

Dial-a-Ride Service Half Fare Concessionary Scheme Guidance Notes



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

Objective

Since travelling expenses pose a great financial burden on persons with disabilities (PWDs) encountering financial difficulties when they go out for entertainment, shopping, receiving medical treatment and participating in other activities, Rehabus has introduced the Dial-a-Ride Service Half Fare Concessionary Scheme in August 1996 to alleviate their burdens, thereby encouraging them to take part in more activities and integrate into the society.

Target

PWDs who are recipients of the Comprehensive Social Security Assistance (CSSA) or Level 0 Voucher Holders of the Residential Care Service Voucher (RCSV) Scheme for the Elderly. [Note: Disability Allowance does not apply.]

Eligibility

- 1) Individual users who are recipients of CSSA or RCSV can enjoy the half fare concession when using Dial-a-Ride service.
- 2) For Dial-a-Ride service used by organization users, passengers who are recipients of CSSA or RCSV and had successfully applied for the Half Fare Concessionary Scheme can also enjoy the half fare concession.
- 3) Applicants obtaining transport subsidy from Social Welfare Department (for medical treatment or training, etc.) are not eligible.
- 4) CSSA or RCSV customers must agree that Rehabus has the right to inquire about and verify all the information provided in their applications to the Social Welfare Department, and that the relevant information may be submitted to the Transport Department and the Audit Department of the Hong Kong Government for auditing purposes.

New Registration or Renewal Methods

- 1) Customers should provide a copy of the valid "Exemption of Medical Expenses for CSSA Recipients" or "Approval Notice for CSSA Application" or the RCSV Certificate of "Level 0" (hereinafter as "proof document") document issued by the Social Welfare Department as proof. Customers should submit the copy of the document to our organization for registration through their personal account customer information. Our staff will process it within three working days, and upon approval, the registration or renewal will be completed. The methods for registration or renewal are as follows:
 - i) Log in to the "REHABUS · ICOMS" webpage or mobile application, go to the "Customer Information" section, fill in the "CSSA/RCSV Info", and provide the aforementioned valid proof document issued by the Social Welfare Department. After system approval, the registration or renewal process will be completed. See Appendix (Part A) for reference.

ii) Fill out the "FEG02_Notification on Change of Personal Information" and submit it to our organization along with the valid proof document according to the submission method specified on the last page of the form. After approval, the registration or renewal will be completed. Ways to obtain the form:

- by downloading the form from our website at <http://www.rehabsociety.org.hk> (select [Our Services] [Accessible Transport & Travel] [Rehabus Service] [Form Download]).
- by calling our service hotline at 2824 6500, (refer to the attached New Interactive Voice Response System IVRS Keypad Menu) to request the form from the staff.

2) In the future, the system will automatically send a renewal notification one month before the expiry date of the CSSA or RCSV status. This notification will prompt customers to update their information as soon as possible. Customers must submit the latest valid proof document to our organization for approval before the expiry date in order to continue receiving the half-price fare reduction benefit. Failure to do so will require reapplication with valid proof documents if the deadline is missed.

Reimbursement Procedure

- 1) For individual on-call service applications, customers who have not received subsidies from the Social Welfare Department and wish to apply for the half-price fare reduction can select "Yes" in the "Do you require a half-price fare reduction?" field during the service application. Follow the instructions to input the required information. The system will automatically deduct the relevant half fare concessionary from the initial quotation and actual total fare calculation. Customers do not need to pay the full amount upfront and apply for a refund. Refer to Appendix (Part B) for more details.
- 2) The date of using the on-call service to claim the half-price fare reduction must fall between the "Registered and Approved Date" and the "Expiry Date." If the system detects that the date of the service application has exceeded the CSSA's or RCSV's "Expiry Date" or is outside the effective period, an expiry reminder will be sent, and the service will not be eligible for Half Fare Concessionary Scheme.
- 3) Customers must enter the required customer information for the half fare concession in the service application at least five days before the date of use (the system will re-calculate the fare quotation). Late applications will not be accepted.

Inaccurate and False Information

If there are suspicions or doubts regarding the reported information, our organization reserves the absolute right to verify with the Social Welfare Department. In the event of discovering false or misleading information, the exemption benefits will be terminated, and further applications from the individual will not be accepted.

As all reported information will be submitted to the Transport Department and Audit Department for auditing and review purposes, false declarations may be subject to investigation and follow-up by relevant government departments.

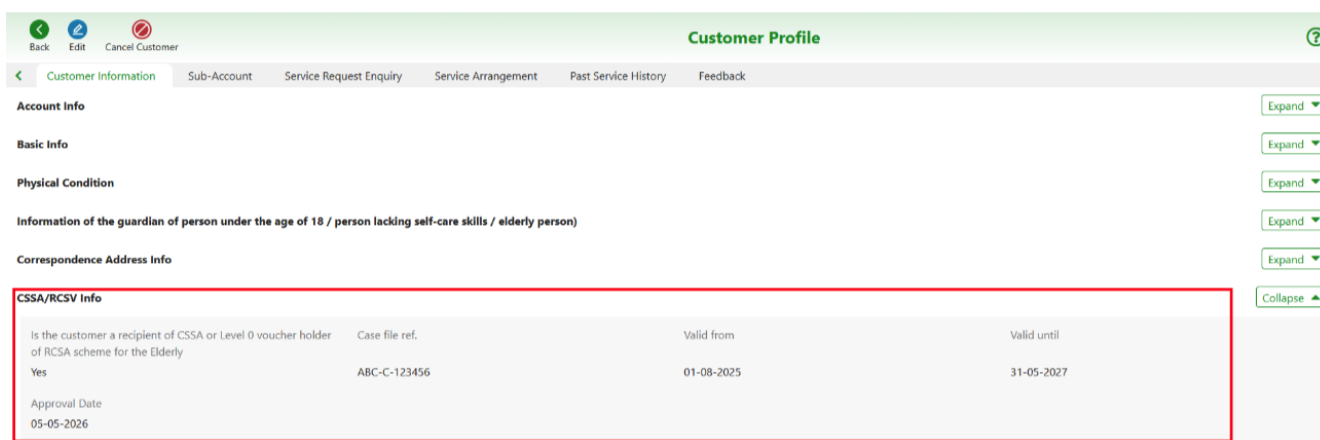
For inquiries, please contact our staff by calling the service hotline at 2824 6500 (follow the voice instructions: select language; 2. apply, change, or cancel services, or update account information; enter the main account number; 4. inquire about accounts; 1. dial-a-ride service; 3. Rehabus Dial-a-Ride Service Half Fare Concessionary Scheme information).

Appendix

“REHABUS · ICOMS” Information

Web : https://icoms.hksr.org.hk	Mobile Application (App)
	- Android version in Google Play Store - iOS version in App Store

A) Login to the system and go to the "Customer Information" section. Fill in or edit the "CSSA/RCSV Info" (refer to the illustration below for reference) :



Customer Profile

Customer Information | Sub-Account | Service Request Enquiry | Service Arrangement | Past Service History | Feedback

Account Info [Expand]

Basic Info [Expand]

Physical Condition [Expand]

Information of the guardian of person under the age of 18 / person lacking self-care skills / elderly person [Expand]

Correspondence Address Info [Expand]

CSSA/RCSV Info [Collapse]

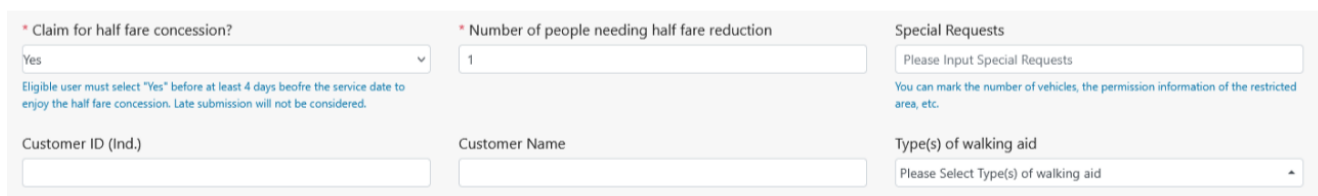
Is the customer a recipient of CSSA or Level 0 voucher holder of RCSA scheme for the Elderly	Case file ref.	Valid from	Valid until
Yes	ABC-C-123456	01-08-2025	31-05-2027
Approval Date	05-05-2026		

B) Login to the system and go to the "Booking Service" or "Booking Inquiry" section. Fill in or edit the information as shown below (refer to the illustration for reference):

- “Claim half fare concession?” Select "Yes."

1) Point-to-point journey :

In the "Outward Trip" section, select "Yes" for "Claim half fare concession?" Then, enter the number of registered CSSA customers traveling on this trip. Input their "Customer ID" and "Customer Name." If the system verifies that the customer is a registered CSSA customer, it will automatically load their "Type(s) of walking aid" data.



* Claim for half fare concession? Yes

* Number of people needing half fare reduction 1

Special Requests

Please Input Special Requests

You can mark the number of vehicles, the permission information of the restricted area, etc.

Customer ID (Ind.)

Customer Name

Type(s) of walking aid

Please Select Type(s) of walking aid

Note : If you are applying for multiple days of car service, and some of those days fall after the expiry date of your "CSSA/RCSV Info", please apply for the services of those specific days separately. This will enable the system to process the half fare concession for each individual day.

2) For trips involving more than two stops according to the "Itinerary" :

When adding passengers in the "Itinerary" section, select "Yes" for "Are you a registered Rehabus customer?" Enter their "Customer ID" and "Customer Name." If the system verifies that the customer is a registered customer, it will automatically populate the "Type(s) of walking aid" field. Then, select "Yes" for "Claim for half fare concession?" When submitting the itinerary, the system will promptly check if the customer qualifies as a recipient of the "CSSA or RCSV".

The screenshot shows a web form for adding a passenger to a Rebus itinerary. At the top, there are input fields for 'Station address' (APM, Kwun Tong Road, Kwun Tong, Hong Kong), 'Address remark' (Please Input Address remark), and 'Pick-up Time' (15:00). Below these are buttons for 'Delete', 'Move Up', 'Move Down', and 'Collapse'. The main part of the form is a table with columns: 'Boarding / Alighting', 'Are you a registered Rebus customer', 'Customer ID (Ind.)', 'Customer Name', 'No. of Escort', 'Contact Phone No.', 'Type(s) of walking aid', 'If select "No aids required", "Others / Special condition", please specify.', 'Claim for half fare concession?', and 'Remove'. The first row of the table has the following values: 'Pickup', 'Yes', '005580000', 'Reha bus', '0', '31438154', 'Forearm Crutch', 'Please input if select "No aids required", "Others / Special condition", please specify.', 'Yes', and 'Delete'. Red boxes highlight the 'Are you a registered Rebus customer' and 'Claim for half fare concession?' fields.

C) After completing all the reservation input, go to the "Estimated Fare" page. The system will directly calculate the amount of the half fare concession and deduct it from the total fare (refer to the example below):

Example: For "small group", there are 2 passengers, one of whom is eligible for a half fare concession. The trip duration is 37 minutes over a distance of 9.78 kilometers, with no parking or tunnel tolls.

Fare quoted:

Estimated kilometer charge: HK\$1.2 x 9.78 (kilometers)	= \$11.74
Estimated time charge: HK\$12 x 1 (first 30 mins) + \$1.2 x 3 (7 mins ÷ 3 = 2.33)	= \$15.6
Service charge:	= \$5

	= \$32.34
Round down to the nearest whole number	= \$32
Half fare concession: HK\$32 ÷ 2 (Passengers) ÷ 2 (Half fare)	= \$8

	= \$24

If this itinerary is arranged as a 'shared-use' service:

Shared-use 30% discount is applied to the \$32: HK\$32 x 0.7 = \$22.4 (round down to the nearest whole number \$22). Half fare concession: HK\$22 ÷ 2 (Passengers) ÷ 2 (Half fare) = \$5.5.

The final fare is HK\$22 - \$5.5 = \$16.5 (round down to the nearest whole number \$16).