

Question: Why did DART decide to construct a depot at Jangwani while knowing that the area is prone to flooding?

Answer: The actual decision of constructing a depot at Jangwani was concluded after the environmental impact assessment was done, and the area was recommended suitable for constructing the current depot. However, environmental pollution due to human activities at the upper side of the Msimbazi River Basin including people building within the Valley has led valley to lose its actual nature. Thus, excessive sand and debris have affected the flow of rain waters through the valley.

Question: Which plans have DART put in Place in order to bring solutions to the Jangwani problem?

Answer: In collaboration with the Tanzania National Roads Agency (TANROADS), DART Agency has been removing debris and sand from the Msimbazi river area to facilitate water flow as part of short-term plan to deal with the problem. Moreover, there is a long term plan being implemented by DMDP under President's Office: Regional Administration and local Government (PO-RALG) and all Dar es Salaam municipalities to mitigate the adverse effects of floods along Msimbazi river basin valley by building a large bridge. This project is funded by the World Bank. A team of consultants has already been engaged to find solutions to the Jangwani floods and Msimbazi Basin at large.



Question: What Kind of loss has been caused to DART project due to Jangwani floods?

Answer: The Agency has encountered many kinds of loss due to floods at Jangwani. Delayed bus service is one of the losses. Due to the damage caused by floods on the buses, passengers have been facing delays at the stations which in turn affected operations. Bus operations have also been affected due to damage on the DART infrastructure. DART has suffered the cost of repairing buses, cleaning ditches and roads during floods. Another loss is the drop of daily revenue due to shortage of buses.

Question: The services offered was good at the beginning of the bus operations, but now passengers wait for a long period of time at the stations. What is happening to the buses?

Answer: Instalment of an Intelligent Transportation System (ITS), a system which enables technical staff working in the Control Room to track the buses in the DART system and see which station needs more buses at a time rather than guessing, will assist resolving the delay problem. When the ITS is completely installed such problem will

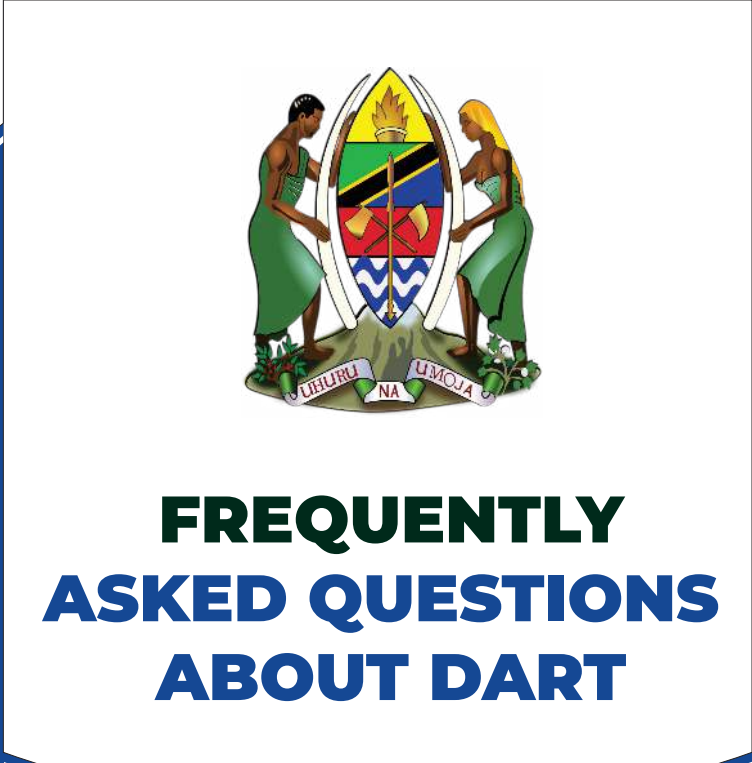
hardly happen. Shortage of buses is the problem. The number of buses during the Transitional Service Provider (TSP) is 210 compared to the actual number of 305 buses required for a full service. The Agency is in a process of procuring a bus service provider in compliance with government procurement laws and regulations. The service provider will also increase the number of buses. However, with the number of buses available, the Agency is working closely with the current interim service provider to ensure bus services are improved despite the challenges.

Question: Why are buses parked at terminals during peak hours while passengers remain stranded in bus stations waiting for buses?

Answer: The bus operator deploys all the buses in the DART system during peak hours while 75% of the buses operate during off peak hours when there is a small number of travelers. The effect of floods at Jangwani made it impossible for the buses to continue parking at Jangwani. During floods, buses are normally parked to the terminals. In addition, bus drivers are guided by specific timetable set by experts either to continue operating or park for one reason or another.

Question: Why doesn't the Agency allow old commuter buses popularly known as "daladala" to operate in the DART system to solve shortage of buses?

Answer: In case of shortage of buses or huge demand, DART Agency collaborates with LATRA to allow daladala to operate temporarily.



FREQUENTLY ASKED QUESTIONS ABOUT DART







Question: We have seen the use of smart cards as part of automated fare collection system being used in the DART system and unfortunately it has been stopped. When is the Agency going to resume the use of cards in the system?

Answer: The bus operator (UDART) had purchased and sold 200,000 cards to users of DART buses, Ideally, 90 Percent of DART- users are supposed to use cards when traveling in the system and 10 percent of the travelers can use paper tickets especially when they are just coming from upcountry to visit Dares Salaam for a short time. The use of cards in the last two years after the inception of bus operations in may 2016, was preferred by many people but later the government of Tanzania decided to revamp the fare collection system in order to enhance security and curb any attempts of cybercrime. Paper ticketing is still in use until the automated fare collection system resumes.

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