

**MINUTES
HYBRID MEETING OF THE
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)
February 10, 2026**

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:

Erika Bruhns	Monique Chapman
Chonita Chew	Warren Cushman
Shawn Fong, Chair	Melissa Getz, Vice Chair
Andrea Johnson	Daveed Mandell
James Robson	Dr. James Thomas
Barbara Williams	Roland Wong

GMAC members absent:

Kiran Agarwal	Sandra Johnson (excused)
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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
Maria Henderson, External Affairs Representative
Steven Jones, Director of Legislative Affairs and Community Relations
Debora Garcia Customer Services Manager
Chris Durant, Assistant Director of Maintenance
Michael Paine, IT Supervisor, Software Engineering
Manjit Sooch, Director of Innovation & Technology
Ahsan Baig, Chief Technology Officer
Rama Pochiraju, Exec Director of Planning & Engineering
David Wilkins, Director of Regulatory Programs

Guests:

Director Harpreet Sandhu
President Diane Shaw
Lucky Maxwell

Mallory introduced David Wilkins, Director of Regulatory Programs and Harpreet Sandhu, newest member of the AC Transit Board of Directors.

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. Approval of Minutes.

MOTION: Getz/Bruhns approved the December 9, 2025, GMAC meeting minutes. The motion carried by the following vote:

AYES – 11: Bruhns, Chapman, Chew, Cushman, Fong, Getz, A. Johnson, Mandell, Thomas, Williams, Wong

ABSTENTIONS – 1: Robson

ABSENT – 2: Agarwal, S. Johnson

5. REGULAR UPDATES

5.A. Service Planning Update.

Robert del Rosario, Director of Service Planning, gave an update and received comments and questions on service planning changes.

5.B. Public Transit Regional Revenue Measure.

Maria Henderson, External Affairs Representative, gave an update and received comments and questions on the Public Transit Regional Revenue Measure.

5.C. AC Transit Website Accessibility/Mobile App.

Michael Paine, IT Supervisor, Software Engineering, gave an update and received comments and questions on the Accessibility of the AC Transit Mobile App.

5.D. Customer Service Quarterly Report.

Debora Garcia, Customer Services Manager, gave an update and received comments and questions on the Customer Service Quarterly Report, which covered Q2 of FY 25/26 (October, November, December 2025).

5.E. Review of Quarterly ADA Complaints.

Tammy Kylo, Administrative Coordinator, reviewed the Quarterly ADA Complaints, which compared Q2 of FY 25/26 (October, November, December 2025) to Q2 of FY 24/25.

5.F. Review of GMAC Charter and Attendance.

Mallory Nestor-Brush, Accessible Services Manager, congratulated all members on their reappointment to the GMAC. She then reviewed the GMAC Charter, highlighting membership, vacancies, and attendance.

5.G. Review Ramp Road Call Report.

Tammy Kylo, Administrative Coordinator, reviewed the Ramp Road Call Report, which covered January 1, 2026 – January 31, 2026. There was a total of 4 road calls; all were chargeable.

6. STANDING REPORTS

6.A. Chair's Report

None.

6.B. Board Liaison Report

Diane Shaw, Board President, reported that Director Walsh is the official Board Liaison and will be attending meetings going forward. She also noted that the Board will receive an update on federal legislative initiatives, as well as a budget review and ridership report at the February 11th Board meeting.

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

None.

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

Warren Cushman reported that the last EBPAC meeting took place in January, during which the committee received updates on key performance indicators and ADA training for paratransit drivers.

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

Kim Ridgeway, Senior Program Specialist, stated that there will be no February meet-up due to program changes. Veteran Bus Operator classes have been decentralized to each division to better customize instruction. Operators now report to their home divisions, with instructors assigned accordingly. This shift improves efficiency by eliminating travel to Hayward from Richmond, Emeryville and Oakland and allows for smaller class sizes—approximately one instructor for every 3–4 operators instead of 12–16—resulting in more hands-on, individualized training. Michael Flocchini, Marvin de Leon, and Kim will meet to explore how to rework the GMAC/Veteran Bus Operator meet-ups and will report back to the committee.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

Warren Cushman suggested the committee consider requesting reports from individuals involved with the Public Transit Regional Revenue Measure and noted that AC Transit executives should consider this.

Melissa Getz shared that she has been traveling in areas new to her, many of which lack sidewalks. She asked who to contact about installing them. Mallory requested a list of those locations so it can be forwarded to the appropriate City planner.

Erika Bruhns about protocol when riders attempt to board before others exit the bus. Mallory stated that those intending to board should wait until all riders have deboarded and reiterated that for mobility devices, the protocol is “board first; off last.”

Daveed Mandell stated that the disability community doesn’t come to the GMAC meetings because they feel that AC Transit doesn’t listen to them.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next GMAC Meeting will be held Tuesday, March 10, 2026, at 1:00 p.m. This will be a virtual meeting only.

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]
- Emergency Preparedness Training Update [Requested by Melissa Getz on July 8, 2025]
- Discussion on Visual Interpretation and AIRA. [Requested by Daveed Mandell on September 9, 2025]

10. ADJOURNMENT

The meeting adjourned at 3:00 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee