

MyCiti mobile app gains ground amongst Cape Town commuters

The City of Cape Town's MyCiti mobile application, which was launched four months ago, has accumulated over 21,000 commuter downloads - providing commuters with real-time information and timetables to plan their journeys.



Image via [MyCiti](#)

To date, the app site has been accessed more than 430,000 times.

"I am extremely pleased with the number of downloads. The statistics demonstrate there is a demand for the MyCiti app, and that it has been helpful to thousands of commuters. Public transport should be easy and convenient to use, and predictable, and the app contributes hugely in this regard. Commuters use the app as their personal travel planning tool, given that it features live data which indicates when buses will arrive in real-time.

"The journey planner recommends to users the most convenient routes and bus times in reaching their desired destinations, with easy-to-follow directions, including any transfers they need to make along the way," said Alderman Felicity Purchase, the City's Mayoral Committee Member for Transport.

The live updates make it easier for passengers to get around, and to plan ahead, especially when there are unpredictable factors at play such as traffic congestion, bad weather and road accidents.

Commuters are providing feedback on the MyCiTi app via the Transport Information Centre and social media and most indicate that they find the app intuitive; informative and easy to use. "We have received positive feedback on the app as a whole. Commuters are enjoying the quick and easy access to all of the timetables and their personal dashboard where they are able to save their specific routes, stops and most visited places," says Purchase.

Daily accurate planning and timing seem to be a high priority for commuters. "It makes sense, given that we all want to plan ahead, and make alternative arrangements, should something unforeseen happens," said Alderman Purchase.

The MyCiTi app also provides commuters with the convenience of being able to check their card balance and track the exact location of their buses – according to the feedback received to date, these are the greatest wins for the app users.

Based on the MyCiti app user patterns, the City found that the following current routes are tracked by users the most:

Trunk routes:

- Route T01 which travels between Dunoon via Table View and the Civic Centre to the V&A Waterfront
- Route T03 which travels from Atlantis via Melkbosstrand and Table View to Century City
- Route T02 which travels between the Civic Centre via Table View to Atlantis

Feeder routes:

- Route 261 which travels from Century City Rail via Omuramba and Salt River to Adderley
- Route 104 which travels from Oranjezicht via Gardens; Adderley; the V&A Waterfront to Sea Point
- Route 102 which travels from Salt River Rail via Walmer Estate to the Civic Centre
- Route 109 which travels from Hout Bay beach via Imizamo Yethu and Sea Point to Adderley

The City encourages commuters to use the help interface on the app as a way of communicating with the MyCiTi bus service. This way the customer's queries or notices will be sent to the Transport Information Centre directly.

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