



WESTERN CONTRA COSTA TRANSIT AUTHORITY
(WESTCAT)

TITLE VI PROGRAM

June 1, 2025 to May 31, 2028

Updated February 2025

Contact Information:

Western Contra Costa Transit Authority
(WestCAT)- Recipient ID 5624

Tania Babcock

Grants and Compliance Manager

(510) 724-3331

civilrights@westcat.org

Title VI Program

Table of Contents

Title IV Program	4
Title VI Notice to the Public	4
Title VI Complaint Procedure and Complaint Form	4
Complaints and Title VI Investigations	5
Public Participation and Language Assistance Plan	5
Make up of Transit Related, Non-Elected Advisory Committees	6
Sub-recipient Monitoring	6
Facility Site Equity Analysis	6
System Wide Standards and System Wide Policies	6
Appendix i	7
Notice of Rights Under Title VI	7
List of Notice Placement	8
Appendix ii	9
Title VI Complaint Procedure and Form	9
Title VI Complaint Form	11
Appendix iii	17
2023-2025 List of Transit-Related WestCAT Title VI Investigation, Complaints, and Lawsuits	17
Appendix iv	18
Language Assistance Plan	18
Demographic Information of WestCAT Service Area	19
Four-Factor Analysis	19
Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter WestCAT services	20
Factor 2: The frequency with which LEP individuals come in contact with WestCAT services	21
Factor 3: The importance of WestCAT services to people's lives	21
Factor 4: The resources available to WestCAT and costs associated with providing language services	22
Identifying LEP Individuals Who Need Language Assistance	24
Language Assistance Measures	24
Training Staff	25
Notification to LEP Individuals of the Availability of Language Assistance	25
Monitoring and Updating of the LEP Plan	25
Public Participation Plan and Outreach	26

Summary of Public Outreach	27
<i>Appendix v.....</i>	28
Service Standards.....	28
Vehicle Load Standards	29
Vehicle Headway Standards	29
On-Time Performance Standards.....	30
Service Availability Standards.....	31
Service Policies	33
Vehicle Assignment Policy	33
Transit Amenities Policy	33
<i>Appendix vi.....</i>	35
Board Resolution.....	35

Title IV Program

Western Contra Costa Transit Authority (WestCAT) has prepared this Title VI Program in accordance with Circular C 4702.1B in order to comply with all elements of the Title VI of the Civil Rights Act of 1964, which protects people from discrimination based on race, color or national origin in programs or activities that receive federal financial assistance.

WestCAT has provided an annual Title VI Certification as part of its Certification and Assurances submission to FTA. A Title VI assurance shall be collected from any sub-recipient prior to passing through FTA funds and these assurances will be submitted as part of a standard list of assurances as provided to sub-recipient's direct recipient(s).

Title VI Notice to the Public

WestCAT publicly notifies the general public that the Agency complies with Title VI, and informs members of the public of the protections against discrimination afforded them by Title VI. The Title VI Notice to the Public is located in *Appendix i*.

This notice is displayed in the lobby of the main office located at 601 Walter Avenue, Pinole, CA 94564, on the [Agency website \(web\)](#), on transit buses, and on printed bus schedules published by WestCAT. It contains the following:

- A statement that WestCAT operates programs without regard to race, color, and national origin.
- A description of the procedures that members of the public should follow to request additional information on the recipient's nondiscrimination obligations.
- A description that details the procedures that members of the public may follow in order to file a discrimination complaint against WestCAT.

Title VI Complaint Procedure and Complaint Form

WestCAT displays both the complaint form and complaint procedures for the general public on the [Title VI and Civil Rights page on WestCAT's website \(web\)](#). The complaint form is also available from WestCAT's administration office located at 601 Walter Avenue, Pinole, CA 94564. The complaint form and complaint procedures are located in *Appendix ii*.

All Title VI complaints received by WestCAT are recorded electronically and are investigated as thoroughly as possible. Each complaint, when closed, is circulated to WestCAT management and WestCAT's Grants and Compliance Manager. All complaints remain on file indefinitely for future review. WestCAT's Grants and Compliance Manager reviews each closed complaint and determines if any one complaint could constitute a Title VI complaint or violation. Additionally,

complaints that may not singularly, upon initial review, be a Title VI complaint are kept on record and reviewed annually in an effort to identify any potential discriminatory patterns that may, in aggregate, constitute a potential Title VI problem.

WestCAT staff have been directed to inform WestCAT's Grants and Compliance Manager if a customer specifically requests to file a Title VI complaint. Upon such a request, WestCAT's Grants and Compliance Manager will provide the customer with the Title VI complaint form contained within this program. Once the form has been completed in its entirety, it will be investigated in accordance with the procedures documented in this program.

Complaints and Title VI Investigations

WestCAT has not been named in any Title VI complaints or investigations during the three years that this Plan covers. One potential Title VI complaint was received and investigated (see *Appendix iii*). WestCAT's process for investigating complaints or allegations of discrimination on the basis of race, color, or national origin, is to record the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by the recipient or sub-recipient in response to the matter.

WestCAT has not been named in any lawsuit which alleges discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

Public Participation and Language Assistance Plan

WestCAT is taking responsible steps to ensure meaningful access to benefits, services, information and other important portions of its programs and activities for individuals who are Limited English Proficient. WestCAT's Language Assistance Plan is located in *Appendix iv*. WestCAT's Public Outreach and Public Participation Plan is included as part of the Language Assistance Plan.

WestCAT's public hearings policy is to convene hearings before any service change that increases fares or reduces the amount of service hours by 10% or more in a route.

The agency has not conducted any public hearings since 2019 with the exception of its monthly board meetings. During the COVID-19 pandemic all in-person meetings were temporarily suspended.

To ensure equitable access to all residents of the region, the agency maintains a roster of translation volunteers who agree to be available for translation of community meetings at the request of local residents.

a. Public Hearings:

A public hearing must be held before any service change that increases fares or reduces the amount of service hours by 10% or more in a route. Notice of the

public hearing shall be posted at least twenty-one (21) days prior to the hearing. All notices shall include a description of the matter(s) to be considered. The notices shall also state where and when the hearing(s) shall take place, as well as options to view the information for the public that cannot attend the hearing.

Should a specific group(s) or neighborhood(s) be impacted by a proposed change, WestCAT shall use their best efforts to publish information targeting the impacted group(s) or neighborhood(s).

At a public hearing, WestCAT shall afford any interested party the opportunity to present statements, both written and oral. Limitations may be established on the length of the presentation in order for all community members to be heard.

WestCAT compiles any comment and written statements to document public input and present to the Board of Directors.

Make up of Transit Related, Non-Elected Advisory Committees

WestCAT currently has no boards or committees that are non-elected.

A seven-member Board of Directors governs WestCAT. The cities of Pinole and Hercules are each represented by two members appointed by their City Councils, while the unincorporated communities of Crockett, Rodeo, and MonTaraBay each have one representative, appointed by the Contra Costa County Board of Supervisors.

Sub-recipient Monitoring

WestCAT has no current sub-recipients. If WestCAT has sub-recipients in the future, they will be monitored for compliance with Title VI.

Facility Site Equity Analysis

WestCAT has not undertaken any facility construction.

System Wide Standards and System Wide Policies

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for certain key service indicators. WestCAT has evaluated the demands for transit within the area it serves, and has tailored the standards to fit local conditions, rather than adopting general standards or benchmarks developed for use in the broader transit industry. WestCAT's system wide standards and system wide policies are located in *Appendix vi*.

Appendix i

Notice of Rights Under Title VI

- Western Contra Costa Transit Authority (WestCAT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI may file a complaint with WestCAT.
- For more information on WestCAT's Civil Rights Program, and the procedures to file a complaint, contact, 1-510-724-3331, email civilrights@westcat.org or visit the administrative office at 601 Walter Ave, Pinole, CA 94564. For more information visit www.westcat.org
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

If information is needed in another language, please contact 1-510-724-3331.

Si necesita información en Español, llame al 1-510-724-3331.

如果需要中文信息, 请致电 1-510-724-3331.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-510-724-3331.

Notificación de Derechos en Virtud del Título VI

- Western Contra Costa Transit Authority (WestCAT) opera sus programas y servicios sin distinción de raza, color y origen nacional de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una denuncia ante WestCAT.
- Para obtener más información sobre el Programa de Derechos Civiles de WestCAT, y los procedimientos para presentar una denuncia, póngase en contacto, 1-510-724-3331, correo electrónico civilrights@westcat.org o visite la oficina administrativa en 601 Walter Ave, Pinole, CA 94564. Para más información, visite www.westcat.org
- Un demandante puede presentar una denuncia directamente ante la Administración Federal de Tránsito presentando una denuncia ante la Oficina de Derechos Civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor - TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

List of Notice Placement

The above public Notice of Rights Under Title VI is available in the following locations:

- In the lobby of WestCAT's main office, located at 601 Walter Avenue, Pinole, CA 94564
- On transit buses
- On printed bus schedules
- On the [Title VI and Civil Rights page on WestCAT's website \(web\)](#)

Appendix ii

Title VI Complaint Procedure and Form

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*).

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Procedure

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Western Contra Costa Transit Authority (WestCAT). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

2. The complainant may download the complaint form from [our website \(web\)](#) or call 510-724-3331 and ask for a complaint form from Grants and Compliance Manager, Tania Babcock or write to:

Tania Babcock, Grants and Compliance Manager
Western Contra Costa Transit Authority (WestCAT)
601 Walter Avenue
Pinole, CA 94564
Phone: (510)-724-3331
Email: civilrights@westcat.org

Complainant may also submit a written statement that contains all of the information identified in Section 3 (steps a. through f. below).

3. The complaint will include the following information:
- a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint; i.e., race, color, national origin.
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.

- e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
- f. Other agencies or courts where complaint may have been filed and a contact name.
- g. Complainant's signature and date.
- h. If the complainant is unable to write a complaint, WestCAT staff will assist the complainant. If requested by complainant, WestCAT will provide a language or sign interpreter.
- i. The complaint may be sent or faxed to the following address:

Western Contra Costa Transit Authority (WestCAT)
601 Walter Avenue
Pinole, CA 94564
Fax: (510)-724-5551

- j. The complaint may be sent via email to civilrights@westcat.org
- k. Complainants have the right to complain directly to the appropriate federal agency however, they must do so within one-hundred eighty (180) calendar days of the last alleged incident.

- 4. WestCAT will begin an investigation within fifteen (15) working days of receipt of a complaint.
- 5. WestCAT will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, WestCAT may administratively close the complaint.
- 6. WestCAT will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for corrective action.
- 7. The WestCAT General Manager will review the report. A closing letter will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the General Manager or his designee. If neither party responds, the complaint will be closed.
- 8. WestCAT will advise complainants of their appeal rights to the appropriate federal agency.

If information is needed in another language, please contact 1-510-724-3331.

Si necesita información en Español, llame al 1-510-724-3331.

如果需要中文信息, 请致电 1-510-724-3331.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-510-724-3331.

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states "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." Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

Western Contra Costa Transit Authority (WestCAT)
601 Walter Avenue, Pinole, CA 94564
Fax: (510)-724-5551
Email: civilrights@westcat.org

1. *Complainant's Name:* _____

2. *Address:* _____

3. *City:* _____ *State:* _____ *Zip Code:* _____

4. *Telephone No. (Home):* _____ *(Business):* _____

5. Person discriminated against (if other than complainant)

Name: _____

Address: _____

City: _____ *State:* _____ *Zip Code:* _____

6. What was the discrimination based on? (Circle all that apply):

Race

Color

National Origin

7. Date of incident resulting in discrimination: _____

8. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper or use back of form.

9. Did you file this complaint with another federal, state, or local agency; or with a federal or state court? (Circle appropriate answer)

Yes

No

If answer is yes, circle each agency complaint was filed with:

Federal Agency

Federal Court

State Agency

State Court Local

Agency Other

10. Provide contact person information for the agency you also filed the complaint with:

Name: _____

Address: _____

City: _____ *State:* _____ *Zip Code:* _____

Date Filed: _____

11. Sign the complaint in the space below. Attach any documents you believe supports your complaint.

Complainant's Signature

Date

If information is needed in another language, please contact 1-510-724-3331.

Si necesita información en Español, llame al 1-510-724-3331.

如果需要中文信息, 请致电 1-510-724-3331.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-510-724-3331.

Título VI Procedimiento y Formulario de Denuncia

WestCAT se compromete a garantizar que ninguna persona sea excluida de la participación en sus servicios ni se le nieguen los beneficios de los mismos por motivos de raza, color u origen nacional, tal y como protege el Título VI de la Ley de Derechos Civiles de 1964, en su versión modificada (*Título VI*).

Este documento describe los procedimientos de denuncia del Título VI relacionados con la provisión de programas, servicios y beneficios. Sin embargo, no niega al denunciante el derecho a presentar denuncias formales ante el Departamento de Transporte de California, la Secretaría del Departamento de Transporte de los Estados Unidos, la Comisión para la Igualdad de Oportunidades en el Empleo (EEOC), la Administración Federal de Autopistas (FHWA), la Administración Federal de Tránsito (FTA), ni a buscar asesoría privada para denuncias que aleguen discriminación, intimidación o represalias de cualquier tipo prohibidas por la ley.

El Título VI de la Ley de Derechos Civiles de 1964 exige que no se excluya, ni se denieguen las ventajas, ni se discrimine a ninguna persona en Estados Unidos por motivos de raza, color u origen nacional, en el marco de ningún programa o actividad que reciba ayuda financiera federal.

Procedimiento

1. Toda persona que considere que ha sido objeto de discriminación puede presentar una denuncia por escrito ante Western Contra Costa Transit Authority (WestCAT). Las leyes federales y estatales exigen que las denuncias se presenten dentro de los ciento ochenta (180) días calendario del último incidente alegado.

2. El denunciante puede descargar el formulario de denuncia de [nuestro sitio web \(web\)](#) o llamar al 510-724-3331 y pedir un formulario de denuncia a la Directora de Subvenciones y Conformidad, Tania Babcock, o escribir a:

Tania Babcock, Directora de Subvenciones y Conformidad

Western Contra Costa Transit Authority (WestCAT)

601 Walter Avenue

Pinole, CA 94564

Teléfono: (510)-724-3331

Correo electrónico: civilrights@westcat.org

El demandante también puede presentar una declaración por escrito que contenga toda la información indicada en la Sección 3 (pasos a. a f. a continuación).

3. La denuncia incluirá la siguiente información

- a. Nombre, dirección y número de teléfono del denunciante.
- b. La base de la denuncia; es decir, raza, color, origen nacional.
- c. La fecha o fechas en que se produjeron el hecho o hechos presuntamente discriminatorios.

- d. La naturaleza del incidente que llevó al demandante a pensar que la discriminación fue un factor.
- e. Nombres, direcciones y números de teléfono de las personas que puedan tener conocimiento del suceso.
- f. Otros organismos o tribunales en los que se haya presentado la denuncia y nombre de la persona de contacto.
- g. Firma y fecha del demandante.
- h. Si el denunciante no puede escribir una denuncia, el personal de WestCAT le ayudará. Si el denunciante lo solicita, WestCAT le proporcionará un intérprete de idiomas o de signos.
- i. La denuncia puede enviarse por correo o fax a la siguiente dirección

Western Contra Costa Transit Authority (WestCAT)

601 Walter Avenue

Pinole, CA 94564

Fax: (510)-724-5551

- j. La denuncia puede enviarse por correo electrónico a civilrights@westcat.org
- k. Los denunciantes tienen derecho a presentar una denuncia directamente ante el organismo federal competente, pero deben hacerlo en un plazo de ciento ochenta (180) días naturales a partir del último incidente denunciado.

4. WestCAT iniciará una investigación dentro de los quince (15) días hábiles siguientes a la recepción de una denuncia.

5. WestCAT se pondrá en contacto con el denunciante por escrito a más tardar treinta (30) días hábiles después de la recepción de la denuncia para obtener información adicional, si es necesario para investigar la denuncia. Si el denunciante no proporciona la información solicitada oportunamente, el WestCAT podrá cerrar administrativamente la denuncia.

6. WestCAT completará la investigación dentro de los noventa (90) días siguientes a la recepción de la denuncia. El investigador preparará un informe escrito de la investigación. El informe incluirá una descripción resumida del incidente, los hallazgos y las recomendaciones para medidas correctivas.

7. El Director General de WestCAT revisará el informe. Se entregará al denunciante una carta de clausura. El denunciado también recibirá una copia de la carta de cierre. Cada uno tendrá cinco (5) días hábiles a partir de la recepción del informe para responder. Si alguna de las partes responde negativamente o tiene información adicional que aportar, el Director General o su designado organizarán una reunión informal. Si ninguna de las partes responde, se archivará la denuncia.

8. WestCAT informará a los denunciantes de sus derechos de apelación ante la agencia federal correspondiente.

Formulario de Denuncia del Título VI

El Título VI de la Ley de Derechos Civiles de 1964 establece que "ninguna persona en los Estados Unidos podrá, por motivos de raza, color u origen nacional, ser excluida de participar en, negársele los beneficios de, o ser objeto de discriminación en ningún programa o actividad que reciba ayuda financiera federal". Dos Órdenes Ejecutivas amplían las protecciones del Título VI a la Justicia Medioambiental, que también protege a las personas con bajos ingresos y con conocimientos limitados de inglés (LEP).

Por favor, facilite la siguiente información necesaria para tramitar su denuncia. Si lo desea, puede solicitar asistencia. Rellene este formulario y envíelo por correo o entréguelo en

Western Contra Costa Transit Authority (WestCAT)

601 Walter Avenue, Pinole, CA 94564

Fax: (510)-724-5551

Correo electrónico: civilrights@westcat.org

1. Nombre del demandante: _____

2. Dirección: _____

3. Ciudad: _____ Provincia: _____ Código postal: _____

4. Teléfono (particular) _____ (Trabajo): _____

5. Persona discriminada (si no es el demandante)

Nombre: _____

Dirección: _____

Ciudad: _____ Provincia: _____ Código postal: _____

6. ¿En qué se basó la discriminación? (Marque con un círculo todo lo que corresponda):

Carrera

Color

Origen nacional

7. Fecha del incidente que dio lugar a la discriminación: _____

8. Describa cómo fue discriminado. ¿Qué ocurrió y quién fue el responsable? Si necesita más espacio, adjunte hojas adicionales o utilice el reverso del formulario.

9. ¿Ha presentado esta denuncia ante otro organismo federal, estatal o local, o ante un tribunal federal o estatal? (Marque con un círculo la respuesta adecuada)

Sí

No

Si la respuesta es afirmativa, marque con un círculo cada organismo ante el que se presentó la denuncia:

Agencia Federal

Tribunal Federal

Agencia Estatal

Tribunal Estatal Local

Agencia Otros

10. Facilite los datos de la persona de contacto del organismo ante el que también presentó la denuncia:

Nombre: _____

Dirección: _____

Ciudad: _____ *Provincia:* _____ *Código postal:* _____

Fecha de presentación: _____

11. Firme la denuncia en el espacio que figura a continuación. Adjunte cualquier documento que considere que apoya su denuncia.

Firma del demandante

Fecha

Appendix iii

2023-2025 List of Transit-Related WestCAT Title VI Investigation, Complaints, and Lawsuits

Background

This list includes any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by WestCAT, and entities other than WestCAT;
- Lawsuits; and
- Complaints naming the recipient.

This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.

2023-2025 Title VI Investigations, Lawsuits and Complaints

The table below documents that WestCAT had no transit-related Title VI investigations or lawsuits during the period 2023-2025. One potential Title VI complaint was received and investigated. The date, summary of complaint, and actions taken are included in the table.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
	N/A			
Lawsuits				
	N/A			
Complaints				
	10/7/2024	Customer alleged a Title VI violation when the operator refused to allow him to board the bus with a bike because the customer's large bike tires would not fit in the bike rack. Basis of complaint: race.	Closed.	Met with customer and verified that his bike tires did not fit in the bike rack. WestCAT policy does not allow bikes to ride inside the bus. Complaint unsubstantiated.

Appendix iv

Language Assistance Plan

Western Contra Costa Transit Authority (WestCAT)

February 2025

Introduction

Transit operators that receive federal funding are required to ensure that Limited English Proficient (LEP) persons have *meaningful* access to transit, programs and activities by developing and carrying out a language implementation plan pursuant to recommendations in Section VII of the U.S. Department of Transportation (DOT) LEP Guidance.

The starting point for the Language Assistance Plan is the four-factor analysis developed by the U.S. Department of Transportation to assist agencies in creating language access plans. The four-factor approach allows the Western Contra Costa Transit Authority (WestCAT) to prioritize types of language services and to ensure that appropriate language assistance resources are promptly available where most needed.

Demographic Information of WestCAT Service Area

WestCAT was established in August 1977 as a Joint Exercise of Powers Agreement between the County of Contra Costa and the cities of Hercules and Pinole. The WestCAT service area comprises 17.8 square miles of West Contra Costa County, including the cities of Pinole and Hercules and the unincorporated areas of Montalvin Manor, Bayview, Tara Hills, Rodeo, Crockett and Port Costa. The area is bounded to the north by the Carquinez Strait, the city limits of Pinole and Hercules to the east, the Richmond city border to the south, and by San Pablo Bay to the west. In addition, WestCAT operates regional service between Martinez and the Hercules Transit Center, TransBay service between the Hercules Transit Center and the San Francisco Transbay Terminal, and regional service between the Hercules Transit Center and Contra Costa College. Currently, population in the WestCAT service area is approximately 68,000 inhabitants.

Four-Factor Analysis

WestCAT determined the extent of its obligation to provide LEP services by employing the recommended four-factor analysis. This assessment includes:

- (1) The number or proportion of LEP persons eligible to be served or likely to encounter WestCAT services;
- (2) The frequency with which LEP individuals come in contact with WestCAT services;
- (3) The importance of WestCAT services to people's lives; and
- (4) The resources available to WestCAT and costs associated with providing language services.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter WestCAT services

To determine the number of Limited English Proficient (LEP) persons eligible to be served or likely to be encountered by WestCAT, it was determined what census tracts fell within its service area¹. Taking data about these census tracts from the U.S. Census Bureau², WestCAT was able to determine that the estimated total population within its service area was 68,314.

Following the Census' classification, and the formal definition of LEP persons as established by the FTA, WestCAT then focused on the number of persons who, speaking any language other than English, spoke English "less than very well" within its service area. This total came to be 11,528 persons.

WestCAT then examined the language groups themselves in order to better ascertain the extent of language assistance that might be needed. Spanish LEP speakers accounted for 7% of the total population (4,822 persons). The next two largest percentages of LEP speakers of the total population were those speakers speaking Tagalog³ at 2% (1,628 persons) and Chinese⁴ at 2% (1,467 persons).

Safe Harbor languages are defined by FTA Circular 4702.1B as languages spoken by at least 1,000 individuals with Limited English Proficiency (LEP) within the service area. The circular states, "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations."

The top three languages in WestCAT's service area have not changed since the previous Title VI Program submission in 2021: Spanish is the predominant language spoken by individuals with Limited English Proficiency (LEP). Based on current census data, WestCAT has also designated Tagalog and Chinese as Safe Harbor languages.

¹ The census tracts within WestCAT's service area are: 3560.02, 3560.01, 3570, 3580, 3591.05, 3591.04, 3591.03, 3591.02, 3592.04, 3592.02, 3922.02, 3640.02, 3630, 3601.02, 3601.01, 3923

² U.S. Census, table C16001, "Language Spoken at Home for the Population 5 Years and Over"

³ For the purposes of this analysis, and following the example of the U.S. Census, Tagalog and Filipino were considered as one language under the Tagalog classification.

⁴ For the purposes of this analysis, and following the example of the U.S. Census, Chinese includes Mandarin and Cantonese.

Factor 2: The frequency with which LEP individuals come in contact with WestCAT services

To determine the frequency LEP individuals come in contact with our services, WestCAT looked at the most recent ridership surveys. Survey data indicated Spanish, Tagalog and Chinese speakers are the most frequently encountered languages.

MTC Passenger Survey

The Metropolitan Transportation Commission's most recent survey, the Bay Area Regional Transit Passenger Snapshot Survey, took place on WestCAT Local, Express, and Regional Transbay Commuter service in Fall of 2023 and Spring of 2024. The survey included information about language proficiency and similarly mirrored census data for WestCAT's service area. The survey indicated that 74.3% of WestCAT riders speak English, 19.2% speak Spanish, 2% speak Tagalog, and .9% speak Chinese, with additional languages spoken .7% or less. 10.7% of the riders indicated they spoke English less than well.

WestCAT Transit Survey

In January of 2025 WestCAT surveyed its administrative employees, vehicle operators, dispatch personnel and operations staff. The primary purpose of the survey was to gather information for determining LEP persons eligible to be served or likely to encounter WestCAT services. The survey indicated Spanish speakers were the most likely encountered LEP persons.

Factor 3: The importance of WestCAT services to people's lives

The U.S. DOT Guidance states, "The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual...providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment."

Transit services operated by WestCAT continue to play a vital role in the lives of many residents in western Contra Costa County. WestCAT's services serve local commercial, employment, healthcare, education, and civic locations throughout western Contra Costa County and include connections to the Bay Area Rapid Transit (BART), Central Contra Costa Transit Authority, and Salesforce Transit Center in San Francisco. As such, for WestCAT riders, the importance of WestCAT's services is significant.

Factor 4: The resources available to WestCAT and costs associated with providing language services

The U.S. DOT Guidance states, “A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ‘reasonable steps’ may cease to be reasonable where the costs imposed substantially exceed the benefits. Recipients should carefully explore the most cost-effective means of delivering competent and accurate language services before limiting services due to resource concerns.”

WestCAT is a small transit agency. WestCAT provides over-the-phone interpretation service (currently Language Line translators translate the call into the caller’s spoken language). Bi-lingual staff also assist customers. [WestCAT's website \(web\)](#) can be translated using the Google (Select Language) button located on the homepage. At public meetings, interpreters can be requested in advance at no cost to the speaker. On the bus, interpretation may be provided by bi-lingual staff and all staff have access to language assistance cards that include the most frequently spoken languages in WestCAT’s service area.

WestCAT currently provides resources to LEP language groups while maintaining cost efficiency.

Resources may include, but are not limited to:

- Bilingual or multi-lingual staff members.
- Professional written translation services.
- Over-the-phone translation services.
- Documents, brochures, and other media of less-essential importance shall be translated into the LEP language groups upon request.
- Oral translation services shall be provided upon request.
- Any other translation request, provided it does not create an undue financial or administrative burden.

WestCAT translates the following vital documents into Spanish:

- **Notice of Rights Under Title VI, Title VI Complaint Form, Title VI Complaint Procedures.** These printed and online vital documents are provided in English and in Spanish. The English document includes a language assistance text block in all Safe Harbor languages.
- **Paratransit application and rider’s guide.** These printed and online vital documents are provided in English and in Spanish. Paratransit applications and rider’s guides printed in English after approval of this Title VI program will include a language assistance text block in all Safe Harbor languages.

- **Bus schedule.** The printed vital document is provided in English/Spanish and bus schedules printed after approval of this Title VI program will include a language assistance text block in all Safe Harbor languages.
- **Passenger bulletins identifying major service changes and fare increases.** The printed vital document is provided in English/Spanish and passenger bulletins printed after approval of this Title VI program will include a language assistance text block in all Safe Harbor languages.

The Four-Factor Analysis performed by WestCAT identified the top three LEP language groups spoken within WestCAT's service area: Spanish, Tagalog and Chinese.

Spanish: 4,822 persons or 7%, within the population of WestCAT's service area are Spanish LEP persons. Additionally, when looking at the frequency with which Spanish LEP speakers interact with WestCAT (34 persons or 91.2% of LEP individuals in the MTC Bay Area Snapshot Survey indicated they speak Spanish), WestCAT will translate vital documents into Spanish.

Tagalog: Tagalog LEP persons make up 2% of the total population within WestCAT's service area (1,628 persons). Additionally, when looking at the frequency with which Tagalog LEP speakers interact with WestCAT (0 persons or 0% of LEP individuals in the MTC Bay Area Snapshot Survey indicated they speak Tagalog), WestCAT has determined that translation of vital documents into Tagalog is not warranted at this time. Tagalog is identified as a Safe Harbor language and the language assistance text block included on vital documents includes Tagalog.

Chinese: Chinese LEP persons make up 2% of the total population within WestCAT's service area (1,467 persons). Additionally, given the frequency with which Chinese LEP speakers interact with WestCAT (2 persons or 4.4% of LEP individuals in the MTC Bay Area Snapshot Survey indicated they speak Chinese), WestCAT has determined that translation of vital documents into Chinese is not warranted at this time. Chinese is identified as a Safe Harbor language and the language assistance text block included on vital documents includes Chinese.

The following language assistance text block is included on vital documents that are printed in English after approval of this Title VI Program:

If information is needed in another language, please contact 1-510-724-7993.

Si necesita información en Español, llame al 1-510-724-7993.

如果需要中文信息, 请致电 1-510-724-7993.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-510-724-7993.

(1-510-724-3331 is the contact number for the Notice of Rights Under Title VI, Title VI Complaint Form, Title VI Complaint Procedures)

As a FTA recipient receiving federal financial assistance, WestCAT has taken reasonable steps to ensure meaningful access to benefits, services, information and other important portions of our programs and services for persons with limited English proficiency. This section identifies various language assistance activities at WestCAT, including:

- Identifying LEP individuals who need language assistance
- Providing language assistance measures
- Training staff
- Providing notice to LEP persons of the availability of language assistance
- Monitoring and updating the LEP plan

Identifying LEP Individuals Who Need Language Assistance

WestCAT may identify an LEP individual who needs language assistance through the following activities:

- If a customer speaks a language other than English, customer service language assistance is provided in person or over the phone.
- If bus operators or other front line staff identify language assistance needed, they provide the language assistance or connect the LEP customer to customer service for language assistance using the language assistance card.

Language Assistance Measures

Based on the results of the four-factor analysis, WestCAT provides translation of vital documents into Spanish. WestCAT provides a notice on vital documents that are printed in English stating, “If information is needed in another language, please contact 1-510-724-7993.” (1-510-724-3331 is the contact number for the Notice of Rights Under Title VI, Title VI Complaint Form, Title VI Complaint Procedures.) The statement is made in Spanish, Tagalog and Chinese.

Vital documents include:

- Notice of Rights Under Title VI, Title VI Complaint Form, Title VI Complaint Procedures.
- Paratransit application and rider’s guide.
- Bus schedule.
- Passenger bulletins identifying major service changes and fare increases.

There are numerous language assistance measures available to LEP persons, including oral and written language services. WestCAT strives to assist a LEP person who needs language assistance via the following measures:

- Bilingual or multi-lingual staff members.
- Professional written translation services.
- Over-the-phone translation services. WestCAT subscribes to a telephone language-access program allowing on-demand as-needed translation services to communicate with customers who may speak a language other than one spoken by staff.
- Documents, brochures, and other media of less-essential importance shall be translated into the LEP language groups upon request.

- Oral translation services shall be provided upon request.
- Any other translation request, provided it does not create an undue financial or administrative burden.

Training Staff

Routine Accommodations: WestCAT works to educate its staff with the knowledge of and sensitivity to the needs of LEP residents. Some of the items covered include information about LEP guidance from the U.S. DOT.

Additionally, front line staff are trained on the procedures to follow when encountering a LEP person, including how to communicate using language assistance cards. Route information and administration staff receive training on using a language translation service, such as Language Line.

Notification to LEP Individuals of the Availability of Language Assistance

The availability of language assistance for LEP individuals shall be posted in the following locations:

- Transit buses
- [Title VI and Civil Rights page on WestCAT's website \(web\)](#)

Monitoring and Updating of the LEP Plan

WestCAT will monitor requests for translations and adjust practices to meet demand while maintaining a basic level of access by LEP populations to vital information. WestCAT will continue exploring the costs and feasibility of providing increased access to information and the LEP Plan will be updated as needed to reflect significant changes.

WestCAT updates the Language Assistance Plan every three years as required by the Federal Transit Administration (FTA). WestCAT will continue monitoring and evaluating the effectiveness of its LEP Plan by:

- Analyzing census data as it becomes available to monitor demographic trends regarding LEP persons.
- Monitoring Language Line (or other translation service) and staff interpreted calls to determine which LEP populations are most frequently interacting with WestCAT's transit services.
- Reviewing complaints.

All Language Assistance Plan changes are subject to approval by the WestCAT Board of Directors.

The Language Assistance Plan shall be made available to the public at the following locations:

- Any person may request the Language Assistance Plan by emailing civilrights@westcat.org, calling the Grants and Compliance Manager at (510)-724-3331

or requesting in person: WestCAT Administration Office, 601 Walter Avenue, Pinole, CA 94564, and shall be provided a copy of the plan at no cost.

- The Language Assistance Plan is included in the Title VI Program provided online on the [Title VI and Civil Rights page on WestCAT's website \(web\)](#)

Public Participation Plan and Outreach

WestCAT's public involvement process aims to give the public ample opportunities for early and continuing participation in critical transportation projects, plans and decisions, and to provide full public access to key decisions. Engaging the public early and often in the decision-making process is critical to the success of any transportation plan or program, and is required by numerous state and federal laws, as well as by the Agency's own internal procedures.

This Public Participation Plan spells out WestCAT's process for providing the public and interested parties with reasonable opportunities to be involved in the regional transportation planning process.

Guiding Principles

WestCAT's public involvement procedures are built on the following guiding principles:

- (1) Public participation is a dynamic activity that requires teamwork and commitment at all levels of the organization.
- (2) One size does not fit all — input from diverse perspectives enhances the process.
- (3) Effective public outreach and involvement requires relationship building — with local governments, with stakeholders and advisory groups.
- (4) Engaging interested persons in 'regional' transportation issues is challenging, yet possible, by making it relevant, removing barriers to participation, and saying it simply.
- (5) An open and transparent public participation process empowers low-income communities, people with disabilities, minority populations and others to participate in decision making that affects them.

Regional Participation

For updates to the Regional Transportation Plan (RTP) and the Transportation Improvement Program (TIP), WestCAT utilizes the participation plan and process put in place by the MPO for the region, the Metropolitan Transportation Commission (MTC), who have a comprehensive region wide public participation plan designed to meet the needs of the entire population of the Bay Area Region.

[MTC's Public Participation Plan for the Bay Area \(PDF\)](#)

[MTC's Public Participation Plan \(web\)](#)

Local Participation

In addition to WestCAT's Board of Directors, who take public comments at their regular monthly meetings, Board meetings are recorded and rebroadcast to the WestCAT service area via Youtube. Recordings of each meeting are made available on the [Board of Directors page on the WestCAT website \(web\)](#). All meetings are open to public participation.

Response to Written Comments

WestCAT pays close attention to the views of the public. WestCAT is committed to responding to every letter, fax and e-mail sent by individual members of the public.

Information Dissemination

WestCAT employs a number of methods to inform the public of fare and service changes in a timely manner, including but not limited to the following:

- Press releases
- Distribution of Passenger Bulletins disseminated onboard the buses
- Passenger Bulletins posted and disseminated at the WestCAT sales office and throughout the service area (on bus stop poles and at transit hubs)
- Ads and public notices in local newspapers within the service area (English and Spanish).
- Community meetings/workshops
- Information posted on [WestCAT's website \(web\)](#)
- Facebook and Twitter announcements - [WestCAT's Facebook page \(web\)](#) and [WestCAT's Twitter page \(web\)](#)
- Information posted on electronic/paper newsletters produced and disseminated by the Hercules and Pinole Chambers of Commerce
- Information posted on City websites and event calendars (Hercules and Pinole).
- Information posted on the [511 Bay Area website \(web\)](#) in both regional and agency specific announcements

Summary of Public Outreach

Since its last Title VI submission, WestCAT has not conducted any public hearings other than its regularly scheduled, monthly board meetings. To ensure equitable board meeting access to all residents of the region, the agency maintains a roster of translation volunteers who agree to be available for translation of community meetings at the request of local residents.

Contact Information

Any comments or questions related to this plan should be directed to the WestCAT Grants and Compliance Manager:

Tania Babcock
Grants and Compliance Manager
Western Contra Costa Transit Authority
601 Walter Ave Pinole, CA 94564
Phone: (510)-724-3331
Email: civilrights@westcat.org

Appendix v

Service Standards

Background

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for certain key service indicators. WestCAT has evaluated the demands for transit within the area it serves, and has tailored the standards to fit local conditions, rather than adopting general standards or benchmarks developed for use in the broader transit industry.

Definitions

Service standard/policy means an established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Vehicle load (by individual mode): Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Because of the differing service characteristics between modes, WestCAT has specified vehicle loads for each individual type of vehicle in the fleet to best match the duty cycle of the service class it is assigned to.

Vehicle headways: The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.

On-time performance: A measure tracking how closely service delivery matches system timetables. Specifically, WestCAT defines this measure to mean the percentage of scheduled trips that arrive at published time points between zero minutes before and five minutes after their scheduled times.

Service availability: A general measure of the distribution of routes within an agency's service area, and the comparative degree to which locations in the service area are afforded access to transit service.

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are, 41 passengers for low-floor 35-foot buses, 53 passengers for low-floor 40-foot buses, 62 passengers for 45-foot over the road coaches, and 100 passengers for double-decker coaches.

The practical implications of the load factor standards, including the number of standees contemplated by the measure for different vehicle categories, are presented in the following table.

The table below details vehicle type, number of seats, number of standees, total number of passengers, and the load factor. The load factor for the 35' Low Floor Bus is 1.3, the load factor for the 40' Low Floor Bus is 1.3, the load factor for the Over the Road Coach is 1.1, and the load factor for the Double Decker Coach is 1.1.

Vehicle Type	Seats	Standees	Total	Load Factor
35' Low Floor Bus	32	9	41	1.3
40' Low Floor Bus	41	12	53	1.3
Over the Road Coach	57	5	62	1.1
Double Decker Coach	88	12 (Lower Level only)	100	1.1

Vehicle Headway Standards

For the purposes of establishing vehicle headway standards, WestCAT has differentiated three separate classes of service for weekdays, two for Saturdays, and a single class on Sundays. While these service types are coordinated elements of a larger transit network, the headway standards are determined by the demand characteristics, population densities, and particular trip generation attributes of the areas served by each class of service. The headway structure is also highly affected by WestCAT's constrained financial condition.

Express Fixed Route service to BART is provided 365 days a year to provide connectivity between the service area and the regional transit network. Accordingly, this service has the highest frequency and the longest span of service in the WestCAT system. Regional Transbay Commute service operates on weekdays only. Local Fixed Routes operate on weekdays, with limited Local Fixed Route service on Saturdays.

Tables presenting headway standards appear below. It should be noted that headway information represents average times between successive buses on a single route traveling past the same bus stop in the same direction. In actual practice, individual route timetables may be

written to include some headway variations to respond to outside demand or scheduling factors, or operational constraints.

The table below details that weekday Express Fixed Route headways are 20-30 minutes peak (6-9am and 4-8pm), 45 minutes base (9am-4pm), and 60 minutes night (8pm-midnight). Weekday Local Fixed Route headways are 45 minutes peak (6-9am and 4-8pm) and 45-60 minutes base (9am-4pm). Weekday Regional Transbay Commute headways are 20 minutes peak (6-9am and 4-8pm) and 60 minutes base (9am-4pm). Saturday Express Fixed Route headways are 45 minutes day (7am-6pm) and 45 minutes evening (6-10pm). Saturday Local Fixed Route headways are 45 minutes day (7am-6pm) and 45 minutes evening (6-10pm). Sunday Express Fixed Route headways are 45 minutes day (7am-6pm) and 45 minutes evening (6-10pm).

POLICY HEADWAYS AND PERIODS OF OPERATION

WEEKDAY	Peak	Base	Night
Express Fixed Route	20-30	45	60
Local Fixed Route	45	45-60	--
Regional Transbay Commute	20	60	--

** Peak: 6-9 am and 4-8 pm; Base 9 am – 4 pm; Night: 8 pm-Midnight;
 “--” means no service is provided during that time period.*

SATURDAY	Day	Evening
Express Fixed Route	45	45
Local Fixed Route	45	45

** Day 7 am – 6 pm; Evening: 6-10 pm
 “--” means no service is provided during that time period.*

SUNDAY	Day	Evening
Express Fixed Route	45	45

** Day 7 am – 6 pm; Evening: 6-10 pm
 “--” means no service is provided during that time period.*

On-Time Performance Standards

An Express or Local Fixed Route vehicle is considered on time if it departs a scheduled time point between five minutes before and no more than 5 minutes after its scheduled time. A Regional Transbay Commute vehicle is considered on time if it departs a scheduled time point between five minutes before and no more than 15 minutes after its scheduled time.

WestCAT’s on-time performance objective is 90% or greater for Express and Local Fixed Route trips and 90% or greater for Regional Transbay Commute trips.

WestCAT differentiates between on-time performance standards for Express and Local Fixed Route trips and Regional Transbay Commute trips due to the distance travelled and fluctuations in commute traffic for the Regional Transbay Commute service.

WestCAT continuously monitors on-time performance through its Automatic Vehicle Locator system and database. System-wide on-time performance results are reviewed annually as a component of a comprehensive performance monitoring program, which is distributed to the Board of Directors in report form, and included in WestCAT's Short Range Transit Plan.

The table below details on time performance for Express and Local Fixed Route trips operating on time (between 5 minutes early and 5 minutes late). FY21-22 is 94%, FY22-23 is 93%, and FY 23-24 is 93%.

	FY 21-22	FY 22-23	FY 23-24
Express and Local Fixed Route trips operating on time (between 5 minutes early and 5 minutes late)	94%	93%	93%

The table below details on time performance for Regional Transbay Commute trips operating on time (between 5 minutes early and 15 minutes late). FY21-22 is 72%, FY22-23 is 73%, and FY 23-24 is 72%.

	FY 21-22	FY 22-23	FY 23-24
Regional Transbay Commute trips operating on time (between 5 minutes early and 15 minutes late)	72%	73%	72%

Service Availability Standards

Since introducing fixed route service in 1987, Western Contra Costa Transit Authority has followed a coverage model in designing its transit network. The intent was to provide transit access as broadly as possible within its service area, while minimizing access distance between residential areas and transit stops. The base system did this very effectively, and enabled WestCAT to offer fixed route service within a 1/2 mile walking distance of virtually every established neighborhood throughout the service area.

With recent reductions in funding, as well as setbacks incurred resulting from the COVID-19 pandemic, WestCAT is unable to keep pace with the current rate of residential expansion, much of which is more than ½ mile from existing transit routes.

As a result, WestCAT is currently undergoing a comprehensive redesign of the transit system to make it more efficient, reliable, and better suited to our community's needs. This study will evaluate current routes and services to identify opportunities for improvement, ensuring that the system meets the needs of today's riders while attracting new users. The goal is to create a clear plan for making WestCAT an effective, convenient option for everyone, so it can continue to serve the community well and adapt to future changes. As part of the study, WestCAT has outlined clear goals to guide both service delivery and the redesign process to build a transit network that works for everyone. The goals are as follows:

1. Effectiveness- Ensure that all transit programs can be provided at high quality of service in response to demonstrated community market needs
2. Reliability- Ensure consistent and dependable transit services that passengers can rely on for timely commutes
3. Community awareness- Increase the presence of WestCAT in the communities through marketing and outreach efforts
4. Customer satisfaction- Create a positive and pleasant experience for all transit riders, making their journeys more enjoyable and stress-free
5. Connectivity- Enhance the integration of transit services across modes and networks to ensure seamless, efficient, and user-friendly connections for all passengers
6. Accessibility & Equity- Make WestCAT's services more inclusive by removing barriers for individuals with disabilities, older adults, non-English speaking people and people with low incomes, ensuring that everyone can use the system with ease.

Service Policies

Background

FTA requires that all providers of fixed route public transportation develop *qualitative* policies for the following procedures. These policies are to be set by individual transit providers; therefore, these policies will apply to individual agencies rather than across the entire transit industry.

- Vehicle Assignment
- Transit Amenities

Vehicle Assignment Policy

As outlined in the WestCAT Service Standards section, the WestCAT system is categorized into seven separate and unique classes of service. All vehicles used for these seven classes of service will be ADA accessible, air conditioned, equipped with AVL systems and voice enunciation systems, and will accommodate at least two wheelchairs and two bicycles.

Because demand differs significantly between the highly utilized Express/Feeder or Regional Commute services, and the more lightly patronized Community Access or Local Fixed Route services, the first factor used by WestCAT for its vehicle assignment is the seating capacity and specific operational requirements of each service class.

The largest vehicles in the WestCAT fleet include Double Decker coaches and 45' over the road coaches, which are assigned exclusively to Regional Commute service.

Express/Feeder Route service requires the additional seating capacity provided by the 40' low floor bus, therefore these vehicles are assigned first to Express and Feeder Routes.

Vehicle size and capacity are the primary factors determining vehicle assignment for all other classes of service. Individual vehicles are assigned to best meet demand and passenger load factors. Those routes with the lowest passenger demand will be assigned a 35' low floor bus. Due to challenging terrain and roadways in older communities, vehicle assignments and features may be adjusted to allow for safe operations.

Transit Amenities Policy

Transit amenities offer comfort and convenience to the general riding public. While WestCAT recognizes the importance of providing these amenities for its patrons, the Authority's financial situation severely limits its ability to install or maintain passenger amenities on even a modest scale within its service area. WestCAT also has limited ability to influence locational decisions about transit amenities within its service area because it does not have any jurisdiction over right of way where the improvements are placed.

The Authority does, however, attempt to partner with outside agencies to incorporate transit amenities into public and private development projects whenever possible. An example of this is the coordination of specific Paratransit and fixed route stops by the developer of a new Safeway grocery store within our service area as well as a recently completed multi-unit low-cost housing development. Most transit amenities currently located within WestCAT's service area have been installed and maintained by private advertising firms through permits issued by local jurisdictions. WestCAT has not been a party to any agreements between local jurisdictions and private firms that are associated with installation or placement of shelters and benches.

Because WestCAT lacks the authority to independently site transit amenities, it will work closely with local jurisdictions to identify candidate locations for transit amenity improvements. WestCAT will give priority to improving stops which serve the largest volume of passengers and those where physical improvements will yield substantive improvements in passenger safety.

Appendix vi

Board Resolution

**A RESOLUTION OF THE WESTERN CONTRA COSTA TRANSIT AUTHORITY TO
APPROVE WESTCAT’S JUNE 1, 2025 TO MAY 31, 2028 TITLE VI PROGRAM AND AUTHORIZE STAFF TO
SUBMIT THE PROGRAM TO THE FTA**

WHEREAS, FTA requires that grant recipients, such as Western Contra Costa Transit Authority (WestCAT), submit a Title VI Program every three years documenting compliance with Title VI; and

WHEREAS, The Federal Transit Administration (FTA) requires the Board of Directors to review and approve the Title VI Program; and

WHEREAS, The June 1, 2025 - May 31, 2028 Title VI Program has no major programmatic changes, but includes demographic updates to the service area and Language Assistance Plan, and updates to the service standards based on the current fleet and routes; and

WHEREAS, WestCAT is committed to ensuring that its policies and programs are designed to ensure meaningful participation in and equal access to transit services for minority, low-income, and limited English-proficient populations; now, therefore be it

RESOLVED, That the Board of Directors approves the June 1, 2025 – May 31, 2028 Title VI Program and authorizes staff to submit the program to the FTA; and be it finally

RESOLVED, To comply with the FTA submission deadline of April 1, 2025, this Resolution shall be effective immediately.

I hereby certify that the foregoing resolution is a full, true, and correct copy of a resolution passed by Western Contra Costa Transit Authority Board of Directors.

Passed this 13th day of February 2025, by the following vote:

AYES:

NOES:

ABSTAIN:

AGENCY BOARD DESIGNEE:

BY: Tom Hansen, Chair
WestCAT Board of Directors

Date
February 13, 2025

Resolution 2025-03

**A RESOLUTION OF THE WESTERN CONTRA COSTA TRANSIT AUTHORITY TO
APPROVE WESTCAT'S JUNE 1, 2025 TO MAY 31, 2028 TITLE VI PROGRAM AND
AUTHORIZE STAFF TO SUBMIT THE PROGRAM TO THE FTA**

WHEREAS, FTA requires that grant recipients, such as Western Contra Costa Transit Authority (WestCAT), submit a Title VI Program every three years documenting compliance with Title VI; and

WHEREAS, The Federal Transit Administration (FTA) requires the Board of Directors to review and approve the Title VI Program; and

WHEREAS, The June 1, 2025 - May 31, 2028 Title VI Program has no major programmatic changes, but includes demographic updates to the service area and Language Assistance Plan, and updates to the service standards based on the current fleet and routes; and

WHEREAS, WestCAT is committed to ensuring that its policies and programs are designed to ensure meaningful participation in and equal access to transit services for minority, low-income, and limited English-proficient populations; now, therefore be it

RESOLVED, That the Board of Directors approves the June 1, 2025 – May 31, 2028 Title VI Program and authorizes staff to submit the program to the FTA; and be it finally

RESOLVED, To comply with the FTA submission deadline of April 1, 2025, this Resolution shall be effective immediately.

I hereby certify that the foregoing resolution is a full, true, and correct copy of a resolution passed by Western Contra Costa Transit Authority Board of Directors.

Passed this 13th day of February 2025, by the following vote:

AYES: 4 (Parsons, Swilling, Hansen, Martinez-Rubin)

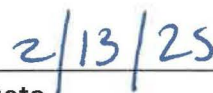
NOES: 0

ABSTAIN: 0

AGENCY BOARD DESIGNEE:



BY: Tom Hansen, Chair
WestCAT Board of Directors



Date
February 13, 2025