



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