

SR 25-576 Item 5.D.

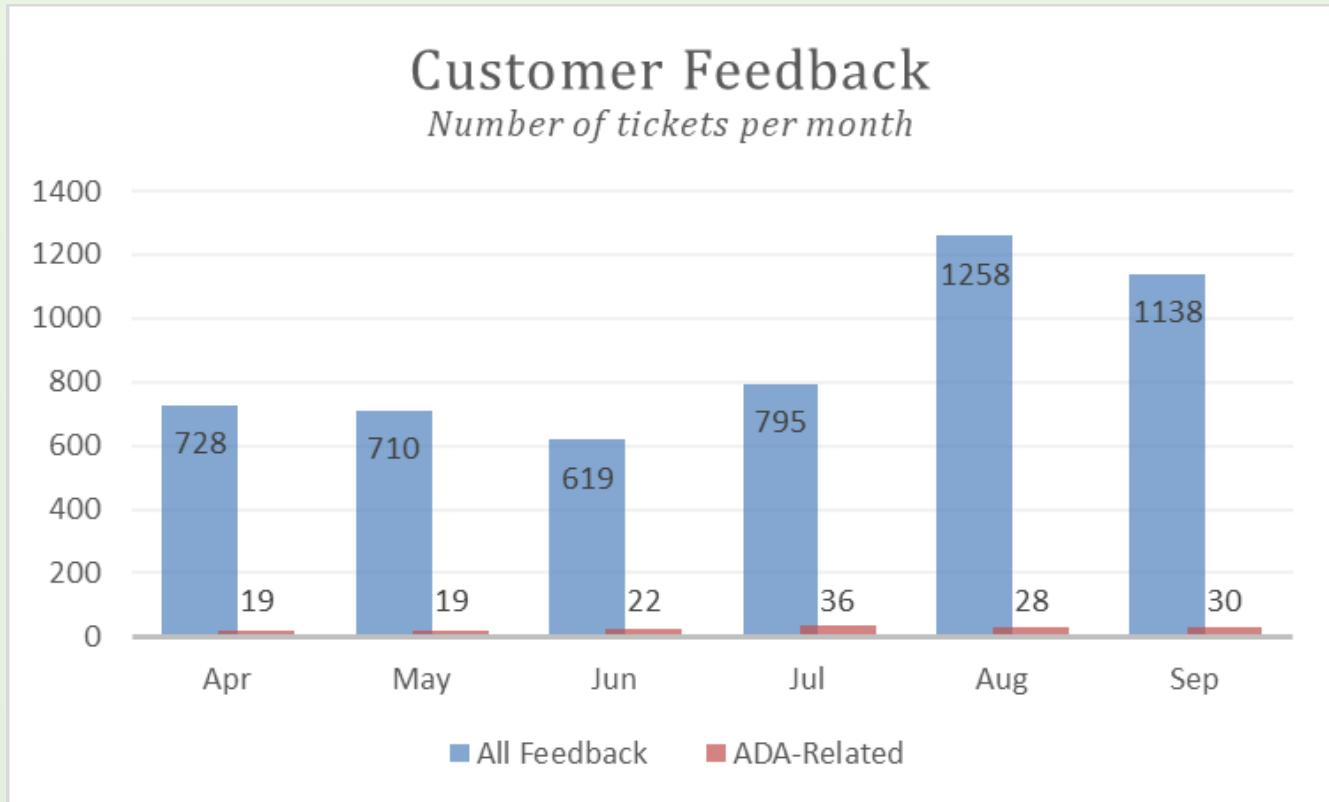
Customer Services Update

Q1: July - September 2025



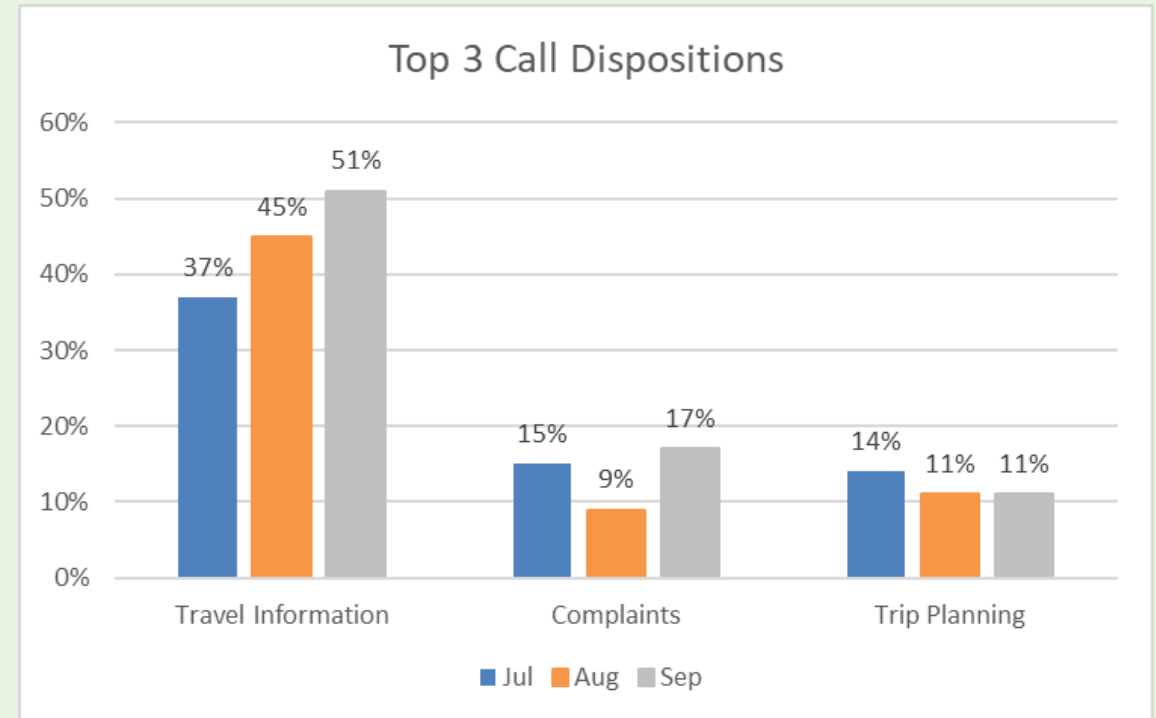
ADA-Related Feedback

- As in the previous quarter, ADA-Related comments for this quarter averaged 3% of all feedback.
- Operator Misconduct was the most common reason for ADA-related complaints.



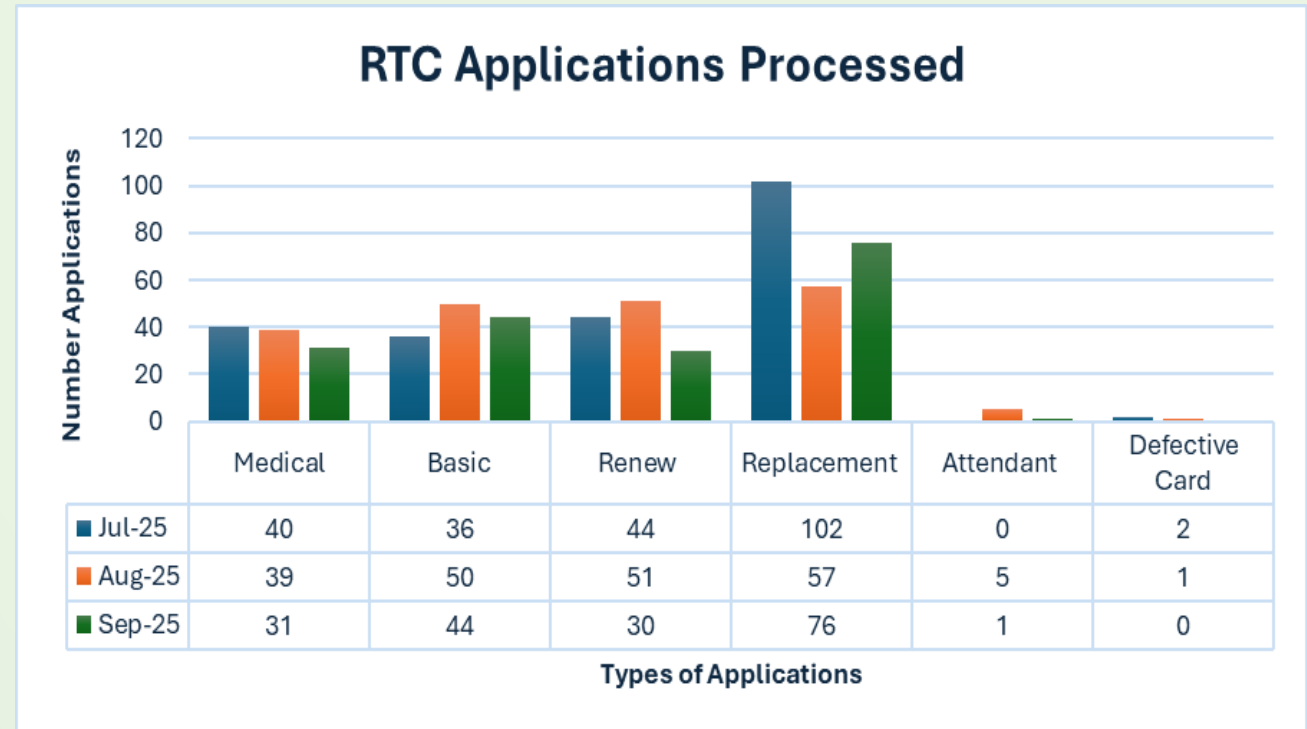
Top 3 Call Dispositions

- The total volume of calls for Q1 was 9,087 with an average of 3,029 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 466 calls per month



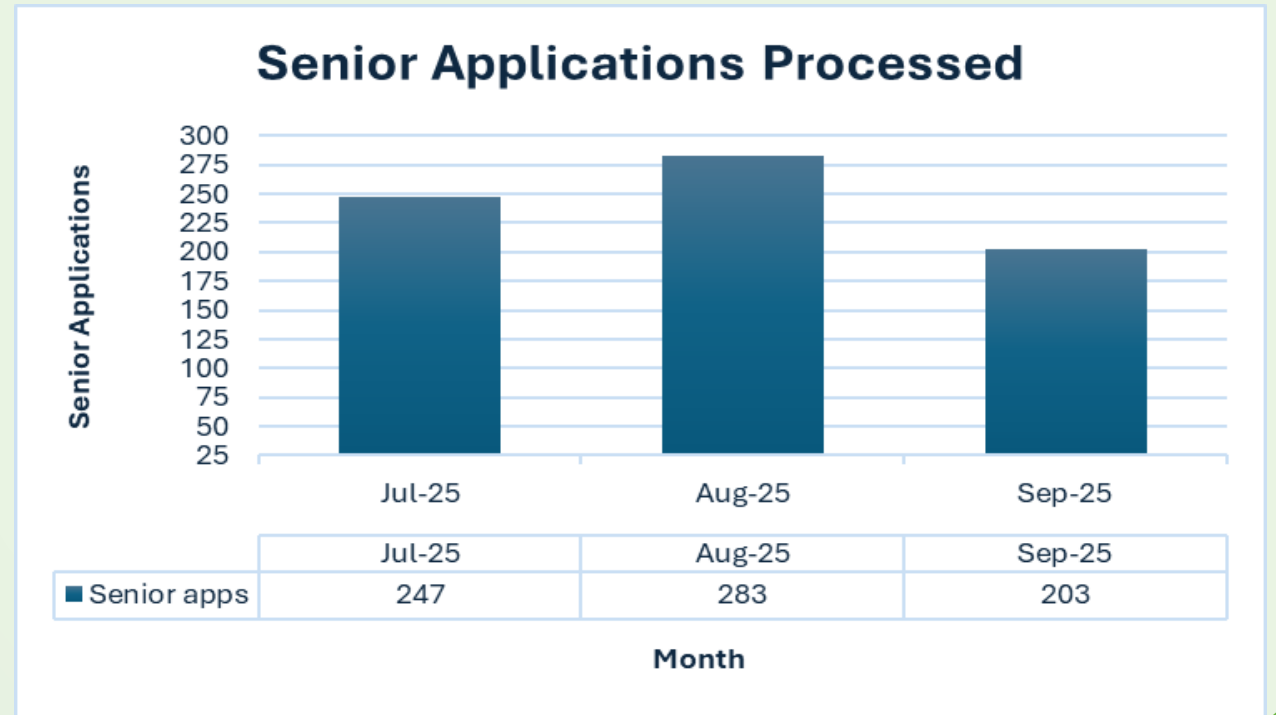
Clipper Customer Service Center

- RTC Applications: a total of 600 applications were processed for Q1
- There was a 14.5% increase in application processing from Q4



Clipper Customer Service Center

- Senior Applications: a total of 733 applications were processed for Q1
- There was a 9.6% increase in application processing from Q4



Customer Service Center-Passes Sold

- Paratransit Tickets: a total of 160 blue & 278 green tickets were sold in Q1
- There was a 39% decrease in Blue Paratransit tickets
- There was a 100.3% increase in Green Paratransit tickets
- AC Transit's Local Monthly Passes for Senior/Disabled: 1,187 passes sold in Q1

