

SR 26-110 Item 5.D.

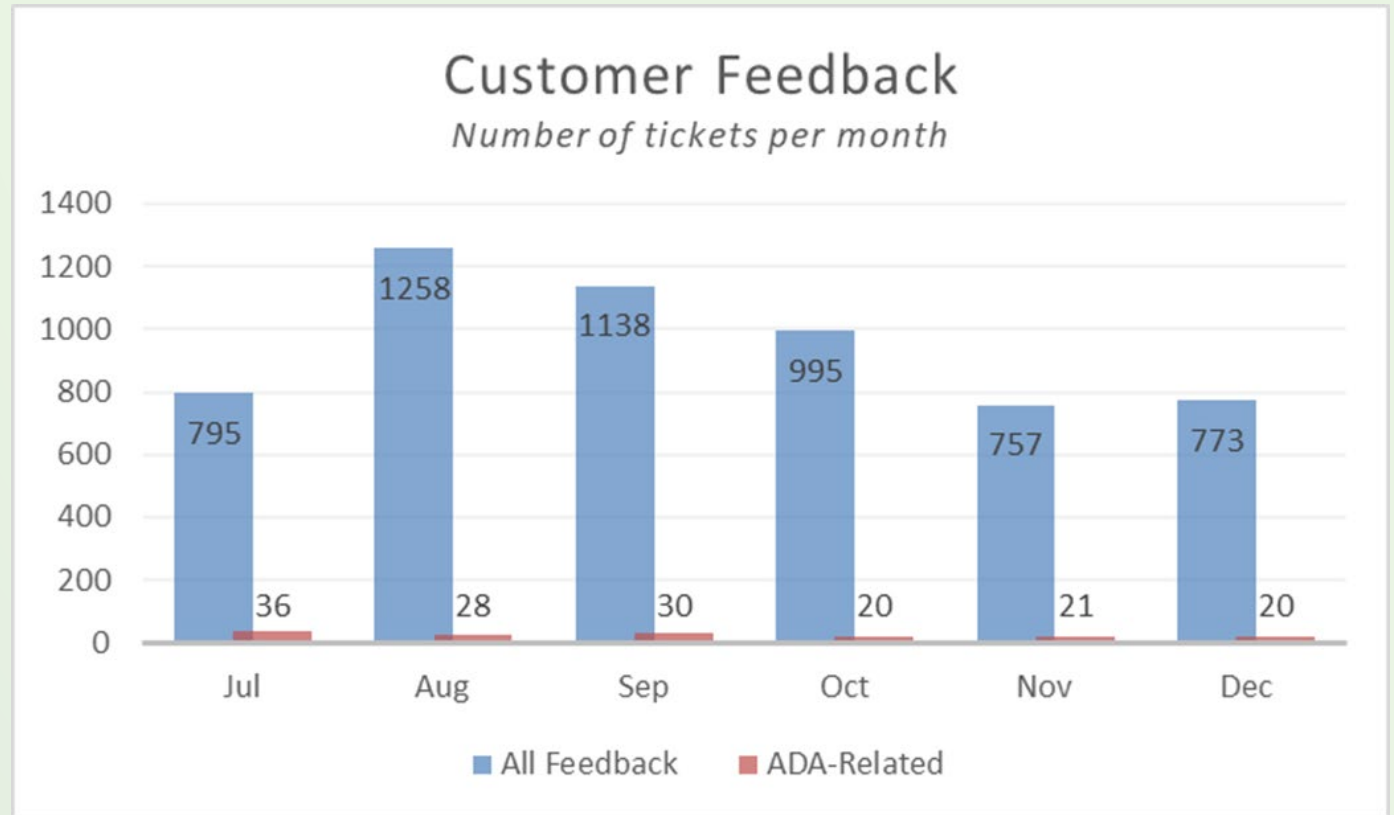
Customer Services Update

Q2: October-December 2025



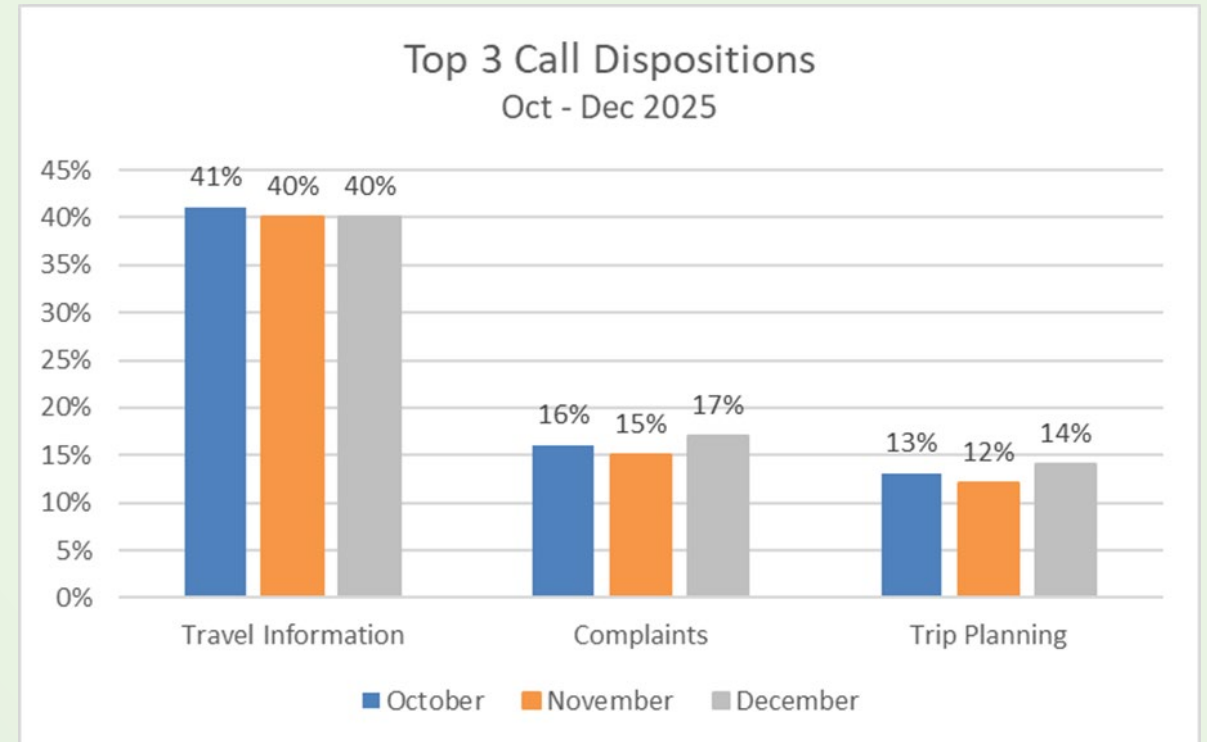
ADA-Related Feedback

- ADA-Related comments for this quarter averaged 2% of all feedback, down slightly over the previous quarter (3%).
- Operator Misconduct was the most common reason for ADA-related complaints.



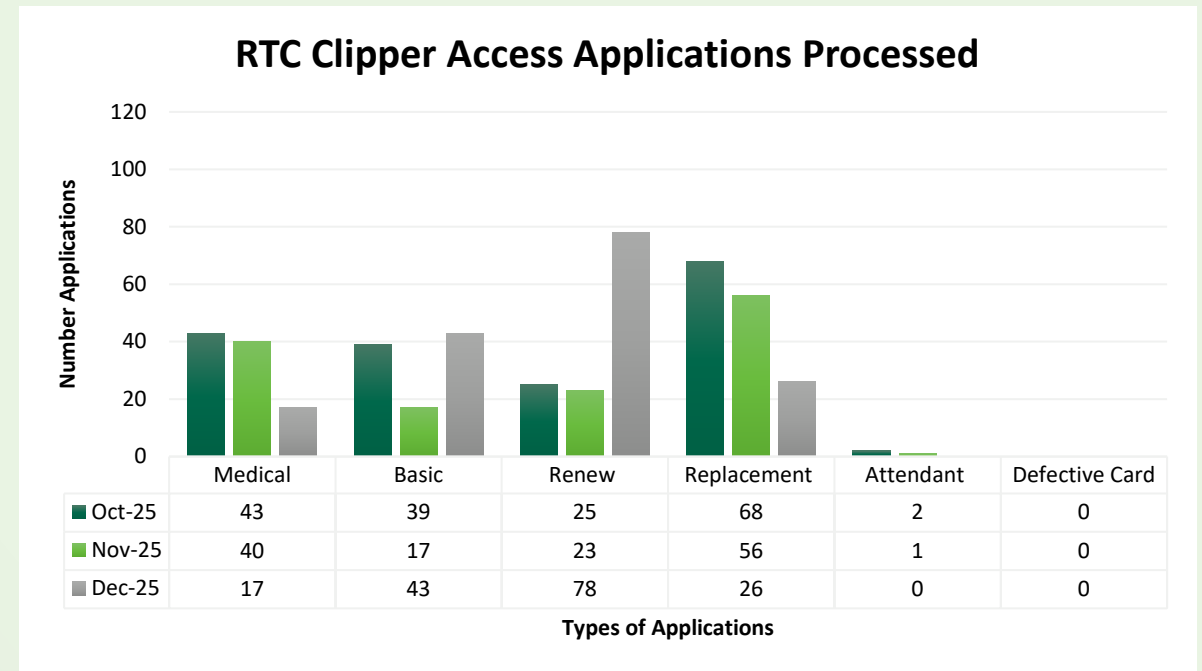
Top 3 Call Disposition

- The total volume of calls for Q4 was 7,295 with an average of 2,432 calls/month
- **Travel Information** continues to be the main reason for customers calling the call center
- **ADA Trip Planning** calls averaged 31 calls per month
- **Complaint/Commendations** averaged 381 per month



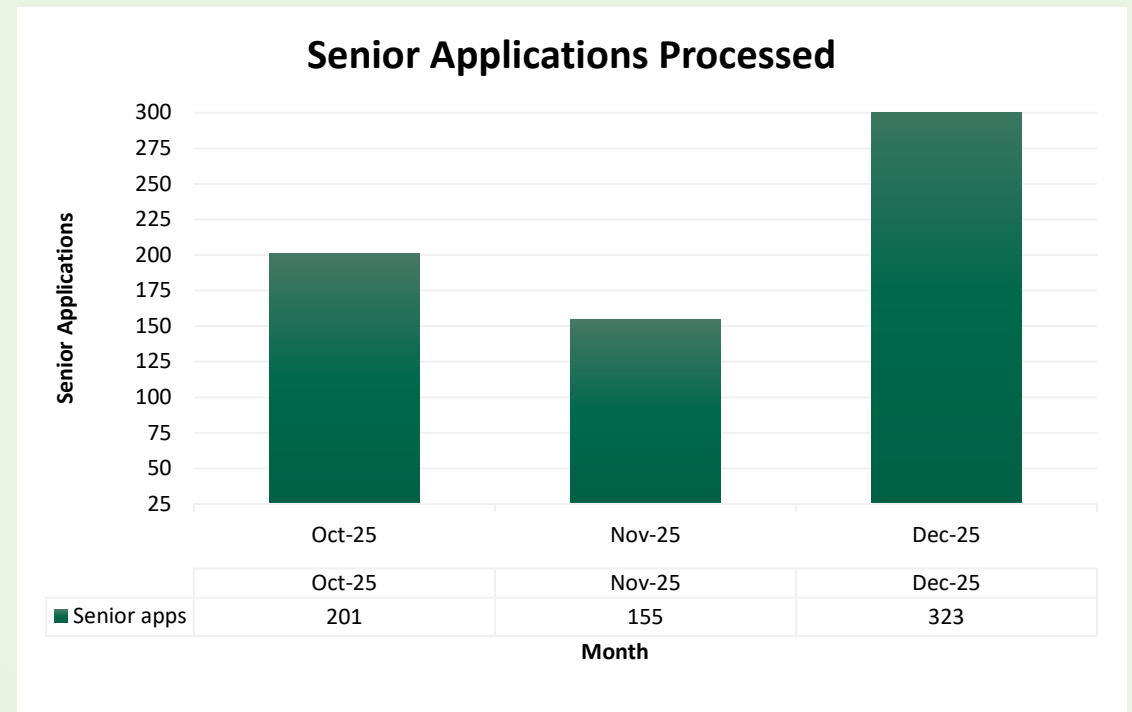
Clipper Customer Service Center

- Clipper Access Applications: a total of 478 applications were processed for Q2
- Clipper Access outreach event was held at the California School of the Deaf collecting 29 applications
- 150 replacement applications were processed in Q2 FY2026 making up 31% of the application intake for the quarter



Clipper Customer Service Center

- Senior Applications: a total of 679 applications were processed for Q2
- There was a 7% decrease in application processing from Q1 FY26



Customer Service Center-Passes Sold

- Paratransit Tickets
 - Blue ticket books sold: 106
 - Green ticket books sold: 131
- AC Transit's Local Monthly Passes for Senior/Disabled
 - 1,197 passes sold in Q2

