"Way to go, Contra Costa!"

A GUIDE TO TRANSPORTATION RESOURCES IN CONTRA COSTA COUNTY
Which Service is Right for You?

Different types of transit services are appropriate for different groups of riders. Many regular transit services meet most people’s transportation needs, at least some of the time. Depending where you live, your age, and a disability you may have, you could be eligible for other transportation programs and services.

<table>
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<th>Which service can I use if I am...</th>
<th>Regular Bus and Rail Service</th>
<th>A Community-Based Transportation Program</th>
<th>An ADA Paratransit Program</th>
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<tr>
<td>A senior citizen?</td>
<td>Yes</td>
<td>Depends on program in your community</td>
<td>Depends on your physical ability</td>
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<tr>
<td>Certified ADA-eligible?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Disabled, but not ADA-certified?</td>
<td>Yes</td>
<td>Depends on program in your community</td>
<td>No</td>
</tr>
<tr>
<td>Neither a senior nor have a disability?</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
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How To Use This Guide

This guide has been designed to quickly give you the information you need to use the transportation choices available to you in Contra Costa County and the Bay Area. You can use this guide in several ways.

By Community

To search for transportation choices in each city or community within Contra Costa County, go to the “Services By Community” section beginning on page 4.

By Transit Provider

To identify your local public transit provider, see the map on this page and go to the “Local Public Transit” section beginning on page 11.

By ADA Paratransit Provider

See the “ADA Paratransit Providers” section beginning on page 20.

511 Information

For Information on Fares, Schedules and Regional Transportation, see the “511 Information” section beginning on page 23. For Information on Free Transit Trip Planning, see page 23.

Quick Reference

For Telephone or Internet Information about Transportation, see the “Quick List Telephone Info” section on page 28.
This section lists the transportation services available in each community in Contra Costa County. Under each community, you’ll see listed: the bus service, the ADA paratransit service and any community-based transportation services available. For service between cities see the map on page 2.

**alamo**
- **Bus Service:** County Connection, see page 13
- **ADA Paratransit:** County Connection LINK, see page 20

**antioch**
- **Bus Service:** Tri Delta Transit, see page 14
- **ADA Paratransit:** Tri Delta Transit’s Dial-A-Ride, see page 21
- **Community-Based Transportation:**
  - Antioch Senior Bus Program
    - Service: Door-to-door paratransit.
    - Service Area: Antioch city limits.
    - Hours of Operation: Monday through Friday from 8:00 a.m. until 4:00 p.m.
    - Telephone Information: (925) 754-1080
    - Eligibility: For Antioch residents ages 60 years and older, or for disabled Antioch residents with ADA paratransit eligibility.
    - Application: Available at the Antioch Senior Center.

**bay point**
- **Bus Service:** Tri Delta Transit, see page 14
- **ADA Paratransit:** Tri Delta Transit’s Dial-A-Ride, see page 21

**brentwood**
- **Bus Service:** Tri Delta Transit, see page 14
- **ADA Paratransit:** Tri Delta Transit’s Dial-A-Ride, see page 21

**clayton**
- **Bus Service:** County Connection, see page 13
- **ADA Paratransit:** County Connection LINK, see page 20

**concord**
- **Bus Service:** County Connection, see page 13
- **ADA Paratransit:** County Connection LINK, see page 20
- **Community-Based Transportation:**
  - Concord Senior Transportation Project
    - Service: Currently developing several senior transportation options.
    - For Information: Contact the Concord Senior Center at (925) 671-3320.

**crockett**
- **Bus Service:** WestCAT, see page 15
- **ADA Paratransit:** WestCAT Dial-A-Ride, see page 22
danville

Bus Service: County Connection, see page 13
ADA Paratransit: County Connection LINK, see page 20

el cerrito

Bus Service: AC Transit, see page 12
ADA Paratransit: East Bay Paratransit, see page 20
Community-Based Transportation:
- Shopping Trips
  Service: Group shopping trips that leave from the El Cerrito Senior Center after lunch. On the return trip, riders are driven directly to their homes.
  Service Area: El Cerrito.
  Hours of Operation: Monday and Thursday from 12:45 p.m. until 3:00 p.m.
  Other Services: Group day trips.
  Telephone Information: (510) 215-4340
  Eligibility: For El Cerrito residents who are disabled or older adults.
  Application: Call (510) 215-4340

hercules

Bus Service: WestCAT, see page 15
ADA Paratransit: WestCAT Dial-A-Ride, see page 22
Community-Based Transportation:
- Senior Center Shopping Trips
  Service: Shopping trips from the Hercules Senior Center twice a month. This service is provided by WestCAT in cooperation with the Hercules Senior Center and the Arbors Senior Apartments.
  Service Area: Hercules and surrounding areas.
  Hours of Operation: Call for information.
  Telephone Information: (510) 799-8219
  Eligibility: Seniors residing in Hercules and surrounding areas.

lafayette

Bus Service: County Connection, see page 13
ADA Paratransit: County Connection LINK, see page 20
Community-Based Transportation:
- Lamorinda Senior Transportation Project
  Service: Currently developing several senior transportation options.
  For Information: Contact Lafayette Senior Services at (925) 284-5050

el sobrante

Bus Service: AC Transit, see page 12
ADA Paratransit: East Bay Paratransit, see page 20

martinez

Bus Service: County Connection, see page 13
ADA Paratransit: County Connection LINK, see page 20
Services by Community

moraga
Bus Service: County Connection, see page 13
ADA Paratransit: County Connection LINK, see page 20

oakley
Bus Service: Tri Delta Transit, see page 14
ADA Paratransit: Tri Delta Transit’s Dial-A-Ride, see page 21

orinda continued...
Community-Based Transportation:
The Orinda Association’s Seniors Around Town
Service: Registered rideshare program featuring door-to-door service by volunteer drivers in their own cars. Note: this service is scheduled to begin operation on July 1, 2005.
Service Area: Orinda and neighboring cities.
Hours of Operation:
By pre-arrangement.
Telephone Information: (925) 254-0800
Website Address: www.orindaassociation.org
Eligibility: Riders must be Orinda residents aged 65 or older. Volunteer drivers minimum age 25.
Application: Call (925) 254-0800

orinda
Bus Service: County Connection, see page 13
ADA Paratransit: County Connection LINK, see page 20

pinole
Bus Service: WestCAT, see page 15
ADA Paratransit: WestCAT Dial-A-Ride, see page 22
Community-Based Transportation:
Homebound
Service: Door-to-door service to lunch at the Pinole Senior Center for persons who are homebound.
Service Area: Pinole and outlying areas.
Hours of Operation: Mondays and Thursdays, 11:00 a.m. until 1:00 p.m.
Other Services: Day trips.
Telephone Information: (510) 724-9802
Eligibility: Homebound residents.
Application: Call (510) 724-9802
pittsburg

**Bus Service:** Tri Delta Transit, see page 14

**ADA Paratransit:** Tri Delta Transit’s Dial-A-Ride, see page 21

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pleasant hill

**Bus Service:** County Connection, see page 13

**ADA Paratransit:** County Connection LINK, see page 20

**Community-Based Transportation:**

**Pleasant Hill Senior Van Service**

*Service:* Door-to-door van service.

*Service Area:* Pleasant Hill, with medical appointment trips to Concord, Martinez and Walnut Creek.

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**pleasant hill continued...**

**Hours of Operation:**

Monday through Friday, 9:00 a.m. until 12:00 p.m., and 1:00 p.m. until 4:00 p.m.

**Telephone Information:**

(925) 671-5272

**Eligibility:** For Pleasant Hill residents ages 55 years and older.

**Application:** By reservation 24 hours in advance. Call (925) 671-5272
richmond

Bus Service: AC Transit, see page 12
ADA Paratransit: East Bay
Paratransit, see page 20

Community-Based Transportation:
Richmond Paratransit Program
Services: Door-to-door paratransit; subsidized taxi vouchers.
Service Area: Richmond, North Richmond, El Cerrito, San Pablo, El Sobrante, and parts of Albany, Kensington and Pinole.
Hours of Operation:
Paratransit: Weekdays from 8:30 a.m. until 4:00 p.m.;
Taxi vouchers can be used anytime.

richmond continued...

Additional Services:
Transportation to nutrition sites; group shopping trips; and special purpose group trips.

Telephone Information:
(510) 307-8026, (510) 307-8027, or (510) 307-8028

Website Address:
www.ci.richmond.ca.us

Eligibility: Seniors aged 65 years or older, or persons with physical disabilities that prevent access to public transportation. Applicants must reside in Richmond, North Richmond, El Sobrante, unincorporated San Pablo, or Kensington.

Application: Call (510) 307-8026

rodeo

Bus Service: WestCAT, see page 15
ADA Paratransit: WestCAT
Dial-A-Ride, see page 22
san pablo

Bus Service: AC Transit, see page 12

ADA Paratransit: East Bay Paratransit, see page 20

Community-Based Transportation:

Subsidized Paratransit Tickets
Service: Sells subsidized tickets to eligible riders of East Bay Paratransit.
Service Area: San Pablo.
Hours of Operation: Tickets available weekdays from 8:30 a.m. until 4:00 p.m. at the San Pablo Senior Center, or by mail.
Other Services: Group day trips
Telephone Information: (510) 215-3095
Eligibility: San Pablo residents who are eligible riders of East Bay Paratransit.
Application: East Bay Paratransit for ADA paratransit application.

san ramon

Bus Service: County Connection, see page 13

ADA Paratransit: County Connection LINK, see page 20

Community-Based Transportation:

Senior Express Van
Service: Door-to-door service to and from the San Ramon Senior Center.

san ramon continued...

Service Area: San Ramon.
Hours of Operation: Tuesdays through Fridays, leaves the Senior Center at 8:30 a.m. for morning pick up, and the return trip home leaves the Senior Center at 3:00 p.m.
Telephone Information: (925) 973-3250
Website Address: www.sanmaron.ca.gov
Eligibility: San Ramon residents aged 55 or older.
Application: By reservation 24 hours in advance. $1.00 each way.
**walnut creek**

**Bus Service:** County Connection, see page 13

**ADA Paratransit:**
County Connection LINK, see page 20

**Community-Based Transportation:**
**Walnut Creek Seniors’ Club**

**Mini Bus Service**
Service: Door-to-door van service.
Service Area: Walnut Creek city limits.
Hours of Operation:
Weekdays 9:00 a.m. until 12:00 p.m., and 12:30 p.m. until 3:30 p.m.

**Telephone Information:**
(925) 933-1434

**Website Address:**
[www.walnut-creek.org](http://www.walnut-creek.org)

**Eligibility:** For Walnut Creek residents, must be a member.
$7.00/year.
Application: By reservation 24 hours in advance.

**Rossmoor/ Golden Rain Foundation**

**Services:** Fixed-Route Bus Service, Paratransit, and Dial-A-Bus.

**Service Area:** Rossmoor Community and nearby shopping and medical facilities.

**Hours of Operation:** Daily.

**Additional Services:** Travel Training to familiarize residents with using public transportation.

**Telephone Information:**
(925) 988-7676

**Website Address:**
[www.rossmoor.com](http://www.rossmoor.com)

**Eligibility:** For Rossmoor residents and guests.

**Application:** Resident identification
Buses and trains are the most convenient forms of public transportation for many people. Regular bus routes and trains require less planning than ADA paratransit and most other forms of transportation. Buses and trains run on a schedule and stop at specific locations, so you always know when and where you can board. Arrive at the stop a few minutes early.

Regular public bus fares can also be 50 to 75 percent less expensive than paratransit. If you are unfamiliar with using public transit, travel training may be available to teach you how to travel comfortably and safely on a bus or train. Call your local transit service for more information.

Regular bus routes are also accessible. The Americans with Disabilities Act (ADA) requires that transit agencies make their services accessible to people with disabilities. Here are some of the features you will find on public systems in Contra Costa County:

- Buses equipped with wheelchair lifts or low floor ramps to allow easy access for people with disabilities.
- Priority seating for those who need it.
- Drivers trained to secure wheelchairs in designated spaces.
- Drivers trained to allow passengers time to be seated, and to get on and off the vehicle.
- Announcement of bus stops at major intersections, transfer points and, at the request of passengers, specific destinations.
- BART stations with elevators to the platforms where there is level boarding.
- Route and schedule information provided by transit agencies, including the best way to reach your destination. This information is available in accessible formats if needed.

All nine Bay Area counties are connected via public transit. For more information call 511 or go online at www.511.org.
AC Transit

Serves: Richmond, El Cerrito, San Pablo, Pinole, El Sobrante and Kensington in Western Contra Costa County, most of Alameda County, with transbay service to San Francisco, and south to Santa Clara.

Telephone Information: 511 or (510) 817-1717

Website: www.actransit.org

East Bay Paratransit service available, see page 20
County Connection

Serves: Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Orinda, Pleasant Hill, San Ramon, Walnut Creek, and unincorporated areas of Central Contra Costa County.

Telephone Information: 511 or (925) 676-7500

Website: www.cccta.org

County Connection LINK
Paratransit service available, see page 20
**Tri Delta Transit**

Serves: Antioch, Brentwood, Pittsburg and Oakley, and unincorporated areas of Eastern Contra Costa County.

Telephone Information: 511 or (925) 754-6622

Website: [www.trideltatransit.com](http://www.trideltatransit.com)

Tri Delta Dial-A-Ride
Paratransit service available, see page 21
WestCAT

Serves: Western Contra Costa County communities of Pinole and Hercules and the unincorporated communities of Montalvin Manor, Tara Hills, Bayview, Rodeo, Crockett, and Port Costa, with regional service to El Cerrito del Norte BART, the Hilltop area, and to Martinez.

Telephone Information: 511 or (510) 724-7993

Website: www.westcat.org

WestCAT Dial-A-Ride Paratransit service available, see page 22
**BART**

*Serves:* Rail service from Pittsburg/Bay Point in East County through Concord, Pleasant Hill, Walnut Creek, Lafayette and Orinda in Central County; and from stations in Richmond and El Cerrito in West County. Nearby BART service is also available from Pleasanton/Dublin. BART provides service from Contra Costa County to destinations in Alameda, San Francisco and San Mateo Counties.

**Telephone Information:** 511 or (925) 676-2278 or (510) 236-2278

**Website:** [www.bart.gov](http://www.bart.gov)

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**Regional Transit Discount Card**

The Regional Transit Connection (RTC) Discount Card is a program for reduced fares on fixed-route transit, bus, rail and ferry systems throughout the San Francisco Bay Area for qualified persons with disabilities and senior citizens 65 years of age or older. Applications are accepted at all San Francisco Bay Area transit systems and then forwarded to a central office where applications are reviewed, information is verified and an eligibility determination is made. An RTC Discount ID Card will be mailed to eligible applicants within 21 days.

For more information on the Regional Transit Discount Card Program, contact your local public transit service or go online to [www.511.org](http://www.511.org)
Enacted in 1990, the Americans with Disabilities Act (ADA) required that paratransit be provided as a “safety net” for people who, due to their disability, are unable to ride regular buses and trains some or all of the time. ADA paratransit is a parallel service to regular public transportation services (buses and trains). This means paratransit services operate in the same area, on the same days and during the same hours as the public transit operates.

Paratransit service may be provided on small buses, vans, taxis, or in private automobiles. It is generally a shared ride service that must be reserved at least one day in advance. The service picks you up at your door or at the curb and takes you to your destination. The vehicle may make several stops on the way to your destination to pick up or drop off other passengers. The pick up time you are assigned may vary by up to one hour from the time you requested. Paratransit drivers do not enter people’s homes or their destination locations. Riders who need extra assistance beyond what the driver provides may bring an assistant or “attendant” with them at no additional charge.

Before using paratransit, a person must be certified eligible due to a disability that prevents use of regular buses or trains some or all of the time.

According to the law you may be eligible for ADA paratransit if either of the following applies:

- Your disability prevents you from boarding, riding, or getting off a bus or train, without the help of someone else.
- Your disability prevents you from getting to or from a bus or train stop.

For more information about the ADA paratransit programs in Contra Costa County, call 511 or contact your local transit agency directly. (See pages 20 through 22)
How Do I Become Eligible for ADA Paratransit Services?

Applying for Eligibility

The eligibility process may vary slightly by transit agency, so you should call your local transit agency to find out more information. In general, the process includes the following steps:

- Call your local transit agency to request an application form.
- Read and completely fill out the form, which requires authorization to contact your doctor or medical professional.
- Submit the information at the address provided.
- After reviewing your application, agency staff may contact you, ask you to send additional information, contact a health professional to get more information, or invite you for an in-person evaluation of your ability to ride public transportation.
- An evaluation could involve a discussion with a trained professional about why you cannot use public transportation. Or, you might be asked to try out a number of actions that would be needed when using a bus or train. You may bring somebody with you to the evaluation and you may also bring additional documentation, but these are not required.
- Within 21 days after your completed application form has been received or you have completed the in-person evaluation, the transit agency will send you a letter regarding your eligibility status. If you do not receive this letter within 21 days, you will be given temporary eligibility allowing you to use paratransit until the agency makes a final determination.
- If your eligibility application for ADA paratransit service is approved, you will receive a brochure with more information about paratransit, including information about reserving a ride.
Can I Be Eligible for ADA Paratransit if it is Very Difficult for Me to Use a Bus or Train?

Not necessarily. A person who is able to use buses and trains all of the time to get around, even though it may be difficult or inconvenient, does not qualify for ADA paratransit. To qualify for ADA paratransit, you must be unable to use buses or trains some or all of the time because of a physical, cognitive, visual or psychiatric disability. Difficulty using public transportation, or being diagnosed as having a disability, are not automatic grounds for paratransit eligibility. Similarly, eligibility is not based on your age, your inability to speak English, or inconvenient bus service.

Types of ADA Eligibility

The transit agency may find you to be fully eligible, conditionally eligible, temporarily eligible, or ineligible to use paratransit.

- **FULLY ELIGIBLE** riders may take paratransit trips at any time the service is available. Depending on where you live, you may also be eligible to take some or all of your trips using your local community-based program.

- **CONDITIONALLY ELIGIBLE** riders may take paratransit for some trips, but may be required to take regular transit for other trips. You may be eligible to take some or all of your trips using your local community-based program, depending on their eligibility requirements.

- **TEMPORARILY ELIGIBLE** riders are given eligibility for the period of time their disability is expected to prevent them from using regular transit. Persons who are temporarily eligible for ADA paratransit may also be eligible for their local community-based program, depending on the eligibility requirements.

- **IF YOU ARE DENIED ELIGIBILITY** this means that the agency has determined that you are able to take regular transit, and you may not use paratransit service. If you disagree with the agency’s decision, you may appeal. Instructions on how to appeal are included on the application form. Even if you are found ineligible for ADA paratransit, you may still be eligible to use your own community-based paratransit program, depending on the eligibility requirements.
ADA Paratransit Providers

County Connection LINK

**Service:** The LINK is County Connection’s paratransit service that operates in the same area of Central Contra Costa County as County Connection’s buses.

**Hours:** Available during the same hours as County Connection bus service.

**Eligibility:** The LINK provides ADA transportation for people who are unable to use the County Connection’s fixed-route bus service because of a disability or a disabbling health condition.

**Application:** To use the LINK you must complete a Bay Area ADA certification application. Apply to the County Connection or to another Bay Area transit agency.

(925) 676-7500 • www.cccta.org

East Bay Paratransit Consortium

**Service:** East Bay Paratransit is sponsored by AC Transit and BART to meet the requirements of the ADA. Service is available in the same area of Western Contra Costa County where BART and AC Transit operate. Service is also available to and from points in Alameda County and San Francisco.

**Hours:** Available during hours when AC Transit buses or BART trains are running in the service area.

**Eligibility:** East Bay Paratransit provides ADA transportation for people who are unable to use AC Transit buses or BART trains because of a disability or a disabbling health condition.

**Application:** To use East Bay Paratransit you must complete a Bay Area ADA certification application. Apply to East Bay Paratransit or to another Bay Area transit agency.

(510) 287-5000 or (800) 555-8085 • www.actransit.org or www.bart.gov
Tri Delta Transit’s Dial-A-Ride

**Service:** Dial-A-Ride is Tri Delta Transit’s paratransit service that operates in the same area of Eastern Contra Costa County as Tri Delta Transit’s buses. There are two categories of service: ADA Eligible and Non-ADA Eligible.

**ADA Eligible Service**
**Service Areas:** Call for specific boundaries and times. The general service area is: Antioch, Bay Point, Brentwood, Oakley and Pittsburg.
**General Service Hours:** Monday–Friday 3:00 a.m.–midnight; Saturday 6:00 a.m.–1:00 a.m.; Sunday 7:00 a.m.–1:00 a.m.
**Eligibility:** This service is available to individuals who, because of their disability as defined by the Americans with Disabilities Act, cannot use regular fixed route bus service.

**Application:** To use the ADA service you must complete a Bay Area ADA certification application. Apply to the Tri Delta Transit or to another Bay Area transit agency.

**Non ADA Service**
**Service Areas:** Call for specific boundaries and times. The general service area is all of Eastern Contra Costa County.
**General Service Hours:** Monday–Friday 6:30 a.m.–5:30 p.m.; Saturday 10:00 a.m.–5:30 p.m.
**Eligibility:** This service is available to individuals who are 65 years or older if they complete Tri Delta Transit’s travel training program.

**Application:** Applications can be requested by calling (925) 754-6622. They can also be obtained at the Tri Delta Transit administrative office: 801 Wilbur Avenue, Antioch.
Service: Dial-A-Ride is WestCAT’s paratransit service that operates in the same area of Western Contra Costa County as WestCAT’s buses. Dial-A-Ride service has two components: The Americans with Disabilities Act (ADA) service, for disabled individuals who are certified under ADA, and the Dial-A-Ride service, which WestCAT makes available to seniors aged 65+ in the service area regardless of their ADA status. In addition, in the areas of Rodeo and Crockett where the topography and the configuration of the streets makes it difficult for large buses to operate, the general public is eligible to use Dial-A-Ride service within the WestCAT service area.

Hours:
Weekdays 6:00 a.m.–8:00 p.m.; Saturdays 9:00 a.m.–7:00 p.m.

Eligibility: For Dial-A-Ride service under ADA, disabled individuals have to be certified under the Americans with Disabilities Act by filling out an application in order to be entered into the regional database. Seniors age 65+ can apply for Dial-A-Ride service by phone (see below).

Application: A non-senior or those desiring to use other paratransit systems must complete a Bay Area ADA certification application. Apply to WestCAT or to another Bay Area transit agency. Seniors age 65+ who want to participate in the Dial-A-Ride service may register with the WestCAT Administrative Office. This process can be done over the phone by providing name, date of birth, address and phone number.

(510) 724-7993 • www.westcat.org
Opportunities to learn more about transportation alternatives in Contra Costa County are available via telephone, other informational materials, the Internet and by participating in citizen advisory committees.

**Telephone and Website Information**

**511 Transportation Information**

Call 511 to connect with your transit agency or any other transit agency in the San Francisco Bay Area. 511 gives up-to-the-minute information on driving times, traffic conditions, public transit routes, fares and trip planning, instant carpool and vanpool referrals, bicycling information and more. The 511 service is available 24 hours-a-day, seven days-a-week.

511 is a convenient resource for trips within Contra Costa County or whenever you need to go somewhere else. For example, to obtain information about paratransit, either use the keypad or say “paratransit” at the main menu voice prompt. At the next voice prompt, say the name of the city where you live for information about the ADA paratransit provider that operates in your area. 511 also provides details on regular public transportation routes and fares. To contact your local community-based program, check the listings under the name of your Community-Based Transportation Program on pages 4 through 10.

**Free Transit Trip Planning**

The 511 system also has the 511 Take Transit Trip Planner which can be accessed online at www.511.org. This is an interactive tool that creates step-by-step instructions for getting from place to place on public transportation—including an itinerary with schedules, fares, time estimates and location maps.

**Contra Costa County Information and Assistance Program (I & A)**

Information & Assistance provides information, referrals to appropriate resources, and support in problem solving for dependent adults age 18 and older and seniors age 60 and older. I & A also serves anyone concerned about these adults and seniors. I & A maintains an updated database on transportation resources available in Contra Costa County.

In Contra Costa County, call toll-free, (800) 510-2020. From all other locations, call (925) 229-8434. Information & Assistance is a service of the Contra Costa County Aging & Adult Services, a bureau of the Employment & Human Services Department. I & A services are free to callers regardless of income.
Online Resource Guide

You can view and download an electronic version of the “Way To Go, Contra Costa!” Transportation Resource Guide online at...

www.cccounty.us/ehsd

511 Contra Costa

511 Contra Costa is a program which promotes the use of alternative commute methods to solo drivers. These efforts reduce traffic congestion and improve air quality by maximizing the use of the existing roadway system. Examples of the commute alternative incentive programs which are implemented by 511 Contra Costa include: Carpool, Vanpool, Transit, Carpool to BART, Bike, Telecommuting, Walking and Guaranteed Ride Home from the work place. For more information about 511 Contra Costa go online to www.511contracosta.org or call (888) 833-4499.

511 Contra Costa has produced a 10-minute video titled “Making Public Transit Work for You” which provides information on how to read a transit schedule and plan for a trip on public transit. The video is free of charge and is helpful to individuals or groups who are interested in learning how to utilize the public transit systems in the San Francisco Bay Area. The video is available in English, Spanish, Vietnamese, Laotian, Mien and Punjabi. To request a copy call (510) 215-3035 or go online to www.511contracosta.org.
Information in other Formats and Languages

This guide, “Way To Go, Contra Costa!”, is available online at www.cccounty.us/ehsd. Some transit providers have information in Braille and other formats. To receive information about the transit systems in Contra Costa County on computer disk or in a large type format, call your local public transit service.

The Contra Costa County Aging & Adult Services Bureau is pleased to be able to fund the initial development and publication of “Way to Go, Contra Costa!” in English and Spanish.

Older Driver Safety Programs

AARP Driver Safety Program

Service: Mature driver refresher classes, available countywide.
For Information: Contact any senior center or call the Class Locator at (888) 227-7669.
Website: www.aarp.org/driver
Eligibility: Any person with a driver’s license.
The material is designed primarily for older drivers.

Driver Wellness Classes

Service: A course primarily for older drivers on techniques to maintain good driving skills and improve comfort and safety, based on a model developed by the American Society on Aging.
For Information: Contact Diablo Valley College’s Emeritus College at (925) 685-1230, x2388.
Website: www.dvc.edu/emeritus
Transportation Services for Homebound Populations

Caring Hands Volunteer Caregivers Program

Service: One-on-One match between volunteer and homebound senior to assist with various tasks enabling the senior to remain in their home as long as safely possible. Services include: friendly visiting and companionship, transportation to doctor appointments, errands and shopping, light household tasks, light meal preparation, respite care, minor home repairs and yard work. All services are generally provided between 1–3 hours each week and are based upon the availability of volunteers.

Service Area: Central, South and East Contra Costa County.

Telephone Information: (925) 952-2999

Website: www.jmmdhs.com (click on “about us”)

Eligibility: Age over 60 years, and not a resident of assisted living.

Application: You must complete an application, have a home assessment by a social worker, and there is a waiting list.

Senior Helpline Services’ Rides for Seniors Program

Service: Senior Helpline Service is developing Rides for Seniors, a volunteer driver program, which will complement their existing program that has volunteers making daily reassurance calls to socially isolated seniors. Rides for Seniors, when implemented, will initially be for Reassurance Program clients only.

Service Area: Contra Costa County.

Telephone Information: Rides for Seniors: (925) 284-6699
Reassurance Program: (925) 284-6161.

Website: www.seniorhelpline.net

Eligibility: Homebound seniors who do not have access to safe, appropriate transportation for medical care and grocery shopping.

Application: You must complete an application and have a home assessment.
Opportunities to Participate

**Transportation Work Group (TWG) of the Contra Costa County Advisory Council on Aging**

The Transportation Work Group concerns itself with issues relating to the transportation needs of the County's older adults. The TWG works to affect transit policy and maintains contact with the various transportation service providers, seeking coordination, accessibility, and affordability of transit services. Meetings are open to the public; membership is open to any interested resident of Contra Costa County. The TWG generally meets monthly on the second Thursday of the month at the offices of the Contra Costa County Aging & Adult Services Bureau, on the 3rd floor of the Summit Center, 2530 Arnold Drive, Martinez. Call Aging & Adult Services at (925) 335-8700 for more information.

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**Contra Costa County Paratransit Coordinating Council (PCC)**

The PCC is a committee responsible for advising the Contra Costa Transportation Authority (CCTA) Board on how Measure C and other funds are distributed to each of the county's paratransit providers; how paratransit services can be coordinated in Contra Costa County; and what can be done to improve services and information about paratransit for consumers. Meetings are open to the public; members are appointed. The PCC generally meets every other month on the fourth Monday at 2:00 PM at the CCTA office, 3478 Buskirk Avenue, Suite 100, Pleasant Hill, CA 94523. Call CCTA at (925) 407-0121 or check online at [www.ccta.net](http://www.ccta.net) for meeting schedules and locations.

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**Local Transit Advisory Committees**

Transit and paratransit operators seek consumers to participate on advisory committees throughout Contra Costa County. If you are a regular transit user, your participation would be valued. Contact your local transit service provider to find out how you can participate.

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**Regional Transportation Planning Committees**

The Contra Costa Transportation Authority has four regional transportation committees that advise the Authority on transportation policy, projects and funding. The meetings are open to the public. For more information call CCTA at (925) 407-0121 or check online at [www.ccta.net](http://www.ccta.net) for meeting schedules and locations.
Contra Costa County Information and Assistance Program (I & A)
In Contra Costa County, call toll-free (800) 510-2020
From all other locations, call (925) 229-8434

For information about public transit or transportation anywhere in the Bay Area dial... 511
Or go online... www.511.org

Community-Based Transportation Services
(Note: Most Community-Based Transportation Services are for Community Residents Only. For More Information see the section on Community-Based Transportation beginning on page 4.)

Antioch Senior Bus Service
(925) 754-1080

Concord Senior Transportation Project
(925) 671-3320

El Cerrito Senior Center Shopping Trips
(510) 215-4340

Hercules Senior Center Shopping Trips
(510) 799-8219

Lamorinda Senior Transportation Project
(925) 284-5050

Orinda Seniors Around Town
(925) 254-0800

Pleasant Hill Senior Van Service
(925) 671-5272

Richmond Paratransit Program
(510) 307-8026

San Pablo Paratransit Ticket Program
(510) 215-3095

San Ramon Senior Express Van
(925) 973-3250

Walnut Creek Seniors’ Club Mini Bus Service
(925) 933-1434

Rossmoor Transportation (Walnut Creek)
(925) 988-7676

Public Transit and ADA Paratransit Services

AC Transit
(510) 817-1717

East Bay Paratransit Consortium
(in AC Transit’s service area)
(510) 287-5000 or (800) 555-8085

BART
(925) 676-2278 or (510) 236-2278

County Connection
(925) 676-7500

Tri Delta Transit
(925) 754-6622

WestCAT
(510) 724-7993

www.cccounty.us/ehsd
Mobility is the key to independence for everyone. The “Way to Go, Contra Costa!” Transportation Resource Guide was produced by the Senior Mobility Project of the Contra Costa Aging & Adult Services Bureau, with funding from the Contra Costa County Area Agency on Aging. The Senior Mobility Project would like to thank the transportation providers of Contra Costa County, whose guidance and assistance made this guide possible.

The “Way To Go, Contra Costa!” Transportation Resource Guide is also available online at www.cccounty.us/ehsd

Contra Costa County
Aging & Adult Services
A Bureau of the Employment & Human Services Department

John Cottrell, Director
40 Douglas Drive, Martinez, CA 94553
(925) 313-1500 • (925) 313-1575 fax
website: www.cccounty.us/ehsd