



# THE MYCITI RULES



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD



Siyajikeleza. Laat Wiel.  
Going Places.

# The MyCiTi Rules

July 2011

Version 1.10

Issued by the  
City of Cape Town

The City is committed to expanding upon and improving the Rules. Please feel free to submit comment on the Rules to [irt@capetown.gov.za](mailto:irt@capetown.gov.za).

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# The MyCiTi Rules

## 1. Welcome to the MyCiTi Rapid Bus Service

Welcome to the MyCiTi experience and thank you for taking the time to read our *MyCiTi Rules*.

The MyCiTi slogan 'siyajikeleza, laat wiel, going places' is related to transport, and also represents the other themes central to the MyCiTi rapid bus service including the sense of achievement and that of going places in one's life. Cape Town is a growing city and as a result, the public's mobility needs and expectations are continually increasing.

These MyCiTi Rules seek to bring the experience of a 'reliable, rapid & safe bus service for everyone, everyday' to all by explaining in clear and simple terms what you can expect from MyCiTi in respect of service delivery and what our expectations are from you, our Customers.

In this document we describe our commitment to providing you with a world class service that meets your travelling needs by delivering you to your destination safely, comfortably and on time.

We will work to ensure Capetonians and visitors alike have confidence in the service.

Please note, that 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 statute.

## 2. MyCiTi Pledge

We strive to provide –

- Clean, comfortable, safe, frequent, punctual and affordable services
- Convenient operating hours
- Smartcard fare system which stores monetary value and can in due course be integrated with other travel modes (to follow soon)
- 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, for example, the reduction of emissions levels by using clean vehicle technologies

- A dynamic service that changes as a result of constructive feedback and lessons learnt
- Wider and more integrated bus, taxi and train service links as the City manages to co-ordinate transport solutions with other public transport operators.

Please note that as this service is the first of its kind in the City it shall, in the interim, be treated as a starter service, with feeder routes, schedules and rules subject to change.

Not all these standards will be achieved at the beginning, and the City will work towards improving the standard of service progressively.

### **3. Customer obligations**

Customers must comply with the MyCiTi Rules, as set out in the table from page 12, which are 'Conditions of Use' that must be followed by all Customers, for example:

- Pay your way – always travel with a Ticket or a loaded Smartcard (once introduced)
- Treat all fellow Customers and MyCiTi employees with respect
- Use MyCiTi property in a respectful and responsible way
- Cooperate and be patient.

### **4. Feedback**

We understand the importance of listening to what you, our Customers, want from your MyCiTi Service and therefore encourage constructive critique and feedback. Feedback allows us to constantly evaluate and improve our system and service for everyone, everyday.

Occasionally things do not go according to plan, and since we can only address the issues we know about, we encourage you to make contact with us by telephoning (24 hours a day) the Transport Information Centre (referred to as the Call Centre) at 0800 65 64 63, or by letter, email or through comment on our website. You will find all the relevant contact details on page 11.

If you contact the Call Centre, please make a note of the reference number to assist with follow-up.

We aim to respond to you within a reasonable time period. If we have not responded within a time frame you would consider reasonable, please follow up with us. If, after following up you are unhappy with our response, please contact the Local Government Ombudsman (quoting our reference number) at:

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

## 5. Authorised Officers – powers and functions

Authorised Officers will aim to ensure that all Customers comply with 'Conditions of Use' set out in the table from page 12, when in or on a MyCiTi Premises.

In terms of the 'Conditions of Use', Customers are prohibited from travelling without a valid Ticket, and will be required to produce a Ticket (and concessionary identification where appropriate) upon request by an Authorised Officer.

Authorised Officers have the powers set out in the Control of Access to Public Premises and Vehicles Act, 1985 ("the Access Act"), and to take the steps as set out in the Conditions of Use, including enforcing 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 Officer believes the person has committed an offence;
  - to produce documents verifying that the information given is correct;
  - to declare whether the person has any dangerous object in his/her 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 his/her possession, and show those contents to the Authorised Officer.

We remind Customers that Authorised Officers are doing their jobs and MyCiTi does not tolerate abuse of our staff.

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

## 6. Safety and Security

Safety and Security are key priorities and we are working towards ensuring an environment that is both safe (free from all forms of hazard) and `secure (free from all forms of crime). In order to make sure that your journey on MyCiTi is both safe and comfortable, all Customers are required to treat fellow Customers with courtesy and respect.

Our station staff are trained in Customer service and safety and they are your first point of contact should you feel threatened by any unruly, aggressive or anti-social behaviour. In the event of a threat to, or breach of, your right to personal safety and security, please report the offending behaviour to an Authorised Officer or phone the Call Centre at 0800 65 64 63 to register a concern.

## Safety

For your safety:

- Platforms at the Stations allow for level boarding, usually without a gap between the MyCiTi Vehicle and the platform.
- The use of dedicated roadways, where necessary, enhances Vehicle safety.

Safety in the MyCiTi system is a primary consideration. However, please note that customers travel at their own risk. Therefore the City or its contractors shall not be liable if you injure yourself while travelling in the MyCiTi system. Customers must also follow the instructions in Annexure C (from page 27) to ensure their own safety and the safety of others in the MyCiTi system.

## Security

For your security:

- Security staff and Customer service staff at most Stations
- Onboard roaming law enforcement officers
- Use of Closed Circuit Television (CCTV) surveillance. This network of CCTV is constantly being expanded.

At MyCiTi we have a 'zero tolerance' policy when it comes to any crime and we shall be working closely with City Safety and Security and with the SA Police Services towards the objective of making our Stations and MyCiTi Vehicles secure environments.

## 7. Accessibility

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

MyCiTi has endeavoured to make 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. At present, feeder vehicles do not offer universal accessibility, but in the future they will be equipped with ramps that can be pulled out to allow easy access into the vehicles for prams and Customers using wheelchairs.

A Customer and his/her wheelchair or electrically driven mobility aid, which does not occupy a space wider than 700mm and longer than 1300mm nor weigh more than 300kg combined, can travel in MyCiTi Vehicles. Unfortunately, MyCiTi cannot transport a Customer whose wheelchair is larger or heavier than the above specifications.

A Customer using a wheelchair must secure his/her wheelchair in the designated area using the equipment provided and also use the seat belt to secure him/herself. It is not the responsibility of any Authorised Officer to do this for the Customer and, if an Authorised Officer does assist the Customer, the Customer is responsible for ensuring that they are properly and safely secured.

Prams and bicycles are welcome, subject to the 'Conditions of Use' contained 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 those Customers who are more in need of the seat, such as Customers who are elderly or in an advanced state of pregnancy.

For more info please refer to the Conditions of Use from page 12. For special needs assistance or advice, please contact the Call Centre on 0800 65 64 63.

## 8. Ticketing

All MyCiTi Customers must be in possession of a validated Ticket when travelling. A Customer must validate his/her Ticket (either a Smartcard - available later in 2011 - or a paper ticket) prior to boarding a MyCiTi Vehicle. Until later in 2011 Paper Tickets are available for purchase at any of our Stations. Smartcard recharge facilities will be made available at certain major retail outlets after that system has been rolled out.

Where concessions are allowed in terms of the MyCiTi tariffs as approved by Council, proof of a concession entitlement must be carried by Customers travelling on a concessionary fare and any other proof of a concession entitlement.

Children under one metre tall, who are under the age of 4, are eligible to ride free of charge on MyCiTi. These children must be small enough to ride on their parent / accompanying adult's lap to make a seat available to another Customer, particularly where seats are needed by other MyCiTi Customers.

Other Customers eligible to ride free are:

- Uniformed staff of the SAPS, Metro Police, Law Enforcement, Traffic and SA National Defence Force.
- Transport service providers management and delegated staff including City of Cape Town staff and contractors responsible for fare management and contract compliance monitoring and event volunteers deployed by the City.

### **Paper tickets**

Initially, Customer will need a MyCiTi paper Ticket to travel on the MyCiTi system. Smartcards are planned to be accepted later in 2011. When entering a MyCiTi station or a Feeder Bus a Customer must present the Ticket to the Conductor. You can buy tickets at kiosks on Stations or on Feeder Buses. You are encouraged to buy booklets of 10 paper tickets so you always have a valid Ticket even when the kiosk is closed or where there is no Conductor on Feeder Buses. Paper Tickets may only be used until the expiry date printed on the ticket. Tickets are non-refundable.

You must ensure that your Paper Ticket is validated as follows:

- Airport tickets: by a Conductor clipping or tearing the ticket
- Other MyCiTi paper tickets: by a Conductor tearing off the stub on the right-hand side of the ticket; and stamping or writing the date of the trip on the ticket.

Please hold your Ticket available. When requested, you must present your validated Ticket to a MyCiTi official or a law enforcement officer, for inspection.

If you get on a Feeder vehicle which does not have a Conductor, you should present a pre-bought Ticket to the bus driver for validation. If you enter a Station where the kiosk is not staffed, you should present a pre-bought Ticket to the Conductor for validation. If you do not have a Ticket at this time, you may be allowed to enter the Station or a MyCiTi Vehicle, but then please purchase a Ticket at a Station, and present it to a Conductor for validation. We rely on your honesty in this regard.

If you are found on a MyCiTi Station or MyCiTi Vehicle without a ticket:

- you will be required to buy a Ticket from an on-board Conductor (if available), or
- you may be required to get off the MyCiTi Vehicle to buy a Ticket at a MyCiTi Station, or
- you may be required to get off the MyCiTi Vehicle or out of a Station.

If you are found without a validated ticket, you could also be fined, unless you have a valid explanation. If you are caught trying to evade paying the fare (eg by walking into a Station without presenting your Ticket to a Conductor, or by climbing over a Station fence) you will be fined or you may be arrested.

## 9. Fares

The MyCiTi fare tariff is approved by the Council, may change from time to time, and can be found at <http://www.capetown.gov.za/MyCiTi>. Fares will be charged in accordance with the applicable tariff table. Ask for a leaflet regarding fares and concessions at the Ticket kiosk.

## 10. Luggage and other items carried

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

Customers may travel only with those items that can be carried without assistance and which can be stored on the MyCiTi Vehicles without causing an inconvenience to fellow Customers.

Customers are permitted to bring Luggage items on board the MyCiTi Vehicles, but must ensure that the presence of such items does not cause discomfort or inconvenience to other Customers.

Customers are not permitted to bring on board anything that

- Is more than 2 metres long or weighs more than 300 kg

- Cannot be carried by the Customer alone
- Is a hazardous or inflammable substance
- Is likely to cause injury or offence to other Customers or to Authorised Officers
- Is likely to cause damage to MyCiTi Vehicles or Stations.

Staff can refuse permission for you to take any item onto our 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. It will be removed by Authorised Officers and may be destroyed by the police.

Any Luggage may be refused access at the discretion of an Authorised Officer. At the instruction of an Authorised Officer, any Luggage must immediately be removed.

Prams, strollers and walking aids (including electrically-driven mobility aids such as wheelchairs and scooters) can be carried free of charge, provided that 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 buses and are carried free of charge. Customers transporting bicycles must keep them in the designated area provided for bicycles which is located next to the wheelchair area. Customers transporting bicycles may only board if space is available in this area. If no space is available for the bicycle, the customer must wait for the next bus with available space. Bicycles may not be placed in a manner that blocks aisles, doors or emergency exits, or which impede movement in aisles or through doors and exits. Regarding bicycles, as in all other cases, Customers must comply with instructions issued by a MyCiTi staff member.

The City of Cape Town will be increasing the number of bike racks, lockers and cages on the MyCiTi premises, especially at major MyCiTi stations.

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.

The open space in the bus with flip-down seats and straps for securing wheelchairs is meant for preferential use by Customers using wheelchairs or bicycles and Customers with large pieces of luggage, such as suitcases and prams. Other Customers are requested to vacate the space and the flip-down seats on request of such Customers.

If you have any questions or concerns in relation to the above, please contact the Call Centre on 0800 65 64 63 for more information.

## **11. Assistive Animals and Pets**

Authorised and trained assistive animals (for example guide dogs) are permitted 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 while using the MyCiTi Services.

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

## **12. 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 kiosk. Please call the Call Centre at 0800 65 64 63, 24 hours a day, to find out where this can be collected, if it has been handed in to a MyCiTi Officers.

While MyCiTi staff will make every reasonable effort to collect and hand in any lost property found on the MyCiTi Premises, MyCiTi does not accept any responsibility for loss or damage of any nature to any property of Customers using the MyCiTi Services. Any lost property handed in will be available for collection only for a period of one week from the date that it is handed in, after which it will be disposed of in accordance with standard City policy for the disposal of goods.

## **13. Services**

Until further notice, all services are run as starter services. Customers' patience and understanding are appreciated.

Services include Scheduled services and Events services.

There may be a need to adjust services occasionally and we reserve the right to change MyCiTi Services to better serve the needs of MyCiTi Customers. These changes will be communicated to the public.

Events that require the dedicated use of the 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.

## **14. Customer Information**

MyCiTi Service information and all relevant details, including schedules, have been made available in prominent locations at Stations. For updates and more information contact the Call Centre on 0800 65 64 63.

## 15. Languages

MyCiTi can provide copies of these Rules in different formats and languages upon request (see contact details on page 10). It will in due course be available in the following official languages: Afrikaans, English, IsiXhosa

We hope that you find MyCiTi useful and enjoyable to use.

### Contact us

Call: The Call Centre at 0800 65 64 63

Email: [transport.info@capetown.gov.za](mailto:transport.info@capetown.gov.za)

Mail: Customer Feedback: MyCiTi  
Box 298  
Cape Town  
8001

Website: <http://www.capetown.gov.za/MyCiTi> - you can submit comment by going to this site and clicking on *Contact Us*.

## The MyCiTi Rules: Annexures

### A. Conditions of use

These Conditions of Use have been issued in terms of section 2(3)(a) of the Access Act, read with the relevant sections of the National Land Transport Act (NLTA). The Conditions of Use contained in the table below (and commonly referred to as 'the Rules') are necessary to further the aim of creating a safe travelling environment for all, and to explain the duties and functions of the Officials involved.

When you use the MyCiTi Services, you undertake to be bound by the Conditions of Use (i.e. the Rules) contained in the table below and in the text above. All MyCiTi Customers, in using the MyCiTi Services and all other persons on the MyCiTi Premises, therefore agree to be bound by these Rules. These Rules will be strictly enforced in the MyCiTi Premises in order to ensure the safety and security of all Customers and staff, and ensure the provision of a superior transport service.

A breach of the Rules may be penalized 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 in question. Equally, where a breach of the Rules constitutes an offence under a City By-law, the person concerned may be penalized under the relevant provision of the By-law(/s) in question.

Where a person found on/in the MyCiTi Premises commits or attempts to commit an offence contained in Schedule 1 to the Criminal Procedure Act, 51 of 1977 ("CPA") ("a Schedule 1 Offence"), in the presence of an Authorised Officer, that Authorised Officer may, in terms of section 42 of the CPA, arrest and detain such person without a warrant. Similarly, if an Authorised Officer entertains a reasonable suspicion that a person found on/in the MyCiTi Premises has committed a Schedule 1 Offence (including, *inter alia*, public violence; robbery; malicious injury to property; assault; theft etc), the Authorised Officer may arrest and detain the offending person, which person shall then be charged accordingly. An Authorised Officer in charge of a property forming part of the MyCiTi Premises may without 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, pursuant to the powers 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 one of the City's By-laws), 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 R2000 or to imprisonment for a period not exceeding 2 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 3 months or a fine not exceeding R10 000. In light of the severity of the penalties that may be imposed under the legislation, we urge all Customers to use MyCiTi in compliance with the Rules.

Customers are reminded to behave with patience and common courtesy when using the MyCiTi Services by, for example, allowing Customers already on MyCiTi Vehicles to exit the MyCiTi Vehicles 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.	All Customers must be in possession of a valid Ticket 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	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.	Section 90(1)(j) of the NLTA (refusal/failure to comply with the lawful order, direction or demand of an authorised officer);	i, ii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
	ticket.	If, on inspection of the ticket, an Authorised Officer believes the person concerned does not have a right of access to the MyCiTi Ticket Control Area, the Authorised Officer may instruct the offending person to leave the MyCiTi Premises forthwith.	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.	
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. (b) If, on inspection of the ticket, 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 Services, 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 of 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

No.	Rules	Examples / Comments	Corresponding Offense/ Empowering Provision in the Legislative Framework	Fine Category
5	<p>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 thereon.</p>	<p>(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 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.</p>	<p>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</p>	i, ii, iii.
6	<p>(a) No person may consume food and/or chew gum in or on the MyCiTi Premises.            (b) All Customers are strictly prohibited from disposing of chewing gum in any place other than in the provided waste bins.            (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.            Section 90(1)(k) (iii) of the NLTAA: acting in a manner that inconveniences a fellow passenger            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 incon-</p>	<p>This includes (but is not limited to)            (a)(i) buying, selling, or advertising anything for sale;</p>	<p>Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p>	i, ii, iii, iv, v

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
	<p>veniences and/or causes any discomfort to other Customers, and/or amounts to an interference with the property of other Customers.</p>	<ul style="list-style-type: none"> <li>(ii) begging for money, donations or employment;</li> <li>(iii) distributing any leaflets or other promotional items;</li> <li>(iv) riding a bicycle, roller-skates, rollerblades, skateboards or any similar object or machine inside a Station or MyCiTi Vehicle;</li> <li>(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);</li> <li>(vi) soiling, littering in or damaging the MyCiTi Premises;</li> <li>(vii) spitting in or on MyCiTi property or property belonging to another person;</li> <li>(viii) gambling in, on or around the MyCiTi Premises;</li> <li>(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;</li> <li>(x) behaving in a disorderly manner;</li> <li>(xi) insulting, abusing or threatening fellow Customers;</li> <li>(b) or where a Customer has complained about another Customer, or as directed by an Authorised Officer: <ul style="list-style-type: none"> <li>(i) playing music or instruments;</li> <li>(ii) talking or singing loudly and thereby disturbing other Customers;</li> <li>(iii) photographing and/or video-recording other Customers where they have objected thereto;</li> <li>(iv) behaving in an indecent or offensive manner.</li> </ul> </li> </ul>	<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> <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:</p>	

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
			<p>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 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>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</p>	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
9	<p>(a) No person may board or alight a MyCiTi Vehicle at a location other than a Station or Stop, unless otherwise instructed by an Authorised Officer.</p> <p>(b) No person may board a MyCiTi Vehicle that is already at full capacity a stated in signage in the Vehicle or as indicated by an Authorised Officer, or which is out of service.</p>	<p>(i) Boarding and alighting MyCiTi Vehicles may take place only at designated MyCiTi Stops, and must be done in such a way to ensure that the scheduled service is not delayed.</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>person or animal.</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> <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>	i, iii
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> <p>(a) take a seat or to hold the rails or straps;</p> <p>(b) make available a space designated for Customers using wheelchairs;</p> <p>(c) a parent or person in charge of a child under 4 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</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)(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</p>	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
		<p>available to another Customer;</p> <p>(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;</p> <p>(e) vacate the storage space for bicycles and large Luggage items when required, including vacating flip-down seats;</p> <p>(f) remove an animal (including a bird), or Luggage or other property;</p> <p>(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;</p> <p>(h) leave the MyCiTi Premises;</p> <p>(i) provide his or her name and address if the Authorised Officer believes the person has committed an offence;</p> <p>(j) produce documents verifying that the information given is correct;</p> <p>(k) declare whether he/she has any dangerous object in his/her 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 his/her possession, and show those contents to the Authorised Officer.</p>	<p>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>	
11	No person may travel standing on a MyCiTi Vehicle without holding onto a hand rail, a seatback or a		<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</p>	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
12	<p>handstrap.</p> <p>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>	<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 impede 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>(c) A Customer may not bring into a Station or onto a MyCiTi Vehicle anything that:</p>	<p>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, inter alia, 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>(i) Is more than 2 metres long;</p> <p>(ii) Has a weight of more than 300 kg;</p> <p>(iii) Cannot be carried by the Customer alone;</p> <p>(iv) Is a hazardous or inflammable substance;</p> <p>(v) Is likely to cause injury to other Customers or to Authorised Officers; or</p> <p>(vi) Is likely to cause damage to MyCiTi Premises.</p> <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 700mm wide and 1300mm long, with a combined weight of Customer and wheelchair of 300kg.</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 a MyCiTi staff member 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 of 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 so directed by a peace officer or member of the Cape Town</p>	i, ii, iii

No.	Rules	Examples / Comments	Corresponding Offence/ Empowering Provision in the Legislative Framework	Fine Category
14	<p>No person may leave their Luggage attended.</p>	<p>(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.</p>	<p>Metropolitan Police Department. In terms of section 23(1) of the Nuisance By-law, a failure to obey such an instruction is an offence;            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.            Section 2(3)(a) (read with section 4(c)) of the Access Act: failure to observe a condition of entry.</p>	i
15	<p>(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</p>		<p>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 his or her property, without that person's consent.</p>	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 R2000 or to imprisonment for a period not exceeding two years, or to 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: "<i>Any person who</i> -</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 R5000,00 or to imprisonment for a period not exceeding 3 months..."</p>
v.	Waste Bylaw

## B. Glossary of terms

1. 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 premium rapid bus service between Cape Town International Airport and various destinations in the City, the first being the central business district of Cape Town designed specifically to meet the needs of domestic and international air Customers;

**“Authorised Officer”** includes:

- (a) an employee of the City IRT Implementation or IRT Operations departments;
- (b) an employee of the City Revenue Services, who may at times be charged with access control to any MyCiTi Premises or vehicles;
- (c) any other employee or contractor of the City, authorised by the Executive Director of Transport, Roads and Major projects to act as Authorised Officer;
- (d) an employee of a contractor contracted to provide vehicle operation services or station management services, and who is charged with access control, security or ambassadorial services, including a driver of a MyCiTi Vehicle;
- (e) a City Law Enforcement Officer, Traffic Officer, or Metro Police Officer;

is empowered to enforce the MyCiTi Rules, and can be identified in case of (a), (b), (c) or (d) by a MyCiTi identification card; and in case of (d) by an identification card identifying the bearer as an officer of the relevant service;

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

**“Conductor”** means any Authorised Officer charged with access control to any Ticket Controlled Area;

**“Controlled Area”** means an access-controlled area that cannot be entered without Ticket validation;

**“Customer”** means any person using MyCiTi, or entering a Ticket Controlled Area, excluding any Authorised Officer;

**“Feeder vehicles”** means a MyCiTi Vehicle that runs on a secondary route, primarily to carry Customers to or from Stations;

**“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 rapid bus service, put in place as part of the City of Cape Town's Integrated Rapid Transit system;

**“MyCiTi Premises”** means any the MyCiTi bus ways and cycleway, MyCiTi Vehicles, Stations and Stops, buildings, structures, halls, rooms, offices, conveniences, land, enclosures or water surfaces which are occupied by, or is under the control of the MyCiTi Operator;

**“MyCiTi Operator”** means the City Department: IRT Operations or the Municipal Entity (if any) to which MyCiTi operations have been assigned;

**“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, 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;

**“Paper Ticket”** means a valid paper Ticket;

**“Rules”** means these MyCiTi Rules contained herein and the Conditions of Use set out in the table on page 12;

**“Smartcard”** is an electronic Europay-Mastercard-Visa compliant Smartcard accepted by the MyCiTi automatic fare collection equipment;

**“Station”** means an area within a MyCiTi Premises designed for boarding MyCiTi Vehicles or alighting from such vehicles, which is enclosed and to which access by the public is usually controlled;

**“Stop”** means a bus stop used for boarding or alighting a MyCiTi Vehicle, identified as a MyCiTi Stop through a MyCiTi bus stop sign or identified as a MyCiTi Stop 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 in to a MyCiTi Station or Feeder Bus using the validator provided. A Paper Ticket is valid only if it has been issued by the City for use on a given MyCiTi service, if used before or on the date of validity printed on the Ticket, or during such further period as the City may announce through official notices at kiosks. This includes concessionary tickets which can only be used for the purpose and on the date specified;

**“Ticket Controlled Area”** means an area regarding which Customers are normally allowed to enter only if they have a valid Ticket, 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.

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

2. 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, please note that –

**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.

Customers should follow the following the instructions below to ensure their own safety and the safety 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 are out of MyCiTi Vehicle before boarding.
- b. On Stations, stand clear of the doors until *both* the station doors and the doors of 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 MyCiTi Vehicle are open. When it is safe to do so, move through the door quickly but carefully.**
- d. At stops, keep clear of the curb 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 any boarding bridge or sideways 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 may be used by the City for its own purposes and be passed on to the Police for use in a Court of Law.
- b. Stairs and ramps may be slippery when wet. Please hold onto hand rails to ensure your safety.
- c. Do not try to enter a Station from the direction of the busways, such as via in the space between a MyCiTi Vehicle and the Station.
- d. Cross a traffic lane to a Station only at a zebra crossing. Crossing at any other place is extremely dangerous. When crossing at a zebra crossing controlled through a traffic light, wait for the green pedestrian light before crossing.

## 3. On board MyCiTi Vehicles

- a. CCTV images may be recorded and may be used by the City for its own purposes and be passed to the police for use in a Court of Law
- b. Passenger 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 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 are only to alight at authorized stations and stops.
- f. Passengers are at risk of injury or death if bus has to break sharply or is involved in an accident.

## 4. A person on a MyCiTi Premises is subject to and must comply with the MyCiTi Conditions of Use. This includes the following:

- a. The City reserves the right to change timetables, routes and stops.
- b. The City cannot guarantee to have space to carry passenger or a seat on a particular MyCiTi Vehicle.
- c. Customers must follow instructions given by Authorised Officers.
- d. An Authorised Officer may require passengers to leave a MyCiTi Vehicle, Station or Stop at any time.
- e. Customers must board or alight from a MyCiTi Vehicle at official stops only, unless directed otherwise by a member of IRT staff.
- f. Customers will be held liable to damage caused by them to City property.
- g. A customer is always 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. While a pram or and stroller can be carried free of charge, the Customer is responsible for deciding whether to leave a child in such pram or stroller. If the child is left in the pram or stroller, the Customer must apply the breaks of the pram or stroller, and must ensure that it is secured or held securely. Customers are advised that there is risk for the safety of the child in either option.