

## IMPORTANT PHONE NUMBERS

### Customer Service

(510) 724-7993

### Call California Relay Service for TDD

1-800-735-2922

### Dial-A-Ride Registration for First Time Riders

(510) 724-7993

### Dial-A-Ride Reservations

(510) 724-7433 (724-RIDE)

### Dial-A-Ride Cancellations

(510) 724-4466

### Fixed Route and ADA Information

(510) 724-7993

### ADA Paratransit Reservations

PH: (510) 724-6320

FAX: (510) 724-4395

Para información de horarios en español.  
Por favor llame al número (510) 724-7993  
(8am-5pm).

Para sa iskedyul ng impormasyon sa  
Tagalog. Mangyaring tumawag sa numero  
(510) 724-7993 (8am-5pm).

### Official WestCAT Website

[www.westcat.org](http://www.westcat.org)

Follow us:

[facebook.com/WCCTA](https://www.facebook.com/WCCTA)

[twitter.com/WCCTA](https://twitter.com/WCCTA)

### Western Contra Costa Transit Authority

601 Walter Avenue  
Pinole, California 94564  
Phone (510) 724-3331  
Fax (510) 724-5551

## Special Transportation outside the WestCAT Service Area

Mon-Fri, WestCAT offers special curb-to-curb transportation for senior and disabled passengers traveling into the Richmond and San Pablo areas for special needs. Transportation is limited to the hours of 9 a.m.-3 p.m. & trips are on a space available basis. **One-way fare is \$3.00.** For reservations, call (510) 724-7993 at least 48-hours in advance. Discounted tickets are available for the service (this is a non-ADA service).

### ADA Paratransit Service

The Americans with Disabilities ACT, (ADA), is a federal Civil Rights Law first enacted in 1990 for persons with disabilities. Section 223 of the ADA requires WestCAT to provide paratransit service to all ADA eligible riders, who because of a disability are not able to use WestCAT's regularly, scheduled fixed route buses.

This service is not Dial-A-Ride. It is ADA Paratransit and is a separate service with an entirely different registration and certification process.

To register for WestCAT ADA Paratransit service, call (510) 724-6320 to have application materials sent to you, or you may pick them up at our Administrative offices, located at 601 Walter Ave., Pinole or visit [www.westcat.org](http://www.westcat.org) for a downloadable version of the form.

*You must be ADA certified to use WestCAT ADA Paratransit services.*

# WESTCAT

Western Contra Costa Transit Authority

## THE RIDER'S GUIDE

## FOR WESTCAT

## DIAL-A-RIDE

For Dial-A-Ride service, call

(510) 724-RIDE

For ADA Paratransit, call

(510) 724-6320



Revised November 14, 2011

## Dial-A-Ride General Information

WestCAT basic Dial-A-Ride is a \*\*curb-to-curb service for seniors and people with disabilities throughout the WestCAT service area (general public service is also available, see “Who can use Dial-A-Ride”) and it operates as a shared ride system. Other passengers will be picked-up and dropped-off along the way. Please be ready to board the bus at your scheduled time. WestCAT drivers will not come to your door.

## Days and Hours of Operation

Mon-Fri 6:00 a.m.-8:00 p.m.

Sat 9:00 a.m.-7:00 p.m.

## Holiday Service

As with regular WestCAT bus service, Dial-A-Ride service hours will differ on holidays.

*Please call (510) 724-7993 for details.*

## Dial-A-Ride One-Way Fares

To receive a reduced fare, passengers must show one of the following: Drivers License (senior fare), Regional Transit Connection Discount Card, Medicare Card (not Medi-Cal) or DMV Disabled Identification Card (disabled fare).

Adult/ Student 6-64	<b>\$4.00</b>
Senior (65+)	<b>\$1.25</b>
Disabled	<b>\$1.25</b>
Medicare Cardholders	<b>\$1.25</b>
Personal Care Attendant	<b>Free</b>
*Children under 6	<b>Free</b>

*\* An adult must accompany children under the age of 6 on the WestCAT system at all times (2 free with fare paying adult)*

*\*\*Please advise the scheduler if you require any special assistance (wheelchair, etc.)*

## Transfer Fares-Other Operators

Adults/Student (6-64)	<b>\$1.00</b>
Senior (65+)	<b>\$0.50</b>
Disabled	<b>\$0.50</b>
Medicare Cardholders	<b>\$0.50</b>

## Transfers within WestCAT Service

### **FREE**

\*Please have the exact fare ready in cash or tickets. Drivers cannot make change.

Discount tickets are available for this service.

**WestCAT Ticket Outlet:** 601 Walter Ave., Pinole, CA 94564, or available by mail at the same address

## Who Can Use Dial-A-Ride?

- 1) People with disabilities.
- 2) Seniors 65+
- 3) M-F the general public in Port Costa, Crockett, and Rodeo may also use this service as far as the Hercules Transit Center because of the steep terrain in these communities.
- 4) Saturdays only, same day service is available to all passengers traveling anywhere within the WestCAT service area (priority for these trips is given to seniors and people with disabilities).

*\*\*WestCAT vehicles are wheelchair lift equipped and WestCAT service is in full compliance with ADA requirements.*

## Dial-A-Ride Registration

Before using this service for the first time, call (510) 724-7993 to register.

## Dial-A-Ride Reservations

Once you are registered, call (510) 724-7433 to book your trip.

**Reservations must be made between the hours of 8:00 a.m.-5:00 p.m. Mon-Sat.**

Trips should be scheduled at least one day prior to travel, although you may reserve a trip up to three days in advance.

Trips are booked on a “first-come, first-served” basis. There is no guarantee that the specific time a passenger wants will be available.

There is no Dial-A-Ride service on Sundays.

## Dial-A-Ride Cancellation

Should you need to cancel a scheduled trip, you must do so at least 15 minutes before your scheduled ride in order to not be considered a “no-show”. The Dial-A-Ride cancellation line is (510) 724-4466.

