PASSENGER *Responsibilities*

- Please be ready prior to your pick-up time. Be aware that the vehicle may arrive anytime within the 20-minute window. If the vehicle arrives and you are not ready, the driver will wait up to 5 minutes before leaving. Passengers who do not show up within 5 minutes will be marked as a No Show.
- Eating, drinking, and smoking are not permitted in the vehicle.
- Radios or other noise-generating equipment may not be played in the vehicle.
- Carry-on items are limited to three bags per passenger and must be kept out of the walking aisle.
- Pets other than service animals must be confined in a travel carrier and must not cause a distraction to the driver.
- Service animals must be in the owner's control at all times. Per ADA definition, emotional support animals are not considered service animals. Damage caused by a service animal or pet are the responsibility of the owner.
- Drivers are NOT to be tipped.
- Drivers are not allowed to change drop-off locations or make intermediate stops.

AMERICANS WITH DISABILITIES ACT (ADA)

SPECIAL ASSISTANCE

- Please understand that drivers cannot physically assist passengers.
- If a passenger needs personal assistance, an attendant will be required and the passenger must be ADA certified.
- CAT does not provide attendants.
- Attendants must be at least 16 years old and in good physical condition.
- Attendants ride free.

DIAL-A-RIDE (DAR) TO OTHER CITIES

- ADA cardholders and seniors (65+) can travel to East Ventura County cities.
- ADA cardholders and seniors (65+) can travel to West Ventura County cities by transfer to the Gold Coast Transit DAR system at St. John's Regional Medical Center, 1600 N. Rose Avenue, Oxnard.

For information about ADA eligibility and certification, call **(888) 667-7001** or visit **goventura.org**.

SUBSCRIPTIONS

A subscription reservation can be issued for ADA passengers who travel to the same location at the same time on the same day every week. Be sure to call to cancel on days you don't need the service, or you will be recorded as a No Show. As a reminder, all passengers can schedule trips up to 14 days in advance.

CAMARILLO AREA TRANSIT

601 Carmen Drive
Camarillo, CA 93010
(805) 388-5340
cityofcamarillo.org/dial-a-ride

Scan to Learn More!

COMMENTS OR CONCERNS

If you have any comments or concerns regarding our service, or want to report an incident that occurred during your ride, please call us. Each comment or concern will be investigated, and you will be advised of the outcome.

CAMARILLO AREA TRANSIT

CAMARILLO AREA TRANSIT



YOUR GUIDE TO DIAL-A-RIDE

Call the CAT at
(805) 988-4CAT

DIAL-A-RIDE SERVICE

CAT Dial-A-Ride (DAR) is an origin-to-destination public transit service. Available to all residents and visitors within the City of Camarillo. Trips can be scheduled for any purpose except school trips. DAR vehicles are not provided to replace school buses.

Passengers can schedule, view, and cancel reservations online at **cityofcamarillo.org/dial-a-ride** or through the Camarillo Area Transit app available in the app store.

FOR RESERVATIONS AND INFORMATION, CALL

(805) 988-4228

Monday–Friday
7:00 a.m.–5:00 p.m.

Saturday & Sunday
8:00 a.m.–4:00 p.m.

Reservations should be made at least 24 hours in advance. You will be picked up within a 20-minute window. Please be ready for pick-up at the beginning of the 20-minute window. Upon arrival, the driver will wait no more than 5 minutes.

Reservations can be made the same day a ride is requested; however, desired ride times cannot be guaranteed, and times will be based on the availability of vehicles.

RESERVATION INFORMATION

Be prepared to provide the following:

1. **Your name and phone number**
2. **Your pick-up location.** Please provide details to help drivers find you. If they cannot find you, they will wait up to 5 minutes, then mark you as a No Show and leave.
3. **Destination and time you need to arrive.** If it is a doctor's appointment or other specific appointment, let the dispatcher know.
4. **Requested return time.** Allow ample time for doctor's appointments. Please contact CAT if you are running late to determine if an alternate return time is available. An alternate return time is subject to availability.
5. **Inform dispatchers if you use a walker, wheelchair, or other mobility device.**

CANCELLATIONS

If you have a scheduled ride and need to cancel, please do so no less than 2 hours in advance. No Shows and late cancellations impact our ability to provide on-time service. Passengers who repeatedly have late cancellations or No Shows will be subject to limited or suspended trips. For more information on the Cancellation Policy, please visit **cityofcamarillo.org/dial-a-ride.**

LOCAL SERVICE FARES:

ADULTS/STUDENTS.....$3.00
SENIORS/DISABLED.....$2.00
(65 and older/ADA card/Medicare card)
CHILDREN UNDER 6.....FREE
(Traveling with paid adult)

REGIONAL SERVICE FARES:

SENIORS/DISABLED.....$6.00

EXACT FARE IS REQUIRED. DRIVERS DO NOT MAKE CHANGE.

HOURS OF SERVICE

MONDAY thru FRIDAY
6:00 a.m.–9:00 p.m.

SATURDAY
8:00 a.m.–9:00 p.m.

SUNDAY
8:00 a.m.–6:00 p.m.

HOLIDAYS–NO SERVICE

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

BUS PASSES

Bus passes can be purchased at **Camarillo City Hall** at **601 Carmen Drive**. For more information on bus passes, please visit **cityofcamarillo.org/buspass**

TARIFAS

ADULTOS/ESTUDIANTES.....$3.00
MAYORES DE EDAD/INCAPACITADO....$2.00
(65 años de edad o mas/Tarjeta de Medicare /Tarjeta de ADA)
NIÑOS MENORES DE 6 AÑOS.....GRATIS
(Viajando con pasajero adulto pagado)

TARIFAS DE SERVICIOS REGIONALES:

MAYORES DE EDAD/INCAPACITADOS...$6.00

SE REQUIERE TARIFA EXACTA. LOS CHOFERES NO TIENEN CAMBIO.

HORARIO DE SERVICIO

LUNES a VIERNES
6:00 a.m.–9:00 p.m.

SÁBADO
8:00 a.m.–9:00 p.m.

DOMINGO
8:00 a.m.–6:00 p.m.

Para reservaciones llame al
(805) 988-4228

DÍAS DE FIESTA–NO HAY SERVICIO

Año Nuevo
Día De Conmemoración
Día De Independencia
Día Del Trabajador
Día De Acción De Gracias
Día De Navidad

CAMARILLO AREA TRANSIT
Catch the CAT

PUBLIC NOTICE OF CIVIL RIGHTS – TITLE VI POLICY: *CAT operates without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 as amended. If you believe you have been discriminated against, file a complaint with CAT by calling 805-388-5340 or visiting cityofcamarillo.org/transit.*

AVISO PÚBLICO DE DERECHOS CIVILES – POLÍTICA DEL TÍTULO VI: *CAT opera sin distinción de raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 según enmendada. Si cree que ha sido discriminado, presente una queja ante CAT llamando al 805-388-5340 o visite cityofcamarillo.org/transit.*