

ActiVan Transportation

The Town of Halton Hills ActiVan service is a specialized transportation service intended for seniors age 65 and older and persons with disabilities residing within Halton Hills.

How do I use ActiVan?

You must be a registered user. To register, call 905-702-6435 or download an application form visit: www.haltonhills.ca/transit/index.php

Booking a ride with ActiVan

Call the ActiVan booking office;
Monday to Friday from 8:30 a.m. to 4:30 p.m.
to make arrangements.

Bookings must be completed 48 hours prior to travel to ensure a scheduled pick-up time. Trips may be booked as early as two weeks in advance.

If you require spontaneous travel, all ActiVan clients are eligible for the taxi scrip program. More information can be found on our website or through the ActiVan booking office.

Please have the following details ready when booking:

- The exact date and time you wish to travel; both pick-up and return
- The exact address of your destination
- Number of companions travelling with you. Note, ActiVan Services allows one caregiver free of charge for travel to aid the registered rider
- The type of mobility aid(s) you currently use (e.g. a walker)

Rides booked in advance are guaranteed, however your pick-up window may change due to vehicle availability.

Clients are able to travel anywhere within Halton Hills during service hours,
Monday to Friday 7:30 a.m. to 6:00 p.m.;
Saturday and Sunday 8:00 a.m. to 2:00 p.m.

Where can I go?

You may travel anywhere within the municipal boundaries of Halton Hills for any purpose including trips between Acton and Georgetown. Whether it be a medical appointment or a social visit, ActiVan is there to provide public transportation solutions to an increasingly wider segment of the community.

Preparing for your ride

Your pick-up window is a 20 minute time frame in which your ActiVan vehicle will arrive.

Customers must be ready and waiting for their pick-up 10 minutes prior to their scheduled pick-up time at the nearest accessible entrance. Your ride may arrive at any time during the pick-up window, please be prepared to wait up to 20 minutes.

Important note: rides are not considered late until 10 minutes after your scheduled pick-up time. ActiVan aims to accommodate as many clients as possible. As a result, you may be on an ActiVan vehicle for up to 90 minutes.

Inclement weather policy

During inclement weather, a delay or cancellation of the ActiVan service may be necessary. Up-to-date information regarding trips delays or cancellations will be posted on the Town of Halton Hills website www.haltonhills.ca In addition; clients may call 905-702-6435 for further information.

What are the ActiVan fees?

Monday to Friday between the hours of 7:30 a.m. and 5:00 p.m. = one ticket each way (equivalent to \$3)

Monday to Friday - After hours between 5:00 p.m. to 11:00 p.m. = one ticket + \$1 each way (equivalent to \$4)

Weekends = one ticket + \$1 each way (equivalent to \$4)

No show and late cancellations (three hours prior to travel) will be marked as an unpaid trip. You will be responsible for repayment to maintain an up-to-date account balance.

Important rules and safety tips

- There is a No Scent Policy on all ActiVan vehicles. Please do not wear perfume or cologne
- For your safety, if travelling in a scooter, you will be required to transfer from your scooter to a seat
- A seatbelt is to be worn at all times
- Tell the driver if you feel ill
- There is a maximum four bag limit which must be carried by yourself or your support person. Bags cannot be left on board vehicles between trips
- Drivers are not required to carry groceries or parcels
- Ensure you have shelter in case of delays or poor weather while waiting
- Please be aware that drivers will not lift or carry clients or mobility aids
- Driveways, pathways and stairs must be clear of snow and ice for the safety of the clients and the driver
- Drivers are not permitted to enter a client's place of residence
- Drivers cannot make unscheduled stops
- Wheelchairs and scooters are required to have functioning brakes

Where may I purchase tickets?

Tickets must be purchased in advance and are available at the following locations:

Gellert Community Centre

10241 Eighth Line, Georgetown

Georgetown Marketplace - Fred's Lotto

280 Guelph Street, Georgetown (ticket kiosk)

Halton Hills Public Library

17 River Street, Acton branch

9 Church Street, Georgetown branch

Hillsview Active Living Centre

416 Queen Street East, Acton

318 Guelph Street East, Georgetown

Links2Care

47 Mill Street East, Acton

Robert C. Austin Operations Centre

11620 Trafalgar Road, Halton Hills

Town of Halton Hills

Civic Centre Corporate Services

1 Halton Hills Drive, Halton Hills

For more detailed information about ActiVan transportation services please visit

www.haltonhills.ca

Town of Halton Hills Infrastructure Services

1 Halton Hills Drive, Halton Hills ON L7G 5G2

General Inquiry: 905-702-6435

Fax: 905-873-8192

Website: www.haltonhills.ca/inf

Email: activan@haltonhills.ca