



Orange County Transportation Authority



Status Report

September 2025

As of September 30, 2025

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OPERATIONS OVERVIEW

Transactions on the 405 Express Lanes (405 EL) for September 2025 totaled 6,190,755, which represents a daily average of 206,359 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 1,539,039 trips, of which 37.6 percent were full-segment trips. Average daily trips amounted to 51,301 vehicles for the month. Gross potential toll revenue for September 2025 was \$4,354,446.

Month-to-date (MTD) and fiscal year-to-date (YTD) traffic and revenue data are summarized in the table below. The following table includes traffic and revenue data, number of transactions, and associated gross potential revenue for the month of September 2025 and fiscal YTD for the months of July 2025 through September 2025.

Current MTD as of September 30, 2025

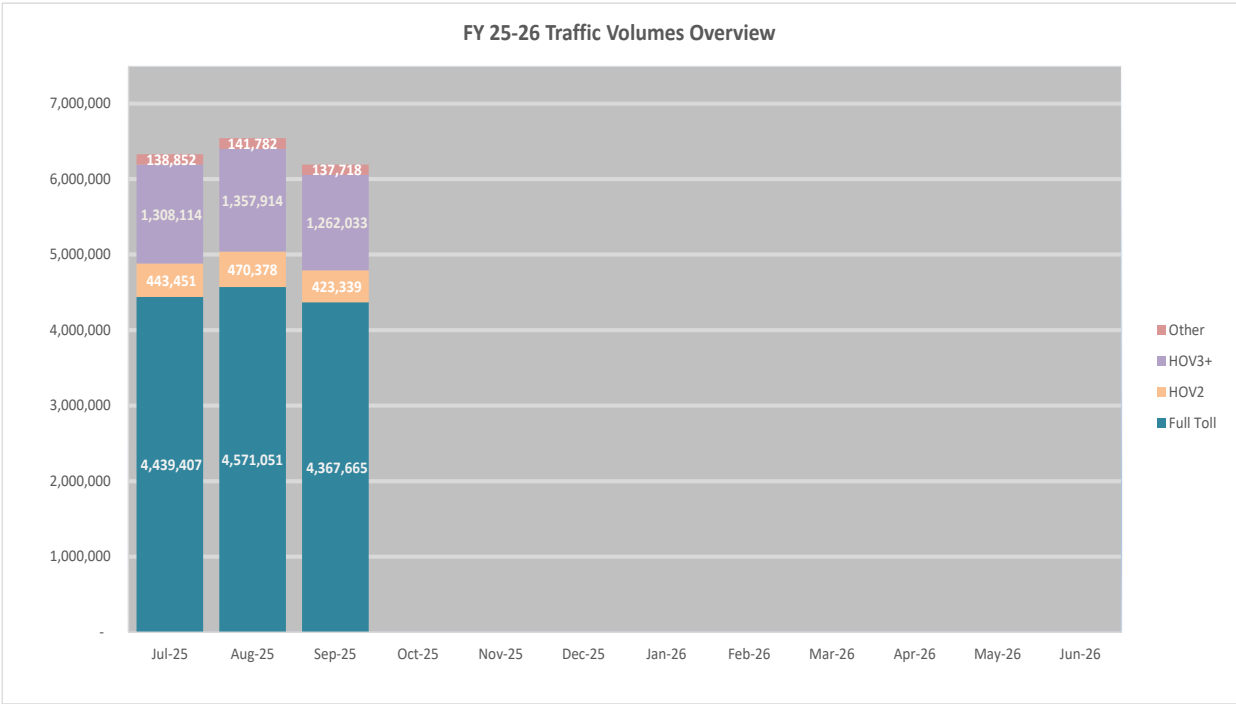
Transactions	Sept-25 MTD Actual	Sept-24 MTD Actual	Yr-to-Yr % Variance
Full Toll	4,367,665	3,998,000	9.2%
Two Persons High Occupancy Vehicle (HOV2)	423,339	395,792	7.0%
Three or More Persons High Occupancy Vehicle (HOV3+)	1,262,033	962,496	31.1%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	137,718	127,064	8.4%
Total Transactions	6,190,755	5,483,352	12.9%
Trips			
Full Toll	1,107,675	1,091,177	1.5%
Two Persons High Occupancy Vehicle (HOV2)	99,237	94,355	5.2%
Three or More Persons High Occupancy Vehicle (HOV3+)	294,891	230,457	28.0%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	37,236	36,286	2.6%
Total Trips	1,539,039	1,452,275	6.0%
Revenue			
Full Toll	\$ 4,066,188	\$ 3,083,386	31.9%
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 288,258	\$ 217,450	32.6%
Total Gross Potential Toll Revenue	\$ 4,354,446	\$ 3,300,836	31.9%

Fiscal Year (FY) 2025-26 YTD as of September 30, 2025

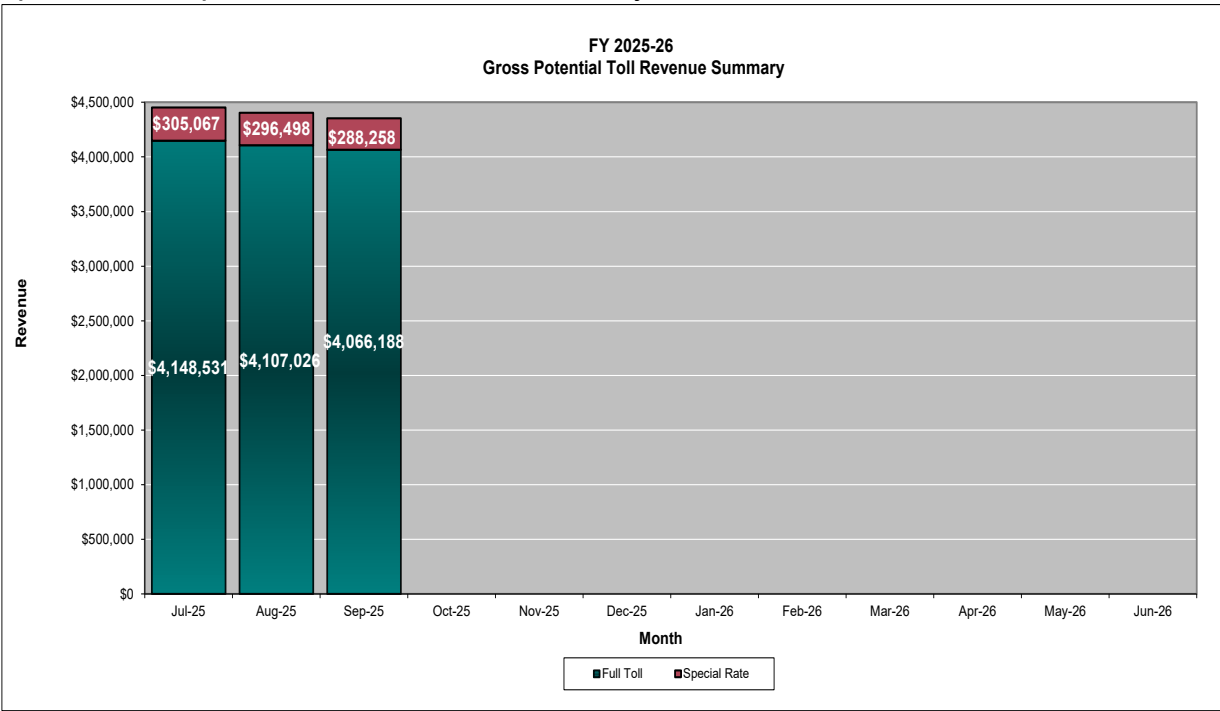
Transactions	FY 2025-26 YTD Actual
Full Toll	13,378,123
Two Persons High Occupancy Vehicle (HOV2)	1,337,168
Three or More Persons High Occupancy Vehicle (HOV3+)	3,928,061
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	418,352
Total Transactions	19,061,704
Trips	
Full Toll	3,409,150
Two Persons High Occupancy Vehicle (HOV2)	313,228
Three or More Persons High Occupancy Vehicle (HOV3+)	915,087
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	113,010
Total Trips	4,750,475
Revenue	
Full Toll	\$ 12,321,746
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 889,824
Total Gross Potential Toll Revenue	\$ 13,211,570

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 2025-26 on a monthly basis.



The chart below reflects the gross potential revenue breakdown 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 100 calls during the month of September. Of those calls, 60 were to assist disabled vehicles, three were in response to traffic hazards, and 37 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 preparations and officially went live in December 2023. Although go-live was achieved in December 2023, WSP/ETC has yet to deliver a BOS with full system functionalities. 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/software fixes, while concurrently supporting system design, testing, and implementation of new software functionality. The delay in implementing some of the functionalities has resulted in WSP/ETC being unable to meet some of the key performance indicators. The team will continue to work with the WSP/ETC team to resolve issues as they arise and to implement new BOS and operations functionalities to be deployed.

During the month of September 2025, some of the operational key performance indicators were not met. These include service level/speed of answer, processing of transponder requests, and processing customer refunds. The performance measures were not met due to an unexpected number of customer representative absences, system issues, and delays in implementing new software functionality. 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 : 9/30/2025		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 12,431,786	\$ 10,772,872	\$ 1,658,914	15.4
Fee Revenue	\$ 2,478,187	\$ 1,366,583	\$ 1,111,604	81.3
Total operating revenues	\$ 14,909,973	\$ 12,139,455	\$ 2,770,518	22.8
Operating expenses:				
Contracted Services	\$ 1,866,874	\$ 3,795,498	\$ 1,928,624	50.8
Administrative Fee	\$ 802,221	\$ 941,069	\$ 138,848	14.8
Other Professional Services	\$ 135,248	\$ 701,230	\$ 565,982	80.7
Credit Card Processing Fees	\$ 247,461	\$ 374,850	\$ 127,389	34.0
Toll Road Account Servicing	\$ -	\$ 124,950	\$ 124,950	100.0
Other Insurance Expense	\$ 44,195	\$ 191,727	\$ 147,532	76.9
Toll Road Maintenance Supply Repairs	\$ 234,710	\$ 224,920	\$ (9,790)	(4.4)
Patrol Services	\$ 349,925	\$ 341,940	\$ (7,985)	(2.3)
Building Equipment Repairs and Maint	\$ 709,001	\$ 683,521	\$ (25,480)	(3.7)
6C Transponders	\$ -	\$ -	\$ -	N/A
Other Services	\$ 1,250	\$ 164,434	\$ 163,184	99.2
Utilities	\$ 10,208	\$ 48,278	\$ 38,070	78.9
Office Expense	\$ 237,183	\$ 272,392	\$ 35,209	12.9
Bad Debt Expense	\$ -	\$ -	\$ -	N/A
Miscellaneous ⁽²⁾	\$ 1,062	\$ 13,400	\$ 12,338	92.1
Leases	\$ 155,575	\$ 165,434	\$ 9,858	6.0
Total operating expenses	\$ 4,794,913	\$ 8,043,643	\$ 3,248,730	40.4
Depreciation and Amortization ⁽³⁾	\$ 2,803,936	\$ -	\$ (2,803,936)	N/A
Operating income (loss)	\$ 7,311,123	\$ 4,095,812	\$ 3,215,312	78.5
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ -	\$ -	\$ -	N/A
Interest Income	\$ 100,534	\$ 1,233,091	\$ (1,132,557)	(91.8)
Interest Expense	\$ -	\$ -	\$ -	N/A
Other	\$ -	\$ -	\$ -	N/A
Total nonoperating revenues (expenses)	\$ 100,534	\$ 1,233,091	\$ (1,132,557)	91.8
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ -	\$ (3,853,117)	\$ 3,853,117	100.0
Net income (loss)	\$ 7,411,657	\$ 1,475,786	\$ 5,935,871	402.2

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.

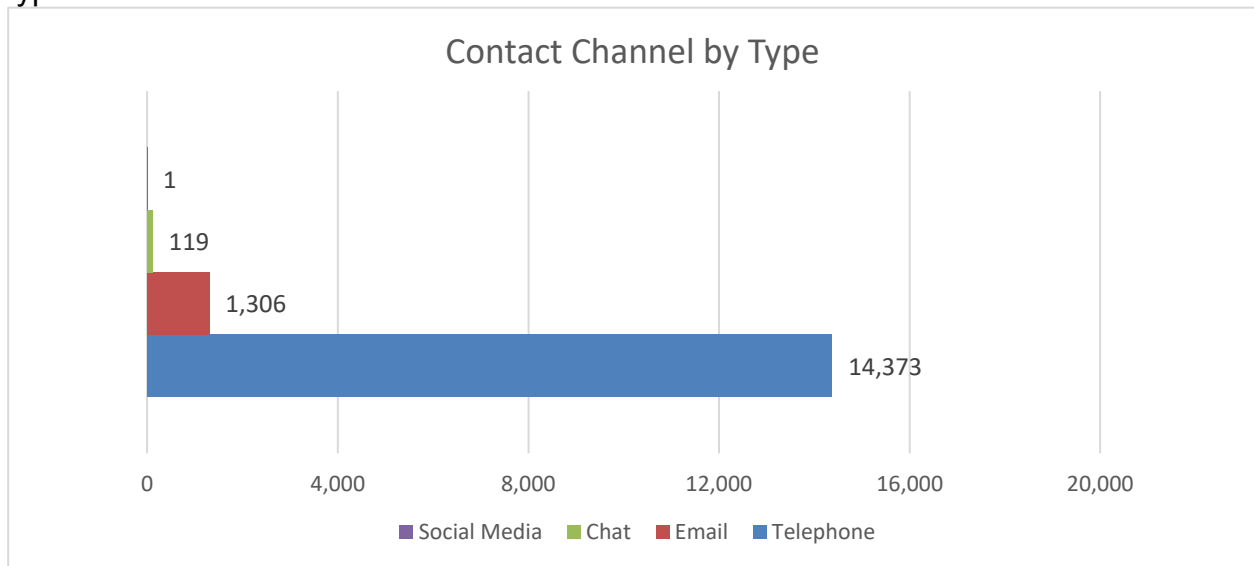
²Miscellaneous expenses include: Bank Service Charge, Travel, Mileage, Business Expenses

³Depreciation and amortization are not budgeted items.

⁴Transfers Out budgeted for capital assets purchase.

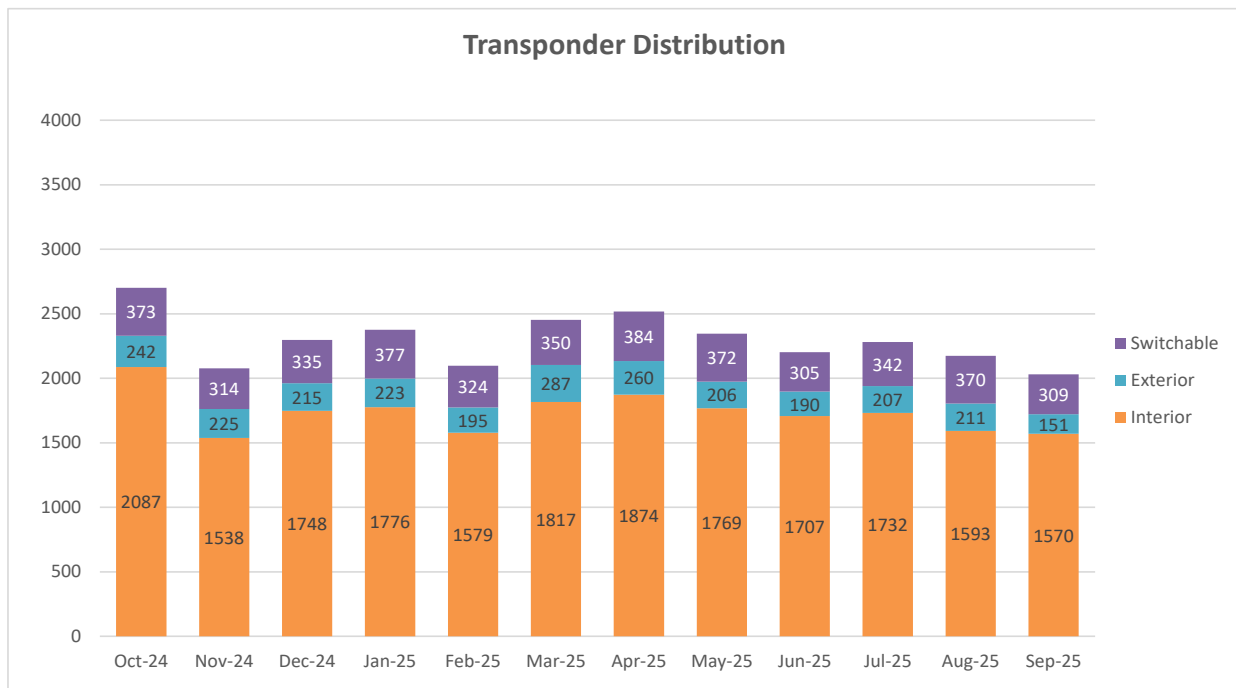
CUSTOMER SERVICE CENTER ACTIVITIES

For the month of September, the customer service center received 15,799 contacts by various channels. The chart below depicts the number of contacts received by channel type.



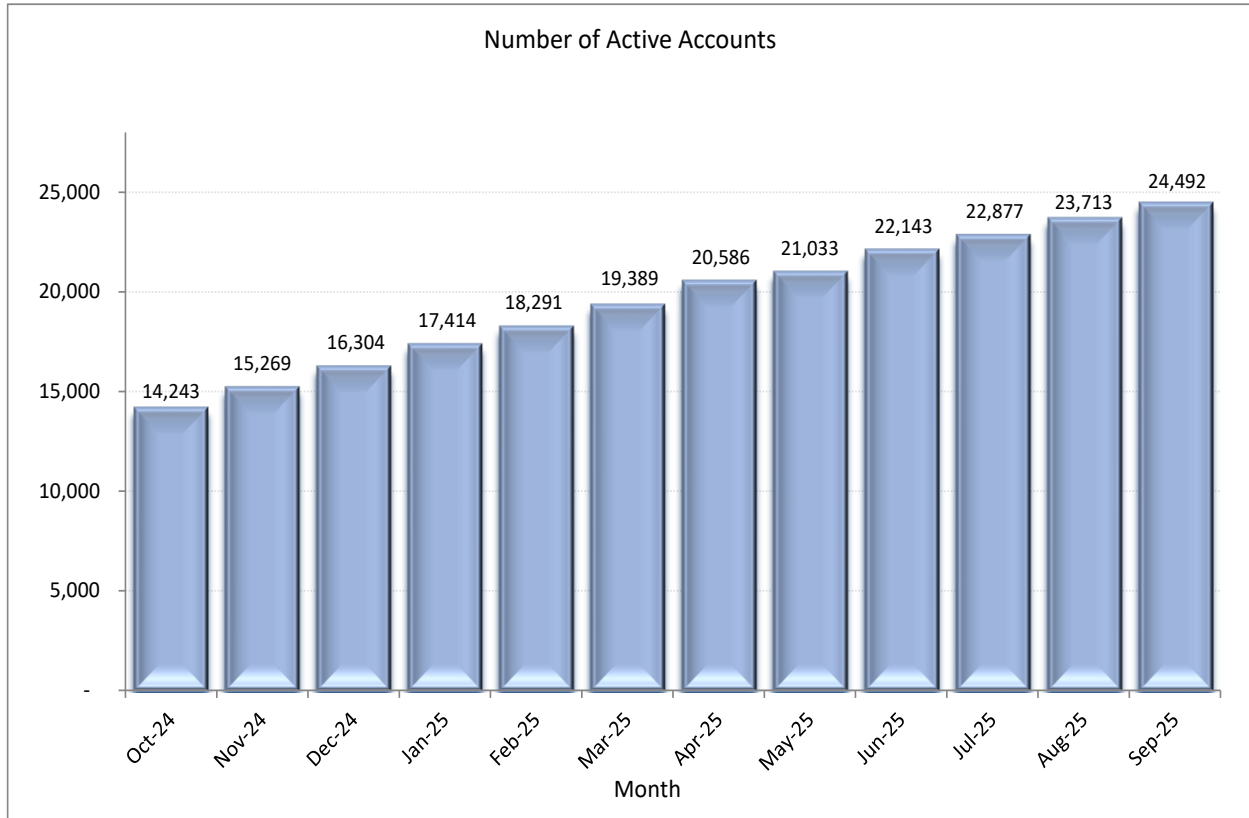
405 EXPRESS LANES TRANSPONDER DISTRIBUTION

The chart below reflects the number and types of transponders issued by the 405 EL by month. As of September 30, 2025, the 405 EL had issued 52,197 transponders.



NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of September 30, 2025, the 405 EL had 24,492 active customer accounts.



KEY PERFORMANCE STATISTICS

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

REPORTING REQUIREMENT	PERFORMANCE STANDARD	SEPTEMBER 2025 PERFORMANCE	
Customer Service			
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	19 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 4.697	
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	20 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	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 on two days in the month of September due to increased call volume and unexpected absents.			
**The performance measure was not met due to a system issue that prevents some transponder orders from moving from the BOS to the fulfillment application.			
***The performance measure was not met due to undelivered system functionality that prevents WSP from issuing check refunds during the required time frame.			