



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

AGENDA

General Manager's Access Committee (GMAC)

HYBRID MEETING

1750 Broadway, Community Room, Oakland, CA 94612

Phone: 877 369 0926

Webinar ID: 934 1376 1483

[Zoom link https://actransit.zoom.us/j/93413761483](https://actransit.zoom.us/j/93413761483)

Tuesday, November 12, 2024 at 1:00 PM

**ERIKA BRUHNS, CHAIR
SHAWN FONG, VICE CHAIR
KIRAN AGARWAL
MONIQUE CHAPMAN
CHONITA CHEW
WARREN CUSHMAN
MELISSA GETZ
ANDREA JOHNSON
SANDRA JOHNSON
DAVEED MANDELL
JAMES ROBSON
BARBARA WILLIAMS
ROLAND WONG
VACANCY**

**For information about the General Manager's Access Committee,
contact Tammy Kylo, Secretary to the Committee, at 510-891-7175.**

Virtual Public Meetings

The public can access the meeting via a call-in option or an internet-based service option as listed below and the agenda for this remote meeting provides an opportunity for members of the public to directly address the body in real time. No action shall be taken during a disruption that would prevent members of the public from offering public comments using the call-in or internet-based option.

Public Participation at Virtual Meetings

By Teleconference / Zoom Video Conference: Please click the link to join the webinar <https://actransit.zoom.us/j/93413761483>.

To listen to the meeting by phone, dial (669) 900 6833 Webinar ID: 934 1376 1483 at the noticed meeting time.

If you dialed in and intend to speak on an agenda item, dial *9 (star nine) to "raise your hand" when the agenda item is called. If using Zoom, use the "raise your hand" feature to indicate that you wish to speak on an item. When you are called to speak by the last 4 digits of your phone number or by name, the host will unmute you. The comment time is limited to 2 minutes per speaker. If you decide not to speak, you may dial *9 or click "lower your hand" in Zoom. The telephone numbers listed below may change from meeting to meeting.

Note: AC Transit does not provide technical support to users accessing the meeting by telephone/Zoom.

Staff to the General Manager's Access Committee (GMAC):

Mallory Nestor-Brush, Accessible Services Manager, (510) 891-7213

Kim Ridgeway, Senior Program Specialist, (510) 891-7261

Tammy Kyllo, Administrative Coordinator, (510) 891-7175

- 1. CALL TO ORDER**
- 2. ROLL CALL and Introduction of Members and Guests**
- 3. ORDER OF AGENDA**
- 4. CONSENT CALENDAR**
 - 4.A. Approval of Minutes for October 8, 2024. [24-576](#)
- 5. REGULAR UPDATES**
 - 5.A. Service Planning Update and Review December Service Changes. (VERBAL) (Robert del Rosario) [24-577](#)
 - 5.B. Operator Training Update. (VERBAL) (Marvin DeLeon) [24-578](#)
 - 5.C. AC Transit Website Accessibility Update. (VERBAL) (Joya Rodgers and Michael Paine) [24-529](#)
 - 5.D. Customer Service Quarterly Report. (Debora Garcia) [24-579](#)
 - 5.E. Review of Quarterly ADA Complaints. (Tammy Kylo) [24-580](#)
 - 5.F. Review Ramp Road Call Report. (Tammy Kylo) [24-581](#)
- 6. STANDING REPORTS**
 - 6.A. Chair's Report**
 - 6.B. Board Liaison Report**
 - 6.C. ACTC PAPCO Report (Staff)**
 - 6.D. EBPAAC Report (Warren Cushman)**
 - 6.E. GMAC/Veteran Bus Operator Meet Up Report**
- 7. PUBLIC COMMENTS**

- 8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS**
- 9. FUTURE AGENDA ITEMS & NEXT MEETING DATE**
- 10. ADJOURNMENT**

ABOUT THE GMAC

The GMAC was established by the AC Transit's General Manager to review, comment and advise regarding the implementation and enhancement of planning programs and services for seniors and people with disabilities. The GMAC consists of 14 members. For more information, go to: <http://www.actransit.org/accessibility-advisory-committee-aac/>.

MEETING PROCEDURES

ALTERNATIVE FORMATS: AC Transit will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service to Tammy Kylo, Administrative Coordinator, AC Transit, 1600 Franklin Street, Oakland, CA 94612. Written requests will be honored for the calendar year in which the request was made but must be renewed after January 1 for the next calendar year with the same information listed above.

SIGN LANGUAGE INTERPRETER: A sign language interpreter will gladly be provided for persons with a hearing impairment. If an interpreter is needed for a specific meeting, please call (510) 891-7175 at least five days prior to the meeting.

NO SCENTED PRODUCTS: Please refrain from wearing scented products at the meeting, as there may be persons present with environmental illnesses.

PUBLIC SPEAKERS: Speakers wishing to address subjects not listed on this agenda will be invited to address the committee under the “public comments” section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is

being considered. Time limitations: Individuals addressing the committee should limit their comments to two (2) minutes.