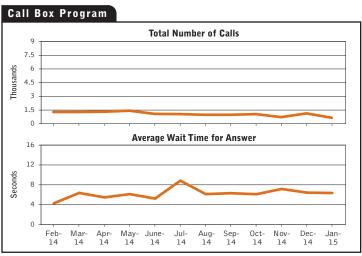
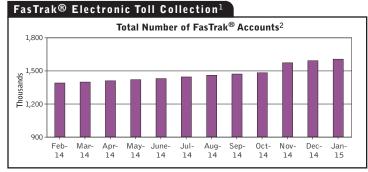
MTC Operational Statistics: February 2015

Freeway Service Patrol

14 14 14 14 14 14 14 14 14 14 14 15





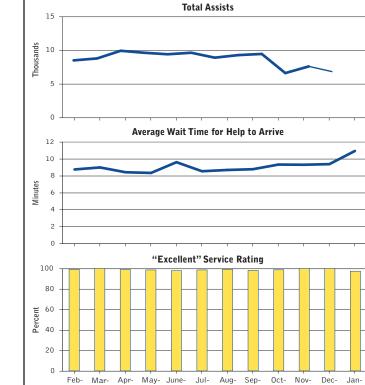
511 Phone Calls

Transit — Traffic

511 Web User Sessions

- Transit - Traffic⁶

Jul-Aug-Sep-



511 Driving TimesSM Generated 100 75 Thousands 50 25 0 ■ 511 Driving TimesSM phone requests - 511 Driving TimesSM web requests 511 Trip Planner Itineraries⁴ 1,000 800 600 Thous 400 200 0 Mobile Web Feb-Mar-Apr-May- June-Jul Sep-Oct-Nov-Dec-Jan Aug-14 14 14 14 14 14 14 14 14 14 14 15



511 Phone and Web Usage

600

500

400 Thousands

300

200

100 0

2,000

1,600

400

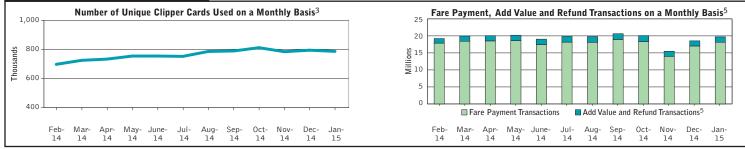
0

Feb-Mar-Apr-May-June-

14 14 14 14 14 14 14

spu 1,200

Thou 800



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 Number of personalized transit itineraries requested

Dec-

Jan

Oct-Nov-

14 14 14 15

14

⁵ 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.)

⁶ 511 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.

-2.24.15

Graphics.pb

MTC

Attachment 3