



Dial a Bus

Transport Solutions

URBAN TRANSPORT REDEFINED

COMPANY PROFILE

Dial a Bus (Pty) Ltd is a privately owned level 1 BEE passenger transportation company based in Cape Town South Africa.

With humble beginnings in 2010 the company has grown to become the preferred passenger transportation solution of choice for both private and public sectors in the Western Cape. Many years of experience in the transport industry coupled with state of the art vehicle management systems, late model vehicles and a 24/7 monitoring control room sets us apart from our competitors in the industry.



The company has offices in the Northern and Southern Suburbs of Cape Town.

Our vision

Dial a Bus aims to provide affordable, one stop passenger transportation services for all types of transportation needs in and around the Western Cape of South Africa. We strive to be the most successful transportation company in the regional industry and to continually improve on our market share by offering competitive rates in conjunction with superior service, optimal use of available resources, innovation and cost saving initiatives.

Company values

Through its suite of road transport services, Dial a Bus is one of the leading one stop passenger logistics transport companies in the Western Cape.

The company aims to maintain and grow on its high profile in the market by:

- Maintaining service excellence
- Providing superior transport solutions according to each customer's individual needs
- Treating staff and customers with respect and honesty
- Appointing high quality staff (vetted by extensive background checks)
- Developing new and innovative ways to safely and cost effectively transport passengers in the Western Cape
- Offering customers a dedicated, personalised service

Our services

We offer the following services:

- Staff Transportation
- Airport Transfers
- Point to Point Pickups
- Private Functions
- Chauffeur Services
- Tours & Travels

Accreditation

Member of BPESA
Road Transportation Operating Licensing Board: OLB1897834/0;OLB1897849/0
Level 1 BBBEE
Tax Number: 9364318171
VAT Number: 4680276344
CSD Registration Number: MAAA0407914



Service delivery

Dial a Bus is comprehensively equipped with a wide range of well-maintained transportation vehicles. To ensure a high quality, efficient and prompt service, the average age of our fleet is maintained at three years and new vehicles are purchased every two years.



Our vehicles are regularly serviced and strictly maintained to set manufacturer maintenance schedules. A high level of driver training maintains the excellent standard of our fleet.

The following vehicles and transportation equipment are available:

- 25 Toyota Quantum 14 Seater GL Luxury Air Conditioned Busses
- 10 Toyota Quantum 16 Seater Sesfikile Busses
- 10 Toyota Avanza 7 Seaters
- 4 Luxury Vehicles

Expertise in transport solutions

Dial a Bus is a specialist in passenger transport in the Western Cape of South Africa. It provides a comprehensive transport service inclusive of all the above mentioned services. This form of service delivery is the company's core business and strength, and we pride ourselves in providing the service exceptionally well. This is attested to by our clients.



Our company is known for the outstanding rapport it has with all relevant employees and managers, and its ability to get all passengers delivered safely to the intended destination. Dial a Bus is highly respected by its clients, because the company is organised and thorough in its planning and paperwork. We are always on time.

Our company understands the need to constantly improve the quality of service provision and has both quality control and performance measurements in place.

Performance and tracking

To ensure an optimal streamlined service, the following measures are in place:

- Driver performance is continually monitored using satellite surveillance and management devices in all vehicles. Details of each trip are recorded and assessed to ensure the safety of the drivers, vehicles and passengers transported
- Delivery times on all routes are strictly monitored to ensure client and passenger satisfaction.
- Two centralised operations offices constantly monitor all vehicles to ensure proper fleet management. These offices communicate with our clients on a regular basis.
- All vehicles are equipped with mobile phones, two way radios, and satellite tracking.
- All vehicles undergo a safety inspection before commencement of any trip.
- Standby vehicles are available 24/7 in case of breakdowns or accidents.
- Emergency response teams are on standby 24/7.

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Director: WC MILLER

- Our control room is in constant communication with the SAPS on a daily basis regarding the safety of entrance into high risk areas, on special request we are also able to provide a police escort into areas affected by protest action etc.
- Our control room has access to a live traffic feed and this gets communicated to our drivers to ensure that the most effective route is selected when providing our services.
- All vehicles are fitted with a tire sludge system which prevents punctures on route, minimizing delays to clients and passengers.
- Late model luxury Toyota Quantum vehicles are utilised in the provision of our services, all vehicles are fitted with seatbelts on all seats for safety and air conditioning for the comfort of passengers.
- Transit times are kept to a minimum by efficient route planning to ensure that staff reach their desired destination as quick and safely as possible.

These measures mean that passengers arrive safely and on time, and that as a company we are constantly aware of the whereabouts of our vehicles. In addition we provide our clients with detailed route analysis reports ensuring an efficient service.

Health and safety

All vehicles are comprehensively insured and includes passenger and public liability insurance. We also have implemented, extensive occupational health and safety procedures, and all Health and Safety regulations are strictly adhered to. A strict Alcohol and Drug Policy, and random checks are implemented throughout Dial a Bus on all personnel. A policy of “No Tolerance” is enforced.

All company drivers have valid professional driving permits, as per law.

COVID 19

All our vehicles are fitted with safety screens to isolate the cockpit from the rear of the vehicle, when collecting staff body temperatures of all passengers are checked and recorded for record keeping purposes. All passengers are required to sanitise when entering our vehicles and masks are to be worn at all times.

Vehicles are also sanitised after each trip and fogged on a Bi-Weekly basis.

Staff and management

Dial a Bus has a management structure which ensures administrative accountability and exceptional client service. Continual in-service training is provided by outside specialists to all management and operational staff.

Administrative control is exceptionally important to us, and functions at the highest level possible. This is to ensure quick accurate and efficient reporting and invoicing of clients.

References

Available on request

“Your staff is as valuable to us as they are to you. We are proud to say that we’re one of the leading employee transportation service providers in the Western Cape. We’ve combined our passion for what we do with the power of technology to ensure convenience, efficiency and safety.”

- Chantal Miller - CEO - Dial a Bus

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