



THE MOBILITY SERVICE in Borås

BOOKING AND CANCELLING JOURNEYS

Phone the booking centre on:

033-35 50 50

Weekdays: 06:00-23:00

Weekends: 07:00-23:00

If you have a problem with an existing booking outside of these hours, you will be connected to our 24-hour line.

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How the mobility service works

THE MOBILITY SERVICE

The mobility service is a form of public transport and serves as a complement to regular public transport.

The City of Borås organises co-ordinated transport for our mobility service customers. This means that you may get to travel with others who are making a similar journey and you may not always take the most direct route to your destination.

MOBILITY SERVICE PASS

Your mobility service pass says how long it is valid for and if you are entitled to have a companion on the journey.

It is the customer's responsibility to apply for any extension to the pass. Always bring your mobility service pass with you for your journey as you must be able to show it to the driver along with valid photo ID.

Special requirements regarding lone transport, a front seat position or a companion are examined on a case-by-case basis by your mobility service administrator.

Your pass may be reviewed if your ability to travel by public transport improves. You must notify the mobility service administrator of any changes to your circumstances that are relevant to the pass.

How the mobility service works

The mobility service pass can be withdrawn if you commit serious or repeated breaches of the rules and terms that apply to the service.

If you affect traffic safety or the driver's working environment during the journey, the service provider is entitled to refuse to drive you.



Using the mobility service

CO-ORDINATION

You may travel as often as you need provided that there are vehicles available. You may travel between 05:30 and 24:00 on weekdays and until 02:45 in the early hours of Sunday mornings. Please note that transport by wheelchair after 23:00 at weekends must be booked by 16:00 on the Friday at the latest. If you do not have to travel at a specific time, we recommend travelling weekdays between 10:00 and 14:00 when it is easier to make time for your journey. To make sure that we can maximise co-ordination of our journeys, you must be outside and ready to travel at the agreed time. The Technical Department is entitled to delay your journey for up to 10 minutes from the agreed time without notifying you.

DESTINATION

You may travel within the municipality and 10 kilometres into a neighbouring municipality if one of the addresses is in the municipality of Borås. If your destination is beyond the 10-kilometre limit, you can book an extended mobility service journey. Then you will have to pay a cost equating to the meter cost for this part of the journey. You cannot change your destination during the course of the journey. The vehicle does not make stops en route and will not wait while you carry out an errand. Exceptions are made for short visits to cemeteries, cash withdrawals from ATMs and collecting children from and dropping them off at school or pre-school. In these circumstances, mention when booking that you want a so-called 'via journey' and a new subsidised cost will be charged.

Using the mobility service

CO-PASSENGERS

When you use the mobility service you can bring one or more co-passengers. Co-passengers pay the same cost as the person entitled to use the mobility service and may accompany that person if there is space available. Always say if you have any co-passengers when you book your journey. The mobility service journey cannot be extended to accommodate co-passengers.

COMPANION

The driver can help you with your seatbelt, assist you to and from the entrance and into the vehicle and help you with walking aids and bags/luggage. If, due to a physical disability, you require further assistance during the journey itself, you can apply for a companion.

The right to a companion is examined on a case-by-case basis and you make your application to your mobility service administrator. The companion must be able to provide the help the customer needs. People who are entitled to use the mobility service themselves cannot be companions. The right to a companion is not granted because you need assistance at the destination or help carrying shopping.

CHILDREN

If you travel with children under four years of age, you are responsible for bringing an adapted children's car seat.

Using the mobility service

BAGS/LUGGAGE

You can bring the same number of bags/luggage that you would normally take on the bus, i.e. a carrier bag in each hand or one suitcase. The driver helps you with your bags/luggage in and out of the vehicle and to and from the front door.

PETS

You may bring your pet with you in the car as long as it travels in the boot. A cost is charged for pets which is the same as the cost for a co-passenger. There is no charge for assistance dogs. Always mention when booking if you will have a pet with you.

TRAVELLING BY WHEELCHAIR IN A MOBILITY SERVICE BUS

Wheelchair users who use the mobility service are always collected from indoors and dropped off indoors. The customer is responsible for making sure that the wheelchair is safe. The driver is responsible only for ensuring that the wheelchair is secured properly in the bus.

If you need to go up or down a flight of stairs, it must be possible to use a stair climber on the stairs. The person operating the stair climber decides if it can be used safely. Your wheelchair must also be compatible with a stair climber. The mobility service driver does not provide assistance with existing stairlifts.

Booking mobility service journeys

BOOKING A JOURNEY

You can book your journey up to 14 days in advance by phoning **033-35 50 50**. If possible, book your home journey at the same time. If you have regular times that you want to travel, such as for work or training courses, you can book set journeys. When booking a journey, give the following information:

- Your personal identity number or customer number
- Requested departure and/or arrival time
- Exact pick-up and drop-off address and any 'via' address
- Number of passengers if it is not just the person entitled to use the mobility service
- Any assistive devices and/or pets/assistance dogs to be transported.

CANCELLATION

Make sure that you cancel a journey if you do not travel so that you do not prevent another mobility service customer who needs to travel from using the place. The Technical Department is entitled to charge a fine up to 10 times the original subsidised cost if you do not cancel. Fines are not, however, charged for individual instances.

BOOKING ONLINE

You can book and cancel your mobility service journeys online. To do this you need your customer number and a PIN code, which you can obtain from the booking centre.

Paying for mobility service journeys

COST

The subsidised cost for using the mobility service equates to the cost of a single ticket on public transport. Areas are divided into zones in the same way for both the mobility service and public transport.

INVOICING

Once a month you are sent an invoice showing your subsidised costs for the previous month's journeys. When booking a journey you can decide whether or not you want journeys for co-passengers to be included in your invoice or if the driver is to be paid directly for them before the journey begins. The driver is always paid directly for journeys for pets. You can pay for these by either cash or card.

LINKING YOUR INVOICE TO A DIRECT DEBIT

You can fill in a direct debit mandate at boras.se/fardtjanst or contact us and we'll send you the mandate. If you have any questions about direct debits, please phone the City of Borås Accounting Service on 033-35 72 21 or 033-35 71 16.

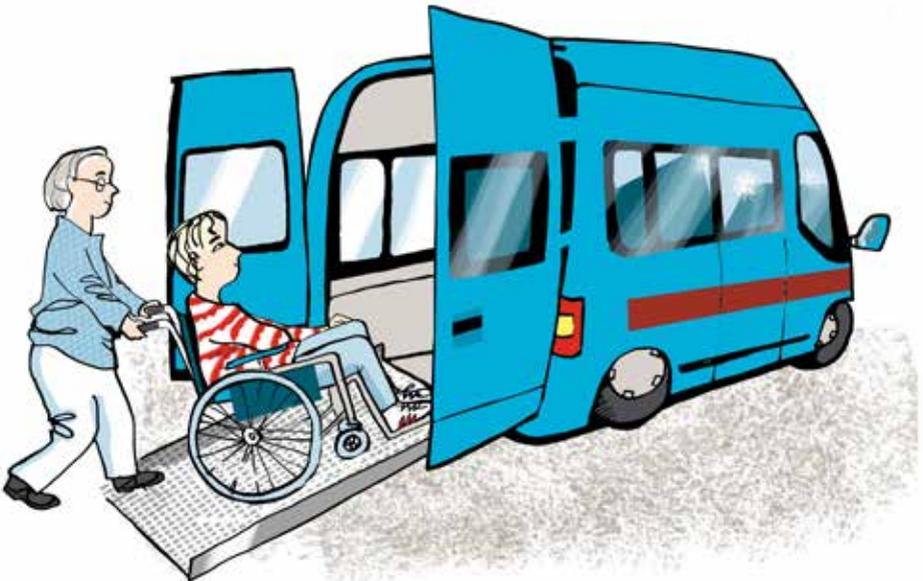
To receive a summary of journeys for the month, please contact fakturafardtjanst@boras.se or phone 033-35 74 84, weekdays 08:00-14:00.

Paying for mobility service journeys

UPPER LIMIT

There is an upper limit so that you never pay more per month than the corresponding cost for a monthly pass for public transport. The limit applies to journeys made within the municipality. Subsidised costs for individual journeys made beyond the municipality boundary are not included in the limit.

If you plan to make several journeys outside of the municipality boundary during a month, you can increase your upper limit and have these journeys included in the limit. First, you must phone your administrator on **033-35 74 00**.



Other journeys

TRAVELLING IN ANOTHER MUNICIPALITY

As a mobility service customer of the City of Borås, you can make taxi journeys in other municipalities at a subsidised price. We subsidise 50% of the meter price for journeys within another municipality or between two other neighbouring municipalities.

You book the journey yourself with the taxi company that you want to travel with and pay as you would with a normal taxi journey. Then send us a receipt showing the price and the addresses/municipalities that you travelled between together with your personal details, contact details and account information and we will refund half the cost. We can refund journeys made up to three months earlier.

SEND YOUR RECEIPTS TO:

The City of Borås
Technical Department/Passenger transport
SE-501 80 Borås

Other journeys

OTHER PUBLIC TRANSPORT

When you are entitled to use the mobility service you can also use public transport in Borås free of charge. To do this, you must go to a Västtrafik outlet and present your mobility service pass and valid photo ID. You will be given a certificate that you can use to travel free of charge on public transport provided that your mobility service pass is valid. Contact Västtrafik for details of how the public transport system works.



Your personal data

All mobility service journeys are planned using computers. Staff at the booking centre can see, for example:

- That you use the mobility service
- Which type of vehicle you can travel by
- If you can travel in a back seat
- If you are entitled to a companion
- If you have a bulky assistive device, such as a walking frame or wheelchair

This data can be added to the register only by the mobility service administrators. Inform your administrator if you change your name, address or phone number, or if there are changes to your physical disability.

A written drive order is sent to the driver in the vehicle which has only your name, where you are to be picked up and dropped off and any special information that is important for your journey.

Your personal data is processed in accordance with the GDPR. Read more about how the City of Borås processes personal data at boras.se/pub



FURTHER INFORMATION

Phone the Technical Department on:

033-35 74 00

We can assist with:

- Mobility service passes
- Booking journeys
- Rules on travel
- Travelling in another municipality
- Nationwide mobility service

Visit boras.se for the latest information, rules and regulations.

Comment on the mobility service at boras.se/synpunkt.