

# TAXIBUS: Registration application

Dear Sir or Madam,

Before completing the registration form, please carefully read the rules governing TaxiBus, the door-to-door transportation service reserved for those with disabilities.

Please complete the registration form as accurately as possible. This information is useful and essential for organising your transport.

If you encounter a problem while completing the form, please contact **Customer Care** at **070 23 2000** (€0.30/minute).

The rules governing TaxiBus are [available here](#) or by scanning the following QR code:



## The person to be transported (\* fields must be filled in UPPERCASE)

Surname\*

First name\*

National Registration Number\*

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MOBIB card number

/

/

Preferred language\*

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**Contact details** • *The following details must contain a Belgian address and telephone number.*

Town/City\*

Zip code\*

Street\*

Number\*

PO Box\*

Mobile number\*\*

Telephone number\*\*

Email\*\*

**\* must be completed.**

**\*\* optional.** *Not having a mobile phone or an e-mail address will not exclude you from the service. However, this will prevent you from receiving some very useful information (announcement of the arrival of vehicles, various messages in the event of operational problems, etc.)*

## Autonomy and discernment

“TaxiBus” does not include any supervision or medical assistance services. (Please see regulation §2). Anyone travelling alone in a “TaxiBus” must have the autonomy and the necessary discernment to do so (Please see regulation §6.2).

*Does the person to be transported has the autonomy and discernment necessary to travel alone, to be picked up and dropped off without supervision? (Please tick as appropriate)*

Yes

No

Surname, first name\*  
*(of the person making the declaration)*

Signature\*

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**Type of disability\*** (Multiple responses possible)

*This information helps the driver to identify the person at the pick-up.*

Motor

Visual

Hearing

Cognitive

**Technical assistance for mobility\*** (Multiple responses possible).

*This information allows TaxiBus to provide seats or adapted spaces in its vehicles.*

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- Walking without assistance
- Walking with crutches or a walking stick
- Walking with a walker
- Walking with a white stick
- Walking with a guide dog

**Type of vehicle used**

All vehicles:

- minibuses
- conventional taxis
- adapted taxis

- Electric wheelchair
- Manual wheelchair
- Assistance from a guide dog

**Type of vehicle used**

Adapted vehicles :

- minibuses
- adapted taxis

- Large capacity wheelchair/ scooter\*\*\*
- Assistance from a guide dog

**Type of vehicle used**

Minibuses

*Offer not available in the evening, at weekends and on public holidays.*

\*\*\*A chair is large when one of its dimensions is greater than: width 70 cm; length 130 cm; height of the chair when occupied 135 cm.

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## Recognition of disability

*Only officially recognised disabled person can access the TaxiBus service.*

The certificate provided mentions the following access criteria:

a reduction in autonomy of at least 12 points;

a permanent disability of the lower limbs causing a level of disability of at least 50%;

a complete paralysis or amputation of the upper limbs;

a visual disability with an incapacity rate of at least 90%;

recognition of at least 80% or 6 points in Pillar 1 relating to increased family allowances for children.

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## Reference person – close caregiver

(parent, guardian, neighbour, etc.)

*This information enables TaxiBus to provide operational information for up to two people and to manage journeys with them. It is often useful to have the contact details of a reference person when reasonable accommodation needs to be considered.*

### Reference person 1

Name

First name

Relationship (*relatives, neighbours, etc*)

Mobile number

Email

Telephone (home)

*Wishes to receive operational information relating to transport (text message and emails).*

### Reference person 2

Name

First Name

Relationship (*relatives, neighbours, etc*)

Mobile number

Email

Telephone (home)

*Wishes to receive operational information relating to transport (text message and emails).*

## Protection of personal data:

The data controller in charge of processing your personal data is the Brussels Intercommunal Transport Company (STIB-MIVB).

In the context of the TaxiBus and the specific services which it offers to people with reduced mobility, the STIB-MIVB collects and processes personal data in order to fulfil the task of public interest entrusted to it by the regulations, namely the provision of a transport service in the Brussels-Capital Region. This data is collected for the following purposes:

- the planning and implementation of organised travel as part of TaxiBus.
- the development of usage and production statistics.
- the evaluation of the STIB-MIVB offer in relation to specific services designed for persons with reduced mobility, potentially via surveys.
- the communication of new offers and improvements in the STIB-MIVB network regarding accessibility.

The STIB-MIVB may share this data with any public or private operators who carry out these journeys at its request.

The STIB-MIVB will keep personal data for 5 years after the last booking.

For more information about this privacy policy or if you have any questions about the processing of personal data, please consult the privacy statement at [www.mivb.brussels/privacy](http://www.mivb.brussels/privacy).

You can also contact the Data Protection Officer of the STIB-MIVB: Rue Royale 76, 1000 Brussels or at [dpo@mivb.brussels](mailto:dpo@mivb.brussels).

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I hereby consent to the processing of my health data by the STIB-MIVB (existence of a disability) in order to get access to the TaxiBus service\*.

I enclose a copy of the disability recognition certificate issued by one of the relevant services (FPS Social Security, PHARE, VAPH, AViQ or DSL)\*.

*\*If this box is not ticked, the registration cannot be validated and the TaxiBus service cannot be provided.*

Signature\*

Date\*

day

month

year

**Don't forget to  
SAVE the file via  
the menu option**

**\* must be completed.**

### Managing the registration file

The complete application form (the certificate of recognition & the application form & a copy of your identity card or passport) should be sent using the contact form on the STIB-MIVB website: [www.stib-mivb.be/forms](http://www.stib-mivb.be/forms)

It can also be sent by post to:  
STIB-MIVB TaxiBus, Rue Royale 76, 1000 Brussels

The application will be processed as soon as it is received, and a confirmation email or letter will be sent to the person to be transported within a few days.



If the application is complete and the conditions for access are met, all the information needed to book the trips and fund the account by bank transfer will be sent to you.



If the file is incomplete, a deadline of one month will be proposed to meet the compliance requirements. Otherwise, the application will be refused and will have to be re-submitted.