

Wellbeing Services County of Pirkanmaa
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Client instructions
2/2024

Client Instruction on Transport Services Under the Act on Disability Services and Assistance

Transport Service Trips Under the Act on Disability Services and Assistance

Transport services in accordance with the Act on Disability Services and Assistance can be granted for running errands and for recreational journeys, work and study trips, and daytime activity travel. Transport service trips as stipulated in the Act on Disability Services and Assistance cannot be used for health care-related transport reimbursable under the auspices of the Health Care Act or as covered by an insurance company.

Transport service is allocated personally. The driver has the obligation to verify the identity of the passenger. If transport services are used contrary to the given instructions or under false pretences, the offender shall be obligated to compensate the damages caused to the wellbeing services area.

Organisation of transport services

Transport services in Pirkanmaa are arranged by Tuomi. A client who wants to travel books a journey with Tuomi's Transport Coordination Centre (Kuohke), where the trip is forwarded to an available taxi operated by a Tuomi contracting partner. If convenient, clients travelling in the same direction can share the journey.

In Pirkanmaa, the transport area for running errands and for recreational trips is the client's municipality of residence and adjacent municipalities. Both departure and destination address for the transport service trip should be in the client's own municipality of residence. A client may also use the transport service for transport within a nearby municipality if this is more appropriate from the client's perspective and does not incur extra costs. In some of the municipalities, travel areas that deviate from the wellbeing services county's actual travel area have been in use. For these clients, the travel area previously specified by the municipality concerned apply as a travel area for a transition period of at most three years (until 31 December 2025). If the client decision is reviewed during the transition period, the travel area will be updated in keeping with the practice of the wellbeing services



county. A client can check his/her travel area from the decision on travel services or at the Disability Services Office. The email address is liikkumisentuki@pirha.fi and the telephone number is 040 504 4246. The client should contact the mobility support team if s/he has exceptional travel needs or a disability / health status-related special requirements in using transport services (for example, a need to use taxi services accommodating a wheelchair or an individual trip to another locality).

Client's transport services information, information security, and recording of telephone calls

As the data controller, the wellbeing services area enters personal details into the Disability Services client register. Kuohke receives the customer information needed to organise the service from Disability Services or the mobility support team. In addition to personal details, details regarding assistive devices, communications, assistance, and travel-related needs as well as the validity of the decision on transport service and journeys granted are entered into the client data.

Kuohke handles the client's information on a confidential basis and its employees are bound by a non-disclosure agreement. Information is transmitted to the vehicles electronically. Kuohke records the phone calls and messages to validate their content. Recordings are used to safeguard the rights and legal protection of both the client and Tuomi's Transport Coordination Centre. The recordings may also be used for in-house personnel training to develop customer services and improve quality. The recordings are not used for any other purposes or transferred outside Tuomi's Transport Coordination Centre unless stipulated by the law.

One-way journey

The journey provided by Transport Services covers a one-way trip from the departure address to the destination. The journey should take the most direct route. However, a reasonable stop along the route can also be arranged. Stopping for five minutes would in principle be considered a reasonable break. If necessary, the situation can be assessed case by case. Stopping to run errands for any longer period of time (for instance, going to a pharmacy or bank) interrupts the one-way journey and, once continued, starts a new one. A stop must be reported whilst ordering the journey. Return to the original departure address is a new transport service trip.

Ordering the journey

Transport can be booked and carried out at any time and day of the week. Kuohke forwards orders to the vehicle best suited for the trip. Transport for the departure has to be booked at least one hour in advance and the return trip at least half an hour before.

The opening hours for Tuomi's Transport Coordination Centre are Monday to Saturday from 6:00 to 21:45 and Sunday from 7:15 to 21:45. At other times, the phone calls are transferred to Tuomi's subcontractors.

If the client goes regularly to, e.g. engage in hobbies, study or work, s/he can book all rides simultaneously for a month at a time. Regularly repeating journeys should be ordered on weekdays between 8:00 and 16:00.

When ordering a trip, always report the following, regardless of the booking method:

- Client name
- Exact departure address and destination
- Type of journey: running errands / work / study / daily operations, and if it is an exceptional trip
- Preferred departure time, or if necessary, the required arrival time at the destination (e.g. work-related journey or departure time for connecting transport)
- Possible auxiliary devices
- Possible assistance required from the driver, e.g. help in getting to the front door / pickup from indoors, moving a wheelchair up/down stairs
- If the passenger is travelling with an accompanying person and/or others
- If a short stop is required for delivering a letter, for instance; if so, the address for the stop is required.

A) Booking a journey by phone

Number: 03 5678 101 A phone call costs what is normally paid in accordance with your phone subscription or the rate for a local call. The time spent queueing is also charged.

B) Booking a journey by text message

Number: 040 49199 2000 The text message fee depends on your operator.

Write the information in your message that is needed for ordering. For instance: "John Smith, departure Hämeenkatu 1 Tampere, destination Teekkarinkatu 1 Tampere, transport for running errands, departure at 15:00, accompanying person, rollator".

Confirmation of receiving the booking will come in a reply message, and shortly after that another message noting saving of the booking and the departure time.

C) Booking a journey by email

Email address: kyyti@tuomi.fi

Write the information in your message that is needed for ordering. Once the booking information has been entered in the system, the client receives confirmation by email.

D) Booking a journey by text telephone

Transport is booked by the text telephone service, tel. 0100 2288, where you order a phone call to 03 5678 101, or you can use the online service at www.tekstipuhelu.fi.

Arrival of vehicle, taking a taxi from a taxi stand, 'loan trips'

The client must be ready in time for the departure as agreed. Every effort is made to keep to the time agreed when booking transport; however, vehicle availability and weather conditions may hamper the schedule. Under certain circumstances a precise arrival time may be set: such circumstances may include work-related travel, the time a continuing connection is scheduled, or when a cultural performance should start.

When booking transport, the client should consider possible delays due to traffic jams, etc., and reserve enough time for travel.

A client can also get a taxi from a Tampere train or bus station taxi stand. In this case, the client should make sure that the taxi provides Kuohke transport and accepts the normal fare charged from Transport Service clients. Otherwise, a client must pay the full fare, which cannot be reimbursed afterwards. Vehicles used by Tuomi can be identified by the *Tuomi kuljetukset* label. The client must show a personal ID to the driver. The client must ensure that the driver gives the appropriate transport information to Tuomi's Transport Coordination Centre before leaving the stand.

The total number of remaining journeys can be checked in connection with ordering a trip. Of the trips available, it is possible to use four one-way trips in advance, 'borrowing' them from the next month. The 'loan trips' used reduce, by the same total, the trips available during the next month.

Cancellation of a booked journey

Tuomi's Transport Coordination Centre must be notified of the cancellation of a journey without delay. If the journey is not cancelled at the latest 30 minutes before the beginning of departure already booked, one journey will be deducted from the client's total.

Payment

A client pays their client fee to the driver, i.e. co-payment of the fare. Each transport service customer is charged 'co-pay' for the journey and the trip is deducted from the transport service trips available. This also applies to family members travelling together if each have received an individual transport service decision. In the Tampere Region public transport area, the fare charged for transport services complies with the public transport fares in force at that time. Outside the public transport area, the client fee is determined in accordance with a kilometre tabulation.

An up-to-date client fee tabulation can be seen on Tuomi's website at:

<https://www.tuomi.fi/palvelut/henkiloliikenne/vammaispalvelulain-mukaiset-kuljetukset-vpl/> It can also be obtained on request from the mobile support team.

Accompanying person aid and other passengers

Assistance when getting into the vehicle, during transport and, when necessary, going indoors is part of the normal taxi service. If the client requires assistance in addition to the normal taxi service, but has no one to accompany him/her, the client may be granted an additional allowance for an accompanying person. If the client has been granted an additional allowance for an accompanying person, the need for this assistance must be mentioned while ordering the transport.

A client may be accompanied by a person who assists him/her during the journey. No co-payment is charged from the accompanying person concerned. The accompanying person may be picked up en route. In principle, one Transport Service client cannot escort another client. Accompanying person aid is included in the fare charged for wheelchair accessible taxi transport. If a wheelchair user requires assistance with stairs, the driver is entitled to charge the wellbeing services area an additional fee for assistance in going up or down stairs. The need for this assistance must be stated when booking.

In addition to the accompanying person, the client can also have other passengers on board when the departure and destination address of the trip is the same as that of the Transport Service client. If another Transport Service client comes along for the ride, s/he is always charged a co-payment for the journey. For their journey, the other passengers pay the fare determined by the service provider directly to the driver. Children in the client's custody who are minors can travel free of charge.

Feedback

Feedback can be provided by using Kuohke's form for the purpose via the tuomi.fi website, by phone at (03) 567 8103, by email to kyytipalaute@tuomi.fi, or by post to Kuljetustenhjauskeskus, Särkijärvenkatu 1, 33840 Tampere