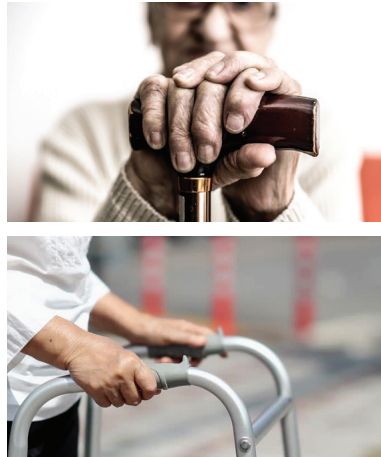
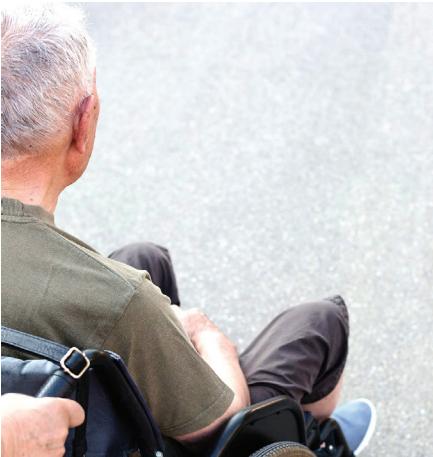




TOWN OF HALTON HILLS

ActiVan *Transportation*



The Town of Halton Hills ActiVan program is a curb-to-curb specialized transportation service intended for seniors age 65 and older and persons with disabilities living in Halton Hills.

HOW TO USE ACTIVAN?

You must be a registered user. Call 905-702-6435 or visit haltonhills.ca/transit to apply.

BOOKING A RIDE WITH ACTIVAN

Call the ActiVan booking office at 905-702-6435 Monday to Friday from 7 a.m. to 6 p.m.

Bookings must be completed 48 hours prior to travel to ensure a scheduled pick-up time. Trips may be booked as early as 30 days in advance.

All ActiVan clients are eligible for the taxi scrip program for spontaneous travel. Learn more at haltonhills.ca/transit or through the ActiVan booking office.

Please have the following details ready when booking:

- The exact date and time of travel; both pick-up and return.
- The exact address of the destination.

- Advise the booking office if you are travelling with a caregiver or companion. **Note:** ActiVan allows one caregiver to travel with you, free of charge.
- The type of mobility aid you will be carrying on board.

WHERE & WHEN CAN RIDERS TRAVEL?

Clients may travel anywhere within the Municipal boundaries of Halton Hills including trips between Acton and Georgetown. Whether it is for a medical appointment or a social visit, ActiVan is there to provide convenient, specialized transit solutions.

Clients can travel anywhere during regular service hours – 7 days a week, 7:30 a.m. to 11 p.m.

The ActiVan accessible vehicles are available for travel Monday to Friday from 7:30 a.m. to 6 p.m. and Saturday and Sunday from 8 a.m. to 2 p.m.

PREPARING FOR THE RIDE

Clients must be ready and waiting for their pick-up 10 minutes prior to their scheduled time at the nearest accessible entrance. Clients should be prepared to wait up to 20 minutes.

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

INCLEMENT WEATHER

During inclement weather the ActiVan service may be delayed or cancelled. Up-to-date information regarding trips delays or cancellations will be posted on the Town of Halton Hills' website at haltonhills.ca. Alternatively, clients may call 905-702-6435 for current information.

WHAT DOES THE ACTIVAN COST?

Monday to Friday:

7:30 a.m. - 5 p.m. =

One ActiVan ticket each way (equivalent to \$3)

Monday to Friday:

After hours between 5 - 11 p.m. =

One ActiVan ticket + \$1 each way (equivalent to \$4)

Weekends:

One ActiVan ticket + \$1 each way (equivalent to \$4)

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

RULES AND SAFETY TIPS

- There is a **No Scent** Policy on board; riders should not wear perfume or cologne.
- For safety, if travelling in a scooter, clients will be required to transfer from the scooter to a seat.
- Seat belts must be worn at all times.
- There is a maximum four bag limit per passenger which must be carried by the rider or support person.
- Personal items may not be left on board between trips.
- Drivers are not permitted to carry personal items.
- Riders should ensure there is shelter in case of delays or poor weather while waiting.
- Driveways, pathways and stairs must be clear of snow and ice for the safety of the clients and the driver.
- Drivers cannot make unscheduled stops.
- Drivers are not permitted to enter a client's place of residence.
- Wheelchairs and scooters must have functioning brakes.

WHERE TO BUY ACTIVAN TICKETS?

GEORGETOWN

Gellert Community Centre

10241 Eighth Line

Monday:

8:30 a.m. - 8:30 p.m.

Tuesday - Friday:

8:30 a.m. - 9 p.m.

Saturday – Sunday:

9:30 a.m. - 5 p.m.

Georgetown Marketplace - Fred's Lotto

280 Guelph Street (ticket kiosk)

Monday:

9:30 a.m. - 6 p.m.

Tuesday – Saturday:

10 a.m. - 9 p.m.

Sunday: Closed

Halton Hills Public Library

9 Church Street

Monday:

1 - 8:30 p.m.

Tuesday – Thursday:

9:30 a.m. - 8:30 p.m.

Friday – Saturday:

9:30 a.m. - 5 p.m.

Sunday: 1 - 5 p.m.

Hillview Active Living Centre

318 Guelph Street East

Monday – Friday:

9 a.m. - 4 p.m.

Mold-Masters SportsPlex

221 Guelph Street

Monday – Friday:

8:30 a.m. - 9 p.m.

Saturday – Sunday:

9 a.m. - 9 p.m.

Summer Hours:

Monday - Friday

8:30 a.m. - 4:30 p.m.

Robert C. Austin Operations Centre

11620 Trafalgar Road

Monday – Friday:

8:30 a.m. - 4:30 p.m.

Town of Halton Hills - Town Hall

1 Halton Hills Drive

Monday – Friday:

8:30 a.m. - 4:30 p.m.

ACTON

Halton Hills Public Library

17 River Street

Monday – Closed

Tuesday – Thursday

9:30 a.m. - 8:30 p.m.

Friday – Saturday

9:30 a.m. - 5 p.m.

Sunday – 1 p.m. - 5 p.m.

Hillview Active Living Centre

416 Queen Street East

Monday – Friday:

9 a.m. - 4 p.m.

Links2Care

47 Mill Street East

Monday – Friday

8:30 a.m. - 4 p.m.