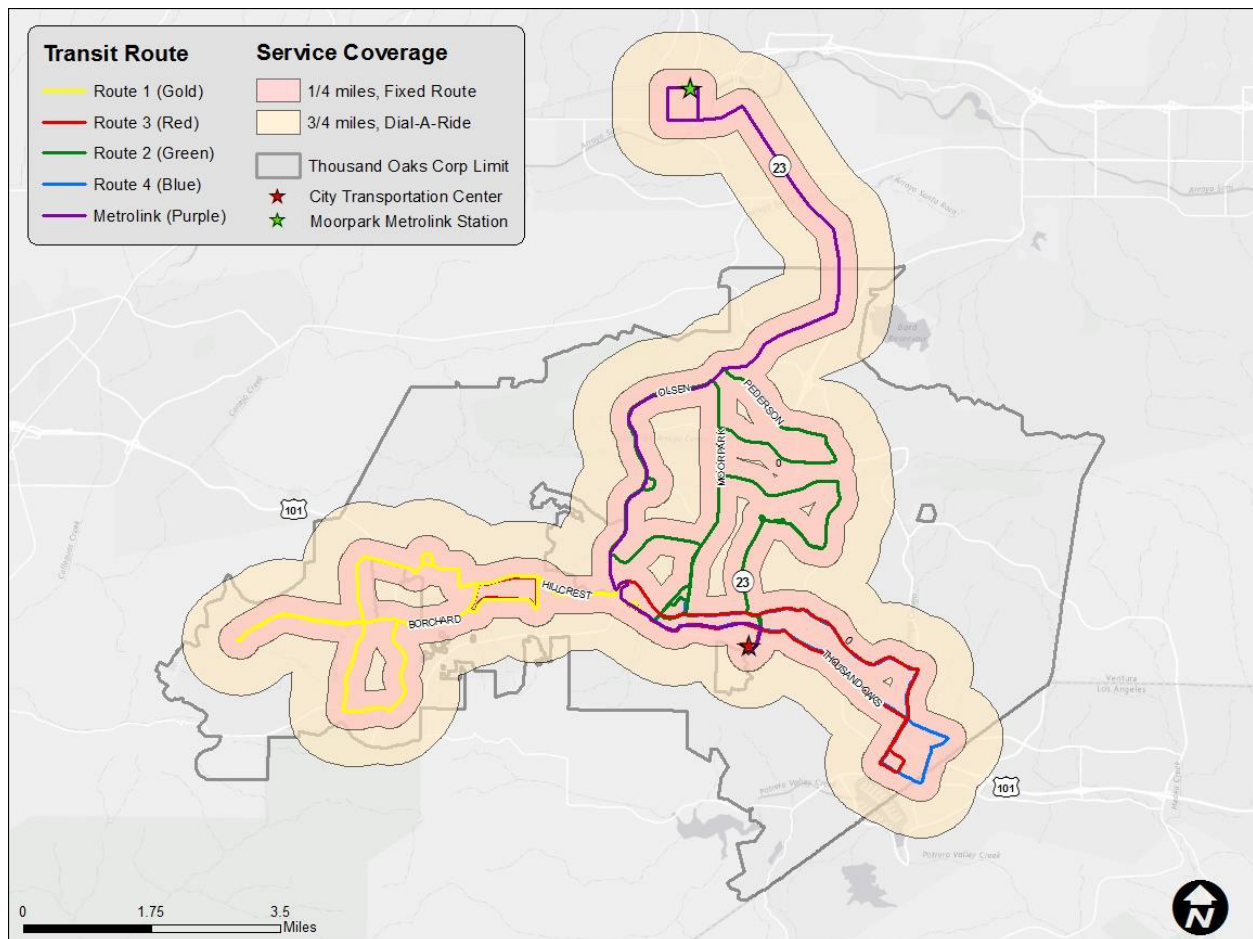




## SYSTEM OVERVIEW

June, 2017

The TOT service area includes the cities of Thousand Oaks and Westlake Village; as well as Ventura County's unincorporated areas of Newbury Park, Ventu Park, Lynn Ranch, Rolling Oaks, Oak Park, Hidden Valley, and Lake Sherwood. Additionally, the City of Thousand Oaks provides transit service through the East County Transit Alliance (ECTA) to Moorpark, Simi Valley, and unincorporated portions of eastern Ventura County. Collectively, the TOT coverage area represents an estimated 200,000 people; accessible via State Route 23 from the north and U.S. Highway 101 from the east and west.



Map of the TOT service area, fixed-route network, and Dial-A-Ride boundaries.

## Existing Transit Service

### Fixed-Route Services

Thousand Oaks Transit is funded and operated by the City of Thousand Oaks. The current system features four fixed routes which cover Thousand Oaks, a portion of Westlake Village, and portions of unincorporated Ventura County. Service is also provided to Moorpark to the north via a fixed-route commuter shuttle (Metrolink Shuttle).

### Dial-A-Ride (DAR) Services

TOT offers an eligibility-based demand-response service via its Dial-A-Ride (DAR) program. The program serves persons with disabilities and seniors. The Dial-A-Ride service exceeds the requirement service be provided within three-quarters of a mile from the fixed-route alignment. DAR services are provided seven days a week in Thousand Oaks, Westlake Village, and the unincorporated areas of Newbury Park, Ventu Park, Lynn Ranch, Rolling Oaks, Hidden Valley, Lake Sherwood, and Oak Park. DAR is a reservation-based service with four types of reservations (subscription, advance, time call, and on demand) which are accepted from 30 minutes before and up to 30 minutes after normal operating hours.

### ECTA Dial-A-Ride Services (CONNECT InterCity)

Inter-city Dial-A-Ride services are also provided through ECTA to persons with disabilities and seniors age 65 years and older upon advance reservation (defined as requested the day before). The service is offered Monday through Friday on a shared-ride, reservation basis by the cities of Moorpark, Simi Valley, and Thousand Oaks, as well as the County of Ventura. Connections can also be made through ECTA to other transportation providers such as Gold Coast Transit's GO ACCESS and Los Angeles County's Access Services.

### Other Services

Other services provided in the communities surrounding Thousand Oaks include the Agoura Hills General Public Dial-A-Ride (operated by TOT), Amtrak, Gold Coast Transit, Kanan Shuttle (operated by TOT for the County of Ventura), LADOT Commuter Express, LA Metro, Moorpark Transit (operated by TOT), Oak Park General Public Dial-A-Ride (operated by TOT), Simi Valley Transit, and VCTC Intercity Bus. VCTC Intercity Bus, provided by the Ventura County Transportation Commission (VCTC), provides intercommunity bus service between Camarillo, Canoga Park via its Highway 101, Conejo Connection, East County, Moorpark, Oxnard, Simi Valley, Thousand Oaks, and Warner Center routes.

## Fleet

Thousand Oaks Transit utilizes a fleet of varied composition. The variety of public transportation services provided by the City (Dial-A-Ride, fixed-route, commuter shuttle, etc.) determines the mix and quantity of transit vehicles, resulting in a large fleet. In addition, the City possesses larger cut-away vehicles for its fixed-route service. All Thousand Oaks Transit vehicles in the fleet are ADA-compliant. The City's transit fleet consists solely of CNG-powered fixed-route vehicles and a combination of gasoline- and CNG-powered Dial-A-Ride vehicles. The City owns all fixed-route vehicles (inclusive of Metrolink Shuttle) and all Dial-A-Ride cutaway buses, while MV Transportation leases all Dial-A-Ride caravans.

## Facilities

The City of Thousand Oaks owns and operates two transit-related facilities, the Municipal Service Center (MSC) and the City Transportation Center. The MSC, located at 1993 Rancho Conejo Boulevard, houses the majority of the TOT fleet; MV Transportation non-revenue vehicles; City of Agoura Hills vehicles; Moorpark vehicles; the maintenance facility for city-owned vehicles; fuel station (both gas and diesel); Compressed Natural Gas (CNG) slow and fast fill stations; and facilities for drivers and maintenance workers, road supervisors, City transit staff, and safety/training managers. The City provides

maintenance for all City-owned buses, as well as both DAR vehicles and Moorpark buses at the MSC. The City Transportation Center, located at 265 S. Rancho Road, houses a small portion of the TOT fleet, Kanan Shuttle buses, as well as MV Transportation administrative, dispatching, and customer service staff. The facility also features passenger waiting areas, restrooms, and parking. Along with providing Thousand Oaks Transit services, the transportation center offers connections with a number of regional transportation services, including LA Metro, LADOT Commuter Express, and VCTC Intercity Bus. Thousand Oaks Transit also leases from the Conejo Valley Unified School District the Janss Road Park and Ride lot which it operates and maintains for rideshare purposes.

## Organizational Structure

Currently, Thousand Oaks Transit is operated by the City of Thousand Oaks under the leadership of the Deputy Public Works Director (Engineering). Reporting to the Deputy Public Works Director is the Transit Manager, whose staff includes one full-time transit assistant and two part-time (temporary) transit technicians. The Transit Manager also supervises warehouse and purchasing operations for the MSC. Reporting to the Transit Manager is one senior purchasing specialist and two purchasing specialists. Day-to-day operations are contracted to MV Transportation, a global operations contractor. With a staff of more than 65, MV Transportation is responsible for all transit operations, including driving and dispatching of vehicles, and fleet maintenance for leased vehicles and vehicles owned by the City of Agoura Hills.

\* Service Overview content from City of Thousand Oaks Transit Master Plan, Draft Final Report, May, 2016