

# NEW USER'S GUIDE



A guide to using the MyCiTi bus system

*Valid from July 2020*



# WELCOME

MyCiTi has 42 stations and more than 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 transfer 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



2

LOAD  
VALUE



3

PLAN YOUR  
JOURNEY



4

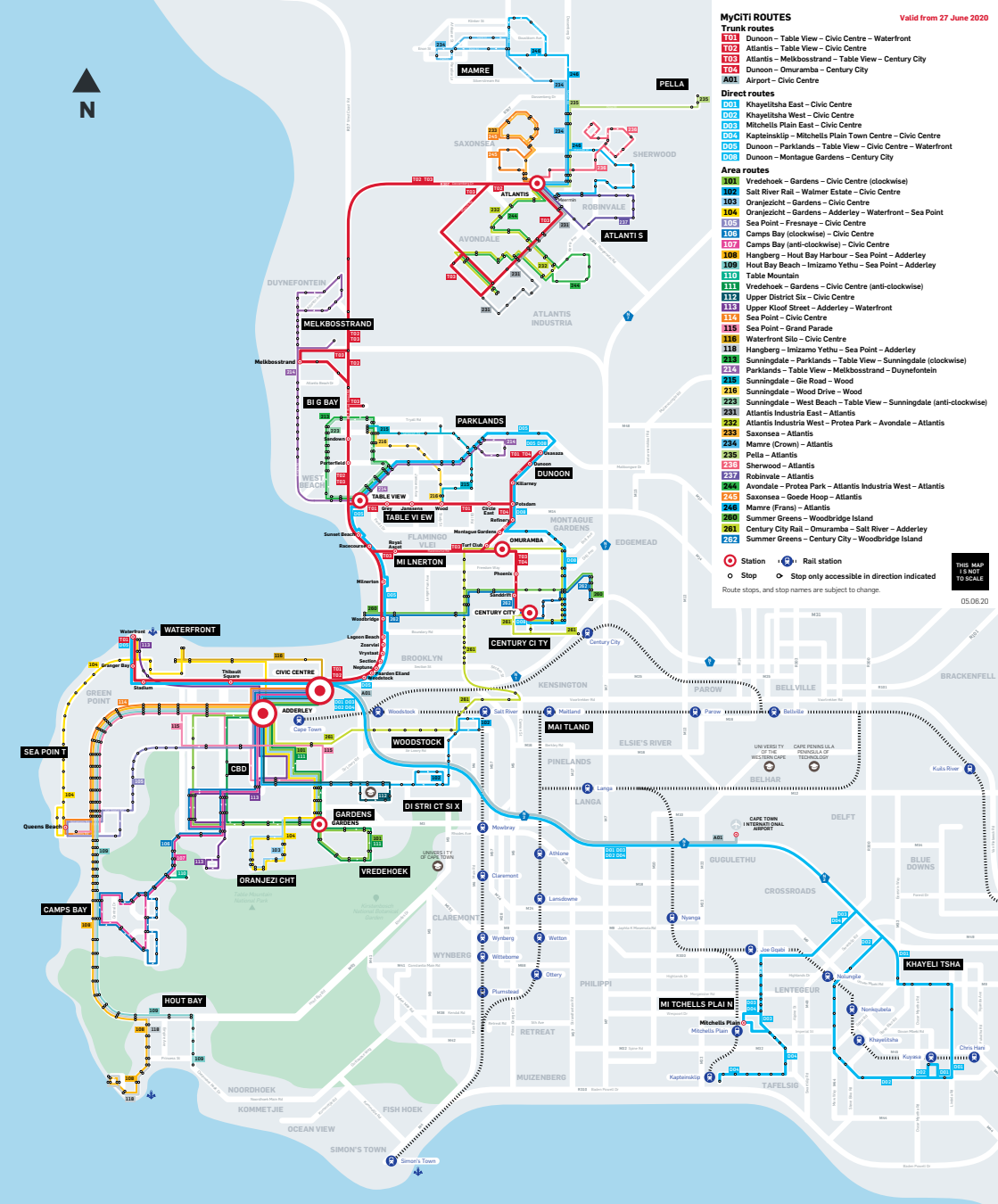
TAP IN,  
TAP OUT



5

TOP UP  
YOUR CARD





# 1 GETTING YOUR CARD

MyCiTi uses a card-based payment system. Everyone needs their own **myconnect** card except children under the age of four.

Get your **myconnect** card for only R35 from MyCiTi station kiosks and participating retailers (see [www.myciti.org.za](http://www.myciti.org.za) for a list).

## TIP

Your card is a bank card so you'll need to choose a PIN you can remember. Also remember to keep your card receipt safe in case something happens to it.



## 2 LOADING VALUE

Once you get your card you'll need to load value on it to pay for your fares. You can load any amount as Standard or save by loading a Mover package.

If you travel regularly over long distances you may save with a Monthly Pass for R790 while occasional users and visitors can enjoy unlimited travel on as many routes as they wish for 1, 3 or 7 days from only R70.

### TIP

Most passengers save by loading Mover points and by travelling outside the weekday peak fare periods of 06:45 – 08:00 and 16:15 – 17:30.

|           | PAY AS YOU GO                                       |   | UNLIMITED TRAVEL                                   |  |
|-----------|---|---|--|--|
|           | Standard  | Mover   | Monthly Pass                                       | Day Passes   |
| Ideal for | Fares and making small purchases                    | Cost-effective regular travel   | Cost-effective, regular travel over long distances | Exploring at any time, on any day                          |
| Load      | Any amount (load fees apply)                        | Mover packages (R35, R50, R60, R80, R100, R150, R200, R300, R400, R600) | Monthly Pass (R790)                                | 1 Day Pass (R70)<br>3 Day Pass (R160)<br>7 Day Pass (R230) |
| Valid for | 3 years   | 3 years   | 1 month from a date of your choice                 | 1, 3 or 7 consecutive calendar days                        |
| Fares     | Standard fares apply                                | Mover fares apply   | Unlimited travel anywhere at any time              | Unlimited travel anywhere at any time                      |
| Get it at | Station kiosks, retailers, Absa cash-accepting ATMs | Station kiosks, retailers, Absa cash-accepting ATMs                     | Station kiosks                                     | Station kiosks   |



# 3 PLANNING YOUR JOURNEY

With MyCiTi you can easily transfer from one route to another to get to where you want to be.

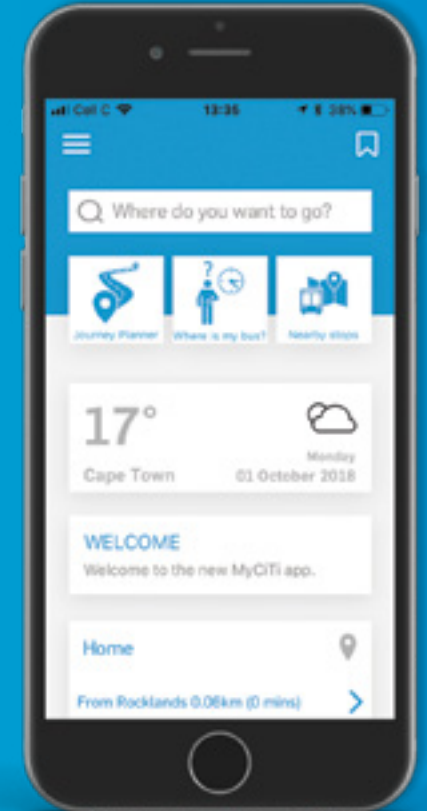
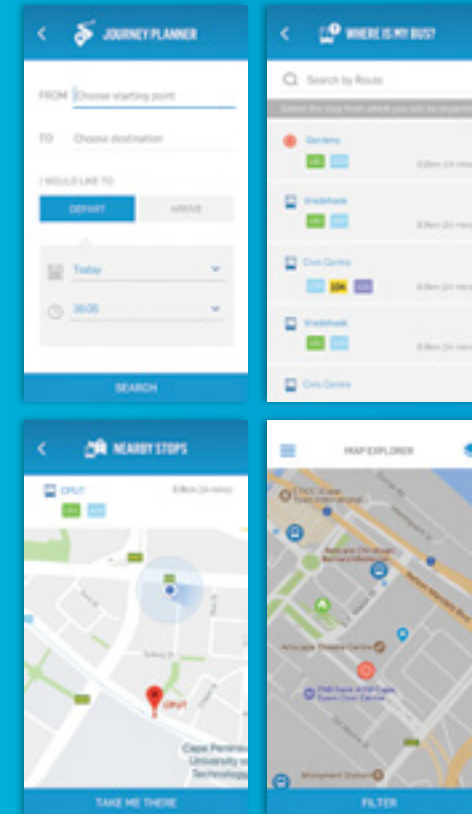
Download the free, official MyCiTi app from app stores or visit [www.myciti.org.za](http://www.myciti.org.za) to easily plan your journey and access live updates to track your bus.

## TIP

Use the journey planner to receive suggestions on the best routes and bus times to get you to where you need to be along with easy-to-follow directions.



## MyCiTi App



- Plan your journey using your GPS location.
- Access live updates to track your bus.
- Save routes and stops for instant access.
- Many other useful features.

Download the official app FREE and enjoy easy travel with MyCiTi.





## 4 TAPPING IN, TAPPING OUT

To use MyCiTi, you need to tap in and tap out to pay your fares and avoid penalties.

When you enter a station or board a bus at a stop, tap in by holding your card against the validator. When you leave a station or exit a bus at a stop, tap out by doing the same. If you don't tap in and tap out correctly, a penalty will be charged to your card.

### TIP

If you transfer from one bus to another at a station you don't have to tap out, only tap out when you reach your destination.



## 5 TOPPING UP YOUR CARD

Ensure you always have value on your card by topping up at any station kiosk or participating retailer.

You can check your balance at kiosks and info terminals at stations, and on the validator whenever you tap in and tap out.

### TIP

The validator will shine **green** if there's enough value, **yellow** if you're running low and **red** if there is insufficient value to travel.

# 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.

Call **0800 65 64 63** (FREE from any phone)

Website: [www.myciti.org.za](http://www.myciti.org.za)

E-mail: [transport.info@capetown.gov.za](mailto: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 June 2020. Terms and conditions apply.

