

The Disability Transport Service aims to ensure that people who cannot make use of public transport due to a disability can still undertake employment and education and enjoy recreational activities. The transport service employs specially designed vehicles to accommodate wheelchair users. Kópavogur Council has approved all regulations regarding the execution of disability transport services (see www.kopavogur.is).

Who can apply?

According to law 40/1991 and its later amendments on mandatory municipal social services, individuals who cannot make use of public transport due to a disability have the right to transport services. According to a contract between Kópavogur Council and the Icelandic Association of the Visually Impaired, legally blind persons can apply for travel using taxis.

How to apply?

Applications for service must be sent to the Welfare Division either online or in written form. Application forms can be found at the Welfare Division's offices or on the Kópavogur Council website, www.kopavogur.is. Applications must be signed by the applicant or the applicant's advocate or guardian. Applications must include a medical certificate and/or a certificate from other professional that verify the disability or limited capacity that keeps the applicant from using public transport. The application must specify the reason for the application as well as the number of trips requested.

How much service can you request from the transport service?

The maximum number of trips available to applicants is 68 trips per month. Trips are intended for travelling to and from work, school or physical therapy. The number of trips for other activities is limited to 24 per month. Approximately seven days after the application and supporting documents have been received, the application is

reviewed during a department meeting at the Disability Counselling and Services Department. Applications must be renewed every year.

How to pay for transport services?

Disability transport service rates are set according to rates offered by Strætó BS. Disability transport fares are set at half the going rate of Strætó BS's general fare.

Taxi rates are set at the standard fare of adult public transportation. The user's share increases for each cost level. **For example:** If cost of taxi trip exceeds 10.050 ISK, fare is accounted as follows:

If cost of trip is 10.050 – 12.050 ISK, fare amounts is 1.340 ISK.

If cost of trip is from 12.050 – 14.050 ISK, fare amounts is 2.010 ISK.

**Disclaimer: Prices can change without notice*

Who monitors and surveys the service?

Transport Service Providers oversee the day-to-day operations of the service. For information on transport services or to offer suggestions and/or make complaints, service recipients are advised to contact the transport service provider directly or get in touch with consultants at the Disability Counselling and Services Department.

Consultant:

Sigríður Ragnarsdóttir: sirryr@kopavogur.is

Director - Department of Specialized Social Counselling and Support Services: Kristín Þyrí Þorsteinsdóttir kristinthyri@kopavogur.is

Call 441-0000 any day of the week to speak with our help desk.

You can also leave a message with the Kópavogur Council Service Centre and our consultants will return your call.