

**DRAFT MINUTES
HYBRID MEETING OF THE
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)
SEPTEMBER 9, 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 (1:28)	Erika Bruhns
Monique Chapman (left at 1:30 pm)	Chonita Chew
Warren Cushman (left at 3:00 pm)	Shawn Fong, Chair
Melissa Getz, Vice Chair	Andrea Johnson
Sandra Johnson	Daveed Mandell
James Robson	Roland Wong

GMAC members absent:

Dr. James Thomas	Barbara Williams (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
- Claudia Burgos, Exec Director of External Affairs, Marketing & Communications
- Steven Jones, External Affairs Representative
- Maria Henderson, External Affairs Representative
- Richard Oslund, Director of Management and Budget
- Debora Garcia, Customer Service Manager
- Aaron Vogel, Chief Operating Officer
- Ramakrishna Pochiraju, Exec Director of Planning & Engineering
- Chris Durant, Assistant Director of Maintenance

Guests:

- President Diane Shaw, Board of Directors
- Sophia Constantine, Nelson/Nygaard
- Lucky Maxwell
- Michai Freeman

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. In Memory of H. E. Christian Peeples.

Mallory Nestor-Brush, Accessible Services Manager, requested a moment of silence in Chris's honor prior to starting the meeting.

4.B. Approval of Minutes.

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

AYES – 12: Agarwal, Bruhns, Chapman, Chew, Cushman, Fong, Getz, A. Johnson, S. Johnson, Mandell, Robson, Wong

ABSTENTIONS – None

ABSENT – 2: Thomas, Williams

5. REGULAR UPDATES

5.A. Service Planning Update.

Robert del Rosario, Director of Service Development and Planning, gave an update and received feedback on the Realign service changes, including specific comments on line 10, 99, 72L, 7, 18, 12, 37, 22, 79, as well as bus stops at Hayward, and Union City BART stations.

5.B. FY2026 Budget Update.

Richard Oslund, Director of Management and Budget, gave an update on the FY2026 budget, including an update on the \$50M Board approved reserves that can be used for FY26.

5.C. MTC Regional Measure Update.

Maria Henderson, External Affairs Representative, gave an update and received feedback on the MTC Regional Measure, as well as an update on the Budget Trailer Bill SB153 which is a state loan for transit operators.

5.D. 2026 Draft Federal & State Advocacy Programs.

Steven Jones, External Affairs Representative, gave an update and received feedback on the 2026 Draft Federal & State Advocacy Programs. This will go to the Board on October 22nd for review and again on November 12, 2025, for approval. Feedback will continue to be received through September 16, 2025.

5.E. Alameda CTC Paratransit Needs Assessment.

Sophia Constantine, Nelson/Nygaard, gave an update and received feedback on the Alameda CTC Paratransit Needs Assessment. Feedback will continue to be received through September 30th. Sophia will forward the survey link to Tammy Kylo who will forward to the Committee.

5.F. Customer Service Quarterly Report.

Debora Garcia, Customer Services Manager, gave an update and received feedback on the Customer Service Quarterly Report which covers 4th Quarter of FY 24/25.

5.G. Review of Quarterly ADA Complaints.

Tammy Kylo, Administrative Coordinator, reviewed the Quarterly ADA Complaints which compared 4th Qtr FY 2023-2024 to 4th Qtr FY 2024-2025.

5.H. Review Ramp Road Call Report.

Tammy Kylo, Administrative Coordinator, reviewed the Ramp Road Call Report, which covered August 1 – 31, 2025. There was a total of two (2), both were chargeable.

6. STANDING REPORTS

6.A. Chair's Report

Shawn Fong reported that the GMAC bylaws state that the meetings are 100% virtual. Staff commented on the cost and staff time and sometimes lack of availability for the monthly meetings. Several members stated they wanted to keep the Hybrid meeting in case some people want to come in person every once in a while.

6.B. Board Liaison Report

President Diane Shawn, Board of Directors, reported that based on the Staff concerns that include cost and staff time, she feels the GMAC meetings should be 100% remote and we can look at in-person meetings that would have more than one participant every once in a while.

She also reported that:

- She attended a transit rally in San Francisco on Monday in order to persuade California to provide emergency loan funding to prevent cuts to public transportation.
- There is a memorial for Director Peeples on Friday, September 26, 2025, at noon.
- GMAC members should take the Alameda CTC Paratransit Needs Assessment survey, it's important to put it in writing.
- At a meeting she will be attending on Friday, the agenda will include Clipper support using Cubic and the MTC Regional Network Management Group

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

Sandra J. Johnson reported that there was no PAPCO meeting, but the next meeting will be on October 27, 2025, at Alameda CTC, 1111 Broadway, Oakland.

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

None.

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

Kim Ridgeway, Senior Program Specialist, reported that there was no meet up in August. The next meet up is scheduled for Thursday, September 18th and she will send an email today asking for volunteers.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

Mallory Nestor-Brush, Accessible Services Manager, Chonita Chew, Daveed Mandell and Sandra J. Johnson, Chair of PAPCO, expressed their appreciation and admiration for H. E Christian "Chris" Peeples, his advocacy for transportation, fixed route and paratransit and the ADA, and how much he will be missed.

Chonita Chew reported that the USOAC Annual Healthy Living Festival will be held on Thursday, September 25th at the Oakland Zoo. She reminded the Committee that they will need to RSVP to attend.

Tammy Kylo commented that the November GMAC meeting falls on November 11th, which is Veteran's Day. The November meeting will be cancelled.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next GMAC Meeting will be held Tuesday, October 14, 2025, at 1:00 p.m. This will be a hybrid meeting.

The following items were requested for future agenda planning:

- Daveed Mandell: Visual Interpretation and AIRA. Seconded by Melissa Getz.
- Daveed Mandell: IVR System akin to VTA's system. Seconded by Melissa Getz.
- Shawn Fong: Front Camera/Ticketing Update. Seconded 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]
- Website Accessibility [Requested by Melissa Getz on July 8, 2025]
- Emergency Preparedness Training Update [Requested by Melissa Getz on July 8, 2025]

10. ADJOURNMENT

The meeting adjourned at 3:18 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee