

MILTON TRANSIT+



Milton access+ is a door-to-door shared ride specialized transit service for persons with disabilities. Eligibility for *Milton access+* is determined based on a passenger's ability to consistently use conventional transit services because of a disability, either short-term or long-term.

Conventional public transit means accessible fixed route transit service and includes other services offered by Milton Transit: local routes, GO Evening Drop-Off, and Trans-Cab services.

Eligibility

If you have a disability, *Milton access+* may be for you. To use this service, you must meet specific eligibility criteria.

Eligibility Criteria

Eligibility for *Milton access+* is approved on the basis of three (3) types of eligibility categories:

- **Unconditional eligibility:** all trip requests
- **Temporary eligibility:** limited duration (i.e. surgery recovery)
- **Conditional eligibility:** environmental or physical barriers limit the ability to consistently use accessible conventional transit services

The eligibility criteria are based on several guiding principles:

- *Milton access+* is not a subsidized taxi service
- *Milton access+* service is not for those who find it more difficult or who are reluctant or unwilling to use the accessible conventional transit system
- *Milton access+* is not an attendant care service
- Eligibility is not based on a particular disability; applicants are reviewed and approved on a case-by-case basis

- Eligibility is not based on the unavailability of accessible conventional transit in the area in which the applicant resides
- Eligibility may be determined based on the results of in-person assessment conducted by an occupational therapist

How to Apply

Apply for *Milton access+* service by filling out the application, which includes the option to apply for specialized transit service in Burlington and Oakville as well. Please only select the municipal paratransit service provider(s) you will require. The application form must be fully completed and signed by you and your health care professional to avoid delays in processing. The completion of the application form does not guarantee eligibility. Submit your completed application to the Specialized Transit Application Office in one of the following ways:

Mail

Specialized Transit Application Office
c/o Oakville Transit
1225 Trafalgar Road
Oakville, ON L9H 0H3

Fax

905-338-4166

Email

mobility@oakville.ca

Application Review Process

All completed applications are reviewed within 14 days of receipt. If your application is incomplete, the review process will be delayed.

You will receive a response letter indicating whether your application was approved or denied. More information will be available in your response letter.