

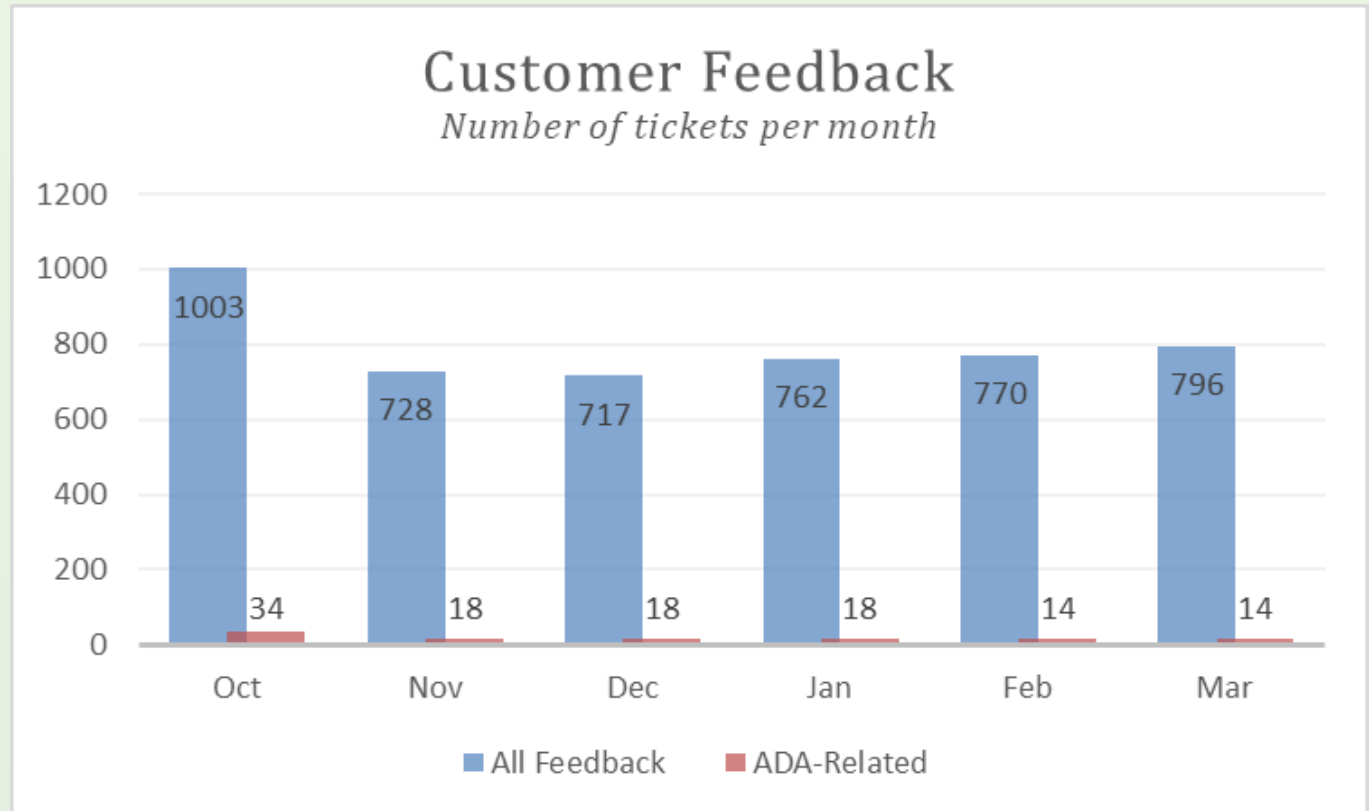
SR 25-305 Item 5.D.

Customer Services Update

Q3: January-March 2025

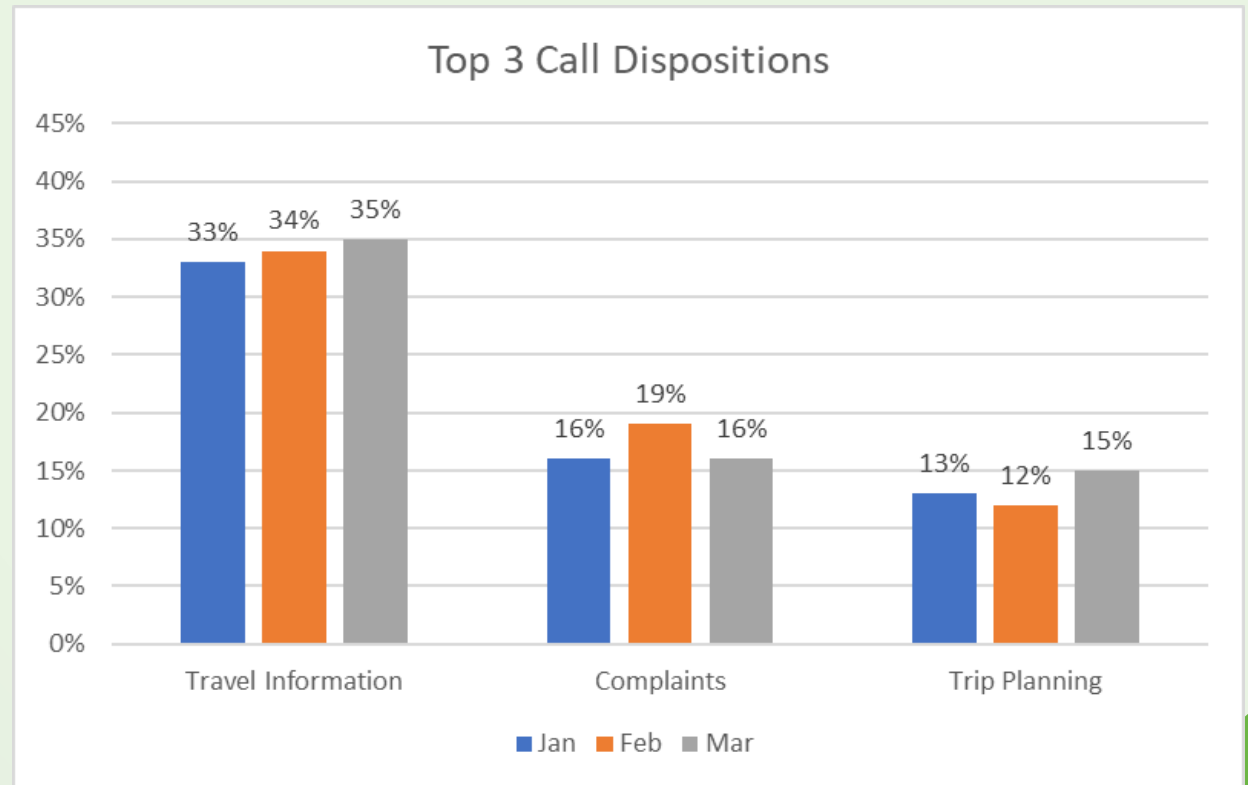
ADA-Related Feedback

- ADA-Related comments for this quarter averaged 2% of all feedback, the same as the previous quarter.
- Operator Misconduct was the most common reason for ADA-related complaints.



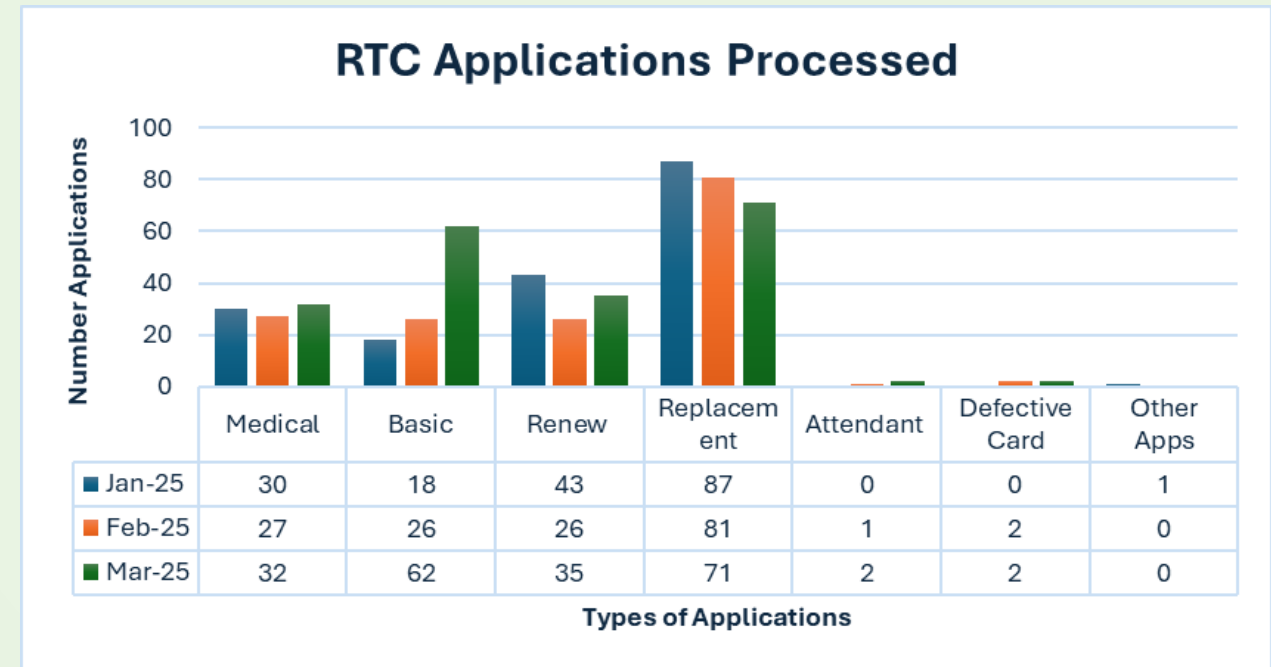
Top 3 Call Disposition

- The total volume of calls for Q3 was 6,111 with an average of 2,037 calls/month
- **Travel Information** continues to be the main reason for customers calling the call center
- **ADA Trip Planning** calls averaged 26 calls per month
- **Complaint/Commendations** averaged 353 per month



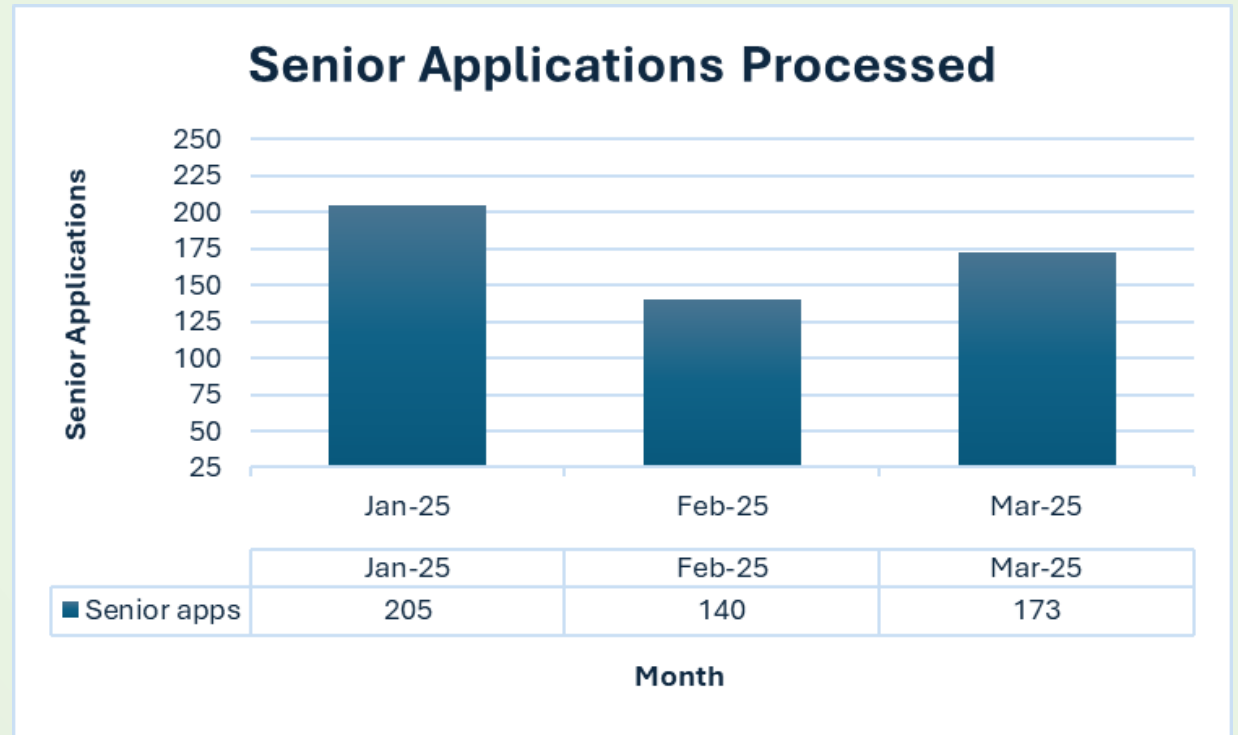
Clipper Customer Service Center

- RTC Applications: a total of 546 applications were processed for Q3
- There was a 10% increase in application processing from Q2
- Staff attended an outreach event at the California School of the Deaf, which resulted in the collection of 16 applications



Clipper Customer Service Center

- Senior Applications: a total of 518 applications were processed for Q3
- There was a 12.5% decrease in application processing from Q2



Customer Service Center-Passes Sold

- Paratransit Tickets: a total of 133 tickets were sold in Q3
- There was a 44% increase in Blue Paratransit tickets
- There was a 22% increase in Green Paratransit tickets
- AC Transit's Local Monthly Passes for Senior/Disabled: 1,146 passes sold in Q3

