

The Senior Citizen Transport Service helps individuals to live at home for as long as possible and with the least amount of strain. The transport service employs specially designed vehicles to accommodate wheelchair users. Kópavogur Council has approved all regulations regarding the execution of senior citizens transport services (see www.kopavogur.is).

Who can apply?

The Senior Citizens Transport Services is available to individuals older than 67 who live at home, do not have access to a car and are unable to make use of public transport due to ongoing mobility problems. 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 online through "Þjónustugátt" on the Kópavogur Council website, www.kopavogur.is. Applications must be signed by the applicant or the applicant's advocate. Applications must include a medical certificate and/or a certificate from other professionals 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 16 trips per month.

Exception may be made for up to three months a year for additional trips to undergo clinical or physical therapy. Trips can also be used for social activities or senior citizen day programs outside the

municipality. 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.

How to pay for the transport service?

The driving service is billed at the end of the month (for time period 21st to 20th). Single fare is 673 ISK per trip. If the number of trips exceeds 16 trips per month the fare is set at 1,346 ISK per trip. A surcharge is added to the general fee for trips booked on the same day.

Taxi rates for legally blind persons with approved application, 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, please contact the transport service provider directly.

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

Office manager is Jón Kristján Rögnvaldsson.

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