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

Please have the exact street address of the destination including apartment or suite numbers. For first time reservations, your ADA card number may be required.

**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 (805) 375-5467 to opt-in with one of our customer service agents.

**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 80 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 received 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.

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

If you have a complaint, concern, or issue, please contact the Customer Service Manager at (805) 370-0047.

Welcome Aboard

Thousand Oaks Transit (TOT) provides ADA para-transit service for disabled passengers unable to use fixed-route public transportation: Dial-A-Ride hours are weekdays from 5:00 a.m. - 8:00 p.m. and weekends from 7:00 a.m. - 8:00 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.

* No services on major holidays. Modified service hours on select holidays, see website for current information.

Important ADA Dial-A-Ride Tips

• As a courtesy to other passengers, please be ready to go at least 15 minutes before the scheduled pick-up time. We strive to pick up riders 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. You must make a new reservation if you miss your scheduled ride.

• Riders may bring along a full fare companion. Seating requests for companions must be made at the same time a reservation is booked. Additional companions beyond one are 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 provides origin-to-destination service but drivers may not enter your residence. If assistance is needed, alert the ride coordinator when making a reservation. Drivers are not allowed to change drop off locations, make unscheduled stops, or go through drive-thru lines.

• Strollers, walkers, shopping carts, and large items that may block aisles, take up seats, that a passenger cannot carry, fold, and stow are not permitted.

Persons with Disabilities

All para-transit vehicles are equipped to accommodate standard mobility devices that comply with ADA guidelines.

Persons 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

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 $6.00 each way for service. Additional fares and transfers may be required to travel to Los Angeles County using LA ACCESS and West Ventura County using GO ACCESS. For more information speak to a ride coordinator.

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 $6.00 each way for service. Additional fares and transfers may be required to travel to Los Angeles County using LA ACCESS and West Ventura County using GO ACCESS. For more information speak to a ride coordinator.

Service Animals

TOT fully complies with Federal Transit Administration guidelines for the transportation of qualified service animals. Service animals must be under control at all times when on-board. Support animals and pets must be in a DOT approved carrier which fits in the 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

政第六篇政策

千橡市政府（City of Thousand Oaks）致力確保每個人均受1964年《民權法》第六節Title VI of the Civil Rights Act of 1964修訂條款的保障，包括種族、膚色或國籍背景等原因被拒絕參與或享受本市政府的服務。任何人或組織在使用千橡市所提供的交通服務時，都不會因種族、膚色或國籍背景而被拒絕參與或享有市政府所提供的服務。各種族、膚色或國籍背景等方面的歧視，服務頻率、各路線所分配的車輛年齡和品質等方面的歧視。服務頻率、各路線所分配的車輛年齡和品質等方面的歧視。若想了解千橡市政府在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

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迎天堂交通工具

Thousand Oaks Transit (TOT) 提供為殘障乘客而設的 PARA-TRANSIT 服務，乘客因使用固定的路線而無法使用輪椅及三輪電單車使用者搭乘的無障礙設施。