



# care-A-van news

430 Wycroft Road, Oakville, ON

905-337-9222

[oakvilletransit.ca](http://oakvilletransit.ca)

## Spring 2026 care-A-van news

Three convenient ways to book:

- Call 905-337-9222
- Online at [oakvilletransit.ca](http://oakvilletransit.ca)
- Download the Spare app

### Holiday Service Hours

care-A-van will have modified service hours on April 3 – Good Friday (8 a.m. – 8 p.m.)  
April 6 – Easter Monday will be regular service hours

### care-A-van Service Review

Thank you to everyone who participated in last fall's care-A-van customer survey. Your feedback is supporting our ongoing service review and helping guide improvements to the service.

### New Electric Vehicles

This spring, we will begin replacing several older buses with new accessible electric vehicles designed to enhance comfort, reliability, and accessibility for all riders.

### How to Use the On Demand Mobile App

Need help booking trips with the On Demand mobile app? You can watch a step-by-step video on the care-A-van webpage at [oakvilletransit.ca](http://oakvilletransit.ca) or on the app's homepage.

### Shared Ride Service and Minimum Booking Window

care-A-van is a shared ride service. Customers are not always guaranteed a direct ride. Depending on the daily schedule, customers can be on the vehicle for up to 60 minutes. Customers are encouraged to allot appropriate travel time to and from their destination.

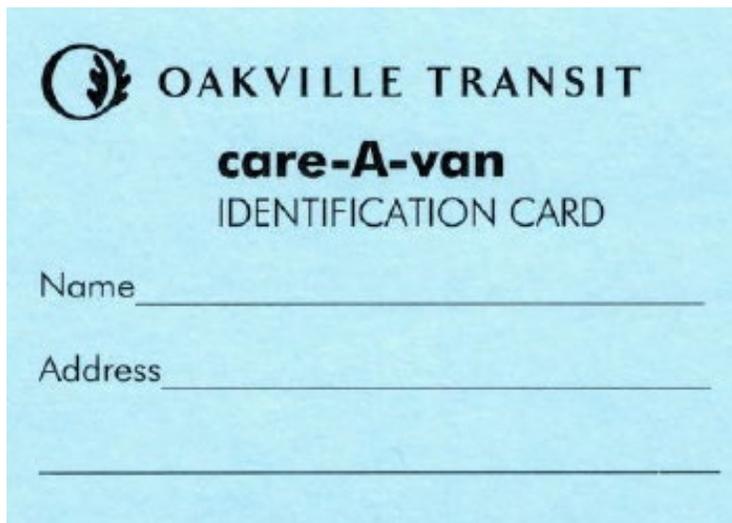
If you are attending an appointment, please use the arrive by feature when booking your trip.



OAKVILLE TRANSIT

## Blue Membership Cards

All care-A-van Customers are required to show their blue membership card to the driver for each trip.



## Personal Information and Mobility Device Updates

Customers are encouraged to call our office whenever they change their mobility device or contact / emergency information. Staff rely on the accuracy of this information for scheduling purposes, relaying important information, and reaching a family member in an emergency.

If you use a walker, wheelchair, or scooter, please ensure it is clean and in good working condition. Customers are responsible for ensuring their mobility aid has functioning brakes, secure footrests (for wheelchairs), and are structurally sound. Transportation may be refused if the mobility aid is not safe or properly maintained.

## Trip Booking and Customer Etiquette

- Customers are required to have their address and desired time of travel available prior to booking a trip
- All same day bookings are subject to vehicle availability
- Attendants/support persons must provide the required support to the customer
- Drivers do not provide any level of attendant care
- Drivers are not permitted to enter a customer's home
- Drivers cannot make unscheduled stops or stopovers
- care-A-van drivers have a 30-minute arrival window

- If you book a trip for 12 p.m., the driver can arrive between 12-12:30 p.m. and be considered on time. Please be ready at the beginning of your booking window, ie. 12 p.m.