

## Introduction

- Wheels Dial-A-Ride is a door-to-door shared-ride transportation service for ADA paratransit eligible passengers.
- 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 1:30am

Saturdays and Sundays from  
5am to 1:30am

## Payment

- Each one way trip costs \$3.50.
- Personal Care Attendants (PCA) travel for free with fare paying customers.
- Companions pay the regular fare of \$3.50.
- Passenger may pay for the ride with a pre-purchased ticket or they may pay with exact cash.

## 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.
- Passengers are given an approximate pick-up window, which is 30 minutes from the scheduled pick-up time.
- If the desired pick-up window cannot be accommodated, the reservationist

may offer alternative pick-up time ranging from one hour before to one hour after the requested pick-up time.

- TIP: If travelling 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 time.

## Information You Must Provide

- Passenger's name
- Pick-up and drop-off addresses
- Trip date
- The time the passenger wants to be picked up **or** dropped off at his/her destination.
- Passenger's appointment time if there is one.
- Whether the passenger will be traveling with a Personal Care Attendant or a companion.

- Whether the passenger will be travelling 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 travelling 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.

## 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, passenger should call as soon as possible and arrange a new pick-up time. 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 within five minutes of the vehicle's arrival. If the passenger can not 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 until the start of the confirmed pick-up window.

### Passengers who Cannot Wait Alone

- For passengers travelling 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 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 vehicle's arrival to avoid penalties.

### Mobility Aids

- Passengers using mobility aids will be accommodated whenever safely possible.
- The vehicle that is sent out should be able to accommodate the passenger with his/her mobility device. A mobility aid, when occupied by a user that exceeds the specified maximum weight capacity of the lift/ramp on a Dial-A-Ride 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 deboard the vehicle.

### Regional Trips

- Wheels' ADA paratransit passengers may use ADA paratransit services anywhere in the nine San Francisco Bay Area 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 at the East 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.



## Dial-A-Ride

## How to Ride Guide

### What You Need To Know

925-455-7510  
For Reservations

925-455-7500  
For Information & Customer Service