



Program Management
Report

April 22, 2009

Smart Card. Smart Travel.



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1. Executive Summary



Highlights & Milestones

- Contractor has successfully completed field testing (IIT) for BART. Test reports are submitted and under review.
- Two rounds of the BART cycle test have been completed. BART discontinued the test after two issues were identified with Cubic software. After investigation, the cycle test was continued and the issues were placed on the punchlist.
- Once BART completes the final step in the cycle test, BART and MTC will review test results to determine if there are any issues that need to be addressed.
- Assuming the test results are positive, MTC is forecasting a Revenue Ready date of May 8.
- BART plans to start the initial launch to customers 30 days after MTC declares TransLink® is Revenue Ready for implementation on BART. MTC and BART are discussing the details of the initial launch to customers and the possibility of accelerating its start date.



Participants in the cycle test tagging TransLink cards



Highlights & Milestones

- Average weekday transaction volume grew by 8% from February to March.
- Customer use of TransLink® on Muni continues to increase. Wednesday, April 8 had the highest TransLink volume yet—3,817 Muni transactions.
- The Caltrain communications network is complete and IIT is being conducted on CID devices (punchlist items).
- Caltrain has begun employee testing.
- On April 8, the AC Transit Board voted to eliminate its magnetic-strip tickets for Transbay routes.
 - AC Transit will cease selling Transbay 10-ride and 31-day tickets on June 19th and will no longer accept them as of August 31, 2009.
 - To assist its riders with the transition, AC Transit plans to offer a temporary fare discount of \$0.25 per ride for riders who use TransLink e-cash when boarding at the temporary terminal during evening peak commute hours.



An excited Muni customer prepares to tag card



Highlights & Milestones

- The new Data Store was tested, and it is running in parallel production with the current Data Store. Outputs from the new Data Store match those of the current Data Store for the BART cycle test runs.
- VTA, MTC and the Contractor held a kick-off meeting to plan the activities for prototyping of each bus type. Prototyping field activity started on April 14th.



TransLink® Market Penetration

Table 1: Market Penetration Rates Based on Average Weekday TransLink Boardings as a percentage of Total Average Weekday Boardings

	Average Weekday TransLink Boardings (March 2009)	Total Average Weekday Boardings	TransLink Market Penetration Rate
AC Transit	12,505	218,000 ¹	5.74%
GG Ferry	3,682	7,795 ¹	47.24%
GG Bus	5,260	24,553 ¹	21.42%
SF Muni	3,439	686,000 ²	0.50%

1 Based on FY 2008 Data

2 Based on Short Range Transit Plan 2006-2025 Data



System Utilization

Measure	Last Month March 2009	Prior Month February 2009	Prior Year March 2008
Transaction Volume			
Average Number of Weekday Transactions	24,886	22,961	11,904
Fee-Generating Fare Payment Transactions (Not Including Free Transfers)	584,758	470,883	263,927
Fee-Generating Add Value Transactions	36,009	29,371	19,277
Unique Cards Used	28,118	25,696	13,968
Settled Transit Operator Revenue	\$1,350,989	\$1,127,960	\$824,737
Autoload Activity			
Percentage of Registered Cards with Autoload	55%	57%	N/A ¹
Autoload Transactions	14,622	12,044	7,230
Call Volume			
Customer Service Representative Calls	5,146	4,160	2,665
Help Desk Calls	198	168	119
Website Traffic			
Unique Visitors	16,215	13,982	9,932
Visits	21,402	17,900	18,329

1. MTC did not begin archiving comprehensive registered card data until January 2009.



System Operations Key Performance Indicators

A. Customer Service Response Time Performance

Measure	Requirement	March 2009	Prior Month February 2009	Prior Year March 2008
Percentage of Calls Answered within 20 seconds	Greater than 80%	86.36%	87.55%	86.12%
Percentage of Calls Abandoned	Less than 8%	3.16%	3.03%	3.30%

B. System Availability Performance

Device	Goal	Status
AVM	99.73%	94.17% ¹
TOT	99.73%	98.23% ²
TDS	99.73%	100%
TCS	99.73%	100%
Data Store	99.73%	100%

C. Accuracy Performance – March 2009

Device	Goal	Status
AVM	99.73%	100%
TOT	99.73%	100%
CID1	99.73%	N/A ³
CID2	99.73%	99.98%
CID3	99.73%	100%

1. During March, several AVMs failed to reboot during the end of day process. The TransLink® Contractor's investigation into this issue is suggesting that the devices are not restarting because of Bill Note Acceptor (BNA) faults. However, the Contractor's expectation is that an AVM will return to service with the ability to complete credit/debit transactions even if a BNA failure is detected, so the investigation is ongoing.
2. AC Transit and Golden Gate Ferry reported that the Patron Interface Device (PID) components repeatedly failed to recognize the presence of issued cards. The release of a new TOT application on March 30 should reduce the occurrence of this error. With this new application, when the TOT encounters a read error, it should retry the action, rather than freeze on an "Insert Issued Card" message. Static electricity continues to create a communication error between the TOT and PID. The TransLink Contractor is exploring additional anti-static measures to reduce the occurrence of this error.
3. Contractor is investigating the ongoing issues with the CID1 audit registers. Without accurate audit register data, the accuracy measurement cannot be made.

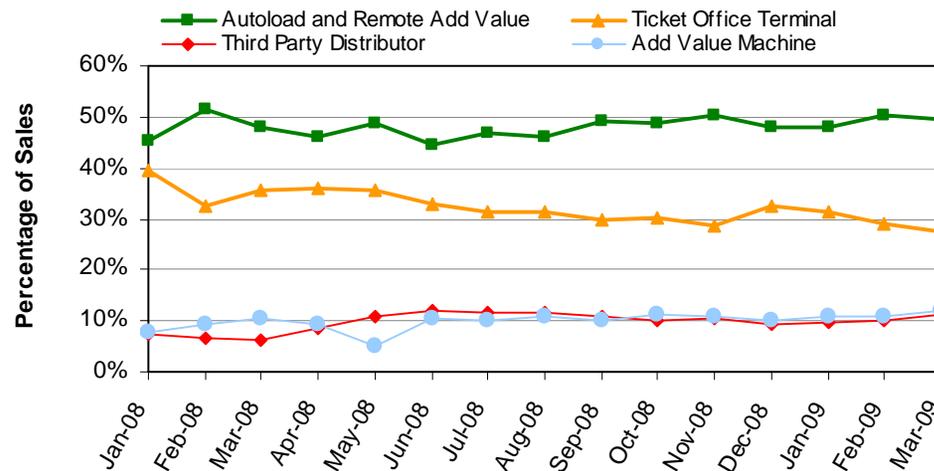


TransLink® Value Distribution

TransLink Sales Value by Distribution Channel – March 2009

Distribution Channel	Dollar Value
Autoload and Remote Add Value	\$710,362
Ticket Office Terminal	\$394,338
Add Value Machine	\$169,615
Third Party Distributor	\$160,847
Total	\$1,435,162

Share of Monthly Sales of TransLink Value by Distribution Channel





Issues & Actions

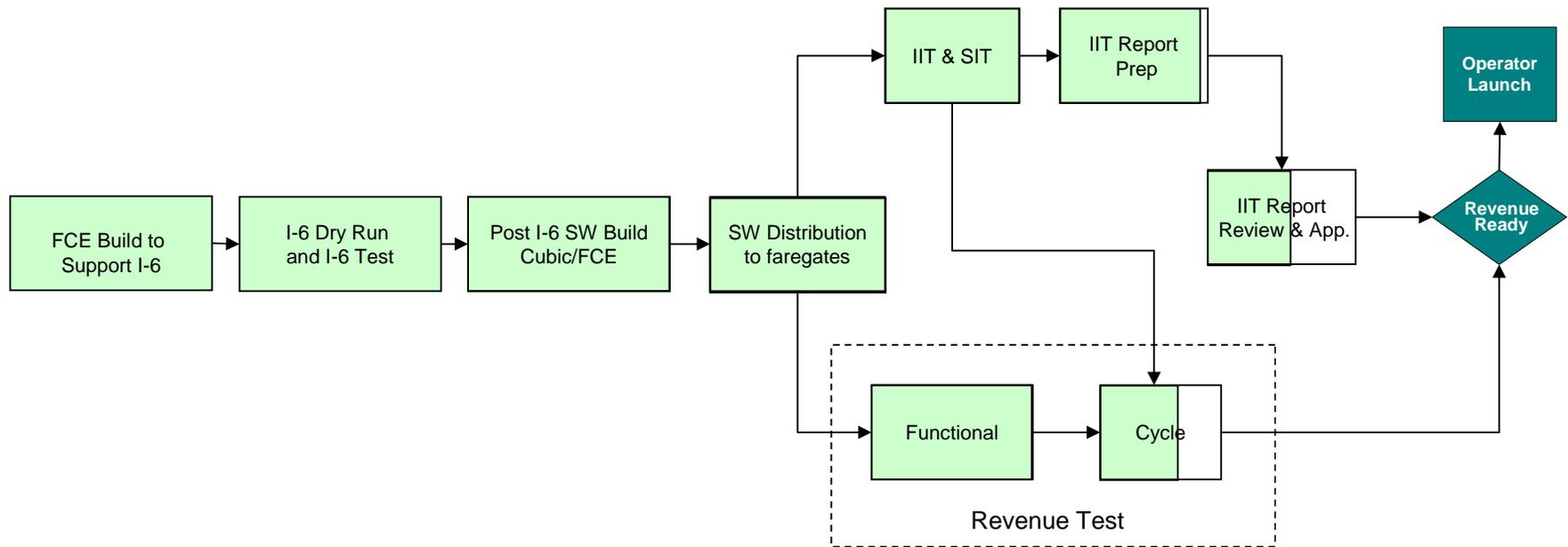
Topic	Issue	Status / Action
Schedule Delays	Revenue ready dates for several operators continue to be delayed.	<ul style="list-style-type: none"> BART is nearing Revenue Ready status. The VTA and SamTrans schedules are being updated by Contractor and will be available at the end of April.
Declaratory 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	Contractor claims it is entitled to a 2.5% third party load service fee.	<ul style="list-style-type: none"> Motorola and MTC agreed to suspend the statute of limitations on the claim pending Revenue Ready for Phase 2.3.
Cycle Test Claim	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"> MTC received a claim in the amount of \$334K on September 10, 2008. 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.
Assurance Payments	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"> This matter was included in the tolling agreement suspending the statute of limitations on a potential claim until Revenue Ready for Phase 2.3.
BART Delay Claims	Contractor has submitted three separate claims amounting to \$273,117, regarding delays to BART testing alleged to have been caused by BART.	<ul style="list-style-type: none"> These claims are pending.



2. System Implementation



BART Revenue Ready Activities



I-6- Integration Testing of BART/TransLink system

IIT- Installation Inspection and Testing

 Indicates progress



Equipment Installation

- VTA has gathered information regarding its bus fleets, reviewed best practices from previous operator installations and is currently working with MTC on plans for installation. They are contemplating taking on the responsibility of installation using contracted labor.
- Work has begun on re-implementing the VTA network and installation of on-board equipment on the Phase I buses.
- Prototyping work began at VTA on April 14th.
- Prototyping at SamTrans began the week of April 6th.
- Support 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.
 - Contractor is supporting SFMTA in their effort to assume the responsibility of first line maintenance.



Testing

- Contractor has nearly completed most of the items on the Caltrain and SFMTA punchlist.
- Contractor successfully completed the BART IIT and submitted reports for review.
- BART successfully completed the functional/business rules portion of the revenue test.
- BART started the cycle test on March 31. BART halted the cycle test on April 8 due to two issues related to the Cubic software.



Data Store and TransLink® Data Server Store

- Operators have reviewed the proposed new design for the Data Store, and Contractor has resolved all operator comments.
- The Data Store was deployed and run in parallel with the current Data Store during the BART cycle testing.
- Outputs from the new Data Store match those of the current Data Store.
- Lab testing of the revised Data Store was successfully completed in late March.
- The revised Data Store is running in parallel with the current Data Store during the BART cycle test. Outputs match those of the current Data Store.
- Caltrain and SFMTA will be the first operators to receive a TDS Store (mid to late May).



Site Preparation

- All Caltrain network equipment has been installed and is completely functional. Caltrain has installed additional CID2's at recently remodeled stations.
- Contractor will be installing the wireless network for SFMTA Metro East Yard within the month.
- SamTrans is preparing to solicit bids for the site prep work at four bus yards.
- VTA is reviewing the site prep conditions and has begun to work with MTC and Contractor to finish what is needed for revenue operations.



Phase 2.3 and 2.4 Training

- Phase 2.4, VTA: Training material development continues. VTA held a training kick-off meeting and is commenting on draft training material.
- Phase 2.4, SamTrans: Has not yet participated in development of training material.
- Phase 2.3, BART: Has scheduled Station Agent and Maintenance training for April and May
- Phase 2.3, SFMTA/Caltrain: Remaining courses will be delivered upon request.
- Refresher training: Golden Gate and SFMTA have deployed TransLink® Training videos in their operator waiting rooms.



TransLink Refresher Training Videos Deployed in Golden Gate Transit Operator Waiting Rooms



Marketing & Outreach Activities

- SFMTA is continuing activities to increase participation in the trial phase.
- As of April 10, nearly 5,000 SFMTA customers, 1,600 SFMTA employees, and 1,000 AC Transit or Golden Gate Transit and Ferry riders had signed up to participate in the trial of TransLink® on Muni, exceeding this phase's goal of 7,000 overall participants.
- Higher patron participation is constrained by customers' inability to use their Muni Fast Passes® to ride BART.
- SFMTA and MTC have agreed to a revised focus for the final stage of SFMTA's trial.



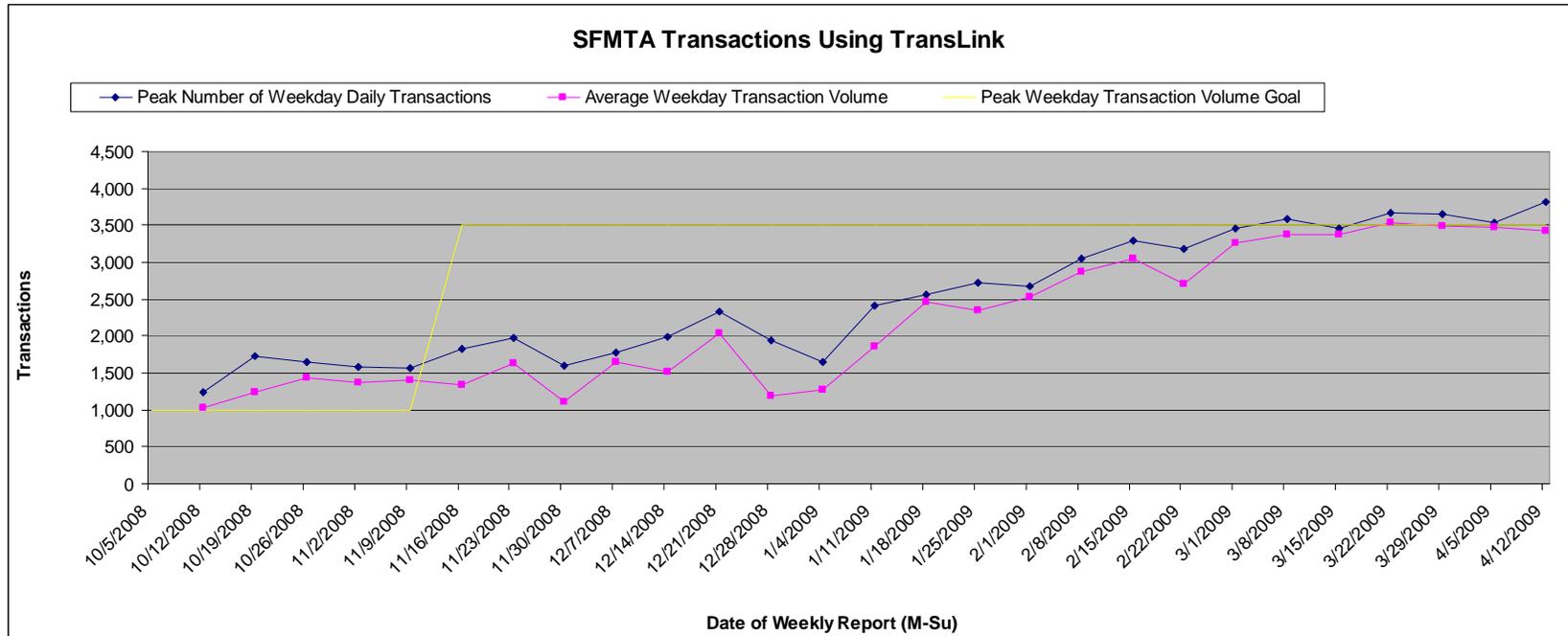
Team member hands out sign-up cards at San Francisco State University



Team member explaining to SFMTA customer how to use Add Value Machine



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) was 3,500 transactions for a peak weekday. During March 2009, more than 3,500 transactions occurred eight different weekdays.



Marketing & Outreach Activities

SFMTA/TransLink® Trial Survey Results

- SFMTA began conducting an online survey of trial participants in mid-February. As of April 13, more than 1,500 people had responded. Following are the findings to date:
 - 48% have set up Autoload.
 - 28% use their card daily; 39% use it a few times a week.
 - 75% 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 57% like using only one card on multiple transit systems.
 - 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.



Urban Partnership Program (UPP) Pilot Project

- Introduction of TransLink® 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 discussing implementation alternatives with the TransLink Contractor



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 and continue to delay testing progress. Completion expected early 2010.
BART	Integration of TransLink functionality into existing faregates including High Value Discount functionality	IIT was successfully completed in early April. BART completed the business rules portion of their revenue test. The cycle test began and was halted by BART following identification of two issues related to the Cubic software. 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	SFMTA is contemplating alternative procurement approaches for this program.
VTA/Caltrain	Integration of TransLink functionality into existing ticket vending machines.	Pre-award of manufacturing contract underway. Finalizing design for procurement.



3. Program Financial Summary



Recent TransLink® Contractor Invoices*

Invoice No.	Cost Description/Milestone	Date Received	Invoiced Amount	Total Amount Approved	Approval Status
50084373	BART TVM Integration - Design Milestone #4 Complete	2/2/2009	193,439.40	193,439.40	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 - Dec. 2008	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 Adjust. for Y6 Capital and Operating Costs	2/5/2009	88,777.74	89,602.72	
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	Website Maintenance Agreement - 2.3 Equipment & Multiple MS's	2/27/2009	56,763.00	57,978.00	Approved (25% Withheld)
50085003	TransLink® Website Content Changes - Feb. 2009	3/23/2009	3,425.00	3,425.00	Approved (25% Withheld)
50085007	TSB Activities - Feb. 2009	3/23/2009	406,275.29	404,206.55	Approved (25% Withheld)
50085218	Price Adjust. for Y7 and Y8 Capital and Operating Costs	4/16/2009	1,648,014.10	0.00	
50085225	TransLink® Website Content Changes - Mar. 2009	4/16/2009	2,329.00	0.00	
50085226	TSB Activities - Mar. 2009	4/16/2009	429,655.51	426,766.90	Approved (25% Withheld)
Total				\$2,315,055.85	

*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
Total	\$9,081,237	\$8,381,898	\$2,050,220	\$12,233,200	\$13,900	\$31,760,455

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
TSB Activities - February 2009	\$404,207	\$374,312	\$29,894	25% Withheld
Total	\$9,491,983	\$9,013,772	\$478,210	

*As of March 31, 2009



Drawdown of TransLink[®] Incentive Fund by 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 February 2009¹	\$181,564.75	\$0.00	\$0.00	\$278,792.08	\$17,851.37	\$0.00	\$478,208.20
Remaining TransLink Incentive Credit	\$680,662.25	\$2,128,017.00	\$484,745.00	\$355,446.92	\$2,309,652.63	\$683,271.00	\$6,641,794.80

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
52, Am 2	AC Transit Equipment Installation	Installation of onboard equipment on additional AC Transit buses	\$99,990
67, Am 1	BART Equipment Integration	Cancels work on option to allow TransLink® cardholders to add e-cash on BART add fare machines	(\$205,082)
116	BART Autoload Reporting	Provides for Contractor to modify the TransLink® faregate library to report autoload information to BART	\$69,973
TOTAL			\$495,381

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



TransLink® Device Performance

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.

Table 1: Number of Chargeable Maintenance Tickets per Operator by Device Type – March 2009

Device Type	Total Device Quantities	AC Transit	Caltrain	Golden Gate Transit/Ferry	SFMTA	Total Included Calls
CID1	3,625	10	N/A	7	55	72
CID2	180	N/A	8	0	0	8
CID3	27	N/A	N/A	N/A	0	0
AVM	52	3	N/A	3	11	17
TOT	25	1	2	11	1	15
HCR3	272	0	0	0	1	1

Figure 1: Number of Chargeable Device Tickets during Prior Three-Month Period (Not Including CID1 Tickets)

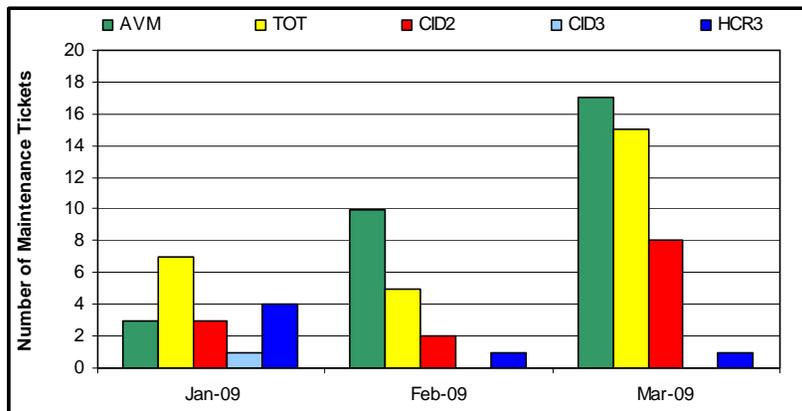
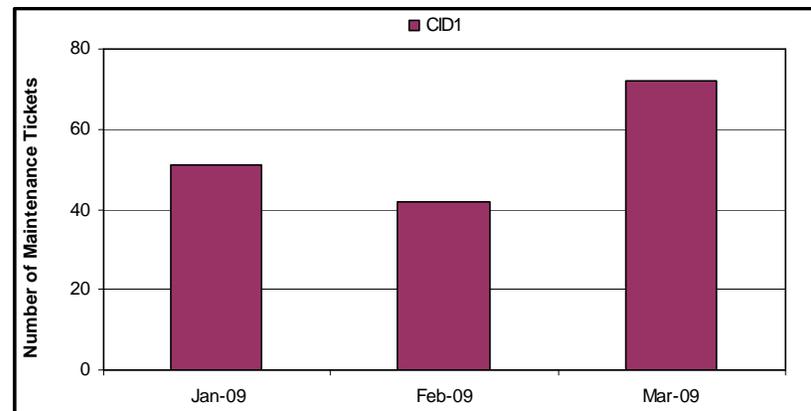


Figure 2: Number of Chargeable CID1 Tickets during Prior Three-Month Period





TransLink® Fare Payment Transaction Volume

Figure 3: Average Weekday TransLink Ridership during the Previous 52-Week Period

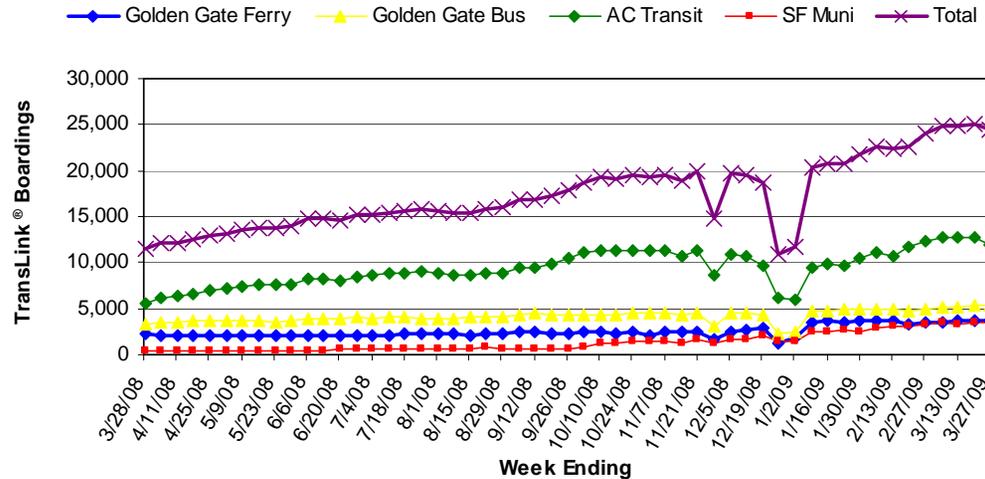
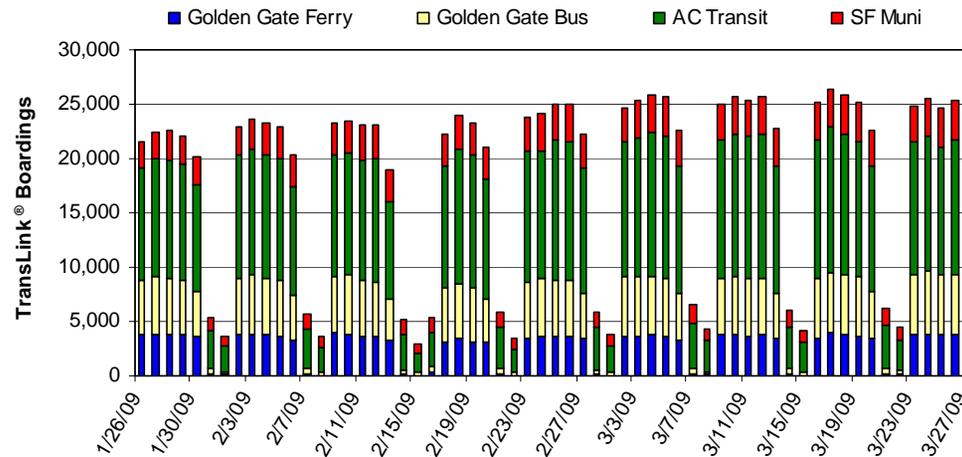


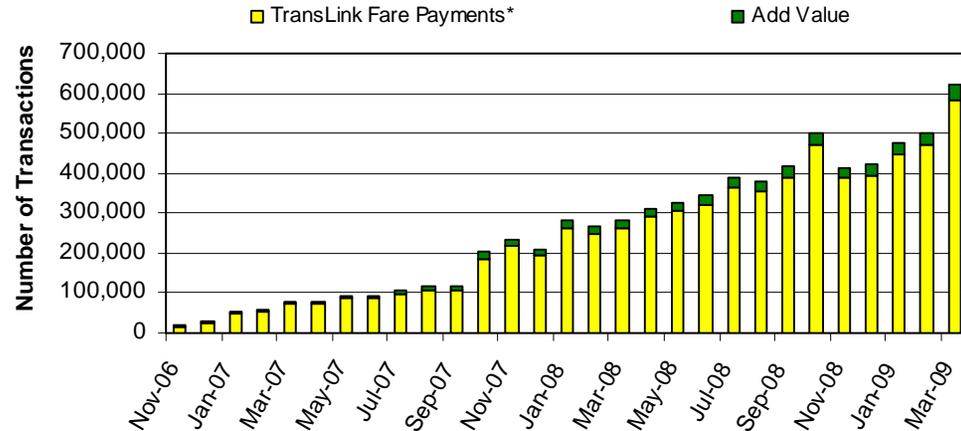
Figure 4: Daily TransLink Ridership by Operator over a Rolling 60-Day Period





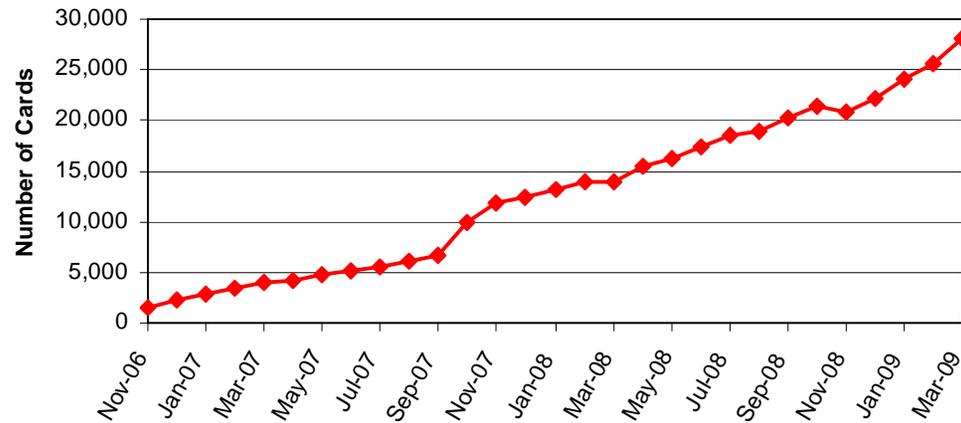
Transaction Volume

Figure 5: 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 6: Number of Unique TransLink Cards Used on a Monthly Basis Since Phase 2.2 Revenue Ready





TransLink[®] Card Inventory

Table 2: TransLink Service Bureau (TSB) Phase II Card Distribution Activity⁽¹⁾

Card Distribution Period	Adult/Youth Cards ⁽²⁾	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
March 2009	5,975	2	4,464 ⁽³⁾	10,441
Cumulative TSB Card Distribution	104,982	1,919	64,819	171,780
Unusable Cards (Due to Defects)	695	15	0	710
Current TSB Phase II Card Inventory	155,279	58,777	55,145	269,201

⁽¹⁾Includes cards distributed to transit agencies, third party distributors and patrons. Also includes test cards.

⁽²⁾Adult & Youth cards are combined: both fare categories use the same cardstock.

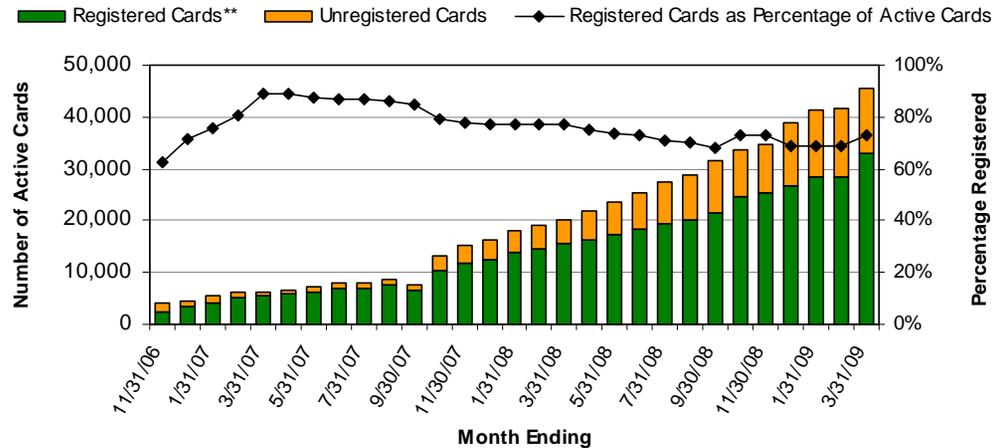
⁽³⁾Includes 1,523 cards for BART cycle test.

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



TransLink[®] Card Management

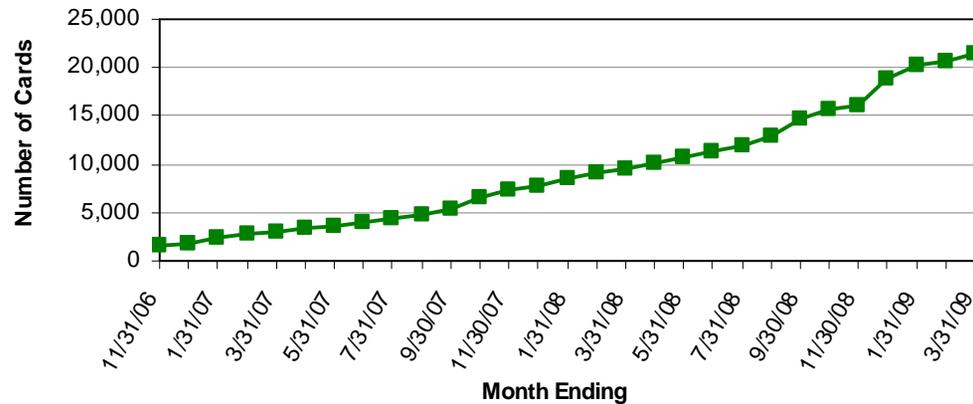
Figure 7: Number of Active* TransLink Cards in Circulation



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

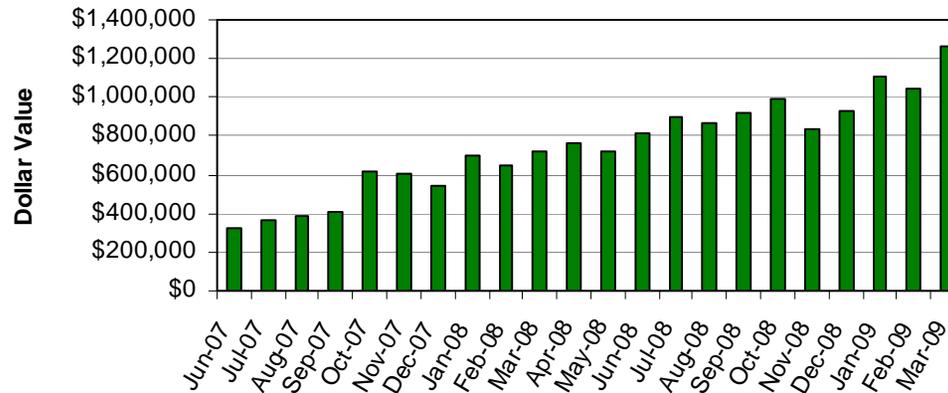
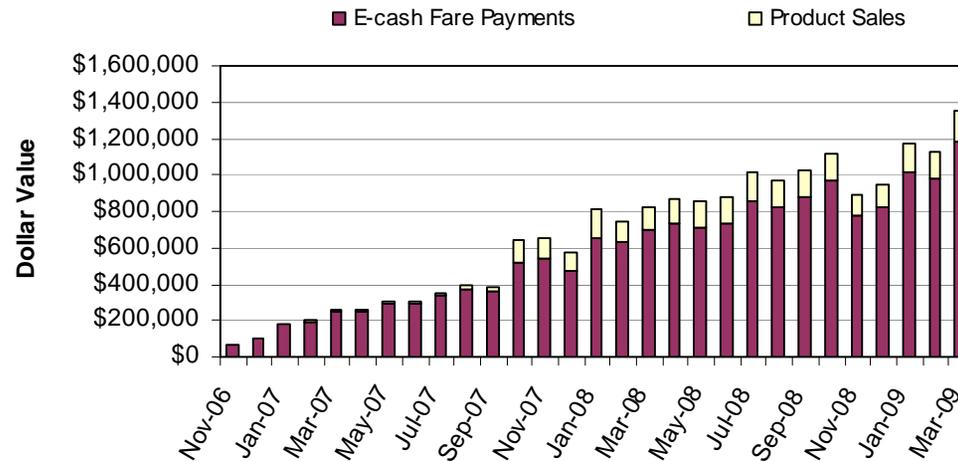


Figure 10: TransLink Operator Revenue on a Monthly Basis Since Phase 2.2 Revenue Ready





TransLink[®] Bank Account Balances

Table 3: TransLink Bank Account Balances During the Previous 6-Month Period

Month End	TransLink [®] Float	TransLink [®] Cardholder Fees	TransLink [®] Participation Claim Fund (PCF)*	Walgreens Settlement
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
March 2009	\$1,460,246	\$151,695	\$60,317	\$124,767

* 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
- 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 1 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.