

# ACCESS Service Update

Board of Directors

November 13, 2006



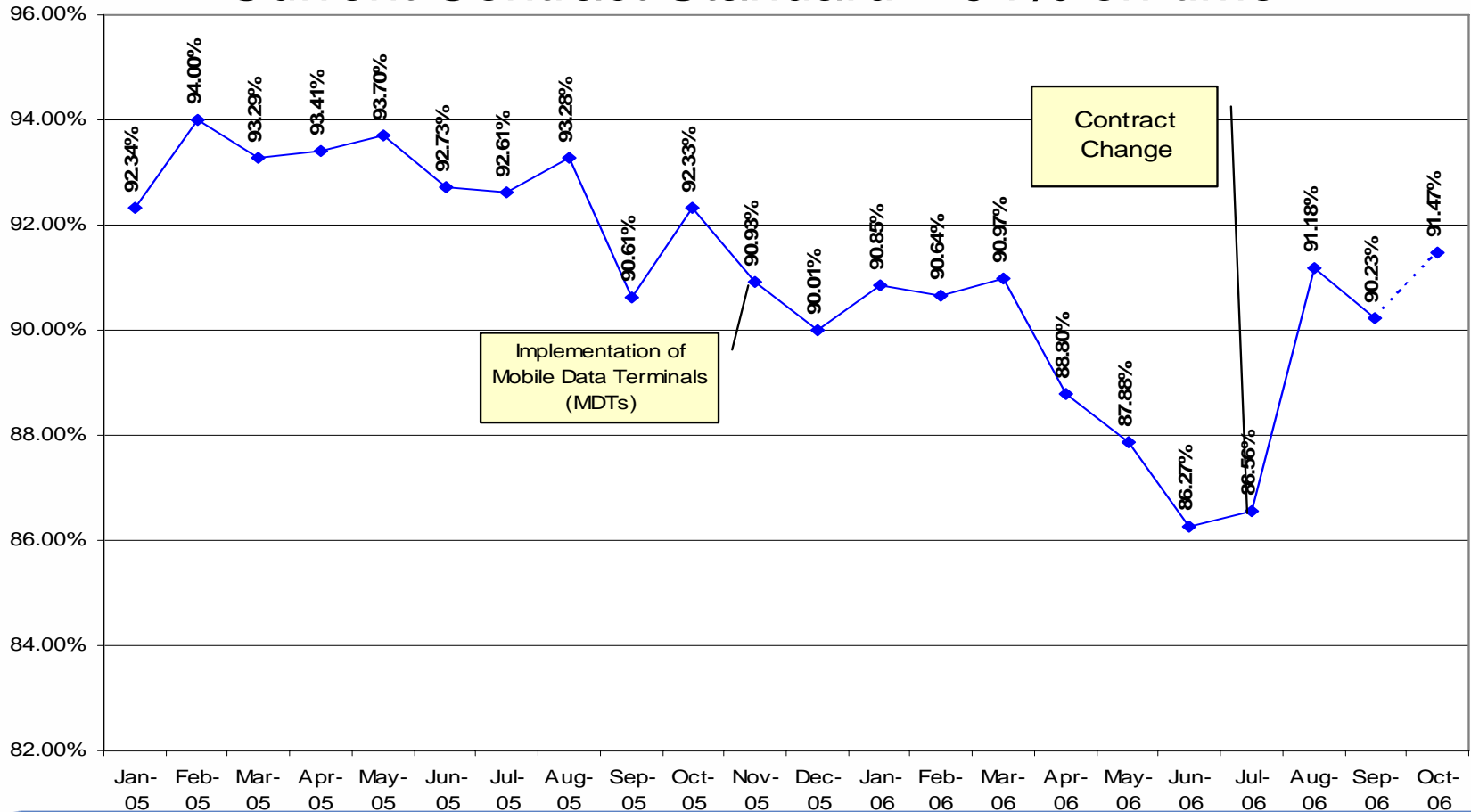
# Background

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- Veolia given formal written notice of failure to meet contract standards September 26
- Veolia submitted 30 and 60 day plan October 1
- Performance being monitored daily against contract standards and 30 and 60 day plan
- Formal correspondence sent from CEO to Veolia executive management to reinforce Chairman Brown's remarks regarding contract termination
- Service quality improving, but still not meeting contract standards

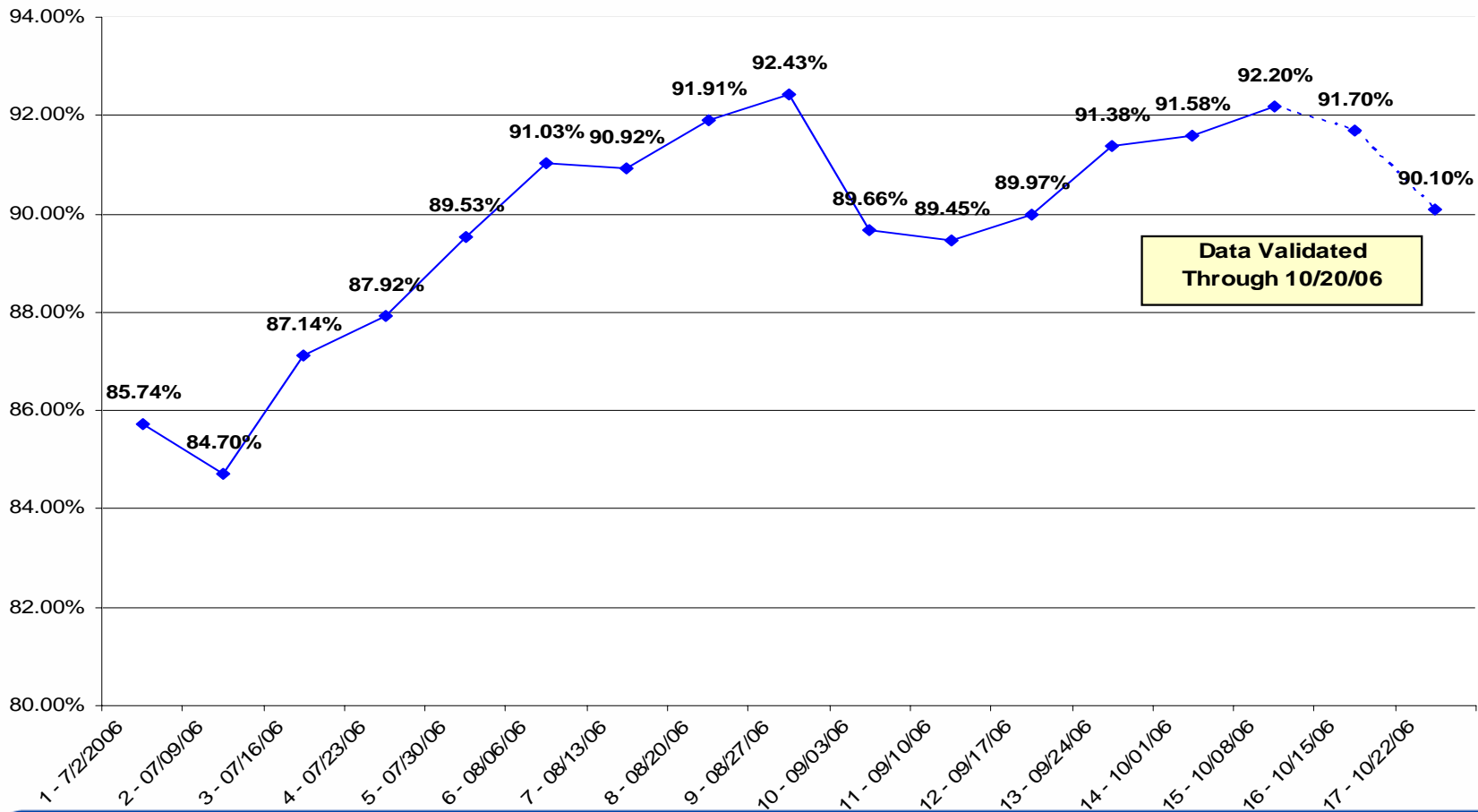
# Service Quality Indicator On-Time Performance

Current Contract Standard – 94% on-time



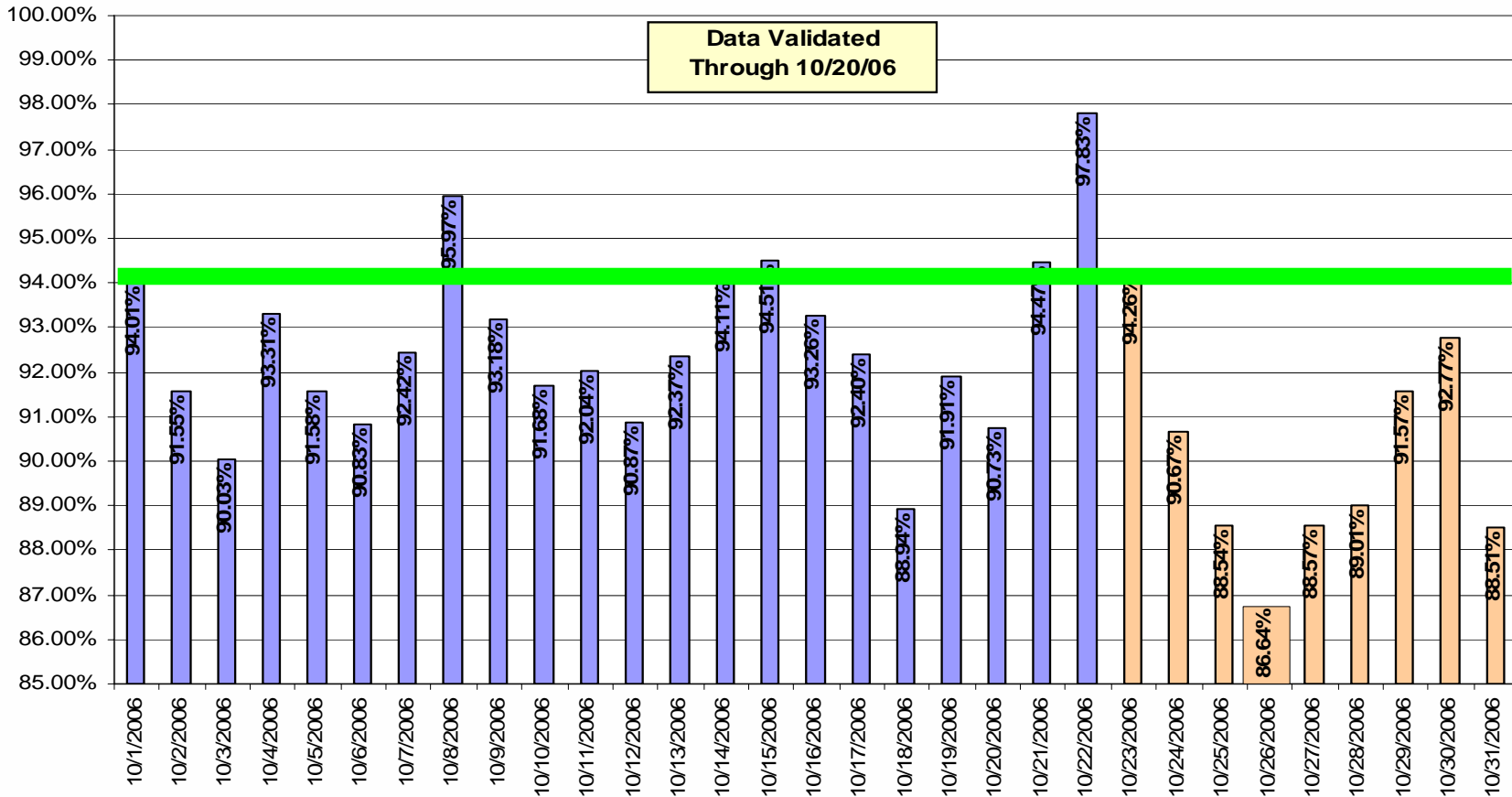
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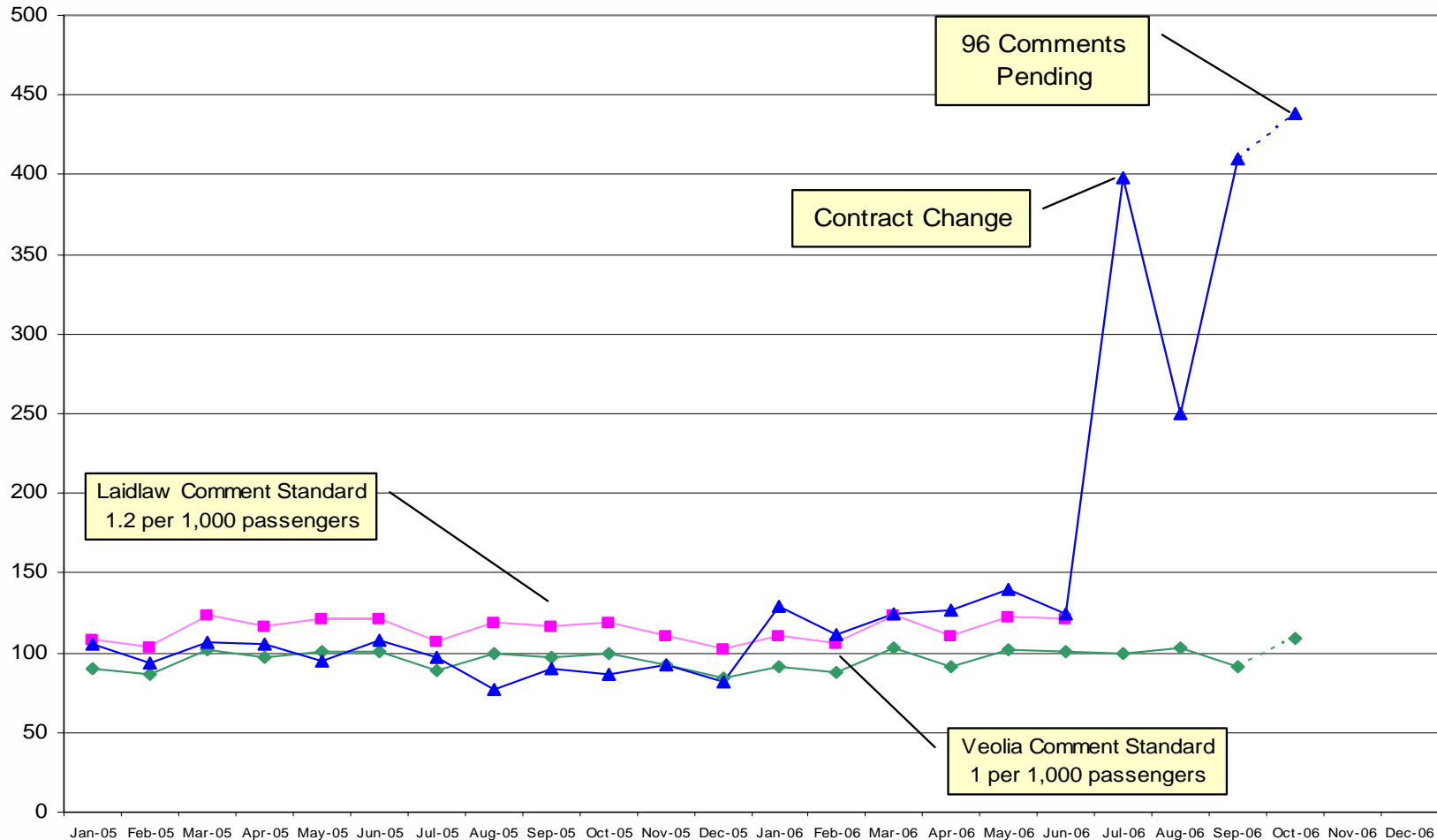
# Service Quality Indicator On-Time Performance

On Time and Early



# Service Quality Indicator

## ACCESS Customer Complaints

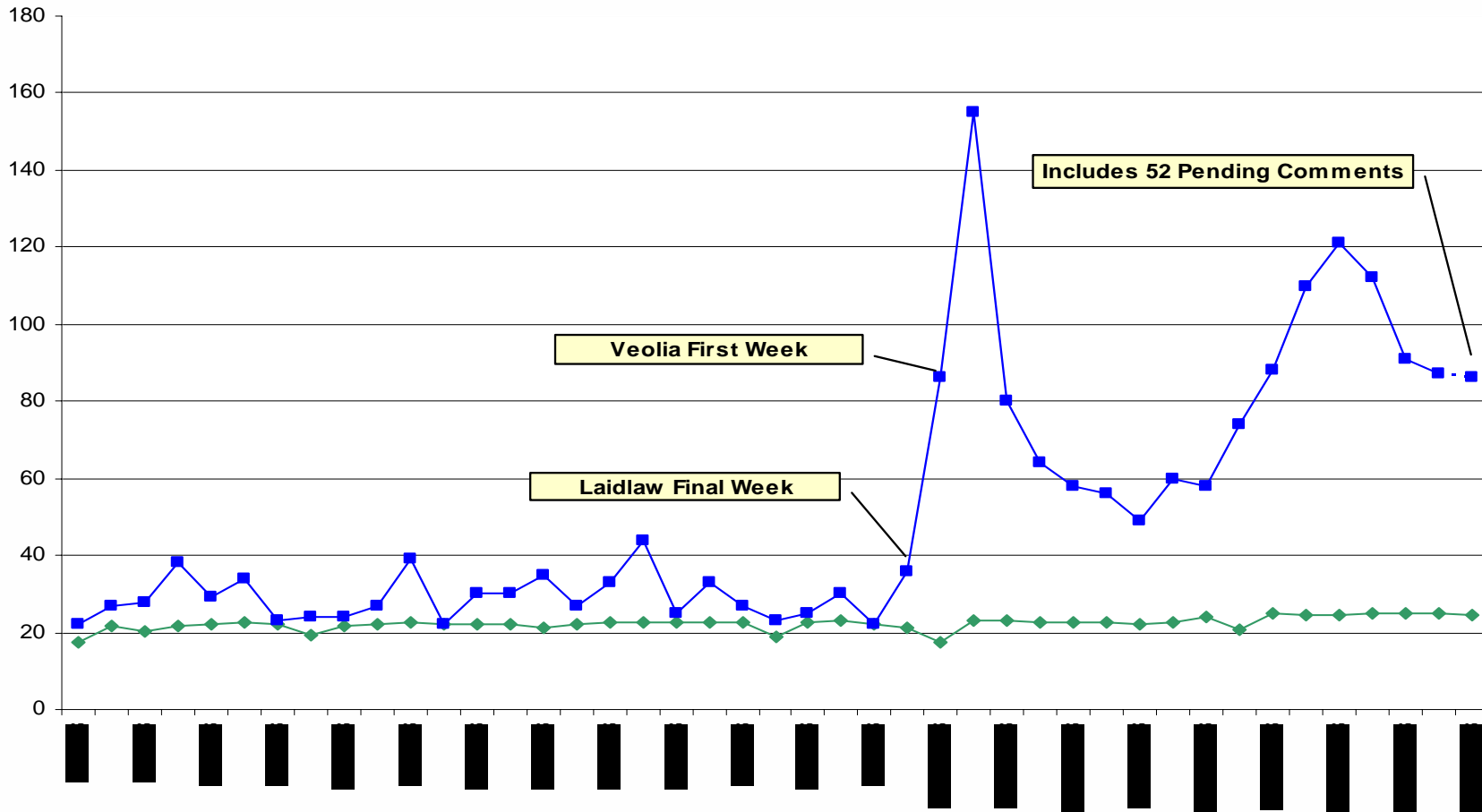


◆ Current Comment Standard     
 ■ Laidlaw Comment Standard     
 ▲ Valid and Pending Comments

# Service Quality Indicator

## ACCESS Customer Complaints

Contract Standards – 1 per thousand passengers



—◇— ACCESS Comment Standard < —■— Valid and Pending ACCESS Comments



# Next Steps

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- **Continue to monitor progress against 30 and 60 day plan**
- **Actively address customer service issues**
- **Prepare contingency operating plans in the event of contract termination**
- **Continue to provide updates to Transit Planning and Operations Committee and Board of Directors**