

# The MyCiTi Fare Rules

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Issued by  
Directorate: Urban Mobility  
City of Cape Town

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## 1. Introduction

- 1.1. In these Fare Rules the following terms shall have the meaning indicated:
  - 1.1.1. "Condition" means a condition listed in the Terms and Conditions of the MyCiTi Tariff;
  - 1.1.2. "Dial-and-Ride Tariff" means the City's Dial-and-Ride Tariff forming part of the MyCiTi Tariff;
  - 1.1.3. "MyCiTi Tariff" means the Contracted Road-Based Public Transport Tariff, or the Dial-and-Ride Tariff;
- 1.2. These Fare Rules have been issued in terms of Condition 3(a) of the MyCiTi Tariff.
- 1.3. These Fare Rules also contain transitional arrangements towards the implementation of MyCiTi Tariff components, as contemplated in Condition 2.1(3).
- 1.4. The MyCiTi Tariff is subject to these Fare Rules.
- 1.5. The terms used in these Fare Rules have the same meaning as defined in the MyCiTi Tariff or in the MyCiTi Rules. If there is conflict in the definitions contained in these two documents, the definition of the MyCiTi Tariff prevails.

## 2. Transitional arrangements

- 2.1. Item deleted in 2020.
- 2.2. Item deleted in 2020.
- 2.3. Note on the Contracted Road-based Public Transport Tariffs – Fare Levels
  - 2.3.1. The Item descriptions and any edits applied to them in Fare Level One apply to the corresponding Items in Fare Levels Zero, and Two to Seven.
  - 2.3.2. Where there is a discrepancy in Item descriptions of the same Item under different fare levels, the Item description in Fare Level One applies.

- 2.4. As a transitional measure, for any periods where the sale of **myconnect** cards is not possible, the City may sell "Redundancy Standard Tickets" to customers at the rate applicable to 20 km or longer travel, for all trips including travel under 20km but excluding a Premium route; and a "Redundancy Premium Ticket" for travel on a Premium route. During periods that this measure applies, signage to this effect should ideally be displayed at relevant kiosks.

### 3. Item deleted in 2020.

## 4. Impact of a prolonged service interruption on Monthly and Day Passes

- 4.1. "Monthly Passes" refer to any category of monthlies that can be loaded at the relevant time.
- 4.2. The City may offer an extension of Monthly Passes, or may convert the unused portion of the Monthly Passes to Mover Points, whenever there is a prolonged service interruption, where such service interruption results in Customers with Monthly Passes being unfairly disadvantaged.
- 4.3. The term "prolonged service interruption" means a prolonged service interruption listed in Annexure A to these Fare Rules, which includes a general strike by employees of MyCiTi contractors or City staff or a lockout of such employees affects the MyCiTi services on any given day to a significant degree, or any other prolonged service interruption that has a similar impact, such as due to severe limitations placed upon the right to travel on public transport due to regulations issued due to a declared national state of disaster.
- 4.4. The term "interrupted service day" means a day on which there were no MyCiTi services or a significantly reduced MyCiTi service due to a prolonged service interruption, falling within the period of a Monthly Pass that had been loaded and active on the Customer's relevant Smartcard, provided the Customer did not use the relevant Smartcard to gain access to any MyCiTi services during the interrupted service days. Where a Smartcard has been used on days falling within a prolonged service interruption (e.g. where MyCiTi services were partially operational), the interrupted service days relevant to that Smartcard for application of this Rule 4 to Monthly Passes must be reduced pro rata, per day that the Smartcard had been used during such prolonged service interruption at the rate of 1/28th of the value (rounded up to the equivalent full days) of the Monthly Pass.
- 4.5. The following fare rule will apply to Customers who are eligible:
  - 4.5.1. A Customer who had loaded on their Smartcard a Monthly Pass that was valid on any interrupted service day may apply using the prescribed form to have their current Monthly Pass extended by, or to have a new Monthly Pass loaded, regarding the verified number of interrupted service days (referred to as "the verified extension").

- 4.5.2. As an alternative to 4.5.1, a Customer who had loaded on their Smartcard a Monthly Pass that was valid on any interruption-affected day may apply using the prescribed form to have the unused value of such Monthly Pass, based on the verified number of interruption-affected days (referred to as “the verified unused value”), converted to Mover Points.
- 4.5.3. In order to redeem the verified extension or to convert the verified unused value to Mover points the Customer must return to any kiosk and complete the prescribed form.
- 4.5.4. Once the City has verified the number of interrupted service days relevant to the Customer’s Smartcard, the Customer may:
- have a current and valid Monthly Pass extended by the verified number of interrupted service days; or
  - have a Pass loaded for the verified number of interrupted service days. This pass will nominally be recorded as a “Monthly Pass”, but actually is a pass only for the number of verified interrupted service days; or
  - have the verified unused value converted to Mover points.
- 4.5.5. The customer will be contacted after the verification process to redeem the verified extension or to convert the verified unused value to Mover points. The customer must go to the Information Kiosk at Civic Centre, or any other kiosk as communicated by the City through the approved communication channels, to redeem the above within the number of days indicated on the prescribed form.
- 4.5.6. The Monthly Pass referred to in 4.5.1, or the verified unused value referred to in 4.5.2, may only be loaded onto the Smartcard upon which the Monthly Pass was in effect at the time of the prolonged service interruption or, if such Smartcard had expired, then upon a card that has replaced such card through the formal MyCiTi Smartcard replacement procedure.
- 4.6. As an alternative to the steps in 4.5, but only if the prolonged service interruption is likely to continue beyond the date upon which the original loaded Monthly Pass was ending and it is unclear when it will be ending, the City may repay the Customer the part of the price of the Monthly Pass that they cannot continue to use during a prolonged service interruption due only to such service not being in operation, in proportion with the interrupted service days or future estimated interrupted service days.
- 4.7. Similar steps to those applicable to Monthly Passes above may be taken regarding Day Passes that are valid on interrupted service days.

## 5. Concessions

### 5.1. Background

- 5.1.1. Cl. 10 of the Conditions to the MyCiTi Tariff provide that the following persons are exempted from paying the transport Tariff:

- (a) Category 1 – Law enforcement officers (provided that they are wearing uniforms as prescribed by their service and carrying their service identification cards): South African Police Services and law enforcement officers from the following City services: Metro Police, Law Enforcement and Traffic Services. Note that a similar concession in favour of SA National Defence Force ("SANDF") staff *was withdrawn* in 2016 and therefore that NO SANDF staff may travel on MyCiTi without paying the full fare, despite wording to the contrary that may be contained in the MyCiTi Rules.
- (b) Category 2 – Public transport operations and monitoring staff: Vehicle Operator Companies (VOCs) and Station Management Contractors:
- Only those staff members permitted in the relevant contract with the City to travel without paying the prescribed fare;
  - City and its contractors' staff responsible for fare management and contract compliance monitoring ;
  - Event specific volunteers or staff deployed by the City.
- (c) Category 3 – City technical team members and others
- Technical staff from the System Planning, Infrastructure, Operations and Business Development Transport departments and/or branches (monitoring, continuous improvement and to aid planning) or others as authorised.
- (d) Condition 10.6(a) provides that the concessions in Categories 1 to 3 will apply only if the Director authorises such on an individual basis, where exceptional circumstances justifying such concession exist.
- (e) Item deleted in 2020.

## 5.2. Contractors passes:

5.2.1. Contractors travelling on the system due to responsibility for fare system management and contract compliance monitoring are covered under Category 2 above.

5.2.2. Contractors not travelling on the system but working on stations are not governed by the Tariff concessions but are subject to the access requirements of the Manager responsible for MyCiTi facilities who requires the contractor to make application on the prescribed form.

5.2.3. Should any of these contractors have to travel on the system they must purchase a **myconnect** card and load sufficient value.

5.3. Guest Passes may be issued for marketing purposes, promotional events and ad hoc inspections, subject to cl 5.4.

5.4. Deleted in 2020.

5.5. Deleted in 2020.

5.6. Travel Assistant – i.e. a person accompanying a Person with Disabilities

5.6.1. Condition 10.4(b) provides that a “person accompanying a disabled person is exempted from paying the MyCiTi Tariff provided that such a person has a certificate issued by a registered medical practitioner confirming that the relevant disabled person/s cannot travel without such assistance, subject further to any relevant Fare Rules.”

5.6.2. **The implementation of this concession is postponed until the Fare Rules applicable to the granting and administration of this concession has been issued.**

***5.6.3. The terms of the proposed Fare Rules are indicated below to facilitate consultation and consideration of the conditions and to plan the implementation of this concession.***

5.6.4. The person accompanying the Person with Disabilities is referred to as a Travel Assistant and the relevant pass is referred to as a Travel Assistant Pass. The Travel Assistant Pass is issued to the person with disabilities or his / her Travel Assistant, but applies only to the Travel Assistant, not to the Person with Disabilities him / herself.

5.6.5. The term “Person with Disabilities” means a disabled person who is so severely disabled that it would be impossible for them to reasonably use, board or alight from government subsidised general public transport reasonably available in the area without the assistance of a Travel Assistant.

5.6.6. A person who requires an assistant for disability related functioning. The effect of the disability may be such that the help of a Travel Assistant is required only on some occasions. Therefore it is not required that the Person with Disabilities must need the help of a Travel Assistant on every journey to qualify for a travel assistant Pass.

5.6.7. The disability must be permanent or must have lasted or must be likely to last for at least 12 months.

5.6.8. The medical conditions indicating such severe disability may include the following, but only if the requirements of 5.6.5 are met:

- (a) Severe learning difficulties;
- (b) Challenging behaviours, resulting in the Person with Disabilities needing to be supervised at all time;
- (c) Severe cognitive and mental impairments and disorders;
- (d) A combination of severe visual and hearing loss;
- (e) The need to use a wheelchair.

5.6.9. In order to qualify, the City requires that the Person with Disabilities submit to the nominated City or MyCiTi office documentary evidence confirming that the Person with Disabilities meets the above criteria:

- (a) This could include a letter from a doctor or other medical specialist or a social worker or occupational therapist ("Medical Professional") confirming that the Person with Disabilities would, by nature of his/her disability, find it impossible to travel on public passenger transport services without the assistance of a Travel Assistant.
- (b) The documentary evidence must specify the medical condition(s) that the Person with Disabilities suffers from.
- (c) All documentary evidence and letters must be written on letterheads from the relevant organisation and signed and dated by the Medical Professional indicated, with their names clearly legible and with full contact details.

5.6.10. The City reserves the right to assess an application on all the available evidence and to contact and engage with the relevant Medical Professional. The City may require of the Person with Disabilities to see a Medical Professional of the City's choice. Where in the City's view insufficient evidence has been submitted to grant the application, the City will refuse the application.

5.6.11. The City will not be liable for any expenses incurred by the Person with Disabilities in obtaining and submitting documentation, including photographic and/or medical evidence if necessary, for the purpose of applying for a Travel Assistant Pass.

5.6.12. The City is under a duty to protect the public funds it administers. The City may therefore share information provided to it, with other bodies responsible for auditing or administering public funds in order to prevent and detect fraud.

5.6.13. The additional Fare Rules that such a person must comply with prior to being exempted are as follows:

- (a) The Travel Assistant Pass shall bear the photograph of the Person with Disabilities.
- (b) Only the one Travel Assistant may accompany the Person with Disabilities without paying the fare, provided the Person with Disabilities is present and a valid Travel Assistant Pass is presented for such entry.
- (c) The Travel Assistant Pass provides a free concession only regarding the Person with Disabilities' travel assistant, not regarding the Person with Disabilities himself / herself. Thus the Person with Disabilities must pay their fare as would any other passenger.

## 6. Dial-and-Ride fare rules

- 6.1. Currently fares on Dial-a-Ride must be paid in cash to the operator operating Dial-a-Ride on behalf of the City and cannot be paid using the **myconnect** card.

- 6.2. Condition 2 to the Dial-and-Ride Tariff provides that, in order to achieve integrated ticketing, including free transfers between Dial-a-Ride services and other Contracted Road-based Public Transport services, the Executive Director: Transport may make the remainder of the Contracted Road-based Public Transport tariff table applicable to Dial-a-Ride services, in place of the Dial-a-Ride Tariff above, from a date as notified on the relevant City of Cape Town website or in the press.
  - 6.3. Currently no such free transfer is possible.
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**Annexure A****Prolonged service interruptions regarding which the City Fare Rule 4 applies**

The general strike in the South African road passenger transport industry, 12-16 April 2017 (inclusive); and 18 April – 14 May 2018 (inclusive).

N2 express service interruption as from 1 June 2019 – 17 February 2022.

National lockdown period related to the COVID-19 pandemic starting 27 March 2020 until Alert Level 3 as defined in the regulations issued in terms of the National Disaster Act came to an end.