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

Thousand Oaks Transit

Simi Valley Transit

Moorpark City Transit

City of Westlake Village

Oaks Park

City of Agoura Hills

Camarillo Area Transit

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 no shows may be limited or suspended.

Fares

DAR fares are $4.00 per trip each. One-way, pre-paid, DAR fares are $4.00 per trip each for the Goebel Adult Community Center.

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 30 days. Riders must 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 minimum of one hour apart. Last scheduled pick-up time is 30 minutes before end of service.

Never Miss Your Ride Again!

You can select which alerts you want to receive, and change telephone, email, text message, or a combination of all three.

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
— 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!

Public Transit Providers
Welcome Aboard

Thousand Oaks Transit (TOT) provides Senior Dial-A-Ride (DAR) 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.

DAR 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).

- Regularly scheduled service is provided with GO ACCESS. For more information speak to a ride coordinator.
- 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.
- 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.

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.
- 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 sillas de tercera ruedas que cumplan con las pautas de ADA.

Service Animals

Service animals must be on a harness or leash at all times, fold and stow are not permitted.

For more information, visit tottransit.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 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

Title VI 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