**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.

**Fares**

DAR fares are $4.00 per trip each way. One-way, pre-paid, DAR tickets may be purchased at the City Transportation Center, City Hall Finance Customer Service, or the Goebel Adult Community Center.

**Never Miss Your Ride Again!**

Thousand Oaks Transit’s RADAR is an alert system that provides you a notification about your scheduled trips via telephone, email, text message, or a combination of all three. You can select which alerts you want to receive, and change how you want to receive them. You can be notified the night before or moments before or both.

- **Always have enough time to get ready**
- **Receive accurate estimate of vehicle arrival**
- **Always have enough time to get ready**
- **Avoid late cancellations and no show penalties**

Simply call 805-375-5467 to opt-in with one of our customer service agents and never miss a scheduled Dial-A-Ride again!

**Reservations**

For your convenience, Senior Dial-A-Ride offers four types of reservations. Subscription and Advanced reservations receive priority scheduling. Senior Dial-A-Ride is a shared ride service and drivers may make additional stops on the way to your destination. Allow at least one hour between the requested pick-up time and the time you need to arrive.

- **Subscription:** For riders requiring transportation at the same time of day, to the same location on a recurring basis. Subscriptions are available for up to 90 days. Riders must call to cancel if a scheduled ride is not required.
- **Advanced:** Made between one day and two weeks in advance. There is no limit to the number of advanced reservations.
- **Same Day:** Made for same day transportation and must be reserved at least two hours in advance. Each rider can make three Same Day reservations daily.
- **First Available:** For trips that do not require a specific pick-up time or if we are unable to accommodate a requested time due to capacity limits, riders will be offered the first available pick-up time as determined by our computerized dispatch system. If the time offered is accepted, the ride will be booked as if it was an advanced reservation and you can expect the vehicle to arrive within 15 minutes of the agreed time. Use of First Available service requires opting-in to the RADAR notification system.

Due to demand for service, we are no longer able to accept ride requests on a demand, no reservation basis. If your scheduled trip on Dial-A-Ride involves a return ride where your return time is uncertain, for instance a doctor’s appointment, please book a reserved ride for your estimated return time. If you are running behind and will miss your scheduled return ride, please cancel it as soon as possible and use the First Available service instead. Reservations must be a minimum of one hour apart. Last scheduled pick-up time is 30 minutes before end of service.

**Public Transit Providers**

**City Transportation Center**

233 South Rancho Road
Thousand Oaks, CA 91361
(805) 375-5467 - Dial-A-Ride Information
www.totransit.org

**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 - Tuesday
Senior and ADA Dial-A-Ride service
Monday - Tuesday
(805) 375-5473 - Bus Information
(805) 375-5467 - Dial-A-Ride Information
www.moorparkca.gov/tranair

**City of Westlake Village**

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

**Oak Park**

Senior and ADA Dial-A-Ride service
Monday - Saturday
(805) 375-5467 - Dial-A-Ride Information
www.oakparkca.gov/tranair

**City of Agoura Hills**

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

**Camarillo Area Transit**

Bus and Trolley Service
Monday - Saturday
General Public Dial-A-Ride service
Monday - Saturday
(805) 988-4222 - General Information
www.o.camarillo.ca.us

**LA ACCESS**

ADA Dial-A-Ride services for Los Angeles County
Monday - Sunday
(800) 883-1224
http://laaccess.org

**Metro**

Route 161
Bus service from Thousand Oaks and Westlake Village to Woodland Hills
Monday - Saturday
(323) 960-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 Camarillo, Moorpark, and Simi Valley
Monday - Friday
(800) 371-LINK
www.metrolinktrains.com

**Gold Coast Transit/GO ACCESS**

(Ojai, Oxnard, Pt. Hueneme, Ventura)
Bus service
Monday - Sunday
(805) 601-4222
www.goldcoasttran.org

**East County Transit Alliance (CONNECT)**

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

**VCTC InterCity**

InterCity bus service for Ventura Co.
Monday - Saturday
(805) 438-1112
www.GoVentura.org

**www.ci.agoura-hills.ca.us**

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

**www.wlv.org**

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

**www.ci.camarillo.ca.us**

Monday - Saturday
Bus and Trolley Service
(805) 988-4222 - General Information
www.wlv.org

**www.totransit.org**

Monday - Saturday
Senior Dial-A-Ride and ADA Dial-A-Ride service
City of Thousand Oaks
265 South Rancho Road
Thousand Oaks, CA 91361
(805) 375-5467 - Dial-A-Ride Information
www.totransit.org

**www.simivalley.org/transit**

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

**www.ladottransit.com**

Monday - Friday
(818) 808-2273
www.ladottransit.com

**www.metro.net**

(818) 977-2000 - General Information
www.metro.net

**www.metrlinktrains.com**

(818) 371-LINK
www.metrlinktrains.com

**www.eocaltrans.org**

(805) 988-4222 - General Information
www.eocaltrans.org

**www.goventura.org**

Monday - Saturday
(805) 438-1112
www.GoVentura.org

**http://laaccess.org**

Monday - Sunday
(800) 883-1224
(818) 707-2005 - Dial-A-Ride Information
www.totransit.org

**Effective Date January 6, 2020**
Welcome Aboard
Thousand Oaks Transit (TOT) provides Senior Dial-A-Ride (SAR) service for seniors age 65 and older. Weekdays from 6:00 a.m. - 7:00 p.m. and weekends from 8:00 a.m. - 7:00 p.m.
SAR service is provided to the City of Thousand Oaks, Westlake Village, and the county’s unincorporated areas of Newbury Park, Oak Park, Ventura Park, Lynn Ranch, Rolling Oaks, Hidden Valley, and Lake Sherwood.
Modified service hours on selected holidays.

Important Senior Dial-A-Ride Tips
As a courtesy to other passengers, please be ready to leave at least 15 minutes before the scheduled pick-up time. We strive to pick riders up within 15 minutes of the requested time and drivers may arrive up to 15 minutes early. Drivers will only wait 5 minutes after arriving before leaving for the next location. If you miss a ride you must make a new reservation.

• Riders may bring full fare companion. Seating requests for companions must be made at the same time a reservation is booked and are accommodated 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 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. Drivers are not allowed to change drop off locations, make intermediate stops, or take vehicles through drive thru lines. Strollers, walkers, shopping carts, and large items that may block aisles, take up seats or a passenger cannot carry fold and slow are not permitted.

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.

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.

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.

Title VI Policy
The City of Thousand Oaks is committed to ensuring that no person is excluded from participation in, or denied 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 Program Manager, City of Thousand Oaks (805) 449-2400

Politica 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 proporcione, 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 de parada, la ciudad de Thousand Oaks y los destinos o 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 del programa de tránsito, Ciudad de Thousand Oaks (805) 449-2400

Title VI Policy of the City of Thousand Oaks
The City of Thousand Oaks is committed to ensuring that no person is excluded from participation in, or denied 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 Program Manager, City of Thousand Oaks (805) 449-2400