

What is ActiVan?

ActiVan is a door-to-door specialized transportation service for seniors age 65+ and persons with disabilities living in Halton Hills.

In order to travel with ActiVan, you must be a registered user. For information on how to apply call 905-702-6435 or visit haltonhills.ca/Transit

When can I use ActiVan?

Clients are able to travel anywhere within the municipal boundaries of Halton Hills during regular service hours - open daily from 7 a.m. to 11 p.m.

The ActiVan accessible vehicle is available for travel:
Monday - Friday, 7 a.m. - 7p.m.
Saturdays, 7 a.m. - 6 p.m.
Sundays, 7 a.m. - 3 p.m.

Whether it be for social visits or medical appointments, ActiVan is there to provide specialized transportation solutions for you.

Policies & safety tips

- » A No Scent Policy is in place on ActiVan vehicles
- » If travelling in a scooter, you will be required to transfer from your scooter to your seat
- » Seatbelts must be worn at all times
- » Maximum 4 bag limit per passenger
- » Personal items may not be left on-board between trips
- » Drivers are not permitted to carry personal items
- » Drivers cannot make unscheduled stops
- » Drivers are not permitted to enter a client's residence
- » Wheelchairs and scooters must have functioning brakes

Questions?

Contact the Town of Halton Hills:

1 Halton Hills Drive
Halton Hills, ON
L7G 5G2

Phone: 905-702-6435
Fax: 905-873-8192
Activan@haltonhills.ca
haltonhills.ca/Transit



ActiVan



What does the ActiVan cost?

Monday to Sunday = one ticket each way (equivalent to \$4.00)

ActiVan Monthly Pass = Purchase price is \$100 monthly for unlimited travel on the ActiVan.

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.

How do I book a ride with ActiVan?

Call the ActiVan booking office at 905-702-6435 to make travel arrangements. Office is open daily from 7 a.m. to 8 p.m.

Bookings must be made the day prior to requested travel. Trips may be booked as early as 7 days in advance.

Have the following details ready when booking your trip:

- » Date and time you wish to travel; both pick-up and return
- » The exact address of your destination
- » Advise the booking office if you are travelling with a caregiver or a companion
- » The type of mobility aid you will be carrying on-board

ActiVan ticket locations

Gellert Community Centre

Monthly pass available at this location.
» 10241 Eighth Line, Georgetown

Halton Hills Public Library

- » 9 Church St., Georgetown
- » 17 River St., Acton

Hillview Active Living Centre

SPLIT PASS and monthly pass available at this location.
» 318 Guelph St. E., Georgetown
» 416 Queen St. E., Acton

Links2Care

- » 47 Mill St. E., Acton
519-853-3310

Mold-Masters SportsPlex

- » 221 Guelph St., Georgetown

Robert C. Austin Operations Centre

SPLIT PASS and monthly pass available at this location.
» 11620 Trafalgar Rd., Georgetown
905-702-6435

Halton Hills Town Hall

- » 1 Halton Hills Dr., Georgetown
905-873-2600



Subsidized passes for low income users (SPLIT PASS)

The SPLIT Pass program subsidizes the cost of monthly taxi scrip coupons for low income registered users in Halton Hills.

SPLIT passes are available for anyone who qualifies; including individuals who receive assistance from Ontario Works or Ontario Disability Support Program (ODSP) and sponsored refugees.

When applying through Halton Region you will be asked for:

- » Your most recent Notice of Assessment
- » Photo ID
- » Your ActiVan registration card

Once approved you may purchase one of the following options at a 50 % discount, once per month:

- » 2 sheets of ActiVan tickets
- » 4 sheets of ActiVan tickets
- » ActiVan monthly pass
- » 4 books of Taxi Scrip

For more information or to apply for SPLIT contact Halton Region at 311 or toll free at 1-866-442-5866.



How can I prepare for my ActiVan trip?

Clients must be ready and waiting ten (10) minutes prior to your scheduled pick-up time at the nearest accessible entrance.

Your ride may arrive at any time during the pick-up window. Be prepared to wait up to twenty (20) minutes. Rides are not considered late until ten (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 ninety (90) minutes.

Cross boundary travel locations

The ActiVan currently provides cross boundary travel to the following locations:

- » Mount Pleasant GO Station, Brampton
- » Lisgar GO Station, Mississauga
- » FirstOntario Arts Centre, Milton
- » Oakville Trafalgar Memorial Hospital, Oakville.

The Oakville Trafalgar Memorial Hospital shuttle provides service Monday to Friday only. Arrival departure times are 8:30 a.m., noon, 3 p.m. and 4:30 p.m.

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