



Milton  
**access+**  
*Paratransit Service*

**Milton access+** is a door-to-door shared ride paratransit 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 physical or a physical-functional limitation, 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, Community Bus, GO Evening Drop-Off Zone bus and Trans-Cab services.

## Eligibility

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If you have a physical or physical-functional 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) levels 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.

## How to Apply

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Apply for Milton *access+* service by filling out the application, which includes the option to apply for paratransit 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 Para-Transit Application Office in one of the following ways:

**Mail:** Para-Transit Application Office  
c/o Oakville Transit  
1225 Trafalgar Road  
Oakville, ON L9H 0H3

**Fax:** 905-338-4166

**Email:** [mobility@oakville.ca](mailto:mobility@oakville.ca)

## Application Review Process

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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.