

Draft General Manager's Access Committee (GMAC) Top Priorities 2024

The GMAC has developed its top priorities for 2024-2025.

1. During unusual periods of time, such as pandemics and other health crises, AC Transit as an agency, and the GMAC as community representatives of AC Transit, extend additional necessary efforts to reach out to Senior and Disabled Communities, to maintain safety and accessibility through AC Transit's services.

Actionable item:

- A. To receive regular updates from the Board of Directors and allow the GMAC to distribute, electronically and/or hard copy, pre-approved AC Transit messaging to their respective communities.

2. Advocate for fair, affordable, accessible, and reliable AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.

Actionable items:

- A. Provide input into demonstration vehicles and preproduction vehicle prototypes.
- B. Review updates to website.
- C. Provide input into other accessibility issues in the AC Transit system, such as but not limited to, wayfinding.

3. Advocate for increasing State and Federal funding for public transit, especially to maintain accessibility and affordability for our rider community.

Actionable items:

- A. Review State/Federal advocacy program annually with Community Relations/Legislative Affairs (CR/LA) staff.
- B. Allow the GMAC to distribute AC Transit pre-approved position letters conveying the District position.
- C. Allow the GMAC to draft letters, in conjunction with Board positions on support for public transit, for Board approval.

4. Advocate for AC Transit to be transparent regarding all funding and expenses.

Actionable item:

- A. Review annual / midyear budgets with finance staff.

5. Support and participate in driver training to promote proficiency in, and sensitivity to, the needs of seniors and people with disabilities, and assist drivers in creating an atmosphere that is welcoming of all riders.

Actionable items:

- A. GMAC Members commit to participating in a minimum of one (1) New Bus Operator (NBO) and/or Annual Refresher Training annually.
 - B. Review training materials on a regular basis as information is modified.
6. Support and participate in customer service training for both phone and in-person customer service staff to promote respectful, accessible, and appropriate information and services for seniors, people with disabilities and all riders on AC Transit.

Actionable items:

- A. Review current CSR training materials and contractual key performance indicators.
 - B. Review training materials on a regular basis as information is modified.
7. Support and engage in activities to increase ridership of seniors, people with disabilities and all riders on the fixed route transit system when appropriate. This includes general education to increase the public's knowledge and understanding of the needs of seniors, people with disabilities and all riders, and a commitment of removing barriers throughout the transit system.

Actionable item:

- A. Sharing of District approved messaging and Outreach Materials to their respective communities.
- B. Receive regular updates and review Bus Stop Accessibility and service delivery.
- C. Attend and participate in District-sponsored Community Meetings.

GMAC approved the 2023-2024 Top Priorities on June 13, 2023