

**DRAFT MINUTES  
HYBRID MEETING OF THE  
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)  
MAY 13, 2025**

**1. CALL TO ORDER**

The meeting was called to order at 1:00 p.m.

**2. ROLL CALL and Introduction of Members and Guests**

**GMAC members present:**

Kiran Agarwal	Erika Bruhns
Monique Chapman	Chonita Chew (1:08)
Warren Cushman	Shawn Fong, Chair
Melissa Getz, Vice Chair	Andrea Johnson
Sandra Johnson	Daveed Mandell
James Robson	James Thomas
Barbara Williams (1:10)	

**GMAC members absent:**

Roland Wong (excused)

**Staff:**

Tammy Kylo, Administrative Coordinator  
Mallory Nestor-Brush, Accessible Services Manager  
Robert del Rosario, Director of Service Development and Planning  
Maria Henderson, External Affairs Representative  
Debora Garcia, Customer Service Manager  
Chris Durant, Assistant Director of Maintenance

**Guests:**

President Shaw, Board of Directors  
Director Peeples, Board of Directors  
Michai Freeman

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

MOTION: Getz/Mandell approved the April 8, 2025, GMAC meeting minutes. The motion carried by the following vote:

AYES – 9: Agarwal, Chew, Cushman, Fong, Getz, A. Johnson, Mandell, Robson, Thomas

ABSTENTIONS – 4: Bruhns, Chapman, S. Johnson, Williams

ABSENT – 1: Wong

**5. REGULAR UPDATES**

**5.A. Service Planning Update.**

Robert del Rosario, Director of Service Development and Planning, gave an update on the June sign-up, which goes into effect June 15<sup>th</sup>.

**5.B. MTC Regional Measure Update.**

Maria Henderson, External Affairs Representative, gave an update, and received feedback, on Senate Bill 63, the Connect Bay Area Act, which authorizes a 10-15 year regional transportation measure for funding.

**5.C. Realign Impact on East Bay Paratransit.**

Mallory Nestor-Brush, Accessible Service Manager, gave a verbal update on the realign impact on paratransit, which included the initial analysis, outcomes, and alternative services available.

**5.D. Customer Service Quarterly Report.**

Debora Garcia, Customer Services Manager, reported on the Customer Service Quarterly Report from January through March 2025.

**5.E. Review of Quarterly ADA Complaints.**

Tammy Kylo, Administrative Coordinator, gave an overview of the ADA related complaints for 3<sup>rd</sup> quarter, January through March 2025 compared to 3<sup>rd</sup> quarter 2024.

**5.F. Review Ramp Road Call Report.**

Tammy Kylo, Administrative Coordinator, reviewed the Ramp Road Call Report, which covered April 1 – 30, 2025.

**6. STANDING REPORTS**

**6.A. Chair's Report**

Chair Shawn Fong reported that her brother stepped off the bus, twisted his ankle and fell. She asked how AC Transit drivers handle accidents/medical emergencies on the bus. She very much appreciated that the bus was still there and did not leave him alone.

**6.B. Board Liaison Report**

President Shaw reported that wayfinding is on the Board Agenda for May 14, 2025. She also reported on the district breakfast meetings that AC Transit is holding.

Director Peeples reported that Salvador (Sal) Llamas has been appointed as the new General Manager for AC Transit.

**6.C. Alameda County Transportation Commission (ACTC) PAPCO Report**

None. The next PAPCO meeting is June 23, 2025.

**6.D. East Bay Paratransit Access Committee (EBPAC) Report**

Warren Cushman gave a report on the EBPAC meeting that was held, May 6, 2025.

**6.E. GMAC/Veteran Bus Operator Meet Up Report**

Melissa Getz and Dr. James Thomas attended the GMAC/Veteran Bus Operator Meet up. Each gave a verbal report of their experiences and discussions with the bus operators.

## **7. PUBLIC COMMENTS**

None.

## **8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS**

Chonita Chew reported that the Eden Area Senior Action Group Town Hall Meeting is Wednesday, May 21st from 11am to 1:30pm, at the Castro Valley Library; the 34th Annual USOAC Convention is June 13th at Cherryland Community Center, Hayward, CA; and the Healthy Living Festival is on Thursday, September 25th from 9 – 2 pm at the Oakland Zoo.

Erika Bruhns congratulated the new Chair and Vice Chair.

## **9. FUTURE AGENDA ITEMS & NEXT MEETING DATE**

The next GMAC Meeting will be held Tuesday, June 10, 2025, at 1:00 p.m. This will be a hybrid meeting.

The following items were requested for future agenda planning:

- Shawn Fong: Overview of AC Transit response to accidents/medical emergencies. Second by Melissa Getz.
- Daveed Mandell: Wayfinding for blind people being able to identify bus stops. Second by Melissa Getz
- Shawn Fong: Complaint/Feedback process for all modes of communications. Second by Melissa Getz

Future Agenda Items:

- Discussion on travel training/orientation and mobility [Requested by Warren Cushman on February 13, 2024]
- Discussion on Oakland bus shelter, MTC Funding and Wayfinding [Requested by Warren Cushman on December 10, 2024]

## **10. ADJOURNMENT**

The meeting adjourned at 3:07 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee