



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

Report ID: 25-535 **Status:** Received/Provided Direction

Type: Consent

Meeting Body: Board of Directors - Regular Meeting 11/19/2025 **Final Action:** 11/19/2025

Sponsors:

Attachments: STAFF REPORT, Att.1. Customer Service Center Metrics, Att.2. Customer Relations Q1 FY26, Att.3. Institutional Pass Q1 FY26, Att.4 Clipper START Q1 Regional Creative

Related Files:

Agenda Title:

Consider receiving an update on FY25-26 First Quarter Customer Services Metrics

Staff Contact:

Claudia Burgos, Executive Director of External Affairs and Customer Experience

Legislative Action & Summary

| Acting Body: | Date: | Action: | Result: |
|--------------------------------------|------------|---------------------------------|---------|
| Board of Directors - Regular Meeting | 11/19/2025 | Received and provided direction | Pass |

Action Text:

MOTION: SHAW/WALSH to receive an update on FY25-26 First Quarter Customer Services Metrics and provide direction to staff to prepare a special ridership/service report before March 2026 covering the first 3 months after the implementation of Realign (August, September, October). The motion carried by the following vote:

Ayes: 7 President SHAW, Vice President McCALLEY, Director WALSH, Director SYED, Director SILVA, Director YOUNG, Director SANDHU

Notes:

Item 5.J. was removed from the Consent Calendar by Director Walsh for questions, which were addressed by Deborah Garcia, Customer Services Manager. There was no public comment offered.
