

ActiVan User Guide

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.

Passenger charter

As a passenger, you can expect to:

- Be transported in a safe manner and travel in a clean and well-maintained vehicle by an operator who practices appropriate personal hygiene
- Be treated with courtesy and respect
- Have your calls answered promptly and courteously
- Be picked up on time within the scheduled pick-up window
- Be transported to a safe place if delivery to your original destination is not possible
- Be taken to the first accessible door of your final destination, but not inside
- Expect service that is compliant with the Accessibility for Ontarians with Disabilities Act (AODA)

The responsibilities of a passenger are to:

- Pay the appropriate fare for the service provided
- Follow the User Guide and Policies
- Wear a seatbelt at all times
- Be courteous and considerate of other passengers, drivers and customer service agents
- Practice appropriate personal hygiene
- Be ready during your pick-up window
- Use ActiVan Services responsibly to ensure that the service is available to everyone

Booking your ride with ActiVan

ActiVan booking office operates five days a week; Monday to Friday, from 8:30 a.m. to 4:30 p.m. ActiVan transportation services and the ActiVan booking office do not operate during statutory holidays.

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 5:00 p.m. and Sunday 8:00 a.m. to 2:00 p.m., excluding statutory holidays.

Subscription ride (recurring trips)

A subscription ride is a recurring trip that you take on a regular basis (for example: to school, work or other recurring event). Please call to arrange automated bookings for subscription rides. ***Note: subscription rides are all cancelled during statutory holidays**

Same day trip and standby ride

To request or change a same day trip, please call ActiVan during normal office hours. These trips are subject to availability and are not guaranteed. Clients will receive a confirmation call if their ride can be accommodated.

Travelling outside Halton Hills

You can travel beyond Halton Hills borders and continue your trip with any Halton Hills ActiVan participating taxi service. The participating taxi company will bring you to the border of Halton Hills. Once the driver reaches the Town's boundary, the driver will then turn the meter on and charge you the full rate of travel from the border of Halton Hills until you reach your destination. Please consult our website or call us for more information about these out of boundary trips.

Preparing for your ride

- Your pick-up window is a 20 minute time frame in which your ActiVan vehicle will arrive. The ActiVan may arrive 10 minutes prior to your scheduled pick up time or may arrive up to 10 minutes after your scheduled pick up time
- 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
- Rides are not considered late until 10 minutes after your scheduled pick-up time
- Be waiting in an area in which you are visible to our drivers and are able to watch for them to arrive.

During travel

- Drivers are not required to call your apartment, knock on your door or ring your doorbell
- When you arrive at your destination, the driver will help you off the vehicle and escort you to the nearest accessible door (but not inside)
- For your return trip, please wait at the same location as your initial drop off (unless instructed otherwise)

Important note: ActiVan aims to accommodate as many clients as possible. As a result, **you may be on a vehicle for up to 90 minutes**. This time may increase if you are travelling:

- A long distance, during peak hours or during inclement weather

Please bring medication and other necessities for your trip in case of delays.

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.

Important rules and safety tips when riding with ActiVan

- 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 or uncomfortable
- There is a maximum four bag limit which must be carried by yourself or your support person. Shopping bags cannot be left on board vehicles between trips
- Drivers are not required to carry groceries or parcels; groceries and parcels must be carried by yourself or your support person
- You should note the building closing times to ensure you have shelter in case of delays or inclement weather
- 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

Fares and Payments

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

All clients are responsible for maintaining their ActiVan accounts and ensuring they are appropriately funded.

*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. Owing balances can be made to a driver on your next scheduled trip with ActiVan Services.

Customers with repeated “no-show” violations (more than three in one month) will have their eligibility privileges reviewed, which may result in a suspension of services. If you are late for your ride, call the booking office, however it may take up to three hours for another ride to arrive.

Ticket Purchase Locations:

Town of Halton Hills

Civic Centre Corporate Services

1 Halton Hills Drive, Halton Hills

Halton Hills Active Living Centre

416 Queen Street East, Acton

318 Guelph Street East, Georgetown

Halton Hills Public Library

17 River Street, Acton branch

9 Church Street, Georgetown branch

Robert C. Austin Operations Centre

11620 Trafalgar Road, Halton Hills

Links2Care

47 Mill Street East, Acton

Georgetown Marketplace - Fred's Lotto

280 Guelph Street, Georgetown (ticket kiosk)

Gellert Community Centre

10241 Eighth Line, Georgetown

Frequently Asked Questions

What happens if I miss my ride?

If the ActiVan vehicle arrived at your pick-up location when you were not there, your ride will be considered a “no-show” and you will owe for that fare. If you still require a ride, please call the ActiVan booking office. It may take up to three hours to dispatch another available vehicle.

Why am I charged for a “no-show” or late cancellation?

We do understand there are circumstances in which late cancellations are inevitable. However, we need everyone’s cooperation for our service to run smoothly. When you cancel, are late or a “no-show”, there are clients who could have used your ride that could not be accommodated.

What if my ride does not show up?

Please contact the ActiVan booking office if your ride has not arrived after the 20 minute pick-up window has passed.

What if my ActiVan registration has been suspended?

Activan policies will be addressed through written warnings prior to discontinuing use of the program. If your privileges have been suspended you may mail in a written appeal to the Appeals Committee for review. All appeal requests can be mailed to:

*ActiVan Services
ATT: Appeals Committee
1 Halton Hills Drive
Georgetown Ontario
L7G 5G2*

Once your appeal has been reviewed by the committee, you will then be given an appointment time to appeal your case in front of committee members. Continuation of your registration will be based on the decision of the Appeals Committee members.

Safety, Emergency Preparedness and Response

The following section outlines the emergency preparedness and response policies to help ensure the safety of our passengers for ActiVan Accessible Transit.

Bus maintenance and emergency equipment

All ActiVan vehicles are maintained to a high standard that meets or exceeds the Ministry of Transportation Guidelines. All vehicles are equipped with:

- Radio access to a transit coordinator at all times
- Fire extinguishers
- Emergency first aid kits
- Emergency reflectors to safely divert traffic in the event of breakdowns or accidents

ActiVan operators conduct a daily inspection on every bus before it is put in service for the day. The pre-trip identifies any operating defects and includes an inspection of the condition of passenger seats, floors, handrails, the audio announcement system, and a confirmation that accessible equipment (e.g. straps, harnesses) are present and functioning.

Emergency situations

ActiVan is committed to providing safe conditions for our passengers. An emergency can happen at any time. While no one can control weather conditions, unexpected vehicle breakdowns, accidents or passenger illnesses, ActiVan operators are trained and prepared for these possibilities. Operators will make first aid kits available for use; however, they are not required or expected to administer first aid. The following situations have been identified as risks based on the most probable emergency situations that may be encountered.

Vehicle breakdowns and unavoidable stops

In the event of a mechanical malfunction or vehicle breakdown, if possible, the vehicle will be safely guided onto the right shoulder or into a parking area. The ActiVan Coordinator/dispatch will be notified immediately by the operator. If the vehicle is unable to continue, another vehicle will be sent to the designated location. In the interim, the operator will advise passengers to remain on the bus unless it is unsafe to do so. The ActiVan operator will work to ensure passenger safety at all times.

Vehicle accidents and personal injury

The best time to think about an emergency procedure is before an emergency occurs. While each emergency is unique, it is important to know beforehand what to do to avoid panic or poor judgment.

The safety of passengers and the public is an operator's first consideration. Operators are trained to exercise constant vigilance to prevent injury and to practice defensive driving at all times. In no case will the operator leave an injured person unattended.

If involved in an accident, the bus operator will:

- Stop immediately in as safe location as possible
- Put on hazard lights and set parking brake
- Determine status of passengers and the vehicle. If the passengers and the vehicle are in stable condition, passengers are required to remain in the vehicle
- Call 911 if personal injury occurs or if evacuation assistance is required
- Advise 911 operator if disabled passengers are on board who require special assistance
- Notify dispatch or supervisor
- Provide access to the first aid kit if applicable
- Put out reflective triangles and/or pylons about 30 meters from the front and rear of the vehicle
- Remain at the scene and wait for emergency personnel to arrive

Collisions involving a pedestrian

If involved in a collision with a pedestrian the operator will:

- Remain at scene of the collision and provide assistance
- Contact emergency contacts
- Provide aid to those involved in the incident and to anyone sustaining an injury or loss
- Provide any needed information upon request from a police officer

Vehicle fire

At the first indication of fire on the vehicle, the operator will proceed as follows:

- Pull over to a safe location, stop the vehicle immediately, open all doors, shut off the engine and contact dispatch to request emergency services assistance
- Advise passengers that emergency services have been notified and instruct passengers who do not require assistance to deboard in an orderly manner
- Assist passengers with disabilities to deboard; if necessary, solicit help from other passengers
- Evacuation of vehicle is not necessary unless there is a fire or danger of fire or if the vehicle is in an unsafe position
- If possible, use the fire extinguisher located on the vehicle to extinguish the fire
- If fire cannot be controlled by the fire extinguisher, advise passengers not to reenter the vehicle
- Await emergency services assistance

In addition to the suggestions above followed by the operator it is also the operator's responsibility as a driver of seniors and persons of disabilities to notify his employer/contract employer and obtain specific requirements when involved in a collision or incident for insurance purposes. A collision report is filled out with both the operator's employer and the Town of Halton Hills.