

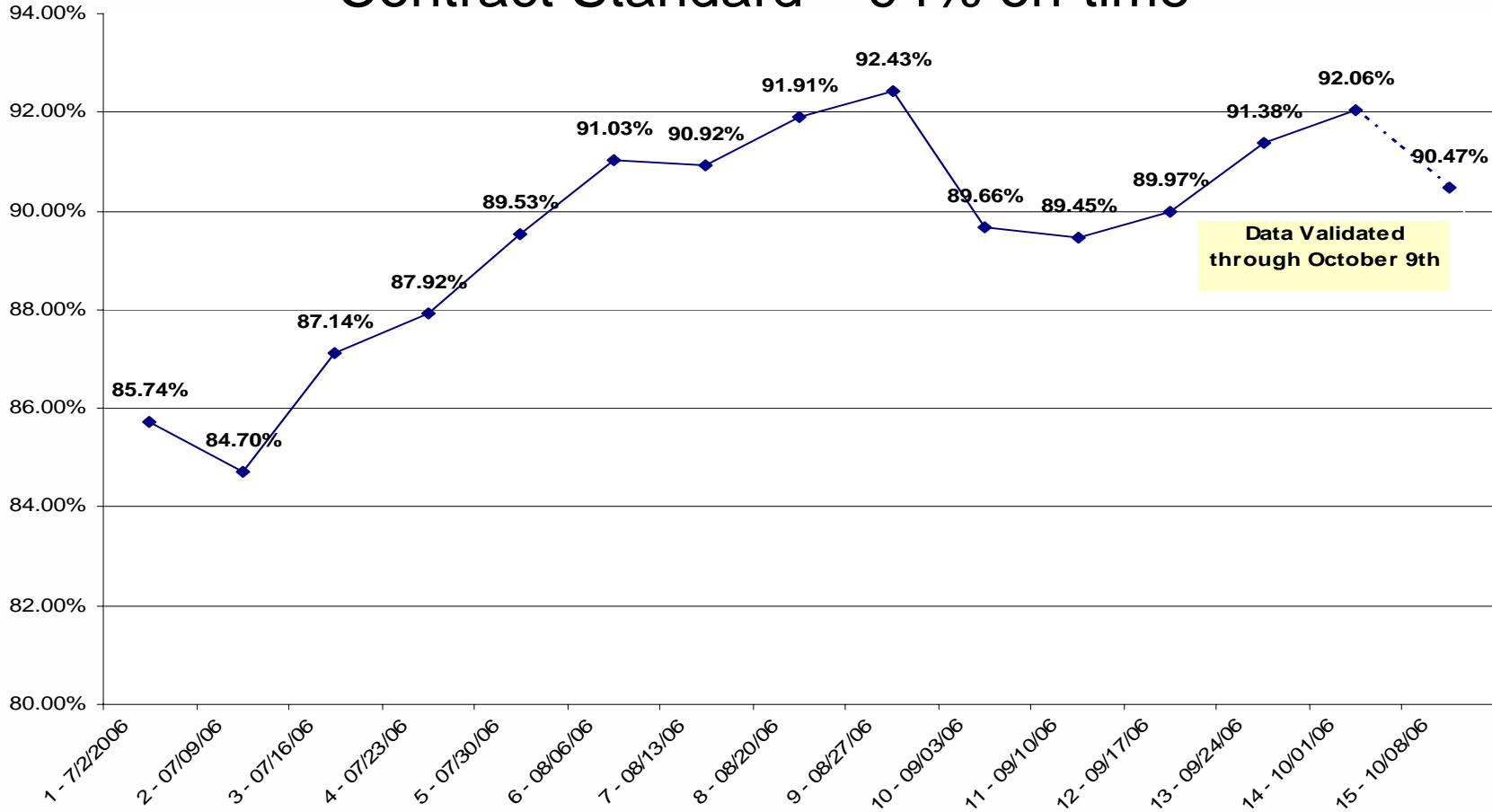
Veolia Performance Update

Background

- Contract transition to Veolia July 1, 2006
- Customer complaints regarding ACCESS service quality have increased since transition
- Veolia project management team replaced
- Veolia has submitted 30 and 60 day plan to address service quality issues
- Incremental improvements being made
- Transit Planning and Operations Committee and Board of Directors given updates weekly

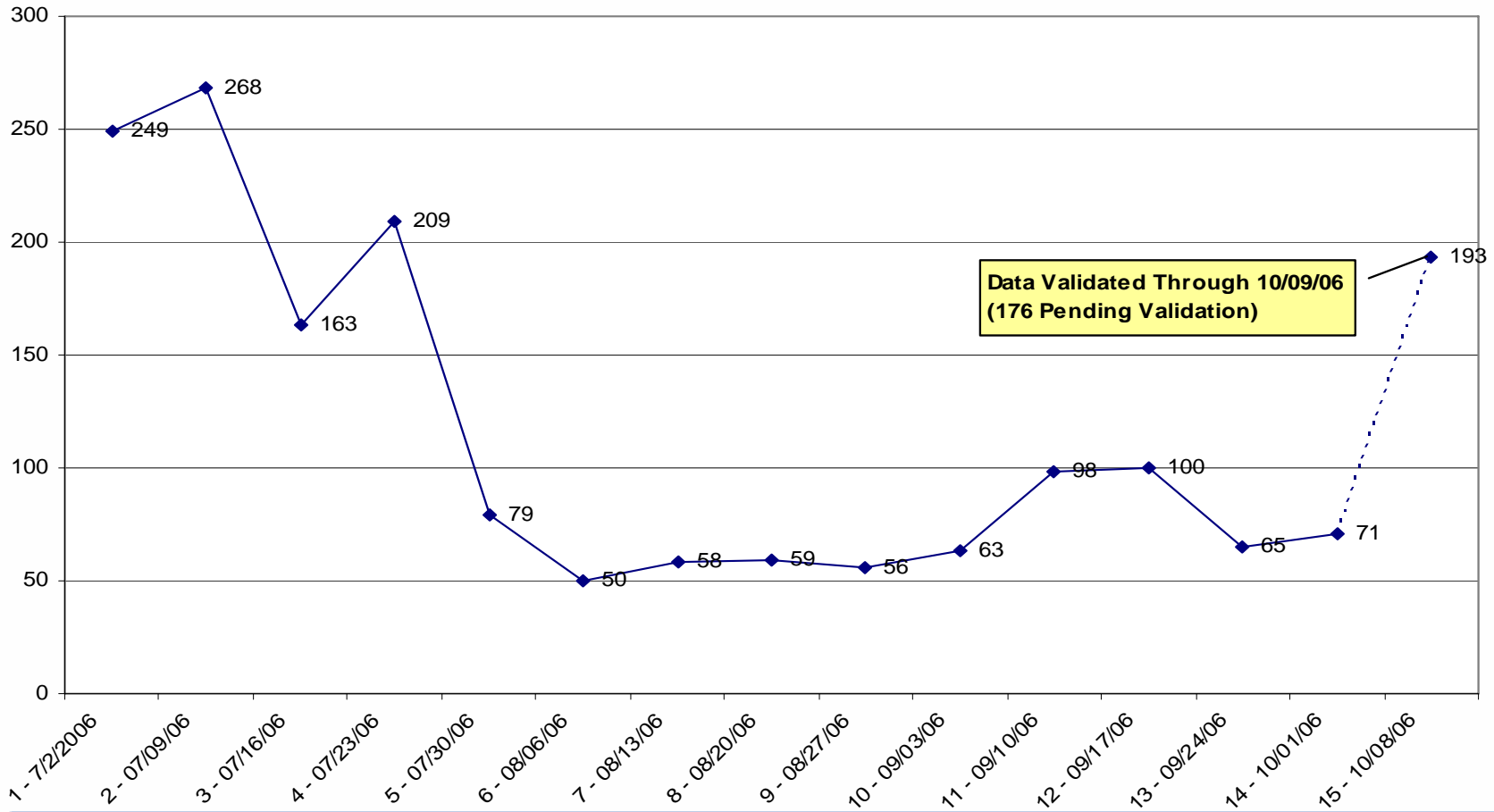
Service Quality Indicator On-Time Performance

Contract Standard – 94% on-time

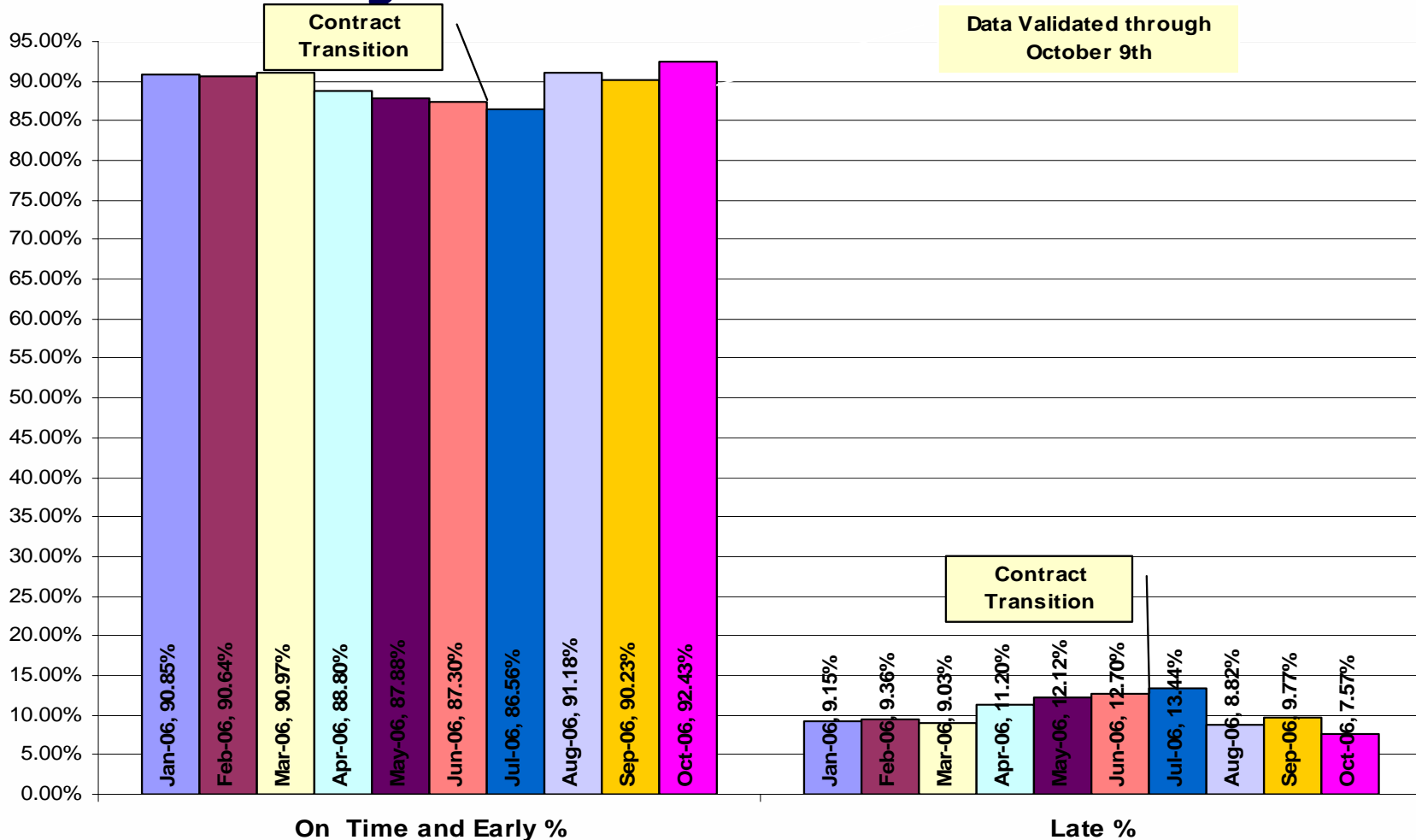


Service Delivery Failure

SDF Weekly

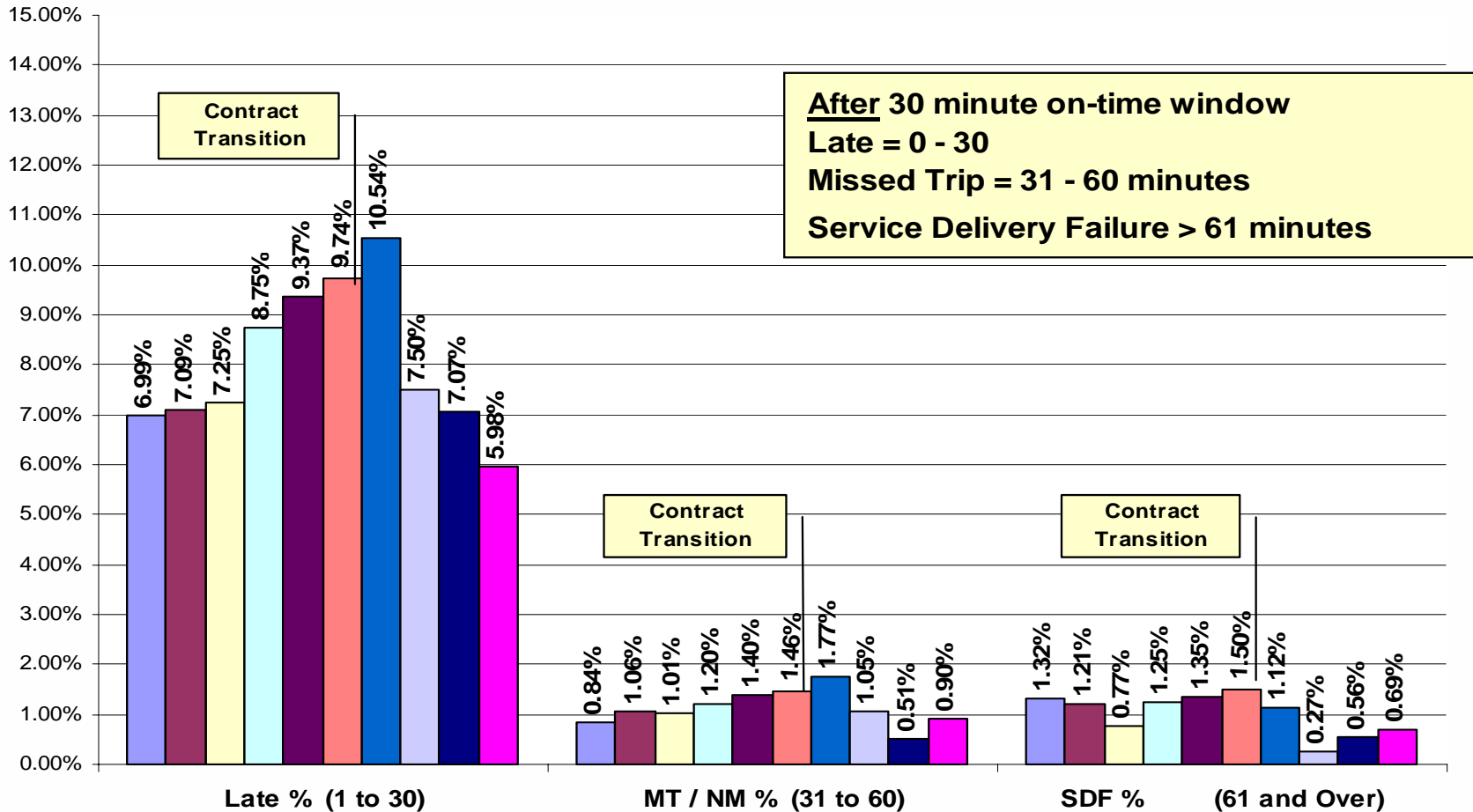


On Time Performance January 2006 - Present



■ Jan-06
 ■ Feb-06
 ■ Mar-06
 ■ Apr-06
 ■ May-06
 ■ Jun-06
 ■ Jul-06
 ■ Aug-06
 ■ Sep-06
 ■ Oct-06

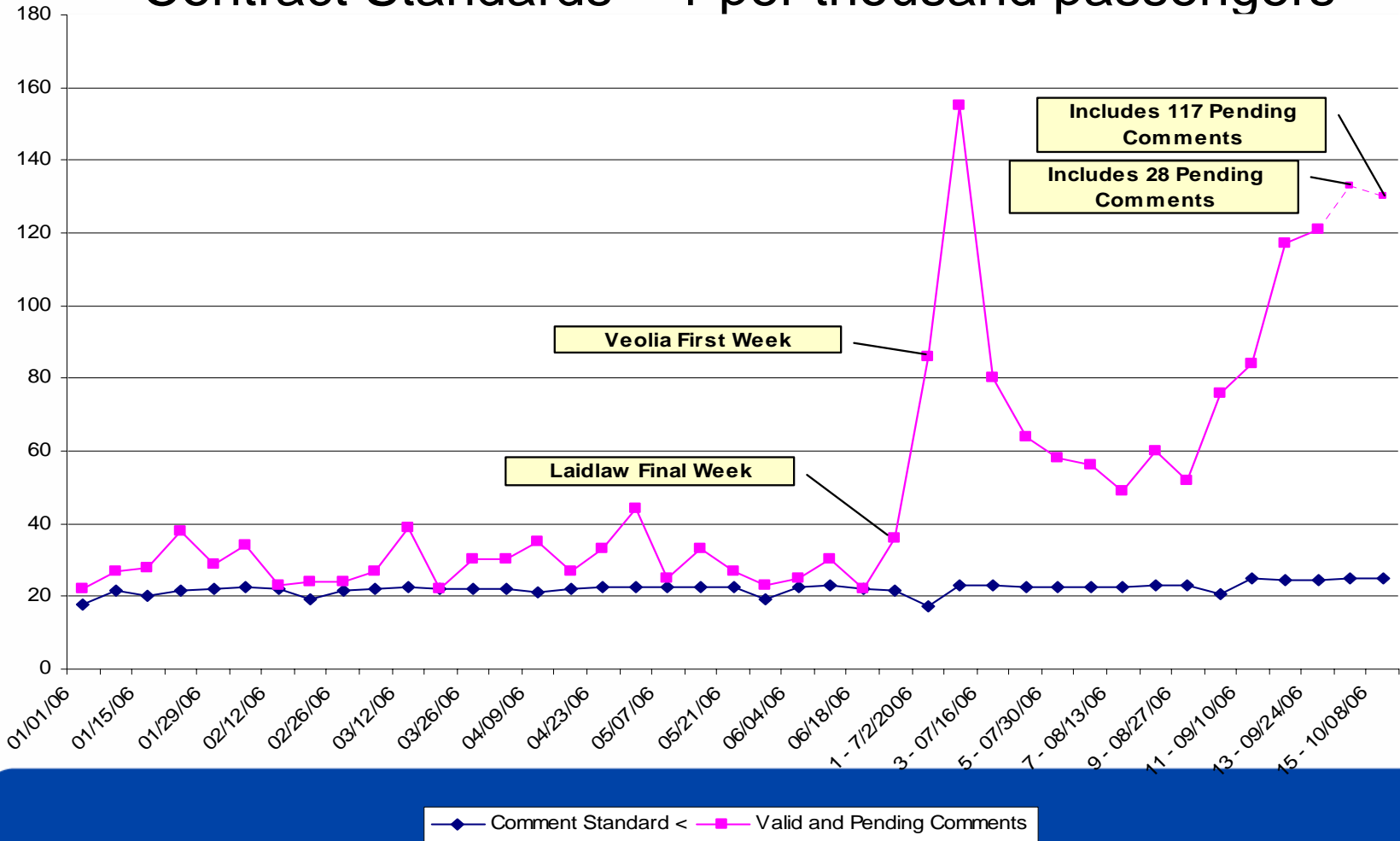
Summary of Late Trips January 2006 - Present



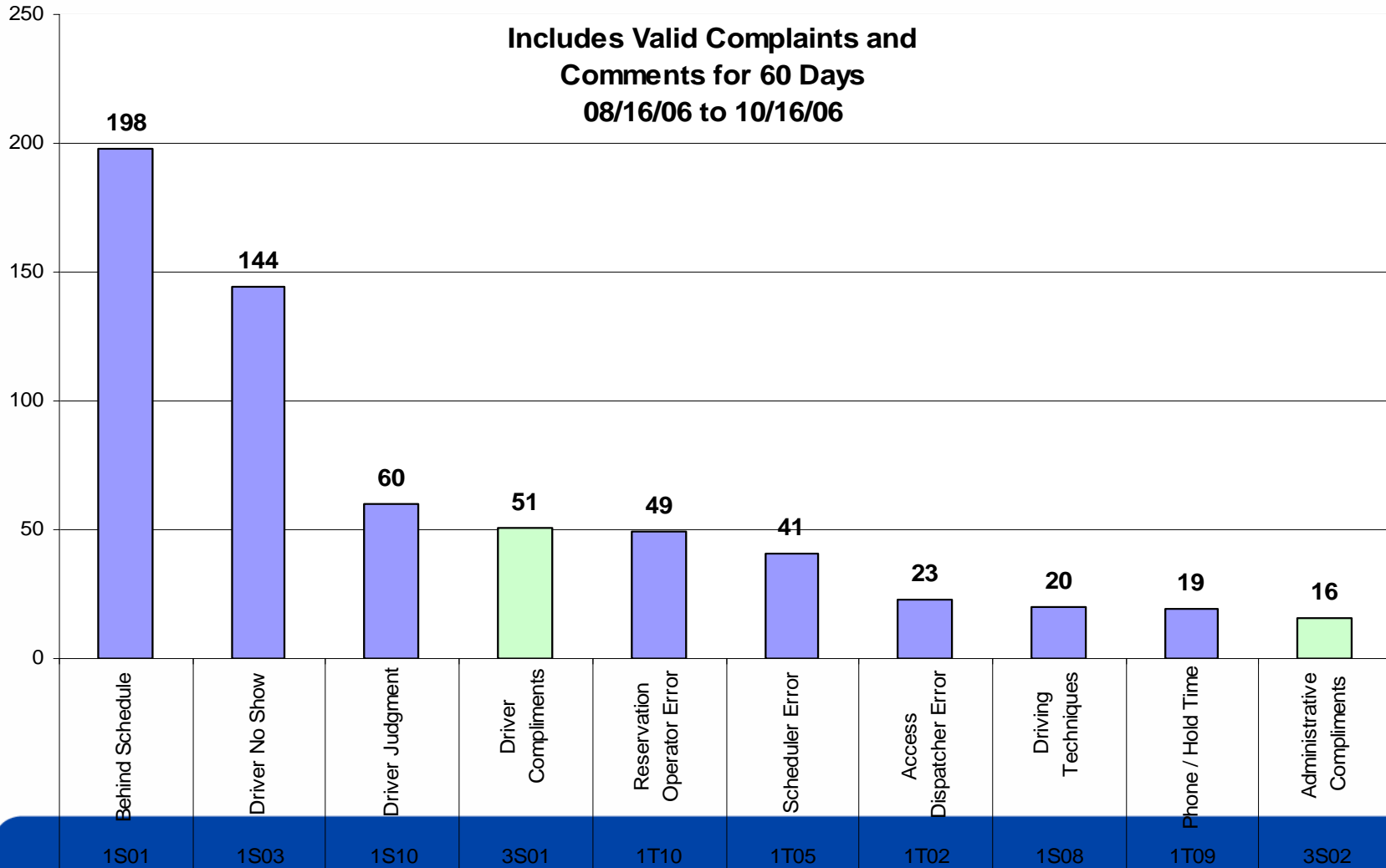
■ Jan-06
 ■ Feb-06
 ■ Mar-06
 ■ Apr-06
 ■ May-06
 ■ Jun-06
 ■ Jul-06
 ■ Aug-06
 ■ Sep-06
 ■ Oct-06

Valid Customer Complaints

Contract Standards – 1 per thousand passengers



Service Quality Indicator Customer Comments (Validated)



Actions Taken

- Veolia has submitted a 30 and 60 day plan to improve service quality
- Corporate support from Veolia in the areas of scheduling, dispatching, driver recruiting, hiring and training
- OCTA staff conducting technical review of scheduling and dispatching processes and procedures
- Increased use of taxi subcontractors to meet service demand; increased monitoring of taxi service quality

Next Steps

- **Continue to monitor performance indicators daily**
- **Monitor progress against 30 and 60 day plan**
- **Continue to proactively address customer service issues**
- **Veolia Project Director to meet with service providers week of October 16**
- **Provide updates to Transit Planning and Operations Committee and Board of Directors**