

**MINUTES
HYBRID MEETING OF THE
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)
MAY 13, 2025**

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:

Kiran Agarwal	Erika Bruhns
Monique Chapman	Chonita Chew (1:08)
Warren Cushman	Shawn Fong, Chair
Melissa Getz, Vice Chair	Andrea Johnson
Sandra Johnson	Daveed Mandell
James Robson	James Thomas
Barbara Williams (1:10)	

GMAC members absent:

Roland Wong (excused)

Staff:

Tammy Kylo, Administrative Coordinator
Mallory Nestor-Brush, Accessible Services Manager
Robert del Rosario, Director of Service Development and Planning
Maria Henderson, External Affairs Representative
Debora Garcia, Customer Service Manager
Chris Durant, Assistant Director of Maintenance

Guests:

President Shaw, Board of Directors
Director Peeples, Board of Directors
Michai Freeman

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. Approval of Minutes

MOTION: Getz/Mandell approved the April 8, 2025, GMAC meeting minutes. The motion carried by the following vote:

AYES – 9: Agarwal, Chew, Cushman, Fong, Getz, A. Johnson, Mandell, Robson, Thomas

ABSTENTIONS – 4: Bruhns, Chapman, S. Johnson, Williams

ABSENT – 1: Wong

5. REGULAR UPDATES

5.A. Service Planning Update.

Robert del Rosario, Director of Service Development and Planning, gave an update on the June sign-up, which goes into effect June 15th.

5.B. MTC Regional Measure Update.

Maria Henderson, External Affairs Representative, gave an update, and received feedback, on Senate Bill 63, the Connect Bay Area Act, which authorizes a 10-15 year regional transportation measure for funding.

5.C. Realign Impact on East Bay Paratransit.

Mallory Nestor-Brush, Accessible Service Manager, gave a verbal update on the realign impact on paratransit, which included the initial analysis, outcomes, and alternative services available.

5.D. Customer Service Quarterly Report.

Debora Garcia, Customer Services Manager, reported on the Customer Service Quarterly Report from January through March 2025.

5.E. Review of Quarterly ADA Complaints.

Tammy Kylo, Administrative Coordinator, gave an overview of the ADA related complaints for 3rd quarter, January through March 2025 compared to 3rd quarter 2024.

5.F. Review Ramp Road Call Report.

Tammy Kylo, Administrative Coordinator, reviewed the Ramp Road Call Report, which covered April 1 – 30, 2025.

6. STANDING REPORTS

6.A. Chair's Report

Chair Shawn Fong reported that her brother stepped off the bus, twisted his ankle and fell. She asked how AC Transit drivers handle accidents/medical emergencies on the bus. She very much appreciated that the bus was still there and did not leave him alone.

6.B. Board Liaison Report

President Shaw reported that wayfinding is on the Board Agenda for May 14, 2025. She also reported on the district breakfast meetings that AC Transit is holding.

Director Peeples reported that Salvador (Sal) Llamas has been appointed as the new General Manager for AC Transit.

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

None. The next PAPCO meeting is June 23, 2025.

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

Warren Cushman gave a report on the EBPAC meeting that was held, May 6, 2025.

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

Melissa Getz and Dr. James Thomas attended the GMAC/Veteran Bus Operator Meet up. Each gave a verbal report of their experiences and discussions with the bus operators.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

Chonita Chew reported that the Eden Area Senior Action Group Town Hall Meeting is Wednesday, May 21st from 11am to 1:30pm, at the Castro Valley Library; the 34th Annual USOAC Convention is June 13th at Cherryland Community Center, Hayward, CA; and the Healthy Living Festival is on Thursday, September 25th from 9 – 2 pm at the Oakland Zoo.

Erika Bruhns congratulated the new Chair and Vice Chair.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next GMAC Meeting will be held Tuesday, June 10, 2025, at 1:00 p.m. This will be a hybrid meeting.

The following items were requested for future agenda planning:

- Shawn Fong: Overview of AC Transit response to accidents/medical emergencies. Second by Melissa Getz.
- Daveed Mandell: Wayfinding for blind people being able to identify bus stops. Second by Melissa Getz
- Shawn Fong: Complaint/Feedback process for all modes of communications. Second by Melissa Getz

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 3:07 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee