SAFETY & SECURITY

The CCID’s Safety & Security department works around the clock to provide top-up services to those of its primary law enforcement partners at the City of Cape Town and the South African Police Service (SAPS). Along with a fulltime team overseeing all operations, there are 270 public safety officers deployed on a 24/7, 365 days-a-year rotational shift basis. There are also five vehicles over a 1.62km² footprint. Present both day and night, and easily identified by their black uniforms and caps, this team provides:

- The City’s public safety officers are easily identified by their black uniforms, green CCID bibs with bib number and caps. If you need assistance in any way while on the streets of the Central City, find one of our officers or call/WhatsApp 082 415 7127. We’re here to help you stay safe.

- Stash it, don’t flush it: hide valuables such as jewellery, cameras, wallets and mobile devices. This applies to your car too – put valuables in the boot and out of sight.

- Avoid remote jamming: make sure your car is locked properly (try the doors manually yourself) before you walk away.

- Don’t be a victim of ATM fraud: Con artists are clever and will try anything to get you to an ATM to steal from you. Never accept help from strangers, only use ATMs in well-lit places, and do not believe anyone who says you need a “permit” to walk in the CBD.

- Begging is not a crime in Cape Town, but aggressive begging (in which a person feels intimidated or is aggressive) without a permit from the City.

- The following 24-hour hotlines are also available:

  - Call the City of Cape Town Social Development Department:
    - To assist an adult: 0800 872 201
    - To assist a child: 0800 220 250

  - Or call the CCID’s Social Development team on 021 286 0830

  - www.capetown.gov.za/bylaws

  - www.capetownccid.org

  - info@capetownccid.org

  - Call or WhatsApp 0860 103 090

  - 021 288 0830

  - 0800 220 250

  - Call the City of Cape Town’s toll-free number.

- The CCID encourages concerned members of the public to support its “Show you Care” campaign by helping the community and liaise between them and the NGO a registered social worker, the CCID deploys four along with a Social Development manager who is the primary social development department of the City of Cape Town and Western Cape Government.

- The State of Cape Town Central City Report, a quarterly report on crime, health, environment and general public enquiries received. Publications include:

  - Communications (see map overleaf).

  - The following top-up services in addition to those of its primary law enforcement partners, the City of Cape Town – namely, the City of Cape Town and the South African Police Service (SAPS).

  - Working within a 1.62km² radius (see map overleaf), the CCID is one of the City of Cape Town’s Special Rates Areas, and provides top-up services in addition to those rendered by its primary partners in the CBD – namely, the City of Cape Town and the South African Police Service (SAPS).

  - The CCID works across four departments: Safety & Security, Urban Management, Social Development and Communications, to develop, promote and manage the Central City area.

  - This booklet introduces you to each of our departments in addition to those of the primary law enforcement partners at the City of Cape Town and the South African Police Service (SAPS).
WHO TO CONTACT AT THE CCID

SAFETY & SECURITY
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MANAGER
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PRECINCT MANAGERS
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Carlisle Marankey - P2 + P3
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IMPORTANT CONTACTS

While the CCID provides many top-up services (including a 24-hour CCID control centre 082 415 7127), major services are still provided by the City of Cape Town and SAPS. Here’s a list of numbers to keep at hand:

**EMERGENCY NUMBERS**
- SAPS Cape Town Central: 021 467 8002
- SAPS Flying Squad: 10111
- City of Cape Town Metro Police: 021 996 1999
- Fire Department: 021 535 1100
- Ambulance: 10177
- All emergencies: 107 (landline only) or 112 (cellphones only)
- Netcare 911 & NSRI: 082 911

**CITY OF CAPE TOWN SERVICE DEPARTMENTS**

For any of the following, call the City of Cape Town’s toll-free number 0860 103 089:
- Water & sewerage faults
- Cleaning & waste management
- Electricity enquiries
- Streetlights

For any of the following, call the City of Cape Town’s toll-free number 0860 103 090:
- Applications & permits
- Roads & stormwater drainage
- Illegal posters & signage
- Tree trimming & beautification

For health & noise queries, call 107 on landlines or 021 480 7700 all hours