



Orange County Transportation Authority



Status Report
December 2024

As of December 31, 2024

Table of Contents

OPERATIONS OVERVIEW.....	3
OCTA OPERATIONAL HIGHLIGHTS	5
FINANCIAL HIGHLIGHTS	6
CUSTOMER SERVICE CENTER ACTIVITIES.....	7
405 EXPRESS LANES TRANSPONDER DISTRIBUTION.....	7
NUMBER OF ACTIVE ACCOUNTS BY MONTH.....	8
KEY PERFORMANCE STATISTICS.....	9

OPERATIONS OVERVIEW

Transactions on the 405 Express Lanes (405 EL) for December 2024 totaled 5,516,898, which represents a daily average of 177,964 transactions. Traffic in the northbound direction accounted for 54.5 percent of the transactions, and the southbound direction accounted for 45.5 percent. The total transactions corresponded to 1,395,014 trips. Gross potential toll revenue for December 2024 was \$3,256,537.

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 December 2024 and fiscal YTD for the months of July 2024 through December 2024.

Current MTD as of December 31, 2024

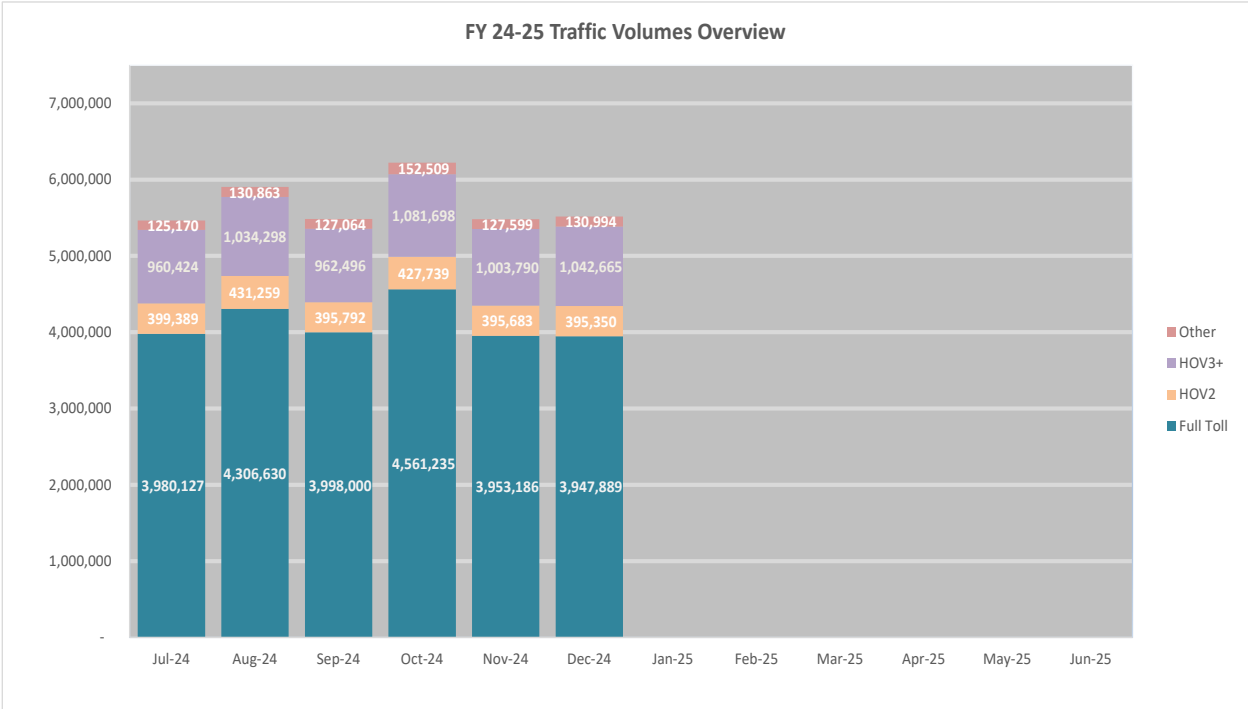
Transactions	Dec-24 MTD Actual	Dec-23 MTD Actual	Yr-to-Yr % Variance
Full Toll	3,947,889	2,810,566	40.5%
Two Persons High Occupancy Vehicle (HOV2)	395,350	304,705	29.7%
Three or More Persons High Occupancy Vehicle (HOV3+)	1,042,665	491,500	112.1%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	130,994	238,086	-45.0%
Total Transactions	5,516,898	3,844,857	43.5%
Trips			
Full Toll	1,023,263	891,878	14.7%
Two Persons High Occupancy Vehicle (HOV2)	92,145	75,136	22.6%
Three or More Persons High Occupancy Vehicle (HOV3+)	243,944	121,644	100.5%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	35,662	65,279	-45.4%
Total Trips	1,395,014	1,153,937	20.9%
Revenue			
Full Toll	\$ 3,036,157	\$ 1,590,993	90.8%
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 220,380	\$ 122,536	79.8%
Total Gross Potential Toll Revenue	\$ 3,256,537	\$ 1,713,529	90.0%

Fiscal Year (FY) 2024-25 YTD as of December 31, 2024

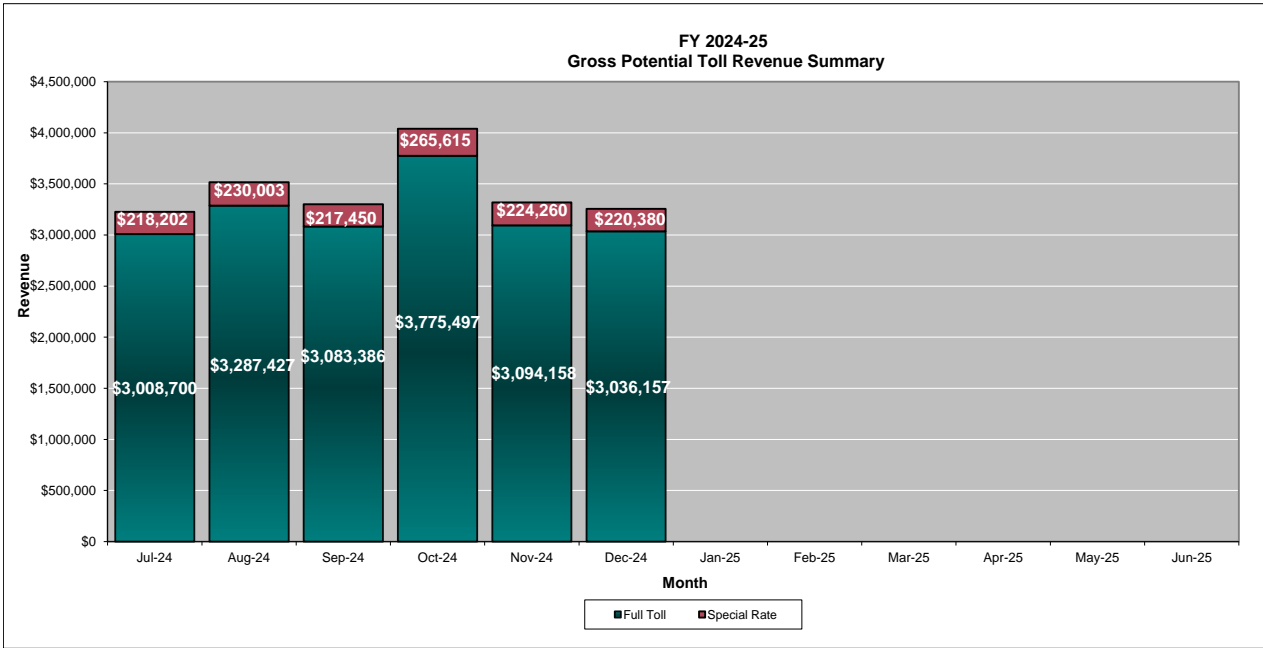
Transactions	FY 2024-25 YTD Actual
Full Toll	24,747,067
Two Persons High Occupancy Vehicle (HOV2)	2,445,212
Three or More Persons High Occupancy Vehicle (HOV3+)	6,085,371
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	794,199
Total Transactions	34,071,849
Trips	
Full Toll	6,441,763
Two Persons High Occupancy Vehicle (HOV2)	573,549
Three or More Persons High Occupancy Vehicle (HOV3+)	1,432,862
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	217,496
Total Trips	8,665,670
Revenue	
Full Toll	\$ 19,285,326
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 1,375,910
Total Gross Potential Toll Revenue	\$ 20,661,236

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 77 calls during the month of December. Of those calls, 51 were to assist disabled vehicles, 11 were in response to traffic hazards, and 15 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. In December, all required documentation was submitted, and the 405 Express Lanes ETTM installation project was given final acceptance.

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 : 12/31/2024		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue ⁽⁶⁾	\$ 19,292,923	\$ 13,937,390	\$ 5,355,533	38.4
Fee Revenue	\$ 5,218,955	\$ 245,298	\$ 4,973,657	2,027.6
Total operating revenues	\$ 24,511,878	\$ 14,182,688	\$ 10,329,190	72.8
Operating expenses:				
Contracted Services	\$ 4,395,213	\$ 7,771,704	\$ 3,376,491	43.4
Administrative Fee	\$ 1,733,052	\$ 2,075,886	\$ 342,834	16.5
Other Professional Services	\$ 484,297	\$ 1,632,150	\$ 1,147,853	70.3
Credit Card Processing Fees	\$ 691,706	\$ 337,500	\$ (354,206)	(104.9)
Toll Road Account Servicing	\$ -	\$ 212,002	\$ 212,002	100.0
Other Insurance Expense	\$ 24,098	\$ 149,098	\$ 125,000	83.8
Toll Road Maintenance Supply Repairs	\$ -	\$ 475,001	\$ 475,001	100.0
Patrol Services	\$ 651,575	\$ 600,000	\$ (51,575)	(8.6)
Building Equipment Repairs and Maint	\$ 1,549,836	\$ 1,325,318	\$ (224,518)	(16.9)
6C Transponders	\$ -	\$ -	\$ -	N/A
Other Services	\$ 2,500	\$ 78,750	\$ 76,250	96.8
Utilities	\$ (106)	\$ 106,176	\$ 106,282	100.1
Office Expense	\$ 3,049	\$ 35,000	\$ 31,951	91.3
Bad Debt Expense	\$ -	\$ -	\$ -	N/A
Miscellaneous ⁽²⁾	\$ 4,746	\$ 36,000	\$ 31,254	86.8
Leases	\$ 202,579	\$ 280,002	\$ 77,423	27.7
Total operating expenses	\$ 9,742,544	\$ 15,114,587	\$ 5,372,043	35.5
Depreciation and Amortization ⁽³⁾	\$ 7,375,249	\$ -	\$ (7,375,249)	N/A
Operating income (loss)	\$ 7,394,086	\$ (931,899)	\$ 8,325,985	(893.4)
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ -	\$ -	\$ -	N/A
Interest Income	\$ 1,841,629	\$ -	\$ 1,841,629	N/A
Interest Expense ⁽⁴⁾	\$ 1,511,522	\$ (6,177,450)	\$ 7,688,972	124.5
Other	\$ 9,084	\$ -	\$ 9,084	N/A
Total nonoperating revenues (expenses)	\$ 3,362,234	\$ (6,177,450)	\$ 9,539,684	154.4
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁵⁾	\$ (60,509)	\$ (11,818,649)	\$ 11,758,140	99.5
Net income (loss)	\$ 10,695,811	\$ (18,927,998)	\$ 29,623,809	(156.5)

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.

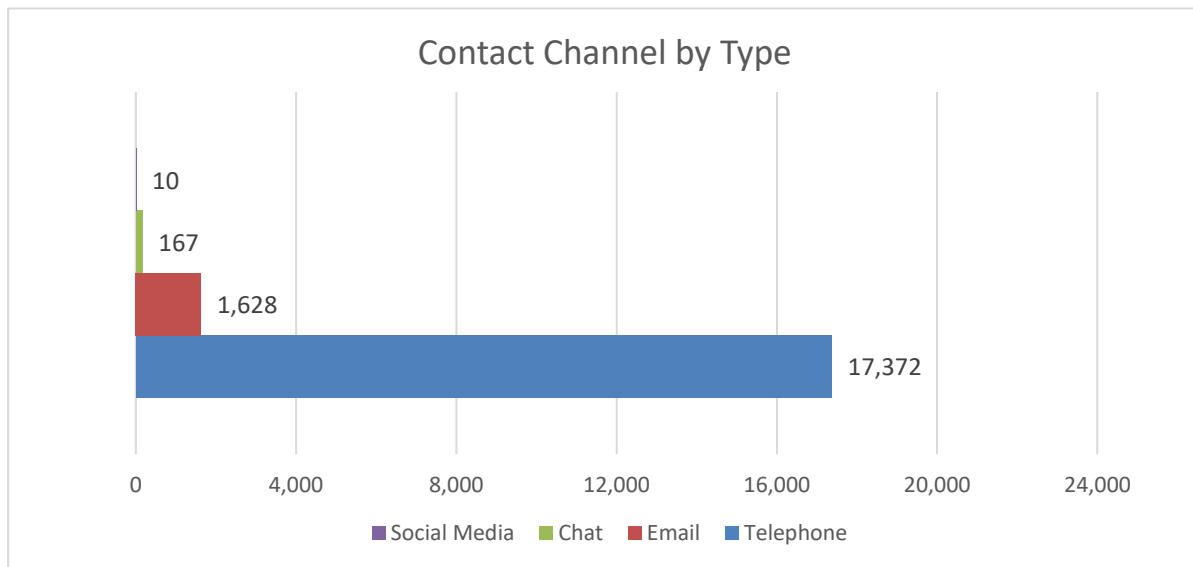
⁴Positive interest expense resulted from Bond Anticipation Notes defeasance in FY23.

⁵Transfers Out budgeted for capital assets purchase.

⁶Budgeted amount for the month of December reflects the updated budget amount to Toll Revenues.

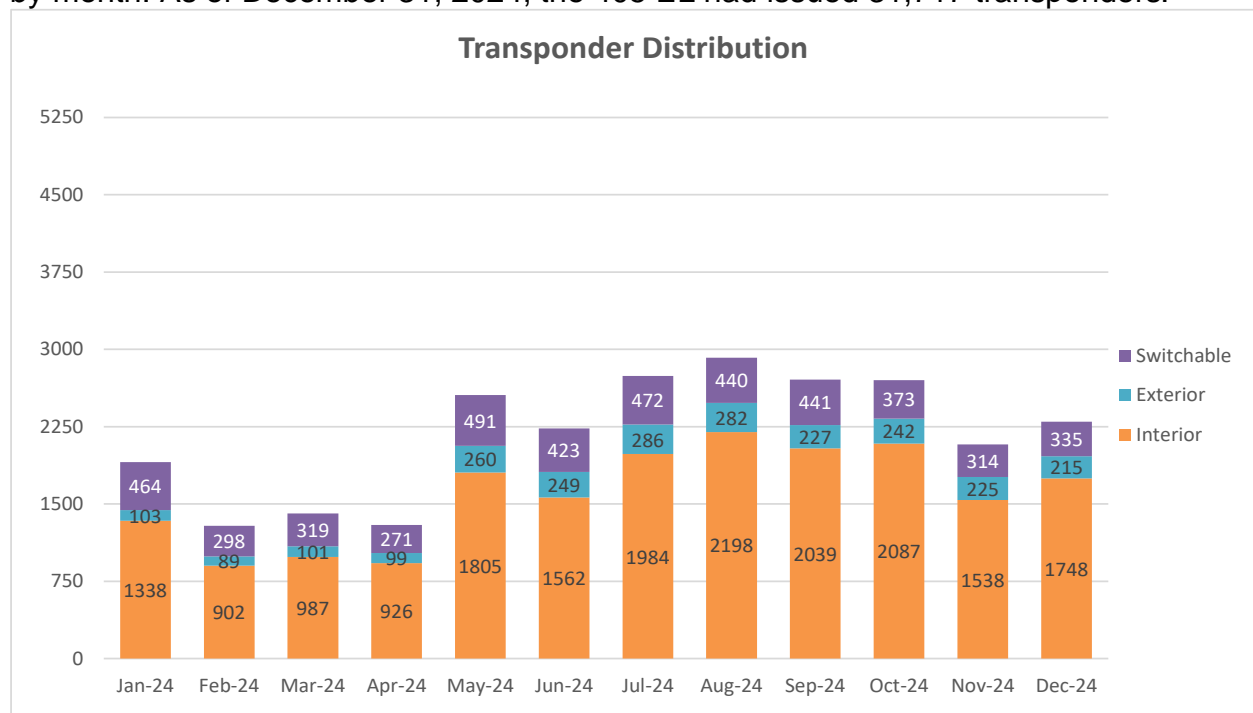
CUSTOMER SERVICE CENTER ACTIVITIES

For the month of December, the customer service center received 19,177 contacts by various channels. The chart below depicts the number of contacts received by channel type.



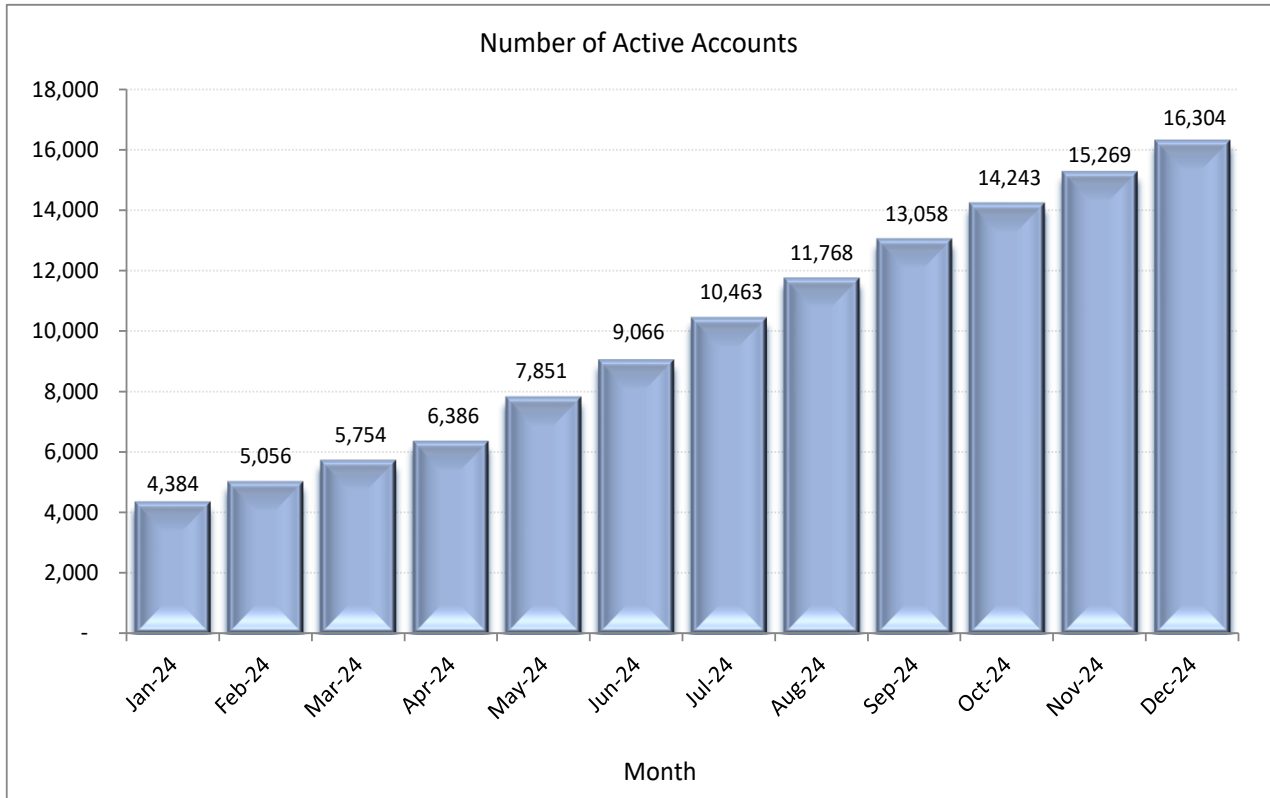
405 EXPRESS LANES TRANSPONDER DISTRIBUTION

The chart below reflects the number and types of transponders issued by the 405 EL by month. As of December 31, 2024, the 405 EL had issued 31,717 transponders.



NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of December 31, 2024, the 405 EL had 16,304 active customer accounts.



KEY PERFORMANCE STATISTICS

The table below reflects the key performance statistics for the month of December 2024.

REPORTING REQUIREMENT	PERFORMANCE STANDARD	DECEMBER 2024 PERFORMANCE	
Customer Service			
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	18 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 4.709	
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	13 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	15 of 21 days met	***
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	18 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	4 of 21 days met	****

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 reach a specified threshold, the customer service invoice for the month will be adjusted by the corresponding penalty percentage.

*The performance measure was not met due to increased volume of violations, higher than usual absenteeism in the CSC, and the smishing scam which caused an influx of calls to the customer service center.

**The performance measure was not met due to staffing issues around the December holidays and a system issue that prevented some cases from closing correctly.

***The performance measure was not met due to a system issue that prevented some transponder requests from moving to the fulfillment queue and agents not completing the requests correctly.

****The performance measure was not met due to undelivered system functionality that prevents WSP from issuing check refunds during the required time frame.