

YOUR GUIDE TO THE CITY'S ROAD NETWORK



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



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, raised pedestrian crossings, raised intersections and traffic circles. The City gives priority to traffic calming measures in areas that have large numbers of vulnerable pedestrians, typically at 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 (mobility focused routes do not qualify, e.g. freeways, main arterial roads).



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 (robots) or adjust existing ones.

Depending on the road layout and the type of signal (pedestrian signal/ signalised junction), the cost of a set of traffic signals can range from approximately R850 000 to R2 million. Depending on budget availability, the City installs between 3 and 8 new sets each year to meet the growing demand.

Cape Town also has a citywide 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.



BEATING LOAD-SHEDDING ONE INNOVATION AT A TIME

Non-stop load-shedding at high stages impacts City infrastructure negatively, despite the contingency measures that are in place. It also affects the City's ability to protect its customers from a stage or two of load-shedding at times, as the City is unable to generate enough reserves to protect at high stages of non-stop load-shedding.



Given the continuous high stages of load-shedding, the City has rolled out retro-reflective yellow strips on traffic signal poles to increase the visibility of signalised intersections in general, and also to make road users aware of intersections after dark, in particular when there is a loss in electricity supply. The City is applying these strips as part of its ongoing refurbishing programme, and also to improve road safety in instances where signals are out of order.

SIGNALISED TRAFFIC INTERSECTIONS

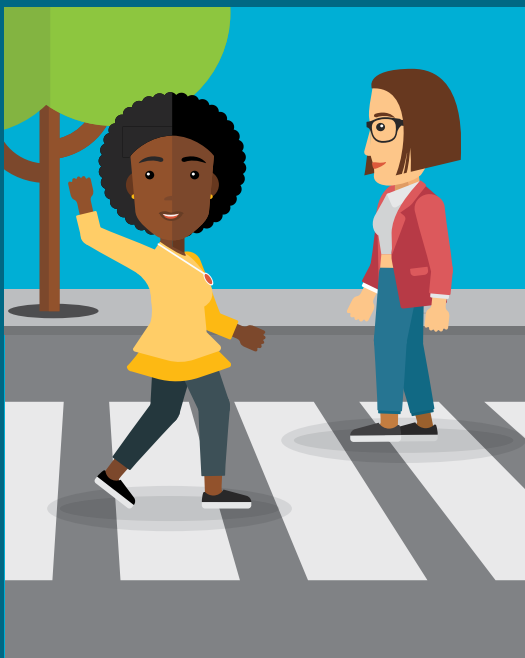
Nearly 75% of signalised intersections on the City's road network is equipped with uninterrupted power supply (UPS) systems. This is more than 1 200 of the City's 1 652 traffic signals.

Unfortunately, most of the UPS batteries do not have sufficient time to recharge when Eskom implements non-stop stage 4 load-shedding or above, with the result that the capacity of these batteries degrades over time.

The City is rolling out the upgrading of 120 UPS systems to lithium-ion battery technology which significantly extends the operating period of the UPS and reduces the time required to recharge between periods of load-shedding.



Road users are reminded to treat intersections as four-way stops when the signals are out.



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.



INNOVATIVE THERMAL PEDESTRIAN CROSSINGS

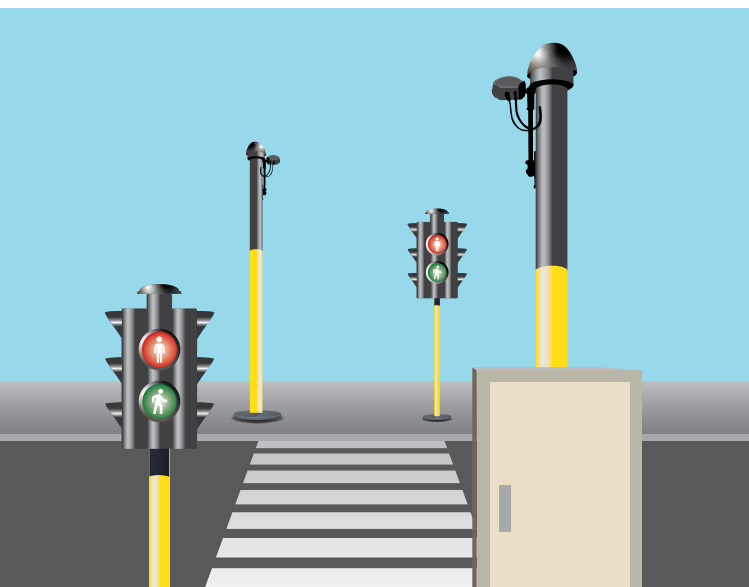
The City implemented thermal sensors at four pedestrian crossings along Marine Drive and Otto du Plessis Drive in Blaauwberg, the first of its kind in South Africa.

This innovative system is widely used in Europe to improve traffic flow. The City plans a citywide roll-out along busy routes that carry high volumes of traffic.

It was observed that often, vehicles queue at red traffic signals long after pedestrians have crossed the road. With this innovative system, the thermal sensors at pedestrian crossings are used to detect whether there is any pedestrian movement. Should the pedestrian leave the detection zone before the pedestrian cycle is activated, the pedestrian request will be cancelled altogether. Thus, vehicles will not be stopped unnecessarily.

The desired result with the thermal sensors at these crossings is that there will be fewer red light violations and frustrated drivers. The innovative system will also assist with traffic flow and pollution from idling vehicles. A huge bonus is that this system is less prone to vandalism – where often the pushbuttons at pedestrian crossings are jammed with sticks. A thermal pedestrian crossing does not require pushbuttons, seeing that it operates automatically. The new technology operates with an all-round detection sensor that uses a thermal image to detect pedestrians and cyclists. Officials will keep on monitoring the system and make changes as needed.

The system is not affected by low lighting conditions or even total darkness, as it uses thermal imaging to detect presence. Thus, it provides reliable detection 24/7 and works well in all weather conditions.



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 do not 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 makes 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 after coming to a complete halt behind the stop line.

**REPORT TRAFFIC SIGNAL FAULTS:
0860 103 089
CALL 24/7**





OR



MANAGING CONGESTION

All road users have a role to play in beating congestion. Where possible, you can:

- ✓ make use of public transport;
- ✓ walk and cycle, especially for short trips;
- ✓ change your travel plans to avoid the busy peaks; 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, markings and 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.

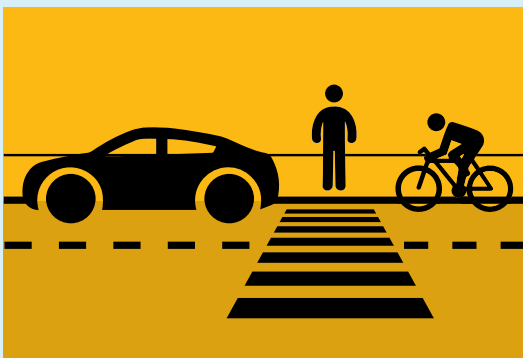
Road barriers make our roads safer for motorists and pedestrians, especially on coastal roads. It is essential that you report any broken road barrier to the City's call centre at once.



**REPORT DAMAGED
ROAD BARRIERS:**

**0860 103 089
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 vehicles

REPORTING AND FIXING POTHOLES

In wet weather, over time 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 of Cape Town fixes potholes every day across the city. We cannot fix the one in your road unless you report it. The longer you wait, the worse it will get.

The City aims to assess and temporarily repair potholes as soon as possible after being reported. Sometimes, if the structure of the road is damaged, it may take longer to repair.

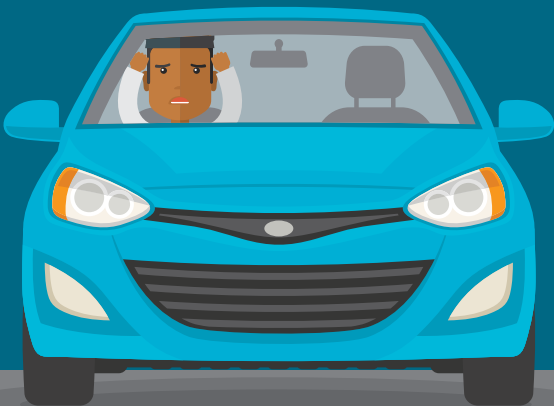


MAINTAINING THE STORMWATER NETWORK

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 litter and 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 litter or 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 is 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 or anyone who dumps objects or liquid waste in stormwater drains to the City's customer call centre – **see contact details on the last page of this guide.**





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.

**REPORT MUDSLIDES
AND ROCKFALLS:
0860 103 089
CALL 24/7**



HOW TO REPORT

Report any problems on the road network; this includes potholes, faulty traffic signals, damaged barriers, mudslides and rockfalls, illegal dumping and blocked stormwater drains. Any requests for new signage etc should also be submitted via the contact details provided below:

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/3pMGItv>

OPTION 2: Contact the City's customer call centre on **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 code that will link to the self-help service.

Provide your contact details, the street address and area where you spotted the pothole, faulty traffic signals, damaged barriers, mudslides and rockfalls, illegal dumping or blocked stormwater drains, as well as the nearest street corner, so that the issue can be attended to.

Make sure you keep your reference number.

FOR MORE INFORMATION

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



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