



# **Orange County Transportation Authority**

## **Finance and Administration Committee Agenda**

### **Wednesday, August 27, 2025 at 10:30 a.m.**

Board Room, 550 South Main Street, Orange, California

#### **Committee Members**

Michael Hennessey, Chair  
Patrick Harper, Vice Chair  
Jamey M. Federico  
William Go  
Carlos A. Leon  
Vicente Sarmiento  
Mark Tettemer

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the Orange County Transportation Authority (OCTA) Clerk of the Board's office at (714) 560-5676, no less than two business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

#### **Agenda Descriptions**

Agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Committee may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

#### **Public Availability of Agenda Materials**

All documents relative to the items referenced in this agenda are available for public inspection at [www.octa.net](http://www.octa.net) or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

#### **Meeting Access and Public Comments on Agenda Items**

Members of the public can either attend in-person or access live streaming of the Committee meetings by clicking this link: <https://octa.legistar.com/Calendar.aspx>

#### **In-Person Comment**

Members of the public may attend in-person and address the Board regarding any item within the subject matter jurisdiction of the Orange County Transportation Authority. Please complete a speaker's card and submit it to the Clerk of the Board and notify the Clerk regarding the agenda item number on which you wish to speak. Speakers will be recognized by the Chair at the time of the agenda item is to be considered by the Board. Comments will be limited to three minutes. The Brown Act prohibits the Board from either discussing or taking action on any non-agendized items.

# FINANCE AND ADMINISTRATION COMMITTEE MEETING AGENDA

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## Written Comment

Written public comments may also be submitted by emailing them to ClerkOffice@octa.net, and must be sent by 5:00 p.m. the day prior to the meeting. If you wish to comment on a specific agenda item, please identify the item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.

## Call to Order

## Pledge of Allegiance

Director Go

## Closed Session

There are no Closed Session items scheduled.

## Special Calendar

There are no Special Calendar matters.

## Consent Calendar (Item 1)

All items on the Consent Calendar are to be approved in one motion unless a Committee Member or a member of the public requests separate action or discussion on a specific item.

### 1. Approval of Minutes

Clerk of the Board

#### **Recommendation(s)**

Approve the minutes of the August 13, 2025 Finance and Administration Committee meeting.

#### **Attachments:**

[Minutes](#)

## Regular Calendar

### 2. 91 Express Lanes Zero-Emissions Vehicle Discount

Kirk Avila

#### **Overview**

The State of California's clean air vehicle decal program is set to expire on September 30, 2025. With the expiration of the decal program, several California toll agencies will be discontinuing toll discounts associated with the program. Board of Directors' approval is requested to update the Toll Policy for the 91 Express Lanes to remove a similar zero-emission vehicle discount on the 91 Express Lanes.

#### **Recommendation(s)**

Approve the updated Toll Policy for the 91 Express Lanes, eliminating discounts for zero-emission vehicles, and direct staff to present this item to the next State Route 91 Advisory Committee on October 30, 2025.

## FINANCE AND ADMINISTRATION COMMITTEE MEETING AGENDA

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### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

[Attachment C](#)

### **3. 91 Express Lanes Back-Office System and Customer Service Center Options**

Kirk Avila

#### ***Overview***

On October 23, 2019, the Orange County Transportation Authority Board of Directors awarded Agreement No. C-9-1177 to Cofiroute USA, LLC, for the back-office system and customer service center operations services for the 91 Express Lanes in Orange and Riverside Counties. In anticipation of the expiration of the initial term, staff has begun to evaluate the future of the back-office system and customer service center options for the 91 Express Lanes.

#### ***Recommendation(s)***

Provide direction to staff for the back-office system and customer service center operations services for the 91 Express Lanes.

### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

[Presentation](#)

### **4. Award of Agreement for Claims Administration of the Self-Insured Workers' Compensation Program**

Greg Bych/Maggie McJilton

#### ***Overview***

On May 12, 2025, the Board of Directors approved the release of a request for proposals for claims administration of the Self-Insured Workers' Compensation Program. Proposals were received in accordance with Orange County Transportation Authority procurement procedures for professional and technical services. Approval is requested to execute an agreement for this service.

#### ***Recommendation(s)***

- A. Approve the selection of Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc., to provide claims administration for the Orange County Transportation Authority's Self-Insured Workers' Compensation Program.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3964 between the Orange County Transportation Authority and Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc., in the amount of \$2,794,000, to provide claims administration for the Orange County Transportation Authority's Self-Insured Workers' Compensation Program, for a

## FINANCE AND ADMINISTRATION COMMITTEE MEETING AGENDA

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five-year term.

***Attachments:***

[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

[Attachment C](#)

### **Discussion Items**

5. **Public Comments**
6. **Chief Executive Officer's Report**
7. **Committee Members' Reports**
8. **Adjournment**

The next regularly scheduled meeting of this Committee will be held:

**10:30 a.m. on Wednesday, September 10, 2025**

OCTA Headquarters, Board Room

550 South Main Street, Orange, California

**Committee Members Present**

Michael Hennessey, Chair  
Patrick Harper, Vice Chair  
Jamey M. Federico  
William Go  
Carlos A. Leon  
Vicente Sarmiento  
Mark Tettemer

**Staff Present**

Jennifer L. Bergener, Deputy Chief Executive Officer  
Sahara Meisenheimer, Clerk of the Board Specialist  
Seema Shanti Kulkarni, Clerk of the Board Intern  
Andrea West, Clerk of the Board  
Cassie Trapesonian, Assistant General Counsel  
OCTA Staff

**Committee Members Absent**

None

**Call to Order**

The August 13, 2025 regular meeting of the Finance and Administration Committee was called to order by Committee Chair Hennessey at 10:30 a.m.

**Special Calendar****1. Investment Management Presentation - MetLife**

Andrew Oftelie, Chief Financial Officer, provided opening comments and introduced Scott Pavlak and Erin Kepper, representatives from MetLife Investment Management, who provided a PowerPoint presentation.

Following a discussion, no action was taken on this item.

**Consent Calendar (Items 2 through 5)****2. Approval of Minutes**

A motion was made by Director Sarmiento, seconded by Director Leon, and declared passed by those present to approve the minutes of the July 23, 2025 Finance and Administration Committee meeting.

**3. Budget Development, Monitoring, and Reporting, Internal Audit Report No. 25-514**

A motion was made by Director Sarmiento, seconded by Director Leon, and declared passed by those present to receive and file Budget Development, Monitoring, and Reporting Internal Audit Report No. 25-514, as an information item.



**4. Oversight and Contract Compliance Related to Public Outreach Activities for the OC Streetcar Project**

Director Sarmiento pulled this item and asked for more background on the audit. Janet Sutter, Executive Director of Internal Audit, provided a report on this item.

A motion was made by Director Sarmiento, seconded by Committee Vice Chair Harper, and declared passed by those present to direct staff to implement three recommendations provided in Oversight and Contract Compliance Related to Public Outreach Activities for the OC Streetcar Project, Internal Audit Report No. 25-512.

**5. Orange County Transportation Authority Investment and Debt Programs Report – June 2025**

A motion was made by Director Sarmiento, seconded by Director Leon, and declared passed by those present to receive and file as an information item.

### **Regular Calendar**

**6. Consultant Selection for Program Management and Construction Management Services for Improvements to Orange County Transportation Authority's Headquarters Property**

Steven L. King, Senior Project Manager, provided a presentation on this item.

A motion was made by Director Sarmiento, seconded by Director Tettemer, and declared passed by those present to:

- A. Approve the selection of Griffin Structures, Inc., as the firm to provide program management and construction management services for improvements to the Orange County Transportation Authority's headquarters property.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3977 between the Orange County Transportation Authority and Griffin Structures, Inc., to provide program management and construction management services for improvements to the Orange County Transportation Authority's headquarters property.

**7. Agreement for Oversight Services for the 405 Express Lanes Back-Office System/Customer Service Center Operations**

Kirk Avila, General Manager of Express Lanes, provided a presentation on this item.



A motion was made by Committee Chair Hennessey, seconded by Director Leon, and declared passed by those present to:

- A. Approve the selection of HNTB Corporation as the firm to provide oversight services for the 405 Express Lanes back-office system/customer service center operations.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-53898 between the Orange County Transportation Authority and HNTB Corporation, in the amount of \$895,000, for a 15-month term, to provide oversight services for the 405 Express Lanes back-office system/customer service center operations.

### Discussion Items

#### 8. Public Comments

There were no public comments received.

#### 9. Chief Executive Officer's Report

Jennifer L. Bergener, Deputy Chief Executive Officer, reported on the OC Fair Express, which has been receiving a 20 percent increase in ridership and is moving into its final week of service.

#### 10. Committee Members' Reports

There were no Committee Members' Reports.

#### 11. Adjournment

The meeting adjourned at 11:33 a.m.

The next regularly scheduled meeting of this Committee will be held:

**10:30 a.m. on Wednesday, August 27, 2025**

OCTA Headquarters

Board Room

550 South Main Street

Orange, California


ATTEST:

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Sahara Meisenheimer  
Clerk of the Board Specialist



**August 27, 2025**

**To:** Finance and Administration Committee  
**From:** Darrell E. Johnson, Chief Executive Officer   
**Subject:** 91 Express Lanes Zero-Emission Vehicle Discount

### **Overview**

The State of California's clean air vehicle decal program is set to expire on September 30, 2025. With the expiration of the decal program, several California toll agencies will be discontinuing toll discounts associated with the program. Board of Directors' approval is requested to update the Toll Policy for the 91 Express Lanes to remove a similar zero-emission vehicle discount on the 91 Express Lanes.

### **Recommendation**

Approve the updated Toll Policy for the 91 Express Lanes, eliminating discounts for zero-emission vehicles, and direct staff to present this item to the next State Route 91 Advisory Committee on October 30, 2025.

### **Background**

The Orange County segment of the 91 Express Lanes (91 EL) is a four-lane, ten-mile tolled facility built in the median of State Route 91 (SR-91) between the State Route 55/SR-91 interchange and the Orange/Riverside County Line. The 91 EL was built by the California Private Transportation Company (CPTC) for a cost of approximately \$135 million and opened to travelers in December 1995. An agreement with the California Department of Transportation included a non-compete provision that created a 1.5-mile protection zone along each side of SR-91. This zone prohibited improvements along the corridor and created mobility problems as the region and corresponding transportation demands grew.

To mitigate growing concerns over congestion, the Orange County Transportation Authority (OCTA) acquired the 91 EL franchise rights from the CPTC in January 2003. This eliminated the non-compete provision, clearing the way for future enhancements to increase capacity and improve traffic flow along



the SR-91 corridor. With OCTA's acquisition of the 91 EL, the OCTA Board of Directors (Board) approved the 91 EL Toll Policy (Policy) on July 14, 2003. The adopted Policy outlined goals, toll schedules, holiday toll schedules, operating and financial metrics for adjusting tolls, and discounts. One of the discounts included in the Policy is free or reduced tolls for zero-emission vehicles (ZEV) on the 91 EL. The ZEV discount was unique to 91 EL customers and was established to promote ZEV early adoption in the region. Furthermore, it was supported by members of the California Toll Operations Committee (CTOC), of which OCTA is a member, through its standardization of discounts for clean air vehicles (CAV).

California Vehicle Code (CVC) Section 5205.5 (h) (1) requires high-occupancy toll lanes, which were authorized under the Streets and Highways Code Section 149.7, to provide toll-free or reduced-rate passage to certain CAV that display a valid Department of Motor Vehicles-issued CAV decal. The Bay Area Bridges and Express Lanes, Metro Express Lanes, Riverside Transportation Commission Express Lanes, San Bernardino Express Lanes, San Diego Express Lanes, and OCTA (for the 405 Express Lanes) were among the CTOC agencies that adopted this discount.

Federal authorization for the CAV decal program is set to expire on September 30, 2025. This program allows certain low-emission vehicles meeting specific emissions standards to use high-occupancy vehicle lanes regardless of the number of occupants. After the expiration date, CAV decals will no longer be valid for single-occupant use of high-occupancy vehicle lanes. Also, upon the expiration of the decal program, the requirement to provide the CAV discount on express lanes will no longer be in effect, and the basis for determining eligibility will no longer be available.

Staff has participated in meetings with CTOC agencies to discuss the future of the CAV discount on the various toll facilities. All CTOC members who currently offer CAV discounts on their express lanes are preparing to eliminate their CAV discounts upon termination of the decal program. Additionally, the 405 Express Lanes (405 EL)-adopted toll policy also eliminates the CAV discount upon the termination of the decal program. Therefore, on October 1, 2025, only the 91 EL will continue to offer a CAV/ZEV discount to customers.

### ***Discussion***

The number of CAV/ZEV discounts provided continues to grow as more eligible vehicles are purchased. This increase reflects the success of the original discount goal to support early adoption of CAV/ZEV. The continued increase in vehicles receiving the CAV/ZEV discount reduces the effectiveness of

congestion management pricing, as these users are not affected by toll increases.

CTOC agencies plan to be consistent in removing the CAV discount on October 1, 2025, after the sunset of the CAV decal program. OCTA's 405 EL are among the facilities that are scheduled to remove the discount per the adopted toll policy. The Riverside Transportation Commission (RCTC) also plans to remove the CAV discount from the 15 Express Lanes and the ZEV discount from their segment of the 91 EL. Staff has been working with RCTC on the analysis and review of the ZEV discount and the impact of its removal. While not required, OCTA and RCTC have historically maintained the same discount policy for both 91 EL segments for ease of communication to customers.

For the 91 EL, the total number of vehicles eligible for the ZEV/CAV discount as of June 30, 2025, was 23,372. This is 4.6 percent of the total registered vehicles for the 91 EL of 504,283. For fiscal year 2024-25 (FY 2025), on the OCTA segment of the 91 EL, the CAV/ZEV discount was provided to over 1.3 million transactions. This accounts for over 6.1 percent of the total transactions for FY 2025, which were 21.9 million. Moreover, the financial impact of the ZEV discount for FY 2025 was \$5.8 million, which is 8.3 percent of the total gross potential toll revenue of \$70.1 million.

Based on the coordination with the CTOC agencies, the highly collaborative efforts with RCTC for the 91 EL, as well as the forthcoming expiration of the CAV program, staff recommends that the 91 EL Toll Policy be updated to eliminate the zero-emission discount. In order to implement this change, the 91 EL back-office system (BOS) will need to be updated to remove the ZEV discount. Changes would include removing the discount from all eligible vehicles, transferring ZEV customers from a special access account to a convenience plan account, along with extensive customer communications. Staff is working with the BOS contractor to determine the time required for these changes. A change to the user agreement requires written notification to all account holders at least 30 days prior to the change taking place. Additionally, CVC Section 5205.5 (k) provides a 60-day grace period where CAV can use high-occupancy lanes and possibly continue to be eligible for discounts on express lanes after the sunset of the decal program.

Staff recommends the effect date to discontinue the ZEV discount on the 91 EL to be effective on or after December 31, 2025. Staff's recommended end date extends the discount period to allow sufficient time for communications to customers and surpass the possible required grace period prior to the change taking effect. If there are delays in system updates, the effective date is proposed to be upon completion of the updates and customer notification.

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A comprehensive communication effort will be made in addition to the required accountholder notification. Communication efforts will include email announcements, website updates, statement inserts, and social media postings. The Policy update will also be communicated through SoCal 511, the FasTrak.org website, and AAA.

Staff has reviewed the current Policy and recommends updating the Policy to remove the ZEV discount, along with making minor updates throughout. The removal of the ZEV discount will more closely align the 91 EL discounts with the discounts offered by CTOC agencies. In addition, the updates to the Policy are clarification changes that align with the 405 EL Toll Policy that was adopted on July 24, 2023. While making minor updates, the updated Policy maintains the same goals, operating metrics, and financial metrics for adjusting tolls. The toll schedules, holiday toll schedules, and discount sections were updated to current rates and policies.

#### **Next Steps**

If the updated Policy is approved by the Board, staff will begin making the necessary notifications to customers of the Policy change. This will include communication to CTOC agencies, customer communication, marketing outreach, user agreement updates, standard operating procedure updates, and BOS updates. Additionally, as outlined in SB 1316 (Chapter X, Statutes of X), toll policy changes must be presented to the State Route 91 Advisory Committee. Staff will present the changes to the Policy with RCTC at the next State Route 91 Advisory Committee meeting on October 30, 2025.

#### **Summary**

Staff recommends the Board of Directors approve the updated 91 Express Lanes Toll Policy, eliminating discounts for zero-emission vehicles, and direct staff to present this item to the next State Route 91 Advisory Committee.

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***Attachments***

- A. 91 Express Lanes 2025 Toll Policy, Adopted September 8, 2025 – Clean Version
- B. 91 Express Lanes 2025 Toll Policy, Adopted September 8, 2025 – Redline Version
- C. 91 Express Lanes Toll Policy, Adopted July 14, 2003

**Prepared by:**



Kirk Avila  
General Manager,  
Express Lanes Programs  
(714) 560-5674



## **91 Express Lanes Toll Policy**

Adopted September 8, 2025

### **Goals**

The goals for the 91 Express Lanes toll policy are to:

- Provide a safe, reliable, predictable commute for 91 Express Lanes customers.
- Optimize vehicle throughput at free flow speeds.
- Pay debt service and maintain debt service coverage.
- Increase average vehicle occupancy.
- Balance capacity and demand to serve customers who pay tolls as well as carpoolers with three or more persons who are offered discounted tolls.
- Generate sufficient revenue to sustain the financial viability of the 91 Express Lanes.
- Ensure all bond covenants are met.
- Repay the Orange County Transportation Authority's (OCTA) internal borrowing and provide net revenues for Riverside Freeway/State Route 91 corridor improvements.<sup>1</sup>

### **Definitions**

Exhibit I, "Definitions", clarifies terms used in this 91 Express Lanes Toll Policy.

### **Super Peak Hours**

The toll adjustment goals are to: a) reduce the likelihood of congestion by diverting traffic to other hours with available capacity; b) maintain free flow travel speed in the 91 Express Lanes; c) maintain travel time savings; d) accommodate projected growth in travel demand and; e) ensure that the toll road generates sufficient revenue to effectively operate the toll lanes and maintain a strong debt service position.

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<sup>1</sup> As allowable under Assembly Bill 1010.

The toll for use of the 91 Express Lanes during a Super Peak hour shall be determined as follows:

1. Hourly, day, and directional traffic volumes will be continually monitored on a rolling 12 consecutive week period basis.
2. Hourly, day, and directional traffic volumes of 3,128 or more will be flagged for further review.
3. If the hourly, day, and directional traffic volume is consistently at a level of Super Peak, then the toll rate for that hour, day, and direction may be increased.
4. The toll for that hour, day, and direction shall be increased, based on the average vehicle volume of the flagged hour, day, and direction identified per Section 2 above, as follows:
  - (a) If the average flagged vehicle volume is 3,300 or more, then the toll shall be increased by \$1.00.
  - (b) If the average flagged vehicle volume is between 3,200 and 3,299, then the toll shall be increased by \$0.75.
  - (c) If the average flagged vehicle volume is less than 3,200, then the toll shall not be changed.

Six months after a toll increase, the most recent 12 consecutive weeks (excluding weeks with a Holiday or a major traffic anomaly caused by an accident or incident) shall be reviewed for the hour, day, and direction that the toll was increased. If the traffic volume is less than 2,720 vehicles per hour, day, and direction in six or more of the weeks, then the traffic volumes for that hour, day, and direction for the 12 consecutive weeks shall be averaged. If the average traffic volume is less than 2,720, then the toll shall be reduced by \$0.50 to stimulate demand and encourage 91 Express Lanes use.

OCTA's Board of Directors and customers will be informed of a toll adjustment at least 10 days prior to that toll adjustment becoming effective.

### **Non-Super Peak Hours**

All Non-Super Peak tolls shall generally remain at fixed levels, except for an annual adjustment for inflation (see Exhibit IV). The Inflation Factor shall be identified and applied at the beginning of each fiscal year to all Non-Super Peak and Super Peak hours that were not adjusted in the previous 12 months. All tolls shall be rounded up or down to the nearest 5-cent increment.

## **Discounts**

Vehicles with three or more persons (HOV3+), motorcycles, disabled plates and disabled veterans are permitted to ride free in the 91 Express Lanes during most hours. The exception is Monday through Friday, 4:00 p.m. to 6:00 p.m., in the eastbound direction, when these users pay 50 percent of the toll. The exception that these users pay 50 percent remains in effect until such time as the Debt Service Coverage Ratio – inclusive of senior and subordinated debt - is projected to be 1.2 or greater for a six-month period. At that time, HOV3+ users will ride free all day, every day.

Vehicles with California disabled veteran plates and special recognition plates are permitted to always ride free in the 91 Express Lanes. In addition, the 91 Express Lanes shall provide free travel for vehicles as required by state and federal legislation.

## **Financing Requirements**

OCTA shall charge and collect tolls that generate enough revenue to maintain the Debt Service Coverage Ratio to be at least 1.30 to 1.00. OCTA recognizes that it must maintain a strong debt service position in order to satisfy the existing taxable bond covenants as well as the bond covenants in the proposed tax-exempt refinancing documents.

## **Holiday Toll Schedules**

All existing holiday toll schedules shall apply. Existing holiday toll schedules are identified on Exhibit V and shall be adjusted by the inflation factor at the beginning of each fiscal year in a similar fashion as with Non-Super Peak Hours.

The intent of the Holiday schedule is to offer tolls that reflect Holiday traffic patterns. If Christmas, New Year's, or Fourth of July falls on Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the Holiday. If the day after Christmas, New Year's, or Fourth of July is a Friday or Monday, then the Friday after Thanksgiving rate will be used. If Christmas, New Year's, or Fourth of July falls on Saturday, the stated Christmas, New Year's, or Fourth of July Holiday toll schedule shall apply to the Friday before and the day of the Holiday. It is also assumed that the Thursday before is a heavy traffic day, therefore, the regular Friday schedule applies.

## **Exhibit I**

### **Definitions**

Cash Available for Debt Service – for any Period, the excess, if any, computed on a cash basis, of:

- (1) the amount of 91 Express Lanes cash receipts during such Period from whatever source, including, without limitation, toll receipts, transponder revenues, amounts paid to OCTA under the Facility Agreements, and investment earnings, *excluding*:
  - proceeds of insurance,
  - proceeds of the debt service letter of credit or other amounts held in or disbursed from the payment account, the debt service reserve account, the coverage account, and the major maintenance reserve account, and
  - the proceeds of any Additional Senior Bonds or Subordinated Bonds, *over*
- (2) All Operating and Maintenance Costs incurred during such Period and not deducted in the computation of Cash Available for Debt Service in a prior Period. In computing Operating and Maintenance Costs for any Period, an appropriate prorating will be made for expenditures such as insurance premiums and taxes that would be prorated if the computation were to be made in accordance with GAAP.

Consistently – Any six weeks of twelve consecutive weeks, excluding any week that includes a Holiday or major traffic pattern anomaly caused by an accident or incident.

Debt Service – for any Period, all payments of principal, interest, premiums (if any), fees and other amounts made (including by way of prepayment) or required to be made by OCTA during such Period under the Bond Documents (debt service payments related to OCTA's internal subordinated debt borrowings are to be excluded from these calculations). In computing Debt Service for any Period prior to the issuance of the new bonds, OCTA will give pro forma effect to the transactions contemplated by the Bond Documents and the use of proceeds of the new bonds. In computing Debt Service for any prospective Period, OCTA will estimate in good faith such payments on the basis of reasonable assumptions. Such assumptions will include the absence of any waivers of or amendments to any agreements and the absence of any optional or extraordinary mandatory redemption of the bonds.

Debt Service Coverage Ratio – for any Period, the ratio of Cash Available for Debt Service for such Period to Debt Service for such Period.



Fiscal Year – July 1 to June 30

Holiday – Any of the following holidays, and the preceding or subsequent dates identified: New Year's Day, Easter Sunday, Mother's Day, Memorial Day, Fourth of July, Thursday before Labor Day, Friday before Labor Day, Labor Day, Wednesday before Thanksgiving, Thanksgiving, Friday after Thanksgiving, and Christmas.

Inflation Factor<sup>2</sup> (Included in the present 91 Express Lanes Operating Agreement and subject to change with any new contractor agreement):

(1) 0.75 times the product of (A) the hourly toll for the immediately preceding fiscal year, times (B) a fraction, the numerator of which shall be the Labor Index Adjuster for June of the prior fiscal year and the denominator of which shall be the Labor Index Adjuster for June of the year immediately preceding such fiscal year, plus

(2) 0.25 times the product of (A) the hourly toll for the immediately preceding fiscal year, times (B) a fraction, the numerator of which shall be the CPI Index Adjuster for June of the prior fiscal year and the denominator of which shall be the CPI Index Adjuster for June of the year immediately preceding such fiscal year.

Maximum Optimal Capacity – 3,400 vehicles per hour, per day, per direction in the 91 Express Lanes facility

Non-Super Peak – Hourly period that is not Super Peak.

Operating and Maintenance Costs – all reasonable and necessary expenses of administering, managing, maintaining, and operating the 91 Express Lanes, and in accordance with the Bond Documents and the Facility Agreements.

Period – the most recent twelve complete months.

Super Peak – Hourly period, per day, and per direction with traffic volume use that meets or exceeds the Trigger Point.

Trigger Point – 92 percent or more of Maximum Optimal Capacity (3,128+ vehicles per hour, per day, and per direction).

Week – 12:00 a.m. Sunday to 11:59 p.m. the following Saturday.

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<sup>2</sup> The inflation factor shall be the same as in the OCTA– 91 Express Lanes Back-Office and Customer Service Operating Agreement effective January 28, 2020 or as in successor operating agreements.

Some of the financial definitions will be modified to reflect the bond covenants in the tax-exempt refinancing documents.

# Exhibit II Toll Policy Decision Process Congestion Management Pricing in Super Peak

## Definitions / Detail

Monitor hourly, day of week and directional traffic for last 12 consecutive weeks (exclude days/hours with holidays, major incidents, and accidents)

Flag hours when traffic volume is 3,128 or more vehicles per hour, per day, per direction. Determine if this occurs six or more times in the 12-week period.

Average the traffic volume for the flagged hours.

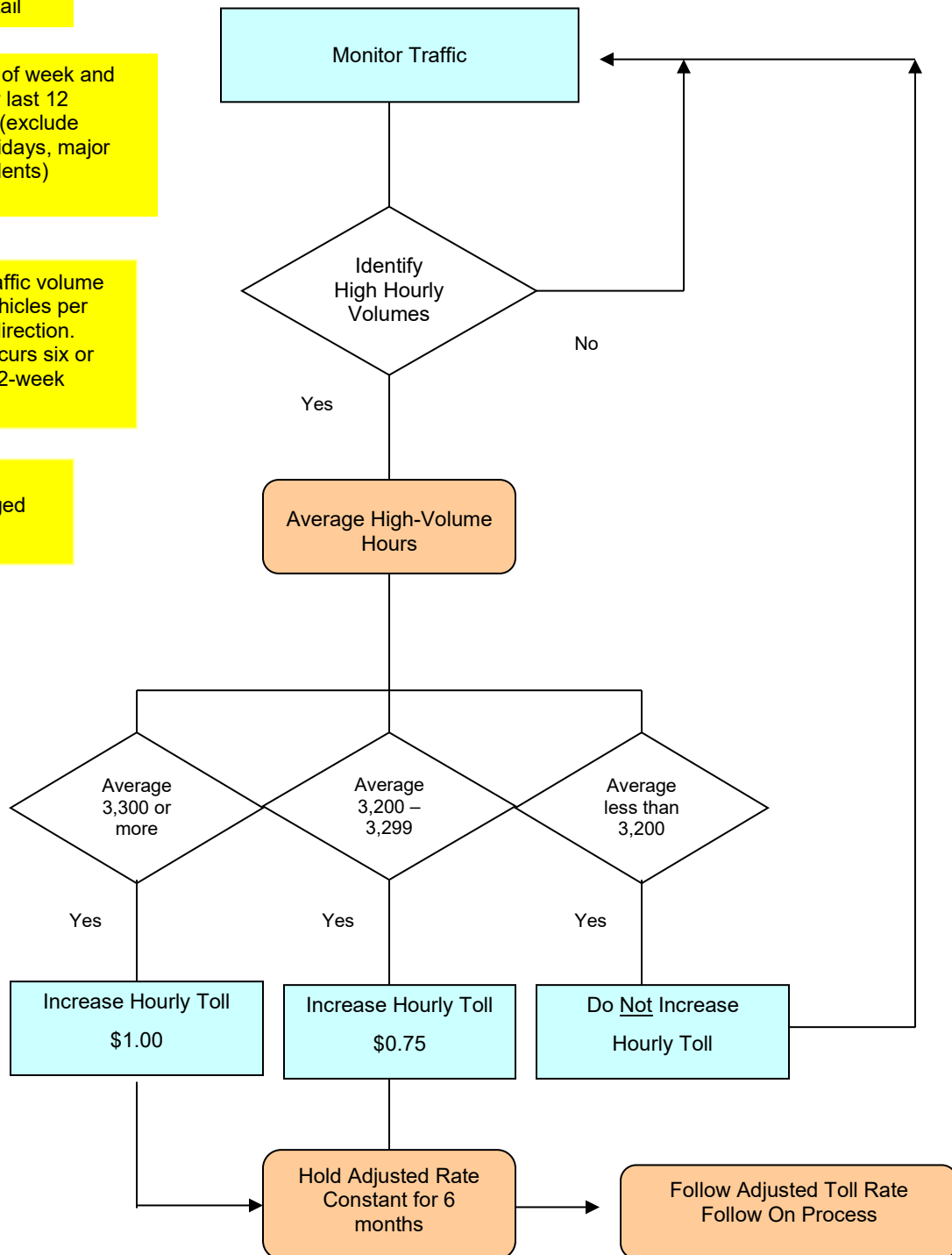
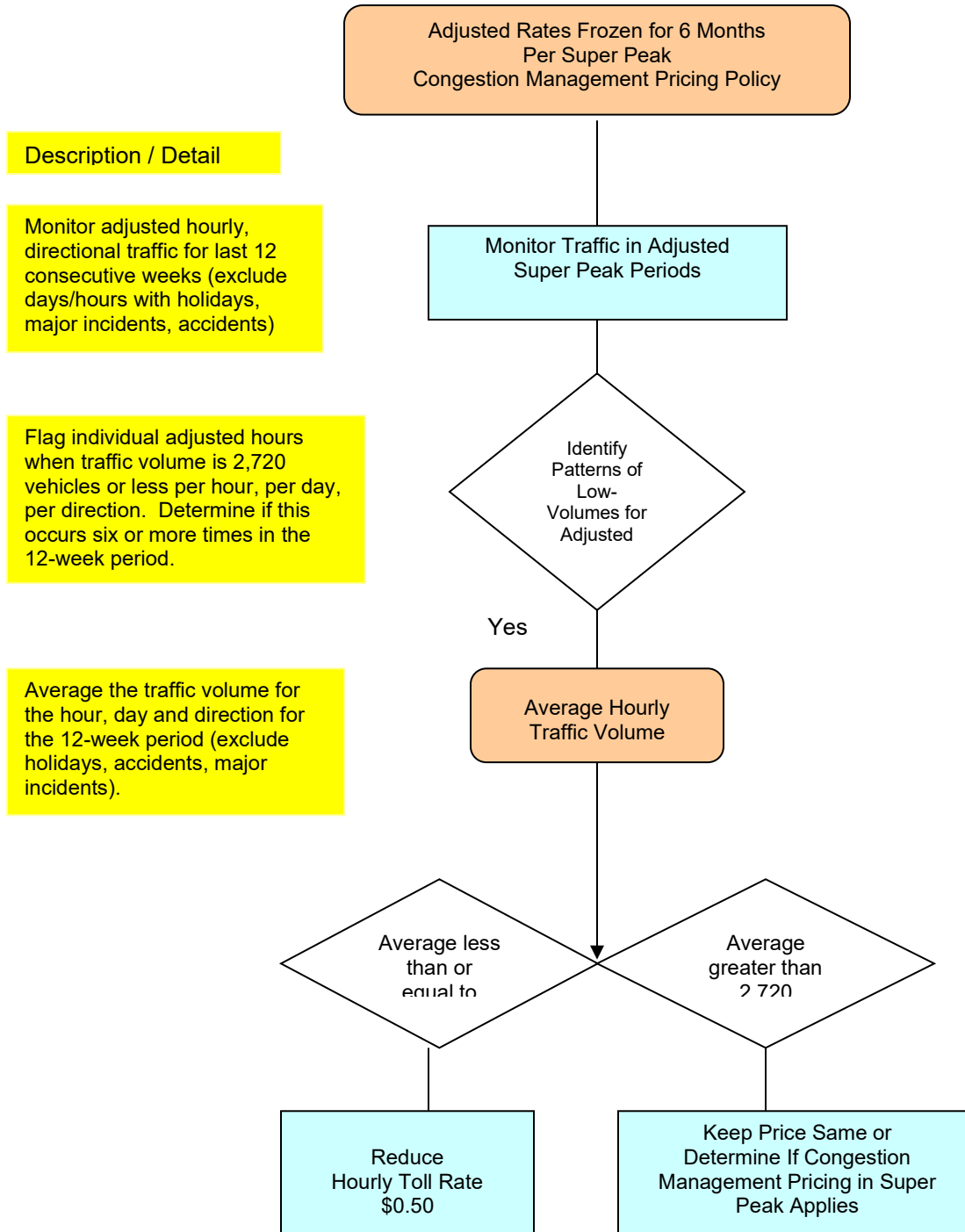


Exhibit III  
Adjusted Toll Rate Follow On Process  
(Super Peak Adjusted Rates Only)



# Exhibit IV 91 Express Lanes Toll Schedule July 2025

The charts below identify the base toll structure in effect as of July 2025.



## Toll Schedule Effective July 1, 2025

Westbound  
Riverside Co. Line to SR-55



## Toll Schedule Effective July 1, 2025

Eastbound  
SR-55 to Riverside Co. Line

	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
1:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
2:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
3:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
4:00 am	\$1.95	\$3.55	\$3.55	\$3.55	\$3.55	\$3.55	\$1.95
5:00 am	\$1.95	\$5.70	\$5.70	\$5.70	\$5.70	\$5.45	\$1.95
6:00 am	\$1.95	\$5.90	\$5.90	\$5.90	\$5.90	\$5.70	\$1.95
7:00 am	\$1.95	\$6.55	\$6.55	\$6.55	\$6.55	\$6.35	\$2.40
8:00 am	\$2.40	\$5.90	\$5.90	\$5.90	\$5.90	\$5.70	\$3.00
9:00 am	\$2.40	\$4.80	\$4.80	\$4.80	\$4.80	\$4.80	\$3.70
10:00 am	\$3.70	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.70
11:00 am	\$3.70	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.10
<b>Noon</b>	\$3.70	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.10
1:00 pm	\$4.10	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.10
2:00 pm	\$4.10	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.10
3:00 pm	\$4.10	\$3.00	\$3.00	\$3.00	\$3.00	\$3.70	\$4.10
4:00 pm	\$4.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.70	\$4.25
5:00 pm	\$4.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.70	\$4.25
6:00 pm	\$4.25	\$3.00	\$3.00	\$3.00	\$3.00	\$4.20	\$3.70
7:00 pm	\$3.70	\$1.95	\$1.95	\$1.95	\$1.95	\$3.00	\$3.00
8:00 pm	\$3.70	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
9:00 pm	\$3.70	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
10:00 pm	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
11:00 pm	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95

	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
1:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
2:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
3:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
4:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
5:00 am	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95
6:00 am	\$1.95	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$1.95
7:00 am	\$1.95	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$1.95
8:00 am	\$2.30	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
9:00 am	\$2.30	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
10:00 am	\$3.70	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.70
11:00 am	\$3.70	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.70
<b>Noon</b>	\$4.20	\$3.00	\$3.00	\$3.00	\$3.00	\$4.40	\$4.20
1:00 pm	\$4.20	\$4.05	\$4.05	\$4.05	\$4.40	\$7.00	\$4.20
2:00 pm	\$4.20	\$5.90	\$5.90	\$5.90	\$8.70	\$9.35	\$4.20
3:00 pm	\$3.70	\$6.35	\$6.30	\$8.40	\$8.40	\$8.90	\$4.20
4:00 pm	\$3.70	\$5.55	\$5.05	\$7.30	\$7.85	\$6.85	\$4.20
5:00 pm	\$3.70	\$5.40	\$5.35	\$6.05	\$7.50	\$7.55	\$4.20
6:00 pm	\$3.70	\$6.35	\$4.55	\$4.55	\$4.40	\$7.55	\$3.70
7:00 pm	\$3.70	\$4.40	\$4.40	\$4.40	\$6.50	\$7.05	\$3.00
8:00 pm	\$3.70	\$3.00	\$3.00	\$3.00	\$4.05	\$6.50	\$3.00
9:00 pm	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.05	\$3.00
10:00 pm	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$3.00	\$1.95
11:00 pm	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95

**Exhibit V**  
**91 Express Lanes Holiday Schedules**

<b>4th of July*</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 5.00	\$ 3.00
10:00 AM	\$ 5.70	\$ 5.00
11:00 AM	\$ 5.70	\$ 5.00
Noon	\$ 5.70	\$ 5.00
1:00 PM	\$ 5.70	\$ 5.00
2:00 PM	\$ 5.70	\$ 5.00
3:00 PM	\$ 5.70	\$ 5.00
4:00 PM	\$ 5.00	\$ 5.00
5:00 PM	\$ 5.00	\$ 5.00
6:00 PM	\$ 4.10	\$ 5.00
7:00 PM	\$ 4.10	\$ 5.00
8:00 PM	\$ 4.10	\$ 5.00
9:00 PM	\$ 4.10	\$ 5.00
10:00 PM	\$ 4.10	\$ 6.55
11:00 PM	\$ 1.90	\$ 6.35

<b>Thurs Before Labor Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	Regular Schedule
1:00 AM	\$ 1.95	Regular Schedule
2:00 AM	\$ 1.95	Regular Schedule
3:00 AM	\$ 1.95	Regular Schedule
4:00 AM	\$ 3.55	Regular Schedule
5:00 AM	\$ 5.70	Regular Schedule
6:00 AM	\$ 5.90	Regular Schedule
7:00 AM	\$ 6.55	Regular Schedule
8:00 AM	\$ 6.55	Regular Schedule
9:00 AM	\$ 6.55	Regular Schedule
10:00 AM	\$ 6.55	Regular Schedule
11:00 AM	\$ 5.70	Regular Schedule
Noon	\$ 3.70	Regular Schedule
1:00 PM	\$ 4.05	Regular Schedule
2:00 PM	\$ 4.05	Regular Schedule
3:00 PM	\$ 4.05	Regular Schedule
4:00 PM	\$ 4.05	Regular Schedule
5:00 PM	\$ 4.05	Regular Schedule
6:00 PM	\$ 3.70	Regular Schedule
7:00 PM	\$ 1.95	Regular Schedule
8:00 PM	\$ 1.95	Regular Schedule
9:00 PM	\$ 1.95	Regular Schedule
10:00 PM	\$ 1.95	Regular Schedule
11:00 PM	\$ 1.95	Regular Schedule

<b>Fri Before Labor Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	Regular Schedule
1:00 AM	\$ 1.95	Regular Schedule
2:00 AM	\$ 1.95	Regular Schedule
3:00 AM	\$ 1.95	Regular Schedule
4:00 AM	\$ 3.55	Regular Schedule
5:00 AM	\$ 5.70	Regular Schedule
6:00 AM	\$ 5.90	Regular Schedule
7:00 AM	\$ 6.35	Regular Schedule
8:00 AM	\$ 6.10	Regular Schedule
9:00 AM	\$ 5.30	Regular Schedule
10:00 AM	\$ 4.40	Regular Schedule
11:00 AM	\$ 4.05	Regular Schedule
Noon	\$ 3.70	Regular Schedule
1:00 PM	\$ 4.05	Regular Schedule
2:00 PM	\$ 4.05	Regular Schedule
3:00 PM	\$ 4.40	Regular Schedule
4:00 PM	\$ 4.40	Regular Schedule
5:00 PM	\$ 4.40	Regular Schedule
6:00 PM	\$ 4.20	Regular Schedule
7:00 PM	\$ 3.00	Regular Schedule
8:00 PM	\$ 1.95	Regular Schedule
9:00 PM	\$ 1.95	Regular Schedule
10:00 PM	\$ 1.95	Regular Schedule
11:00 PM	\$ 1.95	Regular Schedule

<b>Labor Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 3.00	\$ 3.00
7:00 AM	\$ 3.00	\$ 3.00
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 4.20	\$ 3.00
10:00 AM	\$ 5.45	\$ 3.00
11:00 AM	\$ 5.45	\$ 3.00
Noon	\$ 6.50	\$ 4.85
1:00 PM	\$ 6.50	\$ 5.20
2:00 PM	\$ 6.50	\$ 5.20
3:00 PM	\$ 5.00	\$ 5.20
4:00 PM	\$ 4.20	\$ 5.20
5:00 PM	\$ 3.00	\$ 5.20
6:00 PM	\$ 3.00	\$ 5.20
7:00 PM	\$ 3.00	\$ 5.20
8:00 PM	\$ 3.00	\$ 4.85
9:00 PM	\$ 3.00	\$ 3.00
10:00 PM	\$ 1.95	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

<b>Wed Before Thanksgiving</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 3.55	\$ 1.95
5:00 AM	\$ 5.90	\$ 1.95
6:00 AM	\$ 6.10	\$ 3.00
7:00 AM	\$ 6.70	\$ 3.00
8:00 AM	\$ 6.70	\$ 3.00
9:00 AM	\$ 6.10	\$ 3.55
10:00 AM	\$ 5.70	\$ 5.70
11:00 AM	\$ 5.70	\$ 5.90
Noon	\$ 5.70	\$ 6.70
1:00 PM	\$ 5.70	\$ 7.00
2:00 PM	\$ 5.70	\$ 8.65
3:00 PM	\$ 5.70	\$ 9.85
4:00 PM	\$ 5.70	\$ 9.85
5:00 PM	\$ 5.70	\$ 9.85
6:00 PM	\$ 5.70	\$ 7.00
7:00 PM	\$ 3.55	\$ 6.70
8:00 PM	\$ 1.95	\$ 6.70
9:00 PM	\$ 1.95	\$ 5.90
10:00 PM	\$ 1.95	\$ 3.00
11:00 PM	\$ 1.95	\$ 1.95

<b>Thanksgiving</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 3.00
8:00 AM	\$ 1.95	\$ 3.55
9:00 AM	\$ 3.00	\$ 5.70
10:00 AM	\$ 5.70	\$ 6.10
11:00 AM	\$ 6.10	\$ 6.70
Noon	\$ 6.70	\$ 6.70
1:00 PM	\$ 6.70	\$ 6.70
2:00 PM	\$ 6.70	\$ 6.10
3:00 PM	\$ 5.70	\$ 5.70
4:00 PM	\$ 5.70	\$ 5.70
5:00 PM	\$ 5.70	\$ 5.70
6:00 PM	\$ 5.70	\$ 6.10
7:00 PM	\$ 5.70	\$ 6.10
8:00 PM	\$ 5.70	\$ 6.10
9:00 PM	\$ 5.70	\$ 6.10
10:00 PM	\$ 5.70	\$ 5.70
11:00 PM	\$ 3.00	\$ 3.00

Friday After Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 3.00	\$ 1.95
7:00 AM	\$ 3.55	\$ 1.95
8:00 AM	\$ 3.55	\$ 3.55
9:00 AM	\$ 4.40	\$ 5.70
10:00 AM	\$ 5.70	\$ 5.70
11:00 AM	\$ 5.70	\$ 5.70
Noon	\$ 5.70	\$ 6.10
1:00 PM	\$ 5.70	\$ 5.70
2:00 PM	\$ 5.70	\$ 5.70
3:00 PM	\$ 5.70	\$ 5.70
4:00 PM	\$ 5.70	\$ 5.70
5:00 PM	\$ 5.70	\$ 5.70
6:00 PM	\$ 5.70	\$ 5.70
7:00 PM	\$ 3.55	\$ 5.70
8:00 PM	\$ 1.95	\$ 3.55
9:00 PM	\$ 1.95	\$ 3.00
10:00 PM	\$ 1.95	\$ 3.00
11:00 PM	\$ 1.95	\$ 1.95

Christmas Day*		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.55	\$ 3.00
9:00 AM	\$ 3.70	\$ 3.55
10:00 AM	\$ 5.40	\$ 5.70
11:00 AM	\$ 5.90	\$ 5.90
Noon	\$ 5.90	\$ 7.00
1:00 PM	\$ 5.90	\$ 7.00
2:00 PM	\$ 5.90	\$ 7.00
3:00 PM	\$ 5.70	\$ 7.00
4:00 PM	\$ 5.70	\$ 7.00
5:00 PM	\$ 5.70	\$ 7.00
6:00 PM	\$ 5.70	\$ 7.00
7:00 PM	\$ 5.70	\$ 7.00
8:00 PM	\$ 5.70	\$ 7.00
9:00 PM	\$ 5.70	\$ 5.90
10:00 PM	\$ 5.70	\$ 3.00
11:00 PM	\$ 5.40	\$ 1.95

New Years Day*		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 1.95	\$ 3.00
9:00 AM	\$ 3.55	\$ 3.55
10:00 AM	\$ 3.55	\$ 3.55
11:00 AM	\$ 5.40	\$ 5.40
Noon	\$ 5.90	\$ 5.40
1:00 PM	\$ 5.90	\$ 5.40
2:00 PM	\$ 5.90	\$ 5.90
3:00 PM	\$ 5.90	\$ 5.90
4:00 PM	\$ 5.90	\$ 5.90
5:00 PM	\$ 5.90	\$ 5.90
6:00 PM	\$ 5.90	\$ 5.90
7:00 PM	\$ 5.40	\$ 5.40
8:00 PM	\$ 5.40	\$ 5.40
9:00 PM	\$ 3.55	\$ 3.55
10:00 PM	\$ 3.55	\$ 3.55
11:00 PM	\$ 1.95	\$ 1.95

Easter Sunday		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 2.40	\$ 2.40
9:00 AM	\$ 2.40	\$ 2.40
10:00 AM	\$ 3.70	\$ 3.70
11:00 AM	\$ 5.70	\$ 5.70
Noon	\$ 5.70	\$ 5.70
1:00 PM	\$ 5.70	\$ 5.70
2:00 PM	\$ 5.70	\$ 5.70
3:00 PM	\$ 5.70	\$ 5.70
4:00 PM	\$ 5.70	\$ 5.70
5:00 PM	\$ 5.70	\$ 5.70
6:00 PM	\$ 5.70	\$ 5.70
7:00 PM	\$ 5.70	\$ 5.70
8:00 PM	\$ 5.70	\$ 5.70
9:00 PM	\$ 5.70	\$ 3.00
10:00 PM	\$ 5.70	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

Mother's Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 5.70	\$ 3.00
10:00 AM	\$ 6.35	\$ 5.00
11:00 AM	\$ 6.75	\$ 5.70
Noon	\$ 6.75	\$ 5.70
1:00 PM	\$ 6.75	\$ 5.70
2:00 PM	\$ 6.35	\$ 5.70
3:00 PM	\$ 6.35	\$ 5.70
4:00 PM	\$ 6.35	\$ 5.70
5:00 PM	\$ 6.35	\$ 5.70
6:00 PM	\$ 6.35	\$ 5.70
7:00 PM	\$ 6.35	\$ 5.70
8:00 PM	\$ 5.70	\$ 5.70
9:00 PM	\$ 5.70	\$ 5.00
10:00 PM	\$ 5.00	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

Memorial Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 4.10	\$ 3.00
10:00 AM	\$ 4.10	\$ 4.10
11:00 AM	\$ 5.70	\$ 5.00
Noon	\$ 5.70	\$ 5.00
1:00 PM	\$ 5.70	\$ 5.00
2:00 PM	\$ 5.70	\$ 5.00
3:00 PM	\$ 5.70	\$ 5.00
4:00 PM	\$ 4.10	\$ 5.00
5:00 PM	\$ 4.10	\$ 5.00
6:00 PM	\$ 4.10	\$ 5.00
7:00 PM	\$ 4.10	\$ 5.00
8:00 PM	\$ 4.10	\$ 4.10
9:00 PM	\$ 4.10	\$ 4.10
10:00 PM	\$ 1.95	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

[1] The intent of the holiday schedule is to offer tolls that reflect holiday traffic patterns. If Christmas, New Years or Fourth of July falls on a Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the holiday. If the day after Christmas, New Years or Fourth of July is a Friday or Monday, it is assumed these are traditionally light traffic days, therefore, a reduced rate applies (Friday after Thanksgiving rate will be used). If Christmas, New Years or Fourth of July fall on Saturday, it is assumed the Friday before is a traditionally light traffic day; therefore the stated Christmas, New Years or Fourth of July holiday toll schedule applies. It is also assumed that the Thursday before is a heavy traffic day, therefore the regular Friday schedule applies.





**91 Express Lanes Toll Policy**  
Adopted ~~September~~ July 8-14, 2025~~03~~

**Goals**

The goals for the 91 Express Lanes toll policy are to:

- Provide a safe, reliable, predictable commute for 91 Express Lanes customers.
- Optimize vehicle throughput at free flow speeds.
- Pay debt service and maintain debt service coverage.
- Increase average vehicle occupancy.
- Balance capacity and demand to serve customers who pay tolls as well as carpoolers with three or more persons who are offered discounted tolls.
- Generate sufficient revenue to sustain the financial viability of the 91 Express Lanes.
- Ensure all bond covenants are met.
- Repay the Orange County Transportation Authority's (OCTA) internal borrowing and provide net revenues for Riverside Freeway/State Route 91 corridor improvements.<sup>1</sup>

**Definitions**

Exhibit I, "Definitions", clarifies terms used in this 91 Express Lanes Toll Policy.

**Super Peak Hours**

The toll adjustment goals are to: a) reduce the likelihood of congestion by diverting traffic to other hours with available capacity; b) maintain free flow travel speed in the 91 Express Lanes; c) maintain travel time savings; d) accommodate projected growth in travel demand and; e) ensure that the toll road generates sufficient revenue to effectively operate the toll lanes and maintain a strong debt service position.

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<sup>1</sup> As allowable under Assembly Bill 1010.



The toll for use of the 91 Express Lanes during a Super Peak hour shall be determined as follows:

1. Hourly, day, and directional traffic volumes will be continually monitored on a rolling 12 consecutive week period basis.
2. Hourly, day, and directional traffic volumes of 3,128 or more ~~will~~ be flagged for further review.
3. If the hourly, day, and directional traffic volume is ~~c~~Consistently at a level of Super Peak, then the toll rate for that hour, day, and direction may be increased.
4. The toll for that hour, day, and direction shall be increased, based on the average vehicle volume of the flagged hour, day, and direction identified per Section 2 above, as follows:
  - (a) ~~I~~if the average flagged vehicle volume is 3,300 or more, then the toll shall be increased by \$1.00.
  - (b) ~~I~~if the average flagged vehicle volume is between 3,200 and 3,299, then the toll shall be increased by \$0.75.
  - (c) ~~I~~if the average flagged vehicle volume is less than 3,200, then the toll shall not be changed.

Six months after a toll increase, the most recent 12 consecutive weeks (excluding weeks with a Holiday or a major traffic anomaly caused by an accident or incident) shall be reviewed for the hour, day, and direction that the toll was increased. If the traffic volume is less than 2,720 vehicles per hour, day, and direction in six or more of the weeks, then the traffic volumes for that hour, day, and direction for the 12 consecutive weeks shall be averaged. If the average traffic volume is less than 2,720, then the toll shall be reduced by \$0.50 to stimulate demand and encourage 91 Express Lanes use.

OCTA's Board of Directors and customers will be informed of a toll adjustment at least 10 days or more days prior to that toll adjustment becoming effective.

### **Non-Super Peak Hours**

All Non-Super Peak tolls shall generally remain at fixed levels, ~~at November 2001 levels~~ except for an annual adjustment for inflation (see Exhibit IV). The Inflation Factor shall be identified and applied at the beginning ~~July 1, 2004 and at the beginning~~ of each fiscal year ~~thereafter~~ to all Non-Super Peak and Super Peak hours that were not adjusted in the previous 12 months. All tolls shall be rounded up or down to the nearest 5-cent increment.

## Discounts

Vehicles with three or more persons (HOV3+), ~~zero emission vehicles (ZEVs)~~, motorcycles, disabled plates and disabled veterans are permitted to ride free in the 91 Express Lanes during most hours. – The exception is Monday through Friday ~~4:00 p.m. to 6:00 p.m. in the eastbound direction, 4:00 p.m. to 6:00 p.m., in the eastbound direction~~, when these users pay 50 percent of the toll. –The exception that these users pay 50 percent remains in effect until such time as the Debt Service Coverage Ratio – inclusive of senior and subordinated debt - is projected to be 1.2 or greater for a six-~~month~~ period. At that time, HOV3+ users will ride free all day, every day.

Vehicles with California disabled veteran plates and special recognition plates are permitted to always ride free in the 91 Express Lanes. In addition, the 91 Express Lanes shall provide free travel for vehicles as required by state and federal legislation.

## Financing Requirements

OCTA shall charge and collect tolls that generate enough revenue to maintain the Debt Service Coverage Ratio to be at least 1.30 to 1.00. OCTA recognizes that it must maintain a strong debt service position in order to satisfy the existing taxable bond covenants as well as the bond covenants in the proposed tax-exempt refinancing documents.

## Holiday Toll Schedules

All existing holiday toll schedules shall apply. Existing holiday toll schedules are identified on Exhibit V and shall be adjusted by the inflation factor at the beginning of each fiscal year ~~beginning July 1, 2004~~ in a similar fashion as with Non-Super Peak Hours.

The intent of the Holiday schedule is to offer tolls that reflect Holiday traffic patterns. If Christmas, New Year's, or Fourth of July falls on Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the Holiday. If the day after Christmas, New Year's, or Fourth of July is a Friday or Monday, then the Friday after Thanksgiving rate will be used. If Christmas, New Year's, or Fourth of July falls on Saturday, the stated Christmas, New Year's, or Fourth of July Holiday toll schedule shall apply to the Friday before and the day of the Holiday. It is also assumed that the Thursday before is a heavy traffic day, therefore, the regular Friday schedule applies.

## **Exhibit I Definitions**

Cash Available for Debt Service – for any Period, the excess, if any, computed on a cash basis, of:

(1) the amount of 91 Express Lanes cash receipts during such Period from whatever source, including, without limitation, toll receipts, transponder revenues, amounts paid to OCTA under the Facility Agreements, and investment earnings, *excluding*:

- proceeds of insurance,
- proceeds of the debt service letter of credit or other amounts held in or disbursed from the payment account, the debt service reserve account, the coverage account, and the major maintenance reserve account, and
- the proceeds of any Additional Senior Bonds or Subordinated Bonds, *over*

(2) All Operating and Maintenance Costs incurred during such Period and not deducted in the computation of Cash Available for Debt Service in a prior Period. In computing Operating and Maintenance Costs for any Period, an appropriate prorating will be made for expenditures such as insurance premiums and taxes that would be prorated if the computation were to be made in accordance with GAAP.

Consistently – Any six weeks of twelve consecutive weeks, excluding any week that includes a Holiday or major traffic pattern anomaly caused by an accident or incident.

Debt Service – for any Period, all payments of principal, interest, premiums (if any), fees and other amounts made (including by way of prepayment) or required to be made by OCTA during such Period under the Bond Documents (debt service payments related to OCTA's internal subordinated debt borrowings are to be excluded from these calculations). In computing Debt Service for any Period prior to the issuance of the new bonds, OCTA will give pro forma effect to the transactions contemplated by the Bond Documents and the use of proceeds of the new bonds. In computing Debt Service for any prospective Period, OCTA will estimate in good faith such payments on the basis of reasonable assumptions. Such assumptions will include the absence of any waivers of or amendments to any agreements and the absence of any optional or extraordinary mandatory redemption of the bonds.

Debt Service Coverage Ratio – for any Period, the ratio of Cash Available for Debt Service for such Period to Debt Service for such Period.

Fiscal Year – July 1 to June 30

Holiday – ~~Any of the following holidays, and the preceding or subsequent dates identified: New Year's Day, Easter Sunday, Mother's Day, Memorial Day, Fourth of July, Thursday before Labor Day, Friday before Labor Day, Labor Day, Wednesday before Thanksgiving, Thanksgiving, Friday after Thanksgiving, and Christmas. Any of the following holidays that occur or are recognized any day between Monday through Friday: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and Christmas.~~

Inflation Factor<sup>2</sup> (Included in the present 91 Express Lanes Operating Agreement and subject to change with any new contractor agreement):

(1) 0.75 times the product of (A) the hourly toll for the immediately preceding fiscal year, times (B) a fraction, the numerator of which shall be the Labor Index Adjuster for June of the prior fiscal year and the denominator of which shall be the Labor Index Adjuster for June of the year immediately preceding such fiscal year, plus

(2) 0.25 times the product of (A) the hourly toll for the immediately preceding fiscal year, times (B) a fraction, the numerator of which shall be the CPI Index Adjuster for June of the prior fiscal year and the denominator of which shall be the CPI Index Adjuster for June of the year immediately preceding such fiscal year.

Maximum Optimal Capacity – 3,400 vehicles per hour, per day, per direction in the 91 Express Lanes facility

Non-Super Peak – Hourly period that is not Super Peak.

Operating and Maintenance Costs – all reasonable and necessary expenses of administering, managing, maintaining, and operating the 91 Express Lanes, and in accordance with the Bond Documents and the Facility Agreements.

Period – the most recent twelve complete months.

Super Peak – Hourly period, per day, and per direction with traffic volume use ~~that~~<sup>which</sup> meets or exceeds the Trigger Point.

Trigger Point – 92 percent or more of Maximum Optimal Capacity (3,128+ vehicles per hour, per day, and per direction).

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<sup>2</sup> The inflation factor shall be the same as in the OCTA – ~~Cofiroute Global Mobility~~ 91 Express Lanes ~~Back-Office and Customer Service~~ Operating Agreement ~~dated November 15, 2002 and~~ effective January ~~283~~, 20~~2003~~ or- as in successor operating agreements.

Week – 12:00 a.m. Sunday to 11:59 p.m. the following Saturday.

Some of the financial definitions will be modified to reflect the bond covenants in the tax-exempt refinancing documents.

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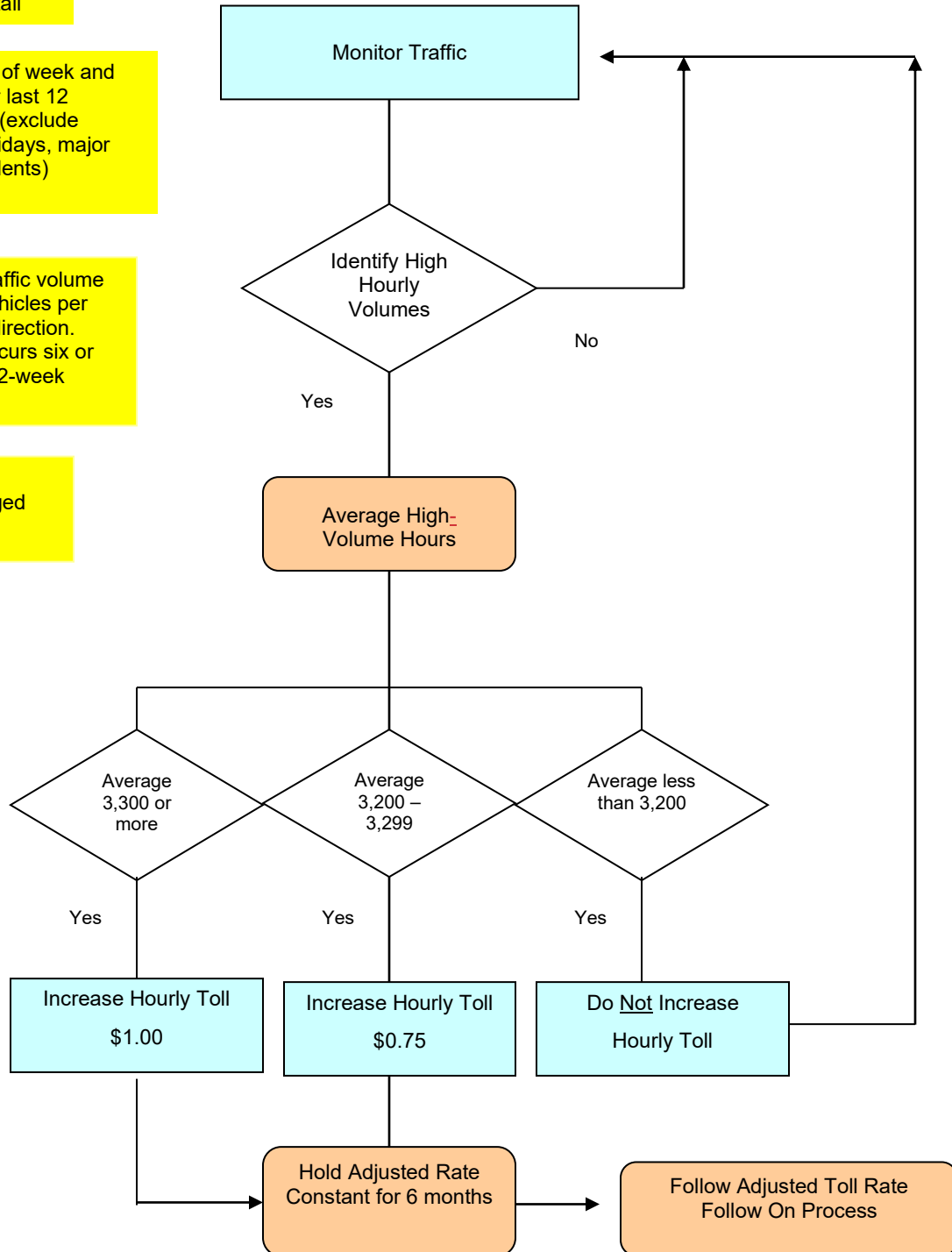
# Exhibit II Toll Policy Decision Process Congestion Management Pricing in Super Peak

## Definitions / Detail

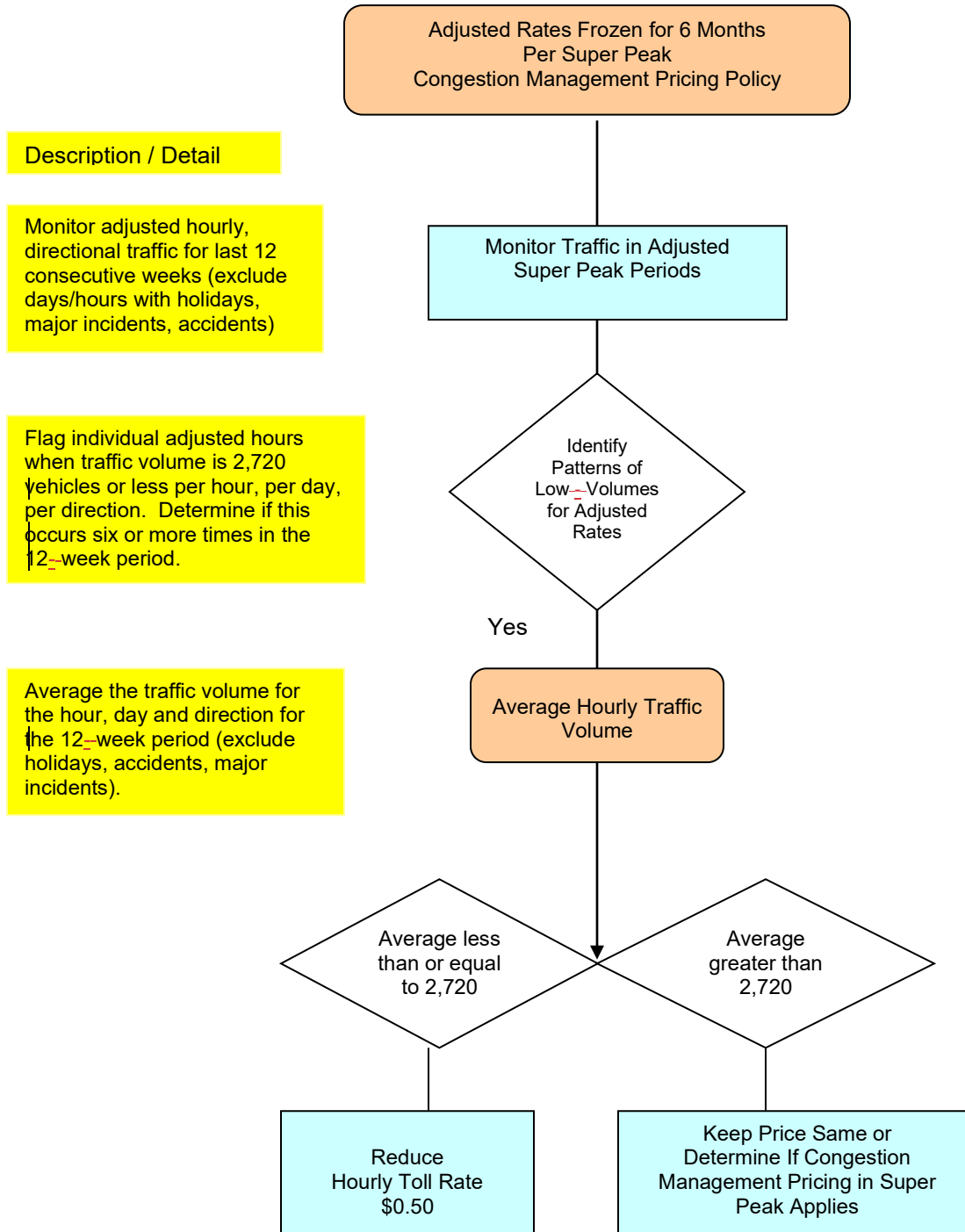
Monitor hourly, day of week and directional traffic for last 12 consecutive weeks (exclude days/hours with holidays, major incidents, and accidents)

Flag hours when traffic volume is 3,128 or more vehicles per hour, per day, per direction. Determine if this occurs six or more times in the 12-week period.

Average the traffic volume for the flagged hours.





### Exhibit III Adjusted Toll Rate Follow On Process (Super Peak Adjusted Rates Only)



# **Exhibit IV** **91 Express Lanes Toll Schedule** ~~November, 2001 and as Amended May 19, 2003~~ July 2025

The charts below identify the base toll structure in effect as of ~~November~~ July 202501. ~~In addition to the posted tolls, the 91 Express Lane toll policy was amended May 19, 2003 to allow carpoolers with three or more persons (HOV3+), zero emission vehicles (ZEVs), motorcycles, disabled plates and disabled veterans to ride free during most hours. The exception is Monday through Friday 4:00 p.m. to 6:00 p.m. in the eastbound direction when they pay 50 percent of the posted toll.~~

		<b>Toll Schedule</b>							<b>Westbound</b>
		Effective November 1, 2001							Riverside Co. Line to 55
		Sun	M	Tu	W	Th	F	Sat	
<b>Midnight</b>									
1:00 am									
2:00 am				1.00					
3:00 am									
4:00 am				1.90					
5:00 am			3.20				3.10		
6:00 am			3.30				3.20		
7:00 am			3.60				3.50	1.45	
8:00 am	1.45		3.30				3.20	1.70	
9:00 am			2.65					2.05	
10:00 am									
11:00 am	2.05								
<b>Noon</b>									
1:00 pm				1.70				2.30	
2:00 pm	2.30								
3:00 pm									
4:00 pm						2.05	2.45		
5:00 pm	2.45								
6:00 pm						2.40	2.05		
7:00 pm						1.70			
8:00 pm	2.05								
9:00 pm			1.00						
10:00 pm									
11:00 pm									

		<b>Toll Schedule</b>							<b>Eastbound</b>
		Effective November 1, 2001							55 to Riverside Co. Line
		Sun	M	Tu	W	Th	F	Sat	
<b>Midnight</b>									
1:00 am									
2:00 am									
3:00 am				1.00					
4:00 am									
5:00 am									
6:00 am									
7:00 am									
8:00 am	1.35			1.70					
9:00 am									
10:00 am	2.05							2.05	
11:00 am									
<b>Noon</b>									
1:00 pm	2.40		2.25		2.50	3.90	2.40		
2:00 pm			3.25		3.35				
3:00 pm			3.50		3.75				
4:00 pm			4.25		4.75				
5:00 pm	2.05		4.75						
6:00 pm	3.50	3.65	3.75	3.95	4.25	2.05			
7:00 pm		2.50		3.55	3.95				
8:00 pm				2.25	3.55	1.70			
9:00 pm			1.70			2.25			
10:00 pm			1.00			1.70			
11:00 pm									





**Exhibit V**  
**91 Express Lanes Holiday Schedules**

<b>New Years Day *</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.25
8:00 AM	\$ 1.25	\$ 1.95
9:00 AM	\$ 2.30	\$ 2.30
10:00 AM	\$ 2.30	\$ 2.30
11:00 AM	\$ 3.60	\$ 3.60
Noon	\$ 3.90	\$ 3.60
1:00 PM	\$ 3.90	\$ 3.60
2:00 PM	\$ 3.90	\$ 3.90
3:00 PM	\$ 3.90	\$ 3.90
4:00 PM	\$ 3.90	\$ 3.90
5:00 PM	\$ 3.90	\$ 3.90
6:00 PM	\$ 3.90	\$ 3.90
7:00 PM	\$ 3.60	\$ 3.60
8:00 PM	\$ 3.60	\$ 3.60
9:00 PM	\$ 2.30	\$ 2.30
10:00 PM	\$ 2.30	\$ 2.30
11:00 PM	\$ 1.25	\$ 1.25

<b>Easter Sunday</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.25
8:00 AM	\$ 1.70	\$ 1.70
9:00 AM	\$ 1.70	\$ 1.70
10:00 AM	\$ 2.40	\$ 2.40
11:00 AM	\$ 3.80	\$ 3.80
Noon	\$ 3.80	\$ 3.80
1:00 PM	\$ 3.80	\$ 3.80
2:00 PM	\$ 3.80	\$ 3.80
3:00 PM	\$ 3.80	\$ 3.80
4:00 PM	\$ 3.80	\$ 3.80
5:00 PM	\$ 3.80	\$ 3.80
6:00 PM	\$ 3.80	\$ 3.80
7:00 PM	\$ 3.80	\$ 3.80
8:00 PM	\$ 3.80	\$ 3.80
9:00 PM	\$ 3.80	\$ 1.95
10:00 PM	\$ 3.80	\$ 1.25
11:00 PM	\$ 1.25	\$ 1.25

<b>Mother's Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.25
8:00 AM	\$ 1.95	\$ 1.95
9:00 AM	\$ 3.80	\$ 1.95
10:00 AM	\$ 4.20	\$ 3.25
11:00 AM	\$ 4.50	\$ 3.80
Noon	\$ 4.50	\$ 3.80
1:00 PM	\$ 4.50	\$ 3.80
2:00 PM	\$ 4.20	\$ 3.80
3:00 PM	\$ 4.20	\$ 3.80
4:00 PM	\$ 4.20	\$ 3.80
5:00 PM	\$ 4.20	\$ 3.80
6:00 PM	\$ 4.20	\$ 3.80
7:00 PM	\$ 4.20	\$ 3.80
8:00 PM	\$ 3.80	\$ 3.80
9:00 PM	\$ 3.80	\$ 3.25
10:00 PM	\$ 3.25	\$ 1.25
11:00 PM	\$ 1.25	\$ 1.25

<b>Memorial Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.25
8:00 AM	\$ 1.95	\$ 1.95
9:00 AM	\$ 2.80	\$ 1.95
10:00 AM	\$ 2.80	\$ 2.80
11:00 AM	\$ 3.80	\$ 3.25
Noon	\$ 3.80	\$ 3.25
1:00 PM	\$ 3.80	\$ 3.25
2:00 PM	\$ 3.80	\$ 3.25
3:00 PM	\$ 3.80	\$ 3.25
4:00 PM	\$ 2.80	\$ 3.25
5:00 PM	\$ 2.80	\$ 3.25
6:00 PM	\$ 2.80	\$ 3.25
7:00 PM	\$ 2.80	\$ 3.25
8:00 PM	\$ 2.80	\$ 2.80
9:00 PM	\$ 2.80	\$ 2.80
10:00 PM	\$ 1.25	\$ 1.25
11:00 PM	\$ 1.25	\$ 1.25

<b>4th of July *</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.25
8:00 AM	\$ 1.95	\$ 1.95
9:00 AM	\$ 3.25	\$ 1.95
10:00 AM	\$ 3.80	\$ 3.25
11:00 AM	\$ 3.80	\$ 3.25
Noon	\$ 3.80	\$ 3.25
1:00 PM	\$ 3.80	\$ 3.25
2:00 PM	\$ 3.80	\$ 3.25
3:00 PM	\$ 3.80	\$ 3.25
4:00 PM	\$ 3.25	\$ 3.25
5:00 PM	\$ 3.25	\$ 3.25
6:00 PM	\$ 2.80	\$ 3.25
7:00 PM	\$ 2.80	\$ 3.25
8:00 PM	\$ 2.80	\$ 3.25
9:00 PM	\$ 2.80	\$ 3.25
10:00 PM	\$ 2.80	\$ 4.35
11:00 PM	\$ 1.25	\$ 4.35

<b>Thurs Before Labor Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	regular schedule
1:00 AM	\$ 1.25	regular schedule
2:00 AM	\$ 1.25	regular schedule
3:00 AM	\$ 1.25	regular schedule
4:00 AM	\$ 2.30	regular schedule
5:00 AM	\$ 3.80	regular schedule
6:00 AM	\$ 3.90	regular schedule
7:00 AM	\$ 4.35	regular schedule
8:00 AM	\$ 4.35	regular schedule
9:00 AM	\$ 4.35	regular schedule
10:00 AM	\$ 4.35	regular schedule
11:00 AM	\$ 3.80	regular schedule
Noon	\$ 2.40	regular schedule
1:00 PM	\$ 2.75	regular schedule
2:00 PM	\$ 2.75	regular schedule
3:00 PM	\$ 2.75	regular schedule
4:00 PM	\$ 2.75	regular schedule
5:00 PM	\$ 2.75	regular schedule
6:00 PM	\$ 2.40	regular schedule
7:00 PM	\$ 1.25	regular schedule
8:00 PM	\$ 1.25	regular schedule
9:00 PM	\$ 1.25	regular schedule
10:00 PM	\$ 1.25	regular schedule
11:00 PM	\$ 1.25	regular schedule

[\*] The intent of the holiday schedule is to offer tolls that reflect holiday traffic patterns. If Christmas, New Years or Fourth of July falls on a Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the holiday. If the day after Christmas, New Years or Fourth of July is a Friday or Monday, it is assumed these are traditionally light traffic days, therefore, a reduced rate applies (Friday after Thanksgiving rate will be used).  
If Christmas, New Years or Fourth of July fall on Saturday, it is assumed the Friday before is a traditionally light traffic day; therefore the stated Christmas, New Years or Fourth of July holiday toll schedule applies. It is also assumed that the Thursday before is a heavy traffic day, therefore the regular Friday schedule applies. When reduced rates apply, the weekend HOV 3+ policy will be in effect.

**Exhibit V**  
**91 Express Lanes Holiday Schedules**

4th of July*		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 5.00	\$ 3.00
10:00 AM	\$ 5.70	\$ 5.00
11:00 AM	\$ 5.70	\$ 5.00
Noon	\$ 5.70	\$ 5.00
1:00 PM	\$ 5.70	\$ 5.00
2:00 PM	\$ 5.70	\$ 5.00
3:00 PM	\$ 5.70	\$ 5.00
4:00 PM	\$ 5.00	\$ 5.00
5:00 PM	\$ 5.00	\$ 5.00
6:00 PM	\$ 4.10	\$ 5.00
7:00 PM	\$ 4.10	\$ 5.00
8:00 PM	\$ 4.10	\$ 5.00
9:00 PM	\$ 4.10	\$ 5.00
10:00 PM	\$ 4.10	\$ 6.55
11:00 PM	\$ 1.90	\$ 6.35

Thurs Before Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	Regular Schedule
1:00 AM	\$ 1.95	Regular Schedule
2:00 AM	\$ 1.95	Regular Schedule
3:00 AM	\$ 1.95	Regular Schedule
4:00 AM	\$ 3.55	Regular Schedule
5:00 AM	\$ 5.70	Regular Schedule
6:00 AM	\$ 5.90	Regular Schedule
7:00 AM	\$ 6.55	Regular Schedule
8:00 AM	\$ 6.55	Regular Schedule
9:00 AM	\$ 6.55	Regular Schedule
10:00 AM	\$ 6.55	Regular Schedule
11:00 AM	\$ 5.70	Regular Schedule
Noon	\$ 3.70	Regular Schedule
1:00 PM	\$ 4.05	Regular Schedule
2:00 PM	\$ 4.05	Regular Schedule
3:00 PM	\$ 4.05	Regular Schedule
4:00 PM	\$ 4.05	Regular Schedule
5:00 PM	\$ 4.05	Regular Schedule
6:00 PM	\$ 3.70	Regular Schedule
7:00 PM	\$ 1.95	Regular Schedule
8:00 PM	\$ 1.95	Regular Schedule
9:00 PM	\$ 1.95	Regular Schedule
10:00 PM	\$ 1.95	Regular Schedule
11:00 PM	\$ 1.95	Regular Schedule

Fri Before Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	Regular Schedule
1:00 AM	\$ 1.95	Regular Schedule
2:00 AM	\$ 1.95	Regular Schedule
3:00 AM	\$ 1.95	Regular Schedule
4:00 AM	\$ 3.55	Regular Schedule
5:00 AM	\$ 5.70	Regular Schedule
6:00 AM	\$ 5.90	Regular Schedule
7:00 AM	\$ 6.35	Regular Schedule
8:00 AM	\$ 6.10	Regular Schedule
9:00 AM	\$ 5.30	Regular Schedule
10:00 AM	\$ 4.40	Regular Schedule
11:00 AM	\$ 4.05	Regular Schedule
Noon	\$ 3.70	Regular Schedule
1:00 PM	\$ 4.05	Regular Schedule
2:00 PM	\$ 4.05	Regular Schedule
3:00 PM	\$ 4.40	Regular Schedule
4:00 PM	\$ 4.40	Regular Schedule
5:00 PM	\$ 4.40	Regular Schedule
6:00 PM	\$ 4.20	Regular Schedule
7:00 PM	\$ 3.00	Regular Schedule
8:00 PM	\$ 1.95	Regular Schedule
9:00 PM	\$ 1.95	Regular Schedule
10:00 PM	\$ 1.95	Regular Schedule
11:00 PM	\$ 1.95	Regular Schedule

Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 3.00	\$ 3.00
7:00 AM	\$ 3.00	\$ 3.00
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 4.20	\$ 3.00
10:00 AM	\$ 5.45	\$ 3.00
11:00 AM	\$ 5.45	\$ 3.00
Noon	\$ 6.50	\$ 4.85
1:00 PM	\$ 6.50	\$ 5.20
2:00 PM	\$ 6.50	\$ 5.20
3:00 PM	\$ 5.00	\$ 5.20
4:00 PM	\$ 4.20	\$ 5.20
5:00 PM	\$ 3.00	\$ 5.20
6:00 PM	\$ 3.00	\$ 5.20
7:00 PM	\$ 3.00	\$ 5.20
8:00 PM	\$ 3.00	\$ 4.85
9:00 PM	\$ 3.00	\$ 3.00
10:00 PM	\$ 1.95	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

Wed Before Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 3.55	\$ 1.95
5:00 AM	\$ 5.90	\$ 1.95
6:00 AM	\$ 6.10	\$ 3.00
7:00 AM	\$ 6.70	\$ 3.00
8:00 AM	\$ 6.70	\$ 3.00
9:00 AM	\$ 6.10	\$ 3.55
10:00 AM	\$ 5.70	\$ 5.70
11:00 AM	\$ 5.70	\$ 5.90
Noon	\$ 5.70	\$ 6.70
1:00 PM	\$ 5.70	\$ 7.00
1:00 PM	\$ 5.70	\$ 8.65
3:00 PM	\$ 5.70	\$ 9.85
4:00 PM	\$ 5.70	\$ 9.85
5:00 PM	\$ 5.70	\$ 9.85
6:00 PM	\$ 5.70	\$ 7.00
7:00 PM	\$ 3.55	\$ 6.70
8:00 PM	\$ 1.95	\$ 6.70
9:00 PM	\$ 1.95	\$ 5.90
10:00 PM	\$ 1.95	\$ 3.00
11:00 PM	\$ 1.95	\$ 1.95

Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 3.00
8:00 AM	\$ 1.95	\$ 3.55
9:00 AM	\$ 3.00	\$ 5.70
10:00 AM	\$ 5.70	\$ 6.10
11:00 AM	\$ 6.10	\$ 6.70
Noon	\$ 6.70	\$ 6.70
1:00 PM	\$ 6.70	\$ 6.70
2:00 PM	\$ 6.70	\$ 6.10
3:00 PM	\$ 5.70	\$ 5.70
4:00 PM	\$ 5.70	\$ 5.70
5:00 PM	\$ 5.70	\$ 5.70
6:00 PM	\$ 5.70	\$ 6.10
7:00 PM	\$ 5.70	\$ 6.10
8:00 PM	\$ 5.70	\$ 6.10
9:00 PM	\$ 5.70	\$ 6.10
10:00 PM	\$ 5.70	\$ 5.70
11:00 PM	\$ 3.00	\$ 3.00

Fri Before Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	regular schedule
1:00 AM	\$ 1.25	regular schedule
2:00 AM	\$ 1.25	regular schedule
3:00 AM	\$ 1.25	regular schedule
4:00 AM	\$ 2.30	regular schedule
5:00 AM	\$ 3.80	regular schedule
6:00 AM	\$ 3.90	regular schedule
7:00 AM	\$ 4.20	regular schedule
8:00 AM	\$ 4.00	regular schedule
9:00 AM	\$ 3.55	regular schedule
10:00 AM	\$ 3.00	regular schedule
11:00 AM	\$ 2.75	regular schedule
Noon	\$ 2.40	regular schedule
1:00 PM	\$ 2.75	regular schedule
2:00 PM	\$ 2.75	regular schedule
3:00 PM	\$ 3.00	regular schedule
4:00 PM	\$ 3.00	regular schedule
5:00 PM	\$ 3.00	regular schedule
6:00 PM	\$ 2.90	regular schedule
7:00 PM	\$ 1.95	regular schedule
8:00 PM	\$ 1.25	regular schedule
9:00 PM	\$ 1.25	regular schedule
10:00 PM	\$ 1.25	regular schedule
11:00 PM	\$ 1.25	regular schedule

Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 1.95	\$ 1.95
9:00 AM	\$ 2.90	\$ 1.95
10:00 AM	\$ 3.65	\$ 1.95
11:00 AM	\$ 3.65	\$ 1.95
Noon	\$ 4.30	\$ 3.20
1:00 PM	\$ 4.30	\$ 3.45
2:00 PM	\$ 4.30	\$ 3.45
3:00 PM	\$ 3.25	\$ 3.45
4:00 PM	\$ 2.90	\$ 3.45
5:00 PM	\$ 1.95	\$ 3.45
6:00 PM	\$ 1.95	\$ 3.45
7:00 PM	\$ 1.95	\$ 3.45
8:00 PM	\$ 1.95	\$ 3.20
9:00 PM	\$ 1.95	\$ 1.95
10:00 PM	\$ 1.25	\$ 1.25
11:00 PM	\$ 1.25	\$ 1.25

Wed Before Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 2.30	\$ 1.25
5:00 AM	\$ 3.90	\$ 1.25
6:00 AM	\$ 4.00	\$ 1.95
7:00 AM	\$ 4.45	\$ 1.95
8:00 AM	\$ 4.45	\$ 1.95
9:00 AM	\$ 4.00	\$ 2.30
10:00 AM	\$ 3.80	\$ 3.80
11:00 AM	\$ 3.80	\$ 3.90
Noon	\$ 3.80	\$ 4.45
1:00 PM	\$ 3.80	\$ 4.65
2:00 PM	\$ 3.80	\$ 5.65
3:00 PM	\$ 3.80	\$ 6.55
4:00 PM	\$ 3.80	\$ 6.55
5:00 PM	\$ 3.80	\$ 6.55
6:00 PM	\$ 3.80	\$ 4.65
7:00 PM	\$ 2.30	\$ 4.45
8:00 PM	\$ 1.25	\$ 4.45
9:00 PM	\$ 1.25	\$ 3.90
10:00 PM	\$ 1.25	\$ 1.95
11:00 PM	\$ 1.25	\$ 1.25

Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.95
8:00 AM	\$ 1.25	\$ 2.30
9:00 AM	\$ 1.95	\$ 3.80
10:00 AM	\$ 3.80	\$ 4.00
11:00 AM	\$ 4.00	\$ 4.45
Noon	\$ 4.45	\$ 4.45
1:00 PM	\$ 4.45	\$ 4.45
2:00 PM	\$ 4.45	\$ 4.00
3:00 PM	\$ 3.80	\$ 3.80
4:00 PM	\$ 3.80	\$ 3.80
5:00 PM	\$ 3.80	\$ 3.80
6:00 PM	\$ 3.80	\$ 4.00
7:00 PM	\$ 3.80	\$ 4.00
8:00 PM	\$ 3.80	\$ 4.00
9:00 PM	\$ 3.80	\$ 4.00
10:00 PM	\$ 3.80	\$ 3.80
11:00 PM	\$ 1.95	\$ 1.95

Friday After Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.95	\$ 1.25
7:00 AM	\$ 2.30	\$ 1.25
8:00 AM	\$ 2.30	\$ 2.30
9:00 AM	\$ 3.00	\$ 3.80
10:00 AM	\$ 3.80	\$ 3.80
11:00 AM	\$ 3.80	\$ 3.80
Noon	\$ 3.80	\$ 4.00
1:00 PM	\$ 3.80	\$ 3.80
2:00 PM	\$ 3.80	\$ 3.80
3:00 PM	\$ 3.80	\$ 3.80
4:00 PM	\$ 3.80	\$ 3.80
5:00 PM	\$ 3.80	\$ 3.80
6:00 PM	\$ 3.80	\$ 3.80
7:00 PM	\$ 2.30	\$ 3.80
8:00 PM	\$ 1.25	\$ 2.30
9:00 PM	\$ 1.25	\$ 1.95
10:00 PM	\$ 1.25	\$ 1.95
11:00 PM	\$ 1.25	\$ 1.25

Christmas Day*		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.25	\$ 1.25
1:00 AM	\$ 1.25	\$ 1.25
2:00 AM	\$ 1.25	\$ 1.25
3:00 AM	\$ 1.25	\$ 1.25
4:00 AM	\$ 1.25	\$ 1.25
5:00 AM	\$ 1.25	\$ 1.25
6:00 AM	\$ 1.25	\$ 1.25
7:00 AM	\$ 1.25	\$ 1.25
8:00 AM	\$ 2.30	\$ 1.95
9:00 AM	\$ 2.40	\$ 2.30
10:00 AM	\$ 3.60	\$ 3.80
11:00 AM	\$ 3.90	\$ 3.90
Noon	\$ 3.90	\$ 4.65
1:00 PM	\$ 3.90	\$ 4.65
2:00 PM	\$ 3.90	\$ 4.65
3:00 PM	\$ 3.80	\$ 4.65
4:00 PM	\$ 3.80	\$ 4.65
5:00 PM	\$ 3.80	\$ 4.65
6:00 PM	\$ 3.80	\$ 4.65
7:00 PM	\$ 3.80	\$ 4.65
8:00 PM	\$ 3.80	\$ 4.65
9:00 PM	\$ 3.80	\$ 3.90
10:00 PM	\$ 3.80	\$ 1.95
11:00 PM	\$ 3.60	\$ 1.25

[\*] The intent of the holiday schedule is to offer tolls that reflect holiday traffic patterns. If Christmas, New Years or Fourth of July falls on a Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the holiday. If the day after Christmas, New Years or Fourth of July is a Friday or Monday, it is assumed these are traditionally light traffic days, therefore, a reduced rate applies (Friday after Thanksgiving rate will be used). If Christmas, New Years or Fourth of July fall on Saturday, it is assumed the Friday before is a traditionally light traffic day; therefore the stated Christmas, New Years or Fourth of July holiday toll schedule applies. It is also assumed that the Thursday before is a heavy traffic day, therefore the regular Friday schedule applies. When reduced rates apply, the weekend HOV 3+ policy will be in effect.

Friday After Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 3.00	\$ 1.95
7:00 AM	\$ 3.55	\$ 1.95
8:00 AM	\$ 3.55	\$ 3.55
9:00 AM	\$ 4.40	\$ 5.70
10:00 AM	\$ 5.70	\$ 5.70
11:00 AM	\$ 5.70	\$ 5.70
Noon	\$ 5.70	\$ 6.10
1:00 PM	\$ 5.70	\$ 5.70
2:00 PM	\$ 5.70	\$ 5.70
3:00 PM	\$ 5.70	\$ 5.70
4:00 PM	\$ 5.70	\$ 5.70
5:00 PM	\$ 5.70	\$ 5.70
6:00 PM	\$ 5.70	\$ 5.70
7:00 PM	\$ 3.55	\$ 5.70
8:00 PM	\$ 1.95	\$ 3.55
9:00 PM	\$ 1.95	\$ 3.00
10:00 PM	\$ 1.95	\$ 3.00
11:00 PM	\$ 1.95	\$ 1.95

Christmas Day <sup>*</sup>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.55	\$ 3.00
9:00 AM	\$ 3.70	\$ 3.55
10:00 AM	\$ 5.40	\$ 5.70
11:00 AM	\$ 5.90	\$ 5.90
Noon	\$ 5.90	\$ 7.00
1:00 PM	\$ 5.90	\$ 7.00
2:00 PM	\$ 5.90	\$ 7.00
3:00 PM	\$ 5.70	\$ 7.00
4:00 PM	\$ 5.70	\$ 7.00
5:00 PM	\$ 5.70	\$ 7.00
6:00 PM	\$ 5.70	\$ 7.00
7:00 PM	\$ 5.70	\$ 7.00
8:00 PM	\$ 5.70	\$ 7.00
9:00 PM	\$ 5.70	\$ 5.90
10:00 PM	\$ 5.70	\$ 3.00
11:00 PM	\$ 5.40	\$ 1.95

New Years Day <sup>*</sup>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 1.95	\$ 3.00
9:00 AM	\$ 3.55	\$ 3.55
10:00 AM	\$ 3.55	\$ 3.55
11:00 AM	\$ 5.40	\$ 5.40
Noon	\$ 5.90	\$ 5.40
1:00 PM	\$ 5.90	\$ 5.40
2:00 PM	\$ 5.90	\$ 5.90
3:00 PM	\$ 5.90	\$ 5.90
4:00 PM	\$ 5.90	\$ 5.90
5:00 PM	\$ 5.90	\$ 5.90
6:00 PM	\$ 5.90	\$ 5.90
7:00 PM	\$ 5.40	\$ 5.40
8:00 PM	\$ 5.40	\$ 5.40
9:00 PM	\$ 3.55	\$ 3.55
10:00 PM	\$ 3.55	\$ 3.55
11:00 PM	\$ 1.95	\$ 1.95

Easter Sunday		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 2.40	\$ 2.40
9:00 AM	\$ 2.40	\$ 2.40
10:00 AM	\$ 3.70	\$ 3.70
11:00 AM	\$ 5.70	\$ 5.70
Noon	\$ 5.70	\$ 5.70
1:00 PM	\$ 5.70	\$ 5.70
2:00 PM	\$ 5.70	\$ 5.70
3:00 PM	\$ 5.70	\$ 5.70
4:00 PM	\$ 5.70	\$ 5.70
5:00 PM	\$ 5.70	\$ 5.70
6:00 PM	\$ 5.70	\$ 5.70
7:00 PM	\$ 5.70	\$ 5.70
8:00 PM	\$ 5.70	\$ 5.70
9:00 PM	\$ 5.70	\$ 3.00
10:00 PM	\$ 5.70	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

Mother's Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 5.70	\$ 3.00
10:00 AM	\$ 6.35	\$ 5.00
11:00 AM	\$ 6.75	\$ 5.70
Noon	\$ 6.75	\$ 5.70
1:00 PM	\$ 6.75	\$ 5.70
2:00 PM	\$ 6.35	\$ 5.70
3:00 PM	\$ 6.35	\$ 5.70
4:00 PM	\$ 6.35	\$ 5.70
5:00 PM	\$ 6.35	\$ 5.70
6:00 PM	\$ 6.35	\$ 5.70
7:00 PM	\$ 6.35	\$ 5.70
8:00 PM	\$ 5.70	\$ 5.70
9:00 PM	\$ 5.70	\$ 5.00
10:00 PM	\$ 5.00	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

Memorial Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.95	\$ 1.95
1:00 AM	\$ 1.95	\$ 1.95
2:00 AM	\$ 1.95	\$ 1.95
3:00 AM	\$ 1.95	\$ 1.95
4:00 AM	\$ 1.95	\$ 1.95
5:00 AM	\$ 1.95	\$ 1.95
6:00 AM	\$ 1.95	\$ 1.95
7:00 AM	\$ 1.95	\$ 1.95
8:00 AM	\$ 3.00	\$ 3.00
9:00 AM	\$ 4.10	\$ 3.00
10:00 AM	\$ 4.10	\$ 4.10
11:00 AM	\$ 5.70	\$ 5.00
Noon	\$ 5.70	\$ 5.00
1:00 PM	\$ 5.70	\$ 5.00
2:00 PM	\$ 5.70	\$ 5.00
3:00 PM	\$ 5.70	\$ 5.00
4:00 PM	\$ 4.10	\$ 5.00
5:00 PM	\$ 4.10	\$ 5.00
6:00 PM	\$ 4.10	\$ 5.00
7:00 PM	\$ 4.10	\$ 5.00
8:00 PM	\$ 4.10	\$ 4.10
9:00 PM	\$ 4.10	\$ 4.10
10:00 PM	\$ 1.95	\$ 1.95
11:00 PM	\$ 1.95	\$ 1.95

<sup>(1)</sup> The intent of the holiday schedule is to offer tolls that reflect holiday traffic patterns. If Christmas, New Years or Fourth of July falls on a Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the holiday. If the day after Christmas, New Years or Fourth of July is a Friday or Monday, it is assumed these are traditionally light traffic days, therefore, a reduced rate applies (Friday after Thanksgiving rate will be used). If Christmas, New Years or Fourth of July fall on Saturday, it is assumed the Friday before is a traditionally light traffic day; therefore the stated Christmas, New Years or Fourth of July holiday toll schedule applies. It is also assumed that the Thursday before is a heavy traffic day, therefore the regular Friday schedule applies.



## **91 Express Lanes Toll Policy**

Adopted July 14, 2003

### **Goals**

The goals for the 91 Express Lanes toll policy are to:

- Provide a safe, reliable, predictable commute for 91 Express Lanes customers.
- Optimize vehicle throughput at free flow speeds.
- Pay debt service and maintain debt service coverage.
- Increase average vehicle occupancy.
- Balance capacity and demand to serve customers who pay tolls as well as carpoolers with three or more persons who are offered discounted tolls.
- Generate sufficient revenue to sustain the financial viability of the 91 Express Lanes.
- Ensure all bond covenants are met.
- Repay the Orange County Transportation Authority's (OCTA) internal borrowing and provide net revenues for Riverside Freeway/State Route 91 corridor improvements.<sup>1</sup>

### **Definitions**

Exhibit I, "Definitions", clarifies terms used in this 91 Express Lanes Toll Policy.

### **Super Peak Hours**

The toll adjustment goals are to: a) reduce the likelihood of congestion by diverting traffic to other hours with available capacity; b) maintain free flow travel speed in the 91 Express Lanes; c) maintain travel time savings; d) accommodate projected growth in travel demand and; e) ensure that the toll road generates sufficient revenue to effectively operate the toll lanes and maintain a strong debt service position.

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<sup>1</sup> As allowable under Assembly Bill 1010.

The toll for use of the 91 Express Lanes during a Super Peak hour shall be determined as follows:

1. Hourly, day, and directional traffic volumes will be continually monitored on a rolling 12 consecutive week period basis.
2. Hourly, day, and directional traffic volumes of 3,128 or more will be flagged for further review.
3. If the hourly, day, and directional traffic volume is Consistently at a level of Super Peak then the toll rate for that hour, day and direction may be increased.
4. The toll for that hour, day, and direction shall be increased, based on the average vehicle volume of the flagged hour, day, and direction identified per Section 2 above, as follows:
  - (a) if the average flagged vehicle volume is 3,300 or more then the toll shall be increased by \$1.00.
  - (b) if the average flagged vehicle volume is between 3,200 and 3,299 then the toll shall be increased by \$0.75.
  - (c) if the average flagged vehicle volume is less than 3,200 then the toll shall not be changed.

Six months after a toll increase, the most recent 12 consecutive weeks (excluding weeks with a Holiday or a major traffic anomaly caused by an accident or incident) shall be reviewed for the hour, day and direction that the toll was increased. If the traffic volume is less than 2,720 vehicles per hour, day, and direction in six or more of the weeks then the traffic volumes for that hour, day and direction for the 12 consecutive weeks shall be averaged. If the average traffic volume is less than 2,720 then the toll shall be reduced by \$0.50 to stimulate demand and encourage 91 Express Lanes use.

OCTA's Board of Directors and customers will be informed of a toll adjustment 10 or more days prior to that toll adjustment becoming effective.

### **Non-Super Peak Hours**

All Non-Super Peak tolls shall remain fixed at November 2001 levels except for an annual adjustment for inflation (see Exhibit IV). The Inflation Factor shall be identified and applied beginning July 1, 2004 and at the beginning of each fiscal year thereafter to all Non-Super Peak and Super Peak hours that were not adjusted in the previous 12 months. All tolls shall be rounded up or down to the nearest 5-cent increment.

## **Discounts**

Vehicles with three or more persons (HOV3+), zero emission vehicles (ZEVs), motorcycles, disabled plates and disabled veterans are permitted to ride free in the 91 Express Lanes during most hours. The exception is Monday through Friday 4:00 p.m. to 6:00 p.m. in the eastbound direction when these users pay 50 percent of the toll. The exception that these users pay 50 percent remains in effect until such time as the Debt Service Coverage Ratio – inclusive of senior and subordinated debt - is projected to be 1.2 or greater for a six month period. At that time, HOV3+ users will ride free all day, every day.

## **Financing Requirements**

OCTA shall charge and collect tolls that generate enough revenue to maintain the Debt Service Coverage Ratio to be at least 1.30 to 1.00. OCTA recognizes that it must maintain a strong debt service position in order to satisfy the existing taxable bond covenants as well as the bond covenants in the proposed tax-exempt refinancing documents.

## **Holiday Toll Schedules**

All existing holiday toll schedules shall apply. Existing holiday toll schedules are identified on Exhibit V and shall be adjusted by the inflation factor at the beginning of each fiscal year beginning July 1, 2004 in a similar fashion as with Non-Super Peak Hours.



## **Exhibit I**

### **Definitions**

Cash Available for Debt Service – for any Period, the excess, if any, computed on a cash basis, of:

(1) the amount of 91 Express Lanes cash receipts during such Period from whatever source, including, without limitation, toll receipts, transponder revenues, amounts paid to OCTA under the Facility Agreements, and investment earnings, *excluding*:

- proceeds of insurance,
- proceeds of the debt service letter of credit or other amounts held in or disbursed from the payment account, the debt service reserve account, the coverage account and the major maintenance reserve account, and
- the proceeds of any Additional Senior Bonds or Subordinated Bonds, *over*

(2) All Operating and Maintenance Costs incurred during such Period and not deducted in the computation of Cash Available for Debt Service in a prior Period. In computing Operating and Maintenance Costs for any Period, an appropriate prorating will be made for expenditures such as insurance premiums and taxes that would be prorated if the computation were to be made in accordance with GAAP.

Consistently – Any six weeks of twelve consecutive weeks, excluding any week that includes a Holiday or major traffic pattern anomaly caused by an accident or incident.

Debt Service – for any Period, all payments of principal, interest, premiums (if any), fees and other amounts made (including by way of prepayment) or required to be made by OCTA during such Period under the Bond Documents (debt service payments related to OCTA's internal subordinated debt borrowings are to be excluded from these calculations). In computing Debt Service for any Period prior to the issuance of the new bonds, OCTA will give pro forma effect to the transactions contemplated by the Bond Documents and the use of proceeds of the new bonds. In computing Debt Service for any prospective Period, OCTA will estimate in good faith such payments on the basis of reasonable assumptions. Such assumptions will include the absence of any waivers of or amendments to any agreements and the absence of any optional or extraordinary mandatory redemption of the bonds.

Debt Service Coverage Ratio – for any Period, the ratio of Cash Available for Debt Service for such Period to Debt Service for such Period.

Fiscal Year – July 1 to June 30

Holiday – Any of the following holidays that occur or are recognized any day between Monday through Friday: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and Christmas.

Inflation Factor<sup>2</sup> (Included in the present 91 Express Lanes Operating Agreement and subject to change with any new contractor agreement):

(1) 0.75 times the product of (A) the hourly toll for the immediately preceding fiscal year, times (B) a fraction, the numerator of which shall be the Labor Index Adjuster for June of the prior fiscal year and the denominator of which shall be the Labor Index Adjuster for June of the year immediately preceding such fiscal year, plus

(2) 0.25 times the product of (A) the hourly toll for the immediately preceding fiscal year, times (B) a fraction, the numerator of which shall be the CPI Index Adjuster for June of the prior fiscal year and the denominator of which shall be the CPI Index Adjuster for June of the year immediately preceding such fiscal year.

Maximum Optimal Capacity – 3,400 vehicles per hour, per day, per direction in the 91 Express Lanes facility

Non-Super Peak – Hourly period that is not Super Peak.

Operating and Maintenance Costs – all reasonable and necessary expenses of administering, managing, maintaining and operating the 91 Express Lanes and in accordance with the Bond Documents and the Facility Agreements.

Period – the most recent twelve complete months.

Super Peak – Hourly period, per day, and per direction with traffic volume use which meets or exceeds the Trigger Point.

Trigger Point – 92 percent or more of Maximum Optimal Capacity (3,128+ vehicles per hour, per day, and per direction).

Week – 12:00 a.m. Sunday to 11:59 p.m. the following Saturday.

Some of the financial definitions will be modified to reflect the bond covenants in the tax-exempt refinancing documents.

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<sup>2</sup> The inflation factor shall be the same as in the OCTA – Cofiroute Global Mobility 91 Express Lanes Operating Agreement dated November 15, 2002 and effective January 3, 2003 or as in successor operating agreements.

## Exhibit II Toll Policy Decision Process Congestion Management Pricing in Super Peak

### Definitions / Detail

Monitor hourly, day of week and directional traffic for last 12 consecutive weeks (exclude days/hours with holidays, major incidents, and accidents)

Flag hours when traffic volume is 3,128 or more vehicles per hour, per day, per direction. Determine if this occurs six or more times in the 12-week period.

Average the traffic volume for the flagged hours.

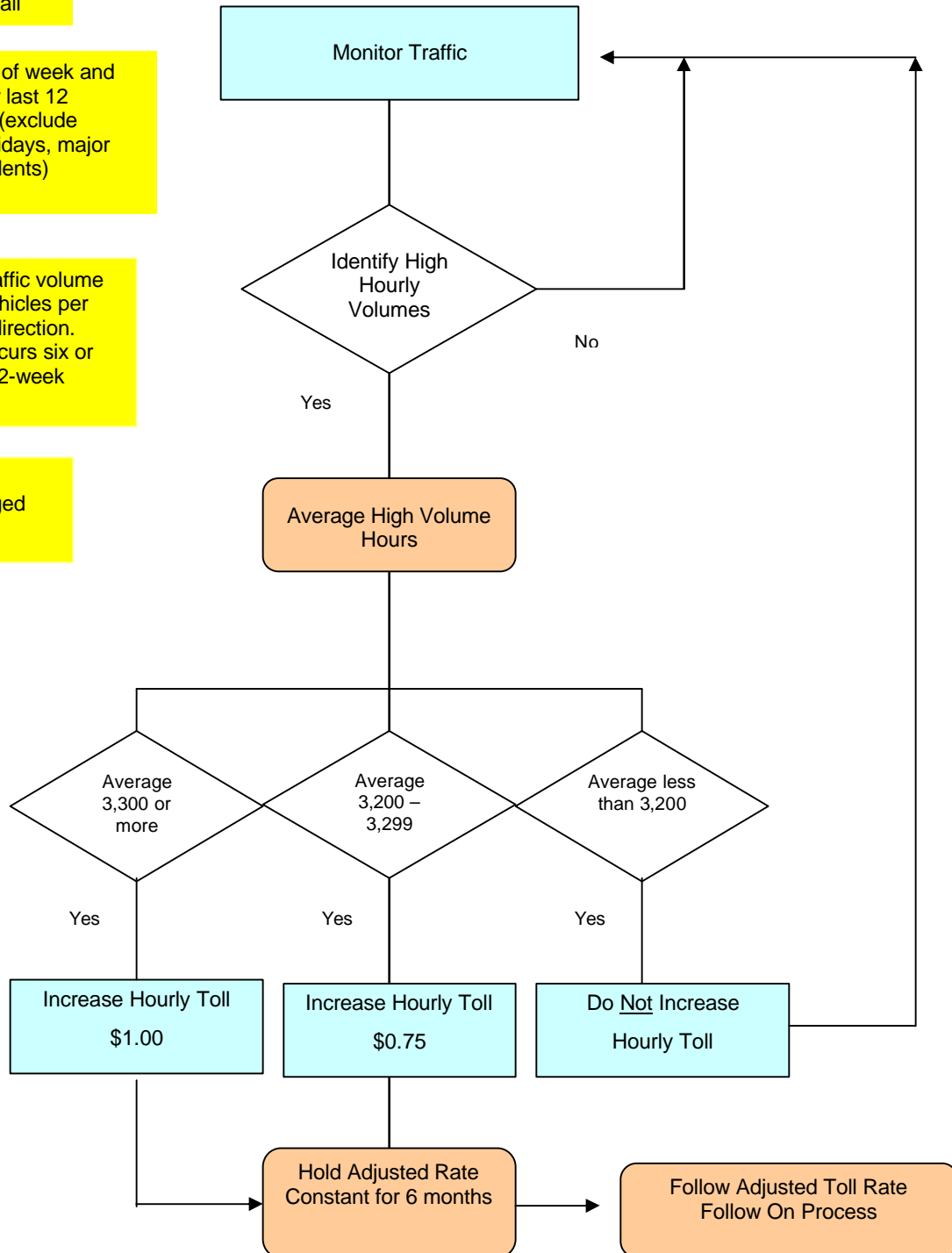
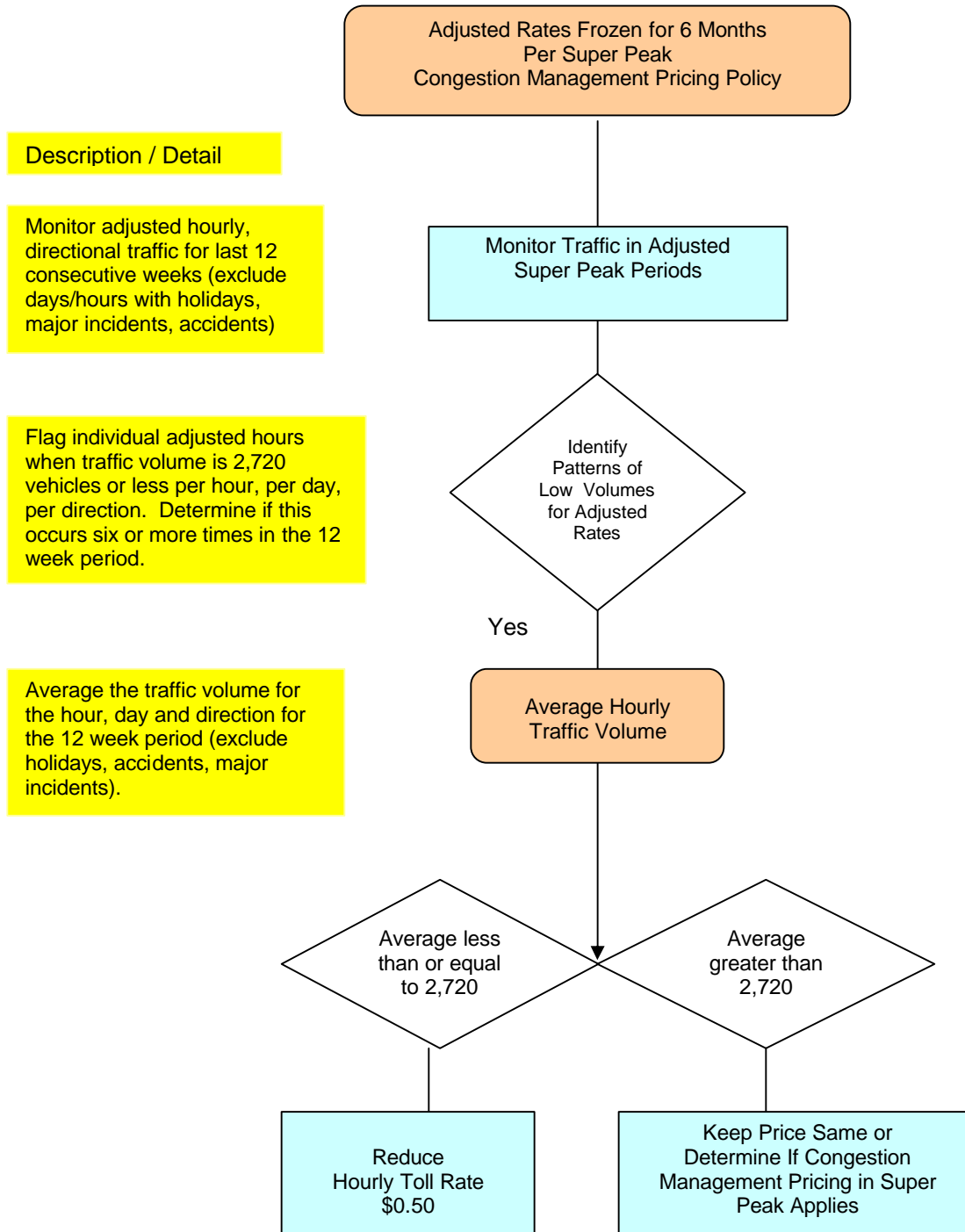




Exhibit III  
Adjusted Toll Rate Follow On Process  
(Super Peak Adjusted Rates Only)



# **Exhibit IV** **91 Express Lanes Toll Schedule** **November, 2001 and as Amended May 19, 2003**

The charts below identify the base toll structure in effect as of November 2001. In addition to the posted tolls, the 91 Express Lane toll policy was amended May 19, 2003 to allow carpoolers with three or more persons (HOV3+), zero emission vehicles (ZEVs), motorcycles, disabled plates and disabled veterans to ride free during most hours. The exception is Monday through Friday 4:00 p.m. to 6:00 p.m. in the eastbound direction when they pay 50 percent of the posted toll.

	<b>Toll Schedule</b>						
	<b>Westbound</b>						
	Effective November 1, 2001      Riverside Co. Line to 55						
	Sun	M	Tu	W	Th	F	Sat
Midnight							
1:00 am							
2:00 am			1.00				
3:00 am							
4:00 am			1.90				
5:00 am			3.20		3.10		
6:00 am			3.30		3.20		
7:00 am			3.60		3.50	1.45	
8:00 am	1.45		3.30		3.20	1.70	
9:00 am			2.65			2.05	
10:00 am							
11:00 am	2.05						
Noon							
1:00 pm			1.70			2.30	
2:00 pm		2.30					
3:00 pm							
4:00 pm					2.05	2.45	
5:00 pm		2.45					
6:00 pm					2.40	2.05	
7:00 pm					1.70		
8:00 pm	2.05						
9:00 pm			1.00				
10:00 pm							
11:00 pm							

	<b>Toll Schedule</b>						
	<b>Eastbound</b>						
	Effective November 1, 2001      55 to Riverside Co. Line						
	Sun	M	Tu	W	Th	F	Sat
Midnight							
1:00 am							
2:00 am							
3:00 am			1.00				
4:00 am							
5:00 am							
6:00 am							
7:00 am							
8:00 am	1.35		1.70				
9:00 am							
10:00 am	2.05						2.05
11:00 am							
Noon						2.50	
1:00 pm	2.40		2.25		2.50	3.90	2.40
2:00 pm			3.25		3.35		
3:00 pm			3.50		3.75		
4:00 pm			4.25		4.75		
5:00 pm	2.05		4.75				
6:00 pm		3.50	3.65	3.75	3.95	4.25	2.05
7:00 pm		2.50			3.55	3.95	
8:00 pm					2.25	3.55	1.70
9:00 pm			1.70			2.25	
10:00 pm			1.00			1.70	
11:00 pm							

**Exhibit V**  
**91 Express Lanes Holiday Schedules**

<b>New Years Day*</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.00
8:00 AM	\$ 1.00	\$ 1.70
9:00 AM	\$ 1.90	\$ 1.90
10:00 AM	\$ 1.90	\$ 1.90
11:00 AM	\$ 3.05	\$ 3.05
Noon	\$ 3.30	\$ 3.05
1:00 PM	\$ 3.30	\$ 3.05
2:00 PM	\$ 3.30	\$ 3.30
3:00 PM	\$ 3.30	\$ 3.30
4:00 PM	\$ 3.30	\$ 3.30
5:00 PM	\$ 3.30	\$ 3.30
6:00 PM	\$ 3.30	\$ 3.30
7:00 PM	\$ 3.05	\$ 3.05
8:00 PM	\$ 3.05	\$ 3.05
9:00 PM	\$ 1.90	\$ 1.90
10:00 PM	\$ 1.90	\$ 1.90
11:00 PM	\$ 1.00	\$ 1.00

<b>Easter Sunday</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.00
8:00 AM	\$ 1.45	\$ 1.45
9:00 AM	\$ 1.45	\$ 1.45
10:00 AM	\$ 2.05	\$ 2.05
11:00 AM	\$ 3.20	\$ 3.20
Noon	\$ 3.20	\$ 3.20
1:00 PM	\$ 3.20	\$ 3.20
2:00 PM	\$ 3.20	\$ 3.20
3:00 PM	\$ 3.20	\$ 3.20
4:00 PM	\$ 3.20	\$ 3.20
5:00 PM	\$ 3.20	\$ 3.20
6:00 PM	\$ 3.20	\$ 3.20
7:00 PM	\$ 3.20	\$ 3.20
8:00 PM	\$ 3.20	\$ 3.20
9:00 PM	\$ 3.20	\$ 1.70
10:00 PM	\$ 3.20	\$ 1.00
11:00 PM	\$ 1.00	\$ 1.00

<b>Mother's Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.00
8:00 AM	\$ 1.70	\$ 1.70
9:00 AM	\$ 3.20	\$ 1.70
10:00 AM	\$ 3.50	\$ 2.75
11:00 AM	\$ 3.75	\$ 3.20
Noon	\$ 3.75	\$ 3.20
1:00 PM	\$ 3.75	\$ 3.20
2:00 PM	\$ 3.50	\$ 3.20
3:00 PM	\$ 3.50	\$ 3.20
4:00 PM	\$ 3.50	\$ 3.20
5:00 PM	\$ 3.50	\$ 3.20
6:00 PM	\$ 3.50	\$ 3.20
7:00 PM	\$ 3.50	\$ 3.20
8:00 PM	\$ 3.20	\$ 3.20
9:00 PM	\$ 3.20	\$ 2.75
10:00 PM	\$ 2.75	\$ 1.00
11:00 PM	\$ 1.00	\$ 1.00

<b>Memorial Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.00
8:00 AM	\$ 1.70	\$ 1.70
9:00 AM	\$ 2.30	\$ 1.70
10:00 AM	\$ 2.30	\$ 2.30
11:00 AM	\$ 3.20	\$ 2.75
Noon	\$ 3.20	\$ 2.75
1:00 PM	\$ 3.20	\$ 2.75
2:00 PM	\$ 3.20	\$ 2.75
3:00 PM	\$ 3.20	\$ 2.75
4:00 PM	\$ 2.30	\$ 2.75
5:00 PM	\$ 2.30	\$ 2.75
6:00 PM	\$ 2.30	\$ 2.75
7:00 PM	\$ 2.30	\$ 2.75
8:00 PM	\$ 2.30	\$ 2.30
9:00 PM	\$ 2.30	\$ 2.30
10:00 PM	\$ 1.00	\$ 1.00
11:00 PM	\$ 1.00	\$ 1.00

<b>4th of July*</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.00
8:00 AM	\$ 1.70	\$ 1.70
9:00 AM	\$ 2.75	\$ 1.70
10:00 AM	\$ 3.20	\$ 2.75
11:00 AM	\$ 3.20	\$ 2.75
Noon	\$ 3.20	\$ 2.75
1:00 PM	\$ 3.20	\$ 2.75
2:00 PM	\$ 3.20	\$ 2.75
3:00 PM	\$ 3.20	\$ 2.75
4:00 PM	\$ 2.75	\$ 2.75
5:00 PM	\$ 2.75	\$ 2.75
6:00 PM	\$ 2.30	\$ 2.75
7:00 PM	\$ 2.30	\$ 2.75
8:00 PM	\$ 2.30	\$ 2.75
9:00 PM	\$ 2.30	\$ 2.75
10:00 PM	\$ 2.30	\$ 3.60
11:00 PM	\$ 1.00	\$ 3.60

<b>Thurs Before Labor Day</b>		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	regular schedule
1:00 AM	\$ 1.00	regular schedule
2:00 AM	\$ 1.00	regular schedule
3:00 AM	\$ 1.00	regular schedule
4:00 AM	\$ 1.90	regular schedule
5:00 AM	\$ 3.20	regular schedule
6:00 AM	\$ 3.30	regular schedule
7:00 AM	\$ 3.60	regular schedule
8:00 AM	\$ 3.60	regular schedule
9:00 AM	\$ 3.60	regular schedule
10:00 AM	\$ 3.60	regular schedule
11:00 AM	\$ 3.20	regular schedule
Noon	\$ 2.00	regular schedule
1:00 PM	\$ 2.25	regular schedule
2:00 PM	\$ 2.25	regular schedule
3:00 PM	\$ 2.25	regular schedule
4:00 PM	\$ 2.25	regular schedule
5:00 PM	\$ 2.25	regular schedule
6:00 PM	\$ 2.00	regular schedule
7:00 PM	\$ 1.00	regular schedule
8:00 PM	\$ 1.00	regular schedule
9:00 PM	\$ 1.00	regular schedule
10:00 PM	\$ 1.00	regular schedule
11:00 PM	\$ 1.00	regular schedule

[\*] The intent of the holiday schedule is to offer tolls that reflect holiday traffic patterns. If Christmas, New Years or Fourth of July falls on a Tuesday, Wednesday, Thursday, or Friday, the regular Friday toll schedule will be used the day before the holiday. If the day after Christmas, New Years or Fourth of July is a Friday or

Monday, it is assumed these are traditionally light traffic days, therefore, a reduced rate applies (Friday after Thanksgiving rate will be used).

If Christmas, New Years or Fourth of July fall on Saturday, it is assumed the Friday before is a traditionally light traffic day; therefore the stated Christmas,

New Years or Fourth of July holiday toll schedule applies. It is also assumed that the Thursday before is a heavy traffic day, therefore the regular Friday schedule applies. When reduced rates apply, the weekend HOV 3+ policy will be in effect.

Fri Before Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	regular schedule
1:00 AM	\$ 1.00	regular schedule
2:00 AM	\$ 1.00	regular schedule
3:00 AM	\$ 1.00	regular schedule
4:00 AM	\$ 1.90	regular schedule
5:00 AM	\$ 3.20	regular schedule
6:00 AM	\$ 3.30	regular schedule
7:00 AM	\$ 3.50	regular schedule
8:00 AM	\$ 3.40	regular schedule
9:00 AM	\$ 3.00	regular schedule
10:00 AM	\$ 2.50	regular schedule
11:00 AM	\$ 2.25	regular schedule
Noon	\$ 2.00	regular schedule
1:00 PM	\$ 2.25	regular schedule
2:00 PM	\$ 2.25	regular schedule
3:00 PM	\$ 2.50	regular schedule
4:00 PM	\$ 2.50	regular schedule
5:00 PM	\$ 2.50	regular schedule
6:00 PM	\$ 2.40	regular schedule
7:00 PM	\$ 1.70	regular schedule
8:00 PM	\$ 1.00	regular schedule
9:00 PM	\$ 1.00	regular schedule
10:00 PM	\$ 1.00	regular schedule
11:00 PM	\$ 1.00	regular schedule

Labor Day		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.70	\$ 1.70
7:00 AM	\$ 1.70	\$ 1.70
8:00 AM	\$ 1.70	\$ 1.70
9:00 AM	\$ 2.40	\$ 1.70
10:00 AM	\$ 3.10	\$ 1.70
11:00 AM	\$ 3.10	\$ 1.70
Noon	\$ 3.55	\$ 2.70
1:00 PM	\$ 3.55	\$ 2.90
2:00 PM	\$ 3.55	\$ 2.90
3:00 PM	\$ 2.75	\$ 2.90
4:00 PM	\$ 2.40	\$ 2.90
5:00 PM	\$ 1.70	\$ 2.90
6:00 PM	\$ 1.70	\$ 2.90
7:00 PM	\$ 1.70	\$ 2.90
8:00 PM	\$ 1.70	\$ 2.70
9:00 PM	\$ 1.70	\$ 1.70
10:00 PM	\$ 1.00	\$ 1.00
11:00 PM	\$ 1.00	\$ 1.00

Wed Before Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.90	\$ 1.00
5:00 AM	\$ 3.30	\$ 1.00
6:00 AM	\$ 3.40	\$ 1.70
7:00 AM	\$ 3.70	\$ 1.70
8:00 AM	\$ 3.70	\$ 1.70
9:00 AM	\$ 3.40	\$ 1.90
10:00 AM	\$ 3.20	\$ 3.20
11:00 AM	\$ 3.20	\$ 3.30
Noon	\$ 3.20	\$ 3.70
1:00 PM	\$ 3.20	\$ 3.90
2:00 PM	\$ 3.20	\$ 4.75
3:00 PM	\$ 3.20	\$ 5.50
4:00 PM	\$ 3.20	\$ 5.50
5:00 PM	\$ 3.20	\$ 5.50
6:00 PM	\$ 3.20	\$ 3.90
7:00 PM	\$ 1.95	\$ 3.70
8:00 PM	\$ 1.00	\$ 3.70
9:00 PM	\$ 1.00	\$ 3.30
10:00 PM	\$ 1.00	\$ 1.70
11:00 PM	\$ 1.00	\$ 1.00

Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.70
8:00 AM	\$ 1.00	\$ 1.90
9:00 AM	\$ 1.70	\$ 3.20
10:00 AM	\$ 3.20	\$ 3.40
11:00 AM	\$ 3.40	\$ 3.70
Noon	\$ 3.70	\$ 3.70
1:00 PM	\$ 3.70	\$ 3.70
2:00 PM	\$ 3.70	\$ 3.40
3:00 PM	\$ 3.20	\$ 3.20
4:00 PM	\$ 3.20	\$ 3.20
5:00 PM	\$ 3.20	\$ 3.20
6:00 PM	\$ 3.20	\$ 3.40
7:00 PM	\$ 3.20	\$ 3.40
8:00 PM	\$ 3.20	\$ 3.40
9:00 PM	\$ 3.20	\$ 3.40
10:00 PM	\$ 3.20	\$ 3.20
11:00 PM	\$ 1.70	\$ 1.70

Friday After Thanksgiving		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.70	\$ 1.00
7:00 AM	\$ 1.90	\$ 1.00
8:00 AM	\$ 1.90	\$ 1.90
9:00 AM	\$ 2.50	\$ 3.20
10:00 AM	\$ 3.20	\$ 3.20
11:00 AM	\$ 3.20	\$ 3.20
Noon	\$ 3.20	\$ 3.40
1:00 PM	\$ 3.20	\$ 3.20
2:00 PM	\$ 3.20	\$ 3.20
3:00 PM	\$ 3.20	\$ 3.20
4:00 PM	\$ 3.20	\$ 3.20
5:00 PM	\$ 3.20	\$ 3.20
6:00 PM	\$ 3.20	\$ 3.20
7:00 PM	\$ 1.90	\$ 3.20
8:00 PM	\$ 1.00	\$ 1.90
9:00 PM	\$ 1.00	\$ 1.70
10:00 PM	\$ 1.00	\$ 1.70
11:00 PM	\$ 1.00	\$ 1.00

Christmas Day*		
	Westbound	Eastbound
Time	Price	Price
Midnight	\$ 1.00	\$ 1.00
1:00 AM	\$ 1.00	\$ 1.00
2:00 AM	\$ 1.00	\$ 1.00
3:00 AM	\$ 1.00	\$ 1.00
4:00 AM	\$ 1.00	\$ 1.00
5:00 AM	\$ 1.00	\$ 1.00
6:00 AM	\$ 1.00	\$ 1.00
7:00 AM	\$ 1.00	\$ 1.00
8:00 AM	\$ 1.90	\$ 1.70
9:00 AM	\$ 2.05	\$ 1.90
10:00 AM	\$ 3.05	\$ 3.20
11:00 AM	\$ 3.30	\$ 3.30
Noon	\$ 3.30	\$ 3.90
1:00 PM	\$ 3.30	\$ 3.90
2:00 PM	\$ 3.30	\$ 3.90
3:00 PM	\$ 3.20	\$ 3.90
4:00 PM	\$ 3.20	\$ 3.90
5:00 PM	\$ 3.20	\$ 3.90
6:00 PM	\$ 3.20	\$ 3.90
7:00 PM	\$ 3.20	\$ 3.90
8:00 PM	\$ 3.20	\$ 3.90
9:00 PM	\$ 3.20	\$ 3.30
10:00 PM	\$ 3.20	\$ 1.70
11:00 PM	\$ 3.05	\$ 1.00

[1] The intent of the holiday schedule is to offer tolls that reflect holiday traffic patterns. If Christmas, New Years or Fourth of July falls on a Tuesday, Wednesday,

Thursday, or Friday, the regular Friday toll schedule will be used the day before the holiday. If the day after Christmas, New Years or Fourth of July is a Friday or Monday, it is assumed these are traditionally light traffic days, therefore, a reduced rate applies (Friday after Thanksgiving rate will be used).


If Christmas, New Years or Fourth of July fall on Saturday, it is assumed the Friday before is a traditionally light traffic day; therefore the stated Christmas,

New Years or Fourth of July holiday toll schedule applies. It is also assumed that the Thursday before is a heavy traffic day, therefore the regular Friday schedule applies. When reduced rates apply, the weekend HOV 3+ policy will be in effect.



**August 27, 2025**

**To:** Finance and Administration Committee

**From:** Darrell E. Johnson, Chief Executive Officer 

**Subject:** 91 Express Lanes Back-Office System and Customer Service Center Options

### **Overview**

On October 23, 2019, the Orange County Transportation Authority Board of Directors awarded Agreement No. C-9-1177 to Cofiroute USA, LLC, for the back-office system and customer service center operations services for the 91 Express Lanes in Orange and Riverside Counties. In anticipation of the expiration of the initial term, staff has begun to evaluate the future of the back-office system and customer service center options for the 91 Express Lanes.

### **Recommendation**

Provide direction to staff for the back-office system and customer service center operations services for the 91 Express Lanes.

### **Background**

The Orange County Transportation Authority (OCTA) and the Riverside County Transportation Commission (RCTC) entered into a cooperative agreement in December 2016, setting forth the parties' commitment to jointly operate the 91 Express Lanes (91 EL). One of the tenants of the cooperative agreement is a commitment to maintain a joint operator for the 91 Express Lanes. As such, RCTC was added to the OCTA's then existing agreement with Cofiroute USA, LLC (CUSA).

On April 22, 2018, OCTA and RCTC issued a joint request for proposals (RFP) to replace the existing expiring contract with CUSA. The evaluation committee recommended awarding the services to CUSA, which was approved by the OCTA Board on October 23, 2019, and by RCTC on November 13, 2019. The initial five-year term of the agreement ends on January 31, 2027. The agreement includes two, three-year option periods.



OCTA and RCTC, collectively referred to as the Agencies, worked with CUSA to develop and deploy the back office system (BOS), which went live on March 7, 2022, 185 days beyond the agreed update date of March 7, 2022. Following a protracted development, the Agencies agreed to the deployment on March 7, 2022, with required functions deferred to a later date. After the deployment, the Agencies continued to work with CUSA to monitor and correct deficiencies found in the BOS, and to deliver the deferred items. While originally anticipated to require six months, due to persistent challenges, this required over three years and three months for CUSA to successfully pass operational acceptance testing (OAT). At present, the BOS still needs to complete the implementation phase and achieve final acceptance.

Additionally, CUSA has experienced several BOS and customer service center (CSC) issues during the operations and maintenance (O&M) phase, resulting in extensive liquidated damages since going live in March 2022. The Agencies have reviewed all issues and either waived liquidated damages or assessed them in the corresponding monthly O&M invoice. The Agencies jointly review all issues and agree to equally share any waivers and assessed penalties. The Agencies, along with their consultants, have and continue to expend a great deal of time and effort on the management of the 91 BOS and CSC. The Agencies are committed to providing excellent customer service, and CUSA has regularly failed to meet basic requirements related to customer service.

RCTC operates a separate back office, provided by Kapsch TrafficCom USA, Inc. (Kapsch) for the 15 Express Lanes (15 EL). Due to the proximity of the 91 EL to the 15 EL and the direct connectivity of the two facilities, the 91 EL and 15 EL customer service centers expend approximately 20 percent of their respective time assisting customers who require the assistance of both CSCs. Given the proximity and complementary nature of the systems, RCTC has asked OCTA to consider combining the 91 EL BOS with the 15 EL by incorporating the 91 EL into the existing 15 EL BOS and CSC. This would result in a single BOS and CSC servicing 91 EL and 15 EL customers. This combined effort would eliminate duplicated services, reduce costs for the Agencies, and enhance customer experience.

Kapsch subcontracted with BRiC-TPS, LLC as the BOS provider for the 15 EL. BRiC has over 20 years of experience in the tolling industry, servicing customers such as the Transportation Corridor Agencies, which also supports the San Bernardino Express Lanes. BRiC also provides violations processing for LeeWay tolled bridges in Florida and a congestion management fee system for the Ports of Los Angeles and Long Beach. RCTC has been satisfied with the performance of the BRiC-TPS, LLC BOS.

The procurement and deployment of a BOS can take as long as four years. With the initial term of the current agreement with CUSA ending in January of 2027, the Agencies have begun evaluating options for the 91 EL BOS.

***Discussion***

There are three options available to the Agencies for the 91 EL BOS and CSC:

- Option 1      Extend options 1 and 2 of the CUSA agreement, extending the end date to January 2033
- Option 2      Combine the 15 EL and 91 EL with a three-party agreement with OCTA, RCTC, and Kapsch
- Option 3      Issue an RFP for a new BOS and CSC

The advantages and disadvantages of each option are detailed below. The three options are shown with six years of projected O&M costs for comparison purposes. Options 2 and 3 have BOS development costs included as well.

Option 1 – Extend Options 1 and 2 of the CUSA Agreement, Extending the End Date to January 2033

Advantages: Option 1 maintains the current agreement and would require exercising at least one of the two, three-year option terms. The advantage of this option is that it allows the Agencies to continue using the new BOS that is near final acceptance and does not require transition to a new system. This option provides continuity of operations and no anticipated disruption in service to customers until 2033. Operating procedures are established, and pricing for services is known and already negotiated.

Disadvantages: The BOS has experienced several issues and delays since the agreement was executed, and there is no specific date to reach final acceptance. The longer the process takes, the higher the costs for consultant support will be incurred by the Agencies. The contractor has displayed unsatisfactory performance, which was highlighted in the recent Internal Audit Report No. 24-508, along with past monthly and quarterly update reports distributed to the Board. Furthermore, preliminary discussions with RCTC show that this option has higher O&M costs than Option 2, as some services are duplicated with the 15 EL.

Cost: Not accounting for the remaining implementation milestones and consultant support, the cost of this option would be the remaining agreed upon O&M pricing of \$91.8 million from February 2027 through January 2033. This cost would be split with RCTC, resulting in an OCTA commitment of \$45.9 million.

Option 2 – Combine the 91 EL and the 15 EL with a Three-Party Agreement with OCTA, RCTC, and Kapsch

Advantages: This option would require an amendment to RCTC's existing agreement with Kapsch to include the 91 EL BOS and CSC services, which has no anticipated risks. The amendment would result in a new three-party agreement with OCTA, RCTC, and Kapsch. A strong advantage of this option would be cost savings for the Agencies by combining resources for duplicate services. Currently, a large majority of 91 EL and 15 EL customers utilize both roadways, resulting in duplicated expenses for the Agencies such as BOS and CSC costs, transaction processing, credit card fees, and dispute resolution. By combining services, 91 EL and 15 EL customers would experience a seamless customer service experience with one contact for inquiries and support. An additional anticipated benefit for 91 EL customers is that RCTC has expressed high satisfaction with Kapsch since going live with the BOS and CSC in April 2021.

Disadvantages: The potential or perceived disadvantage of this option is that entering into the existing agreement between RCTC and Kapsch would require a sole source instead of a competitive RFP. However, RCTC did complete a lengthy competitive RFP for these services that began in August 2015 and concluded with RCTC awarding the agreement to Kapsch on January 26, 2017. Additionally, combining the 91 and 15 BOS would require minor business rule differences to be resolved between the two express lanes. An example of the minor business rule differences that needs to be resolved includes the replenishment threshold and the amount charged for account holders. The 91 EL replenishes a customer's account once it falls below \$25 by charging \$30 to the customer's payment method. The 15 EL does the same process but completes the process when the account balance falls below \$15 by charging \$40. Staff does not anticipate any issues in resolving these business rule differences and will work with RCTC to resolve any differences if this option is selected. This option requires the migration of the 91 EL data, which comes with risk and may require a partial extension to the current agreement with CUSA to allow for the transition to Kapsch.

Cost: RCTC and Kapsch have provided a high-level cost projection for this option, which shows possible savings for OCTA. The cost to modify the 15 EL BOS to incorporate the 91 EL and transition the data is estimated to be \$8.1 million, plus an additional \$1 million for consultant support, bringing the total cost to transition to \$9.1 million. Kapsch also provided a preliminary O&M cost from February 2027 to January 2033 of approximately \$62.6 million. This would amount to a total cost of \$71.7 million for the implementation and O&M through January 2033. This cost would be split with RCTC, resulting in an OCTA commitment of \$35.9 million.

**Option 3 – Issue an RFP for a New BOS and CSC**

The third option is to issue a joint RFP with RCTC to procure a new BOS and CSC provider. The execution of the first option of the current agreement would be required due to the length of time required to issue and complete a new RFP. Staff estimates it would take at least nine months to develop an updated scope of work and the necessary RFP materials for a project of this size. Once the RFP is ready, it will take an additional eight months for the RFP process to be completed and for staff to return to the Board with a recommendation. After the award of a new agreement, staff will work with the selected firm to design and deploy the new BOS for approximately 30 months. This total effort is estimated to require at least four years to complete.

**Advantages:** The single advantage of this option is that a new BOS can be procured competitively through an RFP process, potentially yielding opportunities to utilize technological advancements.

**Disadvantages:** This option will result in disruptions to customer service and a data migration risk during the transition. This option requires the most effort from staff and consultant engagement. Historically, similar RFPs issued by the Agencies have shown limited potential vendors. The cost of the new BOS would likely be higher than the other options. The cost projection for this option is based on the competitively bid 405 EL procurement awarded in November 2021, with a ten percent increase to account for inflation. The estimated cost for developing the new BOS would be \$18.3 million plus an additional \$2.5 million for consultant support, bringing the total cost to develop the software to \$20.8 million. O&M cost for six years would be approximately \$112 million. This would amount to a total cost of \$132.8 million for the implementation and O&M for six years. This cost would be split with RCTC, resulting in an OCTA commitment of \$66.4 million.

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**Summary Analysis of the Three Options**

All three options presented above are viable and possess advantages and disadvantages. Regardless of the selected option, the Agencies must re-procure the BOS and CSC service in the future.

Option 2, combining the 15 EL and 91 EL BOS, has the most significant potential for increased customer service satisfaction while reducing costs and mitigating risks to the Agencies. This option would further enhance OCTA's partnership with RCTC along State Route 91 and Interstate 15 corridors for shared motorists. This option will also allow OCTA to lock in pricing for BOS and CSC services now. RCTC's current agreement with Kapsch extends through April 2041, providing cost certainty to OCTA. Should the Board direct staff to pursue option 2, staff will review the contract and further refine potential savings to return to the Board for consideration.

***Summary***

Staff is seeking a recommendation from the Orange County Transportation Authority Finance and Administration Committee on the options for back-office system and customer service center operations services for the 91 Express Lanes. Staff will take the recommendation from the Finance and Administration Committee and return at a later time with the appropriate agreement for approval.

***Attachment***

- A. Audit of Oversight Controls and Contract Compliance Related to Agreement No. C-9-1177 with Cofiroute USA, LLC for 91 Express Lanes Operations

**Prepared by:**



Kirk Avila  
General Manager,  
Express Lanes Programs  
(714) 560-5674

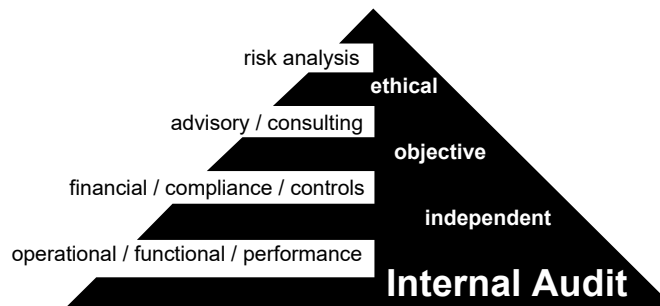
# ORANGE COUNTY TRANSPORTATION AUTHORITY INTERNAL AUDIT DEPARTMENT



## **Audit of Oversight Controls and Contract Compliance Related to Agreement No. C- 9-1177 with Cofiroute USA, LLC for 91 Express Lanes Operations**

### **Internal Audit Report No. 24-508**

**February 3, 2025**



**Audit Team:** Ricco Bonelli, CIA, Principal Internal Auditor *RTB*  
Janet Sutter, CIA, Executive Director

**Distributed to:** Kirk Avila, General Manager, Express Lanes  
Anthony Rodriguez, Ellen Lee

**ORANGE COUNTY TRANSPORTATION AUTHORITY  
INTERNAL AUDIT DEPARTMENT  
Audit of Oversight Controls and Contract Compliance Related to Agreement  
No. C-9-1177 with Cofiroute USA, LLC for 91 Express Lanes Operations  
February 3, 2025**

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**ORANGE COUNTY TRANSPORTATION AUTHORITY**  
**INTERNAL AUDIT DEPARTMENT**  
**Audit of Oversight Controls and Contract Compliance Related to Agreement**  
**No. C-9-1177 with Cofiroute USA, LLC for 91 Express Lanes Operations**  
**February 3, 2025**

## **Conclusion**

The Internal Audit Department (Internal Audit) of the Orange County Transportation Authority (OCTA) has completed an audit of oversight, contract compliance, and invoice review controls related to Agreement No. C-9-1177 (agreement) with Cofiroute USA, LLC (Cofiroute), for 91 Express Lanes (91EL) operations. Based on the audit, management exercises oversight of Cofiroute; however, recommendations have been made to enforce all contract requirements, develop procedures for waivers of liquidated damages and penalties, improve performance reporting, and enhance invoice review controls.

## **Background**

The 91EL is a four-lane, 18-mile tolled facility built in the median of California's Riverside Freeway (State Route 91 [SR-91]) between the Costa Mesa Freeway (State Route 55 [SR-55]) in the City of Anaheim and the Interstate 15 (I-15) interchange in the City of Riverside. The 91EL toll road is jointly managed by OCTA and the Riverside County Transportation Commission (RCTC), with operations and maintenance of the toll road outsourced to Cofiroute. OCTA's Express Lanes Programs Department (Department) is responsible for managing the operation of the 91EL, the 405 Express Lanes, and Motorist Services. The Department is headed by a general manager, and the 91EL operations is staffed with a project manager and an Information Systems (IS) project manager.

In January 2020, OCTA and RCTC (Agencies) entered into the agreement with Cofiroute to design, implement, install, operate, and maintain a back-office system and to operate a customer service center for the 91EL, with the intent of providing a single, seamless toll facility from a customer perspective. The initial term is effective for seven years, through January 31, 2027, with two, three-year option terms. OCTA's maximum obligation for the initial term is \$35,420,566. The agreement defines two phases, an Implementation Phase and a Maintenance and Operations Phase.

The Implementation Phase included 19 distinct milestones beginning with a Notice to Proceed milestone and culminating with the final three milestones: "Go-Live", "Operational & Acceptance Testing Approved", and "Back-Office System Acceptance". The agreement specifies a fixed amount to be paid for completion of each milestone, with payments from OCTA totaling \$7,124,546 after completion of all milestones. The agreement requires that Cofiroute submit to the Agencies a Baseline Implementation Schedule with proposed completion dates for each of the milestones. Additional contract requirements of this phase include:

- Ten percent retention of all milestone payments,
- A Guaranteed Completion Date (GCD) of 550 days from the effective date, or August 4, 2021 (later amended to September 29, 2021),
- Agencies' written approval of Cofiroute submittals,



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- Liquidated damages for failure to meet the GCD, and
- Invoice submission requirements.

OCTA contracted with HNTB Corporation (HNTB) for project management and oversight support, including assistance in developing the agreement and scope of work, and technical review of Cofiroute's achievement of individual milestones on behalf of the Agencies.

After "go-live" of the back-office system, the Maintenance and Operations Phase began and Cofiroute was required to bill monthly based on fixed-monthly prices, variable unit prices, and pass-through costs outlined in the agreement.

Once the Maintenance and Operations phase begins, the agreement requires Cofiroute to meet certain performance measures, which establish a minimum level of service relating to the back-office system and customer service center operations. If the performance measures are not met, the agreement outlines penalties that can be assessed against the monthly invoice. The agreement requires Cofiroute to submit monthly performance scorecards, along with detailed supporting documentation, to allow the Agencies to review performance and confirm any events of non-compliance. For each performance measure failure, Cofiroute is required to develop and submit a Corrective Action Plan (CAP) identifying the root cause, extent of the problem, and a plan to rectify the issue and prevent future occurrences. Cofiroute must also provide a historical report detailing its performance against standards for the most recent 13-month period.

Cofiroute is also required to provide monthly status reports with a summary of traffic and revenue statistics, operational and financial highlights, and peak hour volumes, along with back-office system/Customer Service Center reports and other supporting files. OCTA 91EL staff reviews and verifies information in the monthly status report and prepares a 91EL status report for circulation to the Board of Directors (Board) and the SR-91 Advisory Committee.

## **Objectives, Scope, and Methodology**

The objectives were to assess and test selected oversight, contract compliance, and invoice review controls related to the provision of services by Cofiroute under the agreement.

According to Generally Accepted Government Auditing Standards (GAGAS), internal control is the system of processes that an entity's oversight body, management, and other personnel implement to provide reasonable assurance that the organization will achieve its operational, reporting, and compliance objectives. The five components are control

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environment, risk assessment, control activities, information and communication, and monitoring.<sup>1</sup> The components and principles that were evaluated as part of this audit are:

- Control Activities
  - OCTA deploys control activities through policies that establish what is expected and in procedures that put policies into action.
- Information and Communication
  - OCTA obtains or generates and uses relevant, quality information to support the functioning of internal control.
- Monitoring
  - OCTA selects, develops, and performs ongoing and/or separate evaluations to ascertain whether the components of internal control are present and functioning.

The methodology consisted of assessing invoice review procedures and testing a sample of invoices for compliance with policies and key contract provisions, comparing the scheduled completion dates for milestones listed in the baseline implementation schedule to actual completion dates per invoice date, testing a sample of 91EL status reports for adequate supporting documentation and accuracy, and review of the annual independent audits of Cofiroute's system for processing toll transactions and related controls (System and Organization Control [SOC] 1 – Type 2 report).

The scope included all milestones included in the baseline implementation schedule, a sample of 37 invoices paid from March 18, 2021 through October 3, 2024, and a sample of six 91EL status reports prepared for fiscal year 2023-24 activities. The judgmental samples were selected to provide coverage throughout the scope periods. The scope also included Cofiroute's two most recent SOC 1 – Type 2 reports.

Internal Audit conducted this performance audit in accordance with GAGAS. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

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<sup>1</sup> See U.S. Government Accountability Office publication, "Standards for Internal Control in the Federal Government," available at <http://www.gao.gov/products/GAO-14-704G>, for more information.

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## **Audit Comments, Recommendations, and Management Responses**

### **Back-Office System Implementation Milestones**

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Back-office system implementation milestones have been significantly delayed, and the milestones for operational and acceptance testing and final acceptance have yet to be completed. Delays to achievement of milestones ranged from 145 to 1,005 days.

The agreement outlines liquidated damages of \$7,500 per calendar day for failure to meet the back-office system “go live” date. In accordance with this provision, the Agencies calculated liquidated damages totaling \$1,185,000 for the 185-day delay, but ultimately waived 50 percent of this amount, resulting in assessed damages of \$592,500, of which OCTA was apportioned \$296,250. There is no policy or procedure in place to address parameters or authorization thresholds to waive penalties and liquidated damages.

The agreement also requires the Agencies’ written approval of milestone submittals. The Agencies relied on the technical expertise of a consultant, HNTB, for review of submittals demonstrating milestone achievement. HNTB would then issue a letter to Cofiroute on behalf of the Agencies indicating approval of milestone submittals. An approval letter was not on file for four of the 13 milestones tested and payment was made to Cofiroute prior to the date of approval letters issued for another four milestones. Payments to Cofiroute for all milestones tested did evidence OCTA management approval.

#### **Recommendation 1:**

Internal Audit recommends management enhance its project management oversight procedures to ensure that vendors are held accountable to contract requirements. Policies and procedures should also be developed to address the parameters and authorization thresholds for waiving of liquidated damages.

#### **Management Response:**

Management agrees and will develop policies and procedures to address parameters and thresholds for waiving damages. In addition, staff will work with our consultant, HNTB, to submit formal approval letters for the remaining milestones, rather than relying upon verbal or email approvals, to enhance the documentation. The coronavirus (COVID-19) pandemic significantly affected the delivery of the back-office software system (Project). In part, because of travel restrictions, staff shortages, and the postponement in the delivery of system hardware. Ultimately, this delayed the deployment of the Project. After the deployment, staff from the Agencies collaboratively reviewed the impacts and calculated liquidated and actual damages that should be fairly applied. After staff discussions, the Agencies decided to accept a lower payment given the effects of the

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COVID-19 pandemic and contract amount. Going forward, staff will do a better job documenting these situations, consistent with the new policy that is recommended.

### **Performance Measure Reporting and Penalty Assessments**

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Cofiroute has not consistently provided complete and accurate reporting of performance measure results and its plans to correct failures.

The agreement requires monthly performance scorecards for back-office system and customer service center operations be provided, along with historical performance results for the most recent 13 months. Testing found that historical performance results for customer service center operations were not provided for seven of the 12 months tested. Testing also identified errors in the performance scorecards and/or inconsistencies between the performance scorecards, supporting reports, historical performance results, and/or calculated penalties in six of the 12 months tested. The performance scorecards are used to calculate penalties for failure to meet performance measures.

The testing also identified 100 performance measure failures out of the 520 applicable to the months tested. Cofiroute failed to provide a CAP for each performance measure failure, as required by the agreement. The purpose of the CAP is to identify the root cause of the failure, to disclose the extent of the problem, and to communicate the plan to correct the problem and prevent future occurrences.

Penalties due to OCTA resulting from failures to meet performance standards totaled \$1,246,218.39 for the period May 1, 2022 to May 31, 2024; however, the majority of these penalties (\$782,012.72 or 62.75 percent) were waived. Total calculated penalties amounted to 12 percent of the total amount invoiced to OCTA, whereas assessed penalties amounted to only 4.5 percent, or \$464,205.68.

#### **Recommendation 2:**

Internal Audit recommends management strengthen enforcement of contract requirements related to performance measures and reporting. Management should also develop a policy and procedures to address parameters and authorization thresholds for penalty waivers.

#### **Management Response:**

While Cofiroute has experienced several issues with monthly performance, the Agencies' staff have worked closely with Cofiroute to improve and strengthen monthly reporting, ensuring accuracy and adherence to contract requirements. Management will enhance documentation for monthly standard assessment and associated backup review for the agreed-upon penalties. Furthermore, management will strengthen oversight of

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performance measures by developing a monthly performance standards checklist to ensure accuracy across all supporting documents.

Cofiroute did not provide CAPs for each performance measure failure, as required by the agreement. Back-office system and customer service center issues have been handled in a separate manner. For all back-office system failures, Cofiroute maintained an online web-help desk (WHD) ticketing system to track technical issues, bugs, and failures. The WHD database includes all instances in which the back-office system caused, or could have caused, a performance measure failure. The WHD lists the description of each failure, the investigation conducted, the results of the investigation, and any required fixes to prevent the issue from occurring again. For customer service center issues, no written CAPs were submitted by Cofiroute; however, verbal updates on operational failures were provided through weekly triage and bi-weekly status meetings covering the reason for failing to meet the standard and their plan to correct the failure.

While there is no policy addressing penalty waivers, OCTA's Express Lanes General Manager and RCTC's Toll Operations Director were aware of all penalties and waivers that were assessed. As recommended, management will develop a policy and procedures to address the parameters and authorization thresholds for penalty waivers so that proper documentation is easily accessible.

### **91 Express Lanes Status Reports**

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Performance measure results reported to the Board through the 91EL Monthly Status Reports (reports) are not calculated in accordance with the agreement. Reports reflect results based on a monthly standard, while the agreement specifies daily standards. As a result, actual performance results are not always accurately reflected. For example, reports sometimes indicate that Cofiroute has achieved a standard during a month when the measure was not achieved every day of the month and associated penalties were applied.

#### **Recommendation 3:**

Internal Audit recommends management adjust reports to reflect results against standards as outlined in the agreement.

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**Management Response:**

Management agrees with the recommendation. Some of the performance measure results in the reports were summarized on a monthly basis and did not reflect when penalties were applied. Management has updated the report format, starting with the November 2024 report, to reflect the standards as outlined in the agreement.

**Invoice Requirements**

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Invoices do not meet all the requirements of the agreement and complete invoice packages are not available in the accounts payable file.

For the Operations and Maintenance Phase, the agreement requires invoices to include the project-to-date cumulative invoiced amount, and a certification signed by Cofiroute that the invoice is a true, complete, and correct statement of reimbursable costs. None of the invoices tested included the cumulative invoiced amount and ten of the 12 invoices were missing the required vendor certification.

In addition, the entire invoice package, including all documentation supporting invoiced amounts, is not submitted to the Accounts Payable Department (Accounts Payable) for inclusion in the accounting system file, which serves as OCTA's central repository for all paid invoices.

**Recommendation 4:**

Internal Audit recommends management utilize an invoice review checklist to help ensure all contract requirements have been met. In addition, management should include all invoice back-up used to support the invoiced amount in the invoice package submitted to Accounts Payable.

**Management Response:**

Management agrees with the recommendation. Management has developed a review checklist to be used when reviewing the monthly invoices to ensure contract requirements are met. In addition, beginning with the June 2024 invoice, the entire invoice package is now being submitted to Accounts Payable as recommended.



# **91 Express Lanes**

## **Back-Office System and Customer Service Center Options**

# Background

- OCTA acquired and took over operations and maintenance of the 91 Express Lanes in January 2003
- RCTC extended the 91 Express Lanes into Riverside County and commenced joint operations with OCTA in March 2017
- OCTA Board selected Cofiroute USA in November 2019 to provide joint BOS/CSC services for an initial seven-year term, with up to two, three-year options
- Cofiroute deployed a new BOS/CSC system in March 2022
- Initial term of the BOS/CSC services agreement expires in January 2027

*OCTA – Orange County Transportation Authority*

*RCTC – Riverside County Transportation Commission*

*Board – Board of Directors*

*BOS/CSC – Back-Office System and Customer Service Center*



# BOS/CSC Services Include

- BOS software
- Hardware and software maintenance
- CSC staffing and activities
- Violations processing and collections
- Customer account management
- Payments and other mail processing
- Revenue collections and transaction processing
- Traffic operations and incident management
- Emergency services coordination
- Transponder inventory management
- Telephone system

# Status of the Current Agreement

- Completed Operational Acceptance Testing in June 2025
- Still need to complete implementation of deferred items and Final Acceptance anticipated June 2026
- History of technical issues in the BOS and CSC resulting in liquidated damages
- Consistently missed key performance indicators in the CSC

# Available Options

- Option 1 – Continue with the current agreement with CUSA and extend options 1 and 2 of the agreement, extending the end date to January 2033
  - Maintains current agreement and firm
  - Staff will return to the Board to execute each option term
- Option 2 – Enter into a three-party agreement with RCTC and Kapsch
  - Combine services with the 15 Express Lanes
  - Staff will resolve differences in business rules and update the scope of work
  - Staff will return to the Board with a recommendation and proposed agreement for approval
- Option 3 – Issue a request for proposals for the development of new software
  - Staff will update business rules and scope of work and return to the Board to issue RFP
  - Staff will return to the Board to execute the first option term with CUSA

# Options - Pros and Cons

	Continue Contract with CUSA	Sole Source / Kapsch	Issue A New RFP
PROS	<ul style="list-style-type: none"> <li>No disruption to service</li> <li>Known cost</li> <li>Low risk</li> <li>Lower staff and consultant involvement</li> </ul>	<ul style="list-style-type: none"> <li>Potential for a long-term contract to 2041 (RCTC's existing 15 Express Lanes contract)</li> <li>Potential cost savings</li> <li>Seamless customer service with 15 Express Lanes</li> <li>Combined operational staffing with 15 Express Lanes</li> <li>RCTC satisfied with current 15 Express Lanes performance</li> </ul>	<ul style="list-style-type: none"> <li>Competitive bid</li> <li>Potential for improved services</li> </ul>
CONS	<ul style="list-style-type: none"> <li>Unsatisfactory performance</li> <li>Potential higher cost than sole source</li> <li>Re-procurement required in 2027 or 2030</li> <li>Duplicative services with 15 Express Lanes</li> </ul>	<ul style="list-style-type: none"> <li>Sole source</li> <li>Data migration risk</li> <li>Need to resolve business rule differences with 15 Express Lanes</li> </ul>	<ul style="list-style-type: none"> <li>Disruptive to customer service</li> <li>Data migration risk</li> <li>Tremendous staff effort during a lengthy procurement and implementation process</li> <li>Cost is unknown</li> <li>Inherent risks with new provider and potential delays</li> <li>Potential vendors have been limited during recent similar procurements</li> </ul>

# High-Level Cost Comparison

	Continue Contract with Cofiroute	Sole Source/ Kapsch	Issue A New RFP
Implementation	\$ -	\$ 8,080,000	\$ 18,303,000
Consultant for RFP Development	\$ -	\$ -	\$ 1,000,000
Design & Testing	\$ -	\$ 1,000,000	\$ 1,500,000
<b>Implementation Costs - TOTAL</b>	<b>\$ -</b>	<b>\$ 9,080,000</b>	<b>\$ 20,803,000</b>
	\$ -	\$ -	\$ -
O&M Year 1: 2/27 - 1/38	\$ 13,881,000	\$ 9,685,000	\$ 16,516,000
O&M Year 2: 2/28 - 1/29	\$ 14,344,000	\$ 9,976,000	\$ 17,738,000
O&M Year 3: 2/29 - 1/30	\$ 15,010,000	\$ 10,275,000	\$ 18,424,000
O&M Year 4: 2/30 - 1/31	\$ 15,568,000	\$ 10,583,000	\$ 19,133,000
O&M Year 5: 2/31 - 1/32	\$ 16,125,000	\$ 10,901,000	\$ 19,709,000
O&M Year 6: 2/32 - 1/33	\$ 16,899,000	\$ 11,228,000	\$ 20,504,000
<b>2027-2033 O&amp;M</b>	<b>\$ 91,824,000</b>	<b>\$ 62,644,000</b>	<b>\$ 112,022,000</b>
	\$ -	\$ -	\$ -
<b>2027-2033 Total Costs</b>	<b>\$ 91,824,000</b>	<b>\$ 71,723,000</b>	<b>\$ 132,825,000</b>

# Next Steps

- Receive input from the Finance and Administration Committee on which option is recommended
- Return to the Finance and Administration Committee and the Board with the appropriate agreement for approval



**August 27, 2025**

**To:** Finance and Administration Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Award of Agreement for Claims Administration of the Self-Insured Workers' Compensation Program

### **Overview**

On May 12, 2025, the Board of Directors approved the release of a request for proposals for claims administration of the Self-Insured Workers' Compensation Program. Proposals were received in accordance with Orange County Transportation Authority procurement procedures for professional and technical services. Approval is requested to execute an agreement for this service.

### **Recommendations**

- A. Approve the selection of Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc., to provide claims administration for the Orange County Transportation Authority's Self-Insured Workers' Compensation Program.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3964 between the Orange County Transportation Authority and Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc., in the amount of \$2,794,000, to provide claims administration for the Orange County Transportation Authority's Self-Insured Workers' Compensation Program, for a five-year term.

### **Discussion**

The State of California requires each employer to secure payment for workers' compensation as provided in Section 3700 of the Labor Code. An employer may be insured through an insurance company or be permissibly self-insured. The Orange County Transportation Authority (OCTA) has received approval from the Director of the State of California Industrial Relations Department to self-insure and self-administer its workers' compensation claims.

OCTA contracts with and oversees a third party to administer the state-mandated claims process.

Contracting with the most qualified outside contractor or third-party administrator (TPA) is important as the TPA is primarily responsible for providing assistance and coordination of an injured employee's medical care and resolution of their claim as regulated by the State. Failure to properly follow state regulations can lead to costly penalties and litigation of claims. On an annual basis, a TPA working for OCTA may be required to simultaneously coordinate medical treatment for up to 150 employees, work with attorneys handling litigated cases, and ensure accuracy and timeliness of claim-related payments.

OCTA has been self-insured since January 1, 1979, and has contracted with a TPA to administer its workers' compensation claims since that date. Historically, OCTA has found TPAs with previous public transportation agency experience better equipped to understand the physical duties and jobs of transportation workers. In addition, TPAs who provide a dedicated claims team have been successful in reducing OCTA's overall costs of claims administration, medical and disability costs, legal fees, and medical case expenses.

### ***Procurement Approach***

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. In addition to cost, other factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as staffing and project organization, prior experience with similar projects, work plan, and a fair and reasonable price structure.

On May 12, 2025, the Board authorized the release of Request for Proposals (RFP) 5-3964, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on May 12 and May 19, 2025. A pre-proposal conference was held on May 20, 2025, with 11 attendees representing three firms. Two addenda were issued to provide a copy of the pre-proposal registration sheet and to respond to questions related to the RFP.

On June 10, 2025, five proposals were received. Two proposals were deemed non-responsive and were eliminated from evaluation due to one firm's failure to retract contractual exceptions and deviations and the other firm's failure to provide required pricing. An evaluation committee consisting of OCTA staff from the Contracts Administration and Materials Management, Risk Management, and Health, Safety, and Environmental Compliance departments, as well as



external representatives from the City of Huntington Beach and Los Angeles County Metropolitan Transportation Authority, met to review the three remaining responsive proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- Qualifications of the Firm 20 percent
- Staffing and Project Organization 25 percent
- Work Plan 30 percent
- Cost and Price 25 percent

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm was weighted at 20 percent to ensure consultants have sufficient resources and the necessary experience related to claims administration. Staffing and project organization was weighted at 25 percent to ensure the firms propose a knowledgeable management team and staff that are experienced in all aspects of the administration of workers' compensation claims to cost-effectively manage the claims process. Work plan was weighted highest at 30 percent to emphasize the importance of the proposing firms to effectively demonstrate their understanding and approach to completing the requirements specified in the scope of work. Cost and price was weighted at 25 percent to ensure competitiveness in proposed pricing to accomplish the required work and ensure that OCTA receives value for the services provided.

On June 24, 2025, the evaluation committee interviewed the three firms as listed below in alphabetical order based on the evaluation criteria:

Firm and Location

Athens Insurance Service, Inc., doing business as (dba)  
Athens Administrators, Inc. (Athens)  
Headquarters: Concord, California  
Project Office: Orange, California

CorVel Enterprise Claims, Inc. (Corvel)  
Headquarters: Irvine, California  
Project Office: Irvine, California

Pacific Secured Equities, dba Intercare Holdings Insurance Services, Inc.  
(Intercare)  
Headquarters: Rocklin, California  
Project Office: Orange, California

The interviews consisted of a presentation to demonstrate the firms' understanding of OCTA's requirements. The firms' project managers and key team members had an opportunity to present qualifications and respond to the evaluation committee's questions. Questions were related to each firm's approach to managing claims for a self-insured public agency, ensuring regulatory compliance, key personnel assignments, and performance measurement practices. Additional firm-specific questions addressed transition and onboarding processes, use of proprietary technology or tools, and understanding of OCTA's scope of work.

At the conclusion of the interviews, a request for a best and final offer (BAFO) was sent to the three firms to offer the opportunity to adjust pricing for the required services and for clarifications.

Based on the evaluation of the written proposals, the firm's qualifications, the proposed total annual fees, as well as information obtained from the interviews and BAFOs, the evaluation committee recommends Intercare for consideration of the award. The following is a brief summary of the proposal evaluation results.

#### Qualifications of the Firm

Athens is a privately held, family-owned S Corporation founded in 1976 and is headquartered in the City of Concord. The firm has nearly five decades of experience in workers' compensation claims administration and reported that approximately 60 percent of its client base is composed of public entities, including counties, cities, school districts, and transit agencies such as the Bay Area Rapid Transit, Golden Gate Bridge Authority, and Long Beach Transit. Athens employs approximately 600 staff and maintains a debt-free financial status. The firm utilizes its proprietary JARVIS platform to support claims administration, communication, and predictive modeling. Athens demonstrated strong audit performance and high client retention and provided information on its reporting capabilities and data management tools. Positive references were received for the firm.

CorVel is a wholly owned subsidiary of CorVel Corporation, a publicly traded healthcare management company founded in 1987. The firm operates 75 offices nationwide and employs over 5,000 staff. CorVel serves over 200 municipalities and public agencies and processes more than 360,000 claims annually. The firm provides all core services in-house through its proprietary CareMC Edge platform, which integrates claims administration, nurse triage, analytics, and reporting. CorVel reported over \$896 million in annual revenue and maintains a long-standing position of zero debt. The firm included general descriptions of its vendor relationships but did not provide subcontractor roles. While CorVel

demonstrated strong national experience and financial stability, the proposal did not fully address how its systems would be customized for OCTA's specific operational environment. Positive references were received for the firm.

Intercare is a privately held corporation founded in 1994 and headquartered in the City of Rocklin. The firm specializes in administering workers' compensation programs for public sector employers and has provided claims administration services for over 30 years. Approximately 70 percent of its claims volume is attributed to public entity clients, including transit agencies such as the San Francisco Municipal Transportation Agency, Riverside Transit Agency, Sacramento Regional Transit Agency, and the City of Santa Monica Big Blue Bus. Intercare is OCTA's current TPA and has supported OCTA's Self-Insured Workers' Compensation Program since 2010. The firm employs over 600 staff, including 38 located at its Orange, California office, and proposed to continue service from this location without disruption. Intercare demonstrated a clear understanding of OCTA's program and maintains a strong financial position. The firm also provided examples of its reporting tools, audit protocols, and predictive modeling capabilities. Additionally, the firm explained use of its proprietary e-provider platform, MW Exchange, that allows secure access to crucial claims information. Positive feedback was received from client references regarding Intercare's performance, responsiveness, and understanding of public agency needs.

#### Staffing and Project Organization

Athens proposed a claims management structure led by a division manager with more than 20 years of industry experience. The staffing structure did not identify specific individuals for key roles such as the claim's supervisor or examiners. During the interview, the project team described their approach to program implementation and demonstrated an understanding of OCTA's service expectations. Additionally, Athens stated that staffing would be finalized upon contract award, although onboarding timelines and transition plans for those positions were not clearly defined during the interview.

CorVel submitted a staffing plan supported by internal resources and stated that all services would be delivered in-house without subcontracting for core functions. The proposal included an organizational chart and labor allocations but listed several key roles – such as claims adjusters and claims assistant – unassigned. While CorVel indicated that staffing assignments would be finalized prior to implementation and referenced access to a broad national talent pool, the proposal did not include a transition timeline or contingency plan. The firm demonstrated familiarity with public agency staffing requirements and confirmed that proposed personnel would be available as needed. During the interview, the

project team outlined their general staffing framework and internal resource model, though some key roles and transition timelines remained to be finalized.

Intercare proposed an experienced team dedicated to OCTA's Self-Insured Workers' Compensation Program, with several team members having previously supported OCTA. The proposed claims supervisor, dedicated at 50 percent, has over 25 years of industry experience, while the two claims examiners and one claims assistant are fully dedicated. The proposed team is based in the City of Orange, which also supports other public sector clients. Additionally, Intercare provided labor hour projections to support the proposed staffing plan. The proposed project team demonstrated familiarity with public agency claims handling, regulatory compliance, and claims technology platforms. Intercare's proposed staffing structure supports continuity of service and seamless transition. During the interview, the project team clearly explained their roles and responsibilities and demonstrated familiarity with OCTA's current program and claims handling procedures.

#### Work Plan

Athens presented a work plan supported by its proprietary JARVIS platform, which includes integrated tools for real-time communication, predictive analytics, dashboard access, and claimant messaging. The firm proposed a 30- to 45-day transition period, led by an onboarding specialist and supported by weekly transition calls and a dedicated integration team. Athens also included stewardship reporting and other engagement tools designed to support return-to-work outcomes. While the proposal included a general outline of workflow processes, it did not include specific internal audit protocols, measurable performance indicators, or detailed descriptions of vendor coordination practices. During the interview, the team highlighted features of their JARVIS system and onboarding strategy, and described their general approach to managing public agency programs.

CorVel proposed a work plan centered around its CareMC Edge platform, which integrates claims administration, nurse triage, analytics, and client reporting into a single system. The plan includes a 30-day transition schedule, quarterly quality audits, and the use of predictive tools to support early intervention and claims closure strategies. CorVel also described the development of a new web-based portal for injured workers to access claim information and resources. While the firm demonstrated strong national capabilities and internal systems, the proposal did not provide detailed information on how its platform would be integrated into OCTA's infrastructure or how system customization would be managed. During the interview, the team described their platform capabilities and outlined a

high-level transition approach, though several operational details were not fully addressed.

Intercare presented a detailed and tailored work plan aligned with OCTA's operational needs. The approach includes monthly on-site meetings at OCTA's facilities, quarterly audits, ongoing coordination with occupational clinics, and scheduled reviews of complex claims. The plan also incorporates the use of predictive modeling and benchmarking through Official Disability Guidelines, recorded statements via Zoom, and an electronic provider portal to expedite communications. Intercare proposed proactive claims handling, early intervention, and close coordination with OCTA's Risk Management team. A structured transition plan was included to support an uninterrupted changeover. The proposed work plan reflects familiarity with OCTA's current program and the capacity to provide seamless service. During the interview, the project team clearly outlined continued work processes, claims workflows, e-provider platform, and use of predictive tools, demonstrating a detailed understanding of OCTA's operational needs.

#### Cost and Price

Pricing scores were based on a formula, which assigned the highest score to the firm with the lowest fees and weighed the remaining firms' fees based on their relation to the lowest fees. The RFP requested that the firms propose annual firm-fixed prices to represent OCTA in all matters related to the investigation, adjustment, processing, supervision, and resolution of workers' compensation claims against OCTA. Intercare proposed a competitive overall bundled fee structure, which amounts to a total of \$2,794,000 for five years, slightly less than the OCTA Project Manager's independent cost estimate.

#### Procurement Summary

Based on the evaluation of the written proposals, the firm's qualifications, work plan, as well as information obtained from the interviews and BAFOs, the evaluation committee recommends the selection of Intercare as the top-ranked firm to provide workers' compensation claims administration. The firm delivered a thorough and comprehensive proposal that was responsive to all requirements of the RFP.

#### Fiscal Impact

These services are included in OCTA's Fiscal Year 2025-26 Budget, People and Community Engagement, Risk Management Department,

Account No. 0041-7519-A2311-F41 and is funded through Local Transportation Fund.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-3964 between the Orange County Transportation Authority and Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc., in the amount of \$2,794,000, for a five-year term to provide claims administration services for the Orange County Transportation Authority's Self-Insured Workers' Compensation Program.

**Attachments**

- A. Review of Proposals, RFP 5-3964 Claims Administration of the Self-Insured Workers' Compensation Program
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 5-3964 Claims Administration of the Self-Insured Workers' Compensation Program
- C. Contract History for the Past Two Years, RFP 5-3964 Claims Administration of the Self-Insured Workers' Compensation Program

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**Review of Proposals**  
**RFP 5-3964 Claims Administration of the Self-Insured Workers' Compensation Program**  
Presented to Finance and Administration Committee - August 27, 2025  
**5 proposals were received, 2 firms were non-responsive, 3 firms were interviewed, 1 firm is being recommended.**

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Total Firm-Fixed Price
1	86	<b>Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc.</b> Orange, California	WS Law, APC Law Offices of Jodie P. Filkins Allied Universal Lexitas Platinum Court Reporters Macro Pro TCS Risk Management Services Shaw HR Consulting InterMed Ancillary Services Optum Examworks Compliance Solutions	Specialized in providing workers' compensation claims administration services since 1994 with over 600 employees. More than 70 percent of Intercare's clients are public entities. Currently serves multiple California transit agencies, including the San Francisco Municipal Transportation Agency, Riverside Transit Agency, Sacramento Regional Transit, and Big Blue Bus. Demonstrated a strong understanding of OCTA's internal systems, claims philosophy, and program expectations. Proposed team includes claims supervisor with over 25 years of experience, and dedicated claims adjusters and assistant with tenures ranging from one to nine years. Proposed seamless continuity of service from Orange office with no disruption to current operations. Interview responses clearly demonstrated knowledge of regulations, workflows, and performance monitoring. Detailed work plan included monthly in-person base meetings, quarterly audits, clinic coordination, and strategic claim resolution. Value-added services included Official Disability Guidelines predictive analytics, Zoom for recorded statements, and benchmarking tools. Positive references.	\$2,794,000.00
2	83	<b>Athens Insurance Service, Inc., doing business as Athens Administrators</b> Concord, California	One Call Cadence RX Unisource Discovery Accuro Solutions	Privately held firm founded in 1976 with approximately 600 employees. Sixty percent of clients are public agencies, including the Bay Area Rapid Transit, Long Beach Transit, and Golden Gate Bridge Authority. Proposed division manager with over 20 years of experience. Emphasized staffing continuity and reported a 98.7 percent client retention rate. Committed to seeking OCTA's approval prior to replacing key personnel. Did not identify specific individuals for key day-to-day roles. Interview responses lacked clarity regarding onboarding timelines and staffing readiness. Proposed proprietary JARVIS platform with injured worker dashboards, alerts, predictive modeling, and automated messaging. Work plan lacked measurable performance indicators and did not fully address internal audit processes or clinic collaboration. Some interview questions regarding integration and operational specifics were not fully addressed. Positive references.	\$2,763,690.00
3	78	<b>CorVel Enterprise Claims, Inc.</b> Irvine, California	LegalNet, Inc. Allied Universal P&S Netwok Physician Based Medical Management Risk Consultants of America CVS Caremark Akeso Macro Pro Lexitas WS Law, APC Law Offices of Jodie Filkins	Founded in 1987, currently serving over 200 municipalities and public agencies. Operates 75 offices nationwide and delivers all claims and managed care services in-house using proprietary CareMC platform. Emphasized financial stability and scalability; zero debt reported. Staffing plan listed several key positions as "to be determined." No contingency plan provided for pending hires; interview confirmed hiring in progress without clear timelines. Proposed work plan included predictive modeling, nurse triage, and digital portal for injured workers. Lacked sufficient detail on customization of tools and integration with OCTA systems. Centralized service model raised concerns regarding flexibility and responsiveness to OCTA's localized operational needs. Interview responses did not clearly address succession planning or OCTA-specific onboarding strategy. Positive references.	\$2,660,755.00

**Evaluation Panel:**

Internal:

Contracts Administration and Materials Management (1)

Risk Management (1)

Health, Safety and Environmental Compliance (1)

External:

City of Huntington Beach (1)

Los Angeles County Metropolitan Transportation Authority (1)

**Proposal Criteria**

Qualifications of the Firm

Staff and Project Organization

Work Plan

Cost and Price

**Weight Factors**

20%

25%

30%

25%

**PROPOSAL EVALUATION CRITERIA MATRIX (SHORT-LISTED FIRMS)**  
**RFP 5-3964 Claims Administration of the Self-Insured Workers' Compensation**  
**Program**

<b>Pacific Secured Equities, doing business as Intercare Holdings Insurance Services, Inc.</b>						<b>Weights</b>	<b>Overall Score</b>
<b>Evaluator Number</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
Qualifications of Firm	4.0	4.0	4.5	4.0	4.0	4	16.4
Staffing/Project Organization	4.0	4.0	4.5	4.0	4.0	5	20.5
Work Plan	4.0	4.0	4.0	4.5	4.5	6	25.2
Cost and Price	4.76	4.76	4.76	4.76	4.76	5	23.8
<b>Overall Score</b>	<b>83.8</b>	<b>83.8</b>	<b>88.3</b>	<b>86.8</b>	<b>86.8</b>		<b>86</b>
<b>Athens Insurance Service, Inc., doing business as Athens Administrators</b>						<b>Weights</b>	<b>Overall Score</b>
<b>Evaluator Number</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.5	4	16.4
Staffing/Project Organization	3.5	4.0	4.0	3.5	3.5	5	18.5
Work Plan	4.0	4.0	4.0	4.0	4.0	6	24.0
Cost and Price	4.81	4.81	4.81	4.81	4.81	5	24.1
<b>Overall Score</b>	<b>81.6</b>	<b>84.1</b>	<b>84.1</b>	<b>81.6</b>	<b>83.6</b>		<b>83</b>
<b>Corvel Enterprise Claims, Inc.</b>						<b>Weights</b>	<b>Overall Score</b>
<b>Evaluator Number</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
Qualifications of Firm	3.5	3.5	4.0	3.5	4.0	4	14.8
Staffing/Project Organization	3.5	4.0	3.5	3.5	3.5	5	18.0
Work Plan	3.0	3.5	3.5	3.0	3.5	6	19.8
Cost and Price	5.00	5.00	5.00	5.00	5.00	5	25.0
<b>Overall Score</b>	<b>74.5</b>	<b>80.0</b>	<b>79.5</b>	<b>74.5</b>	<b>79.5</b>		<b>78</b>



CONTRACT HISTORY FOR THE PAST TWO YEARS

## RFP 5-3964 CLAIMS ADMINISTRATION OF THE SELF-INSURED WORKERS' COMPENSATION PROGRAM

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
<b>Athens Administrators</b>						
Contract Type: N/A	N/A	N/A	N/A	N/A		N/A
Subconsultants:						
N/A						
Total						\$ -
<b>CorVel Enterprise Claims, Inc.</b>						
Contract Type: N/A	N/A	N/A	N/A	N/A		N/A
Subconsultants:						
N/A						
Total						\$ -
<b>Intercare Holdings Insurance Services, Inc.</b>						
Contract Type: Firm-Fixed Price	C-0-2202	Workers' Compensation Claims Administration Services	November 3, 2020	October 31, 2025		\$ 2,445,559
Subconsultants:						
WS Law, APC						
Law Offices of Jodie P. Filkins						
Allied Universal						
Imber Court Reporters						
Platinum Court Reporters						
Macro Pro						
Dickerson Disability						
InterMed						
Optum						
Total						\$ 2,445,559