



Orange County Transportation Authority



Status Report

March 2026

As of March 31, 2026

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OPERATIONS OVERVIEW

Transactions on the 405 Express Lanes (405 EL) for March 2026 totaled 6,690,386, representing a daily average of 215,819 transactions. Traffic in the northbound direction accounted for 53.5 percent of the transactions, and the southbound direction accounted for 46.5 percent. The total transactions corresponded to 1,657,233 trips, of which 37.8 percent were full-segment trips. Average daily trips for the month totaled 53,459 vehicles. Gross potential toll revenue for March 2026 was \$4,805,416.

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 March 2026, as well as fiscal YTD totals for the period from July 2025 through March 2026.

Current MTD as of March 31, 2026

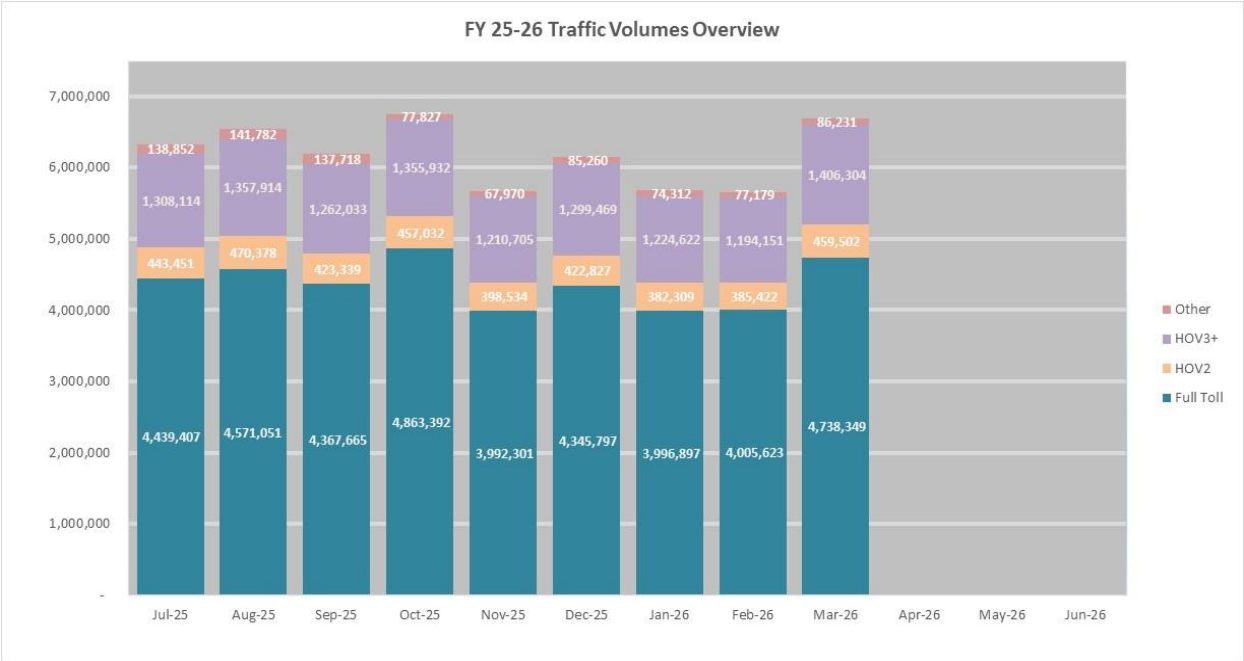
	Mar 26 MTD Actual	Mar 25 MTD Actual	Yr-to-Yr % Variance
Transactions			
Full Toll	4,738,349	4,187,030	13.2%
Two Persons High Occupancy Vehicle (HOV2)	459,502	408,302	12.5%
Three or More Persons High Occupancy Vehicle (HOV3+)	1,406,304	1,075,448	30.8%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	86,231	183,809	-53.1%
Total Transactions	6,690,386	5,854,589	14.3%
Trips			
Full Toll	1,198,061	1,121,394	6.8%
Two Persons High Occupancy Vehicle (HOV2)	107,986	97,362	10.9%
Three or More Persons High Occupancy Vehicle (HOV3+)	327,570	258,249	26.8%
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	23,616	52,347	-54.9%
Total Trips	1,657,233	1,529,352	8.4%
Revenue			
Full Toll	\$ 4,541,752	\$ 3,558,328	27.6%
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 263,663	\$ 289,011	-8.8%
Total Gross Potential Toll Revenue	\$ 4,805,416	\$ 3,847,339	24.9%

Fiscal Year (FY) 2025-26 YTD as of March 31, 2026

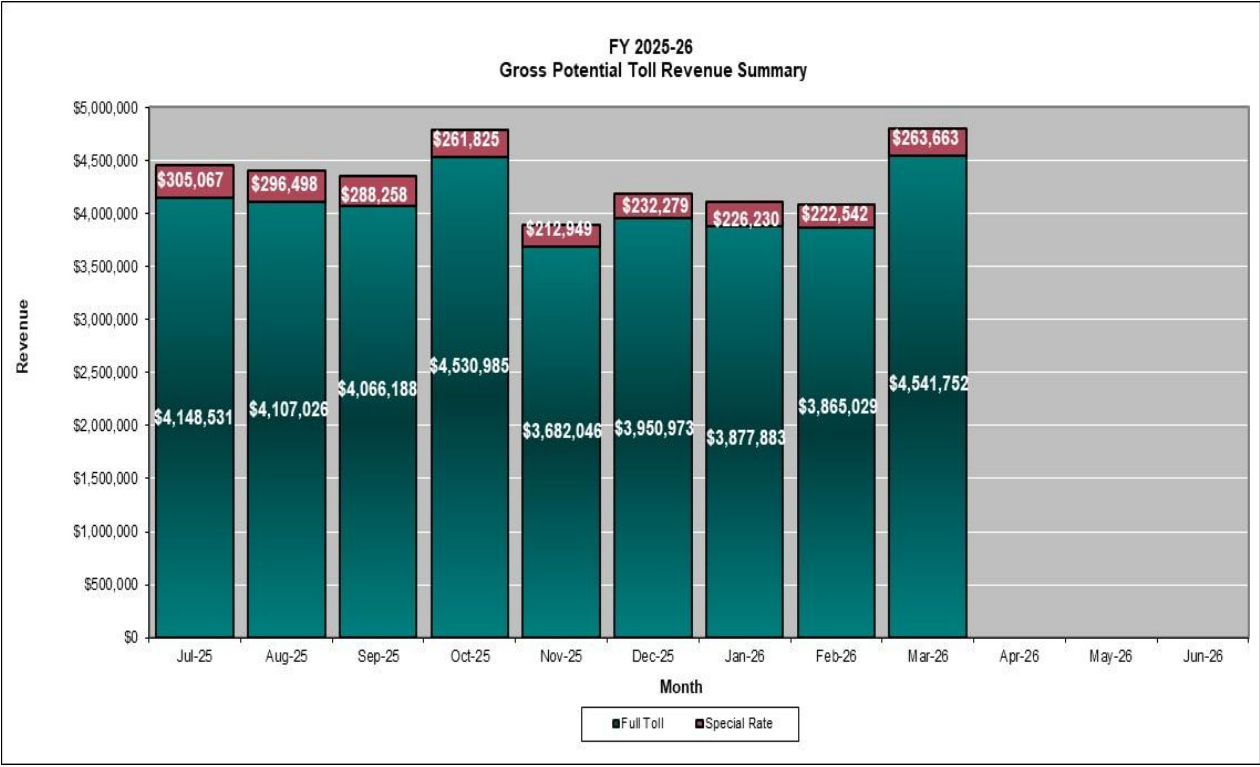
	FY 2025-26 YTD Actual
Transactions	
Full Toll	39,320,482
Two Persons High Occupancy Vehicle (HOV2)	3,842,794
Three or More Persons High Occupancy Vehicle (HOV3+)	11,619,244
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	887,131
Total Transactions	55,669,651
Trips	
Full Toll	10,052,662
Two Persons High Occupancy Vehicle (HOV2)	904,012
Three or More Persons High Occupancy Vehicle (HOV3+)	2,721,683
Other (Clean Air Vehicles, Motorcycles, Designated/Disabled Plates)	246,931
Total Trips	13,925,288
Revenue	
Full Toll	\$ 36,770,414
Special Rate (Clean Air Vehicles and Peak HOV2)	\$ 2,309,312
Total Gross Potential Toll Revenue	\$ 39,079,726

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 56 calls during the month of March. Of those, 42 were to assist disabled vehicles, 11 addressed traffic hazards, and three 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 (CSC) 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 CSC 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 certain functionalities has resulted in WSP/ETC being unable to meet specific key performance indicators (KPIs). 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 is adjusted by the corresponding penalty percentage.

During the month of March 2026, some of the operational KPIs were not met. These included timeliness of case resolution, payment processing, and processing of customer refunds. The performance indicators were not met due to higher-than-forecasted case volumes, process workflow adjustments, and other system-related issues.

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.

FINANCIAL HIGHLIGHTS

405 Express Lanes Operating Statement

Description	YTD as of : 3/31/2026		YTD Variance	
	Actual ⁽¹⁾	Budget ⁽¹⁾	Dollar \$	Percent (%)
Operating revenues:				
Toll Revenue	\$ 36,824,075	\$ 32,318,616	\$ 4,505,459	13.9
Fee Revenue	\$ 6,994,067	\$ 4,099,749	\$ 2,894,318	70.6
Total operating revenues	\$ 43,818,141	\$ 36,418,364	\$ 7,399,777	20.3
Operating expenses:				
Contracted Services	\$ 5,273,900	\$ 11,386,495	\$ 6,112,595	53.7
Administrative Fee	\$ 2,406,663	\$ 2,822,790	\$ 416,127	14.7
Other Professional Services	\$ 4,434,265	\$ 2,267,015	\$ (2,167,250)	(95.6)
Credit Card Processing Fees	\$ 742,502	\$ 1,124,550	\$ 382,048	34.0
Toll Road Account Servicing	\$ -	\$ 374,850	\$ 374,850	100.0
Other Insurance Expense	\$ 132,586	\$ 316,727	\$ 184,141	58.1
Toll Road Maintenance Supply Repairs	\$ 507,686	\$ 684,760	\$ 177,074	25.9
Patrol Services	\$ 724,435	\$ 1,025,820	\$ 301,385	29.4
Building Equipment Repairs and Maint	\$ 2,137,580	\$ 2,040,650	\$ (96,930)	(4.7)
6C Transponders	\$ -	\$ 18,750	\$ 18,750	100.0
Other Services	\$ 1,250	\$ 493,303	\$ 492,053	99.7
Utilities	\$ 87,986	\$ 145,115	\$ 57,129	39.4
Office Expense	\$ 723,272	\$ 877,176	\$ 153,904	17.5
Bad Debt Expense	\$ -	\$ -	\$ -	N/A
Miscellaneous ⁽²⁾	\$ 24,440	\$ 55,199	\$ 30,759	55.7
Leases	\$ 488,143	\$ 496,301	\$ 8,158	1.6
Total operating expenses	\$ 17,684,710	\$ 24,129,501	\$ 6,444,792	26.7
Depreciation and Amortization ⁽³⁾	\$ 11,611,581	\$ -	\$ (11,611,581)	N/A
Operating income (loss)	\$ 14,521,851	\$ 12,288,863	\$ 2,232,988	18.2
Nonoperating revenues (expenses):				
Reimbursement from Other Agencies	\$ 43,114	\$ -	\$ 43,114	N/A
Interest Income	\$ 1,319,207	\$ 3,699,272	\$ (2,380,065)	(64.3)
Interest Expense	\$ (5,266,115)	\$ -	\$ (5,266,115)	N/A
Other	\$ -	\$ -	\$ -	N/A
Total nonoperating revenues (expenses)	\$ (3,903,794)	\$ 3,699,272	\$ (7,603,066)	205.5
Transfers In	\$ -	\$ -	\$ -	N/A
Transfers Out ⁽⁴⁾	\$ 0	\$ (11,031,350)	\$ 11,031,350	100.0
Net income (loss)	\$ 10,618,057	\$ 4,956,786	\$ 5,661,271	114.2

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.

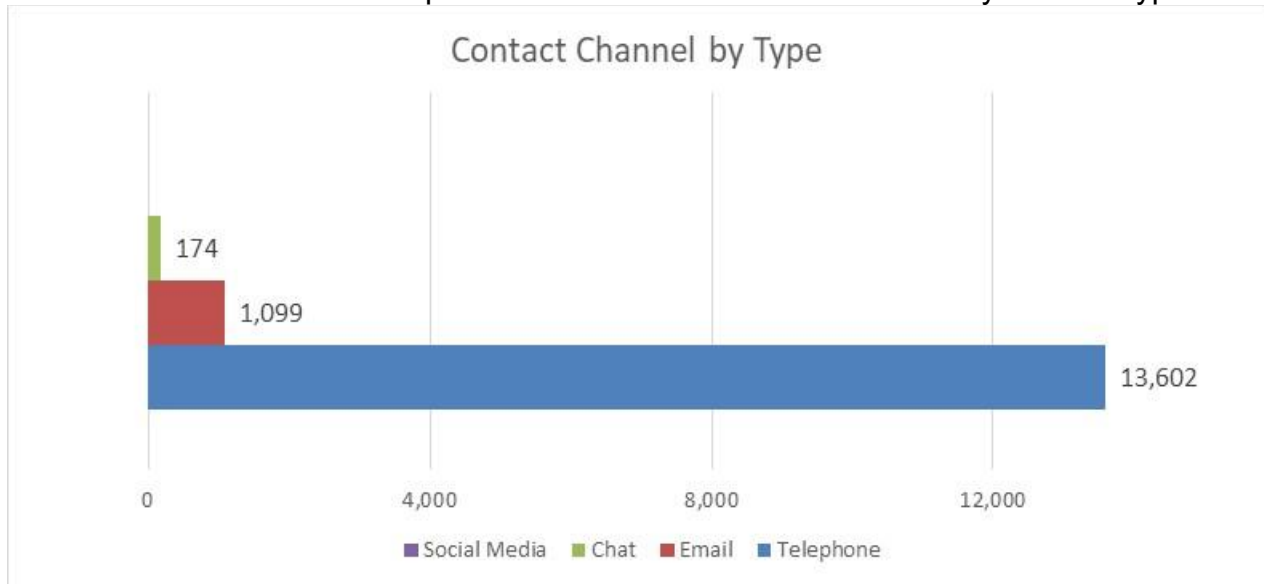
²Miscellaneous expenses include: Bank Service Charge, Travel, Mileage, Business Expenses

³Depreciation and amortization are not budgeted items.

⁴Transfers Out budgeted for capital assets purchase.

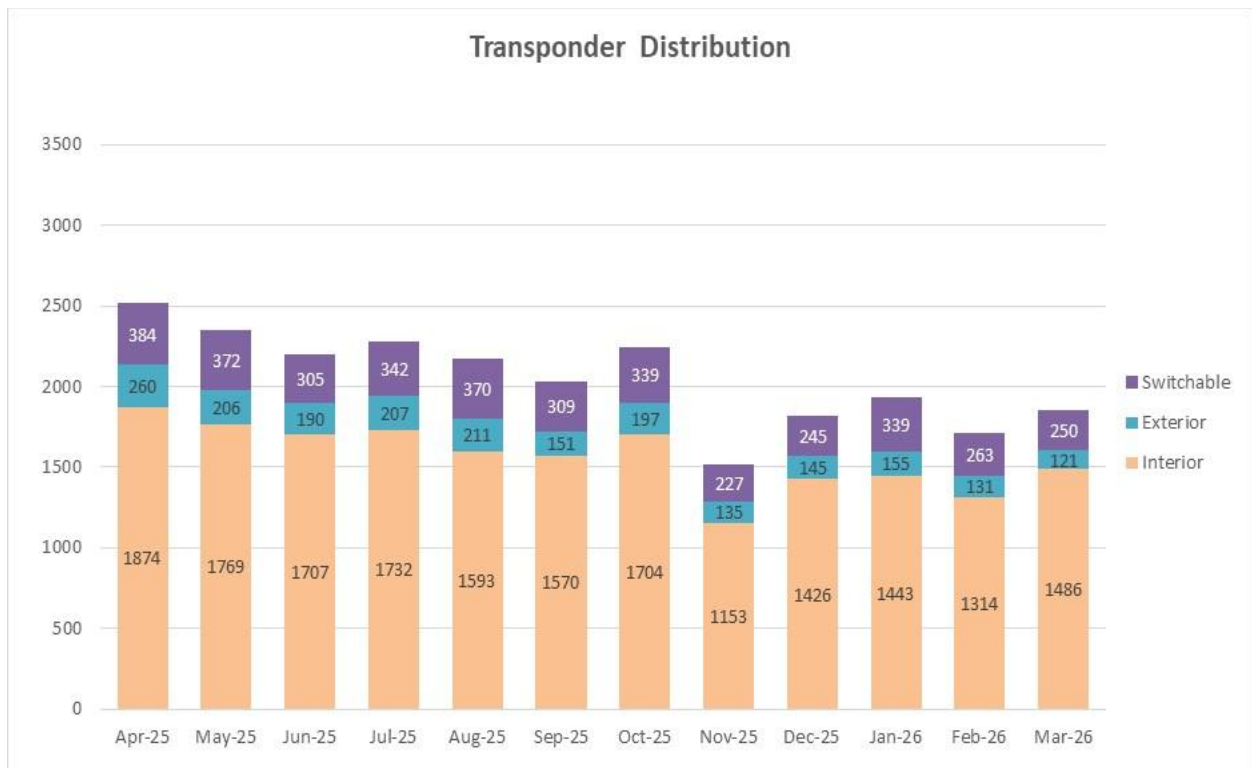
CUSTOMER SERVICE CENTER ACTIVITIES

For the month of March, the customer service center received 14,875 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, 2026, the 405 EL had issued 63,270 transponders.



NUMBER OF ACTIVE ACCOUNTS BY MONTH

As of March 31, 2026, the 405 EL had 28,431 active customer accounts.



KEY PERFORMANCE STATISTICS

The table below reflects the key performance statistics for the month of March 2026.

REPORTING REQUIREMENT	PERFORMANCE STANDARD	March 2026 PERFORMANCE
Customer Service		
Service Level /Speed of Answer	Per business day, in which 80% of calls are answered within 60 seconds	22 of 22 days met
Abandon Rate Percentage	Per business day, in which less than 4% of calls are abandoned	22 of 22 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 4.74
First Contact Resolution	Per business day, in which 85% of customer calls are resolved on the first contact	22 of 22 days met
Timeliness of Case Resolution	Per business day, in which 90% of cases are resolved within one (1) business day	21 of 22 days met
	Per business day, in which 98% of cases are resolved within five (5) business days	22 of 22 days met
Mail Performance		
Processing of Transponder Requests	Per business day, in which 100% of transponder requests are processed within two (2) business days	22 of 22 days met
Payment Processing	Per business day, in which 100% of payments are processed within two (2) business days	17 of 22 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	3 of 22 days met
<p>* The performance measure was not met due to a high volume of cases received late in the day, resulting in spillover to the next business day and impacting same-day resolution targets.</p> <p>** The performance measure was not met due to system-related constraints requiring manual intervention, which increased processing time and delayed completion within the required two-business-day timeframe.</p> <p>***The performance measure was not met due to temporary processing delays associated with system enhancements, process workflow adjustments, and staff cross-training initiatives.</p> <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>		