



91 Express Lanes

Back-Office System and Customer Service Center Options

Background

- OCTA acquired and took over operations and maintenance of the 91 Express Lanes in January 2003
- RCTC extended the 91 Express Lanes into Riverside County and commenced joint operations with OCTA in March 2017
- OCTA Board selected Cofiroute USA in November 2019 to provide joint BOS/CSC services for an initial seven-year term, with up to two, three-year options
- Cofiroute deployed a new BOS/CSC system in March 2022
- Initial term of the BOS/CSC services agreement expires in January 2027

OCTA – Orange County Transportation Authority

RCTC – Riverside County Transportation Commission

Board – Board of Directors

BOS/CSC – Back-Office System and Customer Service Center

BOS/CSC Services Include

- BOS software
- Hardware and software maintenance
- CSC staffing and activities
- Violations processing and collections
- Customer account management
- Payments and other mail processing
- Revenue collections and transaction processing
- Traffic operations and incident management
- Emergency services coordination
- Transponder inventory management
- Telephone system

Status of the Current Agreement

- Completed Operational Acceptance Testing in June 2025
- Still need to complete implementation of deferred items and Final Acceptance anticipated June 2026
- History of technical issues in the BOS and CSC resulting in liquidated damages
- Consistently missed key performance indicators in the CSC

Available Options

- Option 1 – Continue with the current agreement with CUSA and extend options 1 and 2 of the agreement, extending the end date to January 2033
 - Maintains current agreement and firm
 - Staff will return to the Board to execute each option term
- Option 2 – Enter into a three-party agreement with RCTC and Kapsch
 - Combine services with the 15 Express Lanes
 - Staff will resolve differences in business rules and update the scope of work
 - Staff will return to the Board with a recommendation and proposed agreement for approval
- Option 3 – Issue a request for proposals for the development of new software
 - Staff will update business rules and scope of work and return to the Board to issue RFP
 - Staff will return to the Board to execute the first option term with CUSA

Options - Pros and Cons

	Continue Contract with CUSA	Sole Source / Kapsch	Issue A New RFP
PROS	<ul style="list-style-type: none"> No disruption to service Known cost Low risk Lower staff and consultant involvement 	<ul style="list-style-type: none"> Potential for a long-term contract to 2041 (RCTC's existing 15 Express Lanes contract) Potential cost savings Seamless customer service with 15 Express Lanes Combined operational staffing with 15 Express Lanes RCTC satisfied with current 15 Express Lanes performance 	<ul style="list-style-type: none"> Competitive bid Potential for improved services
CONS	<ul style="list-style-type: none"> Unsatisfactory performance Potential higher cost than sole source Re-procurement required in 2027 or 2030 Duplicative services with 15 Express Lanes 	<ul style="list-style-type: none"> Sole source Data migration risk Need to resolve business rule differences with 15 Express Lanes 	<ul style="list-style-type: none"> Disruptive to customer service Data migration risk Tremendous staff effort during a lengthy procurement and implementation process Cost is unknown Inherent risks with new provider and potential delays Potential vendors have been limited during recent similar procurements

High-Level Cost Comparison

	Continue Contract with Cofiroute	Sole Source/ Kapsch	Issue A New RFP
Implementation	\$ -	\$ 8,080,000	\$ 18,303,000
Consultant for RFP Development	\$ -	\$ -	\$ 1,000,000
Design & Testing	\$ -	\$ 1,000,000	\$ 1,500,000
Implementation Costs - TOTAL	\$ -	\$ 9,080,000	\$ 20,803,000
	\$ -	\$ -	\$ -
O&M Year 1: 2/27 - 1/38	\$ 13,881,000	\$ 9,685,000	\$ 16,516,000
O&M Year 2: 2/28 - 1/29	\$ 14,344,000	\$ 9,976,000	\$ 17,738,000
O&M Year 3: 2/29 - 1/30	\$ 15,010,000	\$ 10,275,000	\$ 18,424,000
O&M Year 4: 2/30 - 1/31	\$ 15,568,000	\$ 10,583,000	\$ 19,133,000
O&M Year 5: 2/31 - 1/32	\$ 16,125,000	\$ 10,901,000	\$ 19,709,000
O&M Year 6: 2/32 - 1/33	\$ 16,899,000	\$ 11,228,000	\$ 20,504,000
2027-2033 O&M	\$ 91,824,000	\$ 62,644,000	\$ 112,022,000
	\$ -	\$ -	\$ -
2027-2033 Total Costs	\$ 91,824,000	\$ 71,723,000	\$ 132,825,000

Next Steps

- Receive input from the Finance and Administration Committee on which option is recommended
- Return to the Finance and Administration Committee and the Board with the appropriate agreement for approval