

UK ESRC GCRF

*“Youth engagement and skills acquisition within Africa’s transport sector: promoting a gender agenda towards transitions into meaningful work”*

Project Implementation Report

Cape Town, South Africa



*Fig 1. Minibus taxis participating in the Blue Dot Initiative fleet parked at taxi rank in Belleville, Cape Town*

### **Acronyms and Abbreviations**

ESRC	Economics and Social Research Council
CCG	Country Consultative Group
CEM	Community Education and Mobilisation
CSC	Customer Service Charter
GBV	Gender Based Violence
GCRF	Global Challenges Research Fund
MoT	Ministry of Transport
OCP	Outside City Periphery
SANTACO	South African National Taxi Council
SANWIT	South African Network of Women in Transport
STC	Safe Taxi Charter
TETA	Transport Education Training Authority
WCP	Within City Periphery
NEC	National Executive Committee

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## EXECUTIVE SUMMARY

The project *“Youth engagement and skills acquisition within Africa’s transport sector: promoting a gender agenda towards transitions into meaningful work”*, aims to broaden our understanding of the challenges faced by women as users of public transport, as well as employees within the public transport sector. In Cape Town, initial participatory research showed that female commuters face daily challenges due to a highly gendered transport environment. These threats to women’s safety ranged from verbal harassment to serious forms of gender based violence (GBV) including robbery, kidnap and rape. Furthermore, effective and reliable reporting mechanisms seem to be absent or barely functioning, which in turn increases women’s distrust in the public transport sector and deters them from coming forward with formal complaints about challenges that they face.

In response to these findings, and given that in target locations, the most commonly used mode of public transport is the minibus taxi, the project team designed an initial intervention aimed at further understanding the specific challenges experienced by female commuters and employees of the minibus taxi industry in Cape Town, which is regulated by the South African National Taxi Council (SANTACO). This intervention comprised a series of workshops, awareness-raising sessions, and roundtable meetings with key transport stakeholders in Western Cape Province.

The project team delivered User Skills workshops for female commuters (aged 18-40)<sup>1</sup>, one in each of the two study neighbourhoods, Philippi and Kayamandi, which engaged participants in group discussion and participatory exercises to identify opportunities to improve the conditions within the public transport sector. These workshops also included a session on GBV awareness delivered by Sonke Gender Justice, which aimed at providing crucial information for women to feel more comfortable when raising a complaint with their transport provider as well as creating a sense of cohesion among commuters. In the context of the commuter workshops, this session included the showing of from the Safe Ride Initiative<sup>2</sup> campaign videos which prompted a discussion on the impact of GBV on public transport.

In line with the findings of the primary research, an overwhelming majority of workshop participants reported concerns for their personal safety as a consequence of the highly gendered public transport space in Cape Town. They mentioned issues such as space invasion due to overcrowding and harassment. Other issues mentioned ranged from verbal abuse to sexual harassment and rape. COVID-19 was also mentioned as a concern when commuting, as many people refuse to wear masks and commuters are cramped into overloaded vehicles. Concerns about road safety were also expressed by the participants, who reported speeding and overloading as contributing factors, as well as the vehicles being in poor condition. Another major theme identified, based on the challenges mentioned by the participants, was poor customer service. Contributing factors included driver behaviour, speeding, lack of respect and ‘cruelty’ towards commuters. The views and information expressed by commuters at these workshops contributed towards the development of a Safe Taxi Charter (STC). Discussions took place with minibus taxi associations linked to the adoption of the STC to improve the quality of their service as well as the safety of commuters.

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<sup>1</sup> In line with the demographic characteristics of the primary research groups, the team endeavoured to recruit commuters aged 18-35. Due to unforeseen participant drop-out from the workshop, the RA opportunistically recruited further participants aged 18-40.

<sup>2</sup> Videos from the Safe Ride Initiatives: [#SafeRide “I don’t feel safe”](#); [#SafeRide “He sexually harassed me”](#); [#SafeRide “Wxmen are never taken seriously”](#).

The project team delivered an Employment Skills activity in November 2021, in addition to the already planned User Skills activities, which took the form of a two-day workshop targeting women employed in the minibus taxi industry. Participants included drivers, operators, administrators, minibus taxi association executives and National Executive Committee (NEC) members, who were recruited thanks to the active participation and support of SANTACO representatives. The aim of this two-day workshop was to engage with women working in the minibus taxi industry in different capacities, with the goal of understanding the challenges and needs of women working in the sector, and to collaboratively brainstorm solutions to support the protection of women's safety in transport, as well as identifying opportunities to further women's progression and visibility within the sector. Sonke Gender Justice delivered a comprehensive awareness session on GBV, focusing on contributing factors and the relationships between gender, power and violence. This session was delivered as a combination of classroom-based teaching and group discussions.

A really crucial point which was raised during this workshop was on the matter of licensing and permits, as the group was discussing the increasing influx of women in the sector who inherit their late husbands' driving business. The staggering number of deaths due to the widespread violence within and between associations has had a severe knock-on effect on the women who then enter the minibus taxi industry with little to no knowledge of how to navigate such a male dominated and challenging environment. Participants left the workshop with greater awareness of the contributing factors to GBV (e.g. power and culture) and increased self-awareness, with some also reporting leaving the workshop with a feeling of empowerment.

In addition to the GBV awareness session carried out at the workshop, Sonke Gender Justice also delivered a GBV awareness session<sup>3-4</sup> targeting male drivers and operators at a taxi rank in Belleville. This was facilitated by SANTACO Women, a branch within SANTACO's national structure which works to empower women in the industry. The aim of the activity was to raise the awareness of men on the contributing factors to GBV on public transport and to encourage them to tackle the attitudes which perpetuate this violence. The information gathered during this workshop contributed to the discussions held during the final project roundtable on Thursday 25<sup>th</sup> November 2021.

Prior to and immediately after the delivery of all workshop activities, the project team engaged in roundtable meetings with SANTACO and SANTACO Women. The team also engaged with City of Cape Town Authority and Western Cape Provincial Government in order to build awareness of and support for the work, though they had minimal participation and input. The aim of the two roundtable discussions was to engage with key transport stakeholders to understand the solutions they are currently implementing to support the protection of women's rights and their safety in transport; what challenges or obstacles they are facing; as well as creating a space to discuss the opportunities and limitations to make improvements in this area.

Based on the activities delivered, discussions and meetings held during the initial implementation phase, the project team identified a need for improvements in four key areas:

- Increasing women's visibility in the sector;
- Supporting further professionalisation of the sector;

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<sup>3</sup> Source: [Sonke Change Trial manual "A Community Mobilization Training Manual for Preventing men's use of violence against women"](#)

<sup>4</sup> Source: [Sonke OMC \(One Man Can\) manual](#)

- Improving commuters' confidence when travelling;
- Supporting SANTACO Women in realising the potential of their new strategy.

With this in mind, the project team delivered in February and March 2022 a series of follow-on Employment Skills training activities aimed at increasing women's visibility in the sector as well as contributing to further professionalisation of the sector.

A bespoke package of activities was designed to provide women in transport with the opportunity to receive training in areas they identified as being valuable to their current work, or for future employment in the sector. These activities included a follow-on GBV awareness session facilitated by Sonke Gender Justice; a series of discussion based sessions focused on sharing crucial information on licensing processes and business operation, as well as developing a supportive community of practice for women in the sector; a full day of first aid training, with learning modules chosen for their relevance to the minibus taxi industry and associated injuries on the road; and finally a focused road safety training which concluded the delivery of the Employment Skills activities.

In parallel to the training targeting women in transport, the team continued to work with Sonke Gender Justice to further sensitise male drivers and operators on GBV and how it affects women in public spaces, and especially in public transport. The team delivered short, one-hour sessions at the taxi rank in Belleville which were complemented by the roll-out of a succinct and context-specific Safe Taxi Charter, the development of which was informed by the workshop discussion findings from the initial phase of implementation.

The project concluded in March 2022, with a final Country Consultative Group (CCG), which saw attendance from project stakeholders from all three countries of the GCRF project.

## Summary of activities

Phase 1		
1	Stakeholder Engagement	- Roundtable discussion with SANTACO, SANTACO Women and Sonke Gender Justice
2	User Skills Intervention	- Workshops with commuters in the two research locations
3	Employment Skills Intervention	- Two-day workshop with women employed in the minibus taxi industry - GBV awareness sessions with male drivers and operators
4	Stakeholder Engagement	- Roundtable discussion with SANTACO Women and Sonke Gender Justice
Phase 2		
1	Stakeholder Engagement	- Planning meeting with SANTACO Women and Sonke Gender Justice
2	Employment Skills Intervention	- Five-day training for women employed in the minibus taxi industry - GBV awareness sessions with drivers and operators
3	Stakeholder Engagement	- End of project Country Consultative Group with project stakeholders from all three countries

## 1. INTRODUCTION

The project “*Youth engagement and skills acquisition within Africa’s transport sector: promoting a gender agenda towards transitions into meaningful work*”, funded by the Economic and Social Research Council (ESRC) and implemented by Durham University and Transaid, aims to broaden our understanding of the challenges faced by women as users of public transport, as well as employees within the public transport sector. This project was made possible by local partners within each of the study countries including the Ministry of Transport, Al HOSN Energy Consulting, Sustain Consulting and Tounissiet in Tunis; Usmanu Danfodiyo University, Sokoto (UDUS), the University of Jos and Girls Voices Initiative in Nigeria; and the University of Cape Town, Sonke Gender Justice and the SANTACO in South Africa. In-depth participatory research was carried out in early 2019 with young women of low socio-economic status in peripheral urban locations of Nigeria, South Africa and Tunisia (one city-region per country), which then resulted in the piloting of skills-based interventions. This report focuses on the implementation of interventions in Cape Town, South Africa targeting women as users of public transport (user skills), as well as women working within the public transport sector (employment skills), in this case within the minibus industry.

The User Skills intervention was designed to respond and further build on the findings of the participatory research and was implemented in the two target locations, one within the city periphery, hereafter referred to as WCP, and the other outside of the city periphery, hereafter referred to as OCP.

Situated about 21 km from the city centre, WCP is a large and diverse urban and semi-urban area made up of informal settlements, century-old neighbourhoods and some of the larger townships in Cape Town. The area is accessible predominantly by minibus taxi, *Amaphela*<sup>5</sup>, e-hailing such as Bolt and Uber, as well as by bus and train. Historically, the area has been an *apartheid* battleground and has seen thousands of displaced people relocate within its perimeters. Today, small-scale farms in the area produce a large proportion of the city’s produce, although many of the residents still face great challenges like poverty, unemployment, overcrowding and susceptibility to fire and flooding.

OCP is a suburb located off of route R304 and set against the backdrop of the renowned Cape Winelands, about 53 km from the centre of Cape Town. The area was developed in the early 1950s as part of increased segregation during the *apartheid* regime and its townships are constantly expanding. Accessible mainly by minibus taxi and bus, the area continues to be a stark example of the wealth disparity experienced by residents outside of the city’s periphery.



Fig 2. Township in WCP



Fig 3. Township in OCP

<sup>5</sup> Rink, B. (2020). “Capturing *Amaphela*: Negotiating township politics through shared mobility”. *Geoforum*. Available online at: <https://www.sciencedirect.com/science/article/abs/pii/S0016718520301603>

Women in these areas face daily challenges as a consequence of a highly gendered transport environment including (but not limited to):

- Recurring threats to their personal safety (theft, robbery, kidnapping and rape);
- Frequent incidents of harassment (sexual and verbal) and physical violence;
- Poor quality public transport service provision, including poor customer service;
- Limited availability of feedback mechanisms (resulting in the exclusion of commuters' voices);
- Limited knowledge and understanding of the available complaint mechanisms.

The Employment Skills intervention targeted women employed in the minibus industry in Cape Town and the surrounding areas, including Mitchells Plain, Stellenbosch, Kraaifontein, Delft and Belleville. This intervention included a series of workshops and targeted skills training activities which took place at SANTACO's Northern Region office in Belleville, a location that was made available by colleagues from the SANTACO Women's Desk. This location also presented the opportunity to conduct further GBV sensitisation at selected lines in one of the busiest and largest taxi ranks in and around Cape Town, which is Belleville. This taxi rank presented itself as a perfect location to deliver activities that would not only benefit the skills development of drivers and operators, but more largely impacting commuters as well. Belleville's junction allows for commuters to connect with short distance transport in and around the city, as well as to longer distance journeys across the Western Cape and further into other provinces.



*Fig 4. Loading bays at taxi rank for minibus taxis in Belleville, Cape Town*

## 2. METHODOLOGY

### 2.1. Phase 1

#### 2.1.1. Intervention planning

The minibus taxi industry is well known for its volatility and associated violence, which has a severely detrimental effect on the ability of women and girls to safely navigate their daily commutes - whether it be for employment, education or for any other reason. Because of the unique nature of the minibus taxi industry, the stakeholders involved and the complexity of the challenges and needs of commuters and employees alike, these interventions constitute an integrated approach which links the User Skills and Employment Skills activities.

To deliver this intervention Transaid partnered with South African NGO and women's rights organisation Sonke Gender Justice, which has a wealth of experience working directly with the minibus taxi industry to eradicate gender based violence (GBV) and to promote safer travel for women and girls. Transaid also built a strong relationship with SANTACO Women, which is linked to SANTACO, an umbrella body governing the minibus taxi industry. SANTACO Women was established for the purpose of empowering the increasing number of women entering the sector. Whilst a partnership with local government was not sought in the formal sense, Transaid extended invitations to the relevant teams in the Western Cape Provincial Government and the City of Cape Town Authority to participate in the project roundtable discussions. The team also ensured that they were kept informed and updated on the progress and outcomes of the intervention via the project's Country Consultative Group (CCG).

Transaid set out to engage with four main groups of stakeholders with the aim of facilitating communication and synergy between the groups to improve the experience of female commuters in the target neighbourhoods accessing public transport, as well as promoting transitions into meaningful work within the transport sector. One group targeted female commuters from the two study neighbourhoods; a second group comprised female professionals in the minibus taxi industry, including drivers, operators (in this context defined as owners of minibus taxis), administrators and executive members of the associations; a third group consisted of groups of male minibus taxi drivers based at Bellville Taxi Rank and a fourth group was made up of Transaid, Sonke Gender Justice and provincial and national level executive committee members of SANTACO and SANTACO Women.

Once all partnership agreements had been finalised between Transaid and Sonke Gender Justice as well as with SANTACO Women, the Transaid team travelled to Cape Town in November 2021 to work with partners and deliver a series of workshops and engage in roundtable meetings with the stakeholder groups named above. The intervention delivered in November 2021 informed the practical skills training and associated follow-on pilot activities which took place between February and March 2022. The activities implemented in November 2021 aimed at:

- Eliciting further information on the challenges experienced by female commuters in the study neighbourhoods, with a view to incorporating this into a women-led and focused Customer Service Charter (CSC) for associations to adopt and implement;
- Empowering female commuters to take action against GBV and other forms of discrimination experienced on public transport, through the dissemination of information about available reporting/complaint mechanisms as well as key terminology relating to GBV to aid in the reporting process;
- Conducting roundtable discussions with key transport stakeholders to understand their challenges and opportunities in ensuring women's safety when using public transport.
- Building a relationship with a group of women employed by the minibus taxi industry to further understand their challenges and uncover opportunities to further their progression within the sector;
- Delivering Information, Education, Communication sessions with selected male minibus taxi drivers and crew at the taxi ranks, to raise awareness on the predominance of GBV perpetuated by men in the industry.

These activities have formed the basis and helped shape the design of a second phase of the practical intervention which saw Transaid and partners working with stakeholders to achieve the following:

- Design and deliver appropriate technical skills training targeting women working in the minibus taxi industry based on the needs highlighted in the initial phase;
- Draft and disseminate a CSC, focused on promoting women's safety, at a selected taxi rank through SANTACO Women.
- Identify and define future areas of collaboration with SANTACO Women.

#### 2.1.2. Summary of activities undertaken (19.11.2022 – 25.11.2022)

##### *Roundtable meeting: Philippi (19.11.2021)*

##### **Activities outline**

The aim of the initial roundtable discussion was to engage with key transport stakeholders at SANTACO and SANTACO Women to understand the solutions they are currently implementing to support the protection of women's rights and their safety in transport; what challenges or obstacles they are facing; as well as creating a space to discuss the opportunities and limitations to make improvements in this area. The information gathered during this first roundtable was employed to prompt/facilitate the conversation during the user skills and employment skills workshops delivered thereafter.

##### **Participants**

The team received apologies from Western Cape Provincial Government and City of Cape Town Authority on both dates, and from the president of SANTACO Women on the first date. The first roundtable was attended by three SANTACO National Executive Committee members, Transaid and Sonke Gender Justice.

*User Skills: Commuter workshops, WCP (20.11.2021) and OCP (22.11.2021)*

### Activities outline

Delivered in conjunction with colleagues from Sonke Gender Justice, these two participatory workshops incorporated taught elements and group activities for the purpose of engaging female commuters in both study neighbourhoods to understand their challenges, and brainstorm solutions to inform the development of a Customer Service Charter for minibus taxi associations to potentially adopt. The workshops began with a brief presentation on the aims of the project, followed by participatory exercises including *thought mapping* and *combination of ideas* (to brainstorm challenges individually, and then merge them into a large idea map); *theme creation* and *cause identification* (to identify categories or themes for the challenges on the idea map); and *figure storming* (to identify practical solutions). The activities were followed by presentations back to the wider group. The workshop concluded with an awareness session delivered by Sonke Gender Justice, which focused on the importance of understanding GBV, its terminology and simple strategies to put in place to make commuting safer. A complete workshop agenda can be found in Annex 1.

### Participants

The recruitment of female participants between 18 and 40 years old was coordinated by the Research Assistant from the original research conducted in early 2019 in both OCP and WCP, who was requested to recruit women who use public transport and have varying daily habits, including students, those who are employed, and those neither in education or work. A total of 25 women attended the workshop in WCP, and 11 women attended the workshop in OCP. The workshops themselves were co-facilitated by a team made up of two Transaid team members (Project Officer and CEO), three Sonke team members (Community Education and Mobilisation Unit Manager and two Community Mobilisers) and the Research Assistant.

*Employment Skills: “Voices of women in the transport industry” workshop, Bellville (23-24.11.2021)*

### Activities outline

The aim of this two-day workshop was to engage with women working in the minibus taxi industry in different capacities, including drivers and operators, administrators and executive members of associations. Similarly to the commuter workshops, the goal was to further understand the challenges and needs of women working in the sector, and to collaboratively brainstorm solutions to support the protection of women’s safety in transport, as well as identifying opportunities to further women’s progression and visibility within the sector. Sonke Gender Justice delivered a comprehensive awareness session on GBV, focusing on contributing factors and the relationships between gender, power and violence.

In addition to the GBV awareness session delivered at the workshop, Sonke Gender Justice also delivered GBV awareness sessions at Bellville taxi rank facilitated by SANTACO Women. This was carried out on both days of the workshop. The session was conducted in a mix of English and Afrikaans. All participants were given a modest reimbursement to compensate for the potential loss of business due to their attendance. The information gathered at these discussions contributed to the discussions held during the final project roundtable on Thursday 25<sup>th</sup> November 2021. A full agenda can be found in Annex 1.

### Participants

The recruitment of women working in the minibus taxi industry was facilitated by SANTACO National Executive Committee Member and Secretary at taxi association in Delft. Participants' detailed demographic data wasn't gathered at this time, though ages ranged roughly from 20 to 55. A total of 20 women attended the workshop on Day 1, and 16 women attended on Day 2. The group of women who attended the workshop was highly heterogeneous and covered a diverse range of roles within their associations and, more widely, within SANTACO. Attendees included drivers, operators, administrators and secretarial staff, members of associations' leadership as well as national executive committee members.

The workshop on both days was co-facilitated by SANTACO, Transaid and Sonke Gender Justice including two Transaid team members (Project Officer and CEO), three Sonke team members (CEM Unit Manager and two Community Mobilisers) and the Research Assistant.

#### *Employment Skills: GBV awareness sessions, Bellville taxi rank (23-24.11.2021)*

##### **Activities outline**

The aim of the activity was to conduct GBV sensitisation with selected minibus taxi drivers and crew at a busy taxi rank in the proximity of Cape Town, with the objective of raising the awareness of men on the factors contributing to GBV on public transport and encouraging them to tackle the attitudes which perpetuate this violence.

##### **Participants**

The recruitment of men working at the taxi rank was facilitated by Ms Sharon Petrus (National Executive Committee Member at SANTACO) and Ms Sherly Cleophus (driver and lane regulator). The session on both days was co-facilitated by Sonke Gender Justice (CEM Unit Manager and two Community Mobilisers). The session was conducted in Afrikaans to a rough estimate of 15-20 men per session, with some dropping in and out.

#### *Roundtable meeting discussion – Bellville (25.11.2021)*

##### **Activities outline**

The final roundtable discussion was employed as a platform to debrief with the project team and key stakeholders on the activities delivered, and to gather further input to develop appropriate employment skills training and follow-on pilot activities for implementation Phase 2. This meeting also aimed at further strengthening relationships with SANTACO Women and solidifying their support for the project's work.

##### **Participants**

The team received apologies from Western Cape Provincial Government and City of Cape Town Authority on both dates, and from the president of SANTACO Women on the first date. The first roundtable was attended by three SANTACO National Executive Committee (NEC) members, Transaid and Sonke Gender Justice. The second roundtable was attended by SANTACO Women's president, two NEC members, Transaid and Sonke Gender Justice.

## 2.2. Phase 2

### 2.2.1. Intervention planning

After a successful initial implementation phase in November 2021, the project team conducted a detailed analysis of all the findings from engagements with project stakeholders, minibus taxi commuters and women working in the minibus taxi industry. This analysis led to the formulation of a series of targeted recommendations for the minibus taxi industry, and in particular SANTACO and SANTACO Women, which can be categorised into four major groups:

- Increase women's visibility in the sector;
- Further professionalisation of the sector;
- Improving commuters' confidence when travelling via the minibus taxis;
- Supporting SANTACO Women in realising the potential of their new strategy.

The project team also worked to develop a draft CSC, from hereinafter referred to as Safe Taxi Charter, which encapsulates the suggestions and discussion highlights from commuters and women working in the sector to reflect simple but actionable solutions to the challenges identified by the research affecting women in the minibus taxi space.

Phase 2 focussed on delivering activities that respond to the first two recommendations made by the project team (i.e. increasing women's visibility and further professionalising the sector), as well as promoting the adoption of the Safe Taxi Charter at the Bellville taxi rank in Cape Town's periphery. With this in mind, the project team proposed the delivery of:

1. A bespoke training package to be delivered to women working in the minibus taxi industry, aimed at increasing their visibility in the sector, creating a sense of empowerment and cohesion;
2. Further GBV sensitisation and targeted customer service messages delivered to male drivers working on selected lines (19 and 20) at the Bellville taxi rank, to accompany the roll-out of a context-specific Safe Taxi Charter aimed at improving the safety of women commuters.

To deliver this intervention Transaid partnered once again with South African NGO and women's rights organisation Sonke Gender Justice, which has a wealth of experience working directly with the minibus taxi industry to eradicate gender based violence (GBV) to promote safer travel for women and girls. Transaid will once again be working in close collaboration with female executives in the Western Cape Province SANTACO Women, who will support the facilitation of the training and hosting it at the SANTACO Norther Region Association office space in Bellville, Cape Town.

Once all partnership agreements and contracts are finalised between Transaid and Sonke Gender Justice as well as with SANTACO Women, the Transaid team travelled to Cape Town between 20.02.2022 and 01.03.2022, to work with partners and deliver a series of practical skills training and associated follow-on pilot activities linked to the outcomes of this initial phase of the implementation.

### 2.2.2. Summary of activities undertaken (21.02.2022 - 23.02.2022 and 15-16.03.2022)

#### *Planning meeting with Sonke Gender Justice and SANTACO (21.02.2022)*

#### **Activities outline**

In the lead up to the training activities, the project team held an initial discussion with project partners Sonke Gender Justice and SANTACO Women representatives, included validation of the Safe Taxi Charter, as well as preliminary action planning for key activities for SANTACO Women to continue to build on and implement beyond the project. This session prompted thinking on how to promote the adoption of the customer-centric Safe Taxi Charter throughout associations, as well as also prompting discussion on how to best progress the activities linked to the recommendations formulated by the project team after Phase 1. After this meeting the project team planned a visit to the two selected lines in the taxi rank in Bellville, to meet with line controller Sherly Cleophus and secure the necessary space to conduct the further GBV sensitisation sessions to taxi drivers, alongside the piloting of the Safe Taxi Charter.

#### *Employment Skills: Training day 1 (22.02.2022)*

##### **Activities outline**

The first day of training focused on two main training activities, namely an information session delivered by SANTACO on the Blue Dot Initiative, a government pilot aimed at improving driver behaviour through a series of incentives, and the opportunities that this pilot presents in terms of learnings to apply to taxi associations; and a follow-on GBV awareness session delivered by Sonke Gender Justice, which complemented the session delivered in November 2021. This session touched on topics such as women's rights as outlined in the Constitution, as well as looking at the Public Finance Act.

#### *Employment Skills: Training day 2 (23.02.2022)*

##### **Activities outline**

The second day of training was delivered in three sessions, facilitated by SANTACO and Transaid. These consisted of the following:

- An initial session on the process of obtaining an operating license and permit, as well as covering what happens to business ownership in the case of spousal death, issues around "marriage in community" and transfer of licences etc.
- A second session to discuss the appropriateness of the Safe Taxi Charter developed by the project team based on the discussions held with the group as well as commuters in Phase 1 of implementation; this session prompted thinking on how to promote the adoption of the Safe Taxi Charter throughout associations.
- A final session focused on building a supportive community of practice within the sector. This session aimed to identify opportunities for women to create a space for communication and support, based on highlighted interests in the Phase 1 workshops such as work shadowing etc. Time was allocated to emphasise the importance of relationship-building within the sector, and creating a supportive community for women to turn to for advice and support.

#### *Employment Skills: Training day 3 (24.02.2022)*

##### **Activities outline**

The third of day training consisted of a full day of first aid training provided by the Medical Education Centre in Cape Town. The session was delivered by a local paramedic, who covered a range of

modules including: Emergency Scene Management; Primary Assessment; Infection Control; Unconsciousness; Breathing & Circulation; Recovery Position & CPR; Burns; Wounds & Bleeding; Shock.

### Participants

The training activities were delivered to a group of twenty-seven (27) women working in the minibus taxi industry. The recruitment of women working in the minibus taxi industry was again facilitated by Sharon Petrus (National Executive Committee Member at SANTACO). Participants' detailed demographic data can be found in the Findings section of this report, as recorded through the baseline survey. The group of women recruited to attend the training was highly heterogeneous and spanned a diverse range of roles within their associations and, more widely, within SANTACO. Attendees included drivers, operators, administrators and secretarial staff, members of associations' leadership as well as national executive committee members.

*Employment Skills: Taxi rank GBV awareness session and Safe Taxi Charter pilot (25.02.2022 and 26.02.2022)*

### Activities outline

Led by Sonke Gender Justice, the project team delivered two GBV awareness and sensitisation sessions with male drivers working at selected lines (19 and 20) at the taxi rank in Bellville. Following up on the work commenced in November 2021, these sessions were meant to equip drivers with key notions around consent, different forms of GBV as well as strategies to put in place to counteract the prevalent culture of harassment and violence against women which permeates the minibus taxi industry. The project team also employed these sessions to roll out the Safe Taxi Charter developed, which serves as a proponent of simple and actionable solutions to some of the key issues regarding women's safety on public transport. The sessions were conducted in English and Afrikaans.

### Participants

The recruitment of men working at the taxi rank was facilitated by Sherly Cleophus who is responsible for the smooth running of lines 19 and 20 at the Bellville taxi rank. The aim was to recruit at least eight (8) drivers per session.

*Employment Skills: Training day 4 and 5 (15.03.2022 and 16.03.2022)*

### Participants

The training activities were delivered to a group of twenty-five (25) women, most of whom work in the minibus taxi industry – a small number of women who joined were adjacent to the minibus taxi industry, as spouses or relatives of minibus taxi professionals. The recruitment of women working in the minibus taxi industry was facilitated by SANTACO Women with attendees include drivers, operators, administrators and secretarial staff, members of associations' leadership as well as national executive committee members.

### Activities outline

This training was intended to respond to training needs that had been previously identified during the employment skills workshop. The training was delivered by an experienced Transaid trainer.

The training consisted of modules derived from the core theory modules Standardised East African Curriculum for drivers of Passenger Service Vehicles (PSV's), and these included the following, together with their objectives;

	<b>Module</b>	<b>Objective</b>
1.	<i>Driving Philosophy</i>	<ul style="list-style-type: none"> <li>To identify and demonstrate qualities and responsibilities of a professional driver</li> </ul>
2.	<i>Basic Mechanical Principles</i>	<ul style="list-style-type: none"> <li>To identify the main components of the vehicle and the fuel system.</li> <li>Carry out minor maintenance/repairs of internal combustion engine,</li> <li>Electrical, braking and steering systems.</li> <li>Tires, wheels and other relevant vehicle mechanical components including monitoring of the maintenance schedules.</li> <li>Optimise vehicle operating costs.</li> </ul>
3.	<i>Defensive Driving</i>	<ul style="list-style-type: none"> <li>Identify the causes of road crashes and their consequences</li> <li>Apply the standard crash/Accident Prevention Formula, basic defensive rules for safe driving and the hazard drill for safe manoeuvres.</li> <li>Approach and cross junctions safely</li> <li>Demonstrate appropriate behaviour while driving</li> <li>Manage night driving, fatigue and avoid distraction for safe driving</li> </ul>
4.	<i>Customer Care</i>	<ul style="list-style-type: none"> <li>Define good customer service/care</li> <li>Communicate effectively with customers</li> <li>Meet the needs of customers</li> <li>Support customers in using your service</li> <li>Act politely and appropriately</li> <li>Identify the need to drive considerately</li> </ul>
5.	<i>Road Signs, Signals and Markings</i>	<ul style="list-style-type: none"> <li>To identify and comply with;</li> <li>Warning signs, prohibitory signs, Mandatory signs,</li> <li>Lights, background and edge markings.</li> </ul>

### 3. FINDINGS AND DISCUSSION

Each workshop led to rich discussions regarding the experiences of women commuting on minibus taxis, and shed further light on the specific sector challenges experienced by women working in the minibus taxi industry. These contributions, all of which were anonymised, have been recorded in the form of sticky notes and further data was gathered through the baseline survey which participants were asked to complete at the beginning of the workshop (commuter workshops only). The team made efforts to record as much information as possible, although not all workshop participants completed their baseline surveys in full. Below is a summary of the findings from the workshops. The complete quantitative outcomes of the baseline survey can be found in Annex 2.

Additional reflections can be made in relation to the groups' responses to the delivery of Sonke Gender Justice's session, which focused on the importance of self-awareness on a range of issues relating to GBV and safety when commuting. The session touched on the importance of knowing GBV terminology, such as sexual harassment, catcalling, sexism and rape, in order to be better equipped when making a formal complaint. The session used examples as entry points on value clarification, and prompted commuters to consider the following points, useful in the process of reporting a complaint:

- Knowing your taxi rank and understand its structure and leadership, e.g. who is in charge at the rank, who are the female operators, where and who to go when you want to lay a complaint, which areas are safe spaces and which areas are not safe, etc.
- Being aware of the vehicle taken when commuting, including aspects such as the colour of the taxi, the taxi number as well as the taxi registration number, route, and the time when the vehicle leaves the rank;
- Taking note of the driver's identifiable features, such as their appearance and wardrobe;
- Being aware of what other female commuters are going through, and supporting them when and if safe/appropriate to do so;
- Supporting other women when they are being harassed at the ranks, in the taxi queues or in the taxis in order to create a sense of solidarity.

#### 3.1. Phase 1

##### 3.1.1. Roundtable meeting (19.11.2021)

The first roundtable discussion was an opportunity to meet face to face with colleagues from SANTACO and SANTACO Women, with whom the team had liaised only virtually. During this meeting each party present (Transaid, Sonke and SANTACO) took the opportunity to give more background on their work, motivations for being engaged with the project's work and envisioned outcomes from the project implementation.

SANTACO gave an overview of the programmes and pilots currently underway, such as the Blue Dot Initiative. This pilot, funded by Western Cape Provincial Government, is aimed at improving driver behaviour through a series of incentives (such as training and stipends) on selected routes within Western Cape Province. It became clear from very early on in the conversation that this pilot focuses greatly on improving driver behaviour by mitigating things like harsh braking, which contributes to road safety concerns, and route infiltration which is one of the leading causes of violence between

associations. It did become apparent though that this pilot does not have any elements which seek to address the poor customer service being delivered to commuters.

One thing that struck the group during this conversation was the SANTACO chairperson for Western Cape Province, Nazeem Abdulrahman, calling himself the “chairman of the graveyard”. He explained that just recently he had been informed of two deaths in an association in the region due to gun violence, all-to-common news for SANTACO leadership, and that he had to excuse himself from the meeting early to attend a funeral. This only confirmed what was already known about the volatility and dangers associated with the minibus taxi industry.

Other themes that emerged from the conversation with SANTACO include the varying forms of discrimination and tension within the industry, linked to misogyny, colourism and racial bias for example, as well as a desperate need for increasing women’s visibility and influence within the sector. SANTACO highlighted the existing friction within the associations themselves, where drivers and operators act anarchically, especially when they feel restricted to specific routes and in their earning potential. This brought about the need for establishing disciplinary committees within the associations to address the customer care needs of the commuters while ensuring accountability for driver behaviour.

Sonke Gender Justice presented on a case study from a previous programme, the Safe Ride Initiative, which was delivered working with a taxi rank in Gauteng with a focus on GBV awareness raising activities.

### 3.1.2. User Skills - Commuter workshops (20.11.2021 and 21.11.2021)

#### **WCP (20.11.2021)**

A total of twenty-five women attended the WCP workshop and ## attended the workshop in OCP.

Once the sessions began and the participants were prompted to engage in collaborative group exercises, everyone started participating more proactively and taking part in the discussions.

#### *Summary of baseline findings*

The baseline survey aims to capture information pertinent to understanding commuters’ transport habits, the challenges and fears they experienced when using public transport and their experience of influencing public transport services such as by reporting a complaint.

The WCP workshop participants’ age ranged from < 21 to > 41 years old, with the majority being 22-30 years old (n=14). Because of the demographic focus of this project (18-35 years old), it was decided to remove the answers of the one participant who was >41 years old. The information disclosed hereinafter will therefore refer to the survey responses provided by the 24 workshop participants whose age ranged <21 to 40 years old. In some instances, cumulative answers won’t add to 24, as participants didn’t provide answer to all questions in the survey.

All women were single (n=24), and most had attained secondary school education (n=18), while three underwent further education as undergraduates (n=3) and postgraduates (n=2). Only two were in full-time employment during the time of the workshop, while the rest were unemployed but searching for work (n=21). The participants predominantly lived within the city boundary (n=14), then in the city centre (n=4) and outside the city boundary (n=2).

The large majority of the participants reported never having access to private motorised transport (n=20), compared to those who occasionally (n=2) and often (n=1) had access. Of those who made use of motorised transport (n=20), whether private or public, most reported using it between one day (n=6) and two to three days (n=6) a week, with no significant change in frequency reported pre/post COVID-19 (n=12).

Public transport users in WCP report using the shared minibus taxis (n=18) to commute, predominantly during morning peak hours (n=15), and indicated that this choice was largely due to affordability (n=12), lack of access to a private vehicle (n=5), and lack of a better available option (n=5) among other reasons (see Annex 2 for full baseline results).

The most commonly reported purpose for public transport use was job search (n=16), showing a strong reliance on public transport by women searching for employment. Other reasons stated were food shopping (n=5), followed by education (n=5) and health services (n=4).

Eleven participants (n=11) sometimes used public transport at night (mainly for emergencies) and encountered the following issues: stating that often drivers “don’t stick to routes or would drop off passengers ahead of their stops because they can be scared of certain locations in the townships” due to fear of robbery and other forms of organised violence. One participant reported being a target of an attempted robbery as she was commuting home from work after staying late. One passenger also mentioned the risk of being robbed by the drivers themselves when travelling at night. Delays and ride cancellations are a frequent occurrence, since most drivers – especially non-South African Uber drivers - are also they are scared to deliver/drive in the location for fear of being hijacked by other taxi drivers.

Thirteen participants (n=13) did not use public transport at night, stating that they felt extremely unsafe travelling after dark. Participants reported that the chances of being victims of robbery (n=9), hijacking (n=3), rape (n=3) and road accidents (n=1) are much higher than during the day.

Most participants stated they had no preference for travelling alone (n=14) compared to those who preferred travelling alone (n=7). Among the reasons stated as advantages of solo travel, participants said: “To get where you are going early, although it is not safe”; “So you have peace of mind”, meaning that they wouldn’t have to worry about their companion’s safety as well as their own; “[You’re] not responsible for anyone else” “You get to meet people you don’t know and have chats with, and you can even make friends”; “some feel safe; you have to know your rights as a passenger”; “You can go to go work every day and be early”; “Time management” (n=3); “The advantages of travelling alone to public transport is that you get a seat easily when you are travelling alone”; “There will not be conflict and you won’t have to deal with other passengers and change”; “Because you don’t speak to others, and you pay for yourself”; “Being comfortable”.

Among the disadvantages identified relating to solo travel, participants stated: “Travelling alone on public transport is very wrong, there are a lot of *amaphara* (petty thieves)”; “You get robbed, sometimes you get raped, risk of hijacking”; “You can get robbed killed even raped”; “Being robbed, abducted, raped, taken advantage of”; “Feeling unsafe, being robbed and harassed”; “Feeling scared as you may encounter some dangerous accidents. You receive informal language from the taxi driver e.g. he wants your cell number”; “You must not travel alone because there are a lot of things happening - you can get raped or robbed”; “Sometimes you might travel with people who might bully you and you will have no one to stand by you. Taxi drivers can also take advantage of their passengers especially if they are left alone in the taxi. Might get robbed easily and raped”; “The disadvantage is that you don’t have a choice and not all of the public transport drivers are safe”;

“robbery; accidents; kidnapping; sexual, verbal harassment”; “Accidents; also sometimes travelling alone can be stressful as you might end up falling asleep. You can then get robbed or worse”; “You don’t manage time” (n=2); “The disadvantage is that you can get robbed when you travel alone”; “I can’t manage my time”; “You can get robbed or worse by the driver because nowadays most of the taxi drivers are not good people at all”.

Participants who expressed a preference for not travelling alone indicated that their preferred companions were female friends (n=7), a female relative (n=5), a male adult relative (n=3) and a male friend (n=3). Although travelling alone was described as unsafe, unpredictable and dangerous, only one participant (n=1) would be dissuaded from travelling at all if they couldn’t be accompanied by their preferred companion.

Before the onset of the COVID-19 pandemic, participants indicated experiencing the following when using public transport: road accident (n=8); verbal abuse (n=11); visual harassment (n=4), sexual harassment (n=2); physical violence (n=3); petty crime (n=9). During the COVID-19 pandemic participants reported encountering the following: road accident (n=9); verbal abuse (n=7); visual harassment (n=2), sexual harassment (n=3); physical violence (n=3); petty crime (n=8).

When asked about their current principal concern when commuting via public transport, participants reported the following: no concerns (n=6); road accident (n=9); verbal abuse (n=3); sexual harassment (n=1); physical violence (n=1); petty crime (n=1). A total of sixteen participants (n=16) stated that their principal concern hadn’t changed since before the onset of the COVID-19 pandemic, and a further nineteen (n=19) participants stated that they would travel more frequently if they weren’t worried about experiencing their primary concern.

Most participants stated that if they witnessed one of their primary concerns while commuting they would ignore it (n=10), exit or get off the transport (n=4), complain to the conductor or driver (n=8), report it to the police (n=9), complain to the transport company or owner (n=3), move to another space on the transport (n=1) and complain to a fellow female passenger (n=1). Participants indicated that the people most responsive to reported concerns are male drivers (n=5), fellow female passengers (n=4), male police officers (n=5). Of those who indicated that they would not report an incident, most didn’t know how to make a complaint (n=9), while others had previous had no success in making a complaint (n=4). Some feared for their own safety (n=5), or didn’t believe it is worth complaining (n=3). Most of the participants raised complaints to a female police officer (n=6), followed by a male police officer (n=4), a male driver (n=4) and a male conductor (n=3).

At the end of the workshop, following the session delivered by Sonke Gender Justice which touched on topics including safe bystander intervention and supporting fellow commuters, participants were asked to reflect on their responses to witnessing their stated concerns on public transport. Despite instructing the participants to make a clear distinction between their initial and follow-on answers, a slim number of participants (n=5) gave follow-on answers. These answers are summarised in the table below:

**Table 1.**

Initial answer	Follow-on answer
Exit transport	Confront person
Make a formal complaint	Ask for help from a fellow passengers
Never happened	Change seat or place on transport
Change seat or place on transport	Ask for help from a fellow passengers

Do nothing	Make a formal complaint
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A lack of trust in the existing reporting mechanisms hinders the confidence of commuters in terms of influencing public transport services. While over half of participants (n=15) stated that they had tried to influence public transport services, either by making a formal complaint (n=1), speaking to public transport providers/owners (n=13) or communicating with their MP or other office-holder (n=2), a large proportion of the commuters (n=12) did not feel as if they had succeeded in influencing public transport. These are some of the reasons participants gave: “Because the driver said that there is nothing he can do”; “[When you make a complaint] they ignore it”; “Someone I know was mugged, they reported it and nothing further was done”; “The owners said they are not responsible for what the drivers do”.

#### Workshop discussion findings

The wealth of issues discussed during the workshop in WCP have been summarised under two main themes: *Safety and Security*, and *Customer Service*. Many unique challenges were identified under these umbrella themes, while there was also overlap of challenges identified under both themes. A summary of the challenges identified can be seen in the table below.

**Table 2.**

Theme 1		Theme 2	
SAFETY AND SECURITY		CUSTOMER SERVICE	
Sub-theme 1a	Sub-theme 1b	Sub-theme 2a	Sub-theme 2b
Personal safety	Road Safety	Driver Behaviour	Customer Care
Safety (x2)**	Speeding (x5)	Lack of respect (x2)	
Kidnapping (x2)	Overloading (x3)	Cruelty/rudeness (x3)	Discrimination
Sexual harassment	Poor vehicle condition (x4)	Speeding/fast driving (x5)	Overloading
Robbery (x5)			Cleanliness and hygiene
Space invasion			Lack of care for commuters
Overloading			Poor customer service (x4)
COVID-19			
Rape			
Physical abuse			
Smoking in taxis			
Verbal abuse (x8)			
Unsafe waiting areas (x2)			

\*\*These numbers indicate the number of people who have mentioned a particular issue

In line with the findings of the primary research, an overwhelming majority of the participants reported concerns for their personal safety as a consequence of the highly gendered public transport space in Cape Town. They mentioned issues such as space invasion due to overcrowding and harassment, and one participant stated “I was harassed by someone forcing me to have a conversation with them. He almost beat me but thankfully a passenger stood up for me”. Other issues mentioned are different forms of GBV, ranging from verbal abuse to sexual harassment and rape.

COVID-19 was mentioned as a concern when commuting, as many people refuse to wear masks and commuters are cramped into overloaded vehicles. Concerns about road safety were also expressed by the participants, who reported speeding and overloading as contributing factors, as well as the

The second major theme identified, based on the challenges mentioned by the participants, was poor customer service. Contributing factors were grouped under *driver behaviour*, including speeding, lack of respect and ‘cruelty’ towards commuters. Participants stated the following: “drivers are rude sometimes” (n=3); “drivers not showing care after they drop passengers off at a stop”; “drivers don’t respect passengers” (n=2). Other contributing factors were grouped under *customer care*, or lack thereof, including poor customer service (n=4), overloading of vehicles (mostly driven by profit over safety), and some also mentioned a lack of hygiene among drivers and



Fig 5. Thought map consisting of the key challenges identified by commuters in WCP

Most of the commuters from WCP reporting using the *Amaphela* on a daily basis to move around the area. Findings from group discussions revealed that this mode of transport largely operates throughout the townships and its inhabitants heavily depend on *Amaphela*, more so than they would on the minibus taxis which are mainly used for travel outside of the townships. This is in line

with what is already known about the profiles of commuters using the *Amaphela*, such as women of a young age who employ this mode of transport to attend school and seek employment as this is a more affordable way to travel, it is easy access and drops passengers near their destination.

*Amaphela* are also used as an intermediary mode of transport to bring commuters closer to the routes of the minibus taxis during early mornings when it is not safe to wait for the minibus taxis or to walk to the nearest transport pick-up points. Commuters using the *Amaphela* highlighted some similarities between this mode of transport and the minibus taxis in terms of the challenges they faced, in terms of GBV, customer care and issues of hygiene. During the group discussion, commuters reported that often *Amaphela* drivers would drop off passengers at unsafe areas, which can be especially dangerous in the early morning and in the late evening. They also made several reports of harassment, personal space invasion, cat calling and other abusive behaviour perpetrated by drivers (e.g. drivers calling passengers names, asking passengers for their numbers, and using foul language).

Commuters also highlighted a prevalent lack of formal regulation of the *Amaphela* associations, whose drivers often operate without a license and rarely undergo background checks or criminal record screening. This contributes to an unsafe and dangerous transport environment and leads to lots of criminal activity in the townships. Some commuters also mentioned a lack of COVID-19 regulations adherence when using the *Amaphela*, whereby mask use is not enforced and there is a lack of sanitisers on vehicles.

After the formal conclusion of the workshop a participant asked to make an address to the rest of the group, and proceeded to appreciate the content which was delivered and pointed out how more women in their community would benefit from similar workshops and information sharing. She then suggested that the group find ways to remain connected in the future, which prompted Sonke to seek their consent for retaining their contact details, so that they could be informed of similar events which they would benefit from attending. This indicates that they truly found the workshop and its contents useful and informative, and were keen to continue to learn more around GBV and GBV prevention.



Fig 6. User Skills workshop participants in WCP presenting the summary of their group discussions

### OCP (22.11.2021)

The session in OCP began more promptly, and while fewer people attended (eleven women attended in total) the session was still extremely fruitful and rich in discussions. Though the workshop conducted in OCP was significantly smaller in audience compared to the one delivered in WCP, a great wealth of topics were discussed and the participants gave invaluable insight into the challenges that they face commuting to and from the city's periphery.

#### *Summary of baseline findings*

Over half of the participants reported never having access to private motorised transport (n=6), compared to those who occasionally (n=1) and always (n=4) had access to a private vehicle. Of those who make use of motorised transport (n=10), whether private or public, most reported using it between one day (n=4) and four to six days (n=3) a week, with no significant reported change in frequency pre/post COVID-19 (n=6).

Public transport users in OCP used the shared minibus taxis (n=8) to commute, mostly during morning peak hours (n=6) and morning non-peak hours (n=4), and indicated that this choice was predominantly due to affordability (n=6), speed (n=2), and lack of other options (n=2) among other reasons (see Annex 2 for full baseline results). The most commonly reported purpose for public transport use was food shopping (n=4), followed by job search (n=3) and work (n=3) showing again a strong reliance on public transport by women searching for/reaching employment. Other reasons stated were religious services (n=2), health services (n=1) and health services (n=1).

Only three respondents (n=3) reported sometimes using public transport at night, though this is mostly through ride hailing services like Uber. Travelling at night, in areas where minibus taxis don't drive by as frequently, or where distances to first transport pick up points are extensive, participants reported delays and cancellations of their rides since drivers are often scared to drive in the area due to high crime rates including being hijacked by other taxi drivers. Eight participants (n=8) stated that they do not travel at night, again for reasons of personal safety and fear of being the victim of a crime.

When asked about their preference for group travel, most participants stated they had no preference for travelling alone (n=5) compared to those who preferred travelling alone (n=4). Among the stated advantages of solo travel, participants said: "It's cheaper"; "You sit and do anything you like"; "You can stay where you want. You can do anything you want"; "Pay low prices to get to your destination than driving"; "You don't have to think of the next person. You can do what you want, you can change your mind about your stop at any time"; "Peace. No need to talk or argue with anyone".

Among the disadvantages identified relating to solo travel, participants stated: "You get lonely in the taxi and have no one to talk to"; "It's not safe 'cause you don't know [what] the driver can do to you"; "poor customer service and verbal harassment"; "You get harassed or if you get kidnapped no one will know your whereabouts"; "You might get lost and no one would know or be in an accident"; "Taxi driver can say/do anything to you and he can get away with it because no one will have witnessed what you are saying"; "The disadvantage that we experience in public transport is that the driver can swear at you and you might get into a fight over that, also you can get sexually harassed".

Participants who expressed a preference for not travelling alone indicated as their preferred companions a female friend (n=4), a male friend (n=3), a female adult relative (n=1) and a child (n=1). Although travelling alone was described as unsafe, unpredictable and dangerous, none of the participants indicated that they would not travel if they couldn't find a companion.

Before the onset of the COVID-19 pandemic, participants indicated experiencing the following as when using public transport: road accident (n=2); verbal abuse (n=4); visual harassment (n=4), sexual harassment (n=3); physical violence (n=1); petty crime (n=1). Participants reported experiencing the following during the COVID-19 pandemic when using public transport: road accident (n=1); verbal abuse (n=7); sexual harassment (n=3); physical violence (n=2). When asked about their current principal concern when commuting via public transport, participants reported the following: no concerns (n=2); road accident (n=5); verbal abuse (n=1); sexual harassment (n=2); physical violence (n=2); petty crime (n=1). A total of eight participants (n=8) stated that their principal concern hadn't changed since before the onset of the COVID-19 pandemic, and a further seven participants (n=7) stated that they would travel more frequently if they weren't worried about experiencing their primary concern.

Most participants stated that if they witnessed one of their primary concerns while commuting they would ignore it (n=4), exit or get off the transport (n=2), complain to the conductor or driver (n=3), report it to the police (n=1), complain to the transport company or owner (n=1), move to another space on the transport (n=1). Participants indicated that the most responsive people when they report a concern are male drivers (n=3), fellow female passengers (n=3), female police officers (n=1), fellow male passenger (n=1) and female drivers (n=1). Of those who indicated that they would not report an incident, three participants didn't believe it is worth complaining (n=3), while others had no success while complaining in the past (n=2), feared for their own safety (n=2), or didn't know how

to make a complaint (n=1). Most of the participants raised complaints to a male driver (n=6), followed by a fellow female passenger (n=1).

A lack of trust in the currently available reporting mechanisms hinders the confidence of commuters in trying to influence public transport services. Within this group, only six participants (n=6) stated that they had tried to influence public transport services, either by making a formal complaint (n=1), speaking to public transport providers/owners (n=5) or communicating with their MP or other office-holder (n=1). The majority of respondents (n=9) didn't feel as they succeeded in influencing public transport and stated the following: "There was no progress, they didn't give me feedback on my complaint".

At the end of the workshop, following the session delivered by Sonke Gender Justice which touched on topics including safe bystander intervention and supporting fellow commuters, participants were asked to reflect on their responses to witnessing their stated concerns on public transport. Despite instructing the participants to make a clear distinction between their initial and follow-on answers, a slim number of participants (n=2) gave follow-on answers.

These answers are summarised in the table below:

**Table 3.**

Initial answer	Follow-on answer
Confront person	Make a formal complaint
Confront person	Make a formal complaint

#### *Workshop discussion findings*

As with the first commuter workshop, the issues discussed during the workshop in OCP have been summarised into two main themes: *Safety and Security* and *Customer Service*. Many unique challenges were identified under these umbrella themes, and some were mentioned in relation to multiple themes.

A summary of the challenges identified can be seen in the table below.

**Table 4.**

Theme 1		Theme 2	
SAFETY AND SECURITY		CUSTOMER SERVICE	
Sub-theme 1a	Sub-theme 1b	Sub-theme 2a	Sub-theme 2b
Personal safety	Road Safety	Driver Behaviour	Customer Care
Harassment (x2)	Bystanders**	Speeding (x4)	Poor customer service
Theft		Rudeness/vulgarity	Loud music
Bystanders	Poor vehicle conditions (x4)	Lack of caring when making a complaint	Poor cleanliness of vehicles (x2)
Unsafe waiting areas (x5)	Fast driving		Issue with money change (float) (x3)
	Lack of license/permit		

\*\*In this context, bystanders were mentioned as sometimes encouraging drivers to speed in order to avoid traffic, or to make up for lost time during the commute.

In line with the findings of the primary research, an overwhelming majority of the participants reported concerns for their personal safety as a consequence of the highly gendered public transport

space in Cape Town. They mentioned issues such as harassment at the hands of drivers and operators, stating that “the drivers are rude and make offensive comments about our bodies. They can call you fat if you have a chubby body”; “There is no safety in the taxi because there is no police or security”; “females always get harassed by male drivers”; “there are no visible numbers that we can report an incident to”. Theft of commuters’ belongings was also mentioned, although not as strongly as in the WCP workshop. An interesting discussion point from this group was the role that bystanders have to play in terms of safety. Participants stated that COVID-19 was a great concern, especially when travelling with people who “don’t follow protocols for COVID-19 like wearing masks”, adding that “people don’t want to wear their masks properly and some don’t want to open windows”.

Road safety concerns were also expressed by the participants, who reported poor vehicle conditions, unsafe waiting areas and bystander behaviour as contributing factors. When citing bystander behaviour, participants referred to occasions when they witnessed other commuters encouraging drivers to speed in order to make up for delays, leading to unsafe driving and increased road safety risks for other commuters in the vehicle. Speaking about the conditions of the vehicles, one participant said that “some of them have problems with the doors, and sometimes you as a passenger have to open it outside or hit it with your hip or wait for the driver to get out and open it for you”. One participant told the story of how once she had to sit at the back of the taxi and the vehicle was so damaged that she was practically sitting in the vicinity of the engine which she felt was extremely unsafe and uncomfortable. Given the distance to the city centre and the decreased number of stops available, commuters often have to walk some distances and wait at their transport pick-up point for varying periods of time. The longer their waiting times, the greater their susceptibility to crime and violence, as some of them stated: “Waiting areas are not safe as there are always muggers”; “we are not safe, especially in the morning when anything can happen such as robbery”. Other issues mentioned by the commuters referred to the infrastructure of the waiting areas at transport pick-up points. Participants stated that “there is no shelter to wait under, and especially in winter you can get wet”, there are also no toilets and “there are no chairs for old people to sit when they are waiting”, and finally that “there is no route where we can stand and wait for public transport”.

The second major area of improvement identified by the participants was customer service, with contributing factors grouped under *driver behaviour*, including speeding and reckless driving, as well as *customer care* including poor cleanliness of vehicles, rudeness and vulgarity of drivers and operators towards commuters, loud music and issues with money change for fares. On the issue of money change, one participants said that drivers are “unprepared in the morning, they come with no float which makes them harass [customers that don’t have the exact change]”.

Through the figure storming group exercise, the participants were asked to complete a figure storming table per each break-out group in order to identify activities and responsible entities that would be conducive to improving the safety of commuters travelling via minibus taxis.

Below are the figure storming tables developed by the workshop participants.

Theme 1: (Poor) Customer Service			
Cause	Activity	Actions	Responsible
Language	To ensure drivers and commuters listen to each other		Taxi Association SANTACO

Safety	To ensure taxis are in good conditions	Take taxis to service after some months	SANTACO Providers
Lack of change/float	To ensure they have small change		Owner
Overload	To ensure only the capacity/amount of passengers get on the taxi		Owner SANTACO
Language	To ensure drivers and commuters listen to each other		Taxi Association SANTACO

### Theme 2: Road Safety

Cause	Activity	Actions	Responsible
Illegal drivers	To ensure all drivers are properly licensed	Conduct background checks	Owner Passenger Traffic officer
Profit oriented service	To ensure drivers are better educated	Workshops on good customer service	Owner SANTACO
Poor conditions of taxis	To ensure there is allocated budget for maintenance	Replace old vehicles	Owner
Bad roads	To ensure the municipality is aware of bad roads	Maintain roads	Municipality

### Theme 3: Sexual Harassment

Cause**	Activity	Actions	Responsible
Body shape	Action plan	Women's forum	Rank Manager
Self-confidence	To ensure an appropriate code of conduct is in place	Conduct workshops to educate on respect	Vehicle Owner
Beauty	Involve GBV organisations, women community leaders	Toll free line to report	Police station SANTACO Taxi associations
Dress Code			

*\*\*These were the perspectives as reported by the workshop participants. We acknowledge that factors are not causative of GBV, but rather that the sexism and misogyny attached to women's dress codes, for example, are driving factors that perpetuate GBV.*

### Theme 4: Security

Cause	Activity	Actions	Responsible
Unsafe waiting areas	Stable time for taxis	Securities forum	
Shelter	Build shelters for rainy weather or sunny days		Municipality

### Theme 5: Infrastructure

Cause	Activity	Actions	Responsible
Municipality	Create more waiting areas/bus stops	Complain about infrastructure	Rank Manager
Pot holes	Municipality must fix pot holes and maintain roads	Report to municipality Fill in claims for passengers	Rank Manager

The workshop participants in OCP demonstrated a comprehensive understanding of the challenges specific to their locations as well as the avenues of action to address these challenges, especially those related to poor infrastructure. After the formal conclusion of the workshop, the participants engaged in a lengthy conversation about the possible actions that they could collectively take, even in a context of limited resources. They talked about greater engagement with local elections of councillors in their municipality, the importance of continuing to share information on commuter rights as well as standing up for one another. Similar to the group in WCP, the participants were keen to be kept informed of future workshops focused on GBV awareness and gave consent for Sonke Gender Justice to contact in the future should they deliver more GBV awareness sessions and workshops in the future near their location.



Fig 7. OCP Commuter workshop participants during group exercise

### 3.1.3. Employment Skills: “Voices of women in the transport industry” two-day workshop

This workshop, held on 23<sup>rd</sup> and 24<sup>th</sup> November 2021, presented an invaluable opportunity to better understand the specific challenges that women face as employees in the minibus taxi industry, as well as further capturing perceptions of the safety of daily commutes for women in Cape Town. A baseline survey was not conducted with this group, due to time constraints but the information gathered through the discussions provided a comprehensive overview of their perceptions and experiences.

#### Workshop discussion findings

Similar to the commuter workshops, the participants of the two-day workshop delivered with SANTACO and Sonke Gender Justice engaged in group exercises aimed at eliciting information on the sector-specific challenges faced by women. These exercises also encouraged reflection on the key areas of improvement in the sector and prompted the group to think about what practical solutions should be implemented to counter the challenges identified. A summary of the main challenges identified can be seen in the table below.

Table 5.

Theme 1		Theme 2	
SAFETY AND SECURITY**		CUSTOMER SERVICE**	
Sub-theme 1a	Sub-theme 1b	Sub-theme 2a	Sub-theme 2b
Personal safety	Road Safety	Driver Behaviour	Customer Care

Lack of safety (x4)	Poor vehicle conditions (x2)	Long waiting times	Dishonesty
Sexual harassment (x2)	Vehicle condition (x2)	Rudeness/vulgarity	Smoking in front of customers (x3)
Robbery (x4)	No facilities for the elderly and the disabled (x2)	Lack of caring when making a complaint	Poor cleanliness of vehicles (x2)
Pick pocketing	Misuse of drugs and alcohol (x2)	Sliding door operators mistreating commuters	Foul language
Unsafe waiting areas (x3)		Harassment from drivers	Drop off at wrong stops (x3)
Theme 3			
<b>SECTOR SPECIFIC CHALLENGES</b>			
Misogyny	Drivers lack of self-respect	Lack of knowledge of licensing and obtaining permits	Lack of women empowerment

\*\*The participants, while transport professionals, identified these challenges which overlap with those experienced by commuters. They emphasised how despite working in the industry they are not immune to the safety and security challenges experienced by women, as well as experiencing poor customer service when commuting.

In addition to the two recurring themes of *safety and security* and *customer service*, this group also brought up sector-specific challenges. When discussing contributors to issues of personal safety, the group contributed the following: “Certain areas the crime rate is higher than others (mugging and no safety measures put in place”; “You have to be on a constant lookout and aware of your surroundings”. When talking about an instance of pick pocketing, a participant said that “one time a bystander came over and a fight broke out”, adding that often times commuters “still get robbed due to *gangsterism*”. Another participant said that “drivers touch commuters when they are waiting on the taxi”. When raising the issue of reporting and the lack of effective reporting mechanisms, a participant further stated that “we need a helpline for immediate help or groups for commuters” as there are currently “no notices on vehicles to complain”.

Inadequate transport infrastructure, particularly waiting areas, was seen to contribute to unsafe commutes for women in Cape Town, with a participant stating that “you are mostly affected in winter where there are no proper waiting areas”. Another participant also stated that “there are no safe waiting areas at the taxi ranks. The guards are disrespectful and while waiting they will use drugs and alcohol”. When referring to the vehicles’ condition, participants said that “some are in decent conditions and others lack maintenance, as well as missing fire extinguishers and tools to break windows” and also reported “low maintenance of vehicles and broken or uncomfortable seating”.

When discussing issues relating to poor customer service, participants mentioned the “dishonesty of drivers” who are often checking for commuters’ valuables. Several participants also mentioned lack of personal hygiene by the drivers and guards. Another issue mentioned was that of lack of change for fares, with participants reporting that sometimes “bystanders wait for drivers to tax (charge) them, they then pass their stop” and that “most drivers don’t have a *gartjie* (door operator) so then a passenger is responsible for collecting fares”. A participant told the story of when a driver had asked a passenger to collect the fares, and when he received the money it was short, so he refused to continue driving and made all the other passengers late.

Other participants also reported poor customer service, stating that “drivers and *gartjie* play music so loud that sometimes they don’t drop you at your direct location”, and that often drivers prioritise speed over safety and thus are more likely to get fined. A participant was very adamant about the fact that “drivers should sacrifice time to redirect fines”.



*Fig 8. Combination of ideas group exercise, Bellville*

Finally, a participant stated that “bad language cannot be tolerated” and that “associations need to look at their drivers’ rules”.

Speaking of the specific sector challenges linked to a need for further professionalisation of the industry, a participant said that “drivers must have more self-respect” even if most “commuters see drivers as low class [people] because of their mentality”. It was mentioned that the level at which one works within their associations’ structure means having different level of exposure to certain issues, in particular one participant said that “being an operator, certain things you are not exposed to when we are on the taxi ranks”. One of the participants shared that even being part of an association with predominantly women executives “you get forever challenges, as certain men will always just see you as a woman”, thus making the case for the need of “more women empowerment in the associations as men feel like they can discriminate women” without consequences or repercussions.

A really crucial point was raised on the matter of licensing and permits, as the group was discussing the increasing influx of women in the sector who inherit their late husbands’ driving business. The staggering numbers of deaths due to the widespread violence within and between associations has had a severe knock-on effect on the women who then enter the minibus taxi industry with little to no knowledge of how to navigate such a unique and challenging environment. One participant said “when you are married in community of property, you can also attend meetings with your association. If there is a general meeting or any voting, only registered members have voting rights.

If a registered member is deceased, the association must immediately accommodate the spouse". We have learnt that this unfortunately doesn't happen, and many widows are left to their own devices in terms of the business they inherited and in some cases permits are never transferred to surviving spouses in the way that is meant to happen.

As a final group exercise, the participants were asked to collaboratively complete a figure storming table, outlining the actions and responsible entities for ensuring women's safety on minibus taxis. Below are the figure storming tables developed by the workshop participants.

Theme 1: Driver Behaviour			
Cause	Activity	Actions	Responsible
Disciplinary committee**	Customer training	Verbal warnings Fines Suspensions	Training Officer
Financial rewards**	Driver training	Improvement of harsh breaking (less harsh breaking) and off route driving	Training Officer
Sexual harassment	Background checks	Driver interviews, references	Full executive

\*\*These tables have been transcribed as they were filled in by the workshop participants. In this case, the existence of *disciplinary committees* and *financial rewards* (as indicated by the group who completed this table) were mentioned as mitigating factors for poor driver behaviour, rather than being causes.

Theme 2: Security Measures			
Cause	Activity	Actions	Responsible
Waiting areas and on taxis (journey)	Train for safety measures and protocols	Security/safety training for drivers and taxi guards/door operators	Taxi association and taxi owner
Illegal drivers	Making sure drivers have proof of licensing to legally drive	Going with drivers to traffic department	Driver and owner

Theme 3: Safety			
Cause	Activity	Actions	Responsible
Lack of safety and security	Gender discrimination to be removed	Training for drivers, guards and owners	Association
Mugging, foul language and physical abuse (pulling and pushing, harassment)	Safety measures to be put in place	Fines, warnings and suspensions More police and law enforcement visibility	Law enforcement Government Owners

The group responded very well to the content presented by Sonke Gender Justice, and engaged extensively in discussions around the importance of intergenerational dialogue to better understand how similar challenges affect women of all walks of life. It was particularly interesting to witness young women using their voice to point out how in a fast changing world there is now more than ever the need for open communication, listening to and supporting one another.

Participants left the workshop with greater awareness of the contributing factors to GBV (e.g. power and culture), increased self-awareness and with a feeling of empowerment. One of the women shared with the group that during the workshop she felt powerful, and felt proud to be a part of the minibus taxi industry, though she hadn't felt that way in a very long time. Having a space to safely share experiences and navigate the challenges of the minibus taxi industry, enabled the women who attended the workshop to begin thinking about how to start making a difference against GBV.



*Fig 9. Group photo at the end of day 2 of the “Voices of women in the transport industry” two-day workshop*

#### *Discussion: “Voices of women in the transport industry” workshop*

Delivering this workshop over two days allowed for the workshop participants to reflect deeply on the topics discussed and have the opportunity to explore in more depth, some of the context specific challenges that women experience in the sector.

It was an extremely eye-opening activity, but mostly this workshop provided an opportunity for women in the industry to come together to compare experiences and draw on each other's expertise and knowledge on subjects such as licensing and permits, and gave exposure to the kind of roles and responsibilities covered by other women in the sector, which was incredibly motivating.

Many of the challenges highlighted by the commuters were similarly raised by the women working in the sector, which is testament to the level of discrimination and misogyny experienced by women at all levels within taxi associations and SANTACO. They responded incredibly well to the GBV session delivered by Sonke, which highlighted some existing gaps in their knowledge of GBV terminology and reporting mechanisms as well. All women were very comfortable sharing their personal stories and experiences of resilience, drive and determination to claim space in a male-dominated industry were very inspiring and made the workshop even more of a success.

The main contribution of this session was to an increased sense of cohesion among women in the industry, as well as the knowledge gained from the topics discussed during the workshop. It was also successful in prompting the women to begin the thinking process of what actions they can take to make a difference in the sector by combatting GBV and other forms of discrimination against women.

#### 3.1.4. GBV awareness sessions at Belleville taxi rank (23.11.2021 and 24.11.2021)

The sensitisation sessions at the Bellville taxi rank took place on the 23<sup>rd</sup> and the 24<sup>th</sup> November 2021 and was delivered in Afrikaans by Sonke Gender Justice, following guidelines from the Sonke One Man Can campaign manual. The sessions prompted men to think about their values, self-awareness, and how being a bystander when other men perpetuate violence against women is a contributor to the problem. Sonke touched on what women go through when they are commuting, talked about rape and the latest rape statistics which were divulged by the government. Sonke also provided accurate information on the definitions of sexual harassment and the forms it can take, such as CAT calling, and ended the session with some of the actions that that men can take to end violence against women and children and that the change can start with one man. The outcome of the sessions was intended to encourage men and boys to reflect on their own experiences, attitudes and values regarding women, gender, domestic and sexual violence. The sessions were successfully delivered, despite challenges linked to the busy environment of the taxi rank and the sensitive nature of the topics explored. Most of the men who engaged with the session, predominantly drivers and sliding door operators, seemed to be interested in the conversation, some were nodding and showing agreement with what was being said. Some other men lost interest in the discussion and left the group before the end of the session.

#### 3.1.5. Roundtable meeting (25.11.2022)

The second roundtable discussion was held after all activities had been delivered, and saw the participation of SANTACO Women's president. This meeting was an opportunity to debrief and reflect with colleagues at Sonke Gender Justice and SANTACO Women on the findings from the workshops and activities delivered and to discuss opportunities for further collaboration in ensuring the safety of commuters as well as increased visibility and influence of the women in the industry.

The address by SANTACO Women's president reiterated very powerfully just how unequal the power structures are within SANTACO, and how difficult it is to make progress on any resolution with women's interest at the forefront given by the lack of space, resources and priority which is given by SANTACO's leadership (mostly men). In this discussion it was highlighted how women in the sector would benefit from having designated spaces in which they can freely gather, work and support each other. It also became evident that due to the decentralised structure of SANTACO Women, it is significantly more difficult for women in the sector to access knowledge, expertise, training, and any other form of support conducive to their success and progression within the industry.

The take away from this final meeting was an incredible energy and appetite for real change within the sector.

- SANTACO Women and Sonke Gender Justice both committed to supporting the project in its final stage of implementation, which will deliver appropriate practical skills training targeting women in the sector.
- There was also great willingness to support the review and roll-out of a women-focused and women-led Safe Taxi Charter through SANTACO's affiliate associations.
- SANTACO Women suggested they could support the review and dissemination of this document at the various levels of SANTACO's leadership.

While the government stakeholders (City of Cape Town Authority and Western Cape Provincial Government) sent their apologies for both meetings, the roundtables have been overall extremely successful and provided a forum for open discussion and action planning. The government stakeholders would have provided further understanding on the potential avenues of collaboration on things like the development of Cape Town's integrated transport plan, as well as road safety projects such as the Blue Dot Initiative.



*Fig 10. Final roundtable participants (Transaid, Sonke, SANTACO Women)*

## 3.2. Phase 2

### 3.2.1. Planning meeting (21.02.2022)

After discussing the planned activities for the week, the group discussed the next steps of the project and the expected outputs from the project's phase 2 of implementation. The group went through the recommendations made by the project team and began discussing their implications and how to best translate those into a concrete action plan for SANTACO to take ownership of and to further progress after the formal project close. SANTACO Women representatives were very keen to receive the full list of recommendations set out in this document by the project team, and made a commitment to internally champion the development of a plan that will respond to the needs of women working in the sector so that they can generate more opportunities for visibility and growth. The group also took the opportunity to revise the drafted Safe Taxi Charter, and guided by Sonke

Gender Justice, the group came to an agreement as for the best contact details to display on the Charter so that commuters in need of making a complaint or reporting an issue they had faced while using the minibuss taxis can be fully supported.

Some of the key takeaways from this discussion are as follows:

- SANTACO should look into ways to build relationships with external stakeholders (e.g. Rape Crisis and other women's rights/gender justice organisations) that can support the sector so that SANTACO doesn't become overburdened by complaints/reports until they have full capacity to respond to them.
- Interchanges were mentioned as a space where a lot of associations merge (over 30 associations merge at the Bellville interchange), and SANTACO pointed out that these could be a good starting points for a wider roll-out of the Safe Taxi Charter and other customer service messages, as it would work to get support and buy-in from different associations at the same time.
- Establishment of physical complaint spaces could prove effective in dealing with commuter reports.
- Line regulator Sherly Cleophus has been identified as the lead person to receive complaints on the two lines (19 and 20) at the Bellville taxi rank as part of the Safe Taxi Charter pilot.
- Establishing internal award/rewards for drivers outside of the Blue Dot Initiative could encourage drivers to contribute to a shift in behaviour at the taxi ranks.

### 3.2.2. Employment skills training: bespoke package of training activities

The training package developed and delivered by the project team and project partners aims to respond to the highlighted needs of the workshop participants from the initial implementation phase in November 2021. A baseline survey was conducted with the group of trainees at the beginning of the week of activities, and a follow-up endline survey was conducted at the conclusion of all training activities. The baseline survey aims to capture information pertinent to the experiences of women employed in the minibuss taxi industry in Cape Town, to further understand their experience as well as the challenges and barriers they experienced when navigating their careers in what is a predominantly male-dominated industry.

#### *Summary of baseline and endline findings*

Below are summary findings from the baseline and endline surveys based on the answers of twenty-six (n=26) respondents, as well as discussion highlights from the various training activities of phase 2 of the project implementation.

#### *Findings: demographic data*

The employment skills training participants' age ranged from < 21 to > 65 years old, with the majority being 35-54 years old (n=13). The demographic focus of the user skills interventions was on young adult women (18-35 years old), whereas the employment skills intervention included a larger demographic pool of trainees (women from 18 to > 65 years old). This presented the opportunity for a widely diverse representation of professional roles covered by women in the minibuss taxi industry, which included drivers, vehicle owners, administrators, public relations officers, association chairpersons, national executive committee members, as well as spouses and children of transport professionals.

Most women were married (n=15), seven were single (n=7), four were widowed (n=4), and most attained secondary level education (n=19), followed by undergraduate (n=3) and one postgraduate (n=1); only one trainee achieved primary level education (n=1).

Only three participants were unemployed and not searching for work (n=3), while seven were unemployed but searching for work (n=7), five were in full-time employment (n=5), three were in part-time employment (n=3), six were self-employed (n=6), two were in retirement (n=2), and one was acting association chairperson for grievances (n=1). Of those in employment, ten reported having one job (n=10), while two reported having more than one job (n=2), with sixteen reporting not having a formal contract of employment (n=16) and only five with a formal employment contract (n=5). Three respondents indicated being entitled to sick pay (n=3), five had access to work related bonuses (n=5), and only one was entitled to paid leave (n=1).

The respondents' principal jobs were working in transport (n=10), in personal services (n=2), in education (n=3), in health services (n=1), in government (n=1), in manufacturing/craft industry (n=1), and as homemakers (n=2). For those in employment, four (n=4) had a personal monthly income of > R10,000 (GBP 510.00), while another four (n=4) earned R6,001-10,000 (GBP 305.00 - 510.00), three (n=3) earned R2,001-3,000 (GBP 102.00 – 153.00), two (n=2) earned R1,001-2,000 (GBP 51.00 – 102.00), and six (n=6) reported no income. Most respondents reported a monthly household income > R4,501 (GBP 230.00), with respectively five (n=5) reporting an income > R10,000 (GBP 510.00), two (n=2) reporting an income of R6,001-10,000 (GBP 305.00 – 510.00), two (n=2) reporting an income of R4,501-6,000 (GBP 230.00 – 306.00). One (n=1) respondent reported a monthly household income of R3,001-4,500 (GBP 153.00 – 229.00), two (n=2) reported R2,001-R3,000 (GBP 102.00 – 153.00), while five (n=5) reported no household income at all.

Before joining the project's employment skills training, only three participants (n=3) hadn't yet considered working in the Road or Rail Transport sector, and two (n=2) reported not wishing to look for employment in the Road or Rail Transport sector. For those already working in the sector and those wishing to enter it, three indicated they'd like to work as a driver (n=3), four indicated the role of transport supervisor (n=4), eight indicated transport manager (n=8), seven indicated administrator (n=7), two indicated senior manager (n=2), and fourteen indicated transport owner (n=14).

#### [Findings: professional information \(for transport sector employees only\)](#)

The baseline survey findings herein after refer only to the participants employed in the transport sector.

Three participants listed their employer as the government (n=3), three indicated the private sector (n=3), and seven listed their employer as independent (n=7). Seven respondents were employed in a workplace of < 10 employees (n=7), two worked with 11-20 employees (n=2), one worked with 21-50 people (n=1), one worked with 50-100 people (n=1), and one worked in a workplace of > 100 employees (n=1). Only five participants reported having studied a transport related subject (n=5), and in particular, four had received work related training (n=4), two attended technical or vocational training (n=2), one attended undergraduate (n=1) and one attended postgraduate education (n=1) related to transport.

When asked about their reasons for working in the transport sector, only seven respondents reported a personal interest in transport (n=7), while four reported knowing someone in the sector (n=4), four were recommended by friends or family (n=4), four found transport to be their only employment option (n=4), one found that the role matched their experience (n=1), and one entered

the sector by chance (n=1). The participants had worked in transport for > 10 years (n=10), three for 3-5 years (n=3), and one for < 1 year (n=1).

Those who already worked in the transport sector indicated the following as their first transport-related roles: provincial secretary at Western Cape SANTACO Women's Desk (n=1); supervisor (n=1); secretary at their association (n=1); taxi rank official (n=1); a role in tourism (n=1); sliding door operator (n=2), driver (n=2) and taxi owner (n=2); book keeper (n=1); office administrator (n=2); chairperson at their association (n=1); secretary at their association (n=1).

At the time of the employment skills training, ten women reported being part of senior management at their job (n=10), four part of middle management (n=4), two part of lower management (n=2), and two as senior general staff (n=2). A total of thirteen had responsibilities for managing other people (n=13). What came out of workshop discussions is that some of the association roles are covered on a voluntary basis, rather than being remunerated.

#### Findings: progression/promotion related information

Despite the managerial duties of a large proportion of the employed trainees, only three reported there being prospects of promotions in their current role (n=3), and only three reported receiving a promotion (n=3) at their current employer. Furthermore, four respondents indicated no representation of women (n=4) working for their current employer, while six reported < 10% (n=6), two reported 26-50% (n=2), and three reported 76-100% (n=3). Most respondents (n=12) had no knowledge of other women receiving promotions at their employer, and a further eight (n=8) reported the lack of an obvious route of progression. Those who were aware of other women progressing in their roles at their employer (n=5), cited as reasons for their progression the following: "was nominated in secretary position of association"; "management"; "they worked very hard and want to do more to get to where they want to be".

The trainees identified the following key factors as enablers for women's progression in their roles: being good at your job (n=6); having the right family or social connections in the business (n=1); having taken the required training courses (n=9); length of service (n=3); other (n=2). With this in mind, only eight women (n=8) had received on-the-job training, with the frequency of every year (n=1), every 2-3 years (n=4), and once/twice yearly (n=1), and fourteen reported that being women poses a barrier to success in the transport sector (n=14), with a further eleven stating that being a woman poses a barrier to their chances of success at their current employer (n=11). The reasons stated for this include: prejudice; men not accepting women in leadership roles; executive members retaining power for decades and/or lifetime; male dominance; lack of training opportunities; lack of communication; traditional gender roles imposed on/expected of women. One of the participants expressed her frustrations on the lack of training opportunities for women by stating:

*"I am a permit holder for 45 years, my age is 73 years. This is the first or second time I am receiving training".*

In spite of these findings, most women still reported their employers as being supportive of women in the workplace (n=13), with one participant stating "I had COVID more than once and I am still employed regardless of our industry suffering", while another said "not so straight forward... our chairman has intention of having females more involved".

#### Findings: training specific information

Of those currently in employment only eight had received any formal training in their current roles (n=8), with seven attaining a certificate (n=7), one a diploma (n=1), one a degree (n=1). Among the

topics covered in the training, participants mentioned: leadership (n=2), management (n=2); project management; teaching; early child development; conflict; finance; gender equality; basic computer skills. A total of twelve respondents (n=12) reported not having received any formal training in their current roles mainly due to a lack of availability (n=8), training being either too expensive (n=1) or not needed (n=1). In spite of this, a total of nineteen respondents (n=19) reported formal training as being important to improving their performance in their current roles for the following reasons: “it better equips you for potential opportunities”; “to stay informed”; “to do my profile better”; “to take care of our little ones”; “to have better customer care skills and communicate in higher standards”; “to gain knowledge within the transport sector”; “it is important to get training in any profession”; “to gain more knowledge and practical experience”; “to be informed and do it to the best of your ability”; “to learn the legal side of taxis”; “to understand transport better”; “to further a career or experience in the sector”; “empowerment, knowledge and skills”; “to better my job on the DC so I can know how”, “to grow our women and equip them to vast the knowledge to formalise our industry”; “to foster growth and development and to vast our skills to transform our industry”. One of the respondents further expressed their frustration about the lack of formal training opportunities by saying: “Since I have started the job, I had to learn as I go. This was mostly from people around me or doing it myself. I need specific form of training in my role in order to be more sufficient”.

A total of seventeen respondents (n=17) also indicated that they believe formal training would benefit their search for better employment, and stated the following reasons: “better prepare and equip you for opportunities”; “to stay informed”; “to uplift your experience and qualifications”; “it helps to learn to grow and become competent”; “to apply for better job opportunities”; “employers consider qualified people over experience”; “to be good at what you do”; “to empower yourself as a woman and mother”; “to have more experience”; “I feel that with more formal training it will be much better and the unemployment rate would be less”; “empowerment, knowledge and skills”; “to grow our women and equip them to vast the knowledge to formalise our industry”; “it is always a good thing to have formal training along with experience in order to excel”.

Nine (n=9) respondents reported receiving training related to gender equality or specific gender needs in transport and of these, eight reported their training covering ways to respond to the different needs of women and men (n=8). Of the nine respondents who received this training, eight (n=8) reported applying this training to their work, with six (n=6) reporting having seen positive changes or outputs from applying this training. The ways in which the training was applied to their work includes: “advocating for women/gender rights”; mention of the “Blue Dot Initiative”, perhaps in terms of advocating for more female representation; “referring them [colleagues] to the constitution”; “it has taught me how to deal/handle different situations/conflict regardless of gender”; “I’ve learned how to stand up for myself as women when I feel I am treated unfairly because of gender”. The benefits that they reported witnessing by applying learnings to their work from the training provided through the project, are as follows: “women are more informed and conscious of their rights”; “motivated women in transport to know what their rights are”; “knowledge gain and improvements”; “handling situations in a positive mind-set”.

Furthermore, eight respondents (n=8) reported that there are people at their workplace who are able to address gender issues/challenges that arise, namely senior management (n=6), middle management (n=2), lower management (n=1), senior general staff (n=1), lower general staff (n=1). Nine (n=9) respondents stated that their organisations respond to the specific needs of women in the workplace, compared to the eleven (n=11) who reported the opposite. Eight participants (n=8)

stated that senior management staff at their workplace is supportive of women, compared to eleven (n=11) who reported the contrary.

Of all respondents only ten (n=10) reported having adequate knowledge to carry out their role effectively, compared to eight (n=8) who didn't. Twelve respondents (n=12) reported not having the correct tools/equipment to assist them in doing their role, compared to the seven (n=7) who felt they did. Only seven (n=7) reported using structured tools and processes to plan for daily activities or maintenance, compared to the ten (n=10) who didn't. Five of those who use structured tools/processes have introduced some themselves (n=5), such as admin and management systems.

Respondents felt most confident about the following job-related duties: safe vehicle operation (n=10); basic finances and budgeting (n=11); general health and safety (n=10); customer service (n=16); incident reporting (n=8); standard operating procedures (n=9); use of dangerous liquids/fuel (n=5); basic repairs and maintenance (n=4); data/information analysis (n=6); recruitment (n=5).

Eight of the respondents (n=8) reported using data (key performance indicators) in their roles, and gather it the form of logbooks (n=3), computer software (n=3), telematics (n=1), and other (n=4) which includes telephonic surveys, and minutes taken from meetings. Seven respondents reported witnessing positive change as a result of using data (n=8) including better record keeping and financial management, better informed decision making, better knowledge of incomes and expenses, and better vehicle repair schedule. This is compared to the three who didn't witness any positive change (n=3). A total of twelve (n=12) respondents believe that the use of data would improve their work, particularly the use of Telkom data.

Those who reported working in an environment with Standard Operating Procedures (SOPs) are a total of six (n=6), with three respondents (n=3) having introduced SOPs in their workplaces themselves. These SOPs include how to record minutes/data, and office management operating procedures. Five respondents (n=5) reported witnessing positive change from SOPs being implemented in their workplaces.

Finally, eight respondents (n=8) reported having the ability to independently make changes in their organisations, with five respondents (n=5) who actually had already implemented changes.

#### Findings: COVID-19 specific (all participants)

Most respondents found that COVID-19 had an impact on their work (n=16) compared to just two who weren't affected by COVID-19 (n=2). A total of seventeen respondents indicated that the COVID-19 pandemic resulted in less work available (n=17), with one respondent reporting more work (n=1), and one more respondent reporting no change (n=1). Five respondents reported losing their job due to COVID-19 (n=5), seven had a reduction in their salary (n=7), four reported more frequent sickness (n=4), fifteen reported being less busy (n=15), and two reported an increase in busyness (n=2). Seven respondents agreed that COVID-19 highlighted areas where they require training (n=7), and a further twelve (n=12) reported new measures being introduced in their workplace due to COVID-19, with an additional five (n=5) reporting having personally introduced new processes or procedures in their workplace due to the pandemic.

#### Discussion: training day 1 (22.02.2022)

The first day of training began with a breakfast provided to all trainees, which gave them the time to get settled into the classroom and to fill out the baseline surveys. Following some introductions, the project team proceeded to provide project updates and explaining the next steps of the project including timelines for project conclusion and expected outputs of the final activities delivered. The

first session was delivered by SANTACO, who led the discussion on the Blue Dot Initiative and the opportunities that this pilot presents for associations, as well as any learnings that can be applied moving forward. This session raised a lot of questions about business registration, lack of women representation in the Blue Dot Initiative as well as the propensity for the government to work on this initiative with associations registered as companies and/or cooperatives.

Coming to an end on March 31<sup>st</sup> 2022, the Western Cape Provincial government is now looking into ways forward for the Blue Dot Initiative as well as ways to continue to finance it. There is a lot of positivity surrounding the prospects of the Initiative being extended, given the measurable impact it has had on driver behaviour and business operation.

The group reported that in the first instance they had not seen any concrete benefits to the Blue Dot Initiative, as to their knowledge, its success depended on the drivers rather than the owners of the vehicles, as “the drivers are driving for themselves”, and when their set targets are achieved they then go back to driving as they used to in order to make more money. But over time, the group said that the changes were more tangible, as the relationships between owners and drivers improved and there was an increased understanding that a more positive relationship would encourage drivers to drive according to the Initiative’s guidelines and thus retain their green status so that they could reap the benefits and incentives of the Initiative.

The group stated that they could now see owners taking a more active role in and control of their business rather than just leaving it up to the drivers. They believe that the incentives model established by the Blue Dot Initiative has shown the owners of minibus taxis, as well as their drivers, what it means to be compliant and what this can bring in terms of benefits. With the current public transport options limited by the unavailability of trains, and the minibus taxis being the major public transport provider, transporting over 67% of commuters on a daily basis, it is clear that an initiative such as the Blue Dot Initiative can bring about real opportunities for the sector to reach a new level of professionalism and live up to its potential.

Leadership within SANTACO had a meeting in March 2022 with the Blue Dot Initiative who said that it’s the first time that they saw the industry truly united, which makes a renewal of the Initiative a possible reality. The propensity of government to deal with companies and/or cooperatives rather than associations for initiatives like the Blue Dot raised some questions about the benefits of such avenues, and members of the group who belong to associations registered as companies or cooperatives talked about the benefits of these registrations, especially in cooperatives, where there is much more transparency and financial benefits for all members and not just leadership.

The second session of the day was facilitated by Sonke Gender Justice and covered further topics complementing the GBV session that was delivered in November 2021. The session started by sharing and reflecting on the same quote as the first session by Maya Angelou that says; **“Each time a woman stands up for herself, without knowing it, possibly without claiming it, she stands up for all women”**. The Community Education and Mobilisation Unit Manager from Sonke then reiterated the importance of women supporting other women, the fact that women should be aware of their rights and claim those rights without compromise. There was then a recap of the information that was covered in the previous session, where all the women were actively participating in such a way that the group had to be to end the recap in order to cover the topics of the current session in time. In the previous session, the group covered the following topics:

- What is GBV?
- Contributing factors of GBV
- Forms of GBV
- Sex, Gender & Power
- Gender, Power & Violence

- Drivers of Power & the impact of power & gender on culture, religion, media and politics.

The follow-on session covered the recap, Q3 Crime statistics (October 2021 – December 2021), Sexual harassment, Consent, Bill of Rights, and the Public Finance Management Act (PFMA). With the section on the crime statistics released by the Minister of Police for the period Oct 2021- Dec 2021, just a week ago at the time, was an issue that all the women could relate to. The stats were analysed and the top 20 areas with the highest reported crime rate were all areas where the women lived in and agreed that there is a real challenge with crime in those areas, based also on their experiences. The group was taken aback by the number of reported rapes (which amounted to 11,315 for the 3 months in question). During the session a lot of women talked about their experiences and the impact that this high number of reported rapes had on them and their communities. Some women raised questions around inter-partner violence and marital rape. The group engaged in a lengthy conversation about rape in the marriage and the fact that women, even if married, have the right to withhold consent.

The second section of the session looked at sexual harassment, its definition, its meaning, and presented examples of what sexual harassment is and the importance for women to recognise when it is happening and to call perpetrators out when they do it. The session also covered consent and its meaning (i.e. when someone unambiguously and voluntarily agrees to do something without coercion, and fully understands the consequences of their decision), in the context of rape harassment, and violence against women and children. The session also looked at a vast range of examples of what consent is and what consent is not. The session covered the constitution of South Africa and the Bill of Rights in particular (Constitution has 14 Chapters and Chapter 2 speaks about the “Bill of Rights” p.5-21, the Bill of Rights protects the rights of all citizens of South Africa), with the focus on women’s rights within the Bill of Rights. A lot of women in the group were not aware of the details of the constitution and the Bill of Rights and the special provisions that have been made in the constitution to protect women’s rights, like specific protection under Section 9 of the constitution: EQUALITY (recognise that women are equal citizens, whereas women were always seen as second-class citizens), and the fact that the constitution also created a Commission of Gender Equality (CGE) to act as a watchdog to make sure that women are not discriminated against.

These topics were presented so to intersect with a dialogue about rights in a transport context, whereby the group was guided in thinking about how the guarantee of personal rights and safety should be made in public transport spaces as well.

The last issue on the constitution was the discussion about limitations of personal rights because the constitution stipulates in Section 36 (Bill of Rights) under Limitation of Rights that when limiting rights all relevant factors must be considered (extent of limitation, nature of the right, relation between the limitation and its purpose), which indicates that certain rights might not be a guarantee. The session also touched on the Public Financial Management Act (PFMA) and its purpose, i.e. to regulate financial management in the national government; to ensure that all revenue, expenditure, assets and liabilities of that government are managed efficiently and effectively and to provide for the responsibilities of persons entrusted with financial management in that government, etc. Towards the end of the session women were asked what is it that they can do to make a difference now that they have more information about all the content that was covered. Two of the action points out of the session were that the women requested a session on HIV/AIDS and a session on how to be assertive as a woman in a difficult work environment and in general.

*Discussion: training day 2 (23.02.2022)*

SANTACO led the first session of the day, which looked at the process of obtaining an operating license/permit. The trainees had the opportunity to look at different types of permits and the

application processes for these, including the implications and benefits of being in possession of an operating license. The group also had the opportunity to take a look at the Safe Taxi Charter developed for the pilot on the taxi ranks, as their input during the November workshops contributed to the development of this document. SANTACO then led the final session of the day on creating a supportive community of practice for women in the sector, which included discussions on the current state of the Women's Desk (SANTACO Women) and the challenges it faced through the years since its inception, as well as further discussions about other existing networks in the sector like SANWIT (South African Network of Women in Transport), which all participants were invited to join (registration form provided to all).

There was still some confusion among some of the participants around the process of obtaining an operating license, and questions were raised about women with a deceased spouse whose operating license/permit had not been transferred to them, despite this being their association's duty and responsibility. A good point was made in terms of support that the group can give to women who belong to different associations, as they cannot physically go to those associations and advocate for these women as it would create tension. Remote support was made available, through the lines of communication that group established last November. Another takeaway from this session was the willingness of the group to set up an informal steering committee to discuss and promote opportunities, as well as creating more cohesion in the sector and advocate for changes in the SANTACO structures (which still systematically exclude many women, especially those who don't have permits/operating licenses and thus decision making/voting rights).

Another interesting point which was raised was on different forms of marriage, such as community of property and marriages that are not in community of property and how these affect women in the inheritance of operating permits in the event of spousal death. The group raised that they would benefit from further advocacy and support for women who are not married in community of property raise that there must be advocacy for women who aren't married in community of property married to allow them to also benefit from inheriting permits.

#### *Discussion: training day 3 (24.02.2022)*

The third day of activities consisted of a full day of First Aid training delivered by a paramedic from the Medical Education Centre in Cape Town. The group found this activity really valuable for its relevance and applicability to the context of the minibus taxis, and also appreciated the change of pace that a more hands-on practical session gave them from the rest of the activities. This particular piece of training was built into the existing employment skills framework as an area of particular interest expressed by the women who took part in the employment skills activities of Phase 1.

The modules of this training included:

- Emergency Scene Management;
- Primary Assessment; Infection Control;
- Unconsciousness;
- Breathing & Circulation;
- Recovery Position & CPR;
- Burns;
- Wounds & Bleeding;

- Shock.

*Fig 11. CPR demonstration during first aid training*

*Discussion: training days 4 and 5*

The training was designed to provide the participants with a mixture of classroom based theory training, coupled with more practical hands on sessions.

The training session consisted of more managers and owners than taxi drivers, which was an



advantage in terms of securing buy in at a high level to prompt the rollout of the knowledge gained to their drivers.

Most of the participants have been in the taxi industry for over ten years but the women gave feedback that the modules that were covered opened their eyes and they got to see the need for professionalism within the industry.

During discussions, participants mentioned that they have had more than five taxi's written off due to road related crashes in less than seven months. Some of the participants requested that the training be extended to their drivers because not all of women that attended the training will be able to cascade the knowledge to their drivers. Other women said it will be a challenge to get their drivers to attend a training of that nature because drivers work five days a week for the taxi owner and two days for themselves, this means that the drivers work seven days a week without a day off, so time for professional driver training might be a challenge for some taxi owners and the drivers due to loss of earnings.

Only one woman out of all that attended the training was taking formal driving lessons from a driving school in Cape Town, the rest learned how to drive from their spouses and relatives.

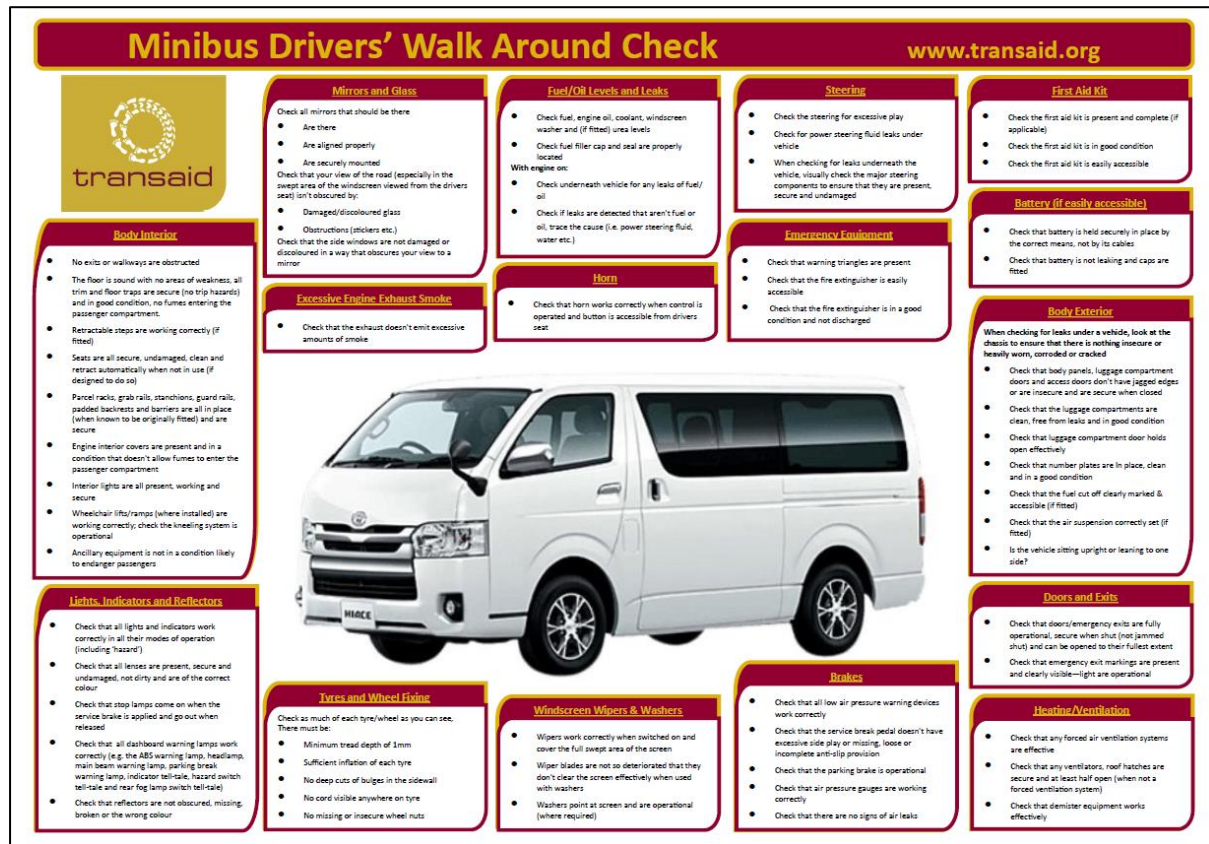


Fig 12. Minibus taxi pre-drive check walk-around tool used during the theory module

The above pre-drive check tool was shared during the theory training, and then used in the practical walk-around exercise using a minibus taxi. This is an example of how a topic was introduced during theory training and then explored in more detail during a practical exercise. The trainer took the group around the vehicle step by step to show how to do a very thorough pre-drive vehicle check. The rationale for the checks was carefully explained and there was a lot of participation from the group. All women were given high quality high visibility jackets for the exercise and beyond.

Feedback on this session was really positive. Some of the women reported going home and telling their husbands and sons how to properly check their vehicles and why this is not only for safety reasons but how it also saves money if we catch issues early and address them. Ideally more time could have been allocated for the proposed modules, however, handouts were distributed to enable the participants' time to read and be able to share the knowledge with others.

#### Feedback from the trainer

"I do strongly believe that if these women are given a chance to have their drivers equipped with the correct knowledge and skills required, the sky will be their limit because they are willing and determined to make a difference in the industry".

Fig 13. Pre-drive checks practical exercise with a minibus taxi after the theory module was delivered



*GBV awareness sessions at Belleville taxi rank (25.02.2022 and 26.02.2022)*

The sensitisation sessions and Safe Taxi Charter piloting at the Bellville taxi rank took place on the 25<sup>th</sup> and 26<sup>th</sup> February 2022 and were led by Sonke Gender Justice at an office space at the Bellville taxi rank. The turnout of drivers was lower than expected, which the team later found out was due to a combination of the sessions being delivered on Friday/Saturday – which can be extremely busy days for drivers and thus more difficult for them to step away from their work - and also coinciding with pay day for most drivers. In spite of this, the sessions were quite successful and covered a range of topics, from consent to various forms of GBV and how to address them and prevent them. The drivers were given key GBV materials from Sonke, as well as Safe Taxi Charters for their vehicles and to share with their colleagues and vehicle owners, along with the messages that they had learnt during the sessions. One of the drivers expressed his interest in acting as a Safe Ride Ambassador on his line, and he shared contact details so that he can support further sessions led by Sonke.

After engaging in dialogue with the drivers who attended the sessions, the team found out that the best days to conduct these sessions would be either Wednesdays or Thursdays, preferably in the early morning when drivers have more free time. The sessions should run for about one hour, to keep up engagement. One of the drivers suggested that door operators should also be targeted as part of this sensitisation, as they are often the ones with the most contact time with commuters, and would benefit from the sessions' messages.



*Fig 14. GBV awareness session with male drivers and operators in Belleville (February 2022)*



Fig 15. Safe Taxi Charter displayed at an office near lines 19 and 20 in the taxi rank in Belleville

## 4. CONCLUSIONS

Participants from the Phase 1 User Skills workshops showed a real interest and appreciation for the GBV session delivered by Sonke. They requested to be invited to follow up GBV awareness sessions and events organised by Sonke in the future, and gave their permission for their contact details to be shared with Sonke. This indicates that they recognised the value of such activity and found the information shared useful. These activities allowed the project team to achieve a greater understanding of the challenges and needs of female commuters and women working in the minibus taxi industry. There was a great appetite for more learning around GBV, women's rights when commuting, and further engagement in targeted skills training. While further practical interventions directly targeting commuters were not implemented during the project, the development of the Safe Taxi Charter presents an opportunity for implementing changes that would ultimately benefit the safety and experience of commuters on public transport.

The Transaid team incorporated all the findings in a women-focused Safe Taxi Charter, with the long term aim of it being adopted and rolled out by associations to influence positive change contributing to improved safety and security among female commuters, as well as promoting professional advancement of the women in the minibus taxi industry by increasing their visibility and amplifying their voices. This document was displayed at an office near lines 19 and 20 in the taxi rank in Belleville, visible to commuters and minibus taxi staff alike. This was strategically placed close to the lines which are the place of work of the drivers and operators targeted for the GBV education sessions with Sonke.

Participants from the Phase 1 two-day Employment Skills workshop expressed the need for specific training on things like licensing and permits, safe vehicle operation (which was provided through Phase 2 Employment Skills training), as well as further GBV awareness sessions. They also talked about how first aid training and self-defense would be beneficial to them.

On the final day of the February visit to Cape Town by the project team, the group engaged in an informal feedback session and discussion about the activities undertaken as well as the proposed next steps. The feedback provided by the participants, it was highlighted that the group found great value in the first aid training as well as in the session delivered by SANTACO on the process of obtaining an operating license and permit. There was a consensus that these elements of the training were very applicable to their jobs, and the group also expressed that they would be able to share their learning with other colleagues and friends and family members. One thing that they commented on was that they would have enjoyed a variety of activities including more practical exercises and assessments.

Finally, the last day of activities of the February visit was also an opportunity for the distribution of the first aid certificates to the Employment Skills group. The visit concluded with a short meeting with the Northern Region SANTACO leadership, who expressed their commitment to continuing to support SANTACO Women and agreed to have the office spaces in Belleville open for all women to gather and have meetings.

Participants from the Phase 2 Employment Skills training agreed that there is a need to be more proactive in terms of learning and upskilling, and commitments were made in terms of looking for such opportunities and to share these within the group.

Below are some direct quotes from the participants, reflecting on the whole experience as part of the project:

“As black women in the industry we are quite invisible, and it was nice to see women standing up and seeing how intelligent they are and how many ideas they have. First aid and also the licensing part it was so useful.” – February, 2022

Growing up I was never interested because my dad or my uncle were mainly involved, and the only involvement was around paper work etc. But now spending time with you all, and learning new things I can see a space and a growth in knowledge. I can go inform my mother, my aunties and all those married to taxi owners, any other female friends and cousins to be encouraged and empowered to feel as integral as we are in this vibrant industry. I surprised myself, and I was surprised by all of you as well.” – February, 2022

“It is the first time that I meet such strong women, to learn from them, to learn that women must stand together and up for each other against the patriarchy.” – February, 2022

“Before I didn’t have an interest in the industry as it was always connected to violence, but now I feel a sense of cohesion and belonging” (daughter of minibus taxi owner). – February, 2022



*Fig 16. Group photo of Phase 2 Employment Skills training group, with First Aid training certificates*



Fig 17. Group photo with SANTACO leadership after final meeting in February 2022, Belleville

A series of recommendations and next steps can be found in the following section, which looks at the possible skills training and pilot activities to address the challenges identified.

## 5. RECOMMENDATIONS AND NEXT STEPS

### 5.1. Recommendations

Based on the activities delivered, discussions and meetings held during implementation to-date, the project team has identified key areas of improvement in four key areas:

- Increasing women's visibility in the sector;
- Supporting further professionalisation of the sector;
- Improving commuters' confidence when travelling;
- Supporting SANTACO Women in realising the potential of their new strategy.

#### 5.1.1. Increase Women's Visibility

- Within the sector: women in the sector would benefit from the establishment of mentorship groups and professional networks (this is currently challenging due to the decentralised structure of SANTACO Women and the lack of designated physical spaces that they can access and use at all times). Establishing these networks virtually in the first instance could be a good starting point.
- To the commuters: identify and highlight anti-GBV champions (e.g. drivers, operators) at designated taxi ranks/lines, which can be reassuring for female commuters especially. This has been done in part through GBV awareness and the roll-out of the Safe Taxi Charter in the taxi rank in Belleville, with the support of Sonke Gender Justice. As part of this activity, the team worked to identify Safe Ride Ambassadors who would champion anti-GBV messages throughout their place of work and provide support to commuters when able to.
- To the public: Increased media coverage using case studies that shine a light on women working the sector and makes a case for supporting women to reclaim space in this industry would contribute to increasing women's visibility and influence.

#### 5.1.2. Further professionalisation of the sector

- Identifying routes of progression for women in the minibus taxi industry, and facilitating access to advice and/or expertise within the sector to help more women succeed, ideally with training supported by SANTACO where available.
- Identifying areas where there are knowledge gaps and develop resources to disseminate through the associations for women's benefit supported by SANTACO Women and/or women executives at the associations. These can include topics such as spousal rights and transfer of business operations, permits and licensing etc. and be delivered in the form targeted skills training.
- Build on the customer care training work delivered in March 2022, and advocate for customer care to become a pillar of public transports service provision. There is great focus on addressing driver behaviour in the context of road safety, though not much emphasis on improved customer service. This can take the form of a short module focused on gender-responsive customer service, delivered in conjunction with the roll-out of a Safe Taxi Charter developed specifically for this pilot;
- Continue to deliver further GBV sensitisation and awareness sessions to male drivers and operators at the taxi ranks, in a structured and methodical way, building on the work delivered since November 2021, which is set to continue into June 2022. Find

opportunities at specific ranks and secure support from lane manager and regulator at Bellville taxi rank to enforce change and generate engagement. Continue to deliver these sessions in conjunction with the distribution Safe Taxi Charter and dissemination of key customer care messages;

- Workshop participants proposed the re-introduction of initiatives like wearing a uniform or a specific dress code for drivers and operators in order for them to be more recognisable. From the conversation with the industry, this used to be standard practice in the past and was seen as a simple way to increase professionalism among drivers and operators. This was also mentioned in relation to poor personal hygiene.

#### 5.1.3. Support SANTACO Women in realising the potential of the new strategy

A strong strategy document will help with a unified vision for SANTACO Women, greater alignment and be a tool to help leverage further resources. In recognition of this SANTACO Women have taken the positive step and developed a draft Strategy. Transaid has been asked to review this strategy and looks forward to providing further input over the next two months.

The new strategy for SANTACO Women includes identification of new partners, establishment of MoUs and seeking joint funding with such partners as means to potentially mobilising resources to delivering strategic goals. The activities delivered to date, have been and to deliver some quick wins that are aligned with SANTACO Women's strategic outlook.

#### 5.1.4. Improve commuters' confidence when travelling via the minibus taxis

- Design and deliver a context-specific active bystander training package which promotes positive bystander interactions among commuters, imparting lessons on standard strategies for safe active bystander intervention and promoting more solidarity and cohesion among commuters. Sonke Gender Justice would be well placed to deliver such work.
- In order to develop a truly bespoke training package that responds to the challenges and needs of commuters in and around Cape Town we suggest the integration of existing Transaid and Sonke materials which focus on active bystander training, and including aspects of Sonke's GBV awareness sessions delivered in initial phase of the implementation such as knowing your rank and knowing your rights as a commuter, what reporting mechanisms are available.
- The target audience for this training would be, in the first instance, the two groups of women who attended the commuter workshops in November 2021.

### 5.2. Next steps and suggestions for action plan

Based on discussion highlights from all the project activities delivered to date, the project team proposed the following suggested objectives and activities be incorporated into an action plan that SANTACO Women will have ownership and oversight of, in terms of its continued development and implementation. This is a draft and working suggestions that are meant to be expanded on and validated by SANTACO Women. The following is an account of the direct suggestions of Employment Skills workshop participants:

- Set up an informal Steering Committee for women in the industry to come together and advocate for changes they want to see in the industry (as currently there is still a lot of resistance in SANTACO to letting women reclaim more space) – this was seen as a way forward for including women who don't have operating licenses (as this was also a requirement to be a part of the Women's Desk).
- Put a business plan together as women that can be supported by the rest of SANTACO
- Build relationships with a range of stakeholders external to SANTACO that can support them in dealing with commuters' complaints, for example, and that can facilitate onward referrals
- Way forward for women who don't have operating licenses. This was also a requirement to be a part of the Women's Desk.
- Advocate for associations to register as businesses (companies) and/or cooperatives, as government has a preference for working with co-operatives and transport companies rather than associations.
- Designate person(s) within SANTACO to support associations in the process of registering a taxi businesses as part of cooperatives.
- Find opportunities for continued professional development – e.g. TETA (Transport Education Teaching Authority) was mentioned as one entity that provides training opportunities.
- Sharing of the knowledge for female drivers/ owners.
- Collaborating with local university to increase the research and more funding opportunities to increase woman empowerment in the taxi industry.
- Leadership skills and business skills are needed.
- Create a space to share opportunities.

## Annex 1. Meetings and workshops' agendas

### Roundtable 1 (19.11.2021)

1. Introductions/Welcome address
2. Overview of SANTACO/Women's Desk activities
  - a. Current customer service strategy (and the current reality for women – with brief highlights of research)
    - i. Strategy relating to Women's Rights and Passenger Safety
  - b. Current complaints mechanism and actuality of execution
  - c. Challenges faced relating to customer service and enforcing women's rights
  - d. Opportunities for strengthening activities relating to women's rights and areas where support is required (with a focus on long term vision)
3. Overview and objectives of GCRF Project and User Skills Workshops
  - a. Findings of GCRF research
  - b. Challenges identified for women in transport (both user/operator perspectives)
  - c. Workshop agenda and proposed outputs (CSC, action plan, skills development)
4. Opportunities for incorporating workshops feedback into SANTACO approach/strategy and Integrated Transport Plan
5. De-brief with focus on next steps in Commuter Workshops

### User Skills: Commuter Workshops

1. Introductions/Welcome address
  - a. Baseline survey
  - b. Workshop agenda
  - c. Facilitators' introductions
  - d. Group agreement
2. Introduction to the project
  - a. About the project
  - b. Aims of the project
  - c. Research findings
3. Introduction to the session
  - a. Customer Service Charter
  - b. Creating a CSC/Action Plan
4. Group Activities
  - a. Thought mapping
  - b. Combination of ideas
  - c. Theme creation
  - d. Cause identification
  - e. Figure storming
5. GBV awareness session
  - a. Sonke Gender Justice overview of Safe Ride Initiative – lessons and experiences

### Employment Skills: "Voices of women in the transport industry" two-day workshop, SANTACO

#### Day 1 (23<sup>rd</sup> November 2021)

1. Introductions/Welcome address
2. Overview of SANTACO Women and address by Ms Sharon Petrus

3. Overview of GCRF “Women in public transport” Project by Transaid team
4. Overview and objectives of GCRF “Women in public transport” Project
  - a. Findings of GCRF research
  - b. Challenges identified for women in transport (both commuters and operators’ perspectives)
  - c. Overview of project approach - Workshops agenda and proposed outputs (CSC, action plan, skills development)
5. Group activities:
  - a. Thought Mapping and Combination of Ideas
  - b. Cause Identification and Figure storming
  - c. Group Presentations
6. Sonke Gender Justice overview of Safe Ride Initiative – lessons and experiences

**Day 2 (24<sup>th</sup> November 2021)**

1. Welcome and Introductions
2. Sonke Gender Justice session
  - a. GBV education session and group exercises
3. Transaid team session
  - a. Current customer service strategy (and the current reality for women in the sector)
  - b. Opportunities for incorporating workshops feedback into CSC for associations
  - c. Identifying opportunities for strengthening activities relating to women’s rights and areas where support is required (with a focus on long term vision)
4. opportunities for incorporating workshops feedback into CSC for associations
5. Link between project objectives and SANTACO approach/strategy; and Integrated Transport Plan
6. De-brief with focus on next steps
7. Final remarks and goodbyes

## Annex 2. Baseline survey findings

### Commuter Workshop baseline survey findings

Number	Question	Answer	Sum WCP	Sum OCP
1	Age.	1. < 21	3	1
		2. 22-30	14	7
		3. 31-40	7	3
		4. >41	1	0
		...		
2	Gender.	1. Female	25	11
		2. Male		
		3. Other [specify]		
		...		
3	Marital Status.	1. Single	25	9
		2. Married		1
		3. Separated		
		4. Divorced		
		5. Widowed		1
		6. Other [specify]		
		...		
4	No. of children aged under 10 years in your care.	0. None	10	2
		OR State total number of children	38	13
		...		
5	Education [highest level reached].	0. None	0	0
		1. Primary	0	0
		2. Secondary	19	8

		3. Undergraduate	3	2
		4. Postgraduate	2	1
		5. Other [specify]	0	0
		.....		
6	Employment status.	0. Unemployed [ <b>not</b> searching for work]	2	2
		1. Unemployed [searching for work]	21	5
		2. Employed (Full-time)	2	2
		3. Employed (Part-time)	0	2
		4. Self Employed (Full-time)	0	0
		5. Self Employed (Part-time)	0	0
		6. Other [specify]	0	0
		.....		
7	How many jobs do you currently have?	0. None	18	5
		1. Only one	2	5
	[If 'none' then skip to Q10]	IF >1 specify number of jobs	0	0
		.....		
8	Which category would you consider your principal job to fall under?	1. Informal	3	2

	<p>Definitions:</p> <p><b>Principle job</b> – the job that you rely most upon for income.</p> <p><b>Informal sector</b> – long working hours, limited job security, no fringe benefits, variable wage, non-payment of taxes, likely to be unskilled e.g. motorcycle taxi rider, street trader</p> <p><b>Formal sector</b> – regular working hours, fixed wage, employment contract, payment of income tax, fringe benefits (such as pension contributions) e.g. government worker</p>	<p>2. Formal</p> <p>3. Other [specify]</p> <p>.....</p>	<p>9</p> <p>7</p>	<p>4</p> <p>2</p>
9	<p>Employment type [principal job].</p> <p>[circle <u>ONE</u> answer]</p>	<p>1. Homemaker/housewife</p> <p>2. Trader</p> <p>3. Retail [shop work]</p> <p>4. Education [teacher, lecturer]</p> <p>5. Health services [doctor, nurse etc.]</p> <p>6. Government worker [civil servant]</p> <p>7. Manufacturing or craft industry</p>	<p>1</p> <p>0</p> <p>2</p> <p>1</p> <p>2</p> <p>0</p> <p>0</p>	<p>0</p> <p>0</p> <p>3</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>

		8. Transport [e.g. driver, ticket seller etc.]	0	0
		9. Personal Services [e.g. hairdressing]	1	1
		10. Agriculture	0	1
		11. Domestic services	2	0
		12. Legal or financial services	0	0
		13. Tourism	0	0
		14. Other [specify]	6	3
		.....		
10	Location of residence.	1. City Centre	4	2
		2. <i>Within</i> the city boundary	15	8
		3. <i>Outside</i> the city boundary [rural, city-connected]	1	0
		4. Other [specify]	1	0
		.....		
11	Do you have access to motorised transport owned by you or a family member?	0. No, never	21	6
		1. Occasionally	2	1
		2. Often	1	0
		3/ Always	0	4
		[Specify mode]		
		.....		
12	On how many days did you use motorised transport <b>last week</b> [whether personal or public transport]?	0. None	4	2
		1. 1 day	6	1
		2. 2-3 days	6	4

		3. 4-6 days	4	3
		4. Every day	4	1
		...		
13	Has the frequency at which you use motorised transport changed since pre-COVID times?  [Specify reason why]	0. No change (the same)	12	6
		1. More frequent now than pre-COVID	7	2
		2. Less frequent now than pre-COVID	4	2
	<b>Use of Public Transport - BASELINE for ALL COUNTRIES</b>  <b>[include informal transport e.g. taxis, motorcycle taxis and 3-wheelers where relevant]</b>			
14	On how many days did you use PUBLIC TRANSPORT last week?  N.B. PUBLIC TRANSPORT ONLY.	0. None	3	1
		1. 1 day	6	4
		2. 2-3 days	8	2
		3. 4-6 days	4	3

		4. Every day	4	1
		...		
15	What is the maximum number of times you used public transport in one day last week?	0. None	2	2
		1. Once	4	3
		2. Twice	10	4
		3. Three times	3	1
		4. Four times or more	6	1
		...		
16	Which mode of public transport did you use most frequently last week?  [circle ONE answer]	0. None	2	0
		1. Public bus (large bus)	3	1
		2. Shared taxi (Minibus)	19	8
		3. Tram/Metro	0	0
		4. Train	0	0
		5. Uber, BOLT or similar ride hailing mode	0	1
		6. Motorcycle taxi	0	0
		7. Three-wheeler	0	0
		8. Minicab taxi	0	0
		9. Other [specify]	0	0
		.....		
17	Why do you use the mode of public transport mentioned in Q16 (last week)?  [circle <u>ALL</u> relevant numbers]	0. I didn't use public transport	2	1
		1. Faster	2	2
		2. Costs less	13	7

		3. No access to private car	5	1
		4. More comfortable	0	0
		5. Safer	1	1
		6. More reliable	2	1
		7. More convenient	1	0
		8. More culturally appropriate	0	0
		9. No other option available	5	2
		10. Other [specify]	0	0
		.....		
18	For what purposes did you use public transport last week?	0. None	0	1
	[circle <u>ALL</u> relevant numbers]	1. Work	4	3
		2. Job search	16	3
		3. Education	5	1
		4. Visiting friends and/or family	2	0
		5. Health services	4	1
		6. Religious services/events	2	2
		7. Escorting others	3	0
		8. Food shopping	6	4
		9. Other [specify]	3	0

		.....		
19	Which mode of public transport did you use most frequently before COVID?	0. None	0	0
	[circle ONE answer]	1. Public bus (large bus)	4	0
		2. Shared taxi (Minibus)	18	6
		3. Tram/Metro	1	0
		4. Train	1	1
		5. Uber, BOLT or similar ride hailing mode	1	4
		6. Motorcycle taxi	0	0
		7. Three-wheeler	0	0
		8. Minicab taxi	0	0
		9. Other [specify]	0	0
		.....		
20	Why did you use the mode of public transport mentioned in Q19 (pre-COVID)?	0. I didn't use public transport	1	1
	[circle <u>ALL</u> relevant numbers]	1. Faster	6	2
		2. Costs less	15	6
		3. No access to private car	6	1
		4. More comfortable	2	1
		5. Safer	4	0
		6. More reliable	4	2

		7. More convenient	3	0
		8. More culturally appropriate	3	0
		9. No other option available	6	2
		10. Other [specify]	3	0
		...		
21	For what purposes did you use public transport before COVID?  [circle <u>ALL</u> relevant numbers]	0. None	0	1
		1. Work	8	6
		2. Job search	14	4
		3. Education	4	3
		4. Visiting friends and/or family	9	1
		5. Health services	5	1
		6. Religious services/events	3	1
		7. Escorting others	4	1
		8. Other [specify]	2	0
		.....		
22	At what time of day did you use public transport most frequently last week?  [circle ONE answer]	0. None	4	0
		1. Morning peak hours	16	6
		2. Morning non-peak hours	1	1

		3. Afternoon peak hours	1	4
		4. Afternoon non-peak hours	2	0
		5. Night time	0	0
		...		
23	Do you ever use public transport at night?	1. Yes [go to Q24]	12	3
		2. No [go to Q26]	13	8
		...		
24	If yes, what problems have you encountered?			
		.....		
25	Were these same problems encountered pre-COVID?	1. Yes	13	4
		2. No [Specify difference]	5	5
		...		
26	If you do not use public transport at night, why not?			
		.....		
27	Do you travel alone regularly on public transport?	1. Yes [go to Q29]	12	9
		2. No [go to Q28]	11	2
		...		

28	If no, specify why?	.....		
	[then skip to question 30]			
29	Do you have a preference for travelling alone on public transport?	1. Yes	<b>7</b>	<b>4</b>
		2. No	<b>15</b>	<b>5</b>
		...		
30	What are the advantages to travelling alone on public transport?	...		
31	What are the disadvantages of travelling alone on public transport?			

		...		
32	If you regularly travel on public transport with someone else, who?	1. Female adult relative	6	1
		2. Male adult relative	3	0
		3. Child (female)	2	1
		4. Child (male)	0	0
		5. Female friend	7	4
		6. Male friend	3	3
		7. Other [specify]	4	0
		.....		
33	As a travelling companion who is your preference?	0. No preference	4	0
		1. Female	13	6
		2. Male	7	2
		...		
34	If you cannot travel with someone else, do you still travel?	1. Yes	12	7
		2. Sometimes	12	2
		3. No	1	0
		...		
35	When using public transport have you experienced any of the following (during COVID times)?	1. Road accident	9	1
		2. Verbal abuse	11	7

	[circle ALL relevant numbers]	3. Visual harassment	4	0
		4. Sexual harassment	2	3
		5. Physical violence	3	2
		6. Petty crime	9	0
		7. Other [specify]	3	0
		...		
36	When using public transport before COVID, did you experience any of the following?  [circle ALL relevant numbers]	1. Road accident	10	2
		2. Verbal abuse	7	4
		3. Visual harassment	2	4
		4. Sexual harassment	3	3
		5. Physical violence	3	1
		6. Petty crime	8	1
		7. Other [specify]	5	0
		...		
37	What is your CURRENT principal concern when using public transport?  [circle <u>ONE</u> option]  [If you answer 0, go to Q39]	0. No concerns	6	2
		1. Road accident	9	5
		2. Verbal abuse	3	1
		3. Sexual harassment	2	2
		4. Physical violence	1	2
		5. Petty crime	1	1

		6. Other [specify]	0	0
		.....		
38	Has your principal concern changed since pre-COVID times?	1. Yes [Explain the difference]	0	1
		2. No	17	8
		...		
39	When you use public transport currently, how frequently does your principal concern occur?  [circle ONE option]	0. Never	2	1
		1. Every time you use public transport	4	5
		2. Every other time you use public transport	4	1
		3. Once a day	0	0
		4. Occasionally	4	2
		5. Only rarely	11	1
		...		
40	When you used public transport pre-COVID how frequently did your principal concern occur?	0. Never	2	2
		1. Every time you use public transport	2	5

	[circle ONE option]	2. Every other time you use public transport	8	1
		3. Once a day	0	0
		4. Occasionally	2	2
		5. Only rarely	9	0
		...		
41	Overall is public transport better or worse for you than it was pre-COVID?	0. No change	16	9
		1. Better [Explain answer]	2	1
		2. Worse [Explain answer]	2	1
		...		
42	Would you use public transport more frequently if none of the concerns that you highlighted in Q36 were a problem?	0. No concerns	4	1
		1. Yes	19	7
		2. No	2	3
		...		
43	What is your response when you witness one of the concerns raised in Q36?	0. Never witnessed an event	2	0

	<p>NB. Answers 6-8 apply only to multiple occupancy modes of transport</p> <p>[circle a maximum of <u>TWO</u> options]</p>	1. Ignore it	10	4
		2. Exit or get off the transport	5	2
		3. Complain to conductor or driver	8	3
		4. Report to the police	9	1
		5. Complain to transport company or owner	3	1
		6. Move to another space on the transport you are using	1	1
		7. Complain to fellow female passenger	1	1
		8. Complain to fellow male passenger	0	0
		9. Other [specify]	0	1
		...		
44	In your experience who is the most responsive if a passenger or you report a concern?	0. No-one	1	0
		1. Fellow male passenger	1	1
		2. Fellow female passenger	4	3

		3. Female Driver	0	1
		4. Male Driver	6	3
		5. Female Conductor	1	0
		6. Male Conductor	0	0
		7. Female Police officer	0	1
		8. Male Police officer	5	0
		9. Don't know	5	3
		10. Other [specify]	1	0
		.....		
45	Who would you expect is most likely to report the concerns raised in Q36 if they occurred on public transport?	1. Fellow male passenger	1	1
		2. Fellow female passenger	3	1
		3. Female Driver	0	2
		4. Male Driver	9	2
		5. Female Conductor	2	0
		6. Male Conductor	2	2
		7. Female Police officer	1	3
		8. Male Police officer	3	1
		9. Other [specify]	4	0

		.....		
46	How do you respond if you are the victim of your principal concern raised in Q36 on public transport?	0. Never happened	3	2
		1. Do nothing	2	1
		2. Confront person	4	4
		3. Change seat or place on transport	3	1
		4. Exit transport	6	2
		5. Ask for help from fellow passenger	1	1
		6. Make a formal complaint	6	2
		7. Other [specify]	0	0
		.....		
47	Have you ever made a complaint after having experienced your principal concern (Q36)?  [If <b>never</b> experienced an event go to Q52]	1. Yes	6	3
		2. No	17	8

		...		
48	If you answered that you would not report an incident in Q48, why?  [circle <u>ALL</u> relevant numbers]	1. Do not care	2	0
		2. Cultural constraints	3	0
		3. No way to complain	1	1
		4. Don't know how to complain	9	1
		5. No success when complained in the past	5	2
		6. Don't believe it's worth complaining	3	3
		7. Fear for own safety	5	2
		8. Other [specify]	0	0
		...		
49	Who did you make this complaint to?	1. Fellow male passenger	0	0
		2. Fellow female passenger	2	1
		3. Female Driver	1	0
		4. Male Driver	4	6
		5. Female Conductor	0	0
		6. Male Conductor	0	0

		7. Female Police officer	3	0
		8. Male Police officer	6	0
		9. Other [specify]	5	3
		.....		
50	Were you happy with the response?  [if yes go to Q52]	1. Yes	12	5
		2. No	4	2
		3. Other [specify]	3	2
		...		
51	If no, specify why?			
		...		
52	Have you ever wanted to make a complaint but didn't do so?	1. Yes	14	6
		2. No	10	5
		...		
53	On a scale of 1-5, how do you rate your most frequently used public transport provider in relation to your personal safety and respect?	1. Perfect	0	1
		2. Good	3	2
		3. Neither good nor bad	15	6
		4. Bad	3	0
		5. Unacceptable	1	2
		...		
54	Do you feel you can influence public transport services?	1. Yes	17	6
		2. No [Explain your answer]	6	5

		...		
55	Have you ever tried to influence public transport services?	1. Yes	15	3
		2. No [Explain why]	7	6
		...		
56	If yes, how have you tried to influence public transport services?	1. Make a complaint	2	1
		2. Spoke to public transport provider/owner	13	5
		3. Communicated with local MP or other office-holder	2	1
		4. Participated in a campaign	0	0
		5. Other [specify]	2	0
		.....		

57	Have any of your actions in Q55 succeeded in influencing public transport?	1. Yes	9	1
		2. No	12	9
		...		
58	If yes what happened as a result of your influence?			
		...		

## Employment skills baseline and endline survey findings

			Baseline	Endline
1	Age.	1. < 21	1	1
		2. 22-34	6	4
		3. 35-44	7	6
		4. 45-54	6	6
		5. 55-64	4	5
		6. > 65	2	2
2	Gender.	1. Female	25	23
		2. Male	0	0
		3. Other [specify]	1	1
		...		
3	Marital Status.	1. Single	7	6
		2. Married	15	12
		3. Separated	0	1
		4. Divorced	0	1
		5. Widowed	4	4
		6. Other [specify]	0	0
4	No. of children aged under 10 years in your care.	...		
		0. None	14	13
		1. State total number of children	12	11
5	Education [highest level reached].	...		
		0. None	0	0
		1. Primary	1	1
		2. Secondary	19	16
		3. Undergraduate	3	2
		4. Postgraduate	1	2
6	Employment status.	5. Other [specify]	3	4
		.....		
		0. Unemployed [not searching for work]	3	1
		1. Unemployed [searching for work]	7	5
		2. Employed (Full-time)	5	3
		3. Employed (Part-time)	3	5
7	Personal monthly income from employment.	4. Self Employed	6	9
		5. Other [specify]	3	3
		.....		
		Abuja		
		Cape Town	0	0
		Tunis		

		0. None 0. None 0. None	6	7
	[Income tailored to each city location]	1. <30,000 1. <R1,000 1. <D250	0	0
		2. N30,001-50,000 2. R1,001-2,000 2. D251-500	2	0
		3. N50,001-100,000 3. R2,001-3,000 3. D501-750	3	2
		4. N100,001-150,000 4. R3,001-4,500 4. D751-1,000	0	3
		5. N150,001-200,000 5. R4,501-6,000 5. D1,001-1,500	2	5
		6. N200,001-300,000 6. R6,001-10,000 6. D1,501-2,000	4	3
		7. >N300,000 7. >R10,000 7. >D2,000	4	1
		...		
		...		
		...		
8	Household monthly income from employment.	<u>Abuja</u> <u>Cape Town</u> <u>Tunis</u>	0	0
		0. None 0. None 0. None	5	5
	[Income tailored to each city location]	1. <30,000 1. <R1,000 1. <D250	0	1
		2. N30,001-50,000 2. R1,001-2,000 2. D251-500	0	0
		3. N50,001-100,000 3. R2,001-3,000 3. D501-750	2	2
		4. N100,001-150,000 4. R3,001-4,500 4. D751-1,000	1	2
		5. N150,001-200,000 5. R4,501-6,000 5. D1,001-1,500	2	2
		6. N200,001-300,000 6. R6,001-10,000 6. D1,501-2,000	2	1
		7. >N300,000 7. >R10,000 7. >D2,000	5	6

		...		
		...		
		...		
9	How many jobs do you currently have?	0. None	11	9
		1. Only one	10	8
	[If 'none' then skip to Q14]	2. > 1 [specify number of jobs]	2	5
		.....		
10	Which category would you consider your principal job to fall under?	1. Informal	10	6
		2. Formal	9	10
	Definitions:	3. Other [specify]	2	0
	Principle job – the job that you rely most upon for income.	.....		
	Informal sector – long working hours, limited job security, no fringe benefits, variable wage, non-payment of taxes, likely to be unskilled e.g. motorcycle taxi rider, street trader			
	Formal sector – regular working hours, fixed wage, employment contract, payment of income tax, fringe benefits (such as pension contributions) e.g. government worker			
11	Employment type [principal job].	1. Homemaker/housewife	2	0
		2. Trader	0	0
	[circle ONE answer]	3. Retail [shop work]	0	0
		4. Education [teacher, lecturer]	3	2
		5. Health services [doctor, nurse etc.]	1	0
		6. Government worker [civil servant]	1	0
		7. Manufacturing or craft industry	1	0
		8. Transport [e.g. driver, ticket seller etc.]	10	11
		9. Personal Services [e.g. hairdressing]	2	1
		10. Agriculture	0	0
		11. Domestic services	0	0
		12. Legal or financial services	0	1
		13. Tourism	0	0
		14. Other [specify]	3	5
		.....		
12	Do you have a formal contract of employment for your principal job?	1. Yes	5	4
		2. No	16	10

13	Does your principal job provide you with entitlements or benefits	1. Sick pay	3	1
		2. Work related bonuses	5	2
	[circle ALL relevant answers]	3. Paid leave	1	1
		4. Other [specify]	9	8
		.....		
14	If you don't already, have you ever considered working in the Road or Rail Transport sector before coming to this training?	1. Yes	15	11
	[If yes go to Q16]	2. No	3	0
	[If you already work in the transport sector go to Q20]	3. Already work in transport	8	10
15	If no, please specify why?		0	0
16	Will you try to find work in the transport sector once you've completed this training?	1. Yes	21	13
		2. No	2	0
	[If yes, go to Q18]	3. Don't know	0	0
17	If no, please specify for what reason you are attending this training?  [go to Q20]			
18	What role would you like to have in the transport sector?	1. Driver	3	1
		2. Conductor/vendor	0	0
	[circle a maximum of TWO answers]	3. Transport Supervisor	4	2
		4. Depot coordinator	0	0
		5. Transport manager	8	3
		6. Administrator	7	7
		7. Senior manager	2	1
		8. Transport owner	14	6
		9. Other [specify]	0	1
		.....		
19	Why would you like the role(s) mentioned in Q18?			
##	Professional Information [targeting those working in the transport sector]			
	OMIT IF WORKSHOP PARTICIPANT DOES NOT WORK IN THE TRANSPORT SECTOR			
20	Employer (if transport related role)	1. Government	3	1
		2. Private sector	3	11
		3. Independent	7	6
		4. Other [specify]	1	1

		.....		
21	Approximate number of total employees at your current employer?	1. <10	7	6
		2. 11-20	2	4
		3. 21-50	1	1
		4. 51-100	1	3
		5. >100	1	0
22	Have you specifically studied a transport related subject?	1. Yes	5	4
		2. No	11	13
	[If no, go to Q24]			
23	If yes, at what stage of your education?	1. Undergraduate degree course	1	1
		2. Postgraduate degree course	1	1
	[circle all of the answers that apply]	3. Technical or vocational training	2	1
		3. Work related training course	4	5
		4. Other [specify]	0	0
		.....		
24	Why do you work in transport?	1. By chance	1	0
		2. Interest in transport	7	6
	[circle all of the answers that apply]	3. Knew people working in transport sector	4	3
		4. Recommended by friends or family	4	4
		5. Recommended by school/careers advisor	0	0
		6. It is the only option for me	4	2
		7. Role matched my experience	1	4
		8. Other [specify]	1	5
		.....		
25	How long have you worked in the transport sector?	1. <1 year	1	2
		2. 1-2 years	0	1
		3. 3-5 years	3	3
		4. 6-10 years	0	0
		5. >10 years	10	11
26	What was your first transport related role?  [specify position and employer]			
27	How long have you been working for your current employer?	1. <1 year	1	1
		2. 1-2 years	2	1
		3. 3-5 years	5	3
		4. 6-10 years	0	0

		5. >10 years	6	10
28	How many roles have you held while working for your current employer, including your current one?	1. 1	8	4
		2. 2	2	1
		3. 3	0	0
		4. 4	1	1
		5. 5 or more	3	8
29	Please specify what each of these roles was in chronological order, ending with your current position?			
30	At what level do you consider your current role to be?	1. Senior management	10	8
		2. Middle management	4	2
		3. Lower management	2	1
		4. Senior general staff	2	1
		5. Middle general staff	0	2
		6. Lower general staff	0	1
		7. Other [specify]	0	0
		.....		
31	Do you have any responsibility for managing other people?	1. Yes [Specify how many]	13	12
		2. No	4	2
		.....		
32	If applicable, is there any prospect of promotion in your current role?	1. Yes [Specify to what types of roles]	3	3
		2. No	13	8
33	Have you been promoted while working for your current employer?	1. Yes [From what position to what position?]	3	3
		2. No	13	9
34	Approximately what is the proportion of men to women working for your current employer at present (including yourself)?	1. 0% women	4	1
		2. <10% women	6	7
		[if 0%, go to Q36]	3. 11-25% women	3
			4. 26-50% women	1
			5. 51-75% women	0
			6. 76%-100% women	2
35	Approximately how many women hold the same job as you at your current employer?	0. 0	6	7
		1. 1-5	8	6
		2. 6-10	1	1
		3. 11-20	0	1
		4. 21-50	0	0
		5. >50	0	0
36	Are you aware of women that have been promoted while working for your current employer?	1. Yes	5	7
		2. No	12	8
37	Is there an obvious route of progression?	1. Yes [please specify]	2	7

		2. No	8	5
	<i>i.e. if the participant was to advance through the organisation, what roles would she likely take up on the way?</i>			
38	Can you describe how those women who have been promoted have got to their current position?  <i>[i.e. what jobs did they do on their route to their current position?]</i>			
39	What are the key factors for women that help getting promoted?	1. Being good at your job	6	9
		2. Having the right family or social connections in the business	1	5
		3. Having taken the required training courses	9	6
		4. Length of service	3	1
		5. Other [specify]	2	0
		....		
40	Have you received any work related training while in your current role?	1. Yes [specify]	8	11
		2. No	9	3
		....		
41	If yes, how frequently have you received training?	0. Never	7	0
		1. Every year	1	5
		2. Every 2-3 years	4	1
		3. Every 4-5 years	0	1
		4. Other [specify]	2	3
		....		
42	Would you consider your employer to be supportive of females in the workplace?	1. Yes	13	12
		2. No	4	2
43	In what way?  <i>[With reference to Q42]</i>			
44	Do you think that being female reduces a person's chances of success in the transport sector?	1. Yes	14	12
		2. No	2	5
		....		
45	In what way?  <i>[With reference to Q44]</i>			
46	Do you think that being female reduces a person's chances of success with your current employer?	1. Yes	11	7
		2. No	4	5
		....		
47	In what way?  <i>[With reference to Q46]</i>			

<b>##</b>	<b>Training specific information [To all training participants]</b>			
<b>48</b>	Have you received any formal training to undertake your current role?  [if yes, go to Q50]	1. Yes	<b>8</b>	<b>15</b>
		2. No	<b>12</b>	<b>6</b>
<b>49</b>	If not, why not?  [go to Q52]	1. Too expensive	<b>1</b>	<b>0</b>
		2. Not needed	<b>1</b>	<b>1</b>
		3. No training available	<b>8</b>	<b>2</b>
		4. Other [specify]	<b>1</b>	<b>2</b>
		.....		
<b>50</b>	If yes, to what level?	1. Certificate	<b>7</b>	<b>16</b>
		2. Diploma	<b>1</b>	<b>1</b>
		3. Degree	<b>1</b>	<b>0</b>
		4. Masters	<b>0</b>	<b>0</b>
		5. Other [specify]	<b>2</b>	<b>0</b>
		.....		
<b>51</b>	What topics did the training cover?	.....		
<b>52</b>	How many years of experience do you have in doing what you do in your current role?	1. <1 year	<b>2</b>	<b>4</b>
		2. 1-2 years	<b>1</b>	<b>0</b>
		3. 3-5 years	<b>6</b>	<b>4</b>
		4. 6-10 years	<b>0</b>	<b>1</b>
		5. >10 years	<b>7</b>	<b>10</b>
<b>53</b>	Do you consider formal training to be important to being better at your current job?  [If no go to Q55]	1. Yes	<b>19</b>	<b>20</b>
		2. No	<b>0</b>	<b>1</b>
<b>54</b>	If yes [in Q53], for what reason is it important?  [go to Q56]	.....		
<b>55</b>	If no [in Q53], for what reason is it not important?	.....		
<b>56</b>	Do you consider formal training to be important to getting a better job	1. Yes	<b>17</b>	<b>17</b>
		2. No	<b>0</b>	<b>1</b>
<b>57</b>	If yes [in Q56], for what reason is it important?  [go to Q59]	.....		
<b>58</b>	If no [in Q56], for what reason is it not important?	.....		
<b>59</b>	Have you ever had any training relating to gender equality or gender specific needs in transport?	1. Yes	<b>9</b>	<b>14</b>
		2. No	<b>9</b>	<b>6</b>

	<i>[if no, go to Q65]</i>			
60	Did your training [referred to in Q59] cover ways to respond to the different needs of women and men?	1. Yes	8	13
		2. No	3	2
61	Have you applied this training [referred to in Q59] to your work?	1. Yes	8	14
		2. No	7	2
	<i>[if no, go to Q65]</i>			
62	Please specify in what way you have applied this training [referred to in Q59] to your work.	.....		
63	If yes, have you seen any positive changes or outputs from having applied this training [referred to in Q59]?	1. Yes	6	9
		2. No	3	1
		....		
64	Please specify what positive changes you have seen as a result of applying this training [referred to in Q59].	.....	0	0
65	Are there people at work who are able to address any gender issues/challenges that arise?	1. Yes	8	7
		2. No	9	8
		....		
66	Who are these people?	1. Senior management	6	6
		2. Middle management	2	3
		3. Lower management	1	1
		4. Senior general staff	1	1
		5. Middle general staff	0	1
		6. Lower general staff	1	1
		7. Other [specify]	0	1
		....		
67	Does your organisation respond to the specific needs of women in the workplace?	1. Yes [specify]	9	6
		2. No	11	6
		....		
68	Would you say that the people in senior management are supportive of women in the workplace?	1. Yes	8	9
		2. No	11	4
		....		
69	Do you feel you have adequate knowledge to do your role effectively?	1. Yes	10	11
		2. No	8	1
		....		
70	Which activities are you confident that you know about?  <i>[circle ALL that apply]</i>	1. Safe vehicle operation	10	14
		2. Basic finances and budgeting	11	8
		3. Data/information analysis	6	9
		4. Customer service	16	15

		5. Basic repairs and maintenance	4	5
		6. General health and safety	10	11
		7. Use of dangerous liquids – fuel	5	4
		8. Incident reporting	8	7
		9. Recruitment	5	5
		10. Standard operating procedures	9	8
		11. Other [specify]	0	0
		....		
71	Do you think you currently have the correct tools/equipment to assist you in doing your role?	1. Yes	7	10
		2. No	12	4
		....		
72	In your current role, do you use any structured tools or processes to plan daily activities or maintenance etc?	1. Yes	7	9
		2. No	10	4
		....		
	[If no go to Q74]			
73	If yes, have you introduced any tools yourself?	1. Yes [please specify]	5	8
		2. No	7	0
		....		
74	If yes, do other fellow workers also use the tools that you have introduced?	1. Yes	8	9
		2. No	3	4
		....		
75	Do you use data (key performance indicators) as part of your role?	1. Yes [specify what data]	8	11
		2. No	3	5
		....		
	[if no, go to Q80]			
76	In what way is this data gathered – or where does the data come from?	1. Log books	3	1
		2. Computer software	3	7
		3. Telematics	1	1
		4. Other [specify]	4	6
		....		
77	What do you use this data for in your role?	....		
78	Have you seen any positive change as a result of using this data?	1. Yes	7	12
		2. No	4	0
		....		
79	If yes, specify what positive changes have been made.	....		
	[Go to Q82]			
80	Do you think the use of data would help you do your job better?	1. Yes	12	13
		2. No	1	0

		....		
81	If yes [to Q80] specify what data.	....		
80	Do you currently use Standard Operating Procedures (SOPs) as part of your role?  [if no, go to Q85]	1. Yes	6	6
		2. No	6	4
		....		
81	Have you developed any SOPs yourself?	1. Yes	3	4
		2. No	5	2
82	If yes, please specify what SOPs you have developed.	.....		
83	Have they been implemented in your organisation?	1. Yes	5	4
		2. No	4	3
84	If yes, have you seen any positive changes or outputs from using the SOPs to make decisions?	1. Yes	5	4
		2. No	3	1
85	Do you have the authority to independently make changes in your organisation?	1. Yes	8	7
		2. No	3	6
86	Have you independently implemented any changes in your organisation?	1. Yes	5	9
		2. No	5	4
	COVID-19 specific information FOR ALL WORKSHOP PARTICIPANTS			0
89	Has COVID-19 affected your work?	1. Yes [specify]	16	0
		2. No	2	0
		....		
90	Has there been more or less work as a result of COVID-19?	1. More	1	0
		2. Less	17	0
		3. The same	1	0
91	How has this affected you?  [circle ALL answers that apply]	1. Less busy	15	0
		2. More busy	2	0
		3. Lost job	5	0
		4. Reduced salary	7	0
		5. More sickness	4	0
		6. Other [specify]	2	0
		.....		
92	Has COVID-19 highlighted any areas that you feel you need training in?	1. Yes [specify]	7	0
		2. No	9	0
		....		
93	Have any new processes or procedures been introduced as a result of COVID-19 in your workplace by management?	1. Yes [specify]	12	0
		2. No	3	0
		....		
94		1. Yes [specify]	9	0
		2. No	5	0

	<i>Have any new processes or procedures been introduced as a result of COVID-19 in your workplace by you?</i>	....		
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