



# Bus Passes Affected by Local Service Suspension Eligible for Credits

Did the temporary suspension of TOT bus services impact your use of a period pass you validated prior to the suspension? If so, you can get a replacement pass or credit towards a replacement pass.

## 31-Day Pass

Validation Date:	Eligible Credit
After March 16	Replacement pass
March 9 - 14	3 replacement 7-day passes
March 2 - 7	2 replacement 7-day passes
February 24 - 29	1 replacement 7-day pass
Prior to February 22	No replacements or credits

## 7-Day Pass

Validation Date:	Eligible Credit
March 19 – 20	Replacement pass
March 16 – 18	Partial credit towards purchase of a new 7-day pass*
Prior to March 16	No replacements or credits

\* 7-day passes eligible for partial credit will receive credit in the form of a stored value card equal to half of the purchase price of the pass returned. Stored value cards may be redeemed on board the bus or at the Transportation Center towards purchase of a replacement pass.

10-Ride Passes  
Remain Valid  
When Service  
Resumes

Present your validated 31-Day or 7-Day pass within one week of the re-opening of the Transportation Center to the public (check in regularly on social media for the announcement) or you can mail your pass to:

Bus Pass Replacement – Covid-19  
c/o City of Thousand Oaks Transit Program  
2100 E. Thousand Oaks Blvd.  
Thousand Oaks, CA 91362

Submission by mail must be postmarked by April 30, 2020. Please make sure to include your name, address, and a contact phone number.