



Advanced reservations are strongly advised and can be made by calling our ride coordinators at (805) 375-5467.

Please have your ADA card number and the exact street address of the destination including apartment or suite numbers when making a reservation.

No Show and Late Cancellation Policy

No Shows and Late Cancellations impact our ability to provide on-time service. Reservation privileges for riders who repeatedly make late cancellations or are No Shows may be limited or suspended. A rider who is not ready or declines the ride is considered a No Show. A Subscription or Advanced reservation not cancelled two hours or more in advance or a Time Call or On Demand reservation cancelled after the reservation is made is considered a Late Cancellation.

Fares

Unless otherwise noted, DAR fares are \$3.00 per trip each way. Drivers do not carry cash and are not allowed to make change or accept tips. One-way, pre-paid, DAR tickets may be purchased from the driver, City Transportation Center or Goebel Adult Community Center. DAR cardholders ride for free on TOT buses.



ADA Cards

A county-issued ADA card is required to use this service. Cards are available if riders cannot use regular public bus service if they cannot board, ride, or disembark from an accessible transit vehicle, and/or their disability or condition prevents them from traveling to or from a bus stop. ADA eligibility certifications are available by calling (888) 667-7001. Additional information is available online at www.goventura.org.



Never miss your ride again!
Use our new vehicle tracking capability, mobi.

Visit thebus.mobi and follow the prompts to access vehicle location on local maps.

Reservations

Reservations are accepted beginning 30 minutes before and up to 30 minutes after normal operating hours. For your convenience, ADA Dial-A-Ride offers four types of reservations: Subscription, Advanced, Time Call and On Demand. All pick-up requests must be made 30 minutes before the end of operating hours. Subscription and Advance reservations receive priority scheduling. ADA Dial-A-Ride is a shared service and drivers may make additional stops on the way to your destination. Allow at least one hour between the time pick-up time and the time you need to arrive.

- **Subscription reservations** are available for riders requiring transportation at the same time of day, to the same location on a recurring basis. Subscriptions are available for up to six months. Riders must call to cancel if a scheduled ride is not required.
- **Advanced reservations** must be made between one day and two weeks in advance. There is no limit to the number of advanced reservations; however, they are subject to standard wait times between rides.
- **Time Call reservations** are made for same day transportation and must be reserved at least two hours in advance. Each rider can make three Time Call reservations daily. All Time Call reservations must be made prior to 5:30 p.m. daily. Riders making Advanced and Time Call reservations must allow at least 60 minutes between each reservation.
- **On Demand requests** for rides without advance notice are limited to two per day. Requests are accepted on weekdays between 7:00 a.m. - 1:00 p.m. and between 3:00 p.m. - 6:00 p.m. and weekends 9:00 a.m. - 6:00 p.m. On Demand rides between 1:00 - 3:00 p.m. weekdays are available only for return rides from medically necessary trips. On Demand riders must wait 30 minutes after drop-off before requesting their next On Demand reservation. The last ride request must be scheduled by 5:30 p.m. All On Demand requests incur a \$1.00 convenience fee. The fee will be waived for medically necessary trips when the return time is uncertain.

Public Transit Providers

Thousand Oaks Transit

Bus service
Monday - Saturday
Senior and ADA Dial-A-Ride service
Monday - Sunday
(805) 375-5473 - Bus Information
(805) 375-5467 - Dial-A-Ride Information
www.totransit.org

Simi Valley Transit

Bus service
Monday - Saturday
Senior and ADA Dial-A-Ride service
Monday - Saturday
(805) 583-6456 - General Information
www.simivalley.org/transit

Moorpark City Transit

Bus service
Monday - Saturday
Senior and ADA Dial-A-Ride service
Monday - Sunday
(805) 375-5473 - Bus Information
(805) 375-5467 - Dial-A-Ride Information
www.ci.moorpark.ca.us

Camarillo Area Transit

Bus and Trolley Service
Monday - Saturday
General Public Dial-A-Ride service
Monday - Sunday
(805) 988-4228 - General Information
www.ci.camarillo.ca.us

City of Westlake Village

Senior and disabled Dial-A-Ride service
Monday - Sunday
(805) 375-5467 - Dial-A-Ride Information
www.wlv.org

Oak Park

General Public Dial-A-Ride service
Monday - Friday
Senior and ADA Dial-A-Ride service
Monday - Sunday
(805) 375-5467 - Dial-A-Ride Information
www.totransit.org

City of Agoura Hills

General Public Dial-A-Ride service
Monday - Saturday
(818) 707-2005 - Dial-A-Ride Information
www.ci.agoura-hills.ca.us

East County Transit Alliance

(CONNECT)
InterCity Senior and ADA Dial-A-Ride
Monday - Friday
(805) 375-5467 - Dial-A-Ride Information
www.totransit.org

VCTC Intercity

Intercity bus service for Ventura Co.
Monday - Saturday
(800) 438-1112
www.GoVentura.org

Gold Coast Transit/GO ACCESS

(Ojai, Oxnard, Pt. Hueneme, Ventura)
Bus service
Monday - Sunday
Senior and ADA Dial-A-Ride service
Monday - Sunday
(805) 487-4222
www.goldcoasttransit.org

LA ACCESS

ADA Dial-A-Ride services for Los Angeles County
Monday - Sunday
(800) 883-1295
<http://accessla.org>

Metro

Route 161
Bus service from Thousand Oaks and Westlake Village to Woodland Hills
Monday - Saturday
(323) GO-METRO
www.metro.net

LADOT

Commuter Express 422/423
Bus service between Thousand Oaks and Agoura Hills to downtown Los Angeles
Monday - Friday
(818) 808-2273
www.ladottransit.com

Metrolink

Ventura County Line
Train service to downtown Los Angeles from Oxnard, Camarillo, Moorpark, and Simi Valley
(800) 371-LINK
www.metrolinktrains.com



www.totransit.org



THOUSAND OAKS TRANSIT ADA DIAL-A-RIDE

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**For more information,
visit totransit.org
or call (805) 375-5467.**

If you have a compliment, concern, or issue,
please contact the General Manager at
(805) 375-5467. Thousand Oaks Transit (TOT)
operates Americans with Disabilities Act (ADA)
para-transit service for qualified residents.

Welcome Aboard

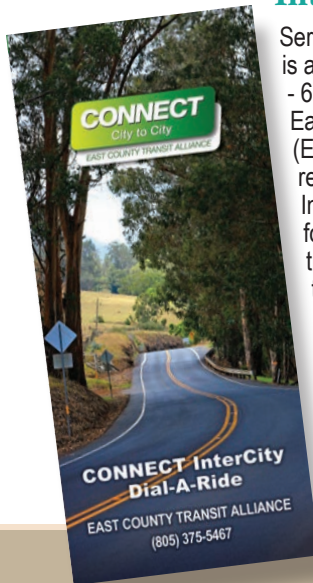
Thousand Oaks Transit (TOT) provides ADA para-transit service for disabled passengers unable to use public transportation, weekdays from 5:00 a.m. - 8:00 p.m. and weekends from 8:00 a.m. - 8:00 p.m.

ADA service is available within the City of Thousand Oaks and to the unincorporated areas of Newbury Park, Ventu Park, Lynn Ranch, Rolling Oaks, Hidden Valley, Lake Sherwood and Oak Park. InterCity ADA provides weekday service to areas outside Thousand Oaks.

Modified service hours on selected holidays. Please consult the website for Holiday hours.

InterCity Service

Service to neighboring communities is available weekdays from 6:00 a.m. - 6:00 p.m. in cooperation with East County Transit Alliance (ECTA). 24-hour advance reservations are required. InterCity fares are \$5.00 each way for service. Additional fares and transfers may be required to reach the final destination. Service is available to Los Angeles County using LAACCESS. For more information speak to a ride coordinator.



Important ADA Dial-A-Ride Tips

- As a courtesy to other passengers, please be ready to leave at least 10 minutes before the scheduled pick-up time. Drivers strive to pick riders up within 15 minutes of the requested time, or within 60 minutes for On Demand requests. Drivers will wait 5 minutes after arriving before leaving for the next location. If you miss a ride you must make a new reservation and may have to wait up to an additional 60 minutes.
- In accordance with ADA regulations, riders may bring one attendant at no charge, and one full fare non-ADA cardholder companion. Seating requests for attendants or companions must be made at the same time a reservation is booked and are available on a space available basis.
- All TOT vehicles are equipped to accommodate riders using mobility devices. Drivers will assist with boarding and exiting the vehicle and will secure mobility devices. Please notify the ride coordinator if you have a mobility device when making a reservation.
- Drivers will assist riders with up to three grocery bags and small items no larger than the size of a standard shopping bag, each weighing 20 pounds or less. For safety reasons, drivers will not transport heavy or bulky items.
- TOT will provide door-to-door service upon request. If assistance is needed from your home to the vehicle and back, alert the ride coordinator when making a reservation. However, drivers are not allowed to change drop off locations, make intermediate stops, or take vehicles through drive-thru lines.

Persons with Disabilities

All vans are equipped to accommodate mobility devices that comply with ADA guidelines.

Personas con discapacidades

Todos los autobuses están equipados para acomodar sillas de ruedas y scooters de tres ruedas que cumplan con las pautas de ADA.

殘障人士

所有公車均依照《美國殘障法 ADA 的規定》，配備便於輪椅及三輪電單車使用者搭乘的無障礙設施。

Service Animals

TOT fully complies with Federal Transportation Administration guidelines for the transportation of qualified service animals. Service animals must be on a harness or leash at all times when on-board a bus.



Title VI Policy

The City of Thousand Oaks 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.

No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that the City of Thousand Oaks furnishes, on the basis of race, color or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving Thousand Oaks, and locations or routes will not be determined on the basis of race, color or national origin.

For additional information on the City of Thousand Oaks' obligation regarding non-discrimination, please contact:

Transit Manager, City of Thousand Oaks (805) 449-2499

Política del Título VI

La ciudad de Thousand Oaks está comprometida a garantizar que ninguna persona sea excluida de participar o se le niegue el beneficio de sus servicios por motivos de raza, color o nacionalidad de origen, como lo establece la protección del Título VI de la Ley de Derechos Civiles de 1964 y sus enmiendas.

Ninguna persona o grupo de personas podrá ser objeto de discriminación con respecto a la tarifa, la ruta, la programación o la calidad del servicio de transporte que la ciudad de Thousand Oaks proporciona, por motivos de raza, color o nacionalidad de origen. La frecuencia del servicio, la edad y la calidad de los vehículos asignados a las rutas, la calidad de las estaciones que sirven a la ciudad de Thousand Oaks y los destinos y rutas, no serán determinados con base en la raza, el color o la nacionalidad de origen.

Para obtener información adicional acerca de las obligaciones y responsabilidades de la ciudad de Thousand Oaks con respecto a la no discriminación, comuníquese con:

Administrador de tránsito, Ciudad de Thousand Oaks (805) 449-2499

民權法第六篇政策

千橡市政府 City of Thousand Oaks 致力確保每個人均受1964年《民權法》第六篇 Title VI of the Civil Rights Act of 1964 修訂條款的保障，不因種族、膚色或原始國籍而被拒絕參與或享有本市所提供的服務。

任何人或群體在使用千橡市所提供的交通服務時，都不會因種族、膚色或原始國籍而遭受票價、路線、時刻表或服務品質等方面的歧視。服務頻率、各路線所分配的車輛年齡和品質、千橡市內的車站品質、停靠地點及行車路線均不以種族、膚色或原始國籍而定。

若想了解千橡市政府在反歧視方面的其他職責，請聯絡：

運輸經理 Transit Manager

City of Thousand Oaks (805) 449-2499