



UK ESRC GCNA

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

Follow-on project report (part I)

December 2022

Cape Town, South Africa



Fig. 1. View of Lion's Head from Sea Point, Cape Town

Contents

Follow-on project report (part I).....	1
Introduction	3
Methodology/Work Plans.....	4
Discussion of Outcomes.....	6
Focus group 1: male drivers.....	6
Key informant interviews: female commuters	7
Focus group 2: taxi association executives and taxi owners	9
SANTACO Norther Region: Roundtable discussions (05.12.2022 and 06.12.2022).....	10
Meeting with City of Cape Town Authority	10
Conclusions	12
Recommendations and Next Steps.....	13
Follow-on project report (part II).....	14
Introduction	15
Methodology/Work Plans.....	16
Distribution of Safe Taxi Stickers	16
Drivers and Operators focus groups and short video interview	16
End of project meetings with key transport stakeholders.....	16
Discussion of Outcomes.....	17
Distribution of Safe Taxi Stickers	17
Drivers and Operators focus groups and short video interview	18
End of project meetings with key transport stakeholders.....	20
Conclusions	22
Annex 1. Safe Taxi Charter	23
Annex 2. Safe Taxi Stickers.....	24

Introduction

The project *“Youth engagement and skills acquisition within Africa’s transport sector: promoting a gender agenda towards transitions into meaningful work”*, broadened 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. Beginning in November 2021, the project team delivered a series of practical interventions to address women’s vulnerabilities highlighted by the peer and academic research.

The User Skills strand of the project engaged female commuters in group discussions and participatory exercises to identify opportunities to improve the conditions within the public transport sector. The Employment Skills strand instead engaged women employed in the minibus taxi industry, to understand ways to support the protection of women’s safety in transport, as well as providing a bespoke suite of targeted skills development training to improve employability in the sector.

A major output of this project was the co-creation of a Safe Taxi Charter, a concise and context-specific guiding document detailing the obligations of the transport provider as well as the rights of commuters. Key information on where and how to report instances of gender-based violence (GBV) was also included.

The project team disseminated the Safe Taxi Charter in conjunction with the delivery of GBV awareness training. This activity targeted male drivers operating from Belleville’s transport junction, under the Bota minibus taxi association. Led by local gender justice NGO, Sonke Gender Justice, the training aimed to further sensitise male drivers and operators on GBV and how it affects women in public spaces, and especially in public transport, in an effort to create a GBV-free environment.

The Global Challenges research project concluded in March 2022 with a final Country Consultative Group (CCG), which saw attendance from project stakeholders from all city regions of the project.

Since the project’s conclusion, the team has developed reports detailing the impact of the interventions for each of the project’s city regions, and held a virtual dissemination event in August 2022.

In October 2022, a funding opportunity arose through the GCNA to review some of the interventions delivered earlier in the year. Expected to conclude in March 2023, this project will focus on broadening the impact of the pilot interventions implemented as part of the action research programme *“Youth engagement and skills acquisition within Africa’s transport sector: promoting a gender agenda towards transitions into meaningful work”*.

The key objectives related to the GCNA activities implemented in December 2022 are:

- To evaluate the impact of the GBV awareness training delivered in Cape Town through the last (intervention) phase of the GCRF project, as well as the implementation of the Safe Taxi Charter;
- To strengthen the Safe Taxi Charter through discussions with the SANTACO Women’s Desk and by engaging taxi associations’ executives and taxi owners;
- To engage with relevant stakeholders from City government, to update on project outcomes and explore wider adoption of the Safe Taxi Charter.

Methodology/Work Plans

Supported by the SANTACO Women's Desk and a local consultant (Bulelani Maskiti), the project team delivered a series of engagements with the minibus taxi industry and its customers in the first week of December 2022. Below is the intervention methodology, linked to the project's objectives:

Objective 1: Evaluate the impact of the GBV awareness training and the implementation of the Safe Taxi Charter.

In an effort to evaluate the impact of the GBV awareness training delivered under the GCRF project, the project team planned a series of focus group discussions engaging with male drivers and female commuters alike.

01/12/2022 - Focus Group Discussion 1: male drivers

The focus group's aims are to engage up to ten (10) drivers to take part in a one-hour focus group discussion. This is to understand the impact of the training; the extent to which the Safe Taxi Charter was adopted, and its principles put into practice. Key questions to guide the discussion are:

- *What motivated you to take part in the training?*
- *How did you find the training?*
- *What was the biggest lesson you learned from this training?*
- *Did you will apply the learnings of this training to your work in the transport sector?*
- *If yes, how have you applied lessons of this training to your work?*
- *What changes did this to the minibuses/rank/commuters?*
- *Have you shared with your colleagues about this work and the session you took part in?*

This focus group is to take place on Thursday 01/12/2022, at the meeting space within Belleville's transport junction and taxi rank – where previously the GBV awareness training had taken place.

Support: the SANTACO Women's Desk will lead in the mobilisation of drivers, as well as securing the meeting space. They will also support by taking part in the focus group discussion. Bulelani Maskiti will support with focus group moderation and notes taking.

02/12/2022 - Focus Group Discussions 2 and 3: female minibus taxi commuters

The aims of these focus groups are to engage with up to twenty (20) female commuters who travel on the routes where we implemented the Safe Taxi Charter. This is to understand the extent to which the Safe Taxi Charter was adopted, and if it brought positive changes in the service. Key questions to guide the discussion are:

- *How often do you take the minibus taxi from this line?*
- *How has your experience been in the past – add time when?*
- *Has anything changed in the last six months? If so, what/how?*
- *Do you feel the drivers/operators are more attentive to women's safety? If so, in what ways?*
- *Are you aware of/have you seen the Safe Taxi Charter displayed at the taxi rank and/or in the taxis?*
- *Do you know who to go to if you need to raise issues relating to GBV?*
- *If you have raised an issue, what did you do? Were you satisfied with the process/outcomes?*

This focus group is to take place on Friday 02/12/2022, at the meeting space within Belleville's transport junction and taxi rank.

Support: SANTACO Women will lead in the mobilisation of commuters, as well as securing the meeting space. They will also support by taking part in the focus group discussions. Bulelani Maskiti will support with focus group moderation and notes taking.

03/12/2022 - Focus Group Discussion 4: association executives, taxi owners and rank supervisors

The aims of this focus group are to engage with taxi association executives, taxi owners and rank supervisors within the Northern Region (which oversees over 20 taxi associations). This is to explore different perspectives on the implementation of the Safe Taxi Charter, and to discuss with taxi associations' leadership ways to improve it and scale its adoption.

Key themes to explore:

- Theme 1: Usefulness and appropriateness of the Safe Taxi Charter
- Theme 2: Challenges and opportunities
- Theme 3: Wider adoption of the Charter at association-level

The focus groups will take place on Saturday 03/12/2022, in the meeting space at Belleville taxi rank. It will last between 60-90 minutes, and engage with a maximum of 10-15 participants.

Support: SANTACO Women will lead in the mobilisation of commuters, as well as securing the meeting space. They will also support by taking part in the focus group discussions. Bulelani Maskiti will support with focus group moderation and notes taking.

Objective 2: Strengthen the Safe Taxi Charter through discussions with SANTACO Women and by engaging taxi associations' executives and taxi owners

In order to understand ways to strengthen the Safe Taxi Charter and disseminate it more widely, the project team will engage in two roundtable discussions with executive members of SANTACO Northern Region, which oversees over twenty taxi associations operating in the Cape Town periphery. The aims of these engagements are to explore different perspectives on the implementation of the Safe Taxi Charter, and to discuss with taxi associations' leadership ways to improve it and scale its adoption. Key themes to explore are:

- Theme 1: Usefulness and appropriateness of the Safe Taxi Charter
- Theme 2: Challenges and opportunities for its uptake at association-level
- Theme 3: Avenues for wider adoption of the Charter at regional level

The meetings will take place on 05/12/2022 and 06/07/2022, at the SANTACO Northern Region office in Belleville. It will last between 2-3 hours, and engage with a maximum of 10-15 participants.

Objective 3: Engage with relevant transport stakeholders in City government

Members of the City of Cape Town Authority's Transport Planning Department invited Transaid to attend a meeting on Wednesday 07/12/2022 to deliver a presentation on the progress and outcomes of the GCRF project and the follow-on activities. This is an opportunity to solidify relationships with City officials, as well as to broaden the awareness of the project and its aims in hopes of forging new partnerships and working relationships.

Discussion of Outcomes

Focus group 1: male drivers

The project team was able to engage with two (2) male drivers who had undergone the GBV awareness training delivered between February and June 2022. The original target of ten (10) drivers was missed due to unforeseen circumstances on the day of the focus group, and the team had to resort to recruiting drivers directly from the taxi rank while waiting to load their vehicles. Despite these challenges on the day, the two drivers who were able to attend made insightful contributions to the conversation.

Having heard about the project and its aims through colleagues who had undergone the training in late February 2022, the two drivers also became interested in taking part. These drivers are very familiar with the challenges that women face when using the minibus taxis, and found this training to be an opportunity to take a proactive step towards addressing them.

They found the training to be valuable, informative and necessary to people working within the transport sector, especially to those with significant customer-facing roles. They shared finding the biggest lessons in exploring topics such as “gender value clarification”, “gender, power and violence”, “consent” and “bystander approach”, all of which were facilitated by Sonke Gender Justice’s Community Education and Mobilisation Manager.

The drivers went on to share that they took the initiative to communicate some of their learnings with their drivers as well as sliding door operators, in the hopes that they too would apply these notions to making the transport environment less violent and more gender-sensitive.

One of the key points raised by the drivers was that the sliding door operators would immensely benefit from this type of training as well, given that they are among those who have the most interactions with commuters on a daily basis. While the training was beneficial and topical for drivers, one of the drivers went on to explain: “We as drivers sit behind the wheel, and have to focus on the road. When the passengers are in the vehicle, we don’t have much interactions with them. The *gartjies* (sliding door operators) are the ones that spend the most time with the commuters. It would do them good to also take this training”.



Fig. 2. Focus group with male drivers in Belleville

He goes on to say, “One of my *gartjies*, he’s a young guy. But sometimes I can see that his behaviour towards women is not very appropriate and he needs to learn now so that he doesn’t continue to behave this way. I think that going to the *gartjies* and giving them this training would make a big difference”.

Overall, the two drivers found the training interesting and informative, and believe that there is benefit in scaling this type of intervention to a wider audience within their associations and beyond.

This feedback is valuable and indicative of some level of positive impact following the GBV awareness training. This feedback though, only represents the views and experiences of a mere 4.4% (i.e. two out of forty-five) of the drivers, and it would be beneficial to engage with a much larger number in order to gather accurate and broader views regarding the impact of the training.

Key informant interviews: female commuters

The team originally planned to engage with up to twenty (20) women commuting along the routes where the GBV awareness training was implemented (i.e. taxis operating under the B.O.T.A. taxi association). Due to unforeseen circumstances on the day, the focus groups were not possible. Rather, the team opportunistically recruited fifteen (15) women directly on the taxi rank for short interviews about their experiences using the minibus taxis.



Fig. 3. Key informant interviews with commuters in Belleville taxi rank

This presented a significant barrier in assessing the impact of the GBV training, as well as the roll-out of the Safe Taxi Charter. By talking to commuters who travel along different routes than the one where the trained drivers operate, the team was only able to gather additional feedback on women's daily travel experiences, rather than assessing any changes in their experiences since the training and Charter were implemented.

Overall, the commuters who spoke with the project team had not experienced significant changes in the way the minibus taxis operate and deliver their service. The issues pertaining customer service, as well as road safety linked to driver behaviour are still prevalent.

One of the commuters said: "Sometimes they overload the vehicles like a donkey, and when there are small children on board it is a big problem; it's like they don't care about other people".

She continues to say "I go to work with taxis every day. You know, one time there was a driver who used alcohol while he was driving. He did not stop at traffic lights and he was driving fast, and then he was rude to one of the passengers that came over to confront him. We had an incident almost, but then we went to stop, and we got out. Plus, we had an overloaded taxi that was carrying 20 people; the capacity of the taxi was 16. This makes me feel scared sometimes in the taxi because anything can happen, you see. The only thing about they care about is money."

Another woman, who frequently commutes along the Delft line to do her shopping, also shared similar experiences of overloaded vehicles; though her experience is sometimes slightly different from that of the majority of commuters. She shared: "We normally use the Delft line, especially towards the end of the month. We come here [Belleville] to do our shopping and can say that the taxis are always

overloaded. They [the drivers] are always in a rush, especially in Parow, they chase each other and I hate it. We hate it. However, the taxis from Delft to Bellville are better and I admire that. Here, in Bellville everything is fine”.

Many of the women the team spoke with highlighted the issue of the sliding door operators, who contribute to a lot of the violence, harassment and generally poor customer service experienced by women. One commuter commented: “I am not happy with the sliding door operators. They are often very young and don’t have experience, they don’t know how to treat people. Some of them they smoke and drink in the vehicles, they don’t have a way of speaking to commuters, or even each other! So that is a big problem”.

Despite holding sliding door operators responsible for a lot of the unpleasantness on vehicles, the commuters would like to see drivers held to account for what goes on in the vehicles they operate: “I am also blaming the drivers, because the drivers get the keys from the owners which means they must take control of the vehicle. He mustn’t allow people to come and drink and smoke in the vehicle”.



Travelling along different routes, i.e. on vehicles operated by different associations, seems to come with widely different travel experiences. Another woman who frequently travels on taxis belonging to the Delft Taxi Association said “They always pick you up in your stop, and they don’t overload. Yeah, so that also makes you safer from being robbed along the way, or when you wait. That is what I admire from Delft Taxis and Bellville. They [the drivers] always show respect and protect us from gangsters that use the taxis, and they insist on respect, they would say *you don't need to talk like that* if someone was being rude. Even if they [gangsters] rob someone, the taxi driver will come and rescue. You just shout and everyone will come and help”.

Fig. 4. Commuter portrait, at Belleville taxi rank

The issues surrounding the reporting of incidents are still prevalent, and the women who spoke with the project team had no prior knowledge of the Safe Taxi Charter, nor had they seen any displayed on vehicles and in the taxi rank.

One commuter said “Well, to be honest, I haven’t heard any of that” referring to the Safe Taxi Charter. She goes on to say, “Documents like these are useful for commuters. More of this information should be spread across the taxi rank. Because I mean, our life is very important and [driver’s] behaviour is very important because at the end of the day, it’s about respect. They are rendering a service to us and without us they won’t have income, so it goes both ways”.

There is a distrust in the available systems to report incidents of misconduct, GBV and poor customer service. One commuter said, “You can report, you can report, but there’s no change. Maybe you can take [your grievances] to the taxi owner, but most of the time you can see that there’s nothing happening, it’s just getting worse and worse”. When asked about other routes to make complaints, they went on to say, “I think you can go to the police station directly. I know the police station only, but it’s far”.

Although these conversations add to the team's knowledge and awareness of the travel challenges faced by female commuters, the overall feedback does not shed more clarity on the impact of the GBV awareness training and the implementation of the Safe Taxi Charter.

Focus group 2: taxi association executives and taxi owners

During the third day of engagements with the minibus taxi industry and its customers, the team engaged with five (5) taxi owners and executives working in associations under the umbrella of the SANTACO Northern Region.

After an initial presentation on the project's aims and outcomes to date, the project team engaged the SANTACO executives and taxi owners in a conversation to determine the value and appropriateness of the GBV training and Safe Taxi Charter intervention.



Fig. 5. Focus group discussion with SANTACO taxi owners, and association executives

Among the key themes that transpired from the discussion, the most notable are:

- **Increased accountability of taxi owners and drivers alike**

"We as owners must take more responsibility. [When it comes to ensuring a safe travel environment] it is down to the drivers and their owners, to the door operators, to everyone involved, making sure of that."

"There is a culture of impunity and unaccountability. Driver must take care of the vehicle because if, for example, the driver and drive recklessly and damages your vehicle [you will pay the consequences]".

"Everybody follows these principles in the Code of Conduct, but these mostly speak to the owners. They don't speak actually to what changes we want to see".

- **Increased harmonisation and communication between owners, drivers and operators**

"I think there should be a full 360 turn around of the operations of the taxi industry in the country. I think the model should have everyone involved and most particularly the owners, and the drivers".

"The current model does not recognise the drivers as workers who get paid a salary, and have benefits. We need to hold each other accountable and have a system where both drivers and owners are equally valued, and held accountable".

SANTACO Norther Region: Roundtable discussions (05.12.2022 and 06.12.2022)

During the final two days of engagements with the minibus taxi industry, the team engaged with a group of executives under the umbrella of the SANTACO Northern Region, which oversees some 20+ associations in the Greater Cape Town region.

On the first day, after an initial presentation on the project's aims and outcomes to date, the project team engaged the SANTACO Northern Region executives in a conversation to determine the value and appropriateness of the Safe Taxi Charter intervention, as well as ways to scale and strengthen this intervention.

The minibus taxi industry is governed by rules and regulations listed in the constitution and at the back of professional driving permits (PDP), which set out the requirements to be a drivers and how to provide a satisfactory service. These regulations though, have come from the government and have not involved the minibus taxi industry in consultation processes to determine a way forward which incorporates the considerations of the industry itself.

"We would like to say that when it comes to the consultation on the code of conduct, there hasn't really been any. We would like to see something that comes from the industry for the industry".

On the second day of this engagement, the team provided a summary of a code of conduct developed for the *matatu* industry in Kenya, including its guiding principles with an emphasis on providing a service that is socially just and inclusive.

This was quite of interest to the SANTACO leadership, who expressed the desire to develop a succinct, industry-driven code of conduct to circulate to associations from the Region.

SANTACO has shared documents listing the guiding principles of the industry, including the current constitution, and expressed an interest in revisiting the co-creation of a simple and concise code of conduct that can be shared with associations to implement with drivers and operators, supported by owners.

Meeting with City of Cape Town Authority

Taking place at the City Of Cape Town Authority offices in the Civic Centre, in Cape Town's Central Business District, the project team met with three members of staff working in Transport Planning: Claire Holderness and Marli Swart.

The meeting consisted in a presentation by the project team on the activities of the GCRF project from November 2021 to date, and included some preliminary findings from the focus groups and interviews conducted with the minibus taxi industry and its customers.

This presentation was of particular interest to the City of Cape Town Authority staff, and they expressed particular interest in the experiences of the commuters. Claire Holderness commented, "As we work on the transport planning side, we often don't get to know much about the daily experiences of commuters. The research element of your project is so interesting". The team shared the research publications from the GCRF project, as well as a paper researching the para-transit *amaphela*, which are widely used in townships.

Another element, which the staff at the City of Cape Town Authority found interesting, was the intersectional approach of the interventions; particularly the involvement of male drivers and operators in tackling the widespread harassment and violence that takes place in taxis.

They were excited to see this work taking place with the minibus taxis, and are eager to continue to engage with the project team in the future. Particularly, they would like to have further meetings throughout the duration of the project, involving more colleagues working in the transport planning, gender mainstreaming and industry engagement.

They also offered to make introductions to staff in the Western Cape Provincial Government, who work more closely with the minibus taxi industry, as well as known initiatives working on similar projects. The team has followed up with the staff at the City of Cape Town Authority, and is awaiting a response.

This meeting was overall positive and provided a promising link to local government, which will hopefully generate further leads to scale the interventions.

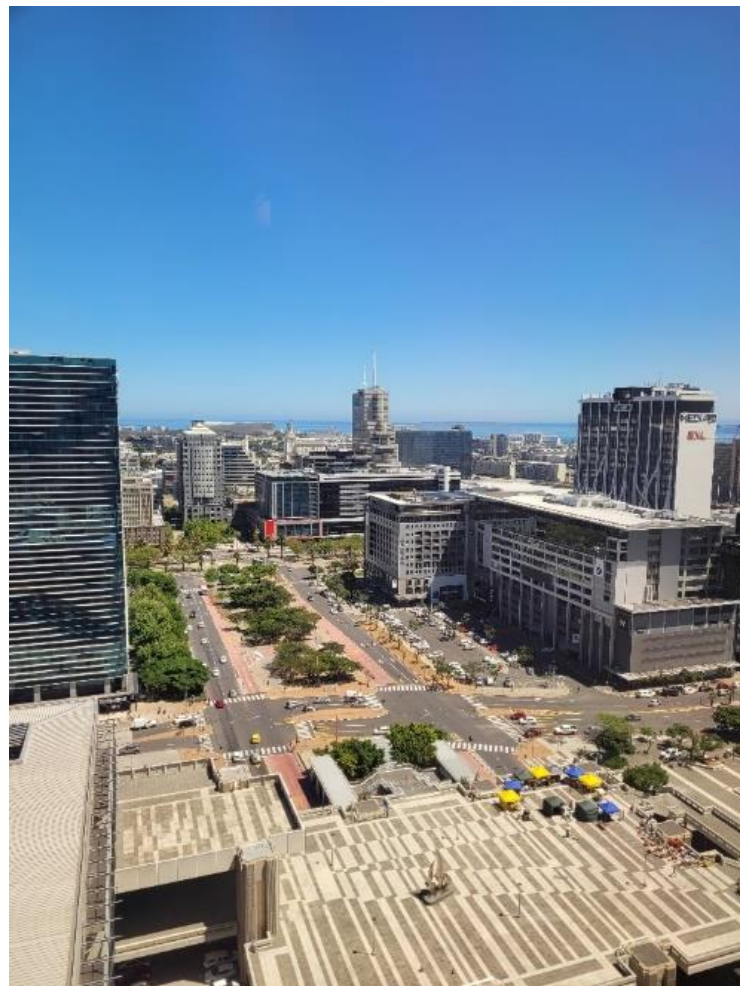


Fig. 6. View of Cape Town's CBD from the Civic Centre

Conclusions

Overall, the activities yielded moderate success. Due to the unforeseen circumstances on the day of the first two focus groups, the team wasn't able to engage with a large enough number of drivers and commuters of interest in order to infer with certainty the impact of the interventions implemented in 2022.

Despite this though, some positive feedback was gathered from the drivers who took part in the training, and their contributions will be valuable in setting future priorities for this work (e.g. expanding the reach of the GBV awareness training and engaging more deliberately with sliding door operators).

The engagements with SANTACO executives, both at the association and at the regional level, yielded interesting insights and showed how a cross-sectoral approach can bring different perspectives and ideas to light; all of which can significantly contribute to supporting the formalisation of the minibus taxi industry.

Below, is a conclusion summary linked to the project's objectives.

- **Evaluate the impact of the GBV training**

The overall feedback from the drivers was positive. In order to gather overarching feedback on the impact though, a larger number of drivers should be engaged. Drivers have benefitted from the contents of the training delivered, and showed an increased awareness of women's vulnerabilities in their taxis as well as in taxi ranks. They have since been sharing learnings of the training with fellow drivers, and expressed some concern for the behaviour of sliding door operators, whom they believe would benefit from this training.

- **Impact of the roll-out of the Safe Taxi Charter**

By engaging with commuters who do not usually travel along the routes targeted by the training, the feedback gathered did not correlate their experience linked to the performance of the drivers who had been trained. These engagements did provide further insight into the experiences of women in the minibus taxi space, though did not add significantly to the evaluation of the GBV training and Safe Taxi Charter rollout.

- **Avenues to strengthen and make Safe Taxi Charter more visible**

Engaging with SANTACO executives, taxi owners and the SANTACO Women's Desk provided an array of perspectives in strengthening and making the Safe Taxi Charter more visible. By engaging with owners, and promoting more harmonization and communication across the sector (namely owners, drivers and operators) the principles of the Charter will be implemented more easily, and adhered to.

It will be crucial to get the taxi owners' engagement and support to further circulate the Charter and have it displayed in vehicles.

Recommendations and Next Steps

Based on the discussion had with SANTACO and its customers, the following recommendations can be made for the continued implementation of activities aimed at the formalization of the minibus taxi industry.

- Seeking further engagement with taxi owners, and continued engagement with taxi association executives to promote the adoption of the Safe Taxi Charter and its principles;
- Seeking a pledge from drivers and operators upon signing of a revised Charter and code of conduct, indicating their adherence to the Charter's principles;
- Finding opportunities to scale the GBV awareness training, specifically targeting sliding door operators;

In terms of immediate next steps, the project team will endeavour to:

- Revise the existing Safe Taxi Charter, and produce stickers with key messaging and information for commuters, to be displayed in taxis;
- Continue to engage with City Government and seek further links with Provincial Government to discuss next steps of the project and identify areas of synergy to achieve common goals;
- Conduct further focus groups with the women who took part in employment skills training in 2022, to determine its impact; Revisit the successes Blue Dot programme
- Identify ways to communicate to commuters the available reporting avenues (e.g. reaching out to the provincial office in Belleville, and making this reporting avenue known to commuters)



UK ESRC GCNA

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

Follow-on project report (part II)

March 2023

Cape Town, South Africa

Introduction

Since December 2022, the project team has been busy strengthening key outputs such as the Safe Taxi Charter (Annex 1), as well as developing further the GBV awareness initiatives involving minibus taxis and drivers working out of the Bellville transport hub/junction.

In March 2023, the project team gathered in Cape Town to deliver the final project activities, and evaluate the impact of the interventions implemented thus far.

This final visit to Cape Town focused on broadening the impact of the pilot interventions implemented in 2021-2022. These interventions aimed to contribute to a more inclusive approach to public transport provision in Cape Town, by engaging key transport stakeholders operating under the South African National Taxi Council (SANTACO) and the SANTACO Women's Desk.

Key achievements to date include:

- The strengthening of the co-developed [Safe Taxi Charter](#), which was adopted and implemented as a pilot by the Bellville Operators Taxi Association (B.O.T.A.).
- The development and distribution of Safe Taxi Stickers (Annex 2), including key safety messages, contact information to report incidents of gender-based violence (GBV), and a QR code linking to the Charter.
- Follow-ups and focus groups with drivers to understand the impact of the GBV awareness training conducted in 2022.
- Supporting the interim SANTACO Women's Desk in advocating for their legitimacy and right to operate in the interest of all women in the Taxi Industry in the Western Cape Province.

The GCNA-funded follow-on project “Youth Engagement and Skills Acquisition in Africa's Transport Sector: promoting a gender agenda towards transitions into meaningful work”



concluded in March 2023, following the delivery of end of project activities and an end of project meeting with key transport stakeholders.

Fig. 7. Bellville taxi rank

Methodology/Work Plans

Distribution of Safe Taxi Stickers

Objective: to build on the GBV awareness training and implementation of the Safe Taxi Charter, by displaying Safe Taxi Stickers in minibus taxis operating under the Bellville Operators Taxi Association (B.O.T.A.). These stickers contain safety messages, key contact information to enable reporting feedback and complaints, as well as a QR code linking to the Safe Taxi Charter.

Activities:

- Gain approval from the B.O.T.A. chairperson to display the stickers in her fleet, as well as using her contact details to display on the stickers.
- Proceed with the distribution of the stickers in the fleet (27 vehicles) operating the Bellville-Eesteriver route.
- Keep a record of the distribution by recording vehicle registration, and drivers and owners' contact details.

Drivers and Operators focus groups and short video interview

Objective: to engage with drivers and operators who attended the GBV awareness training with Sonke Gender Justice in 2022. The aim was to understand the extent to which the drivers adhere to the principles highlighted in the Safe Taxi Charter. Furthermore, the aim was to gather their reflections on the usefulness of the training they attended, and the perceived impact of distribution of the stickers.

Activities:

- Conduct (x2) focus group discussions with drivers and operators from the Bellville Operators Taxi Association (B.O.T.A.), who attended the GBV awareness training in 2022. Engage with a maximum of 10 drivers per session.
- Conduct short video interviews with selected drivers asking them to reflect on the training and the impact on women's safety in taxis.

End of project meetings with key transport stakeholders

Objective: The aim was to have follow-up discussions from the meetings held in December 2022. This was in order to reflect on the implementation of the Safe Taxi Charter, and the distribution of the stickers in the taxis. This discussion aimed to bring together different stakeholders including SANTACO associations in the Norther Region, the Women's Desk and drivers involved in the GBV awareness training.

Activities:

- Bring stakeholders together in a roundtable-style meeting, to mark the end of the project and reflect together on the achievements made, and the future prospects of the initiative.

Discussion of Outcomes

Distribution of Safe Taxi Stickers

The distribution of the Safe Taxi Stickers took place on Friday, March 10 and on Saturday, March 11. A total of 27 taxis were reached, with the support of the B.O.T.A. rank regulator and driver who oversees the drivers and manages the vehicles at the taxi rank.

During the distribution, all of the main stickers (i.e. those containing the contact of the chairperson of B.O.T.A.) were numbered, and a record was kept of the vehicle's registration, the drivers and the taxi owners' details. These were shared with the association for record keeping.

This activity was supported by the SANTACO Women's Desk, who facilitated communication with the Bellville Operators Taxi Association, and liaised with the chairperson in order to get consent to pilot this initiative.



Fig. 8. Safe Taxi Stickers distribution at Bellville taxi rank, March 10th 2023

Placing the stickers in the vehicles provided an opportunity to engage with B.O.T.A drivers and sliding door operators. Most of the drivers were familiar with the commitment of their association to address GBV, as a number of them had taken part in the training in 2022. Those who didn't, when explained the purpose of the stickers and the GBV prevention initiative, were happy to assist in the display of the stickers and to provide their contact details.

Drivers appreciated the messages on the stickers, and were happy to have a sign in their vehicles that indicated their commitment to tackling GBV and violence against women in their taxis.

Interestingly, two drivers initially refused to have one the stickers displayed, which says, “Say something! If your vehicle is overloaded”. This speaks to the propensity of some drivers to overload their vehicles, as a way of maximizing revenue per trip.

Drivers, as mentioned earlier in the report, work against daily targets and only begin generating income for themselves once they reach this target. Despite acknowledging road safety and customer service concerns, which result from overloaded vehicles, one driver still refused to have that particular sticker displayed.

Overall, the distribution of stickers was positive and the B.O.T.A. chairperson expressed interest in having the remainder of the stickers distributed to a different fleet, operating along the Bellville-Cape Town route.

“These routes is where most of the incidents happen, so it would be good to have these drivers go through the training and have the stickers in the taxis”. B.O.T.A. chairperson.

Drivers and Operators focus groups and short video interview



The focus groups took place on Monday, 13 March 2023 at the meeting space in the Bellville taxi rank (where the GBV awareness had taken place in 2022). Supported by B.O.T.A. rank regulator and driver, who had previously facilitated the display of the stickers, the project team engaged in two focus groups of one hour with 16 drivers in total. Two SANTACO Women’s Desk members also attended.

One of the drivers, who had been particularly involved in the GBV awareness training, took part in both of the sessions.

He had since the training taken the informal role of ambassador for safety and tackling GBV in the taxis. By taking part in both discussions, he provided useful insights as well as encouragement to other drivers to share their thoughts and experiences.

Fig. 9. Lyle De Lille, B.O.T.A driver

“When I heard that there was going to be training on gender [based] violence, I took it with both hands. My father was a teacher, so maybe that is why I like learning and new things.

What we learned here we took it with us, and went and had our own meetings. Luckily, on this route we have Sherly. She is a woman driver and she’s like a mother figure and a sister figure,

and because of that the ladies can come and complain and report things to her. So she deals a lot with the things that we learned here.

So, what we learned here we went back there [on the rank] and started implementing it. We took our gartjies (sliding door operators), who you know can be unruly, and we taught them about what we learned, about catcalling and inappropriate touching.

There are a lot of unruly people, but you know, everyone can be taught a lesson. We started identifying those drivers who are having problems like with the things we discussed and we thought 'Sherly can call them and have a personal talk with them'. So we have a sort of support group among our drivers, because we like what we learned and we want to implement it"

Other drivers also expressed their satisfaction with the training and that they were applying what they'd learnt to their day-to-day work lives. One of the key learnings they took away from the training was around key terminology and its meaning.

"One of the biggest lessons was around the different kinds of harassment and abuse. Some guys don't know that catcalling for example is a form of harassment, and so it was useful to know that so we can tell others and our gartjies too".

A driver went on to comment on the need to establish a network, which links drivers and sliding door operators. As the taxi industry does not formally recognise sliding door operators, they often get away with unruly behaviour and harassment, like not giving passengers the correct change, being rude to and inappropriately touching customers.

"I can't speak for other association, but the drivers we have here are decent drivers, they all have licenses and PDPs (professional driver's permit). They are all registered and we know who they are.

The problem we might have is with the gartjies. Maybe in the future, if we could have a network where we get all the gartjies and get their contacts, their ID numbers and address. So we have a record of who they are, and if a complaint comes for one of the gartjies we can identify them.

If we can get the network that links the drivers to their gartjies and have a system of accountability – because the driver will be responsible for the gartjie, like the taxi owner is responsible for the driver."

The conversation was productive and insightful, and gave drivers a space where to talk about their work and their worries, ideas and hopes for improving the safety of passengers as well as their role in helping taxi operations become more inclusive and customer-centric.

The driver (Lyle) who attended both focus groups was invited to join the end of project meeting with the SANTACO associations. He had provided useful insights and suggestions for ways to improve the taxi operations. He also suggested inviting the chairpersons of the two associations who operate along his route, in order to get their commitment to also support the GBV prevention initiatives they were implementing.

End of project meetings with key transport stakeholders

On March 14th, hosted at the SANTACO Northern Region offices in Bellville, the project team gathered with the Women's Desk and key SANTACO stakeholder who had been involved in the project as well as two associations (Melton Rose and Eesteriver) to formally conclude the project and reflect on its achievements.

The meeting gathered 24 people (excluding the project team), who included the chairperson of B.O.T.A., Melton Rose and Eesteriver taxi associations. Among the attendees were also some of the women involved in the employment skills training delivered in 2021 and 2022.

The meeting began with a presentation by the project team on the end of project activities, as well as a recap of the project as a whole. The project team expressed gratitude to the SANTACO Northern Region executives, the SANTACO Women's Desk for their continued support, as well as the chairperson of B.O.T.A. for agreeing to pilot the GBV prevention initiatives with her fleet and drivers.

The Women's Desk proceeded to address the room by sharing the good news about the Province's decision to allow their interim structure to continue operating in the interest of women in the Taxi Industry in the Western Cape. The Women's Desk will be supported by the interim Provincial Chairlady in the process of elections to solidify their structure, so to be able to fulfil their mandate of fostering empowerment opportunities of women in the Taxi Industry.



Fig. 10. Project team with the SANTACO Women's Desk and employment skills trainees

The meeting proceeded with the driver's address to the room and especially the SANTACO executives. He thanked them for the opportunity to speak directly to chairpersons and executives of taxi associations, as he pointed out that often these opportunities for drivers do not exist.



Fig.11. B.O.T.A. driver addressing the end of project meeting stakeholders

He communicated his experiences with the training as well as disseminating his learnings, along with other trainees, to drivers and sliding door operators working in Bellville. He shared his ideas about formalising some of the taxi operations by establishing a network of sliding door operators so that they can be identified and associations can root out bad behaviour.

This was also said in the context of rewarding decent and honest workers, and ensure that they also have access to training and upskilling, which will make them more gender-sensitive and provide greater job satisfaction and progression.

Conclusions

The end of project meeting provided the opportunity to reflect on the achievements of the project. The Safe Taxi Charter was amended to include referral numbers for services like Life Line and Rape Crisis support.

The B.O.T.A chairperson was determined to be an example for other associations in Cape Town in her commitment to addressing GBV in her taxis and in the taxi rank. She expressed gratitude to the project team for working together and said, “Thank you for trusting BOTA with your project”.

Through the Women’s Desk, the project team received feedback on the stickers by other associations, who have since expressed an interest in implementing a similar initiative in their fleets. A traffic officer from George, in the Western Cape, got in touch with the Women’s Desk after hearing about the initiative and also expressed an interest in knowing more about it.

So far, the project team has received interest from the following associations:

- Kensington Factreton Taxi Association (KENFACTA)
- Melton Rose Taxi Association
- CATA Seawater Cape Town-Nyanga Taxi Association
- CATA - Bloewata Kraaifontein Taxi Association
- Belta-Nyanga Bellville-Durbanville Taxi Association
- Bonthenwel Taxi Association
- Delft-Bellville-Parow Taxi Association

This project showed the potential of an interdisciplinary approach, supported by strong partnerships, can successfully bring key transport stakeholders to work together in tackling pervasive GBV and sexual misconduct in transport environments.

A major achievement of this project was precisely being able to bridge existing gaps in communication between the Taxi Industry and its customers, as well as enabling collaboration across different structures of SANTACO and the SANTACO Women’s Desk.

SAFE TAXI CHARTER

YOUR RIGHTS

As a passenger you should expect:

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

Your driver or *gartjie* should:

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

Your taxi should be:

- Clean and tidy
- Well maintained

OUR COMMITMENT

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



FEEDBACK OR COMPLAINTS?

Contact the Chairperson of your primary association.

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

NEED FURTHER SUPPORT?

- Rape Crisis 24-hour Helpline: **021 447 9762**
- Life Line Counselling Helpline: **021 461 1111**
- Sonke Gender Justice: **021 423 7088**

This Safe Taxi Charter was co-created in consultation with the SANTACO Women's Desk, the Taxi Industry and taxi passengers. This document was developed in the hopes of promoting a safer and more inclusive transport environment, meeting and setting the standards within the Public Transport Industry.

Annex 2. Safe Taxi Stickers





**SPEAK
OUT
NOW!**



**Tell your driver
to slow down, if
going too fast**



**SPEAK
OUT
NOW!**



**Say something,
if someone
needs help**