

## Reservations

Reservations can be made by calling CONNECT at (805) 375-5467.

Reservations are required at least one day in advance of travel, and may be made up to two weeks in advance. Subscriptions for recurring trips may be requested, subject to availability. Each reservation must be at least one hour apart.

### Reservation Center Hours:

5:30 a.m. - 7:30 p.m. Monday - Friday  
7:30 a.m. - 7:30 p.m. Saturday - Sunday

### Reservations must be made:

- No later than 6:00 p.m. for next day service
- No later than 4:30 p.m. for next day service to the GO ACCESS transfer point

### When requesting a reservation, please provide the following information:

- Exact street address of origin and destination
- ADA Card Number (if applicable)
- Desired pick-up times. We may ask you to consider alternate times based on when you need to reach your destination and service availability.

### Please notify the ride coordinator:

- If you will be traveling with a mobility device
- If you will be traveling with a Personal Care Attendant (PCA) or companion

## Transfers

### Trips to western Ventura County:

We will arrange connections for trips to the GO ACCESS service area (via the Camarillo transfer point). Service available Monday - Saturday

### Trips to Los Angeles County (ADA only):

We can assist with transfers for trips to the LA ACCESS service area (via the Transportation Center transfer point). We will require additional information during the reservation process and if you are a frequent transfer user (more than 21 times annually), we will need your LA ACCESS identification number to complete the reservation on your behalf. Service available Monday - Friday

Additional fares may be required for transfer services.

## East County Transit Alliance (ECTA)

CONNECT InterCity Dial-A-Ride service is provided through a cooperative agreement between the cities of Moorpark, Simi Valley, Thousand Oaks, and the County of Ventura as member agencies of the East County Transit Alliance.

As of the date of publication, there is no limit on the number of times per day, week, or month the service can be used, however, CONNECT is offered as a voluntarily provided service and individual agencies may elect at any time to restrict service availability for residents based on available program resources.



**CONNECT InterCity Dial-A-Ride**  
For more information, reservations, compliments or concerns:  
(805) 375-5467  
totransit.org  
totransit@toaks.org

### Local Dial-A-Ride Service Providers:



**Thousand Oaks Transit**  
(805) 375-5467  
www.totransit.org



**Simi Valley Transit**  
(805) 583-6464  
www.simivalley.org/transit  
simitransit@simivalley.org



**Moorpark City Transit**  
(805) 375-5473  
www.moorparkca.gov/transit

### Connecting Dial-A-Ride Service Providers:

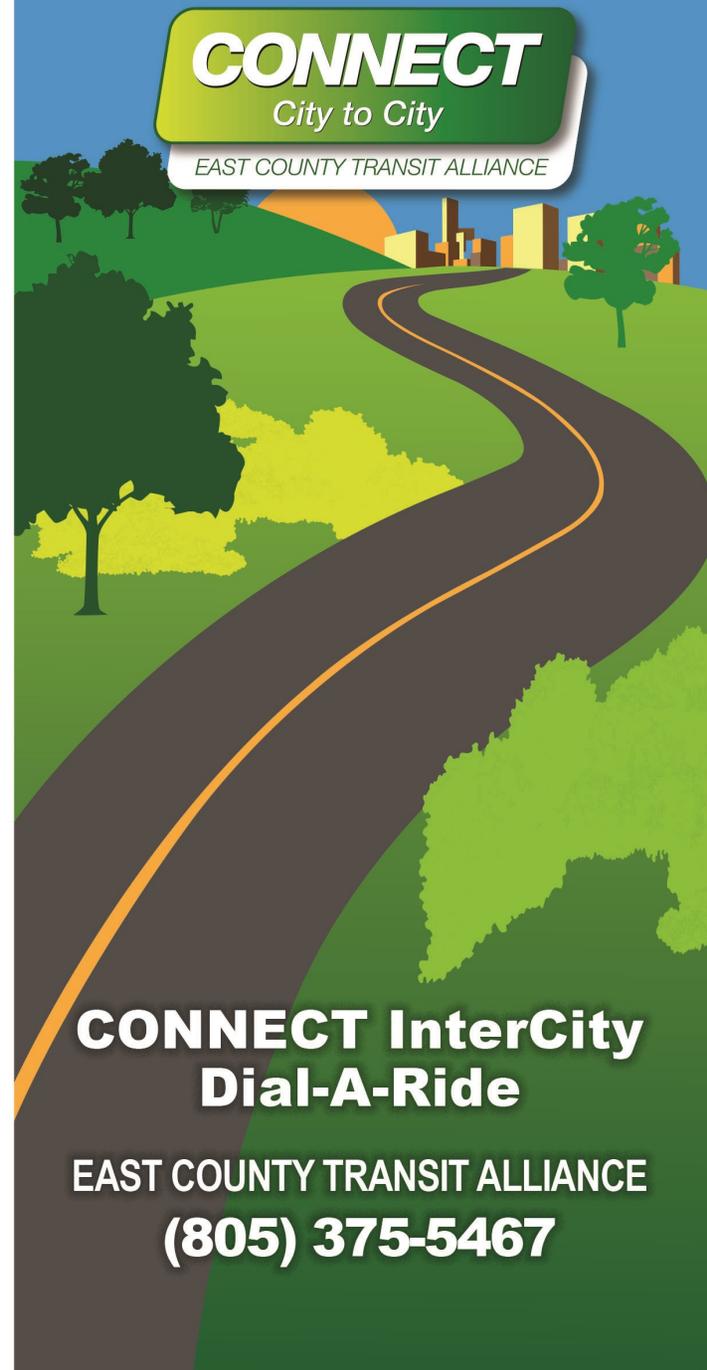


**LA ACCESS**  
(800) 883-1295  
http://accessla.org/home



**GO ACCESS**  
(805) 485-2319  
www.goldcoasttransit.org

COPYRIGHT © THOUSAND OAKS TRANSIT - 101419 CONTENT AND DESIGN - GROUP AZZ



## Welcome Aboard

CONNECT InterCity Dial-A-Ride is a shared-ride transportation service available in most of eastern Ventura County and is specifically designed to permit travel outside local Dial-A-Ride service areas.

## Service Area

CONNECT service is available to residents of the Primary Service Area (see Service Area map).

## Eligibility

- Seniors age 65 or older
- ADA-certified individuals

For more information about Americans with Disabilities Act (ADA) eligibility and certification, call (888) 667-7001 or visit [www.goventura.org](http://www.goventura.org).

## Service Hours

CONNECT operates Monday - Saturday  
6:00 a.m. - 6:00 p.m. (last pick-up at 5:30 p.m.) M-F  
8:00 a.m. - 6:00 p.m. (last pick-up at 5:30 p.m.) SAT

## Fares

CONNECT fares are \$6.00 one-way, regardless of distance traveled.

Companions (one per passenger) ride at full-fare.  
PCA's (one per ADA-cardholder with PCA endorsement) ride at no additional charge.

Pre-paid trip tickets (\$6.00) may be purchased in advance from the driver or at Thousand Oaks City Hall or the Thousand Oaks Transportation Center.

Drivers do not carry cash and are not allowed to make change or accept tips.

## No Show and Late Cancellation Policy

Please call by 7:30 p.m. the day prior to cancel any scheduled ride that is no longer required, including subscription reservations.

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.

## CONNECT Travel Tips

- Please be ready to leave at least 15 minutes before the scheduled pick-up time. Drivers will wait a maximum of 5 minutes before departing even when they arrive up to 15 minutes early.
- If you miss a ride, we will make every effort to accommodate same day re-booking. Due to demand for service, riders should expect significant wait times if trying to re-book a ride on the same day.
- CONNECT vehicles are equipped to accommodate riders using mobility devices. Drivers will assist with boarding and exiting the vehicle and will secure mobility devices.
- Drivers will assist riders with up to three grocery bags and small items each weighing 20 pounds or less.
- Drivers are not allowed to change drop off locations, make intermediate stops, or take vehicles through drive-thru lines.

## Title VI Policy

ECTA 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.

For additional information on the ECTA's obligation regarding non-discrimination, please contact: Transit Program Manager, City of Thousand Oaks (805) 449-2400.

## Política del Título VI

ECTA 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.

Para obtener información adicional acerca de las obligaciones y responsabilidades de la ECTA con respecto a la no discriminación, comuníquese con: Administrador del programa de tránsito, Ciudad de Thousand Oaks (805) 449-2400.

