



**Orange County Transportation Authority**

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Status Report  
June 2025

As of June 30, 2025

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# OPERATIONS OVERVIEW

Transactions on the 405 Express Lanes (405 EL) for June 2025 totaled 5,889,249, which represents a daily average of 196,308 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 1,452,857 trips, of which 38.4 percent were full-segment trips. Average daily trips amounted to 48,429 vehicles for the month. Gross potential toll revenue for June 2025 was \$3,783,624.

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

## Current MTD as of June 30, 2025

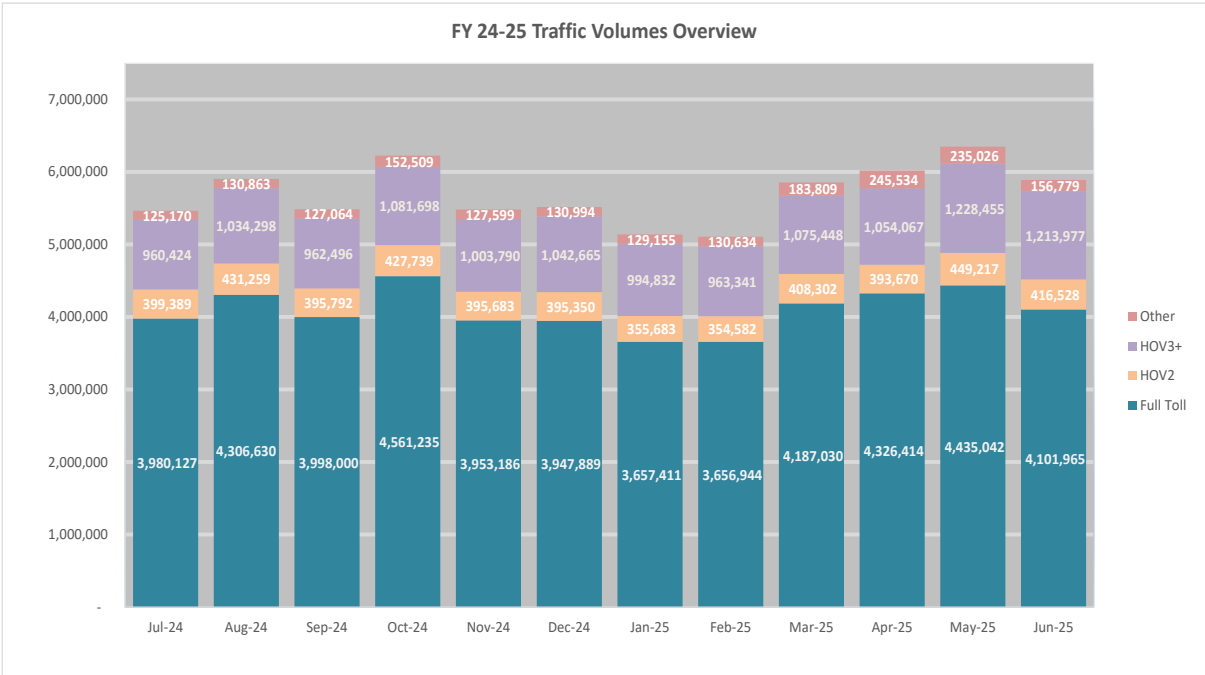
Transactions	June-25 MTD Actual	June-24 MTD Actual	Yr-to-Yr % Variance
Full Toll	4,101,965	3,819,500	7.4%
Two Persons High Occupancy Vehicle (HOV2)	416,528	393,214	5.9%
Three or More Persons High Occupancy Vehicle (HOV3+)	1,213,977	907,446	33.8%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	156,779	121,820	28.7%
Total Transactions	5,889,249	5,241,980	12.3%
<b>Trips</b>			
Full Toll	1,033,157	999,000	3.4%
Two Persons High Occupancy Vehicle (HOV2)	96,752	94,228	2.7%
Three or More Persons High Occupancy Vehicle (HOV3+)	281,553	216,640	30.0%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	41,395	33,731	22.7%
Total Trips	1,452,857	1,343,599	8.1%
<b>Revenue</b>			
Full Toll	\$ 3,509,119	\$ 2,660,636	31.9%
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 274,505	\$ 193,632	41.8%
Total Gross Potential Toll Revenue	\$ 3,783,624	\$ 2,854,268	32.6%

## Fiscal Year (FY) 2024-25 YTD as of June 30, 2025

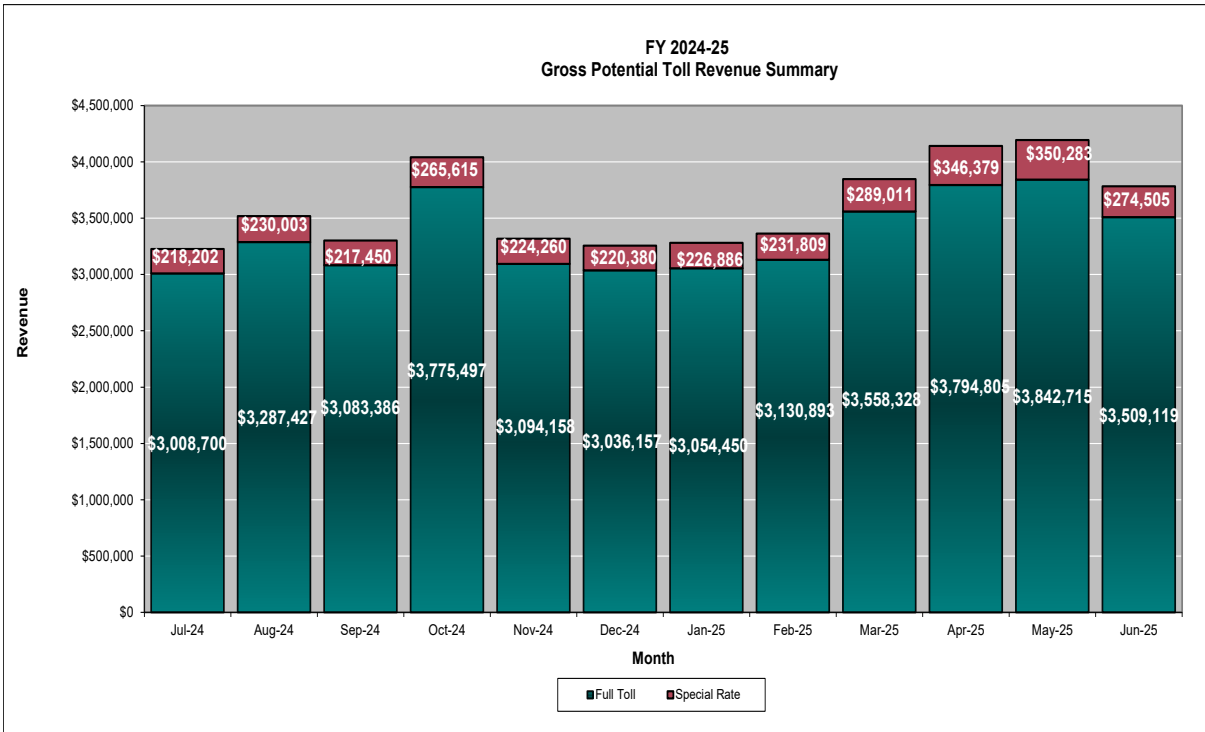
	FY 2024-25 YTD Actual
<b>Transactions</b>	
Full Toll	49,111,873
Two Persons High Occupancy Vehicle (HOV2)	4,823,194
Three or More Persons High Occupancy Vehicle (HOV3+)	12,615,491
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	1,875,136
Total Transactions	68,425,694
<b>Trips</b>	
Full Toll	12,769,501
Two Persons High Occupancy Vehicle (HOV2)	1,131,850
Three or More Persons High Occupancy Vehicle (HOV3+)	2,969,770
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	511,871
Total Trips	17,382,992
<b>Revenue</b>	
Full Toll	\$ 40,175,635
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 3,094,784
Total Gross Potential Toll Revenue	\$ 43,270,419

## 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.



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## OCTA OPERATIONAL HIGHLIGHTS

### On-Road Operations

OCTA Freeway Service Patrol responded to 72 calls during the month of June. Of those calls, 59 were to assist disabled vehicles, six were in response to traffic hazards, and seven 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 continuously 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 June 2025, some of the operational key performance indicators were not met. These include service level/speed of answer, abandon rate, processing of transponder requests, and processing customer refunds. The performance measures were not met due to an unexpected number of customer representative absences, increased 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 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 : <b>6/30/2025</b>		YTD Variance	
	Actual <sup>(1) (5)</sup>	Budget <sup>(1)</sup>	Dollar \$	Percent (%)
<b>Operating revenues:</b>				
Toll Revenue	\$ 40,480,670	\$ 27,874,781	\$ 12,605,889	45.2
Fee Revenue	\$ 9,844,868	\$ 490,581	\$ 9,354,287	1,906.8
<b>Total operating revenues</b>	<b>\$ 50,325,538</b>	<b>\$ 28,365,362</b>	<b>\$ 21,960,176</b>	<b>77.4</b>
<b>Operating expenses:</b>				
Contracted Services	\$ 6,698,662	\$ 13,743,410	\$ 7,044,748	51.3
Administrative Fee	\$ 3,466,104	\$ 4,151,776	\$ 685,672	16.5
Other Professional Services	\$ 4,411,274	\$ 3,159,400	\$ (1,251,874)	(39.6)
Credit Card Processing Fees	\$ 1,195,120	\$ 1,575,000	\$ 379,880	24.1
Toll Road Account Servicing	\$ -	\$ 462,000	\$ 462,000	100.0
Other Insurance Expense	\$ 48,196	\$ 385,000	\$ 336,804	87.5
Toll Road Maintenance Supply Repairs	\$ 69,836	\$ 950,000	\$ 880,164	92.6
Patrol Services	\$ 1,338,526	\$ 1,200,000	\$ (138,526)	(11.5)
Building Equipment Repairs and Maint	\$ 2,951,358	\$ 2,670,545	\$ (280,813)	(10.5)
6C Transponders	\$ 6,700	\$ -	\$ (6,700)	N/A
Other Services	\$ 7,500	\$ 157,500	\$ 150,000	95.2
Utilities	\$ 85,120	\$ 212,350	\$ 127,230	59.9
Office Expense	\$ 968,405	\$ 970,000	\$ 1,595	0.2
Bad Debt Expense	\$ 0	\$ -	\$ (0)	N/A
Miscellaneous <sup>(2)</sup>	\$ 21,019	\$ 52,000	\$ 30,981	59.6
Leases	\$ 514,479	\$ 560,000	\$ 45,521	8.1
<b>Total operating expenses</b>	<b>\$ 21,782,300</b>	<b>\$ 30,248,981</b>	<b>\$ 8,466,681</b>	<b>28.0</b>
Depreciation and Amortization <sup>(3)</sup>	\$ 13,877,928	\$ -	\$ (13,877,928)	N/A
<b>Operating income (loss)</b>	<b>\$ 14,665,310</b>	<b>\$ (1,883,619)</b>	<b>\$ 16,548,929</b>	<b>(878.6)</b>
<b>Nonoperating revenues (expenses):</b>				
Reimbursement from Other Agencies	\$ -	\$ -	\$ -	N/A
Interest Income	\$ 3,458,441	\$ -	\$ 3,458,441	N/A
Interest Expense	\$ (5,684,770)	\$ (12,354,898)	\$ 6,670,128	54.0
Other	\$ 9,085	\$ -	\$ 9,085	N/A
<b>Total nonoperating revenues (expenses)</b>	<b>\$ (2,217,245)</b>	<b>\$ (12,354,898)</b>	<b>\$ 10,137,653</b>	<b>82.1</b>
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out <sup>(4)</sup>	\$ (54,824)	\$ (12,373,292)	\$ 12,318,468	99.6
<b>Net income (loss)</b>	<b>\$ 12,393,242</b>	<b>\$ (26,611,809)</b>	<b>\$ 39,005,051</b>	<b>(146.6)</b>

<sup>1</sup>Actual 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.

<sup>2</sup>Miscellaneous expenses include: Bank Service Charge, Travel, Mileage, Business Expenses

<sup>3</sup>Depreciation and amortization are not budgeted items.

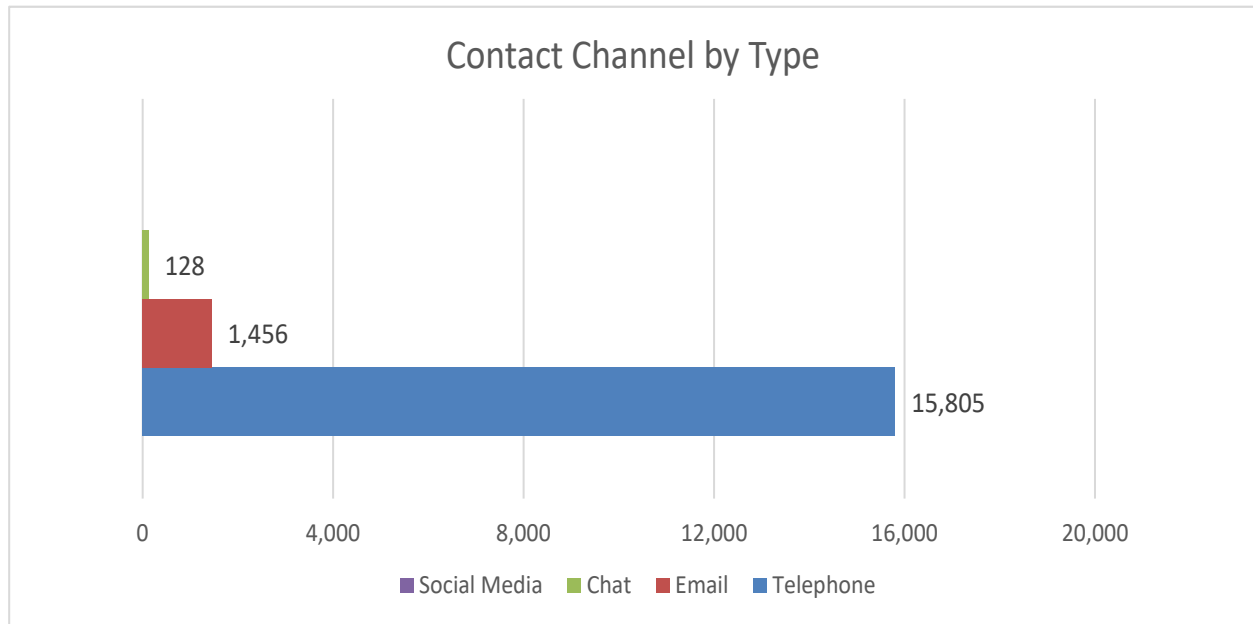
<sup>4</sup>Transfers Out budgeted for capital assets purchase.

<sup>5</sup>Actuals are preliminary pre-closing amounts for FY 24-25. Final numbers will be shown in the audited financial statements.

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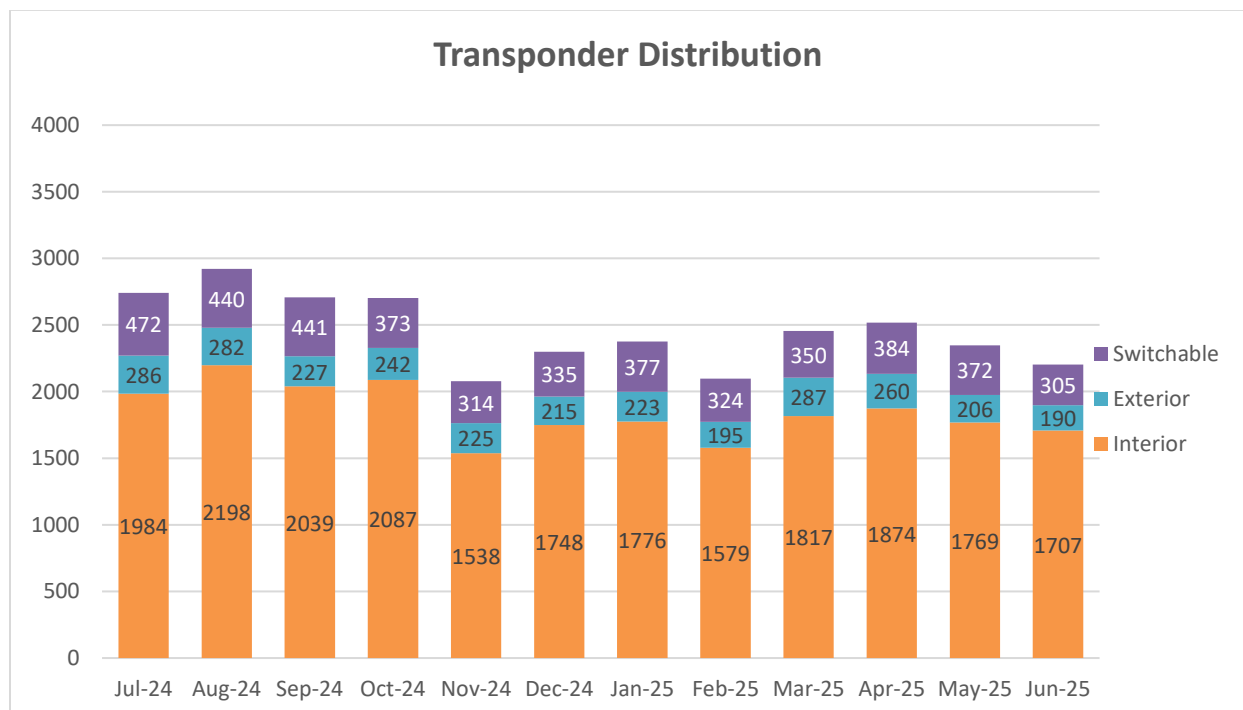
## CUSTOMER SERVICE CENTER ACTIVITIES

For the month of June, the customer service center received 17,389 contacts by various channels. The chart below depicts the number of contacts received by channel type.



## 405 EXPRESS LANES TRANSPONDER DISTRIBUTION

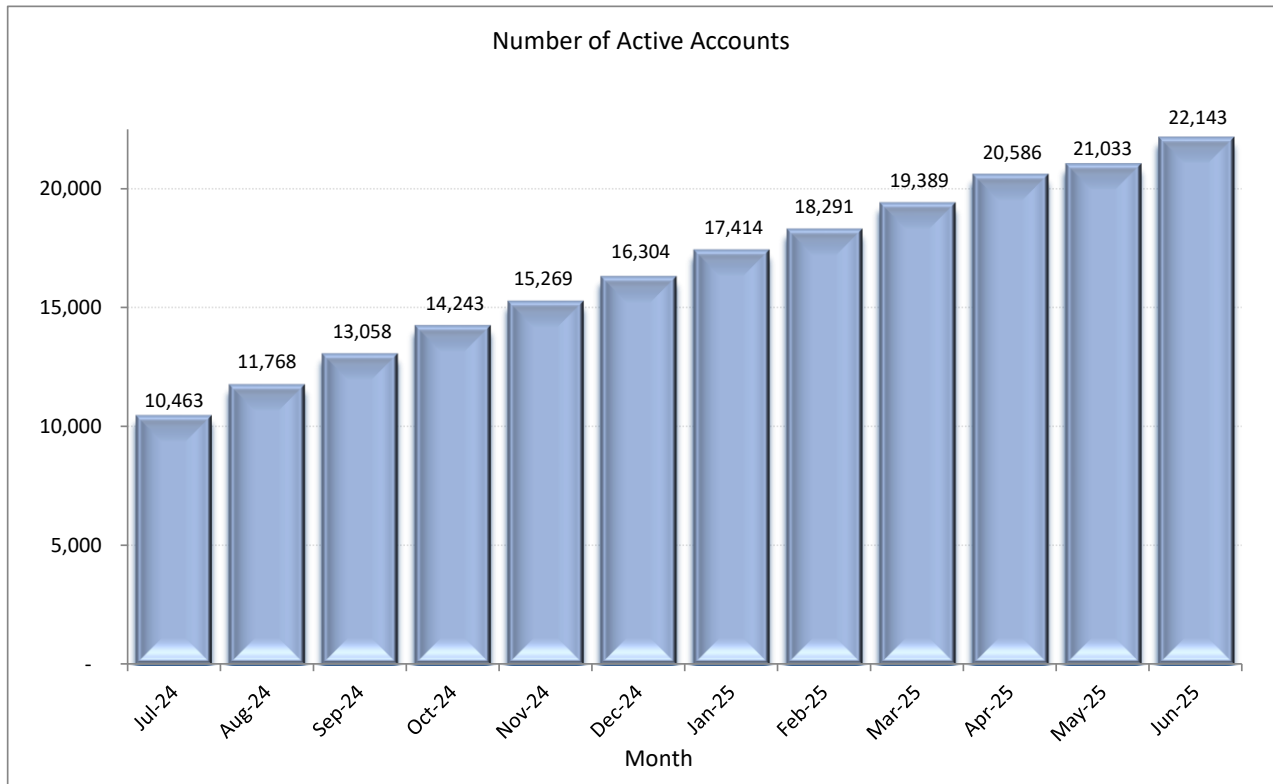
The chart below reflects the number and types of transponders issued by the 405 EL by month. As of June 30, 2025, the 405 EL had issued 45,712 transponders.



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## NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of June 30, 2025, the 405 EL had 22,143 active customer accounts.





## KEY PERFORMANCE STATISTICS

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

REPORTING REQUIREMENT	PERFORMANCE STANDARD	JUNE 2025 PERFORMANCE	
<b>Customer Service</b>			
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	20 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 4.69	
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	
<b>Mail Performance</b>			
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	15 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	
<b>Accounting</b>			
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 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 four days due to increased call volume and unexpected increased in customer service representatives absenteeism.

\*\* The performance measure was not met due to an increase in call volume and unplanned absenteeism, which led to an increase in hold times and abandoned calls.

\*\*\* 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 undelivered system functionality that prevents WSP from issuing check refunds during the required time frame.