



# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

## Master Minute Order

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|                      |                                                 |                      |            |
|----------------------|-------------------------------------------------|----------------------|------------|
| <b>Report ID:</b>    | 23-285                                          | <b>Status:</b>       | Passed     |
| <b>Type:</b>         | Regular - External Affairs                      |                      |            |
| <b>Meeting Body:</b> | Board of Directors - Regular Meeting 05/24/2023 | <b>Final Action:</b> | 05/24/2023 |

**Sponsors:**

**Attachments:** STAFF REPORT, Att. 1 Customer Services Center, Att.2 Customer Relations, Att. 3 Institutional Pass Programs

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### Agenda Title:

Consider receiving a report on customer service metrics for the Third Quarter of Fiscal Year 2022-23.

### Staff Contact:

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

### Legislative Action & Summary

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|--------------------------------------|--------------|----------------|----------------|
| <b>Acting Body:</b>                  | <b>Date:</b> | <b>Action:</b> | <b>Result:</b> |
| Board of Directors - Regular Meeting | 05/24/2023   | Received       | Pass           |

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### Action Text:

MOTION: YOUNG/SHAW to receive a report on customer service metrics for the Third Quarter of Fiscal Year 2022-23. The motion carried by the following vote:

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

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### Notes:

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

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