

A woman with long brown hair, wearing a blue denim jacket over a yellow t-shirt, is seated in a wheelchair. She is smiling broadly and looking towards a man standing next to her. The man has grey hair and is wearing a dark blue or black jacket with a small logo on the chest. He is leaning forward, holding a black device (possibly a scanner or a control panel) near the wheelchair. In the background, a yellow bus is visible, with some text on its side that is partially obscured. The scene is outdoors, with trees and a building in the distance.

Skånetrafiken's mobility service

Skånetrafiken

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Introduction

This brochure explains what the mobility service is and how to apply for mobility service travel.

The information applies to people with a registered home address in any of the municipalities that have transferred responsibility for the mobility service to Skånetrafiken. Are you unsure who is responsible for the mobility service in the area where you are registered? You can find out who is responsible for the mobility service in your municipality at skanetrafiiken.se/fardtjanst or by contacting customer services on 0771 - 77 44 33.

What is the mobility service?

The mobility service is special transportation for persons with disabilities, and is regulated by the Mobility Service Act (1997:736).

The mobility service is part of the public transport service, and you travel together with other passengers. Therefore, you do not always take the shortest route to your destination. The mobility service involves travel by passenger car or a special vehicle provided by Service Travel.

What the mobility service does not include

Travel not covered by the mobility service is, for example, travel to/from a primary-secondary school, special-needs school, or an upper-secondary special-needs school. Travel to or from the health care centre is sickness travel, not mobility service travel. Read more about sickness travel at ww.skanetrafiken.se/sjukre or in the brochure "What sickness travel in Skåne involves".

Who can use the mobility service?

Skånetrafiken's mobility service administrator investigates and decides whether you are entitled to the mobility service on the basis of the criteria specified in the Mobility Service Act. The Act does not take account of financial or social factors where the right to the mobility service is investigated. The absence of public transport to your destination does not in itself give entitlement to the mobility service. Old age does not automatically entitle you to the mobility service either.

You are entitled to the mobility service if you:

- have a registered home address in any of the municipalities that have transferred responsibility for the mobility service to Skånetrafiken.
- have significant difficulties getting around by yourself or travelling on public transport.
- have a long-term disability, which is expected to last longer than three months.





Apply for the mobility service

You can apply to use the mobility service via 1177.se by logging in using e-identification. You need to be over the age of 18 and have access to a BankID, Freja eID or Telia E-identification. You can also apply by filling in a paper application form, which you can download from our website. You can find the 'Application for the mobility service' form and further information on how to apply online at skanetrafiiken.se/fardtjanst. Once you have completed and signed the form, send it to:

Skånetrafiken
Mobility Service
281 83 Hässleholm

Do you want us to send the form to your home? Do you need any help filling out the form? We will be happy to help. You are welcome to contact Skånetrafiken Service Travel on 0771 - 77 44 33.

How your application is processed

Once Skånetrafiken has received your application, an administrator will investigate your entitlement based on the Mobility Service Act. The application is processed in turn. The administrator will contact you when your application is to be processed. A medical certificate confirming your disability is sometimes required. Your administrator will advise you if this is the case.

Once Skånetrafiken has made a decision on the mobility service, this is sent to your home. If you have any questions about the decision, you are welcome to contact us. A decision on the mobility service can be appealed. When your mobility service permit expires, you can apply for a new one. Be sure to apply promptly, 1-2 months before your mobility service permit expires.



Where can you travel?

If you are approved for the mobility service, you may travel throughout Skåne.

Travel in another municipality (TIAM)

If you have a valid mobility service permit and wish to use the mobility service to travel within municipalities outside Skåne, you will need to book TIAM tickets.

For further information and to book tickets, please contact Skånetrafiken Service Travel on 0771-77 44 33.

National Mobility Service (Riksfärdtjänst)

The National Mobility Service (Riksfärdtjänst) is for travel within Sweden from one municipality to another outside Skåne, and is regulated by the National Mobility Service Act (1997:735). You apply for the national mobility service on a separate application form, which you can find at skanetrafiiken.se/fardtjanst or via 1177.se. You are not automatically entitled to use the national mobility service if you are entitled to use the mobility service with Skånetrafiken. You should apply to use the national mobility service promptly. Skånetrafiken needs to receive your application at least three weeks before you intend to travel. Skånetrafiken decides on the means of transport, taking the passenger's disability into account, by bus in the first instance, then train, boat or plane.

Sickness travel with Service Travel

If you have a mobility service card, you are entitled to the Skånetrafiken Service Travel service. Service Travel is a collective name for the mobility service and sickness travel for which service travel vehicles are used.

All of Skånetrafiken's service travel services are adapted to the individual. Service vehicles may be passenger cars or special vehicles, depending on what kind of need and mobility service permit you have, and whether you have any aids.

You take coordinated journeys together with other passengers, unless your mobility service permit entitles you to something else. Unlike travel by taxi, for example, you don't always take the shortest route to your destination either.

General assistance

The driver will always give you general assistance, which means that the driver

- picks you up and drops you off through a gate at ground level.
- helps you in and out of the car, assists you with your seatbelt, and secures your Zimmer frame, wheelchair and other aids.
- helps to get aids and luggage in through the ground level gate.

Special assistance

Special assistance is provided if the decision on mobility service states that you are entitled to, and the journey is booked with, special assistance. Special assistance means you are collected and left outside the front door to your home, for example on the second floor in a block of flats, department, etc. You are responsible for locking and unlocking the main entrance door. The driver does not assist you inside your home, for example, with your outer clothing, unpacking goods, or similar assistance.

Attendants

You may be entitled to an attendant if you need assistance in your car during travel. In such case, you need to apply for an attendant. If the need for assistance arises before or after the journey, this is not a reason for being granted an attendant.



Co-passengers

You are entitled to have up to two persons with you during the journey, including an attendant. If all co-passengers are children, three attendants are allowed. Co-passengers pay the same fare as a mobility service passenger. The costs are added to your invoice.

Stair climbing

Stair climbing is a service that lies outside the Mobility Service Act, and is always needs-tested by our administrators. Skånetrafiken provides the service for a maximum of six months, for safety reasons. If you are unable to arrange stairs transport by yourself, you may approach the municipality in which you are registered for information on home adaptations. The stair climbing service is only provided at your registered address; for outside staircases and stairways in blocks of flats, and to and from the third floor maximum. The driver will not help you on spiral staircases, external staircases to detached houses or inside your home. The structure of the staircase affects the possibility of providing the stair climbing service. The driver will decide whether it is safe to provide this service where you live.

Aids

You may take with you the aids you need if they can be secured inside the vehicle, or a collapsible aid that can be transported in the luggage hold. In order for a wheelchair to function as a seat:

- it must have four marked fastening points where it should be secured.
- the passenger must be able to use a three-point seatbelt.
- the main power switch on electric wheelchairs must be switched off.
- the wheelchair's parking brake must be engaged.
- the wheelchair must be crash-tested.

As the passenger, it is your responsibility to ensure that the wheelchair is suitable for use as a seat during transport.

If you use an electric wheelchair, it is your own responsibility to board and alight from the vehicle. You may not remain seated in an electric wheelchair with a handlebar (electric scooter, electric moped, or similar) during travel.





Luggage

In addition to aids, you may take two pieces of hand luggage with you. An attendant and a co-passenger may take one piece of hand luggage each. The size of the hand luggage may be a maximum of 55x50x30 cm per piece.

Animals

Guide, companion and hearing dogs travel free of charge, if you have a permit for one. You may take with you two pets if they are transported in a cage with a harness, which can be secured by a seatbelt or transported in the luggage compartment. You pay a social contribution for pets. It is your responsibility as a passenger to ensure that you have a cage or harness for your pet or pets.

Child safety

Booster cushions are available in all service travel vehicles for children aged between 4 and 12. These do not need to be booked beforehand. Car child safety seats for babies up to 9 months old are not provided. To a limited extent, Skånetrafiken can provide car safety seats for children between 9 months and 4 years of age. You must be approved for a car safety seat and special assistance, and the child must be booked as a passenger. Travel requiring a car child safety seat must be booked by no later than the day before travel. Guardians are responsible for car safety seats for children with a mobility service permit. Children under the age of 7 may not travel unless accompanied by an adult.

Service travel ticket – your proof of travel



Once you have been approved for the mobility service, you will receive a travel card with your service travel ticket within around two weeks. Whenever you make a service travel journey, you must always show the driver your travel card at the start of the journey. On Skånetrafiken's buses you present your card to the ticket reader. On the train you present your card to the attendant's ticket reader.

Remember that your service travel ticket is personal to you, and you should always be able to show ID in the service travel vehicle and on buses and trains.

Accessibility of the public transport service

At Skånetrafiken we are working to make the public transport service accessible to everyone. We are adapting buses, trains, stations and bus stops to enable you to travel with us if you have a disability. Buses are equipped with low steps and platforms that are adapted to the height of the bus stops, to make it easy for you to get on and off the bus. Trains have low-level carriages with steps at the same level as the platform, to facilitate boarding and alighting. There are spaces for wheelchairs, Zimmer frames and other aids on all buses and trains. Train drivers and attendants are there to help you if necessary. Hearing loops are available on most trains and buses. There are direction arrows and markings on platforms and at bus stops.

You can also book station attendant services if you need help finding your way or carrying your luggage. You may have a maximum of two bags with you. The station attendant service can be booked on 0771 - 77 77 77, no later than 24 hours before travel. If you have a problem with your pre-booked attendant, you can call 0774 - 44 55 55.

Read more about Skånetrafiken's accessibility at skanetrafiiken.se/tillganglighet or in the brochure "Accessibility Handbook". You can also contact Service Travel Customer Services on 0771 - 77 44 33.



Free travel - with the public transport service

If you have been approved to use the mobility service in any of the municipalities that have transferred responsibility for the mobility service to Skånetrafiken, you may travel on Skånetrafiken's buses and trains throughout Skåne free of charge. When travelling by bus or train, you always have the right to have an attendant and up to two children under the age of 7 with you at no cost, regardless of what your mobility service permit entitles you to when travelling on a service travel vehicle.



What does the mobility service cost?

The mobility service may involve travel by passenger cars or a special vehicle provided by Service Travel. For travel by service travel vehicle, you pay a social contribution. The fare for your journey depends on how long you intend to travel and is based on a set rate. The same fare is valid 24 hours a day, all days of the year. Children under the age of 7 travel free of charge with the mobility service. Between 7 and 20 years, you pay a child/young person's fare. From your 20th birthday, you pay the adult fare.

There are three options for invoicing:

- payment via invoices issued by the Skåne Region once a month. This is the default method if you don't select an option.
- e-invoice
- direct debit

You apply to pay by e-invoice or direct debit to your bank.

The application name is Region Skåne. If invoices are unpaid, you can be barred from the invoicing service.

Work-related travel

Work-related travel refers to travel to and from work, an everyday activity or education above elementary school level, on condition that school transport is not provided for this travel. Work-related travel refers to travel between specified addresses. You can make two journeys a day. You are entitled to work-related travel up until the month you receive a state old-age pension.

You may at any time notify a break the work-related travel for a whole calendar month, and instead pay a charge per mobility service journey.

If you wish to take a break in the work-related travel entitlement or amend your work or home address, please contact Service Travel Customer Services on **0771-77 44 33** by no later than 14 days beforehand.

How far you travel determines the cost of your work-related travel. You pay a fixed charge each month and pay via invoice afterwards.

Book sickness travel with Service Travel

Service travel is booked via email to bokningsserviceresor@skanetrafiiken.se or by calling **0771-77 44 11**.

To make a booking, you need to have the following details to hand:

- your customer number or personal identity number.
- the address you are travelling to and from.
- the day and time you wish to travel.
- the latest you want to arrive.
- if you are travelling with company; the attendant or co-passengers.
- whether you are taking a guide, companion or hearing dog with you.
- whether you are taking pets with you.
- whether you are taking aids and in such case what kind of aids.
- whether there are special conditions in your mobility service permit.
- your phone number.
- whether you wish to receive booking information via SMS.

During the telephone conversation, you will always be told the time of collection and how much the journey costs. You pay for the journey via invoice afterwards. You never pay the driver of the car.

SMS confirmation

You can opt to receive a confirmation of your booking direct to your mobile phone. You can also receive a confirmation of cancellation, and the details of any time changes on your mobile phone.

Inform the booking clinic when booking your travel that you wish to subscribe to the SMS service, and they will help you. The SMS service is not currently available if you have set up a schedule for regular journeys.

Regular travel

If you regularly travel between the same addresses for at least one month, you can set up a schedule for your journeys. Contact Regular Travel by calling **0771-77 44 44** or emailing **fastaresorserviceresor@skanetrafikens.se** who will be able to help you.

Times

The earliest you can book your journey is two weeks before intended travel. If you wish to travel as soon as possible instead, your waiting time should be no more than 90 minutes. If Skånetrafiken is not able to provide transport within 90 minutes, you may request compensation for your expenses if you have had to make your own arrangements to travel by car or taxi. The compensation amount is limited to 1/40 of the price base amount. For details of the current price base amount, contact Statistics Sweden (Statistiska Centralbyrån (SCB)).

Once you have received a travel time, you need to be ready to travel five minutes before until fifteen minutes after your agreed travel time. If you need to cancel your journey, it is important that you call and notify this as soon as you can. If you have not cancelled on repeated occasions, you may be charged for the whole cost of travel.



In the event of delay

If your vehicle is delayed by over fifteen minutes from the agreed time, you should call **Skånetrafikens Sen bil** (Late Car) service. Late Car can be reached on **0771-77 44 22**.

Compensation in the event of delay

If you are collected more than 30 minutes after the scheduled time, your social contribution may be waived, and you do not need to pay for the journey. The same applies if you have booked a latest arrival time and are dropped off more than 30 minutes after this time. Skånetrafikens cannot waive the social contribution if the delay is caused by you as the passenger. If you have needed to arrange transport by your own car or taxi after a delay of over 30 minutes, you may be entitled to compensation for your expenses. You cannot be compensated if the delay is caused by you as the passenger. The compensation amount is limited to 1/40 of the price base amount. For details of the current price base amount, contact Statistics Sweden (Statistiska Centralbyrån (SCB)). Skånetrafikens does not compensate for third-party losses caused by delayed travel. To request compensation in the event of delay, contact Service Travel Customer Services on 0771-77 44 33. Remember to save receipts for any expenses if you have arranged your own transport by car or taxi, and to submit your request within 30 days of the date of travel.





Tell us what you think

It's important to us that you are satisfied with your journey. If you wish to state your opinion, share a compliment, or are not satisfied with your journey, please get in touch with our customer services. You can also state your opinions or make a complaint in writing. In this way we can work to become even better.

Service Travel Customer Services

0771-77 44 33

Email

kundtjanstserviceresor@skanetrafikens.se

Website

skanetrafikens.se/kundservice/min-resa/



Contacting Service Travel

Customer Services

0771-77 44 33

kundtjanstserviceresor@skanetrafiiken.se

Booking sickness travel with Service Travel

0771-77 44 11

bokningsserviceresor@skanetrafiiken.se

Late Car

0771-77 44 22

Regular travel

0771-77 44 44

fastaresorserviceresor@skanetrafiiken.se

Information on the public transport service

0771 - 77 77 77

Voice-controlled response

0771-77 77 24 (24 hours)

Website

skanetrafiiken.se/fardtjanst



Skånetrafiken is there for everyone who lives, works and travels in Skåne. We make sustainable travel easy. Around 465,000 journeys are made every day on one of our 14,000 daily bus and rail routes as well as 5,500 service journeys – to work, to families and to friends. Our bus and rail travel enjoys the Good Environmental Choice mark, and by travelling collectively we work together to ensure a sustainable society, a better environment, and a living landscape. This gives the whole of Skåne power. Or a lift, if you like.

All of Skånetrafiken's bus and rail journeys have been awarded the Swedish Society for Nature Conservation's Good Environmental Choice mark.



Good Environment Choice

This brochure is printed on environmentally friendly paper manufactured from 100 per cent recycled fibre.

