



Information Sheet

No. 21 Special Transport Service Berlin

People with disabilities who are not physically able to use public transportation or "normal taxicabs" and/or whose place of residence/arrival has obstacles, can avail themselves of Berlin's Special Transport Service (SonderFahrDienst, SFD). The transport service is called „Wirmobil“ and is available for recreational trips only. An accompanying person can travel with you free of charge.

Who can use the special transport service?

- People with the code "T" (T = Transport service eligibility).

This code is assigned to individuals who are significantly mobility-impaired (code "aG"), have a mobility-related disability of at least 80%, and a proven disability for climbing stairs.

- Individuals with a prescription from their doctor, on the basis of which the health insurance company or another benefit provider has assumed the costs for a wheelchair or a walker, may obtain a temporary authorization for the code "T" for the duration of the application process.
- The applicant must reside in the state of Berlin.

How can the special transport service be used?

To use the special transport service, a personal magnetic card is required on which the user's name and customer number are stored. The individual trips are recorded on the magnetic card, and automatically forwarded to calculate the amount of out-of-pocket payments. An application for a magnetic card can be made at:

State Office for Health and Social Affairs

- III C 2 -

PO box 31 09 29, 10639 Berlin

How do I register trips with WirMobil?

- Daily from 07.00 - 17.00 under the telephone number: (030) 220 27136 with your entitlement number.
- By FAX: daily 05.00 – 01.00, 030 220 27146
- Registration by mail is also possible at any time at:
E-mail: buchung@wirmobil-berlin.de
- Download the WirMobil app on your smartphone or the web-app (www.wirmobil.info) using your personal access details
- Fill in the online form at <https://www.wirmobil.info/online-formular>
- By letter: write to Mobility GmbH, Rosa-Luxemburg-Str. 14, 10178 Berlin

Reservations for trips, with reference of the customer number, can be made between 7:00 am-5:00 pm **every day**:

The transportation service (period of use) is available daily between 5:00 am in the morning to 1:00 am at night. All pertinent information (stair lift, help carrying, electric wheelchair, etc.) are noted at the time of the first order and stored for all further bookings.

- ➔ Emergency number: 05.00 – 01.00, 030 220 27137 (e.g. if a wheelchair stops working while you're out)

What is the cost of the special transport service?

You are always required to make an out-of-pocket payment. The exception is for nursing home residents who receive an allowance from social assistance agencies. Reduced out-of-pocket payments are approved for: recipients of social assistance (SGB XII), basic social security (SGB XII) and benefits under SGB II.

The out-of-pocket payment for each trip is:

		reduced fare
1-8 trips per month	€ 2.05	€ 1.53
9-16 trips per month	€ 5.00	€ 3.50
17 trips or more per month	€ 10.00	€ 7.00

An out-of-pocket payment of € 2.00 per trip is charged if you travel with more than one companion. Transportation across the state border (up to 5 km) costs an additional flat rate of € 3.00. A service fee of € 2.05 is charged for cancellations of trips booked on the day of transportation,

Taking a Taxi

Anyone with a special transport authorisation who would like to use a taxi or inclusive taxi can have the costs reimbursed. There is a personal contribution of 40.00 euros and a reduced charge of 20.00 euros. The fare must be paid in the taxi (prepayment) and a receipt for the fare paid will be needed for accounting purposes. The following must be included on the receipt that is issued: Name and address of the company with the authorisation number, route, fare/tax rate, date of the journey and the driver's signature. The taxi receipts will be collected every month and should be sent to the Accounts Office State Office for Health and Social Affairs - III C, PO Box 31 09 29, 10639 Berlin for reimbursement.

For further questions and information, the service office has added a Customer service line for special transport service:

Phone: 030 115

E-Mail: sonderfahrdienst@lageso.berlin.de

Office hours: Monday to Friday 7:00 am – 6:00 pm

Who can apply for the hardship fund?

Eligible persons who are unable to pay the personal contribution due to their particular financial or personal circumstances can apply for a subsidy from the State Advisory Council for People with Disabilities (Special Transport Service Hardship Fund). An application for reimbursement of the personal contribution can be made for journeys made as part of an honorary position. Initially, the personal contribution invoiced by the pension office must be paid in full before the Hardship Fund Commission of the State Advisory Council can authorise reimbursement.

Contact person: Mr. Michael Nieke, tel.: 030 90 28 16 57, fax: (030) 90 28 31 28, e-mail: lfb-beirat@senasgiva.berlin.de, postal address: Office of the State Advisory Council for People with Disabilities, Oranienstraße 106, 10969 Berlin.

The staff at the nursing support centre is happy to advise you

Free service number: 0800 5950059

www.pflegestuetzpunkteberlin.de

The responsible body for the nursing support centre are the insurance companies of Berlin and the state Berlin.