

FAQ

Dial-A-Ride Subscription Changes Effective March 1, 2020



For more information call (805) 375-5467

Q: What is a subscription for dial-a-ride services?

A: A subscription allows you to make a single reservation for rides over a period of time, going to the same place, at the same time of day. For instance, you take a class at the Goebel Center and the class is held every Wednesday at 11:00 a.m. and lasts for 4 months. You can make a single reservation for all trips.

Q: Why are you changing the subscription policy?

A: We have too many rides booked by subscription. As a result, we are not in compliance with federal guidelines and riders who need to make reservations on short notice frequently find there are no convenient ride times available.

Q: When are the changes taking place?

A: March 1, 2020 (moratorium on new subscriptions for the ECTA Intercity dial-a-ride service is already in effect).

Q: Which services operated by Thousand Oaks Transit are being affected by this change?

A: All dial-a-ride services operated by Thousand Oaks Transit except Agoura Hills.

Q: What is changing?

A: Once your reservation expires and you wish to renew it, or if you want to make a new reservation, the following changes will be in effect:

1. Subscriptions will be limited to no more than 40 percent of the available rides.
2. Subscriptions will only be accepted for 90 days instead of 6-months.
3. Subscriptions will not automatically renew but will be available on a first come, first served basis. If at the time of request or renewal, subscription reservations rates are already at 40% or higher, you will be placed on a waiting list and will have to make individual reservations until a subscription slot is available.
4. Each rider will be limited to no more than two subscriptions at the same time. A single subscription can be for either a one-way or round-trip reservation.
5. You must opt-in to the RADAR notification program to book a subscription.
6. Riders who have frequent late-cancellations or no-shows will have their subscriptions cancelled. At any time during the subscription period if the number of no-shows or late-cancellations exceeds 10% of the rides taken, the subscription will be subject to cancellation. Regardless of how far in advance the ride was cancelled, 4 consecutive cancellations of a subscription scheduled ride, will result in automatic cancellation of a subscription.