



NEW USER'S GUIDE

A guide to using the
MyCiTi bus system

Valid from 27 October 2018





WELCOME TO MYCITI BUS SERVICE

MyCiTi has 42 stations and 600 stops in many areas of Cape Town. You don't have to live in these areas to use MyCiTi. You can catch the train, another bus or minibus taxi and then change over to MyCiTi for the rest of your journey.

3 reasons to use MyCiTi:

1. MyCiTi is reliable, buses operate to a timetable and over 90% arrive on time.
2. It's also affordable, with fares that compare to other public transport services.
3. MyCiTi is easy to use once you know how.

GET GOING IN 5 EASY STEPS!



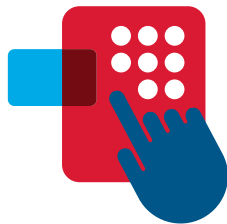
1

GET YOUR
CARD



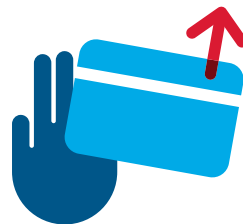
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CHOOSE
YOUR PIN



3

TOP UP
YOUR CARD



4

CHOOSE
WHERE TO GO



5

TAP IN,
TAP OUT



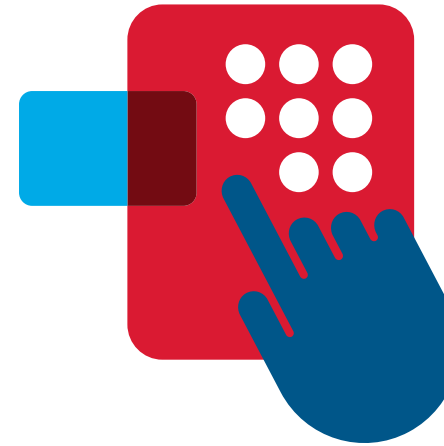


GETTING YOUR CARD

Everyone who wants to use MyCiTi needs to get a **myconnect** card. Children aged four and under travel free. A **myconnect** card costs R35 from a MyCiTi station or selected shops.

TIP:

Visit the MyCiTi website www.myciti.org.za for a list of places where you can buy your **myconnect** card and load value.



CHOOSING YOUR PIN

When you get your card, you will be asked to choose a PIN. This is because it's also a bank card. Choose a PIN you can remember.

TIP:

Keep your card safe because if you lose it you will lose all the money that's loaded on the card.



TOPPING UP YOUR CARD

Your next important decision is to choose what to load on your new card. You can load money for Standard fares or you can load Mover points, which saves you up to 30% on the fares. Save even more by starting your journey outside the weekday peak(06:45 – 08:00 and 16:15 – 17:30).

You can also save by loading a discounted travel package onto your card.

TIP:

Your **myconnect** card is like a wallet or purse-you can load two different products on your card at the same time.

	REGULAR USE			OCCASIONAL USE	
	Standard	Mover	Monthly Pass	Off-Peak Travel (OPT)*	Day Pass*
Ideal for	Fares and making small purchases	Cost-effective, regular travel	Cost-effective, regular travel over long distances	Exploring the city on weekends and public holidays	Exploring at any time, on any day
Load	Any amount (load fees apply)	R35, R50, R60, R80, R100, R150, R200, R300, R400, R600	Monthly Pass (R850)	OPT1 (R41) OPT3 (R118) OPT7 (R221)	One-day (R97) Three-day (R243) Seven-day (R533)
Valid for	3 years	3 years	1 month from a date of your choice	1, 3 or 7 consecutive calendar days	1, 3 or 7 consecutive calendar days
Fares	Standard fares apply	Mover fares apply (save up to 30%)	Unlimited travel anywhere, at any time	Unlimited travel (weekends and public holidays) and weekdays during the off-peak	Unlimited travel at any time
Get it at	Station kiosks, retailers, Absa cash-accepting ATMs	Station kiosks, retailers, Absa cash-accepting ATMs	Station kiosks	Station kiosks	Station kiosks

*For prices of these packages including travel to and from the Airport, see www.myciti.org.za



CHOOSING WHERE TO GO

Find where you want to go on the MyCiTi map. Every route has a number. You may need to travel on two or more routes to reach your destination. Every station and stop has a name. Find the stops or stations where you plan to change from one MyCiTi route to another.

TIP:

If you have a smartphone or access to a computer then go to the MyCiTi website www.myciti.org.za and use the Trip Planner to help you plan your journey. Type in the stop or station you start at and the stop or station where you want to go and the planner will work out the best route with the bus times.



- MyCiTi ROUTES**
- Main routes**
- 101 Dunoon – Table View – Civic Centre – Waterfront
 - 102 Atlantis – Table View – Civic Centre
 - 103 Atlantis – Melkbosstrand – Table View – Century City
 - 104 Dunoon – Omuramba – Century City
- Direct routes**
- A01 Airport – Civic Centre
 - D01 Khayelitsha East – Civic Centre
 - D02 Khayelitsha West – Civic Centre
 - D03 Mitchells Plain East – Civic Centre
 - D04 Kapteinsklop – Mitchells Plain Town Centre – Civic Centre
 - D05 Dunoon – Parklands – Table View – Civic Centre – Waterfront
 - D06 Dunoon – Montague Gardens – Century City
- Area routes**
- 101 Vredehoek – Gardens – Civic Centre (clockwise)
 - 102 Salt River Rail – Walmer Estate – Civic Centre
 - 103 Oranjezicht – Gardens – Civic Centre
 - 104 Oranjezicht – Gardens – Adderley – Waterfront – Sea Point
 - 105 Sea Point – Fresnaye – Civic Centre
 - 106 Camps Bay (clockwise) – Civic Centre
 - 107 Camps Bay (anti-clockwise) – Civic Centre
 - 108 Hangberg – Hout Bay Harbour – Sea Point – Adderley
 - 109 Hout Bay Beach – Imizamo Yethu – Sea Point – Adderley
 - 110 Table Mountain
 - 111 Vredehoek – Gardens – Civic Centre (anti-clockwise)
 - 112 Upper District Six – Civic Centre
 - 113 Upper Kloof Street – Adderley – Waterfront
 - 114 Sea Point – Civic Centre
 - 115 Waterfront Silo – Civic Centre
 - 116 Sunningdale – Parklands – Table View – Sunningdale (clockwise)
 - 117 Parklands – Table View – Melkbosstrand – Duynfontein
 - 118 Sunningdale – Gie Road – Wood
 - 119 Sunningdale – Wood Drive – Wood
 - 120 Sunningdale – West Beach – Table View – Sunningdale (anti-clockwise)
 - 231 Atlantis Industria East – Atlantis
 - 232 Atlantis Industria West – Protea Park – Avondale – Atlantis
 - 233 Saxonsea – Atlantis
 - 234 Mамre (Crown) – Atlantis
 - 235 Pella – Atlantis
 - 236 Sherwood – Atlantis
 - 237 Robinvale – Atlantis
 - 238 Saxonsea – Protea Park – Atlantis Industria West – Atlantis
 - 239 Saxonsea – Goede Hoop – Atlantis
 - 240 Mамre (Frans) – Atlantis
 - 241 Summer Greens – Woodbridge Island
 - 242 Century City Rail – Omuramba – Salt River – Adderley
 - 243 Summer Greens – Century City – Woodbridge Island
- Legend:**
- Station (Red circle with white dot)
 - Rail station (Blue circle with white dot)
 - Stop (Black circle with white dot)
 - Stop only accessible in direction indicated (Black circle with white dot and arrow)
- Routes, stops and stop names are subject to change.
- THIS MAP IS NOT TO SCALE



TAPPING IN, TAPPING OUT

When you go into a station you must hold your **myconnect** card against the validator. This is called a *tap in*. If you are at a bus stop, you also tap in the same way as when you go into a station.

When you get off at a bus stop remember to *tap out* by holding your card against the validator. If you are getting off at a station, then do not tap out on the bus—tap out when you leave the station.

If you forget to tap in or out or you don't do it correctly, you will get a penalty which is charged to your **myconnect** card.

TIP:

If you are transferring from one bus to another at a station you don't have to tap out, only tap out when you get to where you want to go.



GREEN

- 1 beep means that your transaction was successful.
- A green light will shine around the validator screen.



YELLOW

- When there is less than R20 on your card, a yellow light will shine around the validator screen.
- You will hear 2 beeps after you tap your card.
- This means that your transaction was successful, but that you will need to top up urgently.



RED

- A red light will shine around the validator screen if your transaction is unsuccessful.
- You will also hear 5 beeps.
- This means that you do not have enough funds on your **myconnect** card or there is another error.



Questions & **ANSWERS**

While MyCiTi is easy to use when you have done it a few times, it's okay to feel a bit confused at first. Luckily, there's someone to help you at the Transport Information Centre (TIC) all day and night, even on weekends in your choice of English, isiXhosa and Afrikaans. The friendly agents can help you with MyCiTi and other public transport service information to get you to where you need to be and safely back home again.

What happens if I forget my PIN?

You will have to get a new **myconnect** card or go to one of the following Absa banks to get a new PIN:

- Heerengracht
- Gardens
- V&A Waterfront
- Table View

How does the fare get charged?

When you tap in, the system knows that you have started your journey. When you tap out at your final stop then the system calculates how much your fare is and takes it off the card as money or Mover points. It also knows if you have a special package like a Monthly or a Day Pass. Even if you have a special package you still need to tap in and out.

What are penalties and how do I get them?

You will be charged a penalty:

- If you don't have enough money for your trip.
- If you forget to tap in and tap out.
- If you tap the wrong validator.

For the first two penalties you will be charged R15, and thereafter R30. The penalty at the Airport is R117.

Where do I find help?

Call 0800 65 64 63 (toll free)

Website: www.myciti.org.za

E-mail: transport.info@capetown.gov.za

Facebook: MyCiTi Bus Twitter: @MyCiTiBus

FOR MORE INFORMATION

The Transport Information Centre provides information about MyCiTi and other public transport services 24 hours a day, seven days a week in English, isiXhosa and Afrikaans. The service is toll free.

Call **0800 65 64 63 (toll free)**

Website: **www.myciti.org.za**

E-mail: **transport.info@capetown.gov.za**

By using MyCiTi you are bound by the MyCiTi rules. Visit the website or a MyCiTi station for more information. Information correct as at 10 October 2018. Terms and conditions apply.



MyCiTi Bus



@MyCiTiBus