

#### **Pass Sales Outlets**

Wheels recommends traveling with Clipper,® available online at clippercard.com or at Livermore Transit Center Customer Service.

Livermore				
LAVTA Administrative Office	1362 Rutan Court, Suite 100 (925) 455-7555			
Livermore Transit Center	2500 Railroad Ave. (925) 455-7500			
Livermore Senior Center	4444 East Ave. (925) 373-5760			
Safeway Market	4495 First St. (925) 455-2520			
Safeway Market	1554 First St. (925) 455-5667			
Pleasanton				
Pleasanton Senior Center	5353 Sunol Blvd. (925) 931-5365			
Safeway Market	701 Santa Rita Rd. (925) 417-5530			
Safeway Market	6790 Bernal Ave. (925) 846-8644			
Dublin				
Safeway Market	7499 Dublin Blvd. (925) 556-4034			

Safeway Market	4440 Tassajara Rd.
	(925) 551-4710

#### Fares

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

Fare Type	Cash Fare	Clipper <sup>®</sup> Fare
Regular Fare	\$2.00	\$2.00
Youth 6-18 years old	\$2.00	\$1.60
Children under 6 years	Free	Free
Wheels Monthly Pass	\$60.00 (cal. month)	
East Bay Value Pass		\$60.00 (rolling 31-day)
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 (cal. month)	\$22.00 (rolling 31-day)
Senior/Disabled/ Medicare Day Pass*	\$1.75	\$1.75

\*To qualify for Senior/Disabled/Medicare fares you must present verification of age or disability upon boarding. Accepted documents can be found at wheelsbus.com/ fares by clicking on the information "?" icon.

#### **East Bay Value Pass**

Unlimited rides on Wheels, WestCAT, Tri Delta Transit, and County Connection regular service with one monthly pass and payment on your Clipper<sup>®</sup> card.

#### **East Bay Day Pass**

The Clipper<sup>®</sup> pass discount is applied automatically and provides unlimited rides for a single day on most Wheels, County Connection, Tri Delta Transit and WestCAT routes after \$3.75 in total fares in a day (\$1.75 for senior and RTC customers). Rides are free of charge for the rest of that day. Clipper® cards still need to be tagged.

#### **Transfer Policies**

Transfer	Cost/Policy
Between Wheels Routes	No free transfers with
Cash Fare	cash 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	One free transfer within
Connection, WestCAT, and	120 minutes from time of
Tri-Delta Transit-Clipper®	fare payment
Fare credit from BART	Regular \$1.00 Senior \$0.50
Clipper®	Youth \$0.80 RTC \$0.50

### **Holiday Schedules**

Holiday schedules are available at wheelsbus.com/customer-service.



#### **Customer Service**

Livermore Transit Center 2500 Railroad Ave. Livermore, California 94550 (925) 455-7500

info@lavta.org

Monday-Friday 5 a.m.-7 p.m.

ADA Paratransit Reservations (925) 455-7510

#### LAVTA Administrative Office

1362 Rutan Court, Suite 100 Livermore, California 94551 (925) 455-7555

Monday-Friday 9 a.m.-4 p.m. Closed 12 p.m.-1:30 p.m.

Wheels is a service of the Livermore Amador Valley Transit Authority (LAVTA)





## **Fares & Policies**



# Fares & Policies

**Customer Service** wheelsbus.com (925) 455-7500





#### **Bus Riding Basics**

- Arrive at your bus stop 5 minutes early.
- Buses stop at designated stops only.
- Exact fare only; drivers do not carry change.
- Smoking, vaping, eating and drinking are prohibited.
- Use earphones with audio and video devices
- Wheelchair ramp available on all buses.
- Some buses have a designated area for strollers and personal carts located behind the wheelchair area. These items may not block aisle access.

#### **Bike Rack Basics**

- All buses are equipped with bicycle racks.
- If the bicycle rack is full, bikes are allowed onboard at the driver's discretion.
- LAVTA is not responsible for lost, stolen or damaged bicycles.

For the full Code of Conduct and bike, stroller, and service animal guidelines visit wheelsbus.com/howtoride.





#### Hacienda ECO Pass

Hacienda employees and residents are eligible for a free Wheels ECO Pass. ECO passes allow riders to ride Wheels systemwide for free while employed or residing within Hacienda. Visit hacienda.org or call (925) 734-6551 for more information.

#### **Student Transit Pass Program**

The Student Transit Pass Program (STPP) is a discounted ride program applied to Clipper® Youth cards. Qualifying middle and high school students within the Livermore, Pleasanton or Dublin Unified School Districts may receive free unlimited rides on Wheels buses during the school year. Eligibility subject to income requirements. Learn more at alamedactc.org.

#### Las Positas College Student Pass

Las Positas College (LPC) students and staff ride Wheels systemwide for free while enrolled or employed. Current LPC ID must be shown to the driver when boarding.

#### **Regional Transit Connection Discount Card**

The Regional Transit Connection (RTC) discount card program allows people with disabilities to ride at reduced fares on all Bay Area transit systems. For more information or to apply, please visit 511.org/transit/rtc-card.

#### **ADA Paratransit Services**

Wheels provides Americans with Disabilities Act (ADA) paratransit services for eligible persons who have specific limitations that prevent them from using fixed route service independently some or all of the time. Contact Wheels at (925) 455-7555 or visit wheelsbus.com/registration-eligibility for more information or to request an application.

#### **Dial-A-Ride**

Dial-A-Ride is a door-to-door public shared ride transportation service for ADA paratransit eligible passengers. Other customers may be picked up and dropped off along the route.

Dial-A-Ride Fare Type	Cash Fare
Regular	\$3.75
Personal Care Attendant (PCA)	Free
Companion	\$3.75

Reservations are accepted daily from 8:30 a.m.-5:00 p.m. by calling (925) 455-7510 and must be made 1 to 7 days in advance. Prepaid tickets can be purchased t the LAVTA Administrative Office or at the Livermore Transit Center. Cash fare may be paid to the driver. (exact change only; drivers do not carry cash). Tickets are non-refundable.



#### Para-Taxi

This program offers same day service available to certified ADA paratransit riders. Passengers can use Uber/Lyft and select taxi cabs and receive 85% off up to \$30 discount per one-way ride with a maximum monthly discount of \$300. Learn more at wheelsbus.com/para-taxi.

### **One Seat Regional Ride**

Wheels has partnered with East Bay agencies County Connection, Tri Delta Transit and WestCAT to provide streamlined paratransit point-to-point service. Passengers only pay one fare with no transfers. For more information or to book a reservation please visit oneseatride.org.

### **Accessibility**

All Wheels buses are ADA compliant. The following features make boarding and departing convenient:

- Fold out ramps
- A large entrance area
- · Kneeling features that lower the front end of buses to curb height

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

Personal care attendants ride free when accompanying a disabled individual whose client file has the "attendant" designation.

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. Drivers are not permitted to operate the controls or manually move any powered mobility device. Please call (925) 455-7500 for more information.

#### **Accommodations** and Modifications

LAVTA considers all requests 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 accommodation or modification of LAVTA 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.