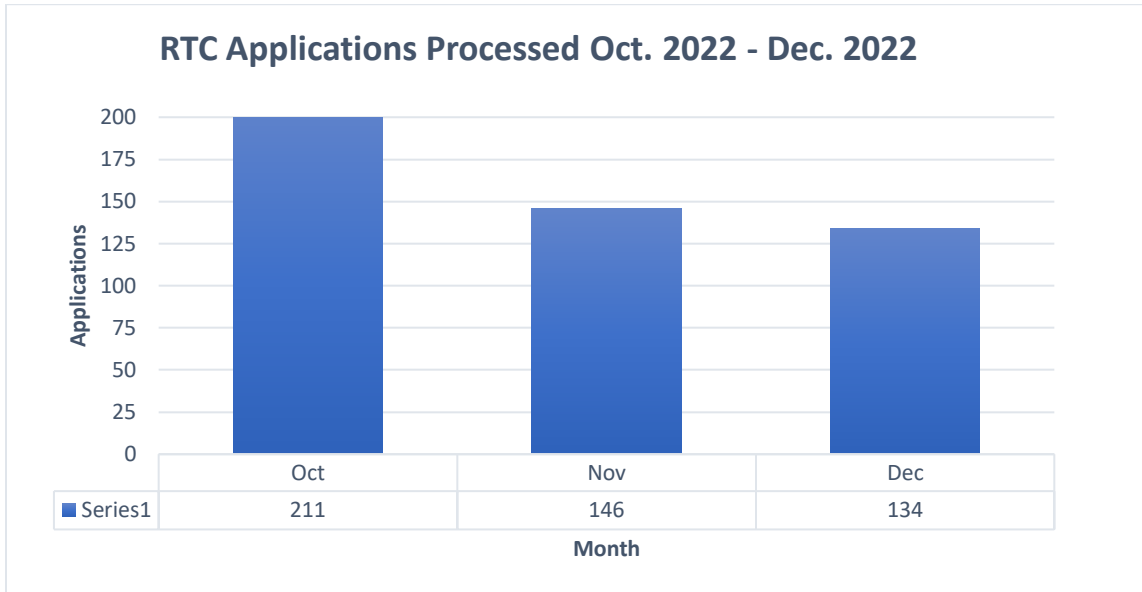


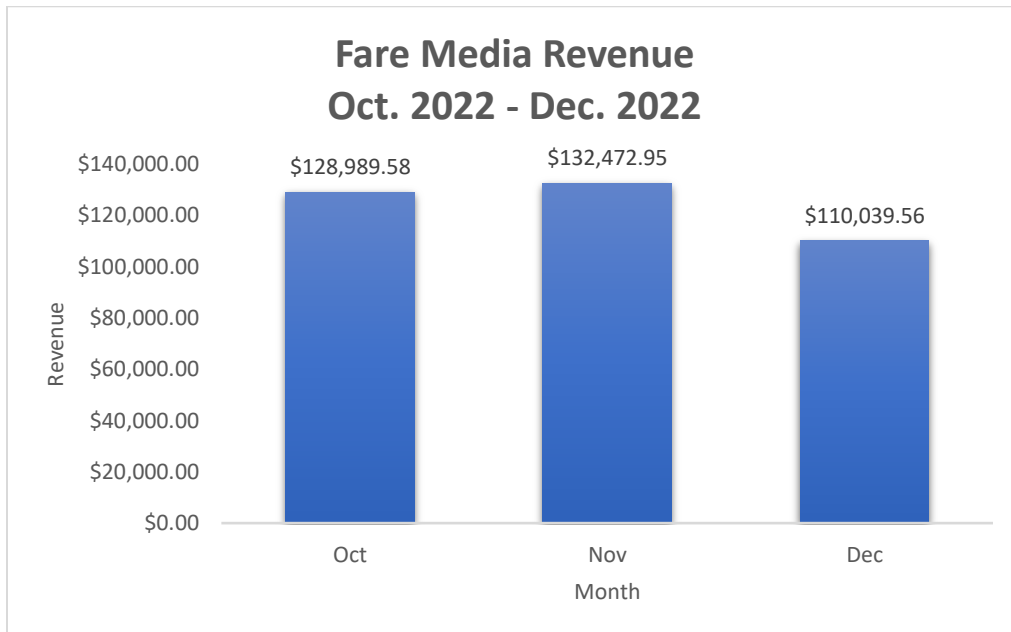
Customer Services Center Update

A total of 491 RTC applications processed during the 2nd quarter of 2023. 50 more applications processed than last quarter, a 11% increase. An RTC outreach was scheduled on 10/14/2022 at WCCUSD

Transition Program. Customer Service Staff collected 49 additional RTC applications for processing in October.



Revenue slightly increased .38% from Q1 2023 to Q2 2023, \$1,394.08 dollar increase. With the school year started and the world adjusting to the pandemic more field trips are being planned. Schools and other organizations are requesting large bulk orders for AC Transit tickets. Revenue decreased during December due to the holiday.



Selling high value tickets like the 31-day local adult or youth ticket and RTC Sticker creates a surge in revenue for the months October and November. AC Transit is transitioning from RTC Stickers to electronic clipper load for the RTC Discounted Monthly Pass in 2023. RTC stickers were available to purchase on the 21st of the previous month. This allowed customers to purchase the RTC sticker ahead of time. Since December 2022 was the last month to purchase an RTC sticker, there were no stickers for sale on 12/21/2022 for January 2023. This caused revenue to decrease in December as well as a decline in bulk orders and customer traffic due to the holidays.

