



## Internal memorandum

### Fares Policy for public transport services in Cape Town

#### Introduction

The City of Cape Town's Fares Policy for contracted road-based public transport (2015) establishes the principles for the structuring and implementation of fares for City-administered public transport services. The fare structure and fare collection technology form the foundation of the fare system.

A comprehensive study was conducted to review the fares policy and fare structure to ensure that it remains relevant, adaptable, and able to accommodate future transport modes. This study contained recommendations for updating the policy, particularly in the light of potential changes in contracting authority responsibilities for services such as Golden Arrow Bus Services (GABS), the facilitation of minibus-taxi (MBT) hybrid services, and possible inclusion of passenger rail services upon devolution.

#### Key policy update: transition to a zonal fare system

A significant outcome of the policy review is the recommendation to transition from the current distance-based fare structure to a zonal fare structure. This change would apply to all road-based public transport modes under the City's jurisdiction, with provisions for different fare levels per mode. The zonal fare system also allows for potential integration with rail services should the passenger rail function be devolved to the City.

Under the current distance-based fare structure, MyCiTi and Dial-a-Ride services charge passengers based on the length of their journey. Fares are deducted from a MyCiTi-branded card using the automatic fare collection (AFC) system.

In contrast, a zonal fare structure divides the service network into defined geographical zones. Passengers pay a fare based on the origin and destination zones, using an origin-destination fare matrix. This model simplifies fare calculations, enhances operational efficiency, and supports multimodal integration.

#### Desired outcomes of the Fares Policy and structure review

The proposed updates aim to:

- Simplify the fare system for passengers.

- Improve access to public transport by expanding Mover point loading and fare media options (including credit/debit cards, cellphone payment apps, and MyCiti cards).
- Reduce operational costs by implementing a more efficient and flexible fare system that is easier to manage and maintain.
- Enhance integration between different public transport modes and services, enabling seamless multimodal travel.

## **Conclusion**

The updated Fares Policy represents a strategic shift towards a simpler, more integrated and sustainable public transport fare system for Cape Town. The transition to a zonal fare model aligns with the City's long-term vision of enhancing accessibility, affordability, and efficiency across all transport modes.

## **Beleid oor reisgeld vir openbarevervoerdienste in Kaapstad**

### **Inleiding**

Die Stad Kaapstad se beleid oor reisgeld vir gekontrakteerde padgebaseerde openbare vervoer (2015) stel beginsels in vir die strukturering en inwerkingstelling van reisgeld vir openbarevervoerdienste wat deur die Stad geadminestreer word. Die reisgeldstruktuur en -invorderingstechnologie vorm die grondslag van die reisgeldstelsel.

'n Omvattende studie is gedoen om die beleid oor reisgeld en reisgeldstruktuur te hersien om te verseker dit bly relevant en aanpasbaar en dat dit vir toekomstige vervoermetodes voorsiening sal kan maak. Hierdie studie het aanbevelings vir die bywerking van die beleid bevat, veral in die lig van potensiële veranderinge aan die kontraktering van owerheidsverantwoordelikhede vir dienste soos Golden Arrow Bus Services (GABS), die fasilitering van hibriede minibustaxidienste, en die moontlike insluiting van passassierspoordienste by die afwenteling daarvan.

### **Kernbywerking van die beleid: oorgang na 'n sone-reisgeldstelsel**

'n Belangrike uitkoms van die beleidshersiening is die aanbeveling van die oorgang van die huidige afstandgebaseerde reisgeldstruktuur na 'n reisgeldstruktuur wat op sones gebaseer is. Hierdie verandering sal op alle padgebaseerde openbarevervoermetodes onder die Stad se jurisdiksie van toepassing wees, met bepaalings vir verskillende reisvlakke per vervoermetode. Die sone-reisgeldstelsel maak ook potensiële integrasie met spoordienste moontlik, sou die passassierspoorfunksie na die Stad afgewentel word.

Volgens die huidige afstandgebaseerde reisgeldstruktuur is die dienste MyCiTi en Dial-a-Ride se reisgeld gegrond op die afstand wat passassiers reis. Reisgeld word deur middel van 'n stelsel vir outomatiese reisgeldinvordering van 'n kaart met die MyCiTi-handelsmerk afgetrek.

Daarenteen verdeel 'n sone-reisgeldstruktuur die diensnetwerk in bepaalde geografiese sones. Passassiers betaal reisgeld op grond van die oorsprong- en bestemmingsones, volgens 'n reisgeldmatriks van oorsprong en bestemming. Hierdie model vereenvoudig reisgeldberekeninge, verbeter bedryfsdoeltreffendheid en ondersteun die integrasie van veelvoudige vervoermetodes.

### **Gewenste uitkomst van die beleid oor reisgeld en hersiening van die struktuur**

Die voorgestelde bywerking is daarop gemik om:

- Die reisgeldstelsel vir passassiers te vereenvoudig.
- Toegang tot openbare vervoer te verbeter deur die laai van Mover-punte en media-opsies vir reisgeld (insluitende krediet-/debietkaarte, selfoonbetalingstoeps, en MyCiTi-kaarte) uit te brei.
- Bedryfskoste te verminder deur 'n meer doeltreffende en buigsame reisgeldstelsel in werking te stel wat makliker bestuur en in stand gebou kan word.
- Integrasie tussen verskillende openbarevervoermetodes en -dienste te verbeter, en reis met veelvuldige vervoermetodes vlot te laat verloop.

### **Gevolgtrekking**

Die bygewerkte beleid oor reisgeld verteenwoordig 'n strategiese skuif na 'n eenvoudiger, meer geïntegreerde en volhoubare reisgeldstelsel vir openbare vervoer vir Kaapstad. Die oorgang na 'n sone-reisgeldmodel is in pas met die Stad se langtermynvisie vir groter toeganklikheid, bekostigbaarheid en doeltreffendheid regoor alle vervoermetodes heen.

### **UMgaqonkqubo ongeeNkonzo ezingeMirhumo kwezoThtho loLuntu lwaseKapa**

#### **Intshayelelo**

UMgaqonkqubo ongemirhumo weSixeko saseKapa ngokujoliswe kwinkonzo engekhontrakthi ebhekiselele kwezoThutho loLuntu oluhamba endleleni (2015), uthi umisele imithethosiseko engokwakha nokumiselwa kwemirhumo ejoliswe kwiinkonzo zezothutho loluntu ezilawulwa siSixeko. Ubulungisa besakheko semirhumo nendlela

engeteknoloji yokuqokelela imirhumo, kuthi ke oko kwenze isiseko senkqubo engemirhumo.

Kwaye kwaqhutywa uphando olubanzi ngokujoliswe kuphengululo lomgaqonkqubo engemirhumo nesakheko sawo apho kujoliswe ekuqinisekiseni ukuba uthe uhlale ufanelekile, ulungele imeko kwaye unakho ukukhawulelana neendlela ezingezothutho zexesha elizayo. Uphando olubanzi luqulathe izindululo ezijoliswe ekuhlaziyweni komgaqonkqubo, ingakumbi ngokubhekiselele kutshintsho olungakho kugunyaziwe ongekhontrakthi nezoxanduva kwiinkonzo, umzekelo abeeNkonzo zebhasi zakwaGolden Arrow (GABS), uququzelelo leeteksi ezizibhasi ezincinane (MBT) iinkonzo ezimbaxa kunye nendlela engokuqukwa kweenkonzo zezabakhweli bakaloliwe emva kokuba kunikezelwe ngolawulo lwazo.

### **Uhlaziyo oluphambili lomgaqonkqubo: inguqulelo ejoliswe kwinkqubo engemirhumo kummandla**

Isiphumo esiphambili sophengululo lomgaqonkqubo sisindululo senguqu ukususela kwisakheko samaxabiso ngokubhekiselele kumgama ukuya kwisakheko samaxabiso ngokubhekiselele kummandla. Olu tshintsho luyakuthi lusebenze kuzo zonke izithuthi zoluntu ezihamba endleleni, ngokujoliswe kwimida elawulwa siSixeko apho kuquka imimiselo engamanqanaba emirhumo yokukhwela eyahlukeneyo ngokuxhomekeke kuhlobo elo lezothutho. Umrhumo ongommandla kwakhona uthi uvumele uhlanganiso olungakho leenkonzo zikaloliwe xa kuthe umsebenzi ongenkonzo yabakhweli bakaloliwe uye wabhangiswa ukuba ubephantsi kweSixeko.

Phantsi kwesakheko esinobulungisa somrhumo wakalokunje obhikisele kumgama, iinkonzo zeMyCiTi nezokutsalela isithuthi (iDial-a-Ride) zithi zihlawulise abakhweli ngokomgama weehambo zabo. Imirhumo ithi itsalwe kwikhadi elunophawu oluthile lweMyCiTi, kusetyenziswa inkqubo engokuqokelela imirhumo ngokuzenzekelayo (AFC).

Nangona kunjalo, isakheko somrhumo ongengingqi uthi wahlule uthungelwano lwenkonzo ukuba ibeyingingqi ebaluliweyo ngokwendawo leyo. Abakhweli bahlawula umrhubo obhekiselele ukususela kwingingqi nakummandla ekujoliswe kuwo, kusetyenziswa imatrix yomrhumo osusela kwimvelaphi ekujoliswe apho kuyiwa khona. Le modeli ithi icacise ngokucacileyo ubalo lobulungisa lemirhumo, uqiniso lokusebenza ngokufanelekileyo nenkxaso engohlanganiso lweemodeli ezahlukeneyo.

### **Iziphumo ezilindelekileyo zoMgaqonkqubo ongeMirhumo nophengululo lwesakheko**

Iziphakamiso zohlaziyo zijolise:

- Kulungelelwaniso lwenkqubo engemirhumo yabakhweli.

- Kuphuculo lokufikeleleka lwezothutho loluntu ngokuthi kwandiswe indawo ekulayishwa kuyo nemimiselo engobulungisa engemirhumo (kuquka amakhadi angemali elityala okanye angokuhlawula nangeendlela zokuhlawula ngeeApp nangamakhadi eMyCiTi)
- Ekucuthweni kweendleko zokusebenza ngokuthi kumiselwe inkqubo engemirhumo esebenza ngakumbi neluqilima apho kulula ukuyilawula nokuyinonophela.
- Komelezwe uhlanganiso phakathi kweendlela ezahlukeneyo ezingezothutho loluntu neenkonzole ukuvumela inkonzole engezohambo elula engeemodeli ezahlukeneyo.

## **Isiphelo**

UMgaqonkqubo ongeMirhumo ohlaziyiweyo uthi umele isicwangcisobuchule esenziwe ngokucacileyo, esihlanganiswe ngakumbi nesiyinkqubo eluqilima engemirhumo engezothutho loluntu eKapa. Utshintsho lwemodeli engemirhumo yengingqi luthi lulungelelane kunye nembono yeSixeko engexesha elide engokomeleza ukufikeleleka obuluqilima, ixabiso elifikelelekayo nelifezekileyo kuzo zonke iimodeli ezingezothutho ezahlukeneyo.