



## MEDIA STATEMENT

**09 December 2021**

**To:** All Media

**Attn:** News Editors / Transport Reporters

### **Gauteng government establishes arbitration office to resolve taxi disputes**

The Gauteng Department of Roads and Transport has announced that it is making progress towards the establishment of the Public Transport Arbitration Office as a key intervention in curbing minibus taxi violence and facilitate an integrated public transport system.

“This office, which will be chaired by a retired judge, will assist in providing an independent, credible and transparent platform through which disputes will be addressed, especially disputes around the public transport routes,” said MEC for Public Transport and Roads Infrastructure Jacob Mamabolo during the Gauteng Provincial Legislature’s virtual sitting today, 09 December 2021.

The establishment of the Public Transport Arbitration Office is as a result of consultations with the minibus taxi industry following the seminal Gauteng Taxi Industry Summit held in Emfuleni Local Municipality in July 2019.

It is also in line with recommendations of the Judge Jeremiah Shongwe Commission of Inquiry into Taxi Violence.

“After the Gauteng Provincial Legislature has ratified the regulations that we have recommended, we expect Public Transport Arbitration Office to be operational early in 2022,” added Mamabolo.

The Department has also put a moratorium on new applications for Operating Licences, while it is working with the Council for Scientific and Industrial Research (CSIR) to audit minibus taxi operators in Gauteng.

This is critical especially in the minibus taxi industry where disputes over the operation of routes often results in violence and loss of life.

“The CSIR is helping us create a digital database so that we know who exactly owns minibus taxi in our province. We are currently in the process of capturing biometric data of minibus taxi operators and the drivers, but also we are mapping up all the routes on a digital platform,” said Mamabolo.

These efforts are part of the Department's Growing Gauteng Together Through Smart Mobility strategy which prioritises the modernisation of the minibus taxi industry as a intervention to make public transport safe, affordable and reliable.

The strategy has also identified the modernisation and corporatisation of the taxi industry as necessity in building a smart taxi industry that will compete in an ever-changing public transport mix.

**ENDS**

**Issued by the Gauteng Department of Roads and Transport**

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