



**EXECUTIVE DIRECTOR'S REPORT**  
Metropolitan Transportation Commission  
December 18, 2019

**PERSONNEL CHANGES:**

**New Appointments**

**Crystal Giang** –Crystal joined MTC on December 2, 2019 as an Accountant II in the Finance and Accounting section.

**Daniel Saver** –Daniel joined MTC on December 16, 2019 as an Assistant Director, Housing & Local Planning in the Regional Planning Program section.

**KEY HIGHLIGHTS FOR DECEMBER:**

On Wednesday, December 13, Commissioners David Rabbitt, Jake Mackenzie and Tony Tavares spoke at the ribbon-cutting ceremony for two segments of the Highway 101 Marin-Sonoma Narrows widening project. The new segments raised the roadway above the San Antonio Creek floodplain, widened the bridge over the Petaluma River to accommodate an additional HOV travel lane in each direction south of Petaluma, and created a bike path. MTC has provided more than \$50 million to the overall widening project.

On Friday, December 15, Commissioners Jake Mackenzie, Damon Connolly and David Rabbitt spoke at the grand opening celebration of the Sonoma Marin Area Rail Transit (SMART) Larkspur station. MTC provided more than \$20 million toward the Larkspur station, which allows SMART train passengers to more easily access Golden Gate Ferries to San Francisco.

**UPCOMING FOR JANUARY:**

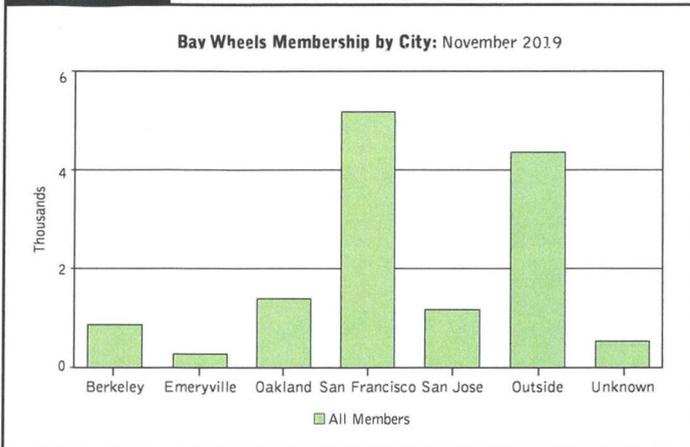
We will convene a workshop for MTC Commissioners on Thursday, January 30 and Friday, January 31. We will be taking a deep dive into the issues that we would like to address in the coming year. The first day will focus on transportation issues for the Commission, while on the second day, Commissioners will be joined by ABAG Executive Board Members to tackle topics for both agencies.

**MTC Operational Statistics**

The monthly report on the performance of MTC's operating programs is contained in Attachment 1.

  
Therese W. McMillan

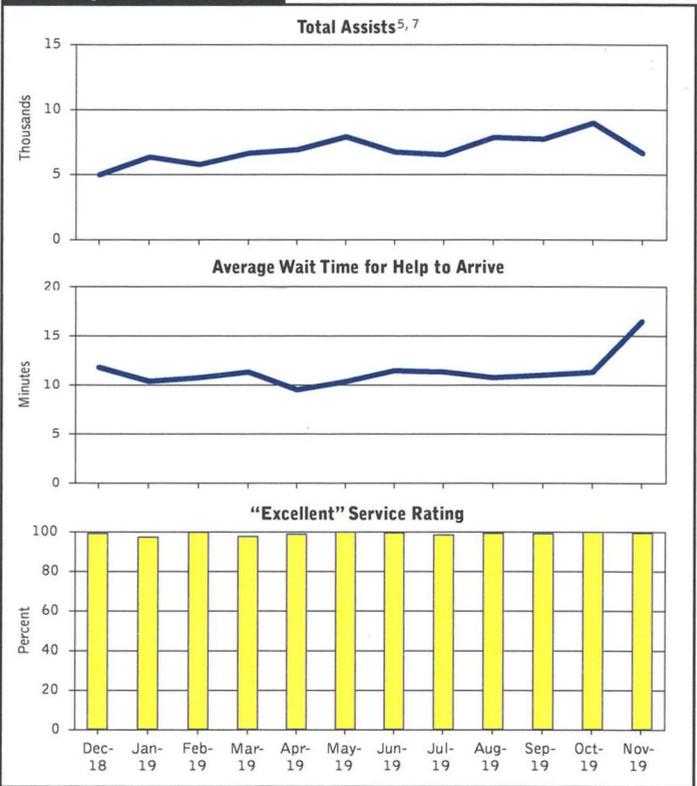
## Bay Wheels



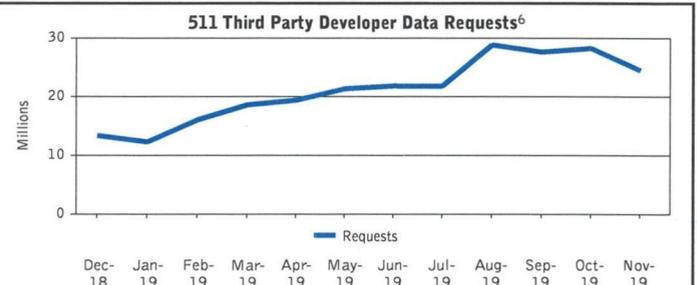
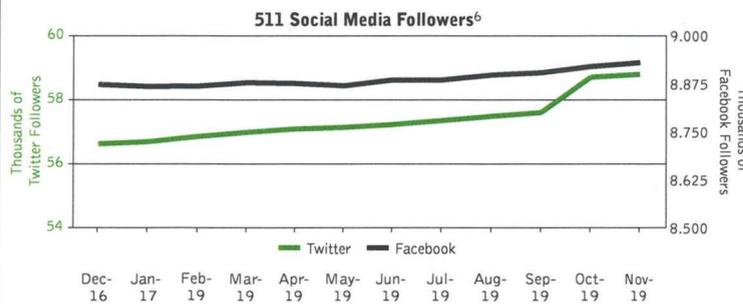
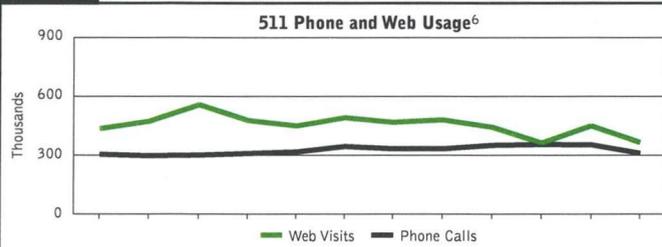
## FasTrak® Electronic Toll Collection<sup>1</sup>



## Freeway Service Patrol



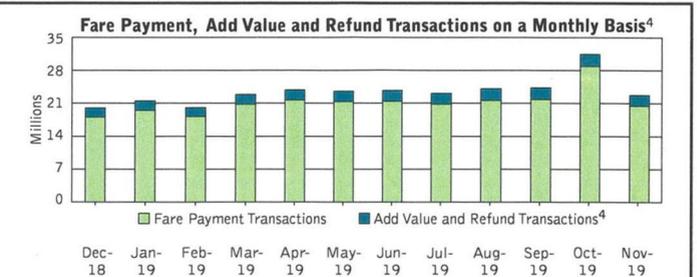
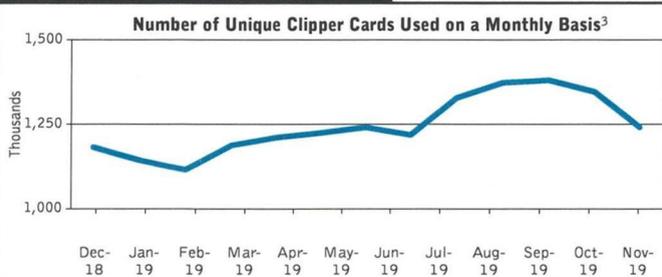
## 511



### Top 5 Data Consumers: November 2019

- ITO World **4.2m**
- Interline **3.8m**
- NextThere **2.5m**
- Apple **1.9m**
- Private API Developer **1.6m**

## Clipper® Fare Payment System



Notes: <sup>1</sup> MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.  
<sup>2</sup> Number of debit accounts opened through BATA service center; each account may represent more than one toll tag issued.  
<sup>3</sup> New category as of September 2003; data collected since Aug. 2002

<sup>4</sup> As of November 2009, refund transactions are counted with add value transactions. 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.)  
<sup>5</sup> 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.

<sup>6</sup> 511 launched a new phone system and website in June 2016 and now tracks two new types of data in addition to call and web usage: social media followers and developer data requests.  
<sup>7</sup> In Dec 2018 FSP provided only very limited FSP during Christmas week through New Year's Day 2019.