



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

Report ID:	24-441	Status:	Received
Type:	Consent		
Meeting Body:	Board of Directors - Regular Meeting 11/13/2024	Final Action:	11/13/2024

Sponsors:

Attachments: STAFF REPORT, Att.1. Customer Service Center Metrics Q1 FY25, Att.2. Customer Relations Metrics Q1 FY25, Att.3. Clipper Usage and Institutional Pass Programs Q1 FY25

Related Files:

Agenda Title:

Consider receiving an update on FY 2024-25 First Quarter Customer Service Metrics.

Staff Contact:

Nichele Laynes, Director of Marketing, Communications & Customer Services

Legislative Action & Summary

Acting Body:	Date:	Action:	Result:
Board of Directors - Regular Meeting	11/13/2024	Received	Pass

Action Text:

MOTION: SHAW/WALSH to receive an update on FY 2024-25 First Quarter Customer Service Metrics.

The motion carried by the following vote:

Ayes: 6 President YOUNG, Vice President SHAW, Director WALSH, Director SYED, Director McCALLEY, Director PEEPLES

Absent: 1 Director BECKLES
