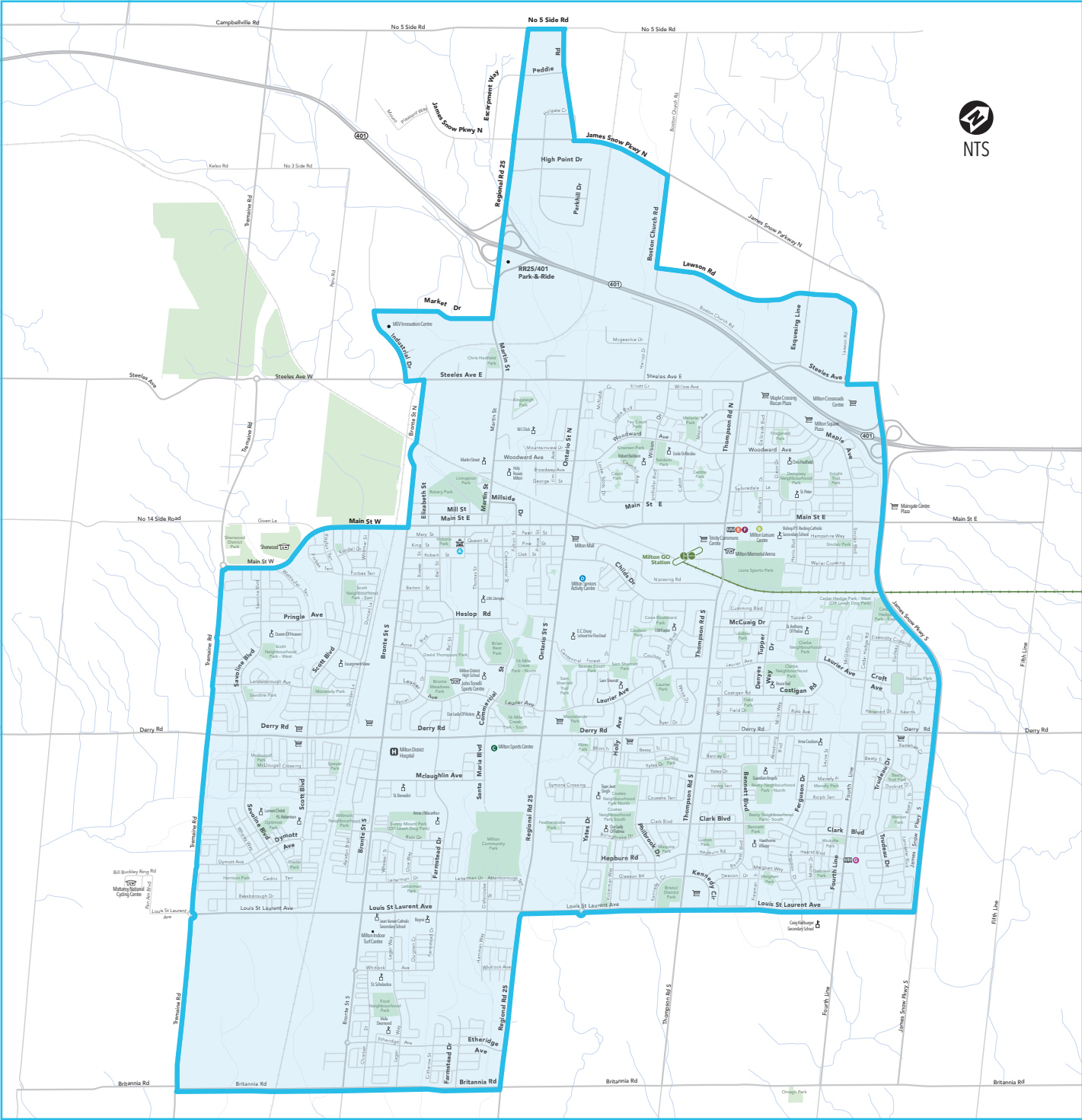


Service Area Map: Milton access+



Contact Information

Reservation Line: 905-875-5417  
Information Line: 905-864-4141

Fares

Effective January 2, 2018; subject to change

Adult: 20 - 64 years

Cash Fare	\$3.75
Tickets (10-ride)	\$30.00
Monthly Pass (Unlimited rides)	\$81.00

Senior: 65+ years

Cash Fare	\$3.75
Tickets (10-ride)	\$21.00
Monthly Pass (Unlimited rides)	\$52.00

Youth: 6 - 19 years with Student ID

Cash Fare	\$3.75
Tickets (10-ride)	\$22.00
Monthly Pass (Unlimited rides)	\$60.00

Day Pass: All ages

One adult or senior (may be accompanied by three youth, 19 years of age and under)

GO Fare Integration: All ages

PRESTO card, GO pass or ticket required and must be presented to operator upon boarding.

Cash Fare	\$0.75
GO Transfer Monthly Pass (Unlimited rides)	\$30.00

Child: 5 years and under

FREE

CNIB Card Holder: All ages with photo ID

FREE

Transit Ticket Agents

- A** Town Hall 150 Mary St.
- B** Leisure Centre 1100 Main St. E.
- C** Sports Centre 605 Santa Maria Blvd.
- D** Seniors' Activity Centre 500 Childs Dr.
- E** FirstOntario Arts Centre Milton 1010 Main St. E.
- F** Milton Public Library - Main Branch 1010 Main St. E.
- G** Public Library - Beaty Branch 945 Fourth Line

MILTON TRANSIT+

Milton access+ Specialized Transit Service: How-to Guide

This document is available in alternate formats upon request



On the Move!

MiltonTransit.ca

Trip Reservation Line: 905-875-5417  
Customer Information Line: 905-864-4141

Milton Transit is fully accessible

MILTON TRANSIT



Welcome to *Milton access+*

Milton’s door-to-door shared ride specialized transit service for persons with disabilities. Use this guide as a reference for important information and reminders about the service.

Reservation Period (booking trips)

- Monday to Friday, 8:00 am - 5:30 pm
- Saturday, 8:00 am - 5:30 pm

There is no reservation service available on Sundays or statutory holidays.

Service Hours (execute trips)

- Monday to Friday, 5:20 am – 10:11 pm
- Saturday, 7:10 am - 8:10 pm

There is no *Milton access+* service available on Sundays or statutory holidays.

Service Area

The *Milton access+* service area includes the conventional service area of Milton, as shown in the map on page 7. Registrants living in the rural area of Milton (including Campbellville, Moffat and Brookville) can book trips destined to the service area, and subsequent trips can be made within the service area. However, return trips to the rural area must be to the registrant’s residential address only. Rural-to-rural destined trips are not permitted.

All requests to travel to or from a municipality or area outside of the urban and rural boundaries of Milton must be accommodated through a service other than *Milton access+*. It is the registrant’s responsibility to arrange alternate transportation to the *Milton access+* service area before travelling with *Milton access+*. Alternate transportation may include one or a combination of:

- Other municipal specialized transit service providers (e.g. Oakville care-A-van, Burlington Handi-Van, Peel Trans-Help, etc.)
- GO Transit train or bus services
- Non-profit transportation provider

- Private transportation provider
- Local taxi operator

Booking Your Trip

All trip bookings (initial **and** return trips) are to be coordinated through the *Milton access+* reservation line:

905-875-5417

Bookings must be made by 5:30 pm the day prior to travelling. For trips on a Monday, the booking request must be made by 5:30 pm on the previous Saturday. Bookings are made on a first-come, first-served basis and can be made up to seven days in advance. *Milton access+* service does not prioritize trips based on trip purpose. Please book your initial and return trips at the same time.

All trips must be confirmed by a reservationist and therefore, trips cannot be booked via a voicemail message.

Remember to have the following information ready when you are booking your trip(s):

- *Milton access+* identification number
- Exact pick-up and destination address, including the site location for pick-up and drop-off (e.g. front door)
- The date and time of your trip
- Assistive device information
- Companion information, if any (please see **Companions and Children** on page 3)
- Information about your return trip

Trip Pick-up Window

All bookings will include a 30-minute trip pick-up window. This means that your actual pick-up time may be up to 15 minutes before or 15 minutes after the pick-up time you requested. For example, if you book a trip for 2:00 pm, you may be picked up anytime between 1:45 pm and 2:15 pm. When booking for scheduled appointments, please make sure you leave



Assistive Devices:  
Wheelchairs, Scooters and Walkers

*Milton access+* passengers are encouraged to use wheelchairs and scooters that comply with the following standards:

- The combined weight of the wheelchair or scooter and passenger shall not exceed 600 pounds (272 kilograms)
- The maximum base dimensions for wheelchairs, scooters and walkers shall not exceed 30 wide x 48 inches long (76 x 122 centimetres)
- Scooters must have a lap belt and wheelchairs must have a lap belt and footrests
- Wheelchairs and scooters must have functioning brakes
- Wheelchairs must be a welded frame in order to ride without transferring out of the wheelchair

*Milton access+* reserves the right to deny service if it is deemed that the assistive device used is not fully functional, cannot be secured, and/or causes a safety concern to the passenger as well as other passengers.

Milton access+  
Identification Card

Become familiar with your *Milton access+* I.D. card, which you received upon becoming a registrant of the service. You will need to show this card to the operator upon boarding on every trip with *Milton access+*.

**MILTONTRANSIT+**  
Specialized Transit Identification Card

LAST NAME, First Name  
**IDENTIFICATION NO. 2019**  
Unconditional Eligibility  
With Support Person

Date issued: Monday, March 4, 2019

  
00101

The front of the card displays your name, identification number, eligibility status and card issue date.

This card is issued by the Town of Milton to registrants of the *Milton access+* service. It is **non-transferable** and must be shown to the operator upon boarding. You may also be requested to show proper photo identification for validation.

To book a trip, please call the Reservation Line:  
**905-875-5417**

**MILTONTRANSIT**

The back of the card outlines the terms and conditions and lists the reservation line phone number.



# Service Policies

*Milton access+* is a door-to-door, shared ride specialized transit service for persons with disabilities only. It is not a subsidized taxi service. Operators cannot make any unscheduled stops.

## Duty of Operators

Upon request, operators will provide passenger door-to-door assistance and with boarding and disembarking vehicles. Operators are required to ensure that all assistive devices are secure. However, operators are not required to enter a residence or carry groceries or parcels for passengers. It is important to note that it is the passenger’s responsibility to ensure there is a clear and unobstructed pathway to the pick-up location.

## Pick-up Time Waiting Period

Operators will wait up to **5 minutes** beyond their arrival. If you are not ready upon *Milton access+* arrival, a no-show will be recorded.

## Change of Information and Status

In order to provide a safe and reliable service, your personal information must be kept current and up-to-date. It is your responsibility to notify *Milton access+*

of any changes to your contact information, eligibility status and/or your requirement of a support person.

## Reassessment

If required, the Town of Milton reserves the right to conduct an eligibility reassessment of any *Milton access+* registrant at any time, without notice. This may require the completion and submission of a new application, attending an in-person assessment conducted by an occupational therapist, or both.

## Service Use

In order to maintain our records with valid and up-to-date passenger information, registrants who have not used the service within a period of 12 consecutive months will be removed from the *Milton access+* database, with notice. Registrants who have been removed from the active list who later require *Milton access+* service will need to reapply, which includes the completion and submission of a new application.

## Do Not Leave Unattended Policy

If there is a significant safety risk to passengers who are left alone at their destination, *Milton access+* will require the passenger to have a caregiver at either end of their trip. The passenger may travel independently; however, there must be a caregiver at every destination to receive the passenger.

extra time to accommodate travel time **and** the trip pick-up window. Please wait at the pick-up site location (e.g. front door) for the duration of the pick-up window.

## Same-day Bookings

Same-day bookings are best used for unforeseen circumstances, e.g. if a prescription refill is ready and you need it later that same day. All same-day requests must be made during the trip reservation period and are subject to the trip pick-up window (as noted on page 1). *Milton access+* has a limited number of vehicles available, so please call the reservation line at least **one hour prior to your intended time of departure** for all same-day booking requests. Even with this advance notice, same-day booking requests cannot always be accommodated at your requested time. If your trip is important, it is best to book it at least one day in advance.

## Regularly Scheduled Trips: Subscription Trip Service

If you wish to book trips to the same location and at the same time each week for an extended period (called subscription trips), please contact the *Milton access+* reservation line at least one week prior to your initial trip. We will be able to record your trip information so that you do not have to book your trips individually every time. The following policies apply for subscription trip service:

- Must occur for a minimum of four consecutive weeks
- May be put on hold for a maximum period of four weeks (and can be reactivated by giving at least one week’s notice)
- Must occur on *Milton access+* service days and within the hours of operation
- The established destination of a subscription trip may, upon request, be altered, providing the change can be accommodated within the existing schedule

Subscription trip privileges may be revoked if more than three trip cancellations, late cancellations or no-shows occur in a calendar month. Passengers



who have had their privileges revoked may request subscription trip service again after 60 days.

## No Stop-overs

Multiple trips must be booked in advance for running errands and picking up items, banking, etc. No stop-overs permitted.

## Booking Medical Appointment Trips

Usually medical offices will give you some indication of how long appointments will be, especially if they know you have arranged *Milton access+* transportation. However, if, while at your appointment, you anticipate that it will go longer than expected, please contact the *Milton access+* reservation line as soon as possible to reschedule a pick-up time. Please note that late cancellation and no-show policies still apply (see **Cancelling Your Trip** on page 4).

## Support Persons

Support persons are required for those who need special assistance when travelling. The requirement of a support person is determined through the eligibility application review process and/or reassessment.

Registrants who have been approved for the assistance of a support person **must** be accompanied by a support





person for all trips and may not travel alone. Given the circumstances above, only one support person may travel for free on *Milton access+* with a registered passenger. The support person must be at least 14 years old and able to properly assist the passenger with boarding, disembarking and during travel.

### Companions and Children

You may travel with a companion, space permitting. However, companions must be identified at the time of booking and are subject to Milton Transit’s fare policy. Passengers are responsible for any additional securement systems required for children – and can be denied trips if securement is missing or deemed unsafe by the operator.

## Preparing for Your Trip

### Shared Rides

*Milton access+* is a shared-ride service – you may not always be the only person on board. Please keep this in mind and allow for adequate time to reach your destination.



### Be Ready!

Be ready at your pick-up location 15 minutes before your requested pick-up time. If a vehicle has not arrived by the end of your pick-up window, call the reservation line as soon as possible to report a late vehicle.

### Carry-on Items

Ensure that you and anyone travelling with you can safely manage carry-on items into the vehicle. While operators will assist with assistive devices where requested, they are not required to carry groceries or parcels. All carry-on baggage must be under the control of the passenger at all times.

## During Your Trip

Upon boarding, please present your *Milton access+* identification card to the operator. Confirm your ultimate destination.

### Fare Payment

Please provide fare payment to the operator (cash, ticket or pass). Milton Transit fares are listed on the back of this guide. The operator will provide a receipt for the balance of the fare for you to sign. Follow these instructions for what to do when using each type of fare media:

- **Cash fare:** hand the exact cash fare \$3.75 to the operator upon boarding.
- **Ticket (adult, student or senior):** surrender the ticket to the operator upon boarding.
- **Monthly pass (adult, student or senior):** display the pass to the operator. He/she will record the pass identification number on the receipt.
- **Day pass:** hand it to the operator upon boarding to be validated for the date it is being used. The operator will then record the pass identification number on the receipt. Please double-check to ensure that your *Milton access+* identification number is on the receipt.

Passengers are not required to tip operators.

### Service Delays

A delay of 30 minutes or more will be communicated to the passenger in their preferred method (either by phone or email) as indicated in their eligibility application.

## Cancelling Your Trip

If you cannot make your scheduled trip, you must call the *Milton access+* reservation line by 5:30 pm on the previous service day to cancel your trip. If a cancellation is made on the same day of your requested booking, it will be recorded as a late cancellation. A no-show is recorded if you do not show up for your scheduled trip, or cancel your trip at the door. Passengers with excessive cancellations and repeated late cancellations and/or no-shows will have their eligibility privileges reviewed, which may result in a suspension of services. The table below outlines the *Milton access+* cancellation and no-show policy.

This policy is in place to identify and address excessive trip cancellations and no-shows made by passengers. Excessive cancellations, late cancellations and no-shows have a direct impact on our ability to effectively deliver an efficient service. *Milton access+* registrants have a responsibility to assist in making the service convenient for everyone by either not booking unnecessary trips or by cancelling unwanted trips in advance.

Certain circumstances beyond the control of the passenger will be given consideration by Town of Milton staff. These types of unusual circumstances include, but are not limited to:

- Unplanned passenger hospitalization (documentation may be required)
- Cancellation of a medical appointment, initiated by the medical practitioner (documentation may be required)
- Major snow/ice storms or service outages resulting in closure to many Milton businesses and services

## Cancellation and No-Show Policy

	Infractions (in a calendar month)	First Offense	Second Offense	Third Offense
Excessive Cancellations	Greater than 25% cancellation rate, with at least 6 cancellations in the month	Advisory letter issued	30-day suspension from using service	60-day suspension from using service
Late Cancellations	More than 6			
No-Shows	More than 3			
Combined Late Cancellations and No-Shows	More than 7 combined			