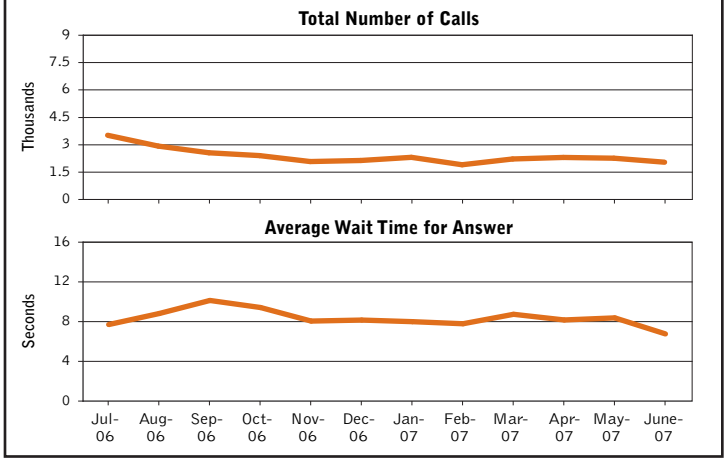
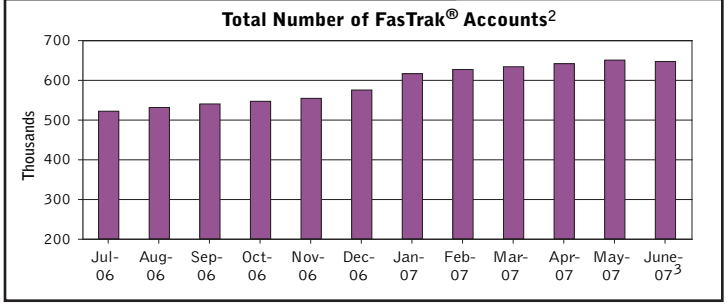
MTC Operational Statistics: July 2007

Attachment 2

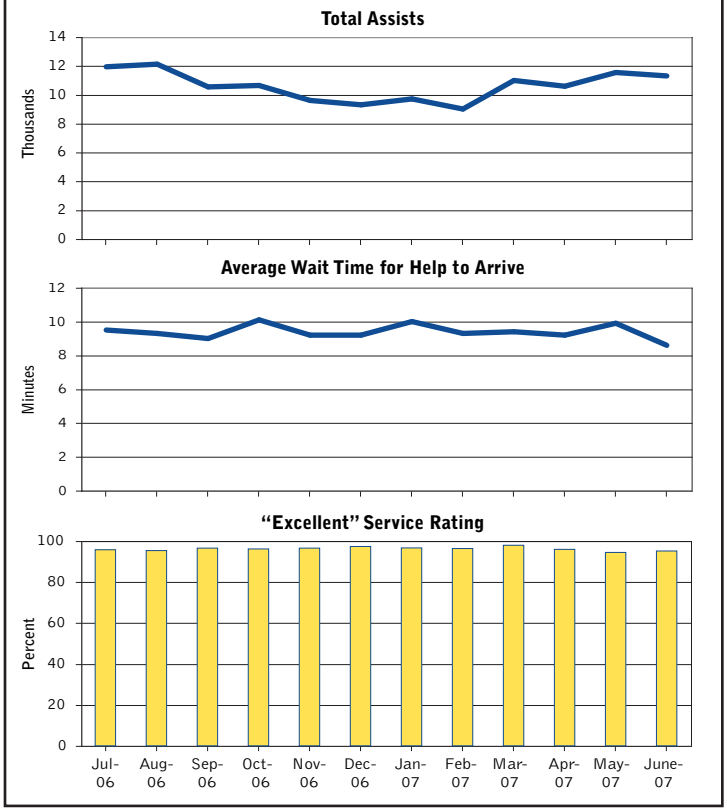
Call Box Program



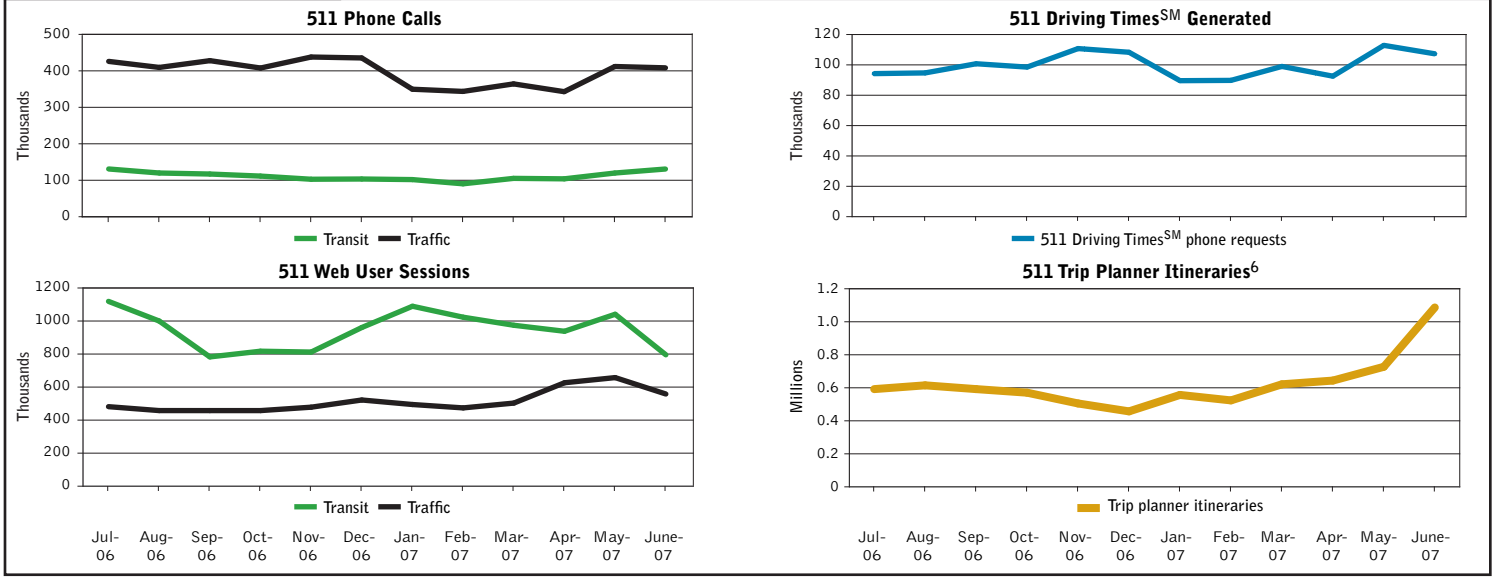
FasTrak® Electronic Toll Collection[1]



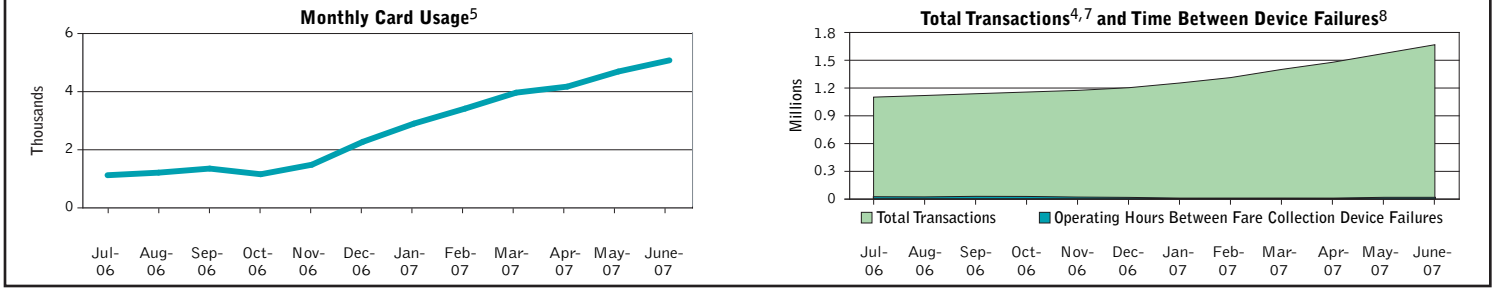
Freeway Service Patrol



511 Phone and Web Usage



TransLink® Transit Fare Card



MTC Graphics/pb — 7/07

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 Effective June 2007: The number of unregistered retail tags will be excluded from the calculation for FasTrak accounts. Only registered retail tags will be included.

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

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

6 Number of personalized transit itineraries requested

7 Number of fare-payment and add-value transactions

8 Rolling average based on 60 days' worth of data