

## 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 7, 2020	Weekend
Veterans Day November 11, 2020	Regular
Thanksgiving Day November 26, 2020	Special
Day after Thanksgiving November 27, 2020	Weekend
Christmas Eve December 24, 2020	Weekend
Christmas Day December 25, 2020	Special
New Year's Eve December 31, 2020	Weekend
New Year's Day January 1, 2021	Special
Martin Luther King Jr. Day January 18, 2021	Weekend +
President's Day February 15, 2021	Weekend +
Memorial Day May 31, 2021	Weekend
Independence Day July 4, 2021	Weekend
Independence Day (Observed) July 5, 2021	Weekend

Regular: All regular Weekday schedules in effect  
Weekend: Weekend schedules for Routes 1, 3, 8, 10R, 14, 15, 30R  
Weekend +: All regular Weekend schedules, plus Routes 53 and 54  
Special: Route 10R, 14, 15 and 30R operate on Weekend schedule

## Fares & Policies

Effective  
August 11, 2020

### 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](http://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](http://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