

BATA Annual Regional CSC Statistics	FY 2008	FY 2009	FY 2010	FY 2011
TRANSACTION STATISTICS				
Total BATA Transactions	55,045,000	56,035,000	58,314,000	69,945,000
BATA FasTrak	46,658,000	46,081,000	46,130,000	56,258,000
BATA Pay by Plate	8,387,000	9,954,000	12,184,000	13,687,000
Total GGB Transactions	11,423,000	11,606,000	12,186,000	12,766,000
GGB FasTrak	10,328,000	10,206,000	10,394,000	10,796,000
GGB Pay by Plate	1,095,000	1,400,000	1,792,000	1,970,000
Reciprocal Transactions				
Home on Away Facilities	641,000	686,000	725,000	748,000
Away on Home Facilities	499,000	518,000	546,000	635,000
SFO Transactions	N/A	87,000	323,000	395,000
I-680 Express Lane Transactions	N/A	N/A	N/A	266,000
Total FasTrak Transactions	66,967,000	68,246,000	71,369,000	84,007,000
ACCOUNT STATISTICS				
Total Accounts Opened at Fiscal Year-End	779,000	854,000	924,000	1,074,000
New Accounts Opened by Year by Method				
Walk-in	3,000	3,000	3,000	3,000
Main Processing Center	7,000	4,000	2,000	2,000
Phone Enrollment	3,000	3,000	3,000	3,000
Web	45,000	35,000	33,000	48,000
Register Accounts from Retail Sales	100,000	72,000	90,000	143,000
NEW ACCOUNT PAYMENT TYPE STATISTICS				
Payment Type at Account Opening				
Credit Card	56,000	44,000	40,000	54,000
Check	1,000	1,000	1,000	1,000
Cash	0	0	0	0
Retail Tag Sales	100,000	72,000	90,000	143,000
TAG STATISTICS				
Total Tags in Circulation	1,178,500	1,309,700	1,405,200	1,657,600
Tags Assigned By Year				
Internal Tag	269,000	225,000	250,000	355,000
External Tag	5,000	4,000	4,000	6,000
Total Tags Returned	122,000	107,000	108,000	160,000
Tag Kits Mailed	54,000	66,000	63,000	65,000
REPLENISHMENT STATISTICS				
Payment Type				
Credit Card	4,866,000	5,226,000	5,548,000	6,528,000
Cash/Check	71,000	73,000	72,000	84,000
Replenishment Contact Method				
Walk-in/Mail-In	100,000	109,000	116,000	164,000
Batch Rebill	4,697,000	5,016,000	5,297,000	6,715,000
Web	140,000	173,000	211,000	315,000
DAILY CALL STATISTICS				
Incoming Calls				
Calls Handled by IVR	457,000	396,000	560,000	591,000
Total Calls Offered to CSR Agents	756,000	766,000	716,000	835,000

VIOLATION STATISTICS					
Toll Violation Notices Mailed		2,792,000	3,196,000	2,958,000	3,442,000
Caltrans		2,498,000	2,854,000	2,635,000	3,124,000
1st Notices		1,735,000	1,963,000	1,885,000	2,264,000
2nd Notices		763,000	891,000	751,000	860,000
GGBHTD		293,000	342,000	323,000	318,000
1st Notices		205,000	242,000	234,000	211,000
2nd Notices		88,000	100,000	89,000	107,000
Toll Violation Payments Processed		423,000	490,000	400,000	455,000
Caltrans Violation Payments Processed		369,000	434,000	354,000	415,000
GGBHTD Violation Payments Processed		54,000	56,000	46,000	40,000
IMAGE REVIEW STATISTICS					
Image Processing					
Total Violation Transactions sent from Lanes		12,901,000	14,285,000	16,250,000	17,990,000
BATA Violations sent from Lane		11,610,000	12,579,000	14,154,000	15,720,000
GGB Violations sent from Lane		1,291,000	1,706,000	2,096,000	2,270,000
# of Images Sent per Violation Transaction		5	5	5	5
OCR Read Rate		N/A	N/A	57%	57%
Registered Owner look-Ups					
California		2,114,000	2,007,000	2,177,000	2,268,000
Other States		N/A	N/A	67,000	67,000
COLLECTION STATISTICS					
DMV Hold Placed		427,000	476,000	378,000	409,000
Accounts Sent to Third-Party Collections		N/A	160,000	392,000	462,000
OUTGOING CUSTOMER CORRESPONDENCE					
Customer Statements					
Mailed		1,558,000	1,498,000	1,384,000	1,513,000
E-Mailed		2,340,000	3,273,000	4,784,000	5,401,000
Other Account Notifications					
Mailed		588,000	718,000	845,000	892,000
E-mailed		588,000	718,000	845,000	892,000