

3

Get into the vehicle

Using the GO GEORGE Smart Card

1. Make sure that you have trips on your Smart Card before you board the bus. The receipt of your last trip will show the balance of trips left on your card.
2. Tap your card on the card reader and remove as soon as the 4th green light appears.
3. The receipt printed by the card machine must be kept to show together with your Smart Card when you transfer to a next bus within one hour, so that you do not have to pay again.

Audible signals warn persons who are blind of doors opening and closing.



Wheelchair docking available



- Take a seat or stand, holding onto grabhandles, seats or poles for extra balance and enjoy the ride.
- Remember to get off the bus at the correct stop!



4

On the bus (making the journey)

Use the "stop" button to indicate to the driver you want to get off the bus at the next stop, since buses will not stop at every stop if there is no need.



All buses are fitted with tracking devices to monitor adherence to routes and timetables, and for emergencies.



Priority red seating for:

- people who are elderly
- pregnant women
- adults accompanying small children
- people with special needs

Please remember that YOU ARE REQUIRED TO GIVE UP THESE SEATS for anyone in one of these categories since they are positioned to be accessible to such passengers.



It is safe to stand on the bus in this lower area. Hold onto seats, grabhandles and poles for extra stability.



The service will be monitored by field monitors for quality, safety and adherence to prescribed service standards.

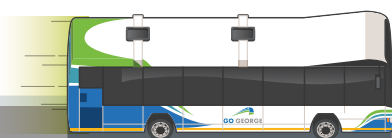


Electronic information boards inside the buses indicate to persons who are deaf which stop comes next.

REMEMBER to keep your receipt to transfer to a next bus within one hour without paying again. The time this hour expires is printed on the receipt.

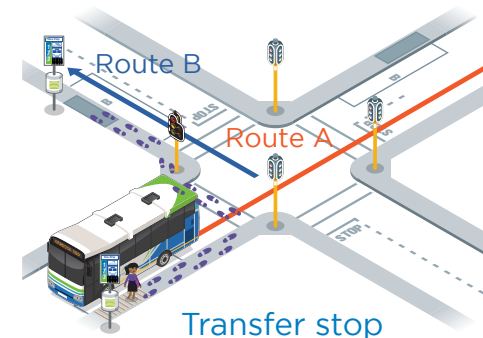


No one is allowed to stand in this area while the bus is moving.



5

Destination or transfer



- Depending on where you are travelling to, you may need to transfer from one route to another in order to reach your destination.

- It is therefore CRUCIAL that you plan your trip using the GO GEORGE maps and timetable before starting a journey.

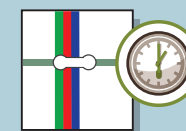
- Transfer points are indicated by the following symbol on these maps:



- When you've reached your transfer point, look for the route number of your next route on the stop name board. Sometimes you need to walk to the bus stop across the street to transfer.

- Buses are scheduled so that you will have enough time to walk to another close-by bus stop when necessary.

- You will be able to transfer between routes without having to pay for additional trips, provided you transfer within an hour.



- Remember to stay alert and get off the bus at the correct stop when you've reached your destination!



For more information, visit:
www.gogeorgetransit.org.za

Info@gogeorgetransit.org.za

0800 044 044

Contact the GO GEORGE Call Centre:

The GO GEORGE public transport system offers residents and visitors a convenient, reliable, accessible, safe and affordable, 16 hours a day, seven days per week.

How do I use the system?



www.gogeorgetransit.org.za

END OF YOUR JOURNEY

1 Plan your trip

Get information

- You can find system information at home or on the go by browsing the GO GEORGE website, or by phoning the Call Centre.

Phone the Call Centre



0800 044 044

Visit the website:
www.gogeorge.org.za



- Visit the GO GEORGE Information Kiosk at the George Transport Hub in Cradock Street to get all the information you need to plan your trip in the form of brochures, maps and timetables.

Info brochures



Maps



Timetable



Use the GO GEORGE Smart Card

- First-time buyers of the GO GEORGE Smart Card get 2 free preloaded trips when they present a valid form of identification. Cardholders load trips onto this card at Smart Card kiosks, top-up vendors such as supermarkets, petrol stations, cafés and spaza shops, roaming vendors and Smart Card mobile vehicles parked at different spots in town according to a fixed weekly schedule. Cash, debit and credit cards as well as Sassa cards are accepted. **Trips loaded on the Smart Card never expire and stay valid until you use them. All trips and transfers completed within an hour can be done by paying (tapping your card) only once.**

Get your Smart Card here:

- Smart Card kiosks**
 - George Transport Hub Cradock St
 - Garden Route Mall
 - Blanco Triangle
 - Nelson Mandela Blvd, Thembaletu
 - Smart Card counter, George Municipality's finance hall
- 2 Smart Card mobile kiosks**

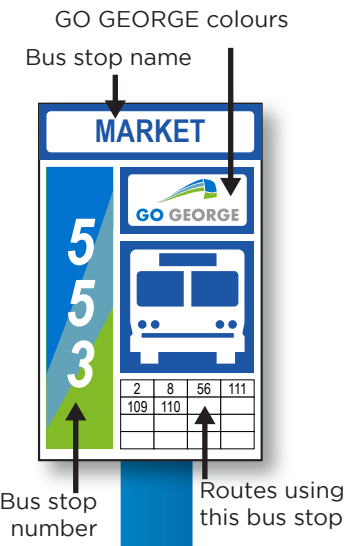
Please phone our Call Centre on **0800 044 044** for the fixed weekly schedule of these vehicles that stop at fixed spots in different areas of town, or more information about how to get and use the Smart Card.

Trips are sold in different bundles, getting cheaper, the more you buy. Please phone the Call Centre for the current tariffs and card prices.

2 Get to the pick-up point

Bus stop signage

- Bus stops are easy to spot and have the following information:



Bus shelters

- All routes are initially seen as trial routes which may be changed according to passengers' needs until the complete bus system has been rolled out. As we finalise routes, bus shelters will be erected at certain stops.



Accessibility

- On most routes, sidewalks have been built up to reduce the step-up to the bus, making the system more accessible to everybody.
- All buses are fitted with ramps or hoists to accommodate people with special needs such as people using wheelchairs or mothers with babies in prams.
- Tactile paving makes it easier for people who are blind to determine when they've reached the bus stops.
- Assistance animals such as guide dogs for the blind are allowed on buses.



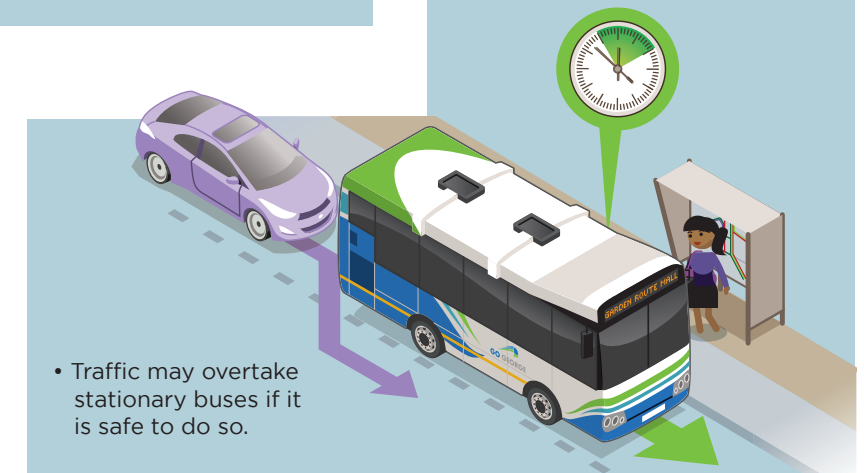
Route signage on bus

- Every bus has a route indicator on the front and door side of the bus - use these to make sure that you get onto the right bus.



Buses stop inlane

- Buses will stop in-lane at most bus stops. Where there are safety or traffic concerns, indented bays are constructed.
- Buses stop only where passengers are waiting to get on or off the bus or at timing stops where buses wait to make up time when they are running early.



- Traffic may overtake stationary buses if it is safe to do so.

- Step forward and put up your hand to indicate that you want the bus to stop and pick you up. If not, stand back and let the bus pass.
- Many buses will pass your stop - make sure you indicate to the right bus that you want to get on.

