

ACCESS Service Update

ACCESS Service Overview

- MV Transportation, Inc. (MV)
 - Primary service provider
 - Yellow Cab of Greater Orange County
 - Supplemental ACCESS service provider
- 5,000 trips per day
 - 25 percent provided by Supplemental ACCESS Service
- Vehicle Fleet
 - Dedicated Fleet - 248 Orange County Transportation Authority-provided vehicles
 - Supplemental Fleet - 300 vehicles; 70 vehicles dedicated to ACCESS

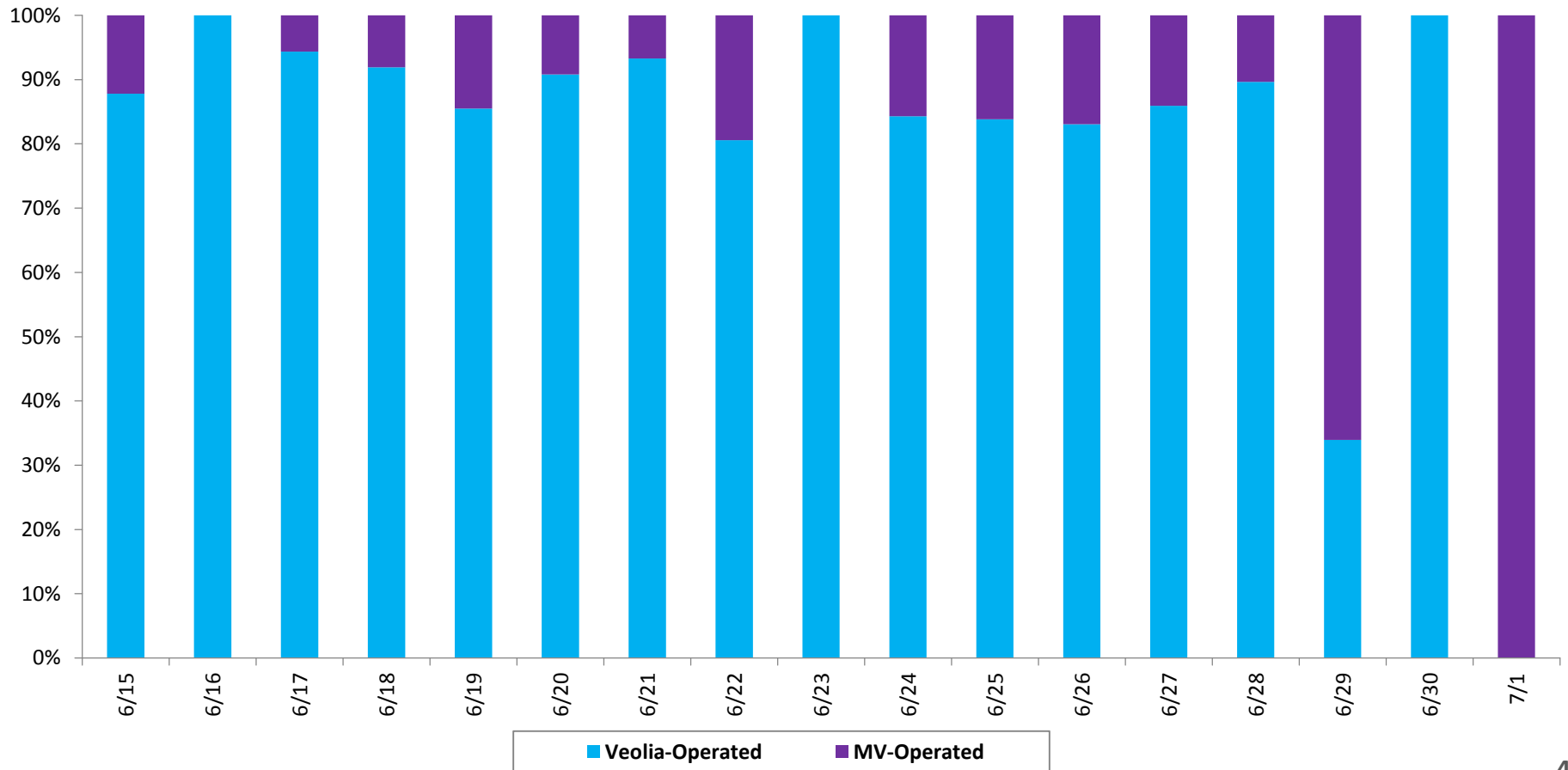
MV Work Plan

- Ensure smooth transition of service
- Retain staff employed by Veolia Transportation (Veolia)
- Improve service quality
- Introduce new technologies
- Operate within proposed cost structure

Service Transition Approach: "Soft-Start"

Paratransit Service Distribution

From June 15 to July 1, 2013

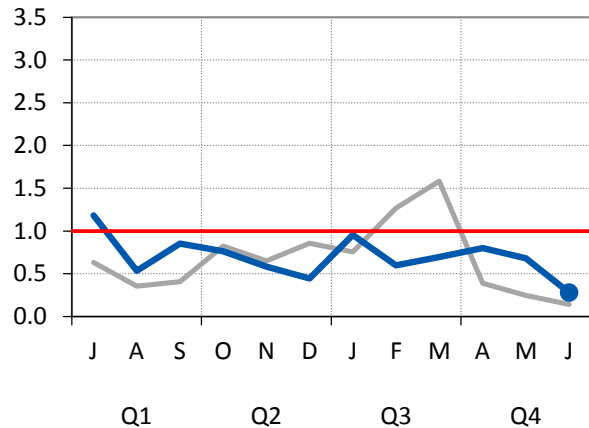


Overview of Year 1 Accomplishments

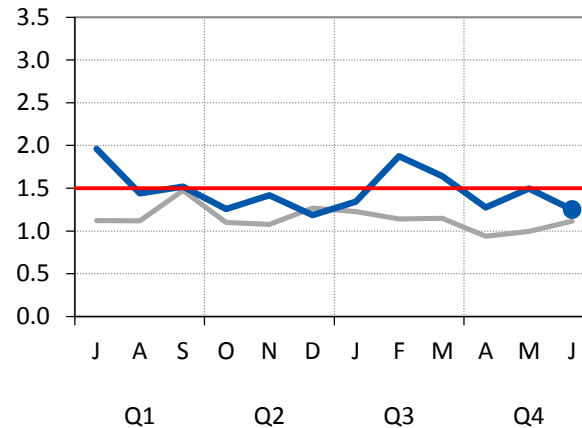
- Staffing
 - Approximately 98 percent of Veolia staff recruited by MV
- Service Quality
 - Meeting and/or exceeding standards in areas of safety, courtesy, and reliability
- Technology Enhancements
 - Trapeze-enabled mobile data terminals in taxi vehicles
 - Timepoint provided to centers
 - Service quality status screens throughout facility
- Cost Containment
 - Service provided within approved cost structure

Measuring Service Quality

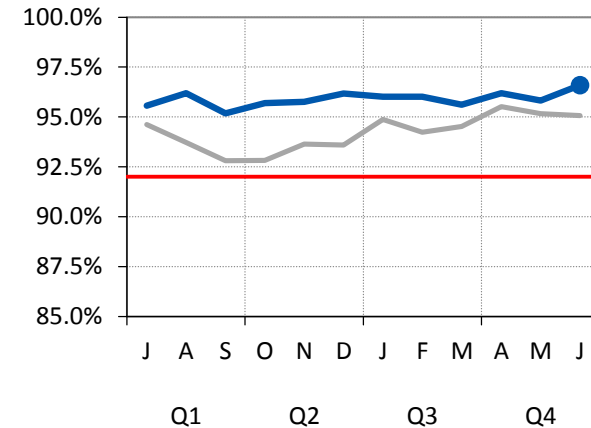
Safety: Preventable Vehicle Accidents per 100,000 miles



Courtesy: Valid Complaints per 1,000 Boardings

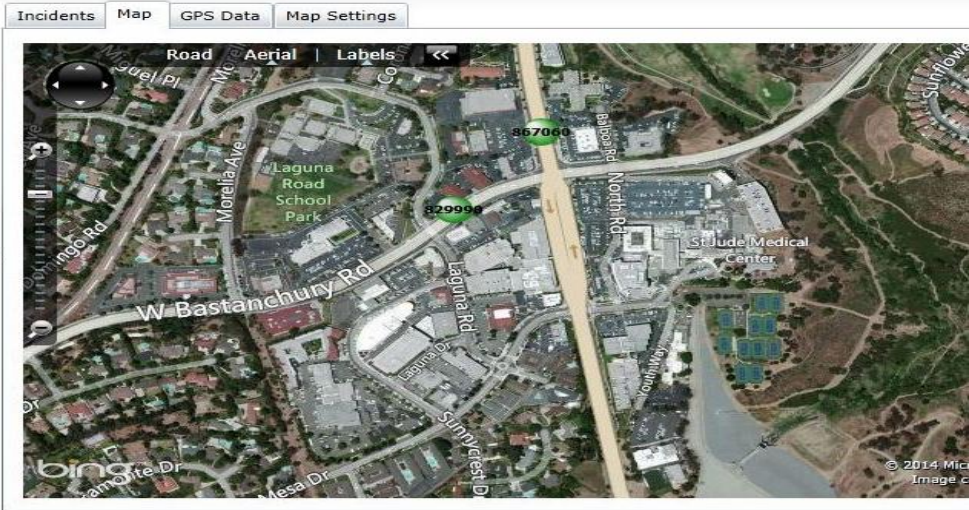
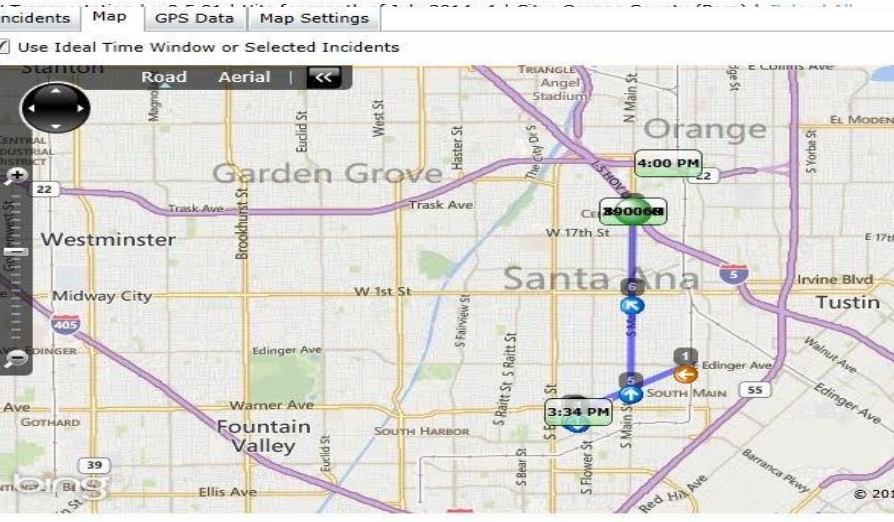
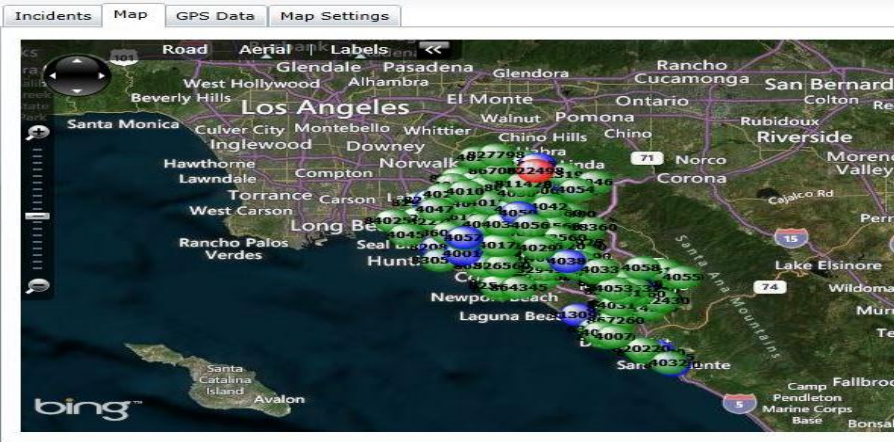


Reliability: On-time Performance

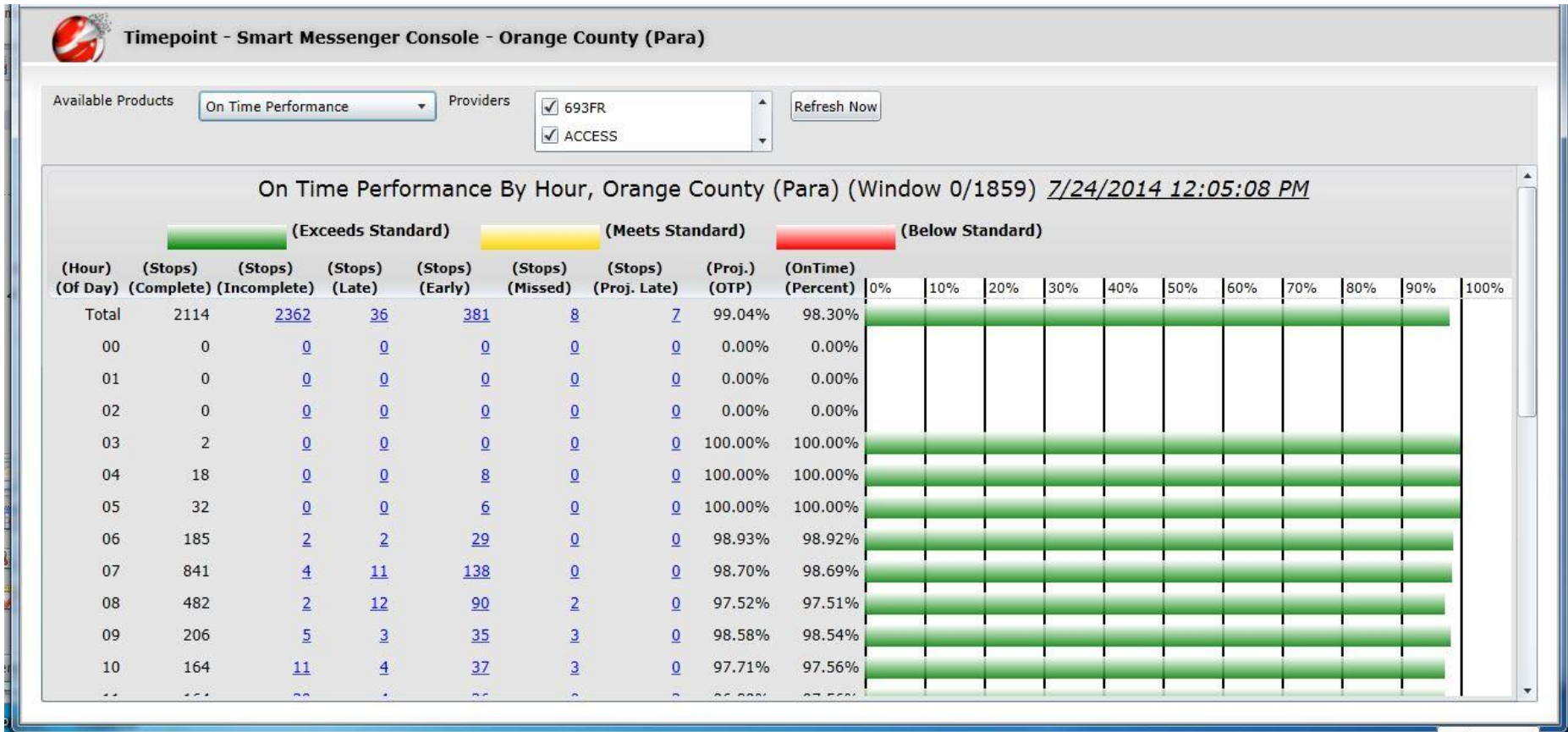


- Fiscal Year 2013-14
- Fiscal Year 2012-13
- Standard

Technology Enhancements



Technology Enhancements



Next Steps

- Continue to monitor service quality
- Install Timepoint at additional locations
- Implement new Trapeze software modules
- ACCESS service included in Quarterly Performance Measurement Report