

**EXHIBIT C**  
**PERFORMANCE STANDARDS AND INCENTIVES**

<b>RTC ACCESS OPERATING PERFORMANCE STANDARDS- TABLE REVISED</b>				
<b>Description</b>	<b>FY 2007 Performance</b>	<b>FY 2008 Performance</b>	<b>FY 2009 Performance</b>	<b>FY 2011 Goal</b>
Preventable Collision Accidents/100,000 RVM	0.99/100,000	1.05/100,000	0.85/100,000	1.3
Preventable Passenger Accidents/100,000 RVM	0.7/100,000	0.7/100,000	0.21/100,000	0.2
Mechanical Road Calls/10,000 RVM	.18/10,000	0.19/10,000	0.11/10,000	0.40
Miles Between Mechanical Road Calls	55,542	53,165	77,519	77,000
Customer Complaints/1,000 Passengers	1.08/1,000	0.57/1,000	0.41/1,000	1.0
No Shows % of All Passenger Trips	3.3%	2.5%	2.5%	<= 2.5%
On-time Performance % of All Passenger Pickups	95.3%	95.1%	95.3%	>= 95.00%
On-time Performance % of All Passenger Dropoffs	NA	NA	NA	>= 95.00%
Weekday Passengers RVH	2.69	2.61	2.66	≥ 2.70
Weekend & Holiday Passengers RVH	2.10	2.01	2.12	≥ 2.10
Telephone Hold Time/Minutes	1.3	1.1	0.78	< 1.3
Missed Trips Due To Mechanical Problems	0	0	0	0
<b>Additional Metrics Implemented with the FY 2011 Agreement</b>				
Missed trips as % of all Scheduled Trips				
% of PMI Performed On Time				
Operations unscheduled absenteeism as % of total scheduled hours				
Maintenance unscheduled absenteeism as % of total scheduled hours				
Driver Overtime as % of Total Paid Hours				
Maintenance Overtime as % of Total Paid Hours				
Number of Workers Compensation Accidents per 100 Employees per Month - Operations				
Number of Workers Compensation Accidents per 100 Employees per Month - Maintenance				