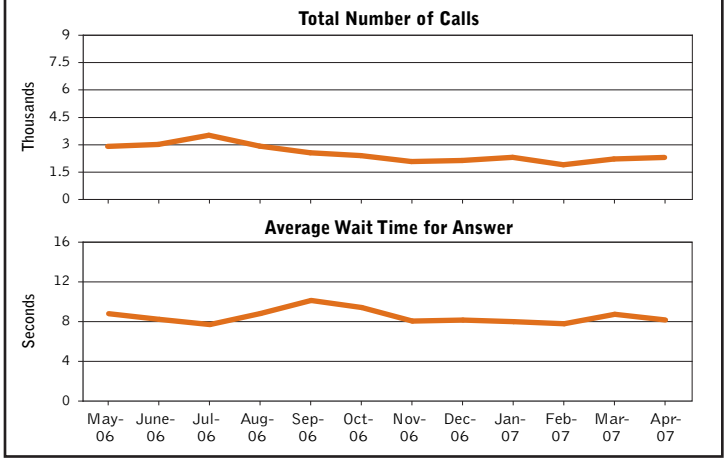
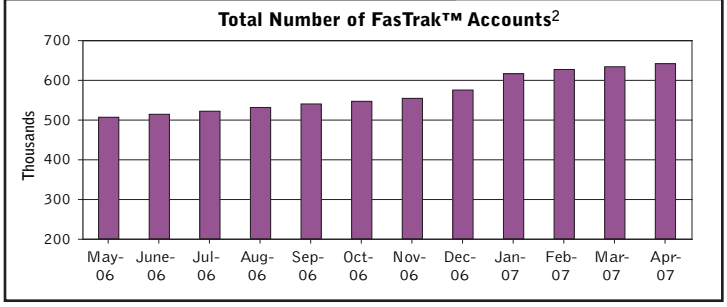
MTC Operational Statistics: May 2007

Attachment 6

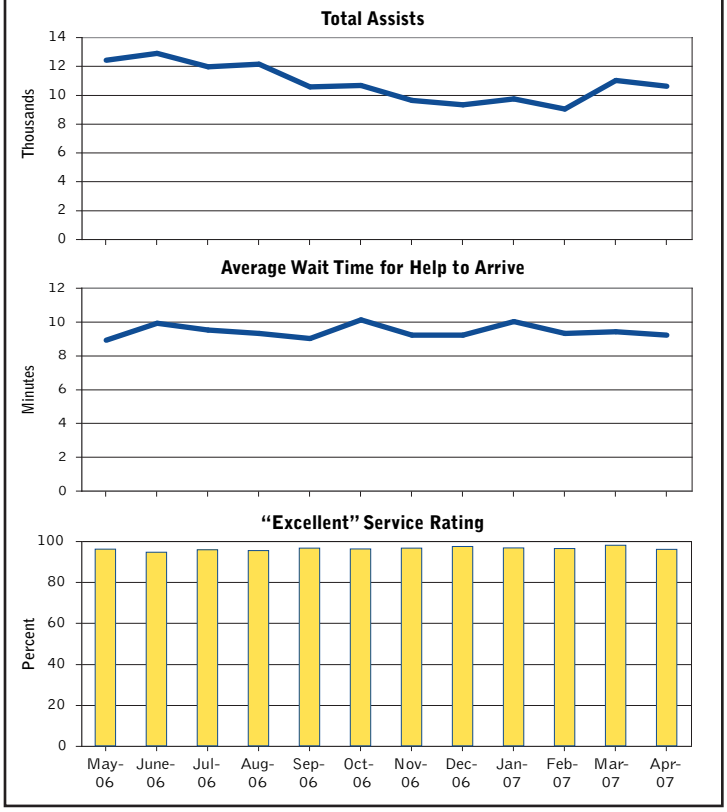
Call Box Program



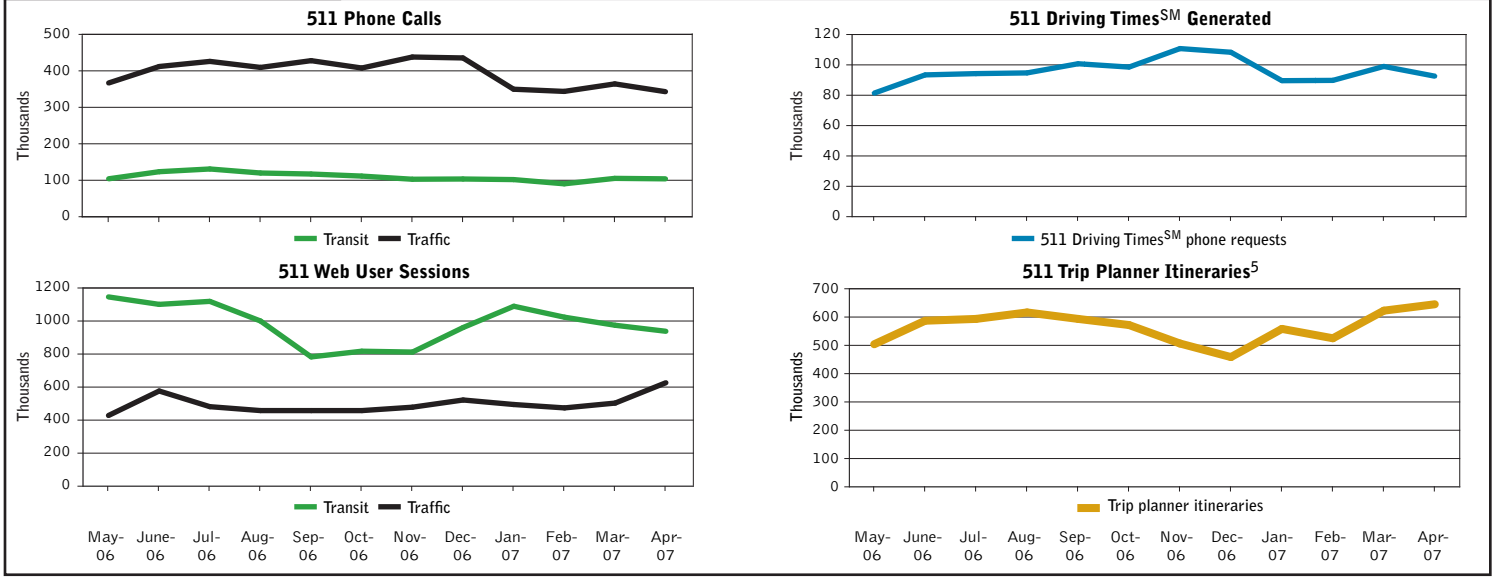
FasTrak® Electronic Toll Collection[1]



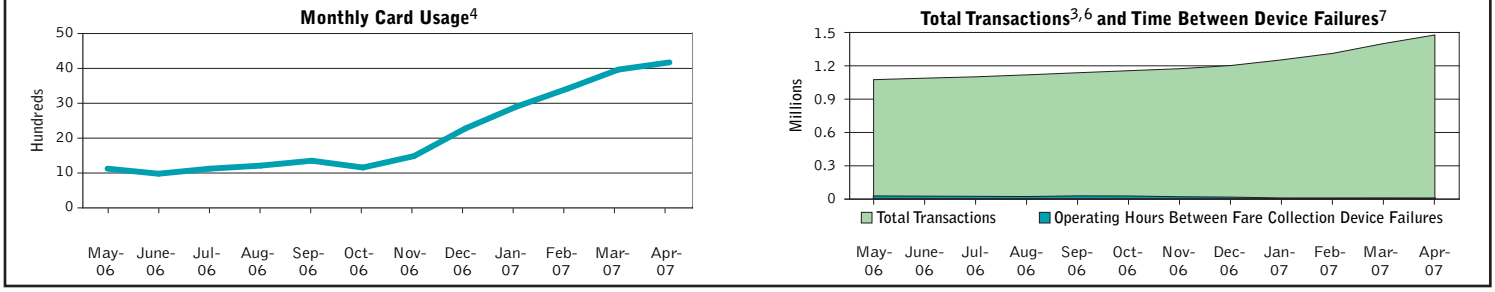
Freeway Service Patrol



511 Phone and Web Usage



TransLink® Transit Fare Card



MTC Graphics/pb — 5/07

Notes:

1 New category. 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 Numbers are cumulative from start of pilot project Feb. 1, 2002

4 New category as of September 2003; data collected since Aug. 2002

5 Number of personalized transit itineraries requested

6 Number of fare-payment and add-value transactions

7 Rolling average based on 60 days' worth of data