



## **Program Management Report**

March 13, 2009

Smart Card. Smart Travel.



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# I. Executive Summary

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## Highlights & Milestones

- BART has deployed the TransLink® software to 13 stations. Deployment to the remaining BART stations will be completed in mid-March.
- Contractor began field testing (IIT) at the BART gates on February 27<sup>th</sup>. IIT for BART's TOTs and HCR3s is complete.
- The new Data Store is now being tested, and it is scheduled to be in the production system in approximately April.
- Work has begun at VTA to replace the 34 sets of on-board bus equipment used in Phase I. Installation and prototyping for the rest of the fleet are under discussion between MTC, the Contractor and VTA.
- The SamTrans Operator Safety Group has approved the device locations and work is now proceeding toward bus prototyping.
- MTC is in discussions with AC Transit regarding TransLink® plans for the temporary Transbay Terminal.
- Average weekday transaction volume grew by 13% from January to February.



Dry run field testing at Lake Merritt BART Station



## Highlights & Milestones

- SFMTA continues to increase participation in its trial phase.
- As of early March, more than 4,000 SFMTA customers have signed up to use TransLink<sup>®</sup> and provide feedback.
- Over 1,000 SFMTA patrons responded to a recent customer survey.
  - 40% use autoload
  - 78% rated customer service satisfactory or excellent
  - Customers like not having to carry cash or use paper transfers and they appreciate being able to manage their accounts online
  - 92% said they would recommend it to a friend
- Work is under way to finish the Caltrain communications network. Caltrain reports that employee field testing will begin soon.



TransLink outreach at Montgomery Station



# TransLink<sup>®</sup> Market Penetration

**Table I: Market Penetration Rates Based on Average Weekday TransLink Boardings as a percentage of Total Average Weekday Boardings**

	Average Weekday TransLink Boardings (February 2009)	Total Average Weekday Boardings	TransLink Market Penetration Rate
AC Transit	11,435	218,000 <sup>1</sup>	5.25%
GG Ferry	3,540	7,795 <sup>1</sup>	45.41%
GG Bus	4,934	24,553 <sup>1</sup>	20.10%
SF Muni	3,053	686,000 <sup>2</sup>	0.45%

1 Based on FY 2008 Data

2 Based on Short Range Transit Plan 2006-2025 Data



# System Operations Key Performance Indicators

## A. Customer Service Response Time Performance

Measure	Requirement	February 2009	Prior Month January 2009	Prior Year February 2008
Percentage of Calls Answered within 20 seconds	Greater than 80%	87.55%	83.83%	85.07%
Percentage of Calls Abandoned	Less than 8%	3.03%	4.49%	4.79%

## B. System Availability Performance

Device	Goal	Status
AVM	99.73%	99.40% <sup>1</sup>
TOT	99.73%	99.87%
TDS	99.73%	100%
TCS	99.73%	100%
Data Store	99.73%	100%

## C. Accuracy Performance – February 2009

Device	Goal	Status
AVM	99.73%	100%
TOT	99.73%	100%
CID1	99.73%	N/A <sup>2</sup>
CID2	99.73%	100%
CID3	99.73%	100%

1. During February, the TransLink<sup>®</sup> Contractor identified five occurrences of AVMs hanging during the early morning reboot that is part of the end of day process. On-site technicians had to reboot the devices in order to return them to service, since the TransLink Service Bureau was unable to resolve the issue remotely. The TransLink Contractor has escalated the issue internally in order to identify the root cause.
2. Contractor is investigating the ongoing issues with the CID1 audit registers. Without accurate audit register data, the accuracy measurement cannot be made.



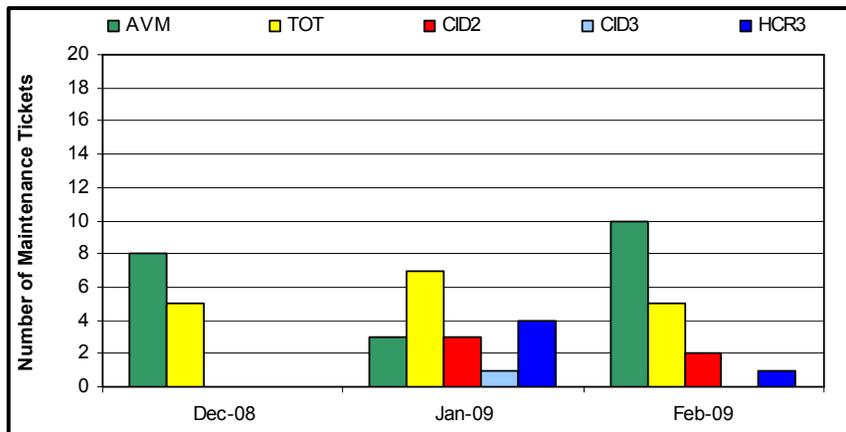
# System Operations Key Performance Indicators

The TransLink® Service Bureau Help Desk opens maintenance tickets in response to incident reports originating from system monitoring tools or communications from TransLink Contractor, MTC or transit operator staff. Maintenance tickets are chargeable if a device fails to perform its designated function, or meet its performance criteria, when being used and operated according to the environmental and operational conditions specified for the device.

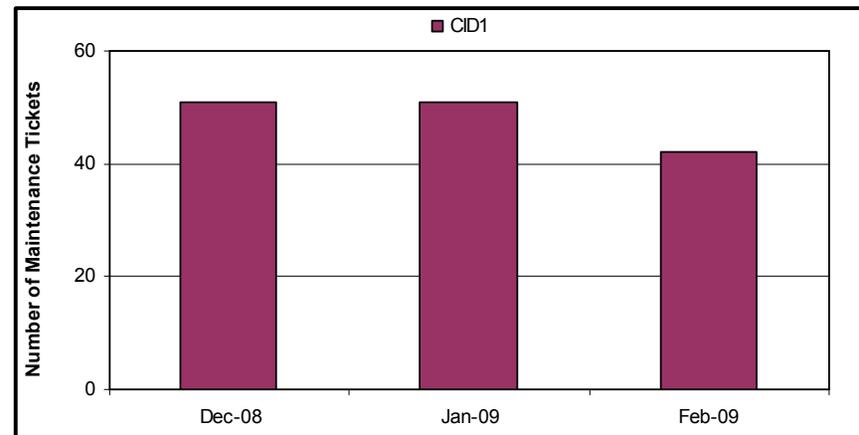
## A. Number of Chargeable Maintenance Tickets<sup>1</sup> per Operator by Device Type – February 2009

Device Type	Total Device Quantities	AC Transit	Caltrain	Golden Gate Transit/Ferry	SFMTA	Total Included Calls
CID1	3,625	15	N/A	5	22	42
CID2	180	N/A	1	1	0	2
CID3	27	N/A	N/A	N/A	0	0
AVM	52	1	N/A	4	5	10
TOT	25	1	0	4	0	5
HCR3	272	0	0	0	1	1

## B. Number of Chargeable Device Tickets during Prior Three-Month Period (Not Including CID1 Tickets)



## C. Number of Chargeable CID1 Tickets during Prior Three-Month Period





# System Utilization

Measure	Last Month February 2009	Prior Month January 2009	Prior Year February 2008
<b>Transaction Volume</b>			
Average Number of Weekday Transactions	22,961	20,254	11,795
Fee-Generating Fare Payment Transactions (Not Including Free Transfers)	470,883	448,683	247,698
Fee-Generating Add Value Transactions	29,371	29,734	17,271
Unique Cards Used	25,696	24,157	13,971
Settled Transit Operator Revenue	\$1,127,960	\$1,170,337	\$752,769
<b>Call Volume</b>			
Customer Service Representative Calls	4,160	4,039	2,672
Help Desk Calls	168	133	118
<b>Website Traffic</b>			
Unique Visitors	13,982	14,262	9,307
Visits	17,900	18,548	17,121



# Issues & Actions

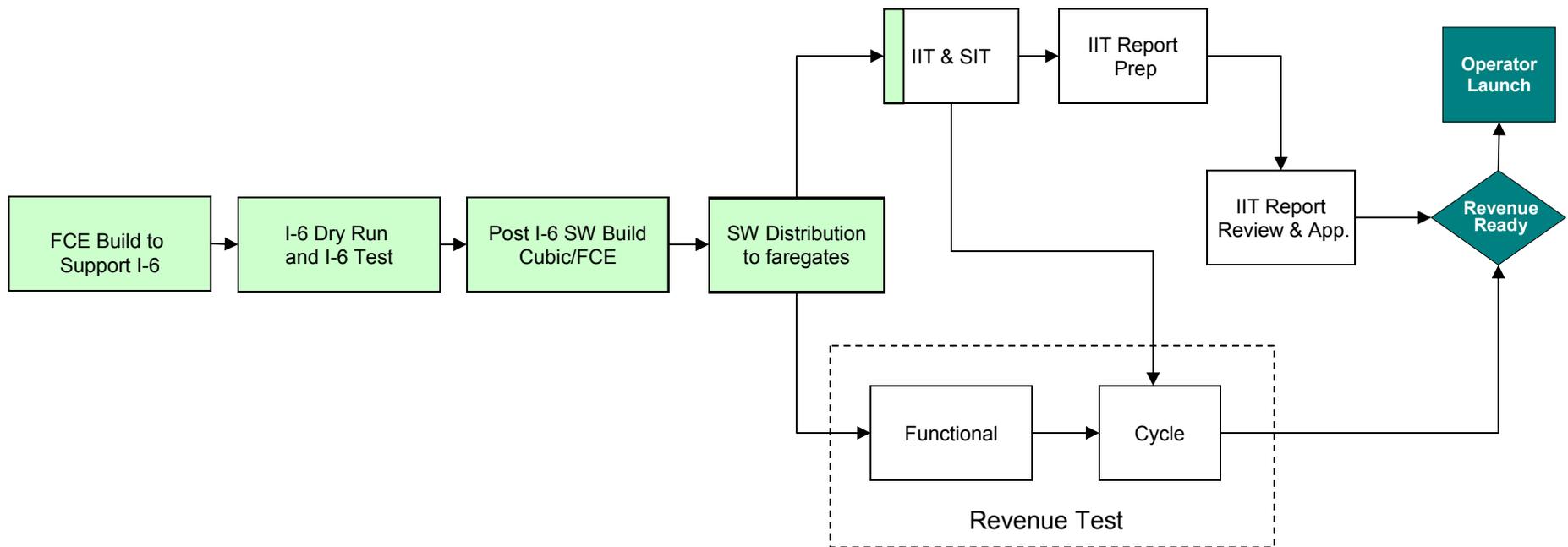
Topic	Issue	Status / Action
<b>Schedule Delays</b>	Revenue ready dates for several operators continue to be delayed.	<ul style="list-style-type: none"> <li>The current BART schedule shows a Revenue Ready date of May 5, 2009. The VTA and SamTrans schedules are being updated by Contractor and will be available in mid-March.</li> </ul>
<b>Declaratory Relief</b>	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"> <li>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.</li> <li>The appeal hearing was held October 23, 2008. An order is expected within next 5 months.</li> </ul>
<b>Point of Sale Network Claim</b>	Contractor claims it is entitled to a 2.5% third party load service fee.	<ul style="list-style-type: none"> <li>Motorola and MTC agreed to suspend the statute of limitations on the claim pending Revenue Ready for Phase 2.3.</li> </ul>
<b>Cycle Test Claim (new)</b>	Contractor claims the Cycle Test is out of scope and will require extra work that will cause a delay in the achieving the revenue ready milestone for the system's implementation on BART.	<ul style="list-style-type: none"> <li>MTC received a claim in the amount of \$334K on September 10, 2008.</li> <li>MTC notified Contractor on October 24, 2008 that the claim was premature, since the Cycle Test had not yet been conducted, and MTC instructed the Contractor to re-submit the claim after the test concludes.</li> </ul>
<b>Assurance Payments</b>	Contractor claims that it will be entitled to assurance payments of \$80K/month. until TransLink reaches 20M transactions/month. MTC maintains that Contractor's late delivery bars Contractor's right to assurance payments. No formal claim has been filed.	<ul style="list-style-type: none"> <li>This matter was included in the tolling agreement suspending the statute of limitations on a potential claim until Revenue Ready for Phase 2.3.</li> </ul>



## 2. System Implementation

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# BART Revenue Ready Activities



I-6- Integration Testing of BART/TransLink system

IIT- Installation Inspection and Testing

 Indicates progress

# Equipment Installation

- Rework activity continues on SFMTA's fleet.
  - Contractor has completed necessary re-works. A change order for work outside of the original scope is being finalized.
  - Contractor has also submitted a request for change order (RFCO) to install new firmware to allow the devices to come back into service after experiencing a severe voltage variation. MTC is analyzing this request.
- VTA is gathering information regarding its bus fleets, reviewing best practices from previous operator installations and reviewing installation documents. Information is also being gathered to finalize platform site preparations.
- The SamTrans Operator Safety Group approved the device location mock-ups. Prototyping is set to begin the week of March 23<sup>rd</sup>.
- HCR3 and TOT installations at BART are complete.



The SamTrans Operator Safety Group inspects proposed TransLink<sup>®</sup> onboard equipment locations.



## Testing

- Contractor is finishing fixes for most of the items on the Caltrain and SFMTA punchlist.
- BART restructured the software deployment plan resulting in a 5-day slip to the testing schedule. Contractor has agreed to conduct testing efforts in parallel to maintain the mid-May Revenue Ready date.
- Software deployment to all faregates was completed on March 12<sup>th</sup>. IIT began on February 27<sup>th</sup> and will continue through March 27<sup>th</sup>.
- IIT for the HCR3s and TOTs is complete.
- The revenue test on BART will begin in late March. The Cycle Test is scheduled for early April. If available, the revised Data Store will be used in parallel at the time of the test.
- Lab testing of the revised Data Store and TransLink<sup>®</sup> Data Server Store is expected to start in April.



## Data Store and TDS Store

- Operators have reviewed the proposed new design for the Data Store, and Contractor has resolved all operator comments.
- CIMS contractor (CMC) feedback includes:
  - Revised design will have minimal impact on CIMS development
  - Revised design provides greater value to CIMS by allowing a true comparison between processed (Data Store) and unprocessed (TDS Store\*) data
- Development of the revised Data Store and TDS Store will be completed in late March and lab testing will be done in April.
- Following lab testing, the Data Store will be deployed and run in parallel with the current Data Store.
- Caltrain will be the first operator to receive a TDS Store (mid to late May).
- The Cycle Test is scheduled for early April and Contractor intends to use both the old and new Data Store if the new one is available at that time.

\*The Design Review and Implementation Committee (DRAIC) previously agreed that this is the closest practical means to obtain source data.



## Site Preparation

- Additional Caltrain network equipment to enable full operability of all CID2s should be installed by mid March. (The wrong equipment was ordered earlier and a change order was needed to rectify the situation.)
- Contractor is ready to install the wireless network at the recently completed SFMTA Metro East Yard. AT&T circuit installation is complete, however the circuit needs to be extended to the room where equipment is located.
- SamTrans is preparing to solicit bids for the site prep work at four bus yards.
- VTA is reviewing the site prep conditions and will soon begin to work with MTC and Contractor to finish what is needed for revenue operations.



## Phase 2.3 and 2.4 Training

- Phase 2.4 training material development continues.
- BART has begun scheduling the remainder of its training courses.
- The remaining courses for SFMTA and Caltrain may be delivered at a later date.

### Phase 2.3 Delivery of Training

	Total Modules	Conducted	To Deliver
SFMTA	17	16	1
Caltrain	11	7	4
BART	6	1	5



## Marketing & Outreach Activities

- SFMTA is continuing activities to increase participation in the trial phase including:
  - In-station promotions targeting Fast Pass users during the monthly rush
  - Flyer distribution at downtown express bus stops and colleges
  - Promotion at an event at San Francisco City Hall
- As of early March, more than 4,000 SFMTA customers signed up to participate in the trial of TransLink. An additional 800 AC Transit and Golden Gate Transit and Ferry riders also signed up to provide feedback about their experiences using TransLink on Muni.
- The goal for this phase is 5,000 participants.
- Achieving the goal has been hampered by not having the BART functionality on the Fast Pass.



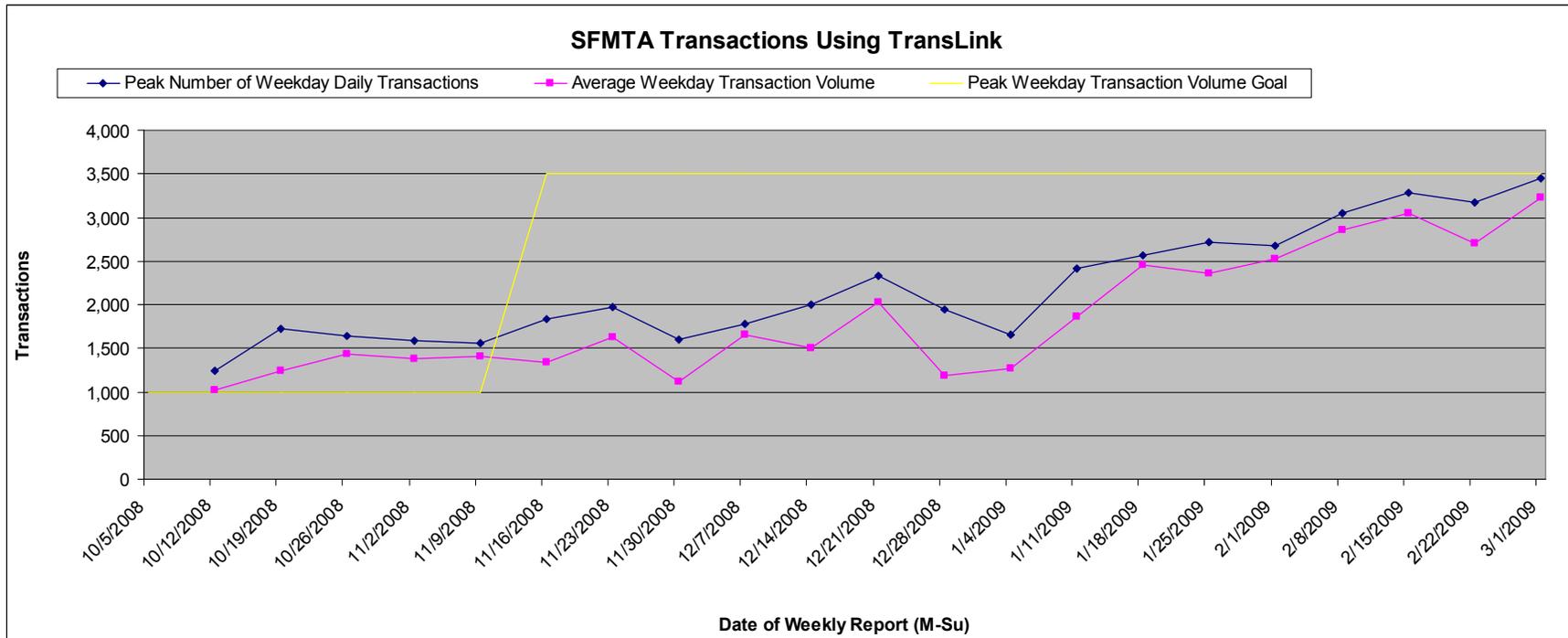
Team member provides brochure to patron at Montgomery Station



Express line riders wait for their buses in Downtown San Francisco



# Marketing & Outreach Activities



The chart above shows that TransLink® transactions on SFMTA have risen steadily since the trial began in October 2008. The goal for Stage 1 (SFMTA employees only) was 1,000 transactions a day, and the goal for Stage 2 (limited stakeholders and public participants) is 3,500 transactions a day. **Although not shown on this graph, transactions exceeded 3,500 for the first time on Thursday, March 5th.**



## Marketing & Outreach Activities

### SFMTA/TransLink® Trial Survey Results

- SFMTA began conducting an online survey of trial participants in mid-February. Invitations have been issued to 3,408 participants. As of March 6, 1,368 people had responded (40% response rate to date). Following are preliminary findings:
  - 40% have set up Autoload.
  - 29% use their card daily; 39% use it a few times a week.
  - 78% rated the TransLink® Customer Service Center service as satisfactory or excellent.
  - When asked what they like about TransLink, 86% said not having to carry cash, 61% said not having to carry paper transfers, and 58% said ability to manage their account online.
  - When asked what they like least about TransLink, the most common answer (25%) was that it is not available on BART.
  - 45% of respondents said they are very satisfied with TransLink, and 35% said they are satisfied.
  - 92% said they would recommend TransLink to friends and co-workers.



## TransLink<sup>®</sup> Point of Sale Network Activity

- Total point of sale volume for the month of February was approximately \$87,800 in e-cash value and \$31,000 in transit passes.
- Top sales locations for February were:
  - East Bay: Walgreens #2393 (1330 Broadway, Oakland) - \$9,985
  - San Francisco: Bay Crossings (Ferry Kiosk) - \$6,085
  - North Bay: Raley's #337 (Rohnert Park) - \$5,015
- Point of sale volume accounted for about 10% of sales activity in February



## Urban Partnership Program (UPP) Pilot Project

- Introduction of TransLink<sup>®</sup> as payment option at a maximum of 5 SFMTA-operated parking garages
- Goal to commence operations by April 1, 2010
- \$2M budget funded 80% by federal funds
- Supports efforts to reduce traffic congestion in San Francisco by encouraging off-street parking
- Cooperative endeavor with SFMTA
- Currently waiting for proposal from the TransLink Contractor



## TransLink® Integration Programs

Operator	Description	Status
<b>BART</b>	Integration of TransLink functionality into existing ticket vending machines	Software has been exchanged and testing is in progress. Bugs are under investigation and continue to delay testing progress. Completion expected Fall 2009.
<b>BART</b>	Integration of TransLink functionality into existing faregates including High Value Discount functionality	A change in BART's software deployment plan has set back the schedule by 5 days. IIT began on February 27. Contractor will conduct testing in parallel to maintain the mid-May revenue ready date. Completion expected Spring 2009.
<b>Golden Gate Ferry</b>	Introduction of new faregates with TransLink functionality	Golden Gate continues to consider alternative designs.
<b>SFMTA</b>	Replacement of existing faregates with new faregates that include TransLink functionality	SFMTA will issue a RFP in the second quarter with a provider selected by the end of 2009 or the first quarter of 2010.
<b>VTA/Caltrain</b>	Integration of TransLink functionality into existing ticket vending machines.	Pre-award of manufacturing contract underway. Finalizing design for procurement.



## 3. Program Financial Summary

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# Recent TransLink® Contractor Invoices\*

Invoice No.	Cost Description/Milestone	Date Received	Invoiced Amount	Total Amount Approved	Approval Status
50083968	Phase 2.3 Revenue Ready Progress Punch List	1/12/2009	\$37,500.00	\$37,500.00	Approved (25% Withheld)
50084092	TransLink® Website Content Changes - October 2008	1/16/2009	\$10,686.00	\$10,686.00	Approved (25% Withheld)
50084372	BART TVM Integration - Design Milestone #4 Progress	1/29/2009	\$193,439.40	\$193,439.40	Approved (25% Withheld)
50084373	BART TVM Integration - Design Milestone #4 Complete	2/2/2009	\$193,439.40	\$193,439.40	Approved (25% Withheld)
50084380	SFMTA Van Ness - Equipment Installation Complete	1/22/2009	\$1,621.50	\$1,621.50	Approved (25% Withheld)
50084408	Price Adjustment for Years 4, 5, and 6	1/7/2009	\$837,586.10	\$837,586.10	Approved (25% Withheld)
50084627	TSB Activities - Dec. 2008	2/2/2009	\$406,717.26	\$404,958.40	Approved (25% Withheld)
50084628	Cardholder Education Materials - Dec. 2008	2/2/2009	\$6,594.00	\$6,594.00	Approved
50084629	TransLink® Website Content Changes - Dec. 2008	2/2/2009	\$5,343.00	\$5,343.00	Approved (25% Withheld)
50084630	TransLink® Employer & Employer Prog. Website	2/2/2009	\$25,000.00	\$0.00	Rejected
50084700	Price Adjustment for Y6 Operating Costs	2/4/2009	\$305,577.83	\$305,577.83	Approved
50084710	Price Adjustment for Y6 Capital and Operating Costs	2/5/2009	\$88,777.74	\$89,602.72	Approved
50084766	TSB Activities - Jan. 2009	2/18/2009	\$415,977.87	\$413,739.05	Approved (25% Withheld)
50084767	TransLink® Website Content Changes - Jan. 2009	2/18/2009	\$3,425.00	\$3,425.00	Approved (25% Withheld)
50084824	Phase 2.3 Website Equipment & Multiple Milestones	2/27/2009	\$56,763.00	\$57,978.00	Approved (25% Withheld)
<b>Total</b>				<b>\$2,561,490.40</b>	

\*The table above shows operating and capital invoices submitted to MTC by 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	\$630,590	\$3,019,951	\$485,366	5,065,864.75	\$0	\$9,201,772
<b>Total</b>	<b>\$9,081,237</b>	<b>\$8,381,898</b>	<b>\$2,050,220</b>	<b>\$12,233,200</b>	<b>\$13,900</b>	<b>\$31,760,455</b>

**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\*

## Phase II TransLink® Service Bureau Activities Costs by Month

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	\$323,396	\$9,415	25% Withheld
TSB Activities - September 2007	\$349,473	\$336,923	\$12,549	25% Withheld
TSB Activities - October 2007	\$345,862	\$328,819	\$17,043	25% Withheld
TSB Activities - November 2007	\$343,423	\$325,017	\$18,406	25% Withheld
TSB Activities - December 2007	\$344,597	\$324,873	\$19,724	25% Withheld
TSB Activities - January 2008	\$343,447	\$326,206	\$17,241	25% Withheld
TSB Activities - February 2008	\$337,270	\$319,630	\$17,640	25% Withheld
TSB Activities - March 2008	\$345,805	\$326,928	\$18,876	25% Withheld
TSB Activities - April 2008	\$348,154	\$327,815	\$20,339	25% Withheld
TSB Activities - May 2008	\$344,948	\$323,137	\$21,811	25% Withheld
TSB Activities - June 2008	\$352,196	\$329,012	\$23,183	25% Withheld
TSB Activities - July 2008	\$353,683	\$330,665	\$23,018	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
TSB Activities - October 2008	\$401,709	\$374,456	\$27,254	25% Withheld
TSB Activities - November 2008	\$390,824	\$367,779	\$23,045	25% Withheld
TSB Activities - December 2008	\$404,958	\$372,668	\$32,290	25% Withheld
TSB Activities - January 2009	\$413,739	\$382,267	\$31,472	25% Withheld
<b>Total</b>	<b>\$9,087,776</b>	<b>\$8,639,460</b>	<b>\$448,316</b>	

\*As of February 5, 2009



## Drawdown of TransLink<sup>®</sup> Incentive Fund by Operator

Transit Operator	AC Transit	BART	Caltrain	GGBHTD	SFMTA	VTA	Total
<b>TransLink Incentive</b>	\$862,227.00	\$2,128,017.00	\$484,745.00	\$634,239.00	\$2,327,504.00	\$683,271.00	\$7,120,003.00
<b>Total Share of Phase II Operating Fees as of January 2009<sup>1</sup></b>	\$169,620.28	\$0.00	\$0.00	\$263,835.94	\$14,857.64	\$0.00	\$448,313.87
<b>Remaining TransLink Incentive Credit</b>	\$692,606.72	\$2,128,017.00	\$484,745.00	\$370,403.06	\$2,312,646.36	\$683,271.00	\$6,671,689.13

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
39, Am 2	SFMTA Power Supplies	Installation and costs of power converters for SFMTA LRVs and historic streetcars	\$37,974
70, Am 1	Training videos	Support for development of training videos	\$10,000
94, Am 2	Network for Muni Metro East	Provide wireless network for Muni Metro East	\$35,557
110	Support for SAS audit	Contractor support for SAS 70 Audit	\$147,000
16, Am 1	Reports Changes	Provision of additional reports to aid in operation of the system	\$30,000
101, Am 2	Website Design	Changes to the TransLink Website	\$75,000
93, Am 3	TransLink Card Order	Modifications to TransLink® Card Order No. 1 and No. 2 (decrease in card quantity)	(\$311,500)
52, Am 1	Installation of Equipment	Installation of On Board Equipment on AC Transit buses	\$98,492
16, Am 2	Reports Changes	Development of additional reports and provision to address future modifications	\$27,000
76, Am 2	Caltrain Network	Implementation, operation, and maintenance of Phase 2.3 communications network for Caltrain	\$17,946
94, Am 3	SFMTA HCR 3	Relocation of HCR 3's	\$27,230
109, Am 1	Employer Programs Website	Implement Employer Program and Development and Implementation of Contractor managed website interface	\$35,456
91	West Dublin BART	Implement TransLink on West Dublin BART	\$151,118
114	SFMTA Soft Launch Maintenance Assistance	Increase knowledge and experience of SFMTA maintenance personnel working on TransLink® On-Board Equipment.	\$83,280
76. Am 3	Caltrain Network	Additional materials, labor, delivery, and service for the communications network for Caltrain	\$15,947
83, Am 1	SFMTA Faregate Procurement	Development of the TransLink® interface specifications for faregates and ticket vending machines	\$50,000
<b>TOTAL</b>			<b>\$530,500</b>

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.



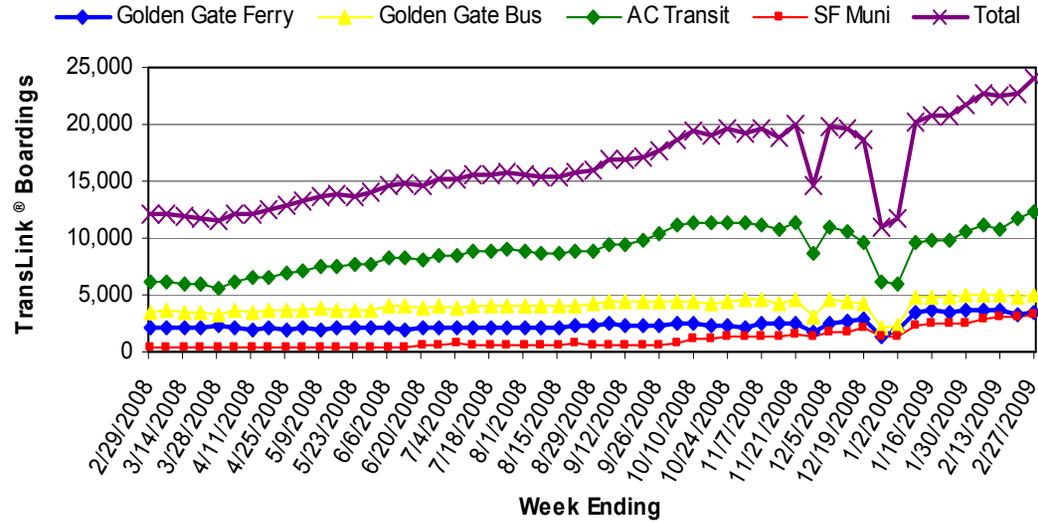
## 4. Systems and Operations Data

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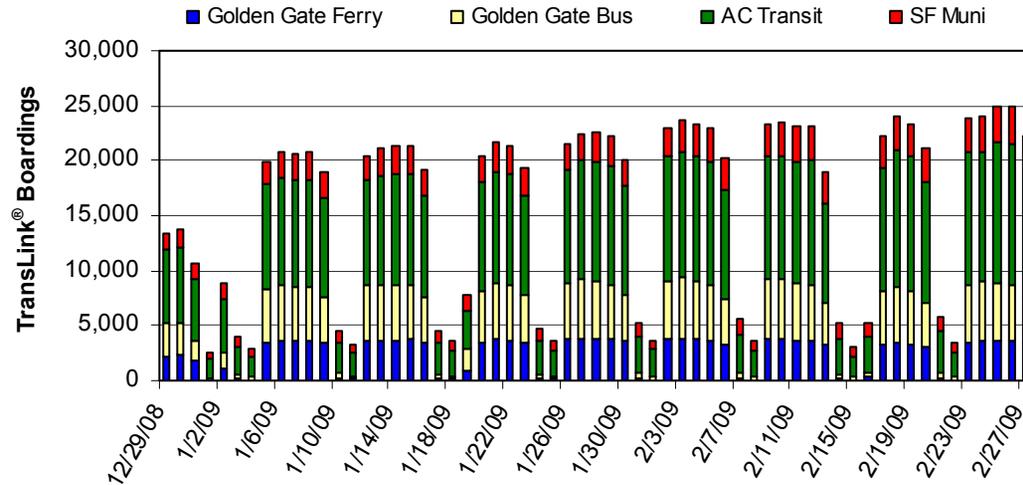


# TransLink® Fare Payment Transaction Volume

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



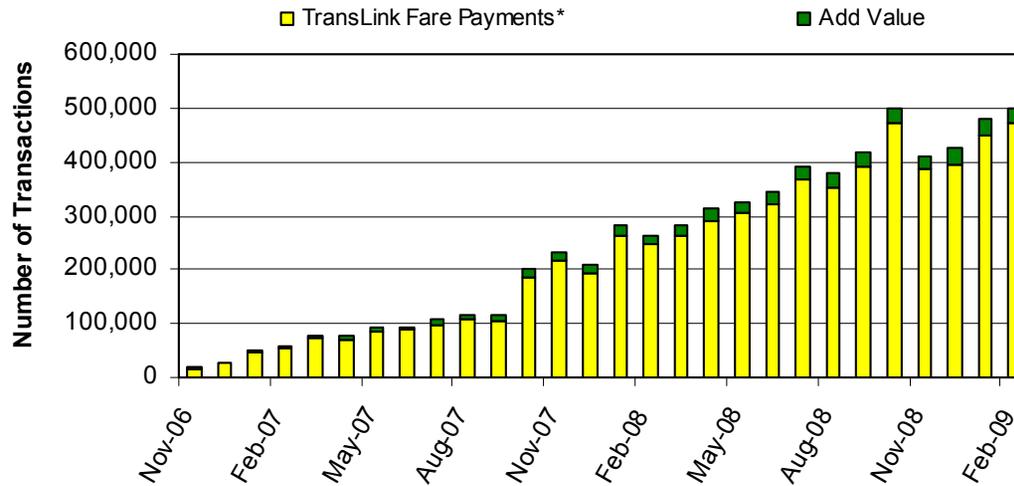
**Figure 2: Daily TransLink Ridership by Operator over a Rolling 60-Day Period**





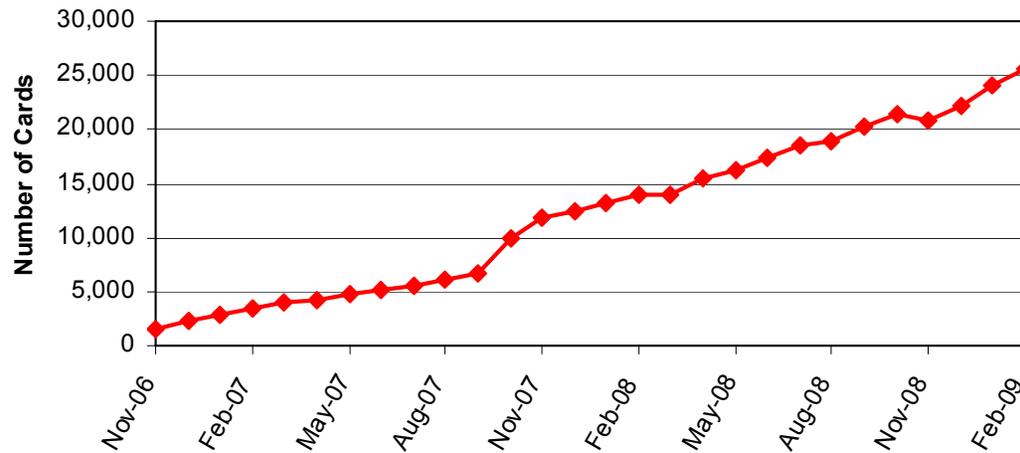
# Transaction Volume

**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.

**Figure 4: Number of Unique TransLink Cards Used on a Monthly Basis Since Phase 2.2 Revenue Ready**





# TransLink<sup>®</sup> Card Inventory

**Table I: 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 to December 2007	20,540	50	22,512	43,102
January 2008 to December 2008	51,754	1,357	34,959	88,070
January 2009	6,415	2	2,941	9,358
February 2009	2,139	4	0	2,143
<b>Cumulative TSB Card Distribution</b>	<b>99,007</b>	<b>1,917</b>	<b>60,415</b>	<b>161,339</b>
Unusable Cards (Due to Defects)	732	17	0	749
<b>Current TSB Phase II Card Inventory</b>	<b>159,621</b>	<b>58,780</b>	<b>61,065</b>	<b>279,466</b>

\*Includes cards distributed to transit agencies, third party distributors and patrons.

Includes test cards.

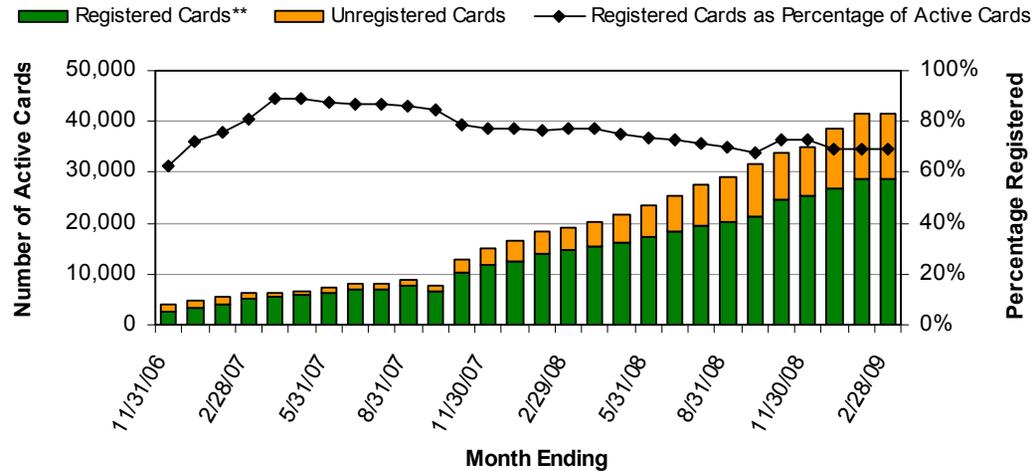
\*\*Adult and Youth cards are counted together: both fare categories use the same card stock.

Note: About 32,000 new TransLink cards were received in spring 2008.



# TransLink<sup>®</sup> Card Management

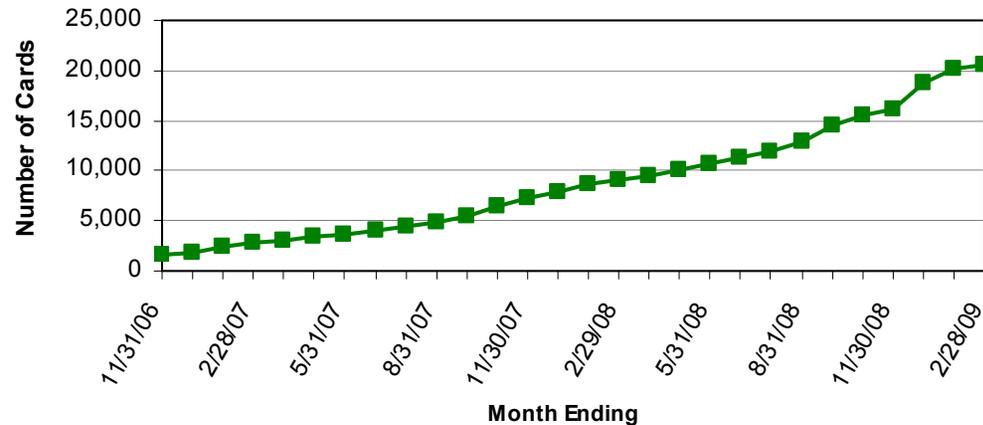
**Figure 5: Number of Active\* TransLink Cards in Circulation**



\*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.

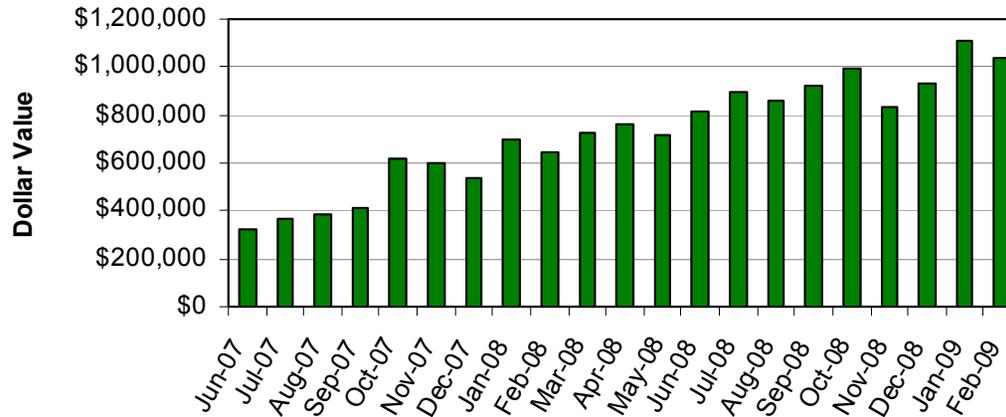
**Figure 6: Cumulative Number of Cards Registered for Autoload Since Phase 2.2 Revenue Ready**



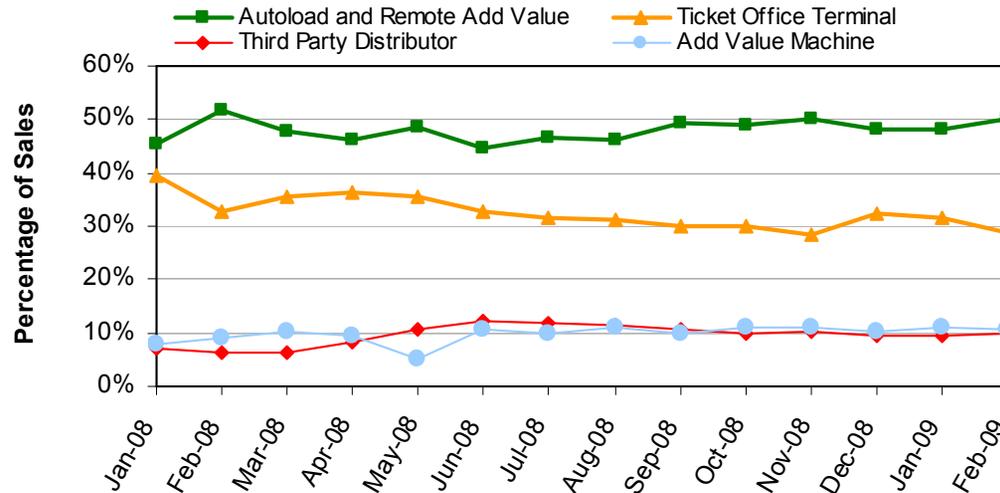


# TransLink® Value Distribution

**Figure 7: E-Cash Value Added by TransLink Cardholders on a Monthly Basis**



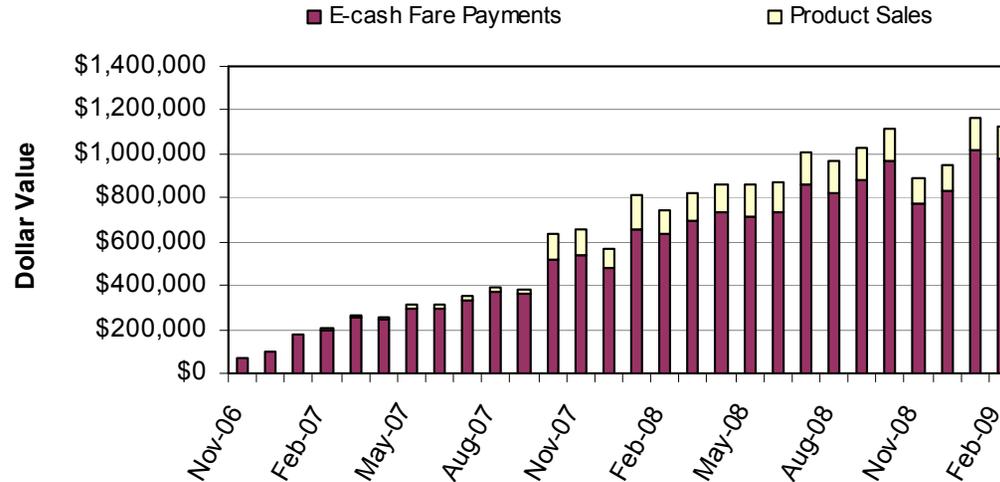
**Figure 8: Breakdown of Monthly Sales of TransLink Value by Distribution Channel**





# TransLink<sup>®</sup> Financial Activity

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



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

Month End	TransLink <sup>®</sup> Float	TransLink <sup>®</sup> Cardholder Fees	TransLink <sup>®</sup> Participation Claim Fund (PCF)*	Walgreens Settlement
September 2008	\$962,113	\$106,165	\$21,938	\$180,000
October 2008	\$994,072	\$114,545	\$28,520	\$180,000
November 2008	\$1,142,166	\$119,830	\$35,328	\$168,479
December 2008	\$1,234,332	\$126,690	\$42,223	\$157,693
January 2009	\$1,320,463	\$133,985	\$45,937	\$138,356
February 2009	\$1,380,373	\$141,910	\$52,354	\$150,814

\* 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

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# Abbreviations

- **AVM** Add Value Machine
- **BNA** Bank Note Acceptor
- **CD** Configuration Data
- **CID** Card Interface Device
- **CIMS** Consortium Information Management System
- **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
- **TCS** TransLink Central System
- **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 Contractor prior to Revenue Ready. Each item is agreed to by MTC and respective operator(s) affected and includes a date by which Contractor will complete the work necessary to resolve the issue.
- **Revenue Ready** As defined in Article 8.2, Part I of the TransLink Contract, MTC will issue one Certificate of Revenue Ready Status for each Phase II Operator when 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;
  - 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;
  - Contractor has completed all of its contractual training obligations required by Volume B, Statement of Work, Section B4-4.6.