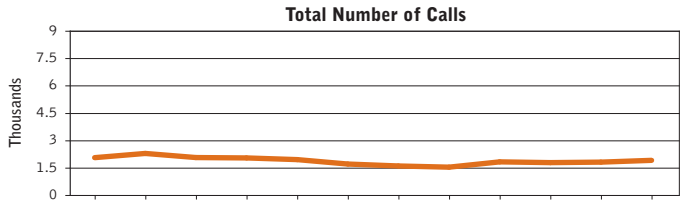
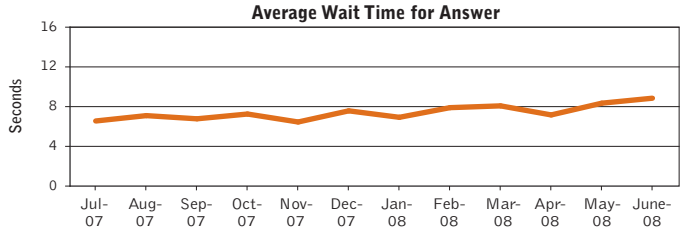
MTC Operational Statistics: July 2008

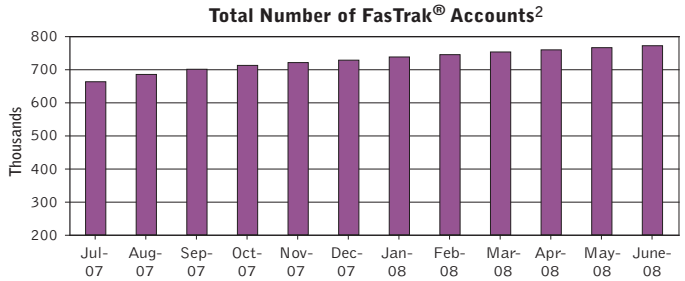
Attachment 5

Call Box Program

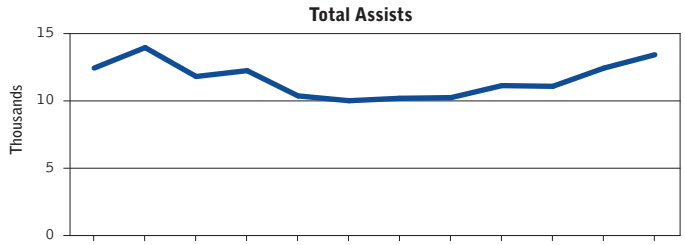


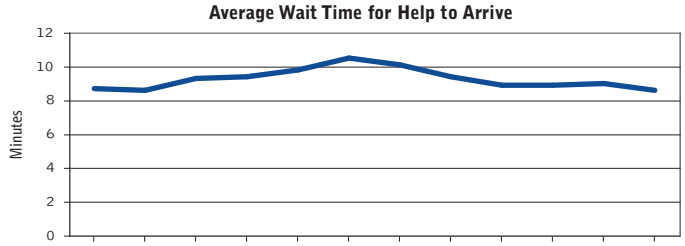


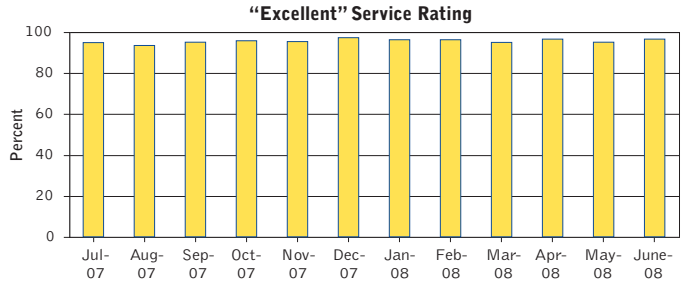
FasTrak® Electronic Toll Collection[1]



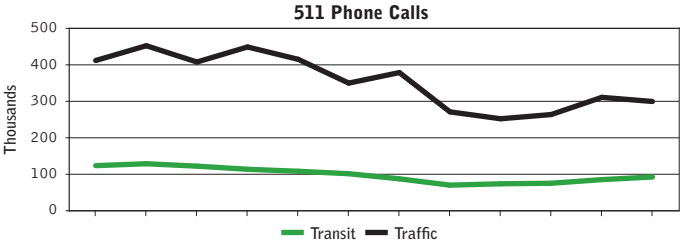
Freeway Service Patrol

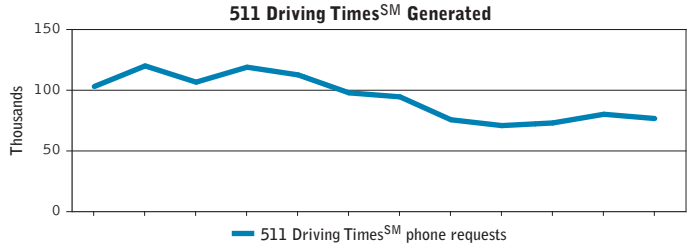


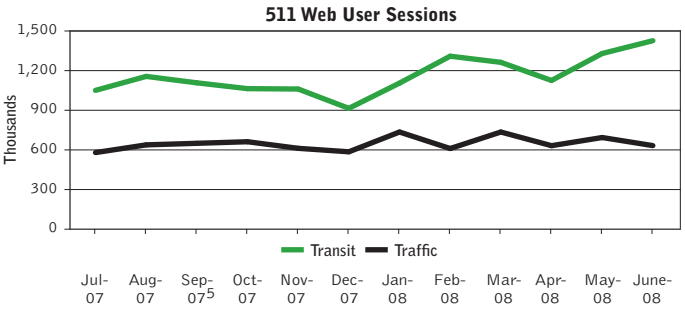


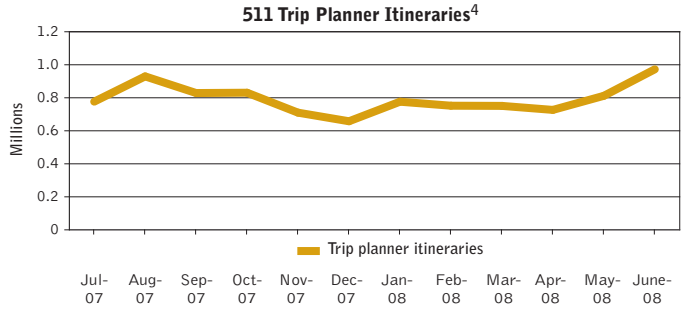


511 Phone and Web Usage

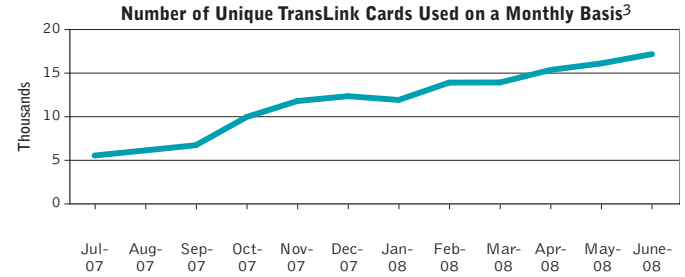


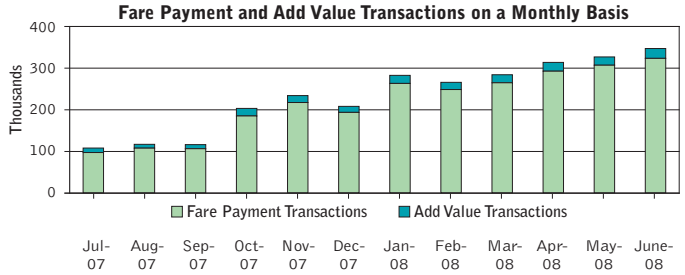






TransLink® Fare Payment System





MTC Graphics/pb — 7/21/08

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 September 2007 data for 511 Traffic Web User Sessions unavailable at time of publication