

**URGENT UPDATE: Bolt Driver Assault Conflict: Duma hails a ground-breaking peace agreement reached by the KZN E-hailing Council and Phoenix Taxi Association as facilitated by the Department's Public Regulatory Entity**

Public and Media Statement issued by the MEC for Transport and Human Settlements, Siboniso Duma.

17 February 2026

Bethsaida Church, Phoenix: We wish to congratulate the KZN e-Hailing Council and Phoenix Taxi Association for agreeing to work together following an incident that took place on Saturday.

The assault of a Bolt driver in Phoenix shocked the people of KwaZulu-Natal and the whole country. Once again, we thank Phoenix Police Station, as guided by Provincial Commissioner Lt. General Nhlanhla Mkhwanazi for averting what could have been a disaster.

Today's meeting, which was chaired by the Department's Public Regulatory Entity together with eThekweni Metro Police, was robust and highlighted all challenges faced by the public transport industry in Phoenix.

In particular, all parties teased out challenges facing both the taxi industry and e-hailing sector.

It is for these reasons the KZN e-Hailing Council and Phoenix Taxi Association agreed to work together despite these challenges.

Currently, e-hailing platform providers are registering their e-hailing digital apps with the National Public Transport Regulator in compliance with the National Land Amended Transport (Act).

We have been informed by the National Department of Transport that they are reviewing applications from around 6 to 10 companies.

The deadline is the 10th of March 2026.

Successful e-hailing platform providers will be issued with certificates, and Public Regulatory Entity will also be informed of these successful providers.

This will pave the way for drivers or operators in the province to apply for operating licences.

The Provincial Regulatory Entity (PRE) will ensure compliance upon processing all applications before drivers can be issued with an operating licence.

All parties in today's meeting reached the following agreement:-

- Working together to ensure long-lasting solutions in order to achieve, peace and stability within the public transport sector in the Phoenix Area;
- Regular meetings involving Phoenix Taxi Association and KZN e-hailing Council. Next meeting will be in the second week of March;
- There will be a designated area where e-hailers will drop off and pick up passengers at the Phoenix Plaza;

- Traffic enforcement will be undertaken to strengthen the transport system and ensure its safety;
- Rollout of Multidisciplinary Roadblocks involving KZN E-hailing Council, Phoenix Taxi Association, SAPS, Road Traffic Inspectorate and Metro Police to root out illegal operators. (Drivers who do not have an app and taxi operators who do not have permits or e-hailers who are transporting staff);
- E-Hailing Summit will be held and it will focus on challenges and solutions to ensure stability in the e-hailing sector and public transport system – Date and venue will be announced together with Mayor of eThekweni Mayor Cllr Cyril Xaba;
- E-Hailing Summit will focus on harmonizing relations and ensuring co-existence between e-hailing drivers and taxi-operators and taxi drivers;

We thank SANTACO eThekweni Region for the role they played in ensuring the success of today's meeting.

Ends

Issued by the MEC for Transport and Human Settlements

Enquiries

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