

PERSONAL INFORMATION

Full Name:*

JOHN SUTER

Email Address:*

Gender:

male

Please specify the Board, Commission or Committee you are applying for:*

ACTC Paratransit Advisory and Planning Commission ▼

I am currently a member of the above Committee, and am seeking reappointment.*

☒ Yes☐ No

If you are seeking re-appointment, has any of your information changed within the last 12 months?

If your answer is yes, please complete the rest of this form. If your information has not changed within the past 12 months, please only enter your name and email information above. You do not need to complete the remainder of this form.

☒ Yes☐ No

RESIDENCY / EMPLOYMENT INFORMATION

Home Address:

City:

State: Zip Code:

Home/Cell Phone Number:

How long have you lived in Emeryville?

30 years

Place of Employment:

Retired

Occupation:

Business Address:

City:

State: Zip Code:

CA

Business Phone Number:

How long have you worked in Emeryville?

Upload Your Résumé:

Choose File

No file chosen

EDUCATION / EXTRACURRICULAR INTERESTS

High School:

Tahoe Truckee HS

College:

Mt San Antonio College

Trade or Business School(s):

Other Interests:

Sailor, writer, derivatives trader.

ADVISORY BODY EXPERIENCE / INFORMATION

Are you currently serving on other Boards, Commissions or Committees?

☒ Yes☐ No

Have you served on a Board, Commission or Committee before?

☒ Yes☐ No

Please list all past and current City of Emeryville advisory boards.

Commission on Aging, PAPCO, BPAC

Please list any past and current board, commission or committee memberships outside of Emeryville.

Please list all organization memberships and positions held.

Emery Cove Yacht Harbor - Board member and CFO
COA - member, Chairman
PAPCO - member

Please list any relevant work and volunteer experience.

Facilitator for Diabetic Support group - ESC
Volunteer at multiple events at ESC
Mentor at Emeryville HS

Why are you interested in serving on this Board, Commission or Committee?

I have been Emeryvilles representative for 2 terms and have built a complimentary team participation to improve transportation options and improvements through my years of involvement. There is much work still to done to achieve the highest quality of transnsportation for the disabled.

PLANNING COMMISSION APPLICANTS ONLY

Please provide a short (300 words or less) statement discussing your ideas and attitudes about planning in Emeryville. Please consider issues such as traffic, industrial and commercial development density, affordable housing, maintaining community diversity and jobs/housing balance.

* indicates required fields.

Board / Committee / Commission Application

PERSONAL INFORMATION

Full Name:*

Tugce Yanarkol

Email Address:*

[REDACTED]

Gender:

Female

Specify the Board, Commission or Committee you are applying for:*

ACTC Paratransit Advisory and Planning Commission ▼

Are you currently a member of the Committee?*

☐ Yes

☒ No

Home Address:*

[REDACTED]

City:*

[REDACTED]

State:*

[REDACTED]

Zip Code:*

[REDACTED]

Home / Cell Phone Number:*

[REDACTED]

How long have you lived in Emeryville?

3 years

Place of Employment:

Unemployed

Occupation:

Program Specialist / Ex Attorney

Business Address:

[REDACTED]

City:

[REDACTED]

State:

[REDACTED]

Zip Code:

[REDACTED]

Business Phone Number:

[REDACTED]

How long have you worked in Emeryville?

[REDACTED]

Upload Your Résumé:

[REDACTED]

What race/ethnicity do you most closely identify with? Select all that apply.

☒ White

☐ Black or African American

☐ Hispanic or Latino

☐ Asian or Asian American

☐ American Indian or Alaska Native

☐ Native Hawaiian or Other Pacific Islander

☒ Middle Eastern or North African

☐ Not listed.

If not listed above, please specify:

[REDACTED]

Select Your Age Group:

20-44 Years ▼

Select Your Household Annual Income Level:

\$100,000 - \$149,999 ▼

Are there children under the age of 18 in your household?

☐ Yes ☒ No

EDUCATION / EXTRACURRICULAR INTERESTS

High School:

[REDACTED]

College:

[REDACTED]

Trade or Business School(s):

[REDACTED]

Other Interests:

I hold a Bachelor's Degree in Law.

ADVISORY BODY EXPERIENCE / INFORMATION

Are you currently serving on other Boards, Commissions or Committees?

☐ Yes

☒ No

Have you served on a Board, Commission or Committee before?

☐ Yes

☒ No

Please list all past and current City of Emeryville advisory boards.

N/A

Please list any past and current board, commission or committee memberships outside of Emeryville.

N/A

Please list all organization memberships and positions held.

Istanbul Bar Association – Member since 2015

Project Management Institute (PMI) – Member, current CAPM candidate

Google Project Management Certificate Program – Participant, completion expected May 2025

Civil Rights & Compliance Department, AC Transit – Program Specialist (2024–2025)

Department of General Counsel, AC Transit – Legal Secretary & Legal Assistant (2022–2024)

Gelecek Asset Management, Istanbul – Attorney & Assistant Manager, Legal Operations and Call Center Oversight (2015–2021)

M&D Law Firm, Istanbul – Attorney & Call Center Supervisor (2015–2021)

Please list any relevant work and volunteer experience.

Work Experience:

Program Specialist, Civil Rights and Compliance – AC Transit, Oakland, CA (2024–2025)

Managed public sector programs focusing on compliance, community accessibility, and cross-departmental coordination. Acted as liaison between the agency and community stakeholders to improve service equity.

Legal Secretary & Legal Assistant – AC Transit & Various Law Firms, Oakland & Berkeley, CA (2022–2024)

Supported legal operations in both public and private sectors, enhancing compliance workflows and ensuring regulatory adherence.

Attorney & Assistant Manager – Gelecek Asset Management & M&D Law Firm, Istanbul, Turkey (2015–2021)

Oversaw legal operations, managed large-scale debt recovery programs, and led compliance training initiatives in high-volume call center environments.

Volunteer Experience:

Alameda County Community Food Bank

Supported food distribution and logistics operations to serve low-income and food-insecure households across the county.

Compass Family Services, San Francisco

Assisted families experiencing homelessness by supporting shelter intake, organizing essential supplies, and participating in community outreach efforts.

Mor Çati Women's Shelter Foundation, Istanbul, Turkey

Volunteered with advocacy and support services for women affected by domestic violence. Helped coordinate shelter operations and legal referral systems.

Community Volunteers Foundation (Toplum Gönüllüleri Vakfı), Istanbul, Turkey

Participated in community empowerment projects, including youth education, disaster relief coordination, and social inclusion initiatives.

Why are you interested in serving on this Board, Commission or Committee?

I am interested in serving on the ACTC Paratransit Advisory and Planning Committee because I am deeply committed to advancing equitable, accessible transportation solutions for all community members, especially seniors, individuals with disabilities, and those facing mobility challenges. While at AC Transit's Civil Rights and Compliance Department, I saw firsthand how essential paratransit services are to quality of life, independence, and social inclusion.

My professional experience in public transit compliance, stakeholder coordination, and policy implementation has prepared me to contribute meaningfully to this committee's mission. I bring operational knowledge of transit systems and a strong legal foundation, which supports my ability to understand and uphold regulatory frameworks, community rights, and inclusive planning principles.

As a resident of Emeryville and a passionate advocate for public service, I believe deeply in collaborative, community-informed decision-making. I am eager to help shape programs that ensure our paratransit systems are responsive, efficient, and truly centered around the needs of the people they serve.

Serving on this committee aligns with my long-term goal of continuing in public service and eventually moving into program management within the government sector. I view this as an opportunity to give back and grow professionally while contributing to the future of accessible transportation in Alameda County.

How do you think your unique lived experience will benefit or inform the Committee's recommendations?

My lived experience combines legal training, public transit compliance work, and a deep commitment to inclusive service delivery, all of which uniquely position me to contribute to the Committee's recommendations with insight and practicality.

At AC Transit's Civil Rights and Compliance Department, I worked directly on programs designed to uphold accessibility and equity in transportation. I gained firsthand experience navigating the intersection of policy, regulation, and community need, particularly for seniors and individuals with disabilities. I witnessed paratransit users' challenges, from inconsistent access to service gaps, and worked with teams to identify process improvements that centered the rider experience.

Having started my career in legal advocacy and transitioned into public program coordination, I approach problem-solving with a rights-based perspective and a systems-thinking mindset. I understand the importance of regulatory compliance but also the human impact of planning decisions—especially for populations whose voices are often underrepresented in transportation policy.

As an immigrant and bilingual professional living in Emeryville, I also bring a cross-cultural lens to discussions about access and equity. I recognize that community needs are not one-size-fits-all and that effective planning must include diverse experiences and linguistic, physical, economic, or systemic barriers.

I'm committed to helping the Committee develop community-informed, data-driven recommendations centered on dignity, independence, and mobility for all.

PLANNING COMMISSION APPLICANTS ONLY

Please provide a short (300 words or less) statement discussing your ideas and attitudes about planning in Emeryville. Please consider issues such as traffic, industrial and commercial development density, affordable housing, maintaining community diversity and jobs/housing balance.

As Emeryville grows, thoughtful planning must prioritize accessibility, sustainability, and community inclusion. With a background in public transit compliance and legal operations—most recently at AC Transit—I’ve seen how urban planning directly impacts residents’ daily lives, especially those who rely on paratransit and other mobility services.

Planning for traffic and transit must include a comprehensive, equity-driven approach to mobility. Emeryville’s compact footprint offers a unique opportunity to lead in accessible design: expanding paratransit integration, ensuring safe pedestrian infrastructure, and coordinating with regional transit agencies to eliminate barriers for seniors and individuals with disabilities. These residents deserve seamless, dignified mobility, not fragmented or last-resort services.

Industrial and commercial development should remain strong drivers of the local economy, but not at the expense of livability or access. Smart zoning and mixed-use developments can support job growth while maintaining a walkable, service-rich environment. Ensuring paratransit and transit stops are integrated into these developments from the planning phase is key to long-term accessibility.

Affordable housing must remain a top priority. A truly inclusive Emeryville means protecting current residents from displacement, encouraging mixed-income communities, and ensuring housing near transit access points, including paratransit hubs.

Community diversity is at the heart of Emeryville’s identity. Planning must actively protect that identity by supporting policies that promote equitable housing, access to jobs, and inclusive mobility systems that consider all residents, regardless of age or ability.

As an Emeryville resident with experience in both legal compliance and public transit systems, I am committed to contributing to a planning process that is people-centered, data-informed, and grounded in accessibility and community well-being.

* indicates required fields.

Tugce Yanarkol

Program Specialist | Google PM-Certified | Legal & Compliance Background | CAPM Candidate

Detail-oriented Program Specialist with extensive experience in program execution, compliance, and project coordination. Skilled in managing timelines, stakeholder communications, and ensuring regulatory adherence. Adept at leveraging data-driven insights and project tracking tools to enhance efficiency and outcomes. Bilingual in English and Turkish, with a strong background in legal and operational management. Seeking to apply expertise in structured program management and strategic oversight to drive impactful initiatives in a dynamic environment.

CORE COMPETENCIES

- Problem Solving & Decision Making
- Strong Oral & Written Communication
- Team Collaboration & Leadership
- Flexibility & Adaptability
- Data Analysis & Reporting
- Stakeholder Engagement & Client Relations
- Project Coordination & Execution
- Organizational & Time Management Skills
- Compliance & Regulatory Adherence
- Process Improvement & Risk Management

PROFESSIONAL EXPERIENCE

Program Specialist

Civil Rights and Compliance, AC Transit, Oakland, CA (April 2024 – April 2025)

- Successfully managed multiple ongoing programs, improving implementation efficiency and tracking systems across departments.
- Developed and maintained detailed documentation systems to enhance program performance tracking and ensure up-to-date compliance records.
- Streamlined administrative processes by organizing and distributing essential documents, reports, and correspondence, improving daily workflow efficiency.
- Provided operational and strategic support to senior leadership in the execution of key programs and organizational initiatives.
- Acted as liaison between participants, staff, and community organizations, strengthening communication channels and improving program accessibility.
- Increased accuracy of random drug testing results from 60% to over 90% by improving data handling processes and standardizing protocols, significantly boosting compliance and audit readiness.

Legal Secretary & Legal Assistant

Department of General Counsel, AC Transit & Various Law Firms – Oakland & Berkeley, CA (2022- 2024)

- Supported legal operations across public and private sector environments by managing case workflows, ensuring timely execution of legal processes, and maintaining regulatory compliance.
- Developed and maintained detailed documentation and filing systems to enhance tracking accuracy, improve audit preparedness, and support legal performance reporting.
- Streamlined administrative processes by drafting legal correspondence, organizing reports, and coordinating schedules, leading to improved operational efficiency.
- Acted as liaison between legal counsel, clients, court personnel, and internal departments, facilitating smooth communication and case coordination.
- Provided strategic and operational support to attorneys and senior staff by assisting in document preparation, case planning, and meeting critical legal deadlines.
- Increased accuracy of legal compliance records and internal reporting systems, contributing to improved data integrity and stronger audit readiness.

Attorney & Assistant Manager – Legal Operations & Call Center Oversight

Gelecek Asset Management & M&D Law Firm – Istanbul, Turkey (2015 – 2021)

- Faced with high operational turnover and inconsistent performance in a 60-person call center, implemented a comprehensive legal and compliance training program.
 - Trained all 60 employees at Gelecek Asset Management on debt collection laws, client interaction, and compliance protocols. Increased legal compliance, reduced client complaints, and improved resolution efficiency across teams. Resulted in stronger adherence to financial regulations and enhanced call center professionalism.
- At M&D Law Firm, led a team of 10 call center employees with limited structure and low process consistency.
 - Introduced structured training, performance tracking, and standardized legal procedures. Resulted in improved case handovers, stronger client communications, and more accurate documentation. Enhanced overall call center productivity and legal support performance.
- Faced with organizational inefficiencies in legal recovery processes.
 - Personally managed over 500 debt recovery cases across both firms, developing case strategies, negotiating settlements, and preparing litigation as needed. Secured high-value resolutions and ensured compliance with Turkish financial regulations. Boosted revenue recovery rates and reduced outstanding delinquent accounts.
- Observed unclear alignment between employee skill sets and performance expectations at Gelecek Asset Management.
 - Advised senior leadership on optimizing role placement based on individual strengths and compliance outcomes. Strengthened workforce allocation, improved morale, and increased output efficiency. Played a strategic role in developing the firm's call center evaluation model.
- Identified gaps in legal training and regulatory knowledge at both organizations.
 - Designed and delivered training programs on workers' compensation law, financial compliance, and call center procedures. Elevated legal literacy across frontline teams and enhanced legal accuracy in call center transactions.
- Represented both organizations in external engagements, with inconsistent stakeholder collaboration.
 - Served as liaison to legal partners, creditors, and regulatory agencies.

Improved trust, facilitated smoother case escalations, and reinforced the firm's reputation in financial recovery.

EDUCATION AND CERTIFICATIONS

Google Project Management Professional Certificate, Online, May 2025

Istanbul Bar Association Member, Istanbul, Turkey, October 2015

Bachelor of Law, Istanbul University, Istanbul, Turkey, June 2014

LANGUAGES

Turkish (Native) | English (Fluent) | French (Basic)