

SAFE MINIBUS TAXI CHARTER

Participating Minibus Taxi Associations include: ...



YOUR RIGHTS

As a passenger you should expect:

- To be treated with respect and dignity
- To feel safe and protected
- To be able to raise any concerns with the driver (or *gartjie*) without feeling uncomfortable.

Your driver or *gartjie* should:

- Be properly trained and able to do their jobs competently
- Be courteous to ALL passengers
- Abide by the law.

Your taxi should be:

- Clean and tidy
- Well maintained.

OUR COMMITMENT

Operators & Associations will ensure that:

- Drivers are properly licensed and vetted
- The maximum capacity of the taxi is adhered to
- Passengers are charged the correct amount for your journey
- The vehicle is driven safely and according to the law
- Any changes to the service are clearly communicated
- Drivers and *gartjies* are attentive to the safety needs of all passengers with particular care for vulnerable groups and those with special needs

COMPLIMENTS OR COMPLAINTS?



Report an issue to your driver or contact the association (see 'Association Contacts').

Note: If you have a complaint about a specific taxi, please try to provide as much information as possible including registration number and the route you were travelling on.

NEED FURTHER SUPPORT?

Rape Crisis 24-hour Helpline:
[021 447 9762](tel:0214479762)

Life Line Counselling Helpline:
[021 461 1111](tel:0214611111)

ASSOCIATION CONTACTS

ASSOCIATION	NAME	CONTACT NUMBER
Delft Belhar Parow TA	Yolandi Gordon	0814 571793
Delft Bellville	Janice Fortuin	0659 368748
BOTA	Sherly Cleopas	0734 288415
Delft TA	Sharon Petrus	0752 141521
Bonteheuwel TA	Nadeema Arnold	0635 040455
Norwood TA	Erika Lott	0833 107631
Belhar TA	Shabera Arend	0671 306362
ERETA	Ann Jackson	0627 356962
Melton Rose TA	Magdalene Paulse	0766 689421

GBV HOTLINE: 0800 150150 / 0800 428428

This Safe Minibus Taxi Charter was co-created in consultation with the SANTACO Women's Desk, the industry and passengers. This document was developed to promote a safer and more inclusive transport environment, meeting and setting the standards within the public transport industry.

