

Möbibus Golden rules

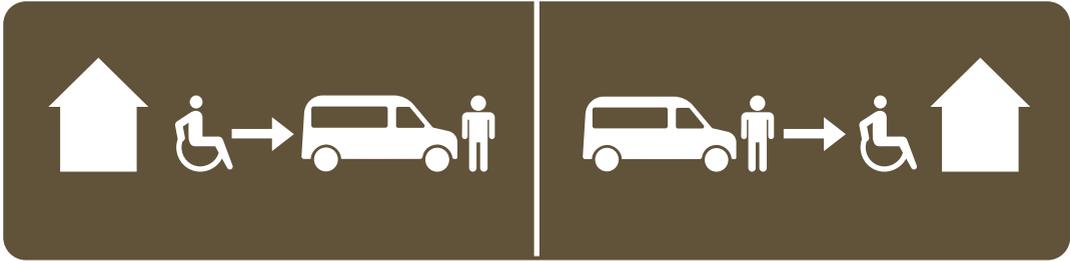


Mobibus – A special regular transport service

Mobibus is a special, regular transport service designed for individuals with specific needs.

- Mobibus takes people from their home to different places: for example to schools like competence centres, to day-care services, to sheltered workshops, to workshops that support people in finding work and to other approved facilities and institutions.
- The Mobibus service promotes inclusion and offers passengers greater independence in their daily lives.
- The transport is safe, scheduled, and adapted to each person's specific needs, in full compliance with the applicable legal requirements.

1. Pick-up and drop-off point



At the pick-up point:

- The driver must remain in the immediate vicinity of the bus.
For the entire duration of the pick-up.

At the drop-off point:

- The driver must remain in the immediate vicinity of the bus.
For the entire duration of the drop-off.



2. Driver waiting time

The driver waits at the indicated address:



- **5 minutes** in case of a shared ride **with several passengers.**



- **10 minutes** if the ride is reserved **for a single passenger.**

Attention : If the passenger does not show up at the scheduled time, the bus continues its route.

3. Mandatory handover - What to do if someone needs to pick up the passenger?

A



In case of mandatory reception:

- The passenger (e.g. a child or a person with a disability) **must** be picked up **by someone in charge**.
- The passenger **remains on the bus until a responsible person comes to pick them up directly at the bus door**.

B



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If no one picks up the passenger:

The driver **calls the ATP call centre:**



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If necessary, **the driver contacts the parents or the relevant institution** (such as the school or centre).

C



D



If no one answers the phone:

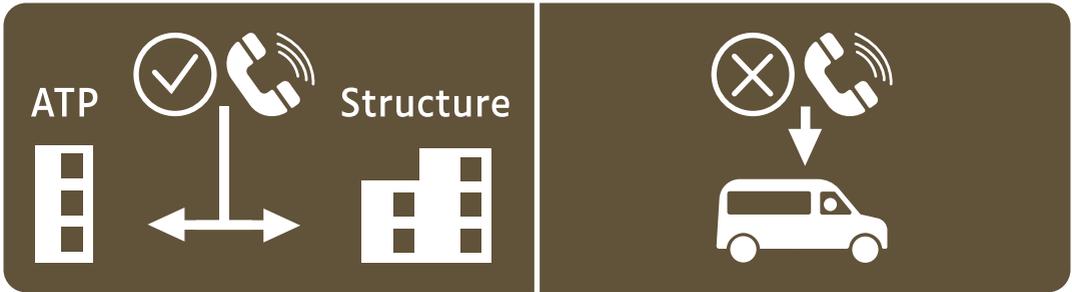
- The bus **continues its route** with the passenger on board.

If no one responds for a long time:

- The driver **seeks assistance from the police** or a **social worker**, so they can **take care of the passenger**.



4. Contact



Obligation to make contact:

- Passengers and their families must contact **the structure** or the **ATP** directly for any transport-related questions, both for **outbound** and **return trips**.

No direct contact allowed:

- **Direct arrangements with the driver are strictly prohibited** (e.g. asking to be dropped off at another location).



5. Changes and cancellations



Structure



App

Structure

Changes:

- **Any change** (leave, new address, move, etc.) must be requested directly through the structure at least 7 working days in advance.

Cancellations:

- Cancellations can be made directly via the **Mobibus app** or through the **structure**.
- If cancellation is made via the app, the concerned structure must be notified.

Attention : A cancellation is final.

Reversing a cancellation is only possible in unforeseen situations and only with exceptional approval from the ATP.

6. Urgences



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Emergencies



Leetstell

Emergencies:

- **In case of emergency**, please contact the ATP call centre:

Control centre:

- Outside of opening hours, let the phone ring to be redirected to the operations control centre "**Leetstell**", which will handle your request.



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Weekdays:
6:45 a.m. – 7:00 p.m.



Weekends:
9:00 a.m. – 4:30 p.m.



THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG
Ministry of Mobility and Public Works

Public Transport Administration



More info at
atp.gouvernement.lu



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