

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 Councilling 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 for blind people with approved applications are set at the standard fare of adult public transportation. The user's share increases for each cost level. **For example:**

Trip cost up to: ISK 9,941, user cost share: ISK 690

Trip cost from ISK 9,941 up to ISK 11,941, user cost share: ISK 1,380

Trip cost from ISK 11,941 up to ISK 13,941, user cost share: ISK 2,070

Trip cost from ISK 13,941 up to ISK 15,941, user cost share: ISK 2,760

**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.

For application and customer service support at the social welfare division, contact customer support: Sigríður Ragnarsdóttir velferd@kopavogur.is

Office manager is Jón Kristján Rögnvaldsson

Call 441-0000 to speak with our service center. You can also leave a message and our service representative will return your call.