

Introduction

Wheels Dial-A-Ride is a door-to-door shared-ride transportation service for ADA paratransit eligible passengers. The service is provided using a mixed fleet of vehicles. Vehicle type preference is not guaranteed.

Shared-ride means that other riders with different destinations may be picked up and/or dropped off along the way and routing is not necessarily direct.

A trip on Dial-A-Ride takes roughly the same amount of time as a trip on a regular Wheels bus, including time for transfers. ADA paratransit services are not designed to follow a direct route between the pick-up and drop off locations.

Service Area

Service Area includes the cities of Livermore, Dublin and Pleasanton.

As an exception, service is also provided to/from the San Ramon Medical Center given that one end of the trip is in Livermore, Dublin or Pleasanton.

Service Hours

Wheels Dial-A-Ride operates during the same days and hours as the Wheels fixed route service:

Weekdays: From 4:30am to Midnight

Saturdays and Sundays: From 5am to 11:30pm

Payment

- Each one-way trip costs \$3.75.
- Personal Care Attendants (PCA) travel for free with fare paying customers
- Companions pay the regular fare of \$3.75.
- Passengers may pay for the ride with a pre-purchased ticket or they may pay with exact change (cash only).

Scheduling a Ride

Reservations are taken: Seven days a week from 8:30am to 5pm.

Reservations need to be made one to seven days before the ride is needed. Must call by 5pm for the next day ride.

Passengers are given a 30-minute pick-up window.

If the desired pick-up window cannot be accommodated, the reservationist may offer an alternative pick-up time ranging from one hour before to one hour after.

TIP: If traveling to an appointment, the passenger should tell the reservationist what time he/she must arrive at the destination.

TIP: For their repeated trips, passengers may set up a Standing Order, which is an ongoing reservation for a trip that has the same starting and ending location and the same pick-up day and same pick-up window.

Information You Must Provide

- Passenger's name
- Pick-up and drop-off addresses
- Trip date
- The 30-minute time window the passenger wants to be picked up or the time the passenger needs to be dropped off at his/her destination.
- Whether the passenger will be traveling with a Personal Care Attendant or a companion.

- Whether the passenger will be traveling with a service animal.
- Whether the passenger will be using a mobility aid such as a wheelchair, scooter or walker.
- Whether the passenger cannot wait alone at his/her destination or transfer point to another agency's vehicle. (This information also needs to be in the passenger's client file.)
- If the passenger will be traveling with a child under the age of six who weighs less than 60 pounds. If so, the passenger must provide the child's safety seat.
- Any other information the passenger feels the paratransit driver should have to help him/her travel in a safe and timely manner.

Please note: An automated confirmation call will be placed to the member the night before the scheduled trip to confirm the reservation. The call may be from a phone number outside the 925 area code.

Changing a Reservation and Cancellations

To make changes to existing reservations, passengers must notify Dial-A-Ride at least one day before the scheduled trip.

If an appointment takes longer than expected, passengers should call as soon as possible and arrange a new pick-up window. Requested time cannot be guaranteed in this situation.

Passengers must cancel the trips they do not plan to take as soon as possible and at least one hour before the scheduled pick-up window to avoid penalties.

Day of a Ride

After the vehicle arrives within the 30 minute pick-up window, the passenger must be ready to travel within five minutes of the vehicle's arrival. If the passenger cannot be located or chooses not to start boarding within five minutes, the driver may leave.

If the vehicle arrives before the 30 minute pick-up window, the passenger may choose to take the trip early or have the driver wait

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until the start of the confirmed pick-up window.

Passengers Who Cannot Wait Alone

For passengers traveling alone who cannot wait alone at their destinations, the driver will wait with the passenger until the connecting transit agency's vehicle arrives or a person at the destination receives the passenger **IF** - The passenger has a Do-Not -Leave -Alone note in his/her file (Please contact Wheels at 925-455-7555 if you need such a note) **AND** the reservationist has been notified of this need.

A responsible party needs to receive such passengers within five minutes of vehicles arrival to avoid penalties.

Mobility Aids

Passengers using mobility aids will be accommodated whenever safely possible.

An accessible vehicle is sent out for a passenger using a mobility aid. A mobility aid, when occupied by a user that exceeds the specified maximum weight capacity of the lift/ramp on a Dial-A-Ride

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vehicle, may not be accommodated.

A trained driver will secure wheelchairs and other mobility devices to the Dial-A-Ride vehicles, and passengers must use the appropriate personal restraints. Passengers refusing the securements and/or restraints will be asked to disembark the vehicle.

Regional Trips

Wheels ADA Paratransit passengers may use ADA paratransit service anywhere in the nine San Francisco Bay Counties where such services are available.

Wheels Dial-A-Ride coordinates trips with East Bay Paratransit and County Connection Link.

The designated transfer point between Dial-A-Ride and the neighboring East Bay Paratransit and County Connection Link operators is the Dublin/Pleasanton BART station.

When Dial-A-Ride receives a passenger from East Bay Paratransit or County Connection LINK at the Dublin/Pleasanton BART station, fare is not collected for the second part of the trip.

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Dial-A-Ride



How to Ride Guide

What You Need To Know

Reservations

Call 925-455-7510

Information & Customer Service

Call 925-455-7500

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