



# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

## Master Minute Order

**File Number: 22-002**

**Report ID:** 22-002

**Type:** Regular - Operations

**Status:** Received

**Agenda  
Section:**

**Meeting Body:** Board of Directors -  
Regular Meeting

**Report Created:** 09/01/2021

**Final Action:** 01/26/2022

**ded Action:** Consider receiving the Department of Innovation and Technology's Major Projects and IT Strategic Plan Annual Report.

Moved to 1/26 per Ahsan. LN 12/7

**Sponsors:**

**Enactment Date:**

**Attachments:** STAFF REPORT, Att.1 Presentation Slides, Att.2. IT  
Major Projects and Strategic Plan 2021 Annual Report

**Enactment Number:**

**Hearing Date:**

**Effective Date:**

### History of Legislative File

Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
Board of Directors - Regular Meeting	01/26/2022	Received				Pass
<b>Action Text:</b> MOTION: WALSH/SHAW to receive the Department of Innovation and Technology's Major Projects and IT Strategic Plan Annual Report. The motion carried by the following vote:						
<b>Notes:</b> Chief Information Officer Ahsan Baig presented the staff report.						
<b>Public Comment:</b> There was no comment offered.						
<b>Board Discussion:</b> Vice President Young inquired about the topic of Data Governance and when the Board would be briefed on it. Mr. Baig responded that staff planned to bring a comprehensive report to the Board in the coming months.						
Vice President Young also asked if staff could elaborate on the various sources of data that might be used to transform how business is done at AC Transit. Mr. Baig reported that staff is working to identify a number of data sources but is also working to ensure that data quality, integrity, and availability are being maintained throughout the entire lifecycle of the data. He added that data governance will be						

used to provide a holistic picture for decision makers with the goal of leveraging this information with more sophisticated data management technology such as machine-learning artificial intelligence.

Vice President Young inquired about the Restroom Finder application. Mr. Baig responded that this mobile application was available to bus operators to locate restroom facilities on the bus route.

Director Shaw commented on data governance and the need for reliable data as well as the progress that has been made on vital projects. In addition, Director Shaw inquired about IT staffing (2.9% below "industry" average) and what "industry" staff was referring to. She also asked if push notifications via the mobile application could be used to notify riders of issues on specific lines and who determines what level the department is at on the future road map. Mr. Baig responded that the industry was public sector agencies, not necessarily public transit. With regard to push notifications, Mr. Baig reported that staff is developing a new feature that will allow users to personalize push notifications in the future and that the department's placement on the roadmap needed to be reevaluated.

Director Shaw further noted that she liked the scorecard presented in the report, saying that it set the bar higher for other departments and suggested the creation of a customer service scorecard.

President Ortiz asked about the customer satisfaction rate compared with the previous year. Mr. Baig believed the numbers had improved over the previous year but would need to verify.

Members of the Board expressed appreciation for the report and staff's efforts to advance various projects.

Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles,  
Director Williams, Director Shaw, Director Peeples

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