



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 21-086

Report ID: 21-086

Type: Consent

Status: Approved

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 01/04/2021

Final Action: 02/24/2021

ded Action: Consider authorizing the issuance of a solicitation for Customer Call Center services.

Sponsors:

Enactment Date:

Attachments: STAFF REPORT

Enactment Number:

Hearing Date:

Effective Date:

History of Legislative File

| Acting Body: | Date: | Action: | Sent To: | Due Date: | Return Date: | Result: |
|---|------------|----------|----------|-----------|--------------|---------|
| Board of Directors - Regular Meeting | 02/24/2021 | Approved | | | | Pass |
| Action Text: MOTION: SHAW/WILLIAMS to approve the issuance of a solicitation for Customer Call Center services. The motion carried by the following vote: | | | | | | |
| Notes: Item 5.J. was removed from the Consent Calendar by Director Shaw to ensure that metrics and reports would be included in the Request For Proposals on the number of calls, hang ups, how long it takes to answer as well as incentives to answer calls faster, etc. | | | | | | |
| Customer Service Manager Margaret Tseng advised that the stats mentioned would be included as well as the number of tickets opened, call disposition, level of service and abandonment rates. | | | | | | |
| Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles, Director Williams, Director Shaw, Director Peebles | | | | | | |