















- Notes: MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are
 - 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 As of November 2009, refund transactions are counted with add value 8 Clipper-paid boardings recorded on Wednesdays of each week. transactions. This chart includes refunds in the Add Value bars for the past 12 months.
- 5 FSP Assist numbers for the most current month are a best estimate, and may be subject to change. Final assist numbers are available at the end of the month, and the report is updated accordingly.
- 511 now tracks two new types of data in addition to call and web usage: social media followers and developer data requests
- VMT data courtesy of StreetLight Data.
- Daily crossings in the toll-paid direction on the Bay Area's seven state-owned toll bridges. Does not include Golden Gate Bridge.
- 10 Please note that Lyft is resolving a data reporting issue starting 11/23 so the trip totals for November may be lower than actual usage.
- $^{11}\,\mathrm{Due}$ to a graphing error, Fare Payment, Add Value and Refund versions of this sheet. Correct data is now in place.