

Wellbeing Services County of Pirkanmaa
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Client instructions for transportation services under the Disability Services Act, effective as of 1 January 2025

Transportation service journeys under the Disability Services Act

Transportation services under the Disability Services Act may be granted for travel that takes place in the course of a client's ordinary life, work and studies, as well as for travel to support employment and exemplary employment necessary for the implementation of the service. In addition, transportation services may be granted as necessary for travel associated with training under the Disability Services Act, special inclusivity support, supported decision-making, demanding multidisciplinary support and travel during respite care.

Transportation service journeys under the Disability Services Act are not to be used for health care-related transport reimbursable by the Social Insurance Institution of Finland (Kela) or an insurance company.

The transport service is personal. The driver is obliged to verify the passenger's identity. If transport services are used contrary to the given instructions or fraudulently, the offender will be obligated to compensate the damage caused to the wellbeing services county.

Organisation of transport services

In Pirkanmaa, transport services are provided by Tuomi Logistiikka Oy (hereinafter referred to as "Tuomi"). A client who wants to travel must book a journey with Tuomi's Transport Coordination Centre (Kuljetustenhjauskeskus or Kuohke), which will forward the information about the journey to an available taxi operated by a contractor of Tuomi. Kuohke will combine the journeys of clients travelling in the same direction.

In Pirkanmaa, the travel area for journeys associated with normal life is the client's municipality of residence and municipalities determined as part of the client's functional area, as well as any other municipalities of importance for the client's personal life. Both the departure and destination address for each journey must be in the client's own municipality of residence. Clients may also use the transport service for transport within a municipality determined as part of the client's functional area or a municipality of importance for the client's life, provided that this is more practical for the client and will not incur any additional costs.



For clients with a valid transportation service decision made before 1 January 2025, the travel area will be the travel area specified in the decision for a transitional period of at most three years (until 31 December 2027). If the client's decision is reviewed during the transitional period, the travel area will be updated in accordance with the new Disability Services Act. A client can check his or her travel area from the decision on transportation services or from the mobility support team at liikkumisentuki@pirha.fi or +358 40 504 4246. The client should contact the mobility support team if he or she has special travel needs or special requirements for the use of transport services due to his or her disability or state of health (such as the need to use a wheelchair-accessible taxi or the need to take an individual trip to another municipality).

Client's transportation service information, data protection and recording of telephone calls

As the controller, the wellbeing services county saves personal data into its Disability Services client register. Kuohke receives the client data required to organise the service from Disability Services or the mobility support team. In addition to personal data, the client profile includes details regarding mobility aids, communication, assistance and travel-related needs, as well as the validity period of the transportation service decision and the number of journeys granted. In case of journeys related to a specific service, studies or work, the profile will include the necessary information about where the client is allowed to travel during such journeys.

Kuohke processes client data in confidence, and its employees are bound by the obligation to remain silent. Data is transmitted to the vehicles electronically. Kuohke records phone calls and messages to validate their content. The recordings are used to safeguard the rights and legal protection of both the client and Kuohke. The recordings may also be used for in-house personnel training to develop customer service. The recordings will not be used for any other purposes or handed over to any parties outside Kuohke unless required by law.

One-way trip

A transportation service journey is a one-way trip from the departure address to the destination address. The journey takes place along a route defined by the transportation management system. However, a reasonable stop along the route can be arranged. As a rule, stopping for approximately five minutes is considered a reasonable stop. If necessary, the situation can be assessed on a case-by-case basis. Stopping to run errands for any longer period of time (such as to go to the pharmacy or bank) will interrupt the one-way journey and, once continued, start a new one. A stop must be indicated when placing an order for the journey. The return to the departure address will be a new transportation service journey.

Placing an order for a journey

Transportation can be booked and will be provided at any time and day of the week. Kuohke will forward the orders to the vehicle best suited for the journey. The journey out must be booked at least two hours in advance and the return journey at least thirty minutes prior to the start of the journey.

Kuohke is open from Monday to Saturday between 6:00 and 21:45 and on Sundays from 7:15 to 21:45. At other times, phone calls will be forwarded to Tuomi's subcontractors.

If the client regularly takes journeys due to reasons such as a hobby, studies or work, he or she can book all journeys simultaneously for one month at a time. Orders for regularly repeating journeys should be placed on weekdays between 8:00 and 16:00.

When ordering a journey, the following information must be given, regardless of the booking method:

- Client's name or customer number
- Exact departure and destination addresses
- Type of journey: running errands/work/studies/daily life, and whether it is a question of an exceptional journey
- Preferred departure time or, if necessary, the required arrival time at the destination (due to the departure time of a continuing connection, for example)
- Any mobility aids used
- Any assistance required from the driver, such as helping the client get to the front door, the need to pick them up from inside or the need to move a wheelchair up/down a set of stairs
- Whether the passenger will be travelling with an assistant and/or other persons
- Whether a short stop during the journey will be necessary for reasons such as delivering a letter and if so, the address for the stop

A) Booking a journey by phone

The telephone number is +358 3 567 8101. The call will cost the normal price determined by the client's operator or the local call charge. The time spent queueing is also subject to a charge.

B) Booking a journey by text message

The telephone number is +358 40 491 992000. The price of the text message depends on the client's operator.

The message must contain all the information required when placing an order. For example: “John Smith, departure Hämeenkatu 1 Tampere, destination Teekkarinkatu 1 Tampere, a journey for running errands, departure at 15:00, an assistant, a wheel walker”.

The client will receive a confirmation message, and shortly thereafter another message informing the client that the booking has been saved and confirming the time of departure.

C) Booking a journey by email

The email address is kyyti@tuomi.fi.

The email must contain all the information required when placing an order. Once the booking information has been logged into the system, the client will receive a confirmation email.

D) Booking a journey by Oksa-application:

The web address: oksasovellus.fi/oksa

More detailed instructions for logging in: www.tuomi.fi/palvelut/henkiloliikenne/oksa-verkkosovellus/

User instructions are available in the application (in Finnish).

Arrival of the vehicle, taking a taxi from a taxi stand and “borrowed journeys”

The client must be ready to depart at the agreed departure time. Every effort will be made to keep to the time specified when booking a journey; however, the availability of vehicles and the weather conditions may change the schedule. Under certain circumstances, a specific arrival time may be set (e.g. in connection with work-related travel or due to the departure time of a continuing connection or the starting time of a cultural performance). When booking transportation, the client should take into account possible delays due to traffic jams and similar reasons, and reserve enough time for travel.

Before entering the vehicle, the client must ensure that the vehicle is the one that was booked and that they accept the regular fare for transportation service clients. Otherwise, the client will have to pay the full fare, which cannot be reimbursed in arrears. Vehicles used by Tuomi can be identified by a *Tuomi kuljetukset* sticker. The client must show an ID card to the driver.

Clients can also take a taxi from the Tampere train or bus station taxi stand. In such a case, the client must ensure that the driver of the vehicle they have chosen accepts Tuomi journeys and that the driver will inform the Transport Control Centre of the details of the journey before

setting off.

The total number of remaining journeys can be checked when placing an order for a journey. Using four one-way trips by “borrowing” them from the next month’s quota is possible, provided that the granted number of journeys is specified per month in the decision. The “borrowed journeys” will correspondingly reduce the number of journeys available for the next month. Using journeys in advance is not possible if the journeys have been determined for a period longer than one month in advance.

Cancellation of a booked journey

The Transport Coordination Centre must be notified of the cancellation of a journey without delay to avoid the unnecessary sending of a vehicle. When cancelling a journey, the client’s name or customer number and the date and addresses for the journey must be given. If a journey is not cancelled at the latest 30 minutes prior to the agreed departure time, one journey will be deducted from the client’s quota.

Payment

The client must pay the client fare to the driver. Each transport service client is charged a client fare for each journey, and the journey is deducted from the available transport service journeys. This also applies to family members travelling together if each of them has their own transport service decision. In the Tampere region public transport area, the fare charged for transport services is the public transport fare valid at the time of the journey. Outside the public transport area, the client fare is determined based on the distance travelled. For an up-to-date table listing the client fares, please visit the Tuomi website at <https://www.tuomi.fi/palvelut/henkiloliikenne/vammaispalvelulain-mukaiset-kuljetukset-vpl/>. The table is also available from the mobility support team.

Assistant and other passengers

The taxi service includes assistance when getting in and out of the vehicle, during the journey and, if necessary, when moving from the vehicle to an indoor space, as well as the lifting of shopping bags and mobility aids into and out of the vehicle and moving them from the front door to the vehicle and from the vehicle to the front door.

If the client requires assistance in addition to the normal taxi service in order to use the transportation service but does not have an assistant with them, a separate assistant allowance may be granted. It will be included in the transportation cost. The assistant allowance covers assistance that goes beyond the normal taxi service in cases where it will

take more than approximately five to ten minutes to assist the client in getting inside, for example. The need for assistance must be mentioned when booking the journey.

For a client travelling in a wheelchair for the duration of the journey, the driver will receive an assistant fee, which includes the usual taxi service, the secure attachment of the wheelchair with its safety equipment, and reasonable and brief assistance of the customer upon entering or exiting a building. 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 such assistance must be stated when booking a journey.

A client may be accompanied by an assistant during the journey. No deductible will be charged from the assistant. If necessary, the assistant can be picked up along a route defined by the transport management system. If a deviation from the route planned by the transportation management system must be made to pick up the assistant, the client must use a journey from their quota. As a rule, a transportation services client cannot be the assistant of another client.

In addition to the assistant, the client can be accompanied by other persons, provided that their departure and destination addresses are the same as that of the transport services client. If the client is accompanied by another transport services client, he or she will always be charged the deductible for the journey. The other passengers will have to pay a fare determined by the service provider directly to the driver. Children under the age of 18 in the client's custody travel free of charge.

Feedback

Feedback can be provided by using Kuohke's feedback form on the tuomi.fi website, by phone at +358 3 567 8103, by email to kyytipalaute@tuomi.fi, or by post to Kuljetustenohjauskeskus, Särkijärvenkatu 1, FI-33840 Tampere, Finland.