

**MINUTES  
HYBRID MEETING OF THE  
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)  
FEBRUARY 13, 2024**

**1. CALL TO ORDER**

The meeting was called to order at 1:03 p.m.

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

**GMAC members present:**

Erika Bruhns, Chair	Monique Chapman (left at 2:00)
Chonita Chew	Warren Cushman
Pamela Fadem	Shawn Fong, Vice Chair
Melissa Getz	Daveed Mandell
Jim Robson	Tanya Washington
Barbara Williams	Roland Wong

**GMAC members absent:**

Kiran Agarwal	Sandra Johnson (excused)
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**Staff:** Tammy Kyllo, Administrative Coordinator  
Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Senior Program Specialist  
Robert del Rosario, Director of Service Development and Planning  
Ramakrishna Pochiraju, Executive Director of Planning & Engineering  
Richard Oslund, Director of Management and Budget  
Diann Castleberry, External Affairs Representative  
Beverly Greene, Executive Director of External Affairs, Marketing & Communications  
Debora Garcia, Customer Service Manager  
Chris Durant, Assistant Director of Maintenance

**Guests:** Vice President Diann Shaw, Board of Directors  
Director Peeples, Board of Directors  
Natalie Maxwell, Center for Independent Living  
Felicia Bard, Clutch

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

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

AYES – 12: Bruhns, Chapman, Chew, Cushman, Fadem, Fong, Getz, Mandell, Robson, Washington, Williams, Wong  
ABSTENTIONS – 0  
ABSENT – 2: Agarwal, Johnson

## **5. REGULAR UPDATES**

### **5.A. Service Planning and Realign Update.**

Robert del Rosario, Director of Service Development and Planning, gave an update on the Realign plan. At the January 24<sup>th</sup> Board meeting, the Board decided to postpone the Realign planning process and its implementation. This meant putting the public hearing on hold and delaying potential implementation until 2025. At the Board's direction, Staff will go back and examine the plans, impacts on various rider groups, especially transit dependent and disadvantaged riders, then develop mitigations based upon what we identify. As the plan progresses, staff will continue to engage with the public, including the GMAC.

Director Peeples commented that the Board is asking staff to look at what would happen if we truncated all Transbay service, at least at the moment, to BART stations: would this save some local service, how practical is that given the interlining between school service, etc. The Board did not direct staff to implement this, just take a look at it.

The Committee was concerned about line 80 and line 72. Robert replied that line 80 was not one of the higher ridership corridors, but we can consider it again. The Line 72 Rapid has ½ mile bus stop spacing and runs from Jack London Square to Contra Costa College. Staff was considering changing as part of Realign, but heard a lot of feedback about maintaining the Rapid and are considering it in this reiteration of the of the plan.

### **5.B. Review March Service Changes.**

Robert del Rosario, Director of Service Development and Planning, shared that March Service Changes update, which go into effect March 3, 2024. The only changes are a series of Supplementary School Service additions to lines 621 and 625 to address overcrowding and to service early release schedules.

### **5.C. District Financial Update.**

Richard Oslund, Director of Management and Budget gave an update on the District Financials. The fiscal year 2023-24 annual operating budget, approved by the Board last June. is balanced at 545.9 million and is nearly flat compared to the prior year budget. The budget remains aligned with an 85% service level. The American Rescue Plan, ARP, emergency funding of 28 million, is budgeted to be used this year, leaving 41 million to support future years. The Midyear budget update will go to the Board on February 14, 2024. As the District exhausts federal relief funding, future operating deficits are expected, but possibly not at levels originally projected. The Board will receive a financial projection update in April.

Committee members voiced concern about the ridership compared to the 85% service on the budget, and the fiscal cliff. Robert replied that compared to most of the agencies in the region, particularly large transit operators in the region, we are recovering faster than other operators. Richard replied that the fiscal cliff will not be as severe as we anticipated two years ago.

#### **5.D. Riders Guide/Ride with Kindness Review.**

Kim Ridgeway, Senior Program Specialist, presented the Riders Guide and Ride with Kindness brochures and asked for feedback. Staff will then make those updates and bring the brochures back to the GMAC meeting in March. Kim reviewed the comments she received prior to the meeting and asked the Committee for any additional comments or changes.

- Committee members had the following feedback:
  - Adding to the introduction a “safer and stronger bus community for all”
  - More clarification on signaling the driver when waiting for the bus
  - Correction on the number of system maps
  - Add the language and explicitly referencing travel training and orientation and mobility organizations and where to get the information if needed
  - Clarification about operators announcing stops
  - Clarification about the automatic bus announcements
  - Boarding through the second door
  - Storing 4 - wheeled walkers or rollators

Kim will present the updated brochures for the Committee’s approval in March.

Public Comment: Natalie Maxwell requested chat be added to the zoom meetings to make it more accessible. She also stated she would like to be added as a travel trainer for her organization.

Tammy Kyllo responded that because this meeting is a Brown Act meeting and the chat feature cannot be enabled.

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

The Committee reviewed the Ramp Road Call report for January 1 – January 31, 2024. There were a total of four (4) road calls; all chargeable (meaning it was a mechanical failure) and all passed the pre-trip inspection.

Pam Fadem thanked the maintenance team for doing a great job.

### **6. STANDING REPORTS**

#### **6.A. Chair’s Report**

Chair Bruhns thanked the committee for helping her become less shy and all the input from the members makes it an active meeting. She also announced that the GMAC reappointments should be happening this week.

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

Diane Shaw, Board President, stated that the next Board of Director’s meeting is Wednesday, February 14<sup>th</sup>. Two items that the Committee may want to listen in on:

- MTC Wayfinding project with prototypes at the El Cerrito del Norte BART station and Santa Rosa Transit Center
- FTA request for information about ADA standards

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

None.

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

None.

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

Kim Ridgeway, Senior Program Specialist, reported that the January GMAC/Veteran Bus Operator meeting was on January 18<sup>th</sup> and there were 10 operators with seniority from 2 to up to 32 years, two instructors, and Committee Members Jim Robson and Erica Bruhns. Erica shared how warm, welcoming and enthusiastic the operators were in the group. Jim shared the enthusiasm that it brought out of the drivers, and their desire to listen and share their feelings with us and to respond to our concerns. The training was beneficial experience on both sides. He also stated that usually the meet ups are in the large auditorium, but because they had another training that day, we were in the classroom, which made for a more intimate and comfortable setting. He would like to continue meeting in the classroom.

### **7. PUBLIC COMMENTS**

None.

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

Melissa Getz shared that she received an email asking to be part of the Paratransit Advisory and Planning Committee (PAPCO) and would like to share it with the members. She also thanked Pam for insisting on having us go over the Riders Guide/Ride with Kindness Review.

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

The next GMAC Meeting will be held Tuesday, March 12, 2024, at 1:00 p.m. This will be a hybrid meeting.

The following item was requested for future agenda planning:

Warren Cushman: Discussion on travel training/orientation and mobility. Seconded by Melissa Getz.

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]

### **10. ADJOURNMENT**

The meeting adjourned at 2:37 p.m.

Respectfully submitted,

/s/

Tammy Kyllo

Secretary to the Committee