



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 finalise outstanding traffic fines and warrants issued within the geographical boundaries of Cape Town.
2	Q	Where and when is this roadshow taking place?
	A	<p>The roadshow will be held on the 2nd Floor, Podium Block, Civic Centre in the Cape Town CBD, from 08:30 on the following days:</p> <ul style="list-style-type: none"> Monday, 24th June 2024 (City Staff) Tuesday, 25th June 2024 to Friday 28th June 2024 (Public) <p>Please note that the start/end time may be amended, if need be, to facilitate operational requirements.</p>
3	Q	What services will be available at the roadshow?
	A	<p>Traffic Services, together with municipal court officials, will offer the following services:</p> <ul style="list-style-type: none"> Traffic fine enquiries Application for traffic fine reductions Traffic fine payment Traffic warrant enquiry Warrant payments and finalization Assistance and guidance with N.A.G fines all depending on current status of fine.(N.A.G - Mean camera speeding fine received without and fine amount) Removal of Warrant Administration Mark upon payment and or finalization of outstanding warrants. <p>NB: Please note no services for redirections will be available</p>
4	Q	What time will the roadshow close daily?
	A	<p>This will be determined on the day, based on the particular circumstances. Due to the very high demand for the roadshow 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.</p> <p>The roadshow coordinators will therefore, 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.</p>
5	Q	I noticed long queues outside the Cape Town Civic every time during a roadshow. Is this queue specifically for the Roadshow or must I also queue here to pay my water bill?
	A	The queue you referring to is specifically for the purpose of the roadshow. Could you have any other business to do in the Civic, please do not queue here but follow the normal daily process for any other business with the city
6	Q	How will the demand be accommodated?
	A	<p>The roadshow will operate on a 'first come, first served' basis. We will have more officers and staff available at the service points, to minimise bottlenecks.</p> <p>On a daily basis, 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.</p>

7	Q	What documentation should I have with me?
	A	Any one of the following documents: <ul style="list-style-type: none"> • South African Identity document (RSA ID) • South African Driving Licence • South African Passport • Traffic Register Certificate
8	Q	What payment facilities will be available?
	A	Payment options will include both cash and card. There are also numerous ATMs located at the venue.
9	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.
10	Q	I received a fine with no amount stipulated. Can I finalise it?
	A	This is known as a No Admission of Guilt fine. Unfortunately, these fines cannot be finalised at the roadshow, unless you have received a summons for it, with a confirmed court date.
11	Q	I have fines that are not for my vehicle, or my number plate has been duplicated/cloned. Who can assist me?
	A	These type 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.
12	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.
13	Q	Will I be arrested for any outstanding warrants?
	A	No. The roadshow is there to assist the public in finalising outstanding traffic matters.
14	Q	What about traffic fines that were issued outside the City of Cape Town boundaries.
	A	This roadshow can only assist with traffic fines/enquiries for fines issued by City of Cape Town enforcement services.
15	Q	Where and how will I know if a fine had been issued outside the City of Cape Town?
	A	The name of the issuing municipality should be reflected on the fine or notice received.
16	Q	I am unable to get to the roadshow and do not have a proxy – how else can I resolve my fines?
	A	Please find a detailed breakdown of the various ways to pay your traffic fine .
17	Q	Will parking be made available at the Civic Centre?
	A	Unfortunately, the Civic Centre has limited parking. We encourage visitors to make use of various public transport modes, like the MyCiti bus service, ride sharing or to make use of alternative public parking areas.