



Program Management Report

November 21, 2008

Smart Card. Smart Travel.



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1. Executive Summary



Highlights & Milestones

- SFMTA is entering the second stage (public) of its trial use period in early December. Activities will include:
 - A December 10th reception for stakeholders invited to participate in the trial.
 - Outreach events at stations the weeks of December 8 and 15 to recruit additional trial users.
 - Email invitations to SFMTA customers and to AC Transit and Golden Gate Transit and Ferry frequent riders.
- Golden Gate Transit and Ferry is conducting ferry terminal outreach events to inform customers of the elimination of ferry ticket books as of the end of January 2009.
- Caltrain is gearing up for an employee only soft launch. Employees will use the system as if they were patrons with e-cash and passes.



Highlights & Milestones

- Results of the informal BART Integration 6 Test show:
 - With one exception, all tests passed and data was reconciled.
 - The exception is a known issue (autoload-tear) which occurred three times during the test.
- MTC and BART are in discussion as to whether to place this known issue on the punch list and proceed with field testing.
- The BART schedule received October 30th projects the following Revenue Ready date: BART: April 24, 2009.
- There were no schedules received for VTA or SamTrans. The last submittal showed both agencies with Revenue Ready dates of February 18, 2010.
- MTC is in the process of ordering two new AVMs and some CID2s for AC Transit's Temporary Transbay Terminal which is to be up and running late next summer.



System Operations Key Performance Indicators

A. System Availability Performance (AC Transit, Golden Gate Transit/Ferry and TSB)

Device	Goal	Status
AVM	99.73%	99.96%
TOT	99.73%	99.90%
TDS	99.73%	99.99%
TCS	99.73%	100%
Data Store	99.73%	100%
Report Server	99.73%	100%

B. Phase 2.2 Reliability (60-Day Period) (AC Transit and Golden Gate Transit/Ferry devices only)

Device	Benchmark (MOHBF)	Status (MOHBF)
AVM	7,500	1,400 ¹
CID1	7,500	18,483
CID2	7,500	10,500
TOT	7,500	875 ²
HCR3	15,000	17,150

C. Accuracy Performance – October 2008

Device	Requirement	Status
AVM	99.73%	N/A ³
TOT	99.73%	N/A ³
CID	99.73%	N/A ³

D. Customer Service Response Time Performance

Measure	Requirement	October 2008	Prior Month September 2008	Prior Year October 2007
Percentage of Calls Answered within 20 seconds	Greater than 80%	93%	92.65%	89.43%
Percentage of Calls Abandoned	Less than 8%	2.22%	2.74%	3.64%

1. The AVM averaged about 1 fault per week for Golden Gate Transit/Ferry and AC Transit during October. However, due to the low device quantity, the mean operating hours between failures is below the benchmark. The identified AVM problems included breaks in communication between the AVM and Help Desk's network monitoring software, as well as a couple printer problems on AC Transit devices.
2. The TOT averaged less than 2 faults per week for Golden Gate Transit/Ferry and AC Transit during October. However, due to the low device quantity, the benchmark can only be met if there is a single failure within a 60-day period. The TOT issues primarily involved a "check all connections" error, which was limited to one TOT at S.F. Ferry Terminal. ERG technicians made multiple trips to the site and replaced the Patron Interface Device (PID), but the error appeared repeatedly. Help Desk escalated the issue to Engineering for investigation.
3. The TransLink® Contractor has identified a few causes for the corruption of the device audit registers. Without accurate information from the audit registers, the accuracy measurement cannot be made. The software releases currently being deployed in November include fixes for the identified problems.



System Utilization

Measure	Last Month October 2008	Prior Month September 2008	Prior Year October 2007
Transaction Volume			
Average Number of Weekday Transactions	19,282	17,330	7,759
Fee-Generating Fare Payment Transactions (Not Including Free Transfers)	472,033	391,179	184,892
Fee-Generating Add Value Transactions	28,580	25,789	18,124
Unique Cards Used	N/A*	20,050	9,939
Settled Transit Operator Revenue	\$1,117,999	\$1,027,430	\$640,573
Call Volume			
Customer Service Representative Calls	3,399	3,470	3,406
Help Desk Calls	161	95	112
Website Traffic			
Unique Visitors	10,943	12,365	11,339
Visits	13,968	15,801	21,658

*The number of unique cards used in October is not available from the Contractor. It will be reported in next month's Program Management Report.



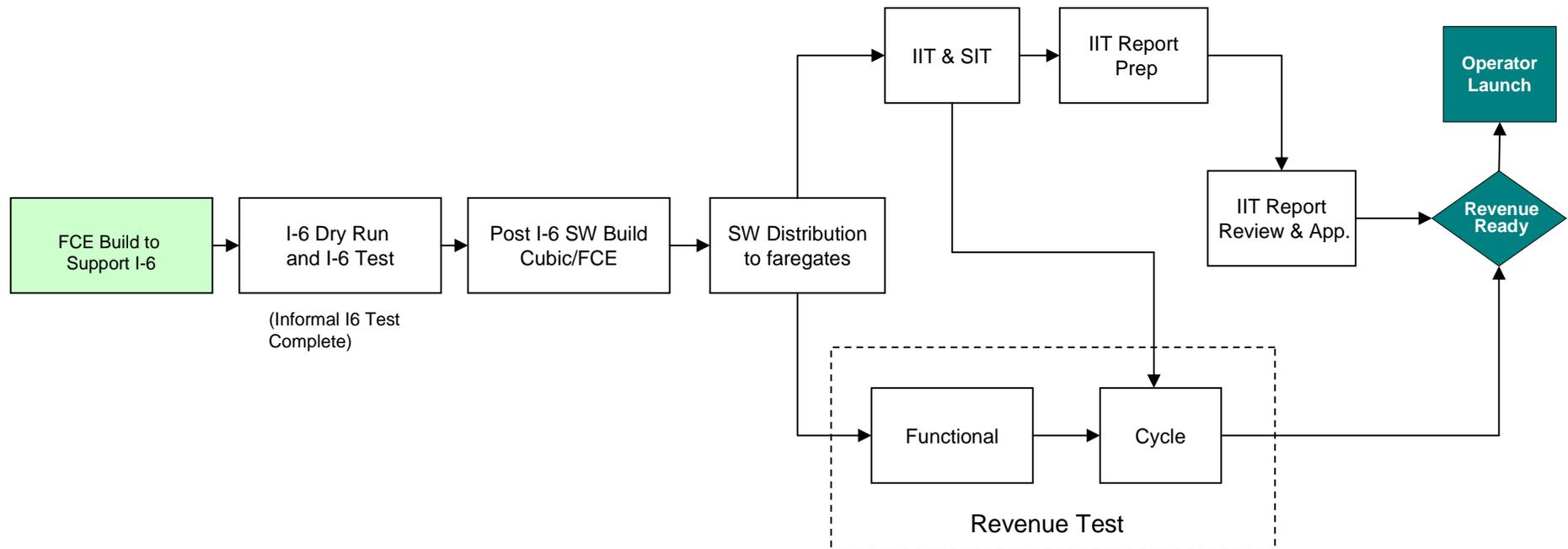
Issues & Actions

Topic	Issue	Status / Action
Schedule Delays	Revenue ready dates for several operators continue to be delayed.	<ul style="list-style-type: none"> Current schedules show Revenue Ready dates of: April 24, 2009 for BART and February 18, 2010 for VTA and SamTrans.
Declaratory Relief	MTC's outside counsel filed a request for declaratory relief with respect to Motorola's position as the prime contractor for TransLink®.	<ul style="list-style-type: none"> The U.S. District Court granted MTC's motion for judgment on the pleadings, in its declaratory relief action against Motorola on January 31, 2007, and Motorola appealed the order to the Ninth Circuit. The appeal hearing was held October 23, 2008. An order is expected within next 5 months.
Point of Sale Network Claim	The Contractor claims it is entitled to a 2.5% third party load service fee.	<ul style="list-style-type: none"> Mediation occurred on October 22, 2007. There were no clear agreements from the mediation. Motorola and MTC agreed to suspend the statute of limitations on the claim pending Revenue Ready for Phase 2.3.
Cycle Test Claim (new)	The Contractor claims the cycle test is out of scope and will require extra work that will cause a delay in the BART revenue ready milestone.	<ul style="list-style-type: none"> MTC notified Contractor of test criteria on September 4, 2008. MTC received a claim in the amount of \$334K on September 10, 2008.
Assurance Payments	Contractor claims that it will be entitled to assurance payments of \$80K/Mo. until TransLink reaches 20M transactions/Mo. MTC maintains that the Contractor's late delivery bars the Contractor's right to assurance payments. No formal claim has been filed.	<ul style="list-style-type: none"> This matter was included in the tolling agreement suspending the statute of limitations on a potential claim until Revenue Ready for Phase 2.3.



2. System Implementation

BART Revenue Ready Activities



I-6- Integration Testing of BART/TransLink system

IIT- Installation Inspection and Testing



Equipment Installation

- Rework activity continues on SFMTA's fleet.
 - Contractor has completed necessary re-works and has submitted a change order request for work outside the original scope
 - MTC, SFMTA and Motorola are working to finalize the estimate for out of scope work
- Discussions are underway with SamTrans regarding prototyping and installation
- Contractor is waiting for the go-ahead from VTA to begin installation of on-board equipment on prototype buses.

- Contractor is finishing up witnessing of fixes for many of the items on the Caltrain and SFMTA punchlist. The release that includes these fixes (Release 2), is currently being deployed.
- Results of the informal BART Integration 6 Test show:
 - With one exception all tests passed and data was reconciled.
 - The exception is a known issue (autoload-tear, see definition below) which occurred three times during the test.
- MTC and BART are in discussion as to whether to place this known issue on the punch list and proceed with field testing or make changes to the Contractor's software and Cubic's software and sustain a five month delay.

Autoload Tear - Under certain circumstances, when a card is pulled away from the reader prematurely upon exit, an autoload can happen without the exit barriers opening. When this happens, the information regarding the autoload is not received by BART's DAS System and the patron will need to tag again to exit the system.



Site Preparation

- Contractor and Caltrain are in the process of installing additional network equipment to enable full operability of all CID2's.
- The Contractor is ready to install the wireless network at SFMTA Metro East Yard and is awaiting the go-ahead.
- MTC met with VTA to continue discussions and work on the site preparation aspect of their deployment.



Phase 2.3 Training

- SFMTA has trained over 80% of its front-line personnel (Conductors/Station Agents, etc.) on TransLink®.
- Two courses are on the punch list for SFMTA and four for Caltrain. Some of these courses are overviews of TransLink® intended for agency management.
- Contractor, SFMTA and Caltrain training will continue during soft launches.

Training Material Development

	Total Modules	Completed	To Complete
SFMTA	17	17	0
Caltrain	10	10	0
BART	5	5	0

Delivery of Training

	Total Modules	Conducted	To Deliver
SFMTA	18	16	2
Caltrain	11	7	4
BART	6	1	5



TransLink® Integration Programs

Operator	Description	Status
BART	Integration of TransLink® functionality into existing ticket vending machines.	Software has been exchanged and testing is in progress. Bugs are under investigation. Completion expected summer 2009.
BART	Integration of TransLink® functionality into existing faregates including high value discount.	An informal I6 test is complete. BART and MTC are in discussions as to how to approach an issue with DAS reporting. Completion expected spring 2009.
Golden Gate Ferry	Introduction of new faregates with TransLink® functionality.	Golden Gate continues to consider alternative designs.
SFMTA	Replacement of existing faregates with new faregates that include TransLink® functionality.	Draft Functional Specification document is complete and work has begun on the Draft Technical Specification.
VTA/Caltrain	Integration of TransLink® functionality into existing ticket vending machines.	VTA continues to test VenTek's prototype and is developing a new GUI for the TransLink and VTA/Caltrain customer interfaces based on the new dimensions of the TVM's monitor.



3. Program Financial Summary



Recent TransLink® Contractor Invoices

Invoice No.	Cost Description/Milestone	Date Received	Invoiced Amount	Total Amount Approved	Approval Status
50083520	TransLink® Employer & Employer Prog. Website	9/9/2008	\$43,768.00	\$43,768.00	Approved (25% Withheld)
50083402	Website Changes	9/9/2008	\$23,564.00	\$20,824.00	Approved (25% Withheld)
50083368	Phase 2.3 Revenue Ready Progress - SFMTA	9/10/2008	\$750,000.00	\$750,000.00	Approved (25% Withheld)
50083438	Phase 2.3 Revenue Ready Progress - SFMTA	9/10/2008	\$189,965.34	\$189,965.34	Approved (25% Withheld)
50083521	Phase 2.3 Revenue Ready Complete - Caltrain Dual Tag	9/15/2008	\$43,709.50	\$43,709.50	Approved (25% Withheld)
50082349	Phase II Manuals and Software Docs - Caltrain Dual Tag	10/3/2008	\$43,709.50	\$43,709.50	Approved (25% Withheld)
50083701	Website Changes	10/3/2008	\$10,412.00	\$8,905.00	Approved (25% Withheld)
50083700	TransLink® Employer & Employer Prog. Website	10/3/2008	\$31,164.00	\$31,164.00	Approved (25% Withheld)
50083699	TSB Activities - August 2008	10/3/2008	\$408,136.28	\$405,801.07	Approved (25% Withheld)
50083612	Equipment Installation Complete - Additional TOT at Whistlestop Wheels	10/14/2008	\$15,061.39	\$15,787.24	Approved (25% Withheld)
50083636	Phase 2.3 Revenue Ready Complete - TOT GUI Improvements	10/14/2008	\$44,521.30	\$44,521.30	Approved (25% Withheld)
50083637	Phase 2.3 Revenue Ready Complete - Muni Faregate CID Kits	10/14/2008	\$56,117.60	\$56,117.60	Approved (25% Withheld)
50083639	Phase 2.3 Revenue Ready Progress - Muni Faregate CID Kits	10/14/2008	\$27,494.10	\$27,494.10	Approved (25% Withheld)
50083640	Phase 2.3 Training	10/14/2008	\$8,276.00	\$8,276.00	Approved (25% Withheld)
50083824	TransLink® Card Storage/Shelving and Installation	10/15/2008	\$981.94	\$0.00	Under Review
50083825	TransLink® Employer & Employer Prog. Website	10/15/2008	\$29,680.00	\$29,680.00	Approved (25% Withheld)
50083826	TSB Activities - September 2008	10/15/2008	\$410,709.04	\$408,255.80	Approved (25% Withheld)
50083898	SAS-70 Audit - Sept. - Oct. 2008	10/28/2008	\$27,100.00	\$0.00	Under Review
50083899	Phase 2.3 Revenue Ready Complete - TOT GUI Improvements	10/28/2008	\$22,260.65	\$22,260.65	Approved (25% Withheld)
50083900	Phase 2.3 Revenue Ready Progress	10/28/2008	\$37,500.00	\$37,500.00	Approved (25% Withheld)
50083904	TransLink® Card Order No. 2 - Receipt of Cards by Contractor	10/28/2008	\$254,871.60	\$254,871.60	Approved (25% Withheld)
50083971	Support for Training Videos	11/5/2008	\$742.00	\$742.00	Approved (25% Withheld)
50083655	Phase 2.3 Equipment - CID 2As and HCR3s	11/3/2008	\$159,644.72	\$0.00	Under Review
Total			\$2,639,388.96	\$2,443,352.70	

*For equipment invoices, the total amount approved is higher than the invoiced amount because the invoiced amount reflects the 5% retention for all equipment costs.

The table above shows operating and capital invoices submitted to MTC by the TransLink® Contractor in the past two months.



Summary of Phase II TransLink® Contract Capital Costs

Phase II TransLink® Contract Capital Costs by Fiscal Year

Fiscal Year	Design	Implementation	TransLink® Cards	Equipment	Other	Total
FY 2002-03	\$581,500	\$1,584,958	\$0	\$0	\$3,200	\$2,169,658
FY 2003-04	\$621,273	\$1,011,519	\$0	\$3,085,125	\$0	\$4,717,916
FY 2004-05	\$2,047,522	\$1,136,406	\$1,502,838	\$46,565	\$0	\$4,733,331
FY 2005-06	\$1,371,865	\$194,058	\$0	\$133,750	\$0	\$1,699,672
FY 2006-07	\$2,644,946	\$908,733	\$17,391	\$3,696,265	\$10,700	\$7,278,036
FY 2007-08	\$1,183,540	\$526,273	\$44,625	\$205,631	\$0	\$1,960,069
FY 2008-09	\$240,330	\$2,639,455	\$267,482	\$4,679,354	\$0	\$7,826,621
Total	\$8,690,976	\$8,001,402	\$1,832,335	\$11,846,689	\$13,900	\$30,385,303

Notes:

1. Amounts for FY 2006-07, FY 2007-08 and FY 2008-09 do not reflect withholding of 25% of payments after April 26, 2007 because the full amount will be due to Contractor when Contractor achieves required milestones.
2. This table previously included maintenance costs, but as of FY 2007/08 MTC has moved this expense from the capital costs to the operating costs.

The table above shows all Phase II TransLink® Contract capital costs by fiscal year. This table does not include capital costs not paid under the TransLink® Contract, e.g. consultant costs and transit agency funding agreements.



TransLink[®] Service Bureau Operations Payments

Invoice Description	Total Amount Paid	Estimated MTC Share	Estimated Transit Agency Share	Notes
TSB Activities - November 2006	\$286,182	\$285,149	\$1,033	
TSB Activities - December 2006	\$275,986	\$268,877	\$7,109	
TSB Activities - January 2007	\$272,555	\$268,513	\$4,042	
TSB Activities - February 2007	\$274,459	\$268,777	\$5,682	
TSB Activities - March 2007	\$274,166	\$268,163	\$6,004	25% Withheld
TSB Activities - April 2007	\$274,734	\$268,173	\$6,561	25% Withheld
TSB Activities - May 2007	\$275,192	\$268,397	\$6,794	25% Withheld
TSB Activities - June 2007	\$276,814	\$269,577	\$7,237	25% Withheld
TSB Activities - July 2007	\$321,859	\$313,625	\$8,234	25% Withheld
TSB Activities - August 2007	\$332,811	\$314,405	\$18,406	25% Withheld
TSB Activities - September 2007	\$349,473	\$329,749	\$19,724	25% Withheld
TSB Activities - October 2007	\$345,862	\$328,563	\$17,299	25% Withheld
TSB Activities - November 2007	\$343,423	\$325,783	\$17,640	25% Withheld
TSB Activities - December 2007	\$344,597	\$324,873	\$19,724	25% Withheld
TSB Activities - January 2008	\$343,447	\$326,148	\$17,299	25% Withheld
TSB Activities - February 2008	\$337,270	\$319,530	\$17,740	25% Withheld
TSB Activities - March 2008	\$345,805	\$326,928	\$18,876	25% Withheld
TSB Activities - April 2008	\$348,154	\$327,808	\$20,346	25% Withheld
TSB Activities - May 2008	\$344,948	\$323,102	\$21,846	25% Withheld
TSB Activities - June 2008	\$352,196	\$328,973	\$23,222	25% Withheld
TSB Activities - July 2008	\$353,683	\$330,662	\$23,021	25% Withheld
TSB Activities - August 2008	\$397,578	\$372,542	\$25,036	25% Withheld
TSB Activities - September 2008	\$405,353	\$368,075	\$37,278	25% Withheld
Total	\$7,476,545	\$7,126,393	\$350,152	

Note 1: In previous months, the "Total Amount Paid" incorrectly included both operating and capital payments related to TransLink[®] Service Bureau Activities. This table correctly shows only the operating amounts. Capital amounts are included elsewhere in the report.

Note 2: MTC recently reclassified TransLink[®] equipment maintenance payments for FY 2007/08 as "operating" expenses. Previously, these amounts were incorrectly categorized as "capital" expenses.



Drawdown of TransLink® Incentive Fund by Transit Operator

Transit Operator	AC Transit	BART	Caltrain	GGBHTD	SFMTA	VTA	Total
TransLink Incentive	\$862,227.00	\$2,128,017.00	\$484,745.00	\$634,239.00	\$2,327,504.00	\$683,271.00	\$7,120,003.00
Total Share of Phase II Operating Fees as of September 2008¹	\$120,533.39	\$0.00	\$0.00	\$206,546.40	\$7,175.12	\$0.00	\$334,254.92
Remaining TransLink Incentive	\$741,693.61	\$2,128,017.00	\$484,745.00	\$427,692.60	\$2,320,328.88	\$683,271.00	\$6,785,748.08

1. These amounts are subject to change pending the resolution of TransLink Contractor claims and retroactive price adjustments.

When the TransLink® program reached Revenue Ready for Phase II, the monthly program operating costs became the shared responsibility of the members of the TransLink® Consortium, in accordance with Appendix A of the TransLink® Interagency Participation Agreement (IPA). MTC has also agreed to assist the operators with Phase II operating costs up to a set dollar amount, which is typically referred to as the “TransLink® Incentive.”

The table above identifies the TransLink® Incentive amounts for six participating transit operators and the amount that each agency has drawn down since Phase 2.2 Revenue Ready.



TransLink® Contract Change Orders Executed Under MTC's Authority in FY 2008-09

CO No.	Title	Description	Net Cost	FY Executed
39, Am 2	SFMTA Power Supplies	Installation and costs of power converters for SFMTA LRVs and historic streetcars	\$37,974	08-09
70, Am 1	Training videos	Support for development of training videos	\$10,000	08-09
94, Am 2	Network for Muni Metro East	Provide wireless network for Muni Metro East	\$35,557	08-09
110	Support for SAS audit	Contractor support for SAS 70 Audit	\$147,000	08-09
16, Am 1	Reports Changes	Provision of additional reports to aid in operation of the system	\$30,000	08-09
101, Am 2	Website Design	Changes to the TransLink Website	\$75,000	08-09
93, Am 3	TransLink Card Order	Modifications to TransLink® Card Order No. 1 and No. 2 (decrease in card quantity)	(\$311,500)	08-09
52, Am 1	Installation of Equipment	Installation of On Board Equipment on AC Transit buses	\$98,492	08-09
16, Am 2	Reports Changes	Development of additional reports and provision to address future modifications	\$27,000	08-09
76, Am 2	Caltrain Network	Implementation, operation, and maintenance of Phase 2.3 communications network for Caltrain	\$17,946	08-09
94, Am 3	SFMTA HCR 3	Relocation of HCR 3's	\$27,230	08-09
109 Am 1	Employer Programs Website	Implement Employer Program and Development and Implementation of Contractor managed website interface	\$35,456	08-09
TOTAL			\$230,155	

The TransLink® Interagency Participation Agreement specifies that MTC has delegated authority to execute change orders to the TransLink® Contract where the value of the change order is less than or equal to \$250,000.



4. Systems and Operations Data



Marketing & Outreach Activities

- SFMTA is entering the second stage of its trial use period in early December. Activities will include:
 - A December 10 reception for stakeholders invited to participate in the trial. The event will include distribution and registration of TransLink[®] cards and demonstrations of how to tag and add value to a card.
 - Outreach events at stations the weeks of December 8 and 15 to recruit additional trial users.
 - Email trial-use invitations to SFMTA customers who expressed earlier interest in participating and to AC Transit and Golden Gate Transit and Ferry frequent riders.
- Golden Gate Transit and Ferry is conducting ferry terminal outreach events to inform customers of the elimination of ferry ticket books and encourage them to convert to TransLink[®].
- As part of their initial stages of soft launch, Caltrain intends to have employees use the system as if they were patrons with e-cash and passes. Following the employee phase, they will enter the public participation stage of soft launch.



TransLink® Point of Sale Network Activity

- Total point of sale volume for the month of October was approximately \$81,000 in e-cash value and \$33,000 in transit passes.
- Top sales locations for October were:
 - East Bay: Walgreens #2393 (1330 Broadway, Oakland) – \$11,225
 - North Bay: Raley's #337 (Rohnert Park) - \$6,200
 - San Francisco: News & More - \$5,800



TransLink® Fare Payment Transaction Volume

Figure 1: Average Weekday TransLink® Ridership during the Previous 52-Week Period

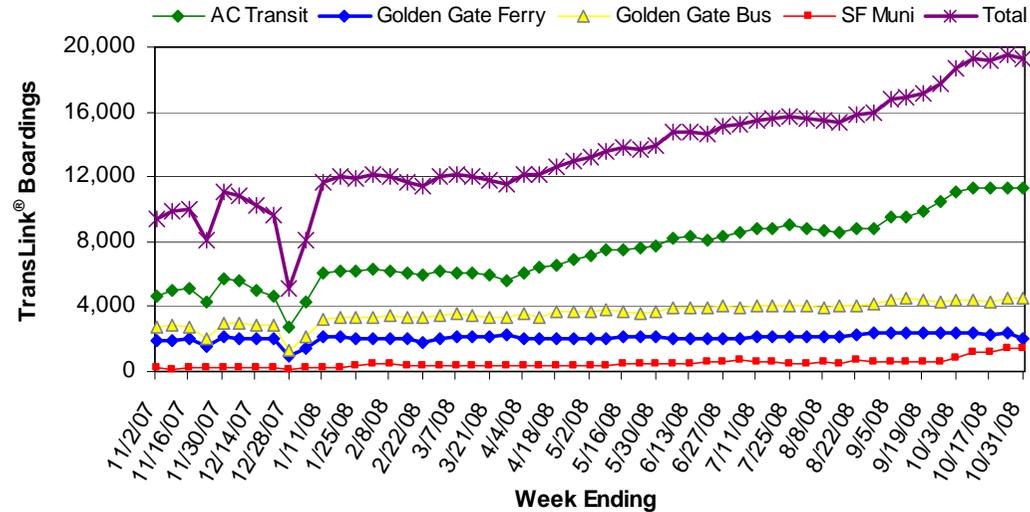
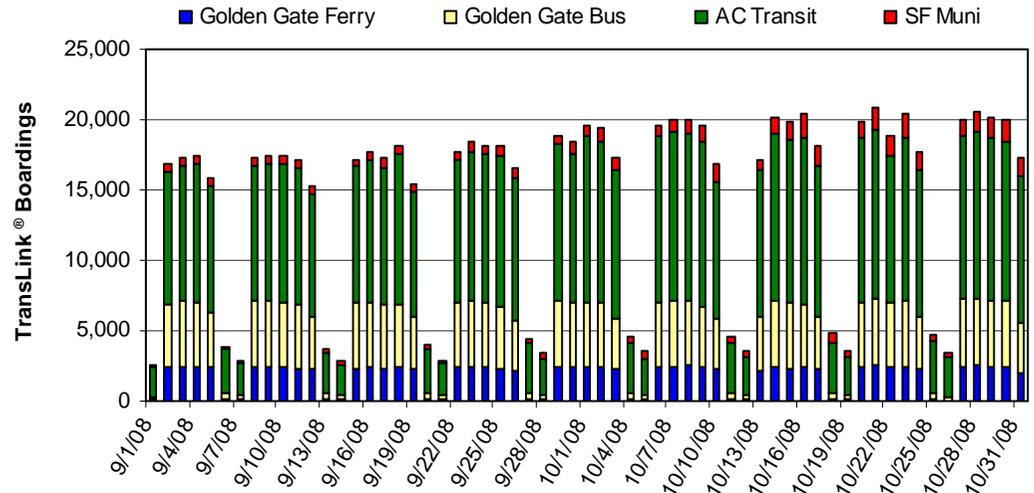


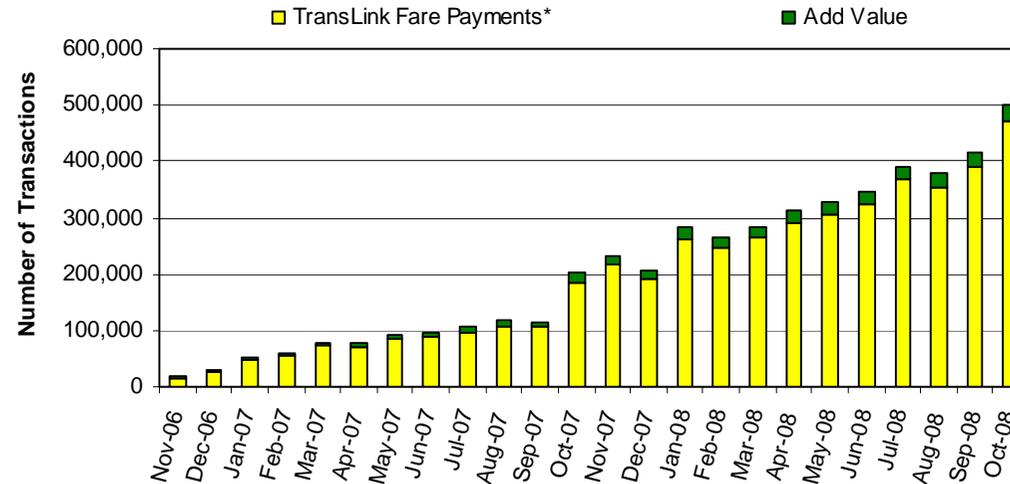
Figure 2: Daily TransLink® Ridership by Operator over a Rolling 60-Day Period





Transaction Volume

Figure 3: TransLink® Fee Generating Transactions on a Monthly Basis Since Phase 2.2 Revenue Ready

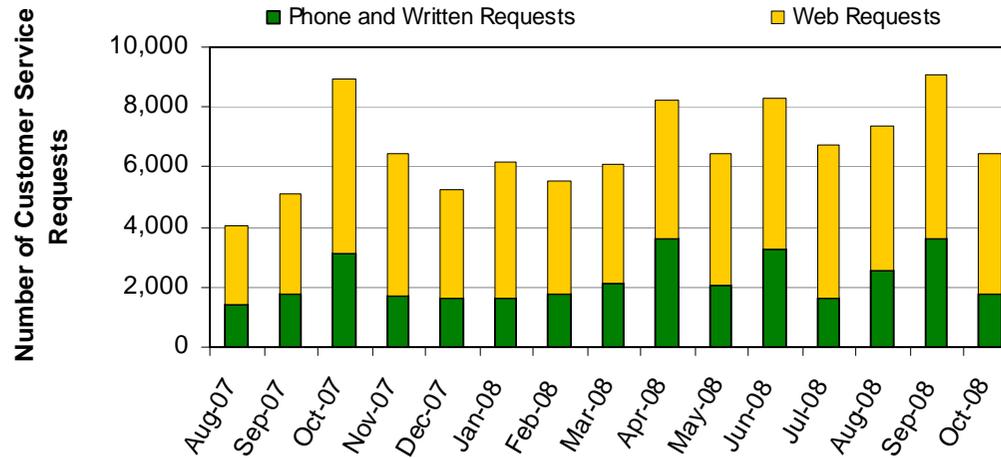


*Based on the TransLink® Contract, free transfers are not counted as fee generating transactions.



Customer Service Center Activity

Figure 4: TransLink® Customer Service Center Activity (Phone and Website) During the Previous 12-Month Period





TransLink[®] Card Inventory

Table 1: TransLink[®] Service Bureau (TSB) Phase II Card Distribution Activity*

Card Distribution Period	Adult/Youth Cards**	Senior Cards	RTC Discount Cards	Total
Cards Distributed Prior to January 2007	18,159	504	3	18,666
January 2007	567	1	5	573
February 2007	591	1	488	1,080
March 2007	525	0	0	525
April 2007	546	0	0	546
May 2007	500	0	0	500
June 2007	680	0	1,160	1,840
July 2007	792	0	0	792
August 2007	6,150	1	1,960	8,111
September 2007	1,559	8	9,899	11,466
October 2007	5,180	37	3,000	8,217
November 2007	1,530	0	3,000	4,530
December 2007	1,920	2	3,000	4,922
January 2008	1,663	117	3,116	4,896
February 2008	1,302	48	3,048	4,398
March 2008	4,197	1	3,002	7,200
April 2008	6,041	23	3,015	9,079
May 2008	2,244	21	1,233	3,498
June 2008	6,062	1,009	932	8,003
July 2008	2,026	1	5,756	7,783
August 2008	9,229	2	3,000	12,231
September 2008	3,680	3	2,892	6,575
October 2008	6,053	124	0	6,177
Cumulative TSB Card Distribution	81,196	1,903	48,509	131,608
Unusable Cards (Due to Defects)	649	15	0	664
Current TSB Phase II Card Inventory	169,019	59,286	41,557	269,862

*Includes cards that TSB distributed to transit agencies, third-party distributors and patrons, as well as cards issued for system testing.

**Adult and Youth cards are counted together because both card types use the same card stock.



TransLink® Card Distribution

Figure 5: Distribution of TransLink® Cards to Patrons on a Monthly Basis Since Phase 2.2 Revenue Ready

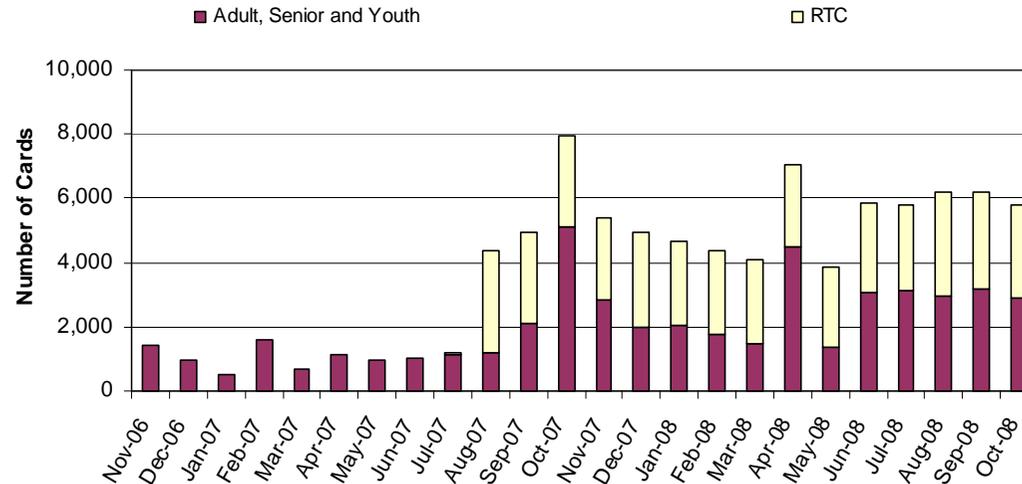
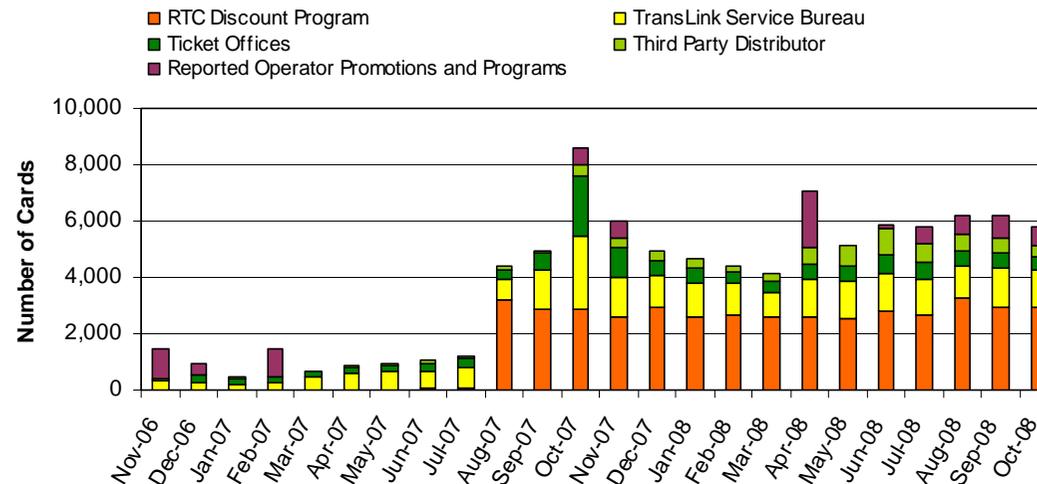


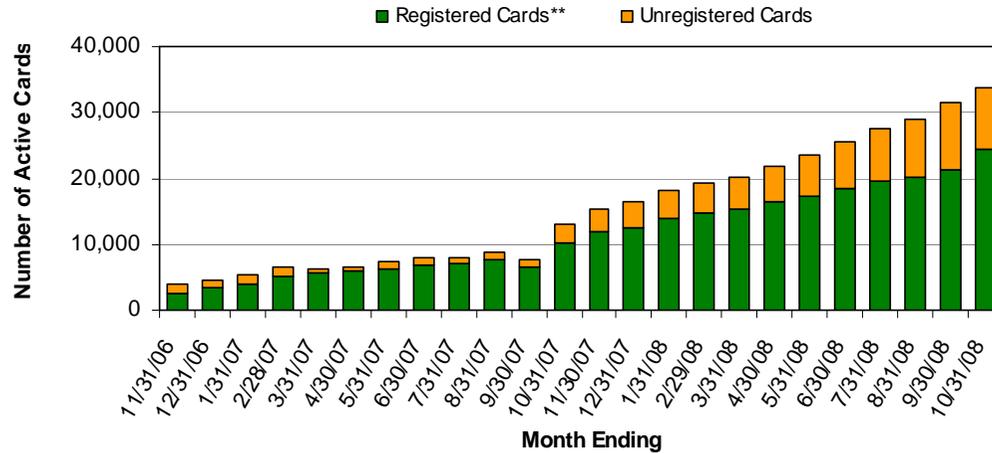
Figure 6: Monthly TransLink® Card Issuance by Distribution Channel Since Phase 2.2 Revenue Ready





TransLink[®] Card Base Management

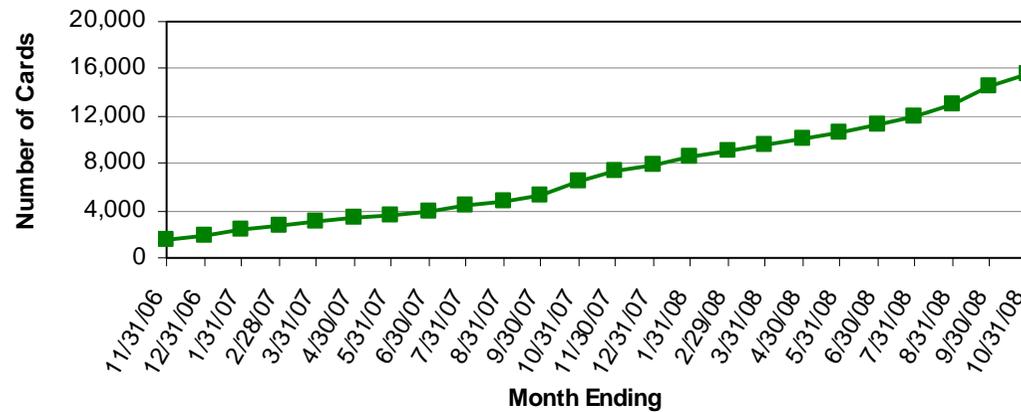
Figure 7: Number of Active* TransLink[®] Cards in Circulation



*Active cards are those that customers have used to complete a transaction during the previous 365-day period.

** A registered card has patron identification information associated with it in the TransLink Service Bureau database. Only registered cardholders can take advantage of features such as Autoload and TransLink Balance Restoration.

Figure 8: Cumulative Number of Cards Registered for Autoload Since Phase 2.2 Revenue Ready





TransLink® Financial Activity

Figure 9: TransLink® Operator Revenue on a Monthly Basis Since Phase 2.2 Revenue Ready

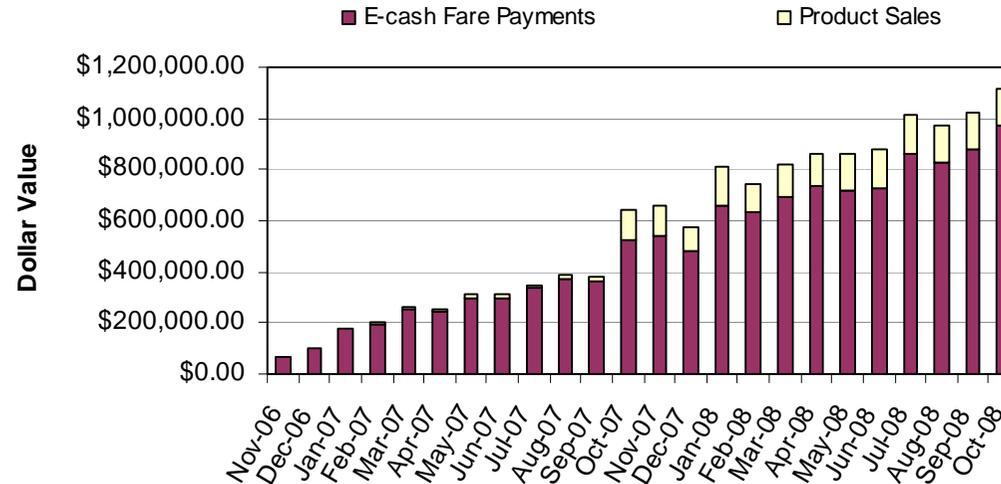
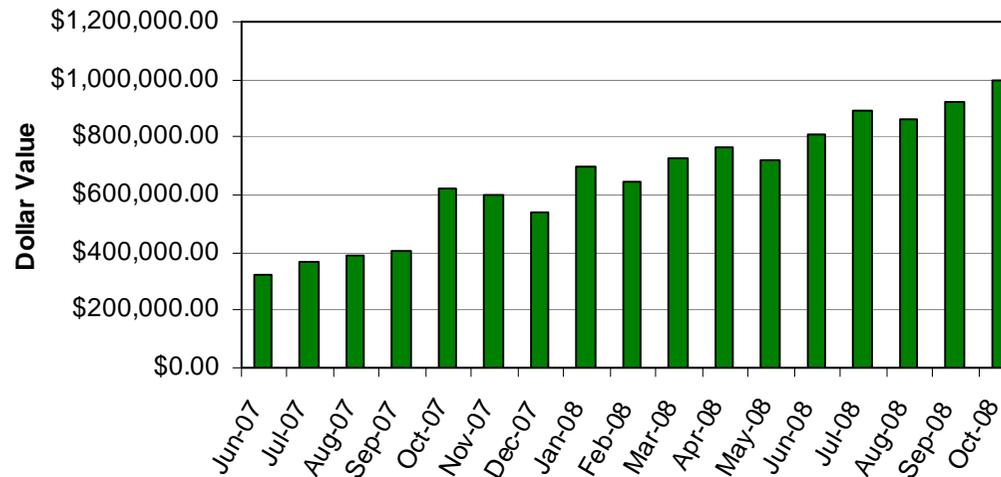


Figure 10: E-Cash Value Added by TransLink® Cardholders on a Monthly Basis





TransLink® Financial Activity

Figure 11: Monthly Sales of TransLink® Value by Distribution Channel

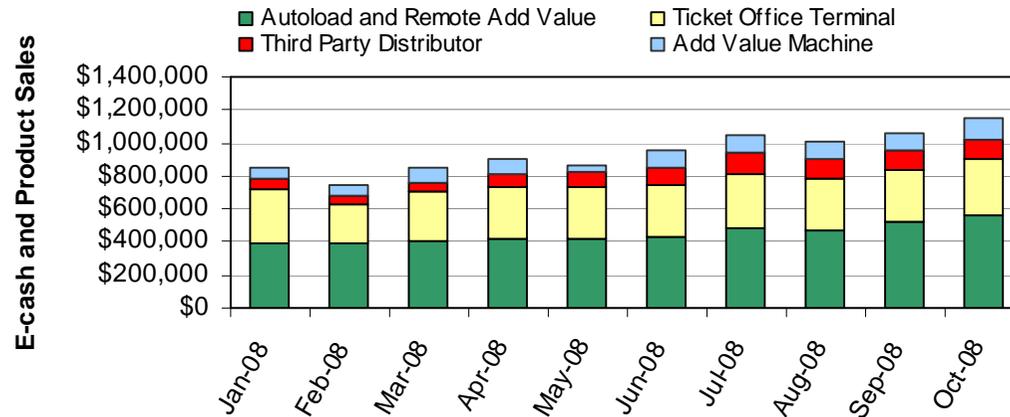


Table 2: TransLink® Bank Account Balances During the Previous 6-Month Period

Month End	TransLink® Float	TransLink® Cardholder Fees	TransLink® Participation Claim Fund (PCF)*	Walgreens Settlement
May 2008	\$823,692.40	\$78,065.00	\$29,876.53	\$180,000.00
June 2008	\$893,779.42	\$84,855.00	\$20,702.92	\$180,000.00
July 2008	\$900,230.19	\$96,020.00	\$10,132.40	\$180,000.00
August 2008	\$924,049.42	\$101,560.00	\$15,891.98	\$180,000.00
September 2008	\$962,113.25	\$106,165.00	\$21,938.29	\$180,000.00
October 2008	\$994,071.79	\$114,545.00	\$28,519.57	\$180,000.00

* If a fare payment transaction gap is not closed within a 21-day period, the e-cash value associated with the gap is moved from the Float Account to the PCF. Operators may file claims on the PCF at any time.



Appendix



Abbreviations

- **AVM** Add Value Machine
- **CD** Configuration Data
- **CID** Card Interface Device
- **CIPP** Card Initialization, Printing and Personalization
- **FACI** First Article Confirmation Inspection
- **FAT** First Article Testing
- **FRB** Failure Review Board
- **HCR** Hand-held Card Reader
- **IIIT** Interface and Integration Inspection and Testing
- **IIT** Installation Inspection and Testing
- **KPI** Key Performance Indicator
- **MASS** Multiple Application Smartcard System
- **MTBF** Mean Transactions Between Failures
- **MOHBF** Mean Operating Hours Between Failures
- **OBE** On-Board Equipment
- **OCMS** Operations, Configuration and Management System
- **OFS** Off-Line Server
- **OLS** On-Line Server
- **OWS** Operator Work Station
- **PIO** Public Information Officer
- **RCDA** Referential Configuration Data Administrator
- **SAM** Security Access Module
- **TDS** TransLink® Data Server
- **TSB** TransLink® Service Bureau
- **TOT** Ticket Office Terminal
- **TRU** TransLink® Retail Unit
- **UD** Usage Data



Definitions

- **Acceptance Testing** This testing will be conducted in stages as required in the Contract to verify that the equipment meets the specified reliability requirements. It will be carried out immediately after Conditional Acceptance of all of the 2.3 Operators.
- **Launch** This event occurs when a transit operator determines that its soft launch has been successful enough to allow entry into service with the general public. The Launch will include media events and appropriate advertising to promote the use of TransLink®.
- **Soft Launch** This occurs when a transit operator determines that all affected departments within the agency are ready to accept payment through the TransLink® system. A Soft Launch will likely include a select group of users for a set period of time. The general public is not precluded from using TransLink® during Soft Launch. A Soft Launch is not a requirement for operators.
- **Punch List** With respect to the TransLink® system, the Punch List is a collection of issues not completely addressed by the Contractor prior to Revenue Ready. Each item is agreed to by MTC and respective operator(s) affected and includes a date by which the Contractor will complete the work necessary to resolve the issue.
- **Revenue Ready** As defined in Article 8.2, Part 1 of the TransLink® Contract, MTC will issue one Certificate of Revenue Ready Status for each Phase II Operator when the Contractor has complied with the Contract requirements in the following areas:
 - All equipment has been installed and the Installation Inspection and Testing, as required under Volume B, Statement of Work, Section B4-4.3 has been completed;
 - The Contractor has hired all personnel designated for the operations and maintenance of the particular Phase in Contractor's Program Implementation Master Plan required under Volume B, Statement of Work, Section B4-4.1.1;
 - The Contractor has completed all of its contractual training obligations required by Volume B, Statement of Work, Section B4-4.6.