

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

Tri-Valley Accessible Advisory Committee

DATE: Wednesday, May 6, 2026

PLACE: LAVTA Offices, Room 110
1362 Rutan Court, Suite 100, Livermore

TIME: 3:30 p.m.

MINUTES

1. Call to Order

The Chair Herb Hastings called the meeting to order at 3:31 p.m.

2. Roll Call

Members Present:

Judith LaMarre	City of Livermore
Susan O'Neill	City of Livermore
Shawn Costello	City of Dublin
Sue Tuite	City of Dublin
Jennifer White	City of Pleasanton
Carmen Rivera-Hendrickson	City of Pleasanton
Jeffrey Jacobsen	City of Pleasanton – Alternate
Andrea Renzulli	City of Dublin – Alternate
Herb Hastings	County of Alameda
Kathryn Gilbreth	Social Services
Amy Mauldin	Social Services
Janeen Rubino-Brumm	Social Services

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Mike Tobin	LAVTA
CCCTA	
Renato Cruz	Transdev
Christian Sanchez	Transdev

Regina Flores	MV
Amanda Rivera	MV
Silvia Oliva	MV

Guests:

Art Hulcher	ADArde
Cynthia Gold	ADArde
Scott Zhang	Resident

3. Approval of Agenda and Modifications if necessary

Approved with a modification. Chair Hastings added item 5.a regarding his meeting with LAVTA's Executive Director.
Costello/Gilbreth

4. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

None

5. Minutes of the March 4, 2026 meeting of the Committee

Approved.

Tuite/LaMarre

Rivera-Hendrickson abstained

5a. TAAC Chair Meeting with LAVTA Executive Director

Chair Hastings informed the committee about his meeting with the LAVTA Executive Director. One outcome of the discussion was a reminder to committee members to use meeting time to bring big-picture issues to staff's attention, not personal complaints. For personal complaints, members were reminded to follow the LAVTA process by filing a customer service request through the Wheels website at wheelsbus.com or by calling the customer service phone number 925-455-7510.

6. Wheels Access Mobility Management Update

Art Hulscher from ADAride provided an update on the Wheels Access Mobility management program, which includes travel training, travel navigation consultations, and ADA paratransit eligibility determinations. TAAC members were also invited to the Wheels Access outreach event on May 7th at the Livermore Community Center, cohosted by LAVTA and ADAride staff.

7. Wheels Dial-A-Ride Customer Satisfaction Survey 2025/2026

Staff presented the results of the latest Dial-A-Ride customer satisfaction survey. The survey ratings have declined when compared to the survey results from two years ago. While familiarity with the Para-Taxi and One Seat Ride programs, as well as My Transit Manager phone app, have significantly increased when compared to two years ago. LAVTA staff is taking proactive measures to improve service and address ongoing customer complaint trends.

8. TAAC Recruitment for Terms Starting July 1, 2026

Staff shared the TAAC applications for terms starting in July 2026. Per TAAC bylaws, LAVTA's Board of Directors will review the applications and appoint TAAC members.

9. PAPCO Report

Carmen Rivera-Hendrickson updated the committee on the latest PAPCO meeting as well as the paratransit program plan review subcommittee meetings.

10. Chair's Report

Chair Hastings reported on several items including Para-Taxi, the recent change to the Go Tri-Valley program, and the One Seat Ride program.

11. Verbal Service Updates & Concerns

Sue Tuite reported that the bus stop behind the fairgrounds is not accessible.

Shawn Costello reported a bus stop in Dublin next to the firehouse that has a pad, but there are also rocks and dirt, making it difficult to access.

Herb Hastings informed the committee and praised the staff on the new alignment of the 10R, which now provides direct access to the fairgrounds.

12. Adjournment

Meeting adjourned at 4:54 p.m.