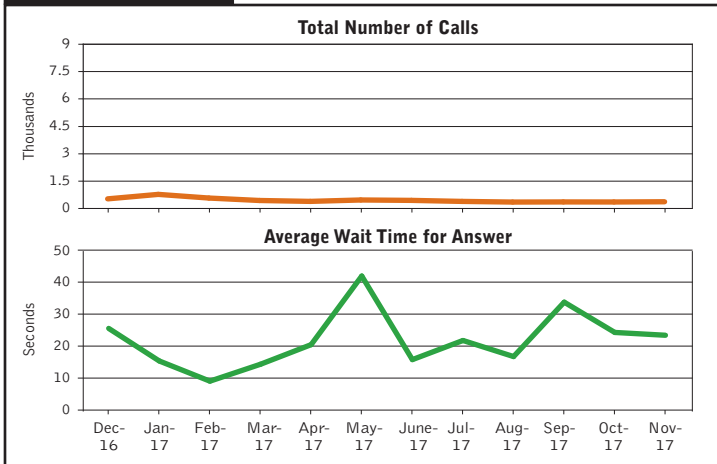
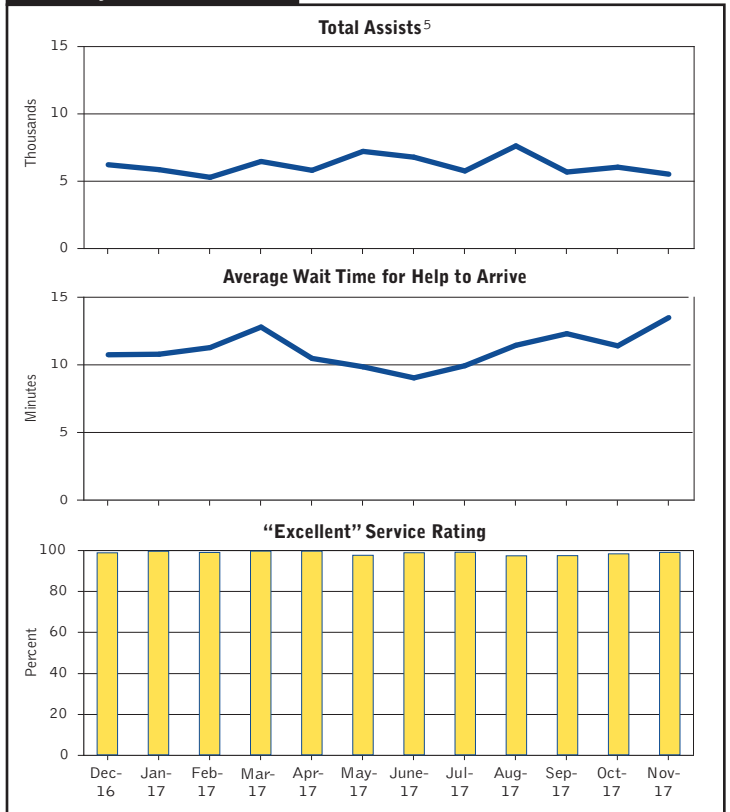


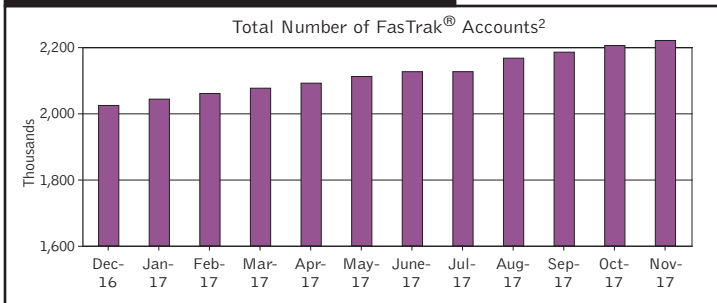
**Call Box Program**



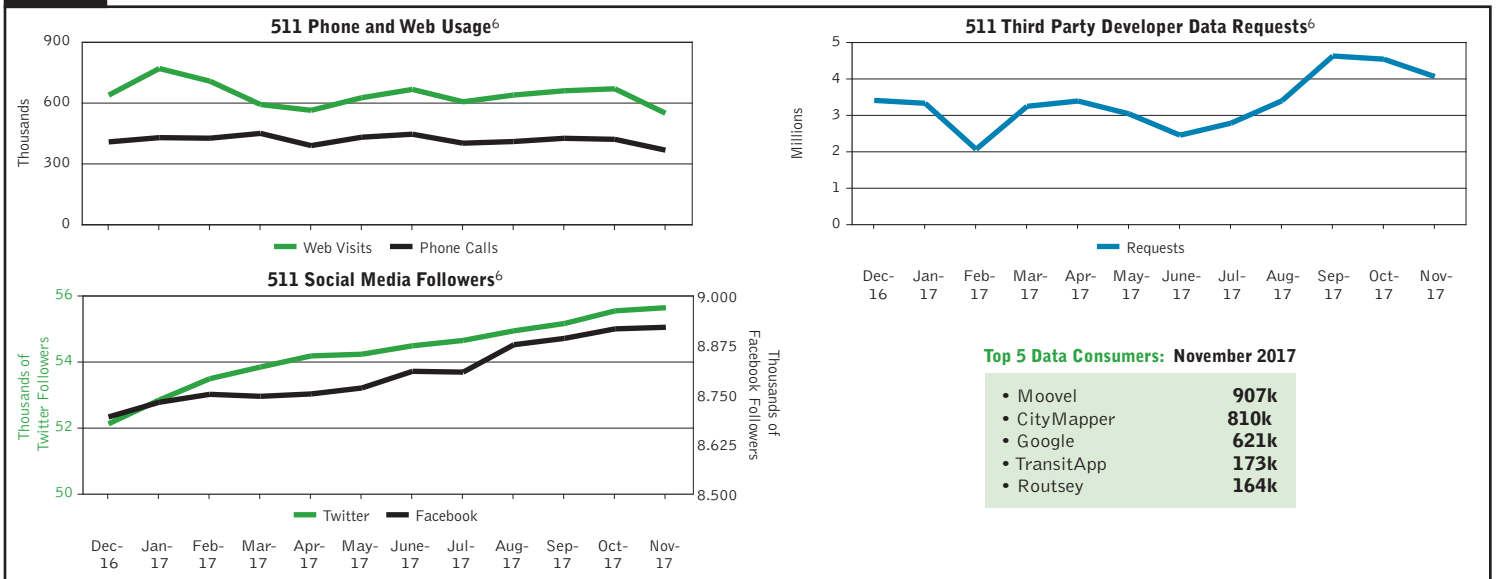
**Freeway Service Patrol**



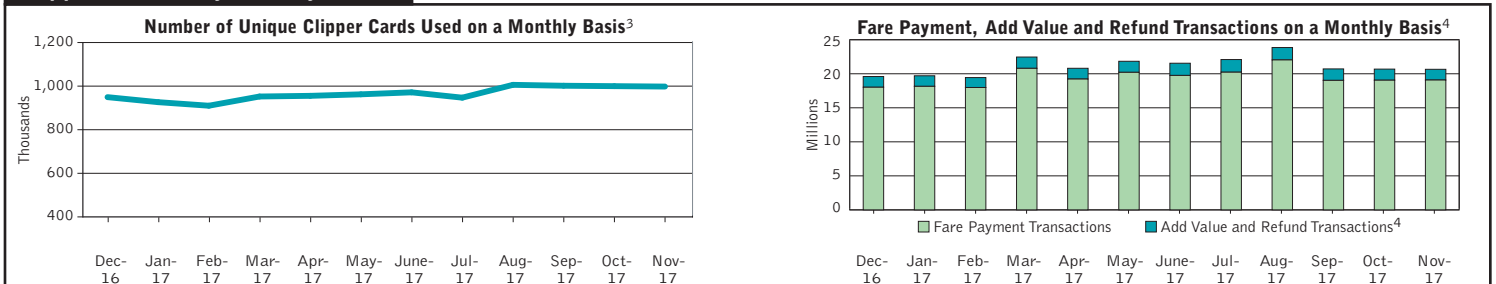
**FasTrak® Electronic Toll Collection<sup>1</sup>**



**511<sup>8</sup>**



**Clipper® Fare Payment System**



Notes: 1 MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.  
 2 Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued.  
 3 New category as of September 2003; data collected since Aug. 2002

4 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.)  
 5 FSP Assist numbers for the most current month are a best estimate, and may be subject to change. Final assist numbers are available at the end of the month, and the report is updated accordingly.

6 511 launched a new phone system and website in June 2016 and now tracks two new types of data in addition to call and web usage: social media followers and developer data requests.