



**GEORGE
MUNICIPALITY**

OPERATING LICENCE PLAN (OLP)

2023-2028

FINAL

SEPTEMBER 2024

Draft

GEORGE MUNICIPALITY
COMPREHENSIVE INTEGRATED TRANSPORT PLAN (CITP)

2023 / 2028

Prepared in terms of the
National Land Transport Act (No 5 of 2009)
(Updated in March 2023)

for:

George Municipality
Directorate: Civil Engineering Services
Jannie Koegelenberg / James Robb
Tel: (+27 44) 801 9260
Email: jkoegelenberg@george.gov.za



BETTER TOGETHER.

by:

Techso-Tolplan-Lyners Consortium
W Ferreira
Tel: (+27 12) 943 6244 / (+27 21) 557 7730
Email: wim@techso.co.za



Draft

COPYRIGHT RESERVED

This document is exclusively developed and disseminated by the Techso-Tolplan-Lyners Consortium for the sole purpose of internal utilisation and guidance for its client, in line with the responsibilities and obligations stipulated in the client-contractual agreement. The insights, suggestions, and analyses contained herein are integral to the document and should be considered in their entirety.

The perspectives and counsel provided in this document are reflective of the data accessible to the Consortium as of this document's issuance date, and are based upon prevailing industry norms, regulatory frameworks, technological advancements, and practices in construction. It has been formulated by the Consortium in their capacity as professional advisors, and it is not intended to offer any form of legal interpretation or advice.

This document is crafted following the specific terms and contractual stipulations agreed upon between the client and the Techso-Tolplan-Lyners Consortium. Any evaluation or reliance on this document should be in light of these contractual provisions.

Unauthorised distribution, application, or replication of this document, in any form, either wholly or partially, is expressly forbidden without prior written authorisation from the Techso-Tolplan-Lyners Consortium. The information herein is to be treated as confidential and is not to be revealed to any third parties until its official publication in its conclusive format by the Consortium.

DISCLAIMER

The Techso-Tolplan-Lyners Consortium accepts no liability for any inaccuracies or errors that may be found in this document. The information provided herein is subject to be changed without prior notice. Large language models were utilised to enhance the writing of the Professional Team, to create summaries and to consolidate information and concepts for this CITP.

TABLE OF CONTENT

Table of Content.....	ii
Abbreviations	iii
List of Figures.....	v
List of Tables vi	
Executive Summary	1
1 Introduction.....	2
2 OL Information Systems	20
3 Framework for a Comprehensive Enforcement Strategy for George Municipality Operating Licensing Plan (OLP)	22
4 Guiding Framework for George Municipality Operating Licence Decision-Making	25
Conclusions and Recommendations	29
References 30	
ADDENDUM A - Operating Licence Application Process (OLAP)	31

ABBREVIATIONS

BEIAC	- Business Engineering and Industrial Applications Colloquium
BRT	- Bus Rapid Transit
CES	- Civil Engineering Services
CITP	- Comprehensive Integrated Transport Plan
CRES	- Corporate Real Estate Solutions
GIPTN	- George Integrated Public Transport Network
GM	- George Municipality
GOLC	- George Operating Licence Committee
GPS	- Global Positioning System
GRDM	- Garden Route District Municipality
IEEE	- Institute of Electrical and Electronics Engineers
IPC	- Intermodal Planning Committee
IPTN	- Integrated Public Transport Network
IRPTN	- Integrated Rapid Public Transport Network
ITP	- Integrated transport plan
LDPT	- Long Distance Public Transport
MEC	- Member of Executive Council
MIS	- Management Information System
MOA	- Memorandum of Agreement

MOLC	- Municipal Operating Licence Committee
MRE	- Municipal Regulating Entity
NDoT	- National Department of Transport
NLTA	- National Land Transport Act
NLTSF	- National Land Transport Strategic Framework
NLTTA	- National Land Transport Transition Act
NPTR	- National Public Transport Regulator
NRTA	- National Road Traffic Act
OL	- Operating licence
OLAP	- Operating Licence Application Process
OLAS	- Operating Licence Administration System
OLC	- Operating Licence Committee
OLP	- Operating Licence Plan
OLS	- Operating Licence Strategy
PA	- Planning authority
PRASA	- Passenger Rail Agency of South Africa
PRE	- Provincial Regulatory Entity
PTOO	- Public Transport Oversight Official
PTP	- Public Transport Plan
PTRS	- Public Transport Regulatory System

PTR	- Provincial Taxi Registrar
RE	- Regulatory Entities
SAPS	- South African Police Service
SOP	- Standard Operating Procedure

TMS	- Transport Model Strategy
TR	- Transport Register

Draft

LIST OF FIGURES

Figure 1-1: CITP document suite structure.	2
---	---

Draft

LIST OF TABLES

Table 1-1: Key Purpose of the Operating Licence Strategy (OLS).	3
Table 1-2: National Land Transport Act, 2009, NLTA, (Act, No.5 of 2009) chapters.	7
Table 1-3: George Municipality Operating Licence Application Process (OLAP) (Refer to GM OLAP Relevant Annexure).	13
Table 4-1: Route verification responsibility matrix.	27



EXECUTIVE SUMMARY

The George Municipality Operating Licence Plan (OLP) for the period 2023-2028 has been developed as part of the broader Comprehensive Integrated Transport Plan (CITP). This plan provides a strategic framework to guide the issuance, renewal, transfer, and amendment of operating licences for road-based public transport services within the municipality. Its primary objectives are to ensure regulatory compliance, promote sustainable and efficient transport services, and enhance public mobility across George.

The OLP is a critical tool for the planning authority, ensuring adherence to the National Land Transport Act (No. 5 of 2009) and aligning with national transport strategies such as the National Land Transport Strategic Framework (NLTsf). Through its integration with the Operating Licence Administration System (OLAS), the plan facilitates informed decision-making on operating licence applications, whether for contracted or non-contracted services.

The Operating Licence Application Process (OLAP), included as an addendum to the OLP, outlines the procedures and guidelines for various transport operations, including minibus taxis, e-hailing services, and long-distance operators. It ensures the public transport network remains balanced and responsive to community needs. The OLP also provides recommendations on law enforcement strategies, stakeholder engagement, and the use of data-driven approaches to maintain the sustainability and financial viability of the transport system.

By implementing the OLP, George Municipality aims to foster a safe, reliable, and accessible public transport environment that supports

local economic growth, social equity, and environmental sustainability, thereby enhancing the quality of life for its residents.

1 INTRODUCTION

1.1	Document Structure and Context	2
1.2	Purpose of document	2
1.3	Background	4
1.4	Operating Licences Plan (OLP) Framework	6
1.5	Legislative requirements	6
1.6	Future Impacts of the Competition Commission Report on OL Recommendations	16
1.7	Summary	19

Techso-Tolplan-Lyners Consortium was appointed by the George Municipality (GM) to update their Comprehensive Integrated Transport Plan (CITP), which includes the development of an Operating Licence Plan (OLP). This chapter provides an overview of the purpose and background of the Operating Licence Plan (OLP) within the jurisdiction of George Municipality. It outlines the guiding principles for the assessment and granting of Operating Licences (OLs) in alignment with the goals and objectives of the Comprehensive Integrated Transport Plan (CITP). Key policy frameworks, legislative requirements, and the future implications of competition-related policies are also discussed to establish a foundational understanding of the regulatory environment governing public transport operations in the area.

1.1 Document Structure and Context

The OLP document is part of a suite of CITP documents, which comprise of the following four (4) documents (as depicted in **Figure 1-1**):

1. *Comprehensive Integrated Transport Plan (CITP)*
2. *Transport Register (TR)*
3. *Transport Model Strategy (TMS)*
4. ***Operating Licence Plan (OLP)***



Figure 1-1: CITP document suite structure.

1.2 Purpose of document

The purpose of this document is to guide the assessment and granting of Operating Licences (OLs) for road-based public transport services within the jurisdiction of George Municipality. It serves as a specific outline tool to the process of engagement with stakeholders

and evaluation for George Municipality comments and recommendations on Operating Licence applications.

The Provincial Regulating Authority (PRE) remains the custodian for the issuance of OL's and the management and upkeep of Public Transport Operating Licensing (OLAS) database.

The Operating Licence Strategy (OLS) is an integral part of the Public Transport Plan (PTP) in terms of the overall goals and objectives of the Comprehensive Integrated Transport Plan (CITP). It is also informed by the Transport Register (TR), which accounts for the all the public transport services, facilities or amenities that are available to passengers and operators.

It would serve several critical purposes, ensuring the efficient, safe, and sustainable operation of public transport services while also

fulfilling statutory obligations for preparing recommendations on operating licence approvals.

The key purposes and guiding principles for compliance evaluation are summarised in **Table 1-1**. This approach is adopted for all the relevant sections mentioned in this document.

In summary, the Operating Licence Plan (OLP) for George Municipality would fulfil the essential purpose of creating a structured, efficient, and sustainable public transport system. It would ensure regulatory compliance, optimise transport services, enhance safety and quality, promote environmental sustainability, and support economic and social development, thereby improving overall mobility and accessibility for all residents. Additionally, it would guide the need for adjustments in service levels across the entire road-based public transport network.

Table 1-1: Key Purpose of the Operating Licence Strategy (OLS).

No	Key Purpose	Guiding Principle	Description of Activity
1	Regulatory Compliance	Ensure Legal Adherence	The OLS would ensure that all public transport services comply with national, provincial, and local regulations, particularly the National Land Transport Act (NLTA). This compliance is crucial for maintaining legal operation and avoiding penalties.
		Standardise Licensing	It would provide standardised procedures for issuing, renewing, and amending operating licences, ensuring consistency and transparency.
2	Transport System Optimisation	Balance Supply and Demand	The OLS would help in assessing the demand for public transport services and aligning it with the supply. This includes determining the optimal number of vehicles and routes to avoid both overcrowding and underutilisation.
		Reduce Congestion	By optimising route planning and service frequencies, the OLS can help reduce traffic congestion, improving overall transport efficiency.
3	Enhancing Public Transport Service	Improve Service Quality	The OLS would set quality standards for public transport services, ensuring reliability, safety, and comfort for passengers.
		Promote Integration	It would help the integration of different transport modes (e.g., buses, taxis, non-motorised transport) to create a seamless transport network.

No	Key Purpose	Guiding Principle	Description of Activity
4	Sustainable and Inclusive Mobility	Environmental Sustainability	The OLS would promote environmentally friendly transport solutions, such as the use of low-emission vehicles and the development of infrastructure for non-motorised transport.
		Inclusive Access	Ensuring that public transport is accessible to all community members, including those with disabilities, elderly passengers, and other vulnerable groups.
5	Economic and Social Development	Support Economic Activities	Efficient public transport is vital for economic development, enabling people to access jobs, education, and other services. The OLS would support economic activities by providing reliable transport options.
		Enhance Social Equity	By ensuring that transport services are available and affordable to all segments of the population, the OLS would help reduce social inequalities.
6	Safety and Security	Enhance Safety Standards	The OLS would set and enforce safety standards for public transport services, reducing the risk of accidents and enhancing passenger security.
		Regulate Operations	By preventing illegal operations and ensuring that all transport services are properly licenced, the OLS would contribute to a safer transport environment.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement	The OLS would provide a framework for involving various stakeholders, including transport operators, passengers, and government entities, in the planning and implementation of transport services.
		Coordinate Efforts	It would ensure coordinated efforts between different levels of government and other relevant stakeholders, fostering collaboration and effective implementation of transport policies.
8	Data-Driven Decision Making	Utilise Data for Planning	The OLS would rely on accurate and up-to-date data to inform decision-making processes, ensuring that transport planning is based on real needs and conditions.
		Monitor and Evaluate	Establish mechanisms for ongoing monitoring and evaluation of transport services, allowing for adjustments and improvements based on performance data.
9	Financial Management	Optimise Resource Allocation	The OLS would provide guidelines for the efficient allocation of financial resources, ensuring that funding is directed towards the most impactful transport projects and initiatives.
		Ensure Financial Sustainability	By planning for long-term financial sustainability, the OLS would help secure the necessary funding for ongoing and future transport needs.
10	Risk Management	Identify and Mitigate Risks	The OLS would identify potential risks to the transport system, including regulatory, operational, and financial risks, and develop strategies to mitigate these risks.
		Institutional Capacity	Ensure that George Municipality has appropriate institutional capacity to manage the OLS in terms of the purpose, function and implementation.

1.3 Background

George Municipality (GM) launched the first phase of GO GEORGE on 8 December 2014, introducing a scheduled public bus service as part

of the ongoing development of the George Integrated Public Transport Network (GIPTN). This initiative stems from a collaborative partnership between George Municipality, the Western Cape Provincial Government, the National Department of Transport, and local taxi and bus operators from the George area.

At the core of the project is an empowerment model, wherein former minibus taxi and bus operators in George have come together to form a company that delivers the new scheduled bus service under a formal contract. This service connects communities, stimulates the local economy, and enhances George's appeal to potential businesses and investors. The increased accessibility across GM contributes to an overall improvement in the quality of life for all residents.

The primary focus of this plan, which is a subset of the approved Public Transport Plan (PTP) within the Comprehensive Integrated Transport Plan (CITP), is to provide a procedural guide for commenting on Operating Licence (OL) applications submitted to George Municipality by various Regulatory Entities (RE's). It addresses applications related to road-based public transport services, categorised into (1) Contracted Services and (2) Non-contracted Services. The plan outlines the types of vehicles used, the processes and procedures for obtaining operating licences, the interchange facilities that accommodate public transport services, and the relevant information systems employed.

Additionally, it considers law enforcement strategies for maintaining the operating licensing system, including institutional arrangements and the integration with traffic law enforcement, which serves as a foundation for setting targets and measuring performance.

The support for OL transactions is primarily based on existing licences recorded in the Operating Licensing Administration System (OLAS). Furthermore, the road-based public transport network comprises of routes and networks or groups of routes distributed across the jurisdiction of George Municipality. The utilisation of


public transport routes and the impact on interchanges (ranking facilities) are critical factors in the approval of OL applications.

George Municipality's role in the operating licensing process is closely tied to its operational relationship with the Provincial Regulatory Entity (PRE) and the National Public Transport Regulator (NPTR), which are responsible for issuing operating licences based on the recommendations of George Municipality and the Provincial Authority (PA). The Operating Licensing System (OLS) thus guides the PRE in awarding licences for road-based public transport services within George Municipality's jurisdiction, as well as for intra-provincial, inter-provincial, and international/cross-border services.

1.3.1 George Municipality - Operating Licence Application Process (OLAP)

The assessment of Operating Licence (OL) applications within the George area is guided by the principles outlined in the Operating Licence Plan (OLP) and aligned with the objectives of the Comprehensive Integrated Transport Plan (CITP). The process follows the procedural steps detailed in the Operating Licence Application Process (OLAP) document. Serving as an addendum to the OLP, the OLAP is regularly updated to accommodate changes in OL rules and application procedures, ensuring that it stays a dynamic tool that enables the George Operating Licence Committee (GOLC) to efficiently manage OL applications.

As the Local Authority, George Municipality plays a crucial role in this process by providing comments and recommendations on OL applications submitted within its jurisdiction. The Municipality is obligated to review and offer input on all applications affecting the George area before the Provincial Regulatory Entity (PRE) makes a



final decision. In doing so, the Municipality carefully considers current legislation, the demand for services, and the potential impact on the George Integrated Public Transport Network (GIPTN) and other related transport services.

1.4 Operating Licences Plan (OLP) Framework

The Operating Licences Plan (OLP) is a key component of the Public Transport Plan (PTP) and serves as a strategic tool guiding the awarding of operating licences. The OLP is informed by the planning of Contracted Services and Non-Contracted Services and is critical for ensuring compliance with the National Land Transport Act (NLTA). It provides a structured, data-driven framework that supports the Provincial Regulatory Entity (PRE) and the National Public Transport Regulator (NPTRE) in their decision-making processes. The OLP must also remain consistent with the Transport Register (TR) and the overall transport objectives laid out in the PTP.

The OLP and OLAP serve as a foundation for transitioning from a static document to a dynamic, continuously updated database integrated with the Operating Licence Administration System (OLAS). This system ensures that all applications for operating licences are accurately tracked and processed, with up-to-date information on routes, vehicle types, and capacity. Section 55 of the NLTA mandates that operating licences be issued only with the planning authority's guidance, ensuring that public transport services—whether contracted or non-contracted—are aligned with the municipality's transport strategy.

Additionally, the OLAP establishes clear procedures for handling various types of operating licences, including those for non-regular services such as metered taxis, tuk-tuks, and long-distance transport. The OLP and OLAP outline conditions and restrictions for these licences, considering factors such as route demand, vehicle capacity, and service quality. Law enforcement strategies are also embedded within the OLP, ensuring institutional coordination and monitoring for regulatory compliance. This comprehensive approach helps maintain a balanced and effective public transport system that responds to both current needs and future growth.

1.5 Legislative requirements

The purpose of the National Land Transport Act, 2009, NLTA, (Act, No.5 of 2009), Gazetted, 3 April 2009 in terms of the OLP are:

- to further the process of transformation and restructuring the national land transport system initiated by the Transition Act;
- to give effect to national policy;
- to prescribe national principles, requirements, guidelines, frameworks and national norms and standards that must be applied uniformly in the provinces and other matters contemplated in section 146 (2) of the Constitution; and
- to consolidate land transport functions and locate them in the appropriate sphere of government.

The nine (9) chapters of the Act are listed in **Table 1-2** for further reference in the OLP and OLAP documents.

Table 1-2: National Land Transport Act, 2009, NLTA, (Act, No.5 of 2009) chapters.

Chapter No.	Chapter Description	Content Description	Content Items
1	GENERAL PROVISIONS		<ul style="list-style-type: none"> 1 Definitions 2 Purpose and scope of Act 3 Application of Act in provinces 4 Principles for national land transport policy 5 Functions of Minister 6 Information systems 7 Delegations by Minister 8 Regulations by Minister 9 Functions of MECs 10 Regulations by MECs
2	INSTITUTIONAL ARRANGEMENTS FOR LAND TRANSPORT	Institutional arrangements: General matters	<ul style="list-style-type: none"> 11 Responsibilities of spheres of government 12 Intergovernmental relations 13 Impartiality
		Institutional arrangements: Planning authorities	<ul style="list-style-type: none"> 14 Planning authorities 15 Intermodal planning committees 16 Land transport advisory boards
		Institutional arrangements: Municipalities	<ul style="list-style-type: none"> 17 Establishment of special division for and arrangement of administration of certain municipalities 18 Regulatory functions of municipalities 19 Adjacent municipalities
		Institutional arrangements: National Public Transport Regulator	<ul style="list-style-type: none"> 20 Establishment of Institutional arrangements National Public Transport Regulator 21 Functions of National Public Transport Regulator 22 Powers of National Public Transport Regulator
		Institutional arrangements: Provincial regulatory entities	<ul style="list-style-type: none"> 23 Establishment of provincial regulatory entities 24 Functions of provincial regulatory entities 25 Powers of provincial regulatory entities 26 Agreements on regulatory matters

Chapter No.	Chapter Description	Content Description	Content Items
3	FUNDING ARRANGEMENTS FOR LAND TRANSPORT		27 Municipal land transport funds 28 Public transport user charges 29 Minister may provide funds for land transport 30 MEC may provide funds for land transport
4	TRANSPORT PLANNING		31 General principles for transport planning and its relationship with land use and development planning 32 Types of plans required by this Act 33 General provisions on transport planning 34 National Land Transport Strategic Framework 35 Provincial land transport frameworks 36 Integrated transport plans 37 Freight transport 38 Publication of transport plans and substantial changes in land use and public transport infrastructure and services 39 Rationalisation of public transport services
5	CONTRACTING FOR PUBLIC TRANSPORT SERVICES		40 Integration of bus contract system into larger public transport system 41 First phase negotiated contracts 42 Subsidised service contracts 43 Commercial service contracts 44 Requirements to qualify as tenderer for commercial or subsidised service contracts 45 Involvement of municipalities and transport authorities in public transport services 46 Existing contracting arrangements
6	REGULATION OF ROAD BASED PUBLIC TRANSPORT	Part 1: Transitional provisions	47 Rationalisation of operating licences: general 48 Rationalisation of existing scheduled services 49 Rationalisation of operating licences: minibus taxi-type services

Chapter No.	Chapter Description	Content Description	Content Items
	REGULATION OF ROAD BASED PUBLIC TRANSPORT	Part 2: General provisions	<ul style="list-style-type: none"> 50 Regulation of road based public transport 51 Entities that must issue operating licences 52 Maximum validity period of operating licences 53 Exemptions 54 Application for new operating licence 55 Operating licences for public transport services provided for in transport plans 56 Operating licences for contracted services 57 Disposing of applications with regard to operating licences for non-contracted services 58 Renewal, amendment and transfer of operating licences 59 Publication of decisions 60 Special events 61 Major special events 62 Issue and contents of operating licences 63 Authority conveyed by operating licence 64 Persons who may hold operating licences 65 Long distance services 66 Metered taxi services 67 Charter services 68 Staff services 69 Lift clubs 70 Tuk-tuks 71 Adapted light delivery vehicles 72 Transporting of scholars, students, teachers and lecturers 73 Amendment of operating licence to replace specified vehicle 74 Temporary replacement of vehicles 75 Interaction between public transport and cross-border road transport 76 Duties of holder of an operating licence 77 No cession, alienation or hiring out of an operating licence 78 Cancellation of operating licences not in use 79 Withdrawal, suspension or amendment of operating licence or permit

Chapter No.	Chapter Description	Content Description	Content Items
	REGULATION OF ROAD BASED PUBLIC TRANSPORT	Part 3: Regulation of tourist transport services	80 Tourist transport services: general provisions 81 Accreditation of operators of tourist transport services 82 Application for accreditation 83 Cancellation of accreditation 84 Use of vehicles for tourist transport services
7	LAW ENFORCEMENT		85 Land transport law enforcement 86 Appointment of inspectors 87 Impoundment of vehicles 88 Presumptions and proof of certain facts 89 Powers of authorised officers 90 Offences and penalties 91 Extraordinary measures in declared areas
8	APPEALS		92 Appeals to the Transport Appeal Tribunal
9	TRANSITIONAL AND FINAL MATTERS		93 Transitional provisions 94 Laws repealed or amended 95 Act binds the State 96 Short title and commencement

The most recent amendments to the National Land Transport Act (NLTA), enacted through Act No. 23 of 2023 and titled "The National Land Transport Amendment Act, 2024," were gazetted on 11 June 2024.

In line with the NLTA, the Operating Licence Plan (OLP) follows the latest statutory guidelines, specifically the "Minimum Requirements for the Preparation of Integrated Transport Plans" (Gazette No. 40174, 29 July 2016). These guidelines state that the OLP's purpose is to provide clear guidance to George Municipality on whether Operating Licence (OL) applications and public transport transactions should be recommended or rejected. Consequently, the OLP offers

the Provincial Regulatory Entity (PRE) evidence-based recommendations for the approval or rejection of OL applications from public transport service providers.

1.5.1 Mandate for Operating Licence Applications (OLAs)

Under the NLTA Chapter 2: Institutional Arrangements for Land Transport, a municipality exercising its planning functions is referred to as the "planning authority." These functions include:

- Preparing transport plans for its area;
- Ensuring the implementation of these transport plans; and

- Monitoring performance in achieving its goals and objectives.

Additionally, planning authorities are required to:

- Prepare integrated transport plans in accordance with the NLTA;
- Perform specified constitutional transport functions;
- Provide directions to entities responsible for granting, renewing, amending, or transferring operating licences, in alignment with their integrated transport plans; and
- Execute any other land transport-related functions assigned to them under the Constitution and the NLTA.

1.5.2 Role and Responsibilities of Section 14: Planning Authorities

Section 14 of the National Land Transport Act (NLTA) designates municipalities that exercise land transport planning functions as "**Planning Authorities**." These authorities have several critical responsibilities, which are essential in the development and management of public transport services within their jurisdictions.

- **Preparation of Transport Plans**

Planning Authorities are tasked with developing comprehensive transport plans for their respective areas, including Integrated Transport Plans (ITPs) that align with national and provincial frameworks. These plans must account for the current and future needs of the community, ensuring a well-coordinated approach to transport infrastructure and services.

The Operating Licence Plan (OLP) must be consistent with these transport plans, providing the foundation for the assessment and recommendation of Operating Licence (OL) applications.

- **Implementation of Transport Plans**

Beyond the preparation of transport plans, Planning Authorities must ensure their effective implementation. This involves coordinating with various governmental entities and stakeholders to execute the strategies outlined in the ITPs.

The OLP and OLAP guide the practical application of these plans by directing the Provincial Regulatory Entity (PRE) or the National Public Transport Regulator (NPTR) on whether to grant, renew, amend, or transfer OLs based on the municipality's transport needs.


- **Monitoring and Evaluation**

Continuous monitoring and evaluation are vital for ensuring that the transport system meets the goals and objectives set out in the transport plans. Planning Authorities must assess the performance of the transport network regularly and make necessary adjustments to improve service delivery.

Pursuant to Section 14(c) of the NLTA, this includes evaluating whether public transport services on specific routes are adequately served and if additional licences are necessary.

- **Guidance on Operating Licences**

Planning Authorities are required to provide clear guidance to entities responsible for the granting, renewal, amendment, or transfer of OLs.



According to Section 55 of the NLTA, this guidance must be provided in a prescribed format, indicating whether there is a need for the service on the route or in the area according to the ITP. If the transport needs are already adequately met by existing services, the Planning Authority must direct the NPTR or PRE to refuse the application. The PRE and NPTR are bound by the directions provided by the Planning Authorities and cannot grant an OL contrary to these directions.

- **Performance of Constitutional Transport Functions**

Planning Authorities are also responsible for performing specified constitutional transport functions. These include the management of public transport services and the regulation of road-based transport within their jurisdiction. The Planning Authorities must ensure that their actions are consistent with constitutional mandates and that the implementation of national and provincial legislation is effectively managed. This role is typically executed by the Municipal Manager, who is responsible for the implementation of relevant legislation within the municipality.

- **Execution of Land Transport-Related Functions**

Finally, Planning Authorities are expected to carry out any other land transport-related responsibilities assigned to them under the NLTA and the Constitution.

This includes providing directions to the entities responsible for OL-related decisions, ensuring that these decisions are aligned with the ITPs. The OLP serves as a critical tool in this process, offering evidence-based recommendations that guide the PRE and NPTR in the awarding of operating licences, thereby supporting the broader transport strategy of the municipality.

1.5.3 Institutional Application Processes

1.5.3.1 Provincial Application Process (Refer to Addendum A)

The provincial operating Licence application are discussed in the OLAP (Addendum A).

1.5.3.2 George Municipality - Operating Licence Application Process (OLAP) (Refer to Addendum A)

1.5.3.2.1 Purpose of the George Operating Licence Committee (GOLC)

The purpose of the GOLC is to review applications submitted under the applicable legislation and to reach a consensus on a recommended position to be presented to the Municipal Manager. The Municipal Manager will consider this position when preparing directives and recommendations in accordance with sections 14 and 55 of the NLTA.

Upon signing the directives memorandum, the Municipal Manager authorises the Public Transport Oversight Official (PTOO) or another designated Municipal official within the Department of Civil Engineering to submit the Municipal Manager's comments on the relevant provincial system, on their behalf, for consideration by the appropriate authority.

1.5.3.2.2 Composition of the George Operating Licence Committee (GOLC)

The George Operating Licence Committee (GOLC) meets monthly. The OLAP indicated in **Table 1-3** serves as a guideline for the GOLC to process OL applications. All Committee Members should have access to the pending applications on the Public Transport Regulatory System (PTRS).

- Appointed Committee Members
 - Municipal: Public Transport Oversight Official (PTOO)
 - Municipal: Manager: Traffic Services
 - Municipal: Legal Services
 - Municipal: Senior Traffic Service Official
- Ad Hoc Committee Members (non-voting):
 - GIPTN Advisory Support
 - IPTN Advisory Support
 - Public Transport Planning Advisory Support
 - Public Transport Regulation Advisory Support
- Final OL application directives approval
 - Municipal Manager

The Municipal Manager shall have sole and absolute discretion to remove any members from the Committee for whatever reason.

Table 1-3: George Municipality Operating Licence Application Process (OLAP) (Refer to GM OLAP Relevant Annexure).

<ul style="list-style-type: none"> • George Municipality receives notification of applications requiring comment from date of publication of Gazette. • Applications are captured on spreadsheet (<i>Refer to GM OLAP Relevant Annexure</i>) for distribution to the George Operating Licence Committee (GOLC). 	Transport Authority (George Municipality)
<ul style="list-style-type: none"> • Investigation prior to distribution to the GOLC: <ul style="list-style-type: none"> ➤ Local and Long Distance applications: <ul style="list-style-type: none"> ▪ <i>View application on PTRS</i> ▪ <i>Download application pack from PTRS</i> ▪ <i>Verify against qualifying criteria (Refer to GM OLAP Relevant Annexure):</i> <ul style="list-style-type: none"> • <i>Application number</i> • <i>Details of applicant</i> • <i>Type of service applied for</i> • <i>Route descriptions</i> • <i>GIPTN Comment (if applicable)</i> • <i>Relevant history of applicant (impound data, permit history, application history)</i> 	PTOO

➤ Staff, Scholar and Charter applications:

- *View application on PTRS*
- *Download application pack from PTRS*
- *Verify against qualifying criteria (Refer to GM OLAP Relevant Annexure)*
- *Verify authenticity of support documentation with relevant establishments/school per email or telephonically*
- *Information to be captured on Applications Summary spreadsheet (Refer to GM OLAP Relevant Annexure):*
 - *Application number*
 - *Details of applicant*
 - *Type of service applied for*
 - *Route descriptions*
 - *Verification outcomes*
 - *GIPTN Comment (if applicable)*
 - *Relevant history of applicant (impound data, permit history, application history)*

PTOO

➤ E-Hailing applications:

- *View application on PTRS*
- *Download application pack from PTRS*
- *Information to be captured on Applications Summary spreadsheet (Refer to GM A Annexure):*
 - *Application number*
 - *Details of applicant*
 - *Type of service applied for*
 - *Relevant history of applicant (impound data, permit history, application history)*
 - *E-hailing support documentation*

1.5.4 Members' Responsibilities

Members of the GOLC shall at all times adhere to the following responsibilities when undertaking their duties for the Committee:

- Members shall not utilise or cause to be utilised, and/or directly or indirectly publish or cause to be published or otherwise disclose or cause to be disclosed to any third party, any application information, the contents of all meetings of the GOLC as well as the recommended views of the GOLC (**Confidential Information**). The members shall use such Confidential Information only for undertaking the duties associated with the committee and shall not, without the prior written consent of the Municipal Manager, communicate or disclose any part of such Confidential Information to any person except:
 - o To those employees, consultants, and agents on a need-to-know basis and who are directly involved in connection with the activities of the GOLC: and
 - o Their auditors, professional advisors and any persons or bodies having the legal right or duty to or knowledge of Confidential Information.
- Shall always treat and safeguard the Confidential Information as private and confidential, ensure that all persons are made aware, prior to disclosure, of the confidential nature of the Confidential Information and that they owe a duty of confidence to the Municipality and ensure proper and secure storage of all Confidential Information.
- Shall always impartially discharge his or duties in terms of the committee.

- To declare as and when required, the member and his or her near relations are not financially interested in any business of public transport or are an elected office bearer in an association, or is engaged in any activity which, in the opinion of the Municipal Manager, will interfere with the impartial discharge by the member of the duties related to the committee; and

Shall ensure that he or she peruses the applications on PTRS to be considered by the committee prior to the meeting where such applications will be discussed.

1.6 Future Impacts of the Competition Commission Report on OL Recommendations

On 10 May 2017, the Competition Commission (the Commission), in exercising its powers under Section 43B of the Competition Act No 89 of 1998 (the Act), published a notice that it would conduct a Market Inquiry into the land-based public passenger transport sector (the Inquiry).

1.6.1 Public Passenger Transport Market Inquiry

In its "Market Inquiry into Land-Based Public Passenger Transport," the Competition Commission has made several recommendations that directly and indirectly affect the Operating Licence (OL) processes within George Municipality and beyond. These recommendations aim to enhance the overall functioning of the public transport system, impacting both policy and operational aspects of OL management.

Key recommendations include:

1. **Addressing Conflicts of Interest:** The Commission recommends resolving conflicts between PRASA Corporate Real Estate Solutions (CRES) and Autopax to ensure fair competition in the interprovincial long-distance bus industry, advocating for structural separation and non-discriminatory treatment of all bus operators.
2. **Improving Competition:** The Commission criticises the perpetual extension of subsidised bus contracts without tenders and suggests breaking larger contracts into smaller ones to allow new entrants, particularly small and local bus operators, to compete effectively.
3. **Enhancing Public Transport Coordination:** The Commission suggests establishing dedicated transport authorities at the provincial, metropolitan, or district municipal levels to promote better coordination. It also recommends building capacity at the local government level, ensuring that transport planning is a priority.
4. **Subsidy Policy Development:** The Commission highlights the need for finalising a subsidy policy that addresses fragmented subsidies, ensures equitable distribution between urban and rural areas, and supports small operators. It also calls for the fast-tracking of an integrated ticketing system.
5. **Revisiting BRT/IRPTN Models:** For Bus Rapid Transit (BRT) and Integrated Rapid Public Transport Networks (IRPTN), the Commission urges municipalities, along with the NDoT and National Treasury, to review these models for long-term sustainability and inclusion of the minibus taxi industry.
6. **Rail Sector Efficiency:** Recommendations include developing policies for integrated planning in passenger rail services and exploring alternative funding sources for infrastructure improvements.
7. **Strengthening Law Enforcement:** The Commission advises creating a specialised division within SAPS to handle public transport-related law enforcement and recommends dedicated funding for improving rural public transport.
8. **Addressing OL Backlogs:** To clear OL backlogs, the Commission recommends increasing capacity at Provincial Regulatory Entities (PREs) and planning authorities and finalising pending applications within six months of the inquiry's report. It also suggests retaining the separation of planning and licensing functions, with potential collaboration through memoranda of understanding.
9. **E-Hailing and Metered Taxis Regulation:** The Commission calls for uniform regulatory frameworks for e-hailing and metered taxis to create a level playing field, including removing area restrictions and deregulating fare structures to foster competition.
10. **Quantity Restrictions:** The Commission maintains that markets function best without quantity restrictions but acknowledges that these may still be necessary to mitigate violence in the e-hailing and metered taxi sectors.

These recommendations, when implemented, will require George Municipality to adapt its OL processes, ensuring alignment with national directives and fostering a more competitive, efficient, and integrated public transport system.



1.6.2 Developing an Operating Licence Plan (OLP)

1 Contracted Services:

o **Subsidised Bus Services**

The document highlights that contracted services, particularly subsidised bus services, are often tied to specific routes and schedules as per government contracts. These services are crucial in providing consistent and reliable public transport, especially in urban areas.

- o **Challenges:** The existing bus subsidy system prevents competition, creating monopolies on subsidised routes. The inefficiencies and outdated routes can result in poor service quality. Moreover, the perpetual extension of contracts without a tendering process limits opportunities for new entrants and stifles competition.

- o **Recommendations:** For the OLP, it is essential to ensure that any contracted services are regularly reviewed and tendered out to encourage competition and efficiency. The plan should also consider restructuring contracts to avoid monopolies and improve service quality.

2 Non-Contracted Services:

- o **Minibus Taxis:** Minibus taxis dominate the non-contracted public transport market, providing a critical service without government subsidies. Despite their importance, these services often operate with less oversight and regulation, leading to issues such as route conflicts and overtrading.

- o **Regulatory Challenges:** The lack of a structured framework for route allocation and the prevalence of

illegal operations due to backlogs in operating licence applications are major concerns. The document emphasises the need for a more robust regulatory framework to manage these challenges.

- o **Recommendations:** The OLP should establish a clear and efficient process for the issuance of operating licences, particularly for non-contracted services like minibus taxis. This includes addressing route allocation issues and ensuring that licences are granted based on demand and proper regulation.

3 Scheduled Services:

o **BRT and Integrated Rapid Public Transport Networks (IRPTN)**

These scheduled services are part of efforts to modernise and integrate public transport. However, the document notes several inefficiencies, such as low ridership and financial sustainability issues, particularly in smaller cities.

Planning Considerations: The OLP should incorporate findings from feasibility studies and ensure that scheduled services like BRT are implemented only where there is a clear demand. Proper route selection and integration with other modes of transport are crucial.

Recommendations: The OLP should focus on creating a more coordinated and efficient network of scheduled services. This includes ensuring that new services are based on thorough feasibility studies and are well-integrated with existing transport modes.

4 Unscheduled Services:

Flexibility and Demand Responsiveness: Unscheduled services, particularly those provided by minibus taxis, are vital for meeting the dynamic transport needs of the population. However, these services can lead to overtrading and route conflicts without proper regulation.

Regulatory Framework: The OLP should ensure that unscheduled services operate within a regulated framework that minimises conflicts and overtrading. This may include implementing moratoria on new licences in oversaturated areas and developing a clear policy for route allocation.

Recommendations: The OLP should balance the need for flexibility in unscheduled services with the need for regulation. This could involve setting clear guidelines for operating licences and ensuring that these services complement, rather than compete with, scheduled services.

1.7 Summary

The insights from the document suggest that George Municipality's OLP should focus on creating a balanced and integrated public transport system that addresses both contracted and non-contracted services. It should ensure that all services, whether scheduled or unscheduled, operate within a well-regulated framework that promotes efficiency, competition, and meets the transport needs of the community.



2 OL INFORMATION SYSTEMS

2.1 The Operating Licence Administration System (OLAS) / Provincial Transport Register System (PTRS)20

In this chapter, the technological infrastructure supporting the Operating Licensing System (OLS) is discussed. Emphasis is placed on the Operating Licence Administration System (OLAS), an essential tool for managing and regulating public transport services. The chapter look at how OLAS integrates with other public transport systems to streamline the licensing process and provides updated and accurate data to inform decision-making. This ensures the system's efficacy in supporting legal compliance and optimising public transport services within George Municipality.

2.1 The Operating Licence Administration System (OLAS) / Provincial Transport Register System (PTRS)

The Operating Licence Administration System (OLAS) has historically served as the central repository for all operating licence data, decision records, and public transport route information within the province. The Provincial Regulatory Entity (PRE), responsible for managing OLAS, is currently upgrading this system to the Provincial Transport Register System (PTRS). This upgraded platform is intended to integrate with George Municipality's (GM) future Municipal Operating Licence (OL) Regulating platform, with the goal of creating a streamlined and efficient administration process that better aligns public transport supply with demand.

Currently, George Municipality does not have its own dedicated Management Information System (MIS) to support its regulatory and administrative functions. The development of such a system is crucial for GM to effectively manage the increasing demands of public transport services and to ensure accurate, real-time data exchange with the provincial system.

The primary objective of the OLAS/PTRS is to maintain a database that accurately reflects the details of all active Operating Licences (OLs) within the region, ensuring that real-time data informs the assessment processes at both the PRE and GM levels. This capability is essential in addressing past challenges where delays in data processing led to outdated information and the risk of issuing multiple OLs for the same routes or services.

While the provincial platform, once completed, will allow operators to submit and pay for applications electronically, GM must prioritise the creation of a comprehensive George OL MIS that can fully integrate with the PTRS. This system will be vital in managing public transport data, ensuring informed decision-making, and enabling GM to respond swiftly and accurately to operating licence transactions.

2.1.1 The Need for a dedicated Management Information System (MIS)

GM has yet to establish its own MIS to manage the complex data requirements of its public transport system. Currently, GM relies on periodic data transfers from the PRE's OLAS system to stay informed, which limits its ability to perform real-time analysis and make proactive decisions.

The development of a dedicated MIS would enable GM to:

- **Centralise Public Transport Data:** A dedicated MIS would allow GM to centralise all public transport data, including operator details, route information, and OL transactions, on one platform, enabling more effective management and analysis.
- **Improve Data Accuracy and Timeliness:** By establishing a direct link to the PTRS, GM's MIS would ensure that all data is current and accurate, reducing the risk of errors in the decision-making process.
- **Enhance Decision-Making Capabilities:** A robust MIS would provide GM with the tools necessary to analyse trends, assess supply and demand, and make informed recommendations regarding OL applications.
- **Facilitate Better Coordination with Provincial Entities:** By developing a system that integrates seamlessly with the PTRS, GM can ensure better coordination with the PRE and other provincial entities, enhancing the overall efficiency of public transport administration.

The responsibility for providing directives on operating licence applications under sections 14 and 55 of the National Land Transport Act (NLTA) falls to the municipal sphere of government, defined as the planning authority. This function is executed by the Municipal Manager, who oversees the implementation of national and provincial legislation applicable to the municipality.

- **George Operating Licence Committee (GOLC)**
The Operating Licence Committee (OLC) has been established to review specific licence applications and advise the Municipal Manager on directives. The GOLC's recommendations are guided by the NLTA, provincial

legislation, GM's Integrated Transport Plan (ITP), relevant by-laws, and any applicable moratoriums. However, to effectively support the GOLC's work, GM needs to expedite the development of its own MIS, which would provide the necessary data infrastructure for informed decision-making.

- **Proposed Process**

The provincial application process requires that all applications be submitted to the Provincial Transport office and uploaded to the PTRS. GM receives notifications of applications requiring comment, and these are reviewed by the GOLC, which then submits its recommendations to the Municipal Manager. Developing a dedicated MIS would streamline this process within GM, ensuring that all necessary data is readily available for analysis and recommendation.

To meet the growing demands of public transport administration, George Municipality must prioritise the development of its own Management Information System (MIS). This system will not only streamline the application process but also enhance the accuracy and reliability of data used in decision-making. Through the establishment of the GOLC and the implementation of a rigorous application review process, supported by a robust MIS, GM can ensure that all operating licence applications are handled efficiently and in alignment with the municipality's transport goals.

This revision underscores the necessity for George Municipality to develop its own MIS, highlighting how such a system would significantly enhance the municipality's ability to manage and regulate public transport services effectively.

3 FRAMEWORK FOR A COMPREHENSIVE ENFORCEMENT STRATEGY FOR GEORGE MUNICIPALITY OPERATING LICENSING PLAN (OLP)

3.1	Introduction and Objectives	22
3.2	Institutional Arrangements	23
3.3	3. Enforcement Objectives and Strategies	23
3.4	Stakeholder Engagement and Communication.....	24

This chapter introduces a comprehensive enforcement strategy to ensure the effective implementation of the Operating Licensing Plan (OLP). It outlines the necessary institutional arrangements, collaboration with law enforcement agencies, and the integration of traffic law enforcement to maintain a regulated public transport environment. The framework aims to enhance compliance, safety, and operational efficiency within George Municipality's public transport system, detailing key enforcement mechanisms and performance measurement criteria.

3.1 Introduction and Objectives

The primary objective of George Municipality's (GM) comprehensive enforcement strategy is to ensure compliance with the Operating Licensing Plan (OLP) and related public transport regulations. This strategy is designed to enhance the safety, reliability, and efficiency of public transport services by reducing illegal operations, addressing overtrading, and fostering cooperation among key stakeholders. The

enforcement strategy is integral to maintaining order in the public transport sector and ensuring that all operators adhere to the standards and regulations set forth by GM.

This enforcement strategy is underpinned by several key legislative mandates and Acts, which provide the legal framework for its implementation:

- **National Land Transport Act (NLTA), 2009 (Act No. 5 of 2009)**
The NLTA provides the foundation for the regulation of land transport in South Africa, including the establishment of regulatory entities at national, provincial, and municipal levels. It mandates the issuance of Operating Licences (OLs) and governs the responsibilities of the planning authority in ensuring compliance with transport regulations. Sections 14 and 55 of the NLTA specifically empower the municipality to provide directives on OL applications and enforce compliance with the approved transport plans.
- **National Road Traffic Act (NRTA), 1996 (Act No. 93 of 1996)**
The NRTA outlines the rules and regulations governing road traffic in South Africa, including vehicle standards, driver qualifications, and the enforcement of traffic laws. This Act supports the enforcement of OL compliance by providing the legal basis for monitoring and penalising non-compliant public transport operators.
- **Provincial Legislation and Municipal By-Laws**
Provincial regulations and municipal by-laws complement the NLTA and NRTA by addressing region-specific transport issues, including the management of public transport services, route allocations, and vehicle inspections. These

local laws empower GM to implement additional enforcement measures tailored to the unique challenges of the municipality.

- Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
This Act mandates the provision of a safe working environment, which extends to public transport services. Ensuring that vehicles are roadworthy and that drivers are properly licenced and trained contributes to the safety of both operators and passengers.

These legislative frameworks collectively support GM's efforts to create a well-regulated public transport system through a robust enforcement strategy.

3.2 Institutional Arrangements

3.2.1 Establishment of Regulatory Entities

- GM will coordinate with existing regulatory entities, including the National Public Transport Regulator (NPTR), the Provincial Regulatory Entity (PRE), and the Municipal Regulatory Entity (MRE).
- These entities will collaborate with GM's Community Safety Services and Civil Engineering Services Directorates to enforce OLP compliance effectively.

3.2.2 Law Enforcement Collaboration

- Regular coordination meetings will be held between GM law enforcement services, the South African Police Service

(SAPS), and Western Cape Provincial Traffic to align enforcement efforts.

- A dedicated task force within GM's Traffic Services Branch will be established to focus specifically on OLP-related enforcement activities.

3.3 3. Enforcement Objectives and Strategies

3.3.1 Visible Law Enforcement Presence:

- Deploy a dedicated team of enforcement officers to monitor and ensure compliance with the OLP across all public transport services.
- Increase patrols in high-risk areas and public transport hubs to deter illegal operations.

3.3.2 Preventative and Corrective Interventions

- Conduct regular inspections of vehicles and operators to ensure they meet the required standards, including valid Operating Licences (OLs), vehicle roadworthiness, and driver qualifications.
- Implement preventative measures such as community education programs and public awareness campaigns to inform operators and passengers about the importance of compliance.

3.3.3 Use of Technology for Monitoring and Enforcement

- Integrate advanced technologies, such as GPS tracking and automated licence plate recognition systems, to monitor

compliance with route authorisations and other OLP requirements.

- Utilise real-time data from the Provincial Transport Register System (PTRS) to identify non-compliant operators and take swift corrective action.

4. Performance Measurement and Evaluation

3.3.4 Setting Targets and Measuring Outcomes:

- Establish clear performance targets, such as reducing the number of illegal operators, minimising overtrading on specific routes, and increasing the percentage of compliant vehicles.
- Develop a performance dashboard that tracks key metrics related to enforcement activities and compliance levels across the public transport network.

3.3.5 Regular Review and Adjustment of Strategies:

- Conduct quarterly reviews of enforcement activities to assess the effectiveness of the strategies and adjust them as necessary based on the data collected.
- Engage stakeholders, including operators, passengers, and regulatory entities, in feedback sessions to gather insights and refine enforcement practices.

3.4 Stakeholder Engagement and Communication

3.4.1 Continuous Information Dissemination

- Host regular information sessions with public transport operators to update them on new regulations, changes in enforcement practices, and the importance of compliance with the OLP.
- Maintain open channels of communication with passengers to encourage reporting of non-compliance and provide feedback on service quality.

3.4.2 Transparent Enforcement Programs

- Ensure that all enforcement actions are conducted transparently, with clear communication to the public about the reasons for enforcement and the benefits of compliance.
- Publish regular reports on enforcement activities and outcomes to build trust and accountability within the public transport sector.

The comprehensive enforcement strategy for George Municipality's OLP aims to create a well-regulated, safe, and efficient public transport system. By establishing strong institutional arrangements, leveraging technology, setting clear performance targets, and engaging stakeholders, GM will be well-positioned to enforce compliance with the OLP and improve the overall quality of public transport services. This framework will serve as the foundation for ongoing efforts to maintain order and promote best practices in the public transport industry.

4 GUIDING FRAMEWORK FOR GEORGE MUNICIPALITY OPERATING LICENCE DECISION-MAKING

4.1	Introduction.....	25
4.2	Decision-Making Tools.....	25

This chapter provides a structured approach to the decision-making process for Operating Licence applications. It lays out the guidelines for assessing applications based on factors such as public transport demand, service quality, and safety standards. The chapter also highlights the role of data-driven decision-making in ensuring that licensing approvals and rejections are in line with the municipality's overall transport goals. Additionally, considerations for specific types of transport services, including metered taxis and e-hailing services, are addressed to foster a balanced and inclusive transport network.

4.1 Introduction


George Municipality (GM) requires a structured and evidence-based approach to make informed recommendations on Operating Licences (OLs) for various modes of road-based public transport. This framework provides a comprehensive outline of the decision-making criteria, tools, and processes that GM should use when assessing new applications, transfers, renewals, or amendments to OLs. The goal is to ensure that public transport services meet the needs of the community, are efficient, and align with broader transportation and urban planning objectives.

The decision-making tools are based on the key purposes and guiding principles for compliance evaluation, as summarised in **Table 1-1**.

4.2 Decision-Making Tools

GM will implement a set of decision-support tools to guide the evaluation of OL applications. These tools include the requirements as set out in the OLAP including the following:

- **Comprehensive Minibus-Taxi Service Demand Method**
A methodology that considers both legal and illegal operations to assess demand, passenger waiting times, and the adequacy of existing services. This method helps GM determine the number of vehicles needed to meet peak demand while ensuring a balance between supply and demand on specific routes.
- **Comprehensive Metered Taxi Service Demand Method**
This tool, once fully developed, will be used to assess the demand for metered taxi services, ensuring that supply aligns with actual demand and that services are provided where most needed.
- **Route Evaluation Tool**
This tool assesses new minibus-taxi routes to avoid conflicts between local operators. It evaluates various technical, operational, and institutional criteria to determine the impact and potential risks associated with approving new routes.
- **Route Verification Responsibility Matrix**
This matrix outlines the roles and responsibilities of different stakeholders involved in the route verification process. It



ensures that all relevant parties are involved in assessing the feasibility and legality of proposed routes.

- Custodian of the OLP and Decision-Making Tools

GM will designate a custodian responsible for maintaining and updating the OLP and associated decision-making tools, ensuring that they remain relevant and effective.

4.2.1 Comprehensive Minibus-Taxi Service Demand Method

GM's approach to assessing minibus-taxi service demand is based on the following key steps:

- Peak Hour Data Collection

Collect data during peak hours to determine passenger volumes and waiting times, which will be used to calculate the total peak demand.

- Demand Calculation

Calculate the number of trips required to move passengers from origin to destination during peak hours. This includes considering the number of trips each vehicle can make within an hour.

- Vehicle Requirement Determination

Determine the number of vehicles needed to meet peak demand, including a contingency to account for vehicle maintenance, driver unavailability, and other operational factors.

- Supply-Demand Balance

Compare the calculated demand with the number of active OLs on a given route to identify overtrading or the need for additional licences. GM will support new OL applications where there is a demonstrated shortfall in services.

4.2.2 Proposed New Route Evaluation Tool

The Public Transport Evaluation Tool helps GM assess the viability and potential conflicts associated with new routes by evaluating:

- Technical Criteria

Cost to users, travel distance, time, and infrastructure availability.

- Operational Criteria

Supply and demand for services, origin and destination points, and law enforcement capabilities.

- Institutional and Network Criteria

Impact on existing associations, network expansion, and modal choice options for users.

GM will evaluate each of these criteria to determine whether a proposed route will have a positive, neutral, or negative impact and the level of risk or conflict it might introduce.

4.2.3 Route Verification Responsibility Matrix

To ensure a thorough and coordinated approach to route verification, GM will implement the responsibility matrix in **Table 4-1**.

Table 4-1: Route verification responsibility matrix.

No.	Action	Timeline	Relevant Sphere of Governance
1	Minibus taxi association submits the proposed new route description to GM for consideration. GM forwards it to the B-point City/PRE for inter-municipal routes.	Day 1	GM/City
2	GM conducts an internal route verification using a team or software applications to check the route alignment.	Day 2-5	GM/City
3	Finalised route description forwarded to PRE-Administration for publication.	Day 6-8	GM/City
4	Proposed route published in the Government Gazette for a 21-day public comment period.	Day 10-12	PRE-Administration
5	Government Gazette notice sent to Provincial Taxi Registrar (PTR) for further dissemination to affected associations.	Day 12	PRE-Administration
6	PTR sends a PTRS message to all affected associations.	-	PRE-Administration
7	GM assesses the need for the proposed service.	Day 13-21	GM/City
8	GM conducts a risk analysis in consultation with the Provincial Registrar to identify potential conflicts.	-	GM/City/PTR
9	GM verifies the availability of ranking space at proposed points and makes recommendations.	-	GM/City
10	GM and PTR discuss the proposed route to reach a final decision.	-	GM/City/PTR
11	Comments from the 21-day period are reviewed by the Registrar's Office	Day 22-29	PRE-Administration
12	PRE addresses objections in an open hearing.	Day 30	PRE
13	GM, in consultation with PTR and PRE, finalises the decision on the proposed route.	Day 31-35	GM/City/PRE/PTR

No.	Action	Timeline	Relevant Sphere of Governance
14	Final directive sent to PRE.	Day 36	GM/City
15	PRE issues route number and registers any restrictions in PTRS.	Day 37	PRE-Administration
16	Route assigned to the association in PTRS.	Day 38	RO
17	Applicant informed to lodge the application for the proposed routes, initiating the PTRS process.	Day 39	GM/PRE-Administration

CONCLUSIONS AND RECOMMENDATIONS

The George Municipality Operating Licence Plan (OLP) has outlined a strategic approach to managing the public transport system in alignment with local, provincial and national policies. This approach focuses on regulatory compliance, service optimisation, and the overall improvement of public transport quality.

The primary conclusion from the OLP is that structured and regulated public transport services are essential for promoting a more sustainable, inclusive, and economically beneficial transport network. The implementation of technological solutions, such as the Operating Licence Administration System (OLAS), ensures data-driven decision-making and effective enforcement of policies.

Key recommendations include:

- **Improved Coordination:** Strengthen collaboration between local, provincial, and national authorities to enhance the flow of information and ensure consistent enforcement of licensing regulations.
- **Enforcement of Compliance:** The introduction of clear performance metrics, stakeholder engagement, and technological tools should be used to maintain compliance with the OLP and prevent illegal operations and route conflicts.
- **Public Transport Optimisation:** The OLP should continue focusing on balancing supply and demand in the public transport network. This includes regular reviews of contracted services, ensuring tender processes encourage competition and improving service quality.

- **Inclusivity and Environmental Sustainability:** Efforts should be made to ensure that public transport is accessible and designed to cater as reasonably as possible to all segments/ community members including vulnerable groups (universally accessible), while also promoting environmentally sustainable practices within the public transport system.
- **Flexible Framework for Future Adjustments:** The OLP should remain adaptable to accommodate future developments, including changes in public demand, regulatory adjustments, and the impact of external factors such as technological advancements and policy changes.

By adhering to these recommendations, George Municipality can create a robust and efficient public transport system that meets the current and future needs of its population while fostering sustainable urban mobility.



REFERENCES

Adnan, M.A., Sulaiman, N., Zainuddin, N.I. & Besar, T.B.H.T. (2013). Vehicle speed measurement technique using various speed detection instrumentation. In BEIAC 2013 - 2013 IEEE Business Engineering and Industrial Applications Colloquium. 668–672.

George Local Municipality (2024) Recommendations on Operating Licences - Annexure 5: Operating Licence Compliance Requirements.

George Local Municipality (2023) Public Transport Bylaw.

GO GEORGE. (2024) Official Website of GO GEORGE Public Transport Service. Available at: <https://www.gogeorge.org.za> (Accessed: 22 August 2024).

Urban Mobility Directorate, Department: Transport Planning and Network Management. (2022) The Operating Licences Plan (OLP) 2023 to 2028.

ADDENDUM A - OPERATING LICENCE APPLICATION PROCESS (OLAP)

Draft





FINAL
SEPTEMBER 2024



**GEORGE
MUNICIPALITY**

OPERATING LICENCE APPLICATION PROCESS (OLAP)

2023-2028

**FINAL
SEPTEMBER
2024**

Draft

GEORGE MUNICIPALITY
COMPREHENSIVE INTEGRATED TRANSPORT PLAN (CITP)

2023 / 2028

Prepared in terms of the
National Land Transport Act (No 5 of 2009)
(Updated in March 2023)

for:

George Municipality
Directorate: Civil Engineering Services
Jannie Koegelenberg / James Robb
Tel: (+27 44) 801 9260
Email: jkoegelenberg@george.gov.za



BETTER TOGETHER.

by:

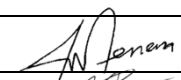

Techso-Tolplan-Lyners Consortium
W Ferreira
Tel: (+27 12) 943 6244 / (+27 21) 557 7730
Email: wim@techso.co.za



Draft

QUALITY CONTROL

Project Name:			
APPOINTMENT OF A SUITABLE TRANSPORTATION PLANNING CONSULTANT TO PREPARE THE GEORGE COMPREHENSIVE INTEGRATED TRANSPORT PLAN (CITP)			
Project No: PS029/2019	Revisions:	Date Issued:	Status:
	1	20 September 2024	Final
	2		
	3	-	-

PROJECT TEAM					
VERIFICATION	DESIGNATION	TITLE	NAME & SURNAME	DATE	SIGNATURE
Prepared	CITP Lead	Mr	Wim Ferreira	2024/09/20	
Reviewed	Transportation Engineer	Mr	Stephen Fautley	2024/09/20	
Checked	Project Assistant	Dr	Günther Hüsselmann	2024/08/20	
Approved	Project Director	Dr	Johann Andersen		
CLIENT: GEORGE MUNICIPALITY					
Reviewed	Civil Engineering Services Director	Mr	Jannie Koegelenberg		
Approved	Project Manager	Mr	James Robb		

COPYRIGHT RESERVED

This document is exclusively developed and disseminated by the Techso-Tolplan-Lyners Consortium for the sole purpose of internal utilisation and guidance for its client, in line with the responsibilities and obligations stipulated in the client-contractual agreement. The insights, suggestions, and analyses contained herein are integral to the document and should be considered in their entirety.

The perspectives and counsel provided in this document are reflective of the data accessible to the Consortium as of this document's issuance date, and are based upon prevailing industry norms, regulatory frameworks, technological advancements, and practices in construction. It has been formulated by the Consortium in their capacity as professional advisors, and it is not intended to offer any form of legal interpretation or advice.

This document is crafted following the specific terms and contractual stipulations agreed upon between the client and the Techso-Tolplan-Lyners Consortium. Any evaluation or reliance on this document should be in light of these contractual provisions.

Unauthorised distribution, application, or replication of this document, in any form, either wholly or partially, is expressly forbidden without prior written authorisation from the Techso-Tolplan-Lyners Consortium. The information herein is to be treated as confidential and is not to be revealed to any third parties until its official publication in its conclusive format by the Consortium.

DISCLAIMER

The Techso-Tolplan-Lyners Consortium accepts no liability for any inaccuracies or errors that may be found in this document. The information provided herein is subject to be changed without prior notice. Large language models were utilised to enhance the writing of the Professional Team, to create summaries and to consolidate information and concepts for this CITP.

TABLE OF CONTENT

Table of Content.....	iii
Abbreviations	iv
List of Figures.....	vi
List of Tables	vii
Executive Summary	1
1 Introduction.....	2
2 Operating Licence Application Process	4
Conclusions and Recommendations	75
References	77
Annexure A Municipal Recommendation Processes	79
Annexure B Operating Licence Application Scenarios.....	82

ABBREVIATIONS

BEIAC	- Business Engineering and Industrial Applications Colloquium
BRT	- Bus Rapid Transit
CES	- Civil Engineering Services
CITP	- Comprehensive Integrated Transport Plan
CRES	- Corporate Real Estate Solutions
GIPTN	- George Integrated Public Transport Network
GM	- George Municipality
GOLC	- George Operating Licence Committee
GPS	- Global Positioning System
GRDM	- Garden Route District Municipality
IEEE	- Institute of Electrical and Electronics Engineers
IPC	- Intermodal Planning Committee
IPTN	- Integrated Public Transport Network
IRPTN	- Integrated Rapid Public Transport Network
ITP	- Integrated transport plan
LDPT	- Long Distance Public Transport
MEC	- Member of Executive Council
MIS	- Management Information System
MOA	- Memorandum of Agreement

MOLC	- Municipal Operating Licence Committee
MRE	- Municipal Regulating Entity
NDoT	- National Department of Transport
NLTA	- National Land Transport Act
NLTSF	- National Land Transport Strategic Framework
NLTTA	- National Land Transport Transition Act
NPTR	- National Public Transport Regulator
NRTA	- National Road Traffic Act
OL	- Operating licence
OLAP	- Operating Licence Application Process
OLAS	- Operating Licence Administration System
OLC	- Operating Licence Committee
OLP	- Operating Licence Plan
OLS	- Operating Licence Strategy
PA	- Planning authority
PRASA	- Passenger Rail Agency of South Africa
PRE	- Provincial Regulatory Entity
PTOO	- Public Transport Oversight Official
PTP	- Public Transport Plan
PTRS	- Public Transport Regulatory System

RE	- Regulatory Entities
SAPS	- South African Police Service
SOP	- Standard Operating Procedure
TMS	- Transport Model Strategy

TR	- Transport Register
VOC	- Vehicle Operator Company

Draft

LIST OF FIGURES

Figure 1-1: CITP document suite structure.	2
<i>Figure A-1: Municipal Recommendation Process: Operating Licence Applications (Provincial process).</i>	80
<i>Figure A-2: Municipal Recommendations Process: Operating Licence Applications (Municipal process).</i>	81
<i>Figure B-3: Operating Licence Application Scenarios.</i>	83
<i>Figure B-4: George Municipality New Application for Local & Long Distance & Metered.</i>	84
<i>Figure B-5: George Municipality New Application for Charter, Staff and Scholar.</i>	85
<i>Figure B-6: George Municipality Late Renewals (all applications) Standard Investigation & Verification.</i>	86
<i>Figure B-7: George Municipality Licence Transfer.</i>	87
<i>Figure B-8: George Municipality New Application – Metered.</i>	88

LIST OF TABLES

Table 2-1: Application for New OL's.....	6
Table 2-2: New OL in Lieu of a Lapsed OL ("Late Renewal").....	9
Table 2-3: Application for the Renewal of an OL.....	11
Table 2-4: Transfer of an OL.....	14
Table 2-5: Amendment of an OL.....	18
Table 2-6: New Route Addition to Existing Network of Routes.....	21
Table 2-7: Rationalisation of Minibus Taxi Services.....	25
Table 2-8: Conversion of OL's Conditions.....	29
Table 2-9: Bypassing of public transport hubs / interchanges (re-routing) - Direct/Express Services.....	33
Table 2-10: Compliance Requirements for E-Hailing Services and Metered Taxis OL's Conditions.....	37
Table 2-11: Compliance Requirements for Metered Taxi Tariffs.....	41
Table 2-12: Compliance Requirements New and Transfer of OL's Conditions.....	43
Table 2-13: Compliance Requirements for a Renewal and New Application in Lieu of Lapsed OL ("Late Renewal") of OL's Conditions.....	47
Table 2-14: Compliance Requirements on Amendment and Supplementary Conditions for an OL.....	51
Table 2-15: Compliance Requirements New and Renewal of OL's Conditions.....	55
Table 2-16: Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal and Transfer of OLs Conditions.....	60
Table 2-17: Compliance Requirements Scholar Transport Service OL Conditions and for Amendment of an OL.....	65



EXECUTIVE SUMMARY

The George Municipality Operating Licence Application Process (OLAP) for the period 2023-2028 serves as a critical guide in the comprehensive framework for managing road-based public transport services in the municipality. It complements the Operating Licence Plan (OLP), part of the broader Comprehensive Integrated Transport Plan (CITP), providing a structured and efficient process for the issuance, renewal, transfer, and amendment of operating licences (OLs). These licences govern the operation of various transport modes, including minibus taxis, e-hailing services, metered taxis, long-distance services, and other public transport operators within the municipality.

The OLAP is aligned with national regulatory standards, particularly the National Land Transport Act (No. 5 of 2009), and integrates with the Operating Licence Administration System (OLAS) to facilitate real-time processing and management of OL applications. This dynamic framework ensures that the municipality remains adaptable to evolving transportation needs and supports a balanced and well-regulated public transport environment.

Key aspects of the OLAP include detailed procedural guidelines for stakeholders, comprehensive compliance requirements, and a focus on law enforcement strategies to ensure all operators adhere to regulatory standards. By fostering a reliable, safe, and efficient public transport network, the OLAP aims to promote local economic growth, enhance social equity, and ensure environmental sustainability, while improving the overall quality of life for residents, visitors, and businesses in George Municipality.

1 INTRODUCTION

1.1	Document Structure and Context	2
1.2	Purpose of document	2
1.3	George Municipality - Operating Licence Application Process (OLAP)	2
1.4	Summary	3

This chapter provides an overview of the purpose of the Operating Licence Application Process (OLAP) within the jurisdiction of George Municipality. It expands on the guiding principles for assessing and granting Operating Licences (OLs), ensuring alignment with the goals and objectives of the Comprehensive Integrated Transport Plan (CITP) as detailed in the Operating Licence Plan (OLP).

1.1 Document Structure and Context

The OLAP serves as an addendum to the OLP, and together they form part of a suite of CITP documents, which includes the following four (4) documents (as depicted in **Figure 1-1**):

1. *Comprehensive Integrated Transport Plan (CITP)*
2. *Transport Register (TR)*
3. *Transport Model Strategy (TMS)*
4. ***Operating Licence Plan (OLP) with the OLAP Addendum***

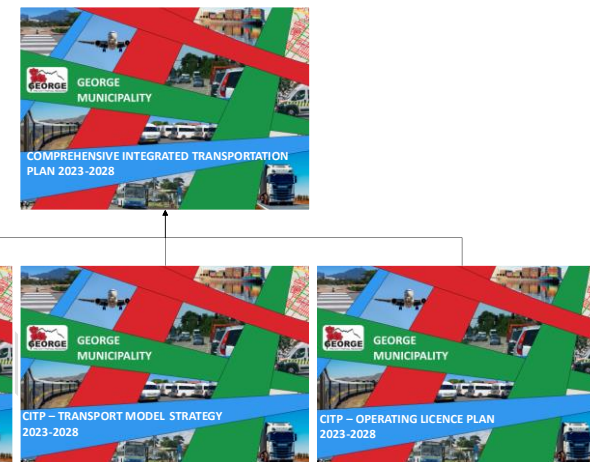


Figure 1-1: CITP document suite structure.

1.2 Purpose of document

The purpose of this document is to serve as an assessment guideline for the Operating Licence (OL) application process, providing specific requirements for each application type. It also outlines the process for stakeholder engagement and directs the evaluation of applications for George Municipality's comments and recommendations.

1.3 George Municipality - Operating Licence Application Process (OLAP)

The application process follows the procedural steps outlined in this document, which serves as an addendum to the OLP. The OLAP may be regularly updated to reflect changes in OL rules and application procedures, ensuring it remains a dynamic tool that enables the

George Operating Licence Committee (GOLC) to efficiently manage OL applications.

The Municipality is obligated to review and offer input on all applications affecting the George area before the Provincial Regulatory Entity (PRE) makes a final decision. In doing so, the Municipality carefully considers current legislation, the demand for services, and the potential impact on the George Integrated Public Transport Network (GIPTN) and other related transport services.

1.4 Summary

George Municipality's OLP should focus on establishing a balanced and integrated public transport system that accommodates both contracted and non-contracted services. By applying the requirements and criteria set out in the OLAP, it should ensure that all services, whether scheduled or unscheduled, operate within a well-regulated framework that promotes efficiency, encourages competition, and meets the transport needs of the community.

2 OPERATING LICENCE APPLICATION PROCESS

2.1	GO GEORGE	Error! Bookmark not defined.
2.2	Minibus Taxis	5
2.3	E-Hailing Services and Metered Taxis.....	35
2.4	Staff services.....	41
2.5	Scholar transport	54
2.6	Tourism Transport Services	69
2.7	Tuk-Tuks and their Role in George Municipality	72

This chapter details the procedural steps for the application, renewal, and amendment of operating licences within George Municipality. It explains the roles and responsibilities of various stakeholders, including the Provincial Regulatory Entity (PRE) and the National Public Transport Regulator (NPTA). A comprehensive breakdown of the different types of OL applications—ranging from new licences to amendments of existing ones—is provided, ensuring clarity on the legal and administrative processes involved in acquiring and maintaining operating licences for road-based public transport services.

2.1 GO GEORGE

2.1.1 Minibus Taxi Services Rationalisation through GO GEORGE Services Implementation

The GO GEORGE project is a transformative public transport initiative aimed at providing safe, reliable, accessible, and affordable transportation services for the people of George. This project, a collaborative effort between the George Municipality, the Western Cape provincial government, the National Department of Transport, and local taxi and bus operators, is designed to connect communities, improve mobility, and enhance the local economy. It offers a comprehensive network of scheduled bus services that covers the George municipal area and will expand to neighbouring towns. This system significantly improves the quality of life for residents by offering more efficient access to socio-economic opportunities.

The implementation of GO GEORGE required a rationalisation of minibus taxi services, similar to the MyCiTi model used in Cape Town, with a focus on streamlining the local public transport system. Through extensive negotiations, which began in 2007 and culminated in 2014, many local minibus taxi operators agreed to integrate their services into the new system. A large portion of the operators chose to join the Vehicle Operator Company (VOC), George Link Pty Ltd, to be part of the bus service roll-out. Some operators opted for a compensation buy-out, while others retained their operating licences for routes that were not impacted by the new bus services, such as long-distance and charter services.

The rationalisation process was key to ensuring that the GO GEORGE service could be effectively implemented without causing significant

disruptions to the livelihoods of existing transport operators. This included signing the Compensation Agreement in 2013, which allowed the transition to move forward smoothly.

Although many minibus taxi operators joined the new system, the service's phased roll-out ensures that there are still limited minibus taxi services operating in certain areas. The cooperation between government and local operators has been crucial in the success of this new public transport model, which continues to be refined to meet the growing demands of the community (GO GEORGE Website, 2024).

As the GO GEORGE phases continue to be implemented, an ongoing process of minibus taxi rationalisation, including negotiations, remains necessary. The following sections offers compliance guidelines for minibus taxi operators applying for new, renewal, transfer, or amendment of Operating Licences (OLs) in instances where their services have not been integrated into GO GEORGE or compensated for the relinquishment of their OLs.

2.2 Minibus Taxis

This section outlines the various procedures and compliance requirements for minibus taxi operators applying for Operating Licences (OLs) within the George Municipality. It provides a detailed guide for operators navigating the processes related to new

applications, renewals, transfers, amendments, and the addition of new routes. These procedures are essential for ensuring that all minibus taxi operations comply with the regulatory framework while maintaining the balance and efficiency of the public transport network. Operators must follow the prescribed steps to obtain or modify their licences, ensuring legal adherence and alignment with the broader transport objectives of the municipality.

The following activities are covered in this section:

- Application for New OLs
- New OL in Lieu of a Lapsed OL ("Late Renewal")
- Application for the Renewal of an OL
- Transfer of an OL
- Amendment of an OL
- New Route Addition to Existing Network of Routes

2.2.1 Application for New OL's

Until a fully integrated, optimised, reliable and sustainable public transport network is a reality in the George Municipality (GM), the GM remains committed to achieve an equitable balance and sustainable operations in terms of the need for minibus-taxi type services by considering the following broad approaches as shown in **Table 2-1**.

Table 2-1: Application for New OL's.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for New OL's
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>The GM will only favourably consider the support of new OLs or additional authorities when justified by passenger demand or if the level of service offered by existing public transport services is inadequate. A moratorium currently prohibits new minibus taxi service applications on GIPTN routes. No application containing these routes will be supported. Previous convictions, application history and impound history of applicants will be considered when evaluating OL applications. Applications will not be considered if the applicant:</p> <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The GM ensures that new OLs or additional authorities are approved only when passenger demand justifies them, or when existing public transport services fail to provide an adequate level of service. This approach helps balance supply and demand within the transport system and prevents unnecessary overextension of resources.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The GM's criteria for considering OL applications include evaluating the quality and adequacy of service provided by existing public transport. This ensures that only those services meeting a necessary demand or filling a service gap are supported, thereby improving overall service quality.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for New OL's
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	The moratorium on new minibus taxi service applications within GIPTN routes supports sustainability by preventing the proliferation of services that could lead to congestion and environmental degradation. The approach ensures that new services are introduced only where necessary and that they contribute to a balanced and sustainable transport network.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	By carefully considering passenger demand and existing service levels before approving new OLs, the GM supports economic activities by ensuring that public transport services are both necessary and effective. This approach helps optimise resource allocation and supports the local economy by enabling access to essential services and employment opportunities.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	The GM enhances safety and security by taking into account the previous convictions, application history, and impound history of OL applicants. Applications will not be considered if the applicant has a record of offences, submitted fraudulent documentation, or has operated contrary to OL conditions. This approach ensures that only reputable operators are granted licences, contributing to a safer transport environment.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The implementation of the moratorium and the consideration of new OLs or additional authorities as part of broader regulatory projects such as the Minibus Taxi Special Regulatory Project (MBT SRP) reflect GM's commitment to involving stakeholders in decision-making processes. This ensures that OL decisions are made in alignment with the needs and input of key stakeholders, including transport operators and passengers.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM's decision to impose a moratorium on new minibus taxi service applications on GIPTN routes and to evaluate OL applications based on passenger demand and service adequacy is driven by data. This ensures that all decisions are evidence-based, contributing to a well-planned and efficient public transport network.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for New OL's
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The selective approval of OLs based on justified passenger demand and service inadequacy helps GM optimise the allocation of financial resources. By avoiding unnecessary expansion of services, the Municipality ensures that financial resources are directed towards the most impactful transport initiatives.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	The GM mitigates risks associated with the overextension of the public transport network by enforcing the moratorium on new applications and by applying stringent criteria for the approval of OLs. This approach helps manage operational and financial risks, ensuring that only sustainable and necessary services are introduced.

2.2.2 New OL in Lieu of a Lapsed OL ("Late Renewal")

It is important to note that no provision is made in the NLTA for the late renewal of an OL. Section 58 of the NLTA, read in conjunction with the associated Regulation 25 stipulates that an OL must be renewed 30 days prior to expiry thereof. Therefore, a new

application must be applied for in lieu of a pending lapse of an OL in such an instance. The following conditions will be considered by GM when formulating its recommendations with respect to the application for a new OL in lieu of a lapsed OL application is as shown in **Table 2-2**.

Table 2-2: New OL in Lieu of a Lapsed OL (“Late Renewal”).

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OL in Lieu of a Lapsed OL (“Late Renewal”)
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>The OL owner of a lapsed OL must be the applicant for the new OL application or executor/beneficiary in the case of a deceased owner. The lapsed OL must have expired within a maximum of three (3) months prior to applying for a new OL in lieu of a lapsed OL. If the period of three (3) months is exceeded, the application will purely be considered as a new application with applicable compliance requirements, in terms of the need for the service applied for.</p> <p>Late renewal applications exceeding the three (3) month period may be considered if the Municipality is provided with a satisfactory reason for not submitting a renewal application within the required timeframe.</p>
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The GM ensures that a new OL in lieu of a lapsed OL is only granted when there is clear justification in terms of demand and supply. If the lapsed OL is not renewed within 3 months, the application will be treated as a new application, subject to the current demand and supply conditions.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The renewal of a lapsed OL is subject to rigorous evaluation to ensure that the quality of service provided meets current needs. Any authorities not aligned with the association’s network of routes or service quality standards will be refused. The aim is to maintain a high standard of service and avoid disruptions in public transport integration.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Renewing a lapsed OL involves careful consideration of whether the continued operation aligns with sustainable and inclusive mobility goals. Applications that do not support the GM's environmental sustainability and inclusive access objectives, such as those misaligned with the current transport network, will be refused.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OL in Lieu of a Lapsed OL (“Late Renewal”)
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The GM considers the economic impact of renewing lapsed OLs, ensuring that the decision supports local economic activities and promotes social equity. The renewal process takes into account whether the service provided by the lapsed OL is still needed and if it contributes to economic development and social cohesion.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Renewal of a lapsed OL requires strict adherence to safety and security regulations. Applicants with a history of non-compliance or those whose services do not meet current safety standards will not be approved. The renewal process ensures that only operators who maintain high safety standards and follow regulatory requirements are granted new OLs.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The renewal of lapsed OLs involves consultation with relevant stakeholders, including the minibus taxi association. Applications must be supported by the association and aligned with its network of routes. The GM ensures that decisions are made in coordination with key stakeholders to maintain harmony and cooperation in the transport sector.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	The GM uses data-driven approaches to assess the need for renewing lapsed OLs. Applications are evaluated based on current data regarding route usage, demand, and operational efficiency. Renewals are only granted when supported by evidence showing that the service is still needed and beneficial to the transport network.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The renewal of lapsed OLs is subject to financial scrutiny to ensure that the service is economically viable and contributes to the overall sustainability of the transport system. If renewing the OL is not financially justified, the application will be denied, and the service will be re-evaluated as a new application.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OL in Lieu of a Lapsed OL (“Late Renewal”)
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	Renewing a lapsed OL involves assessing and mitigating risks associated with the operation. The GM ensures that only operators who demonstrate compliance with risk management protocols and have a proven operational history are granted renewals. The process includes verifying that all necessary documentation and safety measures are in place to minimise potential risks.

2.2.3 Application for the Renewal of an OL

GM will consider the following when formulating recommendations for renewal applications as shown in **Table 2-3**.

Table 2-3: Application for the Renewal of an OL.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for the Renewal of an OL
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>GM will not recommend the renewal of OLs with an unlimited period of validity. Applications with fixed validity periods will be subject to restrictions. The operator must provide a statement confirming operation within the last 180 days. OLs will only be renewed if the routes have been regularly operated.</p> <ul style="list-style-type: none"> a. Previous convictions, application history and impound history of applicants will be considered when evaluating OL applications. b. Applications will not be recommended OR validity of the renewed OL will be restricted to one (1) year if the applicant: <ul style="list-style-type: none"> i. Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for the Renewal of an OL
			<p>documentation submitted for OL applications/transactions within a 2-year period); or</p> <p>ii. Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. The Municipality may recommend a restriction of one (1) year on the validity period of a renewed OL based on the circumstance/frequency of impoundments.</p> <p>c. All compliance requirements for staff and scholar services are applicable. Documentation should be current.</p>
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	GM will only recommend the renewal of OLs if the routes have been regularly operated within the last 180 days and if the service continues to meet current demand. Renewals will not be supported if the route has sufficient capacity or if it leads to an overextension of the transport system. Applications for new LDPT routes can be considered as part of the renewal process if they align with the network's demand and the applicant's taxi association is in agreement.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	Renewals will only be supported for OLs that have demonstrated consistent and reliable service over the last 180 days. GM will not recommend the renewal of OLs for routes that have sufficient capacity or if the operator has a history of non-compliance with OL conditions. The renewal process aims to maintain high service quality and promote integration within the transport network.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Renewal applications will be assessed to ensure they contribute to sustainable and inclusive mobility. GM will not support the renewal of OLs if the service is no longer needed or if it negatively impacts the sustainability of the transport network. Authorities that conflict with contracted public transport services must be removed from the OL to ensure alignment with broader environmental and access goals.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for the Renewal of an OL
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The renewal of OLs is intended to support economic activities and social equity by ensuring that only necessary and effective services are continued. GM will consider the impact of the renewal on the local economy and community and will not recommend the renewal of services that are no longer needed or that do not contribute positively to social equity.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Renewal applications are subject to a thorough evaluation of the operator's safety and compliance history. GM will not recommend the renewal of OLs if the operator has a record of non-compliance, such as previous convictions or impoundments for operating contrary to OL conditions. This process ensures that only operators who maintain high safety standards are allowed to continue their services, thereby enhancing overall safety in the public transport system.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The renewal process requires the involvement of relevant stakeholders, including the minibus taxi association. Applications for new LDPT routes can be considered as part of the renewal if the association is in agreement. GM ensures that the renewal process is transparent and coordinated with key stakeholders to maintain harmony and cooperation within the transport network.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM uses data-driven approaches to evaluate renewal applications, focusing on route usage, demand, and operational consistency. Renewals are only supported if the data confirms that the service is still needed, and that the operator has consistently met service requirements. GM's decision-making process is evidence-based, ensuring that renewals contribute to a well-planned and efficient public transport network.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	Renewal of OLs is subject to financial evaluation to ensure that the service remains economically viable and contributes to the overall sustainability of the transport system. GM will not recommend the renewal of services that are financially unsustainable or that do not optimise resource allocation. This approach ensures

No.	Key Purpose	Guiding Principle	Compliance Requirements for Application for the Renewal of an OL
			that renewals contribute to the financial health of the transport network and avoid unnecessary expenditure on redundant services.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	The renewal process includes a comprehensive assessment of potential risks associated with the continued operation of the service. GM ensures that operators have demonstrated compliance with risk management protocols and have the capacity to maintain safe and reliable service. Applications with a history of non-compliance or that pose operational risks will not be recommended for renewal. This approach helps mitigate risks and ensures that only operators with the necessary capacity and reliability are allowed to continue their services.

2.2.4 Transfer of an OL

The following conditions will be considered by GM when formulating its response to an application for a transfer of an OL as shown in **Table 2-4**.

Table 2-4: Transfer of an OL.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Transfer of an OL
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	OLs cannot be transferred without the express consent of the OL holder and are subject to a transfer agreement. The transferor and transferee must belong to the same minibus taxi association with the same network of routes, origins, and destinations. All compliance requirements for staff and scholar services are applicable. Documentation must be current and reflect the transferee's particulars. In cases involving GIPTN participants, affected route authorities may not be

No.	Key Purpose	Guiding Principle	Compliance Requirements for Transfer of an OL
			transferred unless the operator is deceased, and the relevant executor/beneficiary documentation has been provided.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The transfer of an OL is only supported if the routes have been regularly operated within the last 180 days, ensuring that the transport system remains optimised and not overburdened with inactive or underutilised routes. Transfer applications must demonstrate that the service is necessary and effectively meets current demand.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The GM requires that each service authorised by the OL must have been provided on a regular basis for at least 180 days before the transfer. This ensures continuity and maintains the quality of public transport services. The transfer process supports the integration of services by confirming that the transferee is capable of maintaining or improving the service standards.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Transfers are carefully evaluated to ensure that they align with the GM's goals for sustainable and inclusive mobility. Only routes that have been regularly operated and contribute positively to the overall transport network are supported for transfer. The process prevents the transfer of OLs for routes that do not support environmental sustainability or inclusive access goals.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The GM supports the transfer of OLs as long as it contributes to economic activities and enhances social equity. By ensuring that transfers are conducted between operators within the same association and network, the GM promotes local economic stability and social cohesion. This process ensures that the economic benefits of the transport service continue to be realised by the community.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Transfer of an OL
6	Safety and Security	Enhance Safety Standards and Regulate Operations	<p>The transfer of an OL involves strict adherence to safety standards. The GM requires that all services authorised by the OL have been operated regularly and safely. Operators with a history of non-compliance or those unable to meet current safety standards will not be permitted to transfer their OL. This ensures that only operators who maintain high safety standards continue to operate, thereby enhancing overall safety in the public transport system. Additional authority applications will not be considered if the applicant:</p> <ul style="list-style-type: none"> • Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or • Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	<p>The transfer of an OL requires the consent and coordination of the minibus taxi association involved. The GM ensures that all stakeholders, including the association and the operators, are engaged in the process, promoting transparency and cooperation. This approach ensures that the transfer is beneficial for all parties involved and aligns with the broader goals of the transport network.</p>
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	<p>The GM uses data-driven approaches to evaluate whether a transfer of an OL is justified. The decision is based on data regarding the regular operation of routes, demand, and overall network efficiency. Transfers are only supported if the data confirms that the service is still necessary and that the transferee can maintain or improve the current level of service.</p>

No.	Key Purpose	Guiding Principle	Compliance Requirements for Transfer of an OL
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The transfer of an OL is subject to financial evaluation to ensure that the service remains financially sustainable. The GM assesses whether the transferee has the financial capacity to continue the service effectively. If the transfer does not support financial sustainability, it will not be approved. This approach ensures that the transfer contributes to the overall financial health of the transport system.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	The GM ensures that all potential risks associated with the transfer of an OL are identified and mitigated. This includes verifying that the transferee has a proven operational history and the capacity to manage the service. The transfer process is designed to minimise risks by ensuring that all necessary documentation and safety measures are in place, and that the service will continue to operate reliably and safely.

2.2.5 Amendment of an OL

GM must consider the following when recommending applications for the replacement of a specified vehicle and amendments of an OL as shown in **Table 2-5**.

Table 2-5: Amendment of an OL.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Amendment of an OL
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	GM requires operators to obtain a statement confirming operation within the last 180 days before applying for an amendment. The replacement of a specified vehicle requires the applicant to surrender the replaced OL and remove all distinguishing marks. Applications for additional authority will be assessed based on compliance with GM's regulatory standards, including the submission of necessary documentation and adherence to association agreements. Additional authorities cannot be added to a Charter service OL.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	Amendments, including additional authority, will only be recommended if there is a demonstrated need for the service and if it aligns with current demand and supply conditions. GM ensures that all routes are actively serviced and that the amendment does not contribute to unnecessary competition or congestion within the transport system.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	GM will only support amendments that enhance the quality of public transport services. The operator must have regularly provided services on all routes authorised by the OL within the last 180 days. The amendment should contribute to service continuity and integration within the transport network, avoiding disruptions and maintaining high service standards.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Amendment of an OL
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Amendments will be assessed to ensure they contribute to sustainable and inclusive mobility. GM will not support amendments that could result in wasteful competition with existing subsidised services or that do not align with the municipality's broader environmental and access goals. The amendment process prioritises the sustainability of the transport network and equitable access for all users.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The amendment of an OL must support economic activities and enhance social equity. GM ensures that any additional authorities granted do not lead to unfair competition or negatively impact local economic stability. Amendments should contribute positively to the local economy and promote social equity within the transport network.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	GM requires that all amendments, including the replacement of specified vehicles, meet current safety standards. The operator must demonstrate a history of compliance with safety regulations, and any amendments must not compromise the safety and security of the public transport system. Applications with a history of non-compliance or that pose safety risks will not be supported. This process ensures that all amendments contribute to a safer and more secure public transport environment.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	GM ensures that amendments are made in coordination with relevant stakeholders, including the minibus taxi associations. Applications for additional authority must have the support of the association and align with the network of routes. GM promotes transparency and cooperation in the amendment process, ensuring that the changes benefit all parties involved and contribute to the overall goals of the transport network.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Amendment of an OL
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM uses data-driven approaches to evaluate the need for amendments, focusing on route usage, demand, and operational consistency. Amendments are only supported if the data confirms that the changes will enhance the efficiency and effectiveness of the transport network. GM's decision-making process is evidence-based, ensuring that amendments contribute to a well-planned and efficient public transport system.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	Amendments, including additional authority, are subject to financial evaluation to ensure that they contribute to the financial sustainability of the transport system. GM will not support amendments that lead to unnecessary financial burdens or that do not optimise resource allocation. The amendment process ensures that all changes support the financial health of the transport network and that resources are used effectively.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM assesses potential risks associated with the amendment of an OL, including operational risks and the capacity of the operator to manage the service. Amendments are only supported if the operator has demonstrated compliance with risk management protocols and has the capacity to continue providing reliable and safe services. This approach helps mitigate risks and ensures that amendments contribute positively to the overall safety and reliability of the transport system.

2.2.6 New Route Addition to Existing Network of Routes

Minibus Taxi Associations may Expand their Networks of Routes

The following conditions will be considered by GM when formulating its recommendation to an application for a new route to be added to an OL.

Table 2-6: New Route Addition to Existing Network of Routes.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New Route Addition to Existing Network of Routes
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	GM requires that new route additions are only considered if the applicant is a registered member of the minibus taxi association authorised to operate on that route. The new route must be in compliance with all legal requirements, including the submission of necessary documentation such as a letter of support from the association and minutes of the general meeting. Additionally, the new route authority must not contain more than one A-point outside of a defined area served by a network of routes.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	New routes will only be supported if there is a demonstrated need for the service, scientifically determined by GM. The addition of new routes should optimise the transport system by balancing supply and demand, avoiding congestion, and ensuring that routes are adequately served without unnecessary overlap or competition with existing services.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The addition of new routes must enhance the quality of public transport services by filling gaps in the existing network. GM will only support new routes if they contribute to service continuity and integration within the transport network, ensuring that all areas are adequately served and that the transport service quality is improved. New routes should not lead to wasteful competition with existing services, particularly subsidised services.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New Route Addition to Existing Network of Routes
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	New routes must contribute to sustainable and inclusive mobility by ensuring that underserved areas are adequately connected without causing environmental degradation. GM will assess the environmental impact of the new route addition and ensure that it aligns with broader goals for sustainability and inclusive access. The new routes should not overlap with existing or planned subsidised services, promoting a balanced and sustainable transport network.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The addition of new routes should support local economic activities by improving access to essential services and employment opportunities. GM will prioritise applications that contribute positively to economic development and social equity, ensuring that underserved areas benefit from enhanced transport connectivity. New routes must be distributed fairly among associations to avoid monopolistic practices and to ensure equitable access to transport services.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	GM requires that all new route additions comply with safety standards and regulations. The routes must be regularly serviced, and any agreements involving the use of private, or parastatal properties must be in place to ensure the safety and security of passengers. GM will not support new routes if they pose safety risks or if the operator has a history of non-compliance with safety regulations. This ensures that new routes enhance the overall safety of the public transport network.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	GM ensures that new route additions are made in coordination with relevant stakeholders, including the minibus taxi associations and property owners where applicable. New routes that involve shared public transport facilities or private property require a Memorandum of Agreement (MOA) between all affected parties. This approach promotes transparency, cooperation, and alignment with the broader goals of the transport network, ensuring that all stakeholders are engaged in the decision-making process.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New Route Addition to Existing Network of Routes
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM uses data-driven approaches to assess the need for new route additions, focusing on scientific determination of demand, route usage, and operational efficiency. New routes are only supported if data confirms their necessity and if they contribute to an optimised and efficient public transport network. GM's decision-making process ensures that new routes are added based on evidence and that they enhance the overall effectiveness of the transport system.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	New route additions are subject to financial evaluation to ensure that they contribute to the financial sustainability of the transport system. GM will only support new routes if they are economically viable and do not place unnecessary financial burdens on the transport network. The addition of new routes must optimise resource allocation, ensuring that financial resources are used effectively to support impactful transport initiatives.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM assesses potential risks associated with new route additions, including operational and safety risks. New routes are only supported if the operator has demonstrated the capacity to manage the service safely and reliably. GM ensures that all necessary agreements and safety measures are in place to mitigate risks, protecting both operators and passengers. The process helps to ensure that new routes contribute positively to the overall safety and reliability of the transport network.

2.2.7 Rationalisation Of Minibus Taxi Services

George Municipality (GM) aims to shift from a reactive approach to public transport provision, particularly concerning minibus taxi operators, to a proactive strategy. Instead of waiting for operators to approach the municipality with proposals for new routes or additional Operating Licences (OLs), GM intends to invite operators to apply for OLs based on identified needs.

In this context, rationalisation does not necessarily imply reducing the number of OLs. Instead, it seeks to achieve two key objectives: first, to right-size minibus taxi operations to ensure that supply meets demand on the respective routes; and second, to rationalise route authorities by ensuring all origin and destination points are adequately covered, route descriptions are accurate, route alignments are operationally sound, and any duplications are eliminated. Additionally, it aims to ensure that minibus taxi routes are assigned to the correct associations as authorised by GM.

To rationalise the currently active Operating Licences in alignment with supply and demand, the following principles for a strategy is proposed:

- Conduct regular surveys to assess the current supply and demand, verify the vehicles in operation, and identify any vehicles operating without valid Operating Licences.
- Cancel Operating Licences that have not been brought into use within 90 days of approval or have remained unused for more than 180 days.
- Evaluate Operating Licences that are set to expire after 7 years before granting renewal.
- Restrict the approval of new Operating Licences on routes where there is an oversupply of public transport trips.
- Prohibit the approval of new Operating Licences on routes designated as future IPTN corridors within the next 7 years.

Enforce laws against vehicles operating without Operating Licences and encourage these operators to apply for licences if supply and demand surveys indicate a need.

To achieve these goals, the following considerations must be pursued as shown in **Table 2-7**.

Table 2-7: Rationalisation of Minibus Taxi Services.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Rationalisation of Minibus Taxi Services
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	GM must ensure that all rationalisation efforts comply with existing legal frameworks. This includes formalising informal agreements between minibus taxi associations through Memoranda of Agreement (MOA) and aligning all route authorities and operational practices with current regulations. Route descriptions, alignment, and assignments must be accurately documented and standardised according to GM's authority.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	Rationalisation aims to balance the supply of minibus taxi services with passenger demand, ensuring that routes are efficiently serviced without over-saturation. GM will prioritise the replacement of lower occupancy vehicles with higher occupancy ones on line haul routes to reduce congestion and optimise the transport system. The elimination of unidirectional operations will further contribute to a more balanced and efficient service.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The rationalisation process is designed to enhance the quality of public transport by ensuring that routes are adequately covered and that vehicles are appropriately sized for the demand. GM will work to eliminate route duplications and misalignments, ensuring that services are more integrated and better coordinated. The shift to higher occupancy vehicles on certain routes will also improve overall service quality by reducing congestion and improving travel times.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Rationalisation will support sustainable mobility by reducing the number of smaller vehicles on congested routes and replacing them with higher occupancy vehicles. This shift will help alleviate road congestion and reduce the environmental impact of minibus taxi operations. Additionally, ensuring that all routes are adequately covered will promote inclusive access to public transport services across GM's jurisdiction.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Rationalisation of Minibus Taxi Services
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	GM's rationalisation efforts aim to support economic activities by optimising the transport network, ensuring that services meet the needs of the community, and that operators are not unfairly disadvantaged by the introduction of higher occupancy vehicles. Rationalisation will also consider the impact on operators with fewer or smaller vehicles, ensuring that the process is equitable and supports the economic stability of the industry.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Rationalisation will include a focus on enhancing safety standards by ensuring that all routes are properly assigned, vehicle movements are well managed, and informal agreements are formalised. The introduction of higher occupancy vehicles on certain routes will be accompanied by considerations of vehicle movement layouts and operational impacts to maintain safety. GM will ensure that all aspects of the rationalisation process contribute to a safer and more secure public transport environment.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The rationalisation process requires the active involvement of all relevant stakeholders, including minibus taxi associations, operators, and government authorities. GM will ensure that all informal agreements are formalised through MOAs, and that the minibus taxi industry is integrally involved in the route authority clean-up exercise. This collaborative approach will ensure that the rationalisation process is transparent, coordinated, and aligned with the needs of all parties involved.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM will use data-driven approaches to guide the rationalisation process, including the scientific determination of service needs and the audit of existing public transport facilities. Data will be essential in identifying the most efficient routes, determining the appropriate vehicle types, and ensuring that all decisions are based on evidence. The progress of the rationalisation efforts will be monitored and evaluated regularly to ensure that the objectives are being met effectively.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Rationalisation of Minibus Taxi Services
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The rationalisation process will consider the financial sustainability of minibus taxi operations, particularly when replacing lower occupancy vehicles with higher occupancy ones. GM will ensure that the rationalisation efforts do not impose undue financial burdens on operators and that the reallocation of resources supports the long-term viability of the transport network. The process will also include an audit of public transport facilities to determine their suitability for accommodating higher occupancy vehicles.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM will identify and mitigate potential risks associated with the rationalisation of minibus taxi services, including operational disruptions, safety concerns, and stakeholder resistance. The process will involve careful planning and coordination with all stakeholders to ensure that risks are minimised and that the rationalisation efforts enhance the overall capacity and reliability of the transport network. The formalisation of informal agreements through MOAs will also help mitigate risks related to route operations and service consistency.

2.2.8 OL Supplementary Generic Conditions

In accordance with Section 55(2)(a) of the National Land Transport Act (NLTA), supplementary conditions may be incorporated into the standard operating licence (OL) requirements for minibus taxi services, as outlined in the Standard Operating Procedure (SOP) manual of the Provincial Regulatory Entity (PRE). George Municipality reserves the right to apply these additional conditions as needed to ensure regulatory compliance and operational efficiency.

2.2.9 Conversion of Radius or Area-Based OLs to Route-Based OLs

2.2.9.1 Introduction

The regulation of public transport in George Municipality, particularly regarding the conversion of Operating Licences (OLs) from area-based to route-based and vice versa, is a critical aspect of maintaining an efficient, safe, and equitable transportation system. This process is rooted in a robust regulatory framework established over the years to address the evolving needs of the industry.

The necessity for a structured and enforceable permit system was highlighted in the National Land Transport Transition Act of 2000 (NLTTA) Final Recommendations, which underscored the urgent need for a well-managed regulatory system. This led to the introduction of the NLTTA, which set the foundation for the current regulatory framework, replacing the outdated permit system under the Road Transportation Act of 1977 with time-bound operating licences.

The Transition Act marked a significant shift by introducing new institutional structures, including the Operating Licensing Board and the Transport Appeal Tribunal, and establishing Provincial Taxi Registrars. These changes aimed to create a more orderly and accountable public transport system, particularly in the taxi industry. However, the process has not been without challenges, as the transition from the old system to the new has sometimes resulted in inconsistencies and gaps in regulation.

With the repeal of the Transition Act by the National Land Transport Act of 2009 (NLTA), further adjustments were necessary, particularly

with the establishment of the National Public Transport Regulator (NPTA) and the reconfiguration of Provincial Regulatory Entities (PREs). These changes, while necessary, have sometimes slowed the progress initially envisioned, leaving the industry partially transformed.

2.2.9.2 Conversion Strategy

In George Municipality, rationalising the active Operating Licences in terms of supply and demand is crucial for achieving an efficient public transport system. The following strategy is proposed to guide the conversion of OLs:

- **Regular Surveys**
Conduct regular surveys to assess current supply and demand, verify the vehicles in operation, and identify any vehicles operating without valid OLs.
- **Cancellation of Inactive Licences**
OLs that are not utilised within 90 days of approval, or have not been used for over 180 days, should be cancelled to prevent inefficiency and ensure licences are active.
- **Evaluation Before Renewal**
OLs expiring after 7 years should undergo a thorough evaluation before renewal is granted, ensuring continued relevance and necessity.
- **Restrictions on New Licences**
New OLs should not be approved on routes where there is an oversupply of public transport services or on routes

designated for future Integrated Public Transport Network (IPTN) development within the next 7 years

- **Enforcement Against Unlicensed Vehicles**

Vehicles operating without OLs should face strict enforcement measures. Operators should be encouraged to apply for OLs if surveys indicate a demand for their services.

This above strategy aims to balance supply and demand effectively, ensuring that the public transport system remains responsive to the

needs of the community while minimising conflicts and maintaining order within the industry. The conversion from area-based to route-based OLs will be managed carefully to align with these objectives, fostering a more integrated and efficient public transport network in George Municipality.

To achieve these objectives, the following compliance requirements considerations must be pursued as shown in **Table 2-8**.

Table 2-8: Conversion of OL's Conditions.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Conversion of Radius or Area-Based OLs to Route-Based OLs
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	GM ensures that all conversions from radius or area-based OLs to route-based OLs comply with legal requirements, including the need for applicants to be registered members of minibus taxi associations and to provide necessary documentation such as a letter of support and meeting minutes. Compliance with GM's standards ensures that routes are properly documented and that OLs are issued in accordance with the regulations.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The conversion process aims to optimise the transport system by ensuring that route-based OLs align with the actual demand for services. GM will only support conversions that do not lead to an oversupply of services on the same route or where duplications exist. This process helps maintain a balanced supply and demand within the transport system.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Conversion of Radius or Area-Based OLs to Route-Based OLs
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The conversion to route-based OLs ensures that minibus taxi services are integrated into the broader public transport network, with routes that are clearly defined and align with the needs of the community. GM will only support conversions that enhance service quality and avoid unnecessary competition between associations on the same routes.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Converting radius or area-based OLs to route-based OLs supports sustainable mobility by ensuring that routes are logically aligned and that services are provided in a way that minimises environmental impact. GM will only support conversions that contribute to a sustainable and inclusive transport network.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The conversion to route-based OLs supports economic activities by ensuring that services are provided where they are needed most, avoiding unnecessary duplication and competition. GM will only support conversions that contribute positively to the local economy and enhance social equity within the transport network.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	The conversion to route-based OLs enhances safety standards by ensuring that all routes are properly documented and that operators adhere to strict regulations. GM will only support conversions that do not compromise the safety and security of passengers and that contribute to a well-regulated transport system.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The conversion to route-based OLs involves close coordination with minibus taxi associations and other stakeholders to ensure that routes are accurately defined and that services are aligned with community needs. GM facilitates stakeholder involvement to ensure that the conversion process is transparent and coordinated.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Conversion of Radius or Area-Based OLs to Route-Based OLs
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM uses data-driven approaches to assess the need for converting radius or area-based OLs to route-based OLs. The process includes regular surveys to ensure that conversions are based on actual demand and that services are aligned with the needs of the community.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The conversion to route-based OLs is designed to optimise resource allocation by ensuring that services are provided where they are most needed. GM will only support conversions that are financially sustainable and that contribute to the efficient use of resources within the transport network.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM identifies and mitigates risks associated with the conversion to route-based OLs, including the potential for conflicts between associations and the risk of oversupply on certain routes. The process includes clear guidelines to ensure that conversions are managed effectively and that risks are minimised.

2.2.10 Changing from Minibus Taxi Associations (Floor Crossing)

2.2.10.1 Core Principles

The following core principles should be applied when considering any OL applications involving minibus operators changing associations as listed below.

- Prevention of Route Duplication


George Municipality (GM) strictly opposes allowing two associations to operate on the same route, i.e., with the same

origin, route alignment, and destination, especially in cases of "floor crossing" (changing minibus taxi associations).

- Impact on Operating Licences (OLs)

If an operator switches associations, the conditions under which their OL was initially granted are considered materially changed. GM requires that the operator must belong to the association authorised to operate on the specific route for their OL to remain valid.

- Role of the Provincial Regulatory Entity (PRE)



The PRE must verify that the applicant is a member of the association authorised to operate on the route in question. If "floor crossing" occurs, GM may request the PRE to invoke Section 79 of the National Land Transport Act (NLTA) to withdraw, suspend, or vary the affected OL.

- Association Membership and OL Validity

If an operator leaves an association, the association must deregister the member and ensure the cancellation of the OL. The operator can apply for a new OL under the new association, but this is subject to supply and demand evaluations, with no guarantee of approval.

- Administrative Due Process

Any cancellation of an OL must follow the due process provisions under the Promotion of Administrative Justice Act.

These principles are set up to prevent conflicts between associations and ensure orderly and regulated minibus taxi operations within George Municipality.

2.2.11 Minibus Taxi Route Origin (A-Point), Multiple Origins, or Via Point Origins

- Single A-Point Preference

GM prefers that each OL specifies only one origin (A-point), typically the minibus taxi facility from which the association begins its journey during morning peak hours, to prevent conflicts among associations.

- Multiple A-Points Consideration

Multiple A-points may be considered if a minibus taxi association serves a geographically dispersed area, requiring multiple starting points for operational efficiency.

- Via Points and Agreements

When routes pass through a defined via point (pickup/drop-off location), an operational agreement between GM and all affected associations is required to manage the shared use of public transport facilities.

- Direct Routes:

Direct (express) routes will not include via points, ensuring the route remains uninterrupted and focused on direct service between key points.

- Route Verification and Rationalisation

Existing authorities with more than one A-point will be reviewed and corrected during the route verification and rationalisation process.

2.2.12 Safe Keeping of OLs

- OL Safekeeping Provisions

Operators may submit their OL for safekeeping at the Provincial Regulatory Entity (PRE) for up to 180 days if the associated vehicle becomes defunct or non-operational.

- Justification and Documentation

Operators must provide a letter from the PRE explaining the reasons for safekeeping. This documentation assists GM in

maintaining accurate supply and demand assessments during surveys.

2.2.13 District Municipal Long Distance Public Transport Minibus Taxi Services

The George Municipality (GM) does not in principle support the establishment of dedicated Long-Distance Public Transport (LDPT) minibus taxi operators at both intra- and interprovincial levels within George. Demand for LDPT services typically declines after peak holiday seasons, resulting in an oversupply of vehicles on these routes. This oversupply often leads to operators encroaching on existing minibus routes, causing conflicts. To address this issue, GM has chosen to support only existing operators who apply for additional authority to operate on LDPT routes within the Garden

Route District Municipal Area, in accordance with Section 65 of the National Land Transport Act (NLTA). This approach allows operators to revert to local routes when LDPT demand diminishes and enables minibus taxi associations to rotate vehicles between local and LDPT routes, helping to alleviate overtrading on local routes. Additionally, this decision helps to manage the financial burden on GM, which is responsible for providing passenger facilities at ranking points and ensures that safety standards are maintained. The inter- and intra-provincial long-distance public transport services are more effectively served by existing scheduled long-distance bus services.

In future and in order to ensure that consistent quality standards are maintained throughout the system, GM will apply the following as shown in **Table 2-9**.

Table 2-9: Bypassing of public transport hubs / interchanges (re-routing) - Direct/Express Services.

No.	Key Purpose	Guiding Principle	Compliance Requirements for District Municipal Long Distance Public Transport Minibus Taxi Services
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	GM supports LDPT applications only if they meet specific criteria, including having an official LDPT facility as an origin or destination point and adherence to Section 65 of the NLTA. Recapitalised vehicles are recommended for LDPT services, and detailed route descriptions must be provided for informed decision-making. The absence of required information will lead to the refusal of new OLs or renewals.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	GM's approach to LDPT services includes allowing existing operators to apply for additional authority, which helps balance supply and demand. Only two additional authorities per operator are recommended based on GM's demand analysis, ensuring an optimised transport system. The ability to revert to local routes when LDPT demand decreases further optimises resources.

No.	Key Purpose	Guiding Principle	Compliance Requirements for District Municipal Long Distance Public Transport Minibus Taxi Services
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	GM ensures that only operators with a proven track record of providing regular services for at least 180 days are considered for LDPT authority. This maintains the quality and reliability of LDPT services while promoting integration with existing minibus routes. Only vehicles suitable for LDPT services will be approved, enhancing the service quality.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	GM supports the use of recapitalised vehicles for LDPT services to promote environmental sustainability. The strategic rotation of vehicles between local and LDPT routes also contributes to a balanced, sustainable transport network that accommodates fluctuating demands and minimises overtrading on local routes.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	By limiting the support to existing operators for LDPT services, GM helps prevent conflicts that could disrupt economic activities and social equity. The selective approval process ensures that only necessary services are provided, supporting the economic well-being of both operators and passengers while avoiding oversupply.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	GM requires that only vehicles deemed suitable for LDPT services are approved, ensuring safety standards are maintained. Additionally, operators must comply with specific conditions, such as submitting detailed route descriptions and avoiding encroachment on existing routes, to regulate operations effectively and avoid conflicts.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	GM requires concurrence from Provincial Authorities (PAs) at the destination points of LDPT routes and mandates that applications include support letters and minutes from general meetings of the minibus taxi association. This collaborative approach ensures that all stakeholders are involved in the decision-making process, minimising potential conflicts.

No.	Key Purpose	Guiding Principle	Compliance Requirements for District Municipal Long Distance Public Transport Minibus Taxi Services
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM's support for LDPT applications is contingent on detailed demand calculations and thorough evaluations of submitted route descriptions. This data-driven approach ensures that only services justified by demand are approved, contributing to a well-planned and efficient public transport network.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	GM's strategy to support only existing operators for LDPT services helps optimise resource allocation by focusing on operators with established routes and infrastructure. This approach minimises financial burdens associated with oversupply and ensures the sustainability of public transport facilities.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM mitigates risks by supporting only operators with a consistent operational history and by enforcing strict criteria for LDPT applications. By controlling the number of LDPT authorities and requiring detailed route descriptions, GM reduces the risk of conflicts and ensures the stability of the public transport network.

2.3 E-Hailing Services and Metered Taxis


This section examines the regulatory framework and licensing requirements for e-hailing services and metered taxis operating within George Municipality. It highlights the unique challenges these services present, particularly in maintaining compliance with traditional public transport regulations while accommodating the flexibility and convenience they offer passengers. The section also discusses the application process, compliance requirements, and the impact of these services on the broader public transport network. Additionally, it provides guidelines for the integration of e-hailing

services and metered taxis into the existing transport infrastructure, ensuring that they operate within the legal framework and contribute to the municipality's overall transport goals.

2.3.1 Summary of Key Amendments Regarding E-Hailing Services and Metered Taxis in the National Land Transport Amendment Act, 2024

2.3.2 E-Hailing Services

The National Land Transport Amendment Act, 2024 defines an "electronic hailing service" or "e-hailing service" as a public transport



service operated by a motor vehicle that is available for hire through an electronic application. These vehicles can be hailed electronically, may stand for hire at a rank, and must use technology-enabled applications to manage bookings and payments.

The regulatory entity issuing operating licences for e-hailing services may specify the area for passenger pick-ups. Vehicles must not operate if the e-hailing application is malfunctioning. The application must estimate and communicate fares and distances to passengers before the trip and provide the final fare electronically at the trip's conclusion. Additionally, it must share the driver's details with passengers electronically.

The Minister or MEC may issue regulations to ensure accurate readings by the e-hailing applications, mandate specific information to be communicated to passengers, and establish special markings or requirements for vehicles used in e-hailing services.

Businesses offering e-hailing software applications must ensure that operators using their platforms have valid operating licences. If a licence is invalid, the application must be disconnected until a valid licence is obtained. Non-compliance with these requirements is considered an offence.

2.3.3 Metered Taxis

The Act updates the definition of "metered taxi service" to require that vehicles are equipped with a sealed meter in good working order, calibrated for fare determination, or compliant with standards prescribed by the Minister.

The Act introduces specific requirements for meters in metered taxis, including calibration, sealing, accuracy, and the communication of

fare estimates and final charges to passengers. Meters must have the capability to estimate fares based on distance and time and must communicate this information to passengers both before and after the journey.

These amendments aim to modernise the regulation of public transport services, particularly in response to the growing use of technology in the industry, ensuring that both e-hailing and metered taxi services operate with transparency, accuracy, and safety.

Current GM by-laws, statutory documents and policies do not adequately address the provision of e-hailing services and the consequences should operators operate illegally and in so doing oversaturate the market and jeopardise sustainability. Based on the new amendments as stipulated in the National Land Transport Amendment Act, 2024, GM can provide direction by utilising the following compliance requirements as shown in

Current national and provincial legislation, along with City by-laws and statutory documents, have not adequately addressed the regulation of e-hailing services and the associated risks, such as market oversaturation and threats to sustainability when operators operate illegally.

2.3.4 Overall Strategy to implement the new amendments of the ACT

The recent amendments to the National Land Transport Act, 2024, provide George Municipality (GM) with an opportunity to review and update existing by-laws, policies, statutory plans, and strategies to ensure they are aligned with the new regulatory framework governing e-hailing and metered taxi services.

- Proactive Planning

GM should proactively plan for the implementation of these legislative changes, which include stringent requirements for e-hailing services, such as the need for valid operating licences and compliance with technology-enabled application standards. Aligning GM's policies and strategies with these amendments will help regulate the market effectively and enhance service transparency and safety.

- Inventory and Demand Assessment

GM should take inventory of existing metered taxi operating licences and assess recent survey data, including trips generated via e-hailing services. This information will enable GM to develop a robust method for determining the demand for metered taxis, similar to the methodology used for minibus taxis. This approach will guide decisions on supporting any new metered taxi operating licences in the future.

- Establishment of a Metered Taxi Intermodal Planning Sub-Committee

GM should establish a Metered Taxi Intermodal Planning (IPC) Sub-Committee to consolidate the fragmented metered taxi operators under one umbrella. This forum will address all metered taxi matters, including rank, base, and e-hailing services, and will facilitate industry consultation with government. The Sub-Committee can also play a crucial role in developing the methodology for determining demand within the metered taxi industry, ensuring a coordinated and sustainable approach.

These steps will help George Municipality align its local regulations with the updated National Land Transport Act, ensuring that both e-hailing and metered taxi services operate within a framework that promotes transparency, safety, and market stability and .

Therefore, GM has established the following guidelines to inform its recommendations for direct services as shown in **Table 2-10**.

Table 2-10: Compliance Requirements for E-Hailing Services and Metered Taxis OL's Conditions.

No.	Key Purpose	Guiding Principle	Compliance Requirements for E-Hailing Services	Compliance Requirements for Metered Taxis
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	E-hailing services must adhere to the National Land Transport Amendment Act, 2024, which mandates the use of valid operating licences and compliance with technology-enabled application standards. Applications must accurately estimate fares and distances, and	Metered taxis must comply with the updated definition in the National Land Transport Amendment Act, 2024, which requires vehicles to have a sealed, calibrated meter for fare determination. The service must adhere to all conditions, including displaying fare

No.	Key Purpose	Guiding Principle	Compliance Requirements for E-Hailing Services	Compliance Requirements for Metered Taxis
			provide this information to passengers before and after the trip.	structure and operating within designated areas.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	E-hailing services must not oversaturate the market. GM will monitor demand and adjust operating licences accordingly to prevent market congestion. The use of technology in e-hailing services must optimise routes and reduce congestion.	The allocation of metered taxi OLs will be carefully managed to avoid oversupply. GM will phase out municipal rank-based authorities within five years, encouraging the transition to residential or business premises as operational bases, which will help optimise resources and reduce congestion.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	E-hailing applications must provide transparent fare estimates and ensure that passengers receive accurate information before and after their trips. This enhances service quality and integrates technology into public transport.	Metered taxi services must maintain high service quality through the use of calibrated meters and regular vehicle recapitalisation. GM will support the establishment of a Metered Taxi Intermodal Planning Sub-Committee to improve service integration and address issues within the metered taxi industry.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	E-hailing services should contribute to sustainable mobility by optimising routes and reducing unnecessary travel. GM will ensure that e-hailing services are accessible and do not negatively impact the environment.	The requirement for vehicles to be no older than 10 years helps ensure that metered taxi services contribute to environmental sustainability. GM's focus on relocating operational bases to

No.	Key Purpose	Guiding Principle	Compliance Requirements for E-Hailing Services	Compliance Requirements for Metered Taxis
				appropriate locations also supports sustainable urban planning.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	E-hailing services must operate legally and transparently to support economic activities and ensure fair competition. GM will assess the impact of e-hailing services on local economies and social equity before granting new OLs.	Metered taxi services will be supported in a way that enhances social equity and economic development. GM will ensure that the allocation of OLs takes into account the economic impact on communities, supporting existing operators and preventing oversaturation.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	E-hailing platforms must ensure that only licenced operators use their services, and vehicles must meet all safety requirements. Non-compliance will result in disconnection from the platform. GM will enforce these safety standards to protect passengers and maintain service integrity.	Metered taxi services must comply with strict safety standards, including the regular recapitalisation of vehicles and adherence to all operational conditions. GM will monitor compliance with these standards and will not support the renewal or transfer of OLs for operators who do not meet these safety requirements.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	GM will engage with stakeholders, including e-hailing service providers, operators, and passengers, to ensure that e-hailing services are aligned with the needs of the community. This includes forming committees and conducting regular reviews.	GM will establish a Metered Taxi Intermodal Planning Sub-Committee to consolidate and coordinate the metered taxi industry. This committee will serve as a platform for stakeholder engagement, addressing all metered

No.	Key Purpose	Guiding Principle	Compliance Requirements for E-Hailing Services	Compliance Requirements for Metered Taxis
				taxi-related matters and ensuring coordinated efforts across the industry.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM will use data from e-hailing platforms to monitor service demand, optimise resource allocation, and ensure that services are provided where they are most needed. E-hailing services must maintain and provide accurate trip data for monitoring purposes.	GM will assess metered taxi demand using recent survey data and information from existing OLs. This data-driven approach will guide decisions on supporting new OLs and ensure that services meet actual demand, contributing to a well-planned and efficient public transport network.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	E-hailing services must operate within the legal framework to avoid fines and penalties, which can impact financial sustainability. GM will ensure that only financially viable services are allowed to operate, preventing market oversaturation.	The careful allocation and management of OLs for metered taxis will ensure that financial resources are directed towards services that are necessary and sustainable. GM will phase out rank-based authorities to optimise resource allocation and minimise financial burdens associated with maintaining outdated systems.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM will mitigate risks associated with illegal e-hailing operations by enforcing compliance with the NLTA and disconnecting non-compliant operators. GM will also manage market saturation risks through careful monitoring and regulation.	GM will mitigate risks in the metered taxi industry by enforcing compliance with all regulatory requirements and conducting thorough evaluations before renewing or transferring OLs. The planned phase-out of rank-based authorities will also reduce the risks

No.	Key Purpose	Guiding Principle	Compliance Requirements for E-Hailing Services	Compliance Requirements for Metered Taxis
				associated with outdated operational models.

2.3.5 Metred Taxi Tariffs

To maintain a sustainable metered taxi industry in George Municipality (GM), the fares for metered taxi services are governed by Section 66(3) of the National Land Transport Act (NLTA). These fares are calculated on a sliding scale to account for fuel price fluctuations, varying vehicle engine sizes, and different levels of luxury in the vehicles used for providing the service. The following conditions outline a proposed fare structure, ensuring transparency and fairness for both operators and passengers as shown in **Table 2-11**.


Table 2-11: Compliance Requirements for Metered Taxi Tariffs.

No.	Fare Description	Fare Scale
1	Fare must be motivated and can vary within one operator's fleet	Dependent on vehicle size, type, and luxury
2	Fare quoted to the passenger before the trip	Must be within the prescribed fare scales below

No.	Fare Description	Fare Scale
3	Flag Fall	R 2.00 - R 10.00
4	Waiting Time	R 45.00 - R 60.00 per hour
5	Per km	R 7.00 - R 15.00 per km
6	Cancellation Fee	R 25.00 - R 50.00
7	Minimum Charge	R 20.00 - R 50.00
8	Travel Time	R 0.50 - R 1.50 per minute
9	Surge Charge (High Demand)	Capped at rate of 1.5 of fare
10	Surge Charge (Fuel Increase)	Adjusted based on current fuel price fluctuations

2.4 Staff services

This section contains the Key Amendments Regarding Staff Services in the National Land Transport Amendment Act, 2024 The Act also



includes amendments to sections 53 and 68 concerning staff services:

- **Staff Services Exemptions**

If an employer provides staff transportation using a vehicle they own and employees are not charged a fare, an operating licence is not required. However, if the service is provided by an external operator under contract, an operating licence is necessary, although applications for such licences do not require publication under section 59.

- **Exemptions to Fare-based Services**

Exemptions for certain services do not apply if a fare or any other form of compensation is involved.

George Municipality (GM) generally encourages employees to use mainstream public transport for commuting to and from work, provided these services are fully functional. However, some employers choose to offer or subsidise exclusive staff transport services for their employees. This may involve the employer covering the entire cost or a portion of the fare.

GM will consider the following four scenarios when evaluating new staff service Operating Licence (OL) applications:

- 1 Employer-Funded Service**

The employer enters into a contract with a staff service provider and covers the full cost of the service.

- 2 Subsidised Service**

The employer contracts a staff service provider and subsidises part of the fare as an employee benefit, with the remainder paid by the employees.

- 3 Employee-Funded Service with Employer Management**

The employer manages the contract with the staff service provider, but the employees pay for the service, either through salary deductions or by paying the service provider directly.

In accordance with the recent amendments to the National Land Transport Amendment Act, 2024, the following provisions apply:

- **Employer-Owned Vehicles**

If the staff service is provided using a vehicle owned by the employer and employees are not charged any fare or consideration, an operating licence is not required.

- **Contracted Staff Services**

If the staff service is provided by an external operator under contract with the employer, an operating licence is required. However, the application for such a licence does not need to be published.

These amendments ensure that the provision of staff transport services is regulated appropriately, balancing the needs of employers, employees, and the broader public transport system within George Municipality and the compliance requirements for various conditions of an application as shown in **Table 2-12** (Compliance Requirements New and Transfer of OL's Conditions), **Table 2-13** (Compliance Requirements for a Renewal and New Application in Lieu of Lapsed OL ("Late Renewal") of OL's Conditions), and **Table 2-14** (Compliance Requirements on Amendment and Supplementary Conditions for an OL).

Table 2-12: Compliance Requirements New and Transfer of OL's Conditions.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Transfer of OLs
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>The Municipality requires that all contracts, agreements, or endorsements for new staff service OL applications must be on official company or organisation letterhead, including all necessary details such as employer and service provider information, contract validity, and signatures.</p> <p>Previous convictions, application history and impound history of applicants will be considered when evaluating OL applications. Applications will not be considered if the applicant</p> <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL 	<p>Transfer applications must include a statement confirming operation within the last 180 days, with all necessary details provided on official letterhead. The transfer agreement must follow legal standards, including signatories and contract validity.</p>

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Transfer of OLs
			<p>applications/transactions within a 2-year period); or</p> <ul style="list-style-type: none"> Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. 	
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	New OLs for staff services must include detailed information about the number of staff, vehicle types, routes, and operation times, ensuring that services are optimised to meet demand and reduce congestion.	Transfers are allowed only if services have been provided regularly for the past 180 days, ensuring that transport services are optimised and meet current demand. Additionally, the transfer must ensure that service levels are maintained or improved.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	Staff service contracts must specify all relevant service details, including the number of staff to be transported, vehicle capacity, routes, and operation times. These details ensure high service quality and integration with the broader public transport system.	The transferee must have a valid staff contract linked to the service being transferred, ensuring continued service quality and adherence to the original service specifications. The transfer must also ensure that the service integrates smoothly into the broader public transport network.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Multiple contracts must allow for subcontracting and must be included in the application if applicable. The validity of the OL will be linked to the contractual	The validity period of the transferred OL will be linked to the contractual period of the service, ensuring that the transfer does not compromise environmental sustainability or inclusive access.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Transfer of OLs
			period for services, ensuring sustainable and inclusive service provision.	Transfers must maintain the inclusivity and sustainability of the service being transferred.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	OL applications must detail the nature of the business, the number of staff to be transported, and the routes served, aligning with economic development and social equity goals. The OL authority will be linked to the contractual period, ensuring that the service supports local employment and economic activities.	Transfer of OLs must ensure the continued provision of staff transport services, supporting local employment and economic activities. The transfer must maintain or enhance the social equity and economic impact of the service.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Staff service applications must include a letter of support from the property owner, ensuring that safety standards are maintained at all times. The Municipality reserves the right to investigate applications to verify compliance with safety regulations.	Transfers are allowed only if the new operator meets all safety standards and operational regulations, ensuring that the safety of passengers and the general public is not compromised during the transfer process.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	All contracts must be initialled and signed by all parties, ensuring stakeholder involvement and coordination in the provision of staff services. The Municipality requires full details of the employer, service provider, and service operations to be provided in the application.	Transfers must be coordinated with all relevant stakeholders, including property owners and service providers, to maintain service integrity and stakeholder alignment. The transfer must ensure that all stakeholders remain engaged and that coordination

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Transfer of OLs
				efforts are maintained throughout the process.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	The Municipality reserves the right to carry out investigations or request investigations by the Provincial Regulatory Entity (PRE) to verify the information provided in OL applications, using data-driven methods to ensure accuracy and compliance.	The Municipality may investigate transfer applications to ensure they meet all compliance requirements, using data-driven decision-making to verify information and maintain service standards. Transfers must be based on accurate data and must not disrupt the planning or monitoring processes already in place.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The validity period of new OLs is linked to contractual periods, optimising resource allocation and financial sustainability by preventing indefinite contracts. Different staff contracts cannot be combined into one authority and must be applied for as separate authorities.	Transfers are only valid for the remaining period of the OL or the new contract, whichever is shorter, ensuring financial sustainability and appropriate resource allocation. The transfer must not result in financial instability or mismanagement of resources. Transfers should aim to optimise financial resources in the long term.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	Different staff contracts cannot be combined into one authority and must be stipulated as separate authorities when applying for new OLs. This reduces the risk of mismanagement and ensures clear operational guidelines. The	Transfers must reflect the base address of the new owner and adhere to the original service specifications. The Municipality reserves the right to conduct investigations to verify compliance and mitigate risks

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Transfer of OLs
			Municipality reserves the right to investigate all applications.	associated with the transfer. The transfer process should minimise risks to operational and institutional capacity.

Table 2-13: Compliance Requirements for a Renewal and New Application in Lieu of Lapsed OL ("Late Renewal") of OL's Conditions.

No.	Key Purpose	Guiding Principle	Compliance Requirements for a Renewal of an OLs	Compliance Requirements for New Application in Lieu of Lapsed OL ("Late Renewal")
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>All renewal applications must include a statement confirming operation within the last 180 days. Contracts and agreements must be on official letterhead, containing all necessary details such as employer and service provider information, contract validity, and signatures. GM reserves the right to investigate.</p> <ul style="list-style-type: none"> Applications will not be recommended OR validity of the renewed OL will be restricted to one (1) year if the applicant: <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour 	<p>New applications in lieu of a lapsed OL must be submitted by the original OL holder. The application must be on official letterhead, including all necessary details such as employer and service provider information, contract validity, and signatures. GM reserves the right to investigate the provided information before approval.</p> <ul style="list-style-type: none"> Applications will not be recommended OR validity of the renewed OL will be restricted to one (1) year if the applicant: <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or

No.	Key Purpose	Guiding Principle	Compliance Requirements for a Renewal of an OLs	Compliance Requirements for New Application in Lieu of Lapsed OL ("Late Renewal")
			<p>relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or</p> <p>b. Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. The Municipality may recommend a restriction of one (1) year on the validity period of a renewed OL based on the circumstance/frequency of impoundments.</p>	<p>an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or</p> <p>b. Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. The Municipality may recommend a restriction of one (1) year on the validity period of a renewed OL based on the circumstance/frequency of impoundments.</p> <ul style="list-style-type: none"> All compliance requirements for staff and scholar services are applicable. Documentation should be current.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	Renewal of OLs is contingent on regular operation within the last 180 days. Services must optimise transport efficiency and reduce congestion. Contracts must be detailed and specific, ensuring that services are aligned with current demand and operational efficiency.	New applications in lieu of lapsed OLs must demonstrate that the service will meet current transport demand and help reduce congestion. The application should provide detailed information on the service's operational efficiency, including vehicle types, routes, and pick-up/drop-off locations.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	Renewals must include detailed contracts specifying the service quality, vehicle capacity, and operational schedules. GM will not recommend renewals for services that have operated contrary to OL conditions, ensuring	New applications in lieu of lapsed OLs must ensure that the service quality is maintained or improved, with detailed information on vehicle capacity, routes, and schedules. The application should promote integration with the existing

No.	Key Purpose	Guiding Principle	Compliance Requirements for a Renewal of an OLs	Compliance Requirements for New Application in Lieu of Lapsed OL ("Late Renewal")
			that only high-quality and integrated services are maintained.	public transport network, ensuring seamless service provision.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Renewal applications must link the validity period of the OL to the contract's validity period, with a maximum of 7 years, promoting sustainability and inclusive access. The renewal process should support environmentally sustainable transport services that are accessible to all.	New applications in lieu of lapsed OLs must align with sustainable and inclusive mobility principles. The validity period of the OL will be linked to the contract period but capped at 7 years. The application should demonstrate how the service will contribute to environmental sustainability and inclusive access.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	Renewals must support local economic activities by ensuring that staff transport services are aligned with business needs. Contracts must detail the number of staff to be transported and routes served, promoting social equity and access to economic opportunities.	New applications in lieu of lapsed OLs should demonstrate how the service supports local economic development and social equity. The application must include detailed information on the number of staff, routes, and areas served, ensuring that the service contributes to economic growth and equitable access to employment opportunities.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Renewal applications must include a letter of support from the property owner, ensuring that safety standards are met. GM reserves the right to deny renewals if the service has operated contrary to OL conditions, thereby upholding high safety and regulatory standards.	New applications in lieu of lapsed OLs must meet all safety standards and regulatory requirements. A letter of support from the property owner must be included, and GM reserves the right to investigate and deny applications if safety and regulatory standards are not met. The application should prioritise passenger and public safety.
7	Stakeholder Engagement	Facilitate Stakeholder	Renewal applications must ensure stakeholder involvement by including all necessary	New applications in lieu of lapsed OLs must ensure that all stakeholders are engaged and that

No.	Key Purpose	Guiding Principle	Compliance Requirements for a Renewal of an OLs	Compliance Requirements for New Application in Lieu of Lapsed OL ("Late Renewal")
	and Coordination	Involvement and Coordinate Efforts	signatories and ensuring coordination with relevant parties. GM requires full details of the employer, service provider, and service operations to ensure coordinated and effective service delivery.	the service is coordinated with existing operations. The application must include all necessary details and signatures to facilitate smooth stakeholder coordination and service delivery.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM may conduct investigations into renewal applications, using data-driven methods to verify compliance and service effectiveness. Renewal applications should provide accurate and detailed information to support data-driven planning and decision-making processes.	New applications in lieu of lapsed OLs must provide detailed information to support data-driven decision-making. GM reserves the right to investigate and verify the information provided, ensuring that the service aligns with data-driven planning and monitoring objectives.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The validity period of renewals will be linked to the contract period, with a maximum of 5 years, optimising resource allocation and ensuring financial sustainability. GM requires that different staff contracts be applied for separately, preventing financial mismanagement.	New applications in lieu of lapsed OLs must ensure financial sustainability by linking the OL validity to the contract period, with a maximum of 5 years. Different staff contracts cannot be combined into one authority, and each must be applied for separately, ensuring that financial resources are managed efficiently.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM reserves the right to investigate renewal applications to mitigate risks associated with non-compliance or inadequate service provision. Renewal applications must provide detailed and accurate information to support risk management efforts and maintain institutional capacity.	New applications in lieu of lapsed OLs must address potential risks and ensure that the service aligns with institutional capacity and regulatory requirements. GM reserves the right to investigate applications to mitigate risks and ensure that the service is sustainable and compliant with all relevant regulations.

Table 2-14: Compliance Requirements on Amendment and Supplementary Conditions for an OL.

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Amendment of an OL	Compliance Requirements for Supplementary Conditions for an OL
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>Any amendment application must include a statement confirming the operation within the last 180 days. Replacement of vehicles must follow the procedure of surrendering the old OL and removing all distinguishing marks.</p> <ul style="list-style-type: none"> Applications will not be recommended OR validity of the renewed OL will be restricted to one (1) year if the applicant: <ul style="list-style-type: none"> a. Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or b. Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. The Municipality may recommend a restriction of one (1) year on the validity period of a renewed OL based on the 	<p>The validity period of the OL must be less than or equal to the contract duration. The vehicle must be clearly marked with the holder's business information, and it must state 'Staff Only'. The OL must be used within 90 days of issuance, and the applicant must furnish a vehicle clearance certificate.</p>

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Amendment of an OL	Compliance Requirements for Supplementary Conditions for an OL
			circumstance/frequency of impoundments.	
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	Only services regularly operated within the last 180 days will be recommended for renewal. Any additional authority for a staff transport service must follow geographical constraints for pick-up and drop-off locations.	The applicant is not allowed to operate during public transport core hours unless specified, and OLs will be withdrawn if mainstream public transport services are introduced. This ensures the optimisation of resources and reduces congestion.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	Amendments should enhance service quality, ensuring that only active routes are maintained, and no inactive routes are recommended. Additional authority applications must align with the goal of improving service quality and integration within the public transport network.	The OL must specify the times of operation, and any non-compliance with public transport hours or mainstream services will lead to withdrawal of the OL, ensuring that services are well-integrated and of high quality.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	Amendments should consider environmental impact and accessibility. Replacing vehicles and adding authorities should align with sustainable practices, ensuring minimal environmental impact and inclusive access to transport services.	The applicant must not use GM's official transport facilities, ensuring that services are sustainable and environmentally friendly. GM is not liable for compensation if the OL is withdrawn before its expiry due to restructuring or transformation in public transport services.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	Amendments should support economic activities by ensuring that staff transport services align with business needs and that routes and services promote social equity.	The OL must support local economic activities and social equity by ensuring the transport service contributes to these goals. Any additional authority applied for by the

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Amendment of an OL	Compliance Requirements for Supplementary Conditions for an OL
				applicant to offer a minibus-taxi service will be refused by GM, ensuring that services are equitable and focused on staff needs.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Amendments must enhance safety standards. The replacement of vehicles and the addition of authorities should ensure that safety is prioritised, with all required vehicle markings and inspections completed.	The OL must include safety measures such as vehicle clearance certificates, appropriate notifications for essential services, and withdrawal conditions for non-compliance. The operator must ensure that the vehicle and service comply with all safety regulations.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	Amendments must include full engagement with stakeholders, ensuring that any changes in services or vehicle replacements are coordinated with relevant parties and meet operational requirements.	The OL must be issued with the involvement of all stakeholders, including property owners, and must include all necessary agreements and endorsements. This ensures that services are well-coordinated and meet the needs of all stakeholders.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	GM will use data-driven methods to assess amendment applications, ensuring that decisions are based on accurate operational data, such as the regularity of service over the last 180 days. Amendments should be supported by clear data to justify the need for changes.	Detailed trip data must be kept and made available to GM or PRE upon request, ensuring that operations can be monitored and evaluated effectively. This data-driven approach supports ongoing service improvement and compliance with regulations.
9	Financial Management	Optimise Resource Allocation and	Amendments must ensure financial sustainability by aligning with contract periods and resource allocation strategies. Inactive routes or non-essential services should not be	The OL must include conditions that optimise financial resources, such as limiting the OL's validity to the contract period and ensuring that the service does not rely on GM's official

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Amendment of an OL	Compliance Requirements for Supplementary Conditions for an OL
		Ensure Financial Sustainability	recommended for continued operation or additional authority.	transport facilities. This helps maintain financial sustainability and resource efficiency.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	GM reserves the right to investigate amendment applications to mitigate risks associated with non-compliance or inadequate service provision. Any amendments must include measures to manage and mitigate risks effectively.	Supplementary conditions such as non-transferability of OLs, prohibition of leasing vehicles, and strict adherence to operational guidelines help mitigate risks and ensure institutional capacity to manage services effectively. GM's conditions provide a framework for risk management in OL operations.

2.5 Scholar transport

The transportation of scholars, students, teachers, and lecturers is an increasing concern for George Municipality (GM) due to its competition with existing public transport services, which conflicts with the public transport plan for the area. According to the National Land Transport Act (NLTA), the needs of special categories of passengers, including learners, must be considered in the planning and provision of public transport infrastructure and services. These needs should be met as much as possible through the mainstream public transport system (NLTA Section 11(1)(c)(xiv)). Recent law enforcement efforts have revealed that many operators providing these services are doing so without valid Operating Licences (OLs).

The strategy for rationalising Scholar and Learner Transport is outlined in Chapter 6 of the CIPD document, under The Public Transport Plan.

As this service is classified as a public transport service, Section 72 of the NLTA applies, requiring a valid OL for its operation. Operators providing these services without the necessary OLs will be prosecuted under Section 90 of the NLTA for operating without a valid licence.

The compliance requirements for various conditions of an application are shown in **Table 2-15** (Compliance Requirements New and Renewal of OL's Conditions), **Table 2-16** (Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal and Transfer of OLs Conditions), and **Table 2-17**

(Compliance Requirements Scholar Transport Service OL Conditions and for Amendment of an OL).

Table 2-15: Compliance Requirements New and Renewal of OL's Conditions.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Renewal of OLs
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	<p>The operator must provide a contract between the operator and the school, or a letter from the principal or authorised administrative officer approving the operator and the transport service. The documents must be on the school's letterhead, reflect all necessary particulars, and be dated within the past 180 days. The service must adhere to all NLTA regulations, ensuring legal compliance before the new OL is granted.</p> <ul style="list-style-type: none"> Applications will not be recommended OR validity of the renewed OL will be restricted to one (1) year if the applicant: <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL 	<p>The operator must provide a statement confirming operation within the last 180 days. The service must have been provided regularly by the vehicle linked to the OL, and the contract must be updated to reflect current requirements. Any non-compliance with OL conditions will result in the denial of renewal. The renewal process also requires adherence to all NLTA regulations and the submission of up-to-date and compliant documentation.</p> <ul style="list-style-type: none"> Applications will not be recommended OR validity of the renewed OL will be restricted to one (1) year if the applicant: <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. The

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Renewal of OLs
			<p>applications/transactions within a 2-year period); or</p> <p>b. Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period. The Municipality may recommend a restriction of one (1) year on the validity period of a renewed OL based on the circumstance/frequency of impoundments.</p>	<p>Municipality may recommend a restriction of one (1) year on the validity period of a renewed OL based on the circumstance/frequency of impoundments.</p> <p>All compliance requirements for staff and scholar services are applicable. Documentation should be current.</p> <p>The Municipality requires a contract between the operator and the school or a letter from the principal or authorised administrative officer of such an institution approving the operator and transport, a copy of which must be kept in each vehicle being used for such service. The said documents must adhere to the following requirements:</p> <ul style="list-style-type: none"> i. Must be on the school's letterhead which reflects all particulars (physical and postal address, email address and all contact details) of the school; ii. Reflect the name of the operator and not the driver of the vehicle; iii. Be dated within the past 120 days; iv. The number of scholars to be transported; v. A detailed routes description outlining the residential areas from which the learners will be picked up and the schools the learners will be transported to;

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Renewal of OLs
				<ul style="list-style-type: none"> vi. A timetable reflecting the morning and afternoon pick up and drop off times as part of the authority applied for. vii. Contract validity period to a maximum of 5 years (specific start and end dates); viii. Capacity of signatories. ix. The school is required to keep on file a copy of the letter with a list of learners who are to be transported. This list should be updated as required.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The new OL application must demonstrate that the service does not create an oversupply and integrates effectively into the existing public transport system. A detailed route description and timetable must be provided to ensure the service is optimised and reduces congestion, particularly during peak school hours.	The renewal process must ensure that the service continues to contribute to transport system optimisation by balancing supply and demand. The operator must submit updated data showing the service's regular operation and compliance with system optimisation goals. This includes submitting a detailed route description and timetable that reflect the service's current operations and its contribution to reducing congestion.
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	The new OL application must ensure that the service enhances public transport quality and integrates well with existing services, especially for special categories of passengers such as learners. The service must be aligned with the public transport plan for George Municipality and demonstrate its contribution to improving overall service quality.	The renewal process must ensure that the service continues to enhance public transport quality. The operator must demonstrate that the service has been regularly provided and meets the needs of learners and other vulnerable passengers. Any issues with service quality or integration with the public transport system must be addressed before renewal is granted.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Renewal of OLs
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	The application must show that the service is sustainable and provides inclusive access, particularly for learners with disabilities or other special needs. The vehicle type, capacity, and condition must be adequate for safe and reliable transport, ensuring that the service aligns with sustainable mobility goals.	The renewal process must ensure that the service remains sustainable and inclusive. The operator must demonstrate that the service continues to provide safe and reliable transport for all students, including those with special needs. The vehicle's condition and capacity must be reviewed to ensure they meet current standards for inclusive and sustainable transport.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The new OL must support the economic and educational activities by ensuring that the transport service is reliable and accessible to all students. The service should contribute to social equity by providing affordable and necessary transport for learners, thus supporting their access to education.	The renewal process must ensure that the service continues to support economic and social development. The operator must demonstrate that the service remains affordable, reliable, and necessary for students to access education. The service's contribution to social equity must be maintained, ensuring that all learners, regardless of socio-economic status, have access to necessary transport services.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	The new OL application must include a detailed safety plan that ensures all vehicles meet the required safety standards for scholar transport. This includes the presence of a responsible adult for young children or those with disabilities and adherence to vehicle capacity limits. Safety must be a priority, with a focus on providing secure transport for vulnerable groups.	The renewal process must ensure that safety standards continue to be met. The operator must confirm that all vehicles have been maintained according to safety regulations and that the service operates in compliance with all safety requirements. Any deviations from safety standards or regulations must be corrected before the OL renewal is granted, ensuring the ongoing security of learners and other passengers.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Renewal of OLs
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The application must include letters of support from the school and other relevant stakeholders. The operator must demonstrate coordination with all involved parties to ensure the service meets the needs of the school community. This includes engaging with parents, school officials, and the Municipality to ensure the service is effective and supported.	The renewal process must include updated stakeholder engagement, confirming that the service still meets the needs of the school community. The operator must provide documentation showing continued support from stakeholders, including schools and parents, and demonstrate ongoing coordination with all parties to ensure the service remains effective.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	The application must include data confirming the service's operation over the last 180 days. This data is essential for planning and evaluating the service's effectiveness, particularly for special categories of passengers like learners. Data must be used to monitor service quality and to adjust operations as needed to meet the demand effectively.	The renewal process must be supported by data that confirms the service has operated consistently and effectively. The operator must submit up-to-date data for review, demonstrating that the service continues to meet demand and operates efficiently. Data-driven evaluation is critical for ensuring the service remains relevant and effective, particularly for vulnerable groups.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The new OL application must demonstrate that the service is financially sustainable. The operator must show that resources are allocated efficiently and that the service can continue without financial issues. This includes ensuring that the service fees are fair and that the operator can maintain the service over time.	The renewal process must ensure that the service remains financially sustainable. The operator must demonstrate effective resource management and show that the service has been financially viable over the period of the current OL. Any financial issues must be addressed before the renewal is granted to ensure that the service can continue to operate without disruption.

No.	Key Purpose	Guiding Principle	Compliance Requirements for New OLs	Compliance Requirements for Renewal of OLs
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	The application must include a risk management plan that addresses potential risks associated with the service. The operator must have the capacity to manage these risks effectively, ensuring the safety and reliability of the transport service for all passengers.	The renewal process must include a review of the service's risk management practices. The operator must demonstrate that they have the capacity to manage risks and have done so effectively during the current OL period. Any identified risks must be mitigated before renewal to ensure the service continues to operate safely and reliably, particularly for vulnerable passengers.

Table 2-16: Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal and Transfer of OLs Conditions.

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal	Compliance Requirements for Transfer of OL
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	The OL holder of a lapsed OL must be the applicant for the new OL. The lapsed OL must have expired within a maximum of two years prior to the new application. The service is classified as a public transport service under the NLTA, and operating without a valid OL will lead to prosecution under Section 90 of the NLTA.	OLs cannot be transferred without the express consent of the OL holder, requiring a transfer agreement between the parties. Each service authorised by the OL must have been provided regularly by the vehicle linked to the OL for at least 180 days before the date of application. All relevant support documentation must be valid and comply with the NLTA and related regulations. Operators must comply with the requirements of NLTA Regulation 42(1)(a). Previous convictions, application history and impound history of applicants will be considered when

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal)	Compliance Requirements for Transfer of OL
				<p>evaluating OL applications. Applications will not be considered if the applicant:</p> <ul style="list-style-type: none"> Has in terms of section 79(2)(a) of the NLTA, been convicted of an offence under this Act or under a law relating to motor vehicles or the regulation of traffic or occupational safety or labour relations, or an offence due to fraud or dishonesty (including fraudulent documentation submitted for OL applications/transactions within a 2-year period); or Has not complied with the conditions of an/the OL in terms of section 79(2)(b) of the NLTA within a 12-month period.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The new OL application must be supported by data confirming that the previous service was operational within the last 180 days. The application should demonstrate that the service contributes to optimising the transport system and does not lead to oversupply, particularly where services for special categories of passengers are concerned.	The transfer process must ensure that the service continues to meet demand efficiently. The transferee must be prepared to maintain the balance between supply and demand, ensuring the transport service remains necessary and does not lead to unnecessary congestion or competition with existing services.
3	Enhancing Public	Improve Service Quality and	The new OL application must show that the service provided meets the needs of	The transferred service must maintain or improve the quality of public transport, ensuring continuity and

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal	Compliance Requirements for Transfer of OL
	Transport Service	Promote Integration	learners and other special categories of passengers as defined by the NLTA. The service must be integrated into the broader public transport plan, contributing to overall service quality and accessibility.	integration with existing transport services. The transferee must commit to meeting the specific needs of learners and other vulnerable groups as outlined in the NLTA, ensuring the service enhances public transport quality.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	The application must demonstrate that the service is environmentally sustainable and provides inclusive access to all students, particularly those with disabilities. The vehicle type and condition must be adequate to ensure safe and reliable transport for scholars, aligning with sustainable transport goals.	The transfer process must ensure that the service remains sustainable and inclusive, providing continued access to all students, including those with disabilities. The transferee must demonstrate a commitment to maintaining the environmental and accessibility standards required for scholar transport services.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The service must support economic activities by providing reliable transport for scholars, thus enhancing social equity. The OL ensures that the service operates consistently and supports the educational needs of learners, contributing to broader social and economic development goals.	The transfer must ensure that the service continues to support economic activities and enhance social equity. The transferee must demonstrate the ability to maintain the service's contribution to the educational and social needs of learners, ensuring that the transport service remains a valuable asset to the community.
6	Safety and Security	Enhance Safety Standards and	The application must include a detailed safety plan, ensuring that vehicles meet all safety standards required for scholar	The transferred service must adhere to all safety standards and regulatory requirements. The transferee must demonstrate that the vehicles used

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal	Compliance Requirements for Transfer of OL
		Regulate Operations	transport. The service must provide a safe environment for all passengers, particularly vulnerable groups like young children and learners with disabilities.	will continue to meet safety standards, and that operations will be conducted in compliance with all relevant safety regulations. The safety and security of vulnerable passengers must remain a priority throughout the transfer process.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The application must include letters of support from schools and other relevant stakeholders. The operator must engage with all stakeholders to ensure the service meets their needs and expectations. Coordination with schools and parents is essential for successful service delivery.	The transfer process must involve all relevant stakeholders, ensuring their support for the continued operation of the service. The transferee must coordinate with schools, parents, and regulatory entities to ensure the service continues to meet the needs of all involved parties. Engagement with stakeholders representing vulnerable passenger groups is particularly important to ensure their needs are addressed in the transferred service.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	The application must be supported by data confirming the service's operation over the last 180 days. This data is crucial for planning and evaluating the need for a new OL. Data must also be used to monitor and evaluate the service's effectiveness, particularly in meeting the needs of special categories of passengers.	The transfer application must include data confirming the service's operation and effectiveness over the last 180 days. The transferee must commit to using data to plan, monitor, and evaluate the service, ensuring it continues to meet the needs of learners and other vulnerable groups. Data-driven decision-making is essential to maintaining the quality and relevance of the transferred transport service.

No.	Key Purpose	Guiding Principle	Compliance Requirements for an Application for New OL In Lieu of Lapsed OL ("Late Renewal"	Compliance Requirements for Transfer of OL
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The application must demonstrate that the service is financially sustainable, with resources allocated efficiently to support continued operation. The OL conditions must ensure that the service remains viable and contributes to the overall financial sustainability of the public transport system.	The transfer process must ensure that the service remains financially sustainable. The transferee must demonstrate the ability to manage financial resources efficiently, ensuring the continued viability of the transport service. Financial sustainability is crucial to maintaining the quality and availability of the service, particularly for vulnerable passenger groups.
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	The application must include a risk management plan that addresses potential risks associated with the service. The operator must have the institutional capacity to manage these risks effectively, ensuring the safety and reliability of the transport service for all passengers.	The transfer process must include a thorough risk assessment, ensuring that potential risks are identified and mitigated. The transferee must have the capacity to manage these risks, maintaining the safety and reliability of the service. The ability to address risks associated with transporting vulnerable passenger groups is particularly important in ensuring the continued success of the transferred service.

Table 2-17: Compliance Requirements Scholar Transport Service OL Conditions and for Amendment of an OL.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Scholar Transport Service OL Conditions	Compliance Requirements for Amendment of an OL
1	Regulatory Compliance	Ensure Legal Adherence and Standardise Licensing	The transportation of scholars, students, teachers, and lecturers must comply with the National Land Transport Act (NLTA). This includes the requirement for valid Operating Licences (OLs). Operators providing services without valid OLs will be prosecuted under Section 90 of the NLTA.	Prior to lodging a replacement vehicle application, the operator must provide a statement confirming operation within the last 180 days. The vehicle linked to the OL must have provided services regularly for at least 180 days before the date of application. The amendment must ensure continued adherence to the NLTA, particularly Section 72, which requires a valid OL for the operation of public transport services.
2	Transport System Optimisation	Balance Supply and Demand and Reduce Congestion	The strategy for rationalising Scholar and Learner Transport is outlined in Chapter 6 of the CITP document under The Public Transport Plan. The OL will be withdrawn if mainstream public transport services are introduced. GM is not liable for compensation if the OL is withdrawn before the expiry date.	The replacement of a vehicle must ensure that the service continues to meet demand efficiently. The application must confirm that the vehicle has been operational and necessary for maintaining the balance between supply and demand. The service must align with the broader public transport plan to avoid unnecessary competition and congestion.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Scholar Transport Service OL Conditions	Compliance Requirements for Amendment of an OL
3	Enhancing Public Transport Service	Improve Service Quality and Promote Integration	Vehicles used for scholar transport must meet specific safety and operational standards, including being marked to indicate scholars are being carried and having a first aid kit in the vehicle. Services must consider the needs of special categories of passengers, including learners, as mandated by the NLTA.	The vehicle replacement must maintain or improve the quality of the transport service. The service must have been provided regularly to ensure integration and continuity in scholar transport. The amendment must ensure that the replacement vehicle meets the specific needs of vulnerable passenger groups as defined by the NLTA, such as persons with disabilities and young children.
4	Sustainable and Inclusive Mobility	Environmental Sustainability and Inclusive Access	The NLTA mandates that the needs of special categories of passengers, including learners, be met through mainstream public transport. Scholar transport services must be inclusive, providing safe and accessible transport for all students, including those with disabilities.	The replacement vehicle must be suitable for sustainable and inclusive scholar transport, ensuring continued access for all students. The vehicle must have been used regularly to promote consistent service delivery. The amendment must address the specific mobility needs of targeted categories of passengers, including those with disabilities and limited mobility due to caring for children.
5	Economic and Social Development	Support Economic Activities and Enhance Social Equity	The service must support economic activities by providing reliable transport for scholars, thus enhancing social equity. The OL ensures the service operates consistently throughout the school year. Services must also support	The vehicle replacement must continue to support the economic and social development goals of the scholar transport service, ensuring that the service remains reliable and equitable. The replacement process must confirm

No.	Key Purpose	Guiding Principle	Compliance Requirements for Scholar Transport Service OL Conditions	Compliance Requirements for Amendment of an OL
			the social development of vulnerable groups, including scholars.	that the service is essential to these goals. The amendment should also consider the economic implications of maintaining transport services for targeted categories of passengers, contributing to broader social equity.
6	Safety and Security	Enhance Safety Standards and Regulate Operations	Vehicles must meet safety standards, including carrying a first aid kit and being marked to indicate that scholars are being transported. A responsible adult must accompany pre-primary and primary learners. Safety measures must also be in place for vulnerable passengers.	The replacement vehicle must meet all safety standards required for scholar transport. The application must demonstrate that the vehicle has been in operation and compliant with safety regulations. Non-compliance with safety regulations will result in the application being denied. The amendment must ensure that the replacement vehicle continues to meet safety requirements, particularly for transporting vulnerable passenger groups.
7	Stakeholder Engagement and Coordination	Facilitate Stakeholder Involvement and Coordinate Efforts	The operator must provide a passenger list on the school's letterhead, including details of the students and their guardians. Coordination between the school and operator is essential for service approval. Stakeholder engagement must also include considerations for targeted passenger groups.	The amendment process must include stakeholder engagement, ensuring that all parties, including the school and parents, are informed and supportive of the vehicle replacement. Coordination is necessary to ensure the service continues without disruption. The amendment must also involve stakeholders representing targeted

No.	Key Purpose	Guiding Principle	Compliance Requirements for Scholar Transport Service OL Conditions	Compliance Requirements for Amendment of an OL
				categories of passengers to ensure their needs are met in the revised transport service.
8	Data-Driven Decision Making	Utilise Data for Planning and Monitor and Evaluate	The operator must keep a passenger list and route details, which must be available for monitoring and evaluation. Data must be provided to the PRE and GM as part of the compliance process. Data on targeted passenger categories should also be included in planning and evaluation.	The amendment application must include data confirming the vehicle's operation over the last 180 days. This data is essential for planning and evaluating the need for a vehicle replacement in the scholar transport service. Data on the specific needs and usage patterns of targeted passenger groups should also be considered in the amendment process.
9	Financial Management	Optimise Resource Allocation and Ensure Financial Sustainability	The OL conditions must ensure that the service is financially sustainable throughout the school year. The operator must demonstrate that the service can continue without financial disruption. The financial sustainability of services for targeted passenger groups should also be considered.	The amendment process must ensure that the financial resources allocated to the scholar transport service are used efficiently. The vehicle replacement should contribute to the overall financial sustainability of the service. The amendment should also assess the financial implications of maintaining or enhancing services for targeted passenger groups to ensure long-term sustainability.

No.	Key Purpose	Guiding Principle	Compliance Requirements for Scholar Transport Service OL Conditions	Compliance Requirements for Amendment of an OL
10	Risk Management	Identify and Mitigate Risks and Institutional Capacity	The service must include measures to mitigate risks, such as ensuring the safety of all passengers and compliance with legal requirements. The OL conditions should reflect this focus on risk management. Risks associated with transporting targeted passenger groups must be addressed.	The replacement of a vehicle must address any identified risks, ensuring that the new vehicle meets all safety and regulatory standards. The application must include evidence that the operator has the capacity to manage these risks effectively. The amendment must include specific risk mitigation strategies for transporting vulnerable passenger groups, ensuring their safety and well-being in the revised transport service.

2.5.1 Land Use Restrictions and Scholar/Charter Services for George Municipality

According to the George Municipality's Municipal Planning By-Law of 2015 and the George Integrated Zoning Scheme By-Law of 2023, any motor vehicle owned by a resident and used for commercial purposes away from the dwelling may be parked on the residential property, provided the following conditions are met:


- Adequate space is available on the property.
- No more than one commercial vehicle per dwelling unit is parked on the property.
- The gross vehicle weight does not exceed 3,500 kg.

The George Integrated Zoning Scheme By-Law further reinforces these restrictions, emphasising that land use must align with the zoning designation of the property. For scholar or charter services, this means that vehicles must comply with both the zoning and municipal by-law requirements, ensuring minimal disruption to residential areas.

2.6 Tourism Transport Services

Operating Licences (OLs) for different transport modes performing tourism functions has specific requirements, challenges, and regulatory frameworks governing these services as.

1 Tourist Transport Services



Tourist transport services refer to the organised transportation of tourists using various vehicle types, such as buses, coaches, and minibuses. These services are typically provided by tour operators or dedicated transport companies and are often part of larger tourism packages, including guided tours, transfers between tourist attractions, and long-distance travel.

- **Operating Licence Requirements**

- Vehicles used for tourist transport must obtain an OL, which serves as a regulatory tool to ensure the service meets safety, quality, and operational standards. The licensing process typically involves vehicle inspections, ensuring the vehicle is roadworthy, and that it is equipped with necessary safety features.
- Operators must demonstrate compliance with tourism-specific requirements, such as providing knowledgeable guides, ensuring that vehicles are comfortable and equipped to handle luggage, and maintaining insurance coverage specific to tourism activities.

- **Challenges**

- One challenge is maintaining high service standards across the industry, particularly in regions where tourism demand fluctuates seasonally. Additionally, there is the potential for conflict between general public transport services and tourist transport services, especially when both operate in high-demand tourist areas.

2 Charter Services

Charter services involve the hire of a vehicle (typically buses or coaches) by a specific group for a defined period, usually for one-

time or irregular trips. These services are often used for corporate events, school trips, or tourist groups looking for private, customised transportation.

- **Operating Licence Requirements**

- An OL is mandatory for charter services, and the process for obtaining one includes stipulating the nature of the trips, the vehicle types used, and compliance with both general transport regulations and those specific to charter operations.
- The regulatory entity granting the OL must ensure that the service cannot be adequately provided by existing public transport options, or that the service is conducted regularly under a contract or specific arrangement.

- **Challenges:**

- A key issue for charter services is ensuring that they do not infringe on the territory or routes of regular public transport operators. Additionally, the licensing process must prevent abuse, such as operators undercutting regular services by offering lower rates for similar routes without adhering to the same regulatory standards.

3 Metered Taxis

Metered taxis provide point-to-point transportation, primarily within urban areas. In a tourism context, these services are frequently used by tourists for short-distance travel, including airport transfers and local sightseeing.

- **Operating Licence Requirements:**

- o Metered taxis must have a valid OL, which includes having a sealed and calibrated meter to ensure transparent and fair fare calculation. For tourism purposes, these taxis may require additional features, such as multilingual drivers or the ability to handle luggage.

- **Challenges**

- o The main challenge lies in balancing the availability of metered taxis for both local residents and tourists, without causing market saturation. The regulatory framework must also address issues such as driver training and maintaining service standards that cater specifically to tourists.

4 E-Hailing Services

E-hailing services, operated via platforms like Uber, Bolt, or local equivalents, are increasingly popular among tourists due to their convenience and the ability to book rides electronically. These services offer flexibility and are often preferred for their ease of use and transparency in pricing.

- **Operating Licence Requirements**

- o Vehicles operating under e-hailing platforms must obtain an OL that specifically allows them to operate within the e-hailing category. The application must include details about the e-hailing platform, vehicle specifics, and driver credentials.
- o The platform must ensure that only vehicles with valid OLs are connected to their service, and vehicles must

adhere to standards for fare estimation, passenger information, and operational safety.

- **Challenges**

- o One of the primary challenges is ensuring that e-hailing services do not undermine traditional transport services, such as metered taxis or buses, particularly in popular tourist areas. Additionally, there is the ongoing issue of ensuring that all drivers and vehicles are properly licenced and that platforms enforce compliance.

5 Shuttle Services


Shuttle services typically involve the transport of tourists between specific points, such as airports, hotels, and tourist attractions. These services can be part of a larger package or offered as standalone transport solutions.

- **Operating Licence Requirements**

- o Shuttle services require an OL that allows them to operate along specific routes or within designated areas. The licensing process typically includes route approval, vehicle inspections, and ensuring the service meets the specific needs of tourists, such as accommodating large groups or providing reliable timetables.

- **Challenges:**

- o A major challenge is managing peak demand periods, such as during major events or tourist seasons, without disrupting regular public transport services. Additionally, shuttle services must navigate the



complexities of operating in high-traffic areas, such as airports, where competition for passengers is intense.

6 Adapted Vehicles for Special Needs

These vehicles are specially adapted to accommodate tourists with disabilities or other special needs. They are essential for ensuring that all tourists, regardless of physical ability, have access to transport services.

- **Operating Licence Requirements**

- Adapted vehicles must obtain an OL that reflects their specific use case, including compliance with accessibility standards, vehicle modifications, and driver training. This includes ensuring that vehicles have the necessary equipment to safely transport passengers with wheelchairs or other mobility aids.

- **Challenges**

- The primary challenge is ensuring there are enough adapted vehicles to meet demand, particularly in areas where tourism is a significant part of the economy. Additionally, maintaining high standards for these services is crucial to ensuring that all tourists receive equal access to transport.

7 Tuk-Tuks and Other Novelty Vehicles

Tuk-tuks and similar novelty vehicles are often used in tourist areas for short trips or city tours. These vehicles are popular for their uniqueness and the experience they offer, which is part of their appeal in a tourism context.

- **Operating Licence Requirements**

- Novelty vehicles such as tuk-tuks require an OL that allows them to operate within specific zones or routes, often in areas of high tourist interest. The licence may include stipulations on the maximum number of vehicles, operating hours, and safety standards.

- **Challenges**

- A significant challenge is ensuring that these vehicles do not contribute to congestion or pose safety risks, especially in crowded tourist areas. Furthermore, regulating these services to ensure they provide a legitimate and safe service without encroaching on traditional transport modes is essential.

Each of these transport modes requires careful regulation through the Operating Licence (OL) process to ensure they meet safety, quality, and operational standards. The OL serves as a critical tool for municipalities like George Municipality to manage and control the impact of tourism-related transport services on the broader transport network. By ensuring that all tourism transport services are properly licenced, municipalities can protect both the operators' and passengers' interests, maintain the integrity of public transport systems, and support the sustainable growth of the tourism sector.

2.7 Tuk-Tuks and their Role in George Municipality

Tuk-tuks, often referred to as three-wheelers or mototaxis, are well-suited for navigating towns and nearby locations where traditional vehicles may struggle to access. Unlike conventional vehicles that rely on fossil fuels, tuk-tuks are powered by electricity, significantly

reducing tailpipe emissions and contributing to lower levels of air pollution and greenhouse gases.

2.7.1 Tuk-Tuks as a Public Transport Mode

Tuk-tuks are small, three-wheeled vehicles capable of carrying up to three passengers. They offer an affordable alternative to metered taxis or e-hailing services and have gained popularity among commuters for short-distance travel in urban areas like Johannesburg. Tuk-tuks are not subject to price regulation, typically charging a minimum fare of R20, which increases with distance.

According to Sections 50, 55, 54, and 70(1) of the National Land Transport Act (NLTA), tuk-tuks can be used for public transport services were permitted by relevant transport plans. The operating licence must specify the urban route, road network, or area within which the tuk-tuk is allowed to operate.

2.7.2 Operational Considerations for Tuk-Tuks in George Municipality

George Municipality (GM) recognises tuk-tuks as a “last-mile-home” service, but they are not considered part of the mainstream public transport system due to their unsuitability for adverse weather conditions, which are common in the region. This limits their reliability.

Typical Operations

- Tuk-tuks should operate within a limited radius from their base or loading points to prevent driver and passenger fatigue, given the limited comfort of these vehicles.

- On-street ranking and stacking for tuk-tuks present challenges, as mainstream public transport requires priority in these areas.
- From a land-use perspective, tuk-tuks may utilise regular road facilities for parking and safe stopping/loading areas.

Parameters and Conditions for the CIP


- Tuk-tuks could be integrated as a pedestrian-assist mode within the single public transport system.
- They are planned to operate as a short-distance mode, typically covering a maximum distance of 3 km on a designated route, as defined in their Operating Licence (OL) conditions.

Operations

- The service will be confined to one specific area or neighbourhood, with a dedicated route not exceeding 3 km, and will be incorporated into the Integrated Public Transport Network (IPTN).
- Tuk-tuks will supplement mainline services where relevant, as identified in the IPTN.
- They are limited to a maximum speed of 30 km/h.
- The OL must be displayed at all times.

Infrastructure

- Tuk-tuks will operate from a base facility, similar to sedan taxis, without formal City facilities provided. These base facilities will be privately owned or leased by the tuk-tuk



operator and located within an acceptable radius from their route.

Regulatory Framework:

- Vehicles must be licenced by the Regulating Entity, considering current statutory plans, including the CIP, PTP, OLP, and IPTN.
- Children under 13 years of age must be accompanied by an adult when traveling in a tuk-tuk.
- All trips must be pre-booked with the tuk-tuk operator.
- Tuk-tuk OLs cannot be converted to another mode of transport. If the business case proves unviable, the licence will be immediately withdrawn.
- Vehicles will undergo regular inspections as determined by the Regulating Authority.
- A maximum of three persons, including the driver, may be conveyed at one time, as per the NLTA definition.
- A zero-tolerance policy will be enforced, with immediate withdrawal of the licence in cases of:
 - Overloading
 - Operating on an illegal route
 - Failing to meet vehicle standards
 - Service inactivity for 180 days once the OL is issued

Land Use

- Tuk-tuks may use normal road facilities for parking, safe stopping, and loading areas.

CONCLUSIONS AND RECOMMENDATIONS

The George Municipality Operating Licence Application Process (OLAP) forms a vital part of the overall Operating Licence Plan (OLP), as detailed in the George Comprehensive Integrated Transport Plan (CITP) for the period 2023-2028. As an integral Addendum to the OLP, the OLAP establishes the procedural framework for handling operating licence applications within the jurisdiction of George Municipality. The OLAP provides a structured and transparent approach to assessing, processing, and recommending operating licences for road-based public transport services.

The OLAP is designed to align with both the National Land Transport Act (NLTA), Act No. 5 of 2009, and George Municipality's transport strategies. It includes the following critical processes:


- **Submission and Assessment:** Applications for operating licences, whether for minibus taxis, e-hailing services, or long-distance operators, are submitted and logged into the Operating Licence Administration System (OLAS) and Provincial Transport Register System (PTRS). The OLAP ensures that these applications are properly assessed, verified, and cross-referenced with current service needs and legal criteria.
- **Review by the George Operating Licence Committee (GOLC):** The GOLC is tasked with reviewing applications to provide informed recommendations, considering demand assessments, route verifications, and potential conflicts. The process ensures that licences are only granted where needed, balancing public transport supply with demand.

- **Recommendations and Final Approvals:** After thorough analysis, the GOLC submits its findings and recommendations to the Municipal Manager for approval. The results are then fed into the provincial licensing system for adjudication by the Provincial Regulatory Entity (PRE).

By formalising the operating licence application process in this manner, the OLAP supports George Municipality's goal of providing a balanced, accessible, and sustainable public transport network.

Key recommendations include:

- **Enhancing Coordination Between Entities:** Strengthen cooperation between George Municipality, the Provincial Regulatory Entity (PRE), and national authorities. This coordination ensures that licensing applications are processed consistently, and both regulatory compliance and public transport optimisation are enhanced.
- **Technological Integration:** The adoption of digital platforms such as the Operating Licence Administration System (OLAS) is critical for improving data-driven decision-making and policy enforcement. Ensure continual updates and utilisation of these technologies to streamline licensing processes.
- **Continuous Monitoring and Compliance Enforcement:** George Municipality should develop clear performance metrics to assess operators' adherence to established guidelines. Regular monitoring and reporting on operator compliance will help in reducing illegal operations and ensuring safety and service quality.
- **Optimisation of Public Transport Supply and Demand:** Conduct regular reviews of public transport supply and



demand and implement adjustments where necessary. Recommendations should focus on matching the number of vehicles and services to passenger demand, particularly during peak hours.

- **Inclusivity and Environmental Sustainability:** Ensure that public transport services cater to all segments of the population, including vulnerable groups, and integrate environmentally sustainable practices in the transport network to support George's long-term sustainability goals.
- **Adaptability for Future Developments:** The Municipality's framework for managing public transport should remain flexible to accommodate changes such as new policies, technological advancements, and evolving public demand. A forward-thinking approach should be adopted to ensure the continuous relevance of the licensing system.

These recommendations should be positioned to ensure the George Municipality's public transport system remains efficient, equitable, and sustainable, meeting both current and future needs.

REFERENCES

Adnan, M.A., Sulaiman, N., Zainuddin, N.I. & Besar, T.B.H.T. (2013). Vehicle speed measurement technique using various speed detection instrumentation. In BEIAC 2013 - 2013 IEEE Business Engineering and Industrial Applications Colloquium. 668–672.

George Local Municipality (2024) Recommendations on Operating Licences - Annexure 5: Operating Licence Compliance Requirements.

George Local Municipality (2023) Public Transport Bylaw.

GO GEORGE. (2024) Official Website of GO GEORGE Public Transport Service. Available at: <https://www.gogeorgetransit.org.za> (Accessed: 22 August 2024).

Urban Mobility Directorate, Department: Transport Planning and Network Management. (2022) The Operating Licences Plan (OLP) 2023 to 2028.





Draft

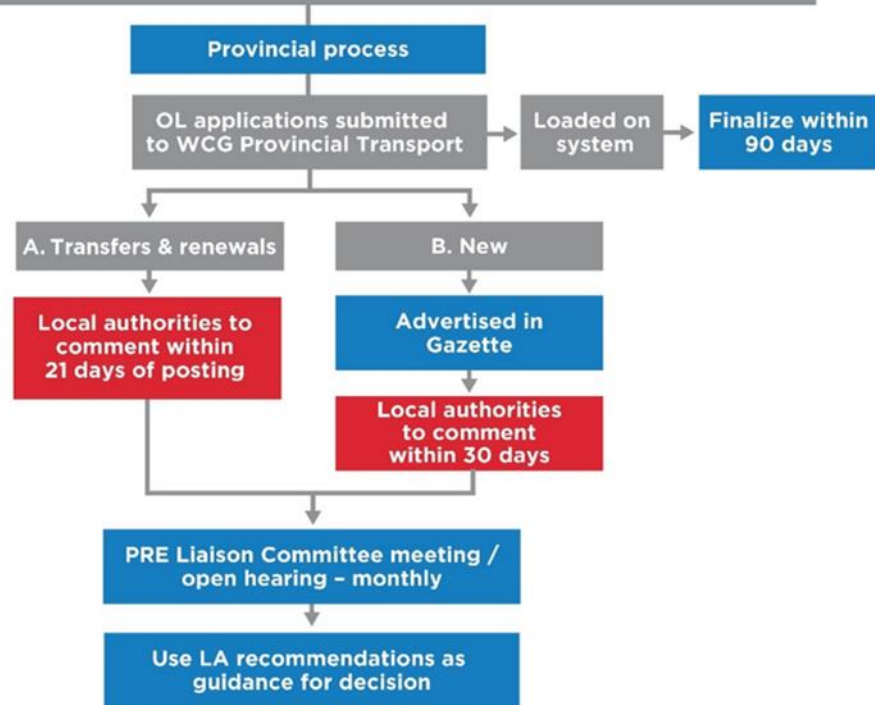


ANNEXURE A MUNICIPAL RECOMMENDATION PROCESSES

Draft



MUNICIPAL RECOMMENDATIONS PROCESS: OPERATING LICENCE (OL) APPLICATIONS



LEGEND

Provincial Government
George Municipality
GIPTN
PTOO

Figure A-1: Municipal Recommendation Process: Operating Licence Applications (Provincial process).

MUNICIPAL RECOMMENDATIONS PROCESS: OPERATING LICENCE (OL) APPLICATIONS

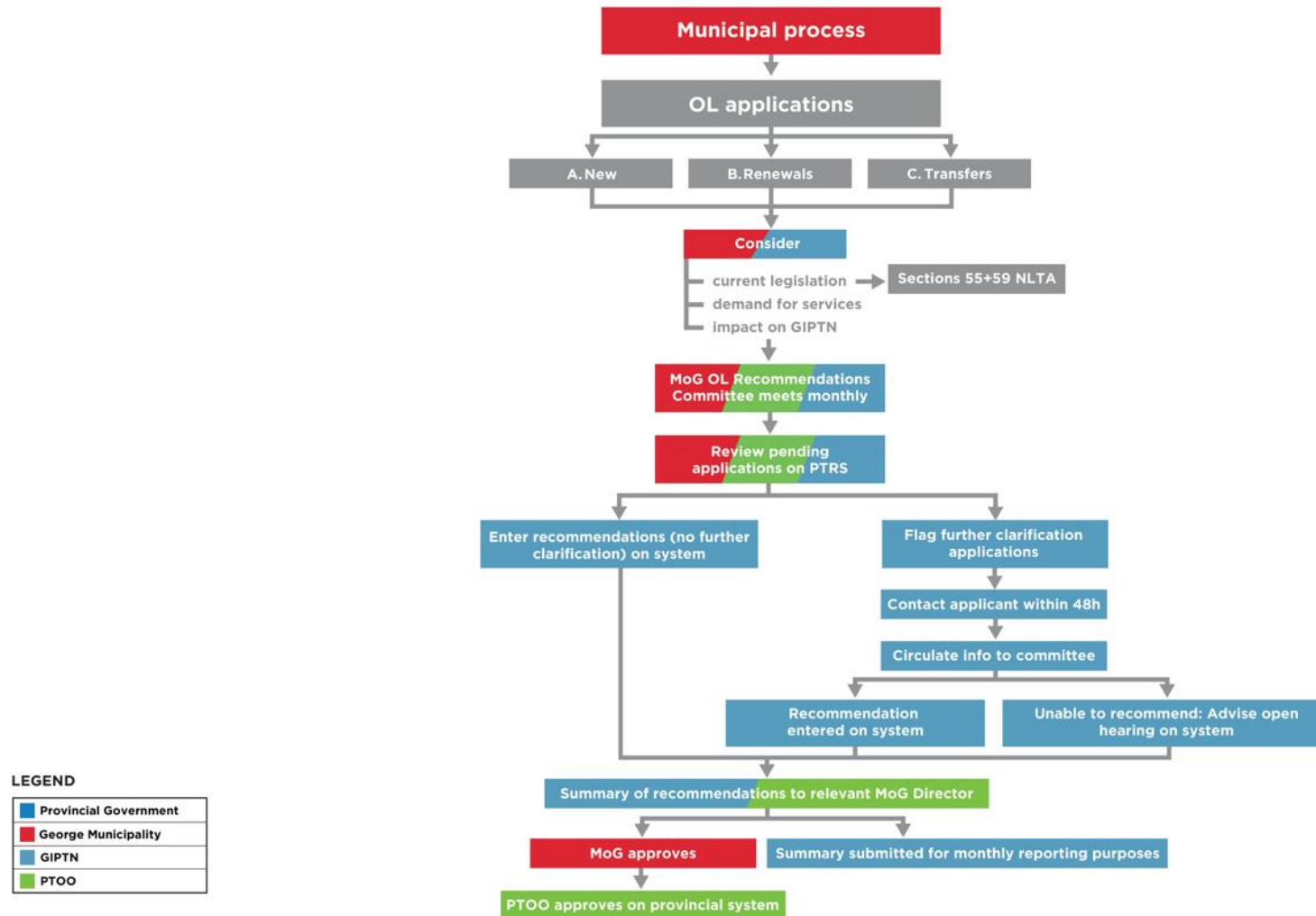


Figure A-2: Municipal Recommendations Process: Operating Licence Applications (Municipal process).



ANNEXURE B OPERATING LICENCE APPLICATION SCENARIOS

Draft

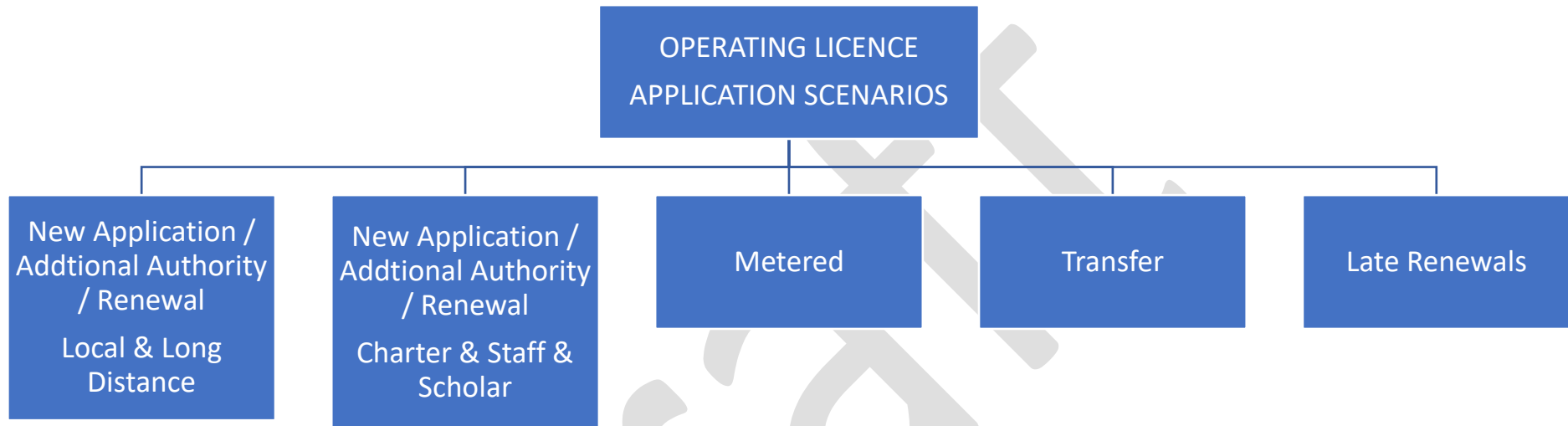
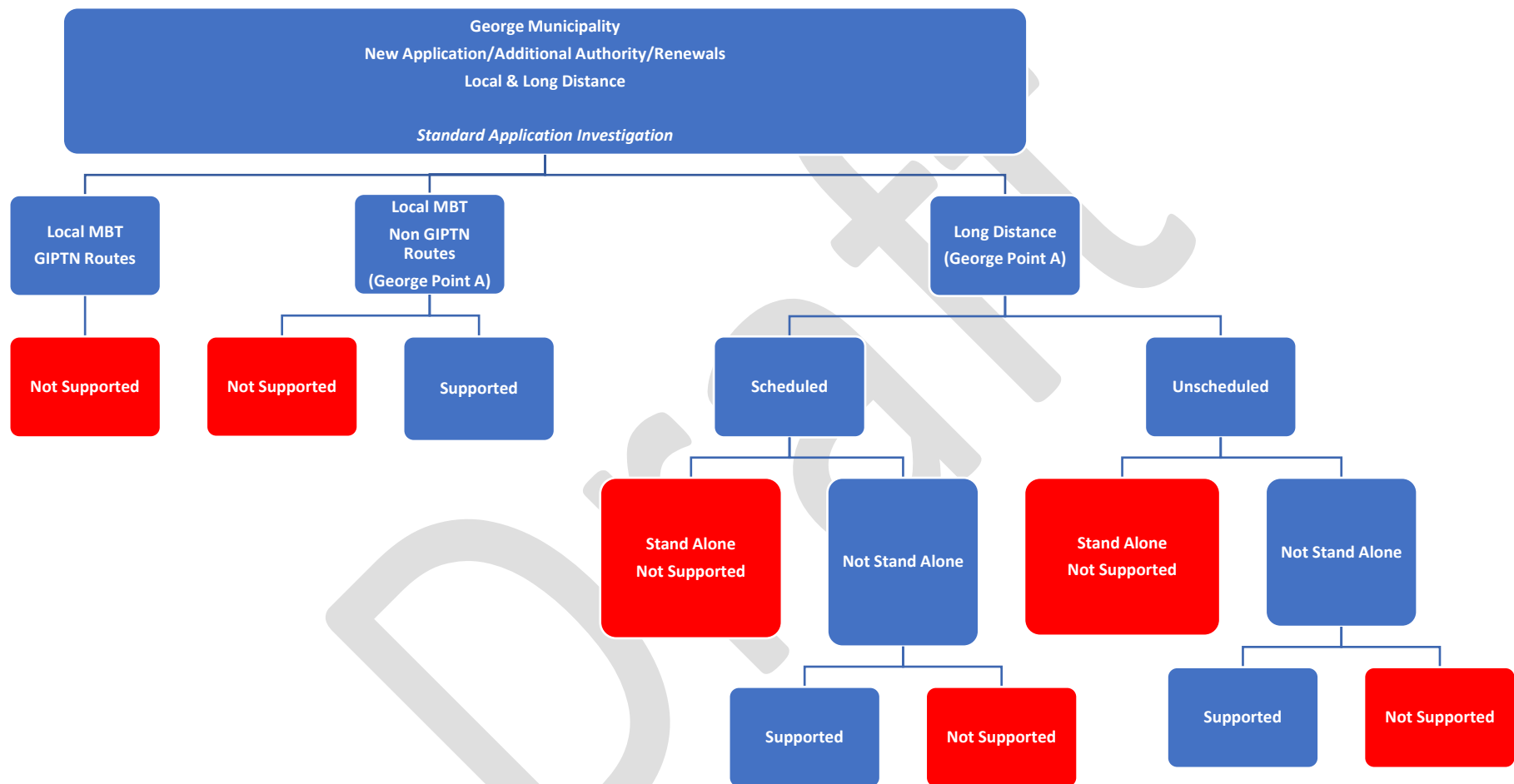


Figure B-3: Operating Licence Application Scenarios.



Refer: Annex05_Recommendations on OL Applications

Figure B-4: George Municipality New Application for Local & Long Distance & Metered.

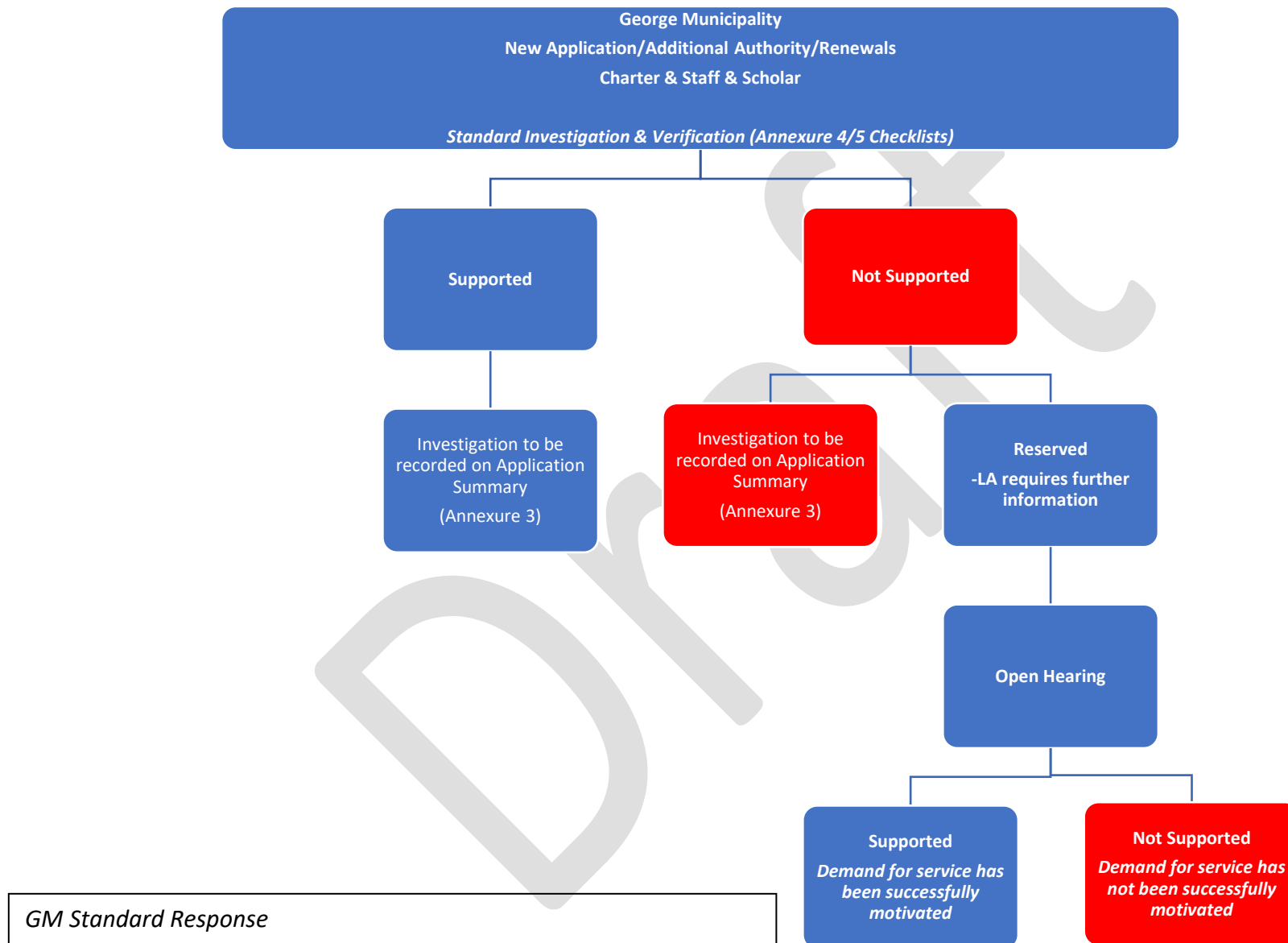
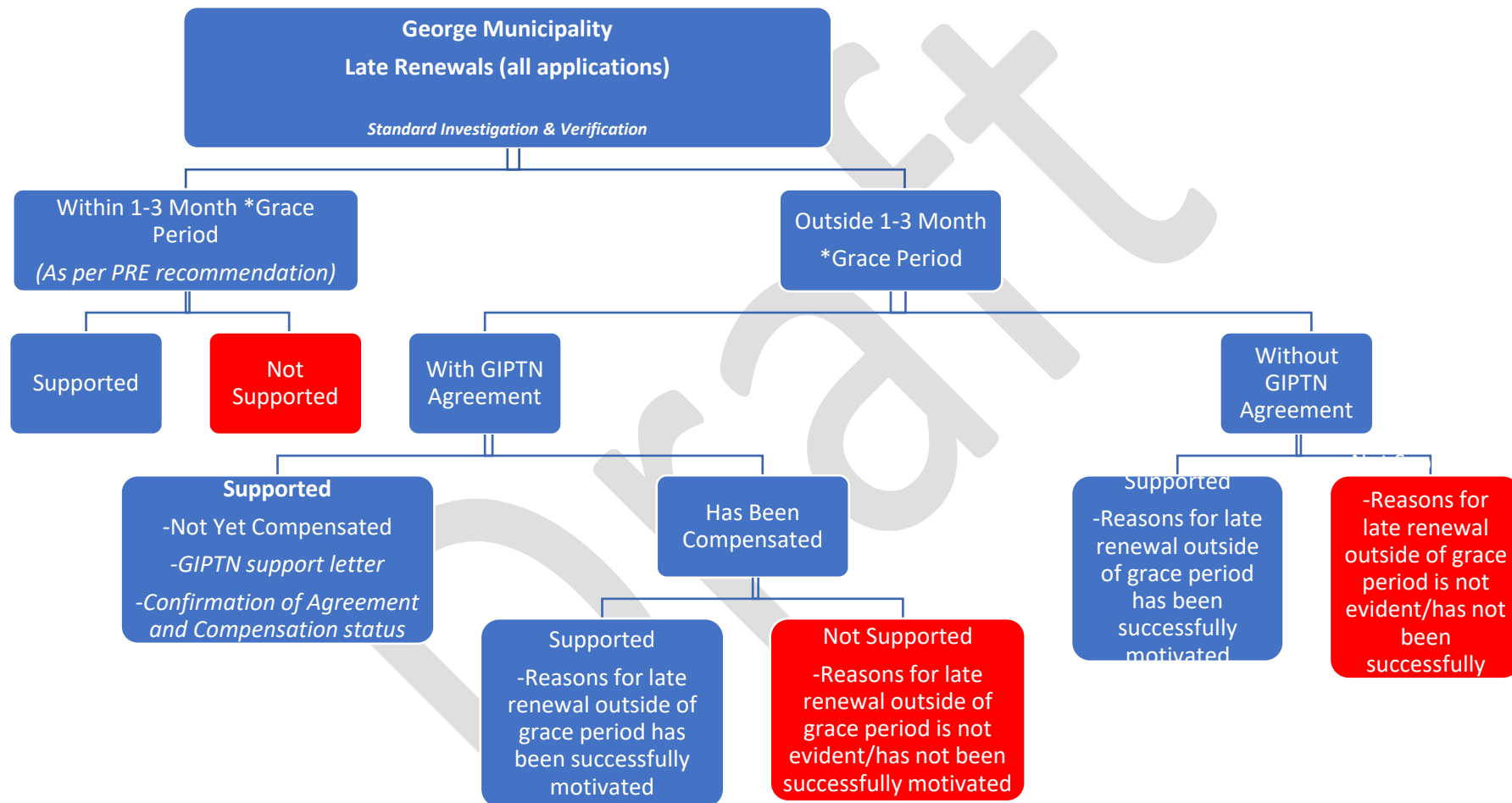


Figure B-5: George Municipality New Application for Charter, Staff and Scholar.

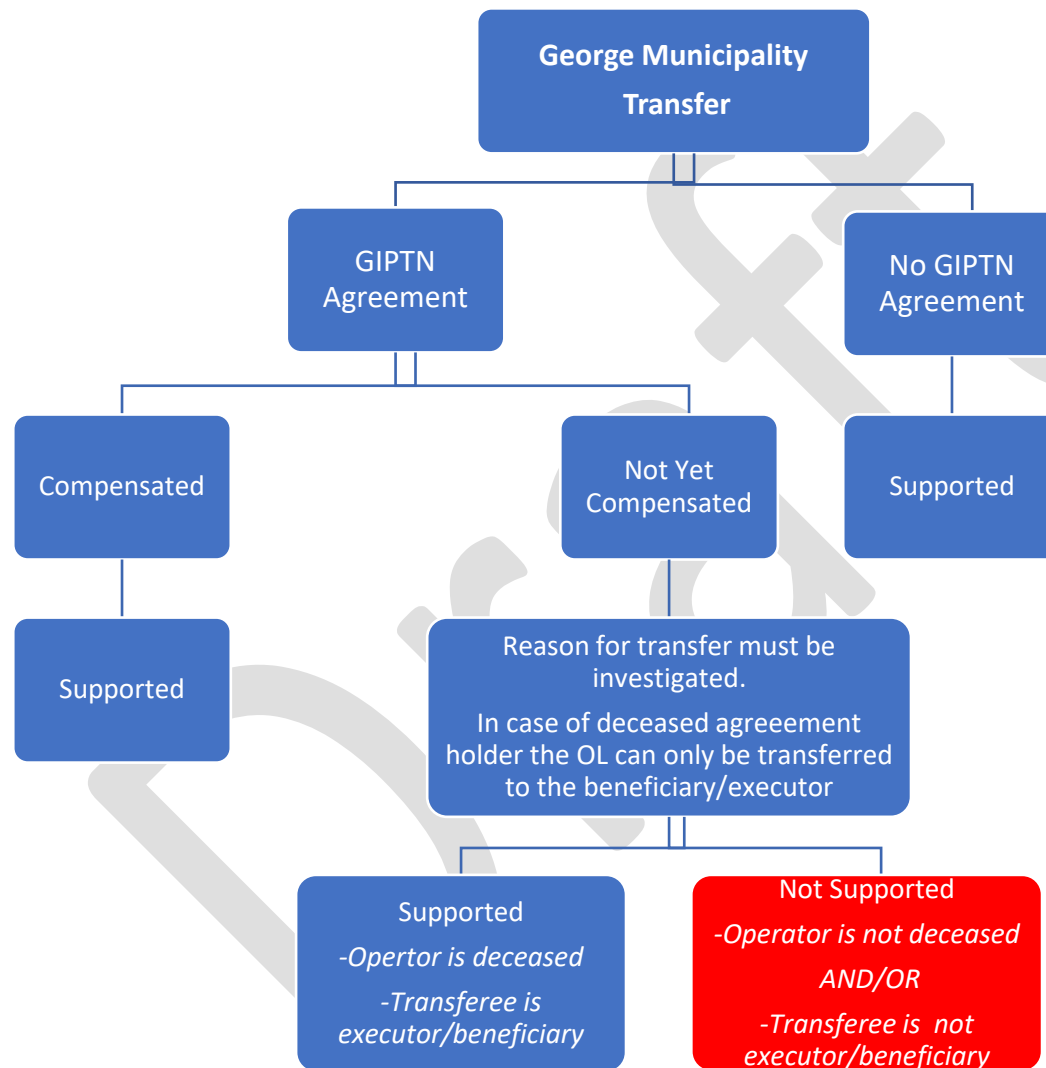


* Late Renewal: renewal application submitted later than 1 month prior to expiry of operating licence or after expiry of operating licence.

* Grace Period: 1-3 months after expiry of operating licence

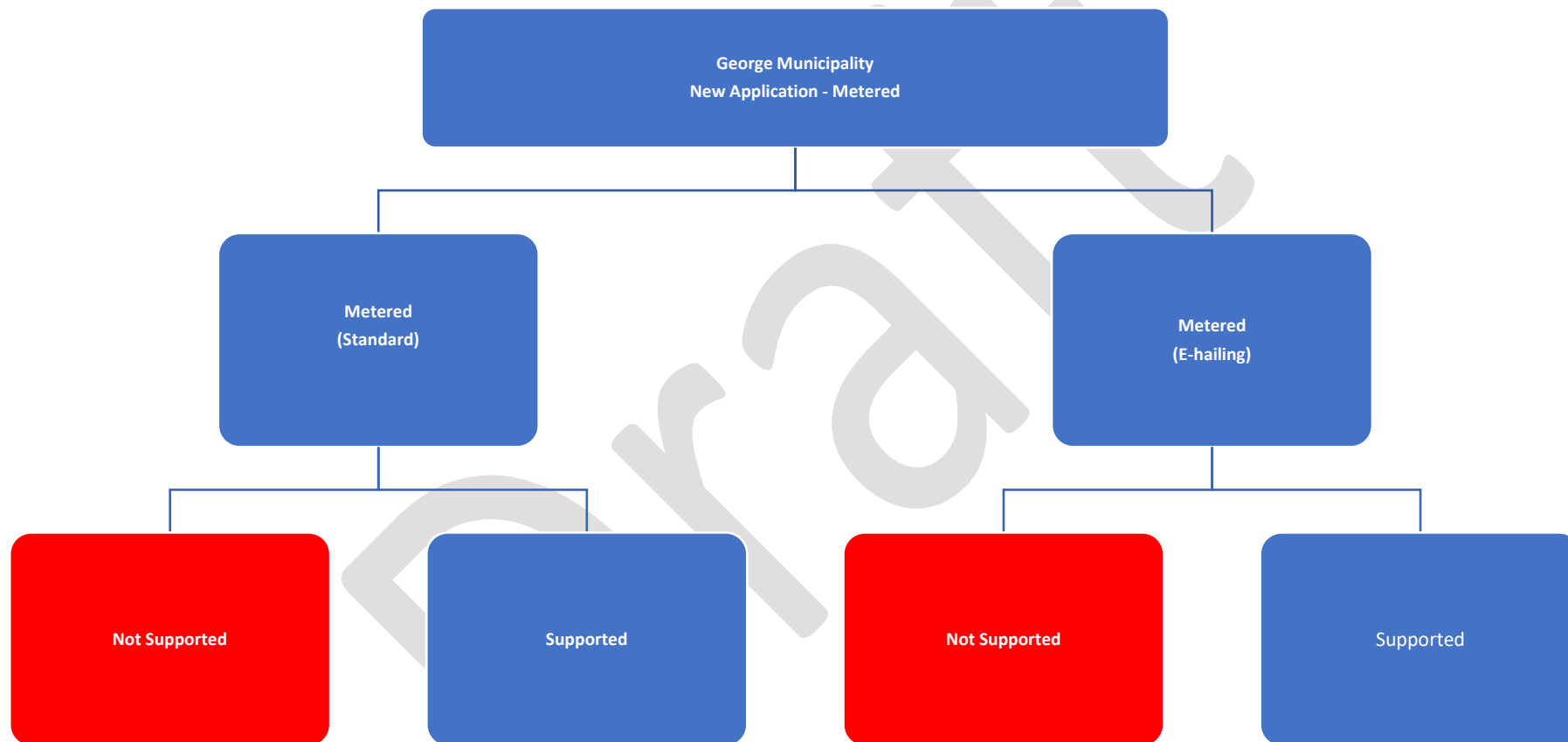
Refer: Annex05 Recommendations on OL Applications

Figure B-6: George Municipality Late Renewals (all applications) Standard Investigation & Verification.



Refer: Annex05_Recommendations on OL Applications

Figure B-7: George Municipality Licence Transfer.



Refer: Annex05_Recommendations on OL Applications

Figure B-8: George Municipality New Application – Metered.





SEPTEMBER 2024