

Detailed presentation of some door-to-door services: Göteborg

Three main services are provided for disabled people in Göteborg:

- Special Transport Service by taxi cabs or special vehicles
- 1 Service line with special minibuses/vans
- 10 Flexlines with special minibuses/vans

Special Transport Service

In 1967, Special Transport Service - (STS) started as part of the Operations Department of Göteborgs Spårvägar (City Transport). It took over a private operator who had been in service since 1962. At that time, it was hard to reach those who were disabled and were in need of STS as the organizations for disabled persons were not so well organized as to-day. A few fairly large minibuses were used in the beginning, but soon it was found that a trip took too long if there were too many passengers to pick up at different places. Those buses had two-men operation. Later, smaller minibuses/vans came into service. After some years, the service was performed by appr. 40 special minibuses, but most of it by regular taxi cabs. All growth was possible during many years by using more regular taxi cabs. For a number of years, the STS has now been out for tendering. The number of contracted vehicles are now 700 and 23 000 are entitled to use the service. 16 000 use the service each year. The number of annual trips are 840 000.

Flexlines

In 1996, a test with a Flexline took place financed by the EU project SAMPO. The major objective with the project was to reduce the cost for STS including shared taxis. The cost reduction doesn't mean a lower service level. A Flexline is a form of demand-responsive-travel and the line has a number of meeting places (not stops). The booking is made by a telephone call and the telephone rings up to tell when it is time to go to the meeting place. There is also a telephone in a shopping center or some other important place in order to make booking possible for the return trip. The service is tailored to the needs of elderly persons who value social interaction and driver continuity more highly than travel speed. The Flexlines have become extremely popular and at the end of 2004, there will be 10 in operation in different parts of Göteborg.

Service Line

A Service line was introduced at the end of 1989. The idea is that it is a regular bus line with low floor buses (in 1989 no other low-floor buses were in operation in Göteborg) with a number of wheel-chair places. The line operates in a hilly area with many old and disabled persons. It has regular stops and often has a stop at social centers, hospitals etc. This line became very popular, indeed the most popular line in Göteborg, because it made it possible for many mobility impaired persons to go to their social functions but also to their nearby shops. The idea was also that the reduced cost for STS by persons using the Service line would make it possible to invest in new Service lines. However this never came into effect. It therefore took a long time before something similar was introduced in other parts of the city.



Booking Planet booking system

In 1992, the booking system PLANET was introduced. It is a very advanced demand responsive transport booking system for STS with shared-ride taxi and specially equipped minibuses/vans. PLANET handles the booking, planning and dispatching of over 5000 trips per day.

Fares

A trip by STS within the city costs SEK 30:- (€3.25). There is no cost on the ferries. It is also possible to travel from surrounding municipalities at a higher fare. The night fare is double. It is possible to buy a monthly pass for SEK 500 (€ 54).

For sickness travels (when it is not considered a regular STS trip), the fare is SEK 150 (€16.20) but for those who are eligible for STS, it costs SEK 60 (€6.50).

When travelling on a Flexline, it is the regular public transport fare and it is possible to transfer without charge to other lines as in all public transport in the county. A trip in the city costs SEK 20:- (€2.15) but with a prepurchased value card (for SEK 100) it costs SEK 13.30 (€1.45).

The fare for the national STS trips is depending on the distance.

History

- 1962** Hjälpcentralen (Help Central) started as a private initiative with the first vehicles that could lift wheel-chairs.
- 1967** Göteborgs Spårvägar (city public transport) took over under the name Social Transporttjänst (Social Transport Service). It became a division of the Operations Department.
875 eligible persons.
- 1973**
74 The municipalities Askim and Styrösö were incorporated into the city and the STS is now also operating in those parts.
12.000 eligible persons in 1974.
- 1976** **22 persons in the office.**
- 1979** A computerised system for ordering of (single) travels is introduced. No possibility to share a ride. Trips during free time ordered directly through the taxi cab exchange or a cab could be picked up in the street.
22.800 eligible persons.
- 1980** National STS is introduced, thus making it possible to travel in all Sweden.
- 1986** New project organization decides a new direction of the activity.
29.200 eligible.
- 1990** Special Transport Service (STS) becomes a city department directly under the city council and a political board of its own.
32.000 eligible.
- 1991** The computerised booking system Planet is introduced. Co-ordination is now possible and also gives a more efficient handling of the travels.
31.200 eligible.
- 1997** STS celebrates 30 years. The suburbs of Härryda and Mölndal have become part of the Planet booking system.
25.900 eligible persons and a staff of 93 persons in the office.
- 2003** **22.800 eligible persons** who made 1.8 million travels. 1 million were made by citizens of Göteborg. **The staff consists of 120 persons in the office.**

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