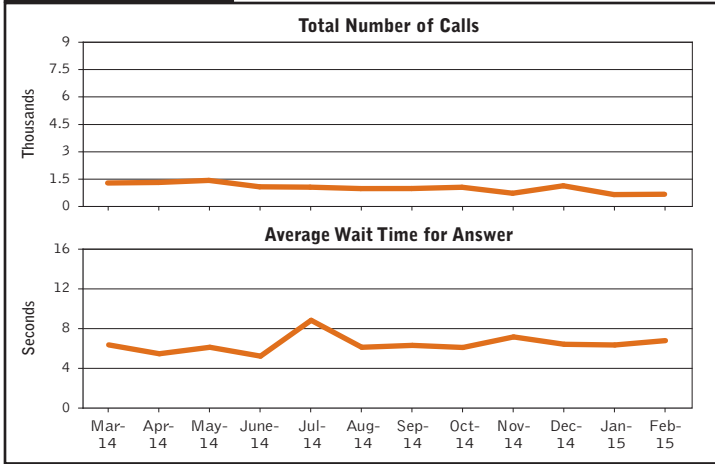
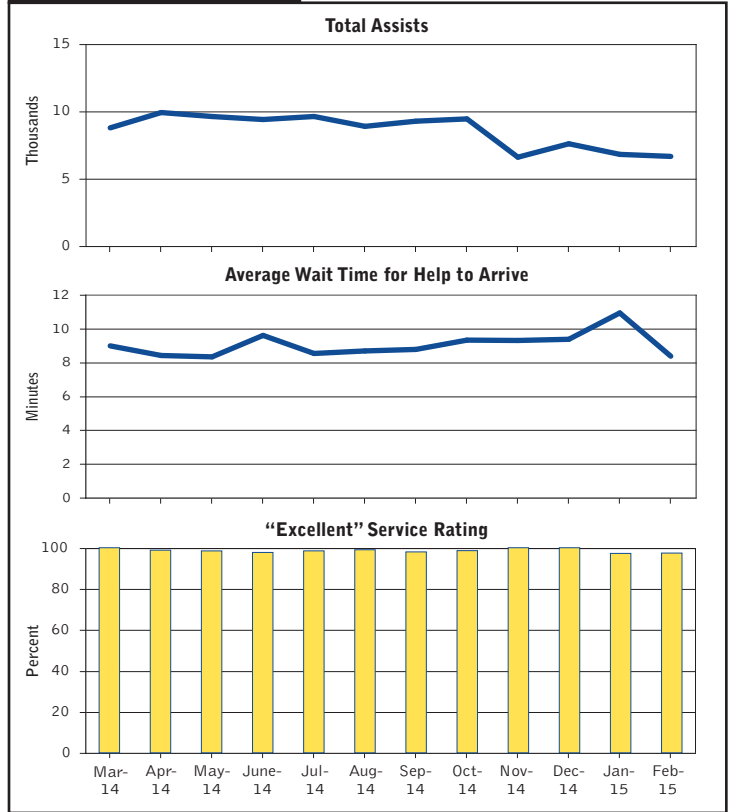


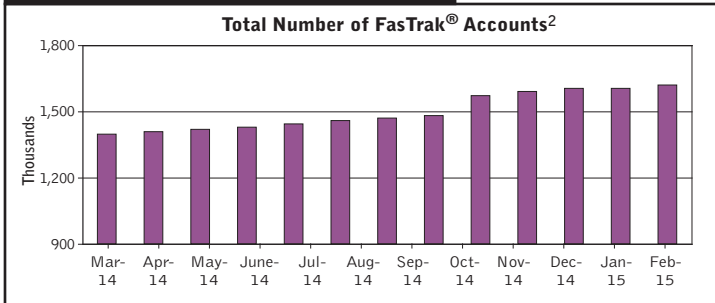
Call Box Program



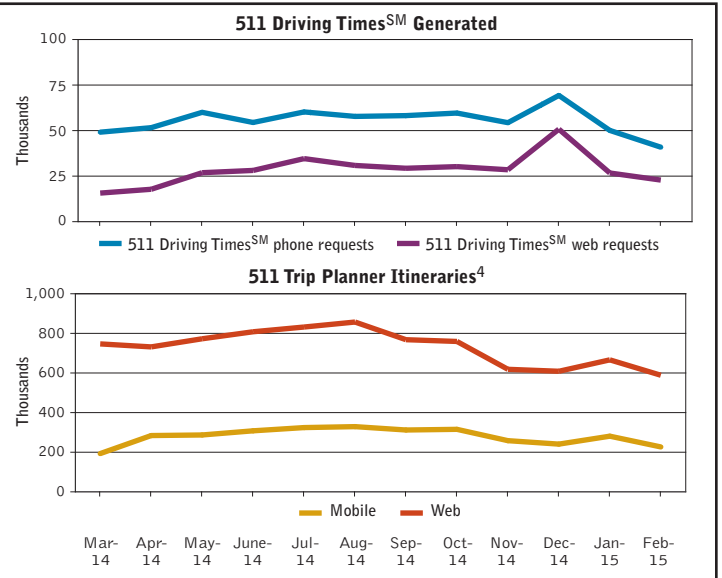
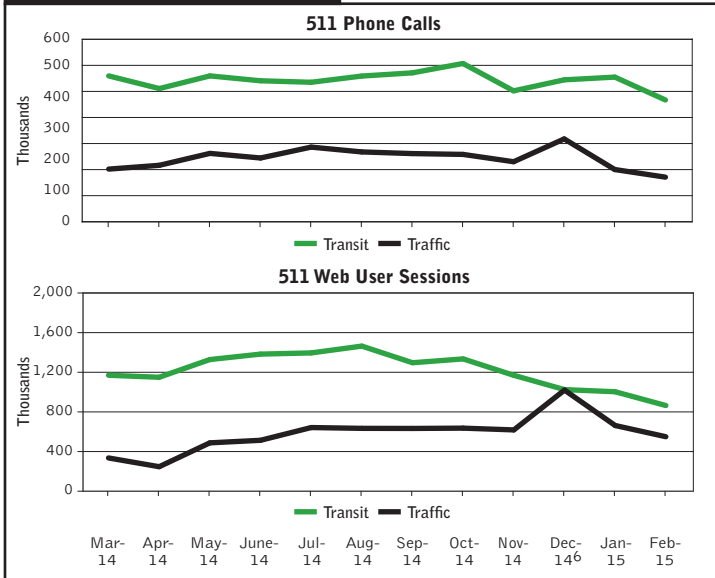
Freeway Service Patrol



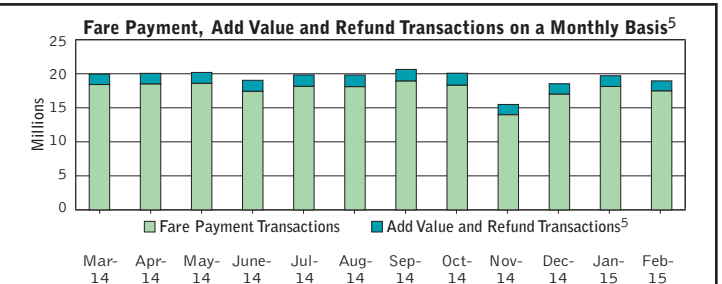
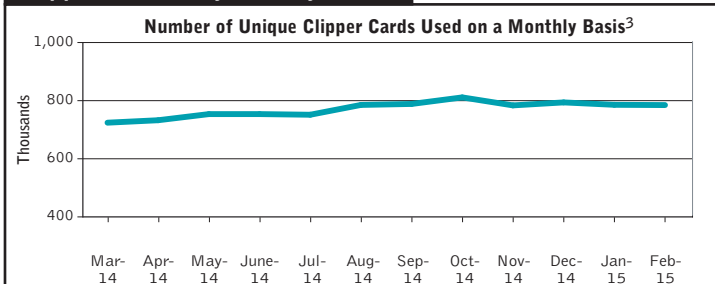
FasTrak® Electronic Toll Collection¹



511 Phone and Web Usage



Clipper® Fare Payment System



Notes:

- MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.
- Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued.
- New category as of September 2003; data collected since Aug. 2002.
- Number of personalized transit itineraries requested.
- As of November 2009, refund transactions are counted with add value transactions. This chart includes refunds in the Add Value bars for the past 12 months. (Past reports did not include refunds, which, with few exceptions, have accounted for less than 50 transactions each month.)
- 511 Traffic Web usage saw its highest usage to date in December 2014 due largely to the Severe Weather Rain Storm event and multiple days of protesting throughout the Bay Area.