

Notes for Dial-a-Ride Service Users (Applicable to 4 or less Passengers (Small Group))



香港復康會
The Hong Kong Society
for Rehabilitation
復康巴士
Rehabus

**Applicable to bookings of service
date on or after 1 January 2018**

1) Overview

- a) Rehabus Dial-a-Ride Service (DAR), by adopting the public transport concept, provides point-to-point special transport service for eligible persons with disabilities (PWDs)^{Note i} who hold the Hong Kong Identity Cards and have difficulties in using public transport to receive medical treatment, to work, to attend schools/training institutions, and to participate in social, recreational and leisure activities. PWDs who are in need of DAR service should be registered as users ^{Note ii} first.
- b) To ensure effective use of resources and serve more users in need of the government-subsidized Rehabus service, service will be arranged based on the number of passengers ^{Note iii}, trip times and places for boarding or alighting provided at the time of booking. For bookings with 5 or more passengers, please refer to “Notes for Dial-a-Ride Service Users (applicable to 5 or more Passengers (Large Group))” (FED/LG/01e).
- c) Users must comply with the “Rules for Passengers” which is posted inside the compartments. We reserve the rights to terminate the services to any passenger who is causing disturbance or danger to our driver or other passenger(s), or if the passenger does not pay heed to our driver’s warning and keep violating the “Rules for Passengers” without reasonable explanation.

2) Booking procedure for small group (SG) shared-use service

a) Booking Period: 3 months

Example: Users can make bookings on 23 January 2018 for service date on or before 23 April 2018. If the first day of the booking period is a non-working day for our customer service department (i.e. Sunday and public holiday), we will accept bookings on the subsequent working day. For example, 31 December 2017 and 1 January 2018 fall on Sunday and a public holiday respectively, so users can make bookings on 30 December 2017 for service date on or before 30 March 2018 while making bookings on 2 January 2018 for service date on or before 2 April 2018.

b) Booking methods: applicants (i.e. registered “organization” or “individual” users or their representatives, please refer to the registration method set out in Note ii) should provide details of the registered users and the service requested by one of the following means for booking:

- Contact our staff by calling our service hotline at 2817-8154 and select “Dial-a-Ride service” according to the instructions of our voice response system. Office hours are 09:00 to 13:00 and 14:00 to 16:30 on Monday to Friday, and 09:00 to 12:00 on Saturday (no service on Sunday and public holiday). Calls will be connected to paging service centre when the line is busy or after office hours. Users may leave the names, contact numbers and messages, we will return calls during office hours ^{Note iv}. Users should pay attention to calls from telephone number 3143-8154, which is the displayed caller number of our office.
- Complete the “Booking Form for Dial-a-Ride Service (applicable to 4 or less Passengers (Small Group))” (FED/SG/02e) and fax to 2855-7106 or email to rbroutes@rehabociety.org.hk.
- Complete the “Online Booking Form” (Chinese only).

Attention: Our staff will input the details of bookings in the system (i.e. the status as “to be confirmed (stand-by)”), and all SG bookings will be processed for shared-use arrangement. Please refer to paragraph 2c below for notification of result of service arrangement

Once the booking is placed in the system, our staff will contact each user by phone ^{Note iv} and provide the user with a “booking reference number” assigned by the computer system ^{Note v}. For enquiry or any change of booking, users just need to provide this booking reference number and our staff can swiftly check the details of the booking concerned for follow-up.

If the required trip has 2 or more stops (i.e. multiple stops), users must confirm the schedule or complete and return “Dial-a-Ride Service Passenger Boarding & Alighting Schedule” (FED/01e) at least 7 working days before the service date. If users fail to submit the exact schedule that will subsequently affect the service arrangement, they will have to pay the surcharges in accordance with “Dial-a-Ride Service Surcharges and Waiving Mechanism” (FED/10).

c) Notification of result of service arrangement:

- There are 2 rounds of scheduling for SG bookings:
 - i. First round: around one month before the service date
 - ii. Second round: around 7 working days before the service date (earlier scheduling will be made in case of public holidays)
- For users who make SG bookings before the first round of scheduling: an SMS message will be sent to each user about the result of booking around one month before the service date. Successful applicant will receive an SMS message stating “service arranged” and users do not need to reply to the message. Unsuccessful applicants whose requested service have not been arranged during the first round of scheduling will also receive an SMS message. The requested service by unsuccessful applicants will be re-considered during the second round of scheduling (i.e. around 7 working days before the service date).
- For users who make SG bookings after the first round but before the second round of scheduling: trip information will be notified to successful applicants by phone around 7 working days before the service date ^{Note iv}. In the event that we are unable to contact the successful applicants, SMS messages will be sent out, they have to contact us for service confirmation before the deadline, so as to ensure effective use of resources. SMS messages will also be sent to unsuccessful applicants so that they can arrange for alternate transport modes.
- For users who make SG bookings after the second round of scheduling or have yet to be arranged services: please refer to paragraph 2g below.

d) Notification of trip information (i.e. name and contact number of the assigned driver and vehicle registration number): trip information will be notified to users around 7 working days before the service date, users may contact the driver directly on the service day if necessary.

- For bookings not involving multiple stops, trip information will be notified to users by phone on the next working day after scheduling ^{Note iv}. If the phone call is unanswered and the contact no. is connected to the voice mail box service, our staff will leave the trip information in the voice mail box for user’s checking at any time.
- For bookings involving multiple stops, we will fax the schedule with trip information printed on it to users after scheduling. If users have not yet received the fax before noon on the next working day after scheduling, please contact us.
- Users may also call our service hotline at 2817-8154 on the next working day after scheduling for trip information.

e) Change of booking: to minimize the impact on shared-use arrangement, scheduling and the chances of other users enjoying the service, users should avoid making changes on booking after scheduling. For any subsequent changes of booking information (irrespective of bookings as “accepted” or “to be confirmed”) due to particular reasons, users should inform us as soon as possible. Since shared-use service may have been

arranged for SG bookings, the status of the bookings may change from “accepted” to “to be confirmed” due to the change of booking information (such as trip time or number/location of boarding/alighting point) and surcharges may be levied.

- For bookings not involving multiple stops, users should call our service hotline at 2817-8154.
- For bookings involving multiple stops, it depends on whether the users have submitted the schedule or not. For users who have submitted the schedule, they should mark the relevant changes clearly on the schedule by following the instructions set out in the section headed “Points to note” contained in “Dial-a-Ride Service Passenger Boarding & Alighting Schedule” (FED/01e). For users who have not yet submitted the schedule, they can call our service hotline at 2817-8154.
- If the service day is a holiday or during non-office hours of our service hotline, users should call at 2816-6701 or emergency pager 7100-0288 for changing or cancelling certain boarding/alighting points. (Our staff will only answer the messages for emergency cases occurred on the service day from the paging service centre. Users may leave the names, contact numbers and booking reference numbers ^{Note iv.)}

f) Cancellation of booking: regardless of the reasons for cancellation, users should inform us of the cancellation as soon as possible so that the resources released can be re-arranged for other users in need. Our staff will provide the user with a Cancellation Reference Number assigned by the computer system ^{Note vi.} Cancellation of booking may involve surcharges.

- Notification of cancellation before the service date: users should contact our staff by calling our service hotline at 2817-8154 during office hours.
- Cancellation of bookings on service date or after office hours on the day before the service date: users may call at 2816-6701 or emergency pager 7100-0288. (Our staff will only answer the messages for emergency cases occurred on the service day from the paging service centre. Users may leave the names, contact numbers and booking reference numbers ^{Note iv.)}

g) Enquiries on stand-by booking: for various reasons (e.g. re-arrangement of vehicles after cancellation of bookings by successful applicants), some stand-by bookings can be served after re-arrangement. Our staff will contact the users concerned for service confirmation ^{Note iv.} In the event that we are unable to confirm service with such users, service will not be arranged for them but for other suitable users. To check whether the stand-by booking is successful or not, the applicant may call our service hotline at 2817-8154 during office hours 1 working day prior to the service date.

3) Terms of SG arrangement

A certain number of vehicles will be reserved for shared-use arrangement in order to increase the successful rate of SG users’ service requested during peak hours. Two or more SG bookings with similar trip times and route will be arranged as shared-use service based on the following principles:

- a) Priority will be given to bookings for medical treatment [Note: the existing principle of honest reporting by users will continue to be followed. We would only require the users concerned to provide proofs for suspected cases if necessary];
- b) For short trips (with a travel time of one hour or less), the travel time of the shared-use trips will not exceed twice the point-to-point travel time (i.e. the estimated travel time when user rides the vehicle alone);
- c) For long trips (with a travel time of more than one hour), the travel time of the trips will not be more than 2 hours;
- d) Under the shared-use arrangement, the arrival time of the outward trip will not be later than the latest alighting time requested by users (e.g. user will not be late for school or miss the medical appointment) and the pick-up time of the return trip will not be earlier than the earliest boarding time requested by users (e.g. users will not have to leave the class early or leave before the completion of medical treatment).

e) Other rules for service arrangement

- If the priority cannot be determined based on the purpose of trip provided, service will be arranged on a first-come-first-served basis according to the date of booking.
- Service will be arranged for SG bookings which are unable to be arranged as shared-use service if there is available resources (e.g. vehicles available after providing the scheduled route service).

f) Handling of special case:

- If the locations of both the origin and destination of a booking are within 200 meters (one-half of the inner lane of a 400-meter standard running track) of a hospital feeder bus stop, the users should use the hospital feeder service. However, if users have difficulties in using the hospital feeder service due to the lack of barrier-free access and facilities on the way from and to the feeder bus stops, they may submit written requests to us for our consideration.
- If it is unsuitable or impossible for a user to accept shared-use arrangement due to special reasons (e.g. illness of the user or safety problems of the user and other passengers caused by the health, hygienic or mental conditions of the user), the user must submit a written request signed by an authorized professional (including registered doctor, registered nurse, registered physiotherapist, registered occupational therapist, principal or registered social worker), and the user’s condition and the reasons for using DAR service to the medical unit must be stated in the written request for our consideration.

4) Fares and surcharges for SG

Since Rehabus service is subsidized by the government, users should cherish public resources, plan carefully before booking, use services on time and settle service charges within the time frame. Users should also read through the Annex: Procedure for Handling Dial-a-Ride Service Charges (including Fares and Surcharges) and “Dial-a-Ride Service Surcharges and Waiving Mechanism” (FED/10).

a) Users who have been arranged shared-use service can enjoy a 30% discount of the Standard Fare (please refer to paragraph 4c below for details).

b) Users will be notified of the Shared-use Fare together with the trip information after scheduling. Our driver will collect the Shared-use Fare as quoted by our staff from the user on the service day. However, for users who have been arranged shared-use service initially but use DAR service alone eventually for certain reason, fares should be paid according to paragraph 4d below.

c) Calculation of Shared-use Fare: Our staff will use the Fare Calculator (please refer to “Guidelines on Fare Calculator for Shared-use Dial-a-Ride Service” (FED/SG/03)) posted on our website which is developed by using the digital mapping technique, Google Map, to estimate the travel time and distance as if the user rides the vehicle alone, the Standard Fare (calculated based on the travel time and distance estimated plus a service charge of HK\$5 per booking) and the Shared-use Fare (computed at 70% of the Standard Fare):

No. of Passengers	1 ~ 4
Hourly Charge (HK\$): minimum 1 hour	\$24
After 1 hour, charge for every 3 minutes or part thereof (HK\$):	\$1.2
Charge for every kilometer or part thereof (HK\$):	\$1.2
Service charge per booking (HK\$):	\$5

Plus parking charge and tunnel charge (if applicable, please refer to “Dial-a-Ride Service Passengers Toll Rates of Tunnels & Bridges” (FED/04) for details).

Example: According to the estimate of Fare Calculator, the travel time of an SG shared-use service user riding a vehicle alone is within one hour, the distance travelled is 10 kilometers, no parking charge and tunnel charge, thus the Standard Fare would be HK\$24 x1 + HK\$1.2 x 0 + HK\$1.2 x 10 + HK\$5 = HK\$41.0. Shared-use Fare would be computed at 70% of the Standard Fare, HK\$41, i.e. HK\$28.7.

d) Fare for SG (non-shared-use arrangement)

- For SG users who need not share the vehicle with others for whatever reason (e.g. use the vehicle alone



due to the route, trip time, or the absence of other shared-use users on the service day), fares will be calculated according to the existing calculation method, i.e. fares are being charged on the number of passengers (1~4), travel time (minimum 1 hour) and kilometers shown on the meter installed in each vehicle, plus a service charge of HK\$5 per booking. No concession will be given to these users.

Attention: In the event that the user has boarded at the first pick-up point of a shared-use trip, but any users who should board at subsequent pick-up points have cancelled services while the driver is on the way to pick up them, or such users even cancel the services at the scheduled boarding points (i.e. Cancellation on the Spot), as the route was scheduled according to the shared-use arrangement (i.e. a shared-use route), Shared-use Fare is still applicable even if such user rides the vehicle alone.

e) Should any special incident happens during a journey, we will try our best to arrange for other vehicle to pick up and transport the affected passengers. If the vehicle involved is providing shared-use DAR service for SG, the Shared-use Fare is still applicable; If the vehicle involved is not providing shared-use DAR service for SG, please refer to “Handling of Dial-a-Ride Service Fares Involving Special Incidents” (FED/12). No fares will be charged if we fail to transport passengers to destinations due to incidents.

f) Surcharges and the waiver: please refer to “Dial-a-Ride Service Surcharges and Waiving Mechanism” (FED/10) for details.

- To urge users to book our service prudently so as to avoid wasting the resources and affecting services to those in need, the three types of existing surcharges are still in use, which are Cancellation Charge, Charge for not providing/changing schedule and Forward Booking Cancellation Charge respectively. (Attention: Forward Booking Cancellation Charge is only applicable to the cancellation of successful forward SG booking made before 16 September 2017.)
- If users are eligible to apply for a waiver, applicants should submit a written application for waiving of surcharges together with the supporting documents required by the end of the month in which the payment notice is issued. Users may use “Application Form for Waiving of Dial-a-Ride Service Surcharge” (FED/07e). Late submission will not be considered.

5) Other notes for attention

a) For registered individual DAR service users who are recipients of Comprehensive Social Security Assistance, please refer to “Half Fare Concessionary Application Notice” (FEC/01e) for an application form with notes for application.

b) If you have any enquiries about the service charge, please contact our Accounting Department by calling our service hotline at 2817-8154 during office hours within 7 working days from the service date. Late enquiries will not be entertained.

c) For any update on personal data (such as name of individual or organization user, correspondence address, contact number or change in condition of disabilities of individual user), please notify us in writing and submit the relevant supporting documents as early as possible by post, fax or email to rbroutes@rehabociety.org.hk. Personal data of the users may be used for the purposes of study, research and development of our services in addition to the processing of the applications. Such data may be transferred to other government departments and bureaus for any matters relating to Rehabus services. Please refer to “Notes about Personal Data (Privacy) Ordinance” (FEG/14e) for details.

d) The notes and terms given above and the relevant booking form are subject to change without prior notice.

6) Contact us

For enquiries, please contact our staff by calling our service hotline at 2817-8154 or visit our website at <http://www.rehabociety.org.hk> (select [Our Services][Transport & Travel][Rehabus Service]).

- Mailing Address^{Note vii}: Rehabus, Room 2, G/F., Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon

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- Service Hotline: 2817-8154
- Fax No.: 2855-7106
- Email Address:
 rbroutes@rehabociety.org.hk: for submitting schedules and booking forms for DAR Service
 rehabus@rehabociety.org.hk: for general enquiries about Rehabus services and feedback on service quality (Users should not make application or cancellation of service via this email address.)

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- i. “Eligible PWD holding Hong Kong Identity Card” refers to:
 - any PWD who holds a Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and for whom such permission has expired or ceased to be valid;
 - any child with disabilities who is a Hong Kong residents and under 11 years of age;
 - any PWD who holds Certificate of Exemption (<http://www.immd.gov.hk/eng/services/hkid/appforcert.html>).
 - ii. Registration procedure for DAR service:
 - Individual User: call our service hotline at 2817-8154 for registration. Relatives or other representatives can make registration on behalf of the PWD. Name and HKID card number of the PWD should be provided at the time of registration and an account number will be given to each newly registered user.
[Enhancement of registration mechanism will be announced later: e.g. submission of a copy of “Registration Card for People with Disabilities” by PWD with permanent lower limb mobility disabilities, or submission of a mobility difficulty document signed by recognized professionals within last 6 months.]
 - Organization User: complete and return the Application for Dial-a-Ride Service Account & Monthly Credit Account (FED/08e) in applying for a service account and a monthly credit account. An account number will be given to each newly registered user.
 - iii. Mechanism for preventing users from overstating the number of passengers (i.e. SG users falsely claim themselves to be LG users):
 - If a user overstates the number of passengers for the first time within a specified one-year period[^], a warning will be issued;
 - If the user commits the act for the second time within the specified one-year period[^], except for the bookings for medical treatment, all other bookings (including bookings which are “accepted” or “to be confirmed” or any subsequent bookings) will be given lowest priority in service arrangement within the specified period.
[^] A one-year period starting from the 1st day of the month after the month in which the first occurrence takes place. For example, the user overstates the number of passengers for the first time concerning the service on 23 February 2018. The one-year period will be from the first day of the next month till the end of the following 12 months, i.e. if the second occurrence takes place during a one-year period between 1 March 2018 and 28 February 2019, except for the bookings for medical treatment, all other DAR bookings for trips required on or before 28 February 2019 (including registered bookings or subsequent bookings) will be given lowest priority in service arrangement.
 - iv. According to the workflow, our staff will contact users according to the sequence of messages left in the paging service centre during the working day. Users should pay attention to calls from telephone number 3143-8154, which is the displayed caller number of our office. Contacts would only be made in respect of the transport service arrangement or the follow up of service charges. No solicitation of money would be involved. Users should not disclose any personal data before verifying the identity of the caller so as to guard against loss.
 - v. Booking Reference Number of DAR service: the first 3 English characters “DAR” represent “Dial-a-Ride Service”, and the digits stand for the booking date and the sequence of bookings inputted by our staff on that day. For example, the Booking Reference Number of “DAR2018-02-08-0001” represents the first DAR Service booking inputted on 8 February 2018. [Attention: the Booking Reference Number does not relate to the service date.]
 - vi. Cancellation Reference Number of DAR service: the first 4 English characters “CDAR” represent “Cancel Dial-a-Ride Service”, and the digits stand for the date on which the booking is cancelled and the sequence of cancellation on that day. For example, the Cancellation Reference Number of “CDAR2018-03-24-0007” represents the 7th cancelled DAR Service booking on 24 March 2018. [Attention: the Cancellation Reference Number does not relate to the service date.]
 - vii. Underpaid mail items are subject to surcharge by Hongkong Post. We will not accept underpaid mail items, which will be handled by Hongkong Post. For proper delivery of mail items to us, and to avoid unnecessary delivery delay (e.g. return to the sender), please ensure the mail items bear sufficient postage before posting.

Annex: Procedure for Handling Dial-a-Ride Service Charges (including Fares and Surcharges)

Individual User:

- a) Fares: Payment shall be made immediately by cash or by Octopus after receiving the service, and our drivers will issue a receipt at once.
- b) Surcharges: If the service required involves surcharges, users will receive a payment notice for surcharges in the middle of the following month. User should settle the payment before due date*.

Organization User:

- a) Fares: Payment can be made immediately by cash or by Octopus after receiving the service, and our drivers will issue a receipt at once. For users who have applied for a monthly credit account, the Kilometer Record Sheet can be obtained from our drivers for reference. Organization user on monthly payment term will receive a monthly invoice for the services of the whole month in the middle of the following month. After receiving the invoice, user should settle the payment before due date*.
- b) Surcharges: If the service required involves surcharges, user will receive a payment notice for surcharges (together with the monthly invoice) in the middle of the following month. User should settle the payment before due date*.

* Work Flow of Handling Payment on Monthly Term and Surcharges:

Deadline	Parties	Action
On or before the 15th day of the first month following the month in which the service is provided	Accounting Department	Send out (i) invoice and (ii) payment notice for surcharges to users using DAR service in the previous month and the due date would be the 28th day of the following month. Any user who fails to pay the charges by the due date will have to pay a 10% overdue charge. (Postmark date on the envelope will be regarded as date of receipt).
Before the due date on the 28th day of the second month following the month in which the service is provided	Users [#]	<ul style="list-style-type: none"> • Payment by cash will be accepted at our office. • Post (i) a cheque together with (ii) the bottom part of the invoice or the payment notice for surcharges to the Accounting Department at Rehabus.
	Accounting Department	<ul style="list-style-type: none"> • Official receipt will be issued to user immediately after the cash payment is made. • For users who post a cheque for payment, official receipt will be posted to those users after the payment has been processed.
On or before the 10th day of the third month following the month in which the service is provided	Accounting Department	Users who fail to make payment will receive a reminder requesting for payment of fares, 10% overdue charge and surcharges concerned (if applicable) before the 26th day of the month, otherwise all Rehabus services (including DAR, Scheduled Route and Pooled Dial-a-Ride services) to those users will be suspended starting from the 1st day of the following month.
By the end of the third month following the month in which the service is provided	Accounting Department	Users who fail to make payment will receive Service Suspension Notices which notifying them of the suspension of all Rehabus services from the 1st day of the following month. The monthly credit accounts of such organization users will also be cancelled.
	Users	For users who settle the payment after suspension of services, their services as originally booked would be resumed on the 10th working day after the payment is settled.

Important Notes:

a) Payment methods:

- By cash;
- By cheque (payable to “The Hong Kong Society for Rehabilitation”).

b) Retain payment record: users should retain their own payment records and proofs of payment (e.g. cheque numbers and copies), as well as the receipts issued by us. Users may be required to provide payment record for confirmation of payment.

c) In the event that the invoice or payment notice for surcharges are not received before the 20th day of the month following the month in which the service is provided, or the receipt is not received within 1 month after payment, please contact our Accounting Department staff by calling 2817-8154 or by sending email to rbaccount@rehabociety.org.hk.