

## Resources and Contacts at AC Transit

1/03/2011

### AC Transit Basic Contact Information and Web Links

#### **To make a suggestion:**

- [www.actransit.org](http://www.actransit.org) homepage, then select "Customer Assistance" from the menu bar, and "Customer Feedback" in the drop down menu, then click on "Make a Suggestion"

**To report an incident** (for comments, commendations or concerns about a specific incident, bus line, or operator):

- [www.actransit.org](http://www.actransit.org) homepage, then select "Customer Assistance" from the menu bar, and "Customer Feedback" in the drop down menu, then click on "Report an Incident"

#### **To report a problem with NextBus™:**

- [nextbus@actransit.org](mailto:nextbus@actransit.org)

#### **To get Real-Time Departure Information for your bus:**

- [www.actransit.org/nextbus](http://www.actransit.org/nextbus) (and bookmark the NextBus page)
- Call 511 and say, "Departure Times." You can use the Stop ID, or say, "I don't know" when asked for a stop ID and then proceed through the prompts to find your stop and get predictions

#### **For trip planning:**

- [www.actransit.org](http://www.actransit.org) homepage, then select "Trip Planner"
- [www.actransit.org/maps](http://www.actransit.org/maps) for online maps and schedules
- Call 511 (and say, "AC Transit," followed by "Information")
- <http://www.actransit.org/customer/customer-feedback/> to ask online for a trip plan (response within 48 hours)

#### **For special assistance:**

- Hearing and speaking impaired TDD: (800) 448-9790
- Accessible Services: (510) 891-7261
- Lost & Found: (510) 891-4706

#### **To sign up for e-News:**

- [www.actransit.org](http://www.actransit.org) homepage, then click on the "e-News" button on the left
- <http://www.actransit.org/customer/subscribe-to-e-news/>

**To download Class Pass User and Rider Guides:**

- [www.actransit.org](http://www.actransit.org) homepage, select the "Rider Info" tab in the top menu bar, then click on "Fares, Tickets & Passes" in the drop down menu, then click on "EasyPass Client Information," and finally, UC Berkeley Class Pass
- [http://www.actransit.org/rider-info/easypass/easypass-client-information/#berkeley\\_class\\_pass](http://www.actransit.org/rider-info/easypass/easypass-client-information/#berkeley_class_pass)

**More AC Transit Links and Resources****To attend an AC Transit Board Meeting:**

- Board Meetings are generally held the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of each month, at AC Transit's General Offices (GO), 1600 Franklin Street, Oakland, CA 94612, in the 2<sup>nd</sup> floor Board Room, at 6:00 p.m. To confirm the meeting date and time, visit [www.actransit.org](http://www.actransit.org) and click on "Board Meetings"

**To contact a member of the AC Transit Board of Directors:**

- [www.actransit.org](http://www.actransit.org) homepage, then select "About Us" from the menu bar, and "Board of Directors" in the drop down menu, then click on the Board Member's link

**To listen to a live (or archived) Board Meeting:**

- [www.actransit.org](http://www.actransit.org) homepage, then click on "Board Meetings" in the middle of the page, then click on the "Live and archived audio" link

**To find out about Federal and State Legislative Advocacy Programs:**

- [www.actransit.org](http://www.actransit.org) homepage, then select "About Us" from the menu bar, and "Government Relations" in the drop down menu
- [www.actransit.org](http://www.actransit.org) homepage, then click on "Find a GM Memo" in the middle of the page, then select "External Affairs Committee" in the drop down menu box at the top of the page, then type in "Monthly Updates" in the search field, and press enter

**For information on budget and finance:**

- [www.actransit.org](http://www.actransit.org) homepage, then click on "Find a GM Memo" in the middle of the page, then select "Finance and Audit Committee" in the drop down menu box at the top of the page

**For information on service policies:**

- [www.actransit.org](http://www.actransit.org) homepage, then select “Planning Focus” from the menu bar, and “Service Policies” in the drop down menu
- For notification via e-mail when updates to service policies are posted, please contact the District Secretary, Linda Nemeroff, (510) 891-7287, [DistrictSecretary@actransit.org](mailto:DistrictSecretary@actransit.org)

**For information on urban planning:**

- [www.actransit.org](http://www.actransit.org) homepage, then select “Environment” from the menu bar, and “Urban Planning” in the drop down menu, then click on “Designing with Transit: Making Transit Integral to East Bay Communities”

**For information on environmental initiatives and AC Transit's Sustainability Report:**

- [www.actransit.org](http://www.actransit.org) homepage, then click on the “Environment” tab on the menu bar
- [www.actransit.org](http://www.actransit.org) homepage, then click on the “Environment” tab on the menu bar, and then click on the “Sustainability Report” link

Related Transit Information Links:**Metropolitan Transportation Commission (MTC):**

- <http://www.mtc.ca.gov/>
- [www.actransit.org](http://www.actransit.org) homepage, then select “About Us” from the menu bar, and “Government Relations” in the drop down menu, click on the link for national and statewide transportation resources; [http://www.mtc.ca.gov/links/state\\_and\\_national.htm](http://www.mtc.ca.gov/links/state_and_national.htm)

**Alameda County Transportation Commission (CTC):**

New agency combining the former Alameda County Congestion Management Agency, ACCMA, and the Alameda County Transportation Improvement Authority, ACTIA

- <http://www.alamedactc.com/>
- [http://www.alamedactc.com/app\\_pages/view/8](http://www.alamedactc.com/app_pages/view/8), Board Members

**Bay Area Air Quality Management District (BAAQMD):**

- <http://www.baaqmd.gov/>
- <http://www.baaqmd.gov/Help/Hotlines-and-Special-Contacts.aspx>, Hotlines and Special Contacts