



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

Report ID: 22-442 **Status:** Received
Type: Regular - External Affairs
Meeting Body: Board of Directors - Regular Meeting 08/10/2022 **Final Action:** 08/10/2022

Sponsors:

Attachments: STAFF REPORT, Att. 1 - EAMC Quarterly Report Q4 FY22

Agenda Title:

Consider receiving the FY 2021-2022 Fourth Quarter Report of the External Affairs, Marketing, and

Legislative Action & Summary

Acting Body:	Date:	Action:	Result:
Board of Directors - Regular Meeting	08/10/2022	Received	Pass

Action Text:

MOTION: ORTIZ/YOUNG to receive the FY 2021-2022 Fourth Quarter Report of the External Affairs, Marketing, and Communications Department for April, May, June of 2022. The motion carried by the following vote:

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

Notes:

Director of External Affairs and Community Relations Claudia Burgos presented the staff report. There was no public comment offered.

Director Walsh asked if there was a mechanism available for operators to forward feedback from the public. Customer Service Manager Margaret Tseng responded that riders have the option of completing a paper form that is available on the bus or use the electronic form available on the District’s website. In either case, staff will respond directly to the rider. In addition, Director Walsh inquired about a reference in the report to revenue programs and commented positively about commendations received by bus operators.

Director McCalley commented on the need to use plain language when promoting things like the Zero Emission Bus Transition Report instead of acronyms the public doesn’t recognize.