

MOBILITY SERVICE

Mobility service is a form of public transport and supplements general public transport.

We therefore have shared travel for mobility service customers in the City of Borås. This means that you may have to travel with others who have roughly the same route and do not always get to travel the shortest route to your destination.

MOBILITY SERVICE PERMIT

Your mobility service permit states how long it is valid for and whether you are entitled to have a chaperone on the journey. The customer is responsible for applying for any extension of the permit.

Always take the mobility service permit with you on a journey. You must be able to present it to the driver with valid photographic identification. Special requirements for exemption from sharing, for a front seat or for a chaperone will be examined individually by your mobility service officer.

The mobility service permit may be reviewed if you become better able to travel on public transport. You must inform the mobility service officer of any changes which may affect your entitlement.

The mobility service permit may be revoked if you commit serious or repeated breaches of the regulations and conditions applying to the mobility service.

If you endanger road safety or cause disturbance to the driver during the journey, the contractor has the right to refuse to transport you.

TRAVELLING WITH THE MOBILITY SERVICE

Coordination

You may travel as often as you need to provided vehicles are available. You may travel between 5.30 am and midnight, on Friday nights and Saturday nights until 2.45 am.

To achieve the best possible coordination of journeys, you must be outside the street door of the pick-up point and ready to travel at the agreed time. The Technical Administration has the right to delay your journey by up to 10 minutes from the agreed time without informing you.

Destination

You may travel within the municipality and 10 kilometres into an adjacent municipality. If your destination is outside the 10 kilometre limit you can order an extended mobility service journey. You will then pay the ordinary meter cost for this section of the journey.

You cannot change your destination once the journey has started.

The vehicle will not make any stops along the way and will not wait for you while you carry out an errand. Exceptions are made for a brief visit to a cemetery, withdrawal of cash from a cash dispenser or collecting and dropping off children at pre-school and school. A new basic fee is payable in such cases, and advance notice must be given at the time of booking.

Luggage

You can take luggage with you equivalent to what people typically have with them when travelling by bus, that is to say a bag in each hand or a suitcase. The driver will help you with your luggage on and off the vehicle and to and from the street door at the collection and drop-off point.

Travelling companions

You may bring one or more companions with you when using the mobility service. Travelling companions pay the same basic fee as the person entitled to use the mobility service and are allowed to travel subject to availability of space.

Always mention when ordering your journey whether you will have travelling companions. Travelling companions must not cause a longer route to be taken than is needed for the mobility service journey.

Chaperones

If your disability means that you need help in the vehicle during the journey, beyond what the driver can provide, you can apply for a chaperone.

The right to a chaperone will be examined individually, and you should apply to your mobility service officer.

The person who acts as chaperone has to be able to provide the help the customer needs. A person who has a mobility service entitlement cannot act as chaperone.

Chaperones are not permitted on the grounds that you need help at the destination or that you need help in carrying shopping.

Pets

You can take your pet with you in a car, placing it in the luggage compartment. A fee will be charged equivalent to that payable for a travelling companion. No fee is charged for guide dogs. If you will have a pet with you, always mention this when ordering.

Children

If you are travelling with children under the age of 4, it is your responsibility to take a suitable child seat with you.

Travelling in a wheelchair on a mobility service bus

If you are a wheelchair user travelling on a mobility service bus, you will always be collected and dropped off indoors.

The customer is responsible for the wheelchair being safe. The driver is only responsible for the wheelchair being securely anchored on the bus.

If you have to go up or down a staircase, the staircase must be able to cope with a stair climber. It is those who use a stairclimber who have to assess whether this can be done safely. It is also a requirement that your wheelchair fits a stairclimber.

The mobility service driver will not provide assistance with an existing stair lift.

Cost

A charge equivalent to a single ticket on public transport is payable. The zoning is the same for the mobility service as for public transport.

The fee should be paid directly to the driver before the journey begins. You can pay in cash or by card. You do not have to pay any tips.

The night-time rate applies after midnight.

Monthly card

With a monthly card you are entitled to unlimited travel within the municipality equivalent to public transport.

The monthly card applies for a period one month from the date you request. You can purchase a monthly card for one or more continuous periods.

You activate your monthly card by calling the mobility service ordering centre, tel. 033-35 50 50.

No repayment can be made once a period has started.

We will send an invoice for your purchase afterwards.

Booking a journey

You can book your journey up to 14 days before the day of travel. Staff who take your booking will need the following information:

- Your name and/or personal identity number
- Your phone number
- Requested departure and/or arrival time
- Precise collection and drop-off address
- Number of people travelling and whether others are entitled to use the mobility service
- Assistive devices to be taken on the journey

If possible, order your return journey at the same time.

If you have regular times when you want to travel, for example to work or courses, you can book fixed journeys.

Cancellation

Make sure that you cancel if you are not going to travel.

The Technical Administration is entitled to charge a fee amounting to 10 times the basic fee if you have not cancelled. However, a charge will not be made for a single occasion.

Travel to another municipality

If you are temporarily in another municipality, you can use the mobility service in that municipality and to adjacent municipalities. These journeys should be booked with Sverigetaxi

Borås by phoning 033-722 84 07. The fee is the same as the municipal rate in the City of Borås. You pay the driver direct.

Other public transport

When you are granted entitlement to the mobility service, you travel free of charge on public transport in the City of Borås. To be able to do so, you must go to Tidpunkten on Södra torget and present your mobility service permit and valid photographic identification. You will then receive a monthly card with which you can travel free of charge on public transport for as long as the mobility service permit is valid.

Information on how public transport works can be obtained from Västtrafik.

OUR INFORMATION ABOUT YOU

All mobility service journeys are planned by computer. At the ordering centre it is possible to see:

- That you have mobility service entitlement
- What type of vehicle you can use
- Whether you can travel in a rear seat
- Whether you are entitled to a chaperone
- If you have bulky assistive devices, for example a wheeled walker or wheelchair.

This information can only be entered into the database by the mobility service officers.

Inform your mobility service officer if you change your name, address or phone number or if changes occur in your disability.

The driver is given a written route schedule stating only your name and where you are to be collected and dropped off.

If you want to know exactly what information about you is held in the database, you can phone the Technical Administration.

MORE INFORMATION

You can obtain further information about the mobility service from the Technical Administration by phoning 033-35 74 00. They will answer questions on:

Mobility service permits

Rules on travel

Travel to another municipality

National mobility service

Up-to-date information, rules and regulations are available at all times at boras.se/tekniska