

# SAFE TAXI CHARTER

## YOUR RIGHTS

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### 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

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- 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.