



**REPORT TO: CITY MANAGER**

**TO BE REFERRED BY THE OFFICIAL TO MAYCO VIA THE RELEVANT *URBAN MOBILITY PORTFOLIO COMMITTEE* SECTION 79 COMMITTEE [AFTER CONSIDERATION BY CITY MANAGER]**

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**1. ITEM NUMBER**

**2. SUBJECT**

**FEEDBACK ON THE INTERNATIONAL/OUTSIDE THE BORDERS OF THE RSA TRIP UNDERTAKEN FROM SUNDAY 26 JUNE 2022 TO THURSDAY 30 JUNE 2022 TO ATTEND THE TRANSPORT TICKETING GLOBAL CONFERENCE HELD IN UNITED KINGDOM – LONDON  
P0164**

**TERUGVOERING OOR DIE REIS INTERNASIONAAL OF BUITE DIE GRENSE VAN DIE RSA, ONDERNEEM VANAF SONDAG 26 JUNIE 2022 TOT DONDERDAG 30 JUNIE 2022 VIR DIE BYWONING VAN DIE KONFERENSIE “TRANSPORT TICKETING GLOBAL” IN LONDEN IN DIE VERENIGDE KONINKRYK  
P0164**

**INGXELO ENGOHAMBO OLUYA PHESHEYA OKANYE NGAPHANDLE KWEMIDA YASEMZANTSI AFRIKA OLUTHATYATHWE UKUSUSELA NGOMVULO WAMA26 KWEYESILIMELA 2022 UKUYA NGOLWESINE WAMA30 KWEYESILIMELA 2022 LOKUZIMASA INKOMFA YEHLABATHI ENGAMATIKITI EZOTHUTHO EKBANJELWE EUNITED KINGDOM-ELONDON  
P0164**

### 3. EVENT SUMMARY

EVENT DETAILS	
CONFERENCE/SEMINAR	<i>Transport Ticketing Global Conference</i>
OTHER	
DATE	<i>Tuesday 28th and Wednesday 29th June 2022</i>
VENUE	Olympia London
TOTAL COST TO THE CITY	<i>R60 089.05</i>
CITY	London
COUNTRY	UNITED KINGDOM

ATTENDEE DETAILS	
NAME AND SURNAME	DESIGNATION
Levis Mbanya	<b>SENIOR PROFESSIONAL OFFICER</b>

PROVIDE SUMMARY OF HOST ORGANISATION / CITY
<p>Headquartered in London, Clarion is an international organization with a portfolio of events and media brands across a range of vertical markets. They have employees based in offices worldwide who specialize in delivering marketing, networking and information solutions in high value sectors, both in mature and emerging geographies.</p> <p>They organize both live and digital events every year and their objective is to attract buyers who are looking for solutions and innovations to help move their businesses forward and putting them in contact with the providers of these solutions.</p>

### 4. OBJECTIVE

*Attending the Transport Ticketing Global Conference offered me the unprecedented opportunity to meet leaders and ticketing specialist from transport operators, authorities, industry bodies and technology providers. Due to ABSA Bank stopping the production of low value payment cards, the City of Cape Town is forced to provide an alternative fare media. This is possible through the migration to an Account Base Ticketing system (ABT) on the MyCiTi project. Attending this conference was extremely valuable as I was able to interact with technology providers to understand the products of the future and also interact with Public Transport Authorities (PTA's) such as representative from Transport for London whom are also putting out a tender to migrate to an Account Base Ticketing system with open loop payment*

*systems across London. Through this interactions with various Public Transport Authorities, I am in a better position to advice the department on how to navigate this challenging times we now find ourselves in due to outdated technologies and future lack of support from ABSA bank. It was very facinitating hearing how other PTA's (Seattle, Washington) were forced to temporarily run 2 different systems in parallel while deploying an ABT system and this scenario can also play out in our environment due to similar challenges.*

## 5. OUTCOMES

Various professionals and solution providers highlighted and unanimously agreed on the following points:

- Shared transport solution (off the shelves) are cheaper than designed-build systems as is the case with MyCiTi Automatic Fare Collection system.
- PTA's globally should be working on standardising systems meant for Fare Collections. This will reduce complexities and drive down cost.
- ABT solutions are the future in Public Transport Ticketing.
- Public Transport Authorities should research the use of block chain technology within the transport ticketing sector.

Based on the points above, it is highly recommended for the City to focus on off the shelves solutions as they are cheaper and much quicker to deploy than designed build solutions. It is also predicted that our fare revenue will increase by 20% - 30% once we migrate to an ABT system due to our users having greater access to our buses due to the ability to purchase tickets through multiple sources such as online loading, debit and credit card use at stations and buses etc.

## 6. ACTIONS REQUIRED

No further action is required.

## 7. IMPLICATIONS

- |   |  |                              |
|---|--|------------------------------|
| <b>7.1 Constitutional and Policy Implications</b> | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.2 Environmental implications</b>             | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.3 Financial Implications</b>                 | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |

7.4 Legal Implications No ☒ Yes ☐

7.5 Staff Implications No ☒ Yes ☐

7.6 Risk Implications No ☒ Yes ☐

7.7 **POPIA Compliance**

☒ It is confirmed that this report has been checked and considered for POPIA Compliance.

*NOTE: POPIA Section MUST be completed otherwise the report will be returned to the author for revision.*

*Contact your Directorate POPIA Stewards should you require assistance.*

**The City has a contract in place with XL Embassy Travel for the safe-keeping of Traveller's personal information as required by the POPI Act.**

**8. RECOMMENDATIONS**

It is recommended that the feedback report on the *Transport Ticketing Global Conference* trip undertaken by Levis Mbanya on 26 of June – 30 June be **considered and noted**.

Daar word aanbeveel dat die terugvoeringsverslag oor die konferensie “*Transport Ticketing Global*” onderneem deur Levis Mbanya vanaf 26 tot 30 Junie 2022 oorweeg word en dat daar daarvan kennis geneem word.

Kundululwe ukuba **makuthathelwe ingqalelo kwaye kuqwalaselwe** ingxelo engohambo oluya *kwiNkomfa yeHlabathi engaMatikiti ezoThutho* oluthatyathwe nguLevis Mbanya ngowama26 ukuya kowama30 kweyeSilimela 2022

**9. GENERAL DISCUSSION**

*It is highly recommended that officials within the Transport Ticketing space keep abreast with technology advances in the ticketing space to ensure the needs of our users are met in this highly evolving technological times. It is highly recommended for officials within the Transport Ticketing space to share knowledge/lessons learnt and gain knowledge from various PTA's globally as we share a common goal and face the same or similar challenges while dealing with public funds.*

*This can be achieved by attending relevant face to face conferences and virtual events. It is also recommended for officials to visit cities that have successfully migrated to an ABT system to understand the mistakes they did during the implementation and migration process so that we avoid those mistakes.*

*International best practices regarding ABT Systems now need to be incorporated into the City of Cape Town specification for an ABT system.*

*Reason for late submission:*

Upon my return, I had to attend to personal matters and I was awaiting the event organisers to make the presentations and other materials available on the web. Furthermore, there were unforeseen delays in obtaining all the relevant signatures.

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## 10. ANNEXURES

**Annexure A: CM63533 Levis Mbanya Travel Report**

**Annexure B: Addendum for travel cost in excess of 20 percent**

**Annexure C: Images from the conference**

### FOR FURTHER DETAILS, CONTACT:

DATE	13 July 2022		
NAME	Levis Mbanya	CONTACT NUMBER	074 589 9849
E-MAIL ADDRESS	Levis.mbanya@capetown.gov.za		
DIRECTORATE	Urban Mobility	FILE REF NO	
SIGNATURE :			

**EXECUTIVE DIRECTOR**

COMMENT:

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The ED's signature represents support for report content and confirms POPIA compliance.

SIGNATURE:

NAME \_\_\_\_\_  
DATE \_\_\_\_\_

**MANAGER: INTERNATIONAL RELATIONS**

COMMENT:

DR. DENVER VAN SCHALKWYK

SIGNATURE:

DATE \_\_\_\_\_

☐ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

**LEGAL COMPLIANCE**

☐ NON-COMPLIANT

COMMENT:

NAME \_\_\_\_\_  
TEL \_\_\_\_\_  
DATE \_\_\_\_\_

Certified as legally compliant based on the contents of the report.

**CITY MANAGER**

☒ NOTED

☒ REFER TO THE MAYORAL COMMITTEE VIA THE RELEVANT SECTION 79 COMMITTEE

DATE \_\_\_\_\_

COMMENT:

The content of the feedback report is noted. However, my instruction was that the feedback report be submitted no later than two (2) weeks after returning from the trip abroad. Kindly implement measures to ensure that my instructions are attended to timeously in the future.

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