



## REPORT

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**TO:** Mayor Lawlor and Members of Council

**FROM:** Deanna Locey, Transit Supervisor

**DATE:** April 24, 2026

**REPORT NO.:** TPW-2026-001

**SUBJECT:** ActiVan Service Changes

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### **RECOMMENDATION:**

THAT Report No. TPW-2026-001, dated April 24, 2026, regarding ActiVan Service Changes, be received;

AND FURTHER THAT Council approve the interim service delivery solution to mitigate service disruptions, and trip denials for ActiVan registered riders and Taxi Scrip program users;

AND FURTHER THAT the 2026 operating impact of \$127,824 be approved as an in-year 2026 budget request, with any operating shortfall incurred in 2026 to be addressed through the 2026 year-end operating status report, and an appropriate funding source identified if required;

AND FURTHER THAT the associated 2027 operating impact of \$255,647 and capital budget requirement of \$250,000 identified in this report be referred to Budget Committee for consideration as part of the 2027 budget process.

### **KEY POINTS:**

The following are key points for consideration with respect to this report:

- ActiVan is a long-standing specialized transportation service providing accessible transit to seniors and persons with disabilities, with annual ridership exceeding 60,700 trips.

- The Town relies on local taxi providers to deliver Taxi Scrip Program trips and support ActiVan ad hoc trip demand during peak periods and outside ActiVan operating hours.
- Taxi service availability within Halton Hills will be limited to a single provider due to EZ Taxi ceasing all operations effective June 30, 2026, creating capacity, reliability, and accessibility risks to the ActiVan program.
- The Town has legislative obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR) to provide consistent, reliable, and accessible transportation services.
- An interim service delivery solution to manage increased demand and mitigate service disruption is recommended while a long-term solution is developed for the 2027 budget.
- The interim service delivery requires additional staffing resources to support extended service hours, increased trip volumes, and higher customer service demand.
- The estimated annual operating cost is \$255,647, with a prorated 2026 cost of \$127,824. Any operating shortfall incurred in 2026 will be addressed through the 2026 year-end process and will be funded from the corporate surplus, or Tax Rate Stabilization reserve if required.
- Continued use of an aging vehicle introduces operational risk and requires a planned replacement in 2027 at an estimated \$250,000. This request will be forwarded to budget committee to be considered as part of the 2027 Capital budget.
- The proposed interim service delivery solution will mitigate operational and accessibility risks, including unmet demand, service denials, poor customer service, reduced access to accessible trips, and service disruptions.
- Immediate action is required to maintain seamless service continuity for ActiVan users, prior to June 30, 2026, to mitigate the risk of service disruptions and unmet demand.

## **BACKGROUND AND DISCUSSION:**

The Town of Halton Hills ActiVan service is a specialized transportation program designed to serve seniors aged 65 years and older, as well as persons with disabilities, who reside within the Town of Halton Hills. The Town has provided accessible transportation through the ActiVan program since 1981. Over time, the service has expanded significantly, evolving from a single vehicle capable of transporting three (3) wheelchair passengers to a fleet of eleven (11) vehicles. The current fleet has the capacity to transport up to twenty-three (23) wheelchair passengers or up to eighty-three (83) ambulatory passengers, depending on service demand and vehicle configuration.

In 2009, the Town introduced the Taxi Scrip Program as an alternative transportation initiative to enhance mobility and access for eligible residents when specialized transit services are unavailable or unsuitable. The program initially provided subsidized taxi trips in partnership with local taxi companies that was available to seniors aged 65 and older and to persons with disabilities. The program was expanded in 2015 to include youth aged 13 to 24. Eligible participants may purchase taxi scrip for \$12, which provides \$20 in taxi vouchers that may be used as payment with participating local taxi companies. The Taxi Scrip Program is designed to enhance transportation flexibility, promote travel independence, and complements the Town's specialized transit services by offering a reliable transportation option during periods of high demand or for trips occurring outside of scheduled service hours.

In addition, the Town utilizes local taxi companies to support ad hoc transportation service through the ActiVan program. Ad hoc service refers to trip requests that are initially made through ActiVan and subsequently reassigned by Town staff to taxi services when ActiVan demand exceeds available capacity and/or when trips are requested outside of ActiVan operating hours. The ActiVan program currently delivers approximately 60,700 trips annually, including both ActiVan and Taxi Scrip trips, with overall ridership now exceeding pre-pandemic levels.

Historically, the Town has relied on three (3) local taxi companies to support its Taxi Scrip Program and ad hoc services. In 2025, this number was reduced from three (3) to two (2) taxi vendors following the cessation of operations by McKab Taxi, effective July 1, 2025. This reduction resulted in a consolidation of taxi service provision within the municipality and increased reliance on the remaining two (2) contracted vendors to meet service demand.

EZ Taxi has since advised the Town that it will also cease operations effective June 30, 2026, citing rising operational costs, including fuel and insurance expenses. EZ Taxi currently accounts for approximately 60 per cent of all taxi trips provided through the taxi scrip and ad hoc program. The loss of this provider will have a significant impact on taxi service availability within the municipality and will affect the Town's capacity to meet demand for both subsidized taxi trips and ActiVan overflow for trip requests.

Following the cessation of operations of EZ Taxi, G'Town Taxi will remain the sole taxi service provider operating within Halton Hills. G'Town Taxi currently operates a total fleet of three (3) vehicles, which are required to support multiple service demands, including trips for ActiVan clients, youth participating in the Taxi Scrip Program, and the general public. The limited fleet size presents capacity constraints and may affect the provider's ability to meet existing and increased service demand, particularly during peak periods and, after-hours for the ActiVan program.

Additionally, the Town has legislative obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) to ensure accessible transportation services for persons with disabilities. As a municipality that provides specialized transit services, the Town is required to offer transportation services that respect the principles of dignity, independence, integration, and equal opportunity. The reduction in taxi service capacity resulting from upcoming taxi provider closures presents a risk to the Town's ability to

meet these legislative requirements, particularly for specialized transit users who rely on the Taxi Scrip and ActiVan specialized transit service delivery. Accordingly, the Town has an obligation to proactively plan and implement mitigation measures that preserve accessible transportation options and minimize disruption to users who depend on these services for essential travel.

In response to the reduction in available taxi service providers within Halton Hills, staff recommend an interim solution to mitigate service pressures and manage increased demand over the next six (6) months. Staff propose an adjustment to in-house service hours based on current travel demand. Under this service delivery, in-house ActiVan services would operate from 7:00 a.m. to 9:00 p.m. on weekdays and from 7:00 a.m. to 6:00 p.m. on weekends, with ActiVan assuming 100% of ad hoc trip requests during these operating hours. This represents a change from the current service hours of 7:00 a.m. to 6:00 p.m. Monday to Saturday, and 7:00 a.m. to 3:00 p.m. on Sundays.

The Town would maintain its existing contract for ad hoc and Taxi Scrip services with the sole remaining external taxi provider. It is assumed that this provider would continue to support service delivery during late-evening hours, with sufficient capacity to accommodate ad hoc trips requested between 9:00 p.m. and 11:00 p.m., when in-house resources are not operating. In addition, the taxi provider would continue to deliver and support all Taxi Scrip Program trips.

To support this service approach and offset pressures on external capacity, additional staffing resources will be required to accommodate extended ActiVan service hours, increased ad hoc trip volumes, and higher customer service demands, thereby strengthening the Town's ability to manage service overflow and peak service demand internally.

In addition, the proposed interim solution would utilize one (1) existing ActiVan fleet vehicle that is at the end of its useful lifecycle to support approximately 6,000 annual ad hoc trips. While this approach allows the Town to meet short-term service requirements without immediate capital investment, continued operation of an aging vehicle increases maintenance demands and operational risk. To address safety, reliability, and service continuity concerns, this vehicle would require replacement in the 2027 budget year.

This interim solution proposed will take effect in June 2026, requiring an increase in service that will impact the 2026 operating budget. The ongoing additional costs identified in this report will be included in the 2027 operating budget for consideration at Budget Committee. This will allow sufficient time to re-evaluate service delivery and bring forward a comprehensive, long-term plan for Council consideration.

While this interim solution absorbs all ad hoc trip requests into ActiVan service, Taxi Scrip Program trips would continue to rely on the sole remaining external taxi provider. Continued reliance on a single provider presents service continuity and capacity risks and is expected to redirect additional trip requests to ActiVan, increasing pressure on in-house resources. This may result in reduced scheduling flexibility, trip delays during peak periods, and, if demand exceeds capacity, the potential need to deny trip requests, negatively impacting customer satisfaction and accessibility outcomes.

Should the proposed interim solution not be implemented, the Town would face heightened operational and accessibility risks, including unmet demand, service denials, poor customer service, reduced access to accessible trips, and service disruptions. This will also increase the risk of non-compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR), as well as an escalated number of customer complaints related to service reliability and accessibility.

#### **STRATEGIC PLAN ALIGNMENT:**

This report identifies a safe and welcoming community as one of the Town's Strategic priorities.

#### **RELATIONSHIP TO CLIMATE CHANGE:**

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

#### **PUBLIC ENGAGEMENT:**

Public Engagement will be required; consultation with Communications staff to follow.

Should Council approve this service delivery approach, staff will communicate service changes through the Town's website, social media channels, direct outreach to registered ActiVan and Taxi Scrip users, and coordination with community and accessibility partners. User feedback will be monitored during the interim period to inform the longer-term service delivery review and the 2027 budget process.

#### **INTERNAL CONSULTATION:**

The Commissioner of Transportation and Public Works, the Town Treasurer and the Director of Communications were consulted in preparation of this Report.

## FINANCIAL IMPLICATIONS:

This report has an immediate financial impact and requires a funding source.

Description	Annual Operating Impact	2026 Prorated Operating Impact
Driver wages (additional ad-hoc ActiVan service hours)	\$ 198,160	\$ 99,080
Admin costs (additional hours PT staff)	\$ 14,557	\$ 7,279
General costs (uniforms, materials & supplies)	\$ 10,000	\$ 5,000
Fuel	\$ 7,333	\$ 3,667
Mechanic	\$ 13,333	\$ 6,667
Vehicle parts & repair costs	\$ 12,263	\$ 6,132
<b>Total Operating Impact</b>	<b>\$ 255,647</b>	<b>\$ 127,824</b>

The operating cost associated with this service delivery relates to the additional staffing resources and increased service delivery times required to absorb trip demand during core service hours. The estimated annual operating cost to support the required service capacity is approximately \$255,647 per annum, reflecting increased driver hours, vehicle utilization, fuel, maintenance, and other related operational expenses. As implementation would occur mid-year in 2026, the projected operating cost is estimated at approximately \$127,824. This will cause an operating variance, however any resulting shortfall will be addressed through the 2026 year-end process and will be funded from the corporate surplus or Tax Rate Stabilization reserve if required.

The continued use of an aging fleet vehicle to support increased service demand is expected to accelerate wear and reduce overall reliability. As a result, the replacement of this vehicle will be required in the 2027 budget year, at an estimated capital cost of \$250,000. This request will be presented for consideration as part of the 2027 Capital Budget.

To support uninterrupted service delivery and effective financial planning, the identified operating impacts totaling \$255,647 will be referred to budget committee for consideration as part of the 2027 operating budget.

Reviewed and approved by,

Roumen Kotev, Manager of Transportation

Joseph Vandermeer, Treasurer

Bill Andrews, Commissioner of Transportation & Public Works

Chris Mills, Chief Administrative Officer