

SR 25-454 Item 5.F.

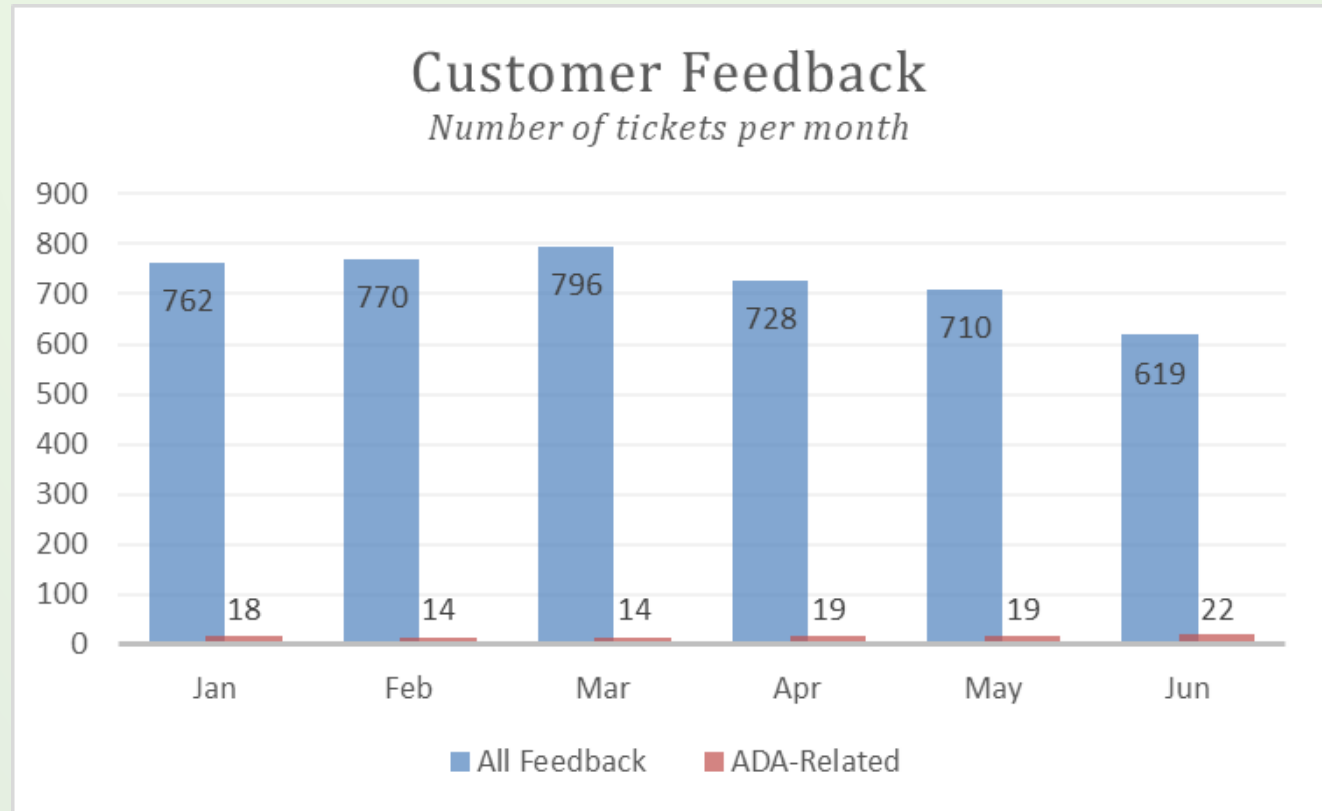
# Customer Services Update

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Q4: April-June 2025

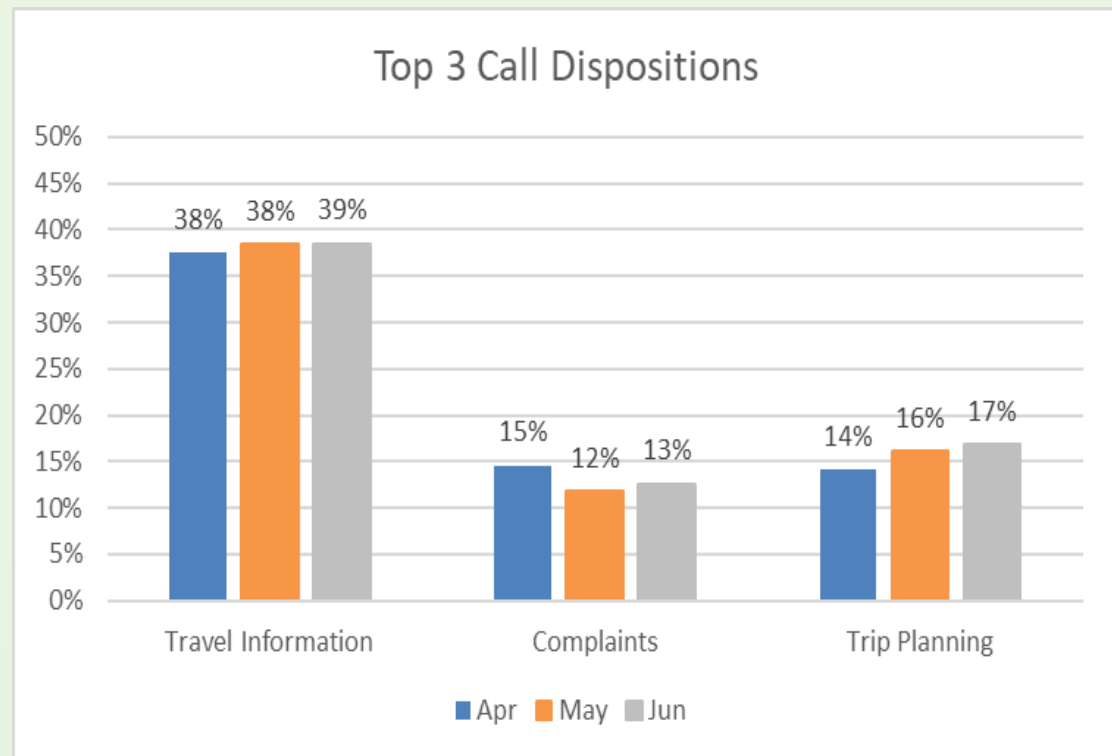
# ADA-Related Feedback

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



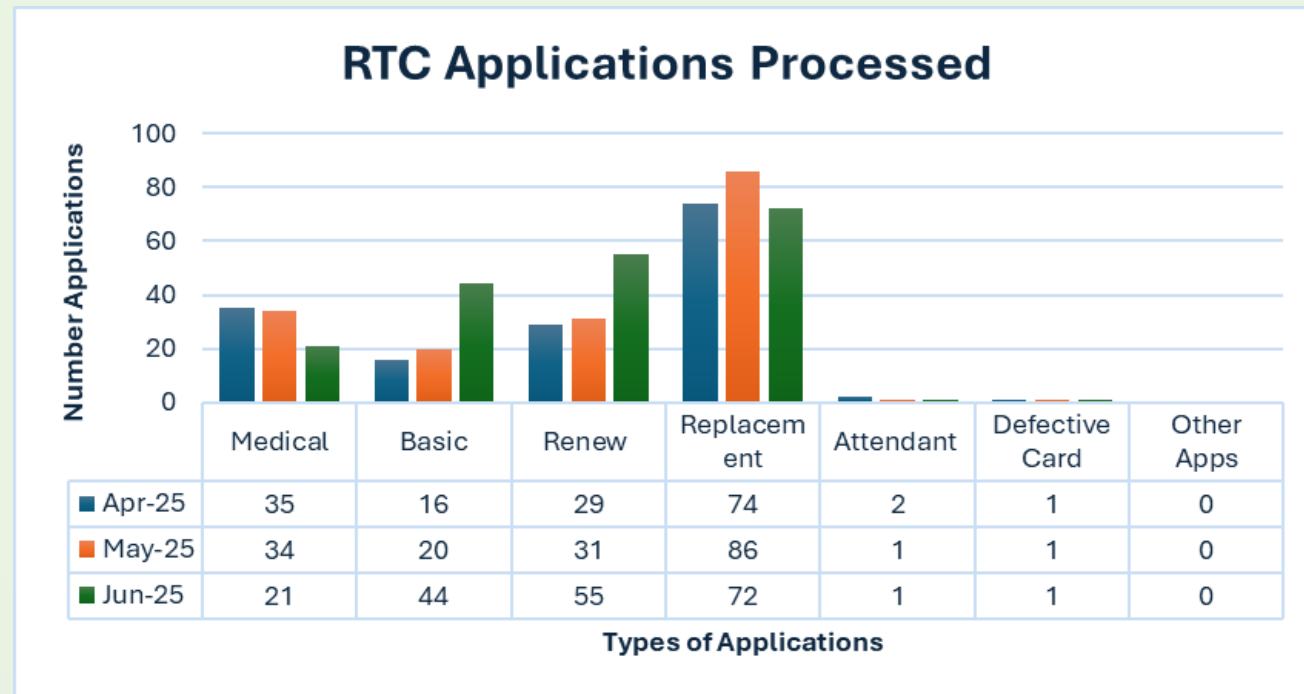
# Top 3 Call Disposition

- The total volume of calls for Q4 was 7,116 with an average of 2,372 calls/month
- **Travel Information** continues to be the main reason for customers calling the call center
- **ADA Trip Planning** calls averaged 40 calls per month
- **Complaint/Commendations** averaged 308 per month



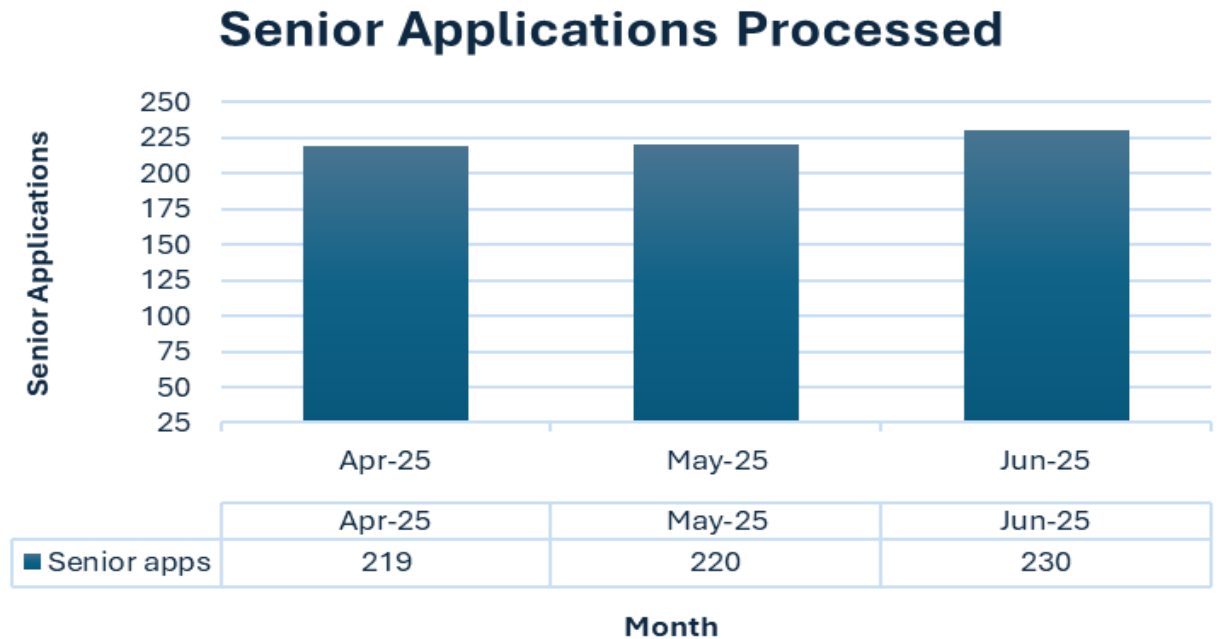
# Clipper Customer Service Center

- RTC Applications: a total of 524 applications were processed for Q4
- There was a 4.2% decrease in application processing from Q3



# Clipper Customer Service Center

- Senior Applications: a total of 669 applications were processed for Q4
- There was a 29.2% increase in application processing from Q3



# Customer Service Center-Passes Sold

- Paratransit Tickets: a total of 262 blue & 121 green tickets were sold in Q4
- There was a 97% increase in Blue Paratransit tickets
- There was a 95.2% increase in Green Paratransit tickets
- AC Transit's Local Monthly Passes for Senior/Disabled: 1,208 passes sold in Q4

