

Transfer Policies

| TRANSFER | COST/POLICY |
|--|--|
| Between Wheels/Rapid Routes - Cash | No transfers with cash fare payment |
| Between Wheels/Rapid Routes - Clipper® | One free transfer within 120-minutes from time of fare payment |
| Transfers to/from ACE | Free with valid ACE ticket |
| Transfers to/from County Connection - Clipper® | One free transfer within 120-minutes from time of fare payment |
| Transfers from BART - Clipper® | Fare credit: Regular - \$1.00 Youth - \$0.80 Senior - \$0.50 RTC - \$0.50 |

Pass Sales Outlets

The following locations sell Wheels passes. Select retailers sell Clipper® cards. You can also purchase passes by mail, phone, or fax, with a Visa, Mastercard, or Discover card. For information or to purchase a pass by phone, call (925) 455-7555.

Livermore

| | |
|------------------------------|---|
| Wheels Administrative Office | 1362 Rutan Court, Suite 100 (925) 455-7555 |
| Livermore Transit Center | 2500 Railroad Ave (925) 455-7500 |
| Lucky Market | 2000 Portola Ave (925) 424-1000 |
| Livermore City Hall | 1052 S. Livermore Ave (925) 960-4300 |
| Livermore Senior Center | 4444 East Ave (925) 373-5760 |
| Safeway Market | 4495 First Street (925) 455-2520 |
| Safeway Marketplace | 1554 First Street (925) 455-5667 |

Pleasanton

| | |
|--------------------------|---|
| Lucky Market | Las Positas Blvd @ Hopyard Rd (925) 462-1520 |
| Pleasanton Senior Center | 5353 Sunol Blvd (925) 931-5365 |
| Safeway Market | 1701 Santa Rita Rd (925) 417-5530 |
| Safeway Market | 6790 Bernal Ave (925) 846-8644 |

Dublin

| | |
|----------------|---------------------------------------|
| Safeway Market | 7499 Dublin Blvd (915) 556-4034 |
| Safeway Market | 4440 Tassajara Road (925) 551-4710 |

Holiday Service

| HOLIDAY/DATE | WHEELS SCHEDULE |
|--|-----------------|
| Labor Day September 3, 2018 | Weekend |
| Veterans Day (Observed) November 12, 2018 | Regular |
| Thanksgiving Day November 22, 2018 | Special |
| Day after Thanksgiving November 23, 2018 | Weekend |
| Christmas Eve December 24, 2018 | Weekend |
| Christmas Day December 25, 2018 | Special |
| New Year's Eve December 31, 2018 | Weekend |
| New Year's Day January 1, 2019 | Special |
| Martin Luther King Jr. Day January 21, 2019 | Weekend + |
| President's Day February 18, 2019 | Weekend + |
| Memorial Day May 27, 2019 | Weekend |
| Independence Day July 4, 2019 | Weekend |

Regular: All regular Weekday schedules in effect
Weekend: All regular Weekend schedules in effect
Weekend +: All regular Weekend schedules in effect, plus routes 53 and 54
Special: Route 10R, 14, 15 and 30R operate a Weekend schedule

Fares & Policies

Effective
January 1, 2019

Administrative Office

1362 Rutan Court, Suite 100
Livermore, CA 94551

Monday-Friday
8:30 am - 5:00 pm
(925) 455-7555

Livermore Transit Center

2500 Railroad Ave
Livermore, CA 94550

Monday-Friday
5:00 am - 7:00 pm
(925) 455-7500

Customer Service

(925) 455-7500

Wheels Dial-A-Ride Reservations

(925) 455-7510

wheelsbus.com  



Customer Service

(925) 455-7500

wheelsbus.com

info@lavta.org

Rider Guidelines

- Use exact fare; drivers do not carry change.
- Smoking, eating, drinking, and littering are strictly prohibited.
- Use earphones with audio and video devices.
- Arrive at your stop five minutes early.
- Wheels buses stop at designated stops only.
- If you need the bus lowered to curb height, let the driver know.
- All Wheels buses are wheelchair lift-or-ramp equipped.
- In some buses, there is a designated area for strollers and personal grocery carts, located behind the wheelchair area. Strollers and carts must not block the aisle.

Riding with a Bike

- All Wheels buses are equipped with racks located on the front bumper.
- If the bicycle rack is full, ask the driver if you can bring the bike inside the bus. Bikes are allowed inside the bus only at the driver's discretion.
- Wheels is not responsible for lost, stolen or damaged bikes.
- Owners assume all risk for transported bikes.



Fares

Wheels accepts both cash and Clipper® on all buses. For more information on Clipper®, see: clippercard.com or call (925) 455-7500.



| FARE TYPE | CASH FARE | CLIPPER® FARE |
|--|------------------------------|-------------------------------|
| Regular Fare | \$2.00 | \$2.00 |
| Youth 6-18 years old | \$2.00 | \$1.60 |
| Children under 6 years | Free | Free |
| East Bay Value Monthly | \$60.00 (monthly punch pass) | \$60.00 (rolling 31-day pass) |
| Day Pass | \$3.75 | \$3.75 |
| Senior/Disabled/Medicare* | \$1.00 | \$1.00 |
| Personal Care Attendant (PCA) | \$1.00 | \$1.00 |
| Senior/Disabled/Medicare Monthly Pass* | \$22.00 (monthly punch pass) | \$22.00 (rolling 31-day pass) |
| Senior/Disabled/Medicare Day Pass* | \$1.75 | \$1.75 |

***To qualify for the Senior/Disabled/Medicare fare, you must present one of the following:**

- Government Issued photo ID showing proof of age (65+)
- Valid Medicare Card (photo ID also required)
- Senior/Disabled Clipper Card
- Wheels ADA Paratransit ID Card
- Regional Transit Connection (RTC) Discount Card
- DMV Disabled License Plate Registration
- DMV Disabled Parking Placard printout

Monthly passes are valid on all Wheels fixed route services, as well as County Connection, Tri-Delta Transit, and WestCat.



Regional Transit Connection (RTC) Discount Card

Wheels participates in the Regional Transit Connection (RTC) discount card program which allows senior citizens, people with disabilities, and certain veterans to ride at reduced fares on all Bay Area transportation systems. The Bay Area Partnership Transit Coordination Committee administers the discount card program. For more information please call 511 or (925) 455-7500.

Class Pass Program

A class pass is a free bus ride for up to 25 passengers (includes children, teachers and adult supervisors) from your school to any of the Tri-Valley destinations that Wheels serves. All teachers in the Tri-Valley area may request up to two class passes per school year. Please call Customer Service at (925) 455-7500 for more information or to schedule your class pass.

Hacienda ECO Pass

Hacienda employees and residents are eligible for a free Wheels ECO Pass. ECO Passes entitle the bearer to use the Wheels system for free while employed or residing within Hacienda. Please visit hacienda.org or call (925) 734-6551 for more information.

Accessibility

All Wheels buses are compliant with the Americans with Disabilities Act (ADA). The following features make boarding and departing quick and easy:

- Fold out ramps
- A large entrance area
- The front end of buses can be lowered to curb height

Priority seats for persons with disabilities and seniors are located behind the driver.

Wheels offers free wheelchair marking and/or installation of tether straps for mobility devices to better accommodate and safely secure wheelchairs and scooters on all transit vehicles. Please call (925) 455-7555 for more information.

Reasonable Modifications

LAVTA considers all requests for reasonable modifications of its policies, practices, or procedures, including those set forth herein, when necessary to avoid discrimination on the basis of disability. LAVTA is not required to grant requests for reasonable modifications that would fundamentally alter the nature of Dial-A-Ride services, programs or activities; are not needed for access to LAVTA services, programs or activities; or present a direct threat of injury to other persons or property.



Any person seeking a reasonable modification of LAVTA or Dial-A-Ride policies, practices or procedures, desiring to appeal a reasonable modification determination, or who believes they have been discriminated against by LAVTA on the basis of a disability may submit a modification request, appeal, or complaint for handling in accordance with related LAVTA policies.

Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

If you believe that you have received discriminatory treatment by Wheels on the basis of your race, color or national origin, you have the right to file a complaint with the Wheels Title VI Coordinator. For more information, call (925) 455-7500.

Dial-A-Ride Paratransit Service

For eligible passengers who cannot access regular transit, Wheels provides complementary ADA paratransit service. This special type of public transportation service is limited to persons who have specific limitations that prevent them from using regular accessible fixed route service independently some or all of the time. Call the Wheels Paratransit Planning Coordinator at (925) 455-7555 for more information.

| DIAL-A-RIDE PARATRANSIT SERVICE | CASH FARE |
|---------------------------------|-----------|
| Regular | \$3.75 |
| Personal Care Attendant (PCA) | Free |
| Companion | \$3.75 |