

SR 26-244 Item 5.C.

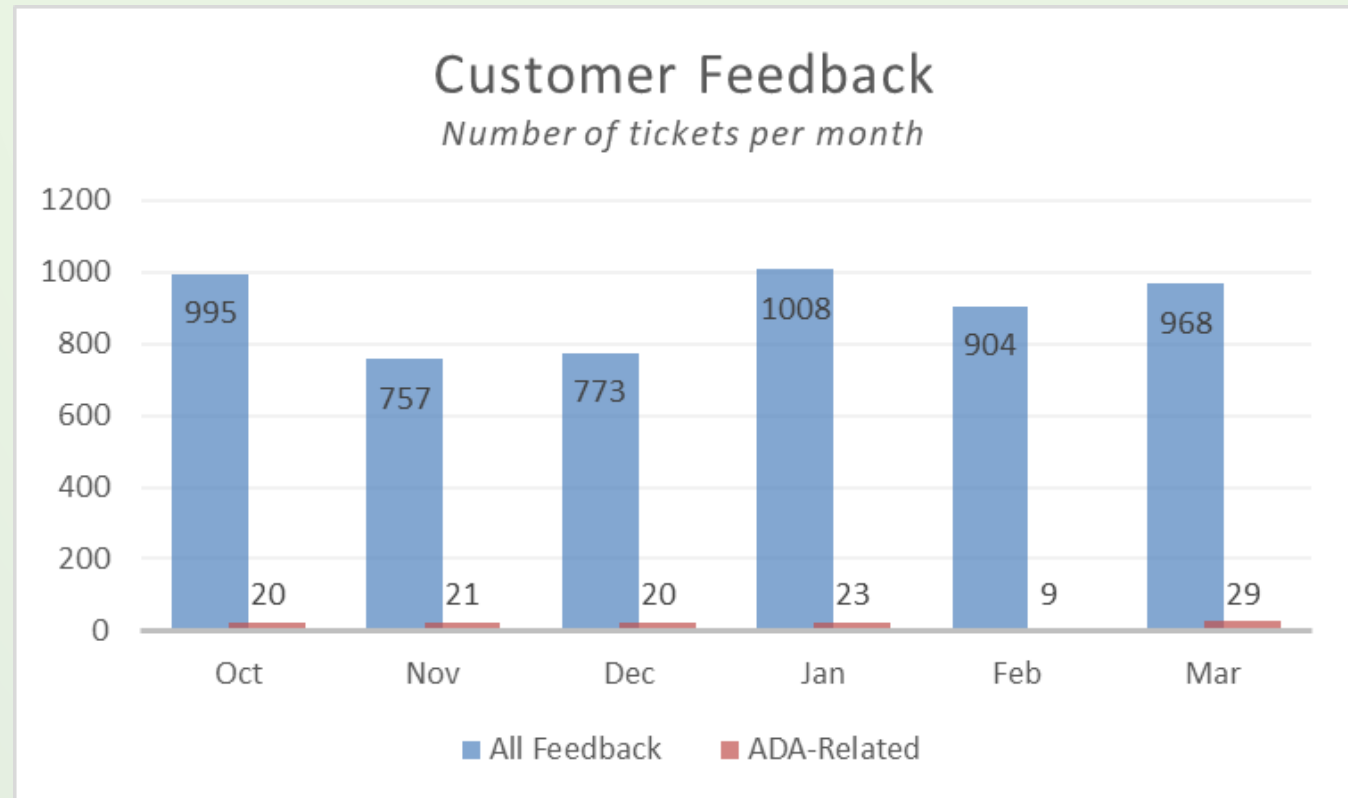
Customer Services Update

Q3: January-March 2026



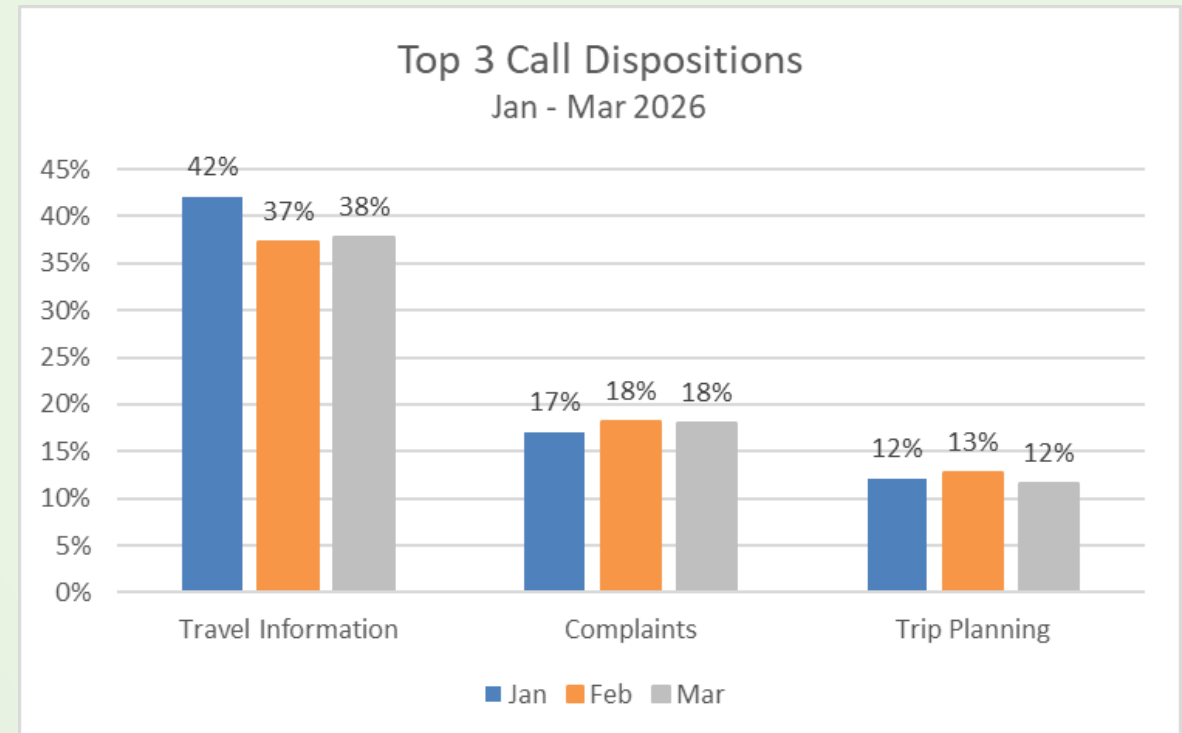
ADA-Related Feedback

- 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.
- On March 23rd, the district transitioned from our legacy system CusRel to Salesforce.



Top 3 Call Disposition

- The total volume of calls for Q3 was 7,176 with an average of 2,389 calls per month
- **Travel Information** continues to be the main reason for customers calling the call center
- **ADA Trip Planning** calls averaged 18 calls per month
- **Complaint/Commendations** averaged 401 per month

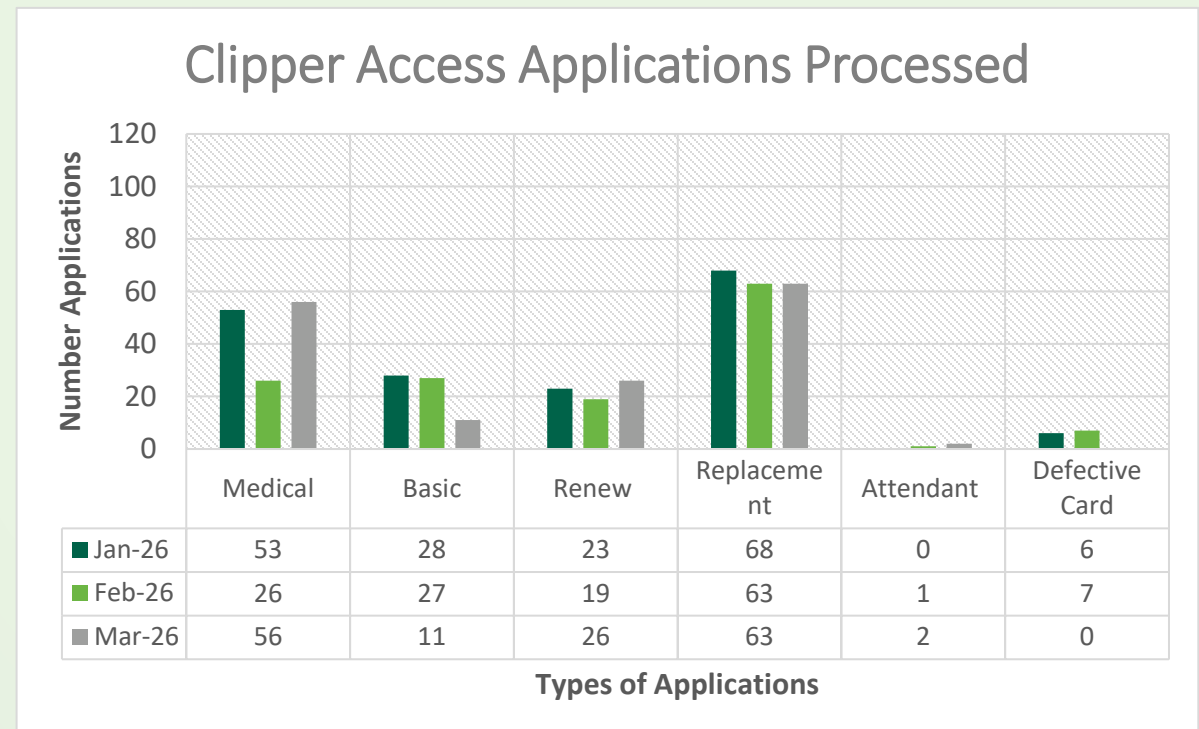


Call Center Contract

- The District will be exercising the last option year of the current contract with the call center
- It is set to expire September 2027
- We will be looking for a potential new vendor in early 2027

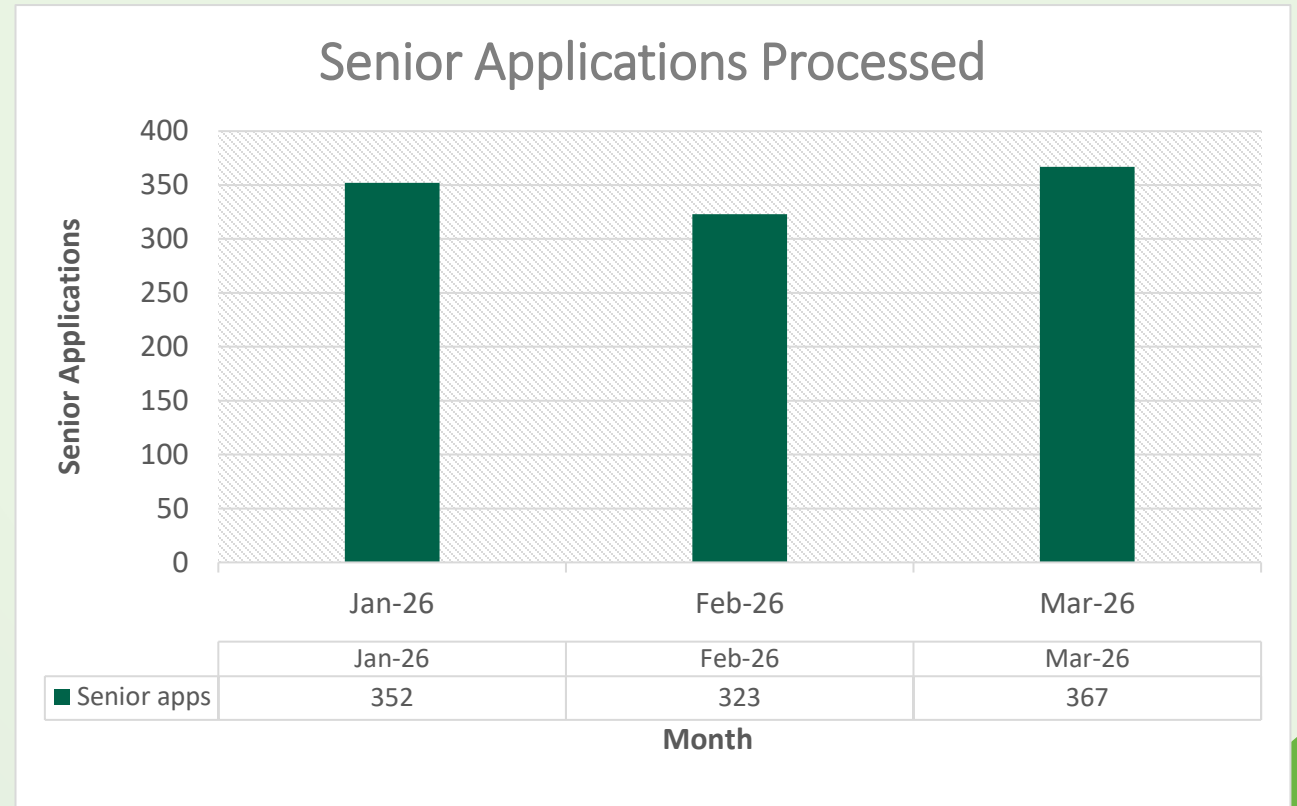
Clipper Customer Service Center

- Clipper Access Applications: a total of 479 applications were processed for Q3
- 2 Clipper Access outreach events were held in Q3; the California School of the Deaf collecting 34 applications and Visita Hills Transition Program collecting 37 applications
- 150 replacement applications were processed in Q3 FY2026 making up 31% of the application intake for the quarter



Clipper Customer Service Center

- Senior Applications: a total of 1042 applications were processed for Q3
- There was a 53% increase in application processing from Q2 FY26



Customer Service Center-Passes Sold

- Paratransit Tickets
 - Blue ticket books sold: 62
 - Green ticket books sold: 53
- AC Transit's Local Monthly Passes for Senior/Disabled
 - 1,172 passes sold in Q3

