

**DRAFT MINUTES
HYBRID MEETING OF THE
GENERAL MANAGER'S ACCESS COMMITTEE (GMAC)
December 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	Erika Bruhns (1:20)
Monique Chapman	Chonita Chew
Warren Cushman (1:18)	Shawn Fong, Chair
Melissa Getz, Vice Chair	Andrea Johnson
Sandra Johnson	Daveed Mandell
Dr. James Thomas	Barbara Williams
Roland Wong	

GMAC members absent:

James Robson (excused)

Staff: Tammy Kyllo, 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
Debora Garcia Customer Services Manager
Chris Durant, Assistant Director of Maintenance

Guests: President Diane Shaw

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. Approval of Minutes.

MOTION: Mandell/Getz approved the October 14, 2025, GMAC meeting minutes. The motion carried by the following vote:

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

ABSTENTIONS – 2: Chapman, Wong

ABSENT – 1: Robson

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 including Realign adjustments and the January 2026 service 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. Maria will give another update in February 2026.

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

This agenda item has been moved to a future meeting.

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 Q1 of FY25/26 (July, August, September).

5.E. Review of Quarterly ADA Complaints.

Tammy Kyllo, Administrative Coordinator, reviewed the Quarterly ADA Complaints, which covered Q1 of FY25/26 (July, August, September).

5.E. Review Ramp Road Call Report.

Tammy Kyllo, Administrative Coordinator, reviewed the Ramp Road Call Report, which covered the period of November 1 – 30, 2025. There were three (3) road calls; all were chargeable.

6. STANDING REPORTS

6.A. Chair's Report

None.

6.B. Board Liaison Report

None.

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

None. The next meeting is January 26, 2026.

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

Mallory Nestor-Brush, Accessible Services Manager, reported that Cyndi Lopez, East Bay Paratransit's General Manager, has moved on to another organization and Jasher Nowland, Assistant General Manager, is now the new General Manager at East Bay Paratransit.

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

Kim Ridgeway, Senior Program Specialist, reported that there was no November meet up. The next meet up will be held December 18, 2025, and James Thomas, Melissa Getz and Andrea Johnson will be in attendance.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

Mallory Nestor-Brush reported that MTC and AC Transit's General Manager, Sal Llamas, is looking for an individual to appoint to the Commission's Customer Advisory Group. If anyone is interested, contact Mallory.

Kim Ridgeway reported that starting in January 2026 all GMAC meetings will be 100% virtual, with the exception of an annual in person meeting in May of each year.

Tammy Kyllo asked each member to raise their hand physically or virtually if they would like to continue on the GMAC Committee in 2026.

Mallory presented the annual holiday appreciation gift to the committee. Each will receive their gift via mail.

Melissa Getz reported that zoom has a transcript function that will allow closed captioning during the meeting and allows everyone to download the transcript as well.

Daveed Mandell reported that zoom also has an AI companion feature that is also useful.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next GMAC Meeting will be held Tuesday, January 13, 2026, at 1:00 p.m. This will be a hybrid meeting.

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]
- Discussion on Visual Interpretation and ARIA. [Requested by Daveed Mandell on September 9, 2025]
- Discussion on IVR System akin to VTA's system. [Requested by Daveed Mandell on September 9, 2025]

10. ADJOURNMENT

The meeting adjourned at 2:05 p.m.

Respectfully submitted,

/s/

Tammy Kyllo

Secretary to the Committee