



# CITY OF MOORPARK

CITY ENGINEER/PUBLIC WORKS DEPARTMENT | 323 Science Drive, Moorpark, California 93021  
Main City Phone Number (805) 517-6200 | Fax (805) 532-2555 | [www.moorparkca.gov](http://www.moorparkca.gov)

RE: ADA eligibility applications

Dear Resident of Moorpark:

Thank you for your interest in the City of Moorpark's ADA Paratransit service. This transit service is for persons with a disability that prevents or impairs them from using the Moorpark City Transit fixed-route buses. Please complete the enclosed application and send it to the address provided on the application. You can also complete the application online by visiting:

<https://www.goventura.org/getting-around/ada-certification/>

If you have any questions about the application, please call 1-888-667-7001.

Enclosed is information on the City ADA Paratransit and Senior Dial-A-Ride services. A Senior Dial-A-Ride application is also included if you are interested in the program. If I can be of any further assistance, please do not hesitate to call me at 805-517-6233, and I will be happy to assist you.

Sincerely,

Michelle Woomer  
Management Analyst

#### Enclosures

- About ADA
- ADA Paratransit
- ADA Application
- Senior DAR Application
- Moorpark Senior Dial-A-Ride
- CONNECT Brochure

## **About ADA**

The Americans with Disabilities Act (ADA) is a federal law that was passed in 1990. This law prohibits discrimination on the basis of disability in employment, public services, transportation, public accommodations and telecommunications. The purpose of the law is to provide equal public transportation for anyone, who because of their disability or condition is unable to independently access or use regular transit service.

You may be eligible under the established ADA criteria if you are unable to use the public bus service for one or more of the following reasons::

- You are unable to board, ride or disembark from an accessible transit vehicle.
- Your disability or condition prevents you from traveling to or from a bus stop.

To become eligible to use any ADA transportation service in Ventura County, complete an application for ADA eligibility certification. The application requires you (or someone completing the form on your behalf) to explain why you are unable to use the regular public bus service.

The attached application can be mailed or faxed to VCTC's ADA Certification Coordinator (contact information is provided on the back of the application). An online application process is also available through VCTC. The website is:  
[www.goventura.org/getting-around/ada-certification/](http://www.goventura.org/getting-around/ada-certification/)

For additional information on the ADA application process, please call (888) 667-7001.

## ADA Paratransit

Moorpark ADA Paratransit service works just like the Senior Dial-A-Ride with some additional services. It is available to any person qualified with a disability regardless of age. The ADA Paratransit provides origin to destination transportation within the City of Moorpark (see below for InterCity travel information).

To qualify, a person must become "ADA certified." An application must be completed in order to enroll in the program. Applications are available at the Active Adult Center, by calling Michelle Woomer at City Hall (805-517-6233), calling the Ventura County Transportation Commission at 1-888-667-7001, or visiting [www.goventura.org](http://www.goventura.org). A representative of the Ventura County Transportation Commission will contact the applicant for an assessment interview (if necessary). Once approved, the applicant is deemed "ADA certified" in compliance with the Americans with Disabilities Act of 1990. Wheelchair accessible rides are available. If you are traveling with a wheelchair, please call at least a day in advance to book your ride.

**How to Order a Ride:** Once enrolled in the program, call Thousand Oaks for a ride at least 2 hours in advance of needing the ride, (805) 375-5467. When calling, tell the operator, "I'm a Moorpark ADA Dial-A-Rider." Thousand Oaks has several contracts with local agencies, telling them that you are a "Moorpark ADA Dial-A-Rider" will let them know which program you belong to.

If you will be waiting for your ride inside a building's lobby, let the operator know. If you have an appointment you need to get to by a set time, let the operator know. Passengers with a mobility device or traveling for an appointment should call at least a day in advance.

**Fare:** \$2.00 each way. Exact change. Cash only.

The City of Moorpark is also a member of the East County Transit Alliance (ECTA) which operates CONNECT InterCity Dial-A-Ride. Travel is provided to Agoura Hills, Camarillo, Oak Park, Simi Valley, Thousand Oaks, and Westlake Village. Please see enclosed CONNECT City to City brochure for additional information.

**Fare:** \$6.00 each way. See brochure for payment methods.

**Hours of Operation:** 6:00 a.m. - 6:00 p.m. Monday through Friday, and 8:00 a.m. to 6:00 p.m. on Saturdays; excluding City holidays.



# Application for ADA Eligibility Program

## Application for ADA Eligibility Certification Program

New Applicant       Recertification

If recertification, please include current ADA ID#

Applicant Full Name

Residence Address

Apt/Unit #

City

State

Zip Code

Mailing Address (if different)

Apt/Unit#

City

State

Zip Code

Home Telephone

Alternate Phone

Date of Birth

Language Pref.

Gender

Email

Medi-Cal #

## Emergency Contact Info

Full Name

Relationship

Address

Phone

Alt. Phone

## If this application has been completed by someone other than the applicant, please complete the following

First/Last Name

Agency

Phone Number

\*This person is not able to access information about this application unless also listed as a legal conservator

Please note: If and when you qualify for ADA certification, it is not a guarantee that origin to destination services will be available in your service area. Please check with your local paratransit operator to ensure which areas are covered. At the discretion of the paratransit company, limitations may also apply where the paratransit vehicle is unable to safely navigate to/from a specific location.

### The following terms may be used during the application process and are defined as follows

**Personal Care Attendant (PCA)** – *The Americans with Disabilities Act (ADA) defines a personal care attendant (PCA) as someone designated or employed specifically to help a person with his or her personal needs. If you have a family member, friend or neighbor who helps you or if someone has been hired to help you with certain activities, they would qualify as a personal care attendant (PCA).*

**Public Bus** – *A bus that runs along a fixed route with a specific schedule of stops.*

**Paratransit (Dial-a-Ride)** – *A transportation service which operates in response to calls from passengers to the local transit operator. Vehicles pick-up passengers and transport them to their destinations. The vehicles do not operate over a fixed route or on a specific schedule.*

1. Do you have a disability that prevents you from using a public bus?

Yes       No

If yes, please explain.

2. Please review the list below and indicate which (if any) conditions apply to you.

Difficulty breathing

Mental health

Nerve condition

Intellectual

Seizure disorder

Developmental

Heart condition

Mobility

Vision	Hearing
<input type="checkbox"/> Low <input type="checkbox"/> Blind <input type="checkbox"/> Require guidance to get on the bus <input type="checkbox"/> Other (please explain)	<input type="checkbox"/> Hard of hearing <input type="checkbox"/> Deaf <input type="checkbox"/> Other (please explain)

3. When did the above condition(s) begin?

0-1 year ago     
  1-5 years ago     
  Longer than 5 years ago

4. Is your disability considered...

Temporary     
  Stable     
  Progressive

5. Does your disability change after medical treatments or medications?

Yes     
  No     
  Sometimes

If yes or sometimes, please explain.

6. Do you use any of the following Mobility Devices/Assistive Technology?

Yes     
  No

If yes, please check all that apply

<input type="checkbox"/> Support cane	<input type="checkbox"/> Scooter
<input type="checkbox"/> White cane	<input type="checkbox"/> Crutches
<input type="checkbox"/> Collapsible walker (with or w/o seat)	<input type="checkbox"/> Leg braces
<input type="checkbox"/> Walker with seat	<input type="checkbox"/> Charcot boot
<input type="checkbox"/> Manual wheelchair	<input type="checkbox"/> Portable oxygen device
<input type="checkbox"/> Reclining wheelchair	<input type="checkbox"/> Hearing aid (s)
<input type="checkbox"/> Power chair	

7. Do you use a communication device?

Yes     
  No

If yes, what type of device do you use?

8. Do you have a service animal?

Yes     
  No

If yes, what type of animal do you have?

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How does your service animal help you?

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**Please note: If you need help in completing Questions 9 and 10 below, please call us at 888.667.7001 and we will help you.**

9. If you use a wheelchair or scooter, do you know about how much you and your wheelchair/scooter weigh together?

- Yes             No

If yes, please indicate below

- Under 300 lbs             300-600lbs             Over 600 lbs

10. Do you know the approximate dimensions of your wheelchair?

- Yes             No

If yes, please provide the dimensions (in inches).

Width \_\_\_\_\_ Depth \_\_\_\_\_ Height \_\_\_\_\_

11. Do you need the help of another person to leave your residence (down a driveway, over a threshold, down a flight of stairs)?

- Yes             No             Sometimes

If sometimes, please explain.

12. Do you need the help of another person to travel out in the community?

- Yes             No             Sometimes

If sometimes, please explain.

13. Please tell us which of the following you are able to do (please check all that apply).

- Go up and down 3 or 4 stairs
- Go up and down a hill
- Go up and down a curb
- Go across pavement that has raised bumps on it
- Cross a two lane street before the signal turns red
- Travel by yourself in the evening or early morning with limited light
- Travel to the nearest public bus stop in weather that is very hot
- Travel to the nearest public bus stop in weather that is very cold
- Stand at a public bus stop if there is no seating
- Wait at a public bus stop if there is no shade
- Go up or down a ramp
- Get on and off a public bus if it has a lift

*Continued on next page*

- Grasp handles or railings when getting on and off of a public bus
- Keep your balance while seated on a moving vehicle
- Recognize street signs
- Read letters and numbers on street signs and buses
- Follow written instructions
- Follow oral instructions
- Read lips (if deaf)
- Handle coins or paper money
- Count change
- Tell time

***The following questions are to help us understand if you are able to use the public bus system safely and independently. Whether or not you have used public transit recently or in the past will not prevent you from being eligible to apply for ADA paratransit services.***

14. Do you know who your local transit company is?

- Yes       No

If yes, please list.

15. Have you ever used the public bus, trolley, or trains?

- Yes       No

If yes, how long ago and how frequently did (do) you use these types of transportation?

16. How close is the nearest public bus stop to your home?

- Less than 2 blocks       More than 4 blocks  
 2-4 blocks       I don't know

17. Are you able to travel to the nearest public bus stop independently?

- Yes       No       Sometimes

If no or sometimes, please explain.

18. Please tell us about any barriers that prevent you from using the public bus or train. Please check all that apply.

- I can't walk/travel that far
- There are no sidewalks
- The sidewalk is broken
- There are hills
- There are no crosswalks
- There are no sidewalk ramps
- There are streets I cannot cross quickly enough
- There are no signals at the streets I need to cross
- There is no seating/bench at the closest public bus stop
- I don't know, I have never tried to walk/travel to the public bus stop

19. Are there any other reasons that are keeping you from reaching/using the public bus stop?

20. From where the public bus stop lets you off are you able to reach where you are going?

- Yes       No       Sometimes

If no or sometimes, what keeps you from being able to do this on your own?

21. How long are you able to wait at a public bus stop? Please check all that apply:

- More than 10 minutes       10 minutes if I can sit down  
 10 minutes if there is shade       5 minutes if I can sit down  
 5 minutes if there is shade       Not at all

22. Are you able to complete transfers on the public bus (using more than one bus to get to where you are going)?

- Yes       No

If yes, how many transfers can you complete?

23. Please list below two of your most frequent destinations, how often you go and how you currently get there.

A. Location Name \_\_\_\_\_

Location Address \_\_\_\_\_

How Often?

Daily       Weekly       Monthly       Other

How do you currently get there?

Drive       Bus       Train       Dial-A-Ride       Other (please specify)

B. Location Name \_\_\_\_\_

Location Address \_\_\_\_\_

How Often?

Daily       Weekly       Monthly       Other

How do you currently get there?

Drive       Bus       Train       Dial-A-Ride       Other (please specify)

24. Have you ever had any type of training to use the public bus, trolley, or train?

Yes       No       Sometimes

If yes, how long ago was this training? What did you learn?

25. Would you be interested in additional training?

Yes       No       Maybe later

26. Would you be interested in learning about other cost effective transportation options that may be available in your community?

Yes       No

27. Please add any additional comments or information that you believe will help us determine your eligibility for ADA services.

## Authorization for Release of Health Information

I hereby certify that the information given here is complete and correct to the best of my knowledge. I understand that I may be required to attend an in-person interview and assessment before a determination of eligibility is made. I understand that if I am not found to be eligible for ADA paratransit service that I may appeal the determination within 60 days after receipt of written determination, and that I will be advised of the procedures of such an appeal. In addition, I hereby authorize the person listed below to release to the Ventura County Transportation Commission information about my disability in order to verify my eligibility for ADA paratransit service. The information released will be used to assist in determining eligibility for ADA paratransit services, and given to agencies to provide appropriate transportation access and accommodation.

First and Last Name of Health Professional Verifying Your Health Information

Occupation/Specialty

Organization Name

Health Professional Phone Number (Required)

Health Professional Fax Number (Required)

Applicant's Signature

Date

Conservator/Guardian\* Signature

Date

Printed name of Conservator/Guardian\*

\*Note: A conservator/guardian is a person who is legally authorized to sign medical documents for the applicant and to receive information about the ADA application. An applicant does not have to designate a conservator/guardian. If no conservator/guardian is noted, no one besides the applicant will be able to obtain information regarding the application.

Please return the completed application via mail, email, fax or walk-in to:

**Ventura County Transportation Commission**  
**C/O Mobility Management Partners (MMP)**  
**ATTN: ADA Certification Coordinator**  
**330 Wood Road, Suite A, Camarillo, CA 93010**  
**Email: [info@mobilitymp.org](mailto:info@mobilitymp.org) Fax: 1-888-667-7002**

Once your application has been received by MMP, you may be eligible for paratransit services in your city until your determination is completed. For further information, please contact your local paratransit operator directly.

## **Moorpark Senior Dial-A-Ride**

The City of Moorpark Senior Dial-A-Ride program provides origin to destination transportation throughout the City of Moorpark to Moorpark residents age 65 and older. The City contracts with the City of Thousand Oaks (Thousand Oaks) for Senior DAR services. Wheelchair accessible vehicles are available, but if you are traveling with a wheelchair, call at least a day in advance to book your ride; be sure to tell the operator whether you have a wheelchair or a scooter. Your trip may be combined with other riders. This helps keep costs down and reduces wait times for everyone.

**How to Order a Ride:** Once enrolled in the program, call Thousand Oaks for a ride at least 2 hours in advance of needing the ride, (805) 375-5467. When calling, tell the operator, "I'm a Moorpark Senior Dial-A-Rider." Thousand Oaks has several contracts with local agencies, telling them that you are a "Moorpark Senior Dial-A-Rider" will let them know which program you belong to.

If you will be waiting for your ride inside a building's lobby, let the operator know. If you have an appointment you need to get to by a set time, let the operator know. Passengers with a mobility device or traveling for an appointment should call at least a day in advance.

**Fare:** \$2.00 each way. Exact change. Cash only.

The City of Moorpark is also a member of the East County Transit Alliance (ECTA) which operates CONNECT InterCity Dial-A-Ride. Travel is provided to Agoura Hills, Camarillo, Oak Park, Simi Valley, Thousand Oaks, and Westlake Village. Please see enclosed CONNECT City to City brochure for additional information.

**Fare:** \$6.00 each way. See brochure for payment methods.

**Hours of Operation:** 6:00 a.m. - 6:00 p.m. Monday through Friday, and 8:00 a.m. to 6:00 p.m. on Saturdays; excluding City holidays.

## Reservations

Reservations can be made by calling CONNECT at (805) 375-5467.

Reservations are required at least one day in advance of travel, and may be made up to two weeks in advance. Subscriptions for recurring trips may be requested, subject to availability. Each reservation must be at least one hour apart.

### Reservation Center Hours:

5:30 a.m. - 7:30 p.m. Monday - Friday  
7:30 a.m. - 7:30 p.m. Saturday - Sunday

### Reservations must be made:

- No later than 6:00 p.m. for next day service
- No later than 4:30 p.m. for next day service to the GO ACCESS transfer point

### When requesting a reservation, please provide the following information:

- Exact street address of origin and destination
- ADA Card Number (if applicable)
- Desired pick-up times. We may ask you to consider alternate times based on when you need to reach your destination and service availability.

### Please notify the ride coordinator:

- If you will be traveling with a mobility device
- If you will be traveling with a Personal Care Attendant (PCA) or companion

## Transfers

### Trips to western Ventura County:

We will arrange connections for trips to the GO ACCESS service area (via the Camarillo transfer point). Service available Monday - Saturday

### Trips to Los Angeles County (ADA only):

We can assist with transfers for trips to the LA ACCESS service area (via the Transportation Center transfer point). We will require additional information during the reservation process and if you are a frequent transfer user (more than 21 times annually), we will need your LA ACCESS identification number to complete the reservation on your behalf. Service available Monday - Friday

Additional fares may be required for transfer services.

## East County Transit Alliance (ECTA)

CONNECT InterCity Dial-A-Ride service is provided through a cooperative agreement between the cities of Moorpark, Simi Valley, Thousand Oaks, and the County of Ventura as member agencies of the East County Transit Alliance.

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, CONNECT is offered as a voluntarily provided service and individual agencies may elect at any time to restrict service availability for residents based on available program resources.



**CONNECT InterCity Dial-A-Ride**  
For more information, reservations, compliments or concerns:  
(805) 375-5467  
totransit.org  
totransit@toaks.org

### Local Dial-A-Ride Service Providers:



**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

### Connecting Dial-A-Ride Service Providers:

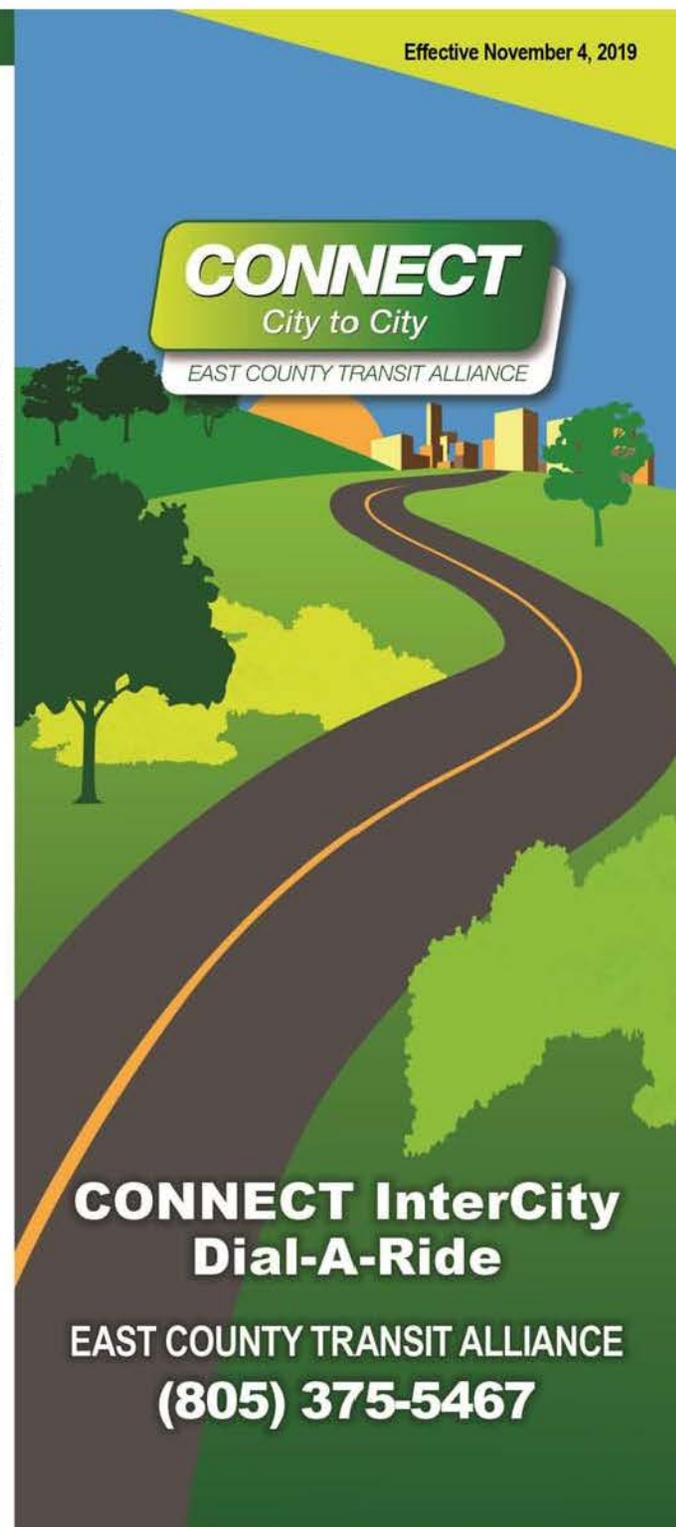


**LA ACCESS**  
(800) 883-1295  
http://accessla.org/home



**GO ACCESS**  
(805) 485-2319  
www.goldcoasttransit.org

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## Welcome Aboard

CONNECT InterCity Dial-A-Ride is a shared-ride transportation service available in most of eastern Ventura County and is specifically designed to permit travel outside local Dial-A-Ride service areas.

## Service Area

CONNECT service is available to residents of the Primary Service Area (see Service Area map).

## Eligibility

- Seniors age 65 or older
- ADA-certified individuals

For more information about Americans with Disabilities Act (ADA) eligibility and certification, call (888) 667-7001 or visit [www.goventura.org](http://www.goventura.org).

## Service Hours

CONNECT operates Monday - Saturday  
6:00 a.m. - 6:00 p.m. (last pick-up at 5:30 p.m.) M-F  
8:00 a.m. - 6:00 p.m. (last pick-up at 5:30 p.m.) SAT

## Fares

CONNECT fares are \$6.00 one-way, regardless of distance traveled.

Companions (one per passenger) ride at full-fare.

PCAs (one per ADA-cardholder with PCA endorsement) ride at no additional charge.

Pre-paid trip tickets (\$6.00) may be purchased in advance from the driver or at Thousand Oaks City Hall or the Thousand Oaks Transportation Center.

Drivers do not carry cash and are not allowed to make change or accept tips.

## No Show and Late Cancellation Policy

Please call by 7:30 p.m. the day prior to cancel any scheduled ride that is no longer required, including subscription reservations.

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.

## CONNECT Travel Tips

- Please be ready to leave at least 15 minutes before the scheduled pick-up time. Drivers will wait a maximum of 5 minutes before departing even when they arrive up to 15 minutes early.
- 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.
- CONNECT vehicles are equipped to accommodate riders using mobility devices. Drivers will assist with boarding and exiting the vehicle and will secure mobility devices.
- Drivers will assist riders with up to three grocery bags and small items each weighing 20 pounds or less.
- Drivers are not allowed to change drop off locations, make intermediate stops, or take vehicles through drive-thru lines.

## 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 Program Manager, City of Thousand Oaks (805) 449-2400.

## Política del Título 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 del programa de tránsito, Ciudad de Thousand Oaks (805) 449-2400.

