

Pick-up & drop-off of users

Pick-ups and drop-offs will be made to and from the nearest point on tar roads or maintained gravel roads. The driver will not wait more than five minutes after the booking time for users if they are not at their pick-up point when the Dial-A-Ride vehicle arrives. The driver may only follow the route the passenger has booked. To improve the service, no other stops will be made while the vehicle is on the way to a destination that has already been booked. Users may be asked to use a common pick-up and/or drop-off point.

Passenger information

SAFETY FOR WHEELCHAIR PASSENGERS

Wheelchair passengers will, at all times, be protected by harnesses specially fitted to the Dial-A-Ride vehicles. At the time of booking the operator will require information about the type of wheelchair and how well the user can control his/her upper body. This information is needed to determine whether any of the vehicles are suitable to accommodate that particular user. If not, the booking will unfortunately be declined. All other passengers must, at all times, wear safety belts.



HELP FOR USERS

When asked to do so, drivers are prepared to help all passengers in a reasonable way. The driver cannot be held responsible for the passenger's personal safety and security. This help will not include physically lifting a passenger or physical help further than the kerb-side next to the vehicle.

USER CONDUCT

- Users must obey the driver at all times.
- No misbehaviour will be allowed.
- Firearms are not allowed on the Dial-A-Ride vehicles.
- Smoking is not allowed on the vehicles.



Dial-A-Ride Information & Complaints Line:

0800 65 64 63

Booking Line:

0800 600 895

Registration:

Fax: (021) 510-3131

Dial-A-Ride

For further information, please contact:

Mr Peter October

Contracts Monitor for Public Transport Services

Tel: (021) 487-2924 or Fax: (021) 487-2124 or

Cell: 082 372 6504

Dial-A-Ride operated by Ikapa Tours & Travel
on behalf of the City of Cape Town

Convenient

Dial-A-Ride

for the Physically Disabled



Design & DTP: Daniel Does Design

Project Coordinator: Celeste Weiff

Photographs: Llewellyn Devine



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS
FOR YOU

Dial-A-Ride service

Convenience & Conditions

The Dial-A-Ride service is for people with special needs and is available throughout the municipal area of the City of Cape Town. Dial-A-Ride makes public transport accessible to people living in this area, for which the current public transport is not suitable. The service operates between 06:00 and 19:00 from Monday to Sunday.



Bookings

Bookings can be made by phone on 0800 600 895. When booking, the user must give the booking operator the exact pick-up and drop-off address/points. The operator, with good reason only, has the right to phone the user back to cancel.

BOOKINGS FOR PEAK TIMES

To make the best use of this service for all users, preference will be given to people wishing to use the service to and from work, and whose trips can be arranged to fit in with the trips of other users.

BOOKINGS FOR OFF-PEAK PERIODS

Bookings will be accepted on a first come first served basis. To improve the service for all users, the operator may need to change a user's requested booking so as to fit the trip in with another user. If this happens, the operator will let the user know within one working day of the booking. Trips to hospitals/clinics will be made after the morning peak period and before the start of the evening peak period. The users must let the hospital/clinic know in good time that they are traveling on the service and they need to be ready to be collected at a fixed time.



Registration process

All users and potential users must be registered with the Dial-A-Ride service. Acceptance of a potential user will be decided by the City of Cape Town according to the registration process (the details of which are available for inspection at the offices of the operator). The operator has the right to refer any registered user for personal assessment with a specialist at any time. All people re-applying after they have been refused will be referred to a specialist for a personal assessment.

Fares

All users must pay a fare. The fare price is displayed inside the Dial-A-Ride vehicles. The fare will be based on the minimum number of zones that can be travelled through between the collection and return points. The City of Cape Town has the right to increase this fare annually. Assistants may travel with users, but must pay the same fare. Guide dogs will be allowed on the vehicles at no extra charge.

HOW MUCH DOES IT COST?

The City of Cape Town is divided into different zones as seen on the zonal map. Each zone travelled has a basic fare of R4,00. The fare for trips for less than 10 km is R4,00, regardless of the number of zones travelled through.

ORIGIN SERVICE AREA	9	R8	R16	R12	R8	R12	R8	R12	R12	R4
	8	R16	R16	R16	R12	R12	R8	R12	R4	R12
	7	R16	R8	R8	R12	R8	R8	R4	R12	R12
	6	R12	R12	R12	R8	R8	R4	R8	R8	R8
	5	R12	R12	R8	R8	R4	R8	R8	R12	R12
	4	R8	R12	R8	R4	R8	R8	R12	R12	R8
	3	R12	R8	R4	R8	R8	R12	R8	R16	R12
	2	R16	R4	R8	R12	R12	R12	R8	R16	R16
	1	R4	R16	R12	R8	R12	R12	R16	R16	R8
		1	2	3	4	5	6	7	8	9
		DESTINATION SERVICE AREA								

Operating stats

REGISTERED PASSENGERS	3 200
MINIBUSES	3
PANEL VANS	14