

Q. Can I make a standing reservation (subscription) for this service?

A. Yes, standing reservations can be made for up to 3 months in advance.

Q. Is there a limit to the number of times I can use this service?

A. At this time there is no restriction to the number of times per day, week, or month the service can be used but individual agencies may set limits in the future. Reservations must be made for at least 1 hour apart.

Q. What is the latest time I can request a pick-up?

A. 5:30 p.m.

Q. I have a doctor's appointment and do not know when I will be done. Can't I just call and wait for you to pick me up?

A. Unfortunately, no. These rides are scheduled the day before to maximize the availability of the service. Let your doctor know you have a set return time.

Q. I missed my ride. Can I call and re-book?

A. We will make every effort to accommodate same day re-booking of rides but due to anticipated demand for service, it is unlikely we will be able to accommodate riders without a significant wait time.

Q. Will I be able to get a ride exactly when I want it?

A. In most cases, yes. But there is a limit to the number of rides that can be provided per hour. Occasionally, we may ask you to consider another time but will do everything we can to meet your requested time.

(805) 375-5467

NEW SERVICE BEGINNING AUGUST 3



**(805) 375-5467
FOR RESERVATIONS**

ADA AND SENIOR INTERCITY DIAL-A-RIDE SERVICE

Q: What is the CONNECT ADA and Senior InterCity Service?

A. This is a new service offered by the cities of Moorpark, Simi Valley, Thousand Oaks, and County of Ventura that allows ADA cardholders and seniors, age 65 and older, to travel between most areas in eastern Ventura County and to make connections to other transit providers such as Gold Coast Transit's GO ACCESS and LA Access.

Q. My city already provides inter-city ADA service. How is this service different?

A. The four agencies have banded together to provide the service with a single phone number for reservations with uniform fares and service hours and have eliminated the need to transfer between operators. They have also made the service available to seniors for the first time.

Q. What are the hours of service?

A. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m., the same hours as existing inter-city services. Residents of Moorpark will continue to receive ADA inter-city service on Saturdays and Sundays under a separate agreement with the City of Thousand Oaks.

Q. What is the fare?

A. The fare is \$5.00 each way, regardless of distance traveled. For Moorpark residents, please refer to the Moorpark's published rates.

Q. What areas are covered by this program?

A. The city limits of Moorpark, Simi Valley, and Thousand Oaks and the unincorporated areas of 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 unincorporated areas between Simi Valley and Thousand Oaks and Simi Valley and Moorpark.

Q. Where can I go?

A. You can travel anywhere in the areas listed above plus Westlake Village, Camarillo, Somis, and the CSUCI campus.

Q. I live in Camarillo. Can I use the service?

A. The City of Camarillo has elected not to participate in the program at this time. Please contact Camarillo Area Transit at (805) 988-4228 for information about transportation options for Camarillo, Somis, CSUCI and Santa Rosa Valley residents wishing to go into Camarillo or transfer to GO ACCESS.

Q. What number do I call for a ride?

A. Call Thousand Oaks Transit at (805) 375-5467 to schedule your ride. If you are an ADA cardholder or senior connecting to Gold Coast Transit's GO ACCESS at the Central Avenue transfer point in Camarillo, Thousand Oaks Transit will arrange your connecting ride for you. If you are an ADA cardholder traveling to Los Angeles County, we will provide service to the Westlake Village transfer point for your transfer to LA Access. LA Access rules do not permit us to book your ride for you. You will be responsible for making your own reservations.

Q. Senior service in my community is only age 60. Why do I have to be age 65 or older to use the InterCity service?

A. The participating agencies have agreed on a uniform age of 65 consistent with the County's adopted standard.

Q. How soon in advance do I need to book my ride?

A. Your reservation must be made no later than 8:30 p.m. the day before you need a ride. We do not accept same day requests for this service. (Rides to/from the GO ACCESS transfer point must be made by 4:30 p.m. the day before)

Q. How much time should I allow to get to my destination?

A. You should allow twice the time it takes to drive plus 15 minutes. For example, if you have an 11:30 a.m. appointment, and it would take you 30 minutes to drive yourself, you should request a pick up time no later than 10:15 a.m.

Q. When will you pick me up?

A. We will try to pick you up at your requested time but it may be up to 15 minutes before or 15 minutes after your requested time. You should be ready to go a minimum of 15 minutes before your requested time. Drivers only wait 5 minutes after arrival before departing.

Q. Can I bring friends and family with me?

A. ADA cardholders with a personal care attendant endorsement can bring their personal care attendant at no charge. All riders (ADA and senior) are allowed one additional person to travel with them, on a space available basis. Payment of \$5.00 fare is required and you must notify the reservationist at the time you book your ride.

Q. Will I be traveling alone?

A. This is a shared ride service so your driver may make intermediate stops to pick-up or drop-off other passengers.

Q. Will the vehicles be the same as the ones I ride in now?

A. They will be similar, with the Connect - City to City logo. All vans will be ADA accessible with smooth ride suspensions.