

**MINUTES
HYBRID MEETING OF THE
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)
MAY 14, 2024**

1. CALL TO ORDER

The meeting was called to order at 1:05 p.m.

2. ROLL CALL and Introduction of Members and Guests

GMAC members present:

Kiran Agarwal	Erika Bruhns, Chair
Monique Chapman	Chonita Chew
Warren Cushman (left 2:26)	Pamela Fadem
Shawn Fong, Vice Chair	Melissa Getz
Andrea Johnson	Sandra Johnson
Daveed Mandell	Jim Robson
Roland Wong	Barbara Williams

Staff:

Tammy Kylo, Administrative Coordinator
Mallory Nestor-Brush, Accessible Services Manager
Kim Ridgeway, Senior Program Specialist
Linda Nemeroff, Board Administrative Officer/District Secretary
Robert del Rosario, Director of Service Development and Planning
Ramakrishna Pochiraju, Executive Director of Planning & Engineering
Diann Castleberry, External Affairs Representative
Beverly Greene, Executive Director of External Affairs, Marketing & Communications
Claudia Burgos, Director of Legislative Affairs and Community Relations
Samah Itani, Assistant Transportation Planner
Dan Talbott, Administrative Coordinator
Debora Garcia, Customer Service Manager
Chris Durant, Assistant Director of Maintenance

Guests:

Diane Shaw, Vice President, Board of Directors
H.E. Christian Peeples, Board of Directors

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. Approval of Minutes

MOTION: Mandell/Fadem approved the April 9, 2024, GMAC meeting minutes. The motion carried by the following vote:

AYES – 13: Agarwal, Bruhns, Chapman, Chew, Cushman, Fadem, Fong, Getz, A. Johnson, S. Johnson, Mandell, Robson, Wong

ABSTENTIONS – 1: Williams

5. REGULAR UPDATES

5.A. Continuance of the General Manager's Access Committee.

Linda Nemeroff, Board Administrative Officer/District Secretary, reported that it's been a year since the suspension of the Accessibility Advisory Committee (AAC) and the formation of the General Manager's Access Committee (GMAC). The GMAC was formed to assume the role of the AAC, which was having difficulty holding meetings due to some restrictive teleconference requirements in the Brown Act. Linda is following up to see if there's a desire to keep the GMAC going in its current format and make the GMAC permanent and dissolve the old AAC.

Members Pam Fadem, Melissa Getz, Sandra J. Johnson, and Daveed Mandell heartily supported the dissolution of the AAC and continuation of the GMAC, because of the flexibility and because some members have disabilities which prevents them from attending in person.

Roland Wong stated that his is mixed about the hybrid mode. As people tend to stay home for convenience and he misses the in-person interaction.

Linda responded that the GMAC is hybrid, so individuals can absolutely meet in person at the East Bay Paratransit offices, and the Committee could have discussions about the possibility of in person meetings occasionally. On behalf of General Manager Michael Hursh, Linda thanked the Committee for their dedication and meaningful input.

5.B. Service Planning Update and June Service Changes.

Robert del Rosario, Director of Service Development and Planning, gave an update on the upcoming service changes, which will be implemented June 16th. These changes will, once again, focus on service reliability. Changes will also include turning off school service for the summer. For the August service changes, Staff will continue to focus on reliability and fixing some schedules as they work with the Bus Operators Union to identify additional routes that need improvement and try to best allocate the limited resources.

Melissa Getz asked about when the Line 80 will be reinstated since there is no service that runs along her street, a street which will soon see a new housing unit of 761 single occupancy apartments.

Robert responded that the 80 hasn't made it into the current set of service change recommendations, however, this is a great comment for Realign, which is the next agenda item.

5.C. Realign Update.

Michael Eshleman, Service Planning Manager, and Diann Castleberry, External Affairs Representative and Deputy Project Manager, presented the draft plan and new timeline for Realign, which is a comprehensive review of AC Transit routes and schedules. The draft plan is cost neutral and operator neutral, incorporates feedback from the public, reflects how people travel today, and works within available resources.

On January 24, 2024, the Board of Directors moved to delay Realign by at least 6 months, with feedback that less frequent service on trunks for reliability, less network coverage, and cutting service

in Equity Priority Communities (EPCs) is unacceptable. Staff responded with an approach that addresses the issue in three different ways.

Three Key Plan Elements:

- Improve frequency on major lines serving EPCs
- Improve reliability on lines well below Key performance Indicator (KPIs)
- Achieve savings for frequency and reliability with minor frequency changes on lower-ridership lines.

Broadening the frequent network would bring another 166,000 people within range of our frequent network, 48,000 people of color, and 38,000 people who meet the Title VI definition of low-income. To make these investments in the network, one trade-off would be to trim some frequency on several less well-traveled frequent lines to 18-20 minutes.

Tune Frequencies for Efficiency - Designing schedules with round number frequencies is less important than in the past. Real-time arrival information on smartphones gives people a lot more information at their fingertips, and in some parts of the network, we can save on operators by reducing frequencies slightly and maintaining adequate layover times.

Frequent Service (15 minutes or better):

- Restores 15 min. service on lines 10, 18, 57, and NL
- Revised lines 6 and 51 to balance transfer-free service with reliability needs
- San Pablo Corridor: Local 72/72M every 15 minutes; Rapid every 30 minutes.
- Richmond: Cutting Blvd between El Cerrito del Norte BART and Richmond BART
- Fremont: Fremont Blvd. between Decoto and Walnut.

Western Contra Costa County

- Local 72/72M every 15 minutes; Rapid every 30 minutes.
- Redesigned Line 70 brings frequent service on high-demand Cutting Corridor
- More frequent weekday service on Line 71
- Coverage retained in El Sobrante Hills on Line 74
- Redesigned Line 76 provides service to areas currently served by Line 72

Northern Alameda County

- Redesigned Line 29 provides new service on Alcatraz
- Redesigned Line 96 now provides service to Brooklyn Basin
- Service on Ashby is now provided by new Line 27
- Line 19 extended to Piedmont Ave via Broadway.
- Line 21 no longer serves OAK Airport, replaces Line 39 service on Skyline
- Redesigned Line 20 provides new service on Alameda's West End
- Less frequent Line 54, 73.

Central Alameda County

- Extends Line 10 to Union City to lengthen the route and reduce the number of transfers in Hayward
- Weekday service improved to every 40 minutes on lines 28, 34, 35, 41, and 56
- Service retained on all neighborhood lines currently in operation.

Southern Alameda County

- Service on weekdays every 30-60 minutes.
- Redesigned Line 212 now provides service into Santa Clara County instead of Route 217
- Redesigned Line 239 connects Pacific Commons with both Warm Springs and Fremont BART
- Warm Springs microtransit possible for post-March 2025 implementation.

Transbay

- No changes to line E, F, FS, G, J, NL, NX, NX3, O, P, U, V alignments
- Lines L and LA are consolidated
- Lines OX and W are consolidated
- Lines suspended during the pandemic will not be restored.

Diann Castleberry gave an update on the timeline and community engagement efforts. The Public Engagement window is May 15, 2024 - June 5, 2024. There will be an AC Transit Realign Workshop via Zoom on May 23, 2024. Public Hearings will take place on September 9, 10 and 11, 2024. A Board decision on the final service plan will be on October 9, 2024 with implementation in March 2025.

Public Comment – Maceo Morse, resident of Redwood Heights, stated would like to see a bus route from Merritt College to UC Berkeley along the 13 corridor. Residents are stranded or car dependent, restoring service to the 13 corridor would decrease transit times by up to half, while also increasing transit access to business and services along the 13 corridor.

Finally, Committee Members voiced concern about areas not being serviced and stated they would like a reinstatement of Line 80. Committee Members also thanked Staff for the added accessibility documents located on the Realign webpage.

5.C. Bus Stop Policy Update.

Samah Itani, Assistant Transportation Planner, gave an overview of the Board Policy 501, Bus Stop Guidelines. This includes bus stop placement, spacing, location, length and accessibility.

Guiding Principles:

- Accessibility
 - Strategically located to serve the needs of all riders, ensuring ADA compliance.
 - Designing and locating bus stops with consideration for the needs of diverse riders' demographics.
- Safety

- Ensuring the safety of riders, operators, and pedestrians by implementing measures to mitigate risks and hazards at bus stops. Includes bus stop placement in well-lit areas with clear signage and designated waiting areas.
- Comfort
 - Providing amenities such as seating and shelter to offer respite from weather elements and facilitate a more enjoyable waiting experience.
 - Ensuring cleanliness, and aesthetic enhancements, can contribute to a positive rider experience.
- Feasibility
 - Feasibility of a bus stop location hinges on critical factors such as visibility, sidewalk conditions, and supporting land uses.
- Reliability
 - Optimizing the reliability of bus service by implementing measures to minimize wait times and provide consistent service for riders, bus stop placement and design to facilitate efficient boarding and alighting processes, reducing dwell times, and streamlining rider flow.

In June, Staff will present the draft policy to the Board. The final policy will go to the Board for approval in July.

Committee Members are concerned with how the buses align with street furniture, which sometimes interferes with ramp deployment. Samah replied that Staff is prioritizing this policy for any future stops or stop relocations. Stops will be placed where there is an accessible sidewalk that's paved, and there's nothing that's blocking either of the doors.

Committee Members also asked that the Policy includes information for individuals that are blind or low vision that they are at the correct bus stop that displays with audio button, as well as braille. Samah replied that there are regional efforts for how this can be done for the entire Bay Area.

5.E. Review/Approve GMAC Top Priorities 2024.

In the interest of time, this item will be re-agenized at the next GMAC meeting.

5.F. Review Ramp Road Call Report.

The Committee reviewed the Road Call report for April 1 – April 30, 2024. There were a total of four (4) road calls; all were chargeable (meaning a mechanical failure) and all passed the pre-trip inspection.

6. STANDING REPORTS

6.A. Chair's Report

Chair Bruhns reported that she read an article in the Chronicle that says that there is no back up plan if the tax measure isn't successful for transportation.

6.B. Board Liaison Report

Diane Shaw reported:

- She attended the APTA Mobility Conference last week, which included the annual Rodeo, where one operator won the pre-trip award and the AC transit Maintenance department came in 2nd place over all. There were several ADA sessions which she attended and learned from other operations on both fixed route and paratransit, including a new interesting bus stop pole.
- She traveled to Washington, DC with Alameda CTC to look at some of their complete streets projects, mostly bike and ped, along with paratransit, and got good information that will inform the San Pablo project.
- Want to continue to inform people about Clipper Start, which is an income-based card that gives discounts on each agency that is a part of the Clipper program.

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

Kim Ridgeway reported that there was no March PAPCO meeting. The next PAPCO meeting is scheduled for Monday, June 24th at 1:30 at Alameda CTC, 1111 Broadway. Members of the public can attend in person or virtually. If interested, please visit alamedactc.org.

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

On behalf of Warren Cushman, Kim Ridgeway reported that at the May 7th meeting, the Committee received the Broker's Report from General Manager, Cyndi Lopez, also presented the Driver's of the Month awards. There was also a presentation by Alameda CTC on the San Pablo Multimodal Project, which is the same presentation the GMAC received last month. Mallory Brush gave an update on the travel training program, which will be funded by a grant awarded from Alameda CTC. And finally, Ryan Green-Roesel, from BART, gave an update on the software procurement.

The next EBPAC meeting is July 2nd, and it is a hybrid meeting. For more information visit eastbayparatransit.org.

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

Kim Ridgeway, Senior Program Specialist, reported that the May GMAC/Veteran Bus Operator Meet up was cancelled again due to lack of volunteers. Kim reminded the Committee that these meetups are the 3rd Thursday of every month. She stated that we usually go dark in the month of August, but since she will be out of the Country in July, she would like to offer August instead. She asked the Committee to review their calendars and email her if there are any dates through the end of the year in which they want to volunteer. The next meet up is scheduled for Thursday, June 20th.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

Chonita Chew announced that the USOAC is hosting Next Stop Realign Draft Plan at Palo Vista Gardens Community Center on Monday, May 20th.

Chonita also announced the USOAC 33rd Annual Convention will be held at St. Columba Catholic Church, 6401 San Pablo Avenue, Oakland from 9 – 2 pm on Friday, June 21st.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next GMAC Meeting will be held Tuesday, June 11, 2024, at 1:00 p.m. This will be a hybrid meeting.

Future Agenda Items:

- BRT Project Traffic Safety Features [Requested by Daveed Mandell on March 8, 2022]
- Update on Accessibility on Tempo (BRT) [Requested by Warren Cushman on July 11, 2023]
- Review of website access [Requested by Warren Cushman on December 12, 2023]
- Discussion on travel training/orientation and mobility [Requested by Warren Cushman on February 13, 2024]

10. ADJOURNMENT

The meeting adjourned at 3:16 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee