

# MyCiTi Rules

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## 1. Welcome to MyCiTi

In these rules we set out our commitment to providing a world class transport service that takes passengers to their destinations safely, comfortably and on time.

While this document describes the rules and regulations governing the use of MyCiTi, any person may be prosecuted for any other offence in the law not listed in these rules, under any other law or by-law.

## 2. Our pledge

We strive to provide:

- Clean, comfortable, safe, frequent, punctual and affordable services.
- Convenient operating hours.
- A smartcard fare system which stores monetary value.
- Universal design for improved accessibility, to be implemented progressively.
- Staff who know their job, are honest, polite, helpful and professional.
- Clear signage and customer information.
- A safe and secure environment.
- A sustainable and environmentally-friendly public transport system, through different measures including the reduction of emissions by using clean vehicle technologies.
- A dynamic service that changes as a result of constructive feedback and lessons learnt.
- More integrated bus, taxi and train service links as the City coordinates transport solutions with other public transport operators.

## 3. Customer obligations

Customers must comply with the MyCiTi Rules, which are conditions of use that must be followed by all customers. These include:

- Paying your way with a **myconnect** smartcard or a single-trip card.
- Treating all fellow customers and MyCiTi employees with respect.
- Making use of MyCiTi in a respectful and responsible way.
- Being cooperative and patient.

## 4. Feedback and complaints

We understand the importance of listening to what you, our customers, want from MyCiTi and we encourage constructive criticism and feedback. This allows us to constantly evaluate and improve the system and its services.

To provide feedback please call the Transport Information Centre at 0800 65 64 63 and you will be supplied a reference number.

We aim to respond to you within a reasonable time period. If we have not, please follow up with us.

If you are unhappy with our response you can contact the Local Government Ombudsman (quoting your reference number) at:

Local Government Ombudsman  
Civic Centre – Tower Block  
12 Hertzog Blvd  
Cape Town  
8001  
ombudsdirect@capetown.gov.za

## 5. Authorised staff powers and functions

Authorised staff will aim to ensure that all customers comply with MyCiTi's conditions of use.

Authorised staff have the powers set out in the Control of Access to Public Premises and Vehicles Act of 1985 to enforce the rules.

This includes:

- Refusing access to any member of the public to a MyCiTi premises or removing a person from such premises.
- Asking a customer or another person on a MyCiTi premises:
  - For the person's name and address if the authorised staff member believes the person may have committed an offence.
  - To produce documents verifying that the information given is correct.
  - To declare whether the person has any dangerous object in their possession.
  - To declare what the contents are of any, suitcase, attaché case, bag, handbag, folder, envelope, parcel or container of any nature which the person has in their possession, and show those contents to the authorised officer.

Customers are reminded that authorised staff are doing their jobs and MyCiTi will not tolerate abuse of staff.

Law enforcement officers and other officers responsible for law enforcement may issue fines in terms of applicable legislation.

## 6. Safety and security

MyCiTi aims to create an environment that is safe of hazards and free of all forms of crime.

MyCiTi's station staff are trained in customer service and safety. Please speak to one of them if you feel threatened by unruly, aggressive or anti-social behaviour.

### 6.1. Safety

For your safety please note that:

- Platforms at the stations allow for level boarding, usually without a gap between the bus and the platform. On boarding or alighting passengers must check if the ramp has been correctly deployed and if not exert extra caution. Under no circumstances should passengers board or alight once the bus or station doors have started to close.
- The use of dedicated roadways, where necessary, enhances vehicle safety. Passengers may not walk in the dedicated lane.

Safety in the MyCiTi system is a primary consideration, but passengers travel at their own risk. The City of Cape Town and its contractors will not be liable if you injure yourself while travelling in the MyCiTi system unless the injury is due to the gross negligence of the City or its contractors. Customers must follow the instructions in Annexure C of these rules to ensure their own safety and the safety of others.

### 6.2. Security

For your security the MyCiTi system includes:

- Security staff and customer service staff at most stations
- Law enforcement officers
- Closed circuit television (CCTV) surveillance.

MyCiTi adopts a zero tolerance approach to crime and works closely with the City of Cape Town's safety and security personnel and the South African Police Service to make MyCiTi vehicles and stations safe and secure.

## 7. Accessibility

All customers must be fit for travel, and not in immediate need of medical assistance. MyCiTi does not undertake to provide emergency or assisted transport.

MyCiTi makes use of universal design principles to allow access for as many people as possible, including the aged and people with disabilities.

All stations have easy access and allow level boarding of vehicles. Vehicles are equipped with ramps that can be pulled out to allow easy access for prams and wheelchairs. These can be deployed at kerbside stops.

Passengers making use of wheelchairs or electrically driven mobility aids, which are not wider than 700mm and longer than 1300mm or weigh 300kg combined, can travel in MyCiTi vehicles.

Customers using wheelchairs must secure them in the designated area using the equipment and the seat belt provided. It is not the responsibility of MyCiTi staff to do this, and when assistance is provided it remains the responsibility of the customer to ensure that they are properly and safely secured.

Prams and bicycles are welcome, subject to the conditions of use in the table below. Customers are responsible for these items at all times and must ensure that they do not inconvenience or injure fellow customers.

Please make the red priority seats on MyCiTi vehicles available to customers who are more in need of the seat, such as elderly customers or those in an advanced stage of pregnancy.

When queuing for a MyCiTi bus please allow customers with disabilities or mobility impairments to move ahead of you.

## 8. myconnect card

All MyCiTi customers who are four years and older or taller than 1 metre must be in possession of a valid **myconnect** card loaded with enough money to travel.

All **myconnect** cards have an expiry date. Card holders must purchase a new card in order to travel on MyCiTi before their **myconnect** card expires.

## 9. Concessions

Children under one metre tall, who are under the age of four, ride free of charge on MyCiTi. These children must be small enough to sit on their parent's or an accompanying adult's lap to make a seat available to another customer, particularly if the vehicle is full.

Other customers eligible to ride free are:

- MyCiTi staff while in possession of a valid access pass while on duty and in uniform.
- People in possession of a valid media or guest pass.
- People in possession of a valid access pass.
- Officers from the following services if they are in uniform and have a valid service identity card: South African Police Service, Metro Police, Law Enforcement, and Traffic Services.

## 10. Fares

The MyCiTi fares are approved annually as a tariff by the Council, and they may change from time to time. Fares are charged in accordance with the applicable tariffs.

Fares are deducted from the value on your **myconnect** card. When loading value there are two options: Standard and Mover.

Standard allows you to load any amount of money and you will be charged with the Standard fare.

Mover packages provide for discounted fares and are valid for three years.

The fares are available on the MyCiTi website ([www.myciti.org.za](http://www.myciti.org.za)).

## 11. Timetables

MyCiTi strives to adhere to its published timetables but cannot be held liable if buses are delayed due to traffic, incidents or operational factors.

## 12. Luggage and other items

Dangerous items and materials are strictly prohibited on MyCiTi premises. These include toxic, highly flammable and explosive materials, or weapons of any kind.

Customers may only travel with items that can be carried without assistance and which can be stored on MyCiTi vehicles without inconveniencing fellow customers.

Customers are not permitted to bring on board anything that:

- Is more than two metres long or weighs more than 30kg.
- Cannot be carried by the customer alone.
- Is hazardous or flammable.
- Is likely to cause injury or offence to other customers or MyCiTi staff.
- Is likely to damage MyCiTi vehicles or stations.

Staff can refuse permission to take any item onto MyCiTi services or premises.

Please keep your luggage and possessions with you at all times. Unattended property is a security risk and can cause unnecessary delays to services, as well as injury and damage.

Any luggage may be refused access at the discretion of MyCiTi staff and must be removed on instruction.

Prams, strollers and walking aids (including electrically-driven mobility aids such as wheelchairs and scooters) can be carried free of charge, provided they comply with the

conditions of use. Parents and other child minders are responsible for the safety of any child in a pram or stroller.

Bicycles are permitted on MyCiTi free of charge. They must be kept in the designated area provided for bicycles next to the wheelchair area and must be free of grease and other lubricants which can stain passenger's clothing.

Bicycles may only be brought on board if there is enough space available in this area. If not, the customer must wait for the next bus with available space. Bicycles may not block aisles, doors or emergency exits, or impede movement in aisles or through doors and exits. Customers must comply with instructions issued by MyCiTi staff members.

All luggage and other items carried must be stowed safely and customers must ensure they are held securely. Customers are responsible for any damage or injury caused by luggage brought onto MyCiTi premises.

The open space in buses with flip-down seats and straps for securing wheelchairs is for preferential use by customers using wheelchairs. If not occupied by a wheelchair it may be used for bicycles as well as customers with large items of luggage, such as suitcases and prams. Other customers are required to vacate the space and the flip-down seats on request of such customers.

## 13. Assistive animals and pets

Customers with visual impairments are permitted to bring trained assistive animals (such as guide dogs) on MyCiTi vehicles. Assistive animals are not allowed on seats and may not block aisles and exits. Assistive animals must be controlled by their owners at all times.

Domestic pets, which are not assistive animals, are not permitted on MyCiTi vehicles unless they are in a travelling container from which they cannot escape and potentially cause injury, inconvenience or discomfort to fellow customers.

## 14. Lost property

If you believe an item of your property has been left on a MyCiTi vehicle or at one of our stations, ask at the relevant station or call the City of Cape Town's Transport Information Centre (TIC) on 0800 65 64 63.

MyCiTi staff will make every reasonable effort to collect and store property found on the MyCiTi premises, but MyCiTi does not accept any responsibility for loss or damage of any nature to the property of customers using the MyCiTi service.

Lost property handed in will be available for collection for only one week from the day that it is handed in, after which it will be disposed of.



## 15. Services

MyCiTi services include scheduled services and event services.

MyCiTi reserves the right to change its services to better meet the needs of MyCiTi customers from time to time. These changes will be communicated to the public.

Events that require the dedicated use of MyCiTi services, as well as any additional or special services and promotions which may occasionally take place, will be communicated to the public with sufficient notice.

## 16. Customer information

MyCiTi service information and all relevant details, including schedules, are made available in prominent locations at stations, on the MyCiTi website ([www.myciti.org.za](http://www.myciti.org.za)) and from the Transport Information Centre on 0800 65 64 63.

## 17. Languages

These rules are available in Xhosa and Afrikaans upon request.

## 18. Contact us

Call: Transport Information Centre at 0800 65 64 63  
Website: [www.myciti.org.za](http://www.myciti.org.za)  
Email: [transport.info@capetown.gov.za](mailto:transport.info@capetown.gov.za)

# Annexures

## A. Conditions of use

These conditions of use have been issued in terms of section 2(3)(a) of the Access Act and the relevant sections of the National Land Transport Act (NLTA). The conditions of use aim to create a safe travelling environment for all, and to explain the duties and functions of MyCiTi officials.

When you use the MyCiTi service, you undertake to be bound by the rules and the conditions of use. All other persons on MyCiTi premises are also bound by the rules. The rules will be strictly enforced in the MyCiTi premises to ensure the safety and security of all customers and staff, and the provision of a superior transport service.

A breach of the rules may be penalised by way of a fine and/or imprisonment, in terms of section 4 of the Access Act and/or section 90(2)(b) of the NLTA, depending upon the severity of the breach. Equally, where a breach of the rules constitutes an offence under a City of Cape Town by-law, the person concerned may be penalised under the relevant provision of the by-law.

Where a person at a MyCiTi premises commits or attempts to commit an offence contained in Schedule 1 to the Criminal Procedure Act, Act 51 of 1977 (a Schedule 1 Offence), in the presence of an authorised officer of MyCiTi, that authorised officer may arrest and detain such person without a warrant in terms of section 42 of the Criminal Procedure Act. Similarly, if an authorised officer entertains a reasonable suspicion that a person found at the MyCiTi premises has committed a Schedule 1 Offence (including, public violence, robbery, malicious injury to property, assault and theft), the authorised officer may arrest and detain the offending person, who shall then be charged accordingly. An authorised officer in charge of a property forming part of the MyCiTi premises may, without a warrant, arrest a person committing any other offence on that property. On finding a person to be acting in contravention of the rules, an authorised officer may also remove that person from the MyCiTi premises, or a MyCiTi vehicle, or take other steps as provided for in the rules and afforded to authorised officers under the Access Act.

As a breach of the rules will also constitute an offence under the relevant legislation (either the NLTA or the Access Act, or a provision of a City by-law), the City of Cape Town may elect to prosecute offending customers in terms of the relevant empowering provisions under the acts and/or by-laws, in particular, the by-law relating to Streets, Public Places and the Prevention of Nuisances, of 28 September 2007,

("the Nuisance By-law"), the Integrated Waste Management By-law, of 21 August 2009 ("the Waste By-law") and the Informal Trading By-law, of 20 November 2009 ("the Informal Trading By-law").

In terms of section 4 of the Access Act, a person found to be in contravention of its provisions (including any conditions of use made in terms thereof) is guilty of an offence and liable on conviction to a fine not exceeding R2 000 or to imprisonment for a period not exceeding two years, or both. In terms of section 90(2)(b) of the NLTA, the penalty that may be imposed is a term of imprisonment not exceeding three months or a fine not exceeding R10 000.

Customers are expected to be patient and courteous when using MyCiTi by, for example, allowing customers already on MyCiTi vehicles to exit before boarding.

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
1	No person may access the MyCiTi premises, or any part thereof, including access to ticket controlled areas without a valid ticket ( <b>myconnect</b> card).	All customers must be in possession of a valid ticket/ <b>myconnect</b> card for the date of travel.	Section 2(1)(b) read with 2(2) of the Access Act ("permission for entry/access provisions"), and section 4(a) of the Access Act (it is an offence to enter public premises or a public vehicle in the absence of permission in breach of section 2(2)). Section 90(1)(k)(i) of the NLTA: failure to pay fare due. Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i> , blocks, occupies, begs, stands, sits or lies in a Public Place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.	i, ii, iii
2	No person may refuse to allow an authorised officer to inspect a ticket or <b>myconnect</b> card.	Authorised officers (clearly identifiable by their uniforms and name badges) are entitled to request proof of permission for entry/access in the form of a ticket/ <b>myconnect</b> card. If, on inspection of the ticket/ <b>myconnect</b> card, an authorised officer believes the person concerned does not have a right of access to the MyCiTi ticket/fare control area, the authorised officer may instruct the offending person to leave the MyCiTi premises forthwith.	Section 90(1)(j) of the NLTA (refusal/failure to comply with the lawful order, direction or demand of an authorised officer). Section 90(1)(k)(iv) of the NLTA (disobeying a reasonable instruction issued by the driver or conductor for the purposes of maintaining order). Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.	i, ii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
3	No person may use a concessionary ticket for which they do not qualify.	(a) No person is permitted to impersonate someone else in order to make use of that customer's personalised ticket/pass. (b) If, on inspection of the ticket/pass, an authorised officer believes the person concerned does not have a right of access to the concession, the authorised officer may, in addition to other steps, instruct the person to leave the MyCiTi premises forthwith.	Section 4(b) of the Access Act: deliberately furnishing false information. Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i> , blocks, occupies, begs, stands, sits or lies in a public place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.	i, iii
4	No person shall travel in an unfit state.	(a) MyCiTi vehicles may not be used for the primary purpose of emergency transport and all customers must be in a fit state of health to travel. For example, people suffering from infectious airborne diseases, and with exposed wounds or sores, may not use the MyCiTi service, and are requested to use alternative services, such as that provided by ambulance services. (b) If a person that is not fit to travel is allowed to travel, that person (as any other customer) travels at his or her own risk. (c) If, in the opinion of an authorised officer, a customer is not in a fit physical and/or mental state to travel, he or she may require the person concerned to leave the MyCiTi premises.	Section 2(1)(b) read with 2(2) of the Access Act ("permission for entry/access provisions"), and section 4(a) of the Access Act (it is an offence to enter public premises or a public vehicle in the absence of permission in breach of section 2(2)). Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i> , blocks, occupies, begs, stands, sits or lies in a Public Place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.	ii, iii
5	No person may smoke and/or drink any liquids on the MyCiTi premises, and all persons on the MyCiTi premises are strictly prohibited from consuming any liquor and/or drugs.	(a) No person may smoke in/on the MyCiTi premises, including on MyCiTi vehicles and in stations. (b) No person may drink in/on the MyCiTi premises, including on MyCiTi vehicles and in stations. (c) No person may bring an open container containing liquid into a ticket/fare controlled area. (d) The provisions of paragraphs (b) and (c), and in Rule 6(a) do not apply in a designated area (if any) where liquids such as coffee or tea and / or eating is allowed, as indicated through explicit signage. However, when leaving such a designated area, customers must comply in all respects with these provisions.	Condition in terms of 3(2) of the Access Act Section 2(3)(h) and (i), read with section 23 of the Nuisance By-Law: no person shall in a public place consume any liquor or drugs; nor be drunk or under the influence of drugs.	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
6	<p>(a) No person may consume food and/or chew gum in or on the MyCiTi premises.</p> <p>(b) All customers are strictly prohibited from disposing of chewing gum in any place other than in the provided waste bins.</p> <p>(c) Littering is strictly prohibited.</p>		<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(k)(iii) of the NLTA: acting in a manner that inconveniences a fellow passenger.</p> <p>Section 15(1), read with section 23 of the Waste By-law: no person may drop, throw, deposit, spill, dump, store or in any other way discard, any litter or waste into or onto any public place, or any place to which the public has access, or otherwise dispose of it, nor may they allow a person under their control to do so.</p>	i, v
7	<p>No person may act in a way that inconveniences and/or causes any discomfort to other customers, and/or amounts to an interference with the property of other customers.</p>	<p>This includes (but is not limited to):</p> <p>(a)(i) buying, selling, or advertising anything for sale</p> <p>(ii) begging for money, donations or employment</p> <p>(iii) distributing any leaflets or other promotional items</p> <p>(iv) riding a bicycle, roller-skates, rollerblades, skateboards or any similar object or machine inside a station or MyCiTi vehicle</p> <p>(v) failing to store luggage or any other items in the correct manner and place (all luggage to be stored in designated areas on MyCiTi vehicles)</p> <p>(vi) soiling, littering in or damaging the MyCiTi premises</p> <p>(vii) spitting in or on MyCiTi property or property belonging to another person</p> <p>(viii) gambling in, on or around the MyCiTi premises</p> <p>(ix) defacing any MyCiTi property by, amongst others, writing, drawing, painting or fixing anything to or on MyCiTi property or property belonging to another person</p> <p>(x) behaving in a disorderly manner</p> <p>(xi) insulting, abusing or threatening fellow customers</p> <p>(b) or where a customer has complained about another customer, or as directed by an authorised officer:</p> <p>(i) playing music or instruments</p> <p>(ii) talking or singing loudly and thereby disturbing other customers</p>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(k)(iii) of the NLTA: acting in a manner that inconveniences a fellow passenger.</p> <p>Any informal trading must be conducted within the purview of the Informal Trading By-law, and in particular, it is strictly prohibited at a place where it, <i>inter alia</i>, obstructs access to, amongst other things, bus passenger benches and shelters, queuing lines, refuse disposal bins or other facilities intended for the use of the general public; or where it obstructs access to a vehicle or obscures any road traffic sign (see section 11, read with section 18).</p> <p>Section 12 of the Informal Trading By-law prohibits persons from conducting informal trading where, <i>inter alia</i>, it would obstruct access to any service of the municipality (section 12.1) and where it is conducted in a manner that creates a nuisance, causes damage to public property or creates a traffic hazard (section 12.3). See also section 16 of the Nuisance By-law: control of goods offered for sale.</p> <p>Section 2(1)(a)(ii), read with section 23, of the Nuisance By-law: no person, when in a public place, may intentionally touch or cause physical contact with another person, or his or her property, without that person's consent.</p>	i, ii, iii, iv, v

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
		<p>(iii) photographing and/or video-recording other customers where they have objected thereto</p> <p>(iv) behaving in an indecent or offensive manner.</p>	<p>Section 2(1)(c), read with section 23, of the Nuisance By-law: no person may continue to beg from a person or closely follow a person after the person has given a negative response to such begging.</p> <p>Section 15, read with section 23, of the Nuisance By-law: prohibition upon skating, roller-skating and dangerous acts in public places.</p> <p>Section 15(1), read with section 23 of the Waste By-law: no person may drop, throw, deposit, spill, dump, store or in any other way discard, any litter or waste into or onto any public place, or any place to which the public has access, or otherwise dispose of it, nor may they allow a person under their control to do so.</p> <p>Section 2(3)(e), read with section 23, of the Nuisance By-law: no person may spit in public.</p> <p>Section 2(3)(k), read with section 23, of the Nuisance By-law: no person may gamble in public.</p> <p>Sections 2(3)(a)-(b) and section 3 of the Nuisance By-law, as read with section 23: no person shall, in a public place, use abusive or threatening language; fight or act in a riotous or physically threatening manner, or cause or permit to be caused a disturbance by shouting, screaming or making any other loud persistent noise or sound, including amplified noise or sound.</p>	
8	<p>(a) No person may tamper with any equipment that forms part of the MyCiTi premises.</p> <p>(b) No person may place his/her feet on the seat of a MyCiTi vehicle.</p>	<p>No person is permitted to make any mechanical or aesthetic changes to any part of the MyCiTi premises, including its stations, dedicated roadways (red lanes) and MyCiTi vehicles.</p>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(k)(v) of the NLTA: wilfully acting in a way that could cause damage to persons or property.</p> <p>Section 90(1)(k)(iii) of the NLTA: acting in a manner that inconveniences a fellow passenger.</p> <p>In terms of section 15, read with section 23 of the Nuisance By-law, it is an offence to do anything in a public place which may endanger the life or safety of any person or animal.</p>	i, ii, iii
9	<p>(a) No person may board or alight a MyCiTi vehicle at a location other than a Station or</p>	<p>(i) Boarding and alighting MyCiTi vehicles may take place only at designated MyCiTi stops, and must be done in such a way as to ensure that the scheduled service is not delayed.</p>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 2(1)(b), read with 2(2) and 4(a) of the Access Act ("permission for entry/access provisions").</p>	i, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
	<p>Stop, unless otherwise instructed by an authorised officer.</p> <p>(b) No person may board a MyCiTi vehicle that is already at full capacity as stated in signage in the vehicle, or as indicated by an authorised officer, or which is out of service.</p>	<p>(ii) Drivers of MyCiTi vehicles are prohibited from carrying any customers (irrespective of whether a fare had been paid), other than MyCiTi staff, if the bus being driven is out of service.</p>	<p>Section 2(3)(a), read with section 4(c), of the Access Act: failure to observe a condition of entry.</p> <p>Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i>, blocks, occupies, begs, stands, sits or lies in a public place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.</p>	
10	<p>No person may fail or refuse to obey a reasonable instruction issued by an authorised officer.</p>	<p>A customer or other person on a MyCiTi premises must comply with any reasonable instruction given to him/her by an authorised officer. This may include (and is not limited to) an instruction to:</p> <ul style="list-style-type: none"> <li>(a) take a seat or to hold the rails or straps.</li> <li>(b) make available a space designated for customers using wheelchairs.</li> <li>(c) a parent or person in charge of a child under four or otherwise small enough to be taken on that person's lap, to take that child onto that person's lap to make a seat available to another customer.</li> <li>(d) vacate a priority seat marked in red for use by a customer who is aged, disabled, frail, or pregnant or has a young child.</li> <li>(e) vacate the storage space for bicycles and large Luggage items when required, including vacating flip-down seats.</li> <li>(f) remove an animal (including a bird), or luggage or other property.</li> <li>(g) desist from boarding a MyCiTi Vehicle on being given an instruction by an authorised officer that a MyCiTi vehicle is at full capacity or out of service, or that the customer may not board for any other reasonable reason.</li> <li>(h) leave the MyCiTi premises.</li> <li>(i) provide his or her name and address if the authorised officer believes the person has committed an offence.</li> <li>(j) produce documents verifying that the information given is correct.</li> </ul>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(j) of the NLTA: refusal/failure to comply with the lawful order, direction or demand made by an authorised officer in the discharge of his/her functions.</p> <p>Section 90(1)(k)(iv) of the NLTA: disobeying a reasonable instruction issued by the driver or Conductor for the purpose of maintaining order or ending a disturbance or controlling any emergency.</p> <p>Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i>, blocks, occupies, begs, stands, sits or lies in a public place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.</p>	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
		<p>(k) declare whether he/she has any dangerous object in their possession.</p> <p>(l) declare what the contents are of any, suitcase, attaché case, bag, handbag, folder, envelope, parcel or container of any nature which he/she has in their possession, and show those contents to the authorised officer.</p>		
11	No person may travel standing on a MyCiTi Vehicle without holding onto a hand rail, a seatback or a handstrap.		<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(j) of the NLTA: refusal/failure to comply with the lawful order, direction or demand made by an authorised officer in the discharge of his/her functions.</p> <p>Section 90(1)(k)(iv) of the NLTA: disobeying a reasonable instruction issued by the driver or conductor for the purpose of maintaining order or ending a disturbance or controlling any emergency.</p> <p>Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i>, blocks, occupies, begs, stands, sits or lies in a public place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.</p>	i, ii, iii
12	A customer may travel only with those item/s that can be carried without assistance and which can be stored on a MyCiTi vehicle without causing an inconvenience or discomfort to fellow customers.	<p>This rule protects the safety of all customers.</p> <p>(a) Customers may not place luggage, including bicycles or prams, in a manner that blocks aisles, doors or emergency exits, or which impedes movement in aisles or through doors and exits.</p> <p>(b) A customer with luggage must ensure that its storage or movement does not cause a nuisance or inconvenience to fellow customers. The customer must move or remove the item(s) in question on an instruction to do so by an authorised officer or on a request from any other customer. All luggage (including bicycles, prams and all other items carried) must be stowed safely and customers must ensure that they are secured or held securely. Customers are responsible for any damage or injury caused by luggage brought onto MyCiTi premises.</p>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(k)(v) of the NLTA: wilfully acting in a way that could cause damage to person or any property</p> <p>Section 90(1)(k)(iii) of the NLTA: acting in a manner that inconveniences a fellow passenger.</p> <p>Section 90(1)(j) of the NLTA: refusal/failure to comply with the lawful order, direction or demand made by an authorised officer in the discharge of his/her functions.</p> <p>In terms of section 7, read with section 23, of the Nuisance By-law, no person shall cause an obstruction in a public place by, <i>inter alia</i>, depositing, packing, unpacking or leaving any goods or articles in a public place, other than for a reasonable period during the course of the loading, off-loading or removal of such goods or articles.</p>	i, ii, iii



No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
		<p>(c) A customer may not bring into a station or onto a MyCiTi vehicle anything that:</p> <ul style="list-style-type: none"> <li>(i) Is more than two metres long</li> <li>(ii) Has a weight of more than 300 kg</li> <li>(iii) Cannot be carried by the customer alone</li> <li>(iv) Is a hazardous or inflammable substance</li> <li>(v) Is likely to cause injury to other customers or to authorised officers</li> <li>(vi) Is likely to cause damage to MyCiTi premises.</li> </ul> <p>(d) A customer using a wheelchair may only enter a MyCiTi premises if the customer and the wheelchair occupy a space of less than 700 mm wide and 1300 mm long, with a combined weight of customer and wheelchair of 300 kg.</p> <p>(e) A Customer using a wheelchair must themselves secure their wheelchair in the designated area for wheelchairs. It is not the responsibility of MyCiTi staff to do this for the customer. If an authorised officer does assist the customer, the customer remains responsible for ensuring that they are properly and safely secured.</p>	<p>Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i>, blocks, occupies, begs, stands, sits or lies in a public place shall immediately cease to do so when so directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.</p>	
13	<p>A customer may not be in possession of a dangerous material or a dangerous item while on a MyCiTi premises.</p>	<p>(a) Examples of material or items that are not allowed in/on the MyCiTi premises are:</p> <ul style="list-style-type: none"> <li>(i) guns and other dangerous weapons;</li> <li>(ii) toxic materials;</li> <li>(iii) inflammable materials such as paraffin, petrol, gas and spirits;</li> <li>(iv) explosive materials.</li> </ul> <p>(b) An authorised officer may forthwith remove such person and such material or items from the MyCiTi premises.</p>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p> <p>Section 90(1)(k)(v) of the NLTA: wilfully acting in a way that could cause damage to person or any property</p> <p>Section 90(1)(j) of the NLTA: refusal/failure to comply with the lawful order, direction or demand made by an authorised officer in the discharge of his/her functions.</p> <p>Section 2(2) of the Nuisance By-law: any person who, <i>inter alia</i>, blocks, occupies, begs, stands, sits or lies in a public place shall immediately cease to do so when directed by a peace officer or member of the Cape Town Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence.</p> <p>In terms of section 15, read with section 23 of the Nuisance By-law, it is an offence to do anything in a public place which may endanger the life or safety of any person or animal, by, <i>inter alia</i>, using explosives, discharging a firearm, gas or alarm gun or pistol etc.</p>	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
14	No person may leave their Luggage unattended.	(a) Unattended property is a security risk and can cause unnecessary delays to services. (b) Unattended property may be removed by authorised officers and may be destroyed by the Police.	Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.	i
15	(a) No person may take or interfere with the property of other persons on/in the MyCiTi premises, save with the requisite consent of such persons. (b) No person may intentionally touch or cause physical contact with another person, without that person's consent.		Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry. Section 90(1)(k)(iii) of the NLTA: acting in a manner that inconveniences a fellow passenger. Section 90(1)(k)(v) of the NLTA: wilfully acting in a way that could cause damage to person or any property Section 2(1)(a)(ii), read with section 23, of the Nuisance By-law: no person, when in a public place, may intentionally touch or cause physical contact with another person, or their property, without that person's consent.	i, ii, iii

Fine Category	Applicable Penalty
i.	Access Act: Section 4 of the Access Act: on conviction of an offence, a person may be sentenced to a fine not exceeding R2 000 or to imprisonment for a period not exceeding two years, or both.
ii.	NLTA: Section 90(2)(b) of the NLTA - on conviction of an offence, a person may be sentenced to a term of imprisonment not exceeding three months or a fine not exceeding R10 000.
iii.	<p>The Nuisance By-law - In terms of section 23:</p> <p>"(1) Any person who contravenes or fails to comply with any provision of this By-law or disobeys any instruction by a peace officer or a member of the Cape Town Metropolitan Police Department, enforcing this By-law, shall be guilty of an offence and with the exception of a contravention of sections 2(3)((g),(h),(i),(j) and (k), where there is a maximum penalty as provided for in analogous national legislation, be liable to a fine or imprisonment for a period not exceeding six months, or to both a fine and imprisonment.</p> <p>(2) Any person who contravenes sections 2(3)(g), (h), (i), (j) or (k) shall be liable to a fine as the court may deem fit to impose or to imprisonment as the court may deem fit to impose or to both a fine and imprisonment, not exceeding the maximum penalty as provided for in analogous national legislation. Where there is no maximum penalty as provided for in analogous national legislation the maximum penalty provided in subsection (1) applies;</p> <p>(3) A court convicting a person of an offence under this By-law may impose alternative sentencing in place of a fine or imprisonment."</p>
iv.	<p>Informal Trading By-law – In terms of section 19: "Any person who -</p> <p>19.1 contravenes any provision of this By-law or fails to comply with any condition imposed in terms hereof;</p> <p>19.2 threatens, resists, interferes with or obstructs any officer or employee of the City in the performance of official duties or functions in terms of or under this By-law; or</p> <p>19.3 deliberately furnishes false or misleading information to an officer or an employee of the City;</p> <p>is guilty of an offence and liable on conviction to a fine not exceeding R5 000 or to imprisonment for a period not exceeding 3 months..."</p>
v.	Waste By-law

## B. Glossary of terms

The terms below have the meaning indicated, unless the context indicates otherwise:

**Access Act** means the Control of Access to Public Premises and Vehicles Act, 53 of 1985.

**Airport service** means the MyCiTi service between Cape Town International Airport and the central business district of Cape Town to meet the needs of domestic and international air customers.

**Authorised officer** includes:

- (a) An employee or contractor of the City of Cape Town, authorised by the Director: Public Transport to act as an authorised officer.
- (b) An employee of a contractor contracted to provide vehicle operation services or station management services, who is charged with access control, security or ambassadorial services, including a driver or supervisor of a MyCiTi vehicle.
- (c) A member of the South African Police Services (SAPS), a City Law Enforcement Officer, Traffic Officer, a member of the Transport Enforcement Unit, Metro Police Officer or a member of the Cape Town Fire Rescue and Disaster Management Department who is empowered to enforce the MyCiTi Rules, and can be identified by a MyCiTi identification card; and/or an identification card identifying the bearer as an officer of the relevant service.

**City** means the municipality of the City of Cape Town established in terms of the Local Government: Municipal Structures Act, Act 117 of 1998.

**Controlled area** means an area regarding which customers are normally allowed to enter only if they have a valid **myconnect** smartcard, namely:

- (a) the enclosed area of every station, excluding the area immediately in front of the station kiosk and the area between such area and the entrance of the station.
- (b) a MyCiTi vehicle.

**Customer** means any person using MyCiTi, or entering an access controlled area, excluding any authorised officer.

**Informal Trading By-law** means the City's Informal Trading By-law, 2009.

**Luggage** includes a bicycle, wheelchair, pram, stroller and walking aid.

**MyCiTi** means the MyCiTi bus service, part of the City of Cape Town's Integrated Rapid Transit system.

**MyCiTi premises** means any of the MyCiTi busways and cycleway, MyCiTi vehicles, stations and stops, buildings, structures, halls, rooms, offices, conveniences, land, enclosures or water surfaces which are occupied by, or are under the control of the MyCiTi operator.

**MyCiTi operator** means the City's Public Transport Department.

**MyCiTi services** means the services offered by MyCiTi.

**MyCiTi vehicle** means any motor vehicle, bus, rapid bus, other vehicle or conveyance, which is the property or under the control of the MyCiTi operator, and which is used for the transport, for profit or otherwise, of members of the public.

**Nuisance By-law** means the City's By-law relating to Streets, Public Places and the Prevention of Nuisances, 2007.

**NLTA** means the National Land Transport Act, Act 5 of 2009.

**Object** includes but is not limited to refuse or litter, a suitcase, attaché case, bag, handbag, folder, envelope, parcel, or container of any nature which a person has in his or her possession or custody or under his or her control.

**Rules** means these MyCiTi rules.

**Smartcard** is an electronic Europay-Mastercard-Visa compliant smartcard accepted by the MyCiTi automatic fare collection system.

**Station** means an area within a MyCiTi premises designed for boarding or alighting from MyCiTi vehicles, which is enclosed and to which access by the public is usually controlled.

**Stop** means a bus stop used for boarding or alighting from a MyCiTi vehicle, identified as a MyCiTi stop with MyCiTi signage or by an authorised officer.

**Ticket** means a valid smartcard. It also means any other form of electronic card or paper ticket issued by the MyCiTi operator to grant members of the public a right to access and use of MyCiTi facilities and services. The smartcard or other electronic ticket is valid only if it has sufficient value loaded to cover the journey the customer is undertaking on a MyCiTi service in terms of the applicable tariff, and regarding which the customer has checked into a MyCiTi station or bus using the validator provided.

**Waste By-law** means the City's Integrated Waste Management By-law, 2009.

Any reference to an enactment is to that enactment as amended, from time to time, or any enactment that revokes and replaces an earlier enactment regarding a relevant provision.

## C. Instructions regarding safety on MyCiTi premises

Safety in the MyCiTi system is a primary consideration. However, customers use MyCiTi services at their own risk.

Therefore, the City or its contractors shall not be liable if you injure yourself while on MyCiTi premises or travelling in the MyCiTi system unless this is due to the gross negligence of the City or its contractors.

Customers should follow these instructions to ensure their safety and that of others in the MyCiTi system. Non-compliance with these instructions may lead to injury or death.

### 1. Boarding or alighting MyCiTi vehicles

- a. When boarding, keep clear of doors until alighting passengers have left the MyCiTi vehicle before boarding.
- b. On stations, stand clear of the doors until both the station doors and the doors of the MyCiTi vehicle are open. When it is safe to do so, move through the door quickly but carefully.
- c. At stops, stand clear of the doors until the doors of the MyCiTi vehicle are open. When it is safe to do so, move through the doors quickly but carefully.
- d. At stops, keep clear of the kerb in case the MyCiTi vehicle deploys a boarding bridge. Only move towards the bus door when the boarding bridge has been deployed or when it is clear that no bridge will be deployed.
- e. Only step onto a boarding bridge between a platform and a bus if you are able to cross over the bridge immediately. Do not wait on the boarding bridge or between the station glass windows and the vehicle.
- f. Immediately stand clear of the station doors and the bus doors when the door alarm sounds. Failure to comply could lead to serious injury.
- g. When around the doors, hold the hands of young children to ensure that they enter or leave the vehicle safely.
- h. When the MyCiTi vehicle comes to a stop, hold the hands of young children to ensure that they do not leave the vehicle when not appropriate and, when leaving the vehicle, that they do so safely.
- i. When the MyCiTi vehicle stops at a bus stop, and you need to exit the bus using the bus stairs, hold onto the rail and step out carefully to avoid slipping and to avoid injury. Note that the distance between the lowest step and the ground may be high.
- j. Take note that there may be a gap between the vehicle's boarding bridge and the platform, or between the bus door and the kerb. If so, mind the gap.

## **2. At stations**

- a. CCTV images may be recorded and used by the City for its own purposes and be passed on to the South African Police Service for use in a court of law.
- b. Stairs and ramps may be slippery when wet. Hold onto hand rails to ensure your safety.
- c. Do not try to enter a station from the direction of the busways or the space between a MyCiTi vehicle and a station.
- d. Cross a traffic lane to a station only at a zebra crossing. Crossing at any other place is extremely dangerous. When at a zebra crossing with a traffic light, wait for the green pedestrian light before crossing.

## **3. On board MyCiTi vehicles**

- a. CCTV images may be recorded and used by the City for its own purposes and be passed to the South African Police Service for use in a court of law.
- b. Passengers must hold onto the hand grips, seat backs or rails when standing. Passengers standing do so at their own risk. If they prefer to sit and no seating is available, they are advised to wait for a later vehicle.
- c. Passengers may not stand on stairs in a bus or in areas marked as no-standing areas.
- d. No part of a passenger's body may be outside the bus except when boarding or alighting.
- e. Passengers may only alight at authorised stations and stops.

## **4. A person on a MyCiTi premises is subject to and must comply with the MyCiTi conditions of use. This includes:**

- a. Customers must follow instructions given by authorised officers.
- b. An authorised officer may require passengers to leave a MyCiTi vehicle, station or stop at any time.
- c. Customers must board or alight from a MyCiTi vehicle at official stops only, unless directed otherwise by a member of staff.
- d. Customers will be held liable if they damage MyCiTi.
- e. Customers are responsible for the safety of any child in their care.

## **5. Luggage and other items**

- a. Do not leave luggage or other items unattended. If left unattended such items may be removed and destroyed.

- b. All luggage and other items carried must be stowed safely and customers must ensure that they are secured or held securely. Customers are responsible for any damage or injury caused by luggage brought onto MyCiTi premises.
- c. If a child is left in a pram or stroller, the brakes must be applied to ensure that it is secured or held securely.

## D. Terms and conditions for tickets and contactless cards in the MyCiTi system

### (a) myconnect smartcard

In order to travel on MyCiTi vehicles, you will need to purchase a non-refundable **myconnect** smartcard as payment of MyCiTi fares can only be made using a **myconnect** smartcard.

When you receive your **myconnect** card you must choose a PIN. If you choose a PIN other than the default PIN (0000 make a note of it and keep it in a safe place. If you forget your PIN, you will not be able to load value again, or get a statement of your transactions.

**myconnect** cards are valid for five years with the expiry date printed on the card. Each **myconnect** card holder is responsible for the timely replacement of their expiring card.

The **myconnect** card may be used for access to stations and for travel on MyCiTi vehicles if loaded with sufficient credit to pay for the fare.

Each customer must have their own **myconnect** smartcard. Hold your **myconnect** card over the access turnstile terminal until the machine indicates "Ok". Immediately remove your smartcard from the vicinity of the terminal otherwise you may be charged more than once. No refund will be made in such case as the double debit is due to your error.

### (b) Value load component or e-purse

The value load component of your MyCiTi smartcard is the amount of your cash deposited into an account administered by a bank for a tender period.

You can spend this credit balance by tapping your **myconnect** card as payment for travel on MyCiTi vehicles and at certain retail outlets. All financial services relating to the e-purse of the MyCiTi smartcard are provided by the bank. The City does not render any financial services in respect of the e-purse.

All cash deposited or transferred as credit towards the e-purse is held as a deposit in a bank account by the bank.

You must use all credit loaded as part of the e-purse on your **myconnect** card and may not claim a refund.

The City has no control over credit loaded onto the e-purse of your **myconnect** card and no power to refund any credit on this e-purse to you or to direct the bank to make such a refund. The City also has no power to rectify any errors or resolve any disputes relating to



transactions on your **myconnect** card in respect of the e-purse, which you must address directly with the bank.

You can load value at a MyCiTi kiosk (during kiosk hours), at selected shops, cash-accepting ABSA ATMs or through ABSA cellphone or internet banking.

**(c) Value on your card**

You will not be allowed onto a bus or into a station without sufficient value on your **myconnect** card. This is the case even if the station kiosk is closed or if there are no conductors on the feeder bus.

**(d) myconnect credit**

If you have insufficient credit to pay the balance in respect of the full fare for your journey, your **myconnect** card will be flagged electronically to note the amount you owe to MyCiTi in respect of the balance of the fare for that journey. You will not be able to use your **myconnect** card for travel purposes again until you settle the amount owed by loading further credit.