

Fares

CONNECT ADA and Senior InterCity DAR Service fares are \$5.00 each way, regardless of distance traveled. Additional fares may be required for transfer services. Trip tickets may be purchased from the driver or at the City of Thousand Oaks Transportation Center. Drivers do not carry cash and are not allowed to make change or accept tips.

Transfers

We will arrange connections for ADA cardholders or seniors connecting to GO ACCESS at the transfer point in Camarillo. Service to the Westlake Village transfer point for LA ACCESS is available for ADA cardholders traveling to Los Angeles County. Riders must make their own reservations with LA ACCESS, (800) 883-1295.

Title VI Policy

ECTA 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.

For additional information on the ECTA's obligation regarding non-discrimination, please contact: Transit Manager, City of Thousand Oaks (805) 449-2499

Political del Titulo VI

ECTA 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.

Para obtener información adicional acerca de las obligaciones y responsabilidades de la ECTA con respecto a la no discriminación, comuníquese con:

Administrador de tránsito, Ciudad de Thousand Oaks
(805) 449-2499

民權法第六篇政策

ECTA 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。

若想了解 ECTA 在反歧視方面的其他職責，請聯絡：

運輸經理 Transit Manager
City of Thousand Oaks (805) 449-2499

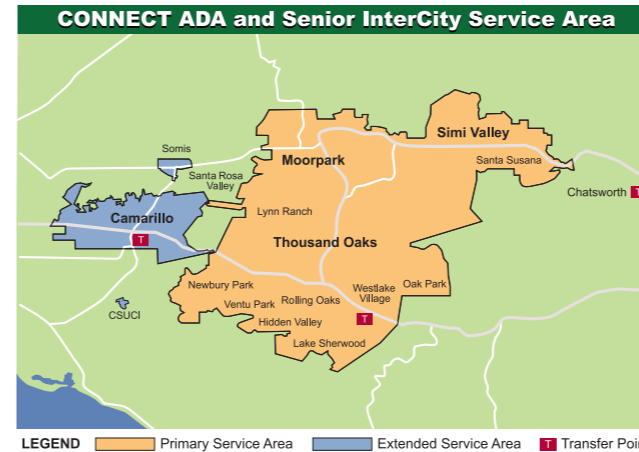
Important InterCity Dial-A-Ride Tips

- As a courtesy to other passengers, please be ready to leave at least 15 minutes before the scheduled pick-up time. Drivers strive to pick up riders at the requested time, but they may arrive up to 15 minutes before or after the requested time. Drivers will wait a maximum of 5 minutes before departing even when they arrive early.
- In accordance with regulations, ADA cardholders with a PCA endorsement on their card may bring their personal care attendant with them at no additional charge. All riders, ADA and seniors, may also bring one full fare companion. Seating requests for attendants or companions must be made at the same time a reservation is booked and companions are accommodated on a space available basis. Priority will be given to ADA cardholders with PCA needs.
- We will do everything we can to schedule rides at the time requested. However, because there is a limit to the number of rides that can be provided per hour, occasionally we may ask riders to consider alternate times within one hour of their requested time when you make a reservation and up to two hours before your scheduled pick up time.
- If you miss a ride, we will make every effort to accommodate same day re-booking. Due to demand for service, riders should expect significant wait times if trying to re-book a ride on the same day.
- All CONNECT ADA and Senior DAR InterCity Service 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 grocery 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.
- CONNECT ADA and Senior InterCity DAR Service drivers are not allowed to change drop off locations, make intermediate stops, or take vehicles through drive-thru lines.



Lost and Found

Items left on the bus will be turned into the administrative offices at the City Transportation Center. Please call (805) 375-5473 for information.



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.



Thousand Oaks Transit
(805) 375-5467
www.totransit.org



Simi Valley Transit
(805) 583-6464
www.simivalley.org/transit
simitransit@simivalley.org



Moorpark City Transit
(805) 375-5473
www.moorparkca.gov/transit



County of Ventura
(805) 654-2052
www.pwa.ventura.org/transportation



LA ACCESS
(800) 883-1295
<http://accessla.org/home>



Gold Coast Transit District
(805) 487-4222
www.goldcoastransit.org

COPYRIGHT © THOUSAND OAKS TRANSIT - 08/2016 CONTENT AND DESIGN - GROUP AZZ



CONNECT InterCity Dial-A-Ride

EAST COUNTY TRANSIT ALLIANCE

(805) 375-5467

Welcome Aboard

CONNECT ADA and Senior InterCity Dial-A-Ride (DAR) Service, offered by the cities of Moorpark, Simi Valley, and Thousand Oaks, and the County of Ventura, simplifies travel between most of eastern Ventura County and connections to other transit providers such as Gold Coast Transit's GO ACCESS and Los Angeles County's LA ACCESS Service.

Hours

The service is available Monday through Friday from 6:00 a.m. to 6:00 p.m. (5:30 p.m. is the latest a pick-up can be scheduled) except for the following areas:

Service to and from Camarillo, including the GO ACCESS transfer point is only available between the hours of 9:00 a.m. and 4:00 p.m. (3:30 p.m. is the latest a pick-up can be scheduled).

For service availability on major holidays, please call (805) 375-5467. Specific information about holiday hours will be available at least two weeks in advance.

Service Area

CONNECT ADA and Senior InterCity DAR Service provides transportation to the cities of Moorpark, Simi Valley, and Thousand Oaks, and the unincorporated areas of eastern Ventura County. This includes: Oak Park, Newbury Park, Lynn Ranch, Rolling Oaks, Ventu Park, Lake Sherwood, Hidden Valley, Santa Rosa Valley (traveling into Moorpark, Simi Valley and Thousand Oaks), Home Acres, Santa Susana Knolls, and the areas between Simi Valley and Thousand Oaks, and between Simi Valley and Moorpark. Residents of these areas can use this service to travel within and between any of these locations, and to Westlake Village, Camarillo, Somis, and California State University, Channel Islands (CSUCI).

Santa Rosa Valley residents wishing to travel to Camarillo, Somis, CSUCI, or wishing to transfer to GO ACCESS should contact Camarillo Area Transit at (805) 988-4228.

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. A rider who is not ready or declines the ride is considered a No Show. Any reservation not cancelled by 8:30 p.m. the day prior is considered a Late Cancellation. Any cancellation two hours or less before a scheduled pick up is considered a No Show.

Reservations

Reservations are required and can be made by calling CONNECT at (805) 375-5467. All CONNECT ADA and Senior InterCity DAR reservations for next day service must be made no later than 6:00 p.m. the evening before (4:30 p.m. for service to the GO ACCESS transfer point). Reservations for service other than next day can be made as late as 8:30 p.m., up to two weeks in advance. When next day service is the day after a holiday when service is not offered, rides must be booked two days in advance, no later than 8:30 p.m.

When making reservations, please provide the exact street address of the destination including apartment or suite numbers.

All first-time riders will be asked to register by answering a few simple questions when they call to make a reservation.

An ADA card is required for persons with disabilities wishing to use this service. ADA cardholders will need their card numbers to make a reservation. ADA eligibility certifications are available by calling (888) 667-7001. Additional information is available online at www.goventura.org.

- On demand or same day requests are not accepted, as schedules are completed the day prior to service to maximize availability. If you are traveling to an appointment that has no set end time, like a doctor's appointment, please let the staff know when you arrive that you must be finished 15 minutes before your scheduled pick up time as it cannot be changed.
- Subscription reservations are available for riders requiring transportation at the same time of day, to the same location on a recurring basis. Subscriptions are available for up to three months. Riders must call the day prior to cancel if a scheduled ride for the following day is not required.
- As of the date of publication, there is no limit on the number of times per day, week, or month the service can be used; however, each reservation must be at least one hour apart. Individual agencies may elect at any time to restrict service availability for their residents.

CONNECT ADA and Senior InterCity DAR Service is a shared ride service and drivers may stop to pick-up or drop-off other passengers on the way to your destination. Please allow a minimum of twice the time it would take to drive to your destination plus 15 minutes when requesting a pick up time.

