

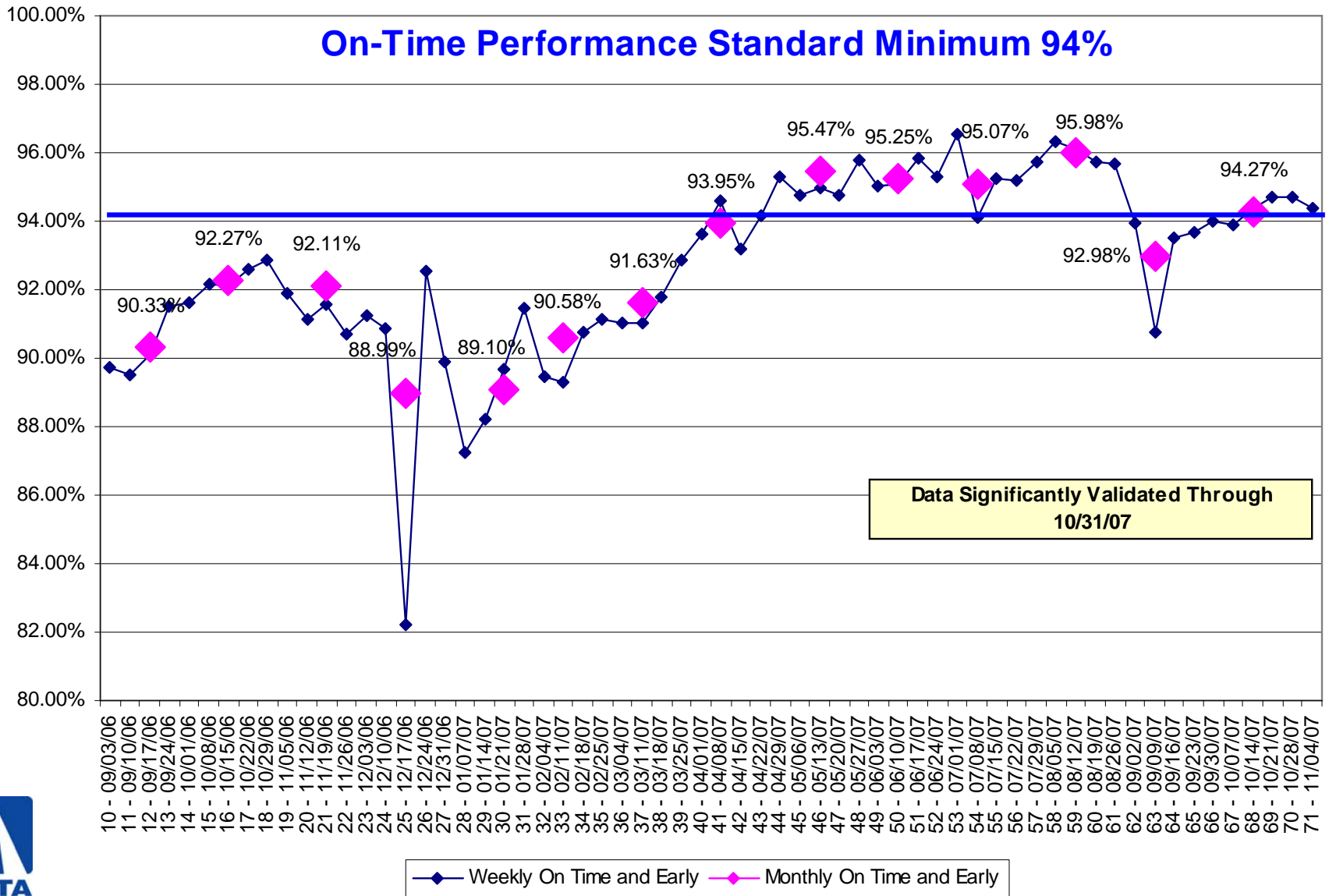


ACCESS Performance Measurement Update

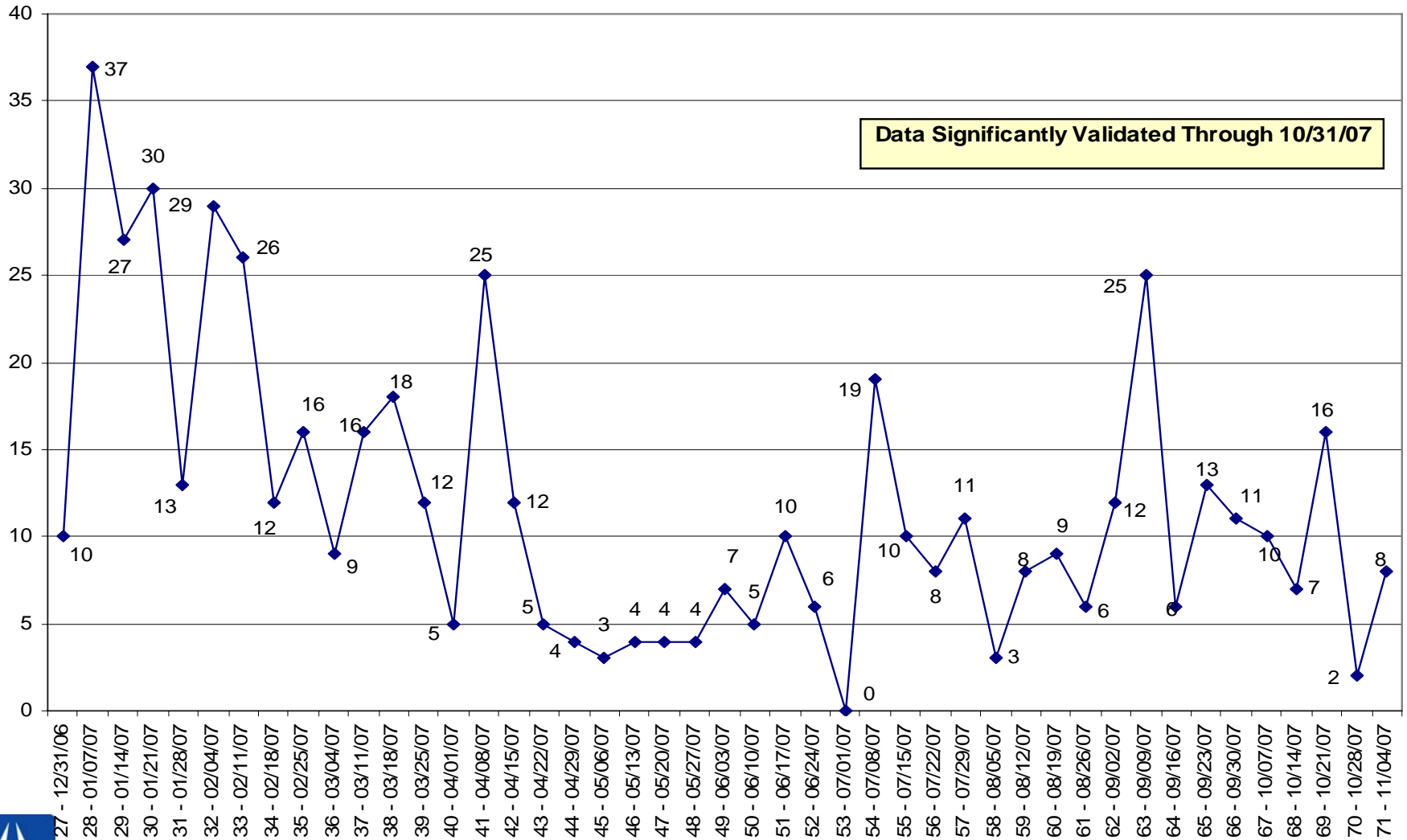


Board of Directors
November 26, 2007

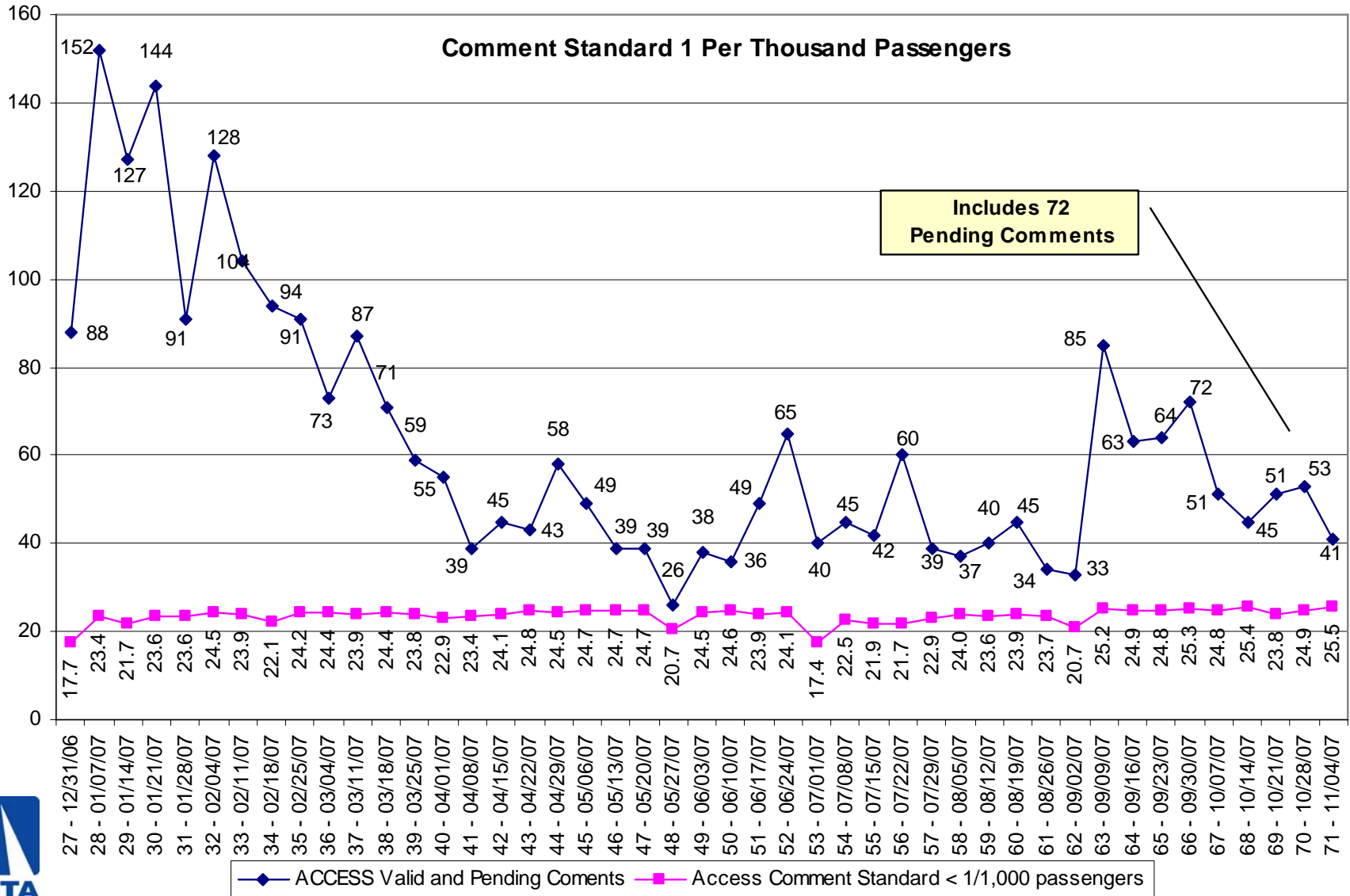
On-Time Performance



Service Delivery Failure



Weekly Customer Comments



Top Five Complaints

