

## 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 Sunday, from 7:00 a.m. to 8:00 p.m. Please note your client ID number on your welcome letter and registration card.

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 Sunday 7 a.m. to 11 p.m. Note; the ActiVan accessible bus hours are as: Monday to Friday 7 a.m. to 7 p.m., Saturday 7 a.m. to 5 p.m. and Sunday 7 a.m. to 3 p.m. Any trips booked outside of accessible bus hours will be scheduled onto a taxi.

### **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
- 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
- Please note: rides are not considered late until 10 minutes after your scheduled pick-up time

### **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.

### **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. Bags cannot be left on board vehicles between trips
- Drivers are not required to carry groceries or parcels
- You should note the building closing times to ensure you have shelter in case of delays or poor 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 Sunday = one ticket (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 – Town Hall**

1 Halton Hills Drive, Halton Hills

### **Hillsview 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

### **Gellert Community Centre**

10241 Eighth Line, Georgetown

### **Mold-Masters SportsPlex**

221 Guelph Street, 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.