



WESTERN CAPE E-HAILING ASSOCIATION

Registration NPC no: 2022/733285/08

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Unity in Diversity — Unity in Action

WESTERN CAPE E-HAILING ASSOCIATION (NPC)

ANNUAL PROGRESS REPORT 2026

Reporting Period: 1 January 2026 – 15 October 2026

Presented to: WCEA General Assembly

Presented by: Yusuf Dahir, Acting Secretary-General

Organisational Theme: Unity in Action, Unity in Diversity

1. BACKGROUND AND INTRODUCTION

The Western Cape E-Hailing Association (WCEA) emerged from the unification of two historically separate driver representative organisations that previously operated independently.

These organisations were:

- **Cape Town E-Hailing Association, representing foreign drivers and led by Mr Samy Bala, who currently serves as WCEA Deputy Chairperson.**
- **Cape Town Drivers Association, representing local drivers and led by Mr Siyabonga Hlabisa, who currently serves as WCEA Chairperson.**

In August 2022, the two organisations set aside their differences and united to establish a common representative structure for e-hailing drivers across Cape Town and the broader Western Cape.

Following this unification, WCEA was formally registered as a Non-Profit Company (NPC), providing an institutional foundation for collective representation, stakeholder engagement, and advocacy on matters affecting the e-hailing industry.

The Association's founding principle remains that drivers from different backgrounds must work together to advance their common economic interests, protect their livelihoods, and contribute to a sustainable transport industry.

1.1 Governance Structure

1.2

WCEA operates through a democratic governance framework comprising three principal tiers:

General Assembly

The supreme decision-making body of the Association, comprising registered members in good standing and exercising the powers provided for in the governing documents.

Provincial Executive Committee (PEC)

Responsible for implementing General Assembly resolutions, providing strategic direction, and making operational decisions within its constitutional mandate, subject to applicable ratification requirements.

Provincial Office Bearers (POBs)

Responsible for the day-to-day administration and execution of organisational activities, reporting to the appropriate governance structures.

1.3 Purpose of This Report

1.4

This report accounts for the principal activities, engagements, interventions, achievements, and outstanding challenges addressed by WCEA leadership between 1 January and 15 October 2026.

It is intended to promote transparency, strengthen accountability to members, preserve the Association's institutional record, and establish priorities for the next phase of its work.

The report also acknowledges that some matters remain unresolved and require continued engagement, collective action, and constructive participation from the membership.

2. ENGAGEMENTS WITH GOVERNMENT AND REGULATORY STRUCTURES

2.1 Western Cape Mobility Department

During 2026, WCEA participated in consultations and discussions concerning the regulation of the e-hailing industry and the operating-licence environment.

The Association welcomed efforts to improve the regulatory framework while highlighting outstanding concerns affecting drivers and operators.

These included:

- Uncertainty surrounding operating-licence requirements and administrative processes.
- The responsibilities of e-hailing platforms within the regulatory framework.
- Enforcement practices affecting operating-licence holders.

- Delays and administrative difficulties associated with obtaining or renewing permits.
- The need for consistent interpretation and application of transport legislation.

WCEA's position has been that regulation should promote accountability and passenger safety without creating unnecessary uncertainty or imposing avoidable financial burdens on compliant operators.

The Association will continue advocating for clear procedures, fair administrative treatment, and constructive engagement between regulators and the e-hailing industry.

2.2 City of Cape Town Intermodal Planning Committee

2.3

WCEA's participation in the City of Cape Town's Intermodal Planning Committee provides an important avenue for raising issues affecting the integration of e-hailing into the broader public transport system.

Matters of concern include the relationship between transport demand and operating-licence availability, the coordination of transport services, and the practical implications of regulatory decisions for existing operators.

Through this engagement, WCEA seeks to ensure that the experiences of e-hailing drivers inform transport planning and policy discussions.

Strategic objective: To promote a balanced regulatory environment that recognises the contribution of e-hailing to urban mobility while ensuring that decisions affecting operators are informed by practical industry realities.

Note: The Association's formal membership or participation status should be confirmed against the relevant committee records.

2.3 E-Hailing and Metered Taxi Council

WCEA has contributed to discussions and organisational processes aimed at establishing a representative structure for operating-licence holders in the e-hailing and metered-taxi sectors.

On 24 September 2026, the EMTC Council gave the green light to seek endorsements from operating-licence holders across the Western Cape, beginning with the City of Cape Town and surrounding areas.

This process forms part of the broader effort to establish representative leadership and strengthen engagement within the industry.

The development of an interim constitution and the preparation for leadership elections represent important steps towards a more structured representative framework.

The election campaign was reported as progressing towards the proposed Management Committee elections scheduled for 24 and 25 November 2026.

WCEA recognises the importance of transparent elections, broad participation, and accountable leadership in building a representative structure that commands the confidence of operating-licence holders.

Important distinction: WCEA's role in supporting the establishment of the EMTC Council should be documented separately from the Council's own activities and election arrangements. Final constitutional provisions and election dates should be confirmed against the Council's official records.

2.4 SAPS Western Cape: Driver Safety and Security

Driver safety remains a significant concern within the e-hailing industry.

WCEA has highlighted risks including robbery, hijacking, assault, and other violent crimes affecting drivers while performing their duties.

According to the information provided for this report, WCEA was represented at a provincial safety engagement at SAPS Western Cape Headquarters by Chairperson Mr Siyabonga Hlabisa and Head of Safety and Security Mr Radebe.

The engagement addressed concerns about crimes affecting drivers and the need for stronger communication between driver representatives and law-enforcement authorities.

The Association's objectives include:

- Improving communication when incidents involving drivers occur.
- Encouraging the timely reporting of criminal incidents.
- Strengthening cooperation between the driving community and SAPS.
- Promoting preventative safety measures.
- Supporting constructive engagement with relevant provincial law-enforcement structures.

The Association considers driver safety a fundamental requirement for a sustainable e-hailing industry.

The report should record the names and designations of participating SAPS officials and any agreed follow-up arrangements where these can be verified.

2.5 National Transport Policy and Consumer Protection

WCEA has also monitored national developments affecting e-hailing platforms, driver accountability, and consumer protection.

These include discussions concerning platform responsibilities and the role of consumer-protection structures in the e-hailing environment.

The Association's continuing objective is to ensure that the interests of drivers are appropriately considered in policy discussions that affect their working conditions and economic sustainability.

Where WCEA has not participated directly in a particular national engagement, such developments should be recorded as policy matters monitored by the Association rather than as WCEA-led meetings.

3. ENGAGEMENTS WITH E-HAILING PLATFORM PROVIDERS

3.1 Bolt Safety Summit — Lagoon Beach Hotel

WCEA participated in engagement with Bolt concerning safety and operational challenges affecting the e-hailing industry.

The issues identified for discussion included driver and passenger verification, the economic sustainability of trip fares, and support for drivers affected by criminal incidents.

The Association's recommendations included:

A. Stronger identity verification

Improved identity verification and appropriate background-screening processes for both drivers and riders, consistent with applicable law and privacy requirements.

B. Review of fare structures

A review of fare structures in light of increasing fuel, vehicle-financing, insurance, and maintenance costs.

C. Driver protection and incident support

Consideration of appropriate assistance or compensation mechanisms for drivers who suffer losses or are injured in qualifying incidents while undertaking platform-related work.

These proposals reflect WCEA's position that platform safety measures should protect passengers and drivers while recognising the risks borne by those providing transport services.

3.2 Fare Sustainability and Rising Operating Costs

WCEA has identified the financial sustainability of e-hailing operations as a continuing advocacy priority.

Drivers face expenses relating to fuel, vehicle finance, insurance, maintenance, tyres, licensing, and other business costs.

The Association has discussed the need for fare reviews that take these expenses into account.

A rate of R10 per kilometre has previously been identified as a proposed advocacy position.

Any formal submission should include an economic assessment of operating costs, trip distances, platform deductions, and net driver earnings.

WCEA's objective is to promote a fare environment in which drivers can meet their operating costs while continuing to provide safe and reliable transport services.

3.3 Platform Accountability and Driver Support

WCEA has also raised concerns about the practical effects of platform policies on drivers' livelihoods.

The issues requiring continued attention include:

- Fair and transparent procedures when driver accounts are suspended.
- Effective mechanisms for appealing adverse decisions

- **Accessible driver-support services.**

- Clear explanations of performance-related restrictions.

- Appropriate treatment of drivers affected by false or disputed complaints.

- **Greater transparency in trip allocation and fare calculations.**

The Association believes that drivers should be afforded a fair opportunity to respond to allegations and resolve disputes that threaten their ability to earn a living.

3.3 Trip Categories and Acceptance-Rate Concerns

The allocation of trips and the operation of different service categories have also emerged as concerns.

Drivers operating vehicles eligible for higher service categories may face financial difficulties when they receive a disproportionate share of lower-fare trips.

WCEA should consider developing a formal position on the relationship between trip-category controls, acceptance rates, vehicle operating costs, and driver earnings.

This issue should be included in the Association's platform-policy agenda, with any formal engagement or outcome documented separately.

3.5 Bolt Driver Support and Cancellation Policies

WCEA has discussed the need for improved driver-support arrangements, including a proposed Driver Support Centre at the airport.

The Association has also raised concerns about the consequences of cancellation-related suspensions and the importance of corrective education where appropriate.

The objective is to promote accountability without unnecessarily depriving drivers of their livelihoods when a problem could be resolved through clear guidance, fair procedures, and appropriate corrective measures.

The current status of the proposed support centre and any formal representations regarding suspension policies should be confirmed before they are recorded as completed achievements.

4. CAPE TOWN INTERNATIONAL AIRPORT: PARKING DISPUTE AND CONFLICT RESOLUTION

4.1 Background

The situation at Cape Town International Airport has become one of the most pressing operational challenges facing e-hailing drivers in the Western Cape.

The airport parking dispute has affected drivers from different backgrounds and highlighted the need for better coordination, appropriate facilities, and a sustainable arrangement for e-hailing operations.

WCEA recognises that tensions between drivers must not be allowed to undermine the unity of the driving community.

The Association's position is that disputes must be addressed through constructive dialogue, fair procedures, and engagement with the institutions responsible for airport operations.

4.2 WCEA's Intervention

Following tensions at the airport parking facilities involving local and Somali drivers, WCEA leadership intervened to promote calm, de-escalate conflict, and encourage cooperation.

The intervention was guided by the principle that drivers share common economic interests regardless of nationality or background.

WCEA has sought to prevent disagreements from escalating and to create space for a practical resolution that protects the interests of all affected drivers.

4.3 Engagement with Stakeholders

WCEA pursued stakeholder engagement involving:

- Airports Company South Africa (ACSA).
- Uber.
- Bolt.
- Western Cape Mobility and other relevant transport authorities.

The Association also participated in airport-related discussions with Western Cape Mobility.

A meeting held on 11 August 2026, involving Kurt Hendricks of Western Cape Mobility, could not proceed fully because a quorum was not achieved following apologies from ACSA and SAPS representatives.

Our subsequent discussions recorded that Uber reopened engagement on 14 August 2026.

WCEA continued working towards an awareness campaign and formal engagement concerning the parking conditions.

On 9 September 2026, a formal request was prepared seeking permission for a WCEA awareness campaign at the airport parking area. The request was signed by Chairperson Mr Siyabonga Hlabisa and Acting Secretary-General Yusuf Dahir.

4.3 Outstanding Challenges

The airport dispute remains unresolved.

Concerns raised by drivers include:

Insufficient parking capacity relative to demand.

- Congestion and disorder in the available parking area.
- Inadequate driver facilities.

- Security and surveillance concerns.
- The need for clearer communication and conflict-resolution arrangements.
- The need for a sustainable operating framework accepted by the relevant stakeholders.

The Association has also reported that the airport e-hailing parking area remains closed. The current operational status should be reconfirmed immediately before this report is formally adopted.

4.5 Way Forward

WCEA proposes continued engagement with ACSA, the e-hailing platforms, Western Cape Mobility, SAPS, and driver representatives.

The objective is to establish a practical and sustainable solution that addresses parking, security, driver facilities, and operational coordination.

If engagement does not produce meaningful progress, the Association may consider further lawful collective action in accordance with its governance procedures.

Assembly mandate: The General Assembly is requested to discuss the outstanding airport dispute and formulate constructive strategies for resolving it peacefully. Members are encouraged to contribute proposals while respecting differing views and maintaining unity.

5. DRIVER REPRESENTATION AND REGULATORY INTERVENTIONS

WCEA's work extends beyond policy discussions to practical assistance for drivers facing regulatory and operational difficulties.

5.1 Vehicle Impoundment Interventions

5.2

During previous discussions, WCEA leadership reported intervening in two vehicle-impoundment cases involving operating-licence holders travelling from Cape Town to the Drakenstein/Franschhoek area.

According to the reported outcomes, both vehicles were released without impoundment fees being charged.

These interventions demonstrate the value of representation when enforcement actions threaten to impose substantial financial losses on drivers.

They also highlight the importance of clear regulatory procedures and consistent treatment of operating-licence holders.

The final report should include the dates, authorities involved, and documentary evidence supporting these outcomes.

5.3 Operating-Permit Assistance

WCEA also reported intervening in a case involving a driver who encountered difficulties after an earlier permit expired and a newly approved permit became relevant to the matter.

The Association's intervention reportedly resulted in the refusal to assist the driver being overturned.

This case illustrates the importance of ensuring that administrative processes and enforcement decisions take relevant permit documentation into account.

WCEA should continue encouraging drivers to retain their documentation and seek assistance when they encounter difficulties with the relevant authorities.

6. INSTITUTIONAL ENGAGEMENT: CAPE CHAMBER OF COMMERCE AND INDUSTRY

WCEA pursued engagement with the Cape Chamber of Commerce and Industry as part of its efforts to strengthen institutional relationships and explore opportunities for constructive cooperation.

Our previous records identify an introductory engagement in September 2026, followed by arrangements for WCEA Provincial Executive Committee meetings to use the Chamber's facilities.

The engagement represents an opportunity to connect e-hailing concerns with broader discussions about business development, enterprise sustainability, and economic participation.

Potential areas for future cooperation include:

- Business development for e-hailing operators.
- Skills and entrepreneurship training.
- Support for business formalisation.
- Cooperative business opportunities.
- Improved understanding of the economic contribution of e-hailing.

Any institutional membership, partnership, or formal commitment should be recorded only where it has been approved through the appropriate organisational processes.

7. ORGANISATIONAL GOVERNANCE AND ADMINISTRATIO

7.1 Provincial Executive Committee

The Provincial Executive Committee continued to address internal governance, administration, and operational matters.

A PEC meeting was recorded for 22 September 2026, from 10:30 to 12:30, at the Cape Chamber of Commerce and Industry in Century City.

The meeting dealt with internal matters, correspondence, and issues arising from committee decisions.

WCEA recognises that effective governance requires clear records of decisions, transparent allocation of responsibilities, and consistent implementation of resolutions.

The final report should refer to the approved minutes for the definitive record of resolutions and actions assigned.

7.2 Special PEC Meeting

A special PEC meeting was scheduled for 7 October 2026 through Google Meet.

The agenda included airport parking, preparations for possible collective action, organisational progress, and the year-end function.

The meeting was intended to review ongoing priorities and coordinate the Association's next steps.

Its actual proceedings and resolutions should be confirmed against the meeting minutes.

7.3 Institutional Continuity

The Association has also addressed matters relating to leadership responsibilities, organisational records, and the continuity of administrative functions.

Maintaining reliable access to correspondence, meeting records, organisational contacts, and other official resources is essential to preserving institutional knowledge.

WCEA should continue strengthening its recordkeeping and internal reporting processes to ensure that decisions can be implemented consistently and assessed objectively.

8. COMMUNICATION, PUBLIC PARTICIPATION AND DRIVER MOBILISATION

8.1 Digital Engagement

In October 2026, WCEA began developing its TikTok presence as an additional communication channel for the driving community.

The stated objective was to enable livestreaming of meetings and provide opportunities for drivers across the Western Cape to discuss common challenges.

The initiative offers an opportunity to broaden participation beyond physical meetings, communicate organisational developments, and collect feedback from drivers. WCEA should continue developing its communication strategy while ensuring that public statements are accurate, constructive, and consistent

with authorised organisational positions.

8.2 Mass Meeting — 15 October 2026

A WCEA mass meeting was scheduled for 15 October 2026, from 18:00 to 20:00, at 124 Merrimen Road, Goodwood.

The announced agenda included:

1. Airport parking and conflict resolution.
2. Preparation for possible collective action.
3. EMTC Council elections.
4. Organisational progress.

The meeting provides an opportunity to inform members of progress, discuss unresolved challenges, and establish priorities for the next phase of WCEA's work.

The resolutions adopted at the meeting should be incorporated into the next progress report or an addendum to this document.

9. STRATEGIC PARTNERSHIPS AND INSTITUTIONAL PROTECTION

WCEA has considered potential partnerships intended to improve opportunities for drivers and support the development of the e-hailing sector.

One matter discussed in October 2026 involved the proposed MzansiGo Memorandum of Understanding.

The draft underwent review, and an amendment schedule was prepared to address contractual, financial, governance, and accountability concerns before signing.

The review considered issues such as commission arrangements, reporting requirements, termination provisions, dispute resolution, data protection, and the need to preserve WCEA's independence.

This work reflects the importance of protecting the Association and its members when considering commercial partnerships.

The report should describe the MOU as a proposal under review unless the Association's records confirm that it was formally approved and signed.

10. OVERALL PROGRESS ASSESSMENT

The work undertaken during the reporting period demonstrates progress across several important areas.

10.1 Regulatory Advocacy

WCEA has continued identifying regulatory challenges and engaging with matters affecting operating licences, permits, and the treatment of drivers.

10.2 Driver Protection

Reported interventions involving vehicle impoundments and permit-related difficulties demonstrate the practical importance of driver representation.

10.3 Stakeholder Engagement

The Association has pursued engagement with government structures, the business community, e-hailing platforms, and airport-related stakeholders.

10.3 Platform Accountability

WCEA has identified important issues concerning fares, safety, driver support, account restrictions, and the sustainability of e-hailing operations.

10.5 Conflict Resolution and Unity

The Association has sought to de-escalate airport-related tensions and promote cooperation between drivers from different backgrounds.

10.4 Organisational Development

The Association has continued its work on governance, communication, strategic partnerships, and the development of stronger collective representation.

10.7 Outstanding Work

Despite these developments, important challenges remain unresolved.

The airport parking dispute, regulatory uncertainty, driver safety concerns, platform-policy issues, and the financial sustainability of e-hailing operations require continued attention.

The Association must therefore build on its existing work through measurable objectives, documented engagements, and consistent follow-up.

11. PRIORITIES FOR THE NEXT REPORTING PERIOD

WCEA proposes the following priorities for the period ahead.

1. Airport parking resolution

Continue structured engagement with ACSA, Uber, Bolt, Western Cape Mobility, SAPS, and driver representatives.

2. Regulatory clarity

Pursue engagement with the relevant authorities on operating permits, licensing procedures, and enforcement concerns.

3. Sustainable fares

Develop an evidence-based position on fare structures and the relationship between operating costs and driver earnings.

4. Platform accountability

Seek transparent dispute-resolution processes, accessible driver support, and fair treatment in matters involving suspensions and trip allocation.

5. Driver safety

Strengthen cooperation with law enforcement and promote practical safety measures for e-hailing drivers.

6. Organisational governance

Maintain accurate minutes, correspondence registers, action trackers, and records of stakeholder commitments.

7. Member participation

Expand opportunities for drivers to participate in discussions, raise concerns, and contribute to organisational priorities.

8. Strategic partnerships

Evaluate partnership proposals through appropriate governance processes and protect WCEA's institutional independence.

9. Skills and enterprise development

Explore training, cooperative business models, and opportunities to strengthen the long-term economic position of drivers and operators.

10. Performance monitoring

Introduce measurable indicators to assess progress, including cases resolved, formal engagements completed, responses received, and commitments fulfilled.

11. CONCLUSION

The period from January to October 2026 has involved significant engagement on regulatory, operational, safety, economic, and organisational matters affecting the e-hailing industry in the Western Cape.

WCEA has continued to advocate for drivers, pursue engagement with relevant institutions, intervene in reported cases affecting members of the driving community, and promote unity in addressing shared challenges.

However, the Association recognises that engagement alone is not sufficient. Progress must be measured by tangible outcomes, clear commitments, effective implementation, and improvements in the working conditions and economic sustainability of drivers.

The airport parking dispute remains an important test of the industry's ability to resolve disagreements through structured dialogue and cooperation. Regulatory uncertainty, platform accountability, and driver safety also require sustained attention.

WCEA must continue to strengthen its governance, improve its communication, document its achievements, and ensure that members remain central to its decisions.

The leadership acknowledges the contribution of drivers, members, office bearers, and stakeholders who have participated in the Association's activities during the reporting period.

The task ahead is to convert engagement into practical solutions, proposals into implementation, and collective concerns into measurable progress.

Unity remains our strength, representation remains our responsibility, and meaningful progress remains our objective.

Unity in Action, Unity in Diversity.

Presented by:

Yusuf Dahir

Acting Secretary-General

Western Cape E-Hailing Association (NPC)

Date: 15 October 2026

Submitted to: WCEA General Assembly