

If you wish to report your comments and/or concerns in writing, please include the following information:

1. Date, time and location of the incident.
2. The name of the driver or staff involved, or the bus or taxi number.
3. A detailed explanation of what happened, or what you believe the problem to be. Include as much detail as you can. This will allow CAT to better investigate your concern.

4. BE SPECIFIC.

Please be advised that each concern will be investigated and all reasonable actions will be made. You may also be contacted for additional information or supporting documentation.

You may write to:

City of Camarillo
Camarillo Area Transit
P.O. Box 248
Camarillo, CA 93011-0248

For Dial-A-Ride
Reservations Call
(805) 988-4CAT
(805) 988-4228

Mon – Fri
7:30 am – 5:30 pm

Sat and Sun
8:00 am – 4:00 pm
(Riders may leave a message
after hours by telephone.)

Service Hours

Mon – Fri
7:30 am – 9:00 pm
Sat 8:00 am – 4:00 pm

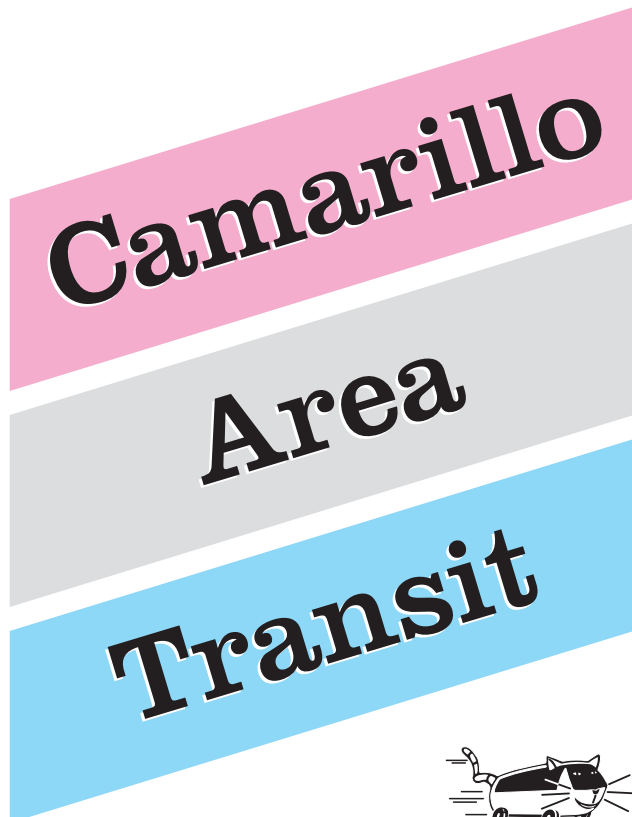


City Of Camarillo
601 Carmen Drive
Camarillo, CA 93010



CAMARILLO AREA TRANSIT

Dial-A-Ride User Guide



Effective March 1, 2007

(805) 988-4CAT
(805) 988-4228



Fare Information

Adults/Students \$2.00
(Students 6 yrs – 18 yrs)

Seniors/Disabled \$1.50
(55 and older with proof of age or
disability/Medicare card)

Child under 6 Free
(with paid adult)

**Exact fare is required as our
drivers do not carry change.**

**For Information Call
(805) 988-4CAT
(805) 988-4228**



Hours of Service

The CAT DAR service is
available from:

Monday thru Friday
(7:30 am – 9:00 pm)
and Saturday
(8:00 am – 4:00 pm)

There is **NO SERVICE** on
Sunday or on the following
holidays:

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



Standing Reservations

A standing reservation is
given to riders who travel to the
same location, at the same time,
on the same day, every week.
An exception is rides to and
from school. The DAR bus is
not intended to replace the
school bus. New standing
reservations can only be given
when space is available.



If you have a standing
reservation and will not be
traveling for a period of time,
you may place your standing
reservation on hold. To place a
standing reservation on hold,
you need to call 988-4228 and
request that your reservation
be placed on hold. You will
also need to provide a
reactivation date.

A standing reservation will
be held for up to ninety (90)
days, after which you will be
contacted. If you do not
respond in a timely manner,
your standing reservation will
be cancelled. If your standing
reservation is cancelled, you
will have to reschedule a
standing reservation based
on availability.

Riders who fail to place a
standing reservation on hold,
or cancel a ride, may face
restricted use. A rider will be
notified of such restriction
in writing.



Cancellations

If you need to cancel a
scheduled ride due to illness
or another problem, please call
(805) 988-4228 at least two (2)
hours in advance of your
scheduled pick-up time.

When you cancel a ride that
you cannot make, you provide
another rider with the
opportunity to travel on DAR.

Passengers who fail to
cancel reserved rides more
than three (3) times will no
longer be able to reserve rides
until a \$5.00 penalty fee is
paid to the city.



CAMARILLO AREA TRANSIT



What if I need assistance?

Camarillo Area Transit's Dial-A-Ride is a curb-to-curb transit service. If a DAR rider needs door-to-door service, then an escort will be required, and the rider must be ADA certified.

Camarillo Area Transit requires that all escorts be at least sixteen (16) years of age, and in good physical condition. Escorts ride free of charge.

It is the responsibility of the individual user to notify CAT that they will be accompanied by an escort, and that they are ADA certified.

If a documented pattern of incidents indicates the necessity for an escort, CAT will require the rider to acquire an escort within a two (2) week period following notification.



What are my responsibilities as a DAR rider?

There are steps that you can take to ensure that all DAR riders receive the best service possible.

1. Be ready to go prior to your pick-up time. Be aware that the bus or taxi may arrive up to ten (10) minutes before or after your scheduled pick-up time. If the bus or taxi arrives and you are not ready, the driver will wait up to five (5) minutes before leaving. If you live or work in a large complex, please be at your pick-up location at your scheduled time.

2. There is no eating, drinking or smoking allowed on the DAR bus.

3. Boisterous or profane language is NOT permitted.



How do I make reservations?

To make a reservation, call (805) 988-4228. Be prepared to provide the following information:

- Your name and telephone number.
- Your pick-up location. If you live or work in a large complex, please be specific.
- Your desired pick-up time.
- Your destination.
- What time you need to be at your destination.
- Your return time.
- If you need special assistance (walker, wheel chair, etc.)

Reservations are accepted
Monday thru Friday
(7:30 am – 5:30 pm)
Saturday and Sunday
(8:00 am – 4:00 pm)
Riders may leave a message
after hours by telephone.

Reservations may be made from 2 hours to 2 weeks in advance. If the reservation is made prior to the day of the requested ride, you will be picked up within 10 minutes of your requested time.

If a reservation is made on the same day you plan to travel, an agreed upon pick-up time will be determined when the reservation is made. You may be asked to call back to verify your pick-up time as adjustments may be made to accommodate all passengers on the DAR bus.

For example, if you call at 9:00 am and request a pick-up time of 11:00 am, you may be given a pick-up time between 10:00 am and 12:00 pm. Every effort will be made to schedule the pick-up time as close as possible to your requested time.

You will be informed as to whether the DAR bus or a taxicab will pick you up. In the case of a taxicab, the fare is the same but must be paid in cash.

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What is Camarillo Area Transit Dial-A-Ride?

The CAT Dial-A-Ride (DAR) is a curb-to-curb transit service, similar to a taxi service. This service is available to the general public and will take you anywhere within the Camarillo city limits. However, the DAR bus is not intended to replace school buses, as space is limited. Therefore, reservations will not be taken for students to travel to and from school.

All DAR buses are clearly marked for identification. They are equipped with two-way radio systems, wheelchair ramps and tie-downs.

What kind of rides and how many may I reserve?

Rides may be made for any purpose, such as medical appointments, work, shopping or other personal business, with the exception of rides to and from school.

Shopping bags are limited to three (3) bags per rider. When you call to make a reservation, you may place as many requests for trips as you wish. More than one (1) failure to cancel will remove you from making advance reservations.

4. Riders may not consume, or be under the influence of an intoxicating substance.

5. Drivers are not to be tipped (Neither bus nor taxicab).

6. Radios or other noise generating equipment are not to be played while in the DAR bus.

7. Riders must have their wheelchairs secured while traveling.

8. If you move or change your phone number, it is your responsibility to notify CAT by calling 988-4CAT or 988-4228.

9. Carry-on items are limited to three (3) bags per passenger.

For Information Call
(805) 988-4CAT
(805) 988-4228



What happens if a DAR bus breaks down?

Should the situation arise when a bus breaks down while you are on board, the driver will notify the dispatcher of the situation and another bus will be dispatched immediately.

When the bus arrives, each rider will be transferred and transported to his or her destination.

Who do I contact with comments and/or concerns?

If you have a comment or a concern regarding our service, or an incident which occurred during your ride, please feel free to contact us by telephone or in writing. Each comment or concern will be fully investigated and you will be advised of the outcome.