

TransLink Management group

Contractor Report

26 October 2009

Items from previous meetings

Items carried over

Golden Gate TOT issue

28 September

A software release was made in September that will allow us to use a contactless reader in place of the contact reader. We believe that when we replace those in October TOT reliability will significantly improve.

19 October

Formal SW test to be conducted 22 October. Readers due in SF by end of October.

New escalation paths

28 September

Cubic has provided a new proposed escalation path to MTC that is being reviewed by them. (Primary changes were new Cubic names).

14 October

MTC provided Cubic their comments to the escalation path. Those comments are incorporated and will be circulated for internal Cubic review and approval.

Items from the last meeting

None

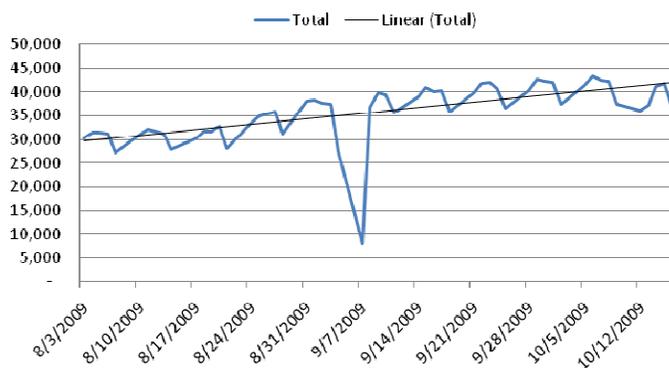
Operations

Issue 1 – As card usage increases the ability of the system to provide service may deteriorate.

Current status

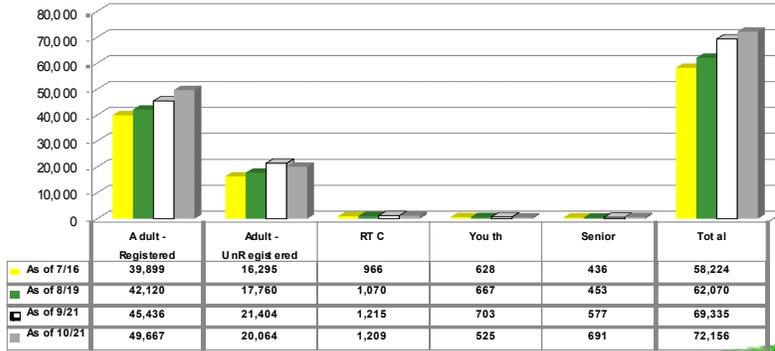
Volume increases over the last three months. (~50%)

TransLink weekday ridership by day





Active Cards*



*A div card h this side is defined as a Card used or a Card not used in the last 365 days and has had an add value transaction in the last 365 days.

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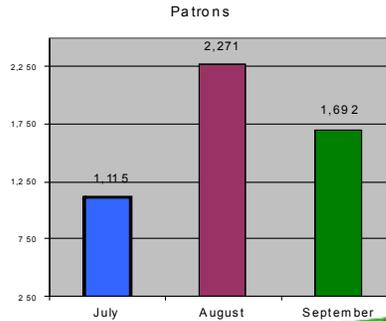
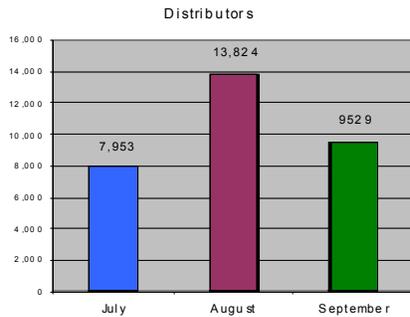
Smart Card. Smart Travel.



Active cards increased by 23% since July. This indicates that the 50% increase in rides is a combination of new and existing card holders.



Cards Shipped (TLC011)



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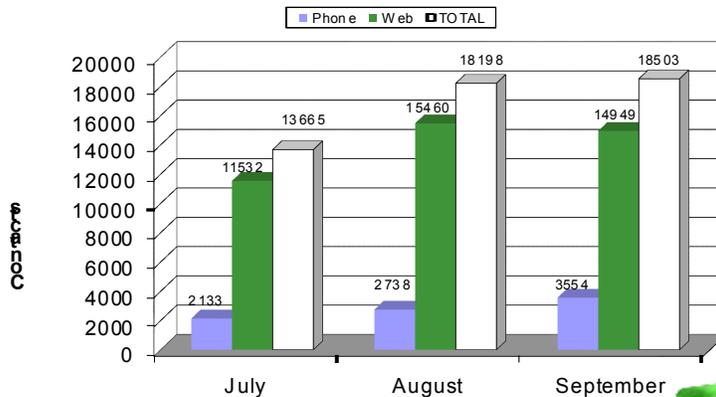
Smart Card. Smart Travel.



Card shipments were down for September.



Pivotal Contacts (TLP012)



July - 27,330
 Aug. - 36,396
 Sept. - 37,006

up 35% over July

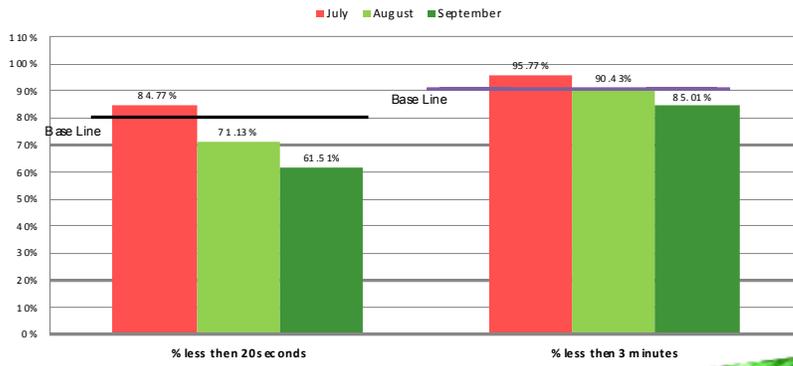
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Smart Card. Smart Travel.





Speed of Answer(TLP012)



* Based on new court factual KPI



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How did services respond?

Operations Help Desk

Continued to meet all KPIs

Depot repairs

Continued to meet all KPIs

Card fulfillment

Card issuance – Replacement within 3 days	– Actual 75%	- Goal 95%
Percentage of refunds within 21 days	– Actual 97.14%	- Goal 98%

Card fulfillment tasks are staffed partially by the same resources that handle call center work. Mitigation here is related to relieving the stress on the call center.

Patron Call Center

Calls answered within 20 sec.	- Goal 80%	- Actual 62.4%
Calls answered within 3 minutes	- Goal 90%	- Actual 85.4%
Hours to process a RAV	- Goal 12 - 24h	- Actual 53.6h
Transaction History requests processed in 72h	- Goal 95%	- Actual 9%

Two factors increased traffic to the call center.

Technical issues uncovered by the higher volume of rides.

The technical issues are being handled as priority SW changes

The number of riders using the card on new services (i.e. a 58% increase in BART rides)

This is a race between self help tools and added **staff**.

We had hoped that new self help tools would be in place by this point.

Change orders are not yet executed. We have started some work anyway.

In the mean time, here are the mitigations.

Mitigation actions

Short term

1. **Staffing** –
 - a. Resumes were received on 10/19 to fill four new CSR positions.
 - b. Three temp workers will begin on 10/21 to aid in the backlog of transaction history requests and remote add values.
2. **RAVs** – Today, a request is received and it generates a Pivotal instance. The Call Center CSR then performs a swivel chair process to enter the request into the BOI. The request will automatically integrate to the system avoiding human interaction.
Testing will begin on 10/21 with plans for release on 11/5.
3. **Transaction history** requests – We are working on a script, which can be run upon demand, which will query the Pivotal database for open transaction history requests, process the report

for the identified card number, email the report and close the ticket. This is considered a stop-gap measure until the change order from MTC (CN 63) is executed to provide this functionality on the web. ETA for stop gap measure – 11/13

Longer term

Self help functions in CO36 will significantly lessen the load on the call center

Employer program usage will shift inquiries to items that will be automated (balance inquiries and transaction history).

Email alerts will lower calls to the call center and web inquiries.

Issue 2: Power outage 3 October 2009

During a schedule building power outage on Saturday 3 October 2009 the system was successfully powered down. Once the outage was over the UPS failed to start up. This caused a power spike and forced the system to do a disk consistency check which took 13 hours to complete.

During that Saturday while the system performed its health check both the Boston and Concord patron call centers had minor service issues. By Sunday both were back in normal operation.

Cubic is raising an internal Corrective Action request in our Quality system to determine what improvements need to be implemented to prevent this in the future.