



ACCESS Service Update

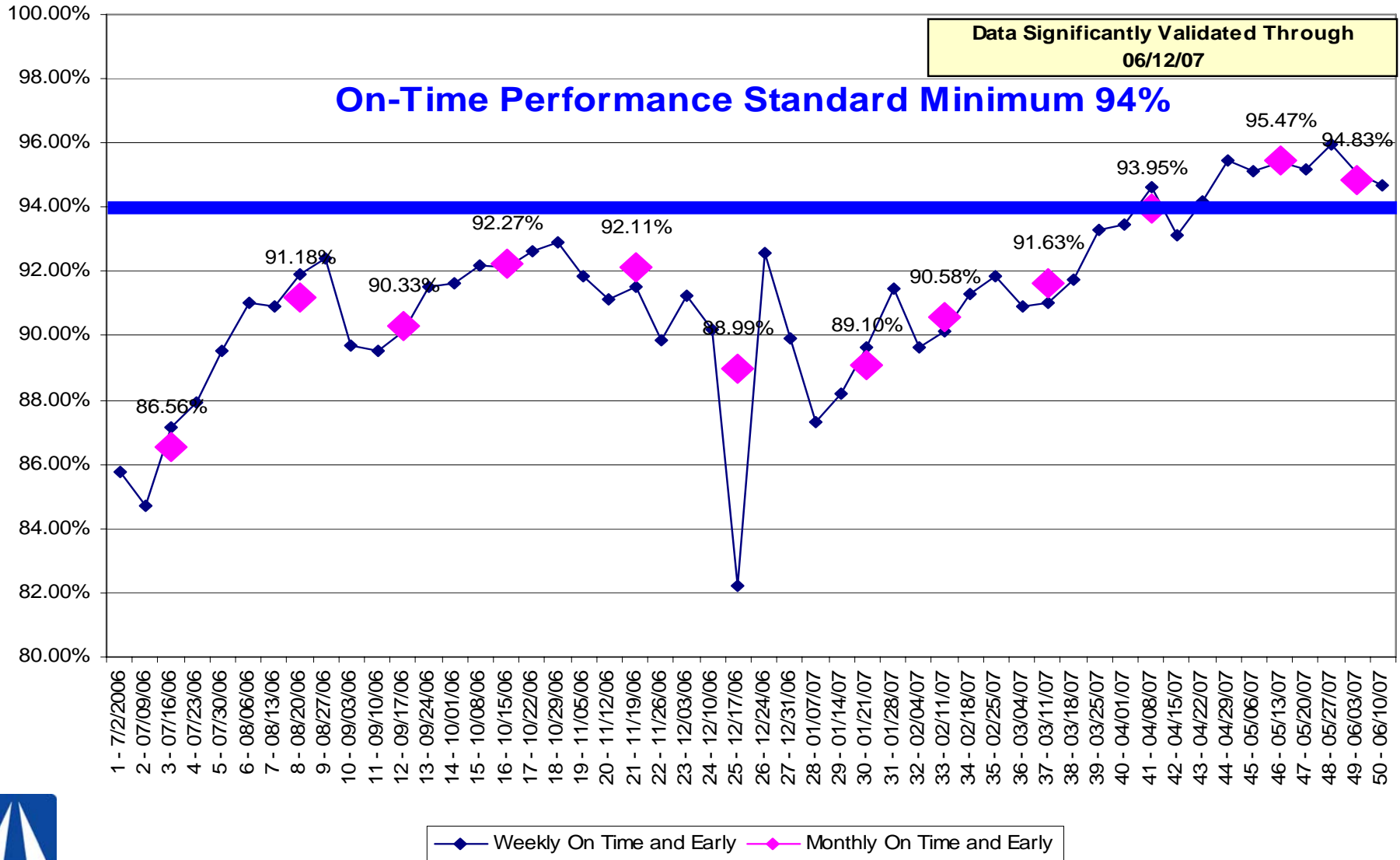


Board of Directors
June 25, 2007

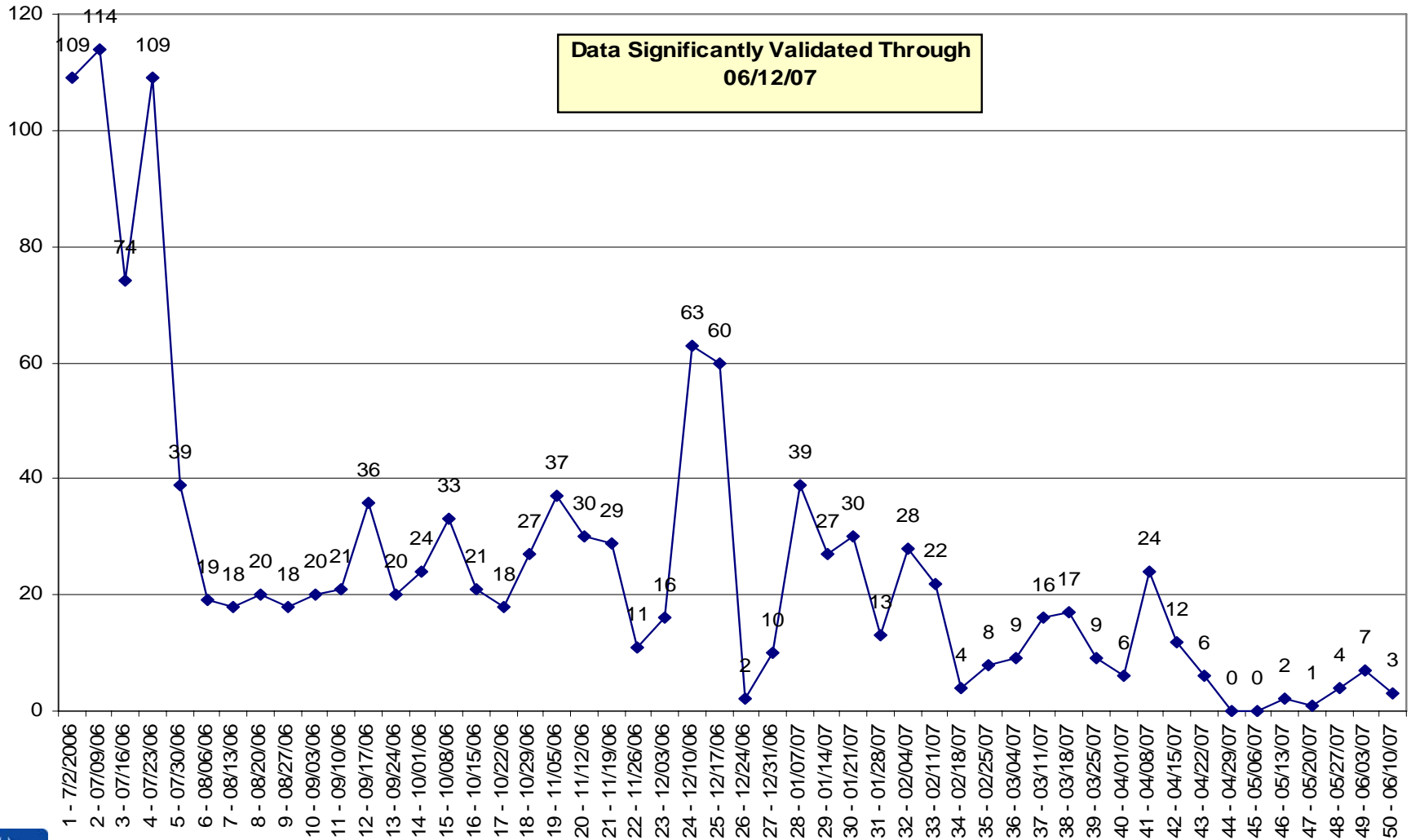
Actions Taken

- Management stability
- Real time management of service quality
 - ✓ On-time performance
 - ✓ Daily operational review
- Review of schedules/vehicle assignments
- Dispatching by zones
- Proactively addressing customer concerns

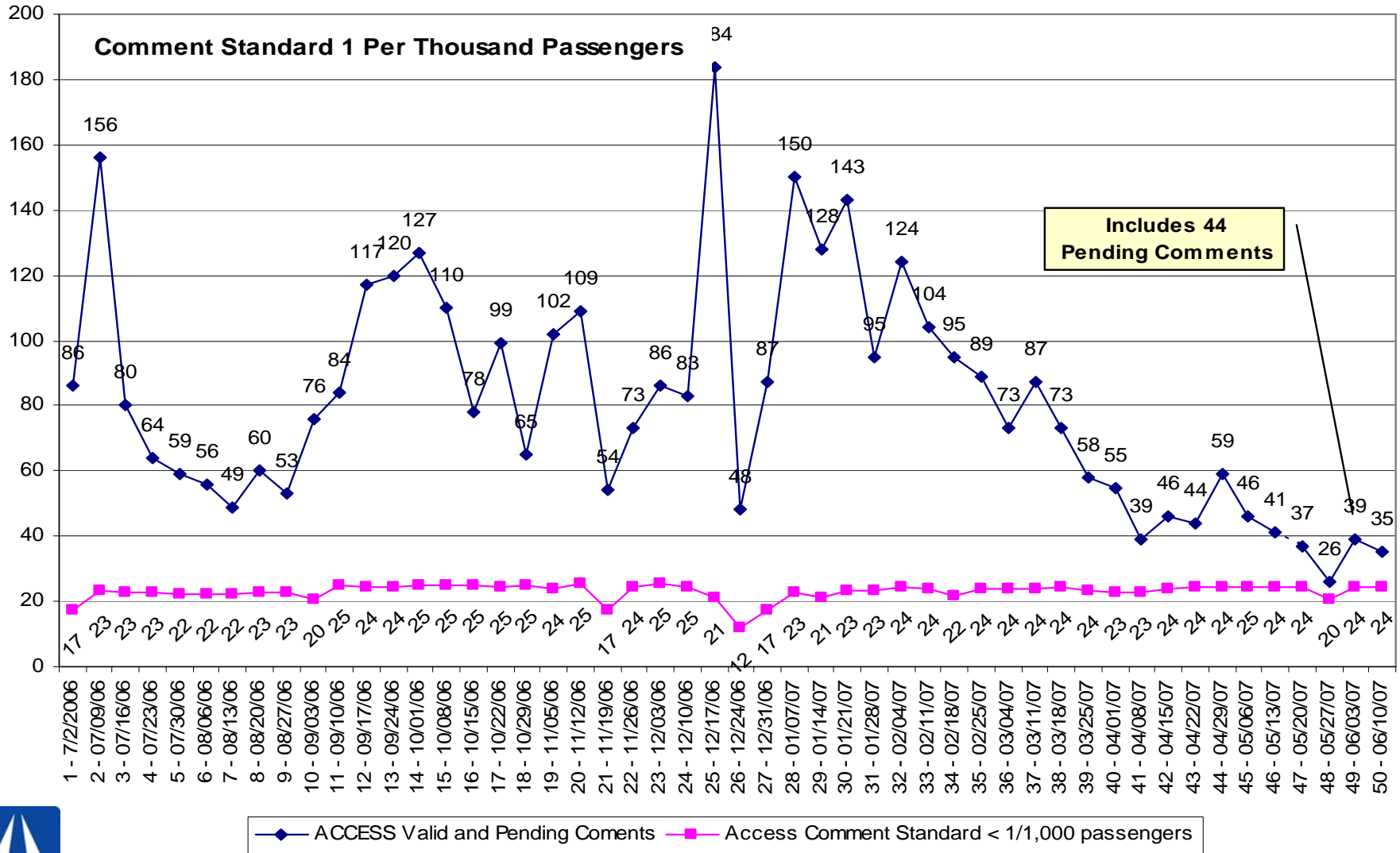
On-Time Performance



Service Delivery Failures



Customer Comments



Next Steps

Veolia Contract Decision

- Continue contract with Veolia
- Monitor service and provide quarterly reports to the Transit Planning and Operations Committee and the Board of Directors.
- Resolve issues related to data collection, reporting and billing
- Service policy changes July 1, 2007
 - ✓ Door service fare increase from \$2.00 to \$4.00
 - ✓ Advance reservations from 7 to 3 days in advance