

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

ADA Complaint Process

Alternate formats are available upon request. Please contact the ADA Specialist at (510) 724-3331.

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, Western Contra Costa Transit Authority (WestCAT) ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability, including those denied a Reasonable Modification request, may file an ADA complaint.

To submit an ADA complaint, follow the procedures outlined in the ADA Complaint Process and then mail the completed ADA Complaint Form to the address listed on the form. The ADA Complaint Process and the ADA Complaint Form can be found on our website: [ADA Paratransit \(web\)](#) or by calling (510) 724-3331 (TTY/TDD: 711 or (800) 855-7100)

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or WestCAT staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

The ADA Specialist or other qualified staff will contact the complainant within 3 business days of receipt of complaint. Any requested information must be received by WestCAT within 5 days of the request. If the Complainant does not respond to the request for information, the Complaint may be administratively closed.

WestCAT will begin the investigation within 5 business days of receipt of complaint.

An investigation into the complaint will be conducted and documented to determine whether WestCAT failed to comply with ADA regulations.

WestCAT will complete the investigation within 30 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.

The General Manager will research your concerns and make a determination. WestCAT will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 5 days from receipt of WestCAT's response to file an appeal. If no appeal is filed, the complaint will be closed.

Once you have received a response from WestCAT, if you are still not satisfied with the response, an appeal may be filed by writing a letter to the attention of the WestCAT Board of Directors at the same address. The matter will be placed on a future Board meeting agenda (meetings are generally held on the 2nd Thursday of the month), and the Board will take action and make a determination on your complaint. The Board decision is final.

ADA complaints are kept on file indefinitely.

ADA Complaint 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 submit an ADA 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 ADA Specialist at (510) 724-3331 or for TTY/TDD 711 or (800) 855-7100.

MAIL OR EMAIL YOUR COMPLETED FORM TO:

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

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.