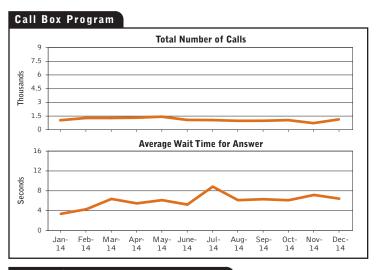
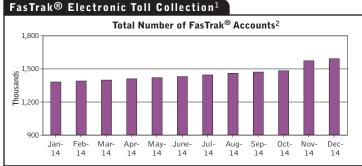
MTC Operational Statistics: January 2015

Freeway Service Patrol





Total Assists 15 Thousands 10 5 0 Average Wait Time for Help to Arrive 12 10 8 Minutes 6 4 2 0 "Excellent" Service Rating 100 80 60 Percent 40 20 0 Jan Feb-Mar Apr May-June Jul-Aug-Sep-Oct-Nov Dec-14 14 14 14 14 14 14 14 14 14 14 14

511 Driving TimesSM Generated

511 Trip Planner Itineraries⁴

Mobile

May- June-

Mar-

Apr-

Feb-

14 14 14 14 14 14 14 14 14 14 14

511 Driving TimesSM web requests

Oct- Nov-

Dec-

511 Phone and Web Usage

1,000

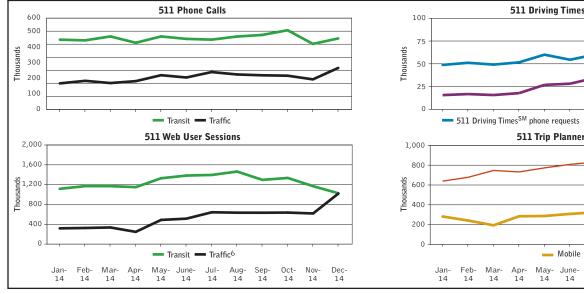
800 Thousands

600

400

Jan

14



Clipper[®] Fare Payment System Number of Unique Clipper Cards Used on a Monthly Basis³ Fare Payment, Add Value and Refund Transactions on a Monthly Basis⁵ 25 20 ¥ 15 ₩ 10 5 0 Add Value and Refund Transactions⁵ Fare Payment Transactions Feb-14 Apr-14 May-14 Aug-14 Sep-14 Nov-14 Jan-14 Mar-14 Apr-14 May- June-14 14 Jul-14 Aug-14 Sep-14 0ct-14 Dec Feb-Mar-June Jul-Oct-Dec Nov-14 14 14 14 14 14 14 14

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

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.

Web

Jul-Aug-SepAttachment 3

-1.27.15Graphics.pb MTC