



Project Infrastructure Planning

1. Project Details

Project Name	Shayela Smart Programme
Location	City of Cape Town
Sector	Social
Department	Department of Mobility
Project Owner	Deidre Ribbonaar
Project Manager	Deidre Ribbonaar

1.1 Background & Justification

Shayela Smart is an integrated, systems-based programme led by the Western Cape Government, the City of Cape Town and the South African National Taxi Council Western Cape (SANTACO WC) to stabilise, strengthen and modernise the province's minibus taxi (MBT) sector. As the dominant public transport mode, responsible for the majority of work trips and central to the provincial economy, the MBT system is indispensable but faces persistent operational, safety and regulatory challenges. Shayela Smart responds to these issues through a coordinated package of interventions, including driver registration and accredited training, province wide vehicle monitoring, unified branding, improved regulatory systems and the establishment of Remote Holding Areas (RHAs) and Strategic Stop-and-Go (SS&G) facilities to reduce congestion at priority Public Transport Interchanges (PTIs). Collectively, these measures lay the foundation for long-term formalisation, future electronic ticketing, improved fleet management and more reliable, customer-focused public transport, while strengthening the broader mobility ecosystem through a deliberate systems-thinking approach.

*The **strategic case** for the programme is strong. With rail services having collapsed, demand for taxis has increased sharply, creating significant pressure on PTIs and exposing gaps in compliance, enforcement and passenger safety. The **economic costs** of system instability have been made clear, the 2023 stay-away alone resulted in an estimated R5 billion loss to the Western Cape economy, highlighting the urgency of a structured, collaborative and mission-oriented reform programme. Shayela Smart aligns with major **transport planning instruments**, including the Provincial Land Transport Framework, the Comprehensive Integrated Transport Plan, the Integrated Public Transport Network, the Operating Licence Plan, and the Multi-Year Financial Operational Plan. This policy integration ensures coherence across spheres of government and supports efficient implementation, particularly in communities affected by historical spatial inequalities.*

*The **programme's feasibility** has been endorsed through the Western Cape Infrastructure Framework 2050 (WCIF 2050) Panoptic Evaluation, which found strong alignment with principles of infrastructure innovation, spatial justice, resilience and transversal governance. Phase 1 is implementation-ready, with defined sites, established intergovernmental structures and active engagement with taxi associations and local communities. **Financial requirements** include approximately R94 million in initial infrastructure investment and stabilised annual costs of*

around R135 million, supported by a mix of public funding, commercialisation opportunities and potential Public-Private Partnership (PPP) arrangements. **Revenue-generation** potential at RHAs and SS&Gs, through retail services, data platforms, renewable-energy installations and digital offerings, further strengthens long-term sustainability and enables more regenerative infrastructure value chains.

Shayela Smart provides a pragmatic, mission-oriented, WCIF, and WCIS aligned pathway to transforming public transport in the Western Cape. By embedding the WCIF 2050 Panoptic Principles of innovation for equitable development, resilient and regenerative infrastructure ecosystems, spatial justice centred value creation, and transversal governance, the programme anchors mobility reform in long-term public value. Its systems-thinking foundation recognises how commuters, operators, infrastructure and regulation interconnect, ensuring improvements in one area strengthen the entire mobility system. The programme is now positioned for investor engagement, market sounding and procurement preparation, offering a meaningful opportunity to support safer, more reliable mobility and a more inclusive, opportunity-enabling provincial economy.

1.2 Project Scope

The Shayela Smart Project delivers a coordinated package of infrastructure, systems and institutional interventions to stabilise and improve the minibus taxi sector. The scope includes establishing Remote Holding Areas and Strategic Stop-and-Go facilities at priority interchanges; implementing driver registration, training and monitoring systems; strengthening regulatory and operational management; and enabling data-driven planning, commercialisation opportunities and future public transport integration, including electronic ticketing and fleet upgrades.

2. Objectives & Key Focus Areas

Objective	Key Focus Area
Stabilise and professionalise the minibus taxi sector	• Prioritising Infrastructure for Maximum Impact • Innovation & Futures Planning
Reduce congestion and operational pressure at priority public transport interchanges (PTIs)	• Strengthening Municipal Infrastructure
Improve commuter experience and access to opportunity	• Prioritising Infrastructure for Maximum Impact
Build foundations for long-term public transport reform	• Innovation & Futures Planning

3. Project Timeline & Cost

Estimated Duration	5 Year(s) & 0 Month(s)
Estimated Start Date	01 Jan 2026
Estimated Cost	R 1.16B

4. Project Stage-0 Submission & Approval

Self Approved By: **Deidre Ribbonaar**
Self Approved On: **29 Dec 2025 11:35:49 AM**

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Submitted On	
Signed By	
Approved On	

5. Environmental & Social Considerations

5.1 Environmental Considerations

- Consolidation of Dispersed Storage & Efficient Use of Space
- Traffic-Induced Environmental Impacts
- Public Health & Environmental Health
- Environmental Compliance & Monitoring
- Greenhouse gas emissions and deforestation contributing to climate change
- Proper waste management to reduce pollution and health risks
- Land Use & Zoning Compliance

5.2 Social Considerations

- Impacts on Local Economic Activity
- Safety and Personal Security
- Protection of health and safety from environmental hazards
- Promotion of social equity and fair distribution of development benefits
- Engagement with stakeholders throughout the project lifecycle

6. Regulatory & Environmental Approvals

6.1 National Level

- Department of Forestry, Fisheries and the Environment (DFFE): Responsible for environmental management, conservation, and protection in South Africa
- National Transport Policy Frameworks
- National Climate Change Frameworks
- Public Finance Management Act (PFMA) / Municipal Finance Management Act (MFMA)
- Environmental Management Frameworks (EMFs): Strategic planning tools for land-use and environmental management decisions
- National Treasury

6.2 Provincial and Local Levels

- City of Cape Town
- Provincial Transport Authorities / Regulatory Functions
- Municipal Environmental Health Services
- Municipal By-laws (Traffic, Informal Trading, Public Places, Noise)
- Municipalities: Play a role in environmental management, especially in land-use planning and development applications
- Department of Infrastructure (DOI)
- Provincial Treasury, Western Cape
- Panoptic Evaluation Structures (WCIF 2050)

6.3 Other Relevant Entities

- Environmental Assessment Practitioners Association of South Africa (EAPASA): Voluntary certification body for Environmental Assessment Practitioners
- Community-Based and Taxi Industry Structures

7. Identify Key Stakeholders

7.1 Government

- Department Of Infrastructure
- Provincial Treasury
- Local Government
- Department of Mobility
- Western Cape Government
- Private Sector
- City of Cape Town – Local planning, building plan approval
- Provincial Regulatory Authority (Transport)
- Taxi Industry Structures (SANTACO WC & Associations)
- Municipal Traffic Departments

7.2 State-Owned Entities

7.3 Private Sector

- Construction Companies
- Engineering Firms
- **Technology and ICT providers**
vehicle tracking, monitoring platforms, data systems
- **Retail and service operators**
concessions at RHAs and SS&G facilities
- **Renewable energy providers**
solar PV, EV charging, energy management
- **Facilities management companies**
cleaning, security, maintenance
- **Training providers**
accredited driver and industry training programmes

7.4 Civil Society

- Civil society organizations advocating for community needs
- **Communities and Commuters**
Shayela Smart directly affects daily mobility, safety, access to work and services, and long-term spatial inclusion for current and future users of public transport.

7.5 Other Stakeholders

8. WCG Sector Priorities

Outcomes	Social	Energy & Water	Economic	Technology	Ecological
Infrastructure investment drives spatial transformation and improves spatial resilience	Short Term 1-5 YRS	Short Term 1-5 YRS	Short Term 1-5 YRS		Short Term 1-5 YRS

Mobility systems and transportation corridors provide safe and efficient connectivity to opportunities, services, and facilities	Short Term 1-5 YRS		Short Term 1-5 YRS	Short Term 1-5 YRS	
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9. Infrastructure Type

9.1 Hard

Hard infrastructure under the project includes the physical development of Remote Holding Areas and Strategic Stop-and-Go facilities, associated civil works, lighting, signage, ablutions and safety features. These assets improve operational efficiency at public transport interchanges, reduce congestion and create safer, better-managed spaces for vehicles, drivers and commuters.

9.2 Soft

Soft infrastructure comprises the systems, institutions and capabilities that enable effective operation of the transport network. This includes digital monitoring platforms, driver registration and training programmes, regulatory processes, data governance, and intergovernmental coordination structures that support compliance, performance management and long-term sector reform.

9.3 Critical

The project constitutes critical infrastructure by strengthening the reliability and resilience of the minibus taxi system, the primary mode of transport for most commuters. By stabilising daily mobility, it supports access to employment, services and economic activity, making it essential to the functioning of the provincial economy and social system.

10. Project Stage-1 Submission & Approval

Self Approved By: **Deidre Ribbonaar**

Self Approved On: **29 Dec 2025 12:20:04 PM**

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