MTC Operational Statistics: April 2017

Freeway Service Patrol

15

Apr-May-June Jul

16 16 16 16 16 16 16 16 16

Call Box Program Total Number of Calls 7.5 6 Thousands 4.5 3 1.5 0 Average Wait Time for Answer 30 25 Seconds 20 15 10 June-Jul-Aug-Sep-Oct-Nov Dec Jan-Feb Apr May-Mar 16 16 16 16 16 16 16 16 16 17 17 17

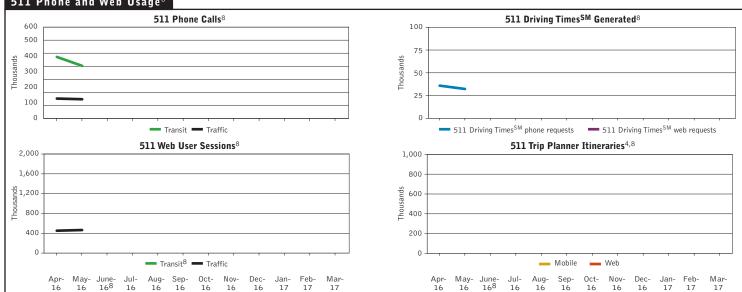


Thousands 10 5 0 Average Wait Time for Help to Arrive 12 10 8 6 Nin' 4 2 0 "Excellent" Service Rating 100 80 60 'n Per 40 20 0

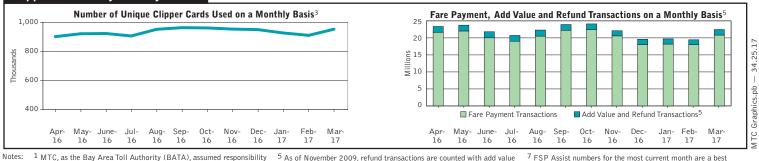
Aug-Sep Oct-Nov Dec

Total Assists⁷

511 Phone and Web Usage⁸



Clipper[®] Fare Payment System



 1 MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak $^{\otimes}$ 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 ransactions. 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.

7 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.

⁸ 511 launched a new phone system and website in June 2016 and prior usage categories are no longer relevant. A new set of stats will be reported in a subsequent edition of this page.

Jan-Feb-

17 17 Mar-

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