



# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

## Master Minute Order

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<b>Report ID:</b>	25-388	<b>Status:</b>	Received
<b>Type:</b>	Consent		
<b>Meeting Body:</b>	Board of Directors - Regular Meeting 08/06/2025	<b>Final Action:</b>	08/06/2025
<b>Sponsors:</b>			
<b>Attachments:</b>	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		
<b>Related Files:</b>			

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### **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**

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<b>Acting Body:</b> Board of Directors - Regular Meeting	<b>Date:</b> 08/06/2025	<b>Action:</b> Received	<b>Result:</b> Pass
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#### **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

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#### **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.

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