

GOING PLACES



On the road with MyCiTi

2016

*Cape Town's
safe, reliable,
convenient
public transport
service*



GOING PLACES

2016

Transport for Cape Town's 24/7 Transport Information Centre provides information about MyCiTi and other public transport services. Information is available in English, isiXhosa and Afrikaans and the service is toll free from a landline.

Call 0800 65 64 63

Website: www.myciti.org.za
E-mail: transport.info@capetown.gov.za

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TCT app



MyCiTi Bus
Transport for Cape Town

@MyCiTiBus
@Transport4CT



The City of Cape Town's Transport Authority

Changing Cape Town for the better



Ambitious, big, complex. This was the ABC of BRT when the City of Cape Town began to design and implement a bus rapid transit system for Cape Town, one of the first in Africa.

The City was able to overcome many obstacles that stood in the way of rolling out a new public transport system, with the support of dedicated staff and strong partnerships with the existing bus and minibus taxi industry in Cape Town. While MyCiTi is still ambitious, big (and growing) and complex to run, we continue to notch up new successes every month. More than 50 million passenger journeys have been completed on the system, and the evidence shows that MyCiTi fulfills an important need that improves the quality of daily life for Capetonians and contributes to economic growth.

Building on this success story we are determined to continue rolling out MyCiTi, changing lives, and opening up opportunities as Capetonians use the bus to get to work, school and tertiary institutions, in comfort and in safety. With customer service at the heart of what MyCiTi offers, our aim is to provide a service which makes our users feel happy and cared for each day.

Over the coming months and years we will be pushing ahead, rolling out MyCiTi in the south east of Cape Town where the majority of our public transport users live. The success of this will depend on our ability to continue to build successful partnerships with current public transport providers and to integrate with, rather than compete against, other modes of transport, particularly the existing rail service.

This publication highlights some of our achievements so far, and shares information about MyCiTi for the benefit of our partners, our users, prospective users and visitors to Cape Town. Allow us to welcome you on board.

Councillor Brett Herron
Mayoral Committee Member: Transport for Cape Town

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MyCiTi is on the move

Whether you've been riding the bus since the World Cup in 2010, or only recently tried out the service, there's always something new as the system expands and improves.

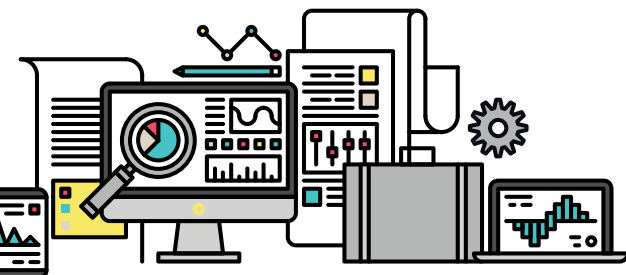
A quicker way to load

Look out for **myconnect** vending machines in Adderley station and at Century Gate. They take bank cards and cash and allow you to buy a **myconnect** card and load Standard and Mover points on new and existing cards.



Embracing open data

MyCiTi will soon make publicly available its data feed comprising the GPS location of stops and stations, timetables and routes. Recognising the value of open data, Transport for Cape Town hopes that the General Transit Feed Specification (GTFS) data will help promote a culture of innovation in the technology sector. App developers, researchers, transit enthusiasts and everyday commuters are encouraged to use the data to develop new and interesting products that improve the customer experience and better integrate MyCiTi service information into their daily lives.



WiFi on buses

Soon you'll be able to while away your journey with free WiFi on the bus. Catch up on your emails, your social networks and check when your return bus home is due to leave. Plus, there will be free entertainment content to watch. As part of the pilot project, WiFi is available on selected buses, and will be followed by a wider rollout.

MYCITI IN NUMBERS

44 routes

50 million passenger journeys

30% saving with Mover points

100 000 people on average call 0800 65 64 63 for transport information each month.



DID YOU KNOW?

You can buy a single-trip card for R35 and use it on any route (excluding the Airport) including transfers. Keep one or two in your purse or wallet for emergencies, like when you've left your **myconnect** card at home or the kiosk isn't open. They are also a great way to introduce a friend to MyCiTi and take a trip to town, Century City, the V&A Waterfront, or even to Hout Bay for fish and chips. Single-trip cards are valid for three months.



2016 route launches

The number of MyCiTi routes stands at 44 with the expansion of services to Summer Greens, more areas in Century City, Milnerton, Brooklyn, Rugby, and Ysterplaat along Koeberg Road and Albert Road to Adderley Street. The routes launched in 2016 are 260 Summer Greens – Woodbridge Island, 261 Omuramba – Salt River – Adderley and 262 Century City – Century Gate. Visit www.myciti.org.za to find route maps and schedules.

Overwhelming support for more routes

In March 2016 the City approved the conceptual design of sections of MyCiTi routes linking Khayelitsha and Claremont (T12) and Mitchells Plain and Wynberg (T11). Transport for Cape Town (TCT), the City's transport authority, will now proceed with the detail design process along the proposed route alignments.

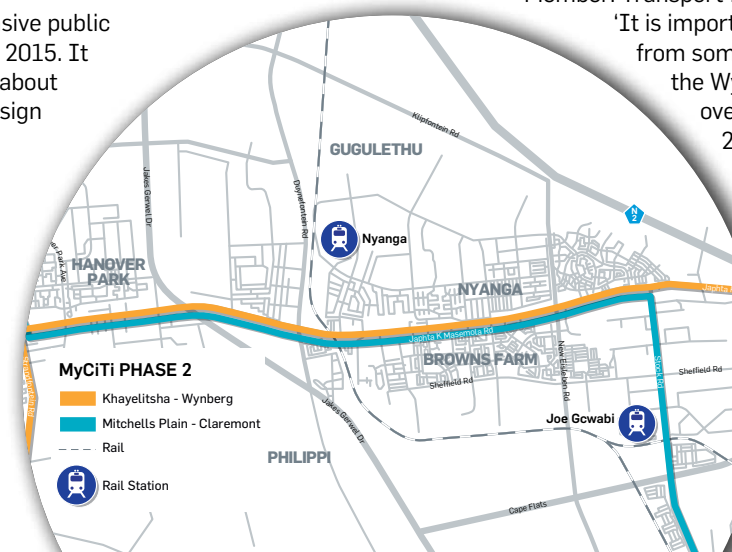
The conceptual design includes roads that will allow an average operating speed of 30 km/h for the MyCiTi buses, travelling in both dedicated red bus lanes and within mixed traffic. It includes the location of stops and stations, and the types of stations, to bring 80% of passengers within 500 m of a stop or station.

This follows an extensive public participation process in 2015. It included engagements about the draft conceptual design with subcouncils, ward committees, ward councillors, ward development forums as well as minibus taxi associations and civic organisations. Between May and July 2015, 33 open days were hosted at

venues within the communities that will benefit from Phase 2A of the MyCiTi service. The draft conceptual design was made available to attendees at these meetings, and officials provided information about the project and answered questions from the public and interested parties.

'Following recent litigation concerning the Wynberg section of Phase 2A, the T11 is now proposed to terminate at the intersection of Strandfontein Road and New Ottery Road. All matters relating to public transport in Wynberg are excluded until such time as a final court ruling has been made,' said Councillor Brett Herron, Mayor's Committee Member: Transport for Cape Town.

'It is important to note that, apart from some of the comments about the Wynberg section, there is overwhelming support for Phase 2A of the MyCiTi service in the other communities. It is clear from the comments that the residents from the Cape Flats in particular are excited about the project and they are looking forward to the day when they can board a MyCiTi bus near their homes.'



A transport vision for Cape Town

As Cape Town's economy and population increase there is a growing need for better public transport so that more citizens can access opportunities and travel with ease around the city.

The City of Cape Town, through its transport authority Transport for Cape Town, is working to ensure that public transport users benefit from an integrated service.

Achieving this is harder than it sounds when looking at all the obstacles to integrated transport in Cape Town and other South African towns and cities.

Firstly, there are a range of public transport service providers who have co-existed rather than actively worked together. The backbone of public transport in Cape Town is the rail service which is operated by Metrorail, and falls under national government. Scheduled bus services include MyCiTi – the City of Cape Town's bus rapid transit service – and the private sector's Golden Arrow Bus Service, which operates in terms of contracts administered by provincial government with a subsidy paid by national government. There are also thousands of minibus taxis run by private operators, which effectively provide a public transport service, without subsidies, support or much infrastructure from government.

Secondly, Cape Town is a sprawling city, which means that many people have to travel long distances to get to work, school or college. Often this means using more than one mode of transport, spending hours travelling and a lot of household income on fares.

Thirdly, over the years many public transport services have deteriorated making the flexibility and convenience of owning a car increasingly attractive. The majority of trips taken in Cape Town are by private car. This is bad for the environment and contributes to growing congestion, with Cape Town now the most congested city in South Africa. Much of the city has been planned for the convenience of cars at the expense of pedestrians, cyclists and vulnerable members of the community.

The World Cup and a new transport approach

In 2009 a big shift occurred in national government planning, policy and law. As South Africa made final preparations for the 2010 Soccer World Cup there was a growing focus on public transport, with a recognition that cities would be gridlocked if the thousands of local and international fans wanting to attend matches made use of private cars to access the new football stadiums. Instead, the stadiums were designed for pedestrian and public transport access.



Quality paving for pedestrians to use is part of an integrated transport system.



Top left: Trains are the backbone of public transport in Cape Town and MyCiTi and other public transport services aim to integrate with the rail service. Above: An integrated public transport system will take the pressure off Cape Town's increasingly congested roads. Left: A growing network of cycle paths is integrated with MyCiTi services.

To make the development of new public transport services ahead of the World Cup possible, a new law, the National Land Transport Act was passed by Parliament.

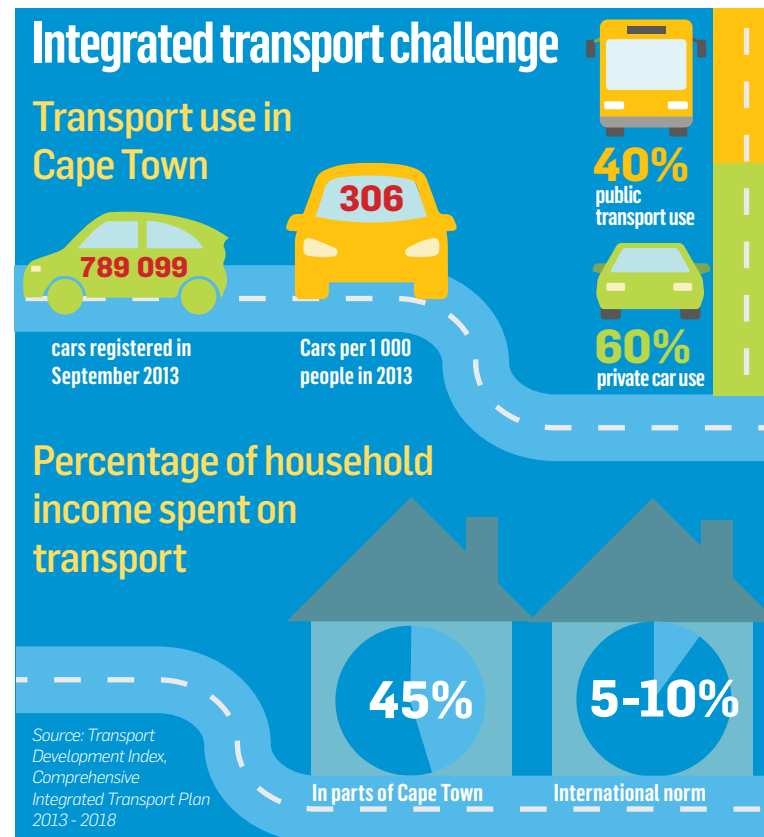
Rising to the challenges, the City of Cape Town has led with decisive responses initiating major changes over the last six years to the transport landscape in Cape Town, starting with the launch of MyCiTi in 2010. This was made possible with the adoption of the new policy and law that set out a more central role for municipalities in the provision and governance of public transport.

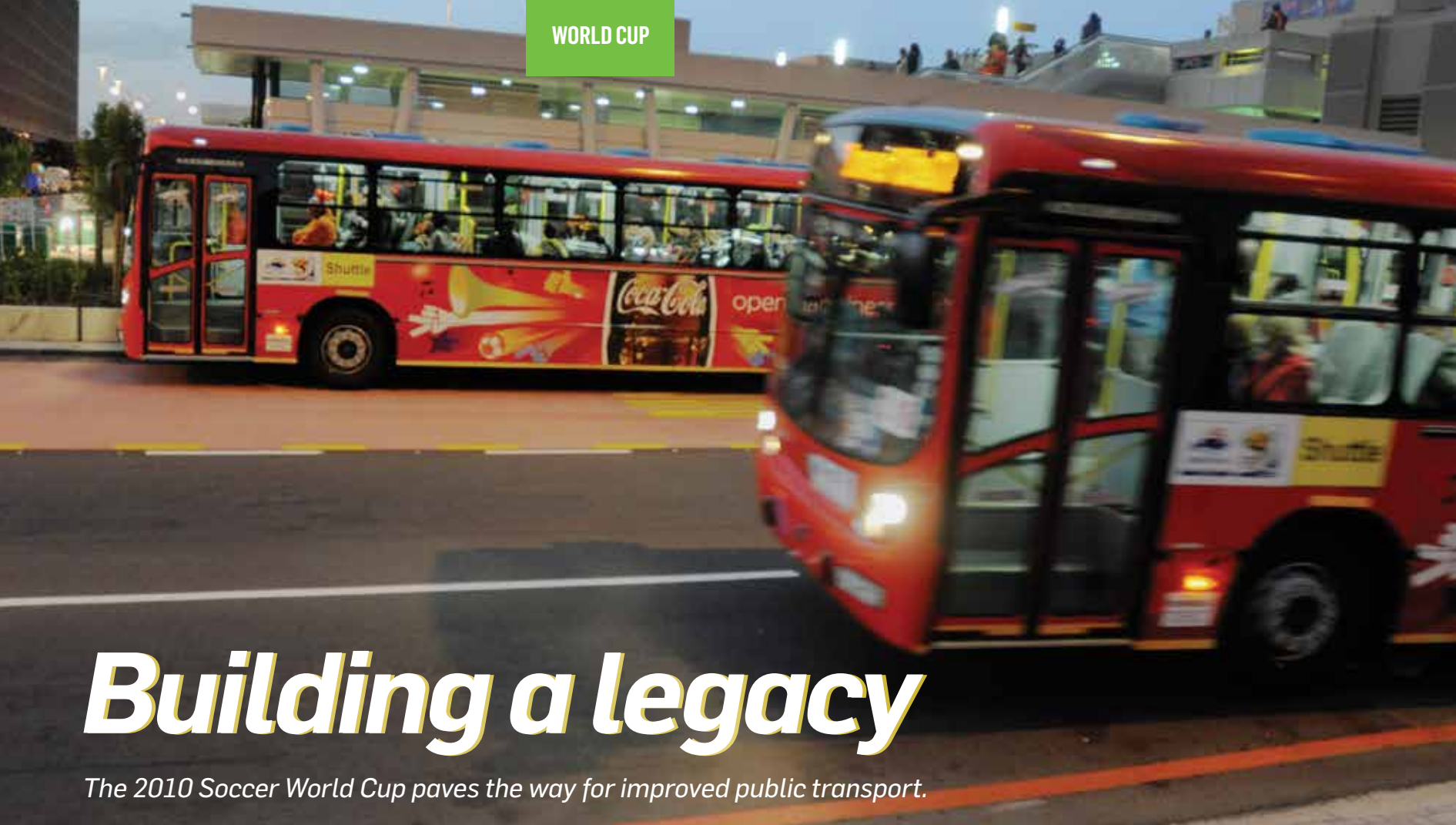
Transport authority launches

Transport for Cape Town (TCT), the City's transport authority, was launched in 2012. In TCT's founding by-law new roles and responsibilities for the municipality are outlined paving the way for the City to take eventual responsibility for managing all the bus service contracts in the city as well as the regulatory responsibilities associated with the operating licences granted to minibus taxi and bus operators.

TCT has also recognised the need for closer co-operation between all of the providers of public transport and has convened two forums and various subcommittees which meet on a regular basis. The Land Transport Advisory Board and the Intermodal Planning Committee both bring together a wide range of stakeholders to improve the customer experience in Cape Town.

This is captured in the mission of Transport for Cape Town, for one plan, one governance structure and one ticket and timetable. As Cape Town moves closer to achieving this vision Capetonians can look forward to a safer, cheaper and more user-friendly transport network that puts the needs of public transport users first.





Building a legacy

The 2010 Soccer World Cup paves the way for improved public transport.

After months of anticipation, South Africans were ready to welcome the world when the FIFA World Cup kicked off on 11 June 2010. Uruguay versus France, the first of nine matches to be hosted at Cape Town Stadium, was a momentous celebration with thousands of fans decked out in the national colours of the two teams, and armed with vuvuzelas - setting the stage for a month-long festival of soccer.

A notable success was the use of MyCiTi buses for the first time, moving fans between the matches, public viewing sites and the many smaller events that formed part of the overall experience. Buses branded with sponsor advertising successfully transported people from the Airport to the city centre and on to the Stadium, offering the first taste of vastly improved public transport in Cape Town.

The event shuttle between the Civic Centre and the Stadium was embraced by fans who preferred not to walk the distance or brave the winter weather, and marked the beginning of an ongoing event service for concerts, sports matches and other large gatherings at Cape Town Stadium. This contributes directly to the attractiveness of the Stadium as a venue in the aftermath of the World Cup.

The launch of MyCiTi was one of the most important legacies of the World Cup in Cape Town.



The event also re-established central Cape Town as a people-friendly destination with the opening of the "fanwalk", a generously proportioned and well-designed pedestrian walkway from the Cape Town rail station to the entrance of the Stadium. Roads leading to the Stadium were closed on match-days and vehicular traffic was kept to a minimum in favour of the tens of thousands of fans that could be accommodated along the "fanwalk".

Meanwhile, new sidewalks and cycle paths in the Green Point area around the Stadium provided safe and convenient alternatives for fans to get to matches and the many venues where the tournament was being screened live.

When the final whistle blew on 11 July 2010 with Spain the winning team, the World Cup had left a living legacy contributing to an integrated public transport system that continues to grow and change people's lives for the better.

Right: Streets were reclaimed by pedestrians in central Cape Town during the Soccer World Cup.



THE BIRTH OF A BRAND

On 6 May 2010 the MyCiTi name and logo were revealed for the first time. This followed months of behind the scenes work on the brand identity, that aimed to position public transport as a mode of choice which would attract not only the public transport captive market, but also motorists.

There is growing recognition internationally that for public transport to succeed a strong brand and ongoing creative marketing are essential. Without this it is very difficult for public transport to attract new customers and help convince motorists to make the switch to public transport.



Executive Mayor Patricia de Lille with newly unveiled MyCiTi mascot Marvin and Jin Zhang, whose mascot design was selected through a public competition.



The name MyCiTi and its logo, reference Cape Town, with the upper case C and T, and with the red busway woven into the logo. A slogan was also chosen – Siyajikeleza, Laat Wiel, Going Places – capturing the practical service provided by MyCiTi as well as the aspirations of Capetonians to be part of a city that is "going places", helped along by public services that improve the quality of life.

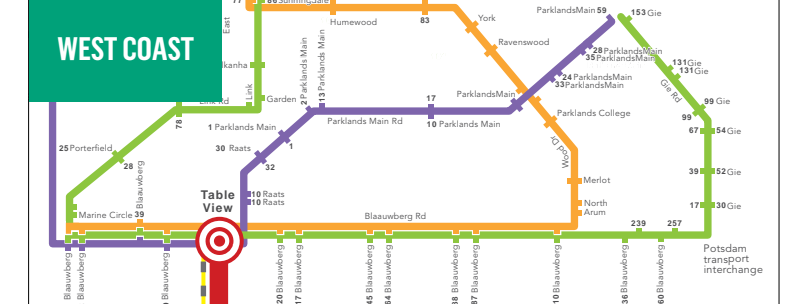


Soon after the brand launch buses were kitted out with the logo and livery, and have since become an instantly recognisable feature of the city streetscape.

New public transport link between Table View and the CBD

On 9 May 2011 the first MyCiTi trunk route with a red lane dedicated to buses began transporting passengers between Table View and the central city.

The first MyCiTi passengers bought paper tickets for R10 including a free feeder or area service at each end of the journey. The success of MyCiTi's first commuter service was instantaneous. Thousands of people switched from minibus taxis and private cars to MyCiTi. By transport month in October 2011 Mayoral Committee Member for Transport, Brett Herron, was on hand to welcome MyCiTi's millionth passenger, William Makola as he disembarked at Civic Centre station from his home in Parklands. Mr Makola received a six month free pass on MyCiTi and described how he had exchanged driving his BMW into town each day for a comfortable ride on a MyCiTi bus saving R350 a week in the process. In addition to the trunk service three temporary services transported passengers in Table View, Parklands, Big Bay and surrounds, taking them to Table View station on Blaauwberg Road. In central Cape Town, the first feeder services were to Gardens and the Waterfront.



A system map showing the first services in Table View.

Choosing where MyCiTi would go first

Why the West Coast? This is a question that has been posed about Cape Town's bus rapid transit system, and the decision to locate the first services between Table View and central Cape Town.

There are several reasons why the West Coast corridor was picked for piloting the service.

Firstly there was limited public transport serving the area, and no rail service. There was also a long-standing desire to connect the dormitory town of Atlantis to economic nodes in central Cape Town and other parts of the city. Initiating services in Table View would lay the basis for an Atlantis service.

A second reason was that the West Coast is a major growth area for Cape Town, with several new suburbs established there in the last decade including Parklands, which continues to grow, as well as the popular new coastal suburb of Big Bay and the low-income suburbs of Dunoon and Doornbach located on Potsdam Road close to oil refineries and manufacturing industries. Century City, a growing mixed-use development making a huge impact in Cape Town, also forms part of this dynamic corridor.

Thirdly, the coastal R27 road had become extremely congested with traffic and commute times were growing each year as new developments came on stream.

Finally, the minibus taxi industry in the area was well organised and willing to partner with the City to provide MyCiTi services as operators. This was achieved through the negotiation of a short interim contract and later a seven-year contract to operate the buses. As part of the deal more than 99% of minibus taxi operating licences for the routes were surrendered. This means that minibus taxis do not compete for customers on most MyCiTi routes, eliminating competition as well as vehicular traffic.

THEN & NOW

TRANSFORMING BLAAUWBERG ROAD, TABLE VIEW

The addition of the eye catching MyCiTi stations, public art in the form of sculpture, a meandering cycle path, indigenous landscaping and a dedicated red busway have transformed the urban landscape of Blaauwberg Road.



INNOVATION

MYCITI'S RED ROADS

MyCiTi uses red bus lanes to indicate where its buses have a dedicated right-of-way. Other vehicles may not make use of these lanes which are exclusively for MyCiTi buses. This is in keeping with the principle of priority for public transport. The red lanes are constructed of continuously reinforced concrete which is designed to require little or no maintenance over its 40-year design life. The colour of the lanes is achieved by mixing red oxide into the concrete.

As MyCiTi buses have their own dedicated lane on trunk or main routes, commuters are not stuck in traffic and can reach their destinations faster than private vehicles, particularly in the congested peak period.





An articulated bus transports people to the Waterfront.

Rolling out across the city

Between 2013 and 2016 MyCiTi has expanded its network, with these routes and grown its monthly passenger volumes to 1.6 million in March 2016.

Salt River

Launched in March 2013, the 102 route linking the central city with Salt River via District 6, Walmer Estate and Woodstock is one of the most popular routes, and provides an important service to the Cape Peninsula University of Technology's Cape Town campus with its thousands of students and staff.

The service has also proved popular with residents connecting with other public transport services, such as the Golden Arrow bus terminal and the rail stations at Cape Town and Salt River. The suburbs the route traverses have a diverse and growing population, with a significant amount of development and urban regeneration in recent years. Once the vision for District 6 is realised this route is likely to become even busier.

On the route – The Cape Peninsula University of Technology, District 6, vibrant Roodebloem Road in Woodstock, the Biscuit Mill and the Test Kitchen (one of the world's top 50 restaurants) in Salt River, shops, schools, homes and apartments.

Century City

The launch of MyCiTi routes in and around Century City has provided commuters with a safe and reliable means of accessing one of the country's biggest shopping centres, and a growing mixed-use development, which now includes schools, a conference centre, leisure attractions and a large number of corporate offices as well as small businesses, hotels and apartments.

Since the first MyCiTi route launch in November 2013, there have been three more service expansions, including a direct link from Dunoon.

Initially, route 251 Century City – Montague Gardens was the only direct connection with the area, servicing those in the surrounding communities and also commuters transferring from Omuramba. On 1 August 2015, MyCiTi launched T04 Dunoon – Century City, the first and only direct link for residents in that area to Century City. Most recently, routes 261 and 262 provide additional access to Century City. Commuters from Summer Greens and Milnerton also have access to all that this growing development has to offer.



Above: The 102 route provides an important link to the rail service at Salt River. Left: The T04 route connects Dunoon and Century City.

WHAT PASSENGERS SAY



Terence Makapan, Camps Bay

'I have always supported public transport. I first heard about MyCiTi before its launch when I did a project on it in high school in 2009. I started using it when it launched in Camps Bay and think it is a very good idea. The bus is convenient and cheap. The myconnect card is clever and modern.'

Aphelele Veli, Dunoon

'I started using the bus to school in March 2016 because it is affordable and reliable. Everyone in Dunoon uses the bus.'



Julia Robruser, Seattle, USA

'We've been using MyCiTi for a week. It is nice and clean. We use the bus at home and it is definitely not clean. We love the bus.'

INNOVATION

TESTING THE STOP LOCATIONS

On new routes, MyCiTi launches with simple poles for stops. This gives the planning team and the community an opportunity to evaluate how traffic is affected and whether or not the stops are in the best places. Once everyone is happy, permanent stops and shelters are built, with lighting, signage and raised sidewalks for level boarding.



N2 Express

Many of the communities in the south east of the city are dependent on public transport and in July 2014, Mitchells Plain and Khayelitsha were connected to the MyCiTi network. The first routes, which serve 100 000 people a month in these sprawling and heavily populated parts of Cape Town, were intended as a top-up to the existing public transport services. This is just the start of an extensive service that is being planned for the south east of Cape Town.

The initial launch in July 2014 saw the introduction of route D01 Khayelitsha East to Civic Centre and D03 Mitchells Plain to Civic Centre.

They were followed in October and November 2015 by two more routes.

D02 Khayelitsha West to Civic Centre, operating from Kuyasa and servicing communities in Town 3, Harare, Graceland, Village 1 North and South, Village 4 and Victoria Mxenge, added 34 km and 10 extra bus stops to the MyCiTi network. Route D04 Kapteinsklip to Civic Centre, operates along the same route as D03 with an extension along AZ Berman Drive serving Eastridge and Tafelsig.

The D03 route only operates in the peak during weekdays which means more buses to and from the city during these busy times. Residents in these areas now have access by bus to the local day hospital, police station, schools and the bustling Mitchells Plain Town Centre.

Between the launch of the first Mitchells Plain route and the second, more than a million passenger journeys were made.



The inner city and Atlantic Seaboard routes pass many of Cape Town's top attractions, encouraging visitors to catch the buses.

City bowl and Atlantic seaboard

Cape Town's vibrant central city and surrounding suburbs, and the scenic Atlantic seaboard area, are well served by a network of MyCiTi routes. The CBD is home to two of the system's busiest stations – Civic Centre and Adderley. Each month over 200 000 passengers pass through these stations on the way to and from work, school and leisure activities.

This part of the MyCiTi network is also popular with Cape Town's visitors as they include local attractions such as Table Mountain National Park, the Cableway, many world-famous beaches, Hout Bay and the V&A Waterfront. With affordable fares and extended hours of service, these routes appeal to tourists and locals alike.

In 2013 stations opened at Gardens and Queens Beach. These serve routes 101 and 103, linking Vredehoek and Oranjezicht to the city via Gardens, and 104 and 105 connecting Sea Point via the Waterfront and Fresnaye. Route 114 also runs between Sea Point and Civic Centre, passing the popular municipal pool at Sea Point Pavilion and serving this densely populated area and the well-used public open space along the seafont.

Routes 106 and 107 connect people with the V&A Waterfront and Camps Bay while 108 and 109 run between Hout Bay and the city. The latter services Hangberg and Imizamo Yethu as well as the Hout Bay harbour, a working harbour which includes a market and several popular restaurants. Learners who attend schools in these areas also makes use of the service.

INNOVATION

The **KASSEL KERB** is a patented guidance kerb manufactured in Germany. It is named after the German city Kassel where it was invented in order to reduce wear and tear on tyres and assist bus drivers to dock close to the kerb. This seemingly small, technical detail, has set MyCiTi apart from bus systems in Cape Town and other South African cities. The kerb facilitates the efficient docking of buses that are travelling in mixed traffic minimising tyre-wall wear by 40%, which translates into a considerable cost saving. The Kassel Kerb also protects bus bodies from hitting station platforms and aligns buses with station platforms to ensure accurate docking. It is made from polyurethane moulds in Germany but was manufactured locally under a licence. The black pigment in the concrete reduces the signs of tyre residue on kerbs.



WHAT N2 EXPRESS PASSENGERS SAY

Firdous Abrahams

'I like using MyCiTi because it is quick, convenient and cheap. I previously used the taxi and Golden Arrow but those take too long.'

I think the **myconnect** card is cool. I use MyCiTi for work and on weekends when I want to go to the Waterfront or Sea Point because it is much easier and safer than other transport.'



Junaid Goliath

'MyCiTi gives me freedom from fear: the fear of danger that minibus taxis gave me! And the passengers are so much more polite to one another on this service.'

MyCiTi is safer, cheaper and better than minibus taxis, which I was using before. I'm happy.'





Wheels are welcome

The launch of MyCiTi hailed a new era of cycling in Cape Town. From the start the system was designed to accommodate and encourage cycling and for the first time bicycles were not only allowed, but encouraged, on public transport vehicles.

In 2011 the first MyCiTi cycle route launched with a mass cycle ride on the 14 km route between Table View and central Cape Town. Cyclists, longboarders, and then-Mayor Dan Plato joined in to celebrate the occasion.

This route has since been extended along Blaauwberg Road to Dunoon and further north from Table View along the R27. It is part of a growing network of cycle infrastructure being developed by Transport for Cape Town. The provision of bicycle infrastructure parallel or close to MyCiTi bus routes enables cyclists to start or complete a journey on the bus, or to complete the “last mile home” by bicycle.

This final distance from the nearest bus stop or train station to a passenger’s home is a challenge for public transport because it may be quite a distance for some commuters. Quality cycling infrastructure in the vicinity of a station, including bicycle racks, makes commuting by bike, or completing a commute by bike, a possibility. Level boarding at stations and easy to board low-floor buses, which pull in close to the kerbside also make it easier



Above: Whether you’re travelling with a baby in a pram, using a wheelchair or taking your skateboard, surfboard or bicycle for a spin, you are welcome on MyCiTi buses.

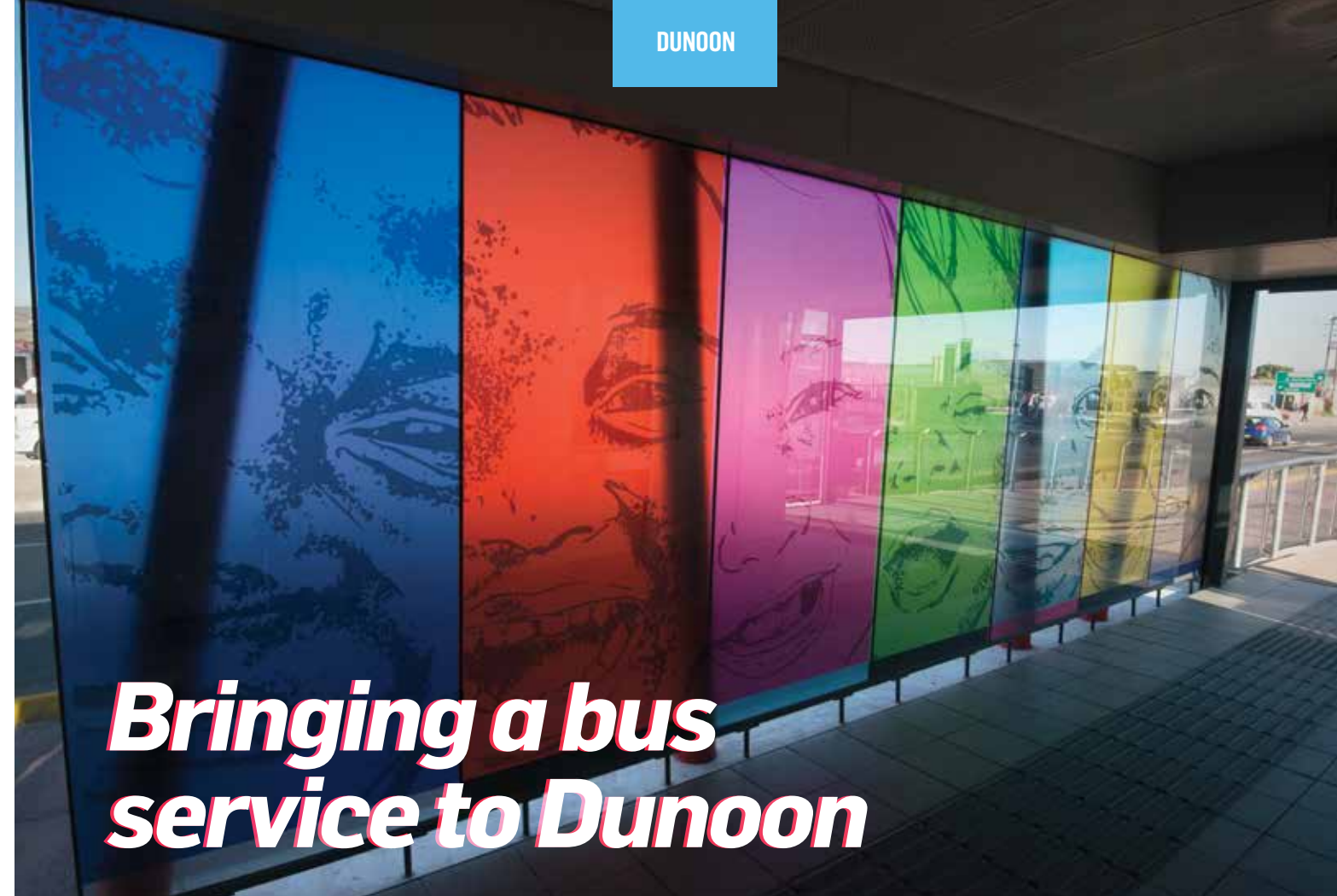
Below: A cycle ride marked the launch of the walking and cycling route between Table View and central Cape Town in 2011.



for cyclists and other wheels – like wheelchairs and prams to board.

Cyclists using MyCiTi are asked to avoid the busy morning and afternoon peak on weekdays, and to only board if they can see that there is enough space for their bikes on the bus.

The integration of cycling infrastructure into the MyCiTi system forms part of Transport for Cape Town’s broader commitment to cycling as a way of reducing Cape Town’s carbon footprint and promoting healthy lifestyles, affordable travel and tourism. The City plans to launch a bike share project in the near future with a call for proposals.



Bringing a bus service to Dunoon

Dunoon is a dense, township nestled between Potsdam Road and the N7 highway. It was established in 1996 and is home to about 31 000 people. Located near industrial and retail workplaces and public services, Dunoon is close to many destinations and has grown rapidly over the years.

MyCiTi bus services to Dunoon commenced in 2015. The availability of this service has transformed the travelling experience and lives of its customers. Residents use the service to travel between Dunoon, Table View, Century City and Killarney Gardens, which includes many manufacturing industries.

Appreciative customers say the service has turned things around for them. Regular MyCiTi user and Dunoon resident Nosiphiwo Tuwana, who works as a cleaner at Woolworths in Century City, says it is safer to travel by MyCiTi than by local taxis. ‘I feel safe and comfortable when I’m travelling by MyCiTi buses,’ she says, adding that criminals avoid the buses. Ms Tuwana says she used to travel by taxi to work before the MyCiTi service became available.

‘Taxis used to drop me far from my place and as a result I was robbed of my belongings twice after getting off a taxi at night,’ she says. The late night services are especially valued. ‘Security guards posted at MyCiTi bus stations keep a



Nhlanhla Mnani, learner



Nosiphiwo Tuwana, Woolworths staff

close watch over commuters at night as they walk toward their places in the township.

‘MyCiTi bus takes me to my workplace and thus helps me to provide for my seven-year-old son,’ she says.

MyCiTi fan Nhlanhla Mnani is a Grade 11 learner at Sinenjongo High School in Joe Slovo. He makes use of MyCiTi, after previously using taxis. ‘What I love about the new buses is that they travel according to a schedule,’ he says.

‘What I hate about taxis is that they have no timetable, so commuters must wait until the taxi gets full before travelling to their destinations.’

He also enjoys the buses because they are comfortable, quiet and well ordered. ‘I sometimes make preparations for the weekly school tests and put final touches to my homework while on the bus because there is no noise or pushing and shoving.’

He recalls that, ‘taxi drivers used to be caught up in traffic jams or get arrested for driving recklessly, and consequently I used to be late for my classes and get into trouble with my teachers.’

How MyCiTi changed my life

Nineteen-year old Atlantis resident Romano Moses dreams of becoming an IT technician. To do this, he needs to complete three years of studies at the Prestige Academy in Bellville by getting to his classes on time travelling from Atlantis. Every weekday, MyCiTi helps him get closer to achieving his goal.

Thanks to the launch of the T04 route from Dunoon to Century City, Atlantis residents such as Mr Moses can now access the first and only direct public transport link to Century City. From the stop at V&A Waterfront, Mr Moses leaves the MyCiTi system and boards a train to Bellville to get to his first class at 08:00.

'Using the MyCiTi bus is cheaper (than the other modes of public transport). It's changed my life. Apart from going to classes, my friends and I can plan our weekends by doing a lot of different things such as going to the beach in Melkbos, Century City or the V&A Waterfront. It was difficult to get to these places before.'

- Romano Moses

Since launching its first routes in August 2015, MyCiTi's Atlantis station is now one of the busiest in the system. The service has enabled residents such as Mr Moses to connect with other parts of the city - whether it be for work, leisure or studies - in a more affordable and convenient way than before.

In October 2015, following a number of public participation meetings on the impact of the service in the area, routes and timetables were adjusted to better suit the community. This saw the launch of additional routes such as 232a, 233a, 234a as well as night routes that also cater for the needs of shift workers in Atlantis.

In that same month, MyCiTi's records show that Atlantis was the fourth busiest station with almost 150 000 commuters boarding buses.

Ashleen September, a 32-year old mother of four, will soon join the throngs of regular commuters who start and end their journey in Atlantis.

She is starting a new job in Melkbosstrand. Without MyCiTi, she would find it difficult to reach her new job and get home safely to her children.

'My daughter usually uses the bus to get to school. Today is my first time on the bus,' she says on her way back from the city centre, having previously worked in Atlantis without the need for transport.

She adds that one of the reasons she likes the system is because the **myconnect** card allows her to load money/points as and when she can.



Suggestions from the community have helped improve the MyCiTi offering in Atlantis.

ABOUT ATLANTIS

In 1975 the Apartheid government began constructing what it hoped would be a model industrial city in Atlantis, 45 kms from central Cape Town. At the time African, Indian and Coloured Capetonians were being forcibly removed from conveniently located areas across the city. Many Coloured people who were forced out of Cape Town at this time moved to Atlantis. Today it is home to 67 000 people with about 16 000 households.



Street artist Faith47 created a mural of herons in flight, spray-painted in a range of colours from sepia to luminous white for the MyCiTi bus station in Atlantis. Apart from the immediate connection with transport and being on the move, the image conjures up flight, escape, transcendence and beauty in a historically marginalised context.

A smart way to pay

MyCiTi's fare system has evolved from a simple paper ticket system into a modern, award-winning card-based payment solution that serves more than 30 000 passengers daily.

The **myconnect** contactless bank card was introduced in 2012 as a cashless, automated fare payment solution – in line with state-of-the-art transport systems around the world.

The card is loaded with money and travel packages, with fares deducted automatically as passengers tap the card against validators on buses and at stations upon entering and leaving. Using the internationally recognised EMV (Europay Mastercard Visa) payment standard allows for the secure, wireless payment of fares.

As a bank-issued card, the **myconnect** comes with a PIN and expiry date, and offers the added convenience of money loaded being usable as a debit card to make purchases at shops. Cards are available for once-off purchase from station kiosks and a network of participating retailers in the MyCiTi footprint.

The card is central to Transport for Cape Town's vision of one integrated fare system. The aim is to ensure that in the future a single card can be used to pay for travel across different modes of public transport, and for other services like public parking.

The smart card has been developed in line with regulations set by the National Department of Transport, with the aim of contactless cards like **myconnect** being used interchangeably on transport systems across the country for seamless travel from one mode and service to another.

In 2014 this innovative fare system scooped the international Mastercard Transport Ticketing Award in the category "Best Bank-Card Ticketing" system.

A prepaid payment solution

As a prepaid solution **myconnect** offers huge savings for passengers buying in bulk. Users can load any amount of money onto the card and pay the Standard rate, or they can load points with Mover packages (R30, R50, R80, R100, R150, R200, R400, R600, R1 000) and save up to 30% on fares. Points don't expire, making this option suitable even for occasional users.

Passengers travelling long distances daily can also load a monthly package while separate, disposable single-trip cards are available at stations for once-off users. There are plans to introduce additional multi-journey products including one, three and seven day off-peak passes.



Top: Station gates automatically swing open when passengers tap in and out, with fares automatically deducted. Above: Passengers can buy cards and load value at MyCiTi station kiosks.

Different travel products can be loaded simultaneously on one card and when passengers tap, the system searches for the product with the cheapest possible fare.

There will soon be more choice over where to buy cards and load value with the introduction of self-service card vending machines at stations and the ability to load Mover at cash-accepting ATMs along the MyCiTi footprint.

Pay as far as you go

The **myconnect** tap in-tap out system allows for MyCiTi's unique distance-based system, where fares are charged based on distance travelled and grouped into distance bands (0-5 km, 5-10 km, 10-20 km, 20-30 km, 30-40 km, 40-50 km, 50-60 km, 60+ km).

The system allows for transfers, enabling passengers to change buses or routes without paying extra. With MyCiTi, the larger the distance band the less the fare is per kilometre travelled. This is one way of helping to address the spatial legacy in Cape Town where the poorest residents live furthest away from economic opportunities.

The card-based solution also makes it possible to charge reduced fares for travel starting outside the peak, with cheaper Saver fares charged when passengers tap in outside the peak hours of 06:45-08:00 and 16:15-17:30, and anytime on weekends and public holidays.

Because fares are based on the distance from where a passenger taps in to start their journey to where they tap out to end their journey, each passenger needs their own card. If passengers share cards or do not tap correctly, the system cannot calculate the distance and charge the correct fare and a penalty will be charged. To help new users adapt, a reduced penalty is charged for the first three instances.

THEN & NOW

The fare system has rolled out in stages, initially with a paper ticket system and fixed route-specific fares of R5 and R10, followed by the use of handheld validators and a single-tap system, before the permanent tap in-tap out distance-based solution was implemented in 2013 with the installation of access gates at stations with built-in validators.



ADVANTAGES OF MYCONNECT

- Budget for your transport costs
- No need to carry cash
- Less risk of fraud and fare evasion
- No cash or change on buses - ensuring smoother boarding and no delays
- Ability to extract and respond to passenger travel data, improving customer experience





A day out with MyCiTi

The free shuttle service makes Table Mountain more accessible to all.

MyCiTi is more than just a bus. It's a way of connecting people to places, jobs, dreams, nature and family that would not be easy otherwise. A recent addition to MyCiTi's commuter services is a free shuttle, provided by the Table Mountain Aerial Cableway Company.

It's no surprise then that at any given time of day the shuttle is filled with passengers from across the world as well as local tourists and staff of the Table Mountain National Park or Table Mountain Aerial Cableway Company.

One of the passengers is American Hayley Andrews. She's been travelling abroad for about three months and on the day she chose to visit the cableway, she used a train to get to the city, before boarding a MyCiTi bus at Adderley station.

'The tour guide at Cape Town Tourism recommended that I use MyCiTi. I find it more advanced than some of the buses I have used in countries such as Spain and Portugal. The free shuttle is nice because most things cost money these days and it's nice to be able to have some things for free.'

For Ms Andrews, the free MyCiTi shuttle is a means to access one of Cape Town's top attractions. But, for Bradley Carter, MyCiTi is a direct ticket to a regular income.

Mr Carter is from Mitchells Plain and he joins excited visitors on the free shuttle every day en route to work.

'I started using MyCiTi last year. There is a stop right outside my house. It is fast and always



Bradley Carter, Cableway staff



Francois Daniels, local tourist



Hayley Andrews, international tourist

gets me to work on time and it's cheaper to use than other public transport from Mitchells Plain. The bus brings me to Civic Centre (station) and I transfer to the Camps Bay bus (route 107).'

Cherie Shaw returned to Cape Town, after eight years, for a holiday with her South African husband and son from Sydney, Australia and used the shuttle on her way to the cableway.

'We've been in Cape Town for a few days and used the car to get here before boarding the shuttle to get to the cableway. I very infrequently use public transport in Australia, but lots of people have recommended the MyCiTi buses and it's very nice.'

It's nice to be able to have some things for free

She was especially impressed with the MyCiTi maps. 'The maps are easy to read and understand and the bus looks very clean and modern. I would use it more if I were staying longer.'

Francois Daniels travelled all the way from Kuils River with a friend, taking a train to the city. Like many others visiting the cableway, he boarded a bus at MyCiTi's Adderley station, hopping off at the Kloof Nek stop and then crossing the road to catch the shuttle at the Lower Tafelberg stop.

'It's my birthday today and I took the day off to go up with the cable car with my free ticket. It will be my first time on the cableway, but I have used MyCiTi before. It's a convenient service and I enjoy using it.'

Make MyCiTi part of your everyday life

Access to MyCiTi is not just a stop away but also as close as your home phone, your cellphone, your computer or any device connected to the internet.

Tuesday 06:20

Wake up late and wonder when the next MyCiTi bus passes at the end of the road. Slap a piece of bread in the toaster and while you wait for the kettle to boil, click on www.myciti.org.za and call up the timetable for the route.

TIP: While you have your computer open, click to print out the timetable so you can stick it on the fridge for the next time your alarm doesn't go off.

Wednesday 14:50

There's a new place in Camps Bay where your friends are meeting after work. Go to the website – sized just right for your phone – and use the Trip Planner to figure out how to get there from the central city and back to your place in Milnerton. You'll get it all – routes, stops and times.

TIP: The handy Fare Calculator will work out your fare so you know how much you have left to spend.



Friday 17:30

You've moved to a new area and there's a MyCiTi station down the road. Pop over to the station to get your myconnect card, which comes with a guide to using the system that includes a map. A booklet with all the routes and timetables and maps for each area served by MyCiTi is also available from kiosks.

TIP: Thinking about moving? Go to the MyCiTi website and click on find your nearest stop. Type in the address and it will let you know where MyCiTi stops.

Sunday 09:00

It's a brilliant day for the beach. Plan your best day out ever with the help of the friendly staff at the Transport Information Centre. The operators really are standing by to take your call – 24/7 in English, isiXhosa and Afrikaans. And if you call 0800 65 64 63 from a landline it's toll free.

TIP: They have information on other public transport services, including Metrorail, so you can connect to and from the MyCiTi network no matter where you live.

Welcome to MyCiTi, how can I help?



Enjoying the art of transport

A feature of many public transport systems is that they showcase art – and MyCiTi has used its stations as a canvas to promote the incredible talent and creativity of local artists. Next time you're near a station, look out for the work that tells a unique story of the place.



'Public transport needs to be a lifestyle for people, and it's got to be a great experience,' says public art specialist Roger van Wyk, who manages the process of choosing and installing the artworks. In his view public art is at its most effective when it brings people together around a common focus and helps them to connect with each other.

This is particularly true in a city like Cape Town, with its historical legacy of segregation and where most people don't often visit art museums and galleries.

The artworks commissioned for MyCiTi stations tend to focus on an aspect of travel, history, people and places – and tell some surprising stories.

From the uitspan in Potsdam Road to the data-rich infographics that chart the shifts in Woodstock's population, to the descriptions of Cape Town from early travellers in the Airport station and amusing south-easter bunnies at Table View, there's all kinds of images to delight passengers and passers-by. From sculptors and painters of stature to street artists blazing a trail in the international art world, the artists and their works are as diverse as the people who travel around Cape Town every day.

Find out more on www.myciti.org.za where there's a page for each station with the story of each artwork and a photo gallery.



Above: The sculptures at stations along Blaauwberg Road add a dimension to pathways popular with pedestrians and cyclists.

Top: Street artist Mak1one with his mural at Omuramba station.



Above: Strijdom van der Merwe's seated figures at Janssens station. Below: Windblown "South Easter Bunnys" in Table View.



Steering public transport into the future

Emerging technologies, advances in big data and the smartphone revolution are redefining urban mobility through intelligent transport systems that radically improve the customer experience. Here's how MyCiTi is gearing up for the future.

Easier ways to pay

The myconnect card is central to Cape Town's vision of one fare system and one card for fares across transport modes and services, and even public parking. The Department of Transport also aims for contactless cards like myconnect to be used interchangeably for public transport across the country for seamless multimodal transport. With the prevalence of near field communication (NFC) wireless technology in new smartphones, passengers may even be waving their mobile phones against validators to pay their fares.



Cleaner, greener buses

Electric buses could soon become a reality for MyCiTi, positioning Cape Town as one of the first African cities to adopt this new, cleaner technology. A tender has been issued to procure and trial 12-metre electric buses along with the special charging stations required to charge the batteries daily. With the introduction of electric buses, the City can earn carbon credits which can be sold to developed countries as part of the Kyoto Protocol's Clean Development Mechanism (CDM), generating much-needed revenue.

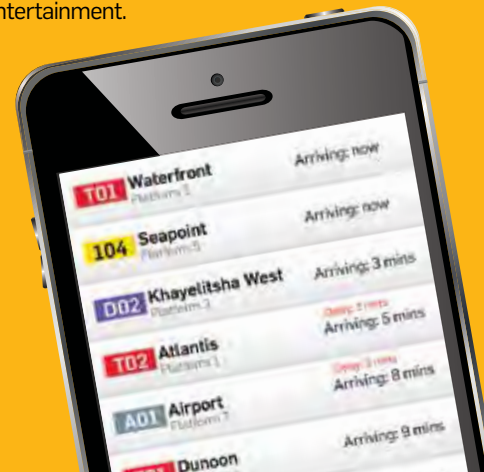


Mining big data

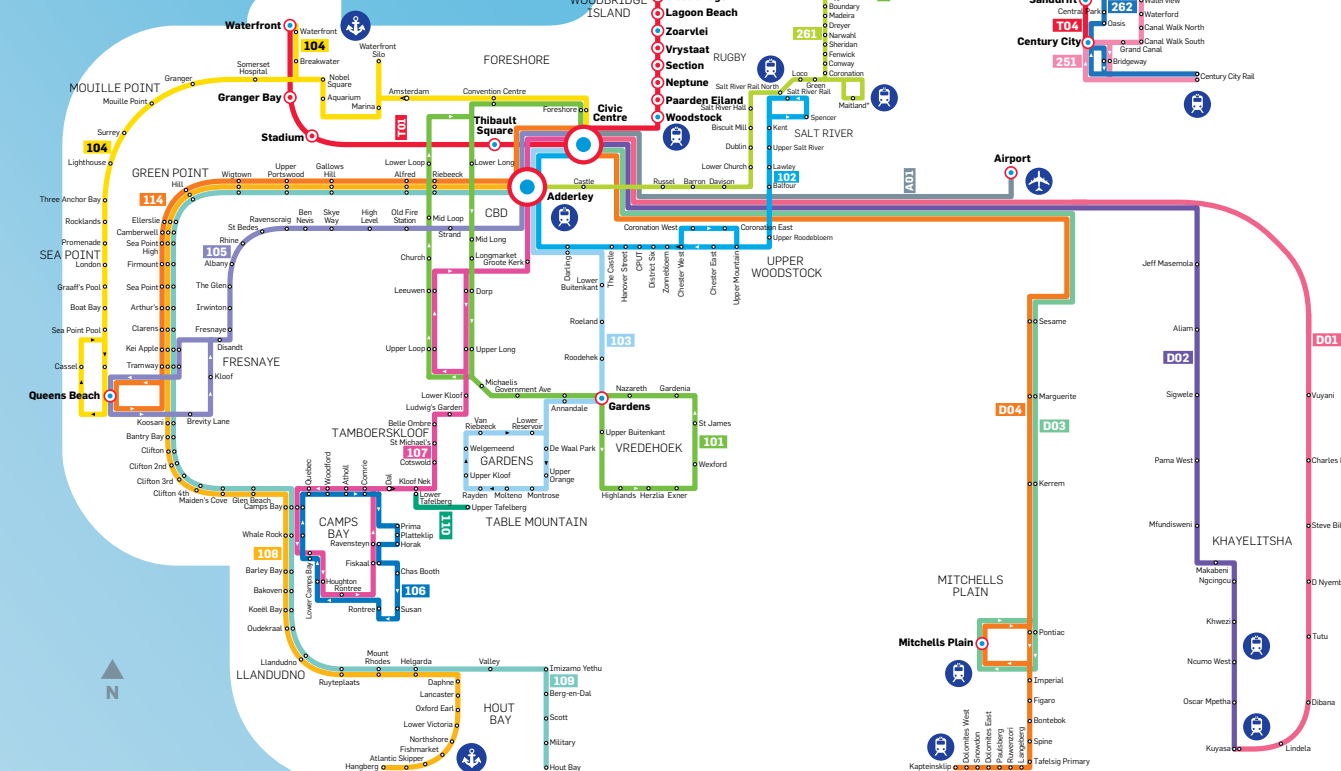
MyCiTi's card-based fare system generates invaluable, anonymous data on the movement patterns of the many thousands of passengers who use the service daily. Advances in big data allow for the analysis of this data to respond to demand and improve the overall customer experience. The launch of MyCiTi's high-tech control centre will also bring more convenient methods of managing the service. It will see the remote monitoring of buses via a feed showing the precise location of each bus at any given time. With a direct communication link to each driver, the control centre will help buses speed up or slow down to adhere to schedules, detour to avoid traffic congestion or accidents, optimise the timing of traffic signals, automatically distribute real-time service information and monitor safety with cameras in buses and at stations.

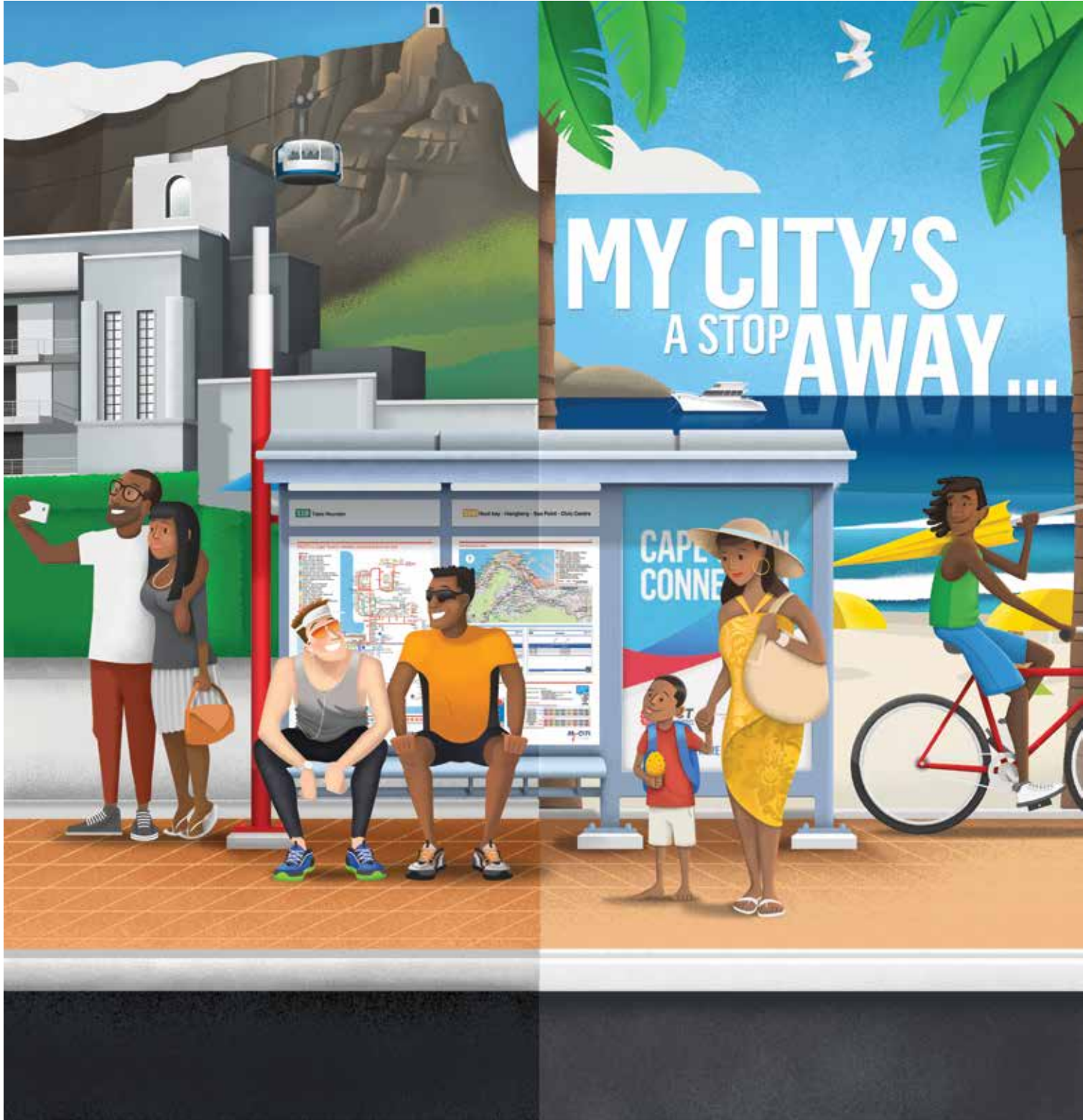
Information at your fingertips

MyCiTi users can soon look forward to real-time service information from internet-enabled devices and via passenger information boards at stations - empowering commuters to make informed decisions while on the go. In addition to the maps, timetables and journey planning tools already available, passengers will soon be able to tell precisely when their bus will arrive. Access to information will be further simplified with the rollout of on-board WiFi connectivity in 2016, providing free internet access along with value-added content like news and multimedia entertainment.



- MyCiTi routes**
- T01 Dunoon - Table View - Civic Centre - Waterfront
 - T02 Atlantis - Table View - Civic Centre
 - T03 Atlantis - Melkbosstrand - Table View - Omuramba
 - T04 Dunoon - Century City
 - A01 Airport - Civic Centre
 - V01 Vredehoek - Gardens - Civic Centre
 - V02 Salt River Rail - Walmer Estate - Civic Centre
 - O01 Oranjezicht - Gardens - Civic Centre
 - 104 Sea Point - Waterfront - Civic Centre
 - 105 Sea Point - Fresnaye - Civic Centre
 - 106 Camps Bay (clockwise)
 - 107 Civic Centre - Camps Bay (anti-clockwise)
 - 108 Hangberg - Sea Point - Adderley
 - 109 Hout Bay - Imizamo Yethu - Sea Point - Adderley
 - 110 Table Mountain
 - 114 Sea Point - Civic Centre
 - 213 West Beach - Table View - Sunningdale
 - 214 Marine Circle - Table View - Parklands
 - 215 Sunningdale - Gie Road - Wood
 - 216 Sunningdale - Wood Drive - Wood
 - 217 Melkbosstrand - Big Bay - Table View
 - 230 Duynfontein - Melkbosstrand
 - 231 Atlantis - Atlantis Industria East
 - 232 Atlantis - Avondale - Protea Park - Atlantis Industria West
 - 232A Atlantis - Avondale - Protea Park - Atlantis Industria West
 - 233 Atlantis - Saxonsea
 - 234 Atlantis - Saxonsea
 - 234A Atlantis - Marmre
 - 234B Atlantis - Marmre
 - 235 Atlantis - Pella
 - 236 Atlantis - Sherwood
 - 237 Atlantis - Robinvale
 - 251 Century City - Montague Gardens
 - 260 Summer Greens - Woodbridge Island
 - 261 Omuramba - Maitland - Salt River - Adderley*
 - 262 Century Gate - Century City Rail
 - D01 Khayelitsha East - Civic Centre
 - D02 Khayelitsha West - Civic Centre
 - D03 Mitchells Plain East - Civic Centre
 - 004 Kapteinsklop - Civic Centre
- Stop ○ Stop with myconnect services
- *The link to Maitland is planned for rollout in late 2016. Routes, stops and stop names are subject to change.







Connect to all that Cape Town has to offer on MyCiTi. Our safe, reliable service runs from the suburbs to the city to the sea. So why not make the most of what's around the next corner.



The City of Cape Town's Transport Authority



Call the Transport Information Centre- (toll-free 24/7) 0800 65 64 63
www.myciti.org.za mycitibus.mobi dial *120*1040#

 MyCiTi - Integrated Rapid Transit System  @MyCiTiBus