



Brief Information about Transportation

CHANGE IN TRANSPORTATION FOR ONE SINGLE DAY:

- You must report the change in writing no later than 12 p.m. on the last business day before the change at: <http://www.aarhus.dk/aendring-1> or by calling 89 40 60 10. (Use the dial-by-number directory).
- Changes involving more than one day will be considered a permanent change. If that is the case, you must comply with the instructions for a permanent change in transportation.

LONG-LASTING OR PERMANENT CHANGE IN TRANSPORTATION:

- A long-lasting or permanent change is a change which is in effect for two or more days. This could for instance be a permanent change in the pick-up time.
- A permanent change requires five business days' to take effect (not counting the day the change request is submitted). Permanent changes are to be reported at: <http://www.aarhus.dk/varig>

HOLIDAY:

- Holiday (autumn holiday, Christmas holiday, summer holiday, etc.) must be reported to the transportation office in relation to the updated holiday plan that you find on our website. You can find information about the holiday schedule at the website for the school/day-care.
- Holiday changes must be reported at: <http://www.aarhus.dk/ferie>
- Transportation during the holiday requires a grant covering holiday transportation.

CANCELLATIONS:

- Cancellations should ideally be reported the day prior to the cancellation taking effect before 12 p.m.
- Cancellations can be reported over the phone to the Transportation Office at 89 40 60 10. (Use the dial-by-number directory) outside the opening hours a message can be placed on the answering machine, or via email to mba-befordring@aarhus.dk

URGENT CHANGES:

- In the event of an urgent change, in the event of a suddenly occurred illness, please call the Transportation Office at 89 40 60 10. (Use the dial-by-number directory). Thereafter, the Transportation Office can order urgent transportation
- We encourage you to pick up your ill child whenever possible as there can be a wait time for the urgent transportation.

CHANGES REQUIRING A NEW OR MODIFIED GRANT:

- If you for instance receive a grant for additional transportation or transportation to a new address, your case worker must send a new grant to the Transportation Office.
- It will take five business days from the day the Transportation Office receives the grant for the change in the transportation to take effect.



WHAT DO I DO IF THE CAR DOES NOT ARRIVE?

Call the Transportation Office at 89 40 60 10 (use the dial-by-number directory). In the dial-by-number directory, you select option 1. Thereafter, you select the transportation type. Outside of the Transportation Office's business hours, which are between 6 to 8 a.m. and between 4 to 10 p.m., you will be transferred to an on-call line.

WHAT DO I DO IF I WANT TO SUBMIT A COMPLAINT?

You can contact the Transportation Office at 89 40 60 10 og submit a complaint via:

<https://aarhus.dk/borger/personlig-hjaelp-og-stoette/koerselstilbud/koerselskontoret/klage-over-koersel/>

TEXT-MESSAGE SERVICE:

- The Transportation Office has a text-message service. A text message will be sent to you after 6 pm containing a message about the anticipated time for pick up the following day. Please expect that the car may be delayed due to traffic.
- If you did not sign up for the text-message service or you have changed cell phone numbers, please contact the Transportation Office at 89 40 60 10. (Use the dial-by-number directory).

THIS IS WHAT YOU CAN EXPECT FROM OUR DRIVERS AND ASSISTANTS:

Education requirements for our drivers

- The driver's primary task is to operate the car safely as well as provide first aid and contact the emergency services if there is an emergency. Thereafter, other relevant parties will be contacted.
- The driver can operate the equipment in the cars and knows the rules for transportation of people with disabilities, etc.
- The drivers who transport wheel chairs have completed the class called "Transportation of physically disabled passengers".
- Special qualifications can be necessary such as "sign to speak" or education about special diagnosis or types of illnesses (for example epilepsy). The drivers for Langagerskolen and Stensagerskolen have received specific education about these schools. The drivers who transport citizens with dementia have received education from Demenscentrum.
- All drivers have completed a first aid course approved by the Danish First Aid Council within the past five years. The first aid course is an eight-hour course.