

YOUR GUIDE TO REPORTING FAULTY TRAFFIC SIGNALS



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

REPORT IT, WE FIX IT!

- Potholes
- Blocked stormwater drains
- Flooding
- Mud slides or rocks on the road
- Grass and weeds on sidewalks and traffic islands
- Faulty traffic signals
- Missing manhole covers
- Damaged public transport infrastructure and signs
- Damaged road barriers

MAKE ROADS SAFER

The City of Cape Town's road network comprises more than 1 600 signalised intersections that enhance safety for pedestrians and motorists using the road network, and contribute to the efficient flow of traffic.

If one signalised intersection is faulty, it could cause congestion during peak travel periods. It is the duty of all motorists and pedestrians to notify the City of any irregularities or faulty traffic signals to help aid traffic flow.

1 661
SIGNALISED
INTERSECTIONS



REPORT A FAULTY TRAFFIC SIGNAL

The City aims to repair or correct any faulty traffic signals immediately once notified. Make sure to report any faulty traffic signals without delay.



HOW TO REPORT A FAULTY TRAFFIC SIGNAL:

OPTION 1: Download the City's service-related municipal app, available on the Apple App Store and Google Play Store.

Download the app now via:



<https://apple.co/3pZAkth>



<https://bit.ly/3pMGI tv>

OPTION 2: Contact the City's customer call centre on tel: **0860 103 089** or email **contact.us@capetown.gov.za**. The service is available 24/7 with assistance in Afrikaans, English and isiXhosa.

OPTION 3: Log a service request on the City's self-help service website www.capetown.gov.za/servicerequests. Choose 'Transport, Traffic and Roads'.

OPTION 4: Scan the QR that will link to the self-help service.



- Provide your contact details, the street address and area where you spotted the faulty traffic signal and the unique identification number that each signalised intersection has displayed on its control box, e.g. 10077.
- Make sure you keep your reference number.



DID YOU KNOW?

All traffic lights in the city use light-emitting diode (LED) technology for energy efficiency and operational reliability.



**REPORT FAULTY
TRAFFIC LIGHTS:**

0860 103 089

CALL 24/7

FOR MORE INFORMATION



Visit www.capetown.gov.za/urbanmobility
to access and download this leaflet and other
useful guides.

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