

## PARLIAMENT OF THE PROVINCE OF THE WESTERN CAPE

### WRITTEN REPLY

FRIDAY, 21 FEBRUARY 2025

#### 17. Prof N Mbombo to ask Mr I M Sileku, Minister of Mobility

(a) What progress has the Department of Mobility made in its efforts to support taxi associations in the formalisation of the taxi industry in the province, (b) what safety measures are in place to prevent incidents of internal or external arson attacks and violence at taxi ranks, (c) what are the key challenges identified in the taxi industry by the Minibus Taxi Task Team and (d) what solutions are being proposed to address these identified key challenges?

#### Reply:

(a) As part of the Red Dot Programme, which was launched in May 2020, the Western Cape Mobility Department ("WCMD") supported the establishment of Umanyano Travel Services Proprietary Limited ("UTS"), a private company established as the corporate arm of SANTACO Western Cape ("SANTACO WC").

As part of the establishment of UTS, the WCMD supported the capacitation of the directors and shareholders, ensuring that the industry leadership at the helm of UTS received the corporate governance and project management training needed to effectively manage the implementation of the Red Dot contract concluded between UTS and the WCMD and position the company for future business.

The formalisation of the SANTACO structures was further supported by the WCMD through the Blue Dot Programme which saw each of the eight minibus taxi regions within the Western Cape establishing a private company. These so-called regional companies each hold shares in UTS, the provincial company.

The establishment of these companies have gone hand in hand with intensive training which sought to capacitate industry leadership with the skills needed to effectively operate these private entities.

In a number of regions, these regional companies and the provincial company have continued to operate and do business with private sector, having concluded agreements with parcel delivery services, WiFi service providers, establishing relationships with TETA for the pursuit of funding for training initiatives, and engaging private sector partners to explore opportunities in fuel, cashless payments and other business opportunities.

UTS has established a relationship with the Cape Chamber of Commerce which is aimed at improving relationships between the private sector and the minibus taxi industry, which has the potential of leveraging the industry's purchasing power to secure revenue streams that can support the industry's operations in the absence of an operating subsidy.

These efforts have been supported by the implementation of an ongoing training programme which seeks to capacitate associations with skills such as business management and conflict resolution. The WCMD is also supporting the development of a business case and plan for the establishment of an industry led training academy that will provide training opportunities for primary, secondary and tertiary stakeholders within the sector.

(b) The National Land Transport Act (NLTA), Section 11(1)(c) states that municipalities are responsible for “the planning, implementation and management of modally integrated public transport networks and travel corridors for transport within the municipal area”. Essentially, the NLTA mandates that the safety and security of commuters and operators at public transport Interchanges and taxi ranks falls within the sphere of responsibility of the relevant municipality.

(c) & (d) The Minibus Taxi Task Team (“the Task Team”) was established to address the following key issues impacting the minibus taxi (“MBT”) public transport sector:

1. Fast track the key phases of the City's MBT Special Regulatory Project (SRP);
2. WCG, in conjunction with SANTACO WC, to develop and implement MBT driver registration project;
3. WCG, in conjunction with SANTACO WC, to source funding for training of registered drivers;
4. WCG, in conjunction with SANTACO WC, to investigate the usage of tracking technology in MBT's in the Western Cape;
5. Implement a branding system for all MBTs;
6. Clarify operations on Route B97; and
7. Review of general operating licence conditions applicable to all public transport.

Following the August 2023 stay away, there was a period of intense engagement and, in addition to changes to operating licence conditions (Item 8 above), a key outcome of this process was the development of the Shayela Smart Programme, which incorporated many of the items identified and agreed to by the Task Team, including:

- Measures to address capacity constraints at key Public Transport Interchanges (PTIs) in support of Phase 2 of the City's Special Regulatory Process (SRP);
- The establishment of a driver registration system and an associated driver training programme;
- Province-wide vehicle tracking, monitoring and performance management; and
- A unified branding system for all MBT vehicles in the Western Cape.

The Shayela Smart Programme is being developed to address key challenges identified by the Task Team through a collection of solutions that will work together to address these challenges.

Challenge	Description	Proposed Intervention
<b>Capacity Constraints at priority PTIs</b>	Current infrastructure at public transport interchanges do not support the need for additional operating licenses to meet current demand.	Establishment of remote holding areas ("RHA") and strategic stop and go facilities ("SSG") around public transport interchanges will allow planning authorities to issue additional OLs to meet the current demand.
<b>Planning challenges</b>	Typical unidirectional MBT routes with an origin and destination create operational inefficiencies since it does not allow drivers to pick up passengers on the return journey.	Introduction of bi-directional MBT routes will reduce the number of vehicles and address congestion.
<b>Regulatory Challenges</b>	While the NLTA regulates operators, no similar requirements exist for drivers.	Introduction of regulations establishing Shayela Smart as the regulatory model for the MBT sector which will require, among other things, that all drivers register and that operators only use registered drivers. This will give operators and regulatory authorities a mechanism to regulate drivers.
<b>Service Quality</b>	The National Household Transport Survey 2020 identified unsafe driving, unsafe vehicles, unsafe/poor quality facilities and limited off-peak services as key service quality related issues.	<p>Installation of vehicle trackers linked to an operational monitoring system that gives operators access to real-time operational data such as driving behaviour.</p> <p>Introduction of a driver registration database managed by the WCMD which links a registered driver to a vehicle which can then be tracked through the operational monitoring system.</p> <p>Requirement that all registered drivers complete tailor-made training aimed at capacitating drivers to deliver improved services.</p> <p>The RHAs and SSG facilities allow for improved PTI facilities and access for commuters.</p> <p>Together this enables service improvements and better self-regulation.</p>
<b>Access to operational information</b>	Operators do not have access to real time operational information and cannot reliably track driver behaviour.	The vehicle trackers and operational monitoring system will give operators a more detailed view of driver behaviour and will allow for better self-regulation by connecting a driver to a vehicle allowing operators to address the offending driver directly.

Challenge	Description	Proposed Intervention
<b>Illegal Operators &amp; Industry related violence</b>	Lack of uniform branding makes it difficult for industry and law enforcement to identify illegal operators and reduce related instances of violence and disruption caused by illegal operations.	Introduction of a single universal brand applied to all legal vehicles. This will allow enforcement agencies, members of the public and operators to easily identify illegal operators and offending drivers.
<b>Formalisation and empowerment</b>	While significant steps have been taken to improve formalisation and empower industry members, more work is needed to drive formalisation at grassroots level.	Considering options that would enable the MBT sector to enter into facilities management contracts that will further support formalisation and empowerment.

**MINISTER OF MOBILITY**

**DATE:**