



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

Report ID:	23-225	Status:	Passed
Type:	Regular - External Affairs		
Meeting Body:	Board of Directors - Regular Meeting 04/26/2023	Final Action:	04/26/2023

Sponsors:

Attachments: STAFF REPORT, Att.1. Customer Services Charts 1A-E, Att.2. Operator Complaints by Division 2022, Att.3. CusRel Productivity for 2022

Agenda Title:

Consider receiving a report on customer feedback channels, methodology, and implementation.
[Requested by Director Walsh on 11/9/2022]

Staff Contact:

Beverly Greene, Executive Director of External Affairs, Marketing & Communications

Legislative Action & Summary

Acting Body:	Date:	Action:	Result:
Board of Directors - Regular Meeting	04/26/2023	Received	Pass

Action Text:

MOTION: YOUNG/SHAW to receive a report on customer feedback channels, methodology, and implementation. The motion carried by the following vote:

Ayes: 7 President YOUNG, Vice President SHAW, Director BECKLES, Director WALSH, Director SYED, Director McCALLEY, Director PEEPLES

Notes:

Marketing and Communications Manager Nichelle Laynes presented the Staff Report. There were no public comments were offered.
