

Oakville Transit expands access with free care-A-van service as of May 1, 2025

Wednesday, April 23, 2025

To foster a more inclusive and connected community, the town is pleased to announce that beginning May 1, 2025, Oakville Transit will offer care-A-van service free of charge to all registered customers.

Since children, youth and seniors already ride for free with a PRESTO card, this new initiative introduces free transit for registered adult care-A-van customers when using a PRESTO card.

Free care-A-van service was approved by Council as part of the 2025 budget and ongoing efforts to build a community that values diversity and prioritizes the needs of all its residents. This initiative reflects the town's commitment to enhancing mobility, well-being, and overall quality of life for all individuals.

Oakville Transit's care-A-van is a door-to-door specialized transit service, designed to meet the needs of persons with disabilities. Anyone who is unable to use conventional transit due to a physical or functional disability is eligible to apply for care-A-van.

All registered adult care-A-van customers are required to set a new concession/fare category on their PRESTO cards as part of the free fare initiative, which can be done one of two ways:

Online at prestocard.ca, using the voucher code provided by Oakville Transit, or
In person at the ServiceOakville counter at Town Hall or at the Oakville Transit facility.

care-A-van customers who need a PRESTO card can download one for free from the PRESTO app or purchase one at any Shoppers Drug Mart location.

For more information, visit the [care-A-van](#) page on the Oakville Transit website.

Quick facts

care-A-van customers can easily book, update or cancel their rides using self-serve options such as the On Demand mobile app, online or by phone.

care-A-van drivers assist customers by escorting them from the front door of their pick-up location to the first accessible entrance at their destination.

Service is provided by fully accessible buses, ensuring a comfortable and secure ride for customers with diverse mobility needs.

All care-A-van users must be registered customers and trips pre-booked in advance. Customers are required to tap their PRESTO card to travel for free.

Mandatory support persons continue to ride free when accompanying a registered care-A-van customer on their trip.

Quote

“By offering free care-A-van service to all eligible residents, we’re building a more inclusive, accessible, and connected Oakville. This program removes barriers and enables more people to participate fully in all aspects of community life.”

– Mayor Rob Burton