

# Safe Taxi Charter Survey (CFLI)

## Male or Female

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

## Age Group

- ☐ 18-25 years old
- ☐ 26-35 years old
- ☐ 36-45 years old
- ☐ 46-55 years old
- ☐ > 55 years old

## Type of profession

- ☐ Employed Formal
- ☐ Employed Informal
- ☐ Student
- ☐ Unemployed
- ☐ Other

## Reason for travelling

*Paid work = employment, unpaid work might be childcare, household chores, food shopping etc.*

- ☐ Paid work
- ☐ Unpaid work
- ☐ Social - family or friends
- ☐ Other

## How often do you use minibus taxis?

*Consider one time to be one return journey.*

- ☐ Once every week
- ☐ 2-5 times a week
- ☐ Every day

## Journey starting point

*Current location - target people only at the start of their journey*

---

## Journey starting point

*Current location - target people only at the start of their journey*

---

**Final destination**

---

**Do you have any concerns about using minibus taxis?**

- ☐ Yes
- ☐ No

**What is your main concern about using minibus taxis**

- ☐ Road Safety
- ☐ Personal Security (risk to self)
- ☐ Cleanliness and Comfort
- ☐ Customer Service
- ☐ Crime
- ☐ Other

**What could be done to address your main concern?**

---

**Have you previously reported a concern or problem before?**

- ☐ Yes
- ☐ No

**Who did you report your concern/problem to?**

- ☐ Gaartjie
- ☐ Driver
- ☐ Rank coordinator
- ☐ Someone else

**What do you think would be the best way of reporting concerns or problems?**

---

**Have you noticed the stickers for the Safe Taxi Charter inside some of the taxis?**

*Point to stickers which you're referring to if there is one in the taxi*

- ☐ Yes
- ☐ No

**Have you used the charter for any reason?**

- ☐ Yes
- ☐ No

**Would you be happy to share why you used the charter?**

*Option to share if willing - this information will be kept confidential.*

---

**Do you agree that there should be a Safe Taxi Charter?**

- ☐ Yes
- ☐ No

**Are there any improvements you would suggest?**

---

**Would you encourage other passengers to use the charter?**

- ☐ Yes
- ☐ No

**Any final thoughts you'd like to share?**

---

**Better road use**

- ☐ Option 1
- ☐ Option 2