



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA

NATIONAL TRUCK STOP FRAMEWORK

NATIONAL TRUCK STOP FRAMEWORK

2026





MINISTER'S FOREWORD

I am pleased to present the National Truck Stop Framework (NTSF) for the Republic of South Africa, a strategic intervention that seeks to strengthen the safety, efficiency and sustainability of our road freight sector.

The road freight industry remains a critical pillar of our economy, transporting the majority of goods across the country and supporting trade, industrial development, and regional integration. However, the growth of this sector has brought with it a number of challenges, particularly relating to infrastructure constraints, road safety risks, and the working conditions of truck drivers.



For many years, the lack of formal, safe, and well-serviced truck stop facilities along key freight corridors has undermined the efficiency of logistics operations and exposed drivers to unsafe and undignified conditions. Driver fatigue, illegal roadside parking, and increased vulnerability to crime have become persistent challenges that require a coordinated and sustainable response.

The National Truck Stop Framework has been developed to address these challenges in a structured and forward-looking manner. It provides a nationally coordinated approach to the planning, development, and management of truck stop infrastructure, ensuring that facilities are aligned with freight demand, corridor dynamics, and the needs of drivers.

This Framework introduces a standardised and tiered approach to truck stop development, supported by clear service standards, planning tools, and a



collaborative implementation model that brings together government, industry, and private sector stakeholders. In doing so, it repositions truck stops as essential infrastructure that supports not only freight movement, but also road safety, driver well-being, and local economic development.

Importantly, this Framework recognises that truck stops are more than rest areas; they are critical nodes within the logistics value chain. By providing safe, secure, and well-managed environments for drivers, we are taking a decisive step towards reducing fatigue-related accidents, improving compliance, and enhancing the overall performance of the freight sector.

The development of this Framework has been informed by extensive consultation with stakeholders across the industry, including truck drivers, operators, infrastructure providers, and government institutions. I would like to extend my sincere appreciation to all those who contributed their insights, expertise, and time towards the development of this important policy instrument.

As we move towards implementation, I encourage all stakeholders to actively participate in the realisation of this Framework. The success of the National Truck Stop Framework will depend on strong collaboration, sustained investment, and a shared commitment to improving the safety and efficiency of our transport system.

Through this Framework, we reaffirm our commitment to building a safer, more efficient, and inclusive freight logistics system, one that supports economic growth while safeguarding the well-being of all road users.

EXECUTIVE SUMMARY

The South African freight logistics system is a vital enabler of economic growth, trade facilitation, and regional integration. However, the efficiency, safety, and sustainability of this system are increasingly undermined by the lack of formal, well-serviced, and secure truck stop infrastructure along major freight corridors. In response, the Department of Transport (DoT) has developed the National Truck Stop Framework (NTSF), a coherent, evidence-based and implementable strategy to close this infrastructure gap and advance the country's logistics performance.

The NTSF provides a nationally coordinated yet locally adaptable roadmap to guide the planning, classification, investment, and standardisation of truck stops, leveraging real-time logistics data, spatial analysis, and public-private partnerships. The Framework equips provinces, municipalities, state-owned entities, and private developers with practical tools for aligning infrastructure with freight flows, corridor demands, and driver service needs.

The Framework is underpinned by the Department of Transport's broader mission statement:

“The Department of Transport aims to lead the development of efficient integrated transport systems by creating a framework of sustainable policies and regulations; and implementable models to support government strategies for economic, social and international development.”

Rather than imposing new regulations, the NTSF establishes shared standards and flexible guidelines through inclusive engagement with national departments, local government, private sector stakeholders, logistics operators, and truck drivers. Its purpose is to transform truck stops from fragmented, under-resourced facilities into strategic logistics and wellness nodes that enhance road safety, driver dignity and corridor efficiency.

Key features of the Framework include:

- A national definition and tiered classification system for truck stops, calibrated to varying corridor intensities, land availability and service levels.
- Integration of the Logistics Monitoring System (LMS) to map freight hotspots, driver rest patterns, and infrastructure gaps along national corridors and border nodes.
- Site selection and zoning guidance, especially for staging areas near ports of entry and high-congestion logistics zones.
- Minimum service standards addressing sanitation, security, rest, health and gender responsive infrastructure.
- Piloting of Public-Private Partnership (PPP)-led truck stop developments, using “living labs” to test scalable innovations and implementation models.
- Establishment of a National Truck Stop Forum to coordinate multi-level planning, investment, and policy alignment.

The NTSF also introduces a Site Assessment Tool which standardises the assessment of truck stop facilities across key areas of service provision. The assessment incorporates individual tiering classifications relating to security, amenities, health and wellness, and sustainability, which are subsequently combined to determine the overall tiering classification of each truck stop. The overall tiering system provides a structured basis for grading truck stops according to the level of infrastructure, services and standards provided, while recognising differences in facility size, location and operational context. Importantly, classification at a lower tier does not necessarily imply that a facility is substandard, but rather reflects the level and range of services and infrastructure available. The system therefore provides a consistent national approach to benchmarking truck stops and creates a pathway for the progressive upgrading of facilities to higher levels of service provision and compliance.

The Framework is further supported by a dedicated Monitoring and Evaluation (M&E) Plan aligned with national infrastructure outcomes and LMS indicators. The plan supports real-time performance tracking, adaptive learning, and accountability

across implementation partners. Key performance indicators include infrastructure delivery, service quality, environmental compliance and driver experience.

At its core, the NTSF acknowledges that truck stops are more than parking bays; they are essential public infrastructure that influences logistics reliability, driver health, spatial equity, and regional development. Throughout this Framework, South Africa commits to a collaborative and inclusive implementation model that empowers provinces and municipalities, engages private investors, and places the needs and experiences of truck drivers at the centre of the implementation. In doing so, the NTSF positions the country to build a safer, more resilient and future-ready road freight system aligned with its broader transport and economic transformation agenda.

Framework Vision and Mission

The National Truck Stop Framework (NTSF) is a strategic initiative of the Department of Transport aimed at addressing critical challenges within South Africa's freight logistics sector, including driver fatigue, road safety risks, inadequate formal rest facilities and the limited integration of technology into corridor management. Aligned with the National Road Safety Strategy 2016–2030 and the Department's vision of transport as the heartbeat of economic growth and social development, the NTSF seeks to establish a coordinated network of truck stops along major freight corridors. These facilities are intended to enhance driver welfare, improve operational efficiency and support socio-economic development in surrounding communities. Through collaborative public-private partnerships, standardised infrastructure development and the adoption of smart compliance technologies, the NTSF serves as a key enabler of safe, efficient and sustainable freight movement in South Africa.



Vision

To establish a safe, efficient and inclusive national truck stop network that enhances road safety, promotes driver well-being, supports sustainable freight logistics and contributes to socio-economic development along South Africa's strategic freight corridors.

Mission

To coordinate the planning, development and management of standardised truck stop facilities across South Africa's freight corridors through collaborative public-private partnerships, the integration of smart technologies and evidence-based planning. The Framework seeks to provide secure, well-serviced and environmentally sustainable facilities that enhance road safety, improve freight efficiency and create economic opportunities for surrounding communities.

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Abbreviations And Acronyms

CAS	Complex Adaptive Systems
C-BRTA	Cross-Border Road Transport Agency
CSIR	Council for Scientific and Industrial Research
DoT	Department of Transport
LAS	Logistics Accountability Score
LMS	Logistics Monitoring System
NBCRFLI	National Bargaining Council for the Road Freight and Logistics Industry
NFLS	National Freight Logistics Strategy
NTSF	National Truck Stop Framework
OCAS	Operator Compliance Accreditation System
PICC	Presidential Infrastructure Coordinating Commission
PPP	Public-Private Partnership
RFS	Road Freight Strategy
RTIA	Road Traffic Infringement Agency
RTMC	Road Traffic Management Corporation
SANRAL	South African National Roads Agency SOC Limited
SIP	Strategic Integrated Project
SMME	Small, Medium and Micro Enterprise
SPLUMA	Spatial Planning and Land Use Management Act
TETA	Transport Education Training Authority
TVET	Technical and Vocational Education and Training

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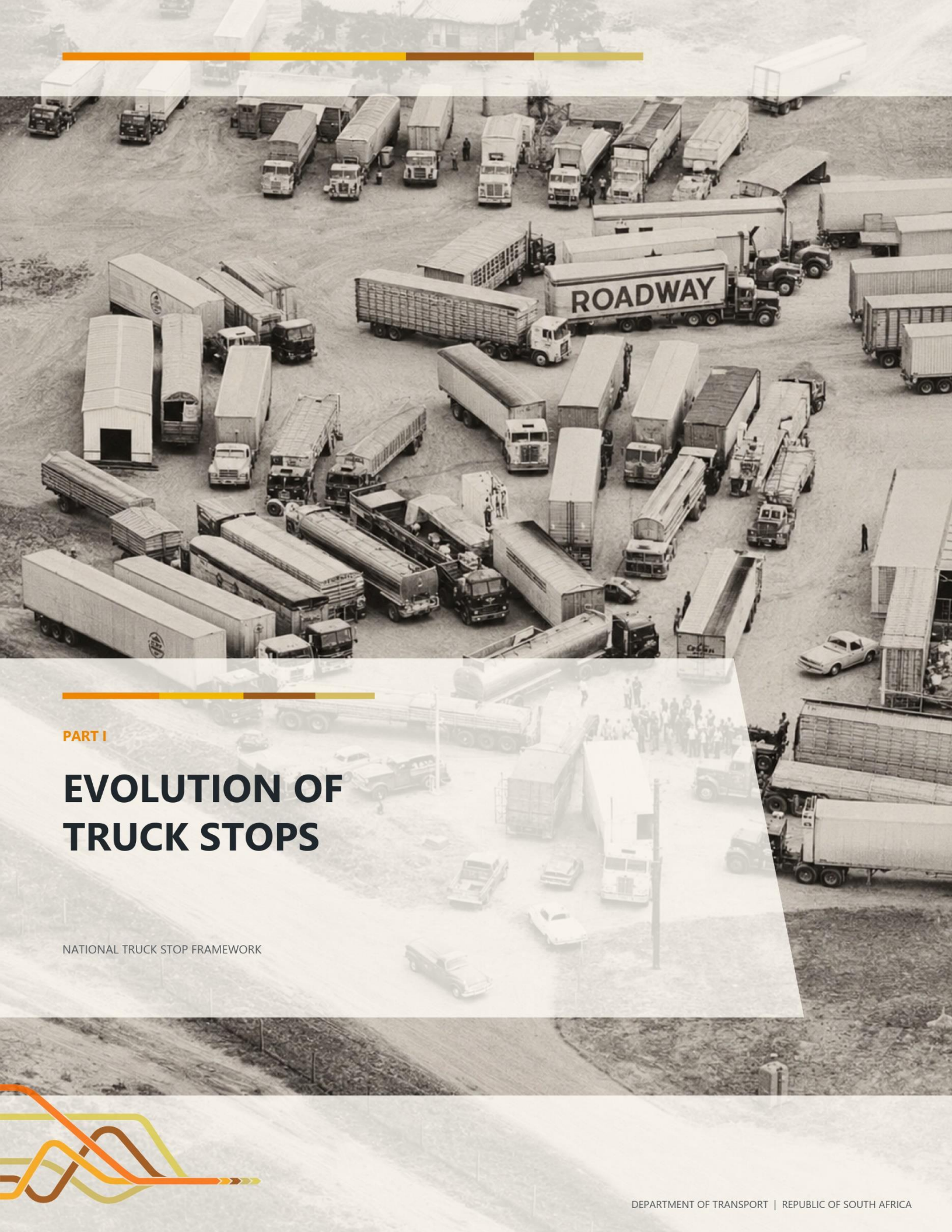
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PART I

EVOLUTION OF TRUCK STOPS

NATIONAL TRUCK STOP FRAMEWORK



PART I

1. INTRODUCTION

Truck stops serve as indispensable support hubs for long-haul truck drivers, providing a safe and convenient environment in which to rest, refuel and maintain their vehicles. They play a critical role in reducing driver fatigue and enhancing road safety. In addition, truck stops contribute to local economies by creating employment opportunities and stimulating economic activity in surrounding communities.

As the transport and logistics sector evolves through technological advancements and changes in the regulatory environment, the needs of truck drivers continue to change. Truck stops must adapt to meet these emerging demands. For example, the introduction of electric and autonomous vehicles will require new infrastructure, services and operational models. It is therefore essential to develop a forward-looking framework that addresses current challenges while anticipating future trends and industry requirements.

This Framework seeks to assess the current state of truck stop infrastructure in South Africa, identify key challenges and opportunities, and propose strategic interventions aimed at improving the effectiveness, safety and sustainability of truck stop operations.

2. THE EVOLUTION (HISTORY) OF TRUCK STOPS

Prior to the deregulation of road freight transport in the late 1980s, South Africa's freight system was dominated by rail, with road freight operating under economic regulation. The Transport Deregulation Act (Act 80 of 1988) and the recommendations of the National Transport Policy Study shifted policy toward market-driven competition in road freight, leading to substantial growth in long-distance trucking during the late 1980s and 1990s. As freight volumes increased, private investment followed in supporting infrastructure, including service stations, secure parking facilities, driver accommodation and dedicated truck stops along major freight corridors. In the 2000s, South Africa experienced significant improvements in road infrastructure, including the

upgrading of major highways and toll routes.

As freight volumes increased, truck stop facilities evolved from basic refuelling stations into more specialised service centres. Major petroleum companies expanded their offerings to cater for the needs of long-haul drivers by providing secure parking, overnight accommodation facilities, ablution and shower facilities, restaurants, and basic vehicle maintenance and repair services.

As technology continues to advance, truck stops will need to adapt to emerging trends within the transport and logistics sector. Innovations such as automation, electric vehicle charging infrastructure, intelligent transport systems, and digital services, including real-time parking availability information, are expected to shape the future development of truck stops in South Africa.

3. DEFINITION OF A TRUCK STOP

Truck stops are defined and described differently across jurisdictions and freight systems. In some countries, truck stops are also referred to as truck parks, freight rest areas or logistics service facilities.



Existing definitions of truck stops include the following:

- *A truck stop is a roadside commercial facility, normally located on or near a major transport route, that provides services specifically for truck drivers and heavy vehicles. Typical facilities include secure truck parking, fuel, food, toilets, showers, rest areas, and sometimes vehicle repair and maintenance services. Cambridge Dictionary similarly defines a truck stop as an area near an important road providing fuel, food, and related services, particularly for truck drivers.*¹
- *A truck stop is a node usually found on all strategic corridors within a freight logistics supply chain on the road network that serves as parking, refuelling, resting, and access to other amenities to truck drivers in transit for the safety of themselves and cargo.*²
- *A truck stop is a designated area along a highway or major road where truck drivers can stop to refuel, rest, and access facilities and services. These stops are specifically designed to accommodate the needs of long-haul truck drivers, providing amenities such as fuel stations, restaurants, convenience stores, restrooms, showers, and sometimes even maintenance and repair services for their vehicles. Truck stops are essential for drivers who are on the road for extended periods, as they offer a safe and convenient place to take a break, buy a meal, and attend to their trucks' needs. Additionally, truck stops often provide parking spaces for large commercial vehicles, making them a crucial resource for the trucking industry and the transportation of goods across the country*³

¹ Cambridge University Press. *Cambridge Dictionary: Truck Stop*. [Cambridge Dictionary definition](#)

² Merriam-Webster, "Truck stop," in Merriam-Webster.com Dictionary, accessed July 8, 2025, <https://www.merriam-webster.com/dictionary/truck%20stop>.

³ Traxroot, "What Is a Truck Stop? Everything You Need to Know," last modified February 10, 2021, <https://www.traxroot.com/post/what-is-a-truck-stop-everything-you-need-to-know>.

As South Africa responds to growing freight demands and road safety challenges, it is necessary to establish a clear and common understanding of what constitutes a truck stop within the context of the National Truck Stop Framework (NTSF). While facilities along freight corridors vary in size, services, and quality, the NTSF adopts a standardised approach that recognises truck stops not only as service points for freight operators but also as nodes of socio-economic activity and community development. To guide planning, investment, and evaluation, the following definition sets out the core features and developmental role of a truck stop as applied in this Framework.

A truck stop is defined as a purpose-built facility strategically located along key freight corridors to provide a safe, secure, and well-managed environment for freight operators. Its core functions include offering essential services such as fuel, secure parking, ablutions, rest areas, repair facilities, security, and wellness support, as well as convenience services that enhance driver comfort and efficiency. Importantly, truck stops are recognized as socio-economic enablers, generating employment, stimulating local enterprise development, and extending benefits to surrounding communities.

By integrating safety, health and sustainability considerations, truck stops support the objectives of the NTSF by reducing fatigue-related accidents, promoting compliance with transport regulations and contributing to broader goals of spatial development, economic inclusion and social well-being along South Africa's freight corridors.

Building on this definition, it is important to distinguish between the ranges of services provided at truck stops. These services fall into two broad categories: essential services, which are fundamental to safety, compliance and operational efficiency, and convenience services, which enhance driver comfort, well-being and overall user experience. This categorisation not only clarifies the minimum requirements for a functional truck stop but also highlights the additional value that enhanced or comprehensive facilities can provide. The distinction between these categories is outlined in Table 1 below.

Services and amenities that may be provided at a truck stop facility include, but are not limited to, the following:

Table 1: Truck Stop Amenities and Services

Essential Services	Convenience Services
Diesel fuel pumps	Gym
Secure parking facilities	Entertainment area (TV room, pool table)
Shower facilities (male and female)	Truck wash bay
Ablution facilities (male and female)	Vending machine
Wellness clinic	Lodging for overnight stays
Convenience store	Postal and courier services
Security with CCTV cameras	Laundry Services
Emergency services (first aid kits, fire extinguishers, emergency response protocols)	Recreational Area (sports field)
Wi-Fi access	Salon
Vehicle repair and maintenance services	Prayer / Quiet room

Various factors, including the size of the truck stop, available capital investment and location, influence the range of services and amenities provided. The services and amenities outlined above should be regarded as the minimum requirements for a functional truck stop. Ideally, truck stops should provide all identified services and amenities, subject to operational feasibility, demand and local conditions.

Beyond their operational function, truck stops also serve as important social hubs within the trucking community. They provide opportunities for drivers to interact, exchange information and share experiences. This sense of community is particularly important for long-haul drivers who spend extended periods on the road and may experience social isolation. As such, truck stops contribute not only to operational efficiency and road safety but also to the overall well-being of drivers.



3.1 Functional Typologies Of Truck Stops

Truck stop facilities may vary in size, functionality and the range of services provided. The categories below illustrate common truck stop models that may be adopted to meet different operational requirements, freight volumes and user needs.

3.1.1 Full-Service Truck Stops

Full-service truck stops provide a comprehensive range of services and amenities for freight operators and drivers. These facilities typically include fuel stations, restaurants, convenience stores, shower and ablution facilities, laundry services, vehicle repair and maintenance facilities, and secure parking areas. Full-service truck stops are designed to support the operational, safety and welfare needs of long-haul drivers through the provision of integrated services at a single location.

3.1.2 Technology-Enabled Truck Stops

Technology-enabled truck stops incorporate advanced technologies to improve operational efficiency, safety and user convenience. Such facilities may include electric vehicle charging infrastructure, advanced fuelling systems, digital payment platforms, mobile applications, automated access control systems and real-time traffic, weather and parking information services. The integration of technology supports improved service delivery and enhances the overall user experience.

3.1.3 Truck Stops with Specialised Services

Some truck stops may provide specialised services tailored to specific operational or user requirements. These facilities may include wellness centres, healthy food options, fitness facilities, truck wash bays and enhanced security infrastructure. In addition, truck stops may be designed to accommodate persons with disabilities through the provision of accessible ablution facilities, designated parking bays, ramps and other inclusive infrastructure. Such services contribute to improved driver well-being, safety and operational convenience.

3.1.4 Environmentally Sustainable Truck Stops

In response to growing sustainability requirements, environmentally sustainable truck stops incorporate measures aimed at reducing environmental impacts and improving resource efficiency. These facilities may provide alternative fuel options, including biodiesel and electric vehicle charging infrastructure, and may implement energy conservation, waste management and recycling initiatives. Such measures support the transition towards a more sustainable freight transport system and contribute to national environmental objectives.



4. PROBLEM STATEMENT

The road freight industry plays a critical role in South Africa's economy, transporting approximately 80% of the country's freight. Truck stops are an essential component of the freight logistics value chain, providing facilities that support driver rest, safety, health and operational efficiency. Well-planned and adequately serviced truck stops have the potential to reduce fatigue-related accidents and cargo-related crime, improve the socio-economic conditions of surrounding communities through employment creation and local economic development, and enhance the overall safety, health and well-being of truck drivers.

A further challenge is the shortage of safe and secure parking facilities for heavy vehicles along many of South Africa's major freight corridors. This challenge is likely to become more pronounced with more consistent enforcement of applicable working-time, rest-period and fatigue-management requirements, as limited parking capacity may force drivers to park illegally on road shoulders or continue driving beyond prescribed limits, thereby increasing road safety risks.

It is therefore imperative that truck stops are positioned as critical enablers of road safety, driver wellness and freight efficiency. However, several challenges currently constrain the effective planning, development and management of truck stop facilities in South Africa, including:

- The absence of a centralised database of truck stop facilities.
- Limited understanding of truck stop operations and performance.
- Insufficient information on the challenges experienced by truck stop operators and users.
- The absence of nationally recognised standards, classifications or grading systems for truck stops.
- The lack of a dedicated policy and regulatory framework for truck stops.
- Inadequate provision of gender-responsive facilities and services.

The NTSF seeks to address these challenges by providing a coordinated framework to guide the planning, development, management and evaluation of truck stop facilities across South Africa.

5. OVERVIEW

The development of a comprehensive National Truck Stop Framework (NTSF) will support the identification, classification and assessment of truck stop facilities across South Africa's freight corridors. It will provide a structured approach to determining the types of facilities and services required to support safe, efficient and sustainable road freight operations.

The efficiency and safety of the road freight sector depend on the availability of suitable stopping and parking facilities for freight vehicles. When vehicles are not in transit, they must be accommodated in secure locations that do not obstruct traffic, compromise road safety or negatively affect surrounding communities and infrastructure.

There is a need for a coordinated national approach to the planning and development of truck stop facilities along major freight corridors and within key industrial and logistics areas. Such an approach will assist in identifying existing gaps, improving service provision and enhancing conditions for truck drivers and freight operators.

In many areas, the absence of regulated truck stop facilities has resulted in the emergence of informal stopping areas that are often associated with safety, security and operational challenges. These may include inadequate security, fuel and cargo theft, the sale of alcohol and illicit substances, unsafe trading practices and other activities that negatively affect driver welfare, road safety and surrounding communities.

To support a freight industry that is efficient, reliable and safe, the role of truck stops must be strengthened and elevated within the broader transport and logistics system. In this regard, the Department of Transport, in collaboration with public and private

sector stakeholders, should promote initiatives that encourage investment, innovation and the adoption of minimum standards for truck stop facilities across South Africa.

5.1 Background

The development of the National Truck Stop Framework (NTSF) is informed by the strategic interventions of the Cabinet-approved Road Freight Strategy (RFS), 2017. The RFS states: “Research be commissioned to identify the needs of road freight for parking and handling space on corridors and in urban areas. This is necessary because the efficiency and safety of road freight operations require that when not moving, freight vehicles can be safely parked so as not to obstruct traffic or encroach on property.

There are problems on most of the trucking routes in South Africa with very limited space for parking heavy vehicles. This will be even more problematic if attempts are made to enforce driving hours legislation, as the shortage of safe parking will force drivers to park illegally on the side of the road or continue to drive for illegally extended periods. It would be patently unreasonable for authorities to enforce stopping in illegal spaces or prosecute drivers who are legally forced to stop.

Parking needs are not uniform. For drivers to be able to drive off the road, stop for short periods to rest, find ablution facilities, buy food, and then proceed, requires ‘truck stops’ with all appropriate facilities as conveniently located as possible. The most prevalent ‘truck stops’ in South Africa are provided by filling stations, which have limited space behind their shops and restaurant facilities. Truck drivers are not generally very welcome in the sections for the convenience of the motoring public.”

In response to the recommendations contained in the Road Freight Strategy (RFS), a research initiative was undertaken to assess the status of truck stop facilities in South Africa. The research comprised a combination of desktop analysis and field visits to selected truck stop facilities. The findings of the study are presented and discussed in detail in subsequent sections of this Framework.

5.1.1 Need for a Comprehensive Framework

Given the critical role of truck stops within the transport network and the multifaceted challenges they face, there is a clear need for a comprehensive framework that:

- **Integrates best practices:** Compiles and promotes best practices in truck stop planning, design, management, and operations to support consistency and improve service quality across the industry.
- **Addresses regulatory and technological changes:** Adopts a forward-looking approach that anticipates regulatory developments and technological advancements, enabling truck stops to remain compliant, relevant, and competitive.
- **Enhances safety and security:** Promotes the implementation of robust safety and security measures to protect drivers, cargo and facilities while fostering a safer operating environment.
- **Promotes economic sustainability:** Supports strategic planning and effective resource management to enhance financial viability while maintaining high standards of service delivery.
- **Supports driver well-being:** Encourages the provision of essential amenities and support services that contribute to improved health, well-being and job satisfaction among truck drivers.

By addressing these priority areas, the Framework can contribute to the overall efficiency, sustainability and resilience of the truck stop sector, ultimately benefiting truck drivers, freight operators, logistics companies and the broader economy.

5.1.2 Challenges

Despite their importance within the freight logistics value chain, truck stop facilities in South Africa face a number of operational, infrastructural and regulatory challenges. These challenges affect service quality, driver well-being, road safety and the overall efficiency of freight transport operations. Understanding and addressing these issues is critical to the successful implementation of the NTSF.

5.1.2.1 Challenges Encountered By Truck Stop Operators:

Truck stop operators face a range of operational, financial, safety, and infrastructure-related challenges that affect the sustainability and effectiveness of truck stop facilities. Key challenges include the following:

- **Infrastructure Limitations:** Many truck stops operate with ageing infrastructure, limited parking capacity and inadequate facilities, making it increasingly difficult to accommodate growing freight volumes and the evolving needs of the road freight sector.
- **Safety and Security Concerns:** Ensuring the safety and security of drivers, cargo and infrastructure remains a significant challenge. Issues such as cargo theft, vandalism, inadequate lighting and unauthorised access contribute to operational risks and undermine user confidence.
- **High-Risk Cargo Requirements:** The transportation of high-risk cargo often requires specialised parking, surveillance and convoy management solutions, which are not widely available across existing truck stop facilities.
- **Civil Unrest and Emergency Events:** During periods of civil unrest or disruption to transport corridors, truck stops are frequently used as secure holding areas. However, demand for these facilities often declines once conditions stabilise, resulting in inconsistent utilisation patterns.
- **Preference for Low-Cost Parking Options:** Some freight operators utilise lower-cost parking facilities that do not meet minimum safety and security standards, reducing demand for investment in secure truck stop infrastructure.
- **Driver Conduct and Facility Management:** Certain driver behaviours, including the unauthorised consumption of alcohol, the use of prohibited substances and activities that compromise site security, can create operational and safety challenges for truck stop operators.
- **Rising Operational Costs:** Increasing costs associated with labour, fuel, utilities, maintenance and security place significant financial pressure on truck stop operators and may affect service quality and long-term sustainability.
- **Facility Damage and Theft:** Damage to infrastructure, theft of equipment and

misuse of facilities contribute to increased maintenance and replacement costs.

- **Limited Access to Industry Data:** The absence of reliable and up-to-date industry data limits evidence-based planning and investment decisions relating to the expansion, upgrading, and development of truck stop facilities.
- **Marketing and Awareness Challenges:** Limited opportunities exist for truck stop operators to promote their facilities and services to freight operators and drivers, reducing visibility and market awareness.
- **Economic Volatility:** Economic cycles directly affect freight volumes and truck stop utilisation. Economic downturns may reduce demand for services, while periods of growth can place pressure on existing infrastructure and capacity.
- **Underutilisation of Overnight Parking Facilities:** Despite growth in freight traffic along key transport corridors, some truck stop operators report limited growth in overnight parking demand, affecting revenue generation and investment returns.
- **Border and Port Delays:** Delays at border posts, ports, and logistics hubs can disrupt travel schedules and reduce the utilisation of truck stop facilities, resulting in lost revenue opportunities.
- **High Capital Investment Requirements:** The establishment, upgrading and maintenance of truck stop facilities require significant capital investment, which may act as a barrier to entry and expansion.
- **Environmental Sustainability:** Truck stop operations may contribute to environmental impacts through fuel emissions, waste generation, and land use. Increasing regulatory and stakeholder expectations require operators to adopt sustainable practices, including energy-efficiency measures, waste-management programmes, recycling initiatives, and alternative-fuel infrastructure.

5.1.2.2 The Challenges Encountered By Truck Drivers:

Truck drivers face a range of challenges that affect their health, safety, well-being and productivity. These challenges have implications not only for individual drivers but also for road safety, freight efficiency and the sustainability of the broader logistics sector. Key challenges include the following:



- **Driver Fatigue and Health:** Limited access to quality rest facilities, health services and wellness amenities contributes to driver fatigue, reduced alertness and increased safety risks. Inadequate opportunities for rest and recovery may negatively affect physical and mental wellbeing and increase the likelihood of fatigue-related incidents. Research indicates that approximately 38% of truck drivers spend between 15 and 25 days per month at truck stop facilities. In many cases, total working hours, including driving, waiting, loading, and offloading activities, may exceed 18 hours per day, placing significant strain on drivers and increasing fatigue-related risks.
- **Safety and Security Risks:** Truck drivers often operate in environments characterised by elevated levels of crime and cargo-related security risks. The need to remain constantly vigilant can contribute to stress, fatigue and reduced overall well-being.

- **Health and Lifestyle Challenges:** The nature of long-haul freight transport may limit access to healthy food options, regular exercise and preventative healthcare services. These factors increase vulnerability to lifestyle-related health conditions and can negatively affect driver health and performance.
- **Reduced Life Expectancy:** The demanding nature of long-haul trucking, combined with prolonged periods of sedentary work, irregular sleeping patterns and limited access to healthcare, may contribute to adverse long-term health outcomes and reduced life expectancy.
- **Limited Access to Health and Support Services:** Access to healthcare services at truck stops remains limited in many locations. Resource constraints may affect the availability of adequately equipped clinics, healthcare professionals and wellness programmes designed to support the health needs of truck drivers.
- **Industry Attractiveness and Workforce Sustainability:** Concerns relating to safety, health, working conditions and extended periods away from family may reduce the attractiveness of truck driving as a career. This presents a potential risk to the long-term sustainability of the freight transport workforce.
- **Operational Inefficiencies:** Limited parking capacity, inadequate facilities and long waiting times at truck stops may contribute to delays in freight movements, disruptions to delivery schedules and increased operational costs across the logistics value chain.
- **Inadequate Driver Support Facilities:** Poor-quality facilities and limited support services may contribute to driver dissatisfaction and negatively affect overall well-being and job satisfaction.
- **Limited Provision for Parking Costs:** In some instances, drivers are not provided with adequate allowances to cover the cost of secure parking facilities. This may result in the use of informal or unsafe roadside parking areas, increasing safety and security risks.
- **Working Hours and Regulatory Compliance:** In terms of the Main Agreement of the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI), an employer may not require or permit an employee to work more than

90 hours in any week, including ordinary hours, overtime and hours worked on Sundays or public holidays. In the absence of dedicated driving-hours legislation, compliance with industry agreements and effective self-regulation remain important mechanisms for promoting driver safety and wellbeing.

- **Hygiene and Sanitation:** The quality of hygiene and sanitation facilities varies across truck stop facilities. Inadequate ablution facilities, poor sanitation standards, and limited access to safe potable water may negatively affect driver health and overall well-being.

5.1.2.3 Women's Empowerment and Skills Development in the Freight Logistics Sector

Beyond the provision of gender-responsive facilities, increasing women's participation in the trucking industry requires targeted empowerment and skills development interventions. These should support women's entry into the sector, strengthen their technical and professional capabilities, and create pathways for retention, advancement and leadership across the freight logistics value chain.



The development of the National Truck Stop Framework included extensive desktop research, stakeholder engagements and site visits to truck stop facilities located along key freight corridors across South Africa. A recurring finding from both the research and site assessments was the limited provision of facilities, services and operational arrangements that adequately cater for the needs of women within the freight logistics sector.

While some truck stops provide basic amenities, many facilities were found to lack gender-responsive infrastructure and services, including secure ablution and shower facilities, wellness and healthcare services, secure overnight accommodation, and safety measures designed to support women working within the freight transport environment

These findings are particularly significant given the increasing emphasis on transforming the freight logistics sector and promoting greater participation by women in road freight operations. Historically, the freight transport industry has been male-dominated, with women facing a range of structural, social, and operational barriers that limit their participation and advancement. The lack of suitable facilities and support systems at truck stops further compounds these challenges, creating an environment that may discourage women from entering or remaining in the sector. This is particularly relevant in long-haul freight operations, where drivers spend extended periods away from home and rely heavily on truck stop infrastructure to meet their operational, safety, health, and personal needs.

The Framework recognises that increasing the participation of women in the freight logistics sector requires more than recruitment initiatives or employment targets. Meaningful and sustainable transformation requires the creation of an enabling environment that supports the attraction, retention, development and advancement of women throughout the freight logistics value chain. This includes addressing infrastructure deficiencies, improving workplace conditions, strengthening safety and security measures, expanding access to training and skills development opportunities, and creating clear pathways for progression into supervisory, technical, managerial and entrepreneurial roles.

Research undertaken during the development of the Framework also highlighted the importance of addressing perceptions associated with careers in the freight logistics sector. Many women continue to perceive the freight transport industry as inaccessible due to concerns relating to personal safety, limited support networks, inadequate facilities and the limited visibility of women in leadership and operational roles.

Addressing these challenges requires coordinated interventions involving government, industry associations, freight operators, truck stop operators, training institutions, labour organisations and other stakeholders to create a more inclusive, supportive and enabling environment that encourages greater participation by women across the freight logistics value chain.

As South Africa advances its broader national objectives relating to economic transformation, inclusive growth, skills development, employment creation and gender equality, the freight logistics sector presents a significant opportunity to expand the participation of women across a wide range of occupations and economic activities. Increasing the representation of women within the sector is not only a social and developmental imperative but also a strategic economic intervention that can help address future skills shortages, improve workforce sustainability, enhance productivity and strengthen the long-term resilience and competitiveness of the freight logistics industry.

The freight logistics sector offers opportunities that extend far beyond truck driving. Women have an increasingly important role to play across the freight logistics value chain, including logistics planning, fleet management, warehouse operations, freight forwarding, customs and compliance management, transport planning, vehicle maintenance, safety management, information technology, supply chain management, truck stop operations and freight-related entrepreneurship. Expanding participation across these areas can contribute to greater diversity, innovation and workforce sustainability while creating new pathways for economic empowerment, skills development and professional advancement.

The National Truck Stop Framework therefore recognises truck stops not only as freight support infrastructure but also as strategic socio-economic nodes that can contribute to employment creation, enterprise development, skills transfer, transformation and community development. Well-designed truck stop facilities can support broader socio-economic objectives by creating employment opportunities, supporting small business development, facilitating access to training and support

services, and providing safer and more inclusive environments for all users.

The Framework further acknowledges the important role that truck stops can play in supporting women-owned enterprises and service providers operating within freight corridor economies. Significant opportunities exist for women-owned businesses to participate in the provision of accommodation, catering, retail operations, vehicle support services, wellness services, cleaning services, security services, administrative functions and other activities associated with truck stop operations. Encouraging such participation can contribute to local economic development while advancing broader transformation objectives within the transport sector.

In addition to infrastructure improvements, targeted skills development interventions will be required to support increased participation by women in the freight logistics sector. These interventions may include targeted driver training programmes, learnerships, mentorship apprenticeships, initiatives, leadership development programmes, technical training opportunities and entrepreneurship support programmes designed to equip women with the skills and experience required to participate effectively across the freight logistics value chain.

The Framework therefore supports collaborative initiatives aimed at improving the participation of women throughout the freight logistics sector. Such initiatives should seek to address both infrastructure and skills-related barriers while promoting safer, more inclusive and supportive operating environments. Through coordinated action by government, industry stakeholders, training institutions and truck stop operators, the freight logistics sector can become a more attractive and accessible career option for women, contributing to transformation, economic inclusion, workforce development and the long-term sustainability of the

6. THE PURPOSE OF THE NATIONAL TRUCK STOP FRAMEWORK

The purpose of the NTSF is to provide a comprehensive framework for the planning, development, management and continuous improvement of truck stop facilities across South Africa. It seeks to address the current and emerging challenges facing the road freight sector by promoting safe, efficient, sustainable and inclusive truck stop infrastructure and services.

The Framework aims to enhance road safety, improve driver well-being, support freight efficiency, encourage investment, strengthen regulatory alignment and contribute to socio-economic development along key freight corridors. It is intended to guide policymakers, government institutions, truck stop operators, freight operators, investors and other stakeholders involved in the planning, development and operation of truck stop facilities.

The Framework therefore seeks to:

- Establish a comprehensive understanding of truck stop operations and their role within the road freight logistics value chain.
- Define a truck stop within the South African road freight context and provide a standardised national definition.
- Develop a nationally recognised truck stop classification and grading system to support planning, investment, monitoring and service delivery.
- Establish and maintain a national database of operational truck stops, including their locations, classifications, amenities and services.
- Promote equitable and inclusive access to truck stop facilities, amenities and services for all users, including both male and female truck drivers

6.1 Objectives of the Framework

The objectives of the National Truck Stop Framework are to:

- **Improve operational efficiency** by promoting the provision of adequate



infrastructure, facilities and services that support efficient freight movement and minimise operational delays.

- **Enhance service delivery** through the establishment of minimum standards for truck stop facilities, amenities and support services that respond to the needs of freight operators and truck drivers.
- **Promote safety and security** by encouraging the implementation of appropriate safety, security and risk management measures to protect drivers, cargo, vehicles and infrastructure.
- **Support regulatory compliance** by providing guidance that aligns truck stop planning, development and operations with relevant legislation, policies, standards and regulatory requirements.
- **Advance driver health and well-being** through the provision of appropriate rest facilities, wellness services, safe accommodation, healthy food options and other amenities that contribute to improved quality of life and working conditions.
- **Promote environmental sustainability** by encouraging environmentally responsible practices, including efficient resource utilisation, waste management, energy conservation and the adoption of cleaner technologies.
- **Strengthen economic sustainability** by supporting investment, operational viability and the long-term sustainability of truck stop facilities.
- **Facilitate technology integration** through the adoption of digital systems and innovative technologies that improve operational management, service delivery, safety and data collection.
- **Promote gender-responsive and inclusive infrastructure** that supports the participation, safety and well-being of women and other underrepresented groups within the freight logistics sector.
- **Strengthen stakeholder coordination and collaboration** among government institutions, truck stop operators, freight operators, industry associations, labour organisations, investors and other stakeholders involved in the freight logistics value chain.

The Framework serves as a coordinating mechanism to strengthen collaboration between truck stop operators, the Department of Transport, provincial and municipal authorities, private sector stakeholders, freight industry associations, the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI), state-owned entities and other relevant stakeholders. Through improved coordination and stakeholder engagement, the Framework seeks to ensure that truck stops are recognised and supported as critical components of South Africa's freight logistics system.



7. THE IMPORTANCE OF TRUCK STOPS IN THE TRANSPORTATION NETWORK

Truck stops serve as critical support facilities within the road freight transport system, providing safe and secure locations for drivers to rest, refuel and access essential services. As key components of the freight logistics value chain, truck stops contribute to road safety, operational efficiency and the well-being of drivers. They also support local economic development through employment creation, enterprise development and increased economic activity in surrounding communities.

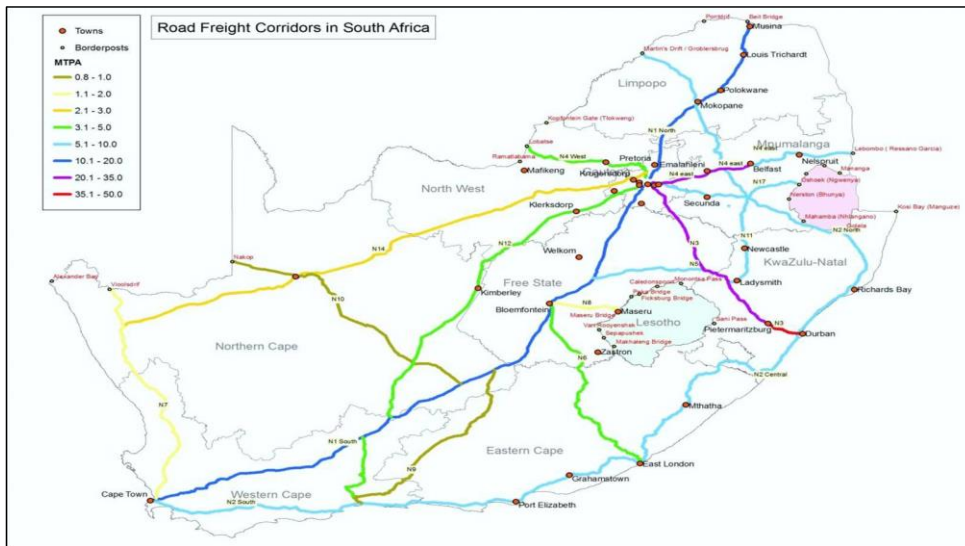
Truck stops also play an important role in supporting compliance with labour and transport regulations. In particular, they contribute to compliance with the Main Collective Agreement of the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI), which prescribes limits on daily and weekly working hours, mandatory meal intervals and minimum rest periods for drivers.

Strategically located truck stop facilities enable drivers to take required rest breaks safely and conveniently without compromising operational schedules. Through the provision of secure parking, rest facilities, food services and ablution facilities, truck stops support compliance with regulated working hours while reducing the risk of fatigue-related incidents and improving overall road safety.

In addition to supporting driver welfare and operational efficiency, truck stops contribute to improved regulatory compliance, freight reliability and the long-term sustainability of the road freight sector. Their role is therefore critical in promoting a safe, efficient and resilient freight transport system.

South Africa's Road freight corridors span vast geographic distances and accommodate significant volumes of freight movement across the country. These corridors facilitate the transportation of a wide range of commodities and significant freight volumes between production centres, industrial hubs, ports, border posts and consumer markets, as illustrated in Map 1: Road Freight National Corridors.

Map 1: Road Freight National Corridors



Source: Adapted from Department of Transport, Road Freight Strategy 2017 (Pretoria: DoT, 2017).

8. THE DEPARTMENT OF TRANSPORT

The Department of Transport (DoT) is mandated to create an enabling environment for the transport sector to contribute to South Africa's economic growth and social development through the provision of effective transport policies, systems and infrastructure.

The DoT is responsible for the development of transport policies, legislation and regulatory frameworks at the national level, while provincial and local government authorities are responsible for implementation within their respective jurisdictions. This is achieved through legislation, regulations, policies, guidelines, by-laws, strategies and implementation plans.

The road freight sector plays a critical role in South Africa's economy and relies heavily on a safe, efficient and well-coordinated transport system. However, there is currently no dedicated national policy or regulatory framework that specifically governs the planning, classification, development and operation of truck stop facilities. As a result, truck stop infrastructure has developed in an uneven and fragmented manner

across different freight corridors.

In the absence of nationally recognised standards and classification criteria, truck stop facilities vary significantly in terms of infrastructure quality, service provision, safety measures and operational practices. This inconsistency may affect service quality, road safety outcomes and the overall effectiveness of truck stop facilities in supporting the freight logistics sector.

The emergence of informal and unregulated facilities along key freight corridors presents additional challenges. In some instances, such facilities may operate without adequate infrastructure, security measures or supporting services, potentially exposing drivers, cargo and vehicles to increased safety and security risks.

The National Truck Stop Framework seeks to address these challenges by providing a structured approach to the planning, classification, development and management of truck stop facilities. The Framework further proposes the establishment of minimum standards and a truck stop grading system to guide the development of new facilities and support the assessment and improvement of existing facilities across South Africa.



PART II

METHODOLOGY

NATIONAL TRUCK STOP FRAMEWORK

PART II

9. METHODOLOGY

The National Truck Stop Framework was developed through a structured, multi-phase methodology incorporating qualitative and quantitative approaches. The process included physical site visits, questionnaire-based data collection, stakeholder engagement and standardised evaluation. This comprehensive approach was designed to assess the quality, safety and range of services provided at truck stops across South Africa and to inform the development of the Framework.

Throughout the site visits, a standardised questionnaire was used to collect data on truck stop facilities, services and safety measures. This structured approach enabled the assessment of key factors affecting drivers' safety and comfort. The questionnaire covered criteria such as legal and operational compliance, the availability of essential services, security measures, and comfort and convenience amenities.

In the absence of a universally accepted or standardised definition of what constitutes a truck stop in South Africa, the study adopted a pragmatic, data-driven approach to identifying and assessing facilities. Rather than imposing a prescriptive definition at the outset, empirical evidence was gathered from multiple sources, including datasets provided directly by major fuel companies, public listings available on their websites and an expanded list of independent fuel retailers commonly referred to as white sites.

The goal was to visit each identified location to confirm its suitability for accommodating commercial freight vehicles and to assess whether it provided short-term daytime rest, overnight parking or longer-term parking facilities. Each site visit included a structured discussion with the facility owner or manager, a walk-through of the premises, photographic documentation and observation-based recording of visible infrastructure and available amenities.



Following the visit, the facility representatives were invited to complete a comprehensive electronic site assessment survey to provide deeper insight into the services offered. While not all business owners or managers were willing to participate in the survey, often due to privacy concerns or lack of regulatory obligation, these cases were noted and will be referenced in the findings of this study.

Importantly, the assessors did not predetermine which amenities would qualify a site as a truck stop. Instead, the assessors objectively recorded the presence or absence of key services at each location. This empirical documentation now forms the foundation upon which a clear, consensus-driven definition of a truck stop can be developed and recommended as part of the study's output.



The study follows a five-step methodology:

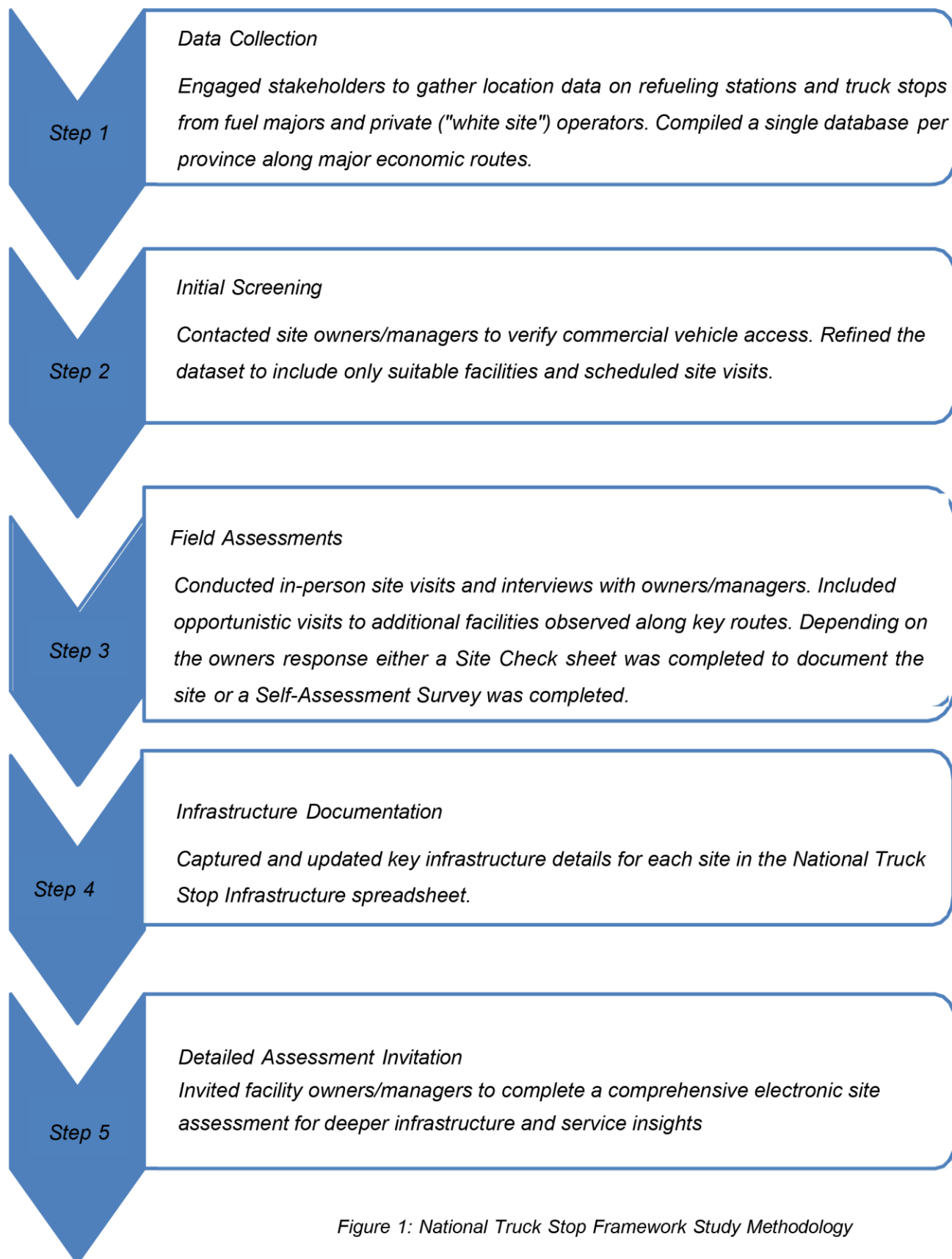


Figure 1: National Truck Stop Framework Study Methodology

interact dynamically, adapt to changing conditions and give rise to emergent patterns of behaviour that cannot be predicted from the actions of individual components alone. Key characteristics of a CAS include decentralised control, non-linear cause-and-effect relationships, feedback loops, learning and adaptation, and co-evolution with the broader environment.⁴

9.1 Applying (CAS) Thinking to the National Truck Stop Self-Assessment Tool

South Africa's truck stop ecosystem is shaped by a complex network of interconnected actors and systems, including drivers, operators, regulators, communities and infrastructure. These elements interact dynamically and respond to policy changes, economic pressures, environmental risks and social behaviours, making the sector a clear example of a complex adaptive system (CAS).

9.1.1 Diverse Stakeholders with Interdependent Roles

The Truck Stop Framework involves a wide range of stakeholders whose interdependent roles contribute to the complexity of the system. These include:

- Government departments, provincial governments, local municipalities and state-owned entities responsible for infrastructure, regulation, planning and implementation
- Private sector stakeholders, including logistics companies and truck stop operators that invest in and manage infrastructure and service delivery
- Truck drivers, who are a highly mobile and vulnerable group with varying safety, rest and welfare needs
- Local communities, which experience both the benefits and the negative impacts of truck stop operations, including informal trading opportunities, health and safety concerns, noise and traffic congestion
- Unions and civil society organisations that advocate for the rights, working conditions and welfare of drivers and related workers

These stakeholders have different responsibilities, interests, resources and behaviours. However, they must coordinate both formally and informally to support the effectiveness, safety and sustainability of the truck stop system.

⁴ Donella H. Meadows, *Thinking in Systems: A Primer*, edited by Diana Wright (White River Junction, VT: Chelsea Green

Their interactions influence how infrastructure is used, how disputes are resolved and how trust, cooperation and compliance are developed over time.

9.1.2 Adaptive Dynamics and Emerging Patterns

Interactions among stakeholders create continuous feedback that influences how the NTSF develops over time. For example, poor infrastructure or security risks at one location may shift congestion, informal parking or related activities to another area.

Driver experiences and informal communication networks can also quickly influence perceptions of safety, accessibility and service quality. This may affect the truck stops drivers use and the routes they choose.

The spontaneous development of informal truck stops and community-led safety initiatives demonstrates the need for flexible planning and responsive policy. A rigid, top-down approach may become ineffective as conditions, risks and transport patterns change.

9.1.3 Non-linearity and Adaptation

The non-linear nature of a complex adaptive system is evident in the truck stop ecosystem. Small interventions, such as targeted infrastructure upgrades or improved access to well-ness services, may have a significant impact on driver behaviour, compliance with rest requirements and local economic development.

Conversely, minor failures in governance, coordination or service delivery may develop into larger safety, congestion or operational challenges. These conditions require adaptive governance mechanisms that support testing, stakeholder learning and continuous adjustment based on evidence.

Viewing the truck stop ecosystem through a complex adaptive systems lens provides a useful basis for managing uncertainty, strengthening stakeholder coordination and supporting sustainable infrastructure development.



This approach shifts the focus from static planning to ongoing system management, enabling the NTSF to respond to changing logistics patterns, environmental pressures and socio-economic conditions across South Africa's freight corridors.

9.1.4 A CAS-Informed Benchmarking Methodology

Rather than using a binary checklist, a tiered benchmarking system was developed. The system was piloted and refined using input from truck stop owners and managers, assessors and truck drivers.

The benchmarking system is based on four adaptive dimensions:

- Security, including CCTV surveillance, lighting and perimeter control.
- Amenities, including restrooms, food services and parking.
- Driver health and wellness, including clinics, access to fresh meals and gym facilities.
- Environmental management and compliance, including waste management systems and safety certification.

Each question in the assessment tool is weighted according to its impact on safety, driver wellbeing and operational quality. Facilities are then classified into tiers ranging from basic to premium, based on their cumulative scores and the range and quality of services provided.

9.1.5 Flexibility and Local Adaptation

In line with Complex Adaptive System principles, the assessment tool allows for:

- Self-completion by truck stop operators before or after a site visit.
- Joint completion by operators and assessors during a site walk around.
- Field-based verification through GPS records, photographs and stakeholder interviews.

This flexible approach supports local relevance, strengthens trust and encourages shared ownership of the assessment outcomes.



9.1.6 Building Relationships, Not Just Collecting Data

As there is no regulatory requirement for truck stop operators to participate, the success of the assessment depends on voluntary engagement. Field teams adopted a relationship-based approach and visited more than 150 sites to:

- Build trust with truck stop owners and operators.
- Ensure confidentiality.
- Develop a shared vision for future truck stop infrastructure.

This CAS-informed approach positioned the assessment as an opportunity for learning, collaboration and partnership rather than solely as a compliance exercise.

10. SITE VISITS

The map below shows the routes and urban centres covered by the NTSF assessment teams during fieldwork. These routes span key freight corridors across South Africa and include, but are not limited to, the following:

- N1 Corridor: Cape Town to Musina, via Bloemfontein and Johannesburg.
- N2 Corridor: Cape Town to Gqeberha.
- N3 Corridor: Durban to Johannesburg.
- N4 Corridor: Pretoria to Komatipoort.
- N7 Corridor: Cape Town to Springbok.
- R49–N18–R34–N12–N1 Corridors: Zeerust to Beaufort West, via Vryburg, Bloemhof and Kimberley.
- N3–R34–N11–N3 Route: Johannesburg, Newcastle, Vryheid, Mooi River and Durban.
- N12–N14 Corridors: Pretoria, Coligny, Christiana, Wolmaransstad and Klerksdorp.

Although the route assessment was extensive, it did not constitute a complete national census of all truck stop facilities. The selected corridors form part of the strategic backbone of South Africa's freight network and were selected based on freight



volumes and cross-provincial significance.

The fieldwork was conducted to verify the existence, condition and functional profile of potential truck stop and rest facilities along these corridors.

Map 2: Depicting the primary freight corridors assessed during NTSF fieldwork.



Source: Google Maps

Provincial Maps Reflecting the Sites Visited During the Study

The maps below show the locations of truck stops visited and assessed by the NTSF field teams across the selected provinces. They reflect the site visits conducted along major freight corridors and within key urban and logistics centres.

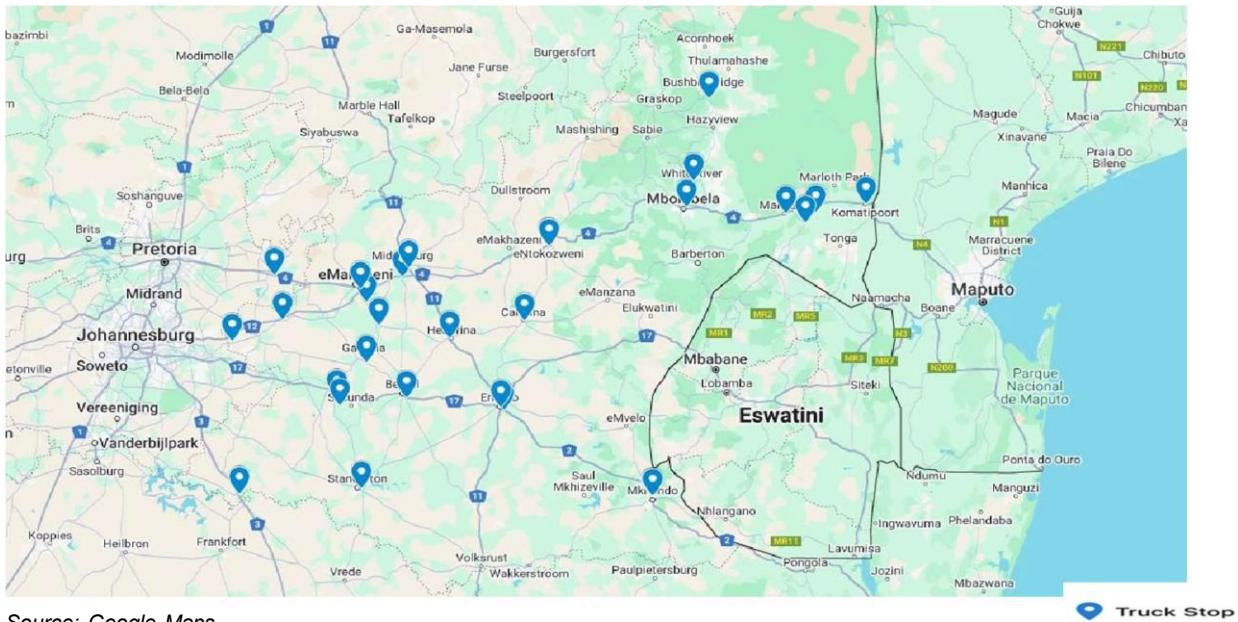
The truck stops were assessed based on their physical suitability, accessibility and available services and amenities to inform their potential inclusion in the National Truck Stop Tiering Framework.

A complete list of the truck stops visited, including the name of each facility, its geographic location and a summary of the available services and amenities, is

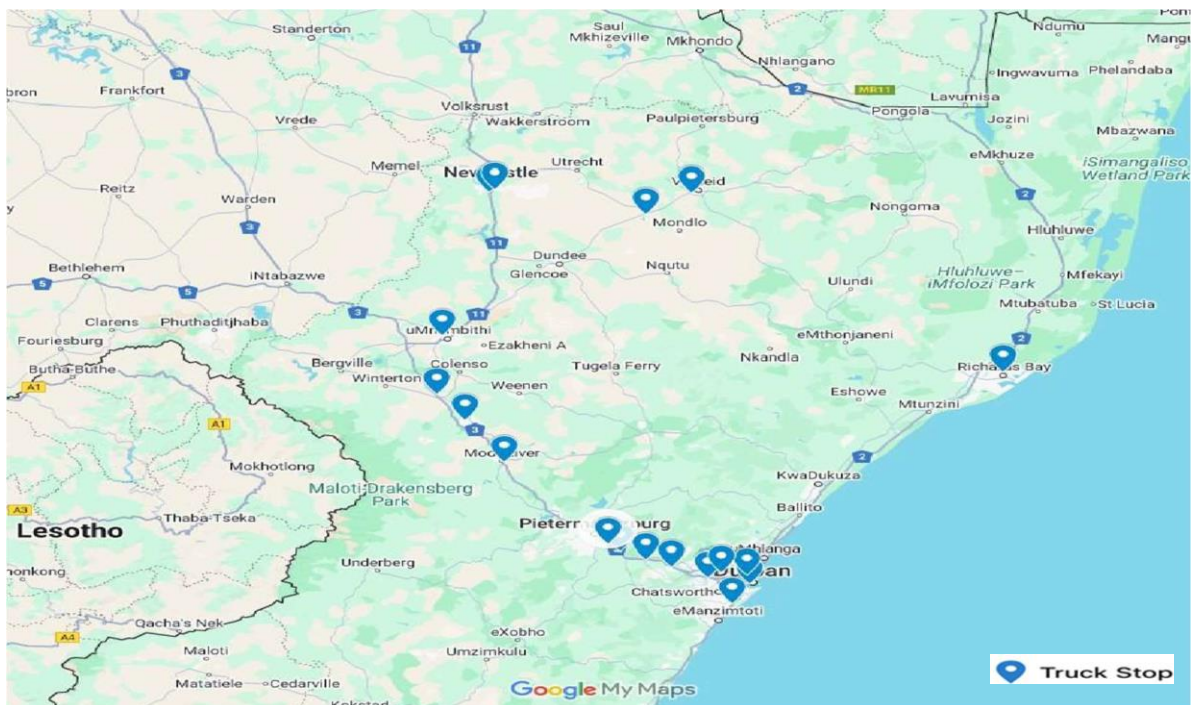
provided in Annexure A.

The list supports transparency and provides a useful reference for future planning, investment and monitoring.

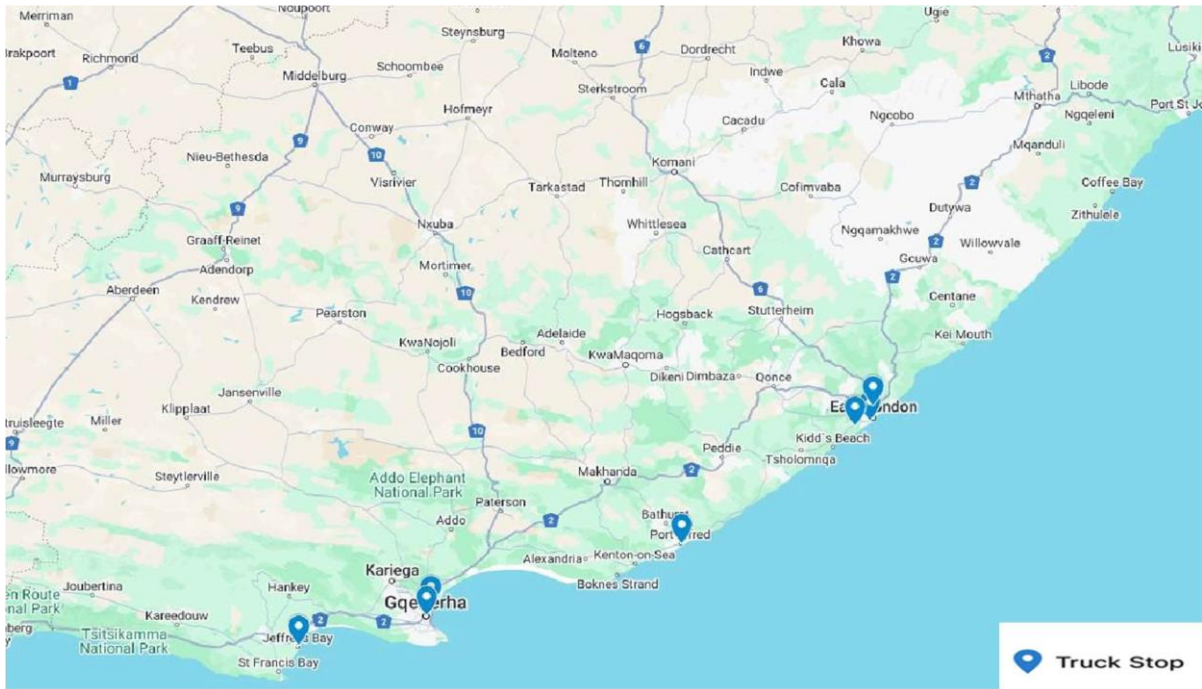
Map 3: Sites visited in Mpumalanga



Map 4: Sites visited in Kwa-Zulu Natal

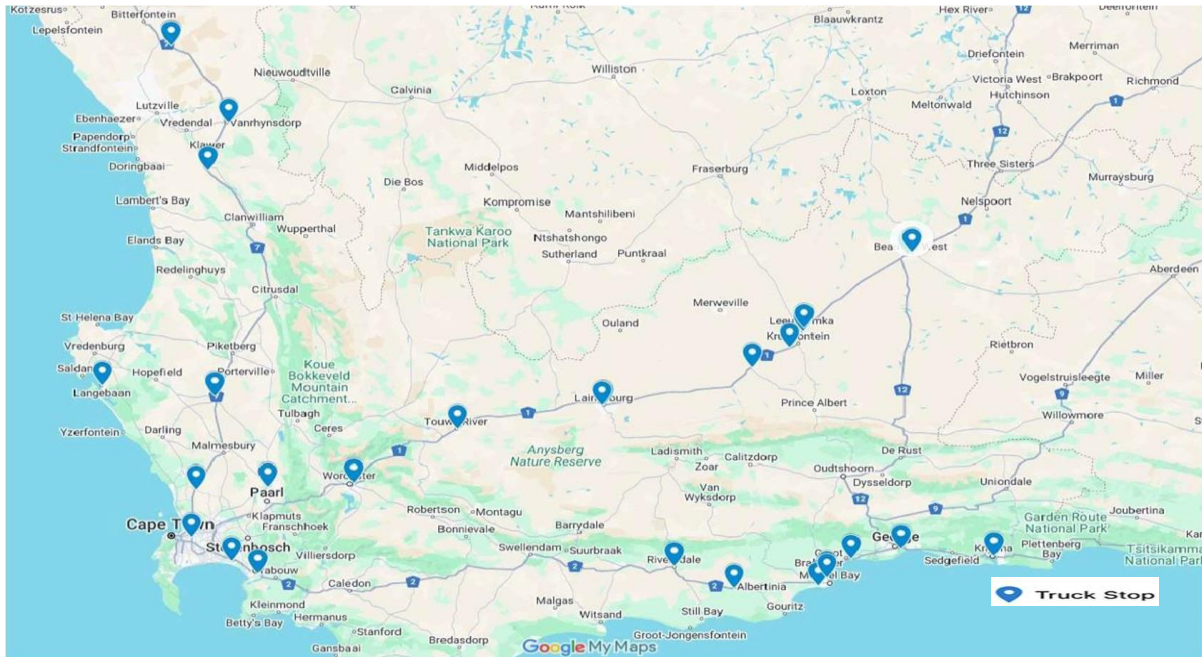


Map 5: Sites visited in Eastern Cape



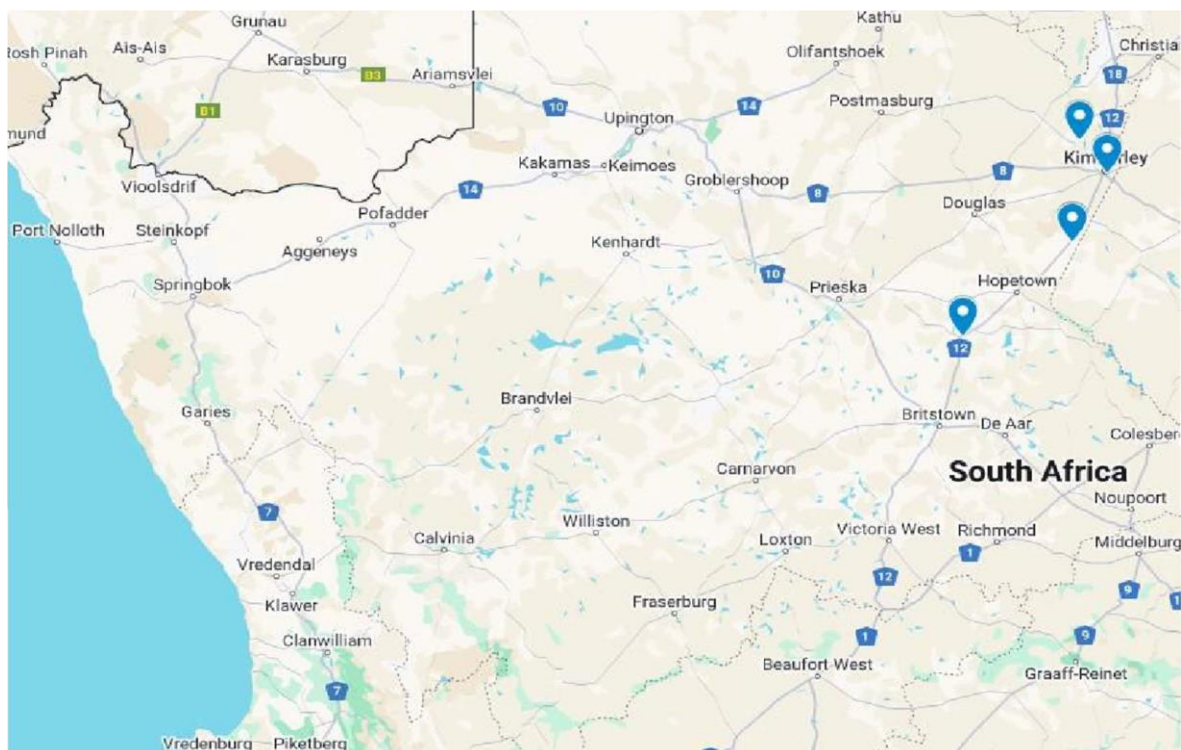
Source: Google Maps

Map 6: Sites visited in Western Cape



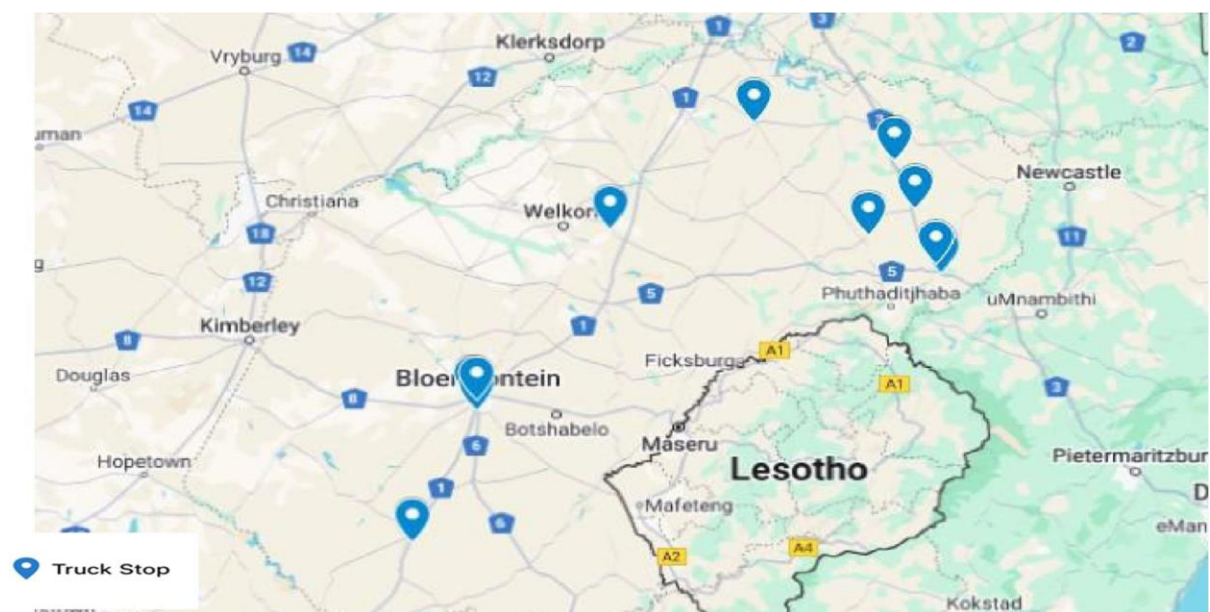
Source: Google Maps

Map 7: Sites visited in Northern Cape



Source: Google Maps

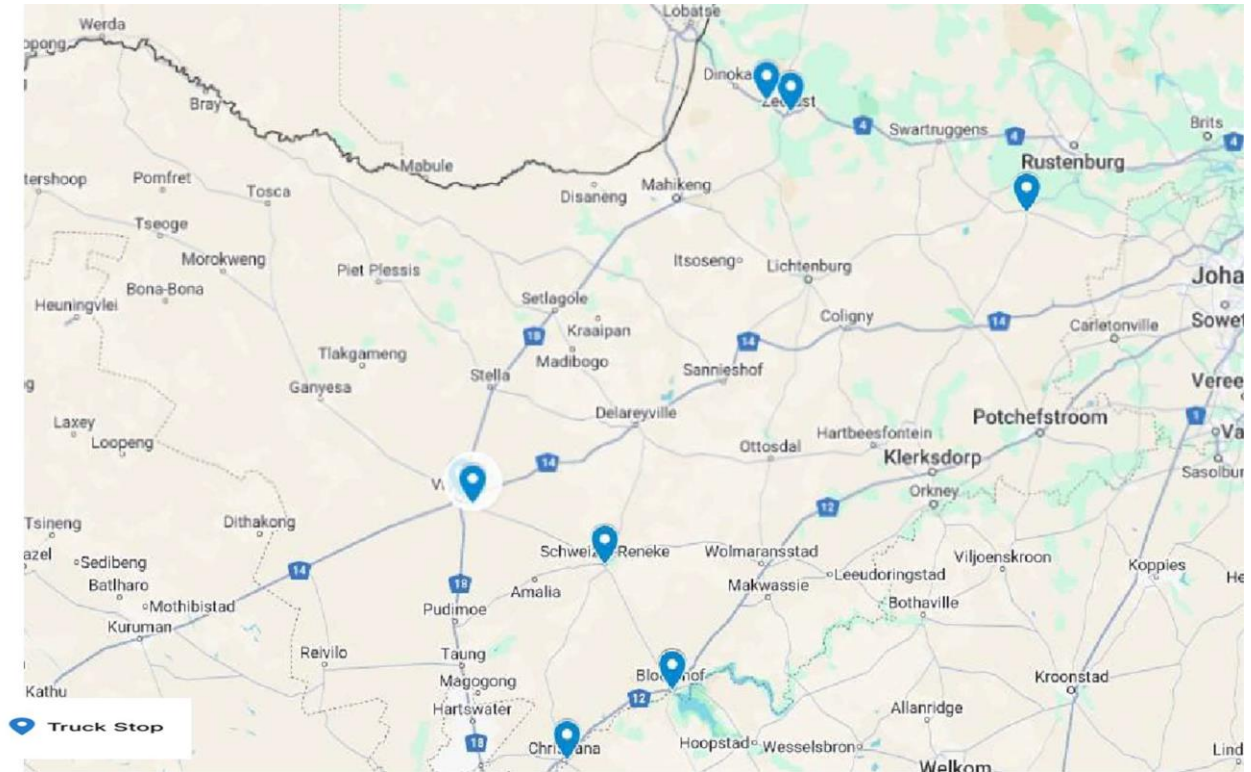
Map 8: Sites visited in Free State



Source: Google Maps

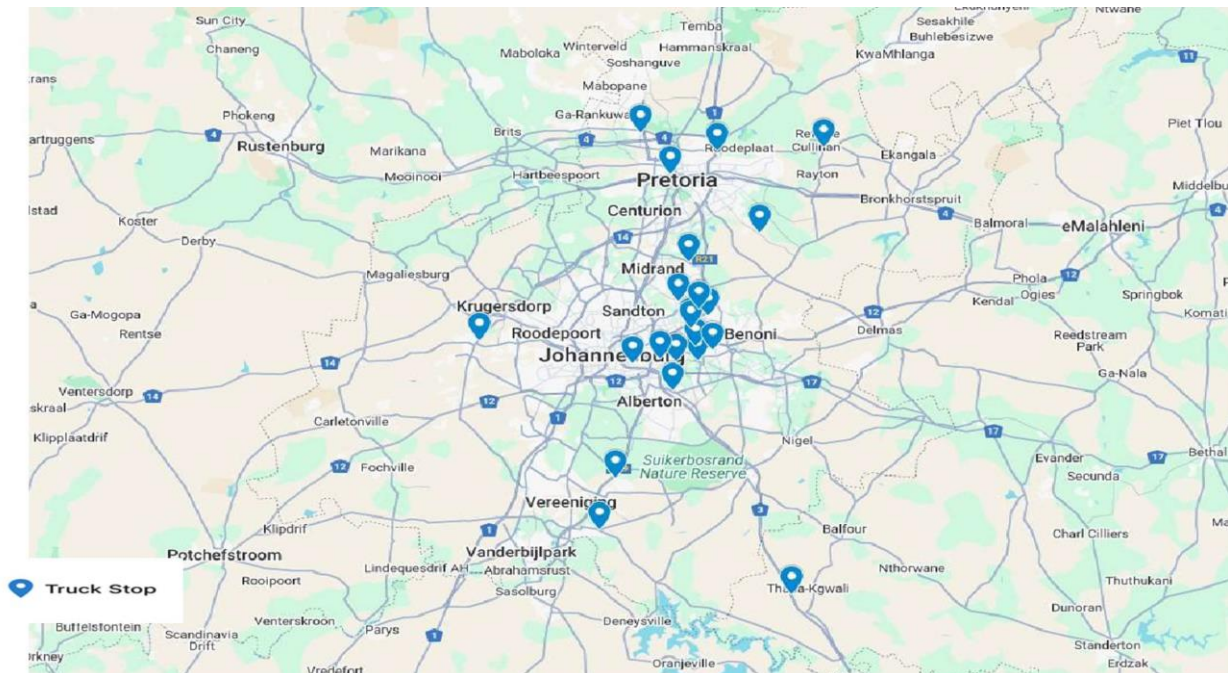


Map 9: Sites visited in North West



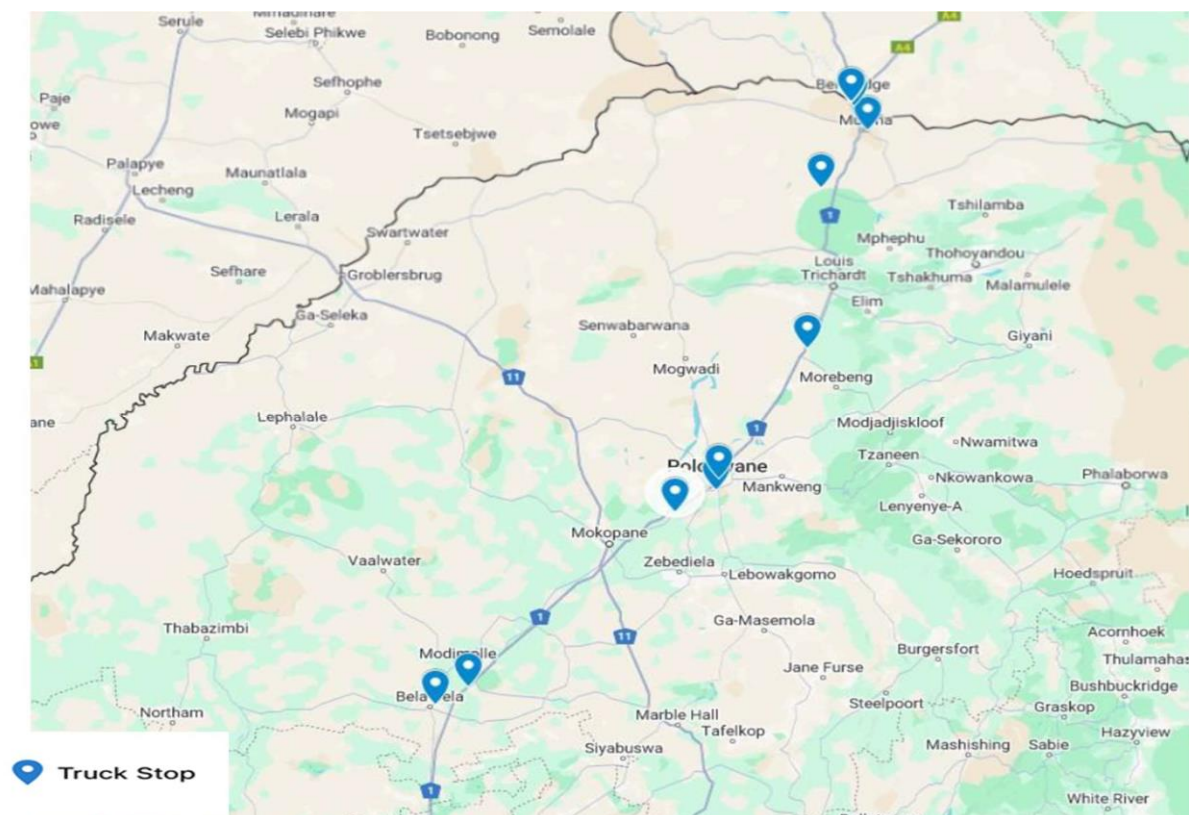
Source: Google Maps

Map 10: Sites visited in Gauteng



Source: Google Maps

Map : 11 Sites visited in Limpopo



Source Google Maps

11. DATA CONFIRMATION AND REFINEMENT

The initial database included 430 fuelling or rest facilities that were preliminarily identified as potential truck stop sites. Through a systematic process of telephonic verification, many of these facilities were excluded because they could not accommodate commercial vehicles.

Following this process, 154 facilities were confirmed as qualifying truck stops or rest sites, having met the minimum requirements for commercial vehicle accommodation.

The basic Site Check sheet used during in-person visits assessed only the physical suitability of each facility for truck parking and rest. It did not provide an official classification or grading.

Only facilities that completed the Site Self-Assessment Tool were eligible for formal grading under the National Truck Stop Tiering Framework.

12. TIERING METHODOLOGY AND SCOPE OF DATA USED

As part of the broader effort to establish a nationally consistent classification system for truck stops, a tiering methodology was developed to provide structured insight into the range and level of infrastructure, amenities and services available at truck stop facilities.

The system is not intended to assign value judgements or imply that lower-tier truck stops are inadequate. Instead, it recognises that truck stop ratings are influenced by factors such as geographic location, land availability, truck volumes and the practicality of providing particular services at each site.

The tiering framework provides for graduated classification, recognising both fully equipped truck stops and facilities serving smaller or more remote freight corridors. Tier 1 truck stops provide the most comprehensive range of services and are generally suited to high-volume corridors. Tier 2 and Tier 3 facilities provide essential or basic services aligned with local logistics patterns and resource constraints.

To support implementation and planning, a site-level assessment tool was applied during fieldwork to evaluate existing truck stop infrastructure. Each site was assessed using weighted criteria across the following categories:

- Infrastructure.
- Safety and security.
- Services and amenities.
- Access and integration.



The scores were aggregated to assign a provisional overall tier rating to each site.

The tables below explain the classification system in greater detail. In addition to the overall site tier, the Framework assesses selected dimensions, including security, amenities, driver health and wellness, and sustainability. Each dimension is scored according to a defined point range reflecting the level of service or infrastructure available.

For the security dimension, the Security Tier Classification ranges from Sec 1 to Sec 5. Sec 1 represents the highest level of security provision, while Sec 5 indicates minimal or no formal security measures and may require significant improvement.

The Security Tier Classification assesses the strength of on-site safety and security measures. These range from comprehensive surveillance, controlled access and emergency preparedness to facilities with limited or no formal security measures.



Table 2: Security Tier Classification

Security Tier Classification		
Security Tier	Points	Description
	Range	
Sec1 (Highest Rating)	26 – 30	Indicates the highest level of on-site security, with all major security features fully in place.
Sec2	21 – 25	A high level of security with most safety features and monitoring measures active.
Sec3	16 – 20	A moderate level of security, offering several key measures. May lack some monitoring or response systems.
Sec4	11 – 15	Basic security coverage. Essential components may be in place but not comprehensive.
Sec5 (Lowest Rating)	0 – 10	Minimal or no formal security. Presents potential risks and requires significant upgrades.

Source: Safer Stops Association NPC

The Amenities Tier Classification (Tier 1 to Tier 5) assesses the quality and range of facilities available to drivers. These range from fully equipped truck stops with showers, food outlets and rest areas to facilities that provide only basic services



Table 3: Amenities Tier Classification

★ Amenities Tier Classification		
Amenities Tier	Points Range	Description
Tier 1 (Excellent)	34 – 40	Offers a wide range of high-quality facilities including restrooms, showers, food courts, parking, and driver lounges. Designed for optimal driver comfort and convenience.
Tier 2 (Good)	26 – 32	Well-equipped with most essential amenities. Facilities are generally clean, accessible, and well-maintained with some enhanced services available.
Tier 3 (Moderate)	19 – 25	Provides the core services needed for truck drivers, but may lack variety, capacity, or convenience in some areas.
Tier 4 (Basic)		
Tier 5 (Minimal)	12 – 18	Basic facilities are present, though limited in scope or quality. Focused primarily on functional rather than comfortable amenities. Minimal infrastructure in place. Few or no formal amenities available for drivers, indicating urgent need for facility upgrades.
	0 – 11	

Source: Safer Stops Association NPC

The Driver Health and Wellness Tier Classification (Tier 1 to Tier 5) assesses the level of support provided for driver well-being. This includes access to healthcare services, healthy food options, hygiene facilities and suitable rest areas.



Table 4: Driver Health and Wellness Classification

• Driver Health & Wellness Tier Classification		
Health & Wellness Tier	Points Range	Description
Tier 1 (Excellent)	35 – 40	Indicates comprehensive support for driver well-being, including physical health facilities, mental health resources, healthy food options, and rest areas.
Tier 2 (Good)	28 – 34	Strong wellness support in place. Most key health and comfort services are available, with minor gaps in range or accessibility.
Tier 3 (Moderate)	21 – 27	A reasonable level of driver wellness provisions. Essential amenities are present, but holistic or preventative wellness may be limited.
Tier 4 (Basic)	14 – 20	Basic facilities for driver comfort and hygiene are present. Wellness support is minimal and typically focused on essential needs only.
Tier 5 (Minimal)	0 – 13	Few or no wellness services available. Drivers lack access to rest, hygiene, or health support, indicating a critical area for improvement.

Source: Safer Stops Association NPC

The Sustainability Tier Classification (Tier 1 to Tier 5) assesses environmental practices at truck stop facilities. These include recycling, water conservation, waste management and the use of green infrastructure, recognising the need for more environmentally responsible freight hubs.



Table 5: Sustainability Tier Classification

Sustainability Tier Classification		
Sustainability	Points	Description
Tier	Range	
Tier 1 (Excellent)	7 – 9	Demonstrates exceptional commitment to sustainability. Comprehensive recycling, water-saving, green infrastructure, and driver environmental awareness measures in place.
Tier 2 (Good)	5 – 6	Strong environmental practices in several areas, with room to enhance efforts toward full site sustainability.
Tier 3 (Moderate)	3 – 4	Some sustainability practices adopted, such as basic recycling or occasional water-saving measures. Not consistently implemented.
Tier 4 (Basic)	1 – 2	Limited efforts in place. Environmental initiatives are present but informal or underdeveloped.
Tier 5 (Minimal)	0	No formal sustainability practices observed. Urgent improvements needed to align with industry environmental standards.

Source: Safer Stops Association NPC

Together, these tier classifications provide a comprehensive benchmarking tool that enables policymakers, truck stop operators and other stakeholders to identify strengths, gaps and investment priorities for the development and upgrading of truck stop facilities across the country.



The table presents the proposed National Truck Stop Tiering System, which consolidates the previously discussed tiering classifications into an integrated system for the grading of truck stop facilities across South Africa. The system combines the assessment of the identified criteria relating to infrastructure, amenities, safety, security, health and wellness, and sustainability to determine the overall level at which a truck stop should be graded.

This integrated approach is intended to introduce consistency and transparency in the assessment of truck stops, while providing users with greater certainty regarding the standard and level of services available at each facility. It will further support the progressive upgrading of truck stops to higher levels of compliance and service provision and assist government, industry and investors in identifying infrastructure and service gaps, prioritizing interventions, and improving the overall quality, safety and functionality of truck stop facilities nationally.



Table 6: Tiering System

TIER	DESCRIPTION / CHARACTERISTICS
<i>Tier 0 – Informal / Unregulated</i>	• No formal management or registration. • No security, fencing, or lighting. • No ablution or sanitation facilities. • Unsafe for overnight use and contributes to congestion, safety, and environmental risks.
<i>Tier 1 – Basic Facility</i>	• Basic infrastructure with minimal services. • Basic lighting and limited security presence. • Portable or shared ablutions; informal food stalls. • Lacks fuel and smart system integration.
<i>Tier 2 – Developing Facility</i>	• Managed and partially serviced site. • Fenced area with demarcated parking and partial CCTV. • Permanent ablutions, food kiosks, and resting area. • Limited wellness amenities and weak environmental management.
<i>Tier 3 – Standard Compliant Facility</i>	• Meets minimum national standards for safety and amenities. • 24-hour access control, CCTV, structured parking. • Fuel and food services available. • Basic driver wellness and sanitation facilities.
<i>Tier 4 – Premium / Fully Compliant Facility</i>	• Fully compliant with safety, security, wellness, and sustainability standards. • Integrated smart systems and digital monitoring. • On-site clinic, Wi-Fi, lounges, renewable energy and recycling systems. • Operates as a logistics and socio-economic hub.

Source: Safer Stops Association



13. STUDY LIMITATIONS

The study was conducted within defined geographic, institutional, and methodological parameters. While the findings provide a useful basis for understanding the condition, distribution and operational characteristics of truck stop facilities, several limitations affected the scope and depth of the assessment. These limitations should be considered when interpreting the findings and planning future phases of research, implementation and regulatory development.

13.1 Varying Mandates and Capacities Across Provincial and Local Government

A significant limitation of the study relates to the differing institutional mandates, regulatory frameworks and operational capacities of provincial and local government structures.

The establishment and formal approval of a truck stop involve several role-players, including provincial transport departments, municipal planning units, environmental authorities, SANRAL and provincial road departments. These institutions are responsible for functions such as reviewing zoning applications, issuing land-use and building approvals, assessing traffic impacts and enforcing environmental requirements. Their procedures, priorities and enforcement capacities differ across provinces and municipalities.

The facilitating partner did not have detailed knowledge of the specific legal and procedural responsibilities of every institution involved in approving and regulating truck stop infrastructure. The study therefore did not verify whether the truck stops identified and assessed during fieldwork complied with all applicable legal requirements or held all the authorisations required to operate.

Given the differences in institutional arrangements across provinces and municipalities, this level of compliance verification was considered beyond the scope of the study. This limitation highlights the need for greater clarity, coordination and alignment among national, provincial and local stakeholders during future phases of implementation.

13.2 Privately Developed Infrastructure with Limited Coordination

The majority of truck stops and rest facilities assessed are privately owned, including facilities operated by fuel companies and independent retailers. These facilities are generally developed based on commercial viability rather than through coordinated planning or a common regulatory framework.

This has contributed to significant differences in infrastructure quality, the range of services provided, and accessibility for different types of commercial vehicles. Private operators are not generally required to report facility specifications, participate in infrastructure planning processes or take part in national assessments. As a result, some facility owners declined to participate in surveys or site visits.

Limited coordination between private operators and public authorities presents a significant challenge to the development of a coherent and integrated national truck stop network.

13.3 Gaps in Data Availability, Particularly in Rural Provinces

The availability and accuracy of truck stop data varied across provinces, with rural and remote areas presenting the greatest challenges.

In many cases, facilities were not listed online, included in government freight or land-use databases, or readily identifiable through desktop research. This required additional field verification, including telephone enquiries and the physical identification of rest and fuel facilities.

Despite these efforts, some facilities may not have been identified, particularly in provinces with large geographic areas and limited logistical support.

These data gaps affect the completeness of the national inventory of truck stop infrastructure.



13.4 Inconsistent Stakeholder Participation and Information Sharing

The study relied heavily on the willingness of stakeholders, including national departments, provincial transport authorities, private fuel retailers and facility owners, to share information and participate in consultations. While many stakeholders were cooperative, others were hesitant or unwilling to participate because of concerns relating to data privacy, commercial sensitivity or the perceived lack of direct benefit from participation.

This inconsistency affected the study's ability to compile a uniform dataset, delayed the scheduling of some site visits and limited the availability of qualitative information in certain regions. Although the study provides a strong evidence base, some gaps may remain because of incomplete stakeholder participation and information sharing.





Status quo

Change

PART III

STATUS QUO

NATIONAL TRUCK STOP FRAMEWORK

PART III

14. STATUS QUO

As outlined earlier in this Framework, truck stops form an integral component of South Africa's freight logistics network. However, the exact number of operational truck stops in the country is unknown due to the lack of a consolidated national database and inconsistencies in how truck stop facilities are defined and classified. While information from industry bodies such as the Safer Stops Association NPC, the Road Freight Association (RFA) and provincial transport authorities provides useful insights into the sector, these figures remain indicative rather than definitive.

Early findings from the truck stop research identified the following key issues:

- **Lack of Reliable Information on Truck Stops:** The absence of a comprehensive and reliable national database of truck stop facilities limits informed planning, policy development and investment decision-making. As freight volumes continue to increase, driven in part by the growing reliance on road transport, the need for accurate, up-to-date information on truck stop locations, capacities, services, and utilisation becomes increasingly important. Without such information, effective planning and coordination of truck stop infrastructure remain challenging.
- **Increasing Freight Traffic and Capacity Constraints:** The continued growth in freight movements on South Africa's Road network has placed increasing pressure on truck stop infrastructure. One of the most significant challenges identified is overcrowding at certain truck stop facilities, particularly during peak overnight periods between 22:00 and 04:00. In some locations, available parking capacity is insufficient to accommodate demand, creating safety, security, and operational challenges for drivers and operators.
- **Role of the Department of Transport:** The research highlighted the need for a clearly defined role for the Department of Transport (DoT) in relation to truck stop planning, development and coordination. Although many truck stop facilities are privately owned and operated, they form an important component of the broader road freight transport system. The DoT therefore has an important role to play in providing strategic direction, promoting coordination among stakeholders, supporting policy development and facilitating the implementation of national

standards and best practices for truck stop facilities.

15. SITUATIONAL ANALYSIS

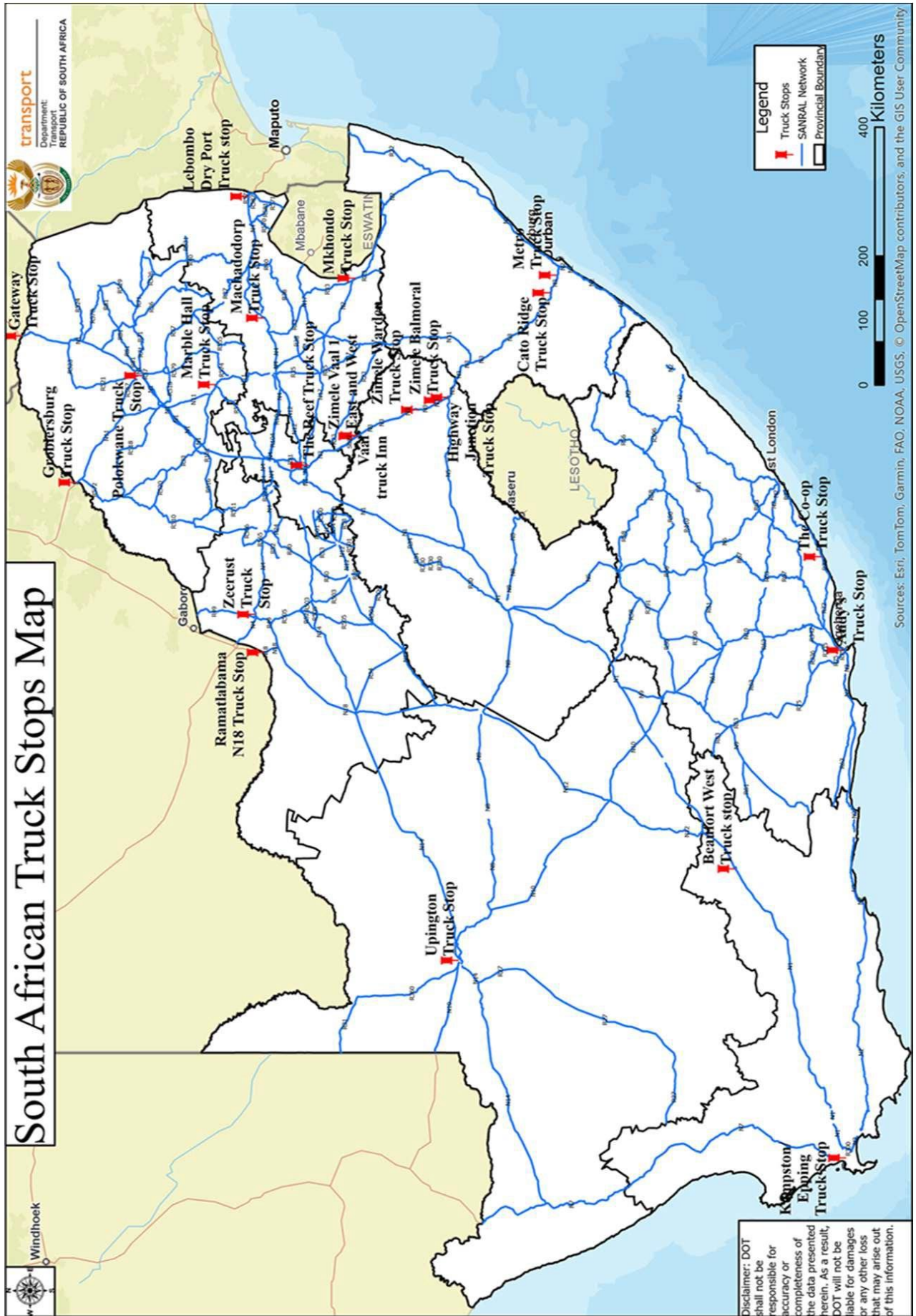
To inform the development of the National Truck Stop Framework, the Department of Transport (DoT), in collaboration with the Safer Stops Association NPC, conducted site visits to selected truck stop facilities located along key freight corridors across South Africa.

The purpose of these visits was to assess the current state of truck stop infrastructure, operations and service provision, and to identify key challenges, opportunities and areas requiring intervention. The assessments focused on several aspects, including parking capacity, safety and security measures, the condition and availability of driver amenities, accessibility, maintenance standards and the overall quality of services provided. The site visits provided valuable insights into the operational realities of truck stop facilities and highlighted significant variations in infrastructure quality, service offerings, capacity, and compliance with industry best practices. Key challenges identified included capacity constraints, inconsistent service standards, infrastructure deficiencies, safety and security concerns, and limited provision of gender-responsive facilities.

Findings from the situational analysis have informed the development of this Framework and will support future planning, investment prioritisation, policy development and stakeholder coordination initiatives aimed at strengthening South Africa's truck stop network. Addressing the challenges identified will require coordinated action among government, truck stop operators, freight operators, industry associations and other stakeholders. Through collaborative planning and implementation, truck stop facilities can better support road safety, driver well-being, freight efficiency and broader economic development objectives.

The truck stop facilities assessed during the situational analysis are illustrated in the following map.





Map 12: South African Truck Stops Map

Source: Department of Transport GIS, 2025.

15.1 Gateway Truck Stop (Musina, Limpopo)

Picture 1: Gateway Truck Stop



Source: Google Earth

The site visit was conducted on 30 November 2018. The assessment found that the truck stop was established in response to the significant volume of freight traffic moving through the Beitbridge corridor. Located approximately 1.3 km from the Beitbridge Border Post, the facility was developed to accommodate the growing number of long-distance freight vehicles operating along this strategic route.

Since its establishment, the truck stop has undergone substantial expansion to meet increasing demand, with parking capacity growing from approximately 30 trucks to 800 trucks. At the time of the assessment, the facility reported an average overnight occupancy of approximately 300 trucks, demonstrating its importance as a key support facility within the regional freight logistics network.

Table 7: Gateway Truck Stop

Established	2003
Extent	Not Specified
Capacity	800 trucks
Operating Hours	24 hours

The truck stop provides the following services and amenities:

- Four ablution facilities.
- Gym.
- Grocery shop (operating 24 hours).
- Trucker Wellness Clinic.
- Sleeping rooms.
- Clearing facilities.
- Secure truck parking, free for first 45 minutes.
- 24-hour security with CCTV cameras.

The facility has experienced challenges relating to the reliability of its water supply and has subsequently developed a borehole to supplement its water requirements and improve operational continuity.

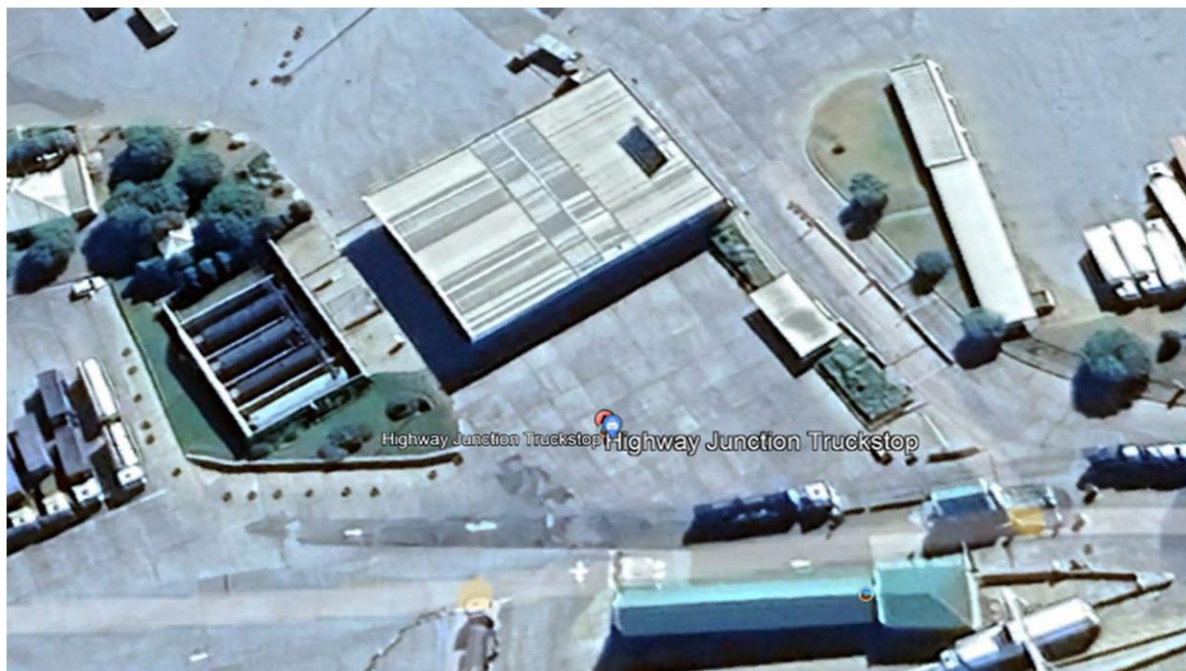
The truck stop has also reported ongoing security and social challenges associated with the presence of commercial sex work activities within and around the facility. Management indicated that measures have been implemented to address and mitigate these risks; however, the issue remains an ongoing concern.

At the time of the site visit, no formal expansion or development plans were reported by the facility management.



15.2 Highway Junction Truck Stop (Harrismith, Free State)

Picture 2: Highway Junction Truck Stop



Source: Google Earth

On 17 April 2019, a site visit was conducted at Highway Junction, which is situated adjacent to the N3/N5 junction south of Harrismith. This location is exactly halfway between Durban and Johannesburg and is commonly used as a preferred stopover for truck drivers travelling through the N3 corridor. The truck stop occupies an area of approximately 23.4 hectares.

Table 8: Highway Junction Truck Stop

Established	28 May 1999
Extent	23.4 hectares
Capacity	750 trucks
Operating Hours	24 hours

The truck stop provides the following services and amenities:

- Safe and secure paved overnight parking.
- Competitively priced diesel with industry-leading value-added services.
- Clean ablution facilities and driver's clubhouse (including a laundromat).

- Truck service facilities.
- OK Express and groceries.
- Office and contract management space.
- Driver sleeping rooms and undercover parking areas.
- OK grocery shop (operating 24 hours).
- Wellness clinic.
- ATMs (ABSA, Capitec and FNB).

The truck stop has made significant investments in security infrastructure, including the installation of 262 surveillance cameras across the facility. In addition, the facility employs dedicated night patrol guards and undertakes internal training programmes to strengthen the capacity and effectiveness of its security personnel.



The facility operates a largely self-sufficient business model, with services managed internally through various subsidiaries within the Highway Group rather than through outsourced service providers. The primary challenges identified relate to the ongoing maintenance and upkeep of the facility. Given its substantial capacity, extensive infrastructure and wide range of amenities, maintaining consistent standards of cleanliness, functionality and service quality requires significant operational resources. The management of high volumes of freight vehicles and facility users also presents ongoing operational and logistical challenges.

15.3 Zeerust Truck Stop (Zeerust, North West)

Picture 3: Zeerust Truck Stop



Source: Google Earth

The site visit was conducted on 26 April 2019. The assessment found that the truck stop, located adjacent to the N4 corridor, has the capacity to accommodate approximately 120 trucks.

The facility previously offered overnight accommodation in the form of sleeping rooms for truck drivers. However, these facilities were subsequently repurposed following a decline in demand, as many drivers preferred to rest in their vehicles. The former accommodation units were converted into office space and are currently leased to clearing and logistics companies operating in the area.

Table 9: Zeerust Truck Stop

Established	2004
Extent	Not Specified
Capacity	120 trucks
Operating Hours	24 hours

The truck stop provides a comprehensive range of services and amenities designed to support drivers, including:

- Ablution facilities for personal hygiene.
- A 24-hour grocery shop ensuring round-the-clock access to essentials.
- An on-site wellness clinic prioritising driver health.
- Clearing facilities to streamline logistics and paperwork.



Despite offering these essential amenities, the truck stop faces several critical operational and security challenges:

- **Security and Ethical Concerns:** The presence of sex work on the premises poses ongoing operational and security concerns for management and patrons.
- **Infrastructure Upgrades:** There is an urgent need to pave the parking areas. Upgrading the parking infrastructure is crucial to improving the overall quality of the facility and ensuring the safety of both drivers and their vehicles.
- **Traffic Safety at Access Points:** The entry and exit points pose significant hazards. Speeding passenger vehicles passing the truck stop have caused multiple accidents, threatening the safety of merging trucks.
- **Financial Sustainability:** The facility frequently encounters drivers who cannot afford the services. Providing these services free of charge out of necessity

creates a financial strain that negatively impacts the business's long-term sustainability.

15.4 Upington Truck Stop (Upington, Northern Cape)

Picture 4: Upington Truck Stop



Source: Google Earth

Situated along the N10, the site visit to the truck stop was conducted on the 16th of May 2019. The truck stop has a maximum capacity of 70 trucks. The truck stop is situated along the N10 corridor.

Table 10: Upington Truck Stop

Established	Not Specified
Extent	Not Specified
Capacity	70 trucks
Operating Hours	24 hours



The truck stop provides a variety of essential services and amenities, including:

- 24-hour fuel station
- Grocery store
- ATM access
- Ablution and laundry facilities
- Truck wash
- Night-time security only

During the site visit, it was established that the truck stop does not have an on-site health facility. However, a clinic is located within the neighbouring informal settlement, a short distance from the truck stop, and is accessible to both members of the local community and truck drivers. The truck stop currently does not charge parking fees. This has contributed to operational inefficiencies, as some trucks occupy parking spaces for extended periods without making use of the services and facilities available on-site. As a result, drivers who intend to access and pay for the truck stop's services may experience difficulties securing parking space.

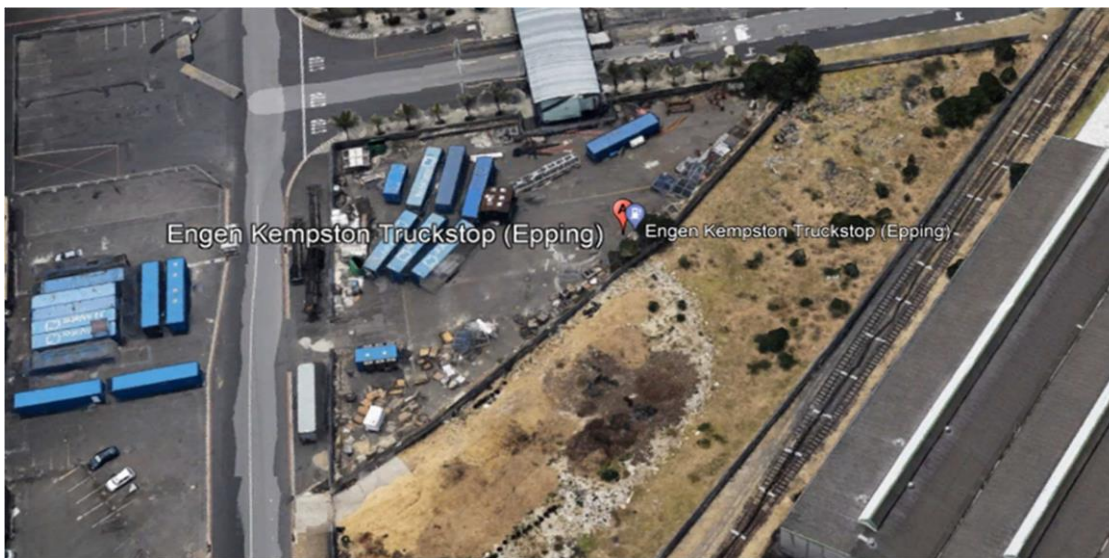
To improve parking management and strengthen revenue generation, the truck stop is considering introducing a parking fee. The proposed measure could support more efficient use of available parking capacity while contributing to the financial sustainability of the facility. Operational challenges have also been identified at the diesel refuelling points. During peak periods, queues of approximately 20 to 30 trucks may form, resulting in congestion and delays. This highlights the need to assess the capacity and configuration of the refuelling infrastructure and consider measures to improve traffic flow and service efficiency.

The truck stop has indicated plans to expand its operations. However, the implementation of these plans will depend on growth in client demand and the successful conclusion of negotiations with the landowner.



15.5 Kempston/Epping Truck Stop (Cape Town, Western Cape)

Picture 5: Kempston Truck Stop (Cape Town)



Source: Google Earth

The truck stop is situated approximately 5 kilometres from the N2 within an established industrial area. A site visit was conducted on 13 June 2020.

The facility was established approximately 22 years prior to the site visit and has the capacity to accommodate up to 25 trucks overnight.

The truck stop forms part of the Kempston Group, a diversified privately owned company providing a range of specialised services, including truck hire and agricultural operations.

The land on which the facility operates is owned by Engen and leased to the truck stop operator.

Table 11: Kempston Truck Stop (Cape Town)

Established	2002
Ownership	Part of the Kempston Group
Land	Rented from Engen
Extent	Not Specified
Capacity	20 Trucks
Operating Hours	Not Specified

The truck stop provides the following services and amenities:

- 24-hour security
- Ablution facilities
- Shop on the premises, closing at 8:00 p.m.
- Shower and clothes-washing facilities
- Braai areas
- 24-hour diesel services
- Toilets
- Secure parking for truck drivers
- A restaurant

The truck stop supplies approximately 1.2 million litres of diesel per month through seven diesel pumps. It has 14 designated truck parking bays, with parking charged at R60 per night, including access to shower facilities. However, the premises can accommodate up to 25 trucks at a time. Only 10% of the trucking companies using the Epping Kempston Truck Stop have diesel accounts with the facility, while the remaining 90% use prepaid fuel services.

The truck stop does not currently have a clinic on its premises. However, there is a clinic located approximately 2–3 kilometres away, which can be accessed by truck drivers. Despite efforts to secure space for an on-site clinic, the truck stop has not yet succeeded in establishing one. The main challenge facing the truck stop is the limited size of the available land, which is insufficient to meet the demand for parking from truck drivers passing through Cape Town and seeking a place to rest. This has resulted in pressure from trucking companies for the facility to expand.

The truck stop also faces challenges related to prostitution. These concerns are being addressed through enhanced, gender-neutral security measures and conduct-based access controls aimed at preventing unlawful activity on the premises.

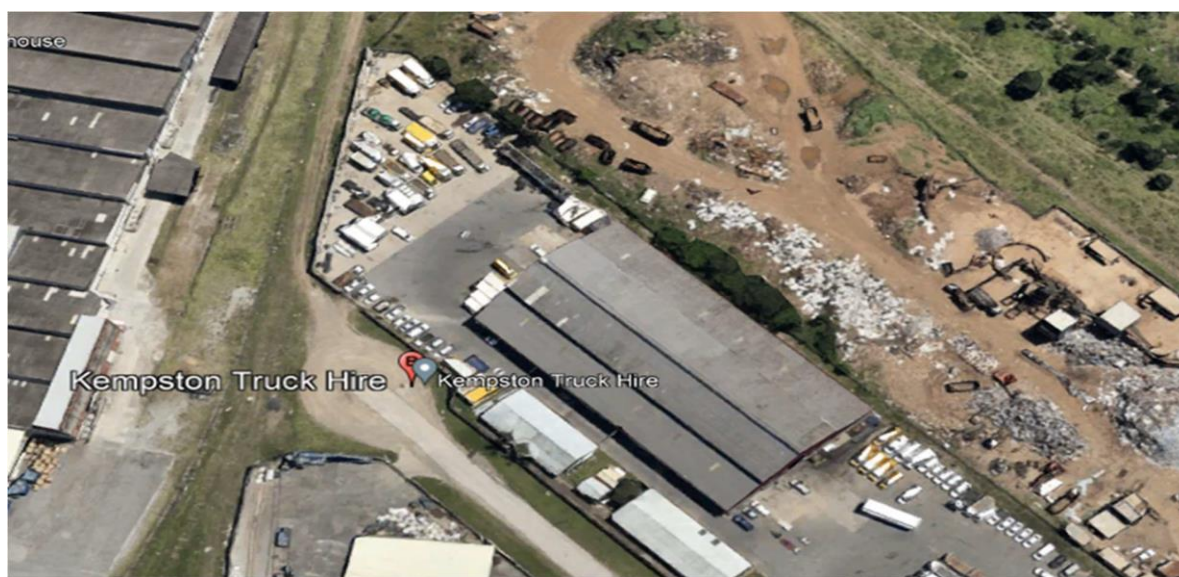
Another significant challenge is the poor condition of the road leading to the facility, as

well as the presence of hawkers operating near and encroaching onto the road. This contributes to congestion and creates difficulties for trucks entering and exiting the facility, particularly given the limited availability of alternative stopping places.

The truck stop is actively pursuing expansion opportunities and has been negotiating to lease approximately 25,000 square metres of land situated behind the existing facility. The land is owned by the town council. However, reaching a mutually beneficial agreement has proved difficult. One of the main obstacles is the town council's requirement for the truck stop to pave the land, at an estimated cost of approximately R7 million. In addition, the council is only willing to offer the property on an annual lease, which further complicates the truck stop's expansion plans.

15.6 Kempston Truck Stop (East London, Eastern Cape)

Picture 6: Kempston Truck Stop (East London)



Source: Google Earth

Located adjacent to the R72 and serving as the only official truck stop in East London, the Engen Truck Stop and Eat has operated for approximately 35 years. This information was obtained during a site visit conducted on 1 July 2019. The facility can accommodate approximately 50–70 trucks overnight.



Table 12: Kempston Truck Stop (East London)

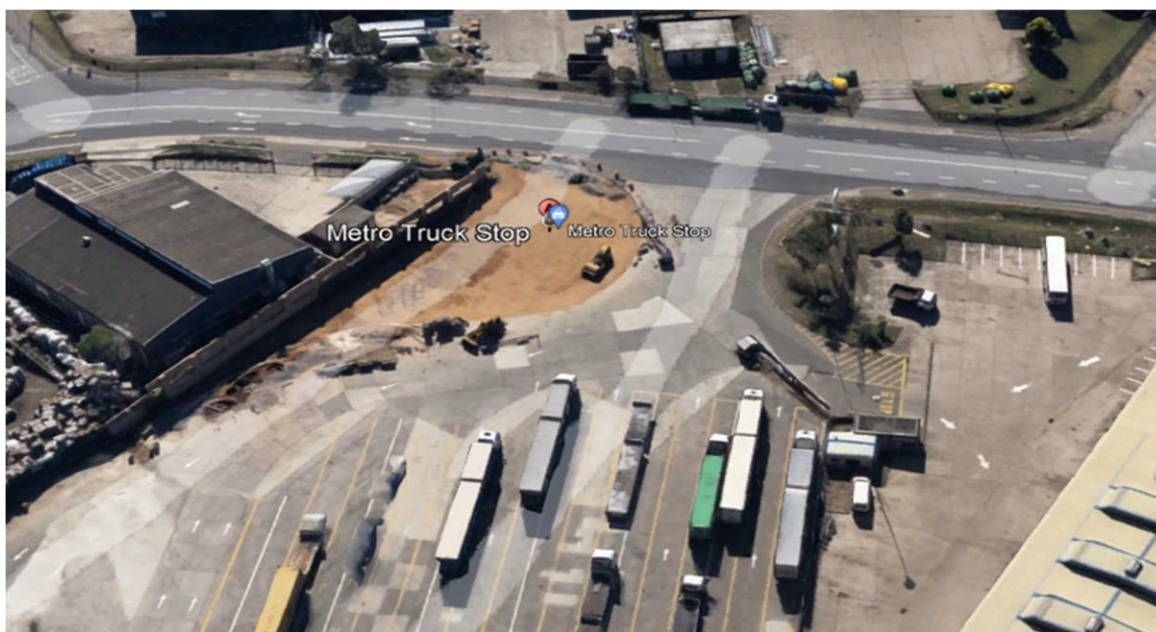
Established	1989
Extent	Not Specified
Capacity	50-70 trucks
Operating Hours	Not Specified

The truck stop provides the following services and amenities:

- Clinic operating at night.
- Laundry room.
- TV room.
- Eight showers and four toilets.

15.7 Metro Truck Stop (Pinetown, KwaZulu-Natal)

Picture 7: Metro Truck Stop



Source: Google Earth

Located at the Mariannhill off-ramp in Durban, the truck stop is easily accessible from the N3 and serves as a convenient midpoint rest stop for drivers transporting goods to and from the Port of Durban.



The date of the site visit was not specified. The truck stop has a standard overnight capacity of 90 trucks, which can be extended to accommodate up to 120 trucks. However, this requires certain sections of the facility to be closed to create additional parking space.

The truck stop charges R135 for trucks that refuel at the facility and park overnight. Trucks parked for less than 12 hours are charged a parking fee of R250.

Table 13: Metro truck stop

Established	2015
Extent	Not Specified
Capacity	90 trucks (expandable to 120)
Operating Hours	Not specified

The truck stop provides the following services and amenities:

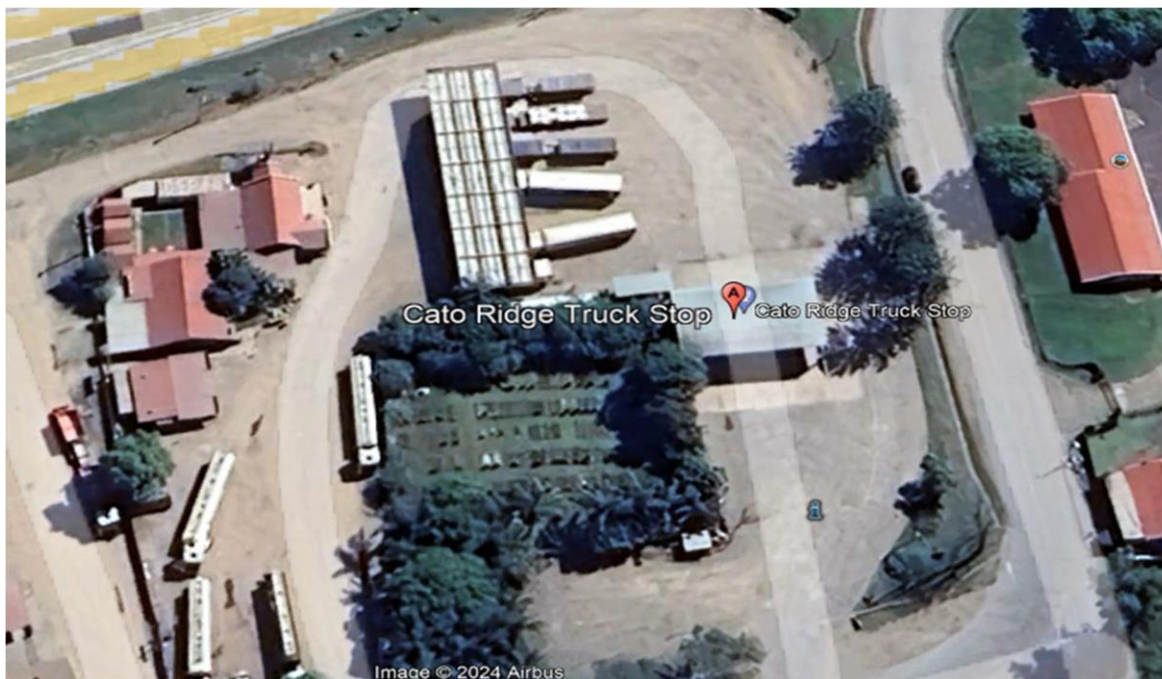
- Wellness clinic.
- Ablution facilities.
- Outdoor gym.
- Restrooms.
- Shop on the premises, operating 24 hours.
- 24-hour security.

The truck stop faces several challenges, including the theft of shower heads, which are costly to replace, as well as occasional tyre theft. Security measures have been strengthened to address these incidents. Expansion is also a challenge due to limited space. The land occupied by the truck stop is surrounded by neighbouring businesses, making further expansion difficult. Future plans for the truck stop include introducing a truck wash and laundry service. There are also plans to demarcate the parking area to separate trucks carrying dangerous goods from other vehicles. This measure is intended to reduce the risk of extensive damage in the event of a fire.



15.8 Cato Ridge Truck Stop (Cato Ridge, KwaZulu-Natal)

Picture 8: Cato Ridge Truck Stop



Source: Google Earth

Located adjacent to the N3 highway, the truck stop was established in 2006. Although the date of the site visit was not specified, it was found that the facility charges a parking fee of R120 per night. Dedicated personnel are responsible for verifying that all parked trucks have paid the required fee.

The truck stop also offers laundry services at a cost of R10 per load. A designated staff member manages the laundry room and provides the service to truck drivers.

Table 14: Cato Ridge Truck Stop

Established	2006
Extent	Not Specified
Capacity	70 trucks
Operating Hours	24 hours
Employees	12

The truck stop provides the following services and amenities:

- Wellness clinic, with plans to appoint a qualified doctor in the future.
- Ablution facilities.
- A 24-hour takeaway shop.
- TV room.
- 24-hour security.

The truck stop can accommodate approximately 70 trucks per night. Due to its limited capacity, the facility is often required to turn trucks away. As a result, some trucks park along the shoulder of the road, which has contributed to increased criminal activity in the surrounding area. The truck stop has strengthened its security measures, with two security personnel stationed on-site to conduct regular patrols. Surveillance cameras are also installed throughout the premises and along the adjacent main road.

The strengthened security measures are partly in response to incidents in which drivers reported missing items while at the truck stop, only for subsequent investigations to establish that the items had already been lost before arrival. To improve organisation and safety, the parking area is divided into sections according to the different types of trucks using the facility. Expansion plans are under consideration, with the truck stop exploring the purchase of adjacent land to increase its parking capacity. In response to requests from truck operators, the truck stop also plans to establish a truck wash bay on the premises.

The facility faces several challenges, particularly regarding law enforcement response. Police intervention is often delayed, and in some instances, no response is received from the relevant authorities. To address unlawful activity and related security concerns, the truck stop has implemented strict, gender-neutral security measures and conduct-based access controls. Expansion remains a significant challenge. The facility is unable to extend its operations because neighbouring land has been sold to a private entity with different development plans, while the adjacent land is owned by SANRAL.



The on-site clinic primarily operates at night to accommodate drivers who use the truck stop during these hours. The drivers' union covers the cost of clinic services for eligible drivers.

15.9 Lebombo Dry Port Truck Stop (Komatipoort, Mpumalanga)

Picture 9: Lebombo Dry Port Truck Stop



Source: Google Earth

Located along the Gauteng–Maputo Corridor and adjacent to the N4, the truck stop occupies approximately 3 hectares of land. Although the date of the site visit was not specified, it was established that the facility was developed in response to the limited operating hours of existing truck stops in the Komatipoort area.

The truck stop therefore provides overnight parking and resting facilities for trucks passing through the border.

Table 15: Lebombo Dry Port Truck Stop

Established	2000
Lease	30-year agreement and expiring in 2033
Capacity	600 trucks
Land size	3 hectares
Employees	1,000
Type of trucks	90% - 95% Tipper Trucks
Operation Hours	24 hours

The truck stop operates on land owned by the Mpumalanga Provincial Department of Public Works. The site was originally developed as an airport for the South African Army but was never used for its intended purpose. The truck stop currently holds a 30-year lease agreement with the Department of Public Works, which is due to expire in 2033. During peak holiday periods, the truck stop extends its services to accommodate buses and taxis, helping to reduce congestion along the route to the border.

These vehicles can be parked on the vacant runway within the truck stop premises. The parking area can accommodate up to 600 trucks, with designated sections for different types of vehicles, including dangerous goods trucks, tipper trucks and commercial trucks. The truck stop is also a significant source of employment in the area, directly and indirectly supporting approximately 1,000 jobs through clearing agents, food stalls and other related services. Tipper trucks account for approximately 90 - 95% of the trucks using the facility.

The truck stop provides the following services and amenities:

- Clearing agents.
- Truck workshops.
- A wellness clinic that also serves the surrounding community.
- Food stalls operated by local residents.

- Ablution facilities.
- 24-hour security

The truck stop owner proposed several measures to reduce congestion along the N4, particularly towards the border post. One of the key recommendations is the digitisation of border processes to improve efficiency and speed up the processing of documentation. The owner also recommended introducing different operating hours for various types of trucks and commodities. The owner further proposed extending the border post's operating hours to 24 hours to accommodate trucks operating throughout the day and night.

15.10 Beaufort West Truck Stop (Beaufort West, Western Cape)

Picture 10: Beaufort West Truck Stop



Source: Google Earth

Situated adjacent to the N1, the truck stop has been in operation for nearly 20 years. Although the date of the site visit was not specified, it was established that the facility was initially developed to serve buses before evolving into its current function as a truck stop. The facility primarily caters to trucks, although buses occasionally use it for refuelling and minor technical support. The truck stop only provides diesel refuelling services, which are also occasionally used by smaller diesel-powered vehicles.



Table 16: Beaufort West Truck Stop

Established	2013
Extent	Not Specified
Capacity	150 trucks
Operating Hours	24 hours
Employees	Approximately 50

The truck stop supports a workforce of approximately 50 people. This includes 26 employees directly employed by the facility, as well as staff working at kiosks and companies renting space within the premises. The facility can accommodate up to 150 trucks and charges a parking fee of R75 per truck. Several payment methods are available. Some trucking companies provide drivers with allowances to cover truck stop expenses, while others enter into contractual agreements with the facility and prepay for their trucks to use the services.

The truck stop provides the following services and amenities:

- Fuel.
- Kiosk.
- 24-hour security services.
- Laundry facilities.
- Ablution facilities.
- Braai area.
- Wellness clinic, which operates at night when most trucks arrive.
- A logistics company operating from the truck stop.
- Truck workshops operated by Volvo and WSL, with WSL servicing trucks that do not fall under Volvo.

The truck stop operates in a highly competitive area, with four other truck stops located nearby. To remain competitive, it charges a reduced parking fee of R75 compared to

neighbouring facilities.

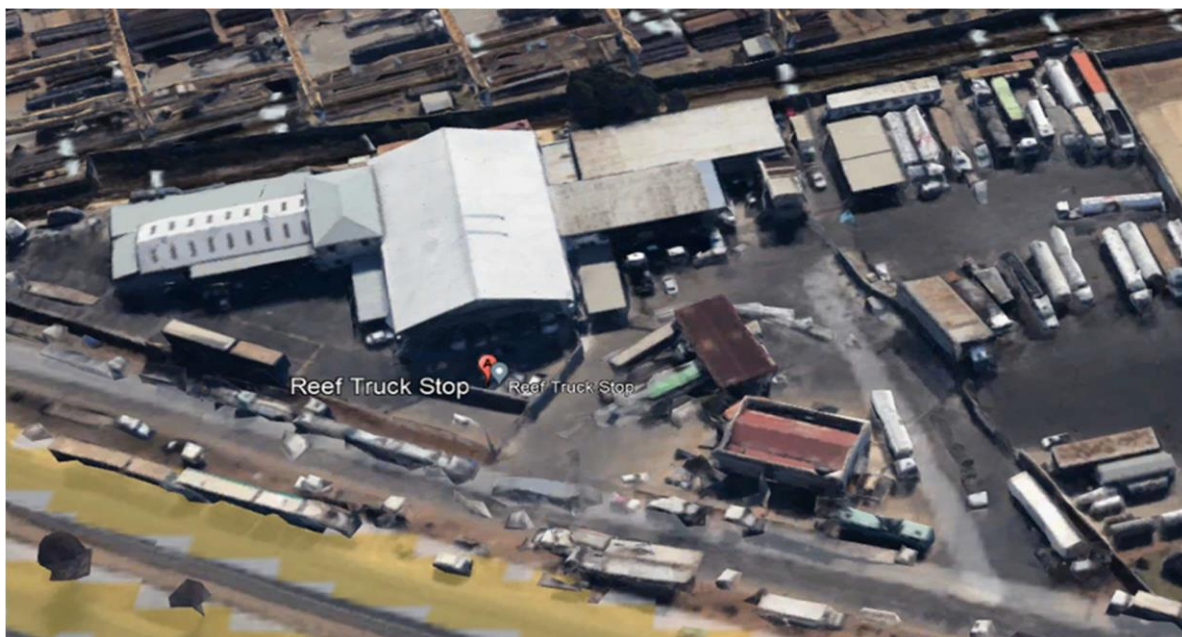
The truck stop owner also indicated that the municipality has expressed interest in establishing an additional truck stop in the same area. To address ongoing electricity supply challenges, the truck stop constructed its own substation. However, after completion, the operator was informed that the substation belonged to the municipality.

The Department of Energy and the broader fuel industry appear to give limited attention to truck stops, creating challenges for these facilities in relation to diesel sales. The truck stop owner indicated that special dispensations should be considered to enable truck stops to offer diesel at more competitive prices, benefiting both the facilities and their users. Crime in the surrounding area, particularly incidents targeting trucks, remains a concern. However, most of these incidents occur outside the truck stop premises. The local police have provided limited assistance in addressing crime in the area. On one occasion, the truck stop owner had to intervene personally to prevent a planned robbery. Despite these challenges, the truck stop is pursuing expansion plans. Adjacent land has been acquired to expand the parking area and increase the number of trucks that can be accommodated.



15.11 The Reef Truck Stop (Germiston, Gauteng)

Picture 11: The Reef Truck Stop



Source: Google Earth

The site visit was conducted on 14 November 2018. The truck stop occupies approximately 14,000 square metres and has parking capacity for up to 120 trucks.

The company operating the truck stop also employs its own drivers and runs a truck driver training school to ensure that drivers are competent before operating on public roads.

The truck stop provides the following services and amenities:

- Ablution facilities.
- Wellness clinic.
- Sleeping rooms.

The main challenge facing the truck stop is limited capacity to accommodate additional trucks. Concerns regarding safety and unlawful activities, including prostitution, should be addressed through lawful, gender-neutral security measures and conduct-based access controls, rather than restrictions based on gender. This approach supports constitutional equality principles and the Framework's gender-inclusion objectives.

15.12 Marble Hall Truck Stop (Marble Hall, Limpopo)

Picture 12: Marble Hall Truck Stop



Source: Google Earth

The truck stop is situated near the R33 and falls under the jurisdiction of the Ephraim Mogale Local Municipality. It operates on leased land and has received approval from the municipality to operate. Although the date of the site visit was not specified, it was established that the truck stop has been in operation since 2017. The facility employs five people, excluding the management team. Water is supplied by the municipality.

The truck stop can accommodate approximately 150 trucks at a time and serves an average of 30 to 60 trucks per day. Parking is free during the day, while overnight parking is charged at R150 per truck. The fee includes access to shower facilities. Trucks are parked according to vehicle category, with dangerous goods vehicles separated from other trucks. Payments are accepted in cash or on account. The landlord is responsible for the cost of municipal services, including electricity and water.

The truck stop also benefits from private security services, with each company leasing space within the yard contributing towards the cost. The facility does not sell fuel on-site.

Table 17: Marble Hall Truck Stop

Established	2017
Land	Leased
Capacity	150 Trucks
Parking Fee	R150.00 during the night
Operating Hours	24 hours

The truck stop provides the following services and amenities:

- Big-screen TV.
- Braai area.
- Ten showers for men and three for women.
- Six toilets for men and three for women.
- Laundromat services charged at R50 per 5 kilograms.
- Two outdoor basins used as laundry bays by drivers who prefer to wash their own clothes.
- Seven security personnel and private armed-response services, including vehicle patrols.
- Backup generator
- Security infrastructure, including fencing, lighting and surveillance cameras.
- Truck wash bay, charged at R500 for a standard wash and R800 for a chemical wash.

One of the recurring challenges faced by the truck stop is that some trucks are occasionally allowed to park free of charge because drivers do not have sufficient funds and have no alternative place to park. Many drivers also choose to park along the road instead of using the truck stop facilities.

This has affected the profitability of the on-site shop, as many drivers prefer to prepare their own meals rather than purchase food from the facility.



To address these challenges, there is a need for stricter enforcement of regulations requiring truck operators to use designated truck stop facilities. The absence of sleeping rooms and the fact that the facility operates on leased land further add to its operational challenges. Trucks frequently park along the road, where drivers also sleep overnight. This contributes to congestion and creates safety risks for both truck drivers and other road users.

Future plans include paving the ground to improve the facility's infrastructure. The truck stop also intends to gather more information on other truck stops to support improved planning and development. In addition, there are plans to purchase land to enable future expansion.

15.13 Groblersbrug Truck Stop (Lephalale, Limpopo)

Picture 13: Groblersbrug Truck Stop



Source: Google Earth

Located near the N11 and approximately 350 metres from the Groblersbrug Border Post, the truck stop falls under the jurisdiction of the Lephalale Municipality.

Although the date of the site visit was not specified, it was established that the facility was developed on a family-owned farm covering approximately three hectares. The

truck stop is a family-run business and has been operating for about 10 years.

The facility has its own borehole, which supplies water to several businesses operating around the border area. It can accommodate approximately 100 trucks at a time, with the highest volumes of truck traffic generally recorded between Wednesday and Friday.

Table 18: Groblersbrug Truck Stop

Established	2014
Ownership	Family owned
Land Size	3 hectares
Capacity	Approximately 100 trucks
Parking Fee	R70.00 per day
Operating Hours	Not Specified

For safety reasons, trucks carrying dangerous goods are parked separately from other vehicles. Although the truck stop previously had an on-site clinic, it is no longer operational. Unlike many facilities that charge per night, the truck stop charges R70 per day for parking, including access to shower facilities. Use of the shower facilities without parking costs R6, while toilet facilities are available free of charge. Payments can be made in cash or through an account, with most companies using account-based payments. The truck stop does not provide sleeping accommodation.

The truck stop provides the following services and amenities:

- Diesel filling station with three tanks of 9,000 litres, 23,000 litres and 38,000 litres.
- Showers and toilets.
- Truck parking.
- Two mobile workshops providing truck servicing and tyre-changing services.
- Surveillance cameras, although these do not cover the entire premises.
- Four security personnel at night and two during the day.
- More than 20 clearing agents operating on-site.

- Restaurant and liquor store.
- TV room with a large-screen television.
- Outdoor lapa area.

The truck stop faces several challenges that affect its operations and service delivery. One of the main challenges is congestion around the border, where trucks frequently park along the road, causing traffic delays and disruptions. There is also limited communication between truck drivers and border authorities, which further contributes to the congestion.

In addition, the establishment of another truck stop in the area has increased competition and reduced the facility's customer base. Concerns regarding unlawful activity in the surrounding area, including prostitution, have required the truck stop to strengthen its lawful, gender-neutral security measures and conduct-based access controls.

The absence of laundromat facilities also limits the services available to truck drivers who need to wash their clothes while using the facility. In addition, the truck stop relies on its borehole because there is no municipal water supply. The lack of an on-site clinic means that immediate medical assistance may not be readily available during health emergencies. The truck stop currently has no definite plans for future development.



15.14 Mkhondo Truck Stop (Piet Retief, Mpumalanga)

Picture 14: Mkhondo Truck Stop



Source: Google Earth

Located adjacent to the N2, the truck stop is privately owned, and the land is owned by the operator. Although the date of the site visit was not specified, it was established that the property was acquired in 1996 and was originally used as a farm. The site was later converted into a truck stop and began operating in 2013. The facility initially employed 17 people and occupies approximately 8.5 hectares. It can accommodate between 180 and 300 trucks.

Table 19: Mkhondo Truck Stop

Established	2013
Ownership	Privately owned
Land Size	8.5 hectares
Capacity	180 - 300 trucks
Parking Fee	R120 per night
Operating Hours	24 hours

The truck stop charges a parking fee of R120 per night. During the day, parking is free for up to two hours.

The facility offers different payment options to accommodate its clients. Some trucking

companies provide drivers with a cash allowance for truck stop expenses, while others have contractual arrangements with the facility and are billed monthly based on the number of days their trucks use the truck stop.

The truck stop provides the following services and amenities:

- Kiosk.
- Private security guards.
- Secure parking at R120.
- Shower facilities for men and women at R35 per use.
- 24-hour diesel services.
- 24-hour camera surveillance.
- Mobile wellness clinic.
- Laundry services charged at R80 for a full basket and R40 for a half basket.
- Truck wash bay.
- Two hours of free parking.
- Perimeter fencing and security cameras.

The main challenge faced by the truck stop is the presence of an illegally operating truck stop nearby. Although the matter has been reported to the Department of Energy, the action taken has been limited. The truck stop owner alleged that the unauthorised facility continues to operate despite enforcement action, including the payment of fines, and raised concerns about possible improper conduct. This negatively affects the operations of the legally established truck stop.

A further challenge is the continued overnight parking of trucks within the town. Although authorities have attempted to remove illegally parked trucks, enforcement measures and penalties are considered insufficient. This has contributed to damage to the town's road infrastructure, including the formation of potholes caused by the frequent parking and movement of heavy trucks.

The truck stop has identified several initiatives to improve its facilities and services.

One of its main priorities is to pave the ground in order to provide a safer, more organised and improved parking area for trucks.

15.15 Ramatlabama N18 Truck Stop (Ramatlabama, North West)

Picture 15: Ramatlabama N18 Truck Stop



Source: Google Earth

Located adjacent to the R503 and approximately 5 kilometres from the Ramatlabama Border Post between Botswana and South Africa, the truck stop began operating in August 2020. Although the date of the site visit was not specified, it was observed that the facility is relatively new and remains in the development phase. The privately owned truck stop occupies approximately 3 hectares of land, which is owned by the operator. The facility operates 24 hours a day and charges R100 per night for parking, while daytime parking is free of charge. However, the available parking space is currently underutilised, with only a limited number of trucks using the facility.

Despite its proximity to the border post, many trucks continue to park along the roadside, contributing to congestion. Truck drivers appear to believe that there are limited consequences for unlawful parking, and authorities have made limited progress in addressing the problem. The facility initially employed 30 people. However, due to the low number of trucks using the truck stop, some employees were retrenched because the owners were unable to sustain the full workforce.

Table 20: Ramatlabama N18 Truck Stop

Established	August 2020
Ownership	Privately owned
Land Size	3 hectares
Capacity	Underutilised
Parking Fee	R100 per night
Operating Hours	24 hours

The truck stop provides the following services and amenities:

- Kiosk.
- Security guard.
- Secure parking (R100).
- Shower facilities.

The challenges faced by the truck stop are largely influenced by external factors affecting its operations and development. Unlike some nearby truck stops, the facility does not receive the same level of cooperation and support from the relevant authorities. The truck stop has attempted to reduce congestion by offering operating space to clearing agents located near the border post. However, the agents have been reluctant to relocate to the truck stop, despite their current location contributing to congestion in the area.

The truck stop has identified several plans to improve its services and infrastructure. These include:

- Upgrading the existing infrastructure.
- Introducing 24-hour diesel services.
- Providing 24-hour security and camera surveillance.
- Establishing an on-site truck wellness clinic.
- Introducing laundry facilities.
- Constructing a truck wash bay.

- Providing separate shower facilities for men and women.
- Installing perimeter fencing and additional security cameras.

15.16 Andy's Truck Stop (Gqeberha, Eastern Cape)

Picture 16: Andy's Truck Stop



Source: Google Earth

Located adjacent to the R102, the truck stop is privately owned and operates on leased land. Although the date of the site visit was not specified, it was established that the facility has been in operation for more than 20 years.

The truck stop primarily provides diesel refuelling services. However, due to concerns about criminal activity, taxis are no longer permitted to refuel at the facility.

Table 21: Andy's Truck Stop

Established	Not Specified
Ownership	Privately owned
Capacity	35 trucks
Employees	38
Parking Fee	R130 per truck
Operating Hours	24-hours

The truck stop can accommodate up to 35 trucks and charges R130 per truck for parking. Although the facility does not provide sleeping rooms, it accepts different payment methods. Regular clients may pay through established accounts with the truck stop, while cash payments are also accepted.

The truck stop does not have an on-site workshop. However, mechanic services can be arranged through a nearby company when required. Due to water restrictions, the facility does not have a truck wash bay.

The truck stop provides the following services and amenities:

- Fuel (24 hours).
- Kiosk.
- Ablution facilities.
- Showers.
- TV room.
- 24-hour security.
- Overnight parking.

The truck stop faces competition from an unauthorised truck stop operating nearby without a retail licence. The unauthorised facility has reportedly attracted some of the truck stop's clients. Although the matter has been reported several times to the relevant trade and industry authorities, no action has been taken, and the facility continues to operate.

The site visits and assessment of truck stops of different sizes and in different locations

identified several common challenges. These include unreliable electricity supply, limited access to water and insufficient land for future expansion. Relationships between truck stops and municipal or provincial government authorities can also present operational challenges. Concerns regarding unlawful activity, including prostitution, are common at some truck stops. These concerns should be addressed through lawful, gender-neutral security measures, conduct-based access controls, and appropriate monitoring of people entering and leaving the premises.

To improve the health and safety of employees and truck drivers, the truck stop plans to establish an on-site wellness clinic. The clinic will provide ongoing support to employees living with chronic illnesses and ensure access to appropriate medical care. It will also provide immediate assistance during emergencies involving truck drivers, employees, or other users of the facility.

15.17 Polokwane Truck Stop (Polokwane, Limpopo)

Picture 17: Polokwane Truck Stop



Source: Google Earth

Situated adjacent to the R101, the newly developed truck stop operates on privately leased land under a two-year lease agreement. Although it is still in the early stages of development, the facility occupies approximately 3 hectares and currently provides parking for up to 30 trucks. Daytime parking is free of charge.

The truck stop does not provide overnight accommodation and does not own any trucks. It commenced operations in December 2020 and does not employ permanent staff, relying instead on temporary workers when required.

Table 22: Polokwane Truck Stop

Established	2020
Ownership	Privately owned
Land	3 hectares
Capacity	30 trucks
Parking Fee	R130 per truck
Operating Hours	24-hours

The truck stop provides the following services and amenities:

- Kiosk constructed from corrugated iron
- Secure parking at R100
- Separate shower facilities for men and women, which were still under construction
- Electric fencing linked to a private security company
- Armed response services, random patrols and on-site security guards
- Free parking between 9:00 a.m. and 3:00 p.m.

The truck stop operates on leased land, which limits the owners' ability to expand the facility.

Plans include establishing a 24-hour diesel filling station, subject to the approval of the relevant application. The truck stop also plans to construct a permanent kiosk and introduce 24-hour security supported by camera surveillance. Additional plans include establishing a wellness clinic for truck drivers, laundry facilities, a truck wash bay, a braai area, a training facility and a mechanic workshop to provide repair and maintenance services.



15.18 Zimele Truck Stop Enterprises

Zimele entered the truck stop sector in 2001 through its holding company, Zimele Investment Enterprise Company (Pty) Ltd. In 2005, Zimele Truck Stop Enterprises (Pty) Ltd was established and took over all truck stop-related operations, which it has continued to manage and expand.

The company began with two truck stop sites in 2001 and expanded over eight years to operate six sites along the N3 national route. The N3 is one of Africa's busiest and most important inland transport corridors for the movement of imported and exported goods, serving South Africa and seven other Southern African countries

The truck stops owned and operated by Zimele Truck Stop Enterprises are as follows:

15.19 Zimele Balmoral Truck Stop (Harrismith, Free State)

Picture 18: Zimele Balmoral Truck Stop



Source: Google Earth

Table 23: Zimele Balmoral Truck Stop

Established	2001
Ownership	Privately owned
Land	Unknown
Capacity	100 trucks
Operating Hours	24-hours

The truck stop provides the following services and amenities:

- Safe parking.
- Electric fencing.
- CCTV surveillance and high-mast lighting.
- Shower and bathroom facilities.
- Restaurant and shop.
- Daily food specials.
- Television.
- Free Wi-Fi.
- Lapa facilities.
- Pool table.
- Braai facilities.
- Laundry facilities.



15.20 Zimele Warden Truck Stop (Warden, Free State)

Picture 19: Zimele Warden Truck Stop



Source: Google Earth

Table 24: Zimele Warden Truck Stop

Established	2001
Ownership	Privately owned
Land	Unknown
Capacity	70 trucks
Operating Hours	24-hours

The truck stop provided the following services and amenities:

- Safe parking.
- Electric fencing, CCTV surveillance and high-mast lighting.
- Shower and bathroom facilities.
- Restaurant and shop.
- Daily food specials.
- Television.
- Free Wi-Fi.

- Lapa facilities.
- Pool table.
- Braai facilities.
- Barber shop.

15.21 Zimele Vaal 1 East and West (Villiers, Free State)

Picture 20: Zimele Vaal 1 East



Source: Google Earth

Picture 21: Zimele Vaal 1 West



Source: Google Earth

Table 25: Zimele Vaal 1 (East and West)

Established	2001
Ownership	Privately owned
Land	Unknown
Capacity	55 trucks
Operating Hours	24-hours

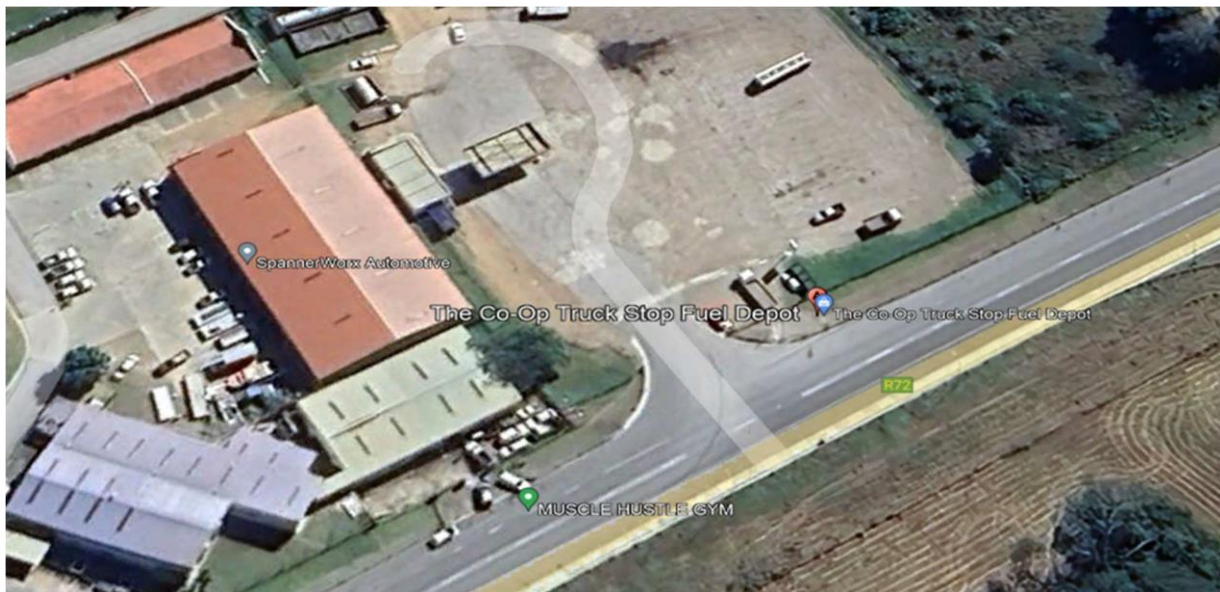
The truck stop provided the following services and amenities:

- Safe parking.
- Fencing, CCTV surveillance and high-mast lighting.
- Diesel fuel facilities.
- Shower and bathroom facilities.
- Wimpy restaurant.

- Restaurant.
- Engen shop.
- Coffee shop.
- Television.
- ATM.
- Free Wi-Fi.
- Curio shop.
- Lapa facilities.

15.22 The Co-op Truck Stop (Port Alfred, Eastern Cape)

Picture 22: The Co-op Truck Stop



Source: Google Earth

The truck stop is affiliated with The Co-op Die Kooperasie Group, which owns four other truck stops across the country and operates in several sectors beyond transport. The truck stop operates in partnership with One-Stop Petroleum and has been operating since August 2016. It charges R100 per night for overnight parking and can accommodate approximately 20 trucks.

Trucks that park for only a few hours or stop solely to refuel are not charged.

Table 26: The Co-op Truck Stop

Established	August 2016
Ownership	Part of The Co-op Die Kooperasie Group
Capacity	20+ trucks
Parking Fee	R100 per night
Operating Hours	24 hours

The truck stop provided the following services and amenities:

- 24-hour diesel services.
- Shower facilities.
- Toilets.
- Secure parking for truck drivers.
- Security services.
- Restaurant.
- Mechanic facilities.

The stringent lockdown imposed in 2020 significantly affected the business, resulting in a decline in the number of trucks using the truck stop. During this period, only trucks carrying essential goods were permitted to operate and the reduced traffic was insufficient to sustain the business. Fuel tanks that had been filled before the lockdown remained unused, resulting in financial losses. At one stage, no trucks used the facility for a period of two weeks.

Ongoing roadworks between Port Elizabeth and East London also disrupted truck movements, causing some trucks to divert through nearby towns. This affected the regular flow of trucks to the truck stop. Another challenge was the undercutting of diesel prices by nearby petrol and diesel stations, which reduced the competitiveness of the truck stop's fuel prices.

The town has also experienced a water crisis. To address this, the truck stop installed two JoJo tanks to collect rainwater. However, the local municipality has taken limited action to resolve the water shortage.

15.23 Vaal Truck Inn (Villiers, Free State)

Picture 23: Vaal Truck Inn



Source: Google Earth

Table 27: Vaal Truck Inn

Established	Unknown
Ownership	Privately Owned
Capacity	550 trucks
Parking Fee	R150.00 All vehicles
	R 240.00 - Abnormal vehicles (Including all escort vehicles)
Operating Hours	

The truck stop provided the following services and amenities:

- Free Wi-Fi.
- ATM.
- 24-hour security with CCTV surveillance.

- Restaurant.
- Shower facilities for men and women.
- Laundry services.
- Sleeping facilities for security personnel.
- Barber shop.
- Entertainment area.

In conclusion, the physical site visits revealed significant differences in the quality and range of services and amenities provided to truck drivers. These differences were influenced by several factors:

- **Prices charged at truck stops:** In many cases, facilities charging higher fees appeared to offer better-quality services and greater value for money.
- **Capital investment in infrastructure:** Where owners understood the needs of truck drivers and had sufficient resources to reinvest in the facility, this was reflected in the quality of the infrastructure and services provided.
- **Size and location of the truck stop:** The size of the facility influenced the range of services offered. Smaller or developing truck stops generally provided basic services, while larger and more established facilities offered a wider variety of amenities.

During the site visits, truck stop managers and owners expressed concern about losing business to illegally operating truck stops. These facilities often operate without the required licences, including petroleum licences, and lack basic amenities such as ablution facilities, security and properly demarcated parking areas. In many cases, unauthorised truck stops are also associated with unlawful activity, including theft, prostitution and unauthorised hawking. They generally do not provide adequate truck maintenance facilities.

The problem is worsened by the location of these facilities along the same routes as legally operating truck stops, and in some cases directly adjacent to them. Although several truck stop owners have reported these operations to the relevant authorities,

limited action has been taken to close them down. This has resulted in frustration and loss of business for compliant operators. Another concern is the operation of wholesale diesel sellers as retailers, which is in breach of the conditions of their petroleum licences.

This affects nearby truck stops, as the lower diesel prices offered by unauthorised facilities discourage truck drivers from using legally operated truck stops. The most common challenges identified across the majority of truck stops include diesel pricing, unreliable electricity and water supply, limited land for expansion and the lack of clinic facilities. Greater collaboration among government, industry stakeholders and truck stop operators could help to address these shared challenges.

15.24 Informal Truck Stopping Areas

Across South Africa's national and regional transport corridors, a significant number of long-haul trucks continue to stop in informal and unregulated areas. These include road shoulders, vacant land on the outskirts of towns, abandoned service stations and poorly lit rural bypasses. These informal stopping areas often develop due to the limited availability of formal truck stop infrastructure, inadequate spatial planning, driver fatigue, and scheduling constraints.

However, these unofficial truck resting zones have become increasingly associated with a range of challenges. Reports indicate that such areas are often isolated, lack security, and are not designed for long-duration parking, making them vulnerable to criminal activity, cargo theft, and vandalism. A recent global review of freight logistics notes a sharp rise in robberies, fuel siphoning, and driver assaults in places where trucks park informally without lighting, fencing, or surveillance.⁵

⁵ Truck Parking Club, "Rising Crime Wave at Truck Stops," [TruckParkingClub.com](https://truckparkingclub.com/news/rising-crime-wave-at-truck-stops), March 2023, <https://truckparkingclub.com/news/rising-crime-wave-at-truck-stops>.

Additionally, these sites frequently lead to the growth of informal settlements and economic activity, as trucks become a source of potential income through trade, services, or informal employment. Over time, makeshift vending stalls, unauthorised dwellings, and encampments appear near these high-traffic truck congregation points, often without municipal oversight or basic service provision. The Centre for Development and Enterprise (CDE) warns that these types of informal growth on urban fringes and transport corridors can increase localised crime, generate sanitation risks and burden municipalities not equipped to regulate such settlements.⁶

These dynamics – unregulated truck parking combined with unmanaged land use – create dangerous environments not only for truck drivers and operators but also for surrounding communities. They undermine the broader goals of road safety, economic efficiency, and spatial transformation.

⁶ Centre for Development and Enterprise (CDE), *Building Better Cities: Urban Reform in South Africa*, 2021,

<https://www.cde.org.za>



15.25 Key Implications for the NTSF

The NTSF recognises that, in the short to medium term, not all trucks will be able to access formal truck stops due to existing infrastructure gaps. Informal stopping areas should therefore be treated as high-risk zones requiring targeted intervention. Municipalities and provincial authorities should be supported to identify, map and monitor informal truck stopping points and incorporate them into spatial development frameworks and local safety plans.

Investment should prioritise the conversion of high-traffic informal stopping areas into designated truck staging or rest zones. These areas should provide basic infrastructure, including hard surfaces, lighting, sanitation facilities and surveillance. A coordinated approach is also required to manage informal settlements that develop near these areas. This should combine appropriate enforcement with inclusive spatial planning and livelihood support.

This approach will enable the NTSF to support the development of formal truck stop infrastructure while also addressing the wider conditions affecting freight movement, particularly where informal parking, land use and safety risks intersect.





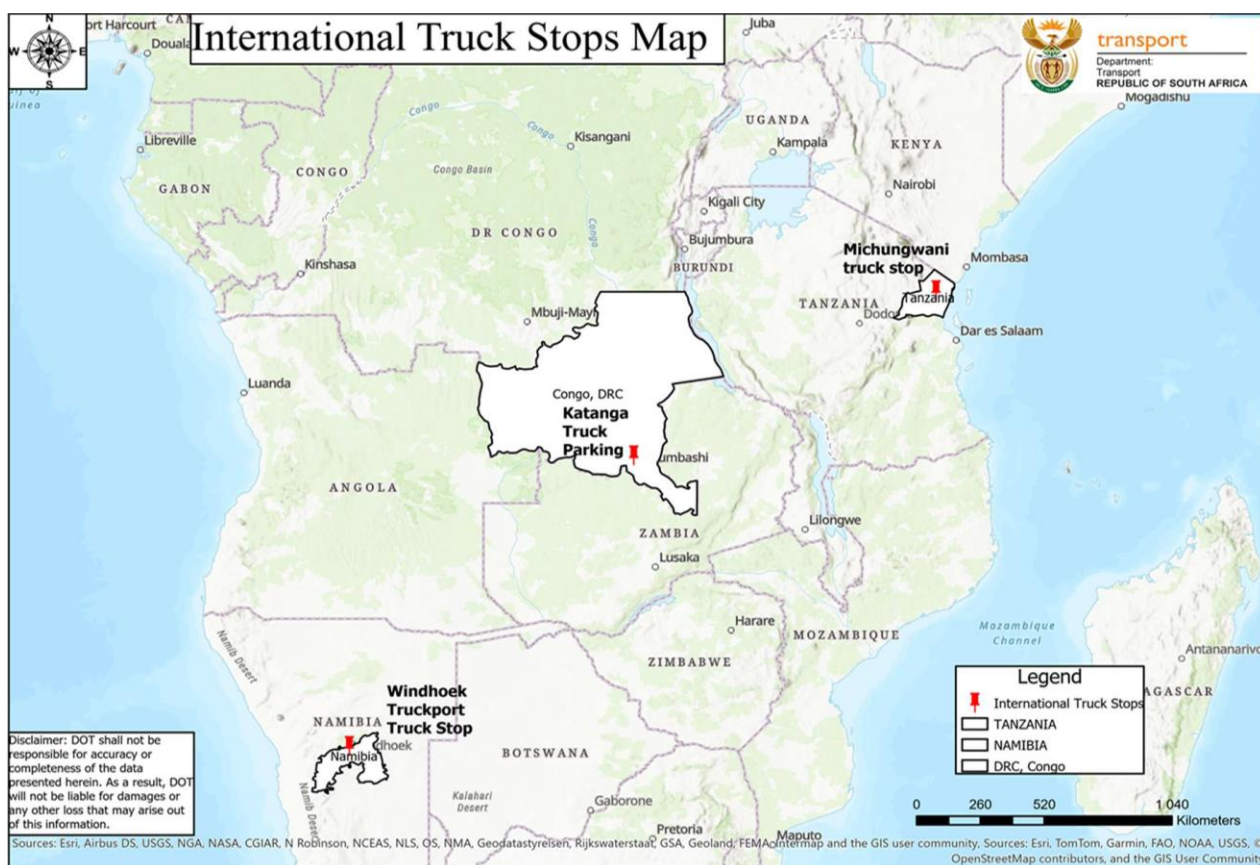
PART IV

16. INTERNATIONAL BENCHMARKING

The Framework includes a comparative analysis of truck stops within the Southern African Development Community (SADC) region, focusing on the services and facilities provided.

Truck Stops identified are indicated on the following page:

Map 13: International Truck Stop Map



Source: Department of Transport GIS

16.1.1 Tanzania

Tanzania is located in East Africa and includes key freight routes and locations such as Dar es Salaam and the Northern Corridor. Truck stops along these routes play an important role in supporting the movement of goods and materials across the region by providing essential services to freight operators and truck drivers.

16.1.1.1 Michungwani Truck Stop

Michungwani Truck Stop offers a range of services and amenities to meet the needs of truck drivers and other travellers passing through the area. These include:

Fuel station: The facility provides diesel, petrol, and other fuels, enabling drivers to refuel before continuing their journeys.

Restrooms and showers: Clean restroom and shower facilities are available for drivers and travellers to freshen up and rest.

Parking facilities: The truck stop provides parking for trucks, trailers, and other vehicles, allowing drivers to park safely while resting or using the available facilities.

Convenience store: An on-site convenience store offers snacks, beverages and other essential supplies.

Restaurant and dining area: The facility includes a restaurant and dining area where drivers and travellers can purchase meals and refreshments.

24-hour services: The truck stop operates 24 hours a day, providing access to essential services throughout the day and night.

Wi-Fi and communication facilities: Wi-Fi and communication facilities are available to enable drivers and travellers to remain connected while on the road.

Overall, Michungwani Truck Stop provides a convenient rest point for truck drivers and travellers, with facilities intended to support their safety, comfort and operational needs.

16.1.2 Democratic Republic of the Congo

The Democratic Republic of the Congo is home to several truck stops, mainly located in Kinshasa and along major transit routes. Although these facilities are fewer in number than in some other countries, they play an important role in supporting freight transport and logistics operations within the DRC.



16.1.2.1 Katanga Truck Parking

Picture 23: Katanga Truck Park



Source: Google Earth

Katanga Truck Parking provides a range of services and amenities for truck drivers and other travellers. These include:

- Secure parking with 24-hour surveillance.
- Restroom and shower facilities.
- Cafeteria and food trucks.
- Convenience store offering essential supplies, snacks and beverages.
- Rest areas and designated sleeping quarters.
- On-site vehicle maintenance services.
- Fuel facilities.
- Free Wi-Fi.
- On-site staff support.

The facility is intended to provide a safe and convenient stopping point for truck drivers, with services that support rest, vehicle maintenance and the continuation of long-distance journeys.

16.1.3 Namibia

Namibia has an extensive road network that supports the movement of freight and travellers across the country. Truck stops located along major routes, including those in and around Windhoek and Walvis Bay, provide essential services to truck drivers and other road users.

16.1.3.1 Windhoek Truck Port Truck Stop

Picture 24: Windhoek Truck Stop



Source: Google Earth

Windhoek Truck Port provides a range of services and amenities for truck drivers and other travellers. These include:

- Fuel station.
- Restaurant and convenience store.
- Restroom and shower facilities.

- Secure truck parking.
- Wi-Fi and communication services.
- Vehicle maintenance and repair services.
- 24-hour security and surveillance.
- ATM and banking services.
- Laundry facilities.

The facility provides a convenient and secure stopping point where truck drivers can refuel, rest, access essential services and attend to vehicle maintenance needs before continuing their journeys.

16.1.4 International Best Practice

International best practice demonstrates how well-planned truck stop facilities can integrate secure parking, sanitation, accommodation, fuel, food, maintenance and communication services within a single site. The example below illustrates the range of facilities and operational features that can inform the development of truck stops in South Africa.

Parking Automatyczny Citronex is situated near the border between Poland and Germany and provides a range of services and amenities for truck drivers. These include:

- Secure truck parking.
- Restroom and shower facilities.
- On-site hotel accommodation.
- Dining facilities.
- Fuel station.
- Vehicle maintenance and basic repair services.
- Security measures for drivers, vehicles and cargo.
- Wi-Fi and communication facilities.

- Designated rest areas.
- Clearly marked entrances, adequate maneuvering space and directional signage.

The facility demonstrates the importance of combining secure parking with accommodation, sanitation, food, fuel, maintenance and communication services in one accessible location.

Picture 25: Parking Automatyczny Citronex Aerial View



Source: <https://www.weareotra.com/truck-parking/parking-automatyczny-citronex>

Picture 26: Parking Automatyczny Citronex Side view



Source: <https://www.weareotra.com/truck-parking/parking-automatyczny-citronex>

17. TRUCK STAGING AREAS IN SOUTH AFRICA

The increasing number of heavy vehicles, particularly around strategic logistics hubs such as ports and industrial corridors, has contributed to congestion, road safety risks and environmental degradation.

Truck staging areas have emerged as a practical response to these challenges. They serve as buffer zones that regulate the movement of trucks into congested or sensitive areas, helping to improve traffic flow and reduce pressure on surrounding road networks.

17.1 The Role of Ports in Logistics

Ports are critical hubs in global trade, facilitating the movement of goods between land and sea transport. They form an important link between producers and consumers and support the timely movement of products to their destinations. Ports handle various types of cargo, including containers, bulk commodities such as grain and minerals, and vehicles. They also provide services such as cargo handling, warehousing, logistics management and distribution.

The location of ports near major road and rail networks further supports the efficient movement of goods to inland destinations and strengthens their role within the broader freight and logistics system.

17.2 Understanding a Staging Area

A staging or holding area is a designated space where trucks, trains or cargo containers can wait temporarily before proceeding to the next stage of transportation. This usually occurs before cargo enters facilities such as ports, warehouses or distribution centres.

Staging areas play an important role in managing traffic flow, particularly around busy logistics hubs. By providing a dedicated waiting area for vehicles, they help reduce congestion on surrounding roads and within logistics facilities. They also support the orderly movement of freight, reduce bottlenecks and improve supply chain efficiency by allowing vehicles and cargo to move between different stages of transport in a controlled manner.

Staging areas also support better scheduling and coordination of transport activities. Operators can plan the movement, loading and dispatch of vehicles more effectively, thereby reducing delays and improving productivity. Improved coordination can also lower transport costs and reduce environmental impacts by limiting unnecessary vehicle movements and idling time.

Staging areas may include supporting facilities such as weigh stations, inspection points, fuel stations and vehicle maintenance services. These facilities contribute to safer and more efficient freight operations. Overall, staging areas form an important part of modern logistics systems by supporting the safe, reliable and efficient movement of goods.



17.3 Key Functions of Staging Areas

Staging areas perform several operational and traffic-management functions within the freight logistics system. These functions support the controlled movement of vehicles and cargo, reduce congestion around logistics hubs and improve the safety and efficiency of freight operations. The key functions are outlined below.

17.3.1 Buffer Zone for Cargo Movement

A staging or holding area serves as a buffer zone for cargo movement by providing designated waiting space for trucks, trains and other freight vehicles before they proceed to loading bays or port terminals.

This function helps prevent overcrowding at entry points, reduce delays and support the orderly flow of vehicles. It also improves safety and operational efficiency by ensuring that vehicles are admitted to loading and unloading areas in a controlled manner.

17.3.2 Regulated Traffic Management

Traffic management is another key function of a staging area. By coordinating truck arrivals and departures, staging areas help reduce congestion at high-traffic locations such as ports and distribution centres. Vehicles can enter these facilities in a controlled manner based on scheduled time slots and available capacity. This helps reduce waiting times, improve the predictability of freight movement and support more effective logistics planning.



PART V

LEGISLATIVE ANALYSIS

NATIONAL TRUCK STOP FRAMEWORK

PART V

18. LEGISLATIVE ANALYSIS

There is no single piece of legislation dedicated exclusively to the management and operation of truck stops in South Africa. However, several broader legal and regulatory instruments apply.

“According to the Constitution of the Republic of South Africa Act 106 of 1996, the overall responsibility for transport policy resides with the Department of Transport. The Constitution stipulates (in Sections 4 and 5 on concurrent functions) that transport is one of the concurrent functions of government. This means that more than one sphere of government is responsible for making policy, legislating, administering, or monitoring performance concerning the transport function. The national government generally takes the lead in formulating policy, determining regulatory frameworks, setting norms and standards, and monitoring overall implementation, with some functions falling under the jurisdiction of provincial and municipal spheres of government.

Provinces, on the other hand, are mainly responsible for implementation in line with the nationally determined frameworks. All local government functions listed in Parts B of Schedules 4 and 5 of the Constitution are concurrent functions. This is because, in all instances, either the national or provincial government may regulate how municipalities exercise their executive authority. Municipalities are responsible for municipal planning, which encompasses planning related to the spatial, economic, and social development of the municipality.

Traffic management by provinces and municipalities includes the definition of permissible speed, road signage, and demarcation of prohibited areas, and parking for freight vehicles, with the enforcement of stopping, parking, and in some areas, the control of overloading. Transport of dangerous goods, in urban areas, is ineffectively managed by the local authorities, and very little preparation is made for emergencies. The planning in urban areas by municipal authorities for effective freight transport

movements is inadequate in even the largest and busiest municipal areas”.⁷

According to the Constitution of The Republic of South Africa, overall responsibility for transport policy rests with the Department of Transport. However, several other entities have jurisdiction over specific transport-related functions, including the provincial implementation of the National Road Traffic Act and responsibility for road infrastructure.

Several public entities reporting to the Department of Transport also have specific mandates relating to freight transport. These include:

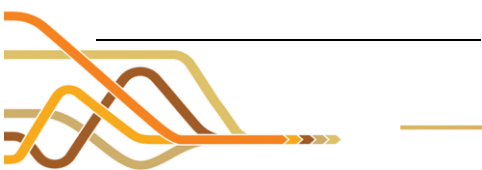
Cross-Border Road Transport Agency (C-BRTA): The agency regulates market access for cross-border road transport operators and issues cross-border permits. It also works to reduce mobility constraints and support sustainable social and economic development within the Southern African Development Community region.

Road Traffic Management Corporation (RTMC): The RTMC is responsible for improving the quality of road traffic services and promoting safety, security, order, discipline and mobility on the roads. Its mandate also includes protecting road infrastructure and the environment, promoting the use of innovative technology, encouraging private sector investment where appropriate and applying commercial management principles to road traffic governance and service delivery.

Road Traffic Infringement Agency (RTIA): The RTIA administers procedures aimed at discouraging the contravention of road traffic laws. It supports the adjudication of infringements and the enforcement of penalties imposed on persons who contravene road traffic legislation.

South African National Roads Agency SOC Limited (SANRAL): SANRAL is responsible for financing, improving, managing and maintaining South Africa’s national road network, which supports the movement of people and goods across the country.

⁷ Road Freight Strategy, 2017



18.1 The Legislative Role of the Department of Transport

The Department of Transport plays a central role in developing transport policy and promoting fairness, transparency and accountability across the transport sector.

The National Road Traffic Act, 1996 (Act 93 of 1996), does not appear to contain provisions specifically governing the operation, standards or grading of truck stops in South Africa. This regulatory gap has contributed to significant differences in the quality and level of services provided by truck stop facilities.

The mandate of the Department includes:

- Developing policies and strategies for all modes of transport.
- Promoting fairness and equitable treatment in transport operations.
- Ensuring transparency and accountability within the transport sector.
- Encouraging investment, development and innovation across transport modes.

Despite these responsibilities, the absence of specific legislation governing truck stops presents a challenge. It has resulted in inconsistencies in the operation, infrastructure, safety and quality standards of truck stop facilities, which directly affects truck drivers who depend on these facilities for rest, security and access to essential services.

18.2 Cross-cutting Regulations and Guidelines

- **Department of Employment and Labour:** Occupational Health and Safety Act, 1993 (Act 85 of 1993). The Act requires employers to provide and maintain, as far as reason-ably practicable, a working environment that is safe and without risk to the health of employees. Its provisions are relevant to the maintenance of equipment, workplace safety procedures and the protection of employees and other persons at truck stop facilities.
- **Department of Health:** Hazardous Substances Act, 1973 (Act 15 of 1973). The Act regulates certain hazardous substances and activities associated with them. Its relevance to truck stops should be considered together with legislation and

regulations governing the transport, handling and temporary parking of dangerous goods.

- **Department of Forestry, Fisheries and the Environment:** National Environmental Management Act, 1998 (Act 107 of 1998). Truck stops must comply with applicable environmental requirements under the Act, including those relating to waste management, pollution prevention and the mitigation of adverse environmental impacts
- **Department of Land Reform and Rural Development:** Spatial Planning and Land Use Management Act, 2013 (Act 16 of 2013) (SPLUMA). The Act provides the framework for spatial planning, land-use management and development applications. It is relevant to the zoning, location and approval of truck stop developments.
- **Department of Employment and Labour:** Basic Conditions of Employment Act, 1997 (Act 75 of 1997). The Act regulates working hours, rest periods and other minimum conditions of employment. These provisions are relevant to the management of driver fatigue and the need for drivers to take adequate rest breaks. However, the Act does not directly require truck stops to provide rest facilities.
- **Department of Mineral and Petroleum Resources: Petroleum Products Act, 1977 (Act 120 of 1977).** The Act regulates the manufacturing, wholesaling and retailing of petroleum products in South Africa. Although it does not specifically regulate truck stops, it is relevant where truck stops sell fuel or operate petroleum retail facilities. Applicable truck stops must comply with petroleum licensing requirements and relevant standards governing the sale and distribution of petroleum products. Where petroleum products are sold to the public, both a site licence and a retail licence may be required.
- **Retail Licence:** Where prescribed petroleum products are retailed to the public, the site and retail activities must be appropriately licensed under the Act and applicable regulations.
- **Site Licence:** A site licence is required for premises from which prescribed petroleum products are retailed. The retail operation must therefore be conducted from a licensed site and under a corresponding retail licence.
- **South African National Roads Agency SOC Limited (SANRAL):** SANRAL requirements and approvals may apply where the location or development of a

truck stop affects access to, or operations along, the national road network. These requirements support the safe and appropriate integration of truck stop facilities with national transport corridors.

- **Municipal by-laws:** Local municipalities have their own by-laws regulating matters relevant to the establishment and operation of truck stops within their jurisdictions. These may include zoning, land use, waste management, noise control, building requirements and municipal service provision.

The Department of Transport's role extends beyond policy and strategy formulation to addressing regulatory gaps affecting truck stops. By developing clear standards and guidelines, the Department can help ensure that truck stops provide safe, reliable and consistent facilities for truck drivers.

This would contribute to improved road safety, driver well-being and greater efficiency within South Africa's freight transport sector.

18.3 Current Legislative Gaps and Issues

Inconsistent quality of truck stops: The absence of clear, truck stop-specific regulations has resulted in significant differences in the quality of facilities. While some truck stops are well maintained and provide a wide range of services, others lack basic amenities and adequate infrastructure. This inconsistency creates challenges for truck drivers who rely on these facilities for rest, safety and access to essential services.

Limited regulation of truck driver driving hours: Although general working hours, over-time and rest periods are regulated through labour legislation and applicable collective agreements, there is no comprehensive, truck driver-specific regulatory framework prescribing maximum continuous driving periods and mandatory driving breaks. Existing provisions do not always adequately account for long-distance freight operations, varying road conditions or the availability of safe resting facilities. This may result in differing fatigue-management practices among transport companies and fleet operators.

Lack of monitoring and enforcement: Limited monitoring and enforcement of applicable working-hours, rest-period and fatigue-management requirements make it

difficult to ensure that drivers take adequate rest. This increases the risk of fatigue-related incidents and road crashes.

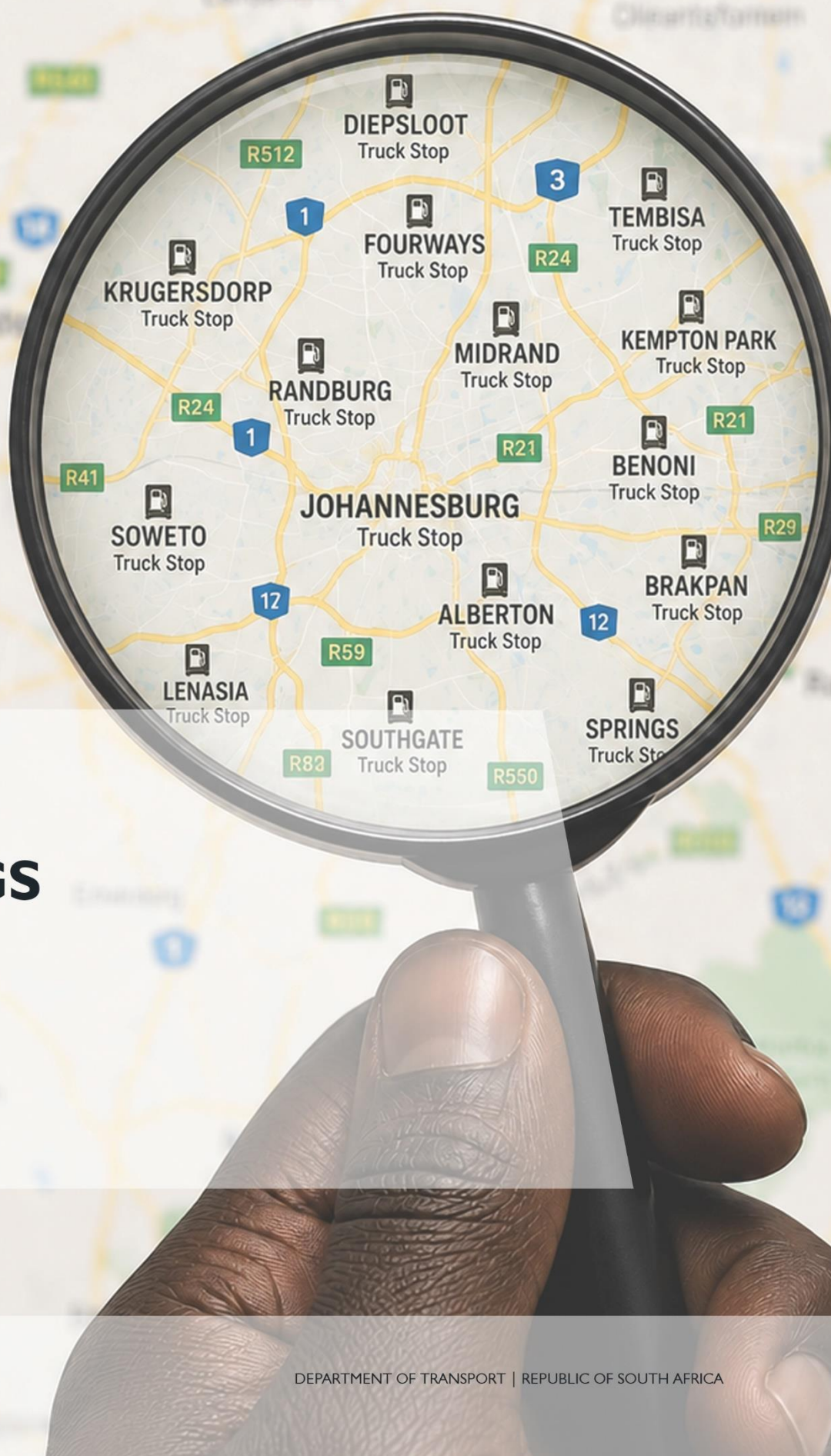
Uncoordinated establishment of truck stops: The absence of clear regulations has contributed to an uncoordinated approach to the establishment and operation of truck stops. Some wholesale diesel providers may present themselves as truck stops to attract drivers through lower fuel prices, despite not providing the facilities and services generally associated with compliant truck stops. Unauthorised truck stops may also operate near compliant facilities, creating safety risks and negatively affecting legitimate operators.

Lack of safety and security requirements: There are no truck stop-specific regulations prescribing minimum security measures such as adequate lighting, surveillance cameras, perimeter fencing or controlled access. As many truck stops are located in isolated or high risk areas, appropriate security measures are necessary to protect drivers, vehicles and cargo.

Inconsistent health and hygiene standards: There are no truck stop-specific legal requirements prescribing the provision of health services, restroom facilities or minimum hygiene standards. This may negatively affect the health and well-being of truck drivers and other users of these facilities.

Environmental and zoning issues: Although environmental and land-use legislation applies to truck stop development, there are limited truck stop-specific guidelines governing site selection, zoning and environmental requirements. This may result in inappropriate development, environmental degradation and land-use conflicts, particularly in rural and environmentally sensitive areas.





PART VI

KEY FINDINGS

NATIONAL TRUCK STOP FRAMEWORK

PART VI

19. KEY FINDINGS

The development of the National Truck Stop Framework identified several critical findings regarding the current condition, distribution, management, and future development requirements of truck stop infrastructure in South Africa. The findings demonstrate that truck stops are essential components of the national freight logistics system but that their development remains fragmented and uneven.

- **Inadequate and Uneven Truck Stop Infrastructure**

Significant infrastructure gaps exist along key national freight corridors, particularly in rural areas, around border posts, seaports, and major freight entry and exit points. Existing facilities also vary considerably in capacity, infrastructure quality, and the services available to drivers.

- **Insufficient Safe and Secure Truck Parking**

Parking capacity remains a major challenge at certain high-demand facilities. Overcrowding is particularly evident during peak overnight periods between 22:00 and 04:00, resulting in operational, safety, and security challenges and increasing the risk of drivers using informal or unsafe parking areas.

- **Fragmented Development and Limited Government Coordination**

All truck stops assessed during the study were privately operated. Facilities have generally developed according to commercial demand rather than through an integrated national planning framework, contributing to inconsistencies in location, capacity, standards, and service provision.

- **Absence of Consistent National Minimum Standards**

Truck stop infrastructure and services differ substantially across facilities. Drivers and operators expressed strong support for minimum standards, particularly relating to security, safety, hygiene and essential driver amenities.



- **Driver Health, Wellness and Fatigue Require Greater Attention**

Truck stops have an important road-safety function because they provide drivers with opportunities to rest and recover during long-distance operations. The Framework identifies inadequate rest facilities, limited wellness services, and demanding working conditions as important contributors to driver fatigue and health risks.

- **Gender-Responsive Facilities Remain Inadequate**

The research and site assessments identified limited infrastructure specifically addressing the needs of women in freight logistics. Deficiencies include secure female ablution and shower facilities, wellness and healthcare services, secure overnight accommodation and appropriate safety measures.

- **Safety and Security Remain Major Concerns**

Security provision is inconsistent between facilities. Cargo theft, vehicle security, inadequate lighting, unauthorised access and personal safety remain important concerns, demonstrating the need for minimum security requirements including controlled access, surveillance and appropriate site management.

- **Informal Truck Stopping Areas Present Safety Risks**

The shortage or unsuitable location of formal truck stops contributes to the use of informal stopping areas. These locations frequently lack secure parking, sanitation, lighting, health facilities and other essential services required by drivers.

- **A National Truck Stop Database Is Required**

Reliable information on the location, capacity, utilisation and services of truck stops remains incomplete. Data availability is particularly limited in rural and remote areas, making national planning and investment prioritisation difficult.



- **A Tiered Classification System Is More Appropriate Than a Single Standard**

The study found that a static checklist alone cannot adequately represent the diversity of South African truck stops. A tiered classification approach is therefore required to recognise differences in facility size, location, freight demand, security, amenities, driver health and wellness, and sustainability.

- **Truck Stops Must Be Planned According to Freight-Corridor Demand**

Truck stop development should respond to actual freight flows, congestion, border and port activity, driver stopping patterns and regional conditions rather than applying the same infrastructure model throughout the country.

- **Technology and Data Should Support Truck Stop Management**

Greater use of digital systems, real-time information and the Logistics Monitoring System can improve identification of infrastructure gaps, parking availability, utilisation patterns, corridor planning and future investment decisions.

- **Truck Stops Have Significant Socio-Economic Potential**

Truck stops should not be viewed only as parking and refuelling facilities. Properly planned facilities can create employment, support SMMEs and local enterprises, provide wellness and commercial services, and contribute to economic development in communities located along freight corridors.

- **Women's Participation Presents an Important Transformation Opportunity**

Beyond improving facilities for female truck drivers, truck stops can support women-owned businesses and employment in catering, accommodation, retail, cleaning, security, wellness, administration and other freight-related services. The Framework identifies skills development and empowerment as important components of increasing women's participation in the freight logistics sector.

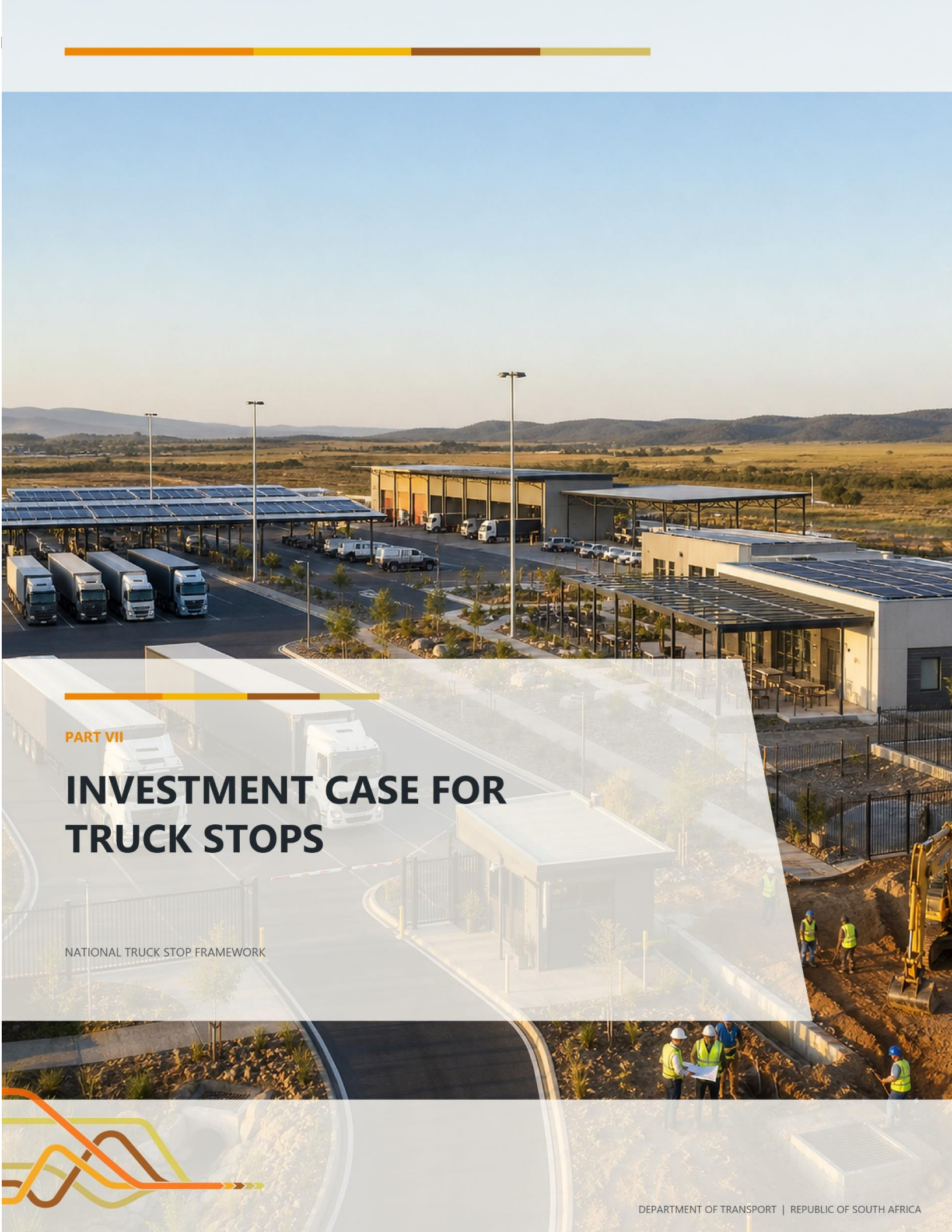


- **Public-Private Collaboration Is Essential**

Because truck stops are predominantly privately developed and operated, successful implementation of the Framework will require coordinated participation by the Department of Transport, provinces, municipalities, SANRAL, freight operators, truck stop operators, industry organisations and private investors.

Overall Finding

The overall finding of the NTSF is that South Africa requires a nationally coordinated, standardised but flexible truck stop network that responds to freight demand while prioritising safe parking, security, driver health and wellness, gender inclusivity, environmental sustainability and economic development. The Framework should therefore reposition truck stops as strategic freight logistics, road-safety and driver-wellness infrastructure, rather than merely commercial parking and refuelling facilities.



PART VII

INVESTMENT CASE FOR TRUCK STOPS

NATIONAL TRUCK STOP FRAMEWORK

PART VII

20. INVESTMENT CASE FOR TRUCK STOPS

Investment in a formal, well-located and strategically planned network of truck stops is important for unlocking the economic potential of South Africa's freight corridors. Such investment would also improve road safety, support driver well-being and contribute to local economic development.

The Logistics Monitoring System provides a strong evidence base for corridor-level infrastructure planning, with more than 80 million heavy motor vehicle records captured daily, approximately 24 million geo-zone visits recorded annually and 10 regional ports monitored (Crickmay & Associates, 2025).

20.1 Strategic Rationale

Truck stops play an important role in addressing increasing freight volumes, driver fatigue, informal truck parking and operational inefficiencies along key logistics corridors.

Data from the Logistics Monitoring System indicate longer transit times, reduced travel speeds and increased freight volumes along corridors such as the N3 and N2, particularly during peak periods and harvest seasons.

20.2 Data-Driven Demand

LMS data show where truck volumes are concentrated, where informal stopping occurs and where congestion and delays are most frequent. These patterns highlight the need to align infrastructure investment with actual freight movement and driver behaviour.

Periods of high traffic volumes, particularly from Monday to Wednesday, should inform service schedules and the design capacity of truck stop facilities.

Extended stopping times near border posts may indicate gaps in suitable rest facilities and point to the need for targeted infrastructure investment. Changes in route usage associated with safety concerns, operating costs or the quality of available facilities

can also help identify corridors requiring early intervention.

20.3 Industry and Cross-Border Growth Trends

The freight sector is dynamic and increasingly influenced by commodity-specific and seasonal logistics flows, particularly along high-volume corridors serving major ports and border posts. LMS data show that agricultural exports, mining activities and fuel distribution contribute to significant increases in truck volumes at different times of the year.

Examples include:

- Citrus and maize harvests, which increase truck volumes along corridors such as the N1, N3 and R61, linking inland production areas to the ports of Cape Town, Durban and Ngqura.
- Mining and coal movements in Mpumalanga, North West and KwaZulu-Natal, which generate high freight volumes towards ports such as Richards Bay and Saldanha Bay.
- Cross-border freight destined for Zimbabwe, Mozambique and Botswana, which places pressure on infrastructure near Beitbridge, Lebombo and Skilpadshek.

These trends highlight the need for infrastructure that responds not only to overall traffic volumes but also to seasonal and geographic changes in freight movement.

A useful model in this context is the staging area, which provides a controlled buffer between high-demand freight corridors and access points such as ports and border posts. In Richards Bay, the uMhlathuze Local Municipality and Transnet have developed several staging facilities, including Eyamakhosi, Sizakala and Gate Zero.

These facilities can:

- Reduce congestion and queuing on national and regional roads by providing designated waiting space before port or border access.
- Improve safety and scheduling through truck booking systems that regulate

entry and reduce bottlenecks.

- Improve coordination between logistics operators, authorities and infrastructure managers.
- Reduce emissions and environmental impacts by limiting truck idling along public roads and near residential areas.

Staging areas are particularly important where rail infrastructure is constrained and road freight becomes the main mode of transport. By integrating staging areas into the broader truck stop network, the state can support both long-distance freight movement and controlled access to ports, border posts and other key trade nodes.

Truck stop development strategies should therefore incorporate staging area planning as a core component, particularly at border posts and ports where pressure on infrastructure is greatest and available space is often limited.

20.4 Addressing Driver Fatigue and Safety

Driver fatigue is a significant contributor to road crashes involving trucks. LMS data indicate that several road-crash hotspots are associated with underserved corridors, where limited access to safe rest areas may lead drivers to stop in unsafe or informal locations.



Map 14: Fatigue Relative to Transport Corridors



Source: Crickmay and Associates

20.5 Economic and Social Returns

Truck stop development can generate a range of economic and social benefits, including:

- Job creation in construction, hospitality and logistics support services.
- Support for township and rural economies through opportunities for small, medium and micro enterprises.
- Gender-inclusive facilities that support the participation of women in the logistics sector.
- Improved access to health and sanitation services for long-haul drivers.
- Reduced pressure on municipal infrastructure caused by informal truck parking and in-adequate sanitation facilities.

20.6 A Coordinated Investment Strategy

To ensure effectiveness, investment in truck stops should be guided by real-time data, spatial analysis and corridor-level planning. Using tools such as the LMS, municipalities and state-owned entities can:

- Identify high-traffic and high-fatigue corridor segments requiring investment.

- Partner with private sector operators to develop facilities that respond to actual demand.
- Align truck stop locations with existing land-use plans and freight development zones.

Truck stop development should, however, avoid unnecessary clustering and duplication of services in low-volume areas. Site selection, particularly near border posts and ports, should be informed by:

- Verified freight volumes.
- Growth trends in port throughput and cross-border trade.
- Alignment with broader infrastructure plans, including Strategic Integrated Projects and the Border Management Strategy.

20.7 Call to Action

Government departments, municipalities and state-owned entities are encouraged to:

- Use LMS data and Corridor Pulse Reports to support evidence-based decision-making, including commodity forecasts and seasonal freight trends.
- Integrate truck stop planning into Integrated Development Plans, transport strategies and economic development frameworks.
- Engage with industry and local communities to design inclusive and fit-for-purpose facilities, particularly in areas affected by seasonal increases in freight activity.
- Avoid ad hoc or speculative development by requiring feasibility assessments, alignment with freight patterns and consideration of future corridor growth.

Private sector stakeholders, including truck stop developers, logistics companies and landowners, are encouraged to:

- Align new developments with national and municipal freight strategies.
- Use LMS data to identify high-volume corridors and gaps in services.
- Conduct corridor-level demand assessments before establishing new facilities, particularly near ports and border posts.

- Engage local government early to ensure alignment with land-use and infrastructure planning processes.
- Avoid unnecessary duplication and clustering in corridors with low freight volumes, where facilities may be underutilised.

A coordinated and data-informed truck stop network, supported by both public and private investment, is a critical enabler of South Africa's trade competitiveness, road safety and inclusive economic development.

PART VIII

STRATEGIC RECOMMENDATIONS, MONITORING & EVALUATION

NATIONAL TRUCK STOP FRAMEWORK

PART VIII

21. STRATEGIC RECOMMENDATIONS

To achieve the vision of a well-distributed, data-informed and inclusive truck stop network across South Africa's strategic freight corridors, the following recommendations are proposed:

21.1 Institutional Alignment and Leadership

- Establish a National Truck Stop Forum, comprising the Department of Transport, provincial departments, Transnet, SANRAL, C-BRTA, RTMC, RTIA, municipalities, and industry bodies, to coordinate planning and monitoring.
- Integrate truck stop development into existing national programmes such as the Strategic Integrated Projects (SIPs) and Presidential Infrastructure Coordinating Commission (PICC) for sustained support.
- Adopt the national truck stop definition and classification system as a flexible baseline standard that accommodates diverse service models and varying levels of infrastructure across different geographic and economic contexts.

21.2 Data-Driven Planning and Prioritisation

- Use the LMS and Corridor Pulse Reports to guide the spatial prioritisation of truck stop locations based on traffic volume, corridor risk, driver behaviour, and staging needs.
- Mandate the use of a dynamic application and assessment checklist, such as the Site Assessment tool, embedded with tiered criteria and adaptable indicators, to support zoning, planning, and funding decisions across a decentralised governance system.
- Apply corridor-specific assessments to identify service gaps and avoid clustering or duplicating truck stops in low-demand areas.

21.3 Corridor-Specific Investment Models

- Promote the development of staging areas at congested nodes, particularly near ports and border gates, to ease queuing, reduce emissions, and streamline last-mile freight flow.
- Pilot two to three truck stop sites using a public-private partnership model as “living

labs” to facilitate real-time feedback, stakeholder learning and system-wide adaptation informed by practical experience. Future truck stop projects planned by the C-BRTA provide suitable opportunities for implementing these pilots.

- Encourage broader PPPs with developers and operators, using standardised guidelines for facility specifications, land use, and social infrastructure inclusion.

21.4 Social Infrastructure and Inclusivity

- Encourage minimum service standards for truck stops, including sanitation, ablution blocks, safe parking, medical services, food outlets, and security.
- Incentivise gender-inclusive facility design, including secure rest spaces and wellness services to support the participation of women in freight logistics.
- Support local economic development by integrating SMMEs in the operation of on-site services such as cleaning, catering, and vehicle maintenance.

21.5 Collaborative Governance and Enabling Frameworks

Effective implementation of the NTSF requires coordinated governance, clear institutional roles and enabling planning frameworks across all spheres of government. Priority actions include:

- Align provincial and municipal frameworks to support coordinated planning and enable local authorities to develop context-appropriate truck stop solutions in partnership with the private sector, local communities and state-owned entities.
- Strengthen the role of truck stops as centres for compliance and service delivery, including driver wellness and the safe handling of hazardous goods, through shared responsibility among industry, law enforcement and infrastructure planning authorities.
- Develop enabling spatial and operational guidelines covering zoning, environmental safeguards and alignment with Integrated Development Plans and provincial transport strategies, while allowing flexibility to respond to regional conditions.

21.6 Monitoring, Evaluation and Learning

Effective implementation of the NTSF requires an ongoing monitoring, evaluation and learning process to assess usage patterns, service quality and emerging needs.

Priority actions include:

- Through the National Truck Stop Forum, conduct ongoing monitoring of truck stop usage, service delivery and driver experience, using LMS data and stakeholder feedback.
- Document best practices and periodically update guidelines in consultation with truck stop operators, unions, municipalities and border post management.

21.7 Smart Tools and Data to Enhance Truck Stop Utilisation and Corridor Safety

As South Africa modernises its freight logistics system, digital technologies can play an important role in improving road safety, regulatory compliance and the efficiency of freight operations.

The NTSF identifies three complementary tools that can support better planning, monitoring and decision-making:

- Operator Compliance Accreditation System (OCAS)
- Digital tachographs
- Logistics Accountability Score (LAS)

Used together, these tools can provide reliable data on operator performance, driver behaviour and corridor conditions. This information can support more effective truck stop planning, encourage responsible driving practices and enable coordinated oversight without relying solely on punitive enforcement.

21.7.1 Operator Compliance Accreditation System (OCAS)

The Operator Compliance Accreditation System, developed by the Cross-Border Road Transport Agency, is a digital platform used to register, accredit and monitor commercial freight operators involved in cross-border transport. It supports risk-based oversight by grading operators according to their compliance performance.



How OCAS works:

- Operators are registered and assigned compliance profiles covering their depots, drivers and vehicles.
- The system records transgressions, including traffic violations and permit breaches.
- Operators are graded using performance indicators aligned with ISO 39001 on road traffic safety management.
- Integration with the CrossEasy platform supports the management of permits and corridor-related data.

Relevance to the NTSF:

OCAS can help identify high-risk operators that may use informal stopping areas, avoid formal truck stops or contribute to non-compliant corridor use. Its grading system may also support incentive-based use of truck stops and improve planning along high-volume freight routes.

21.7.2 Digital Tachographs

Digital tachographs are electronic recording devices installed in heavy freight vehicles. They monitor and record key driving information, including:

- Driving hours and rest periods.
- Vehicle speed.
- Distance travelled.
- Start and stop locations.
- Driver identity.

How digital tachographs work:

- Drivers insert smart cards that record their working hours and driving behaviour.
- The system automatically records rest breaks, driving time and possible violations.
- Data is stored securely and may be downloaded or transmitted to fleet



operators or relevant enforcement authorities.

Contribution to Road Safety:

- Helps reduce fatigue-related crashes by supporting compliance with prescribed rest periods.
- Encourages drivers to use truck stops to meet rest and safety requirements.
- Enables a non-intrusive, data-driven approach to monitoring driver behaviour and improving performance.

21.7.3 Logistics Accountability Score (LAS)

The Logistics Accountability Score is a national freight performance benchmarking tool developed by the South African Association of Freight Forwarders, the Council for Scientific and Industrial Research and Crickmay & Associates, in partnership with the World Bank. It is designed to track and compare freight performance and compliance at corridor level.

How LAS Works

LAS scores are calculated using indicators such as:

- Driver behaviour.
- Vehicle compliance.
- Customs performance.
- Delays and congestion.

LAS enables performance benchmarking across freight operators, corridors and routes. Relevance to the NTSF

LAS can:

- Identify underperforming or high-risk corridors to inform the prioritisation of truck stop investment.
- Support the monitoring of truck stop performance and impact over time.

- Provide a basis for recognising and rewarding compliant operators.

21.7.4 Linking the Tools: Enhancing Compliance and Corridor Safety

Individually, OCAS, digital tachographs and LAS provide valuable information. When integrated, they can form a coordinated digital system that supports:

- Improved truck stop planning based on actual stopping patterns, operator risk profiles and corridor conditions.
- Incentive-based compliance, where operators that comply with tachograph requirements and maintain strong LAS ratings receive recognition through OCAS and may be subject to fewer inspections.
- Targeted enforcement and deployment of resources to high-risk routes and non-compliant operators.
- Real-time information to support adaptive corridor planning and the ongoing evaluation of truck stop performance.

Table 28: Integration Matrix

System	Primary Focus	Linked Value to NTSF
OCAS	Operator profiling and risk management	Align truck stop use with operator grading
Tachographs	Driver behaviour and rest enforcement	Validate the use of truck stops and prevent fatigue
LAS	Corridor-level logistics performance	Identify infrastructure gaps and prioritise high-risk routes

The integration of OCAS, digital tachographs and the Logistics Accountability Score into the National Truck Stop Framework can strengthen the safety, reliability and performance of South Africa's freight corridors.

Together, these tools support a shift towards predictive compliance, more informed infrastructure investment and collaborative governance, without relying solely on

punitive enforcement.

Their coordinated use can help advance the NTSF's objective of developing a modern, inclusive and efficient freight logistics system based on reliable data and shared accountability.

21.8 Women's Empowerment and Skills Development in the Freight Logistics Sector

The Department of Transport should facilitate the development of a coordinated industry programmes aimed at increasing the participation of women in the freight logistics sector.

This intervention should be informed by the findings of the National Truck Stop Framework research and site visits, which identified limited dedicated facilities and support systems for women within truck stop environments.

In collaboration with the Transport Education Training Authority (TETA), freight operators, truck stop operators, industry associations, Technical and Vocational Education and Training (TVET) colleges, training institutions and other relevant stakeholders, the Department should promote initiatives that address both the skills development and infrastructure barriers limiting women's participation in the sector.

Priority interventions should include:

- Supporting the recruitment, training, licensing and placement of women truck drivers.
- Establishing mentorship, coaching and leadership development programmes for women in freight and logistics occupations.
- Facilitating learnerships, apprenticeships and workplace-based training opportunities across the freight logistics value chain.
- Supporting women-owned enterprises operating within truck stop facilities and freight corridor economies.
- Promoting industry awareness campaigns aimed at increasing the attractiveness



of freight and logistics careers to women and young people.

- Encouraging the progressive development of safe, secure and gender-responsive truck stop facilities, including dedicated ablution facilities, wellness services, adequate lighting, security measures and other amenities that support the retention and well-being of women in the industry.

These interventions will contribute to transformation, skills development, economic inclusion and the development of a more diverse, sustainable and future-ready freight logistics sector.



22. CONCLUSION

The National Truck Stop Framework (NTSF) provides a coordinated national approach to improving truck stop infrastructure across South Africa. It recognises truck stops as essential components of the freight logistics network, supporting road safety, driver well-being, freight efficiency and economic development. The Framework responds to challenges including inadequate secure parking, inconsistent service standards, ageing infrastructure, safety and security concerns, limited health and wellness services, insufficient gender-responsive facilities, gaps in reliable data and fragmented institutional coordination.

The NTSF introduces a standardised and tiered approach to truck stop development, supported by minimum service standards and a Site Assessment Tool covering infrastructure, safety, amenities and access. The three-tier model allows facilities to be developed according to freight demand, location, available infrastructure and required service levels, while ensuring that even smaller facilities provide appropriate standards of safety and functionality. The Framework also promotes evidence-based planning through the Logistics Monitoring System (LMS), enabling freight movements, infrastructure gaps and driver rest patterns to inform future investment and development decisions.

A central priority of the Framework is improving conditions for truck drivers. Safe parking, adequate rest areas, ablution and shower facilities, security, healthcare and wellness services are important for reducing fatigue-related risks and improving driver health and dignity. Greater attention is also required to gender-responsive infrastructure and services to support increased participation by women in the freight logistics sector.

Successful implementation will require collaboration between national, provincial and local government, state-owned entities, the freight and logistics industry, truck stop operators, drivers, communities and private investors. Public-Private Partnerships



(PPPs) provide an important mechanism for mobilising investment and testing scalable approaches to truck stop development. The proposed National Truck Stop Forum will further support coordination, investment and alignment between the different stakeholders involved.

Ultimately, the NTSF establishes the foundation for transforming South Africa's fragmented truck stop facilities into an integrated, safe and sustainable national network. Through coordinated planning, strategic investment, appropriate standards, smart technologies and effective monitoring and evaluation, the Framework can improve road safety, strengthen freight efficiency, enhance driver well-being and create opportunities for local economic development. Its success will depend on sustained stakeholder cooperation and effective implementation, ensuring that truck stops become strategic logistics and wellness nodes supporting a safer, more resilient and future-ready South African freight transport system.



ADDENDA

MONITORING AND EVALUATION PLAN

Effective implementation of the National Truck Stop Framework requires coordinated action across all spheres of government, state-owned entities, private-sector developers and civil society stakeholders.

The table below outlines the key roles and responsibilities of stakeholders within the Monitoring and Evaluation Plan.

Stakeholder	Roles and Responsibilities
Department of Transport (DoT)	Lead national policy direction; oversee the National Truck Stop Forum; coordinate cross-sectoral planning and funding; integrate truck stops into national freight and infrastructure strategies.
Provincial Departments of Transport	Support regional implementation; align provincial transport and land use planning with truck stop development; provide data and oversight on provincial corridors.
Municipalities	Identify local land parcels; support zoning and permitting; facilitate community engagement; integrate truck stops into IDPs and local transport frameworks.
Transnet & Port Authorities	Collaborate on staging area integration and port interface planning; align truck stop locations with port access protocols and throughput forecasts.
SANRAL	Support corridor-level infrastructure planning; share design standards for access roads; co-develop PPPs for identified sites along national routes.

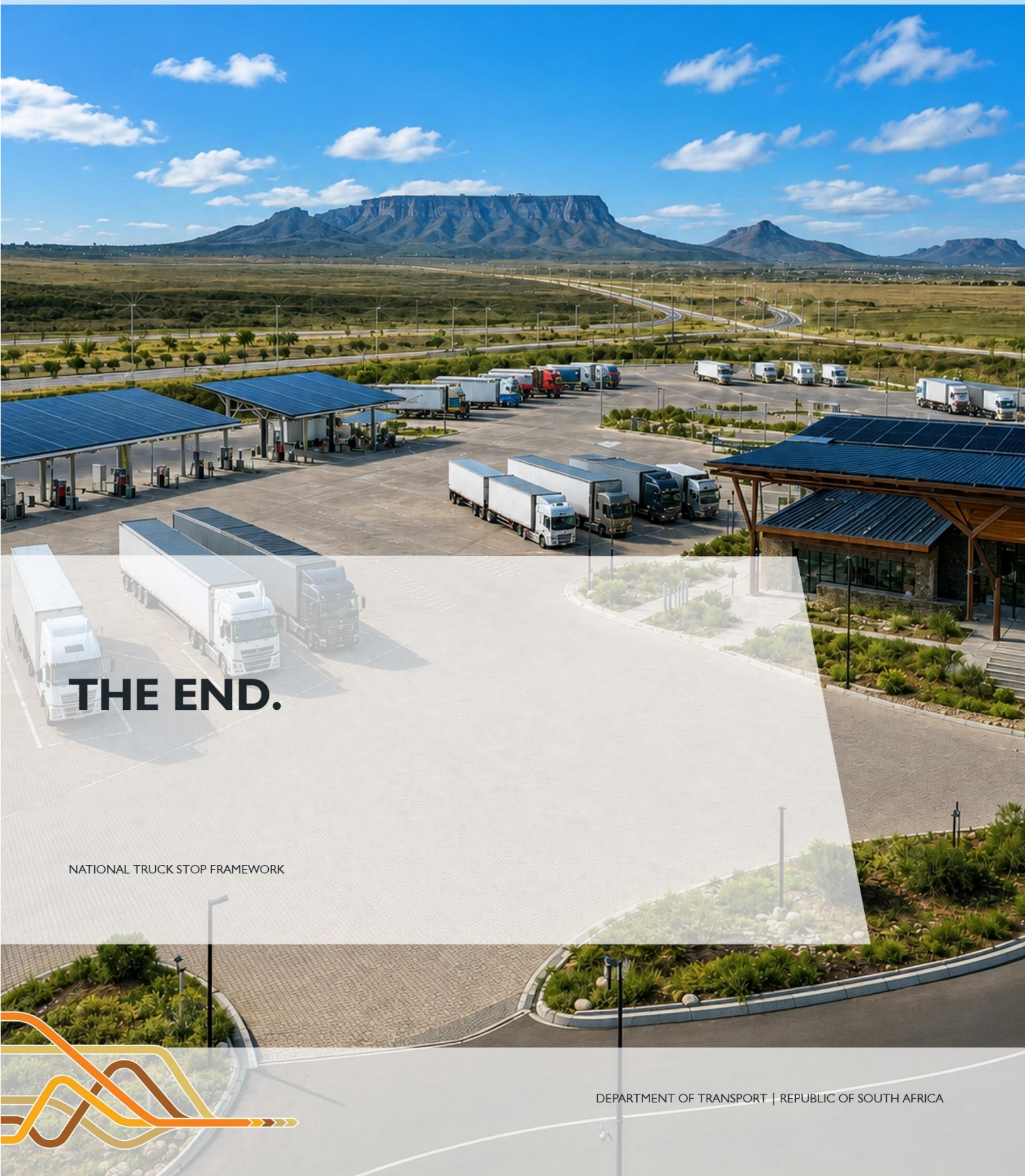
C-BRTA	Provide border gate data and facilitate the integration of truck stop infrastructure with cross-border staging and compliance needs.
RTIA	Enforcement and compliance monitoring (focusing on driver behaviour and infringement trends).
RTMC	Data, coordination, and performance monitoring, (focusing on road safety outcomes, accident trends, and systemic oversight).
Private Sector Developers	Invest in truck stop infrastructure through PPPs; meet national classification and service standards; collaborate with public authorities for licensing and service planning.
Truck Driver Associations & Labour Unions	Provide input on driver needs, safety concerns, and operational realities; participate in monitoring and feedback processes.
SMMEs & Local Enterprises	Operate key services at truck stops (e.g., cleaning, catering, and repairs); benefit from empowerment programmes; participate in enterprise development linked to logistics nodes.

STAKEHOLDER ENGAGEMENT

The development of the National Truck Stop Framework was informed by a comprehensive stakeholder engagement process to ensure that it reflects the practical realities and needs of the road freight sector. This consultative approach enabled the integration of diverse perspectives from policymakers, industry stakeholders and technical experts, resulting in a Framework that is both contextually grounded and implementable. The inclusive process also fostered collective ownership, which is essential for effective coordination, sustainable investment and long-term impact.

STAKEHOLDER CONSULTATION LIST

Stakeholder Category	Stakeholder Name / Description
National Government Department	Department of Transport (Roads Branch)
National Government Department	Department of Mineral and Petroleum Resources
Local Government	Municipalities
Freight Forums	Mpumalanga and North West Freight Forums
State-Owned Entity	SANRAL and C-BRTA
Industry Association	Freight Associations and Trucking Industry Bodies
Labour Representation	Truck Driver Unions
Private Sector	Crickmay and Associates
Private Sector	Truck Stop Operators and Truck Drivers
Research Institution	CSIR
Industry Partner	Safer Stops Association NPC



THE END.

NATIONAL TRUCK STOP FRAMEWORK

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DEPARTMENT OF TRANSPORT
159 STRUBEN STREET
FORUM BUILDING
PRETORIA
0001