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.

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.

ADA Cards

A county-issued ADA card is required to use this service. Cards are available if riders cannot use regular public bus service. ADA eligibility certifications are available by calling (888) 667-7001.

Additional information is available online at:
www.goventura.org/getting-around/ada-ceftification

Never Miss Your Ride Again!

City of Thousand Oaks TRANSIT | RADAR

Ride Alerts for Dial-A-Ride

- **Always have enough time to get ready**
- **Receive accurate estimate of vehicle arrival**
- **Allows you to cancel trips early enough to avoid late cancellation 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, ADA Dial-A-Ride offers four types of reservations. Subscription and Advanced reservations receive priority scheduling. ADA 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 when 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 mimimum of one hour apart. Last scheduled pick-up time is 30 minutes before end of service.

Public Transit Providers

City Transportation Center
265 South Rancho Road
Thousand Oaks, CA 91361

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

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
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

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

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

totransit.org

City of Thousand Oaks TRANSIT

COPYRIGHT © THOUSAND OAKS TRANSIT 2020 – 011520 GROUPA2Z

Effective Date January 6, 2020

THOUSAND OAKS TRANSIT

ADA DIAL-A-RIDE

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.

Welcome Aboard

Thousand Oaks Transit (TOT) provides ADA para-transit service for disabled passengers unable to use public transportation, weekdays from 6:00 a.m. - 7:00 p.m. and weekends from 8:00 a.m. - 7:00 p.m.

ADA service is provided to the City of Thousand Oaks, Westlake Village, and the county's unincorporated areas of Newbury Park, Oak Park, Ventu Park, Lynn Ranch, Rolling Oaks, Hidden Valley and Lake Sherwood.

Modified service hours on selected holidays.

InterCity Service

Service to neighboring communities is available weekdays from 6:00 a.m. - 6:00 p.m. and Saturday from 8:00 a.m. - 6:00 p.m. in cooperation with East County Transit Alliance (ECTA). 24-hour advance reservations are required. InterCity fares are $6.00 each way for service. Additional fares and transfers may be required to reach available to Los Angeles County using LA ACCESS and West Ventura County using GO ACCESS. 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 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 stow 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.

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 Transit Administration guidelines for the transportation of qualified service animals. Service animals must be on a harness or leash at all times when on-board. Support animals and pets must be in DOT approved carrier which fits on lap or under the seat.

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 Program Manager, City of Thousand Oaks (805) 449-2400

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 del programa de tránsito, Ciudad de Thousand Oaks (805) 449-2400

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：

運輸方案經理 Transit Program Manager
City of Thousand Oaks (805) 449-2400