Copies of these rules and policies are also available for review during business hours at WestCAT. Copies of such rules shall be made available to any passenger upon request without charge.

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

How to File a Title VI Complaint

WestCAT is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (*Title VI*). If you believe you have been subjected to discrimination under Title VI, you may file a written complaint. Please address your complaint to:

Western Contra Costa Transit Authority
General Manager
601 Walter Avenue
Pinole, CA 94564

Important Phone Numbers

Passenger Information

(510) 724-7993

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

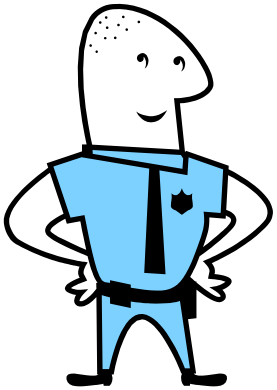
Para sa iskedyul ng impormasyon sa Tagalog. Mangyaring tumawag sa numero (510) 724-7993 (8am-5pm).

For the California relay service (TDD)

If you have a TDD or TTY and need to use the relay service, you can reach the California Relay Service toll-free by dialing 711; or you may call 1-800-735-2929. Non-TTY users may access the service at 1-800-735-2922.

WESTCAT
Western Contra Costa Transit Authority

Passenger Safety Policies and Procedures



Created: August 6, 2010

PASSENGER SAFETY POLICY

1. Purpose of Policies

1.1 The purpose of the following policies and rules is to protect the health, safety and welfare of WestCAT's passengers and its drivers, and the protection of equipment used in providing public transit services.

2. Applicability of passenger Safety Policy

2.1 WestCAT's Passenger Safety Policies and rules shall apply to all passengers, whether riding, exiting or entering the bus.

3. Conduct of Passengers

3.1 Please show courtesy to other passengers when entering, existing and riding the bus.

3.2 Please yield designated seats or spaces to disabled riders.

3.3 Use the "stop" signal only when approaching your designated bus stop.

3.4 Avoid excessively moving about the bus, particularly when it is in motion.

3.5 Prohibited Conduct

3.5.1 Threatening the health, safety or well being of the driver, other passengers, or any third person;

3.5.2 Damaging or defacing the vehicle;

3.5.3 Criminal behavior including but not limited to that described in Penal Code section 640;

3.5.4 Fighting, pushing or shoving other passengers;

3.5.5 Any conduct intended to or which tends to distract or interfere with the driver's operation of the bus;

3.5.6 Throwing any object or trash from or inside the bus;

3.5.7 Loud or boisterous talking or other noise, or unwanted conversation with other passengers tending to interfere with the other passengers' use and enjoyment of the bus; or using obscene, threatening, offensive or "hate" speech;

3.5.8 Use of musical devices except using headphones;

3.5.9 Opening or tampering with emergency windows, except during an emergency;

3.5.10 Tampering with or operating equipment intended for the bus driver's exclusive use;

3.5.11 Smoking, eating, drinking or expectorating on the vehicle;

3.5.12 Possession of any weapons, including but not limited to firearms, knives, or martial arts weapons;

3.5.13 Use or possession of illicit drugs, illegal substances or open containers of alcohol;

3.5.14 Intentional fare evasion, payment of incorrect fare, misuse of bus transfers or tickets;

3.5.15 Possession or use of any dangerous, flammable substances, or use of any device to produce a flame;

3.5.16 Disregarding or disobeying the directive of a bus driver with regard to these policies and their enforcement

3.6 Enforcement of Policies

3.6.1 WestCAT bus drivers are authorized to enforce these policies in the first instance and in the exercise of professional judgment

3.6.2 Upon witnessing a violation, WestCAT bus drivers may:

3.6.2.1 Warn the offending passenger that further like conduct will be grounds for ejection from the bus and/or future denial of services;

3.6.2.2 Stop the vehicle until the offending conduct stops, the offending passenger has been ejected from the bus, or law enforcement can assist in ejecting the offending passenger;

3.6.2.3 If the offending conduct occurs before the passenger has boarded the bus, refuse to admit the passenger onto the bus.

3.6.2.4 If circumstances warrant, report the passenger's conduct to the police.

3.6.2.5 The bus driver will report any violation of 3.5 of this Policy to WestCAT staff for further action.

3.7 Administrative action by WestCAT

3.7.1 WestCAT staff will review all reports by drivers or passenger complaints of conduct or behavior which appears to violate 3.5 of this Policy.

3.7.2 In its discretion and in the course of daily business, upon such review, WestCAT staff may:

3.7.2.1 Suspend future riding privileges for a definite or indefinite period;

3.7.2.2 Notify appropriate law enforcement agency(s) and pursue arrest and criminal prosecution of the offending passenger;

3.7.2.3 Pursue any legal action as required;

3.7.2.4 Contact appropriate school authorities where applicable;

3.7.2.5 Issue a warning letter or notification;

3.7.2.6 Determine that no further action is required.

3.8 Surveillance.

3.8.1 To further the health, safety and welfare of drivers and passengers, WestCAT may, at its election, equip some or all of its vehicles with video and/or audio equipment. Said equipment shall be used solely in connection with the furtherance of the above policies, and for no other purpose.

3.9 Consistency

3.9.1 The above policies shall be enacted and enforced consistent with all applicable federal and state applicable laws.

3.10 Pre-Existing Policies.

3.10.1 These rules and policies memorialize existing policies and procedures in use by WestCAT. To the extent that such policies have been modified or amended by these rules, these rules are controlling.