



Orange County Transportation Authority



Status Report
March 2025

As of March 31, 2025

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 March 2025 totaled 5,854,589, which represents a daily average of 188,858 transactions. Traffic in the northbound direction accounted for 54.1 percent of the transactions, and the southbound direction accounted for 45.9 percent. The total transactions corresponded to 1,529,352 trips. Gross potential toll revenue for March 2025 was \$3,847,339.

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 March 2025 and fiscal YTD for the months of July 2024 through March 2025.

Current MTD as of March 31, 2025

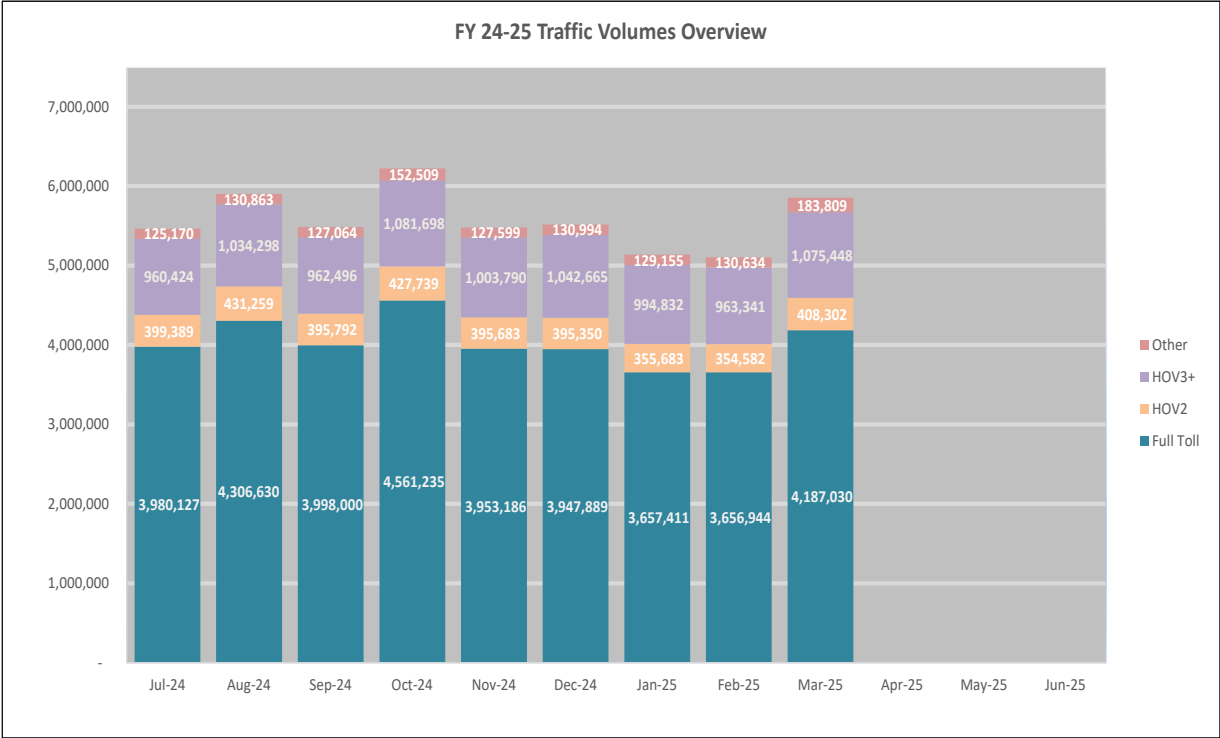
Transactions	Mar-25 MTD Actual	Mar-24 MTD Actual	Yr-to-Yr % Variance
Full Toll	4,187,030	3,650,944	14.7%
Two Persons High Occupancy Vehicle (HOV2)	408,302	359,260	13.7%
Three or More Persons High Occupancy Vehicle (HOV3+)	1,075,448	741,216	45.1%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	183,809	107,294	71.3%
Total Transactions	5,854,589	4,858,714	20.5%
Trips			
Full Toll	1,121,394	1,014,835	10.5%
Two Persons High Occupancy Vehicle (HOV2)	97,362	86,852	12.1%
Three or More Persons High Occupancy Vehicle (HOV3+)	258,249	179,517	43.9%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	52,347	31,459	66.4%
Total Trips	1,529,352	1,312,663	16.5%
Revenue			
Full Toll	\$ 3,558,328	\$ 2,486,116	43.1%
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 289,011	\$ 179,756	60.8%
Total Gross Potential Toll Revenue	\$ 3,847,339	\$ 2,665,872	44.3%

Fiscal Year (FY) 2024-25 YTD as of March 31, 2025

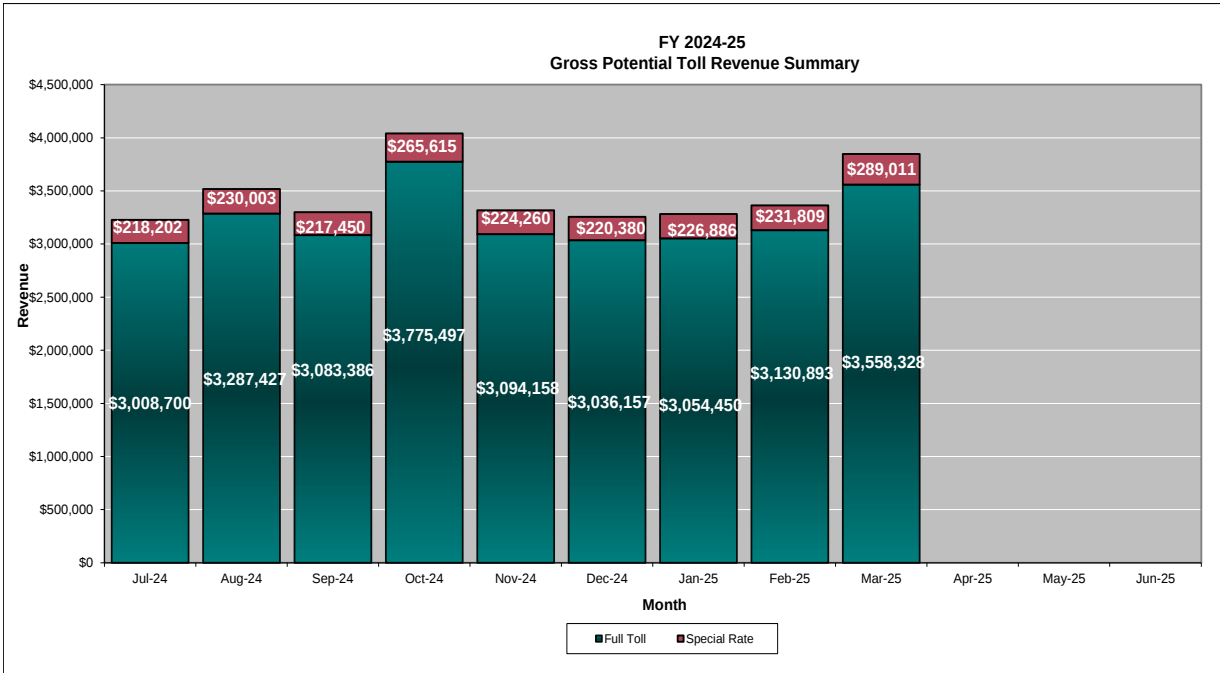
Transactions	FY 2024-25 YTD Actual
Full Toll	36,248,452
Two Persons High Occupancy Vehicle (HOV2)	3,563,779
Three or More Persons High Occupancy Vehicle (HOV3+)	9,118,992
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	1,237,797
Total Transactions	50,169,020
Trips	
Full Toll	9,502,168
Two Persons High Occupancy Vehicle (HOV2)	837,545
Three or More Persons High Occupancy Vehicle (HOV3+)	2,152,369
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	342,737
Total Trips	12,834,819
Revenue	
Full Toll	\$ 29,028,997
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 2,123,617
Total Gross Potential Toll Revenue	\$ 31,152,613

405 EXPRESS LANES TRANSACTIONS 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 96 calls during the month of March. Of those calls, 84 were to assist disabled vehicles, eight were in response to traffic hazards, and four were assisting with 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 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.

During the month of March 2025, some of the operational key performance indicators were not met. These include processing of transponder requests, payment processing, and processing customer refunds. The performance measures were not met due to an increase in large payments received from fleet service providers, which requires additional processing due to the complexity of multiple vehicles associated with the payment and other system issues. Failure to meet performance measures results in associated non-compliance points being applied to the monthly performance scorecard. If the accumulated non-compliance points reach a specified threshold, the invoice for the month will be adjusted by the corresponding penalty percentage.

FINANCIAL HIGHLIGHTS

405 Express Lanes Operating Statement

Description	YTD as of : 3/31/2025		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 29,228,216	\$ 20,906,085	\$ 8,322,131	39.8
Fee Revenue	\$ 7,506,452	\$ 367,947	\$ 7,138,505	1,940.1
Total operating revenues	\$ 36,734,668	\$ 21,274,032	\$ 15,460,636	72.7
Operating expenses:				
Contracted Services	\$ 6,067,758	\$ 9,857,556	\$ 3,789,798	38.4
Administrative Fee	\$ 2,599,578	\$ 3,113,829	\$ 514,251	16.5
Other Professional Services	\$ 1,049,016	\$ 2,395,775	\$ 1,346,759	56.2
Credit Card Processing Fees	\$ 936,567	\$ 1,181,250	\$ 244,683	20.7
Toll Road Account Servicing	\$ -	\$ 337,003	\$ 337,003	100.0
Other Insurance Expense	\$ 36,147	\$ 223,647	\$ 187,500	83.8
Toll Road Maintenance Supply Repairs	\$ -	\$ 747,501	\$ 747,501	100.0
Patrol Services	\$ 1,015,619	\$ 900,000	\$ (115,619)	(12.8)
Building Equipment Repairs and Maint	\$ 2,220,713	\$ 2,007,922	\$ (212,791)	(10.6)
6C Transponders	\$ 6,700	\$ -	\$ (6,700)	N/A
Other Services	\$ 5,000	\$ 118,125	\$ 113,125	95.8
Utilities	\$ 33,578	\$ 159,264	\$ 125,686	78.9
Office Expense	\$ 545,327	\$ 742,500	\$ 197,173	26.6
Bad Debt Expense	\$ -	\$ -	\$ -	N/A
Miscellaneous ⁽²⁾	\$ 12,723	\$ 44,000	\$ 31,277	71.1
Leases	\$ 358,282	\$ 420,003	\$ 61,721	14.7
Total operating expenses	\$ 14,887,008	\$ 22,248,375	\$ 7,361,367	33.1
Depreciation and Amortization ⁽³⁾	\$ 11,108,659	\$ -	\$ (11,108,659)	N/A
Operating income (loss)	\$ 10,739,001	\$ (974,343)	\$ 11,713,344	(1,202.2)
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ -	\$ -	\$ -	N/A
Interest Income	\$ 2,957,184	\$ -	\$ 2,957,184	N/A
Interest Expense ⁽⁴⁾	\$ 1,511,522	\$ (12,354,900)	\$ 13,866,422	112.2
Other	\$ 9,085	\$ -	\$ 9,085	N/A
Total nonoperating revenues (expenses)	\$ 4,477,791	\$ (12,354,900)	\$ 16,832,691	136.2
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁵⁾	\$ -	\$ (14,845,974)	\$ 14,845,974	100.0
Net income (loss)	\$ 15,216,792	\$ (28,175,217)	\$ 43,392,009	(154.0)

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

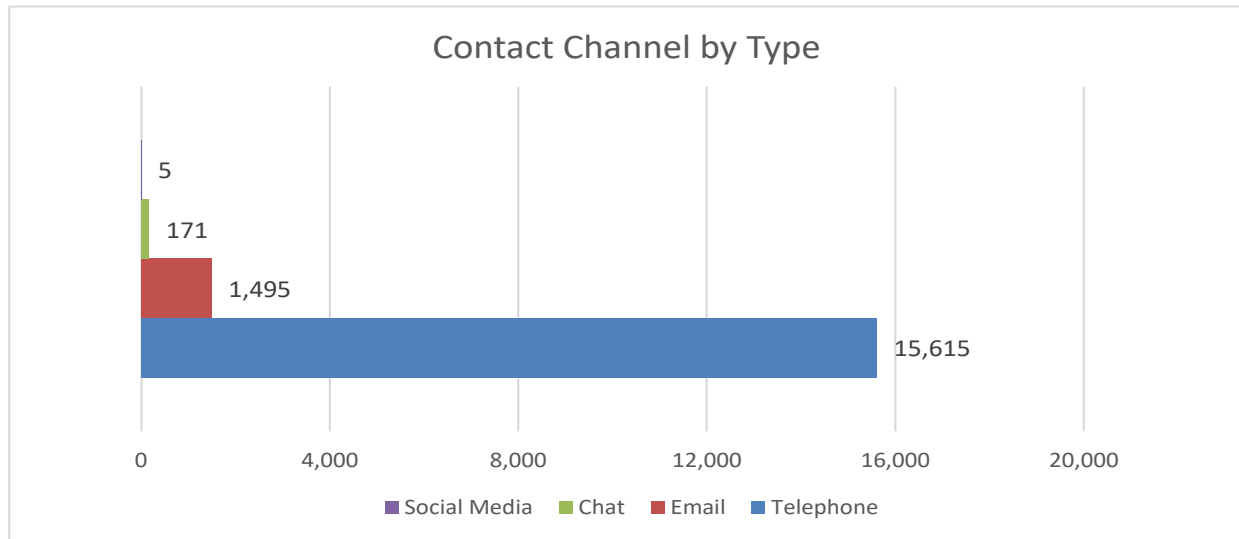
³Depreciation and amortization are not budgeted items.

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

⁵Transfers Out budgeted for capital assets purchase.

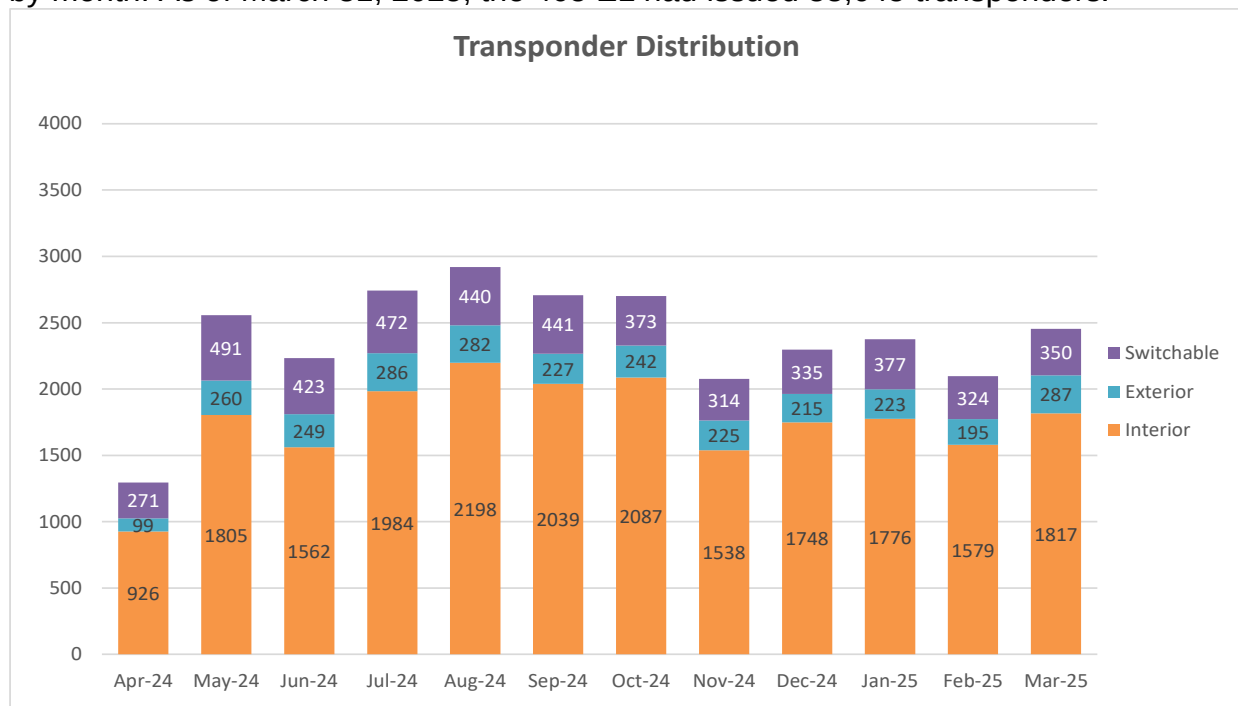
CUSTOMER SERVICE CENTER ACTIVITIES

For the month of March, the customer service center received 17,286 contacts by various channels. The chart below depicts the number of contacts received by channel type.



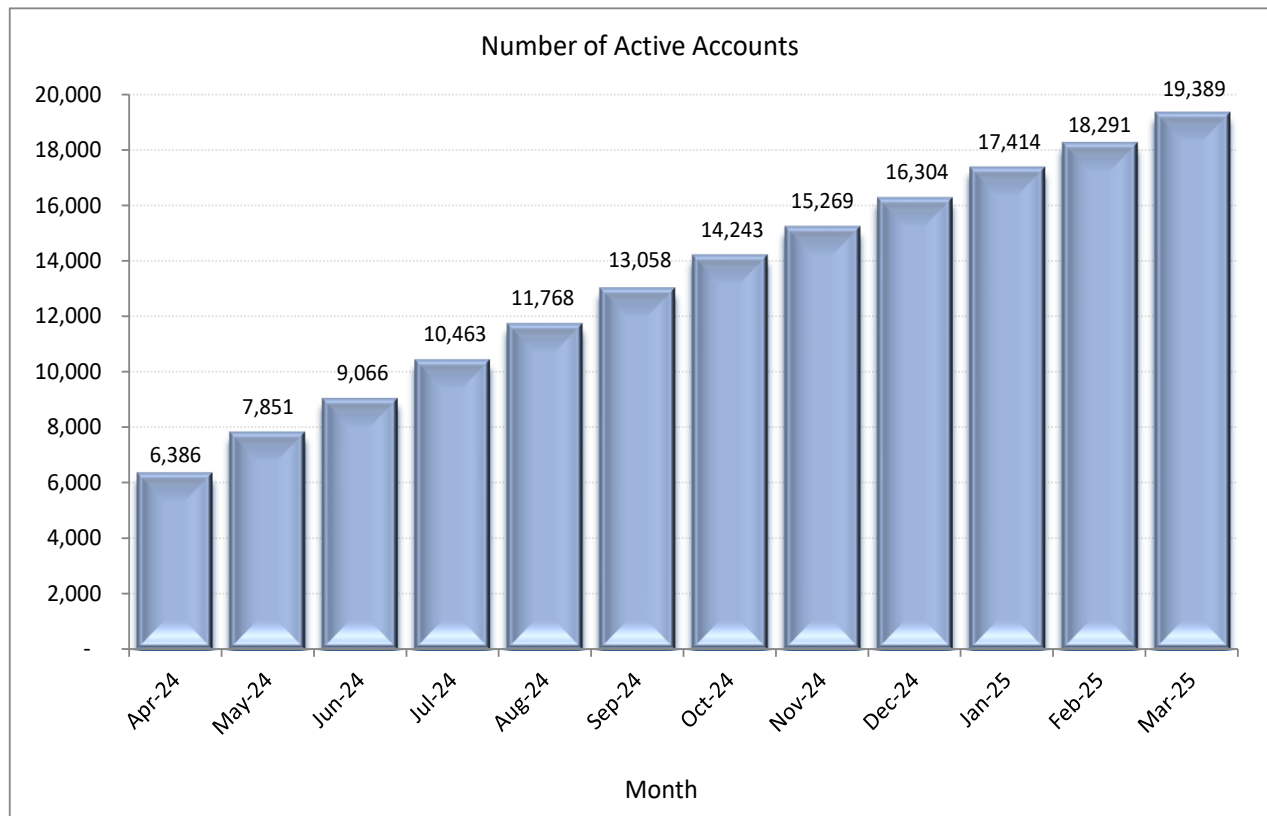
405 EXPRESS LANES TRANSPONDER DISTRIBUTION

The chart below reflects the number and types of transponders issued by the 405 EL by month. As of March 31, 2025, the 405 EL had issued 38,645 transponders.



NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of March 31, 2025, the 405 EL had 19,389 active customer accounts.



KEY PERFORMANCE STATISTICS

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

REPORTING REQUIREMENT	PERFORMANCE STANDARD	MARCH 2025 PERFORMANCE
Customer Service		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	21 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 4.6651
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	21 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	17 of 21 days met *
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	20 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	0 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 reached 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 a system issue that prevents some transponder orders from moving from the back-office system to the fulfillment application.

**The performance measure was not met due to a large payment received from a Fleet Service Provider that required additional research and processing.

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