



Program Management Report

February 17, 2010



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I. Executive Summary



Highlights & Key Issues

- The average number of weekday transactions in January was 47,275; transactions are currently exceeding 50,000.
- The number of unique cards used in a month exceeded 53,000 in January.
- Customers added \$3 million to TransLink® cards in January.
- All operators will begin receiving comprehensive invoicing packets that detail their shares of operating costs beginning with the February invoice (to be issued in March). For operators with incentive funds remaining, the balance due will be \$0.
- The contractor has improved the amount of time to process transaction history requests and fulfill replacement cards.
- The contractor now meets all baseline requirements except one KPI (percent of card value refunds processed within 21 days).
- The contractor is progressing toward full deployment of contactless devices and contactless only smart cards.
- Bus installation has begun at VTA.
- Delays in site preparation at SamTrans are delaying testing.



TransLink® customer
on SFMTA Metro



2. System Operations



System Utilization

Table I: Summary of System Utilization

Measure	Last Month January 2010	Prior Month December 2009	Prior Year January 2009
Transaction Volume			
Average Number of Weekday Transactions	47,275	44,650 ¹	20,250
Fee-Generating Fare Payment Transactions	1,010,006	926,576	448,683
Fee-Generating Add Value and Refund Transactions	67,725	57,235	29,756
Total Fee Generating Transactions	1,077,731	983,811	478,439
Unique Cards Used	53,139	50,567	24,157
Average Number of Transaction per Unique Card Used	20.28	19.46	19.81
Settled Transit Operator Revenue	\$2,669,814	\$2,335,685	\$1,170,337
Autoload Activity			
Percentage of Registered Cards with Autoload	54%	52%	59%
Autoload Transactions	26,048	23,454	11,499
Call Volume			
Customer Service Representative (CSR) Calls	7,682	6,453	4,039
CSR Calls per Unique Card Used	0.14	0.13	0.17
Help Desk Calls	191	263	133
Website Traffic			
Unique Visitors	30,873	25,523	14,262
Visits	41,369	33,341	18,548
Website Visits per Unique Card Used	0.78	0.66	0.77

1. Based on ridership data between December 1 and December 18.



TransLink[®] Market Penetration

Table 2: Market Penetration Rates Based on Average Weekday TransLink[®] Boardings as a Percentage of Total Average Weekday Boardings

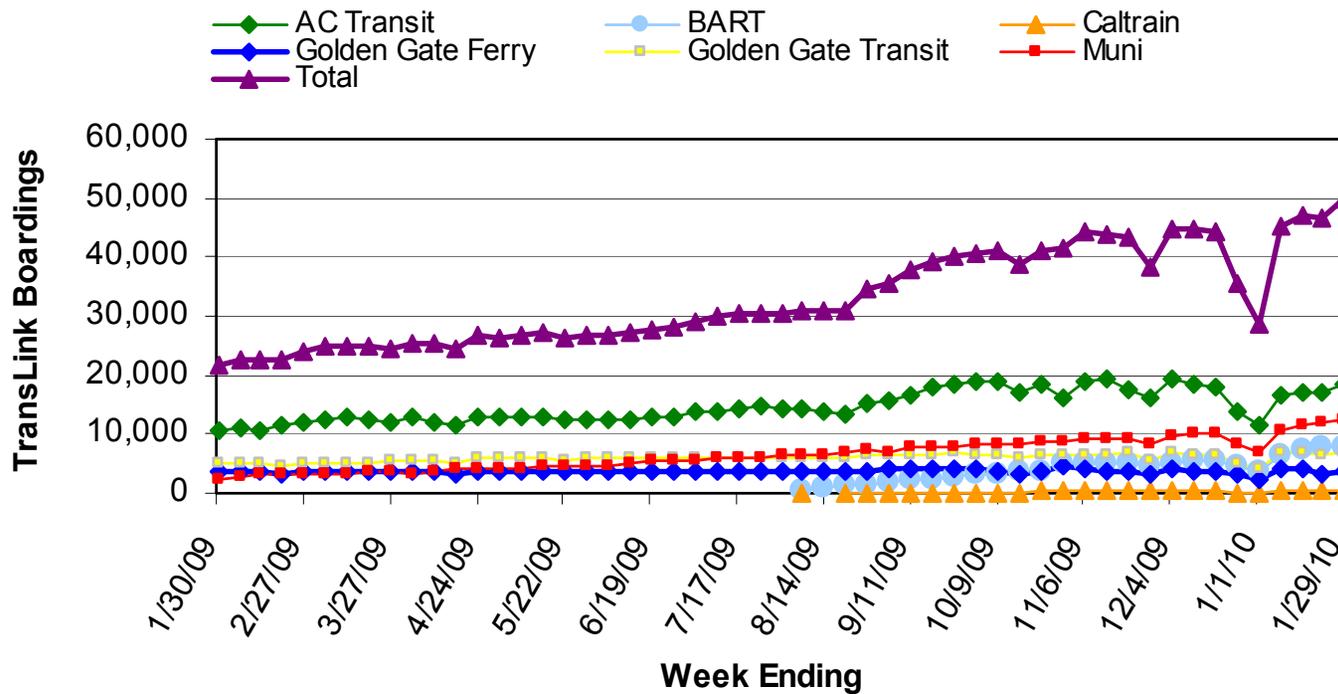
	Average Weekday TransLink Boardings (January 2010)	Total Average Weekday Boardings	TransLink Market Penetration Rate Current Month (January 2010)	TransLink Market Penetration Rate Prior Month (December 1-18) ⁴	TransLink Market Penetration Rate Prior Year (January 2009)
AC Transit	17,325	236,000 ²	7.34%	7.88%	4.09% ²
BART	7,350	354,800 ³	2.07%	1.56%	0%
Caltrain	650 ¹	40,300 ³	1.61%	0.81%	0%
GG Ferry	3,775	7,200 ³	52.56%	53.03%	65.79% ⁵
GG Transit	6,700	22,000 ³	30.49%	29.50%	19.71% ⁵
SFMTA	11,750	773,200 ³	1.52%	1.28%	0.37% ⁵

1. Since Caltrain pass holders are only required to tag on and off the system once per month in order to load a pass, MTC's calculation of average weekday TransLink boardings reflects the assumption that monthly pass holders board Caltrain twice a day on weekdays. MTC estimates that the 131 calendar pass sales during Caltrain's vending window for January passes translated to 262 Caltrain boardings each weekday.
2. Based on FY 2007-08 data posted on AC Transit website at <http://www2.actransit.org/aboutac/ridershipbusfleet.wu>.
3. Based on APTA Transit Ridership Report, Third Quarter 2009.
4. For the purpose of this analysis, MTC is focusing on transaction data during the weeks prior to the Christmas and New Year's Day holidays for 2009. This is due to significant declines in ridership during the weeks of the holidays. For example, in December 2009, during the weeks of the Christmas and New Year Day holidays, average weekday TransLink boardings declined 20% and 35%, respectively, in comparison to average TransLink boardings during the first half of December.
5. Based on APTA Transit Ridership Report, First Quarter 2009.



Transaction Volume

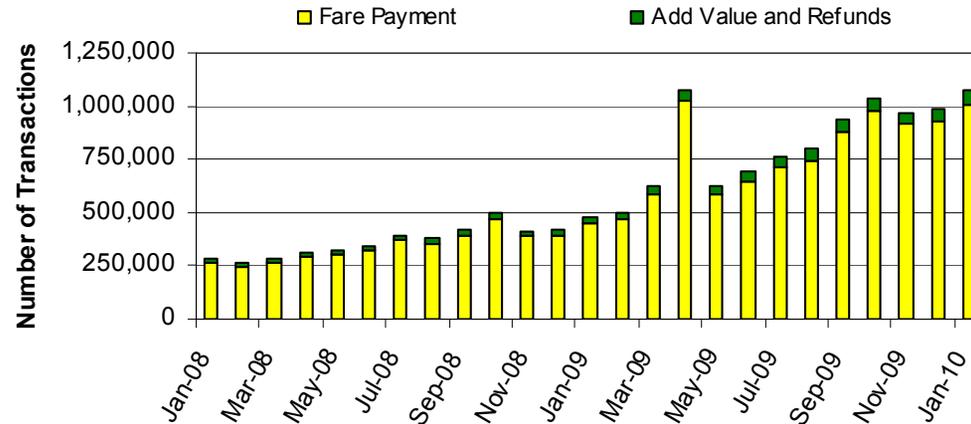
Figure 1: Average Weekday TransLink® Ridership during the Previous 52-Week Period





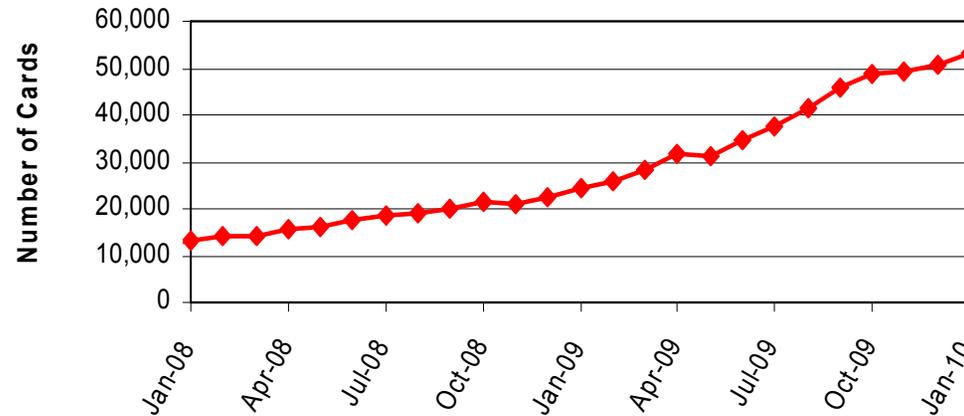
Transaction Volume

Figure 3: TransLink® Fee-Generating Transactions on a Monthly Basis



- Spikes in activity volume during April 2009 are due to BART's conducting a revenue cycle test that involved 420,903 fare payment transactions and 13,172 add value transactions using approximately 2,200 test cards.

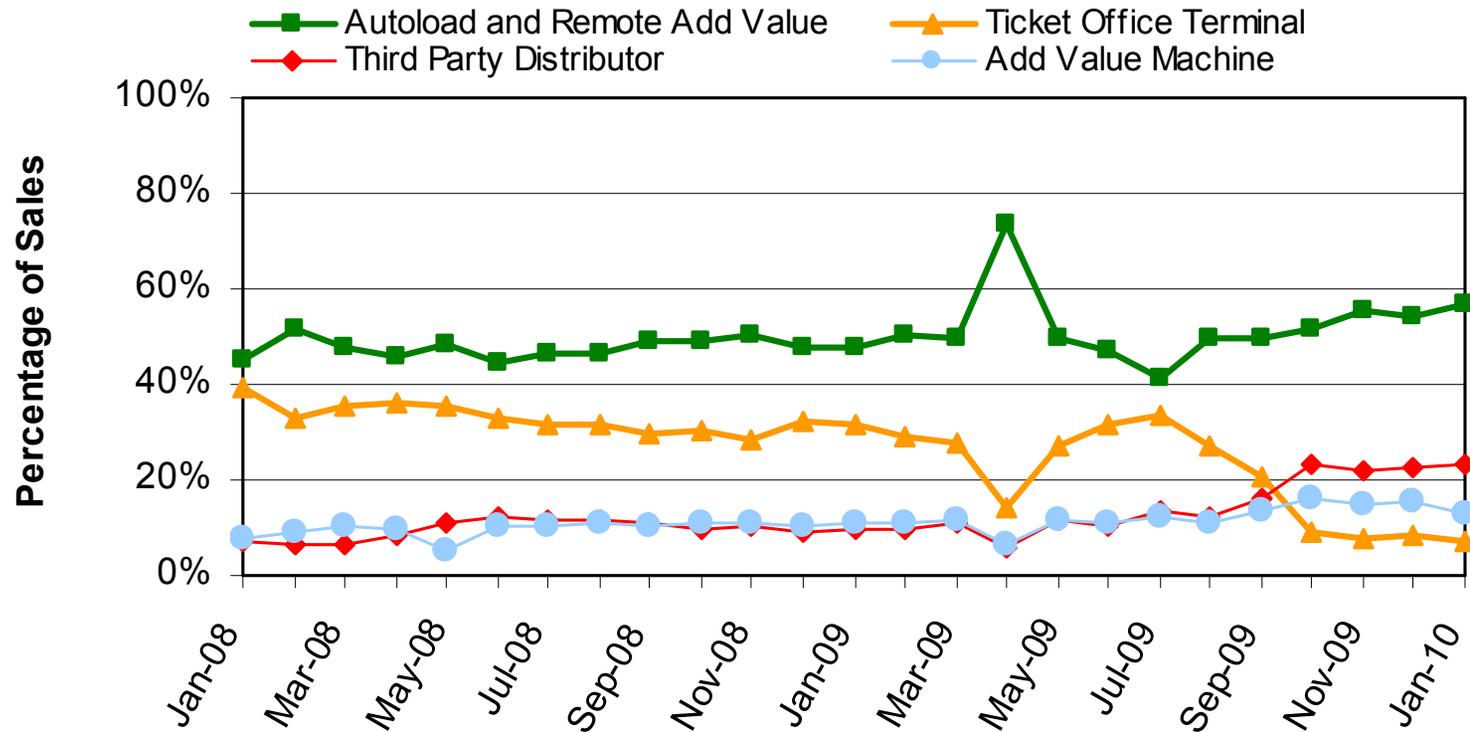
Figure 4: Number of Unique TransLink® Cards Used on a Monthly Basis





TransLink® Value Distribution

Figure 5: Share of Monthly Sales of TransLink® Value by Distribution Channel



- The spike in sales volume during April 2009 is due to BART's conducting a revenue cycle test that required more than \$1,156,700 in e-cash and BART High Value Discount (HVD) Ticket value to be loaded to test cards via Autoload.



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 3: Number of Chargeable Maintenance Tickets per Operator by Device Type – January 2010

Device Type	Total Device Quantities	AC Transit	BART	Caltrain	Golden Gate Transit/Ferry	SFMTA	Total Included Calls
CID1	3,608	20	N/A	N/A	13	51	84
CID2	186	N/A	N/A	0	0	0	0
CID3	27	N/A	N/A	N/A	N/A	0	0
AVM	52	0	N/A	N/A	1	7	8
TOT	27	0	0	0	5	0	5
HCR3	436	0	2	7	0	1	10

Figure 6: Number of Chargeable Device Tickets During Prior Three-Month Period (Not Including CID1 Tickets)

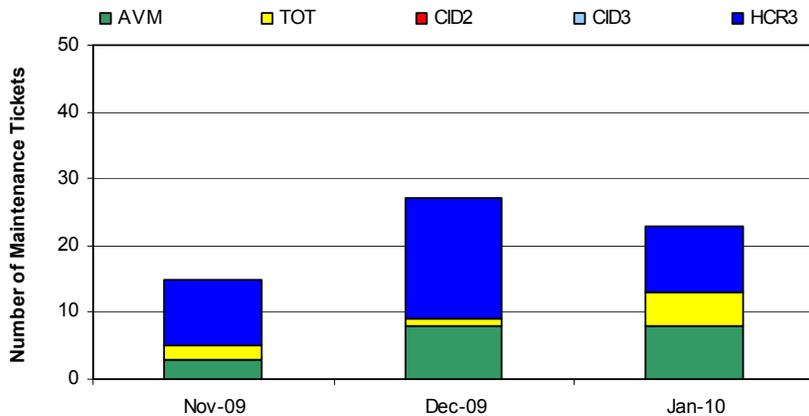
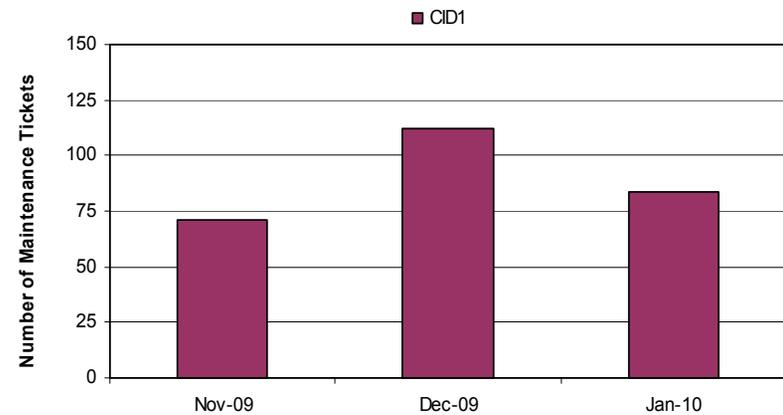


Figure 7: Number of Chargeable CID1 Tickets During Prior Three-Month Period





System Operations Key Performance Indicators

Table 4: Cardholder Support Service Performance Level Standards

KPI	KPI Description	Below Base	Base	Above Base	KPI Value Jan. 10	KPI Value Dec. 09
I.	Percent of telephone calls answered by live agent within 20 seconds	< 80%	80-90%	> 90%	86.39%	89.32%
II.	Percent of telephone calls voluntarily abandoned by caller	> 6%	4-6%	< 4%	2.26%	2.26%
III.	Percent of telephone calls answered within 3 minutes	< 90%	90-98%	> 98%	95.85%	97.26%
IV.	Average number of days to fill request for new card	> 5	2-5	< 2	2.05	3.60
V.	Percent of requests for replacement card filled within 3 business days	< 95%	95-98%	> 98%	95.88%	87.69%
VI.	Average number of hours to process Remote Add Value requests	> 24	12-24	< 12	10.55	12.12
VII.	Percent of transaction history requests processed within 3 business days	< 95%	95-98%	> 98%	99.68%	91.86%
VIII.	Percent of card value refunds processed within 21 business days	< 98%	98-99.5%	> 99.5%	63.16%	60.00%
IX.	Percent that the website homepage is available	< 99%	99-99.73%	> 99.73%	99.98%	100.00%
X.	Percent of email contacts acted upon within 24 hours	< 90%	90-98%	> 98%	TBD	TBD
XI.	Percent of calls resolved on the first call	< 65%	65-80%	> 80%	81.58%	82.36%
XII.	Customer satisfaction	< 65%	65-80%	> 80%	TBD	TBD

Above baseline requirement

Meets baseline requirement

Below baseline requirement

January saw marked improvement in the amount of time taken to process transaction history requests and fulfill replacement cards. The Contractor now only fails to meet the baseline requirements for one KPI: percent of card value refunds processed within 21 days. MTC continues to work with Contractor to identify specific strategies for improving performance.



System Operations Key Performance Indicators

Table 5: Customer Service Response Time Performance

Measure	Base Requirement	January 2010	Prior Month December 2009	Prior Year January 2009
Number of Customer Service Calls		7,682	6,453	4,039
Percentage of Calls Answered within 20 seconds	80-90%	86.39%	89.21%	83.83%
Percentage of Calls Answered within 3 minutes	90-98%	95.85%	97.26%	94.45%
Percentage of Calls Abandoned	4-6% ¹	3.21%	2.26%	4.49%

Figure 8: Customer Service Representative (CSR) Response Time in Relation to Call Volume

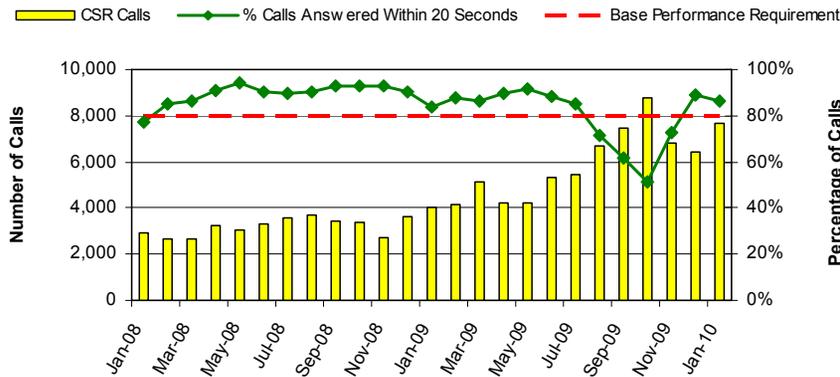
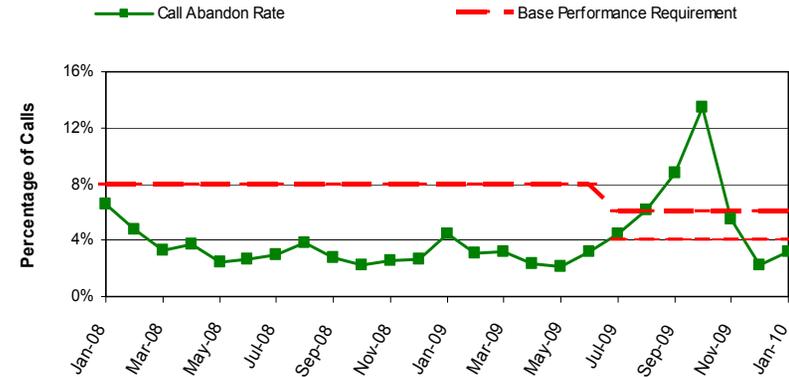


Figure 9: Percentage of Calls Abandoned in Customer Service Representative Phone Queue



1. The base performance level for the percentage of calls abandoned was reduced from 8% to 4-6% with the execution of the Conformed Contract between MTC and Cubic Transportation Systems on July 2, 2009.



System Operations Key Performance Indicators

Table 6: System Availability Performance

Device	Goal	Status
AVM	99.73%	99.40% ¹
TOT	99.73%	99.78%
TDS	99.73%	100%
TCS	99.73%	99.78%
Data Store	99.73%	100%

Table 7: Accuracy Performance – January 2010

Device	Goal	Status
AVM	99.73%	100%
TOT	99.73%	100%
CID1	99.73%	98.09% ²
CID2	99.73%	100%
CID3	99.73%	100%

1. AVM performance was marginal during January due to technicians needing to replace two faulty card readers, two bill note acceptors, and a defective key pad on an AVM's internal computer.
2. The TransLink® Contractor is investigating the reason for the marginal CID1 accuracy performance.



TransLink[®] Card Inventory

Table 8: 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	15,640	504	3	16,147
January to December 2007	16,725	68	22,512	39,305
January to December 2008	46,387	1,356	34,959	82,702
January to December 2009	73,816	1,127	39,551	114,494
January 2010	8,342	5	0	8,347
Cumulative TSB Card Distribution⁽³⁾	160,910	3,060	97,025	260,995
Current TSB Card Inventory⁽⁴⁾	97,297	56,230	11,944	165,471

⁽¹⁾Includes: cards to transit agencies, third party vendors and patrons as well as test cards.

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

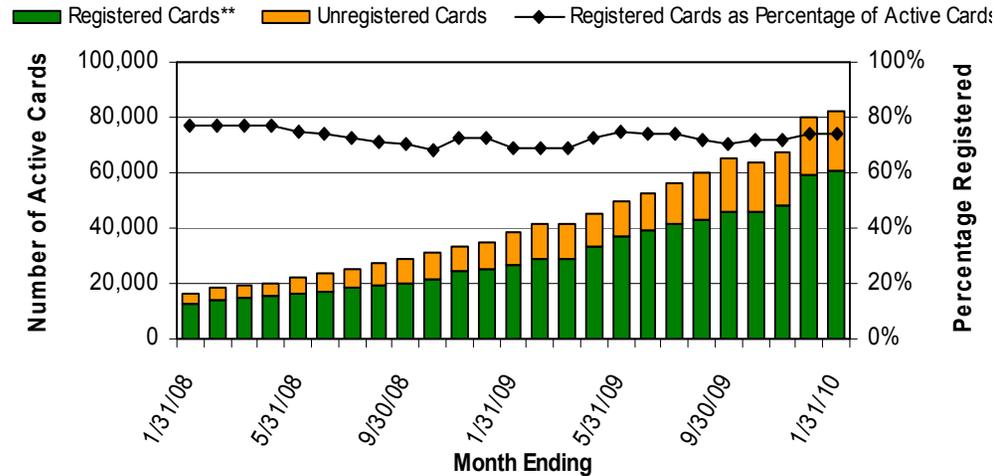
⁽³⁾Numbers reconciled against updated inventory information provided by Contractor.

⁽⁴⁾Calculation based on updated numbers recently provided by Contractor.



TransLink® Card Management

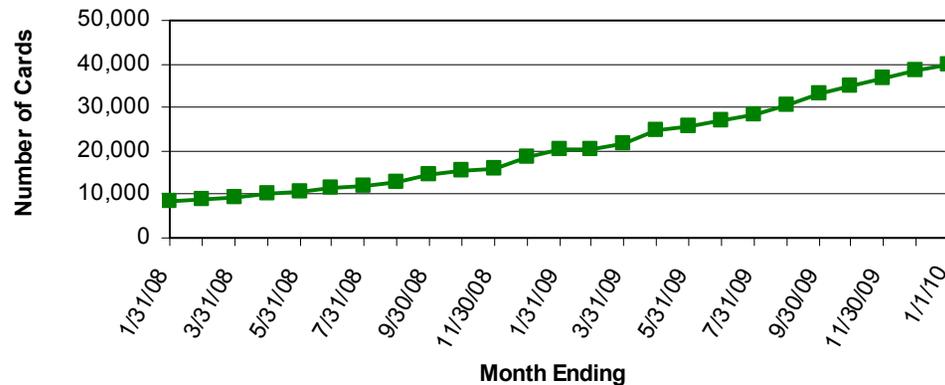
Figure 10: Number of Active* TransLink® Cards in Circulation



*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 11: Cumulative Number of TransLink® Cards Registered for Autoload

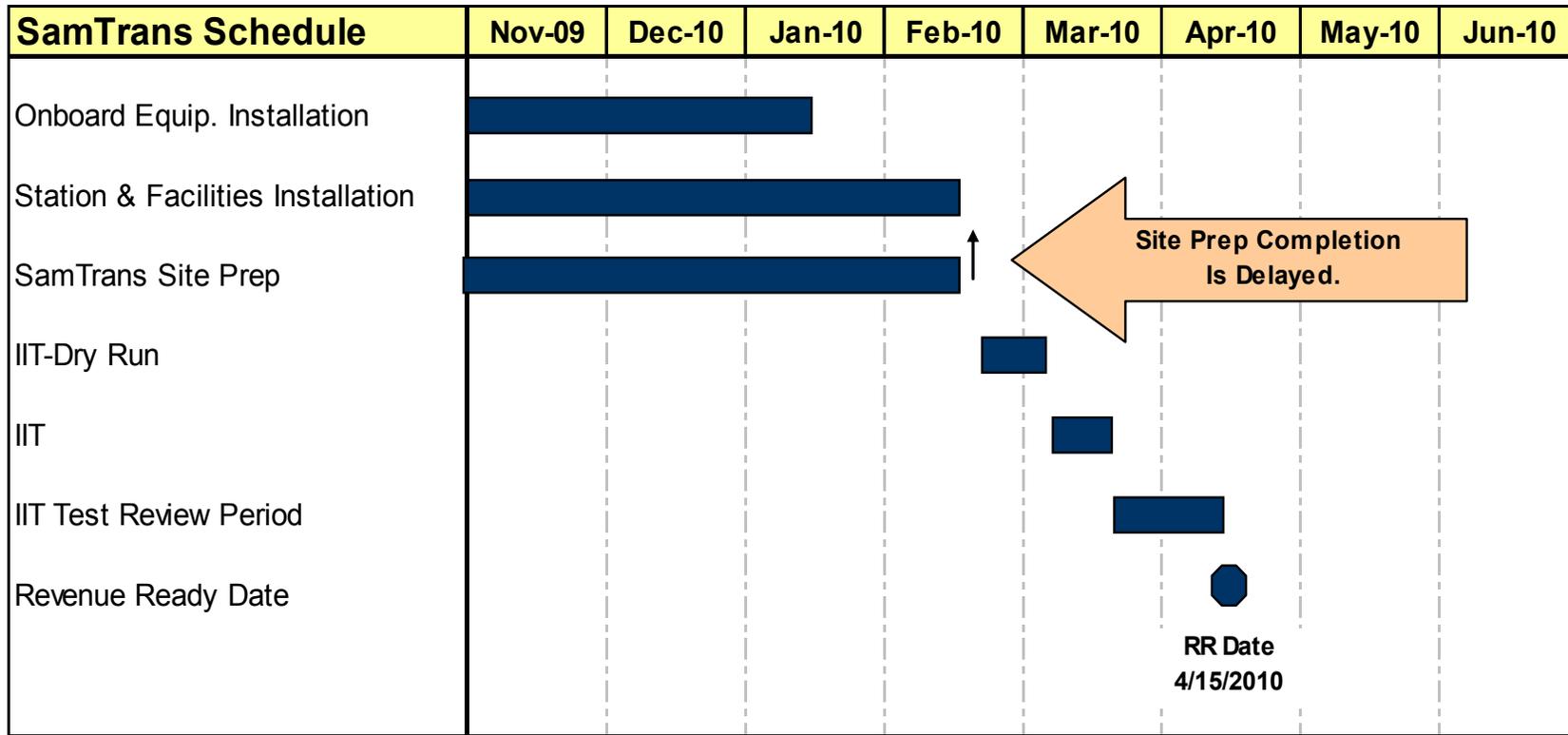




3. System Implementation



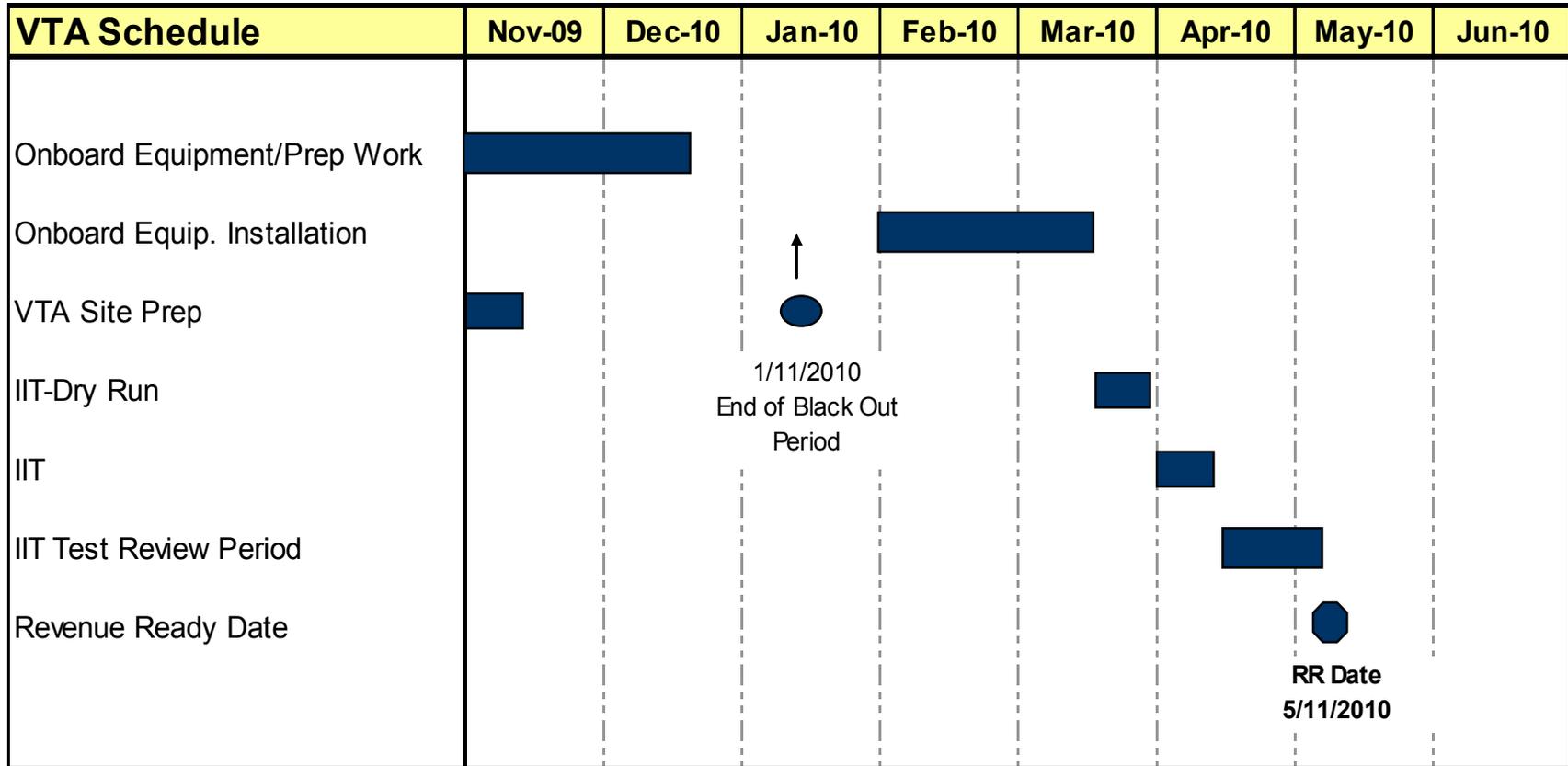
Phase 2.4 Schedule: SamTrans



Per an agreement with the Contractor, installation of onboard equipment on Gillig buses, currently being manufactured, will continue after the revenue ready date. Customer launch will take place after the new buses are TransLink®-ready and have completed testing.



Phase 2.4 Schedule: VTA



The schedule for customer launch is under discussion between MTC and VTA.



Other Implementation Activities

- Device memory upgrade
 - SFMTA: Completed December 15
 - AC Transit: Completed at Richmond and Emeryville yards; 90% complete at Seminary; Hayward to be completed by end of February
 - Golden Gate: Upgrades to follow AC Transit
- Conversion to contactless cards (DESFire)
 - Device software applications have been modified to utilize DESFire card
 - Formal testing to be conducted from mid-February through early March
 - Deployment to production in mid to late March
 - BART fare gate software update to be released to BART around March 5, for testing by BART and deployment in late March – early April
- SFMTA Ticket Vending Machines (TVMs) and Fare Gates
 - The limited use card library was developed and is currently being integrated into TransLink devices.
 - Final design review for the TVMs and fare gates was completed in early February.



Marketing and Distribution

- Per last month's Project Management Report, MTC continued to work with the five participating transit agencies on plans for transitioning their paper fare media to TransLink[®]; final plans will be presented to the Commission on February 24, 2010, as part of MTC Resolution 3866.
- Also part of MTC Res. 3866, plans are proceeding to make youth and senior TransLink[®] cards available beginning April 1, 2010, by applying at any ticket office of a participating transit agency, where staff will verify customer eligibility; cards will be fulfilled by the TransLink[®] Service Bureau.
- SFMTA is actively preparing to conduct outreach to youths, seniors and RTC cardholders.



Equipment Installation

- Installation of VTA vehicles began February 1. Installation is occurring at all three VTA yard simultaneously.
- Installation of VTA light rail CID2s is tentatively scheduled to begin on March 1.
- Add Value Machines were delivered and installed at the temporary Transbay Terminal. The terminal is now scheduled to open in May.
- Phase I of the SamTrans on-board equipment installation was completed on December 15. A total of 187 vehicles were installed, tested and approved. The as-built and prototype for the new Gillig buses was approved, and materials are on order.

- All SamTrans AT&T circuits were installed.
- SamTrans site preparation engineering is underway. Overall schedule for site preparation is behind schedule and is now delaying field testing.
- Network and power connections at VTA light-rail stations were inspected by the TransLink® Contractor. VTA is correcting outstanding issues.



Customers boarding a VTA bus



Status of TransLink[®] Contract Change Orders

Table 9: Contract Change Orders in Process

CN/RFCO #	CO #	Description	Status
CN-60		Regional day pass accumulator – provide universal period pass accumulator product	Contractor to submit proposal.
CN-61		SFMTA Senior/RTC Fastpass good on BART – provide SFMTA Fast Pass for senior/RTC fare categories that can be used on BART in San Francisco	Contractor to submit proposal.
CN-62		SFMTA late night transfer	Declined by Contractor.
CN-63	CO-122	Employer programs – enhancements to employer program, including website improvements, online balance and transaction history, use of multiple funding sources, automated email notification and availability of BART HVD	CO in development.
CN-64	CO-131	SFMTA TVM/Faregate network – network upgrade required to support new ticket vending machines and fare gates	Proposal under review.
CN-65	CO-129	Additional HCR3s for SFMTA – Provide 50 additional handheld card reader 3s for cable cars	Proposal under review
CN-66	CO-130	Additional SFMTA card readers – Add card readers to exit ends of new fare gates to require tagging on exit	Proposal under review.
	TBD	Modified fulfillment TOT to replace personalized cards at ACT	Change notice under development



Status of TransLink® Contract Change Orders

Table 9: Contract Change Orders in Process (continued)

CN/RFCO #	CO #	Description	Status
CN-67		Caltrain parking permit distribution – Provide monthly parking permits to Caltrain riders through the TransLink® system	Contractor to submit proposal.
CN-70		GGF TVMs – Provide TVMs at Golden Gate Ferry	Proposal under review.
69		Program rebranding – Modify user interfaces for new name	Proposal under review
TBD		Extended warranty for SFMTA TVMs and fare gates – provide extended warranty for SFMTA ticket vending machines and fare gates	Change Notice not started; waiting for completion of Request for CO-149 negotiations (operations and maintenance costs for SFMTA).
TBD		Lifeline pass – implement Lifeline pass for low-income customers for SFMTA	Whitepaper received. Change Notice not started. Contractor to provide rough cost estimate and estimated schedule in February.
TBD		HCR 3 enhancements for SFMTA cable cars – To facilitate use of HCR by cable car operators, HCR 3 should display “Yes + Product” for cards with valid passes even if the card is not tagged.	Change notice not started.
RFCO-149		Operations and maintenance costs for SFMTA TVMs/faregates – increases to TransLink® O&M fees to support new SFMTA devices	Proposal under review.
	CO-93 Amdmt. 5	Modify card order #3 – modify order to include both dual interface and contactless-only cards	MTC preparing change order.
	CO-101 Amdmt. 3	TransLink Website Content Changes – increase funding for ongoing changes	MTC preparing change order.



Status of TransLink® Contract Change Orders

Table 9: Contract Change Orders in Process (continued)

CN/RFCO #	CO #	Description	Status
	CO-119	SFMTA vehicle re-work – revisit installations of approximately 100 SFMTA vehicles	In discussion.
	CO-120	Phase II Design Enhancements – TBD based on approved task orders	In discussion.
	TBD	Youth/Senior Card Fulfillment – TBD	Scope not defined.
	TBD	Improved Card Replacement Processes – replacement without fulfillment TOT	Scope not defined.
RFCO-155		Amendment to Mandatory Milestone Payment Table – Revise revenue ready date for VTA in Table 5-1 of contract.	Proposal under review.
RFCO-0153		Additional Bond Costs – Increase performance and payment bond to cover entire Phase 2.4 cost (e.g., additional \$1.5M)	Proposal under review.
RFCO-151	CO-127	Limited use cards for SFMTA – place order for 2M limited use cards.	MTC preparing change order.
	CO-125	SFMTA parking – pilot program at SFMTA parking garages.	Contractor preparing revised proposal.
	CO-126	Station Equipment for SFMTA – provide TVMs and faregates for SFMTA metro stations; funded by SFMTA.	Executed 10/27/09.
	CO-128	VTA Network – Phase 2.4 network for VTA	Executed 11/6/09.



Status of TransLink[®] Contract Change Orders

Table 10: Contract Change Orders Recently Executed

CN/RFCO #	CO #	Description	Status
	CO-126-1	Modify quantities of equipment types – change quantities of faregate types; no additional cost.	Change order executed 1/9/10.
CN-57	CO-123	Device memory upgrade – upgrade memory of CIDs and driver console	CO executed. Agreement reached on most price items; MTC will negotiate remaining items and amend CO if needed.
CN-58	CO-124	Contactless device conversions – convert devices that currently make use of the contact interface to accept a contactless-only card format	CO executed.
CN-59	CO-124 Amend. 1	DesFire card development – migrate TransLink [®] application to contactless-only card	CO executed. Agreement reached on most price items; MTC will negotiate remaining items and amend CO if needed.
RFCO-150	CO-132	SamTrans network – Phase 2.4 network for SamTrans	CO executed



TransLink® Integration Programs

Table 1 I: Integration Programs

Operator	Description	Status
BART	Integration of TransLink® functionality into existing ticket vending machines	Software has been exchanged and testing is in progress. Completion expected early 2011.
Golden Gate Ferry	Introduction of new faregates/vending machines with TransLink® functionality	Golden Gate has requested RM-2 funding from MTC for a procurement of ticket vending machines similar to the equipment planned for SFMTA.
SFMTA	Replacement of existing faregates and ticket vending machines with new TransLink-compatible equipment	Additional changes related to this change are lined up for negotiation and execution. Final design review is complete.
VTA	Integration of TransLink® functionality into existing ticket vending machines.	Manufacturing and equipment deliveries are underway and installation of new controllers is complete. Task orders for door modifications have been placed. MTC has agreed to release the final funding minus the savings for eliminating Caltrain. A funding agreement is under development for the remaining funds. A technical coordination meeting between MTC, VTA, VenTek and Cubic is scheduled for February 24 th .
SFMTA Parking	Introduction of TransLink® as payment option at up to five SFMTA-operated parking garages	USDOT has given permission to extend start of the pilot until December 31, 2010. Cubic has submitted a proposal. MTC and MTA are currently evaluating the proposal.



4. System Operations Improvements



Clearing and Settlement

- The root cause of the end-of-day settlement problems experienced in November 2009 has been identified. The system bug permitted the introduction of duplicate transactions into the reporting and settlement data streams. Changes made by Perth have been incorporated into a back-office release that will soon be deployed.
- In response to operator requests, MTC and Cubic discussed changing the design of some financial reports to ensure that operators can view exception transactions when conducting daily reconciliation. Other financial information will also be incorporated into the Data Store.
- A KPMG *controls review* is underway, although certain scope changes may delay completion until May 2010. The focus of the controls review is on verifying end-to-end transaction processing, reviewing account reconciliation practices and accounting for bad debt. The overall objective is to work with Cubic to improve all financial management practices.
- Cubic is exploring automation of clearing and settlement processes along with integration of data streams from external providers. The objective is to reduce manual transactions and improve reliability.
- Operating accounts were successfully transitioned from Citibank (New York) to Bank of America (California). This change improves collection of funds from the credit card processor by one business day.



Wireless Data Transfer System (WDTS)

This project launched in July 2009 to identify issues and actions with the wireless network with the goal of increasing the number of buses and light-rail vehicles successfully transmitting usage data (UD) and receiving configuration data (CD) in a 24-hour period to 80-plus%.

1. The firmware upgrade for SFMTA CIDIB devices has been completed. On January 15, MTC will finish statistical sampling of all SFMTA yards to determine if the firmware upgrade has reduced the number of “power off” defects.
2. Active CIDIB cradle reprogramming for SFMTA has been completed, ensuring that vehicles can be efficiently located.
3. The memory upgrade for SFMTA is complete, enabling retention of hotlists and improving transaction processing efficiency at the device level.
4. New “connectivity” reports, with more detail and improved accuracy, were tested and will be placed into production next month.
5. Cubic is reviewing a white paper detailing several improvements to the wireless system. These improvements are designed to optimize the delivery of configuration changes to vehicles and the upload of fare transactions to the TransLink® central system.



6. Program Financial Summary



Summary of Phase II TransLink® Contract Capital Costs*

Table 12:

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	\$1,568,899	\$5,615,302	\$548,668	\$8,175,387	\$0	\$15,908,257
FY 2009-10	\$8,500,000	\$3,263	\$0	\$9,524	\$0	\$8,512,787
Total	\$18,519,545	\$10,980,512	\$2,113,522	\$15,352,247	\$13,900	\$46,979,726

Note:

1. This table previously included maintenance costs, but as of FY 2007/08 MTC 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.



Drawdown of TransLink[®] Incentive Fund by Operator

Table 13: Incentive Funds Drawdown

	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 December 2009¹	\$408,121.77	\$76,504.06	\$4,397.01	\$529,019.19	\$114,157.66	\$0.00	\$1,132,199.70
Remaining TransLink Incentive Credit	\$454,105.23	\$2,051,512.94	\$480,347.99	\$105,219.81	\$2,213,346.34	\$683,271.00	\$5,987,803.30

(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.

All operators will begin receiving comprehensive invoicing packets that detail their shares of operating costs, beginning with the February TransLink Service Bureau invoice (to be issued mid-March). For operators with incentive funding remaining, the balance due will be zero.



TransLink® Financial Activity

Figure 12: E-Cash Value Added by TransLink® Cardholders on a Monthly Basis

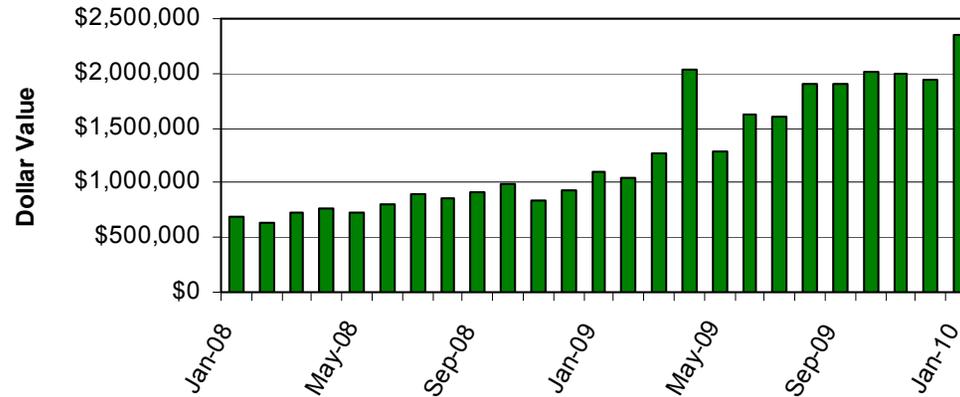
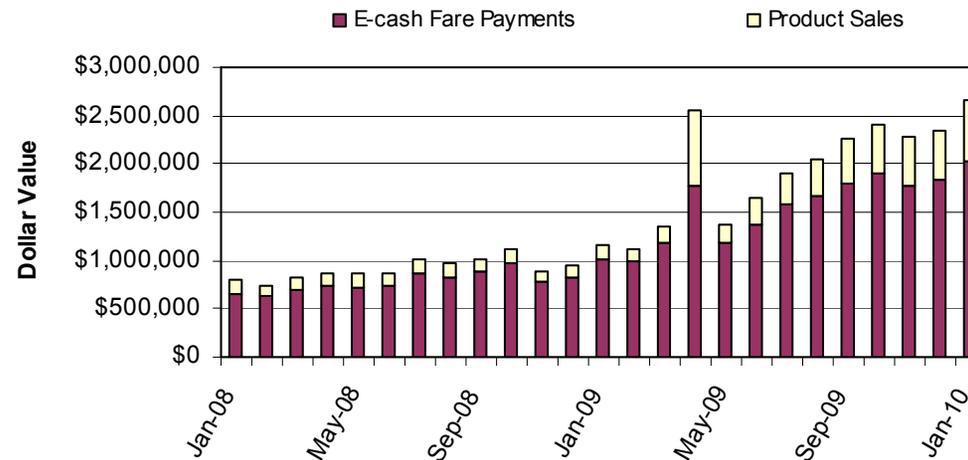


Figure 13: TransLink® Operator Revenue on a Monthly Basis



- Spikes in activity volume during April 2009 are due to BART's conducting a revenue cycle test that involved 420,903 fare payment transactions and 13,172 add value transactions using approximately 2,200 test cards.



TransLink[®] Bank Account Balances

Table 14: TransLink[®] Bank Account Balances During the Previous 6-Month Period

Month End	TransLink [®] Float	TransLink [®] Cardholder Fees	TransLink [®] Participation Claim Fund (PCF) ¹	Walgreens Settlement
August 2009	\$2,048,311	\$196,050	\$93,229	\$43,531
September 2009	\$2,172,302	\$212,140	\$102,521	\$11,788
October 2009	\$2,254,553	\$224,817	\$51,747	\$717
November 2009	\$2,279,391	\$235,330	\$65,984	\$334
December 2009	\$2,499,022	\$251,106	\$72,121	\$153
January 2010	\$2,678,857	\$264,296	\$23,769	n/a ²

1. 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.

2. The Walgreens bank account balance was not available to MTC as of February 17, 2010.



Contract Change Orders Executed in FY 2009-10

Table 16: Contract Change Orders

Number	Description	Status
123	Device memory upgrade – Upgrade memory of driver consoles and CIDs	Work in progress. Completed at SFMTA and near completion at AC Transit.
124 and 124 Amdmt. I	Contactless device conversion and DESFire card	Work in progress. Software application upgrades to be tested mid-February through March.
126 and 126 Amdmt. I	Replacement of existing fare gates and ticket vending machines with new TransLink®-compatible equipment	Work in progress
128	VTA Network – Phase 2.4 network for VTA	Work in progress
132	SamTrans Network – Phase 2.4 network for SamTrans	