CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Traffic Fine Roadshow – Frequently Asked Questions

1	**Q**	**What is the traffic fine roadshow?**
	A	It is a one-stop shop where members of the public can settle and finalize outstanding traffic fines and warrants issued within the geographical boundaries of Cape Town.
2	**Q**	**What services will be available at the roadshow?**
	A	Traffic Services, together with municipal court officials, will offer the following services: Traffic fine enquiries • Application for traffic fine reductions • Traffic fine payments • Traffic warrant enquiries • Warrant payments and finalization • Assistance and guidance with N.A.G fines is dependent on the status of the fine. (N.A.G: camera speeding fine received without a fine amount) • Removal of Warrant Administration Mark upon payment and or finalisation of outstanding warrants. ***Please note no services for redirections will be available.***
3	**Q**	**What documentation should I have with me?**
	A	Any of the following documents: • South African Identity document (RSA ID) • South African Driving License • South African Passport • Traffic Register Certificate
4	**Q**	**What payment facilities will be available?**
	A	Payment options will include both cash and card. There are also numerous ATMs located close to the venue.
5	**Q**	**What time will the roadshow close daily?**
	A	This will be determined on the day, based on the circumstances. Due to the very high demand for the road show services, there is a fine balance between ensuring that staff are able to assist as many people as possible, with the available resources, and not having to turn anyone away. The roadshow coordinators will be guided by the turnout on the given day. Members of the public who want to make use of this opportunity are encouraged to arrive as early as possible and to be patient – previous roadshows have been incredibly well attended, but the process can be time-consuming due to the demand.
6	**Q**	**How will the demand be accommodated?**
	A	The roadshow will operate on a 'first come, first served' basis. We will have more officers and staff available at the service points, to minimize bottlenecks. Daily, the first 280 people in the queue will be assisted. Those still in the queue after this point will receive a ticket to return the following day and will be allowed to move to the front of the queue on presentation of their ticket only.

7	**Q**	**During the last roadshow the queues were cut very early. Why?**
	A	The roadshow can only accommodate certain number of clients. This number cannot be determined in advance by the event coordinators as we are not and cannot work on a booking system. In order not to waste clients' time, the roadshow commander will decide when queues should be cut.
8	**Q**	**Can I send someone to act on my behalf?**
	A	Should you not be able to attend the roadshow in person, you can send someone on your behalf, provided that the representative is able to produce their own Identity Document, a copy of the ID of the person who sent them, as well as an affidavit giving them permission to act on the other person's behalf.
9	**Q**	**I received a fine with no amount stipulated. What does this mean?**
	A	This is known as a No Admission of Guilt fine. Unfortunately, these fines cannot be finalized at the roadshow as you can only appear in court to finalise this fine. Wait for summons or request summons to be issued to you during your visit at the roadshow.
10	**Q**	**I have fines that are not for my vehicle, or my number plate has been duplicated/cloned. Who can assist me?**
	A	These types of enquiries require investigation, and information from two different systems. Given that they are very time-consuming, and will likely affect queue movement, staff at the roadshow will not be able to resolve them, but will be on hand to guide motorists on how to go about addressing such matters.
11	**Q**	**I have a problem with my vehicle registration, and my vehicle license is in arrears. Can I be assisted at the roadshow?**
	A	Unfortunately, not. Please go to your nearest Motor Vehicle Registration Department or facility and explain your situation.
12	**Q**	**Will I be arrested for any outstanding warrants?**
	A	No. The roadshow is there to assist the public in finalising outstanding traffic matters.
13	**Q**	**What about traffic fines that were issued outside the City of Cape Town boundaries by other municipalities?**
	A	This roadshow can only assist with traffic fines/enquiries for fines issued by City of Cape Town enforcement services.
14	**Q**	**Where and how will I know if a fine has been issued outside the City of Cape Town?**
	A	The name of the issuing municipality should be reflected on the reverse side of fine or notice received.
15	**Q**	**I am unable to get to the roadshow and do not have a proxy – how else can I resolve my fines?**
	A	Please check the reverse side of the notice or fine issued for other payment options and outlets. Alternatively, log onto www.paythat.co.za and view/pay fines online.
16	**Q**	**Can I pay my fines via the SA Fines online platform?**
	A	SA Fines is a private company and is not affiliated with the City of Cape Town.
17	**Q**	**Will parking be made available at the facility.**
	A	Public parking spaces are available to the public