

Transfer Policies

TRANSFER	COST/POLICY
Between Wheels Routes - Cash	Free within 120 minutes from time of fare payment
Between Wheels 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	Free with valid transfer (both cash and Clipper®)
Transfers from BART	\$1 off Wheels fare (both cash and Clipper®)

Pass and Ticket Sales Outlets

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

Livermore

Wheels Administrative Office	1362 Rutan Court, Suite 100 (925) 455-7555
Livermore Transit Center	2500 Railroad Ave (925) 455-7500
Contreras Market	861 Rincon (925) 960-0508
Hidalgo Little Market	106 North K Street (925) 447-0172
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
Las Positas College Book Store	3033 Collier Canyon Rd (925) 424-1000
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
Wells Middle School	9800 Penn St (925) 828-6227

Fares

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



FARE TYPE	CASH FARE	CLIPPER® FARE
Regular Fare	\$2.00	\$2.00
Youth 6 years and older	\$2.00	\$2.00
Children under 6 years	Free	Free
East Bay Value Monthly	\$60.00 (monthly punch pass)	\$60.00 (rolling 31-day pass)
Farebuster 10-ride Tickets	\$16.00	N/A
Day Pass	N/A	\$3.75
Senior/Disabled	\$1.00	\$1.00
Personal Care Attendant (PCA)	\$1.00	\$1.00
Senior/Disabled Monthly Pass*	\$18.00 (monthly punch pass)	\$18.00 (rolling 31-day pass)
Senior/Disabled Day Pass	N/A	\$1.75

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

Fares & Policies

Effective Date: August 13, 2016

Administrative Office

1362 Rutan Court, Suite 100
Livermore, CA 94551

Monday-Friday
8:30a-5:00p
925-455-7555

Livermore Transit Center

2500 Railroad Ave
Livermore, CA 94550

Monday-Friday
5:00a-6:45p
925-455-7500

Customer Service

925-455-7500

Wheels Dial-A-Ride Reservations

925-455-7510

www.wheelsbus.com



Customer Service

925.455.7500
www.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.



Holiday Service

HOLIDAY/DATE	WHEELS SCHEDULE
Labor Day <i>September 5, 2016</i>	Weekend
Veterans' Day <i>November 11, 2016</i>	Regular
Thanksgiving Day <i>November 24, 2016</i>	Special
Day after Thanksgiving <i>November 25, 2016</i>	Weekend
Christmas Eve (<i>Observed</i>) <i>December 23, 2016</i>	Weekend +
Christmas Eve <i>December 24, 2016</i>	Weekend
Christmas Day <i>December 25, 2016</i>	Special
Christmas Day (<i>Observed</i>) <i>December 26, 2016</i>	Weekend
New Year's Eve (<i>Observed</i>) <i>December 30, 2016</i>	Weekend
New Year's Eve <i>December 31, 2016</i>	Weekend
New Year's Day <i>January 1, 2017</i>	Special
New Year's Day (<i>Observed</i>) <i>January 2, 2017</i>	Weekend
MLK Day <i>January 16, 2017</i>	Weekend +
Presidents Day <i>February 20, 2017</i>	Weekend +
Memorial Day <i>May 29, 2017</i>	Weekend
Independence Day <i>July 4, 2017</i>	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



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 5-1-1 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 www.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.



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	\$3.50
Personal Care Attendant (PCA)	Free
Companion	\$3.50