

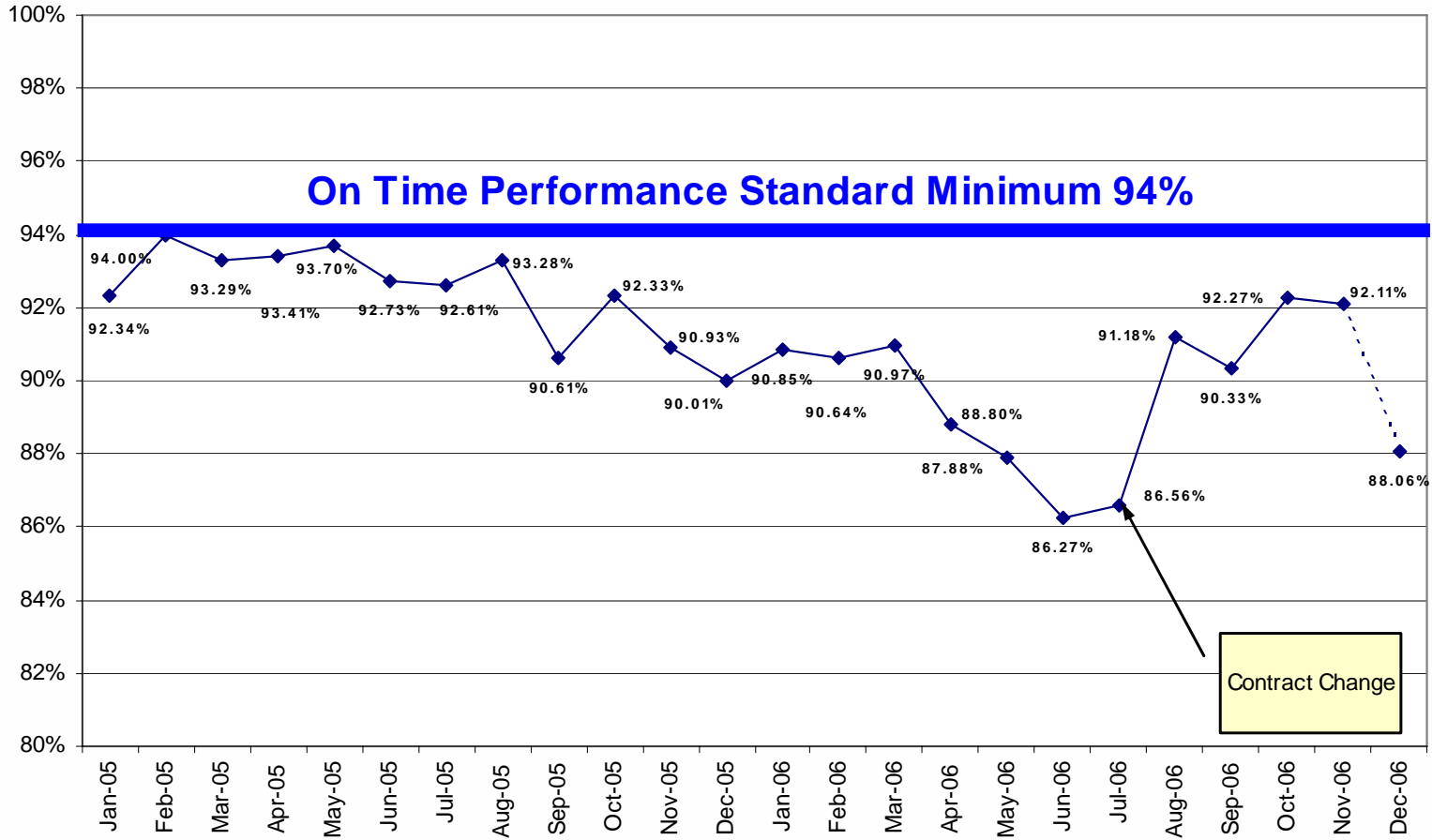
ACCESS Service Update

Board of Directors Meeting

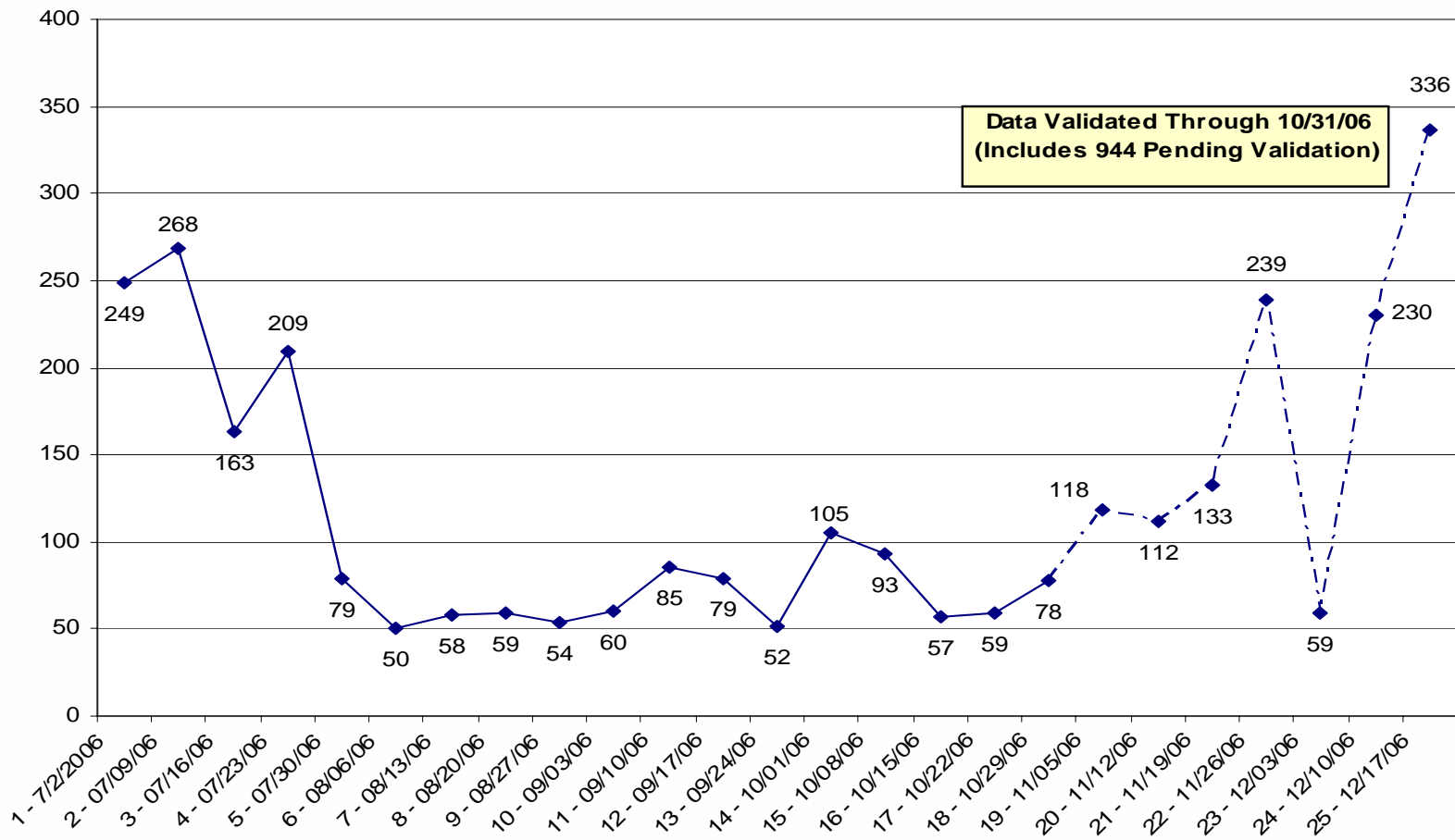
January 8, 2007



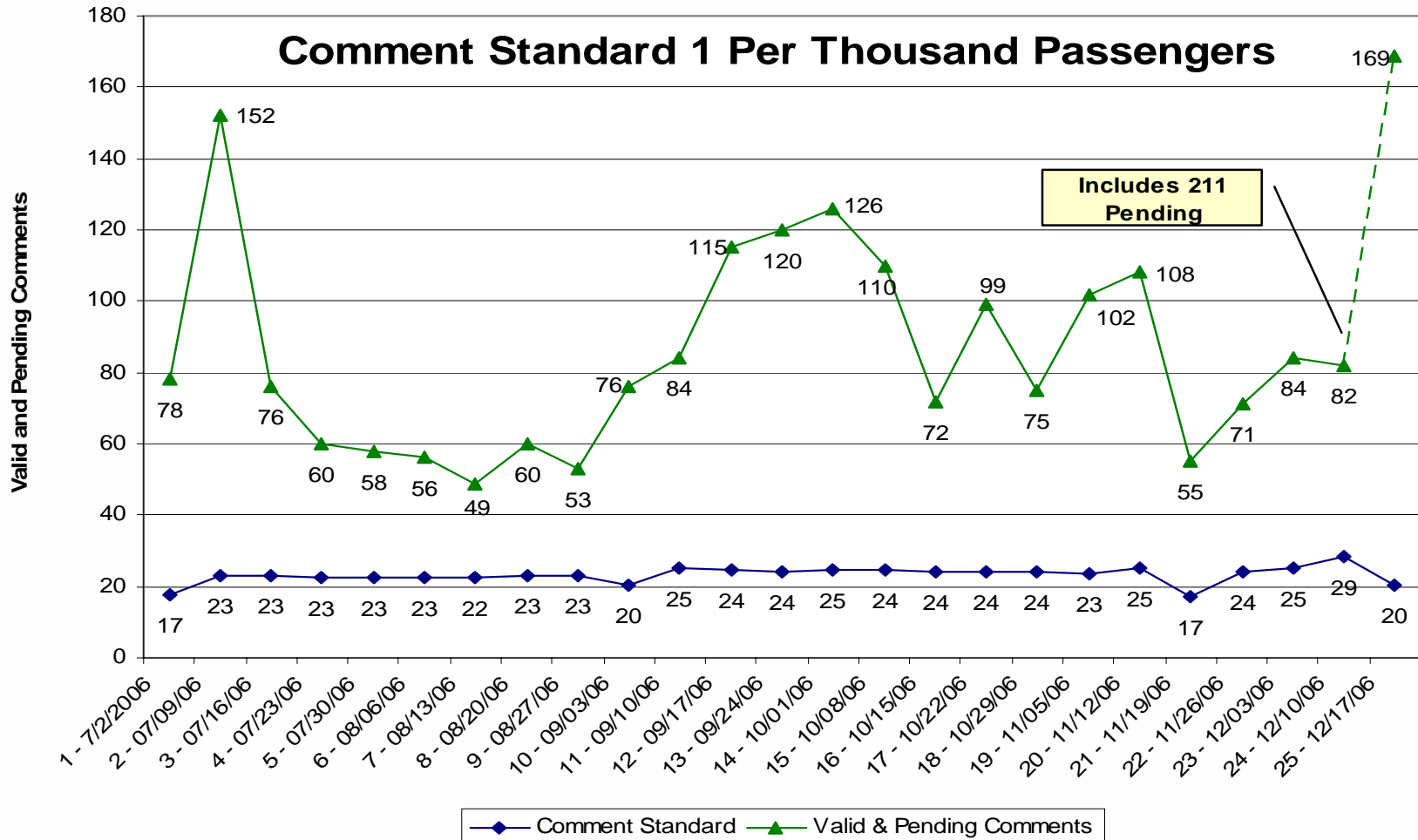
ACCESS Monthly On-Time Performance



ACCESS Service Delivery Failures



ACCESS Weekly Customer Comments vs. Contract Standard



Current Initiatives

- **Working with Trapeze on Mobile Data Terminal (MDT) reliability**
- **Service contingency planning**
- **Authority review of dispatch function**

Next Steps

- **Continue to monitor progress against contract performance standards**
- **Actively address customer service issues**
- **Continue to provide updates to Transit Planning and Operations Committee and Board of Directors**