

**MINUTES  
HYBRID MEETING OF THE  
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)  
May 12, 2026**

**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:**

|                          |                         |
|--------------------------|-------------------------|
| Kiran Agarwal            | 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 (1:09) |
| Roland Wong              |                         |

**GMAC members absent:**

Sandra Johnson (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  
Debora Garcia Customer Services Manager  
Dan Talbott, Program Specialist, Customer Service  
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, Executive Director of Planning & Engineering  
David Wilkins, Director of Regulatory Programs

**Guests:**

Jean Walsh, AC Transit Board of Directors

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes.**

MOTION: Bruhns/Getz approved the April 14, 2026, GMAC meeting minutes. The motion carried by the following vote:

AYES – 11: Agarwal, Bruhns, Chew, Cushman, Fong, Getz, Mandell, Robson, Thomas, Williams, Wong

ABSTENTIONS – 2: Chapman, A. Johnson

ABSENT – 1: S. Johnson

## 5. REGULAR UPDATES

### 5.A. Service Planning Update.

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

### 5.B. AC Transit Website Accessibility Update.

Michael Paine, IT Supervisor, Software Engineering, gave an update and received comments on the accessibility of the website.

### 5.C. Customer Service Quarterly Report.

Debra Garcia, Customer Service Manager, gave an update and received comments and questions on the Customer Service Quarterly Report, which covered Q3: January – March 2026, and an update of the call center contract.

### 5.D. Review of Quarterly ADA Complaints.

Tammy Kylo, Administrative Coordinator, reviewed the quarterly complaints, which compared Q3 FY25/26 to Q3 FY24/25.

### 5.E. Review/Approve GMAC Top Priorities 2026.

Kim Ridgeway, Senior Program Specialist, reviewed the 2025/2026 GMAC Top Priorities.

MOTION: Getz/Robson approved the GMAC Top Priorities for 2026/2027. The motion carried by the following vote:

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

ABSENT – 1: S. Johnson

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

Tammy Kylo, Administrative Coordinator, reviewed the Ramp Road Call Report, which covered April 1, 2026 – April 30, 2026. There were 7 road calls; all were chargeable.

## 6. STANDING REPORTS

### 6.A. Chair's Report

Chair Shawn Fong reported that she is the AC Transit Representative of the MTC Regional Network Management Customer Advisory Group. The first meeting of the group focused on the committee's framework and history, as well as made chair and vice-chair nominations, which will be voted on at their next meeting.

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

None. The next PAPCO meeting will be held on Monday, June 22nd at 1:30 pm.

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

Warren Cushman reported that the last EBPAC was held May 5th where the committee received updates on the new Spare software and new website launch. He also mentioned that EBP is still looking for a General Manager.

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

None.

### **7. PUBLIC COMMENTS**

None.

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

Melissa Getz congratulated Shawn on her appointment to the MTC Committee. She also reported that this is the last week for collecting signatures for Alameda and Contra Costa Counties for the ballot measure.

Mallory Nestor-Brush, Manager of Accessible Services, reported that per the GMAC charter, two (2) consecutive unexcused absences or absences from 50% or more of scheduled Committee meetings during any six-month period will result in a position being vacated. She reminded the members to contact Tammy the day before the meeting if they do not plan to attend. She ended with thanking the members for their participation.

Erika Bruhns thanked Chair Fong and Vice Chair Getz for their leadership of the GMAC and advocacy with accessibility, funding and other issues.

Daveed Mandell reported that Congresswoman Latifah Simon has sponsored the Same-Day Paratransit Innovation Act, which would foster greater deployment of same-day paratransit services for individuals with disabilities.

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

The next GMAC Meeting will be held Tuesday, June 9, 2026, at 1:00 p.m. This will be a virtual meeting Zoom.

The following item was requested for future agenda planning:

- Warren Cushman: Update on “Streamline” Paratransit Service. Seconded by Daveed Mandell.
- Jim Robson: Update on AC Transit Funding Sources. Seconded by Melissa Getz.
- Erika Bruhns: Update on the Tax Measure and how MTC plans to fund accessibility. Seconded by Melissa Getz.

Future Agenda Items:

- Discussion on travel training/orientation and mobility [Requested by Warren Cushman on February 13, 2024] (September 2026)
- Emergency Preparedness Training Update [Requested by Melissa Getz on July 8, 2025] (July 2026)
- Discussion on Visual Interpretation and AIRA. [Requested by Daveed Mandell on September 9, 2025] (TBD)

**10. ADJOURNMENT**

The meeting adjourned at 2:45 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee