



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

## Dial-a-Ride

**Public Transport for people with disabilities who are physically unable to use mainstream public transport to commute between home and office.**

## CONDITIONS OF CARRIAGE

All individuals making use of the Dial-a-Ride public transport service are subject to the Conditions of Carriage of which they are deemed to be fully aware of and accept as being binding.

The City has the right to refer any registered user for a personal assessment with a specialist at any time.

Bookings must be made by calling the Dial-A-Ride toll-free number at 0800 600 895. Registered passengers must provide the operator with the exact collection and setting-down address. No guarantee is given that the booked service can be rendered as requested.

### Bookings

- Priority is given to transporting passengers to and from places of employment (other than those provided by service agencies for people with disabilities) and whose trips may be coordinated with the trips of other passengers, so as to maximize the service.
- Repeat bookings will be accepted on a month-to-month basis, up to a maximum of six continuous months.
- After six months, the passenger shall reapply for permission to book the service for a further six months on a month-to-month basis.
- A waiting list is kept with the details of persons requiring repeat bookings.
- Bookings will be provided on a first come first served basis.
- Transport cannot be guaranteed when a passenger's home and/or work address changes.

### Other bookings

- Dial-a-Ride is not a social, general or medical transport service. It is public transport which implies mass movement of people and does not allow for single occupancy trips.
- If sufficient demand exists for certain routes other than between home and office, these trips shall be made after the morning peak period, 09H00 and before the start of the evening peak period, 14H00.
- Bookings must be made 7 days in advance by calling between 05:00 and 07:00 and requests will be accommodated on a first come, first served basis depending on the demand for specific routes.

- The Operator may have to reschedule a passenger's booking in order to improve the efficiency of the service. In such instances the Operator shall inform the affected passengers within a working day of taking the booking.
- The passenger shall make the necessary arrangements to ensure that they are ready for collection at the fixed time.

### **Payment**

- At the start of their trip all passengers shall pay a fare which will be made known to prospective passengers when making their bookings.
- The fare shall be based on the number of kilometers travelled between the pick-up and drop-off points.
- The City of Cape Town has the right to increase the fare.
- An assistant may accompany a passenger, but will be required to pay the same fare.

### **Pick-up and drop-off points**

- Dial-a-Ride public transport is a kerb-to-kerb service, i.e. to and from the nearest point on the road to the given pick-up or drop-off address, which shall be on asphalt roads or maintained gravel roads.
- The driver of the vehicle, based upon safety considerations, will determine the exact location of the point for stopping the vehicle.
- Only the route as booked will be followed by the driver.
- No unauthorized stops will be made on-route to a booked destination.
- To improve the efficiency of the service, as well as time keeping, passengers may be requested to use a common pick-up and/or drop-off point.
- Passengers must avail themselves for travel within a 35 minute window period on either side of the allotted pick-up and set-down times.

### **No show passengers**

If a passenger fails to keep a booking on three occasions within any six-month period, no further bookings will be accepted for that passenger, unless:

- The vehicle arrives more than one hour late to make the collection; or
- The passenger provides a doctor's certificate confirming a medical reason for their failing to keep a booking; or
- The passenger cancelled the booking 24 hours before the allotted time of travel.

### **Passenger's restraints**

- Passengers in wheelchairs shall, at all times, be restraint within the vehicle by a passenger restraint system that will be fitted by the driver.
- Wheelchairs will also be restrained by a restraint system.
- Passengers in wheelchairs who refuse to use either the passenger restraint system or the wheelchair restraint system will not be transported.
- If the passenger and wheelchair restraint system in use by the Operator require the type of wheelchair or the proportion of the Passengers' upper body control to be known, the

Passenger shall inform the Operator of these facts at the time of booking.

- If the correct system is not available, the booking will not be accepted.
- Passengers making use of the Dial-A-Ride public transport vehicles are to restrain themselves by using the seatbelts and/or restrains provided.

### **Driver's responsibilities**

- As a passengers' disability may not be obvious to the driver, the passenger shall request assistance when needed. When reasonable and possible, drivers shall provide such assistance.
- This provision shall not apply where there are overriding reasons (for example, personal security or the safety of other passengers) why such help should not be provided.
- Assistance shall not include lifting a passenger or assisting the passenger further than the kerb side adjacent to the vehicle.
- At no time shall drivers leave their vehicles and/or passengers on board unattended, nor shall drivers go beyond the immediate confines of their vehicles.
- If a passenger is not ready for collection or is running late, the driver will proceed to the next pick-up as the passenger will have forfeited his/her pick-up for that day.

### **PASSENGER CONDUCT**

1. Passengers shall be ready for collection within the window period.
2. Passengers shall obey all lawful instructions given by the driver, and follow all safety regulations.
3. Unruly behaviour is strictly prohibited.
4. The carrying of weapons is prohibited without exception.
5. Smoking, the use of alcohol or any illegal substances are strictly prohibited on the vehicles.
6. Passengers shall not vandalise or litter at pick-up/drop-off points or in the vehicle.
7. Passengers shall keep their belongings in their own possession at all times.
8. Passengers shall not let luggage impede the movement of other passengers.

### **PASSENGER RESPONSIBILITY**

1. Neither the City nor the Operator will in any circumstances be responsible for any loss and/or damage whatsoever suffered by the passengers in utilizing the service.
2. Every passenger is responsible for his/her own stability in his/her seat (vehicle seat or wheelchair).
3. Every passenger in a wheelchair is responsible for ensuring that his/her wheelchair can adequately withstand the applied forces to the chair by the wheelchair restraint system.
4. Passengers shall report any form of vandalism and/or the abuse of vehicles and facilities to the City of Cape Town.
5. In terms of the payment of a fare, passengers must examine their change upon receipt, as mistakes cannot be rectified later. In the event of the driver not having sufficient change to meet the difference between the cash tendered and the trip fare, the driver is not permitted to convey such passenger, it being illegal to charge more than the fare laid down by the City of Cape Town.
6. The Operator has the right to insist that prospective passengers identify themselves each

time they board a Dial-A-Ride vehicle.