

Instructions for clients

TRANSPORT SERVICES IN WESTERN UUSIMAA
UNDER THE SOCIAL WELFARE ACT AND THE ACT
ON DISABILITY SERVICES AND ASSISTANCE

Contents

Using transport services	p. 3
How to book a ride	p. 4
Booking options	p. 5
Booking confirmation	p. 6
How to change or cancel your booking	p. 7
Travelling and payment	p. 8
Review the ride and give feedback	p. 9
Driver's responsibilities and other passengers	p. 10
Voluntary sharing of rides	p. 11
Stops along the way	p. 12
Client profile and data protection	p. 13

Using transport services

Your municipality of residence has granted you the right to use the transport services. The municipality has also specified your travel area, client charge and maximum number of trips. One trip refers to a one-way trip that starts from and ends in a different place.

If you want, you can use 1–4 trips from the following month's quota or save 1–4 trips from the previous month. For more information, please contact the customer service of Western Uusimaa Transport Services.

The number of trips you have left will be immediately updated after you use the service. You can check the remaining number of trips through the Transport Services application or by contacting customer service.

Please note! Kela is responsible for your health care-related trips. You cannot use trips provided by Transport Services for health care-related purposes, for example to visit a health centre, a hospital or a rehabilitation facility.

How to book a ride

- **Call tel. 09 231 216 60**
- **Use the Transport Services application**
- **Online at kulkukeskus-tilaus.attracs.com**
- **By email tilaus@lu-kulkukeskus.fi**
- **Send a text message to 045 7397 5631**
“One-way Carl Client Kotitie 1 A 2, Espoo, Kohdetie 2 A 3, Helsinki. Departure 12:30. Date 5.5.2019. Work. Other people 2. Dog.”

Give this information when you book a ride:

- Your name or client number
- Pick-up and destination addresses
(and details of possible trip back)
- Pick-up date and time or the desired time of arrival at the destination
- Type of trip, e.g. work or leisure trip
- If you want to stop along the way, the address of the location
- Number of people travelling with you
- Any assistive devices, animals or luggage you have with you
- Your desire to share your ride with other passengers.

Booking options

Pick-up as soon as possible: The vehicle will pick you up within 60 minutes after you book the ride, at the time specified in the booking confirmation.

Booking in advance: If you need to be picked up or arrive at an exact time, please book your ride in advance.

Taxi stands: The vehicle must be equipped with the Transport Services logo. Tell the driver where you are going, other information and your needs regarding the ride. The driver will contact Transport Services. You will receive a booking confirmation for the ride.



Transport Services will not reimburse you for trips taken on other service providers' vehicles.

Booking confirmation

You will receive a booking confirmation after you have booked a ride. The booking confirmation will include for example the following information: the exact arrival time of the vehicle, the driver's name and the booking number.

If you use the application, you can also see the vehicle's location on the map. For example, if your driver is late because of a traffic jam, you will be notified through the application or another channel of your choice.

If you only use our telephone service:

- We will inform you of the estimated pick-up time during your call.
- If your ride is delayed by 15 minutes or more, Transport Services will call you.

How to change or cancel your booking

- **If you need to cancel or change your booking, please do so no later than 60 minutes before the agreed pick-up time.**
- If you cancel your trip later, one trip will be deducted from your quota.
- If your driver is more than 30 minutes late for the agreed pick-up time, you can cancel your ride without losing a trip.
- If your driver does not show up, contact Transport Services.

Travelling and payment

Show the driver your photo ID, EU Disability Card, passport or other form of identification that includes your photo, name and year of birth. This will allow the driver to verify that you are entitled to use the service.

After you have reached your destination, you will need to pay the client charge. You can pay by card or cash (preferably an exact amount). The driver will give you a receipt if you want one.

If your client charges are invoiced or if you have been exempted from client charges, you will not have to pay anything at the end of your trip. Transport Services will inform the driver of this.

If necessary, contact your municipality of residence to apply for an exemption from client charges. If you have been granted an exemption, you do not have to pay client charges. Your exemption status will be included in your client profile.

Review the ride and give feedback

After your ride, you will be asked to review the ride through the application or a text message. Reviews are voluntary.

Your review will affect the number of rides allocated to certain drivers. Transport Services will reward good drivers by giving them more rides.

Other feedback:

- Call tel. 09 231 216 60
- Use the Transport Services application
- Through our website at www.lu-palvelut.fi/en-US/Transport_Services
- Send a text message to 045 7397 5631
- Send an email to palaute@lu-kulkukeskus.fi

We will keep developing our services based on the clients' feedback. You can monitor our standard of service at www.lu-palvelut.fi/en-US/Transport_Services.

Driver's responsibilities and other passengers

It is the driver's responsibility to assist you with matters related to transport, for example by helping you get into the vehicle or fastening your seat belt. If necessary, the driver will pick you up from the building and take you all the way to the building at your destination.

Your personal assistant or companion can travel with you free of charge. The driver will not assist you if you wish to stop along the way. You will need to have a companion or an assistant with you for these purposes.

Your friends and family members can also travel with you. They will have to pay a price that is equal to your client charge. In addition to the driver, there may be a maximum of four passengers in the vehicle, including the client.

If other people are going to travel with you, please let us know this when booking your ride.

Voluntary sharing of rides

By sharing your ride with other clients, you will help Transport Services reduce the carbon footprint of its services. If you voluntarily share your ride, Transport Services will plan the route in a way that makes sense and will not unreasonably lengthen your travel time or distance.

When booking your ride, let us know if you allow others to travel with you. We will include this information in your client profile.

It is also possible for you to share a ride on a one-off occasion, even if you do not otherwise wish to share your rides.

You will not have to pay a client charge for a shared ride.

Stops along the way

If you wish to stop along the way, tell us the address of this location when booking your ride. This place must be located along the route, and your stop must not lengthen your trip by more than 2 kilometres.

You can only stop once along the way, for a maximum of about 10 minutes. If your stop lasts longer, we will deduct a second trip from your quota.

If you have been granted transport services for work purposes, please note that these trips are only meant for travelling to and from your workplace. It is your employer's responsibility to arrange and pay for the trips related to your work duties and travelling between different work locations.

Client profile and data protection

Transport Services has set up a client profile for you. Your profile includes your personal data and transport-related information.

Based on your client profile:

- You will receive customer service in your preferred language: Finnish, Swedish or English.
- We will make sure that the right type of equipment is available for you: a regular car, an estate car or an accessible vehicle and, if necessary, stair assistance or climber.
- You will get the assistance you need, for example assistance to get all the way into the building and to fasten your seat belt.
- You will receive a booking confirmation through the channel of your choice.
- You will be served by the transport company of your choice if you have been granted the right to use a familiar taxi driver.

Transport Services will only process essential personal data to provide its services, and the information in your client profile will only be used for organising your transport services.

Further information: www.lu-palvelut.fi/en-US/Transport_Services



**Transport
Services –
safe and
smooth
rides**