



Orange County Transportation Authority



Status Report

December 2025

As of December 31, 2025

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OPERATIONS OVERVIEW

Transactions on the 405 Express Lanes (405 EL) for December 2025 totaled 6,153,353, which represents a daily average of 98,495 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 1,568,458 trips, of which 35.8 percent were full-segment trips. Average daily trips for the month totaled 50,595 vehicles. Gross potential toll revenue for December 2025 was \$4,183,253.

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 December 2025, as well as fiscal YTD totals for the period from July 2025 through December 2025.

Current MTD as of December 31, 2025

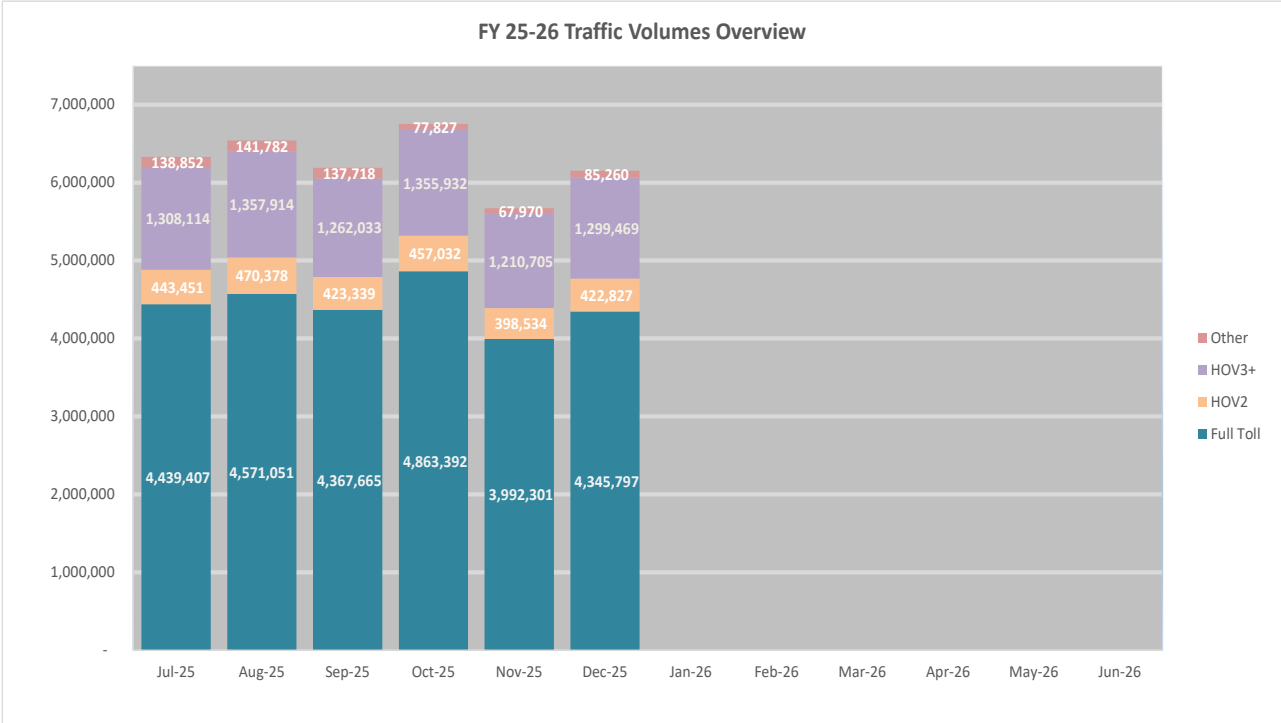
Transactions	Dec-25 MTD Actual	Dec-24 MTD Actual	Yr-to-Yr % Variance
Full Toll	4,345,797	3,947,889	10.1%
Two Persons High Occupancy Vehicle (HOV2)	422,827	395,350	7.0%
Three or More Persons High Occupancy Vehicle (HOV3+)	1,299,469	1,042,665	24.6%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	85,260	130,994	-34.9%
Total Transactions	6,153,353	5,516,898	11.5%
Trips			
Full Toll	1,133,466	1,023,263	10.8%
Two Persons High Occupancy Vehicle (HOV2)	100,199	92,145	8.7%
Three or More Persons High Occupancy Vehicle (HOV3+)	308,011	243,944	26.3%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	26,782	35,662	-24.9%
Total Trips	1,568,458	1,395,014	12.4%
Revenue			
Full Toll	\$ 3,950,973	\$ 3,036,157	30.1%
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 232,279	\$ 220,380	5.4%
Total Gross Potential Toll Revenue	\$ 4,183,253	\$ 3,256,537	28.5%

Fiscal Year (FY) 2025-26 YTD as of December 31, 2025

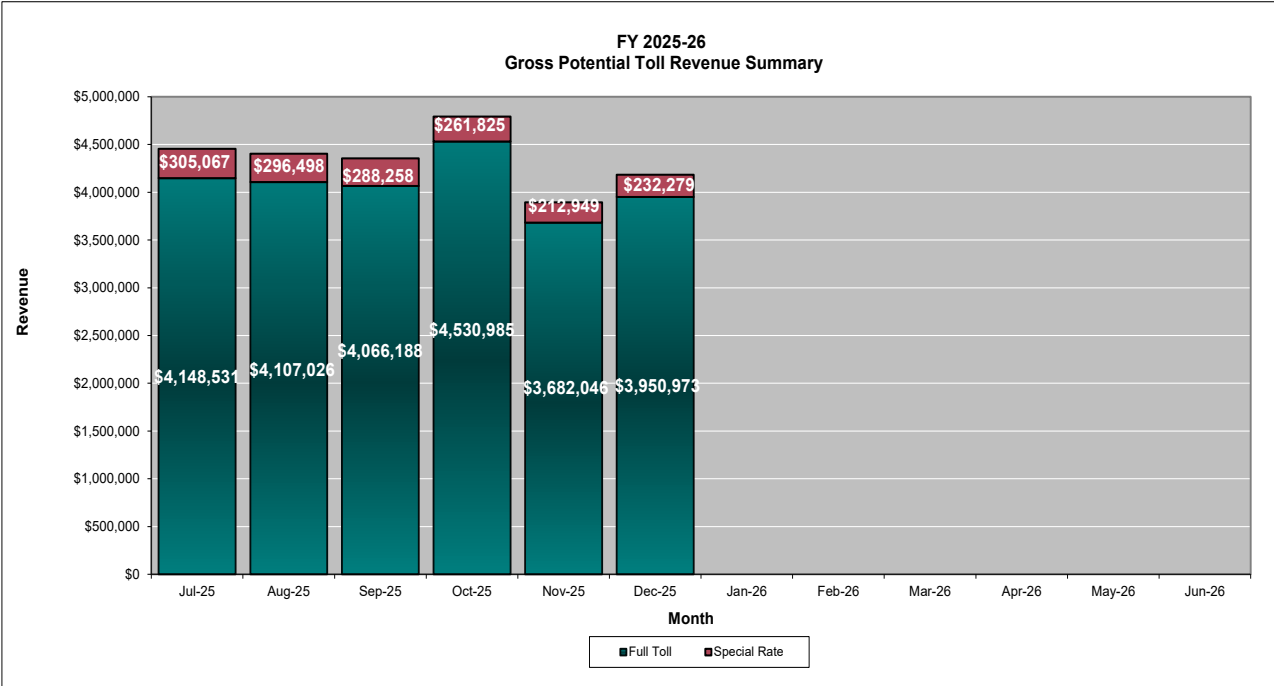
Transactions	FY 2025-26 YTD Actual
Full Toll	26,579,613
Two Persons High Occupancy Vehicle (HOV2)	2,615,561
Three or More Persons High Occupancy Vehicle (HOV3+)	7,794,167
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	649,409
Total Transactions	37,638,750
Trips	
Full Toll	6,799,585
Two Persons High Occupancy Vehicle (HOV2)	614,170
Three or More Persons High Occupancy Vehicle (HOV3+)	1,824,637
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	181,323
Total Trips	9,419,715
Revenue	
Full Toll	\$ 24,485,750
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 1,596,877
Total Gross Potential Toll Revenue	\$ 26,082,627

405 EXPRESS LANES TRANSACTIONS AND REVENUE SUMMARY

The chart below reflects the breakdown of traffic volumes between full toll transactions and special rate transactions for FY 2025-26 on a monthly basis.



The chart below reflects the breakdown of gross potential revenue between full toll trips and special rate trips for FY 2025-26 on a monthly basis.



OCTA OPERATIONAL HIGHLIGHTS

On-Road Operations

OCTA Freeway Service Patrol responded to 72 calls during the month of December. Of those, 48 were to assist disabled vehicles, eight addressed traffic hazards, one was to address an unattended vehicle, and 15 involved vehicle collisions in the 405 EL.

405 Express Lanes Back Office System Update

WSP USA Services Inc. (WSP) is the back-office system (BOS) and customer service center operations 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 preparations and officially went live in December 2023. Although go-live was achieved in December 2023, WSP/ETC have yet to deliver a BOS with full system functionality. The delay in implementing some functionalities has resulted in WSP/ETC being unable to meet certain key performance indicators.

During the month of December 2025, some of the operational key performance indicators were not met. These include service level/speed of answer, abandon rate percentage, timeliness of case resolution, processing of transponder requests, and processing customer refunds. The performance measures were not met due to staffing shortages, higher-than-forecasted call volumes, and other system issues. Failure to meet performance measures results in associated non-compliance points being applied to the monthly performance scorecard. If accumulated non-compliance points reach a specified threshold, the invoice for the month will be adjusted by the corresponding penalty percentage.

Since go-live, staff, in conjunction with the project management consultant for the 405 EL, have worked with the WSP/ETC team to resolve system defects and software issues, while supporting system design, testing, and implementation of new software functionalities. In December, the check print functionality was deployed into production. This functionality enables the BOS to interface with the banking system for the issuance of customer and violator refunds.

FINANCIAL HIGHLIGHTS

405 Express Lanes Operating Statement

Description	YTD as of : 12/31/2025		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 24,614,047	\$ 21,545,744	\$ 3,068,304	14.2
Fee Revenue	\$ 4,741,634	\$ 2,733,166	\$ 2,008,468	73.5
Total operating revenues	\$ 29,355,681	\$ 24,278,909	\$ 5,076,772	20.9
Operating expenses:				
Contracted Services	\$ 3,655,368	\$ 7,590,997	\$ 3,935,629	51.8
Administrative Fee	\$ 1,604,442	\$ 1,882,556	\$ 278,114	14.8
Other Professional Services	\$ 913,525	\$ 1,446,460	\$ 532,935	36.8
Credit Card Processing Fees	\$ 539,491	\$ 749,700	\$ 210,209	28.0
Toll Road Account Servicing	\$ -	\$ 249,900	\$ 249,900	100.0
Other Insurance Expense	\$ 88,391	\$ 254,227	\$ 165,836	65.2
Toll Road Maintenance Supply Repairs	\$ 394,581	\$ 454,840	\$ 60,259	13.2
Patrol Services	\$ 597,421	\$ 683,880	\$ 86,459	12.6
Building Equipment Repairs and Maint	\$ 1,424,913	\$ 1,367,086	\$ (57,827)	(4.2)
6C Transponders	\$ -	\$ -	\$ -	N/A
Other Services	\$ 1,250	\$ 328,868	\$ 327,618	99.6
Utilities	\$ 42,695	\$ 96,697	\$ 54,001	55.8
Office Expense	\$ 537,382	\$ 574,784	\$ 37,402	6.5
Bad Debt Expense	\$ -	\$ -	\$ -	N/A
Miscellaneous ⁽²⁾	\$ 5,249	\$ 41,799	\$ 36,550	87.4
Leases	\$ 319,643	\$ 330,868	\$ 11,225	3.4
Total operating expenses	\$ 10,124,350	\$ 16,052,661	\$ 5,928,310	36.9
Depreciation and Amortization ⁽³⁾	\$ 7,719,178	\$ -	\$ (7,719,178)	N/A
Operating income (loss)	\$ 11,512,153	\$ 8,226,249	\$ 3,285,904	39.9
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ -	\$ -	\$ -	N/A
Interest Income	\$ 706,172	\$ 2,466,182	\$ (1,760,010)	(71.4)
Interest Expense	\$ (5,266,115)	\$ -	\$ (5,266,115)	N/A
Other	\$ -	\$ -	\$ -	N/A
Total nonoperating revenues (expenses)	\$ (4,559,943)	\$ 2,466,182	\$ (7,026,125)	284.9
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ -	\$ (7,442,233)	\$ 7,442,233	100.0
Net income (loss)	\$ 6,952,210	\$ 3,250,197	\$ 3,702,012	113.9

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.

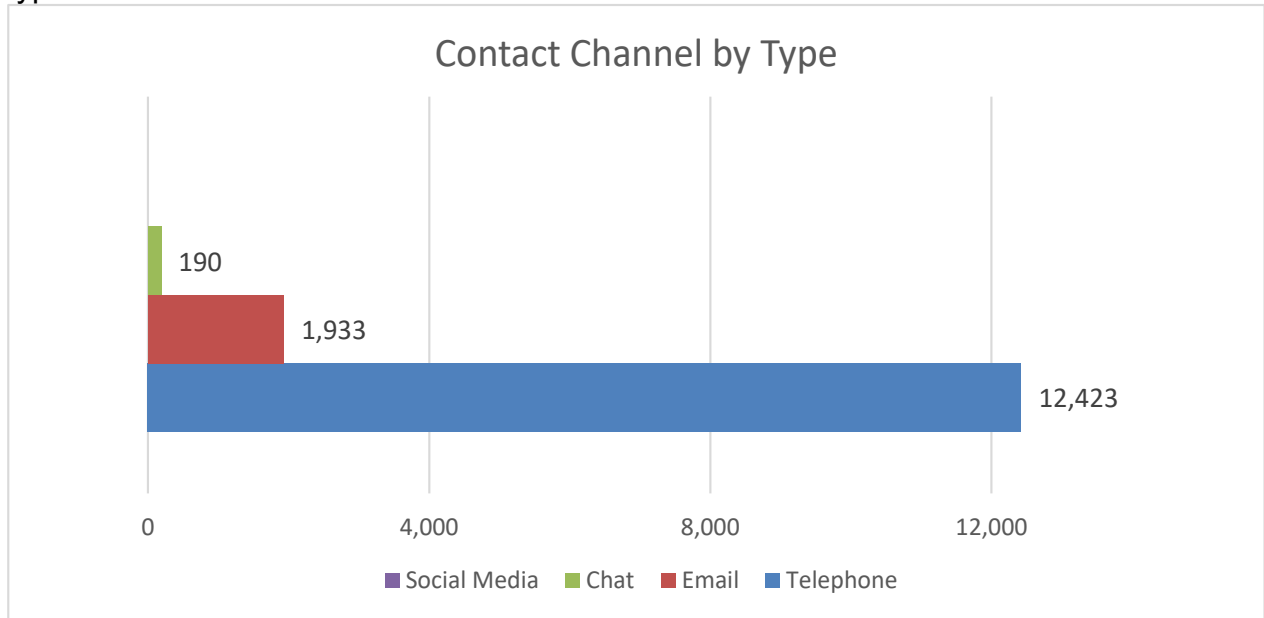
²Miscellaneous expenses include: Bank Service Charge, Travel, Mileage, Business Expenses

³Depreciation and amortization are not budgeted items.

⁴Transfers Out budgeted for capital assets purchase.

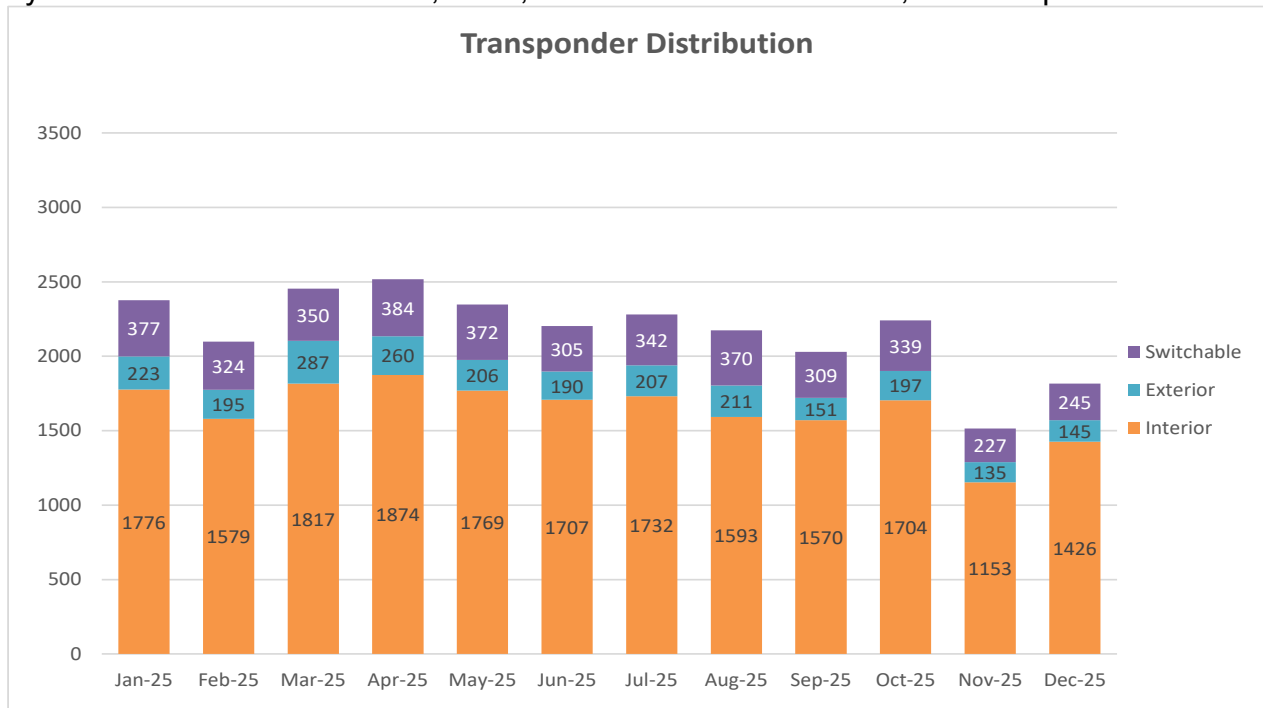
CUSTOMER SERVICE CENTER ACTIVITIES

For the month of December, the customer service center received 14,546 contacts by various channels. The chart below depicts the number of contacts received by channel type.



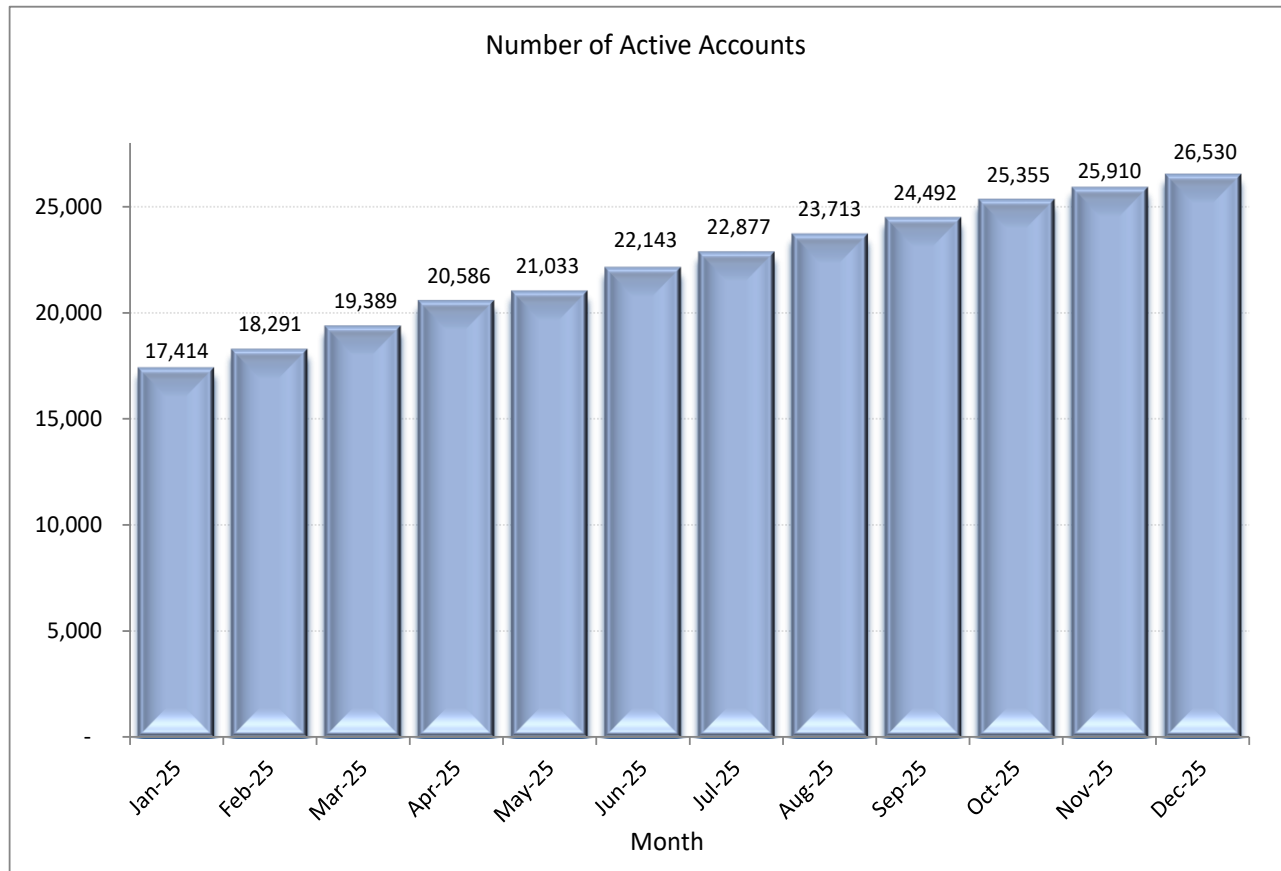
405 EXPRESS LANES TRANSPONDER DISTRIBUTION

The chart below reflects the number and types of transponders issued by the 405 EL by month. As of December 31, 2025, the 405 EL had issued 57,768 transponders.



NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of December 31, 2025, the 405 EL had 26,530 active customer accounts.



KEY PERFORMANCE STATISTICS

The table below reflects the key performance statistics for the month of December 2025.

REPORTING REQUIREMENT	PERFORMANCE STANDARD	DECEMBER 2025 PERFORMANCE
Customer Service		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	17 of 21 days met *
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	21 of 21 days met
Customer Satisfaction Score	Per month, in which the customer satisfaction score does not achieve an average of 4.5 at minimum	Monthly Average 4.726
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	21 of 21 days met
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	20 of 21 days met **
	Per business day, in which 98% of cases are resolved within five (5) business days	21 of 21 days met
Mail Performance		
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	16 of 21 days met ***
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	21 of 21 days met
Accounting		
Customer Refunds Processed	Per business day, in which 100% of all refunds are complete and accurately issued within five (5) business days	1 of 21 days met ****
<p>Each performance measure is assigned a non-compliance point value. Failure to meet the performance measure will result in the associated non-compliance points being applied to the monthly performance scorecard. If the accumulated non-compliance points reached a specified threshold, the customer service invoice for the month will be adjusted by the corresponding penalty percentage.</p> <p>* The performance measure was not met due to staffing shortages and higher than forecasted call volumes.</p> <p>**The performance measure was not met due to high volume of cases after returning from the holiday.</p> <p>***The performance measure was not met due to system issues which prevented requests from being fulfilled within the required time frame.</p> <p>****The performance measure was not met due to undelivered system functionality that prevents WSP from issuing check refunds during the required time frame.</p>		