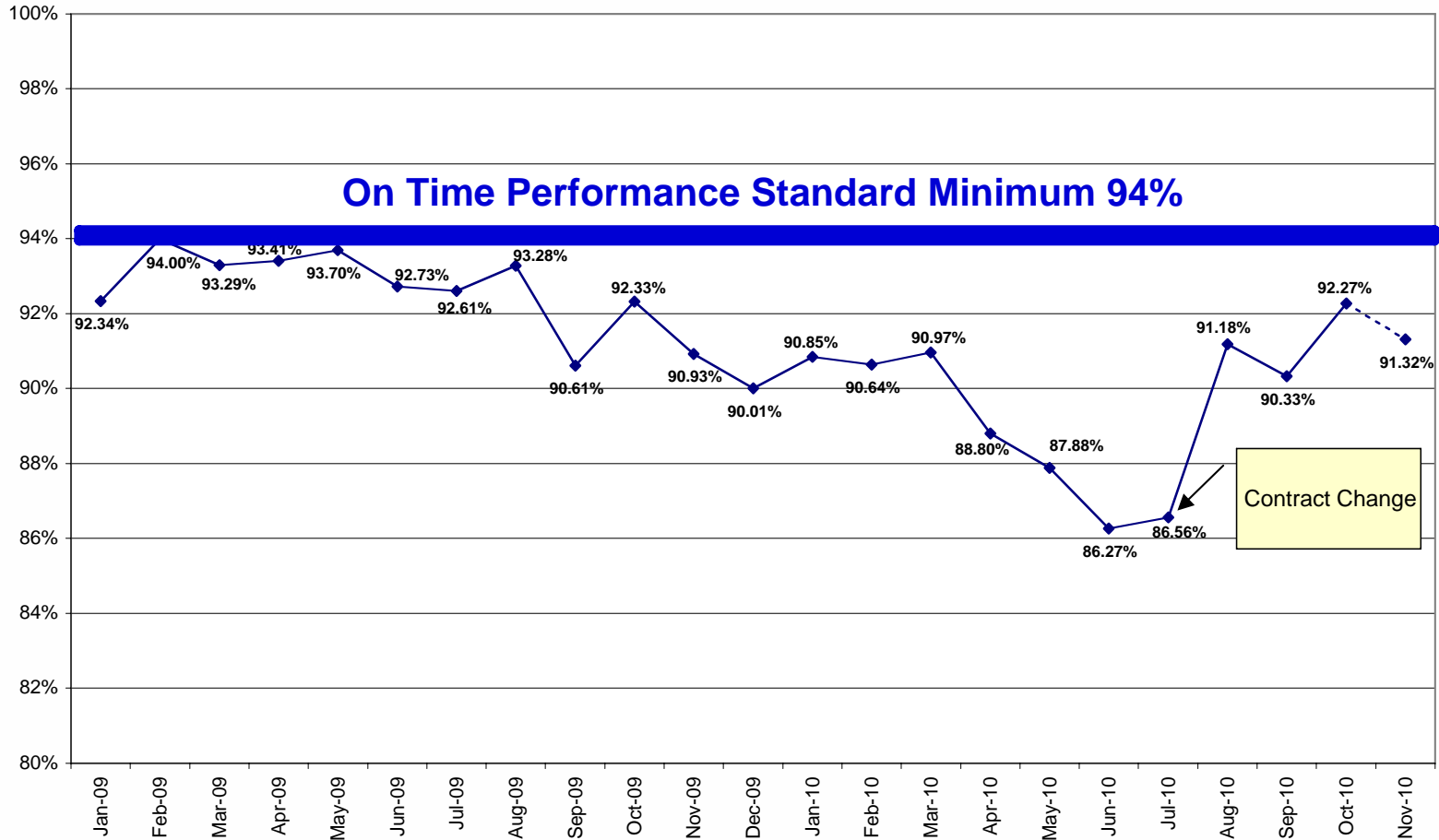


ACCESS Service Update

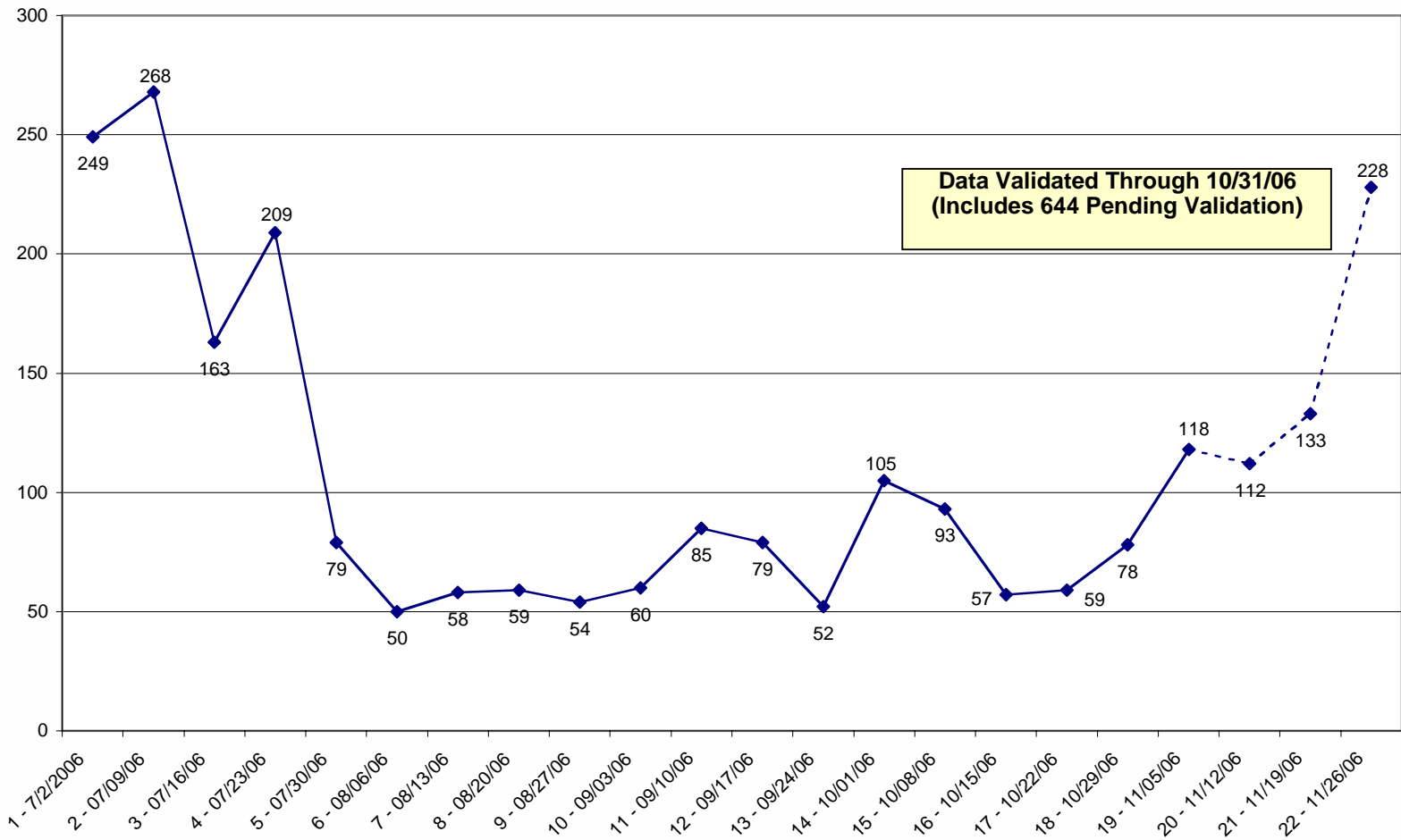
Background

- **Contract transition from Laidlaw Transit to Veolia Transportation on July 1, 2006**
- **ACCESS service quality has declined since transition**
- **Veolia given formal notice of failure to meet contractual performance standards**
- **Staff monitoring Veolia performance against contractual performance standards**
- **Transit Planning and Operations Committee and Board of Directors provided updates at every meeting**

ACCESS Monthly On-Time Performance



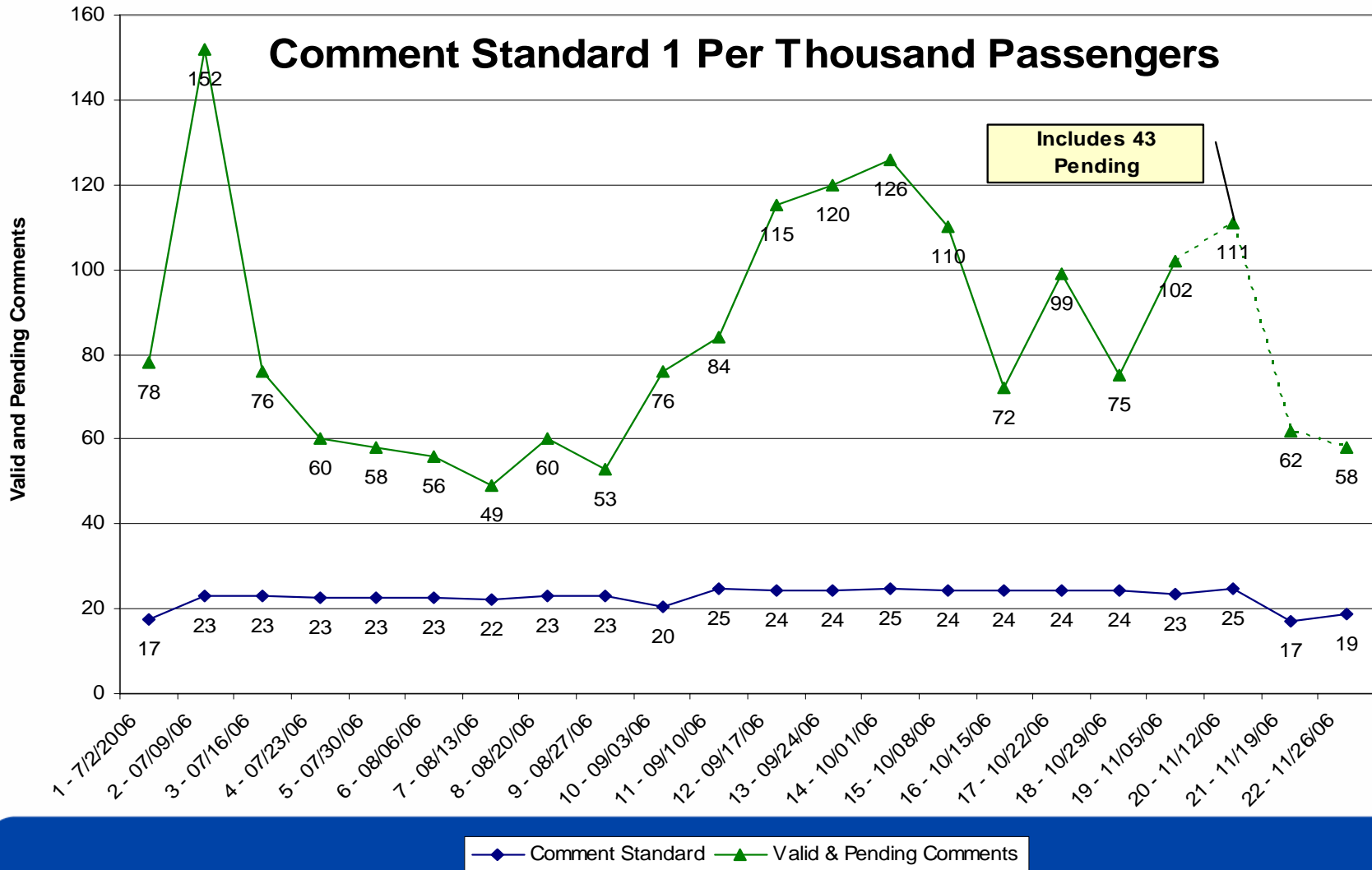
ACCESS Service Delivery Failures



On-Time Performance Standards

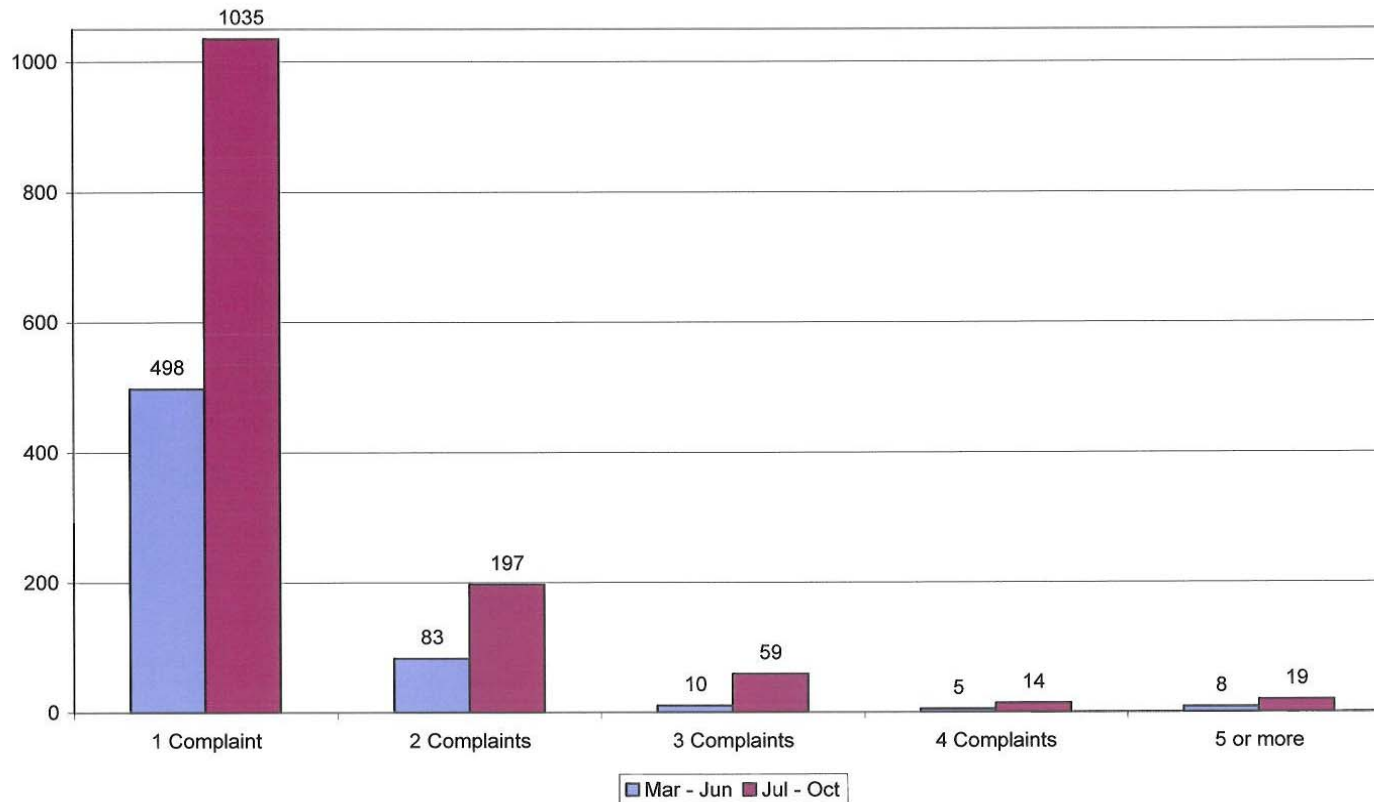
Agency	Performance Standard	Actual On-Time Performance
Seattle-King County	90%	90.6%
Atlanta-MARTA	90%	80%
LAMTA	91%	89-90%
WMATA	92%	93%
Las Vegas - CAT	94%	94-96%

ACCESS Weekly Customer Comments vs. Contract Standard



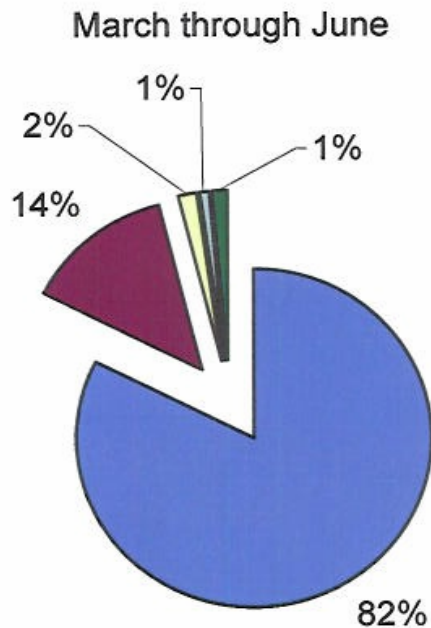
Customer Complaints

Clients who have filed ACCESS Complaints
(March - October 2006)

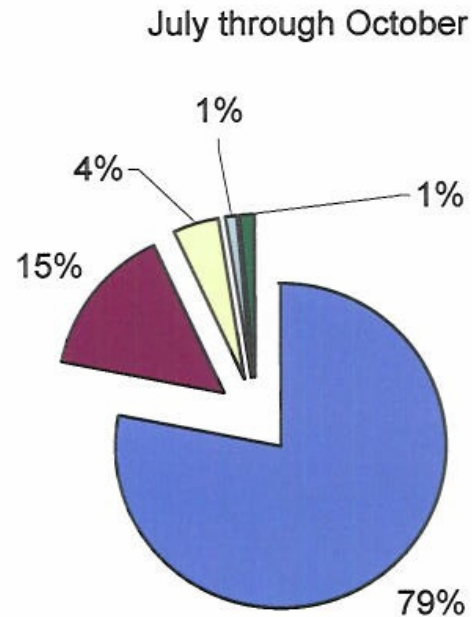


Data compiled by OCTA Customer Relations

Complaint Frequency by Caller



Average Number of Complaints Per Caller

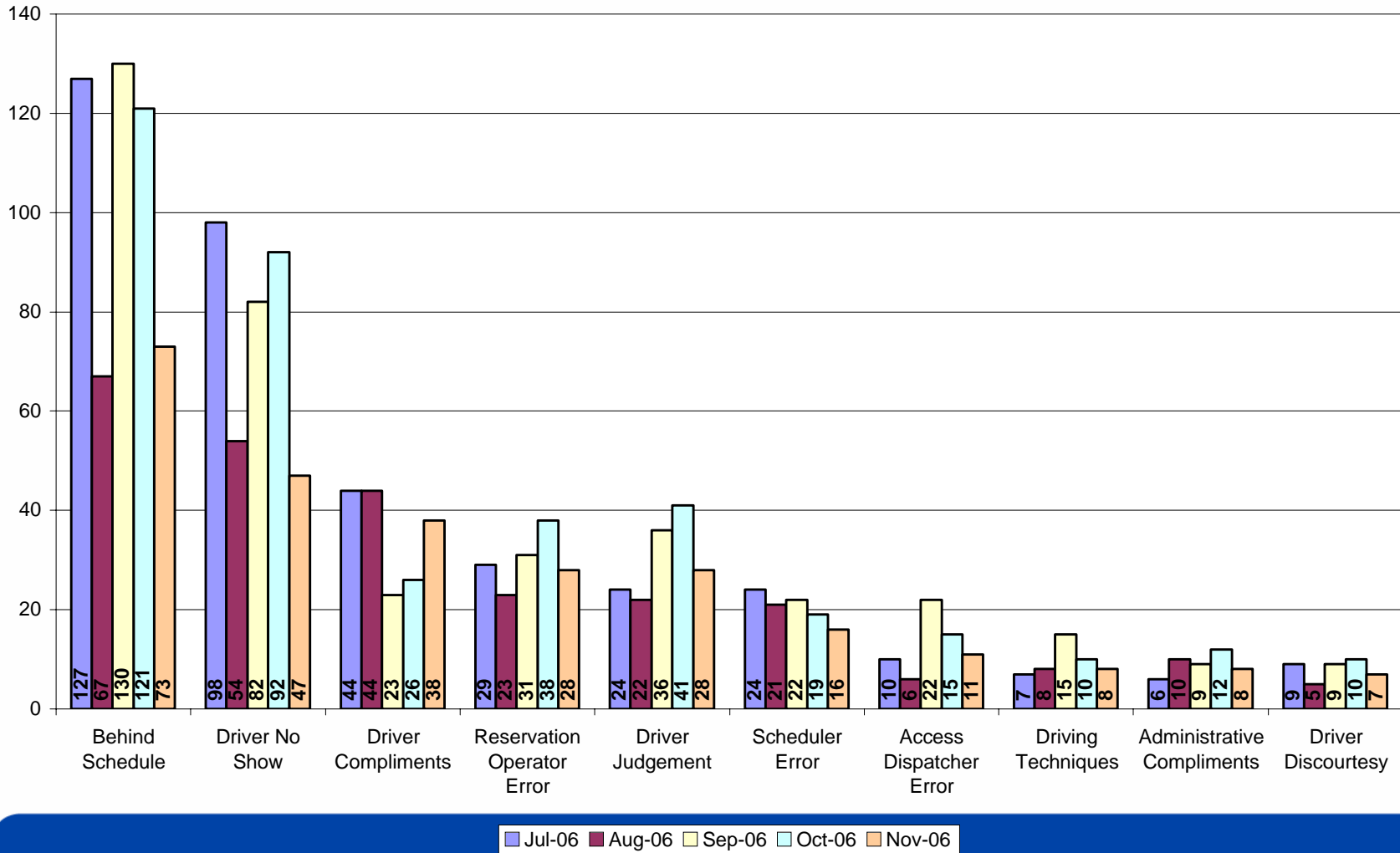


Average Number of Complaints Per Caller



Data compiled by OCTA Customer Relations

Access Monthly Customer Comments



Changes in Scheduling Parameters

- **Cancellation and No-Show Policy**
 - **Currently must cancel ride within 2 hours of scheduled pick-up time**
 - **Change to 1 hour before scheduled pick up time**
- **Advance Reservations**
 - **Currently can be made 7 days in advance**
 - **Change to 3 days in advance**
- **Increase use of subscription trips**

Next Steps

- **Continue to monitor progress against contract performance standards**
- **Begin initiatives to restore customer confidence – public meeting held December 6, 2006**
- **Implement scheduling parameter changes January 1, 2007**
- **Continue to provide updates to Transit Planning and Operations Committee and Board of Directors**