

**Western Contra Costa Transit Authority
601 Walter Ave. • Pinole, CA 94564
(510) 724-3331 • (510) 724-5551 Fax**

ADA Complaint Procedures/Form

WestCAT is committed to ensuring that no person is denied access to its services, programs or activities on the basis of a disability, as provided by the Americans with Disabilities Act of 1990 (ADA). To file an ADA related complaint, please provide in writing the following information:

Full Name: _____

Telephone Number: _____

Street Address: _____

City: _____ **State:** _____ **ZIP:** _____

**Please describe the alleged ADA violation, including the location(s) if applicable.
Provide the name(s) and title(s) of the WestCAT Employee(s), if applicable:**

(Attach additional pages if necessary)

Signature: _____ **Date:** _____

If the complainant is unable to write because of a disability and needs assistance in completing the form, WestCAT staff will assist by transcribing the complaint by phone. Please call the Accessible Services Specialist at (510) 724-6320 or for TTY/TDD (800) 735-2922.

MAIL OR EMAIL YOUR COMPLETED FORM TO:

WestCAT General Manager
601 Walter Ave. • Pinole, CA 94564
Email: info@westcat.org