

Important phone Numbers

Passenger Information

(510) 724-7993

California Relay Service for TDD/ TTY

You can reach CRS by simply dialing 711 or the CRS 800 number of your modality

- TTY- including Voice Carryover (VCO) and Hearing Carryover (HCO):
 - ✓ English: (800) 735-2929,
 - ✓ Spanish: (800) 855-3000;
- Voice:
 - ✓ English: (800) 735-2922,
 - ✓ Spanish: (800) 855-3000;
- Speech to Speech: (800) 854-7784

Western Contra Costa Transit Authority
601 Walter Avenue
Pinole, California 94564
Phone (510) 724-3331
Fax (510) 724-5551

WestCAT Online

Here are just a few of the many features riders can access online at www.westcat.org:

- ✓ Route maps and schedules.
- ✓ Rider alerts and press releases.
- ✓ Printable bus pass order form.
- ✓ ADA Paratransit Application.
- ✓ Board meeting notices and agendas.

It is Against the Law to:

- Evade payment of bus fare, or misuse transfers, passes or tickets to avoid fare payment.
- Play radios, stereos or other sound equipment without headphones when riding a bus.
- Smoke, eat, drink, or expectorate while on the bus.
- Willfully disturb other bus riders through boisterous or unruly behavior.

California Penal Code § 640 makes these infractions punishable by a fine of up to \$250 and community service.

Contact Us

We welcome all of your comments. Call us, use the convenient comment card available on board all our buses, or use the online comment card available at www.westcat.org.

Para información de horarios en español. Por favor llame al número (510) 724-7993 (8:00AM-5:00PM).

Information sa Tagalog, tumawag ka sa numerong TAGALOG, TUMAWAG KA SA NUMERONG (510) 724-7993, alas otso ng umaga (8:00 AM) hanggang alas singko ng hapon (5:00 PM).



Employer Services

WestCAT in coordination with 511 Contra Costa can assist you and your employees with all of your transportation needs. For more information visit www.511contracosta.org or call (510) 215-3217.



Western Contra Costa Transit Authority

Frequently Asked Questions about riding WestCAT



Revised December 10, 2009



Frequently Asked Questions (FAQs)

Here are some frequently asked questions about riding WestCAT and helpful answers to make

your trip a pleasant one.

Q. Can I bring luggage, packages or groceries on the bus?

A. **Yes**, as long as you can handle all your packages yourself. Due to space and safety considerations, WestCAT has a 3 bag per person limit on all its buses; there will be a charge of \$1.75 for each additional bag beyond that limit.

Q. Can I use a valid transfer from another WestCAT route to board the WestCAT Lynx to San Francisco at established transfer points?

A. **Yes**, but transfers from all other WestCAT routes to the WestCAT Lynx to San Francisco require payment of a transfer fee. *Please refer to the regular WestCAT schedule for transfer fares.

Q. Can I use a transfer to reboard the same route after a stop-over (to pick-up some groceries, go to the bank, etc.) or to go back to where I began my original trip?

A. **No**, transfers are valid for one-way trips only, for 1 hour from time of issue and are not valid to reboard the same route after a stopover. If you wish to do this, purchase a day pass from your driver and you can go in any direction on and off any WestCAT local and express bus all day until the last bus of the evening for the price of one roundtrip. (Not valid on: Lynx or Dial-A-

Ride). Transfers are valid only at established transfer locations.

Q. Can I ask to use the wheelchair lift to board the bus?

A. **Yes**. If you are unable to climb the bus stairs, you may use the lift as a standee.

Q. Can I transport my child onto the bus in a stroller, and may my child ride in a stroller on the bus?

A. **No**, to ensure the safety of the child, passengers must remove children from stroller and fold stroller prior to boarding. Once aboard, stroller must be stowed behind the seat and out of the aisle. Strollers must not block aisles, wheelchair stations, doors, steps, or emergency exists. Passengers refusing to control strollers as described above will be refused a ride.

Q. Can I take my bicycle on board a WestCAT bus?

A. **No**, bicycles are not permitted inside buses. All WestCAT Lynx, local and express buses are equipped with bike racks, which will accommodate up to 2 bikes on a "first-come, first-served" basis. Passengers using the bike racks must load the bike themselves and do so at their own risk. If the rack is full, please wait for the next available bus.

Q. Does WestCAT sell bus passes?

A. **Yes**, WestCAT offers an unlimited ride 31-day pass, as well as stored value passes available for sale by mail or at the WestCAT office in Pinole, Mon-Fri from 7:30AM until 6:00PM. Also available for sale, Lynx 31-day passes & stored ride pass. Call (510) 724-7993 for more information.

Q. Can I receive a reduced cash fare on WestCAT?

A. **Yes**, but if asked, please show the driver one of the following: Drivers License (senior fare), Regional Transit Connection Card, Medicare Card (not Medi-CAL) or DMV Disabled ID Card (disabled fare).

Q. Are there other services available to me if I am not able to access the regular WestCAT fixed route or express buses due to temporary or permanent disability?

A. **Yes**, WestCAT Dial-A-Ride and ADA Paratransit services are available to qualified individuals. Please call (510) 724-7993 for information about whether or not you qualify for either or both of these services. You may also visit www.westcat.org for more information.

Q. Can I request to be let off or on a WestCAT bus at any location other than at an established bus stop?

A. **No**, with the exception of temporary bus stops posted by WestCAT. This policy is necessitated by the increased risk that a passenger could be endangered by winding up in the path of a car or bus by simply being in the wrong place at the wrong time when seeking to board or exit somewhere other than the established stop

Q. I have a question about WestCAT and I don't see it answered here?

A. If your question isn't answered here and you couldn't locate the info on our website, feel free to use the comment card located onboard our buses, call us directly at (510) 724-7993 or email us at info@westcat.org.