



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

Report ID:	25-388	Status:	Received
Type:	Consent		
Meeting Body:	Board of Directors - Regular Meeting 08/06/2025	Final Action:	08/06/2025

Sponsors:

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

Related Files:

Agenda Title:

Consider receiving an update on FY 2024-25 Fourth Quarter Customer Services Metrics.

Staff Contact:

Claudia Burgos, Interim Executive Director of External Affairs, Marketing & Communications

Legislative Action & Summary

Acting Body:	Date:	Action:	Result:
Board of Directors - Regular Meeting	08/06/2025	Received	Pass

Action Text:

MOTION: YOUNG/SYED to receive an update on FY 2024-25 Fourth Quarter Customer Services Metrics. The motion carried by the following vote:

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

Notes:

The agenda item was pulled from consent calendar by Director Walsh for clarification. Customer Services Manager Deborah Garcia presented the staff report and addressed questions. There were no public comments offered.
