



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



YOUR GUIDE TO THE CITY'S ROAD NETWORK



Cape Town's road network is an important asset that contributes to the city's economy and the quality of daily life for all road users.

With congestion on the rise, the City of Cape Town is working hard to ensure our roads are safe, efficient and well maintained. Citizens have an important role to play by using road infrastructure responsibly and reporting problems so that they are promptly addressed.

TRAFFIC CALMING

Traffic calming refers to infrastructure that slows traffic down, such as speed humps, pedestrian crossings, raised intersections and traffic circles. The City gives priority to traffic calming measures in areas that have large numbers of vulnerable pedestrians, like schools.

When deciding if a road needs traffic calming, the City's Traffic Calming Policy is applied looking at:

- how many pedestrians and vulnerable users make use of the road;
- the function of the road; and
- the kind of traffic using the road - freight vehicles may be hindered by speed humps and discomfort caused to passengers on public transport vehicles.



TRAFFIC SIGNALS

When road intersections become very congested, it may be necessary to install traffic signals (traffic lights) or adjust existing ones.

The cost of a set of traffic signals is approximately R850 000 and the City installs up to 20 new sets each year to meet growing demand.

Cape Town also has a city-wide remote management system. A real-time adaptive algorithm known as SCOOT is used to change signal timing on heavily trafficked corridors using traffic flow information from detectors in the road surface.

Pedestrian safety is improved through the use of exclusive pedestrian phases that allow people to cross while all other traffic remains stationary.



BE SAFE AT INTERSECTIONS

Motorists must be patient and allow vehicles and pedestrians to cross intersections safely. Pedestrians are asked to obey the traffic signals and cross at the designated crossings. This will help to avoid conflict between the different modes – vehicular, pedestrian and cycling – that are all part of city life.

PEDESTRIAN CROSSING AT INTERSECTIONS

To make intersections safer for pedestrians, the City has installed large tactile buzzers that are easy to use.

Pedestrians must push the button when they want to cross the road and patiently wait for the "walk" signal. At busy intersections this can take up to two minutes.

Stickers on the traffic lights explain the different phases of the pedestrian signal and everyone should familiarise themselves with these and obey them.





HOW TO REPORT A FAULTY TRAFFIC SIGNAL

From time to time traffic signals develop faults. They may flash red, run an inefficient timing plan or have been damaged.

To report a faulty signal, provide the road names at the intersection and if possible, the number on the controller box at the signal (but don't try and record this number while driving).

When faults are reported, the City acts to determine the cause of the fault within two hours and make the site safe within 12 hours.

When traffic signals are not working, motorists must treat them as four-way stops.

The road rule in this case is that the first vehicle to arrive at the stop, has right-of-way. Proceed with extreme caution.



REPORT TRAFFIC SIGNAL FAULTS

0800 65 64 63, FREE CALL 24/7



MANAGING CONGESTION

All road users have a role to play in beating congestion. You can:

- make use of public transport where possible;
- walk and cycle where possible, especially for short trips;
- change your travel plans to avoid the busy peaks where possible; and
- travel with friends or family and use carpools and lift clubs. This will help reduce the number of cars on our roads.

SIGNAGE, ROAD MARKINGS AND ROAD BARRIERS

Road signs, road markings and road barriers help make the road network safe and efficient for all users.

Signs and markings follow standards that are applied nationally in South Africa. If there is a need for additional road signs and markings, the City will conduct a traffic study to see what is necessary.

Road barriers make our roads safer for vehicles and pedestrians, especially on coastal roads. It is essential that you report any broken road barrier to the Traffic Information Centre (TIC) at once.



REPORT DAMAGED ROAD BARRIERS

0800 65 64 63, FREE CALL 24/7



SHARE THE ROAD

Tolerance and respect must be fostered among all road users for a safe and pleasant experience. In the spirit of 'sharing the road', remember to:

- communicate your intentions by using your indicator if driving a vehicle or by using hand signals if you are a cyclist;
- observe pedestrian signals if you are on foot; and
- drive defensively if you are in a vehicle. This means anticipating the actions of other road users, slowing down, passing wide of cyclists and being aware that passengers may be alighting from stationary minibus-taxis.





REPORTING AND FIXING POTHOLES

In wet weather small cracks appear in the road surface, filling with water and becoming wider and deeper. These soon become potholes that damage cars and tyres or cause accidents.

The City fixes potholes every day across the city. To do this, potholes must be reported promptly.

If there's a pothole:

- Contact the TIC immediately on **0800 65 64 63** (free call) or email transport.info@capetown.gov.za. The TIC is available 24/7 with help in Afrikaans, English and isiXhosa.
- Provide your contact details, the street address and suburb where you spotted the pothole, as well as the nearest street corner, so that the repair team can find it fast.
- Alternatively you can log a service request on the City's website (www.capetown.gov.za). Choose 'Report a fault' and select 'Roads and Stormwater (Maintenance required)' with the 'Repair a pothole' option.
- Make sure you keep your reference number.

The City aims to repair potholes within 72 hours after being reported. Sometimes, if the structure of the road is damaged, it may take longer.

MAINTAINING THE STORMWATER NETWORK

Roads in certain areas across Cape Town are prone to flooding in the rainy season.

Flooding often occurs when stormwater drains get blocked, mostly as a result of illegal dumping into the stormwater system.

The City's Roads and Stormwater Department has a routine maintenance programme to help prevent this. The City's roads depots conduct regular inspections of the roads and stormwater systems, and respond to service requests from residents.

Do not dump objects in stormwater drains, and report anyone who does so.

Residents can help maintain the stormwater system by clearing their driveways, pavements and gutters of leaves and other natural matter and disposing of it in a compost heap or at a drop-off facility.

Remember that whatever enters the stormwater system, flows into our rivers and the sea. That's why oil, wastewater and rubbish should never be emptied into a stormwater drain.



What you can do:

- Report blocked stormwater drains, and stolen or damaged stormwater drain covers to the TIC on **0800 65 64 63** (24/7, free call).
- Log a service request on the City's website (www.capetown.gov.za) by selecting 'Roads and Stormwater' with the option of reporting a stolen cover, or requesting urgent maintenance work.
- Provide your name, contact number and the exact location of the blocked drain or flooded area. This will assist us to respond fast.

HELP PREVENT FLOODING

The City urges residents not to dump objects or liquid waste such as used oil and hazardous household liquids in stormwater drains and to keep their driveways, pavements and gutters clear of leaves, vegetation and litter. This should be disposed of in refuse bins, municipal wheelie bins, drop-off facilities or waste skips.

REPORT MUDSLIDES AND ROCKFALLS

Heavy rains often erode soil on a steep slope or loosen large rocks, triggering mudslides or rockfalls. Drive with extra care in rainy weather and report any problems to the TIC.

0800 65 64 63, FREE CALL 24/7



FIND OUT MORE

Transport Information Centre

Call 0800 65 64 63 (free call) or email transport.info@capetown.gov.za for public and other transport-related queries or to report any problems on the road network, including potholes and faulty traffic signals. Operators are available 24/7 to assist in English, Afrikaans and isiXhosa.

Website

Visit www.tct.gov.za for more information on how the City of Cape Town meets its transport mandate.

Social media

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 TransportCapeTown

 @Transport_CT

This booklet and other useful guides are available electronically.

Visit www.tct.gov.za/en/resources/information-guides/



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