

**DRAFT MINUTES  
HYBRID MEETING OF THE  
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)  
FEBRUARY 11, 2025**

**1. CALL TO ORDER**

The meeting was called to order at 1:40 p.m.

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

**GMAC members present:**

Erika Bruhns, Chair	Chonita Chew
Shawn Fong, Vice Chair	Melissa Getz
Andrea Johnson	Sandra Johnson
Daveed Mandell	James Robson
Barbara Williams	

**GMAC members absent:**

Kiran Agarwal	Monique Chapman (excused)
Warren Cushman	Roland Wong (excused)

**Staff:**

Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Senior Program Specialist  
Mallory Nestor-Brush, Accessible Services Manager  
Robert del Rosario, Director of Service Development and Planning  
Claudia Burgos, Interim Exec Director of Legislative Affairs and Community Relations  
Debora Garcia, Customer Service Manager

**Guests:**

Diane Shaw, President, Board of Directors  
H. E. Christian (Chris) Peeples, Board of Directors  
Steve Adams, Union City Transit

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

MOTION: A. Johnson/Getz approved the December 10, 2024, GMAC meeting minutes. The motion carried by the following vote:

AYES – 7: Bruhns, Chew, Getz, A. Johnson, Mandell, Robson, Williams

ABSTENTIONS – 2: Fong, S. Johnson

ABSENT – 4: Agarwal, Chapman, Cushman, Wong

**5. REGULAR UPDATES**

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

Robert del Rosario, Director of Service Development and Planning, reported that the next sign up, which goes into effect March 2nd will focus on minor changes, including a few bus stop changes and improvements in Fremont, Oakland and Berkeley. There will also be some adjustments on school tripper lines with a focus on reliability and safety. The June sign-up will primarily focus on turning off school tripper service, but Service Planning Staff will also be working on bus changes for detours and stop closures in Newark and Alameda, due to construction projects. Staff is also working with Alameda CTC on the Oakland Alameda Access Project, which changes the ingress and egress through the Webster and Posey tubes between Oakland and Alameda.

Robert concluded by reporting that Realign implementation is targeted for August 2025.

### **5.B. MTC Regional Measure.**

Claudia Burgos, Interim Executive Director of External Affairs, Marketing and Communications gave an update on the Metropolitan Transportation Commission (MTC) Regional Measure. At the December GMAC meeting, the Committee received a robust report.

Claudia also reiterated that under Scenario One of the Proposed Expenditure Plan, AC Transit would get approximately \$30 Million a year for 10 years. Under the Hybrid scenario, AC Transit would get approximately \$54 Million for 8 years, then it would drop to \$39 Million in years 9 and 10. AC Transit's current deficit, based on 85% service levels, beginning in FY26 is \$21 million dollars; FY27 is \$62 million, and FY 28 is a \$35 Million deficit.

The polling options that were presented at the December GMAC meeting have been complete, however, MTC's Legislation Committee has not received the results. Senator Scott Weiner introduced Senate Bill 63, which would enact legislation to authorize a revenue measure, to invest in transportation in the San Francisco Bay area. Sacramento legislature would have to authorize this bill to appear on ballots in 2026.

AC Transit is also going to do some polling in the next couple of weeks, in case the Regional Revenue Measure ends up not moving forward, or if AC Transit's needs are not met under what is being proposed by MTC.

Jim Robson commented that he's heard that BART was going to receive about 40% of the funds. He's done some research and between AC Transit, Muni, Sam Trans, VTA and Golden Gate Transit, bus service accounts for about 220 million passengers, where BART and Caltrain account for 57 million passengers. He is concerned because rail passengers generally have other options, as they tend to come from wealthier suburban areas, whereas the bus is the only mode of transportation for many riders. Jim stated it's very concerning that nearly 50% would go to the 2 rail systems, and if that is, in fact, the case, he would have a hard time supporting the measure if it's not more equitable. Jim concluded by commending former General Manager, Mike Hursh, for his advocacy for AC Transit.

Daveed Mandell added that sales tax penalizes the poor and doesn't require the corporate sector to pay what it should be paying, though they can afford it.

### **5.C. Realign Paratransit Coverage.**

Mallory Nestor-Brush, Accessible Service Manager, reported that after an extensive process to look at the fixed route network, the Board approved the Final Realign Network Plan. Staff recommended shrinking the paratransit coverage area to meet the new fixed-route network. After an analysis, the impact on Paratransit is as follows:

- 76 customers that will fall outside of the 3/4-mile buffer of the current network: 38 in Union City, 27 in Hayward, 2 in Fremont and 1 in Castro Valley.
- Eight of the 76 customers live in San Mateo County and will not be grandfathered in.
- Possible alternatives for customers losing access include Union City Transit and Ride-On-Tri City, which provides service in Fremont, Newark and Union City.

This information will also be presented to the BART ILC on February 12<sup>th</sup>, the East Bay Paratransit Access Committee (EBPAC) on March 4<sup>th</sup> and the AC Transit Board on March 26<sup>th</sup>. The Board will determine whether or not to grandfather in the 68 Alameda County residents or allow specified period of time to allow them to transition to other services.

Mallory also mentioned the East Bay Paratransit travel training program, which would train individuals to utilize bus or rail for some or all of their trips, where appropriate.

Mallory concluded by re-stating that a person's eligibility would not be rescinded if they are not in the 3/4-mile buffer. The individual would have to have a pickup and drop off within the service area and may have to utilize a regional transfer trip to complete some rides.

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

Debora Garcia, Customer Service Manager, reported on FY 24/25, 2<sup>nd</sup> Quarter (October, November, December 2024):

- ADA related comments averaged around 3% of all our feedback, the same as Q1.
- Call volume totaled just over 7,000; an average of 2,300 calls per month.
- Travel information continues to be the main reason for contact, averaging 292 per month; ADA related trip planning averaged 30 calls per month.
- Feedback and commendations averaged around 361 calls per month.
- This quarter, the Clipper Customer Service Center:
  - Processed 592 Senior Clipper Card applications, about a 13% decrease from the previous quarter, which is typical toward the end of the year
  - Processed 606 RTC applications; about a 3% increase from the previous quarter.
  - Attended 2 outreach events: 1) California School of the Deaf, and 2) A transition program in Richmond; resulting in 98 RTC applications.
  - Sold 143 Paratransit tickets
  - Sold just over 1,000 Senior/Disabled monthly passes

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

Tammy Kylo, Administrative Coordinator, reviewed the quarterly complaints, which compared October – December of FY 23/24 to October – December FY 24/25 as follows. Tammy highlighted the Conduct/Discourtesy and Pass-Ups categories:

- There were 27 Conduct/Discourtesy ADA complaints this quarter compared to 365 Non-ADA Conduct/Discourtesy complaints.

- There were 24 Pass Up ADA complaints this quarter compared to 385 Non-ADA Pass Up complaints.

Going forward, the total number of trips will be added to the report to help put in perspective the number of complaints versus the thousands of trips in a quarter.

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

Tammy Kylo, Administrative Coordinator, gave an overview of the Ramp Road Call report, which covered January 1 – 31, 2025. There was a total of four (4) road calls, all of which passed the pre-trip and all of which were chargeable.

## **6. STANDING REPORTS**

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

Chair Bruhns reported that she watched the video of the Board meeting of former GMAC Member Pam Fadem's dedication.

### **6.B. Board Liaison Report**

H. E. Christian Peeples, AC Transit Board Member, reported that the Board continues to receive updates and discuss:

- Finances, and the state of the budget once the Federal Government COVID money is used
- The MTC Regional Measure
- The Realign Project

The next AC Transit Board meeting is Wednesday, February 12th and will include a public listening session on what qualities people want to see in a new General Manager, being spearheaded by a head-hunting firm.

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

Kim Ridgeway, Senior Program Specialist, reported that at the January 7th PAPCO meeting, the Committee approved the Implementation Guidelines and Performance Measures for Special Transportation for Seniors and People with Disabilities for FY25/26. They also received information about Program Plan Reviews, as well as an update on Transportation Networks and Mobility Management.

The Next PAPCO meeting is Monday, March 24th at 1:30 PM at the Alameda CTC offices, 1111 Broadway, Oakland, and can be accessed virtually.

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

None.

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

Kim Ridgeway, Senior Program Specialist, reported that due to a lack of volunteers, there was no January meet up. The February meet up has been canceled due to scheduling conflicts Training and Education Center.

The next meet up is scheduled for Thursday, March 20th from 10 am – 12 pm. She reminded the Committee that, as an incentive, volunteers will receive a \$50 gift card. She will email the Committee members for volunteers as the next date nears.

**7. PUBLIC COMMENTS**

None.

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

None.

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

The next GMAC Meeting will be held Tuesday, March 11, 2025, at 1:00 p.m. This will be a hybrid meeting.

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 3:03 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee