



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 17-222b

Report ID: 17-222b

Type: Regular - External Affairs

Status: Passed

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 06/22/2021

Final Action: 07/14/2021

ded Action: Consider authorizing the General Manager to exercise the first of two one-year options to extend AC Transit's contract for call center services with American Customer Care.

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	07/14/2021	Approved				Pass
Action Text: MOTION: WALSH/PEEPLS to authorize the General Manager to exercise the first of two one-year options to extend AC Transit's contract for call center services with American Customer Care. The motion carried by the following vote:						
Notes: Customer Services Manager Margaret Tseng presented the staff report.						

Public Comment:

There were no comments offered.

Board Discussion:

Director Shaw asked when staff planned to begin the procurement process for the next contract for call services. Customer Service Manager Margaret Tseng advised that the process began in June.

Director Peebles commented on his recent experience with the call center, saying and noted that the representatives need to have tools such as Google maps to better navigate the service area and provide accurate customer support.

Director Walsh asked if the staff's goal is to decrease the need for phone calls to the call center. Executive Director of External Affairs, Marketing and

Communications Beverly Greene advised that to be true and added that the number of calls had dropped significantly since the introduction of the mobile app and customer service outsourcing. Ms. Greene further advised that the live-person service and language translation would continue to be an important service for riders without smart devices.

Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles,
Director Williams, Director Shaw, Director Peeples
