

Information for parents/carers

Questions and answers regarding school transport for independent or municipal schools outside Stockholms stad (the city of Stockholm)

School transport involves a scheduled return journey from a location in connection with the pupil's home to a location where he/she goes to school.

As a parent/carer, you must have an approved decision from the Department of Education to be eligible for school transport. The school transport application form, instructions and addresses can be found on Stockholms stad's website. See web address on last page. **NOTE!** Use the form for independent schools and municipal schools in other municipalities.

The application applies per academic year and shall be submitted to the Department of Education no later than 30 April to be processed before school start.

How many journeys are included in your child's school transport per day?

If your child has received an approved decision for school transport, he/she is entitled to one single journey per day in each direction to the addresses that have been approved by the Department of Education and which are included in the decision for school transport. It is the responsibility of the parent/carer and the school to meet/accompany the pupil to the vehicle.

If more journeys are required, contact Färdtjänst (the transportation service) on 08-720 80 80 (Customer services).

Has your child become sick?

If your child is sick, you cancel the planned school transport by contacting the school transport company directly (see last page for contact details). Cancellation must be submitted to the school transport company no later than 45 minutes before the scheduled transport. If your child becomes sick during school hours, the school is responsible for taking care of your child in the best way

possible until you arrive to pick up your child and assume responsibility, or until school transport is carried out according to the regular schedule. If transport is not to be carried out at the regular time, it is the parent's/carer's responsibility to cancel it.

When your child has recovered, you must get in touch with the school transport company to resume school transport as it is cancelled automatically in the event of sickness.

Do you want to cancel a scheduled transport?

If you want to cancel a scheduled transport for any other reason than sickness, you must contact the school transport company directly. Cancellations must be made no later than 45 minutes before the scheduled transport.

As a parent/carer, may I make a temporary change to the time?

Parents/carers are not permitted to change the times specified in the original order which the school has submitted to the school transport company even if your child falls sick during school hours. It is then your responsibility to pick up your child or to use the transport service.

In special cases, exceptions are made if a planned medical visit cannot be organised without making a temporary change to the scheduled time. If the need arises, you must submit a request to change the time so that it is received by the school at least 5 working days in advance. Changing the times in the original order as a result of a change in a child's schedule can only be done by the school.

My child missed this morning's planned transport

The transport waits 5 minutes after the agreed pickup time and then drives off. You cannot obtain a new school transport time if your child for any reason missed the scheduled transport. It is then your responsibility as a parent/carer to take your child to the school. Note also that you must inform the school transport company to book your return journey as it will be cancelled automatically.

If, because of school classes, the pupil misses the school transport, it is the school's obligation to arrange home transportation for the pupil.

What happens if the school transport is delayed?

The school transport company will provide information as to when the pupil shall be collected in the mornings and when the pupil is expected to arrive home in the afternoon. If preferred, an agreement

may be reached with the school transport company so that the company telephones you before it arrives to pick up/drop off your child.

If the school transport is at least 10 minutes late they will call and notify you, not later than 10 minutes before the scheduled pick-up or drop-off time. If the school transport is more than 30 minutes late (after the planned pick-up time), the parent/carer, the place where the child is accommodated or the school itself, can arrange transportation and be reimbursed for the replacement transport from the school transport company (see contact information on the last page.)

Does your child need to travel alone in the taxi?

In exceptional cases, for reasons related to the pupil's functional disability, this may be granted by the Department of Education. Please contact the person responsible for school transport at the school as to how to proceed should the need arise.

As a parent/carer, may I make a temporary change to the address?

Only the addresses in the Department of Education's decision regarding school transport may be used. If there is a need to change the home address (including any short term accommodation) to which transport shall take place from and to on a specific day, you must submit the change to the school at least 5 working days in advance.

Has your child changed address/will your child be changing address/or do we need to add a home address, temporary accommodation or school for the time you have school transport?

If so, you need to submit a new application for school transport to the Department of Education. Contact the person responsible for school transport at the school in order to obtain help with this.

Is my child eligible for school transport between his/her registered address and the temporary accommodation?

No, this is not covered by the school transport. To book this type of journey contact the LSS administrator in your district or the transport service.

May a friend accompany my child on the transport?

No, this is not allowed.

May my child be dropped of somewhere else other than at the place specified in the application for school transport?

No, this is not allowed.

Does your child need school transport during the holiday period?

School transport for pupils will be cancelled automatically during holiday periods. If your child still requires school transport during this period, the school needs to place a new order. Note, however, that holiday orders can only be made between the same addresses as the regular school transport and must be received by the school transport company no later than 10 working days before the holidays start. Please contact your child's school and they will help you.

What about transport on weekends?

School transport over the weekend is not allowed.

Can I take my child to school myself?

Usually school transports are carried out with transport vehicles, but your child may be taken to school by the parent/carer in a private vehicle (referred to as . If you are interested in this arrangement please contact the Department of Education for more information.

There are two companies that run school transports for Stockholms stad, Samtrans and Taxi 020, can you choose from these providers yourself?

Stockholms stad has an agreement with Samtrans for school transports for all pupils who are entitled to school transport. Exceptions may however be made for pupils who travel to school on their own. For students who are eligible to travel alone, Stockholms stad has an arrangement with Taxi 020. So it is not possible to choose which company you want.

Are you uncertain as to what applies for your child's school transport?

Please get in touch with the person responsible for school transport at the school. If you cannot get hold of this person, you can get in touch with the school's headmaster.

Appendix Contact details

SAMTRANS

Monday – Friday 06:30-19:30

Saturday – Sunday 08:00-19:30

Internet customer web: www.samtrans.se (personal login 24 hours a day)

Telephone: 08-522 500 00 (with a PIN code you can cancel a transport directly)

App for Smartphones: minaresor.samtrans.se (personal login 24 hours a day)

Email: kundtjanst@samtrans.se

Fax: 08-720 57 50

Claims: reklamation@samtrans.se

For login information to the customer web and app, please contact the school transport company.

Taxi 020

A limited number of travellers who are entitled to travel on their own, following authorisation from the Department of Education, may use Taxi 020 as the school transport company. Taxi 020 has the following contact information.

Cancellation/booking and order:

planering@taxi020.se

Telephone: 08-632 90 50

Fax: 08-632 90 35

Claims:

planering@taxi020.se

Stockholms stad

On Stockholm stad's website you will find further instructions for transport to schools, application form, etc.

Utbildningsförvaltningen
Ekonomi och styrning, Planeringsenheten

Hantverkargatan 2F
112 21 Stockholm
Funktion. utbf-T-
EPRskolskjuts@stockholm.se
www.stockholm.se

Web: www.stockholm.se/ForskolaSkola/Grundskola/Resor-till-och-fran-skolan1/

Contact centre:

Telephone number: 08-508 00 508

Email address kcskola@stockholm.se