

# Travel in Polokwane made easy!



 leetolapolokwane

 @LeetolaPLK

 @LeetolaPLK

 068 554 4235

**Customer Care:** 015 023 0055



# Planning your Journey



Take control of your commute, no need to be up earlier than necessary, no need to stress if you missed the last ride.

Our timetables and maps will assist you plan your own trips at times convenient for you.

## Timetable

### CBD – Seshego Zone 2 & Zone 3

● Route Designation

### Sundays

● Day of the week

Church Street	Church Street	Silicon Street	Silicon Street	Ditlou Street	Ditlou Street
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● Bus stop Name

101	102	103	104
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● Bus stop Number

08:00	08:30	09:00
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● Departure Time

Timetables will be available at ticket selling offices, our buses and on our website.





WWW.LEETOLAPOLOKWANE.CO.ZA

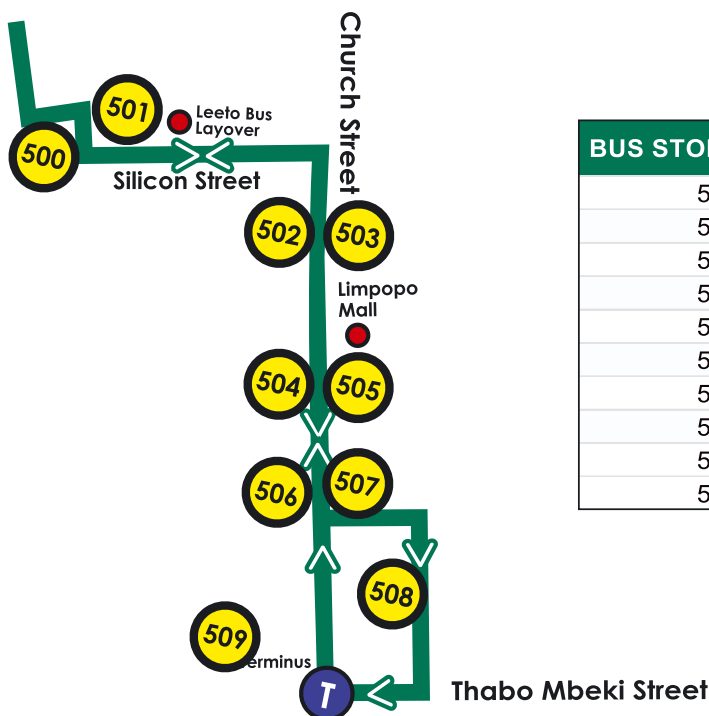
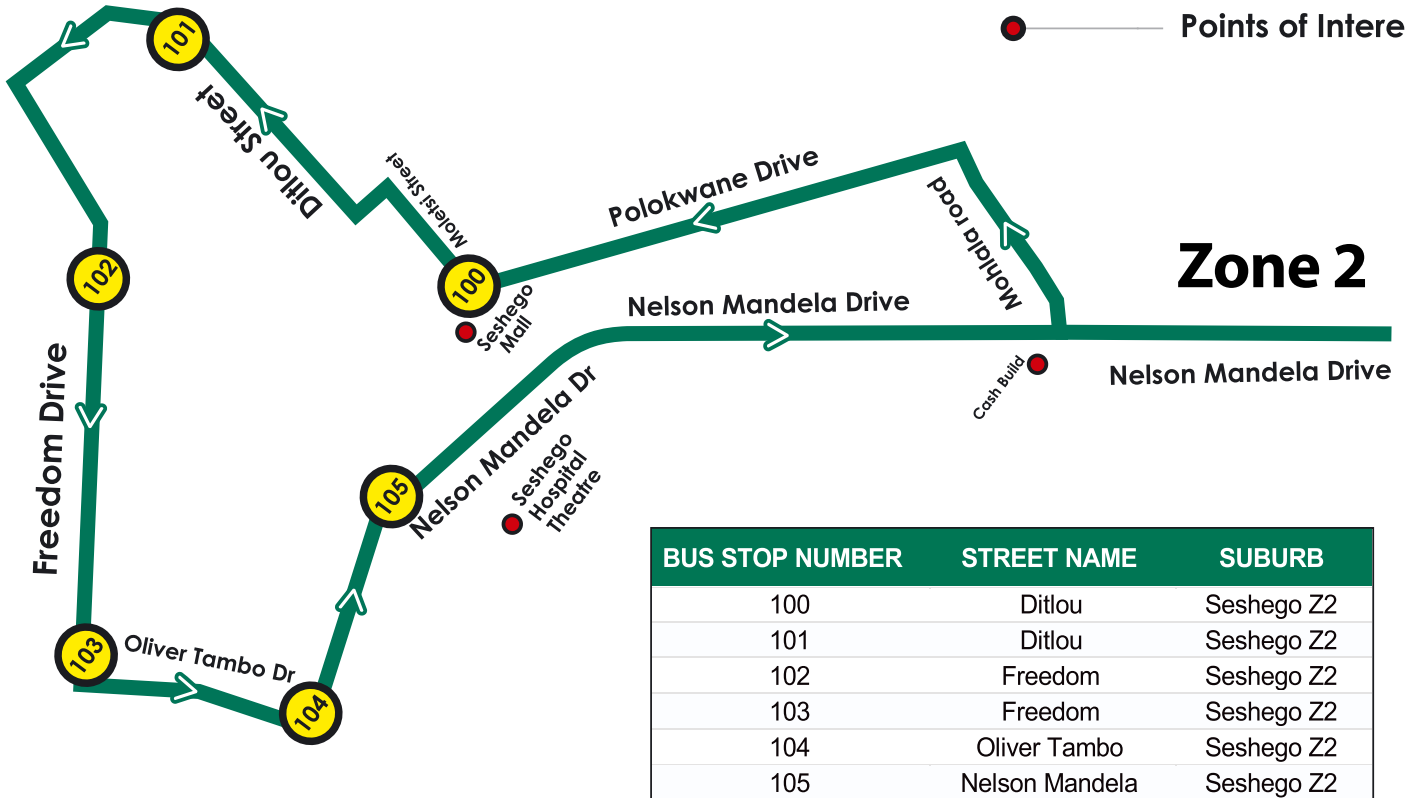
Travel in **Polokwane** made easy!

*Journey with Us*

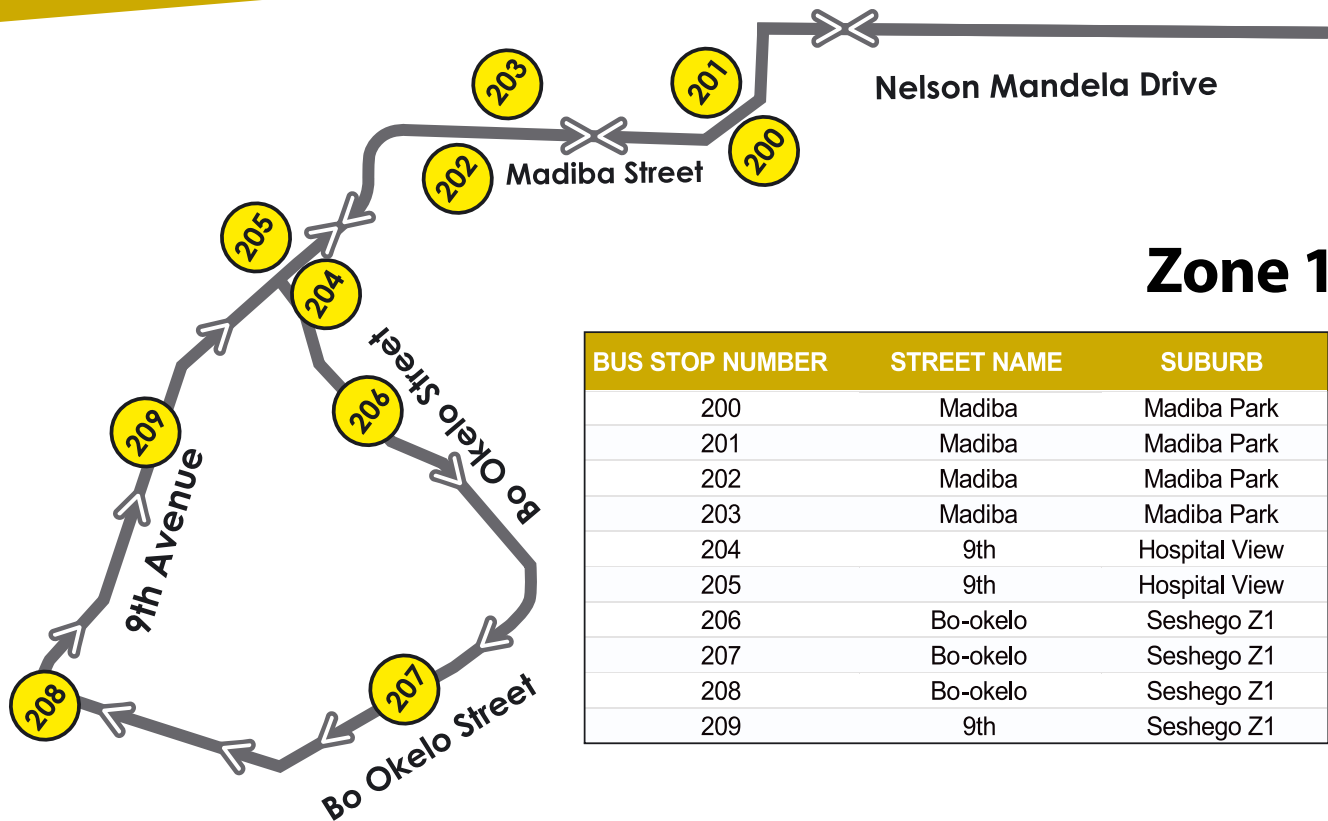


# CBD to Seshego - Zone 2 & Zone 3

-  Bus Stop
-  Points of Interest

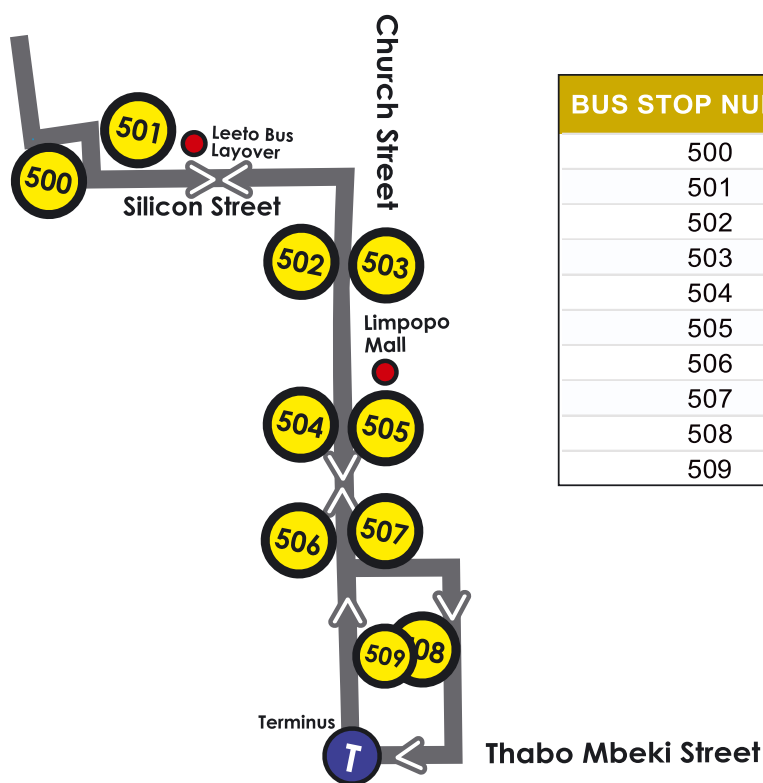


# CBD to Seshego - Zone 1 & Madiba Park




## Zone 1

BUS STOP NUMBER	STREET NAME	SUBURB
200	Madiba	Madiba Park
201	Madiba	Madiba Park
202	Madiba	Madiba Park
203	Madiba	Madiba Park
204	9th	Hospital View
205	9th	Hospital View
206	Bo-okelo	Seshego Z1
207	Bo-okelo	Seshego Z1
208	Bo-okelo	Seshego Z1
209	9th	Seshego Z1



## Madiba Park

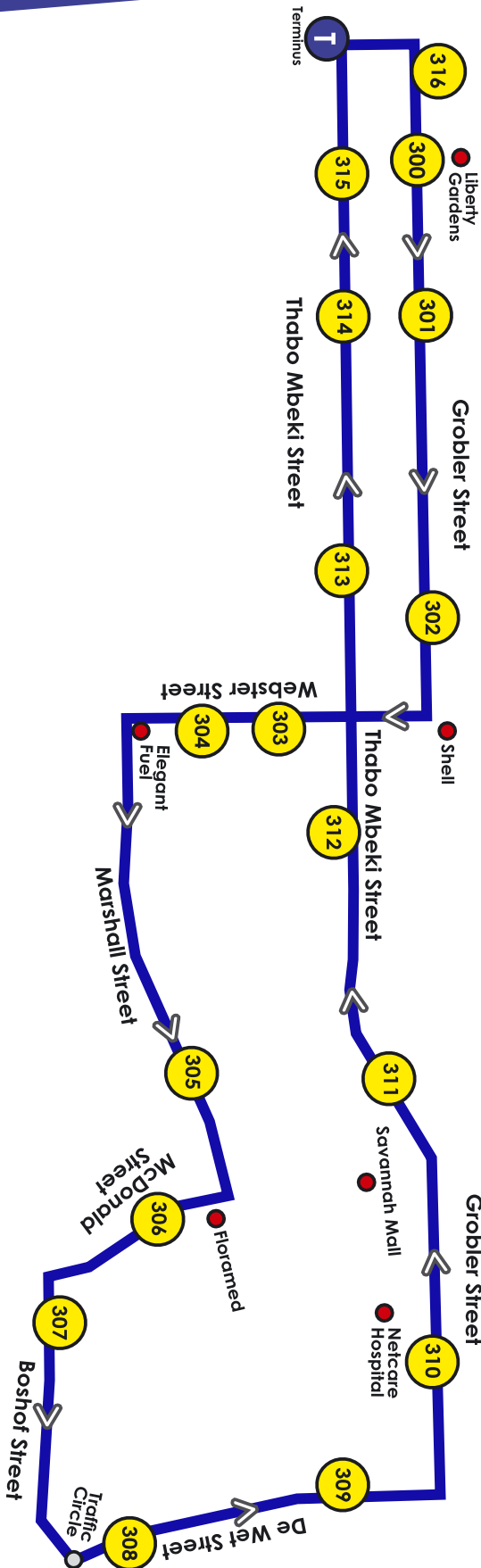
BUS STOP NUMBER	STREET NAME	SUBURB
500	Silicon Street	CBD
501	Silicon Street	CBD
502	Church Street	CBD
503	Church Street	CBD
504	Church Street	CBD
505	Church Street	CBD
506	Church Street	CBD
507	Jorissen Street	CBD
508	Landros Mare Street	CBD
509	Church Street	CBD



-  Bus Stop
-  Points of Interest

# CBD to Flora Park

## CBD to Flora Park

BUS STOP NUMBER	STREET NAME	SUBURB
300	Grobler	CBD
301	Grobler	Pol City
302	Grobler	Pol City
303	Webster	Capricorn
304	Webster	Capricorn
305	Marshall	Fauna Park
306	McDonald	Flora Park
307	Boshoff	Flora Park
308	DeWet	Flora Park
309	DeWet	Fauna Park
310	Grobler	Fauna Park
311	Thabo Mbeki	Fauna Park
312	Thabo Mbeki	Capricorn
313	Thabo Mbeki	Pol City
314	Thabo Mbeki	Pol City
315	Thabo Mbeki	CBD
316	Church Street	CBD





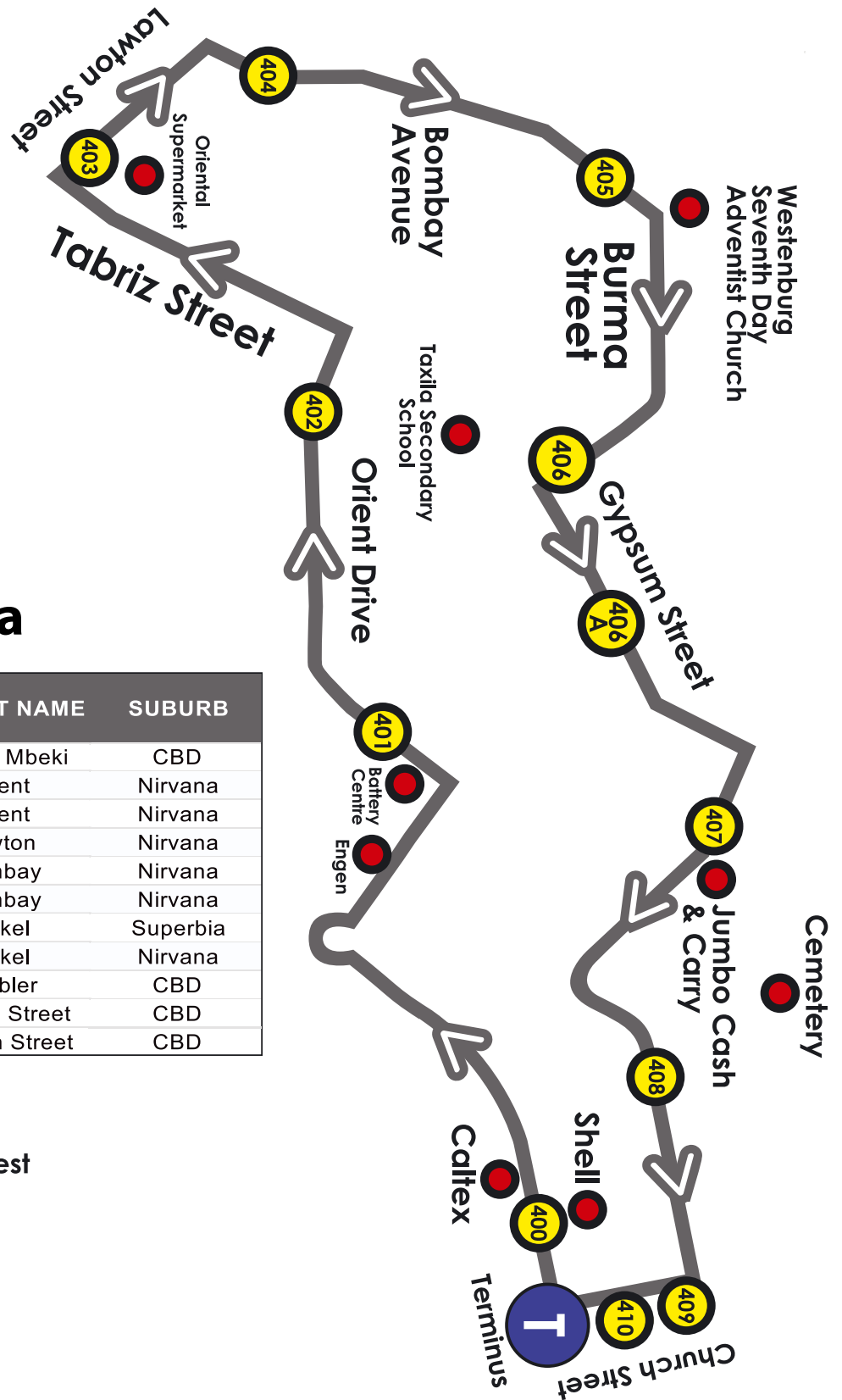
-  Bus Stop
-  Points of Interest

# CBD to Nirvana (Westernburg)

## CBD to Nirvana

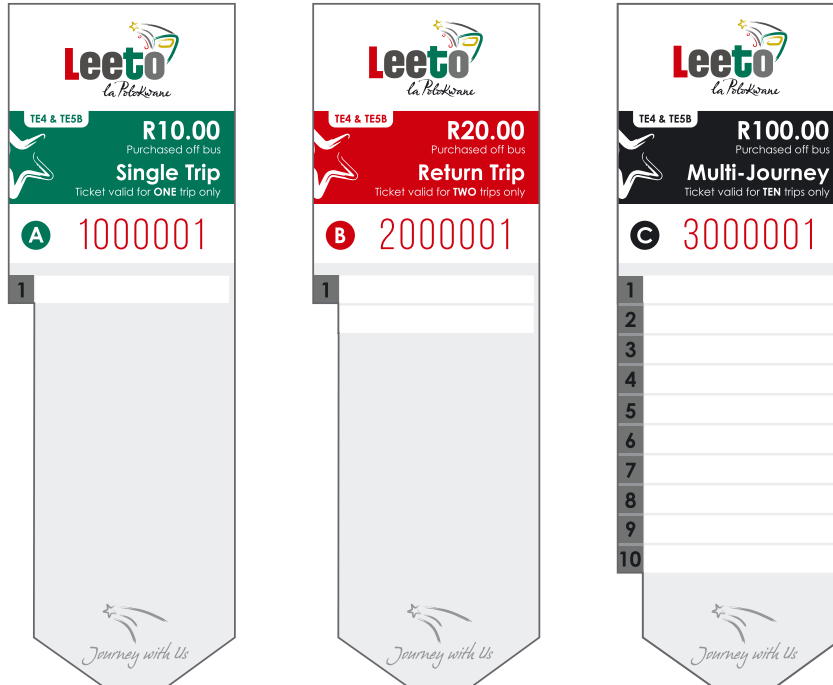
BUS STOP NUMBER	STREET NAME	SUBURB
400	Thabo Mbeki	CBD
401	Orient	Nirvana
402	Orient	Nirvana
403	Lawton	Nirvana
404	Bombay	Nirvana
405	Bombay	Nirvana
406	Nikkel	Superbia
407	Nikkel	Nirvana
408	Grobler	CBD
409	Church Street	CBD
410	Church Street	CBD

-  Bus Stop
-  Points of Interest

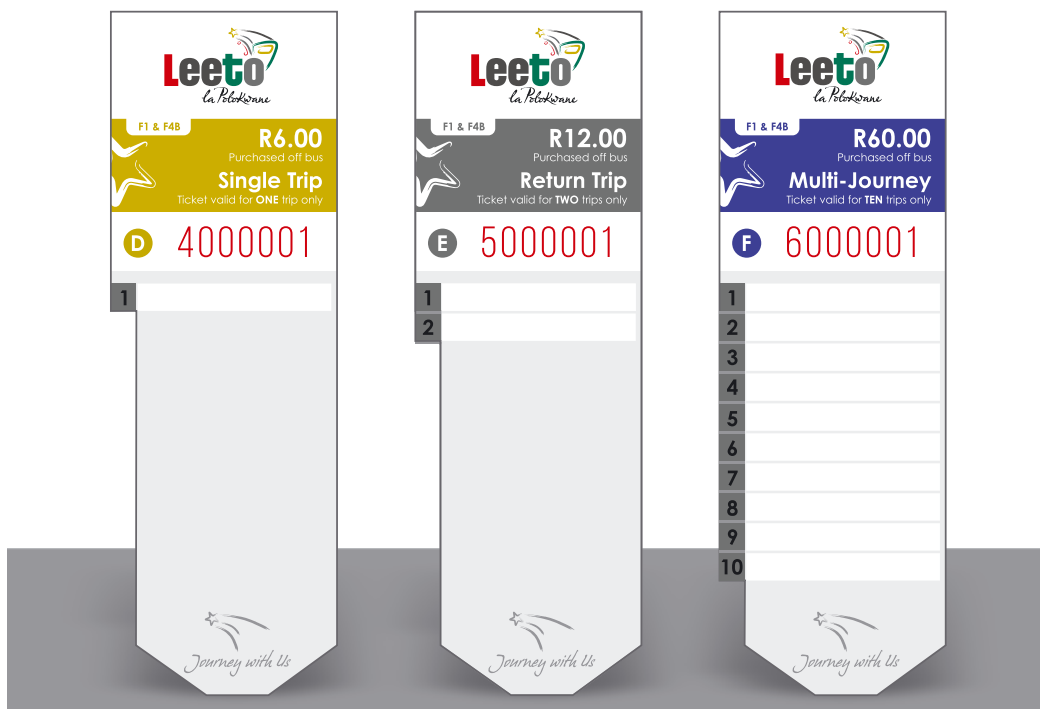


# Ticketing

Tickets can only be used for Leeto services.



Westernburg, Nirvana and Flora Park colours Mustard, Grey and Blue



# Ticket Selling Points

Tickets must be purchased for children from the age of three.

Tickets purchasing points are at the following Municipal Offices:

- **Civic Centre** – (Rates Hall)
- **Zone 1**- Office along Chris Hani street (between Solomon Mahlangu street & 25<sup>th</sup> street)
- **Zone 8** - Office along 119<sup>th</sup> Avenue (between 120<sup>th</sup> street & Samson Phophi street)
- **Zone 3** - Home Affairs Office cnr Kwena & 68<sup>th</sup> street Coord

Operating hours are from Monday to Friday, 08:00 to 15:00.

Tickets are to be purchased from authorised selling points, fare evasion is a criminal offense.

The accepted method of payment will both be cash and card.

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## CUSTOMER SERVICE

Leeto La Polokwane strives to maintain the highest standards in customer service, and is committed to providing quality, convenient, safe, comfortable, affordable, environmentally friendly, accessible, reliable, and inclusive service to all passenger. In reaching service delivery goals, the following principles have been set out as Customer Satisfaction Standards;

1. To meet the passenger's needs in a caring and pro-active manner
2. To provide a quality public transport service for all users of LLP
3. To provide a convenient, accessible, efficient, reliable, affordable and quality public transport service
4. To ensure that customer complaints are addressed promptly, diligently and to the full satisfaction of the passenger
5. To ensure that all passengers of the LLP system receive consistent and fair treatment at all times
6. To provide staff and system operators with passenger service standards, knowledge and competencies required to meet changing passenger needs

Passengers that are not satisfied with any aspect of LLP services are encouraged to lay complaints in writing to [leetolapolokwane@polokwane.gov.za](mailto:leetolapolokwane@polokwane.gov.za), to the call centre on +27 68 554 4235 and other available platforms for improvement of the system.

General information on all platforms is to be updated and communicated to the passengers, consisting of:

- i. Starting, Running and Closing Times (Timetables)
- ii. Offices and Addresses
- iii. Names of Managers on Duty
- iv. Facilities / Services available
- v. Access details
- vi. Means by which contact can be made, and
- vii. Out of hours contact details



# Priority Seating & Wheelchair access



## Priority seating and other features on board

Our vehicles have a range of features designed to make it easier to travel including all together eight dedicated red priority seats.

Red priority seats are reserved for people with special needs for ease of access

### Leeto priority seats are reserved for:

- The elderly
- Pregnant women
- People using mobility devices (walking sticks, crutches)
- Adults travelling with small kids/ strollers

If you are using a priority seat and you don't need it, please be ready to offer it to someone who does. In the spirit of Ubuntu, a culture of mutual respect and courtesy we request our passengers to exercise care and kindness.

**Wheelchair spaces** - . Our buses have specially positioned seats for people with special need which also have safe docking bays for wheelchairs.



# How it Works

## Plan your journey

Routes and timetables are available on the Leeto website and the traveller guide. Where are you going to? Where is your nearest bus stop? What time(s) is the bus leaving?

## At the bus stop

Produce your ticket to the ticket examiners.

## On the bus

### Children under the age of 10 **MUST** be accompanied by an adult.

- To board the bus, ensure you have a valid ticket. There will be a ticket examiners at the stops to validate your tickets.
- Wait for passengers to disembark before boarding
- There will be no refunds for lost/ stolen tickets – please keep your ticket safe.
- There will be no ticket sales at the stops and bus drivers do not sell tickets.
- Take a seat, be mindful of not taking the priority seat. Leeto buses are designed for seated as well as standing passengers, with enough support for standing passengers to keep balance.
- Ensure that items such as prams and shopping bags are safely stowed in the area provided.
- Push the STOP button to indicate that you want to get off at the next bus stop in good time, to allow the bus driver to stop in good time.



# Conditions of Carriage



- All passengers must be in good health and able to travel independent of any assistance from Leeto officials.
- All passengers to produce a valid ticket. NO REFUNDS for lost/ stolen tickets.
- Be patient, respectful and responsible, and behave with common courtesy.
- Please give up your seat for some-one who might need it more than you do, such as a frail or elderly person, a pregnant woman, or someone with a disability, especially if you are seated in one of the priority seats.
- No passenger using the bus will be allowed to be offensive to fellow passengers or Leeto staff in manner, actions or appearance or to use language that is obscene or abusive to fellow passengers and staff. Do not use any force, intimidate or threaten any of our staff or customers.
- No hawking or informal trading is allowed
- Respect other passengers by not playing music audibly, talking loudly or using profane language. Headphones are acceptable
- Passengers must stand clear of closing doors and hold onto the hand grips, seat backs or rails when standing.
- Children under the age of 10 must be accompanied by an adult.
- No toxic or inflammable products such as paraffin, petroleum, gas or spirits may be transported in the bus
- No vandalism or unauthorised advertising is allowed.
- No begging or loitering is allowed.
- No smoking is allowed on the bus.
- No eating, drinking or chewing gum is allowed on the bus.
- No firearms or dangerous weapons are allowed on the bus.
- No animals are allowed except authorised service dogs
- Do not distract the driver's attention, interfere with the driver's actions or obstruct his/her vision without reasonable cause.
- Do not perform any act on the bus that could cause injury or endanger the life of any person or cause damage to any property.
- Do not forcefully open the doors of a bus as it will damage to electronic equipment on the bus.

# Covid-19 Protocols



Passengers **MUST**  
wear a face mask  
**NO MASK = NO RIDE**



Passengers with fever  
or flu-like symptoms  
are advised **NOT** to ride



Passengers with a  
dry cough are advised  
**NOT** to ride



Please maintain a  
safe distance to  
other passengers



Hands **MUST**  
be sanitized



Open windows to  
allow for air circulations