



Orange County Transportation Authority



Status Report

September 2024

As of September 30, 2024

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OPERATIONS OVERVIEW

Transactions on the 405 Express Lanes (405 EL) for September 2024 totaled 5,483,352, which represents a daily average of 182,778 transactions. Traffic in the northbound direction accounted for 53.6 percent of the transactions, and the southbound direction accounted for 46.4 percent. The total transactions corresponded to 1,452,275 trips. Gross potential toll revenue for September 2024 was \$3,300,836.

Month-to-date (MTD) and fiscal year-to-date (YTD) traffic and revenue data are summarized in the tables below. The following tables include traffic and revenue data, number of transactions, and associated gross potential revenue for the month of September 2024 and fiscal YTD for the months of July 2024 through September 2024.

Current MTD as of September 30, 2024

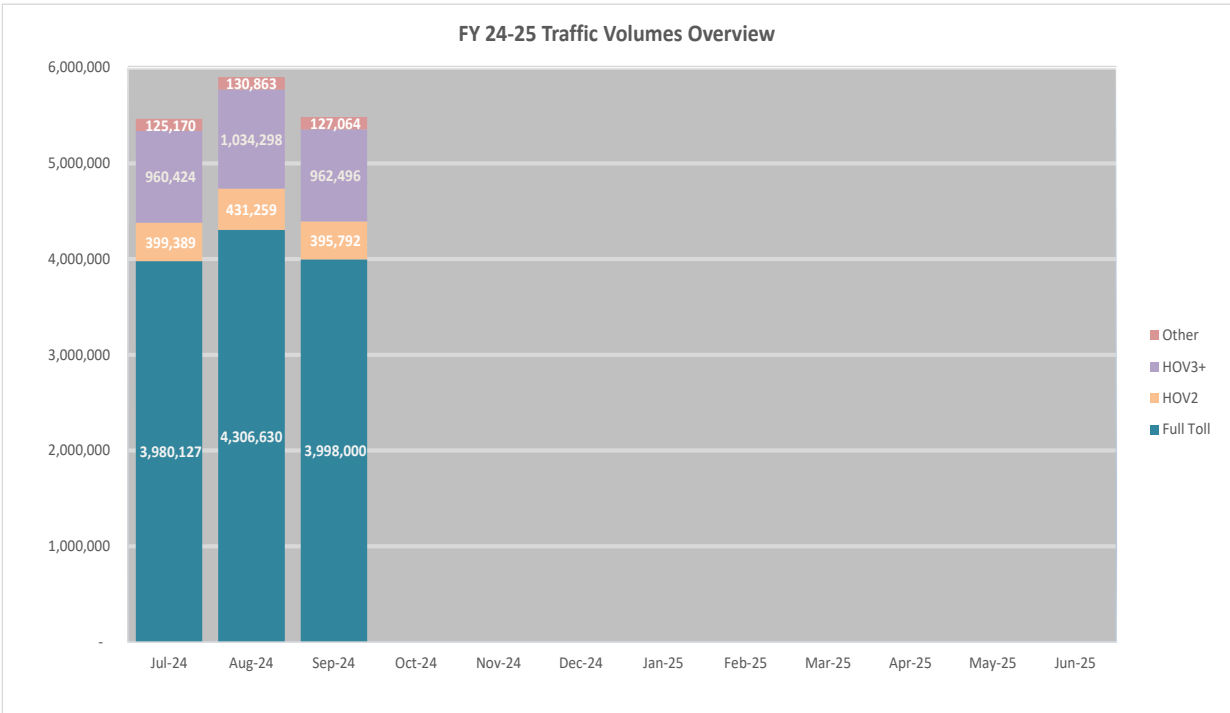
	Sept-24 MTD Actual
Transactions	
Full Toll	3,998,000
Two Persons High Occupancy Vehicle (HOV2)	395,792
Three or More Persons High Occupancy Vehicle (HOV3+)	962,496
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	127,064
Total Transactions	5,483,352
Trips	
Full Toll	1,091,177
Two Persons High Occupancy Vehicle (HOV2)	94,355
Three or More Persons High Occupancy Vehicle (HOV3+)	230,457
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	36,286
Total Trips	1,452,275
Revenue	
Full Toll	\$ 3,083,386
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 217,450
Total Gross Potential Toll Revenue	\$ 3,300,836

Fiscal Year (FY) 2024-25 YTD as of September 30, 2024

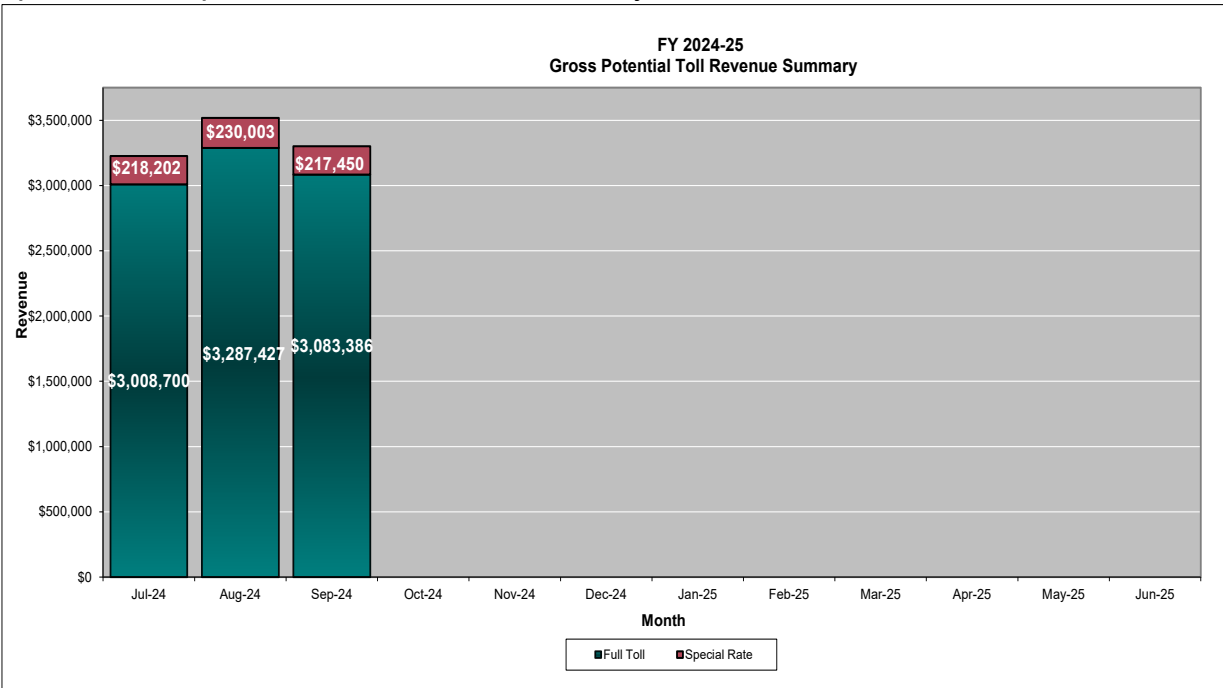
	FY 2024-25 YTD Actual
Transactions	
Full Toll	12,284,757
Two Persons High Occupancy Vehicle (HOV2)	1,226,440
Three or More Persons High Occupancy Vehicle (HOV3+)	2,957,218
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	383,097
Total Transactions	16,851,512
Trips	
Full Toll	3,209,378
Two Persons High Occupancy Vehicle (HOV2)	288,740
Three or More Persons High Occupancy Vehicle (HOV3+)	698,370
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	105,613
Total Trips	4,302,101
Revenue	
Full Toll	\$ 9,379,513
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 665,655
Total Gross Potential Toll Revenue	\$ 10,045,168

405 EXPRESS LANES TRIPS AND REVENUE SUMMARY

The chart below reflects the traffic volume breakdown between full toll transactions and special rate transactions for FY 2024-25 on a monthly basis.



The chart below reflects the gross potential revenue breakdown between full toll trips and special rate trips for FY 2024-25 on a monthly basis.



OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA Freeway Service Patrol responded to 109 calls during the month of September. Of those calls, 79 were to assist disabled vehicles, 17 were in response to traffic hazards, and 13 were assisting with vehicle collisions in the 405 EL.

405 Express Lanes Electronic Toll and Traffic Management System Update

Kapsch TrafficCom USA, Inc., (Kapsch) is the toll lanes system integrator for the 405 EL. They were responsible for the design, development, and installation of the Electronic Toll and Traffic Management (ETTM) system for the 405 EL. The 405 ETTM system was deployed in November 2023 and officially went into active (live) operations upon the opening of the 405 EL in December 2023. The ETTM achieved system acceptance after successful completion of Operational Acceptance Testing in August 2024. The project will be given project acceptance once all required documentation is submitted. This is expected to occur by the end of the calendar year.

405 Express Lanes Back-Office System Update

WSP USA Services Inc., (WSP) is the Back-Office system (BOS) and customer service center operations services provider for the 405 EL. Electronic Transaction Consultants, LLC., (ETC) as a subcontractor to WSP, is responsible for the design, development, implementation, and maintenance of the 405 EL BOS. In November 2023, the BOS and customer service center operations began operations and officially went live in December 2023. Since go-live, staff in conjunction with the project management consultant for the 405 EL, have worked with the WSP/ETC team to resolve outstanding issues. The team has been continuously working with the WSP/ETC team to further refine and implement other BOS and operations functionalities that are to be deployed in the upcoming months.

FINANCIAL HIGHLIGHTS

405 Express Lanes Operating Statement

Description	YTD as of : 9/30/2024		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 8,827,462	\$ 11,108,502	\$ (2,281,040)	(20.5)
Fee Revenue	\$ 2,739,482	\$ 110,385	\$ 2,629,097	2,381.8
Total operating revenues	\$ 11,566,944	\$ 11,218,887	\$ 348,057	3.1
Operating expenses:				
Contracted Services	\$ 2,200,824	\$ 3,885,852	\$ 1,685,028	43.4
Administrative Fee	\$ 866,526	\$ 1,037,943	\$ 171,417	16.5
Other Professional Services	\$ (283,145)	\$ 810,826	\$ 1,093,971	134.9
Credit Card Processing Fees	\$ 80,286	\$ 168,750	\$ 88,464	52.4
Toll Road Account Servicing	\$ -	\$ 87,001	\$ 87,001	100.0
Other Insurance Expense	\$ 12,049	\$ 197,500	\$ 185,451	93.9
Toll Road Maintenance Supply Repairs	\$ -	\$ 202,501	\$ 202,501	100.0
Patrol Services	\$ 294,184	\$ 300,000	\$ 5,816	1.9
Building Equipment Repairs and Maint	\$ 691,044	\$ 662,659	\$ (28,385)	(4.3)
6C Transponders	\$ -	\$ -	\$ -	N/A
Other Services	\$ 1,250	\$ 39,375	\$ 38,125	96.8
Utilities	\$ (25,130)	\$ 53,088	\$ 78,218	147.3
Office Expense	\$ 2,040	\$ 2,500	\$ 460	18.4
Bad Debt Expense	\$ -	\$ -	\$ -	N/A
Miscellaneous ⁽²⁾	\$ 464	\$ 8,000	\$ 7,536	94.2
Leases	\$ 100,949	\$ 140,001	\$ 39,053	27.9
Total operating expenses	\$ 3,941,342	\$ 7,595,996	\$ 3,654,654	48.1
Depreciation and Amortization ⁽³⁾	\$ 3,669,994	\$ -	\$ (3,669,994)	N/A
Operating income (loss)	\$ 3,955,609	\$ 3,622,891	\$ 332,718	9.2
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ -	\$ -	\$ -	N/A
Interest Income	\$ 873,976	\$ -	\$ 873,976	N/A
Interest Expense	\$ (4,158,995)	\$ -	\$ (4,158,995)	N/A
Other	\$ -	\$ -	\$ -	N/A
Total nonoperating revenues (expenses)	\$ (3,285,019)	\$ -	\$ (3,285,019)	N/A
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ (1,100)	\$ (6,541,324)	\$ 6,540,224	100.0
Net income (loss)	\$ 669,490	\$ (2,918,433)	\$ 3,587,923	(122.9)

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

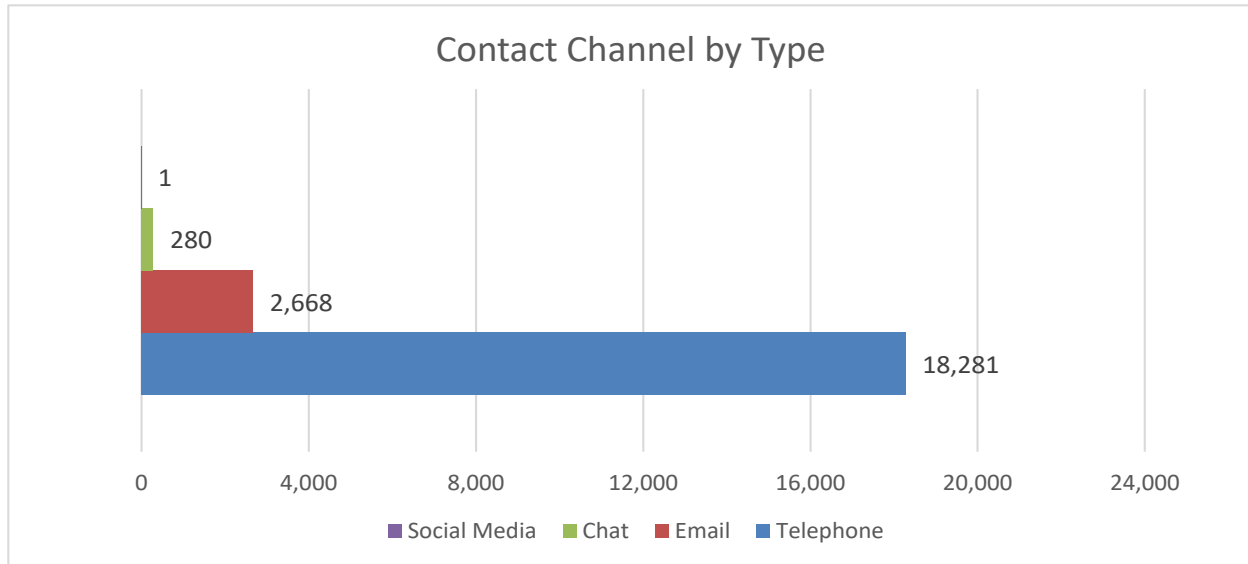
²Miscellaneous expenses include: Bank Service Charge, Mileage

³Depreciation and amortization are not budgeted items.

⁴Transfers Out budgeted for capital assets purchase.

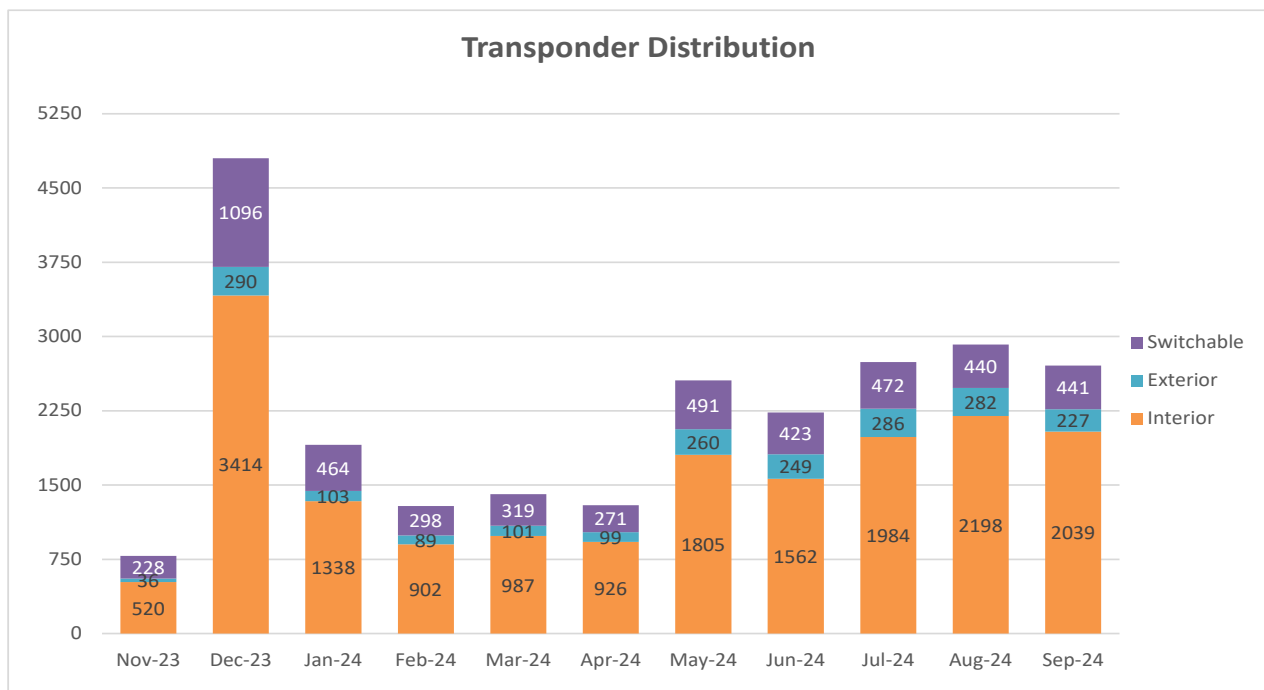
CUSTOMER SERVICE CENTER ACTIVITIES

For the month of September, the customer service center received 21,230 contacts by various channels. The chart below depicts the number of contacts received by channel type.



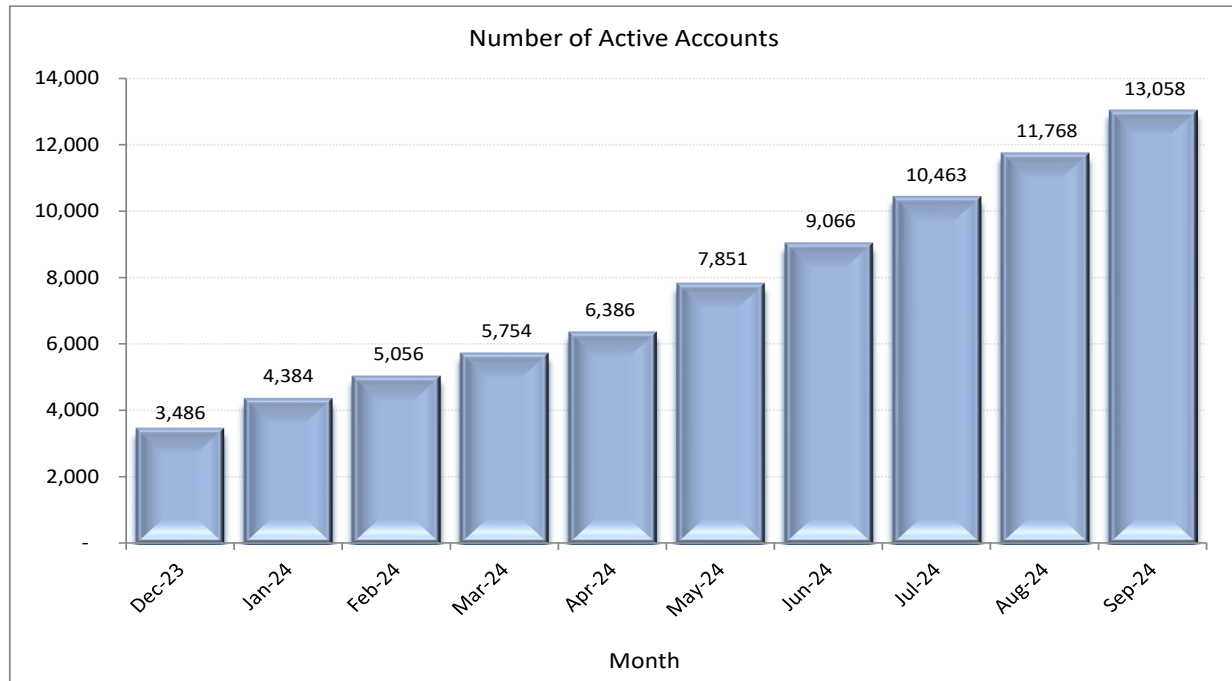
405 EXPRESS LANES TRANSPONDER DISTRIBUTION

The chart below reflects the number and types of transponders issued by the 405 EL by month. As of September 30, 2024, the 405 EL had issued 24,640 transponders.



NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of September 30, 2024, the 405 EL had 13,058 active customer accounts.



CALL CENTER PERFORMANCE STATISTICS

The table below reflects the call center performance statistics as of September 30, 2024,

	REPORTING PERIOD	PERFORMANCE STANDARD	SEPTEMBER 2024 PERFORMANCE
Customer Service			
Service Level /Speed of Answer	Monthly	80% answered within 60 seconds	91.84% answered within 60 seconds
Abandon Percentage (Telephony)	Monthly	4% <	0.76%
Customer Satisfaction Score	Monthly	4.5 =>	4.64
First Contact Resolution	Monthly	85% of calls resolved on the first contact	93.02%