given that means-based tolls could have a significant impact on the toll revenues that support bridge maintenance and regional transit — both critical for low-income drivers as well as the Bay Area as a whole — MTC could consider a small toll increase on the most polluting cars or during peak periods to make up for the lost revenue. This surcharge would likely need to be authorized by the state legislature.

Recommendation 9

Perform and publish an annual evaluation of toll payment systems.

MTC should perform and publish an annual evaluation of their toll payment systems that reflects their commitment to equity, sustainable transportation, and effective and efficient delivery of services. An annual investigation of toll payment systems will give MTC the information it needs to evaluate how the system is performing and determine where there are opportunities for improvement. This kind of reflection will ensure that the system being used accomplishes the goals of the agency and will provide the kind of multiyear perspective necessary for building better systems. This will also allow MTC to fully reflect on the toll systems and begin the process of a longer-term overhaul necessary to build an equitable and effective system.

Limitations

One major limitation of this study is the difficulty in characterizing drivers who accrue toll violations and the corresponding fines and fees. While we are able to make broad associations using violation frequency and median income data, there are limited metrics available for fully understanding violating drivers. Separating out drivers by income, vehicle registration address and repeat violations remains a challenge within the existing data infrastructure. Transactions and violations are accrued to individual license plates and accounts rather than individual drivers. Accounts may be tied to multiple license plates or vice versa. For this reason, we relied primarily on available data and insights from our interviews with attorneys and community advocacy groups.

The data limitations discussed here also influenced our ability to estimate potential revenue losses from tolls, fines and fees. Without understanding how many drivers would be eligible for fine and fee waivers as well as means-based tolls, it is difficult to estimate the true revenue implications. MTC could address these knowledge gaps by conducting a survey to better understand the demographics of all types of drivers crossing these bridges.

Another limitation is the lack of available analyses on toll levels and drivers' ability to pay. Since housing, transportation and demographic characteristics vary greatly by region, an analysis of this sort would have to be specific to the Bay Area. To the best of our knowledge, no such study currently exists. Therefore, it is difficult to estimate the effectiveness of means-based tolls on drivers' ability to pay. To address this knowledge gap, we turned to the wealth of literature on means-based utility billing to find best practices that could be applicable within the context of tolling. However, additional research is required to evaluate the full effects of means-based tolling.

Conclusion

MTC is in the unique position to become a national leader on tolling systems. As the commission commits to centering equity in its work, there is a special opportunity to make the unpaid toll system more collaborative, less punitive and aimed at repairing past wrongs. MTC has shown it understands the harm its unpaid toll system can cause by its decision to reduce fines and fees in October of 2021. MTC should go even further to pursue the most equitable outcomes possible. The changes recommended in this report are the first step in a lengthier process that evaluates and reimagines the tolling system in the Bay Area. Yet these simple steps would have a dramatic impact on the lives of hundreds of thousands of people across the Bay Area.

Ultimately, the Metropolitan Transportation Commission's goal is to provide transportation for the region. Our recommended policy changes are necessary to ensure that all Bay Area residents, regardless of income, can take advantage of and achieve that same level of mobility, sustainability and prosperity that the agency seeks to provide to those living and working in the region. MTC's implementation of these recommendations would position the agency to become a national leader on equitable tolling practices, potentially causing ripple effects with profound benefits to low-income individuals across the country.

Appendix A

List of Interviewees

Bay Area Legal Aid

- Rachel Haverkorn
- Rachel Hoerger
- Ocean Mottley

East Bay Community Law Center

- Asher Waite-Jones

UC Berkeley School of Law Policy Advocacy Center

- Stephanie Campos-Bui

Lawyers' Committee for Civil Rights of the San Francisco Bay Area

- Tori Larson

Appendix B

Interview Questions

Our conversations with the advocates and attorneys listed in Appendix A were lightly structured and changed based on the responses from each interviewee; however, we generally used the following questions to start and guide our conversations:

- Tell us about the experiences your clients have with unpaid bridge tolls, fines and fees in the Bay Area.
 - Where are these individuals commuting from? Where are they commuting to? What industries do they work in?
 - What are the demographics of your clients? Any noticeable trends?
 - Have you observed any correlation between increased toll fees and caseload? (The toll went up by \$1 in 2019, as it did in 2010.) Is there otherwise a temporal pattern that you have noticed (time of month/year)?

- What options (if any) do low-income individuals unable to pay the tolls and subsequent fines and fees have available to them to address their toll debt issue? How does your legal aid organization support these individuals?

- Can you tell us about the impacts a suspended car registration from unpaid tolls has had/is having on your clients?

- How does a low credit score caused from something like an unpaid toll impact your clients? (Ask them to elaborate on all of the ways this can impact someone, i.e., housing, employment, taking out loans, etc.)
 - How are these harms amplified by living in the Bay Area?

- Given your knowledge on this topic, how do you think MTC should handle bridge tolls, fines and fees? What changes do you think will best meet the needs and address the unique challenges faced by your clients?
 - Ask about the costs of the tolls and what happens after people receive tolls/fines/fees.

- Are you aware of any effective means-based payment systems or other low-income assistance programs that could serve as a model for bridge tolls in the Bay Area?

Appendix C

High-Violation ZIP Codes

FIGURE 7
Unpaid tolls are concentrated in San Francisco and Oakland's lower-income neighborhoods.

Violations per capita and estimated poverty level in San Francisco and other Peninsula ZIP codes

Source: Authors' analysis of MTC toll violation data and Census Bureau's 2019 American Community Survey 5-year estimates, <https://www.census.gov/programs-surveys/acs/news/updates/2020.html>

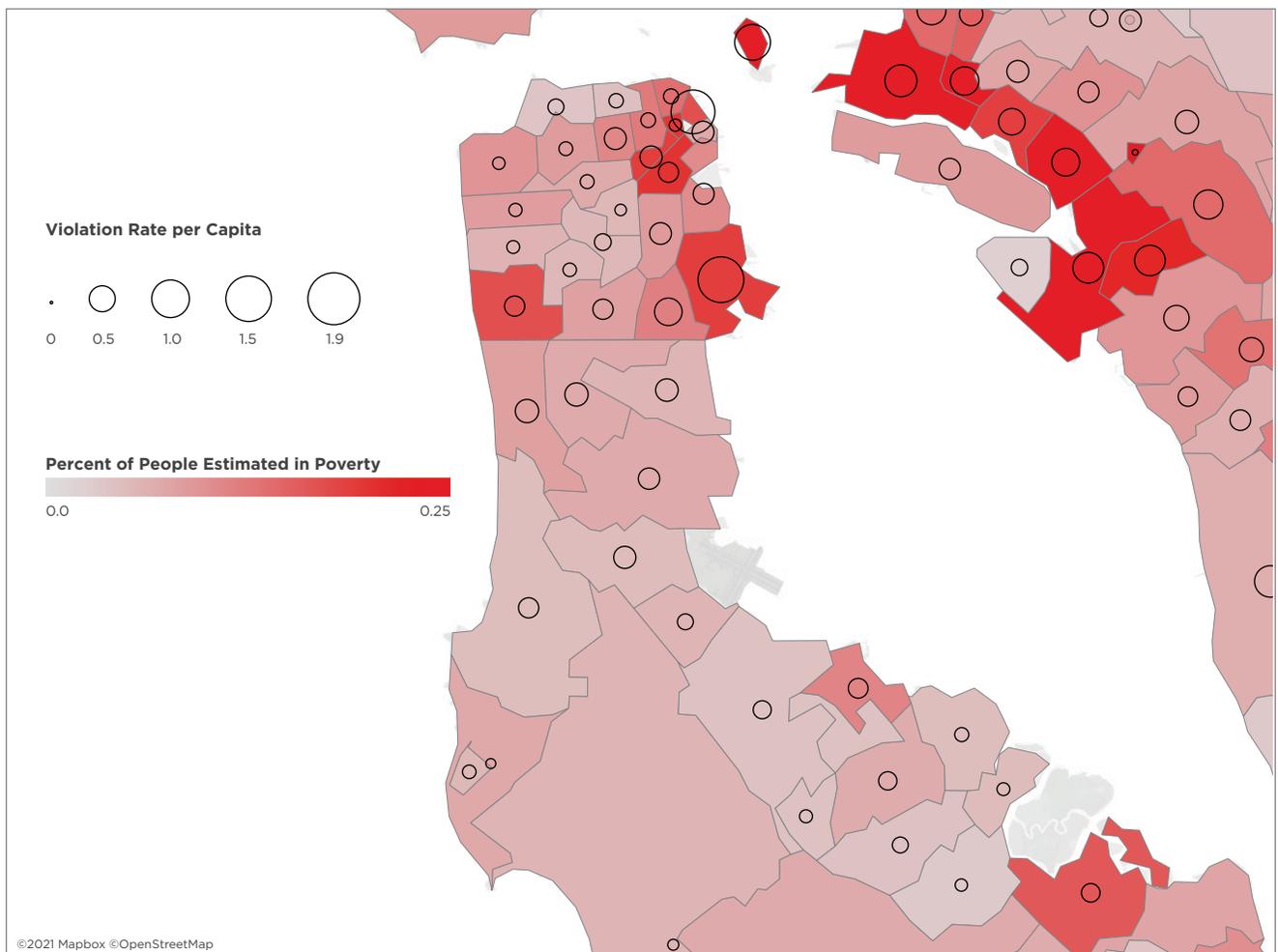


FIGURE 8
In the East Bay, lower-income ZIP codes are more likely to have a higher rate of unpaid tolls.
Violations per capita and estimated poverty level in Richmond, Oakland and neighboring ZIP codes

Source: Authors' analysis of MTC toll violation data and Census Bureau's 2019 American Community Survey 5-year estimates, <https://www.census.gov/programs-surveys/acs/news/updates/2020.html>

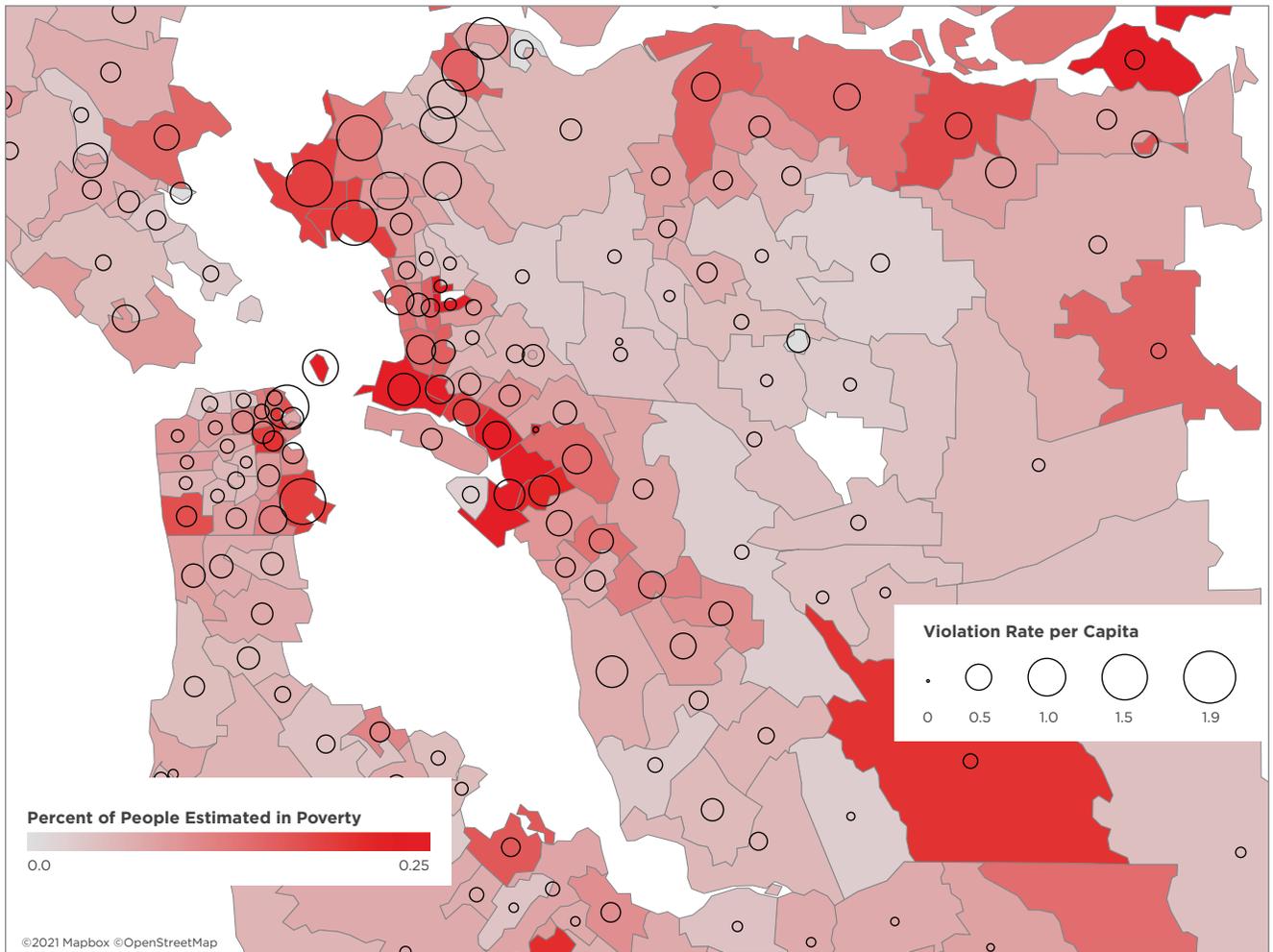
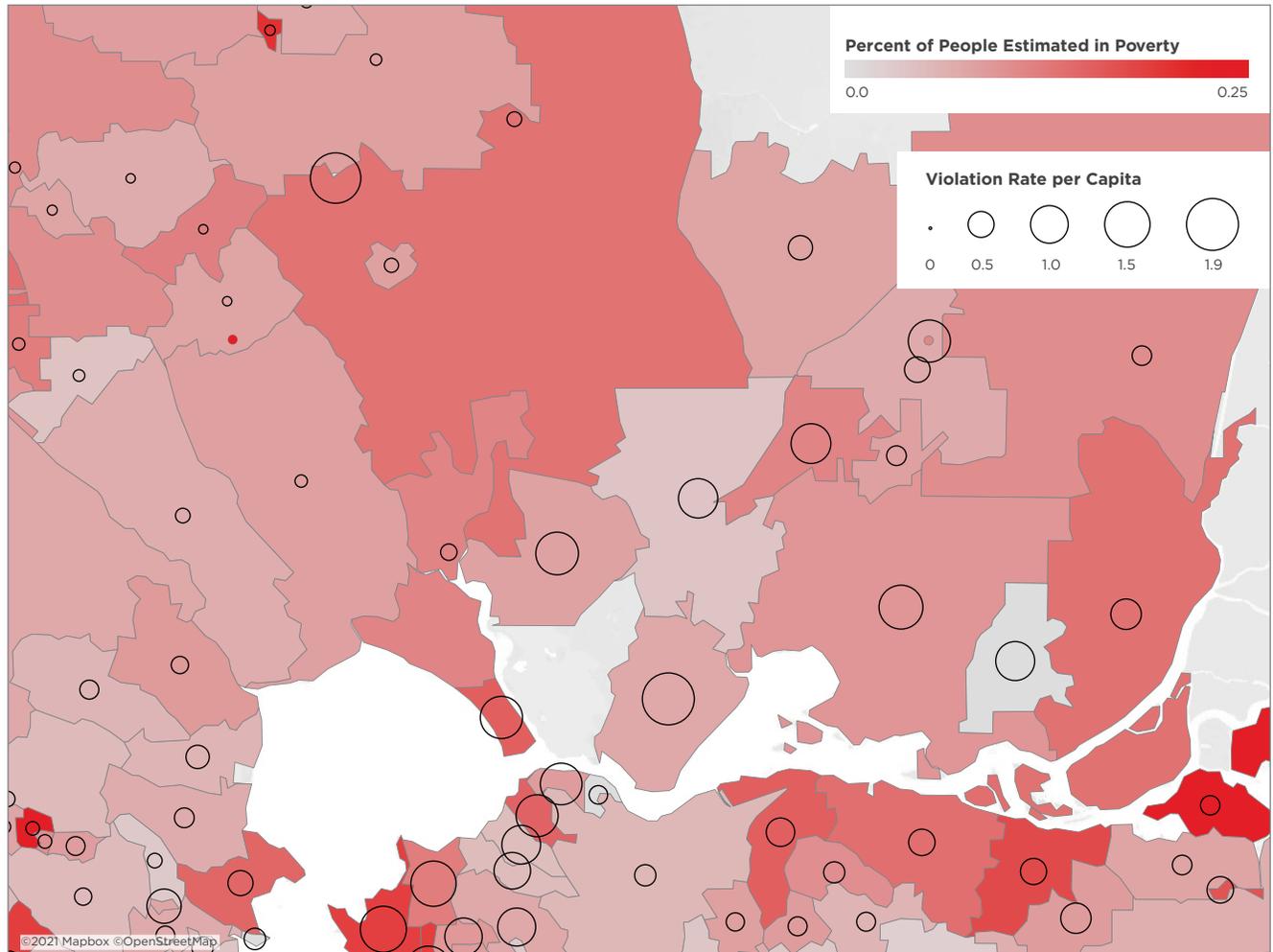


FIGURE 9
A large number of violations are concentrated in North Bay ZIP codes with lower incomes.
Violations per capita and estimated poverty level in North Bay ZIP codes with higher rates of unpaid toll violations

Source: Authors' analysis of MTC toll violation data and Census Bureau's 2019 American Community Survey 5-year estimates, <https://www.census.gov/programs-surveys/acs/news/updates/2020.html>





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AGENDA ITEM 11

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	
DATE:	February 24, 2022
TO:	Toll Policy and Operations Committee
FROM:	Silva Mardrussian, Customer Service Manager
THROUGH:	Jennifer Crosson, Toll Operations Director
SUBJECT:	91 Express Lanes New Back Office System

STAFF RECOMMENDATION:

This item is for the Committee to receive and file a presentation providing an overview of the new 91 Express Lanes back-office system.

BACKGROUND INFORMATION:

The Commission and Orange County Transportation Authority contracted with Cofiroute, USA (Cofiroute) on January 28, 2020, for a new back-office system and customer service operations for the 91 Express Lanes. Since that time, staff from both agencies have been working with Cofiroute to design, develop, test, and implement the new back-office system. The new system is estimated to be in operation in March of 2022. The new system offers several improved features focusing on operational efficiencies and self-service options for the customer. The presentation will highlight the new features and benefits of the new back-office system.

FISCAL IMPACT:

This item is for informational purposes only. There is no fiscal impact.

Attachment: 91 Express Lanes Back Office and Customer Service Center Operations PowerPoint



RIVERSIDE
COUNTY
TRANSPORTATION
COMMISSION

91 EXPRESS LANES BACK OFFICE & CUSTOMER SERVICE CENTER OPERATIONS

Toll Policy and Operations Committee Meeting

February 24, 2022

Silva H. Mardrussian

Toll Customer Service Manager

New System Features - Website

- Improved account opening process
- Improved account management
- Dispute a transaction or violation
- Submit an inquiry
- Communication Opt-in selections
- State of the art security

The screenshot shows the Express Lanes website homepage. The header is dark blue with the Express Lanes logo on the left, navigation links for 'Open Account', 'Violations', 'General Info', 'FAQs', and 'Contact Us' in the center, and a search icon and 'Account Login' button on the right. The main content area features a large background image of a highway through a valley. The headline reads 'LIVE LIFE ON TIME.' followed by the subtext 'Don't let traffic rule your life. Travel between Orange and Riverside Counties with the 91 Express Lanes.' Below this is a button labeled 'How to use 91 Express Lanes >'. Three white boxes with icons and text are arranged horizontally: 'Pay a Toll Violation' (document icon), 'Manage Account' (person icon), and 'Latest Updates' (megaphone icon). The footer is dark blue and contains the AAA Member logo, a plus sign, the Credit Card logo, and a promotional message: 'You may be eligible to drive TOLL-FREE* for two weeks! AAA member + Pay by credit card = Sign up and get two weeks free.' with an 'Open an Account >' button.

New System Features - Telephone

- Improved automated response / self-service options
- Call management
- Improved reporting
- Contactless payment processing
- Customer Satisfaction Survey
- Enhanced training tools for staff



New System Features - Case Management

- Detailed documentation of customer inquiries
- Provides for assignment of work-flows
- Traceability of the process
- Tools for ease of monitoring and reporting

New System Features – Violations

- Direct connection for registered owner information with Arizona
- Combine multiple violation transactions into single notice
- Submit unpaid violations to California DMV for registration hold
- Perform additional address searches and notification prior to submitting to collection agency

New System Features – Payment Processing

- Tokenized credit card processing
- Automated credit card expiration updates
- Electronic check processing
- Automated clearing house payment option

Performance Requirements

- Customer service report card
- Stringent system availability
- Faster operational response times

Transition

- Begin Friday, March 4 – 8:00 am
- Website and IVR will not be accessible by customers
- Go-live Monday, March 7 – 8:00 am

Thank you!

Questions



AGENDA ITEM 12

RIVERSIDE COUNTY TRANSPORTATION COMMISSION	
DATE:	February 24, 2022
TO:	Toll Policy and Operations Committee
FROM:	Lisa Mobley, Administrative Services Manager/Clerk of the Board
THROUGH:	John Standiford, Deputy Executive Director
SUBJECT:	Election of Officers

STAFF RECOMMENDATION:

This item is for the Toll Policy and Operations Committee to conduct an election of officers for 2022 – Chair and Vice Chair.

BACKGROUND INFORMATION:

At its April 11, 2018 Executive Committee meeting, the Executive Committee approved the formation of a standing Toll Policy and Operations Committee.

Subject to supervision by the Commission, the jurisdiction of the Toll Policy and Operations Committee shall be as follows: 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.

This committee meets on the fourth Thursday of February, May, August, and November, except when the fourth Thursday falls on a holiday, at 11:00 a.m. at the offices of the Commission. Membership shall be comprised of up to 11 regular members of the Commission selected by the Chair.

The election of officers for the full Commission and its Committees are held on an annual basis. Commissioners Lloyd White was elected as Chair and Ben Benoit was elected as Vice Chair as the Toll Policy and Operations Committee’s officers in August 2020.

Once the election has been conducted, the new Chair and Vice Chair will immediately be seated in their new positions.

Past Chair of the Toll Policy and Operations Committee are as follows:

- 2019 – Brian Berkson, City of Jurupa Valley
- 2020 – Brian Berkson, City of Jurupa Valley
- 2021 – Lloyd White, City of Beaumont