

**NATIONAL ASSEMBLY****FOR WRITTEN REPLY****QUESTION 2687**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 26 AUGUST 2022**  
**(INTERNAL QUESTION PAPER NO 27-2022)**

**2687. Ms Z Majozl (IFP) to ask the Minister of Police:**

- (1) Whether, in light of multiple incidents of conflicts between e-hailing/ride-hailing drivers and metered taxi drivers, his department has put any measures in place to prevent these conflicts; if not, why not; if so, what measures;
- (2) whether his department has put any measures in place to curb the real risk of assault and hijacking faced by ride-hailing drivers; if not, why not; if so, what measures?

NW3207E

**REPLY:**

- (1) Yes, measures have been put in place. The South African Police Service (SAPS) responds to all reports of crime, including the violent actions related to the passenger transport industry, inclusive of the conflict between e-hailing/ride-hailing drivers and metered taxi drivers, in a coordinated matter. For this purpose, the National Joint Operational and Intelligence Structure (NATJOINTS) chaired by the Deputy National Commissioner: Policing of the SAPS, is utilised as a structured mechanism to address specific issues, where coordination between government departments and other stakeholders is required.

Fighting crime remains a priority, in terms of the SAPS' Annual Performance Plan, as well as the Justice, Crime Prevention and Security (JCPS) Cluster's Programme of Action. Identified threats are addressed through an integrated approach by the whole of government and relevant institutions, coordinated through the JCPS NATJOINTS.

To respond to conflicts between e-hailing/ride-hailing drivers and metered taxi drivers in certain parts of the country, specific focus areas have been identified in the operationalisation of the Integrated Implementation Plan.

The planning, coordination and implementation of this integrated (JOINTS) operational approach is in line with the approved JOINTS Implementation Plan: Focus Area 3.

- (2) In addition to the abovementioned strategic interventions, the SAPS has responded with the development of an Operational Concept in the form of a Five Pillar Operational Approach, to ensure that the real risk of assault and hijacking, faced by ride-hailing drivers, is mitigated in a coordinated matter with the efforts of other relevant government departments.

The Five Pillar Operational Approach, in brief, comprises the following:

- **Pillar 1: Crime Intelligence:**  
To gather information and disseminate intelligence in order to detect, prevent and combat any threat within the Republic of South Africa.
- **Pillar 2: Proactive approach:**  
Proactive policing to deter criminal activity, by locating law enforcement and security presence according to vulnerability assessments, according to perceived risks and threats, as well as Situational Crime Prevention (SCP) tactics to disrupt criminal acts, through spontaneous and unconventional deployment methods.
- **Pillar 3: Combat and Rapid Response**  
Rapid response capability, in providing an immediate tactical response capacity to attend to any situation and for tactical operational support.
- **Pillar 4: Detection:**  
Investigate all crimes for successful prosecution.
- **Pillar 5: Communication and Liaison:**  
Establish media protocol; Media releases and briefings; Media monitoring; Awareness campaigns; Coordination of all general security-related communication activities and approve and monitor the radio and network frequency/coverage.

Reply to question 2687 recommended/~~not recommended~~




**NATIONAL COMMISSIONER: SOUTH AFRICAN POLICE SERVICE  
SF MASEMOLA**

**GENERAL**

Date: 2022 -03- 07

Reply to question 2687 approved/~~not approved~~



**MINISTER OF POLICE  
GENERAL BH CELE, MP**

Date: 11/09/2022