


Mobility Service

Färdtjänst



**Mobility service is a
complement to public
transport services.**

Who can get mobility service?

Mobility service is intended for people who have a disability - physical, mental, medical - with a duration of at least three months.

Those entitled to service are to have considerable difficulties in travelling on their own by public transport services.

Please avoid perfume and smoke before your journey.

Many people are suffering from allergies. Please avoid perfume and smoke before your journey.



Where and when can you travel?

Travel with mobility service can be done within Sundsvall and Timrå. For further information about journeys in other municipalities, please contact Gatuavdelningen, Trafiksektionen.

If you have permission for mobility service (färdtjänst) you can travel during the same time as buses are trafficking.

Monday - Thursday	05.00 - 23.00
Friday - Saturday	05.00 - 02.15
Sunday and holidays	06.00 - 23.15
New years evening and midsummer evening	06.00 - 02.15
Christmas evening (exception)	06.00 - 23.15

With reservation for changes.

Booking of mobility service

060-786 86 86

The Booking Centre to book journeys is open 24-hours/day.

Telephone: **060-786 86 86**

Please state on the phone:

- Your national identity number or name
- If you have a companion or attendant
- If you will bring a wheelchair or walker
- Time of your return trip

Personal charges



The personal charges for mobility service is one and a half times the cost of the bus fare according to the tables of fares.

Children aged 0 to 19 years pay half the adult personal charge.

Youth 20-25 pay 75 % of the adult charge.

Children aged 0 to 6 years travel without charge when accompanying an adult who is entitled to mobility service,

Children aged 7 to 19 years pay half the adult personal charge.

Traveling companions pay the same charges as the person entitled to mobility service.

Attendant - no charge

Book well in advance

To increase the opportunities for the most efficient use of vehicles journeys should be booked as early as possible and always at least 1 hour before the planned departure.

For journeys that begin or end outside the urban areas and journeys requiring specialised vehicles the advance booking time is longer in practice (at least 2 hours) since the availability of such vehicles is limited.



How will you travel?

Mobility service journey A mobility service journey can be made in a car/taxi or a specialised vehicle. Specialised vehicles are primarily intended for travellers in wheelchairs and for those unable to travel in ordinary vehicles for other reasons. Travelling with mobility service means riding together.

Journeys to and from work If you have a regular job or study to get a job, you are able to apply for maximum charge, equivalent of bus fare, for your journeys. This amount is charged afterwards.

Who can you bring on your journey?

Travelling companion You are entitled to have one travelling companion with you. The companion must travel to and from the same address as the person who is entitled to mobility service.

Attendant An attendant may accompany the person entitled to mobility service if the entitled person cannot travel alone with the assistance normally provided by the driver. The need for an attendant is to be related to the journey itself and not, for example, related to needs at the destination. An application for permission to be accompanied by an attendant must be submitted to Gatuavdelningen, Trafiksektionen.

Further information

The same amount of luggage is permitted as in travelling with regular public transport (max 3 bags).

The driver will assist you into and out of the vehicle as well as to and from the entrance of your home/destination.

You are able to order extra help, if you for example need to carry your bags or help to enter the stairs if you pay a visit. It will cost you 40 SEK and you will pay directly to the chauffeur.

Other type of journeys

Attendant on buses Travellers entitled to mobility service may, without charge, be accompanied by an attendant on all County Transport bus routes. Travellers entitled to mobility service present their mobility service card and pay their fare.

Health care and treatment You are not allowed to use the mobility service when you travel to and from the doctor, physiotherapist, dentist or other medical treatment.

For journeys to treatment and medication please call **0690-764 080**.

To apply for further mobility service, färdtjänst

You will receive a letter approximately two months before your permit ends, to apply for further mobility service, färdtjänst.

If you don't receive a letter, please contact Trafiksektionen.

Complains

If you are of some reason not satisfied with your journey, please call or visit sundsvall.se/fardtjanst

060-19 10 00

www.sundsvall.se/fardtjanst

For further information - please contact:

Gatuavdelningen, Trafiksektionen

Phone hours: Monday–Thursday **09.30-11.00**

Telephone: **060-19 14 14**

Address

Sundsvalls kommun

Gatuavdelningen, Trafiksektionen färdtjänst

Norrmalmsgatan 4

851 85 SUNDSVALL

Växel: **060-19 10 00**

www.sundsvall.se