

Support Material Agenda Item No. 7

**General Policy Committee Meeting
December 11, 2024
9:00 AM**

Location

San Bernardino County Transportation Authority
First Floor Lobby Board Room
1170 W. 3rd Street, San Bernardino, CA 92410

DISCUSSION ITEMS

Express Lanes

7. Interstate 10 Express Lanes Contract 1 Quarterly Report

Receive and file the December 2024 Interstate 10 Express Lanes Contract 1 Quarterly Report.

The Quarterly Report and Power Point presentation were added to this item after the posting of the agenda and are attached for your review.

I-10 EXPRESS LANES

OPERATIONS MONTHLY REPORT

NOVEMBER 2024

VERSION 1.0





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Acronyms and Definitions

Acronym	Definition
CAV	Clean Air Vehicle
CCTV	Closed Circuit Television
CSC	Customer Service Center
CSR	Customer Service Representative
DMV	Department of Motor Vehicle
EB	Eastbound
EL	Express Lanes
ELP	Express Lanes Program
ETC	Electronic Toll Collection
GP	General Purpose
GPR	Gross Potential Revenue
HOV	High Occupancy Vehicle
IBT	Image-Based Transaction
KPI	Key Performance Indicator
MOMS	Maintenance Online Management System
NTEV	Notice of Toll Evasion
NDTEV	Notice of Delinquent Toll Violation
O&M	Operations and Maintenance
SBCTA	San Bernardino County Transportation Authority
SOV	Single Occupant Vehicle
TCS	Toll Collection System
TOD	Time of day
TSP	Toll Services Provider
TTRR	Time To Repair and Respond Threshold
TRDMS	Toll Rate Dynamic Message Sign
VDS	Vehicle Detection System
VPHPL	Vehicles per hour per lane
WB	Westbound
WIC	Walk-In-center

1 EXECUTIVE SUMMARY

This monthly report provides a comprehensive look at the operational conditions of the San Bernardino County Transportation Authority (SBCTA) I-10 Express Lanes (EL). The results and discussion presented in each section of this monthly report provide insight into the key aspects about EL and Toll Collection System (TCS) performance (e.g., trends, positive items, issues) for the partial month of November 1 to November 26, 2024. Trip building delays caused due to required Disaster Recovery failover testing contributed to delays in manual image processing causing longer trip building timeline from transactions. Full month of November data for all sections will be presented in the December report.

Traffic Operations

The total number of trips from November 1-26 was 904,348 with 440,149 in the eastbound (EB) and 464,199 in the westbound (WB) directions. About 80% of the total trips were tolled. The market share of High Occupant Vehicles (HOVs) is 7% higher on weekends compared to weekdays (31% vs. 24%).

All EL segments operated at speeds greater than 45 mph for 100% of the time during peak periods complying with the Federal Highway Administration (FHWA) requirement that managed lanes maintain an average operating speed of 45 mph at least 90% of the time during peak periods.

On average, the WB EL traffic utilized 42% of capacity (assuming capacity of 1,600 vphpl) in the AM Peak and EB EL traffic was utilizing 52% of lane capacity in the PM Peak.

Toll System Operations

Currently the system implements variable pricing through a time-of-day (TOD) schedule developed by SBCTA. For November, the average toll paid were around \$2.00 (ETC \$1.86 and IBT \$2.67) which has increased from October by \$0.20. In the coming months, pricing control will be transitioned to a dynamic pricing algorithm.

Customer Service Operations

Total violation notices mailed for the full month of November was 100,504 with 31,052 NDTEVs. There were 5,000 fewer Amnesty and NTEV notices mailed compared to October. About 14,500 customer calls were placed using the SBCTA Customer Service Call Center phone number with an average call handle time of 345 seconds.

The SBCTA EL equity programs show 25 low-income accounts opened since the WIC opened in June. The number of trips with the Disabled Veteran program discount was down slightly from October to November with 203 trips taken.

Financial Performance

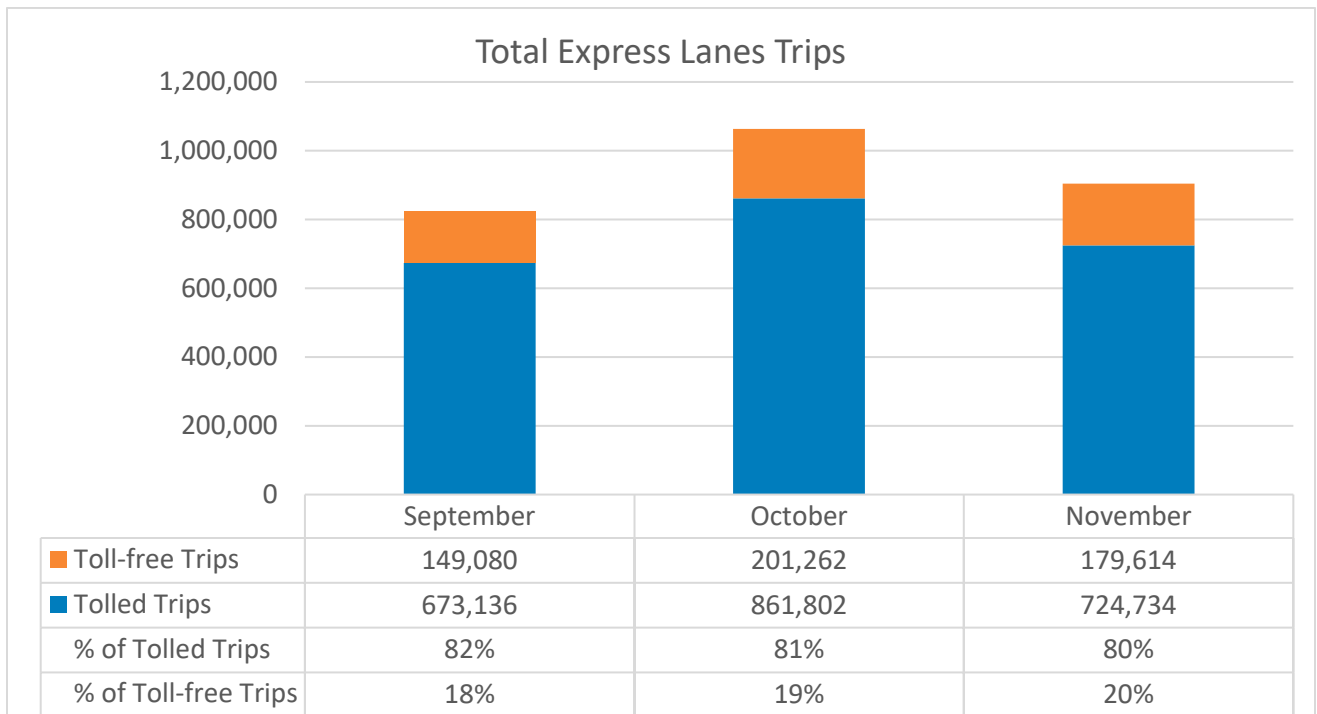
Gross Potential Revenue (GPR) for November (through November 26) was \$1.443 million (ETC: \$622K + IBT: \$820K) which is 10% (\$160K) lower than October 2024 GPR of \$1.603 million. The reduction is largely attributable to the reporting period being four days shorter than a full month. Accounts Receivable as of November 26, 2024 was \$4.063 million, comprised of \$608K in tolls and \$3.455 million in fees and penalties.

2 TRAFFIC OPERATIONS

2.1 TRAFFIC VOLUMES

For November 1 to November 26, 2024, a total of 904,348 trips were recorded in the I-10 EL. This equates to an average of 34,783 trips per day, which is 2% lower than the average daily trips in October 2024. Figure 1 summarizes monthly tolled and toll-free volumes on the EL since September 2024. The split between tolled and toll-free trips was consistent over the three months.

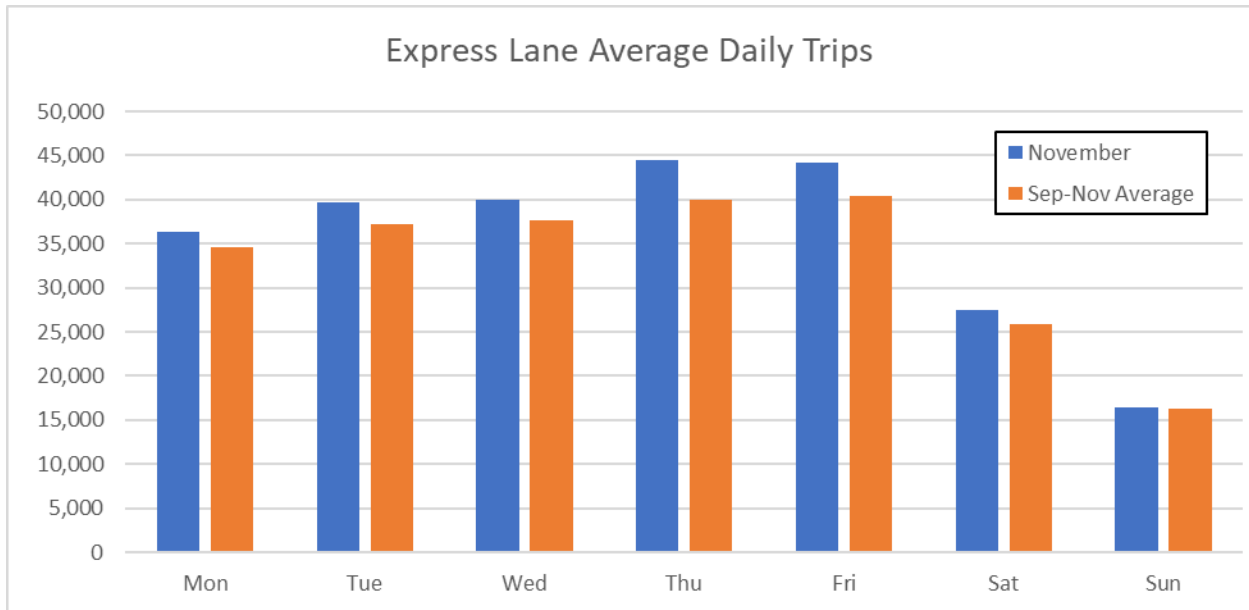
Figure 1 - Total Express Lanes Trips



November includes data from November 1-26.

On average, weekend EL traffic volumes were 45% lower than weekday traffic volumes as illustrated in Figure 2 and Figure 3. Figure 2 presents average daily trips in November compared to combined average trips between September, October and November. November trips were higher than average of the three months for all days of the week.

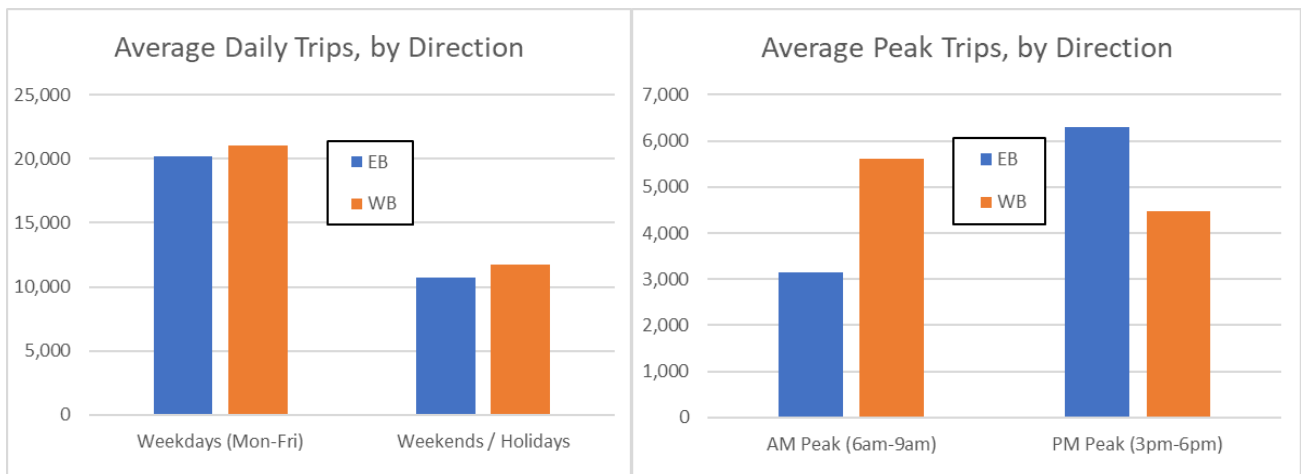
Figure 2 - Express Lanes Average Daily Trips



November includes data from November 1-26.

Figure 3 compiles the daily data and compares *average weekday* versus *average weekend* traffic, breaking the data out by direction for November. It also summarizes peak period traffic. Peak traffic is oriented WB in the morning and EB in the evening during weekdays. The AM Peak has been defined as 6am-9am and the PM Peak 3pm-6pm.

Figure 3 - Express Lanes Average Daily and Peak Period Trips

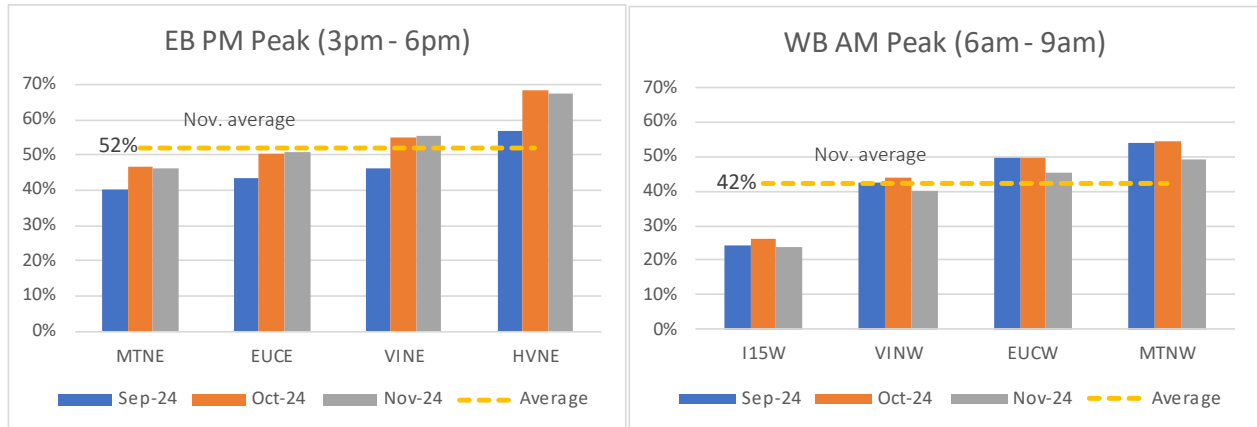


November includes data from November 1-26.

The utilization of the EL facility was well below the capacity of 1,600 vehicles per hour per lane (vphpl) in November as depicted in Figure 4. Usage is expected to increase as drivers learn about its availability, benefits and how to use it. Figure 4 presents the capacity used in the WB direction during the AM Peak and the EB direction during the PM Peak for each toll zone. Note there are four toll zones in the WB direction at I-15

(I15W), Vineyard Avenue (VINW), Euclid Avenue (EUCW) and Mountain Avenue (MTNW) and four toll zones in the EB direction at Mountain Avenue (MTNE), Euclid Avenue (EUCE), Vineyard Avenue (VINE) and Haven Avenue (HVNE).

Figure 4 - Average Weekly Peak Period Express Lanes Utilization*



*Based on a capacity of 1600 vphpl. HVNE capacity is calculated for one lane, and all other locations for two lanes.

As shown in Figure 4, in November the utilization of lane capacity in the EL decreased in WB compared to September and October while EB remained similar to October. On average WB EL traffic was utilizing 42% of capacity in the AM Peak and EB EL traffic was utilizing 52% of lane capacity in the PM Peak. As might be expected, in the WB direction the highest EL utilization is experienced at the furthest west toll zone (MTNW) while in the PM Peak the highest utilization is at the eastern end of the corridor (HVNE).

2.2 TRAFFIC COMPOSITION

Express lanes traffic can be classified by four basic market share components: IBT, SOV, HOV2, and HOV3+ vehicles. SOV, HOV2 and HOV3+ are categories of ETC trips. Figure 5 presents trip composition in the four market share components for weekdays. The left side of the table provides the information in terms of total trips in a typical peak period, while the right side of the table presents the same information in terms of the market shares. As Figure 5 illustrates, AM peak period traffic classification is generally consistent with PM peak period traffic. The most common type of trips during these periods are IBT and SOV trips.

Figure 5 – Express Lanes Weekday Peak Period Trip Classification

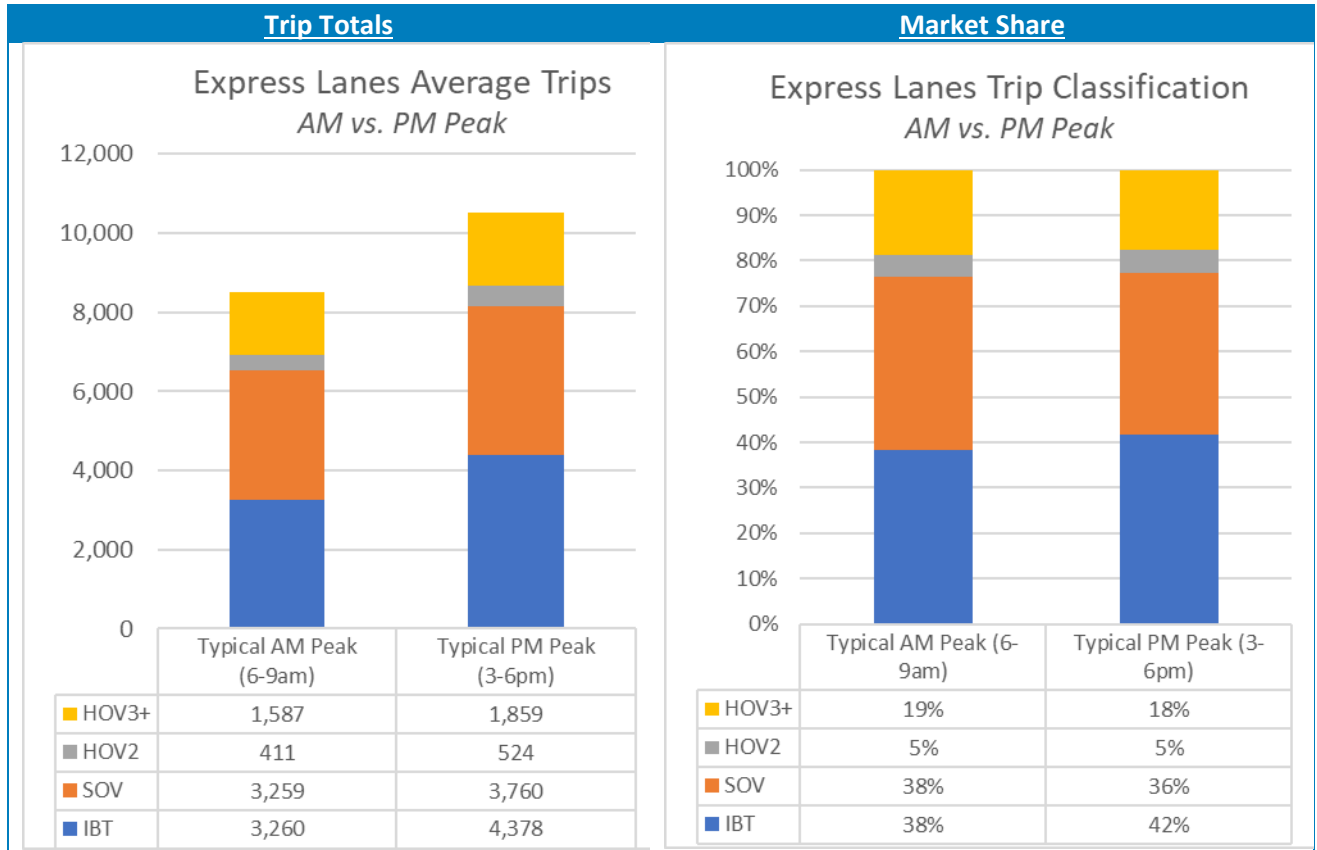
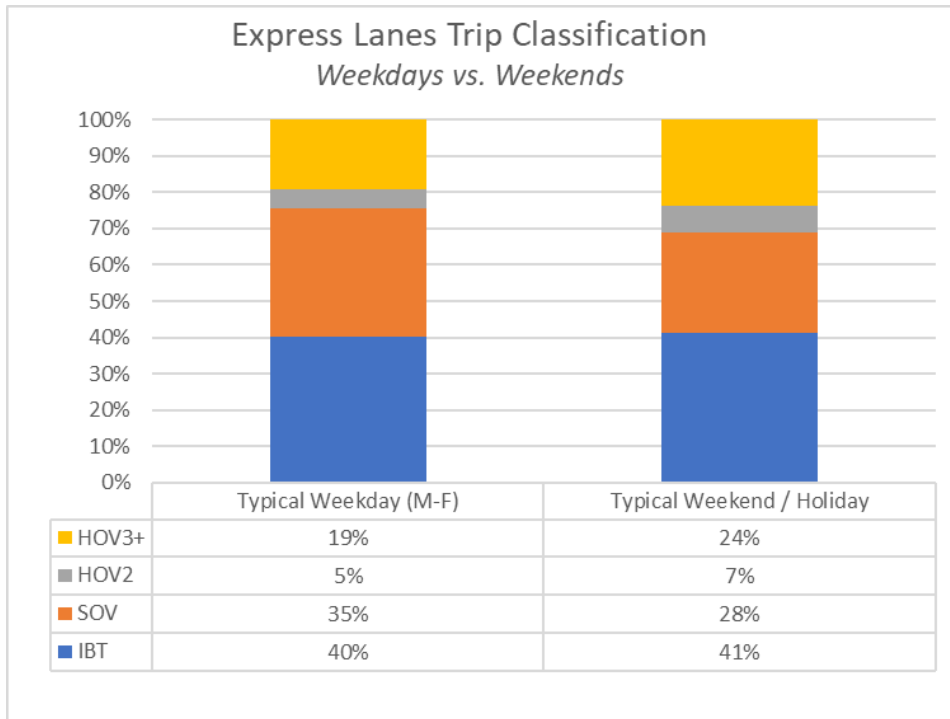


Figure 6 presents EL transaction classification for weekdays and weekends. As Figure 6 illustrates, the market share of HOVs is 7% higher on weekends compared to weekdays (35% vs. 28%). The market share of SOVs drops by 7% on weekends. Per the EL Business Rules, eligible HOV 3+ vehicles (i.e. an occupancy of 3 or more with a valid switchable transponder in the 3+ position) travel toll-free.

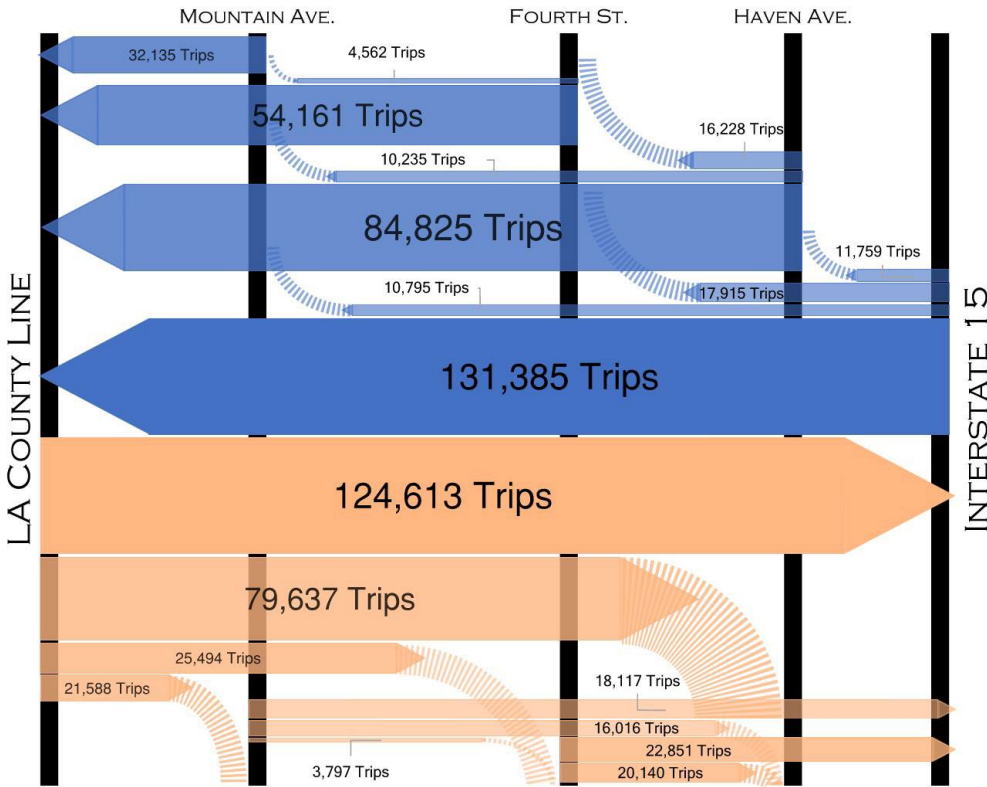
Figure 6 - Express Lanes Weekdays vs. Weekends Trip Classification



Includes data from November 1-26.

There are four toll zones in each direction of the I-10 Express Lanes corridor. Figure 7 tabulates a breakdown of November tolled trips by their entry and exit Toll Zone. Over one third of all tolled trips (36% of 350,220 EB and 35% of 374,000 WB) were full length trips traveling through all four plazas in each direction.

Figure 7 - Tolled Volumes by Origin-Destination



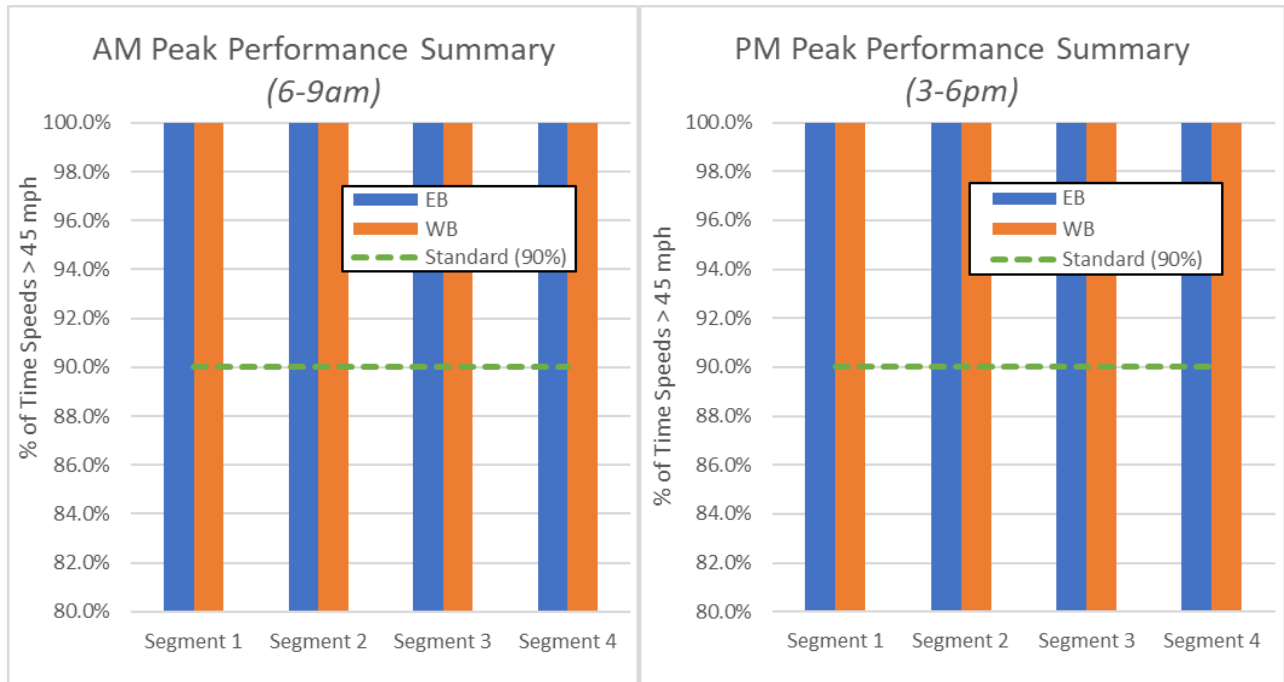
NOTE: Includes data from November 1-26.

2.3 TRAFFIC SPEEDS

Two important goals of the EL are *improved travel time* compared to the adjacent general purpose (GP) lanes and *enhanced reliability*. In future reports, we will summarize peak period travel times for a full-length EL trip, comparing it with travel times in the GP lanes. For this reporting period, reliable GP lane data is not available due to ongoing tuning of the Vehicle Detection Stations (VDS). Tuning efforts will be finalized in early December.

Figure 8 summarizes the speed reliability statistics for November 2024, breaking the data out by peak period (AM vs. PM), by direction, and by segment. By statute, EL should maintain an average speed of 45 mph or above for 90% of the time during peak periods. The green line in Figure 8 represents the threshold to meet the 45+ mph requirement and it is observed that all segments were operating at speeds of 45+ mph for 100% of the time during peak periods.

Figure 8 - Percentage of Peak Period with Speed \geq 45 mph by segment

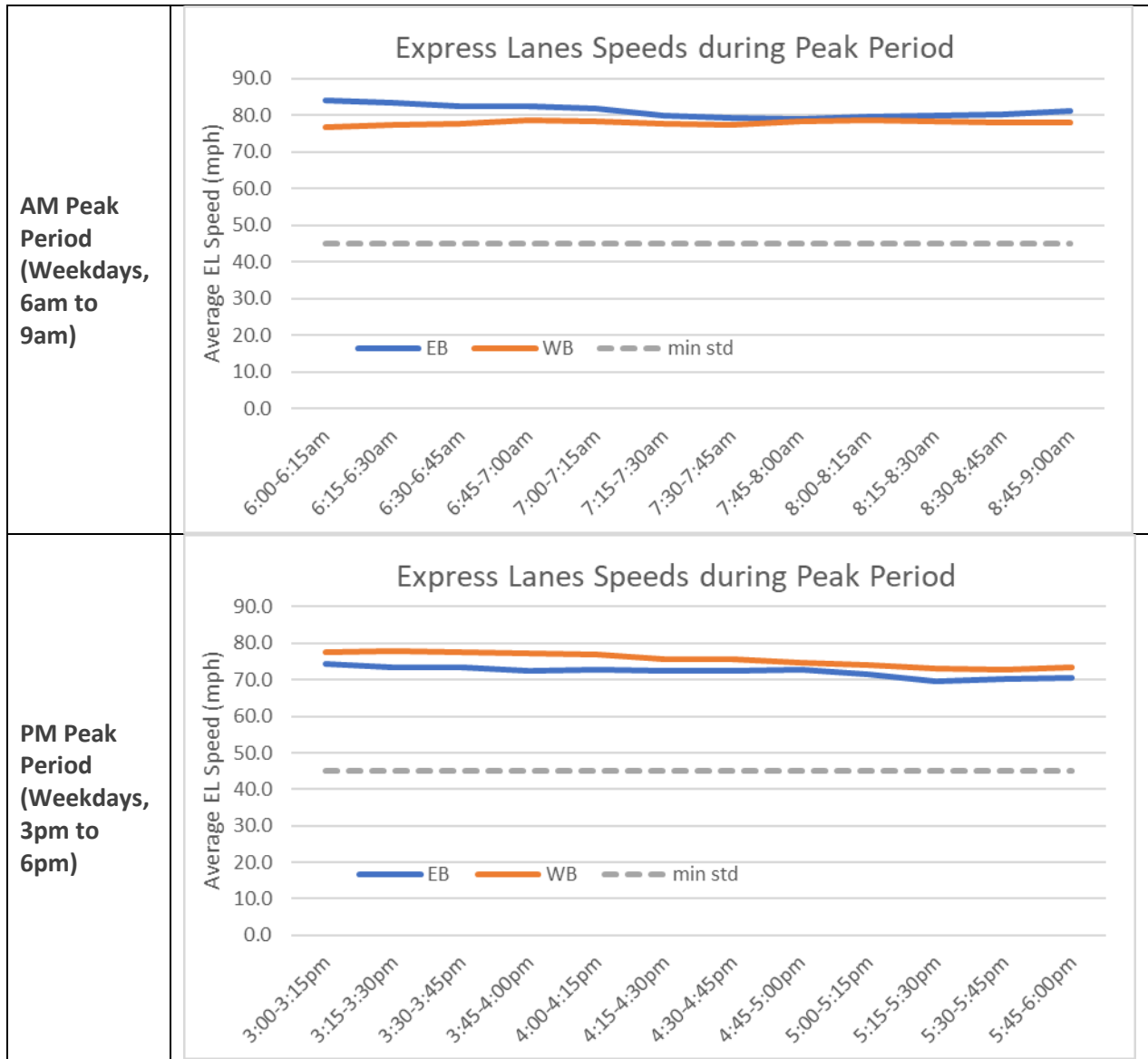


NOTE: Includes data from November 1-26.

Figure 9 shows that average speeds along the corridor were rarely compromised in November. It summarizes average speeds through the corridor broken out into 15-minute intervals during both the AM peak and the PM peak.

In future reports, the market share which refers to the percentage of total traffic that is served by the EL will be summarized. As mentioned earlier in this section, reliable GP data is not available for the November reporting period.

Figure 9 - Average AM and PM Peak Period Corridor Speeds by 15-min Interval

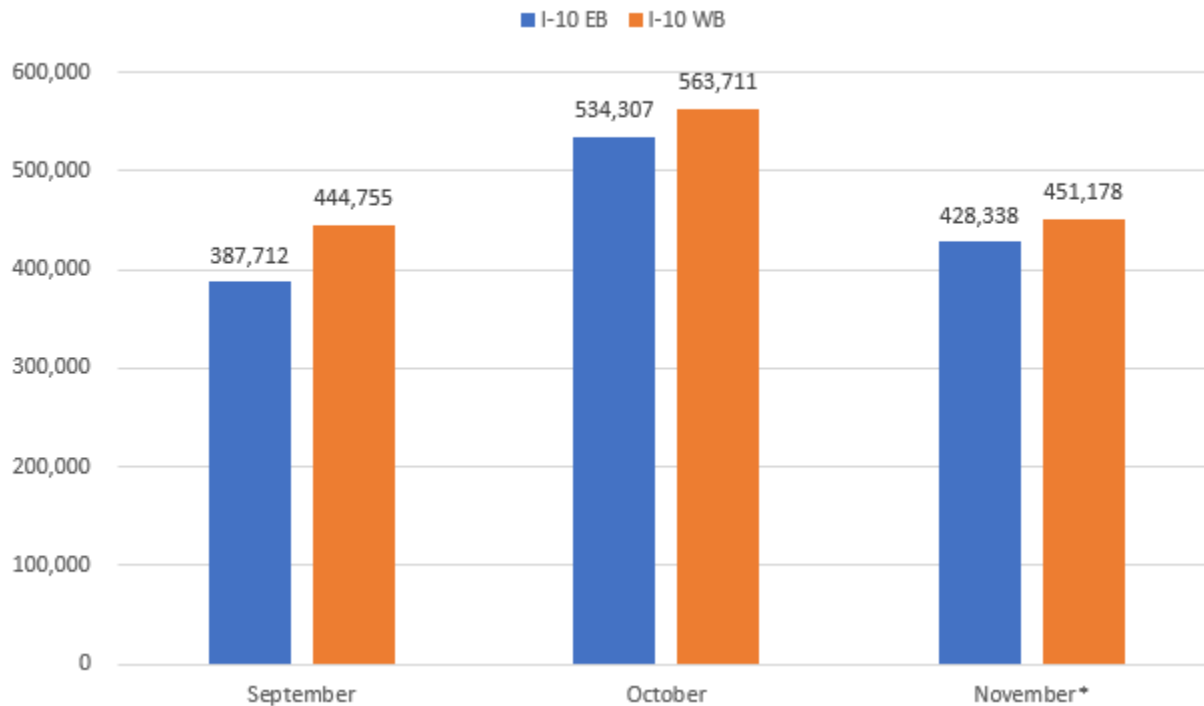


3 TOLL SYSTEM OPERATIONS

3.1 TRIPS, GROSS POTENTIAL REVENUE AND TOLL RATES

Figure 10 provides the total number of trips per month for the I-10 EL by direction. Total trips per month have increased from September to October, however, trips decreased in November. The reduction in the November trip number can be attributed to the Toll Service Provider’s (TSP) Disaster Recovery testing from November 12th to November 19th which impacted transaction processing causing trip building delay issues.

Figure 9 - Total Monthly Express Lanes Trip Totals

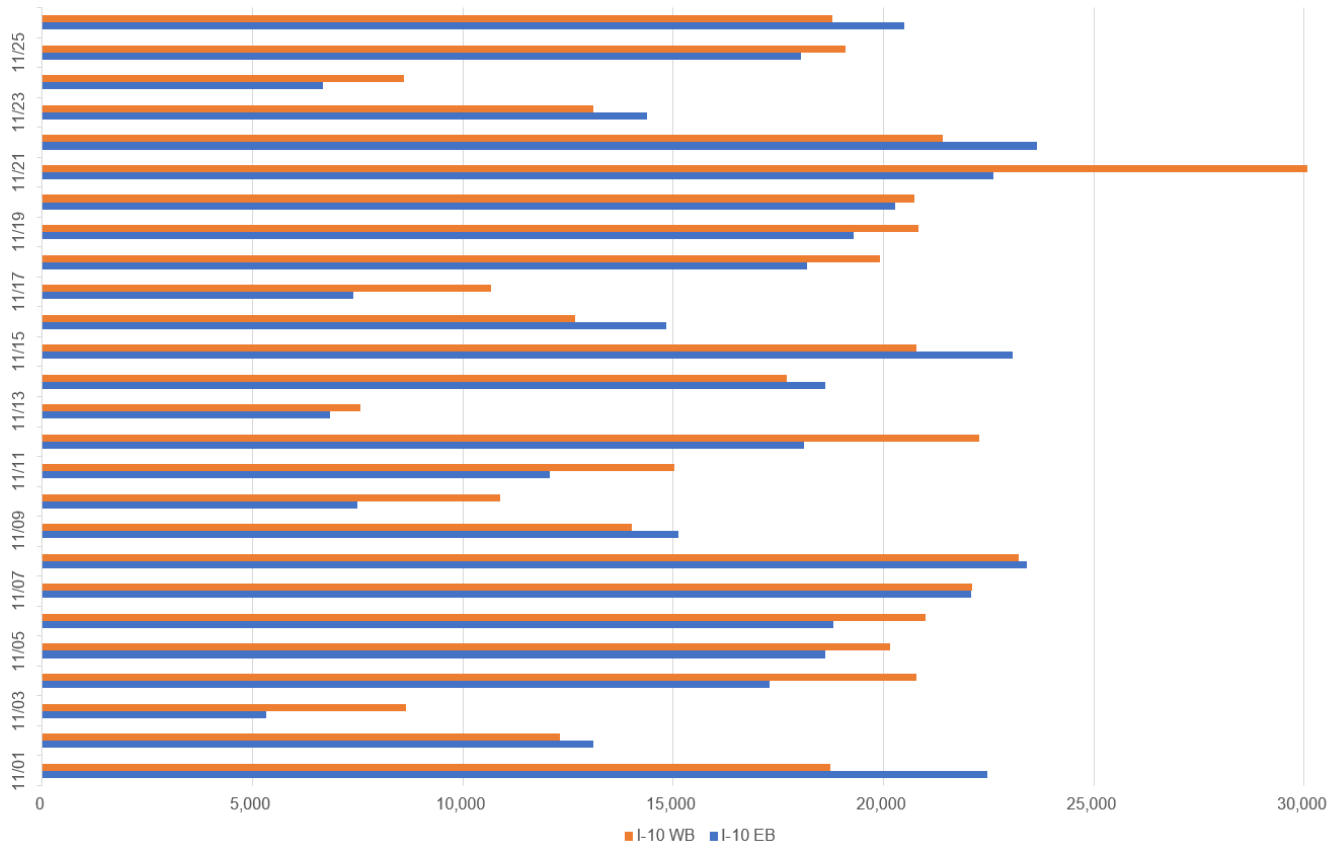


NOTE: Includes data from November 1-26.

Figure 11 provides the total number of trips per day for the I-10 ELs. Trip totals have been trending up as it appears more customers are becoming aware that the I-10 EL have opened, but the average trips per day reduced by 1,590 per day in November (760 in EB direction and 830 in the WB direction). This reduction is associated with seasonal traffic reduction common during holiday months.

Table 1 provides the total number of trips, trips >\$0 and zero \$ trips as well as the breakdown by direction for the last three months. ETC trips have increased from September to October by 30% and decreased in November by 20%. The \$0 trips remained consistent throughout the three months.

Figure 10 - Total Daily EL Trip Totals



NOTE: Includes data from November 1-26.

Table 1 - Total Daily Express Lanes Trip Totals by Direction

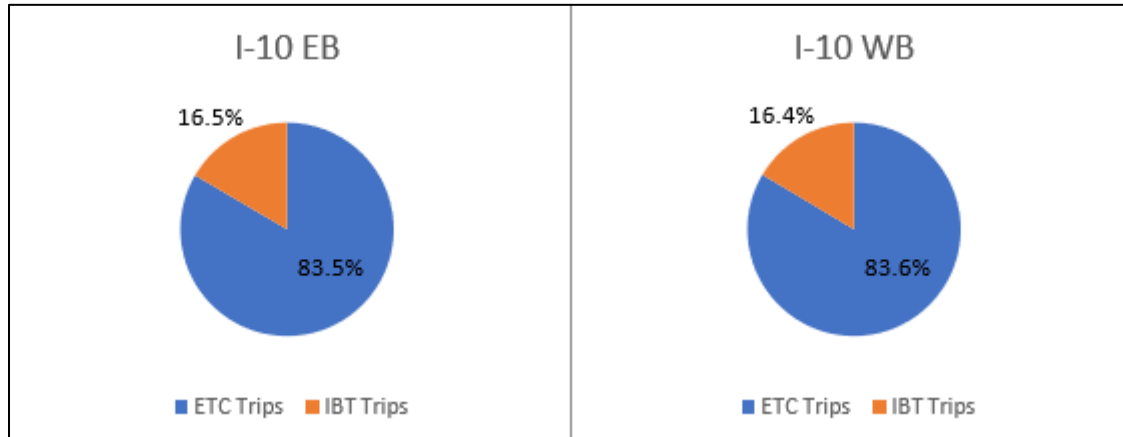
	I-10 EB			I-10 WB			TOTAL		
	SEP	OCT	NOV*	SEP	OCT	NOV*	SEP	OCT	NOV*
Total Trips	387,712	534,307	428,338	444,755	563,711	451,178	832,467	1,098,018	879,516
Trips > \$0 [SOV, HOV2, CAV, IBT]	314,340	430,483	341,294	368,079	460,173	363,485	682,419	890,620	704,779
Zero \$ Trips [HOV3+, DV, NR]	73,372	103,824	87,044	76,676	103,574	87,693	150,048	207,398	174,737

*NOTE: Includes data from November 1-26.

Figure 12 shows the percentage of ETC and IBT trips by direction for November 2024. ETC trips exceed IBT trips for the EB and WB directions. It is observed that the percentage of ETC trips versus IBT trips are about the same for both directions. The IBT percentages shown in Figure 12 vary from those reported in Figure 5 and Figure 6 as the Figure 12 figures reflect true IBT trip percentages after allocating some IBT trips to valid

accounts, while Figure 5 and Figure 6 present the percentages of IBT before allocation to valid accounts for vehicles without a valid transponder.

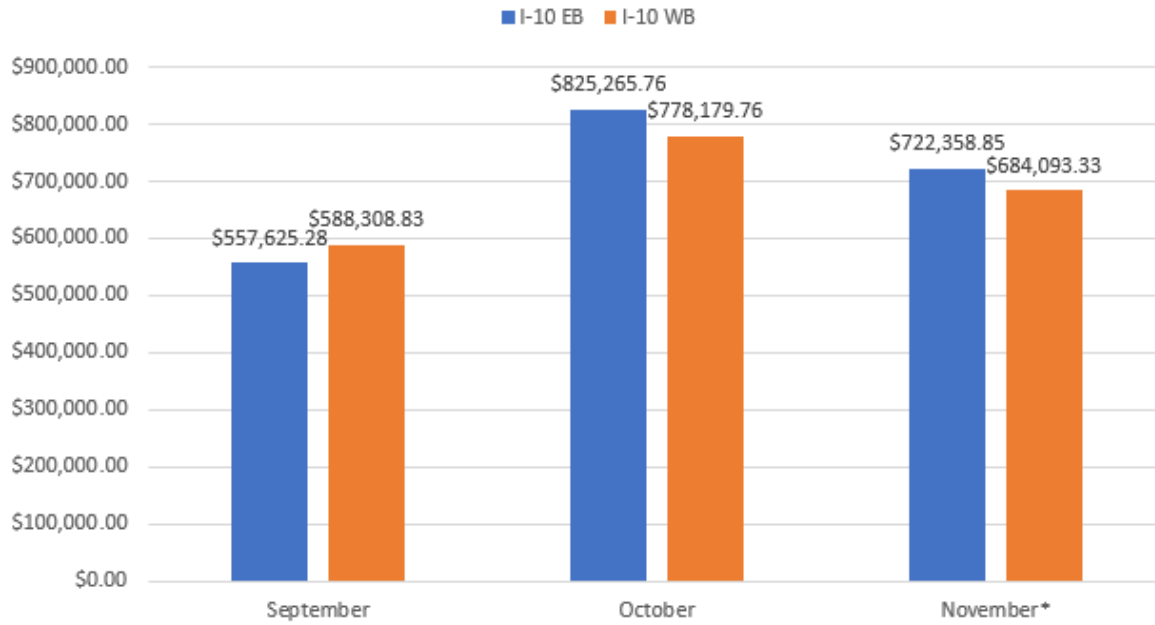
Figure 11 - Total Daily EL ETC & IBT Trip Percentage



NOTE: November includes data from November 1-26.

Figure 13 provides the total Gross Potential Revenue (GPR) per month for the I-10 EL by direction. GPR represents the expected revenue to be collected from a customer at the time the trips are built in the Toll Collection System (TCS) to be sent to the CSC for processing. The monthly GPR in November was 12% lower than October GPR for both directions. However, the GPR trend of EB versus WB remains consistent over the two months unlike September where WB GPR is higher than EB GPR.

Figure 13 - GPR Monthly Totals for Trips > \$0.

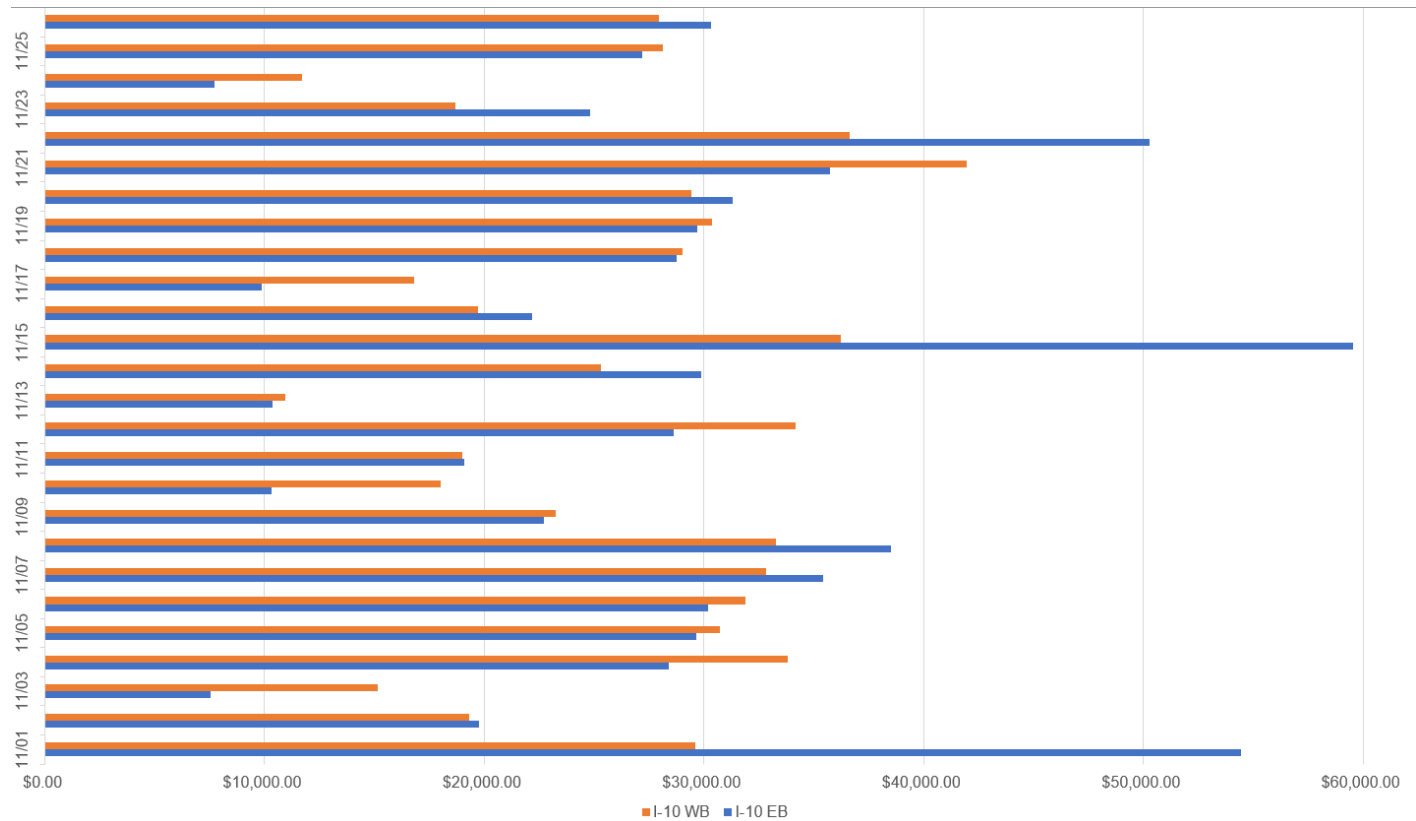


*NOTE: Includes data from November 1-26.

Figure 14 shows the Daily GPR for each direction for the previous month up to the 26th. In the EB direction GPR spikes on 11/1, 11/15, and 11/22 appear to be related to toll overrides to help with congestion/accidents in general purpose lanes and lane closures.



Figure 12 - Gross Potential Revenue Daily Totals for Trips



NOTE: Includes data from November 1-26.

Table 2 provides a summary of average tolls paid for November. IBT tolls average around \$2.67 while ETC is at \$1.86 with an overall average of \$2.00.

Table 2 - 2 Average Gross Potential Revenue Tolls

	<u>I-10 EB</u>	<u>I-10 WB</u>	<u>Total</u>
Avg Trip > \$0 Toll	\$2.12	\$1.88	\$2.00
Avg ETC Toll	\$1.97	\$1.76	\$1.86
Avg IBT Toll	\$2.84	\$2.50	\$2.67

NOTE: Includes data from November 1-26.

Currently the system is utilizing variable pricing using a TOD schedule developed by SBCTA. Dynamic pricing will be enabled after all VDS are installed, configured, and verified. Table 3 provides an overview of the toll rates posted on I-10 toll rate dynamic message signs (TRDMS) during the month. The maximum weekday WB AM peak toll is higher than EB AM Peak and in the afternoon the EB PM peak toll is higher than the WB PM peak. Figure 15 depicts the posted toll rates on the TRDMS in both directions for a representative Thursday in November.

Figure 13 - Tolls posted on TRDMS on Thursday, November 21

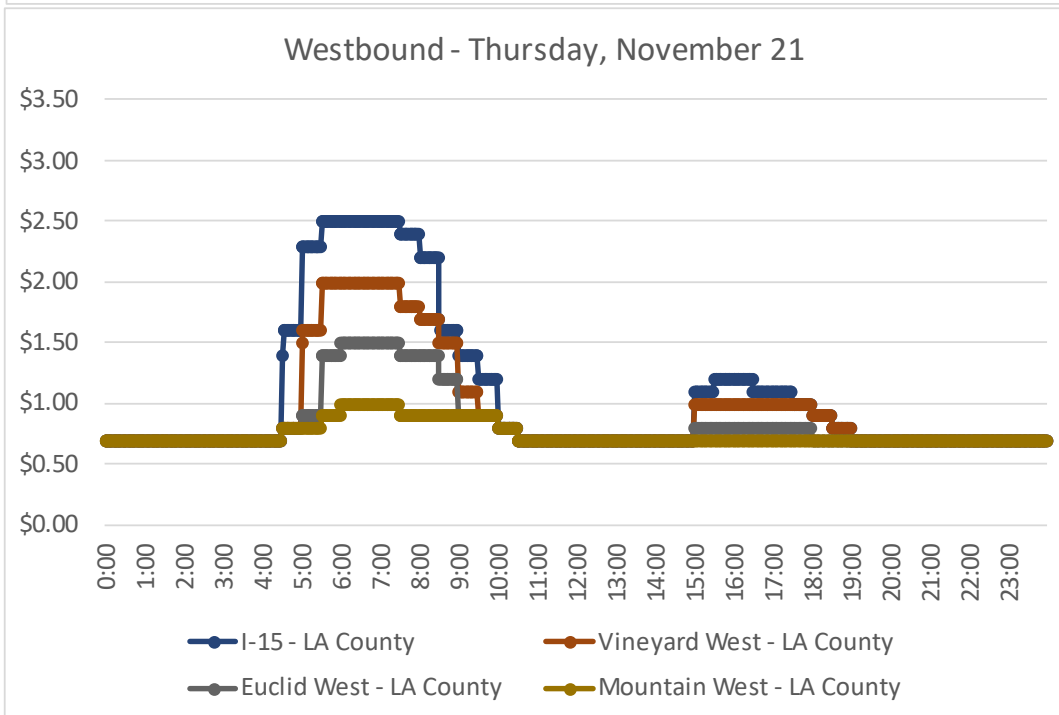
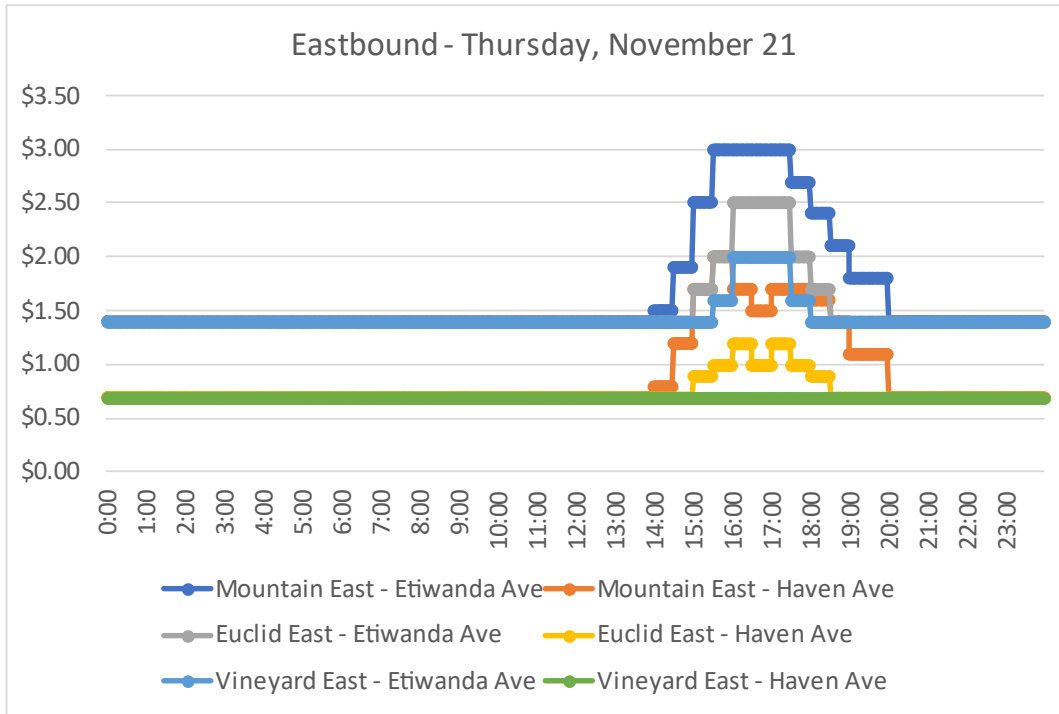




Table 3 - 3Posted Toll Rate Summary

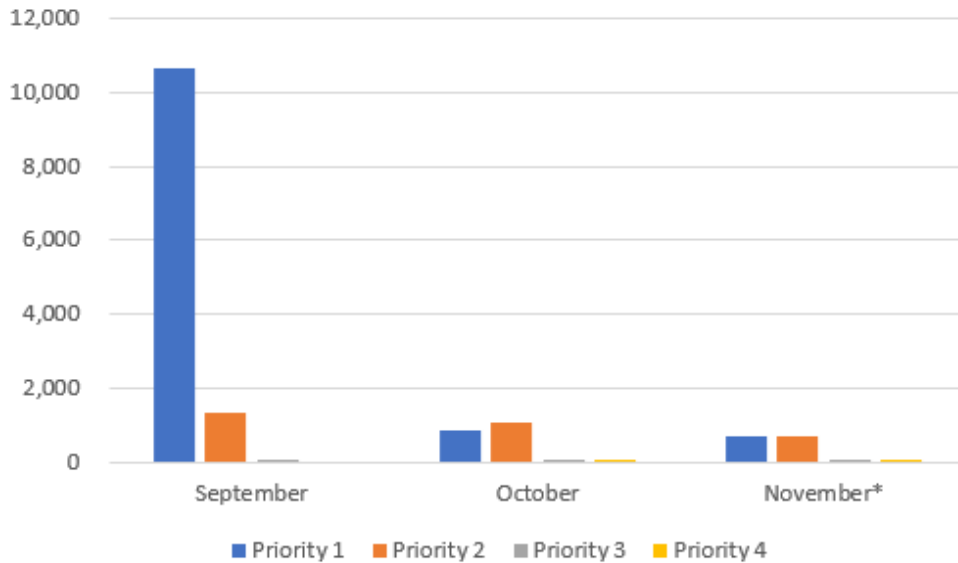
	<u>EB</u>	<u>WB</u>
ETC - AM Peak Period Range <i>Weekdays, 6am - 9am</i>	\$0.70 - \$2.40	\$0.70 - \$3.50
IBT - AM Peak Period Range <i>Weekdays, 6am - 9am</i>	\$1.55 - \$4.10	\$1.55 - \$5.75
ETC - PM Peak Period Range <i>Weekdays, 4pm - 7pm</i>	\$0.70 - \$7.50	\$0.70 - \$2.60
IBT - PM Peak Period Range <i>Weekdays, 4pm - 7pm</i>	\$1.55 - \$11.75	\$1.55 - \$4.40
ETC - Weekend Peak Range <i>Sat/Sun, 10am - 2pm</i>	\$0.50 - \$ 2.80	\$0.50 - \$2.00
IBT- Weekend Peak Range <i>Sat/Sun, 10am - 2pm</i>	\$1.25 - \$4.70	\$1.25 - \$3.50
ETC - Max Toll Rate	\$7.50	\$3.50
IBT - Max Toll Rate	\$11.75	\$5.75
ETC - Max Toll Rate - Weekday	\$7.50	\$3.50
IBT - Max Toll Rate - Weekday	\$11.75	\$5.75
ETC - Max Toll Rate - Weekend	\$2.80	\$2.70
IBT- Max Toll Rate - Weekend	\$4.70	\$4.55

NOTE: November includes data from November 1-26.

3.2 SYSTEM PERFORMANCE

Figure 16 displays the work orders by month and priority. Work orders continue to decrease as the Toll Service Provider improves the stability of the system and properly tunes the configuration of the system alarms/alerts.

Figure 14 - MOMS Monthly Work Orders by Priority



*NOTE: Includes data from November 1-26.

Figure 17 provides the total number of Maintenance Online Management System (MOMS) work orders per day. Priority 1 work orders can impact revenue and essential operational functionality. Priority 2-4 work orders are non-critical but can affect operations if not addressed in a timely fashion. Please refer to the description of priorities in the Maintenance Plan, section 2.3.2 Priority Events. November 1st to 26th averaged about 50 Work Orders per day but there were spikes of Work Orders on 11/4 related to network/ping alerts. 11/1, 11/4 to 11/9, 11/11, 11/13, 11/20 & 11/22 had an increase of VES Front ROI Continuous issues, but this appears to be related to vehicles not having front license plates. This information has been sent to TransCore to confirm the issues and their root cause.



Figure 15 - MOMS Monthly Work Orders by Priority

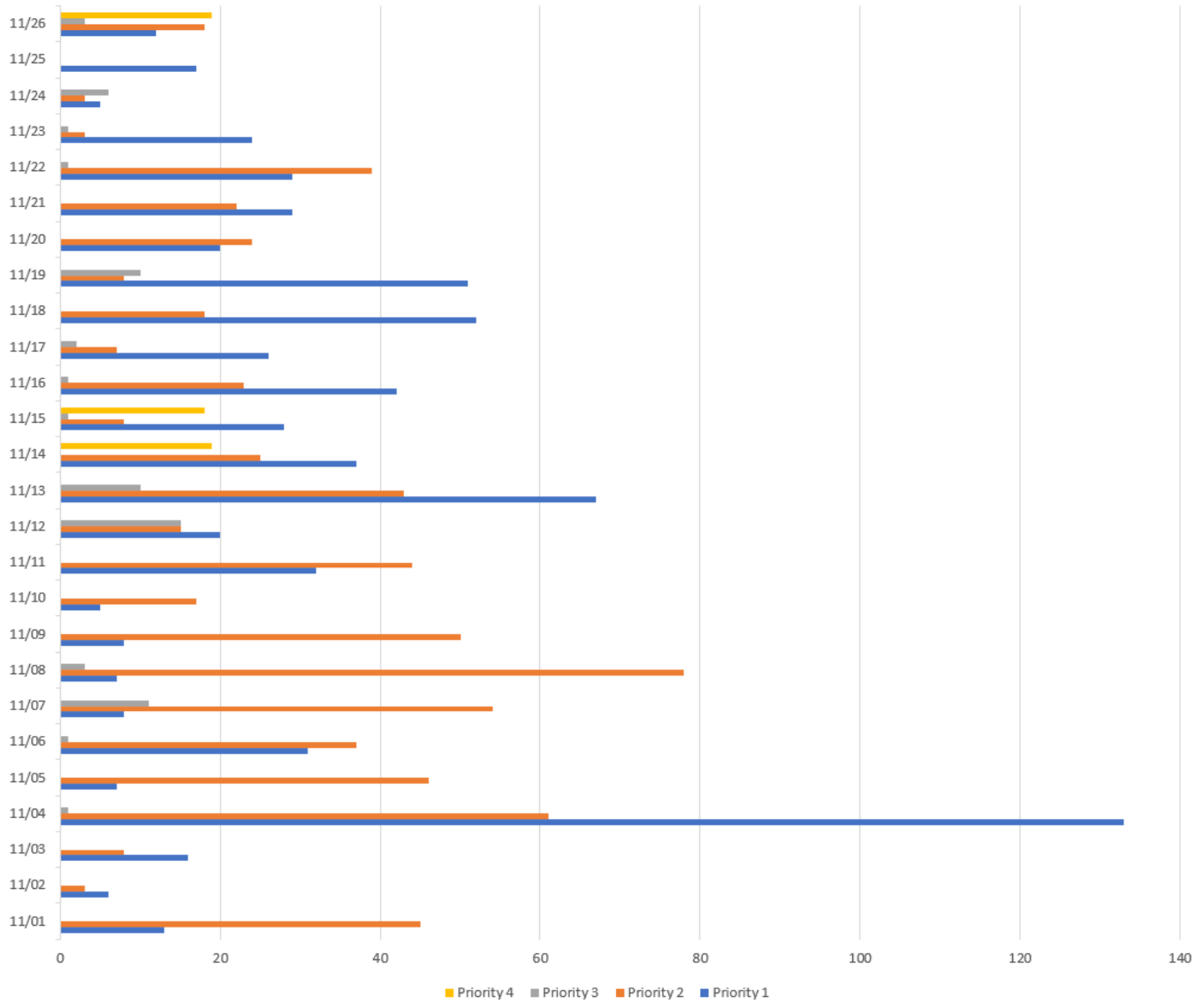
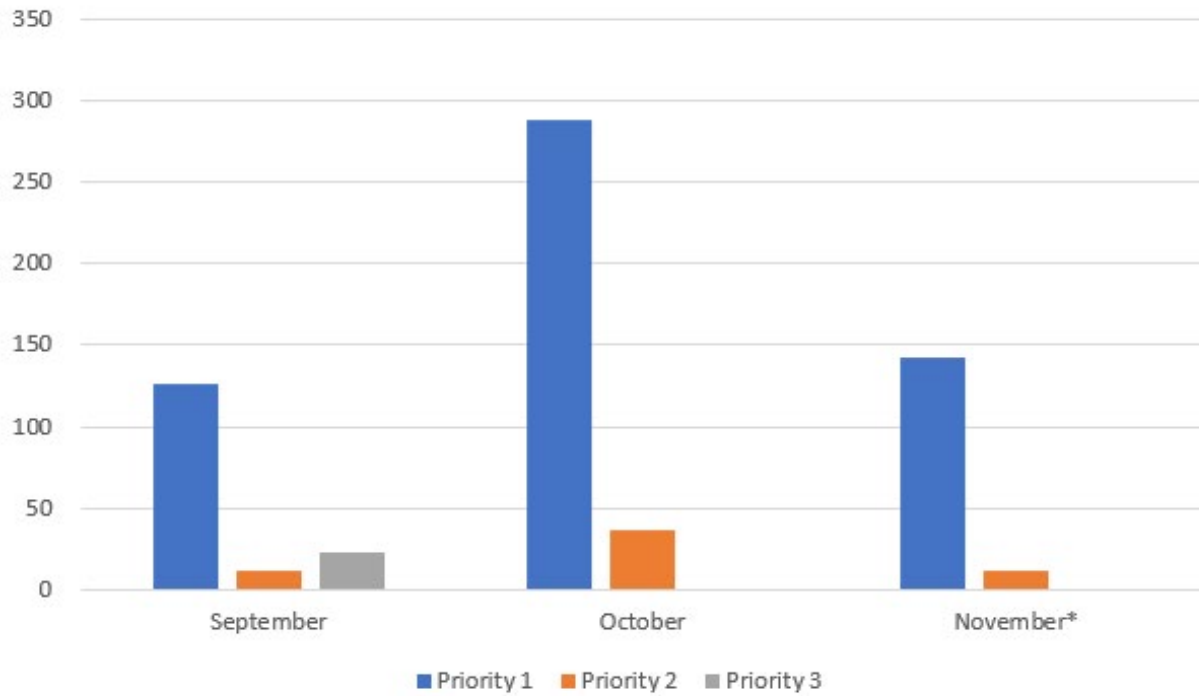


Figure 18 displays the Total Monthly Work Orders that Exceeded the Response Time by Priority and Figure 19 displays the Monthly Total Work Orders that Exceeded the Repair Time by Priority. The Time to Respond increase in October. The work orders that exceeded the response time were for the server and TRDMS equipment type; work orders that exceeded the repair time were for the server equipment type. This appears to be related to the Disaster Recovery (DR) failover testing and the separate fiber communications issue that occurred in November.

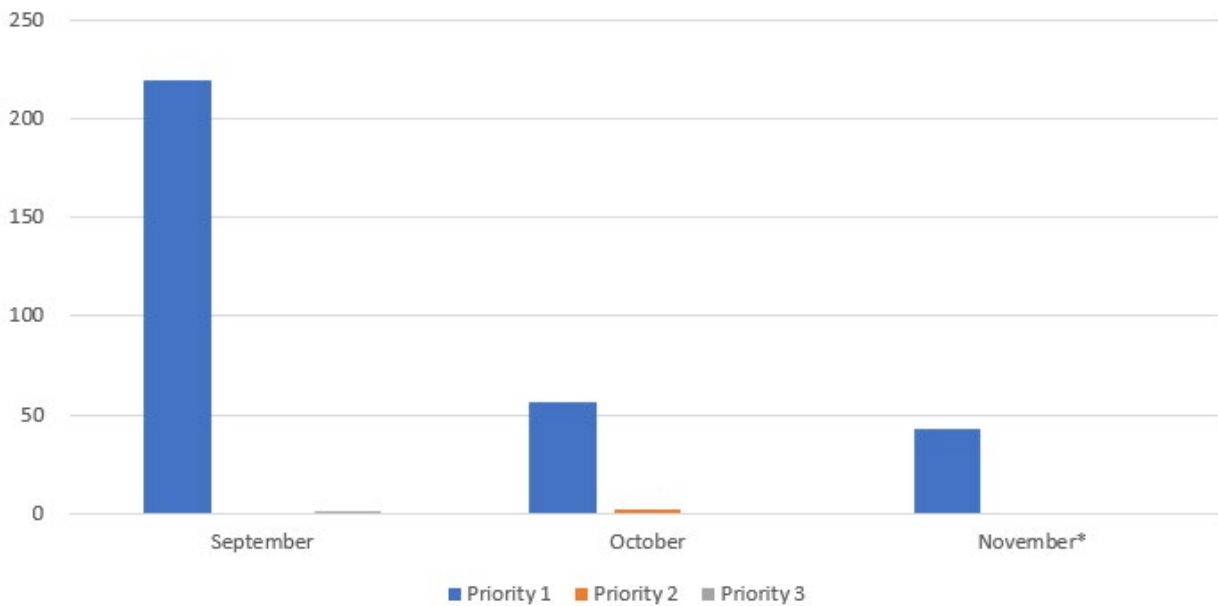


Figure 16 - Monthly Work Orders Exceeding Response Time by Priority



*NOTE: Includes data from November 1-26.

Figure 17 - Monthly Work Orders Exceeding Repair Time by Priority



*NOTE: Includes data from November 1-26.

Figure 20 provides the total number of MOMS work orders by priority (1,2 or 3) per day that exceeded the time to repair and Figure 21 time to response threshold identified in the Operations Plan. Events that exceed the response and repair thresholds will be subject to the key performance indicator (KPI) assessments identified in the contract. SBCTA is awaiting the Toll Services Providers Monthly Maintenance Report to confirm if these are tied to the DR failover testing and the fiber communications issue.

Figure 18 - Daily Work Orders Exceeding Response Time by Priority

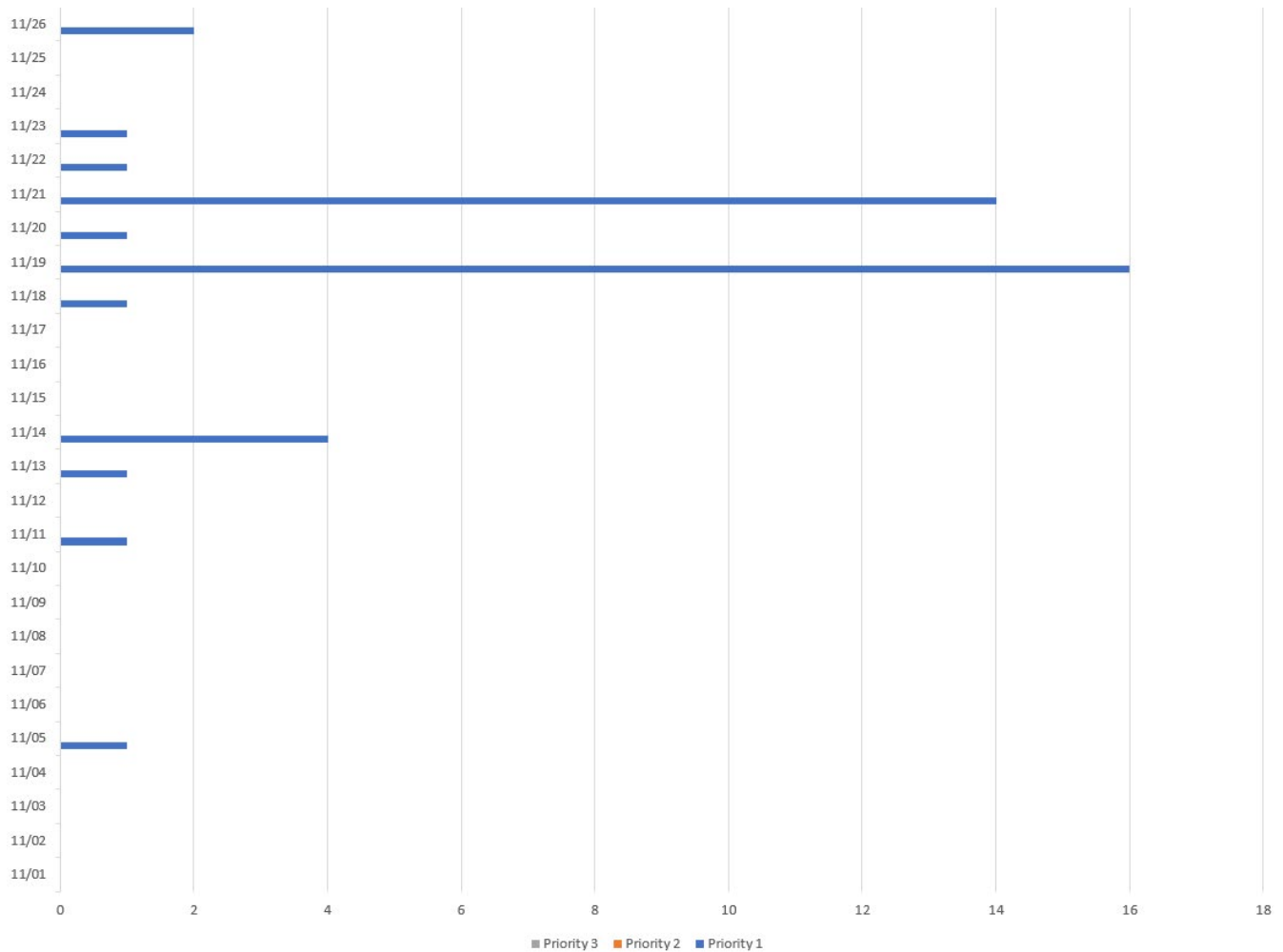
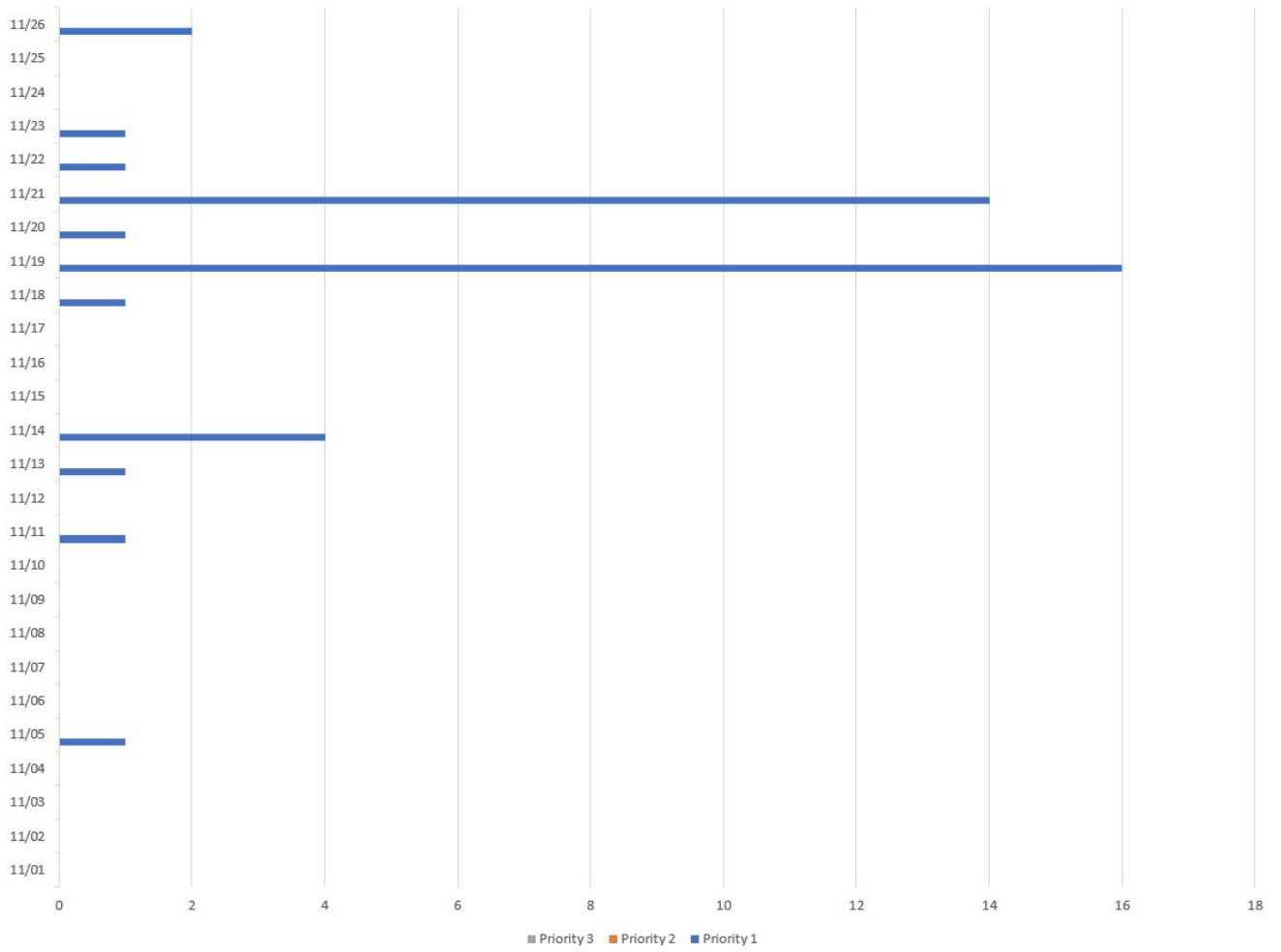




Figure 19 - Daily Work Orders Exceeding Repair Time by Priority

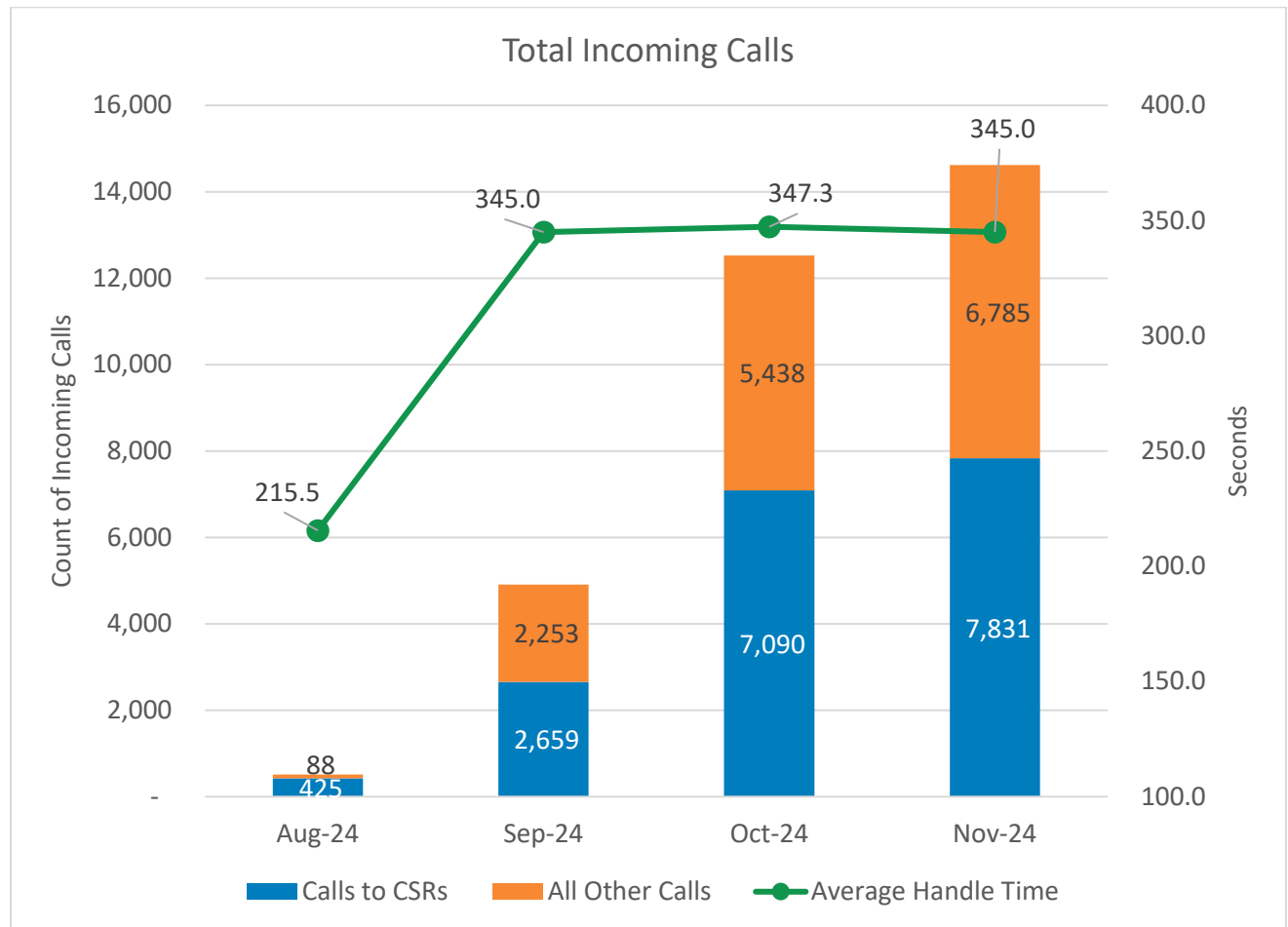


4 CUSTOMER SERVICE OPERATIONS

4.1 CALLS

Figure 22 depicts the total calls coming into the Customer Service (CSC) Call Center on SBCTA’s dedicated phone number, including the number of customers that elected to speak with a Customer Service Representative (CSR) and the average handle time per call. The total number of incoming calls continues to increase from previous months. In November, only 54% of customers elected to speak with a CSR, down slightly from 57% in October indicating that customers are increasingly able to use the automated call system to address their reason for calling. The average handle time for calls over the past several months continues to be relatively flat even as volume has increased each month (consistent with the increase in violation notices sent). It should be noted that while the call center is available to customers 24 hours a day and 7 days a week, CSRs are only available from 8:00 am to 6:00 pm Monday through Friday and 9:00 am to 2:00 pm on Saturday.

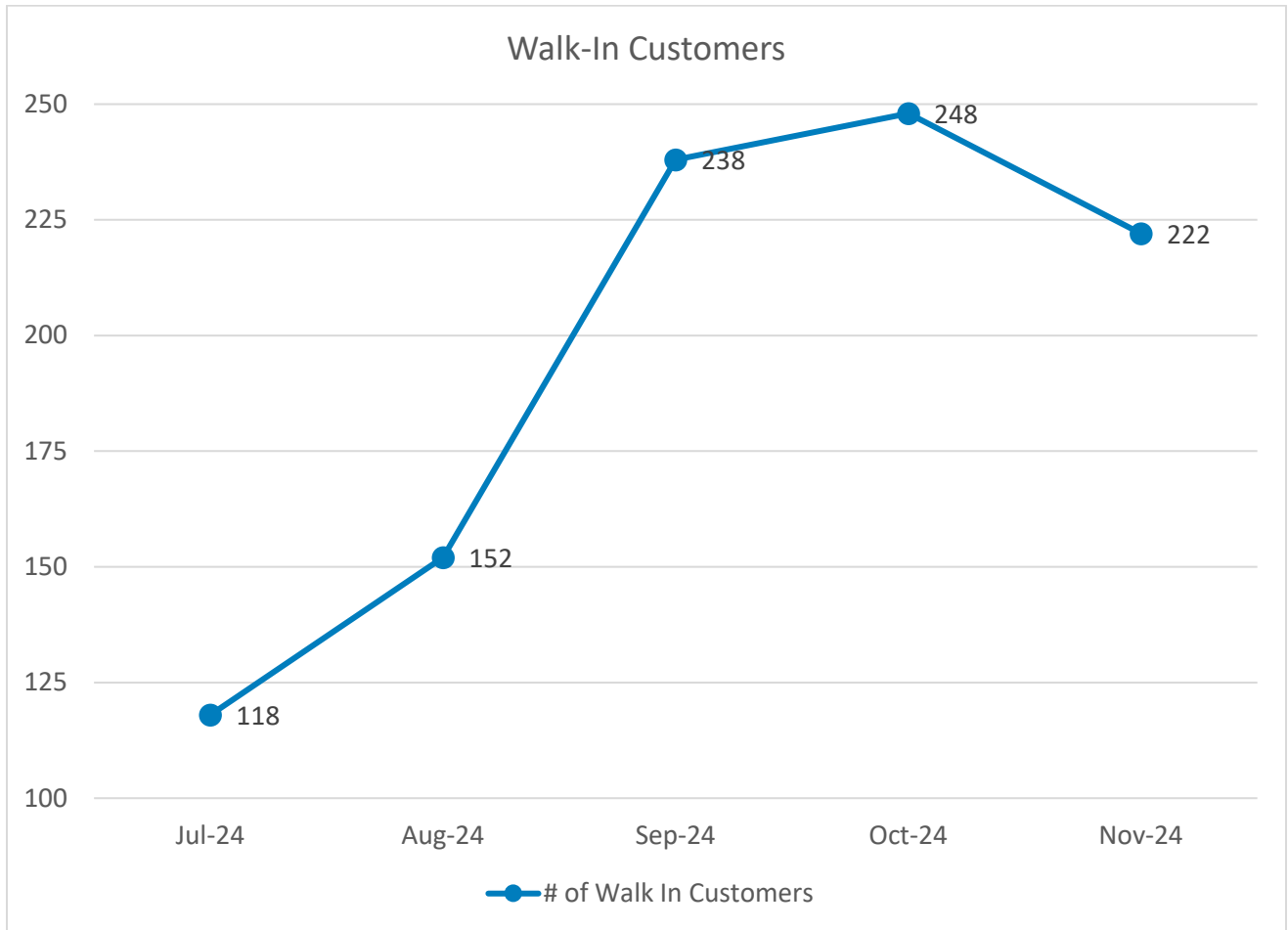
Figure 20 - Incoming Calls by SBCTA Customers



4.2 WIC CUSTOMERS

Figure 23 indicates I-10 EL customers using the dedicated San Bernadino Customer Service Center (CSC) and the Irvine CSC. The figure demonstrates the number of customers is down slightly from the previous two months as the holiday season may be impacting customer behavior. Customers are almost exclusively using the new Walk-In Center located in Rancho Cucamonga City Hall. Over the entire 5-month period, only three customers used the Irvine Walk-In Center to inquire about the I-10 EL.

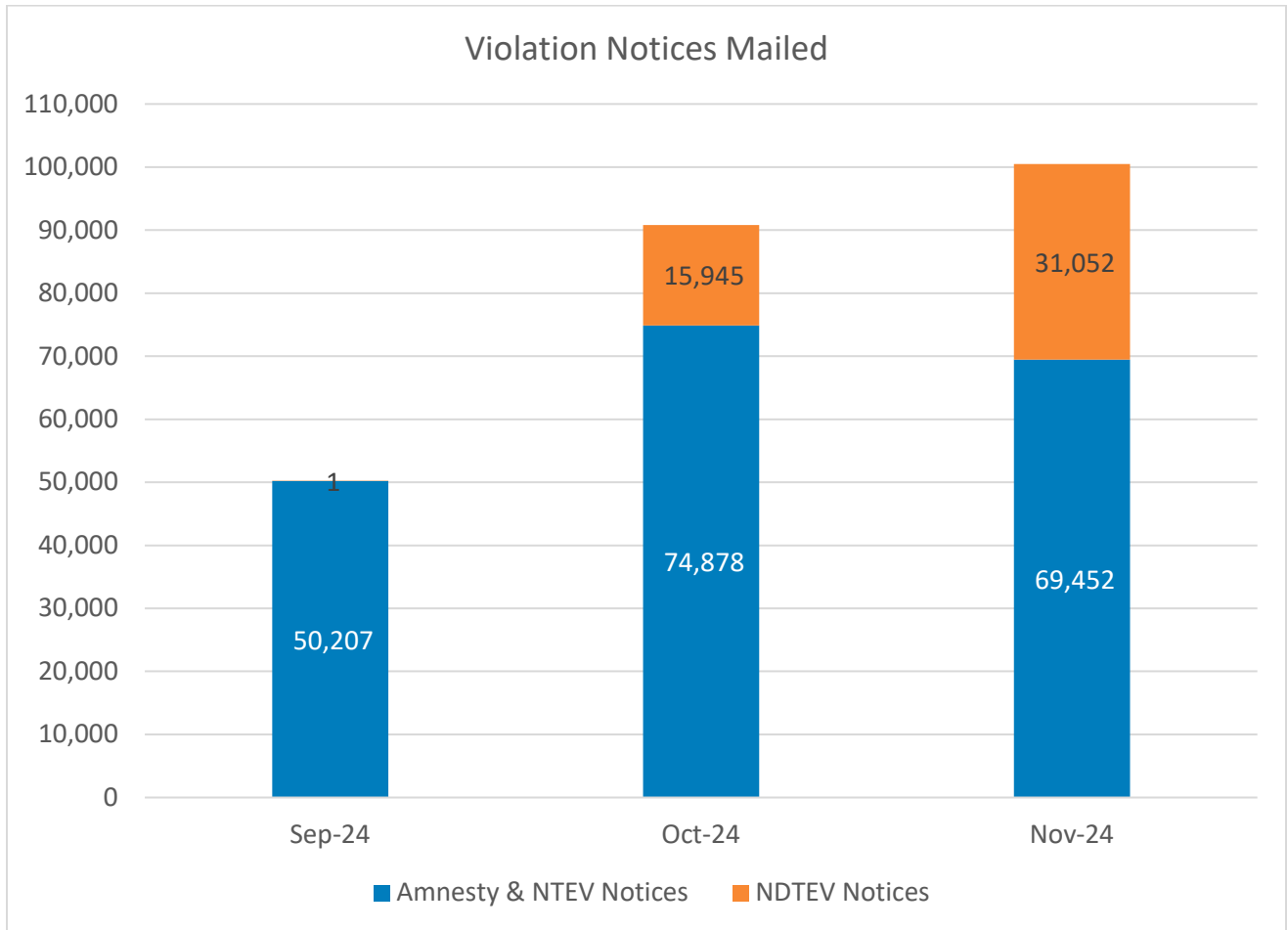
Figure 21 - Walk-In Center Customers



4.3 VIOLATIONS NOTICES

Figure 24 depicts the total number of violation notices mailed. Amnesty Notices are mailed to a customer who has not previously violated on the EL. A Notice of Toll Evasion (NTEV) is mailed to customers with a new violation who have previously had a violation on the EL. A Notice of Delinquent Toll Violation (NDTEV) is sent to customers who have not paid or only partially paid an Amnesty Notice or an NTEV. The figure depicts an increase of approximately 10,000 notices, however there were about 5,000 fewer Amnesty and NTEV notices, indicating fewer violations in November. There were approximately 31,000 NDTEVs mailed in November almost double the volume in October as time has allowed more unpaid initial notices to escalate.

Figure 22 - Total number of violation notices mailed



4.4 PAYMENTS THROUGH PAY NEAR ME

Pay Near Me provides customers with an easy way to pay their violation notice using a QR code printed on the violations notice and has proven to be popular and effective. When scanned with a smartphone, the QR code provides customers with the amount they owe and provides convenient ways to pay, such as with mobile payment applications, a credit card or with cash at a local store. Figure 25 provides the consolidated number of payments to the major categories by customer usage including credit and debit cards (which includes Apple Pay and Google Pay), other payment apps (including Venmo and PayPal), and with cash at local stores (such as 7-11 and CVS amongst others). Figure 26 provides the toll and fee amounts collected in the same categories, excluding the convenience fee, on behalf of SBCTA. Credit and debit cards are demonstrating to be very popular, as customers are not showing an aversion to either the \$2.99 convenience fee collected by Pay Near Me for card transactions or the \$1.99 for cash transactions.

Figure 23 - Pay Near Me Payments by Payment Type

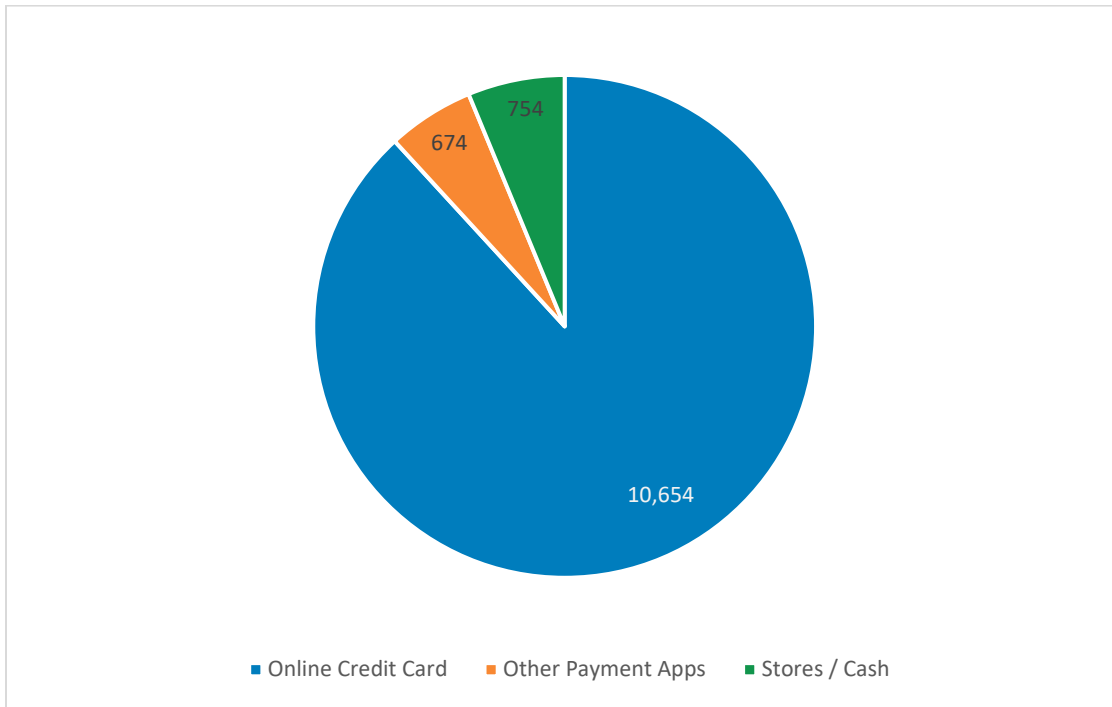
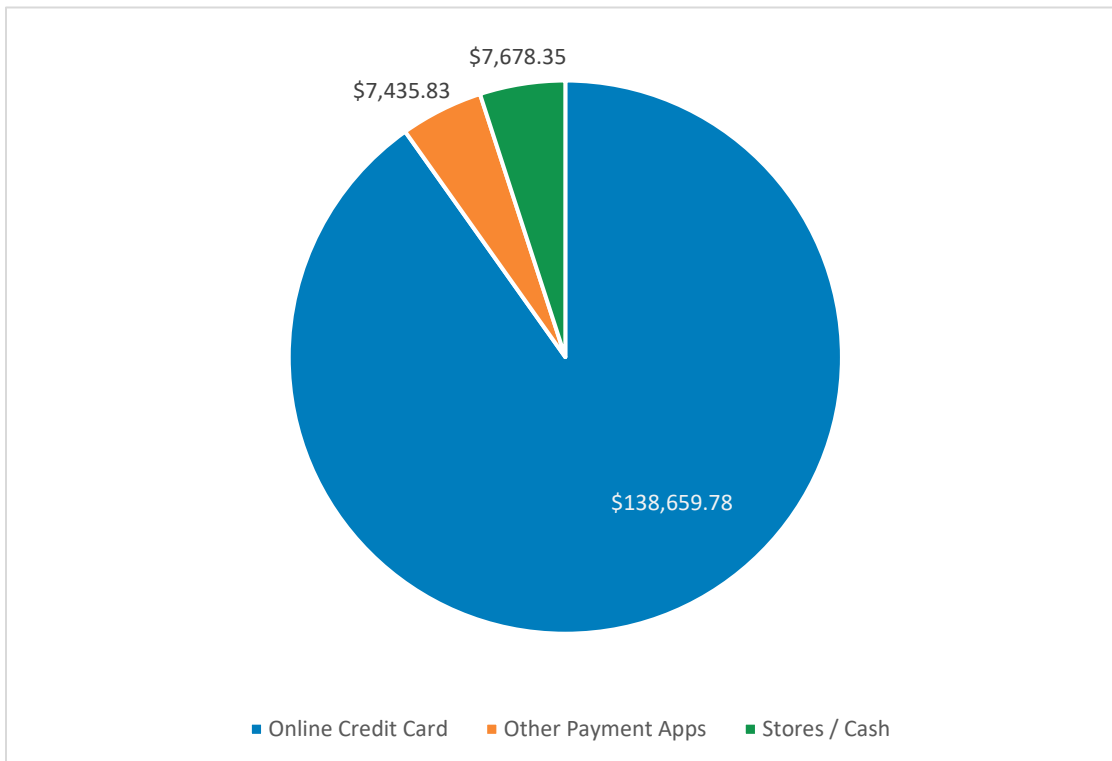


Figure 24 - Pay Near Me Revenue Collected by Payment Type



4.5 EQUITY

SBCTA provides equity programs for low-income households and disabled veterans. Figure 27 demonstrates the number of customers that received the \$20 low-income benefit since launch of the equity programs.

There have been 25 low-income accounts opened since the opening of the EL. In November there were 4 new customers approved for the program down from 10 customers who were approved in October.

Figure 25 - Low Income Program Participation

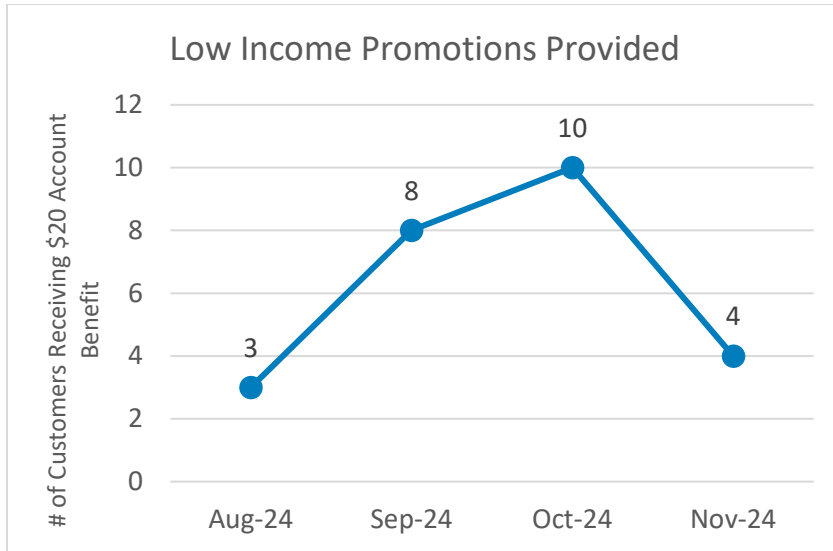
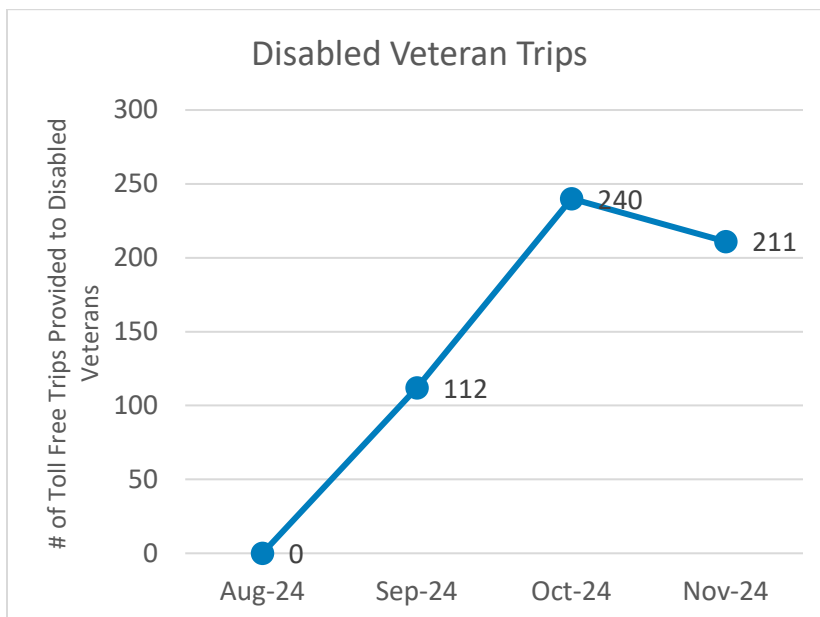


Figure 28 depicts the number of toll-free trips taken under the Disabled Veteran Discount Program. Trips in November were down slightly from October due to the Thanksgiving Holiday and overall lower traffic in November.

Figure 26 - Disabled Veteran Trips





5 FINANCIAL PERFORMANCE

5.1 REVENUE

Gross Potential Revenue (GPR) (total ETC and IBT) of \$1.443 million (ETC: \$622K + IBT: \$820K) for the month of November 2024 (through November 26) is 10% (\$160K) lower than October 2024 GPR of \$1.603 million, as reflected in Figure 29. The reduction is largely attributable to the reporting period being four days shorter than a full month. GPR represents the amount of revenue that would be collected by SBCTA if all customers paid the posted toll amount while actual revenue represents the actual amount collected from customers.

Figure 29 - GPR and Actual Revenue over months by ETC and IBT

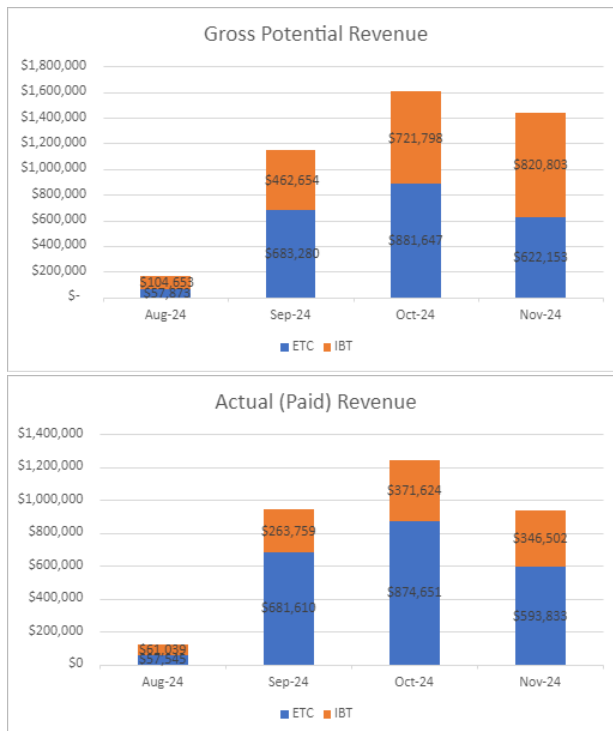


Figure 30 represents ETC revenue which is the amount posted to FasTrak accounts. FasTrak accounts in California are primarily prepaid or held by customers with a positive history of post-payments. For this reason, the vast majority of ETC revenue is deemed collectable. For the month of November 2024 (through November 26), \$594K of ETC tolls has been paid, representing 95% of ETC GPR (\$622K). For prior months, over 99% of ETC tolls have been paid.

Figure 30 - ETC Revenue

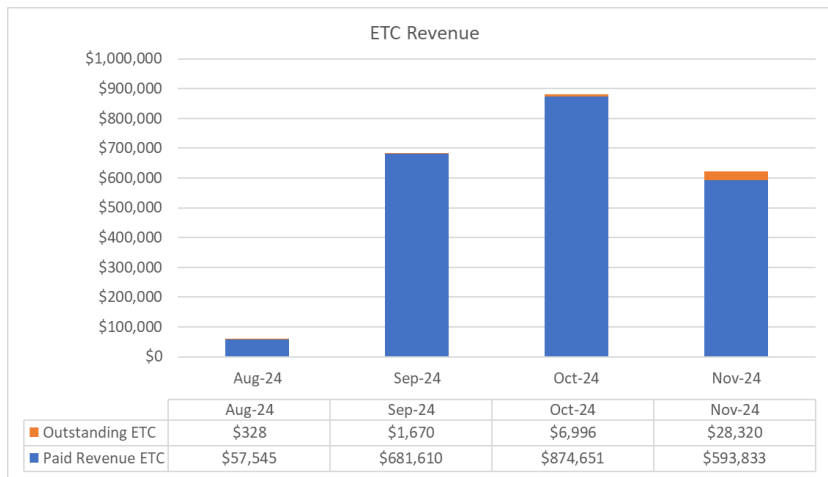
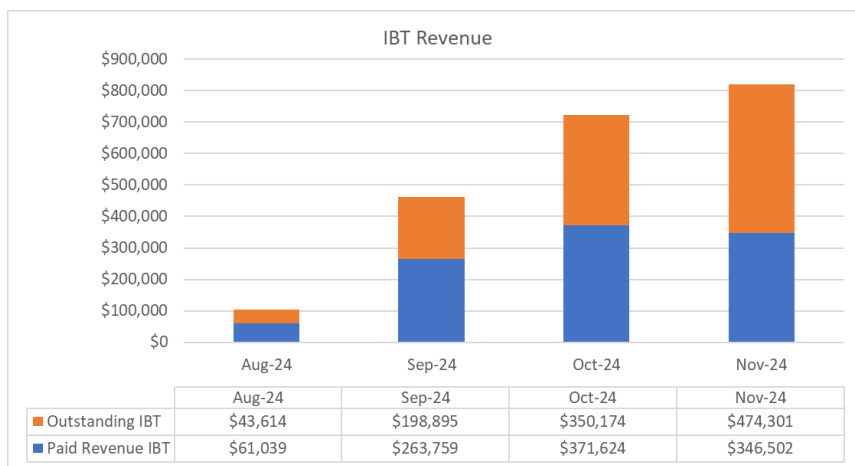


Figure 31 presents the IBT revenue which represents the value of tolls that have been sent to the CSC for billing that are not associated with a valid FasTrak account. Payment of these tolls is less assured because these trips are not associated with an account. Customers have 10 days to pay for these trips before being escalated through a violation process, where penalties up to \$50 per trip can be incurred. Although not all tolls will be collected, because of the associated penalties revenue from IBT trips, many agencies end up collecting violation revenues (inclusive of penalties) close to the amount of the toll incurred. The time it takes to collect these tolls is much longer than ETC trips. Most of this revenue will be collected in the first 60-90 days but some tolls may take as long as three years to collect. For the month of November 2024, \$347K of IBT tolls have been paid, representing 42% of IBT GPR (\$821K).

Figure 31- IBT Revenue

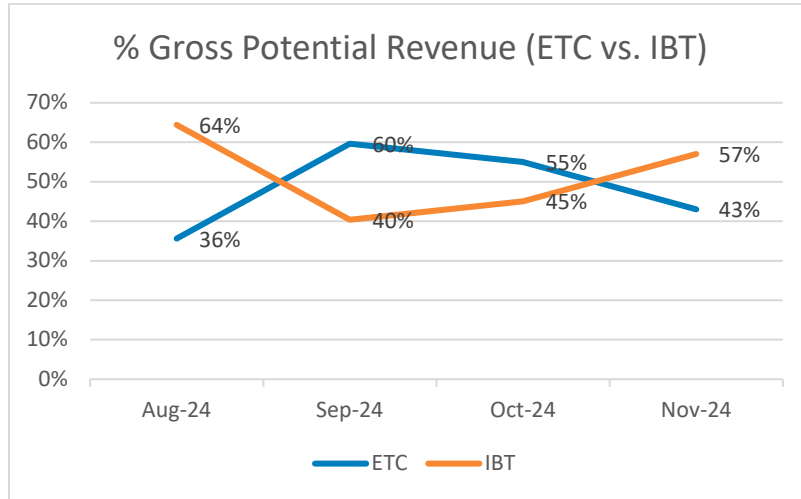


Over time, SBCTA will build a history of collectability which can be used to better estimate the percentage of GPR that will result in actual revenue for SBCTA. These estimates can be built into this report once available.

Figure 32 presents GPR between ETC and IBT. As a percentage of GPR, ETC is normalizing, starting with 36% of revenue in August 2024 growing to 60% in September 2024 and dropping to 55% in October 2024 and 43% in

November 2024. Ideally, SBCTA can shift more customers to ETC, as collectability, cost to collect and speed to collect are all significantly better for ETC trips vs. IBT trips.

Figure 32 - GPR between ETC and IBT



5.2 ACCOUNTS RECEIVABLE

Accounts Receivable as of the end of November 2024 is \$4.063 million, comprised of \$608K in tolls and \$3.455 million in fees and penalties.

Most trips that occurred prior to November 2024 have entered the violation escalation process. Collectability of toll revenue from trips not invoiced within two months of the trip date is expected to be low. There are a number of reasons unpaid trips will not be noticed. The “Not Noticed” values in the table below represent trips sent to the CSC for billing (meaning there was a valid trip with a valid license plate). The CSC must obtain information on the registered owner of the vehicle in order to send a notice to the customer. When this information cannot be retrieved either from the California or out of state DMV in a timely manner, the trip cannot be noticed. It is expected that there will be some level of trips that cannot be noticed, typically related to incorrect, incomplete or otherwise null information being retrieved from the DMVs.

Table 4 and Table 5 present the trip counts and amounts receivable from different violation categories. It should be noted that the amounts receivable in the “Not Noticed” category do not include violation penalties. Amounts receivable in all other categories are inclusive of penalties.

Table 4 Accounts Receivable Trips

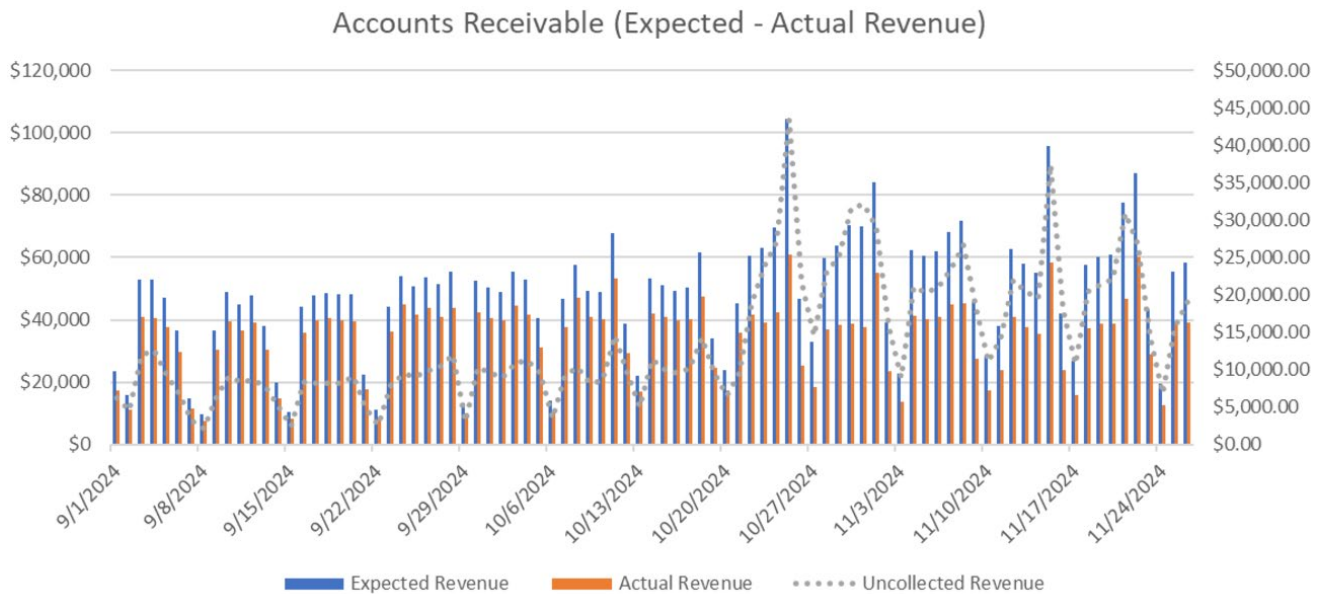
Trip Counts	Not Noticed	First Notice	Second Notice	Pending Collection	DMV Hold
August 2024	1,786	61	3,796	53	0
September 2024	14,301	1,807	36,091	679	0
October 2024	19,362	42,649	21,504	1,003	0
November 2024	52,945	47,969	0	388	0

Table 5 Accounts Receivable Amounts

Receivable Amount	Not Noticed	First Notice	Second Notice	Pending Collection	DMV Hold
August 2024	\$4,662	\$314	\$119,117	\$1,541	\$0
September 2024	\$31,643	\$22,983	\$1,804,541	\$25,973	\$0
October 2024	\$42,970	\$620,975	\$588,516	\$21,917	\$0
November 2024	\$127,421	\$644,765	\$0	\$6,605	\$0

The Figure 33 below reflects GPR, actual revenue, and accounts receivable by day from inception until November 26, 2024. As expected, accounts receivable is higher for the end of the month versus the beginning of the month because of customers paying over time.

Figure 33 - Accounts Receivable from Inception until November 26



*Actual revenue means posted revenue (posted and paid)

5.3 FINANCIAL OPERATIONS

Reconciliations are performed daily, with discrepancies investigated and reported immediately. The reconciliations are broken down into two categories:

1. **Transaction Day Reconciliations:** Designed for additional validation, beyond the team monitoring the roadside, that transactions are being packaged into trips and are flowing to and being processed by TCA. Small discrepancies in the Transaction Day Reconciliations are deemed acceptable as the purpose of these reconciliations is to validate the reasonableness of the transaction flow. It is expected that a fix will be deployed by TransCore in December to address these small discrepancies.



2. **Posting Day (Financial) Reconciliations:** Designed to ensure that financial transactions are being processed by the TransCore system and posted to the TransCore General Ledger correctly, that financial transactions are being posted by the TCA system correctly, and that the TransCore and TCA systems are in sync with respect to tolls posted, adjusted, paid and Accounts Receivable. All discrepancies in these reconciliations are investigated and are expected to be resolved.

For the month of November 2024, all Transaction Day reconciliations have been performed through November 26; there are some variances which are currently assumed to be timing differences related to TransCore posting delays. The finance team will be able to determine any remaining variances once the posting is current.

For the month of November 2024, all Posting Day (Financial) Reconciliation have been performed and, like the Transaction Day reconciliation, assumed timing variances are expected to be resolved once the TransCore posting is current.

Table 6 illustrates payments received from TCA that are also reconciled when paid on a weekly basis. All payments received to date have been reconciled to the TransCore system with no variances to note.

Table 6 Payments Received from TCA

<u>Months</u>	<u>TCA Paid</u>
August 2024	\$57,035
September 2024	\$809,709
October 2024	\$1,410,799
November 2024	\$1,345,716

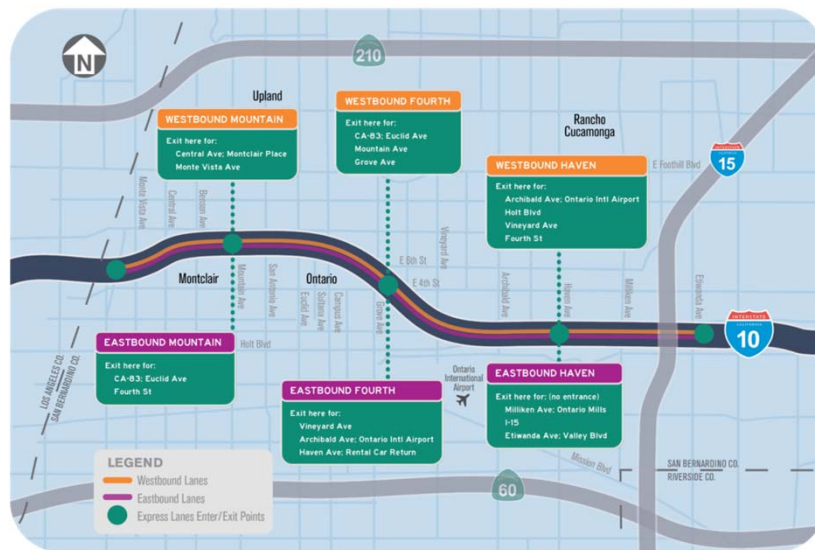
TCA invoices SBCTA for services provided. TCA provides summary and detailed reports to support the invoice trip volumes and associated costs.

QUARTERLY REPORT

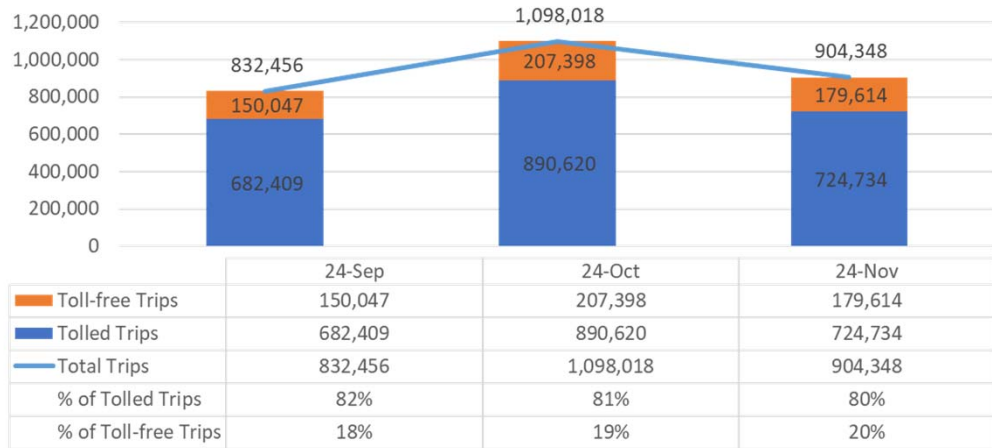
December 11, 2024
General Policy Committee



I-10 EL CONTRACT 1 INGRESS/EGRESS

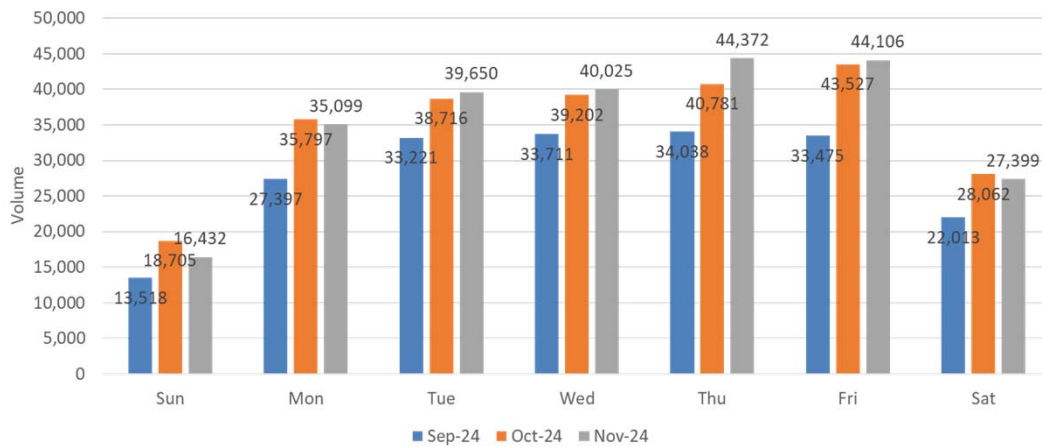


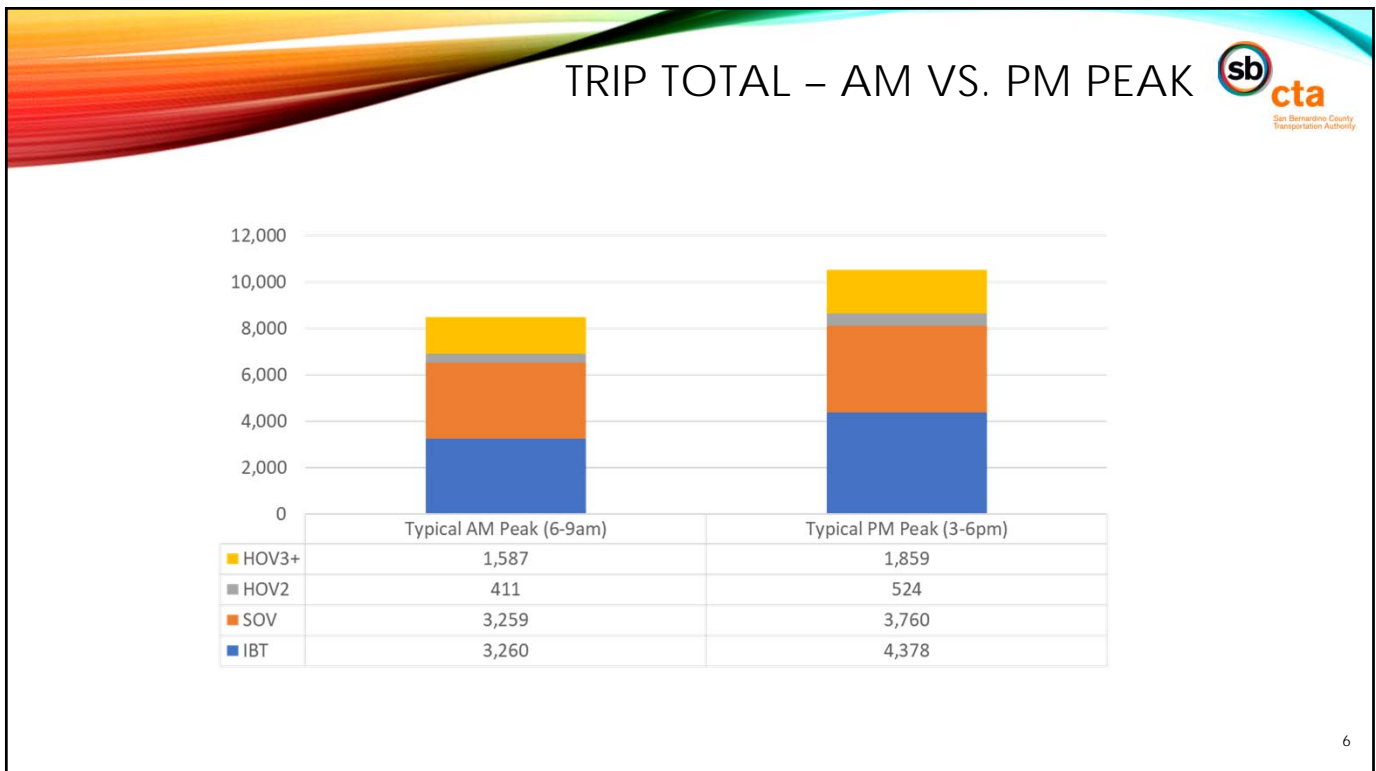
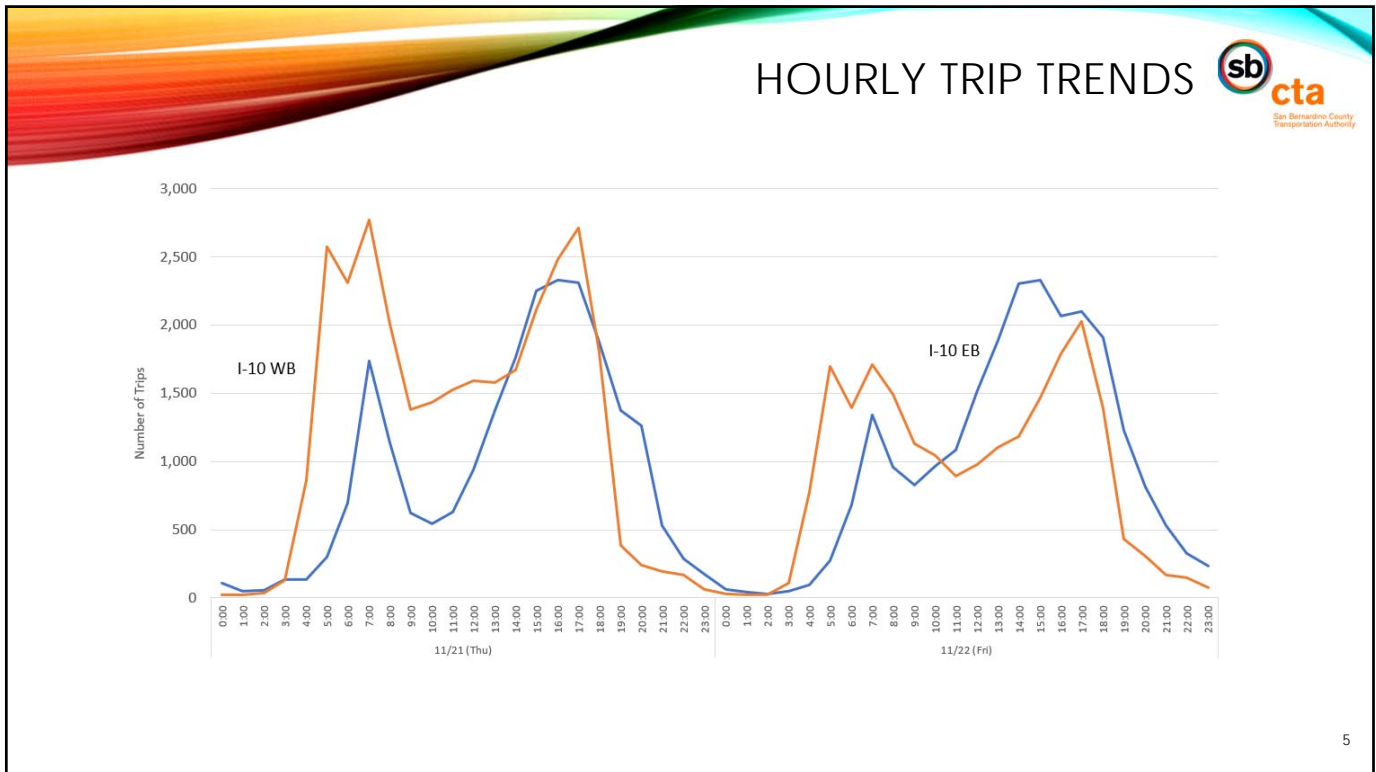
TOTAL EXPRESS LANES TRIPS



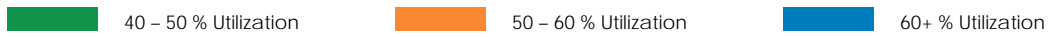
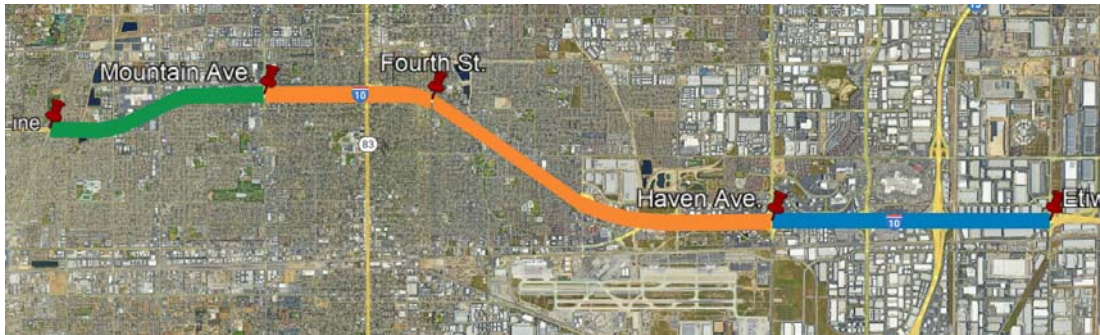
November data is from November 1 to 26.

AVERAGE DAILY TRIPS

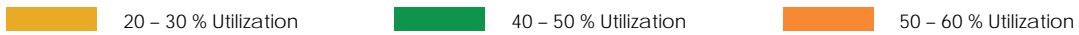
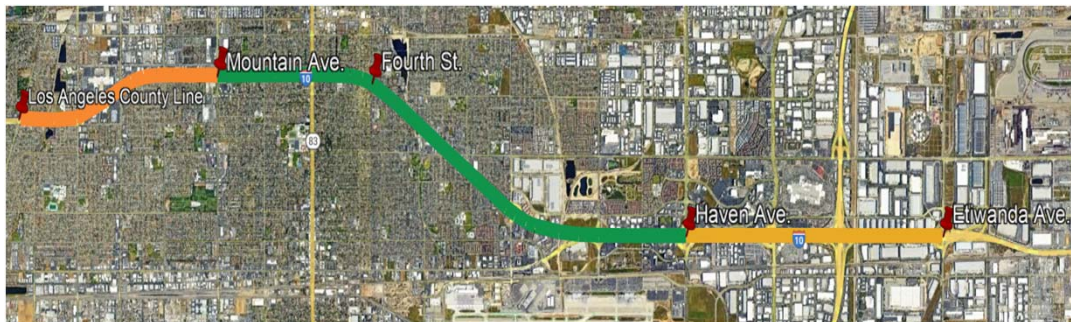




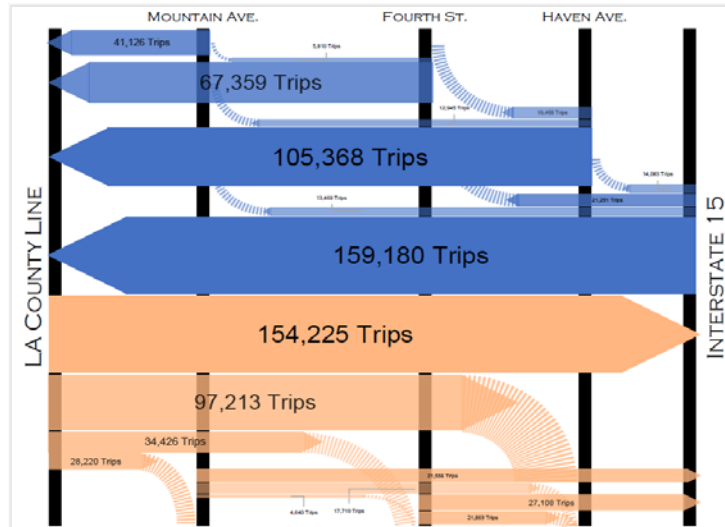
UTILIZATION - EASTBOUND



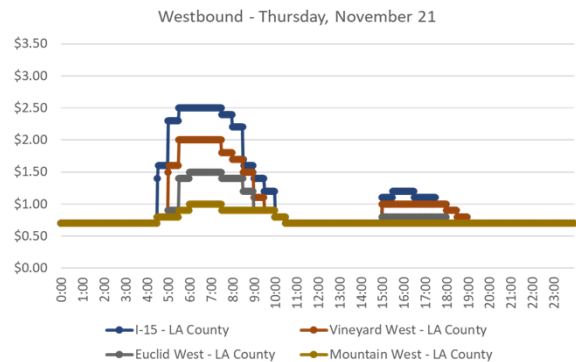
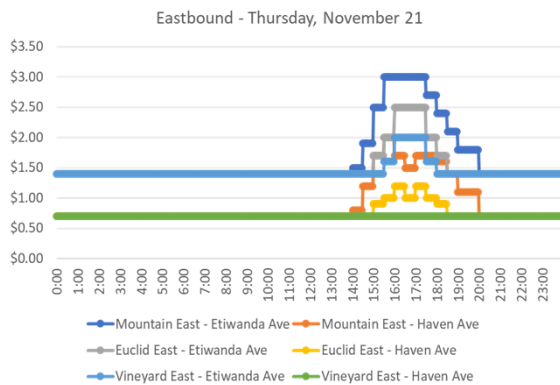
UTILIZATION - WESTBOUND



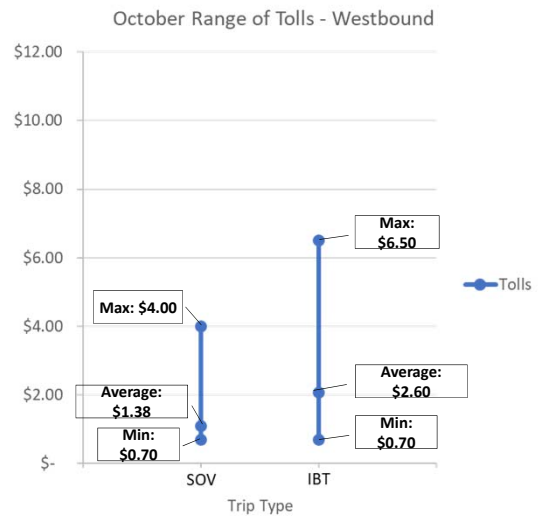
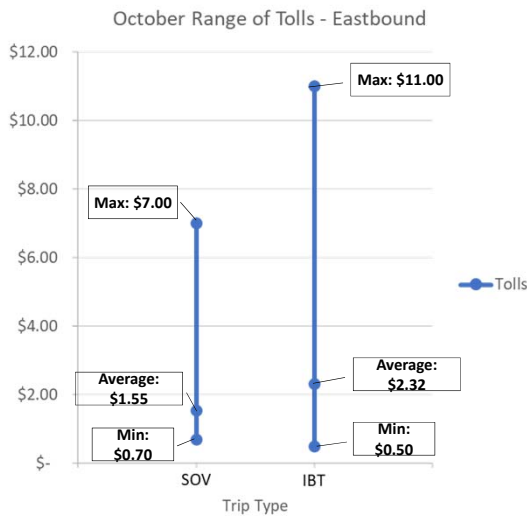
TRIP ORIGIN-DESTINATION



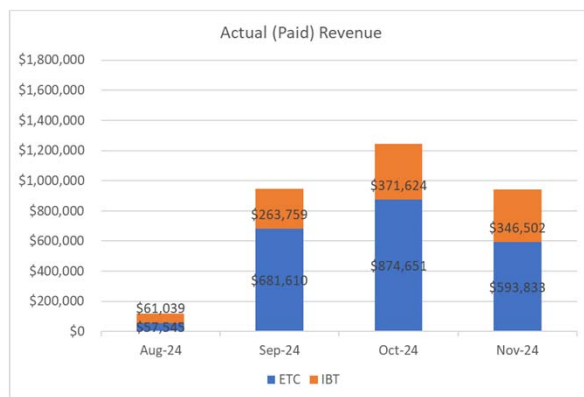
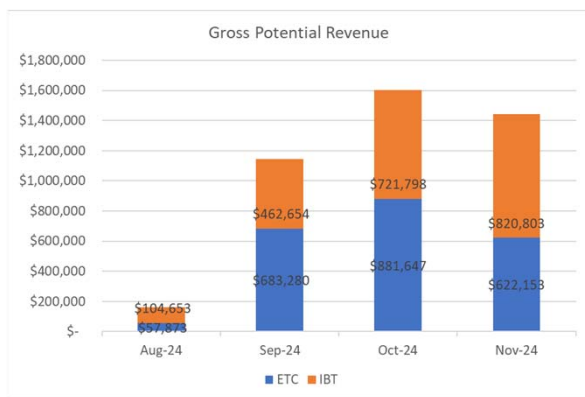
AVERAGE TOLLS



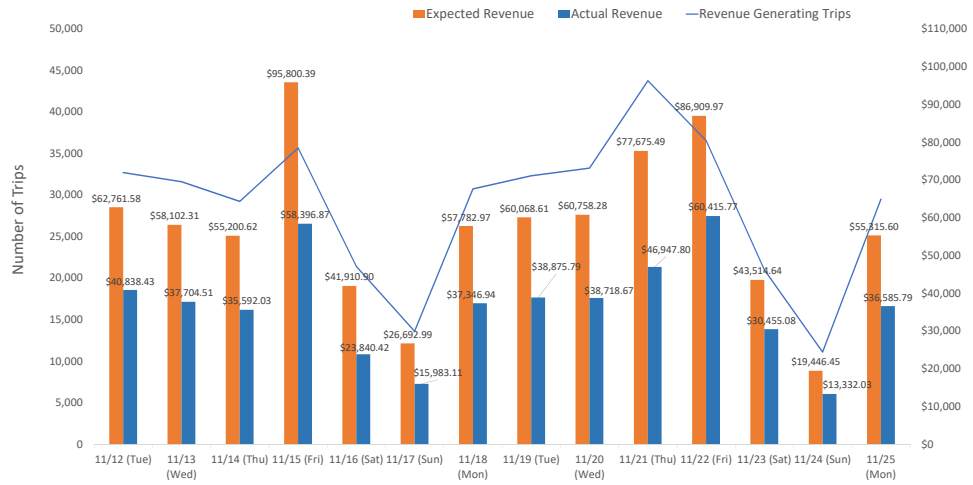
TOLL RANGES

MONTHLY EXPECTED & ACTUAL REVENUE

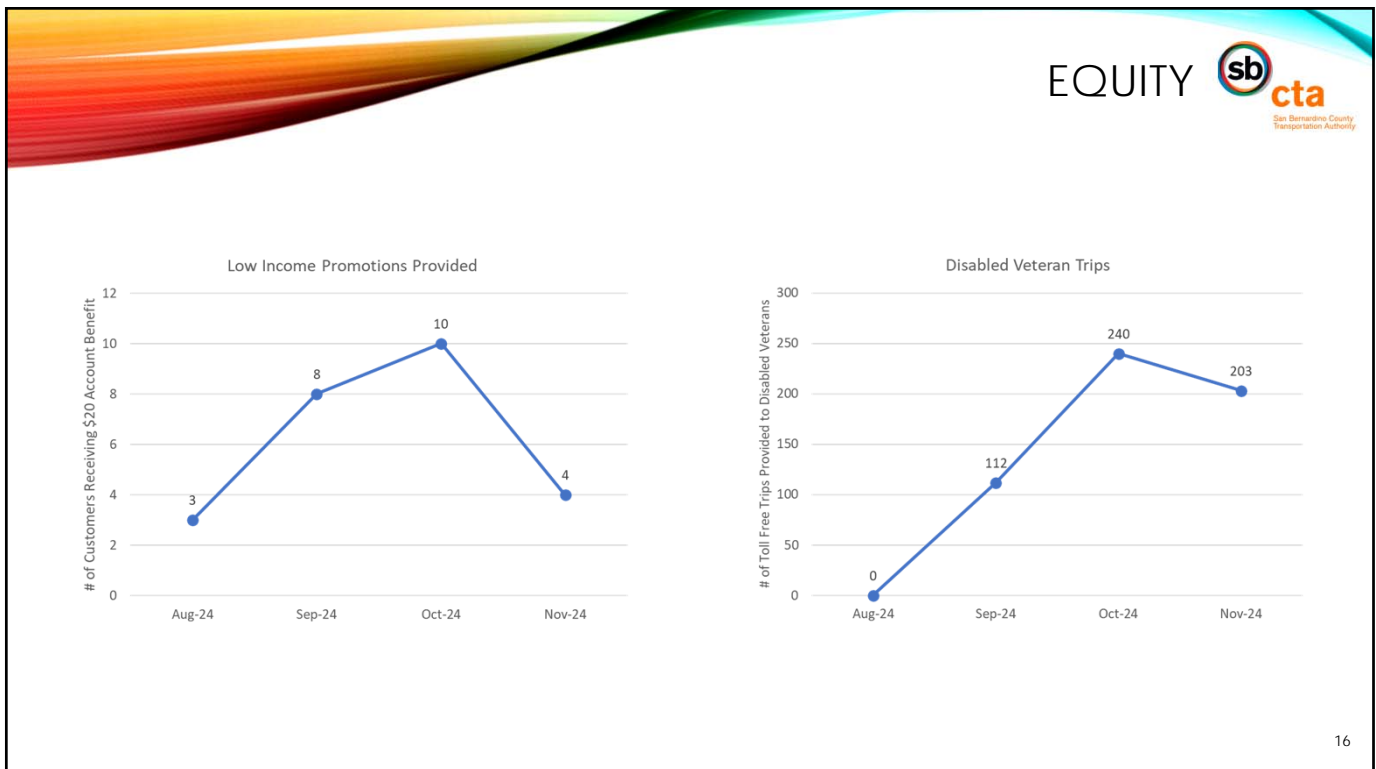
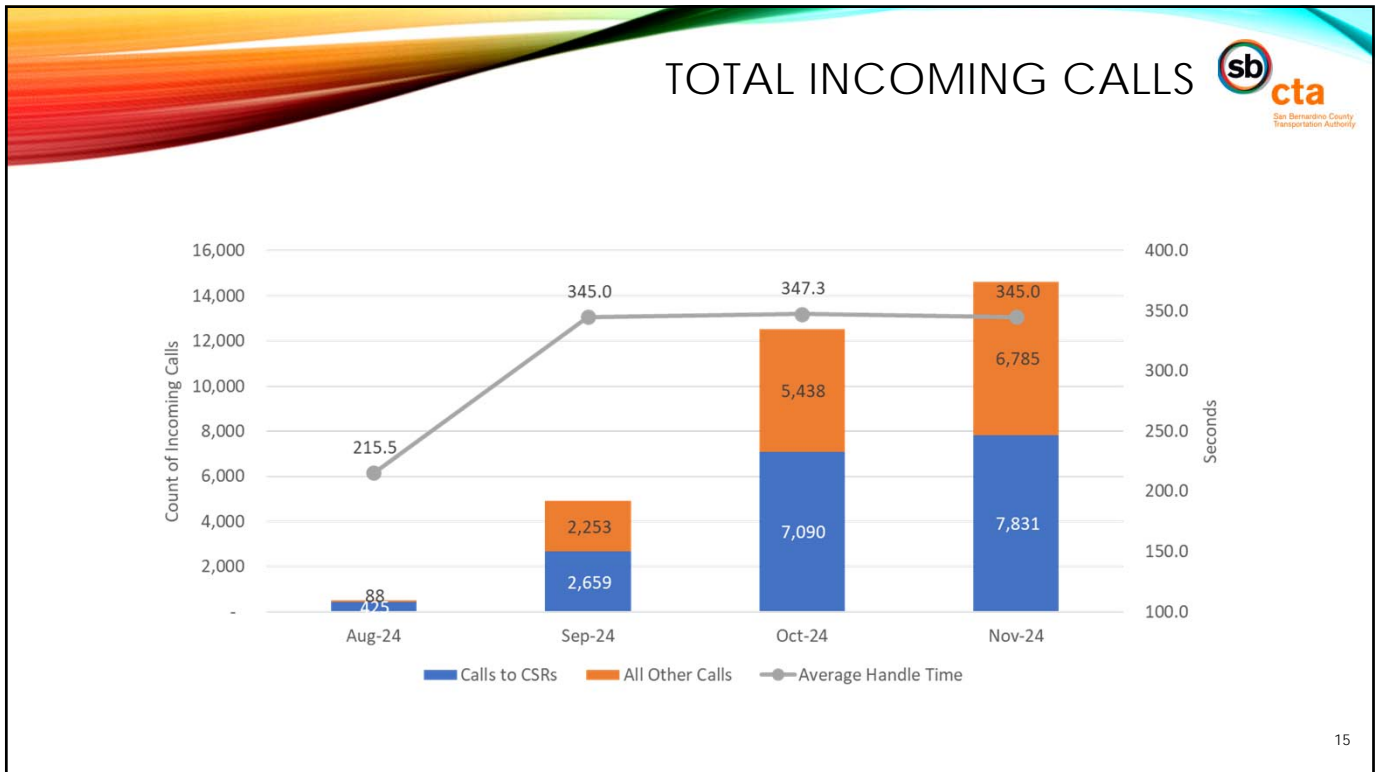



AVERAGE DAILY TRIPS & REVENUE

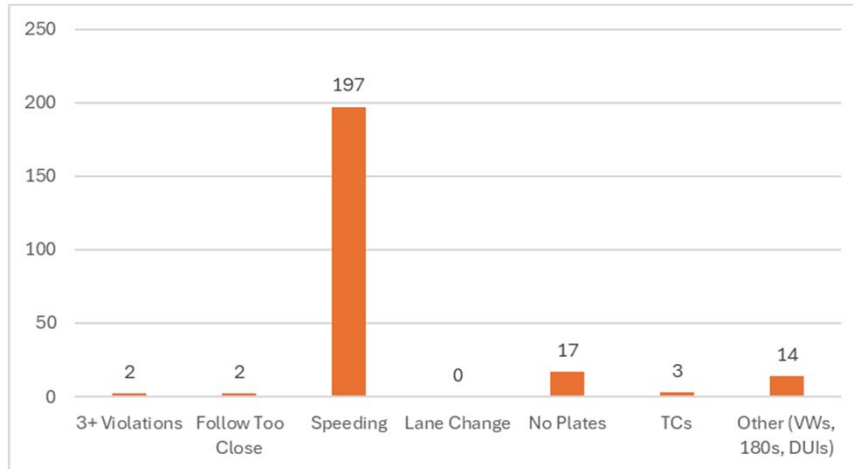


WALK-IN CUSTOMERS





CHP ENFORCEMENT CATEGORIES – SEPT



MONTHLY FSP ASSIST DATA



	Aug	Sept	Oct	Nov
Accident	1	6	17	13
Debris Removal	5	15	13	8
Flat Tire	1	14	17	14
Mechanical Problem	0	5	12	14
Out of Gas	1	0	4	3
Over Heated	0	2	1	5
Others (includes abandoned and vehicle safety check)	1	8	29	29



QUESTIONS & ANSWERS