

**AN ANALYSIS OF THE VIEWS OF MINIBUS TAXI DRIVERS AND COMMUTERS TO  
ROAD SAFETY: A CASE STUDY OF THE NORTHERN AREAS OF PORT  
ELIZABETH.**

**BY  
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## DECLARATION

“I, BERNICE ALOMA FERREIRA, hereby declare that:

- work in this research paper is my own original work;
- sources used or referred to have been documented and recognised; and
- research paper has not been previously submitted in full or partial fulfilment of the requirements for an equivalent or higher qualification at any other recognised education institution.”

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## **ABSTRACT**

People without private transport are dependent on public transportation. Public transport, particularly minibus taxis, is the most popular mode of transport in the Northern Areas of Port Elizabeth. The objective of the minibus taxi industry is to provide public transport to minibus taxi commuters in an economically, reliable and safe manner.

The focus of this case study was to explore and determine the views of minibus taxi commuters who utilised minibus taxis as a form of public transport, as well as the views of minibus taxi drivers in terms of adhering to road safety requirements on Stanford Road in Port Elizabeth. The literature survey revealed that transport in South Africa has had a political dimension arising from the Group Areas Act 41 of 1950. One consequence of this Act, which imposed residential segregation on the country, was that poor black commuters were forced to live far out of town, forcing them to travel long distances to places of work and commercial centres, with a commensurate increase in transport costs.

Data was collected by means of two structured questionnaires which were administered to minibus taxi drivers and minibus taxi commuters to explore their views and experience of road safety on Stanford Road in Port Elizabeth. A discussion on the minibus taxi industry, minibus taxi associations and law enforcement agencies in Port Elizabeth, as well as the sustainability of the minibus taxi industry, followed in Chapter Three. Through this case study, valuable insight was gained regarding the minibus taxi industry and road safety in Port Elizabeth. Finally, recommendations to improve road safety were made.

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## LIST OF ACRONYMS

|        |  |
|--------|--|
| ATA    | Algoa Taxi Association   |
| FIFA   | Federation International Football Associations                       |
| IRPTN  | Integrated Rapid Public Transport Network                            |
| NATOA  | Northern Areas Taxi Operators Association                            |
| NMBM   | Nelson Mandela Bay Municipality                                      |
| NMBPTF | Nelson Mandela Bay Public Transport Forum<br>Strategic Business Plan |
| NTTT   | National Taxi Task Team  |
| SAPS   | South African Police Services  |
| TBRT   | Taxi/Bus Rapid Transit System  |



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## CHAPTER ONE

### OVERVIEW OF STUDY

#### 1.1 INTRODUCTION AND BACKGROUND

As a very popular mode of transport, minibus taxis have become a common sight on South African roads. Public transport, particularly minibus taxis, is the most popular mode of transport in the Northern Areas of Port Elizabeth, where the majority of the community does not have access to private transport. According to Erasmus (2005:160), pre-1994 South Africa was mainly characterised by division on the basis of race and gender.

The Northern Areas of Port Elizabeth is a historically Coloured demarcated residential area. The Employment Equity Act 55 of 1998 defines designated disadvantaged groups as Blacks (Africans, Coloureds and Indians). People without private transport are dependent on public transportation. The minibus taxi industry in the Northern Areas of Port Elizabeth, which has grown exponentially since the 1970's, provides a service to the community and constitutes an income-generating industry. According to Sekhonyane and Dugard (2001:14), one of the most pressing transport related challenges facing the government of South Africa is to establish a minibus taxi industry that is safe, effective and reliable and that will contribute to growth and the country's economy.

According to McCaul (2001:36), transport in South Africa has had a political dimension arising mainly from the Group Areas Act 41, of 1950. The Act was enacted under the apartheid government of South Africa. The Act assigned racial groups to different residential and business sections in urban areas. It caused many non-whites to commute large distances from their homes to their places of work. According to Sekhonyane and Dugard (2004:14), minibus taxis have never been part of the formal public transport system in South Africa. As early as the 1970's, the South African government began to view its monopoly of public transportation, intended to protect the

South African transport services, as an economic liability. The minibus taxi industry emerged in the wake of the apartheid government's policy of economic deregulation in 1987. Prior to formal deregulation in 1987, minibus taxi operators had to defy the apartheid laws and strict regulations, which were prejudicial to blacks. In effect, the system resulted in the rejection of over 90% of minibus taxi permit applications by blacks. Under such circumstances, most black minibus taxi operators operated illegally, using private saloon vehicles as taxis. Buses and trains were inadequate and expensive, and the demand for minibus taxis outstripped the supply.

According to McCaul (2001:6), minibus taxis pose a threat to the monopoly of the established bus operators and the state-owned South African Transport Services. The South African Transport Services does not want the profitability of its services to be threatened by competition from minibus taxis. While some minibus taxi operators have not survived fines that were imposed or the confiscation of their vehicles, most have continued to expand their businesses.

According to Sekhonyane and Dugard (2004:14-15), the minibus taxi industry became one of the few industries in South Africa that could accommodate retrenched workers as well as aspiring black business entrepreneurs. Widespread retrenchments occurred in various industries due to political activism and disinvestment. Disinvestment, which was at its zenith from 1985 to approximately 1992, refers to the use of concerted economic boycotts to pressurise the South African government to abolish its apartheid policies. Over the past few decades, minibus taxis have become a permanent feature of public transport in South Africa.

The primary goals of the minibus taxi industry are to ensure that commuters reach their destination safely and on time, as for well as financial gain. Fatality rates among minibus taxi users are higher than among the users of ordinary cars. Road safety and road safety management refer to the interventions that are required, or to be enhanced, in order to prevent the occurrence of road traffic accidents and traffic offences. The specific objectives of road safety management are, to reduce fatalities and to identify critical road traffic offences that mostly contribute to road accidents (Traffic Focus 2009:30). In a tragic example of road safety negligence, Shaw (2009:2) recounts that a minibus taxi

driver was convicted on six counts of culpable homicide following the death of six pupils in a fatal accident on Stanford Road in the Northern Areas of Port Elizabeth. The driver was also found guilty of speeding and overloading as the sixteen-seater minibus taxi was carrying twenty-two passengers. The new South African record for overloaded minibus taxis was set by a minibus taxi driver from Khayelitsha in Cape Town, who managed to squeeze 113 passengers, 105 toddlers and eight adults, into a vehicle registered to carry only twenty-six passengers (<http://censorbugbear-reports.blogspot.com> retrieved 7/01/2010). The rapid growth of the minibus taxi industry has meant that standards have dropped. Failure on the part of minibus taxi drivers to adhere to road safety rules, *inter alia*, the overloading of minibus taxis and speeding, can be viewed as lowering of standards and jeopardising passenger safety.

According to McCaul (2001:99-101), it would seem that the commission or percentage system which gives minibus taxi drivers the incentive to overload and speed recklessly to boost their earnings, contributes to unsafe driving habits, which result in fatal accidents. Minibus taxi drivers earn commission for any extra trips undertaken. According to McCaul (2001:100), the scrapping of the commission or percentage system and the payment of a basic salary to minibus taxi drivers would reduce accident rates. The purpose of this case study was to explore and determine the views of road safety among commuters who utilised minibus taxis as a form of public transport and the views of minibus taxi drivers on the need to adhere to road safety requirements.

## **1.2 MOTIVATION FOR STUDY**

Statements made by the public and media coverage confirm and entrench the tarnished image of the minibus taxi industry. Road safety roadblocks are regularly held in Port Elizabeth. According to Wilson (2008:4), Nelson Mandela Bay municipal traffic spokesperson, Luncedo Njezula, said that the roadblock installed on Monday, 16 July 2008 had been aimed particularly at the Northern Areas of Port Elizabeth following numerous complaints received about speeding, overloading and the disregard of road safety by minibus taxis. It was evident that much still needed to be done by the law enforcement agencies to deal with minibus taxi-related problems in the Northern Areas of Port Elizabeth. According to Uithaler (2008:2), chaos erupted when Nelson Mandela Bay



Municipal and Provincial traffic officers monitored the drivers of minibus taxis in the Northern Areas of Port Elizabeth for overloading, reckless driving and driving without legal permits. Some minibus taxi commuters were forced to board other minibus taxis after their minibus taxi drivers were arrested for overloading. According to Ndabeni (2009:1), the reckless behaviour and drunken driving of a minibus taxi driver was condemned by the Vice-Chancellor of the Nelson Mandela Metropolitan University following an accident in which a student sustained severe injuries after being knocked off his bicycle on a pedestrian crossing near the main campus. This prompted the researcher to explore and to determine the views of commuters who utilised minibus taxis as a form of public transport and to focus on the views of minibus taxi drivers in terms of adhering to road safety requirements.

### **1.3 PRELIMINARY LITERATURE REVIEW**

For the purpose of this study, various books, journals, media reports, applicable legislation, minutes of meetings of minibus taxi associations and internet articles on the minibus taxi industry were consulted. Within the commuter sector, the consumer and bus boycotts of the 1980's were viewed as further evidence of the imperative to deregulate transport. These boycotts also had the unanticipated effect of increasing the demand for alternative transport. During this period, buses and trains were frequently attacked by youths forcing commuters to use minibus taxis.

According to Sekhonyane and Dugard (2004:14), from the 1980's onwards, minibus taxi operators began to switch to larger minibuses that could carry 15 passengers. Until formal deregulation in 1987, such minibus taxis were illegal. However, these minibus taxis quickly became popular among black commuters, because unlike other public transport options, they ran late night services, travelled to distant destinations, picked up commuters at their homes, and cut down on the time otherwise spent in long queues at bus and train stations. As the number of illegal minibus taxis escalated, changes were occurring in the apartheid state that had a profound effect on the industry. Both the expense and the politicisation of transport provision in South Africa led the government to establish the Welgemoed Commission of 1981 which investigated the growing minibus taxi industry from 1981 to 1983. The solutions proposed by the Commission risked

exacerbating the problems and contradicted the government's own solution to the politicisation and the expense of service provision in general: deregulating, privatising, and devolving responsibility to lower levels of government. According to Sekhonyane and Dugard <http://www.iss.co.za> (06/01/2010), the Transport Policy of 1987 as well as the Transport Deregulation Act of 1988 legalised 16-seater minibus taxis, resulting in a rapid increase in the number of minibus taxis, passengers and routes. A consequence of the rapid deregulation of the minibus taxi industry was the rise in the number of minibus taxi associations, which was associated with violence in the minibus taxi industry. Minibus taxi associations contested and claimed lucrative minibus taxi routes.

According to the White Paper on National Policy of 1996, sixteen-seater and larger vehicles should be allowed to operate as minibus taxis. Permits were issued on merit, provided that the vehicles adhered to roadworthiness and road safety requirements of, *inter alia*, proper tyres and adequate lighting. The White Paper on National Transport Policy of 1996 was approved by Parliament on 18 September 1996. It recommended the promotion of safe, secure and reliable sustainable transport, assisting and economically empowering disadvantaged minibus taxi operators to participate meaningfully in the public land passenger transport system.

According to Fourie and Pretorius (2005:4), in South Africa, public transport is limited in coverage and not really an attractive alternative to private vehicles. The minibus taxi industry in South Africa has evolved to compete with the highly regulated bus and rail services. According to Fourie and Pretorius (2005:5), the South African government set out to restructure the minibus taxi industry in terms of an ambitious recapitalisation programme. The goal of the minibus taxi recapitalisation programme, initiated by the South African government in 1999, is the replacement of the current ageing minibus taxi fleet, which constitutes the bulk of the minibus taxi industry, with new vehicles that are safer and more reliable. Under the recapitalisation programme, minibus taxi owners will receive subsidies to help them buy new eighteen and thirty five-seater vehicles.

Fourie and Pretorius (2005:10) argue that, although the nature of the recapitalisation programme is commendable, there are critical shortcomings in the programme. Firstly, the programme only deals with the replacement of the ageing minibus taxi fleet, but does

not address destructive competition and route rationalisation. According to Fourie and Pretorius (2005:5), conflict has prevented the realisation of the common goal of an economically sustainable industry. Conflict was caused by the poor regulation of the minibus taxi industry, which led to overtraded routes and associated low cost recovery of the operation, resulting in low profitability. The rationalisation of the public transport route was essential. The objective of the rationalisation of the route network is to eradicate destructive competition and replace it with a network that supports efficient operation and allows healthy competition in the minibus taxi industry. Fourie and Pretorius (2005:8) maintain that in order to promote healthy competition and efficiency in transport in South Africa, existing problems, *inter alia*, distorted route networks, must be addressed. According to Mabasa (2001:2), a strong and safe minibus taxi industry in South Africa must be underpinned by a legitimate and representative structure from the lower levels to national level. This implies that the minibus taxi industry must be restructured.

In the year 2000 the Department of Transport put together an Implementation Working Group for the restructuring of the minibus taxi industry. The purpose of the Implementation Working Group of 2000 was to inculcate a culture of democracy and democratic accountability, create positive conditions for economic empowerment and bring about democratic structures to represent the interests of minibus taxi associations in South Africa. The following legislative frameworks which underlie road safety in South Africa were consulted by the researcher: The National Road Traffic Act, 93 of 1996, the National Road Safety Strategy of 2006, The Basic Conditions of Employment Act, 75 of 1997, the Taxi Recapitalisation Programme of 1999, the South African Competition Act, 89 of 1998, and the Public Transport Action Plan of 2007 - 2010.

#### **1.4 PROBLEM STATEMENT**

The focus of this case study was to determine and explore the views of commuters who utilised minibus taxis as a form of public transport, as well as the views of minibus taxi drivers in terms of them adhering to road safety requirements. Further it was to ascertain the opinions and observations of minibus taxi commuters and minibus taxi drivers in terms of road safety. Personal experience of public transport as a minibus taxi commuter, overloading, speeding and disregard for traffic rules and other road users by minibus taxi

drivers prompted the researcher to undertake this case study. Poor observation of road safety regulations by minibus taxi drivers was identified as particularly high on the Stanford Road route which carries a high volume of traffic. Stanford Road is approximately 22 kilometres long from north to south and is the main entrance and exit route for all the coloured residential areas in the Northern Areas of Port Elizabeth. Stanford Road stretches from beyond Booyens Park to the junction with Kempston Road.

According to Fourie and Pretorius (2005:4), the minibus taxi industry has displayed great levels of resilience and innovation in the face of shifting political and socio-economic conditions and has become the dominant mode of public transport in South Africa. However, the minibus taxi industry is plagued with a record of poor road safety and low financial margins. According to Fourie and Pretorius (2005:5), it is in the interest of the minibus taxi industry to provide a service that complies with the requirements of efficiency, affordability, speed and safety. It is also in the interest of the government to promote public transport as an attractive alternative in a successful transport system. The objective of the minibus taxi industry is to provide public transport to commuters in an economically sustainable manner. In order to achieve this objective, the minibus taxi industry must provide an attractive, safe and profitable service. To provide a safe, reliable and affordable service, the minibus taxi industry requires re-investment and continuous upgrading.

## **1.5 RESEARCH QUESTIONS**

The research questions formulated for this study are:

- What are the experiences and views of minibus taxi commuters as well as minibus taxi operators?
- What are the reasons for lack of law enforcement along minibus taxi routes?
- What formal guidelines or reinforcements can be applied to assist with law enforcement?

## **1.6 RESEARCH OBJECTIVES**

The research objectives are:

- To ascertain the views of minibus taxi drivers with respect to adhering to road safety rules.
- To ascertain the views of minibus taxi commuters in terms of their experiences of road safety when utilising these services.
- To provide input and feedback in order to reinforce guidelines to assist the minibus taxi associations as well as the Nelson Mandela Bay municipal and provincial trafficking and licensing departments in ensuring safety on the roads.

## **1.7 RESEARCH DESIGN AND METHODOLOGY**

A case study is an attempt to understand a person or institution from collected information (Tulloch, 1994:218). A case study can be regarded as an exploration or in-depth analysis of a single or multiple cases, over a period of time (De Vos et al., 2005: 272). The approach of this case study was of an explorative and descriptive nature in order to contextualise the development and growth of the minibus taxi industry in South Africa and in particular in the Northern Areas of Port Elizabeth. In its explorative context, the researcher reviewed various journals, minutes of minibus taxi association meetings, applicable legislation and relevant policy documents. This case study focused on problem issues that have engulfed the minibus taxi industry in respect of road safety, particularly in Stanford Road in the Northern Areas of Port Elizabeth. The significance of this case study is that it is geographic and specific and the findings may be kin only to Port Elizabeth due to prevailing circumstances that relate to road safety management within the area. However, it may be generalised due to recurring high accident rates across the country.

The researcher was particularly interested in investigating road safety along Stanford Road from Booyens Park, a residential area, to the Kempston Road junction, an industrial area. A quantitative design was followed, because the researcher used a formalised set of specific structured questions as well as the Likert style of questioning. Two English language questionnaires were developed to determine the views of both

minibus taxi commuters and minibus drivers. The views of minibus taxi drivers and minibus taxi commuters in respect of road safety were correlated. The questionnaires for both the minibus taxi commuters and the minibus taxi drivers were based on a rating scale of 1-5. One field worker was trained to assist the researcher in obtaining the required information from minibus taxi operators and minibus taxi commuters.

### **1.7.1 Sampling strategy**

According to Polit, Beck and Hungler (2001:15), a sample is a subject of a population selected to participate in a study. The researcher made use of purposive sampling, where the researcher selected the sample on the basis of knowledge of the population, its elements and the nature of the research aims (Babbie & Mouton, 2006:166).

For the purpose of this study, 38 minibus taxi drivers and 100 minibus taxi commuters between the ages of 18 and 61 years were sampled. In the Northern Areas of Port Elizabeth, the age of minibus taxi drivers and minibus taxi commuters ranges between the ages of 18 to 61 years. At a meeting with the Chairperson of the Algoa Taxi Association, Mr M. Such, held on 11 March 2009, it was ascertained that all registered minibus taxi owners appeared on an Alpha list in conjunction with the members of the NMB Transportation Board. Altogether 130 members (minibus taxi owners) and 380 registered 16 seater minibus taxis operate within the Northern Areas of the Port Elizabeth on a daily basis. Each minibus taxi driver undertakes approximately twelve trips daily, during peak and off-peak times. The feeder routes into and out of the Northern Areas follow Stanford Road, which is the main road leading in and out of the Northern Areas to the city and industrial areas. The researcher was unable to obtain the aforementioned Alpha list due to its highly confidential nature.

The Alpha list contains personal confidential information of minibus taxi owners. Permission was obtained from the Algoa Taxi Association to select minibus taxi drivers and minibus commuters to participate in the study. The community of the Northern Areas is predominantly Afrikaans speaking. However, the minibus taxi commuters as well as the minibus taxi drivers did not experience difficulty in comprehending the English questionnaires. Most participating minibus taxi drivers and minibus taxi commuters had a

working knowledge of the English language. The questionnaire for the minibus taxi drivers comprised two sections. Section A requested biographical information on the minibus taxi drivers. Section B was based on the views of the minibus taxi drivers with regard to road safety in the Northern Areas of the Port Elizabeth. The questionnaire for the minibus taxi commuters also comprised two sections. Section A requested biographical information from the minibus taxi commuters. Section B was based on the views of minibus taxi commuters with regard to road safety in the Northern Areas of Port Elizabeth. The following stakeholders were included and consulted: managers of minibus taxi associations and the Nelson Mandela Bay Municipal and Provincial trafficking and licensing departments.

### **1.7.2 Analysis of data**

According to De Vos, Strydom, Fouche and Delport (2005:333), data analysis is the process of bringing order, structure and meaning to the mass of collected data. The researcher analysed the questionnaires gathered from the minibus taxi commuters and minibus taxi operators with the assistance of a statistician employed at the Nelson Mandela Metropolitan University. Findings are presented by means of graphs and charts to determine views that exist in the minibus taxi industry in the Port Elizabeth.

## **1.8 CLARIFICATION OF CONCEPTS**

For the purpose of this study, the following meanings will be associated with the concepts to analyse the topic and the problem statement.

### **1.8.1 Commuter**

According to Tulloch (1994), a commuter is a person who travels some distance to work, especially in a city, usually by taxi or bus.

### **1.8.2 Operator or Driver**

According to the National Road Traffic Amendment Bill, No. 31058 of 2008, no person shall operate a motor vehicle on a public road unless such motor vehicle is registered and licensed and if an examiner for driving licenses has satisfied himself or herself that an applicant for a driving licence is competent to drive a motor vehicle.

### **1.8.3 Minibus Taxi Industry**

During August 1996, the National Minister of Transport announced that illegal minibus taxi operators complying with certain conditions would be legalised and that the industry would be formalised by registering minibus taxi associations. The government, through the National Department of Transport, identified the vital need for formalising and regulating the industry through the National Land Transport Transition Act, 22 of 2000.

### **1.8.4 Views**

According to Tulloch (1994:752), views can be defined as what is seen from a particular point, an opinion, inspection, survey, observation and scrutiny.

### **1.8.5 Road safety**

According to Traffic Focus (2009), it is widely acknowledged that many sectors have a role to play in road safety, especially in the prevention of crashes, deaths and injuries. The Global Road Safety Crisis brings together these sectors at the global, national and local government spheres. In South Africa, the Road Traffic Management Corporation (RTMC) objectives are to prevent and reduce accidents. It also aims to educate drivers on road safety, *inter alia*, the effect of speeding and drunken driving and to encourage compliance with municipal by-laws relating to road safety.



## **1.9 TRUSTWORTHINESS**

Marshall and Rossman (1995:143-145) observe that all research must respond to canons that stand as criteria against which the trustworthiness of the relevant project can be evaluated. These criteria are:

- How credible are the findings of the study?
- How transferable and applicable are these findings to another setting or group of people?
- How can we be reasonably sure that the findings would be replicated if the study were repeated with the same participants in the same context?
- How can we be sure that the findings are reflective of the subjects and inquiry itself?

## **1.10 ETHICAL CONSIDERATIONS**

Tulloch (1994) defines ethics as conforming to the standards of a given profession or group. Ethical issues arise out of interaction with other people and the environment. The scientist has the right to the search for truth, but not at the expense of the rights of individuals in society. The ethical considerations particular to this study are set out below:

### **1.10.1 Voluntary participation**

According to Babbie and Mouton (2006: 521), social research often, though not always, entails an intrusion into people's lives. Social research often requires people to reveal personal information about them. Participants in social research must be completely voluntary. In other words, no one should be forced to participate. In this study, minibus taxi commuters and minibus operators were assured that they may withdraw from the study at any time.

### **1.10.2 Avoidance of harm**

According to De Vos, *et al.* (2005:58), subjects can be harmed in a physical or emotional manner. An ethical obligation rests on the researcher to protect subjects, within reasonable limits, from any form of physical and emotional discomfort that may result from the research. Participants in this study were assured of anonymity and confidentiality during the research process.

### **1.10.3 Informed consent**

According to De Vos, *et al.* (2005:59), obtaining informed consent implies that all possible or adequate information on the goal of the investigation, the procedures that will be followed during the investigation, the possible advantages and dangers to which respondents may be exposed, as well as the credibility of the researcher, be rendered to potential subjects. In this study, informed and written consent was obtained from the relevant minibus taxi association as well as participating minibus taxi drivers and minibus taxi commuters.

### **1.10.4 Deception of respondents**

According to De Vos, *et al.* (2005:60-61), the deception of respondents can be described as deliberately misrepresenting facts in order to make another person believe what is not true, thereby violating the respect to which every person is entitled. The researcher upheld the principles of honesty, dignity and respect.

### **1.10.5 Violation of privacy, anonymity and confidentiality**

According to De Vos, *et al.* (2005:61), the right to privacy is the individual's right to decide when, where, to whom and to what extent his or her attitudes, beliefs and behaviour will be revealed. Confidentiality implies that only the researcher and possibly a few members of his or her staff should be aware of the identity of respondents, and that staff should also have made a commitment with regard to confidentiality. In this case study, the researcher upheld the principles of anonymity and confidentiality.

### **1.10.6. Actions and competence of researcher**

According to De Vos, *et al.* (2005:63), researchers are ethically obliged to ensure that they are competent and adequately skilled to undertake the proposed investigation. The entire research project ran its course ethically.

### **1.10.7 Acknowledgement**

The extent to which acknowledgement is given to each participant's contribution becomes a formal issue when research reports are written for possible publication. Acknowledgement was given to all those who contributed to the success of this case study.

### **1.10.8 Release of findings**

The findings of the study must be introduced to the reading public in written form. Otherwise, even a highly scientific investigation will mean very little and will not be viewed as research (De Vos, *et al.*, 2005:65).

### **1.10.9 Debriefing of respondents**

Through debriefing, problems generated by the research experience can be corrected. The easiest way to debrief respondents is to discuss their feelings about the project immediately after the interview (De Vos, *et al.*, 2005:66). In this case study, the researcher explored the experiences and feelings of minibus taxi operators and minibus commuters immediately after each session.

## **1.11 LAYOUT OF CHAPTERS**

### **CHAPTER ONE: Overview of study**

This chapter focused on the introduction and motivation of the case study, the problem statement, research questions, research objectives, research design and methodology,

clarification of concepts and ethical considerations, with reference to the minibus taxi industry in South Africa.

## **CHAPTER TWO: Literature review**

The purpose of this chapter is to explore and determine the views in terms of road safety of commuters who utilise minibus taxis as a form of public transport and the views of minibus taxi drivers in terms of adhering to road safety in the Northern Areas of Port Elizabeth. This chapter focuses on a literature study of various books, journals, media inserts, applicable legislation, minutes of meetings of minibus taxi associations and the internet, with reference to road safety and the minibus taxi industry in South Africa and the Nelson Mandela Bay.

## **CHAPTER THREE: Analysis of the minibus taxi industry in Port Elizabeth**

Chapter Three presents a detailed discussion of the minibus taxi industry, and the law enforcement agencies and minibus taxi associations in Port Elizabeth, to explore and determine the views of commuters who utilise minibus taxis as a form of public transport and in addition establishes the views of minibus taxi drivers in terms of adhering to road safety requirements.

## **CHAPTER FOUR: Research Methodology**

Chapter Four focuses on the research methods and design used to obtain data on the minibus taxi industry and road safety on Stanford Road in the Northern Areas in Port Elizabeth.

## **CHAPTER FIVE: Data Analysis**

Chapter Five focuses on interpreting, analysing and reporting on the views of minibus taxi drivers as well as minibus taxi commuters in respect of adhering to road safety rules on Stanford Road in the Northern Areas of Port Elizabeth.

## **CHAPTER SIX: Recommendation and Conclusion**

Chapter Six presents the important findings with reference to the minibus taxi industry in the Northern Areas of Port Elizabeth as well as recommendations for the improvement of road safety on Stanford Road.

### **1.12 CONCLUSION**

This study explored the views and the challenges that minibus taxi commuters as well as minibus taxi operators experienced with regard to road safety within the Northern Areas of Port Elizabeth. The minibus taxi industry occupies an important role in the city's economy, considering that those without private transport are largely dependent on public transport. The future of minibus taxis depends on the development of the minibus taxi industry. The community of the Northern Areas deserves a safe and affordable mode of transport.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

The purpose of this chapter is to explore and determine the views in terms of road safety of commuters who utilise minibus taxis as a form of public transport and the views of minibus taxi drivers in terms of adhering to road safety in the Northern Areas of Port Elizabeth. Statements made by the public and media coverage confirmed and entrenched the tarnished image of the minibus taxi industry. This chapter will determine and identify the factors influencing adherence to road safety on Stanford Road in the Northern Areas of Port Elizabeth. However, in order to fully understand the importance of adherence to road safety, a historical perspective is necessary to provide insight and to extract a trend in terms of road safety standards.

#### **2.2 HISTORICAL OVERVIEW OF MINIBUS TAXI INDUSTRY**

According to Fourie (2003:33), a draft Bill based on the Welgemoed Commission's recommendations was circulated in 1983. The Bill, named the National Transport Policy Study, proposed that:

- minibus taxis be defined as vehicles carrying more than four passengers;
- a new category of "small bus" carrying five to twenty-five passengers, operating on fixed routes, timetables and approved tariffs be created;
- licensed minibus taxis be phased out over four years;
- all minibus taxis be fitted with metres.

According to Fourie (2003:33), the National Transport Policy Study was opposed by the South African Black Taxi Association (SABTA), the private sector and the National Association of Automobile Manufacturers. According to McCaul (2001:47), in Fourie (2003:34), a new transport inquiry was then initiated by the South African government. The National Transport Planning Study (NTPS) was to align transport policy with national policy in order to rationalise the transport sector. The NTPS brought about great change in the South African transport policy. The NTPS's recommendations were:

- Sixteen-seater minibus taxis should be allowed to operate as minibus taxis.
- Central government should stipulate the minimum number of minibus taxis in each Regional Service Council (RSC).
- Minibus taxi numbers should be controlled on a quota basis in each RSC area, with the RSC to decide on the maximum numbers in its area.
- The quota should be based on a formula that includes consideration such as rank space.
- The applicant should no longer need to prove the need for a service.

According to McCaul (2001:38), the Road Transportation Act, No. 74 of 1977 did not define minibus taxis. It was only through a loophole in this Act that minibuses could operate legally as minibus taxis. The Act defined a bus as a motor vehicle designed or adapted for the conveyance of more than nine persons, including the driver. Minibus taxis therefore could operate legally as eight-passenger vehicles. According to the White Paper on National Policy of 1987, 15-seater and larger vehicles should be allowed to operate as minibus taxis. Legal transportation permits were issued on merit, provided that the vehicles adhered to roadworthiness and road safety requirements.

According to Fourie (2003:35), the deregulation process of 1987 allowed market forces to determine entry into the minibus taxi market, thus encouraging various

applicants to be granted permits to operate minibus taxis. This resulted in the minibus taxi industry in South Africa growing at a phenomenal rate from 1987 to 1994. Fourie (2003:35) argues that the position of the minibus taxi industry over other transport modes was strengthened by the perception of minibus taxi commuters of it being a community-based industry, surviving against the apartheid authorities and without subsidies. By the mid 1990's, the minibus taxi industry had become a contested economic terrain flooded with new minibus taxi operators. Apart from competition amongst different minibus taxi operators, minibus taxis also started operating along high-demand corridors serviced by bus and rail. This service replication reduced the level of service and potential cost recovery along a route or mode. In addition, higher subsidies were required by the formal modes (bus and rail), due to lower cost recovery (Fourie, 2003:36).

According to Fourie (2003:37), the South African government, through the establishment of the National Taxi Task Team (NTTT) in 1995, deliberated the problems of the minibus taxi industry. The NTTT investigated ways of improving road safety, increasing financial margins and ending conflict. The most significant recommendations were the regulation and formalisation of the minibus taxi industry. According to Fourie (2005:5), the restructuring of the minibus taxi industry in South Africa has become a vital necessity.

### **2.3 ROAD SAFETY IN SOUTH AFRICA**

In South Africa, the challenge is to implement new strategies that will result in rendering the country's roads safer. One of the considered to be most effective strategies identified is the implementation of the Administrative Adjudication of Road Traffic Offences Act 46, 1998 (AARTO). The purpose of this Act is to promote quality, safety and discipline in road traffic and to facilitate the adjudication of road traffic violations (Traffic Focus, 2009). The Road Traffic Management Corporation Act, 20 was approved by government in 1999. The



purpose of the Act is to ensure road traffic service provision and in particular order and safety on roads (Traffic Focus, 2009).

Contributory factors to road traffic accidents are categorised as the driver, the vehicle and the road environment (Traffic Focus, 2009):

### **The driver**

Some of the major types of driver contributory factors to road accidents include:

- Driving at inappropriate speeds or exceeding the prescribed limit;
- Driving under the influence of intoxicating liquor or drugs;
- Failure to stop at red traffic signals, stop signs and to yield at yield signs;
- Illegal and unsafe overtaking across barrier lines and in the face of oncoming traffic;
- Not keeping a safe distance between vehicles; and
- The failure to observe critical safety aspects of the vehicle (Traffic Focus, 2009: 30). All drivers need to be properly tested, licensed and have a good knowledge and understanding of all the rules and regulations of the road.

### **The vehicle**

Some of the main types of vehicle contributory factors are:

- Failure of brakes;
- Damaged or smooth tyres that contribute to tyre bursts;
- Poor steering mechanisms; and
- Poor visibility due to dirty or dysfunctional lights (Traffic Focus, 2009: 30). All vehicles that are used on a public road must be registered, licensed and roadworthy.

## **The road environment**

The contributory factors in the road environment are:

- Poor riding quality of the road surface, *inter alia*, potholes, rutting and edge breaking;
- Inadequate poor, unreadable and wrongly placed road traffic signs and markings;
- Inadequate fencing, allowing stray animals on the road (Traffic Focus, 2009: 30). Adequate maintenance of roadway is the responsibility of the different spheres of government.

### **2.4 RESTRUCTURING OF MINIBUS TAXI INDUSTRY**

According to Fourie and Pretorius (2005:4), a good transport system is one of the critical building blocks of a world-class economy. In South Africa, public transport is limited in coverage and not really an attractive alternative to private vehicles. The minibus taxi industry in South Africa has evolved to compete with the highly regulated bus and rail services. The minibus taxi industry has displayed great levels of resilience and innovation in the face of shifting political and socio-economic conditions and has become the dominant mode of public transport in South Africa. However, the minibus taxi industry is plagued by violence, poor road safety and low financial margins. These problems and the associated deterioration of service levels pose serious reservations about the sustainability of the minibus taxi industry.

According to Fourie (2003:38), the Moving South Africa project was launched in 1997. The concern for sustainability stems from the following matters, as highlighted by The Moving South African Document (1998:18) in Fourie (2003:7):

- Sustainability is required to meet the customers needs, that is, levels of service.
- Sustainability is a necessary condition for the continuous upgrading of level of service of transport.
- Public transport is a long-term industry that requires advance planning and funding availability.
- Loss of the public transport industry could destabilise other parts of the South African economy.

In terms of the recapitalisation programme, minibus taxi owners receive subsidies to help them buy new eighteen and thirty-five-seater vehicles. A further non-commercial goal of the recapitalisation programme has been the regulatory management of the industry with a view to improving road safety and decreasing violence within the minibus taxi industry. The minibus taxi industry in South Africa has its roots in the informal economy. Despite its informal character, the minibus taxi industry has become the preferred mode of public transport (Fourie & Pretorius, 2003:41).

The recapitalisation programme will revamp the minibus taxi fleet through capital, but does not deal with the consolidation and coordination of all modes of public transport. Secondly, the recapitalisation programme is largely driven by safety considerations. Although safety is an important aspect of improving levels of service, it is not the only one. An industry driven by anything other than profit may become reliant on subsidies and will therefore not be self-sustaining (Fourie, 2005:5).

According to Fourie and Pretorius (2005:5), the future of the minibus taxi industry will be determined by forces of supply and demand. Poor road safety, security and low profit margins are threatening the survival of the minibus taxi industry. The objective of the minibus taxi industry is to provide public transport to minibus taxi commuters in an economically sustainable manner. In order to

achieve this objective, the minibus taxi industry must provide an attractive, safe and profitable service. To provide a safe, reliable and affordable service, the minibus taxi industry requires re-investment and continuous upgrading to ensure the safety and efficiency of the service. This includes proper vehicle maintenance, good working conditions for minibus taxi drivers and improved financial management. Essentially, the minibus taxi industry is a business. Forces of supply and demand will determine its future. The most cost-effective way, whether formal or informal, of serving its customers will dictate the evolution of the minibus taxi industry.

According to Fourie and Pretorius (2005:5), minibus taxi stakeholders, namely the operators and minibus taxi associations, focus primarily on action that will secure short-term survival. Only the bare minimum is spent on maintenance to keep vehicles in good condition as well as minimising driver wages. Controlling costs is crucial to warrant profitability in the minibus taxi industry. Emphasis is primarily on actions that will secure survival and any expense that does not have an immediate effect will be delayed or disregarded. For example, the minimum expense is spent on vehicle maintenance. Stakeholders are in conflict between focusing on controlling cost to maximise profit and investing money on issues that will ensure and enhance their position as preferred public transport provider.

According to Fourie and Pretorius (2005:5), improved service levels will ensure long-term economic sustainability and increased market share, without jeopardising the short-term survival of the minibus taxi industry. The restructuring of the minibus taxi industry is necessary, since its unregulated character is the underlying cause why the industry has not achieved economic sustainability. Fourie and Pretorius (2005:5) have proposed a framework for an improved minibus taxi industry in South Africa. This framework identifies the related challenges that should be addressed to transform the minibus taxi industry into a high-quality transport provider. In order to be successful, destructive competition should cease.

### **2.4.1 Eradication of destructive competition**

According to Fourie and Pretorius (2005:6), the poor regulation of the minibus taxi industry in South Africa led to overtraded routes. Initial high profits in the unregulated minibus taxi industry, as well as the profit potential by competing with other modes of transport (bus, rail and private) attracted many newcomers to the industry. Apart from fierce competition amongst minibus taxi operators, minibus taxis also started operating on high demand corridors serviced by bus and rail services.

The resultant service replication reduced the potential cost recovery along a route or by a mode, which led to destructive competition. The highly contested routes led to violence, as well as reduced service and safety levels within the minibus taxi industry. Therefore, the rationalisation of the public transport route has become essential. The objective of the rationalisation of the route network is to eradicate destructive competition and replace it with a route network that supports efficient operation and allows healthy competition in the minibus taxi industry.

According to Fourie and Pretorius (2005:6), in order to promote healthy competition and efficiency in transport in South Africa, the following existing problems must be addressed:

- Distorted route networks.
- Service replication, due to uncoordinated formal and informal modes of transport.
- A subsidy system that encourages distortion.

According to Fourie and Pretorius (2005:6-7), bus and rail (formal) transport and minibus taxis have always been viewed separately, which led to lack of coordination in the structure of public transport in South Africa. The consolidation

and coordination of the existing modes of transport will improve the efficiency of the route system. The Departments of Transport and Finance in its Economic Vision 2014 has identified transport as a key element in increasing competitiveness. Modes of transport should be non-reliant on transport subsidies. Rather, funds should be invested in enabling functions like:

- infrastructure-efficient modal interchange facilities;
- maintenance contracts to improve safety standards;
- education and training that is, financial management, business development, change management and customer service;
- pilot projects to investigate and test the viability of new vehicles and modes.

#### **2.4.2 Enhanced level of service**

According to Fourie and Pretorius (2005:8), affordability, reliability and safety will be improved by the rationalisation of the route network. The causes of poor road safety can be attributed to issues relating to:

- the vehicle;
- driver behavior;
- law enforcement.

According to Fourie and Pretorius (2005:8), only vehicles designed for mass transit should be used as public transport in South Africa. In addition, vehicles used for public transport should be adequately maintained. Both minibus taxi drivers and minibus taxi commuters should be educated in terms of safe boarding and alighting practices, and the dangers of overloading. Improved driving practices, as well as labour relations, are required. Improved vehicle fitness, loading practices and driving will lead to profitability. Increased profitability will lead to re-investment in the minibus taxi industry in South Africa,

so that the objective of an economically sustainable minibus taxi industry can be achieved.

According to Faulks (1999:15), if minibus taxis fall short of the ideal, compromise is not easy. It is at this stage that government intervention in the minibus taxi industry becomes necessary. Government's efforts must include the elimination of destructive competition and enforcing safety standards on the roads.

## **2.5 LEGISLATIVE AND POLICY FRAMEWORK**

The legislative framework that underpins the minibus taxi industry in South Africa is as follows:

### **2.5.1 White Paper on National Transport Policy**

Parliament approved the White Paper on National Transport Policy on 18 September 1996. The major policy principles regarding public transport recommended in the White Paper are, *inter alia*:

- The use of public transport must be promoted over the use of private transport.
- Public transport services must address user needs, including those of commuters, scholars, tourists and people with disabilities.
- Disadvantaged operators must be assisted to participate meaningfully in the public land passenger transport system.
- Operations must become more viable, requiring the minimum financial support.
- Safe, secure, reliable and sustainable public transport must be promoted.

### **2.5.2 National Road Traffic Act, 93 of 1996**

The purpose of The National Road Traffic Act. No. 93 of 1996 is to give effect to road safety, registration of vehicles, specifications on modifications to vehicles, noise control, operator fitness and addressing driving while under the influence of alcohol. According to Chapter Five of The National Road Traffic Act, 1996, no person shall operate a motor vehicle that is not in a roadworthy condition on a public road. According to Chapter Nine of the Act, no person shall drive a vehicle on a public road at a speed in excess of the speed limit. According to Chapter Eleven of the Act, any person who drives a vehicle in wilful or wanton disregard for the safety of person or property shall be deemed to drive that vehicle recklessly. According to Chapter Thirteen of the Act, the number of passengers to be transported in a certain class of motor vehicle, the general safety, comfort and convenience of passengers and the conduct of a driver and the conductor of such a vehicle must be determined.

### **2.5.3 National Road Traffic Amendment Bill 39, 2008**

The purpose of the National Road Traffic Amendment Bill 39, 2008, is to address the fraudulent activities within the issuance of driving licenses and roadworthy certificates. In addition, it is to curb the incidences of criminal activities in relation to motor vehicles or their operation on public roads. Its purpose is further to enhance the quality of learner and driving license evaluation; to provide for the endorsement or suspension of a driving license if a driver is convicted on a charge of excessive speeding; and to enhance the quality of roadworthiness certification.

### **2.5.4 National Road Safety Strategy, 2006**

According to the National Road Safety Strategy of 2006, unnatural causes of death in South Africa must be reduced. The Arrive Alive initiative, introduced by



The Department of Transport in 1997, aims to decrease the high number of road accidents in South Africa. The targets adopted by the National Road Safety Strategy include reducing by half the number of fatalities arising from road transport by 2014; promoting environmental sustainability in all transport operations and development programmes by 2015; and improving traffic law enforcement. According to the National Road Strategy of 2006, it is imperative that South Africa take drastic steps to improve the levels of road safety before the 2010 Federation International Football Association (FIFA) World Cup, which will put the country in the international spotlight.

### **2.5.5 Arrive Alive Initiative**

The Arrive Alive Road Safety Campaign was initiated by the Department of Transport in October 1997. The main objectives of the campaign are to decrease the fatalities on roads by 5% annually and to improve road user compliance with traffic laws and improved working relationship between traffic authorities and government. Arrive Alive has identified speeding, drinking and driving, the non-wearing of seatbelts and poor road surface as major contributory factors in fatal accidents. Arrive Alive Campaigns coordinates and harmonises traffic law enforcement annually on provincial and local levels. However, changing road accident statistics first requires changing culture, attitudes and mindset of road users (Traffic Focus, 2009). Therefore, the Arrive Alive Initiative should be prominent throughout the year.

### **2.5.6 Basic Conditions of Employment Act, 75 of 1997**

The purpose of the Basic Conditions of Employment Act 75 of 1997 is to give effect to and to regulate the right to fair labour practices and to set out minimum provisions for basic conditions of employment for all employees. On 1 July 2005, a sectoral determination establishing conditions of employment and minimum wages for the minibus taxi sector came into force. The determination was

promulgated pursuant to Section 51(1) of the Act. A minibus taxi sector employer has a duty to pay his employees in South African currency, daily, weekly, fortnightly or monthly in cash, by cheque or direct deposit into an account designated by the employees. On every payday, the employer must give each of his minibus taxi sector employees a statement showing the employees name, address, occupation, wage rate, details of deductions made, overtime rate, allowance rate and the employer's Unemployment Insurance Fund contribution to the fund.

McCaul (2001:89-92) argues that the employer/employee relationship in the minibus taxi industry is a slightly unusual one, in that many drivers aspire to become owners themselves. As minibus taxi drivers collect the fares without a coupon system and are accountable only to them during the course of the day, they are able to withhold a portion of their daily takings from the owners, thereby accumulating the necessary capital for a deposit on a vehicle. Some minibus taxi owners do not pay wages, but expect a certain percentage of the daily taking, or a specific amount per week. The minibus taxi driver is then entitled to keep the rest. Other owners pay a wage, ask for a certain amount weekly, and allow the minibus taxi driver to keep the excess in addition to a wage. Others, again expect all the takings and pay a standard wage.

According to the Basic Conditions of Employment Act 75, of 1997, employees in the minibus taxi sector who work continuously for more than five hours are entitled to a meal interval of at least one continuous hour. Employees are, in addition to meal intervals, entitled to a daily rest period of at least twelve consecutive hours between ending work and starting work the next day, and to a weekly rest period of at least thirty-six consecutive hours. Minibus taxi sector employees are entitled to annual leave, sick leave and family responsibility leave. Female employees are entitled to maternity leave.

### **2.5.7 South African Competitions Act, 89 of 1998**

According to the South African Competitions Act, 89 of 1998, minibus taxi commuters are charged fixed amounts for traveling on particular routes. Section 4(1)(b)(1) of the Act states that an agreement to increase minibus taxi fares without consultation is prohibited, as it involves directly or indirectly fixing a purchase or selling price or any other trading condition.

### **2.5.8 National Land Transport Transition Act, 22 of 2000**

The purpose of the National Land Transport Act, 22 of 2000 is to provide for the transformation and restructuring of the national land transport system of South Africa.

## **2.6 STRUCTURE AND DEMOCRATISATION OF THE MINIBUS TAXI INDUSTRY**

According to the Department of Transport (2008), minibus taxi operators organise themselves into local minibus taxi associations that form local minibus taxi councils. The local minibus taxi councils, in turn, elect representatives from local councils per region and form regional councils. Representatives from regional councils elect provincial councils, which in turn elect the national council that is tasked with upholding national policies. The national council represents the national minibus taxi industry by mandate of conference. The National Conference Planning Committee makes input towards restructuring the entire minibus taxi industry, to bring about unity and trust.

Mabasa (2001:2) argues that division and vested interests in the minibus taxi industry have often resulted in violence and the loss of innocent lives. The point of departure for a strong and safe minibus taxi industry must be the development of a legitimate and representative structure from the lower levels to national level.

This implies restructuring the minibus taxi industry from the bottom up. In order for the minibus taxi industry to provide better services, to gain respect for law and one another, to create decent working conditions for all, to instill a sense of pride, and to build a viable and more prosperous industry, full and fair representation in the industry must be established. The objectives of the democratisation process are:

- To create a positive climate for the formalisation and democratisation of the minibus taxi industry.
- To inculcate a culture of democracy and democratic accountability within the minibus taxi industry.
- To create positive conditions for the smooth implementation of the minibus taxi recapitalisation plan.
- To bring about democratic structures from primary associations, and regional and provincial levels of the minibus taxi industry to represent the interests of the industry.

According to Mabasa (2001:1), government initiated the “Be Legal Campaign” on 15 March 2001. The purpose of this campaign was:

- to create an opportunity to qualify minibus taxi operators to be legal;
- to legalise qualifying minibus taxi operators;
- to create a positive climate for the formalisation and democratisation of the minibus taxi industry;
- to create positive conditions for the smooth implementation of the minibus taxi recapitalisation plan;
- to create positive conditions for the economic empowerment of the minibus taxi industry;
- to create positive conditions for the rationalisation of public transport.

According to Mabasa (2001:1-2), in order to qualify to be legalised as minibus taxi operators, minibus taxi operators must have been operating a minibus taxi before 30 June 1997. Minibus taxi operators should be members of an association that is registered with the Provincial Registrar, as stipulated in The National Land Transport Transition Act, 22 of 2000. The minibus taxi operator must be the owner of a vehicle used for minibus taxi services.

## **2.7 CONCLUSION**

The minibus taxi industry became one of the few enterprises that could accommodate retrenched workers. The formalisation of the minibus taxi industry throughout the country ensured proper representation in all minibus taxi structures. The objective of the democratisation process was to create positive conditions for the economic empowerment of the minibus taxi industry. The legislative framework in this industry strived to promote safe, secure and reliable transport. This included promotion of road safety, with frequent monitoring of traffic violations by law enforcement agencies and initiatives, such as Arrive Alive. Conditions of service for the minibus taxi industry were implemented in the year 2005. A consequence of the rapid deregulation was a rise in the number of minibus taxi associations, which have been associated with violence in the industry. The government of South Africa implemented restructuring of the minibus taxi industry to eliminate destructive competition, to enforce safety standards on the road, and ensure the sustainability of the industry.

## **CHAPTER 3**

### **ANALYSIS OF MINIBUS TAXI INDUSTRY IN PORT ELIZABETH**

#### **3.1 INTRODUCTION**

The purpose of this chapter is to demonstrate road safety management and the relationship between minibus taxi associations in the Northern Areas and law enforcement agencies in terms of road safety along Stanford Road in Port Elizabeth. The researcher achieved the purpose by exploring road safety management and the roles of law enforcement agencies in Port Elizabeth.

#### **3.2 MINIBUS TAXI INDUSTRY IN PORT ELIZABETH**

In 2000, the Department of Transport of South Africa established an Implementation Working Group for the restructuring of the minibus taxi industry. According to government's Implementation Working Group of 2000, a legitimate and representative structure, from local to national level, should be implemented within the minibus taxi industry. The purpose of the Implementation Working Group of 2000 was to inculcate a culture of democracy and democratic accountability, to create positive conditions for economic empowerment, and bring to about democratic structures to represent the interests of minibus taxi associations in South Africa. In the Northern Areas of Port Elizabeth, minibus taxi owners are affiliated to the Algoa Taxi Association and the Northern Areas Taxi Operators Association.

The researcher observed the only available minutes dated from 29 March 2007 to 27 June 2009 of various meetings conducted between the South African Police Services, the Nelson Mandela Municipal trafficking and licensing department, Algoa Taxi Association (ATA) and the Northern Areas Taxi

Operators Association (NATOA) in Port Elizabeth, dating from March to June 2007. It is evident from the attendance register of this meeting that initially not all minibus taxi associations attended vital scheduled meetings. It was noted from minutes of another meeting held on 9 May 2007 that NATOA was not operating from within the designated minibus taxi rank, but rather from the verge of Stanford Road in Port Elizabeth. This is significant, because all registered minibus taxi operators pay a daily ranking fee which contributes to the sustainability of the minibus taxi industry.

At a meeting held on 27 June 2007, it transpired that violations such as parking in undesignated areas, the obstruction of traffic flow, disobeying road traffic signs, overloading the minibus taxis with learners and not wearing seatbelts posed a problem among minibus taxi drivers. A temporary solution was reached, in terms of which safety and security volunteers from the Gelvandale Police Station in the Northern Areas would patrol Stanford Road to observe road safety. NATOA and ATA responded that all those minibus taxi drivers who transgressed road safety rules should be severely and consistently punished by the NMBM Trafficking and Licensing Services Directorate as well as the South African Police Services. In viewing minutes of meetings held between the NMBM Traffic and Licensing Services Directorate, SAPS, Algoa Taxi Association and Northern Areas Taxi Operators Association the researcher observed that all relevant stakeholders strive to uphold road safety in the Northern Areas, with specific emphasis on the role of law enforcement agencies in Port Elizabeth.

### **3.3 ROAD SAFETY MANAGEMENT**

The National Road Safety Strategy of 2006 was introduced by the South African government to formulate interventions to assess and curb traffic offences on the roads. According to the National Road Safety Strategy (2006:33), there will be little or no attitudinal or behavioural changes unless road users are held individually and collectively accountable for their actions. The purpose of the

National Road Safety Strategy of 2006 is to oversee and enforce road safety on South African roads. Road traffic management starts and ends with information about road safety. According to the National Road Safety Strategy (2006:33), the number of road traffic crashes, fatalities and traffic offences rates and trends is required as basic information for the development of programmes, as well as to formulate interventions for curbing lawlessness and offences on the road. During the planning phase, additional information is required on the various resources available; *inter alia*, manpower, as well as for the setting of targets to ensure the optimum utilisation of such resources. Performance monitoring procedures need to be put in place, which requires information for the evaluation of achievements.

According to the NMBM's Traffic and Licensing Booklet (2009:5), the following factors contribute to the high numbers of traffic offences in Nelson Mandela Bay:

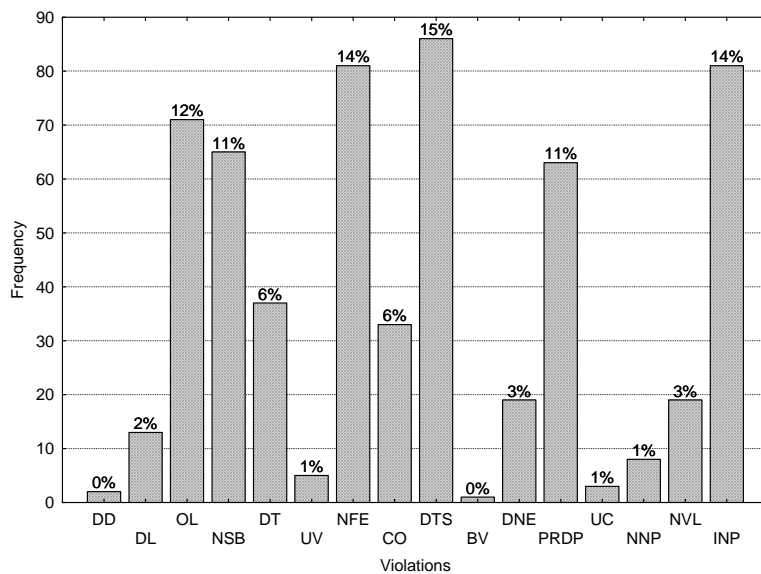
- Public attitude towards road safety.
- Poor driving skills or bad driving habits.
- Poor roadworthiness of vehicles.

According to Vagverket (1999a) in Lotter (2000), the only way to gauge the size and nature of road safety problems is through the use of indirect measures or secondary indicators of road safety. Secondary indicators generally have a high reliability and are measurable. Some of the secondary indicators are road user behaviour, traffic law compliance rates, traffic offences rates, road users' attitudes and knowledge, vehicle standards, traffic control, national, provincial and local commitment, road safety programmes, road safety violations, road safety audits, vehicle inspection, driver training, level of law enforcement, as well as the level of cooperation between the different departments. According to Stenborg (1999) in Lotter (2000), strategies should focus on traffic law compliance with respect to vehicle unroadworthiness, negligent driving and overloading. Preventative road safety actions should include road safety awareness programmes and advanced driver-training courses. The NMBM and



Provincial Traffic and Licensing Departments are responsible for road safety in Nelson Mandela Bay.

The researcher studied statistics on traffic violations by minibus taxi drivers in the Northern Areas of Port Elizabeth from September 2008 to April 2009, as gathered by Senior Traffic Officer A. Petersen, as reflected in Figures 3.1 and 3.2.

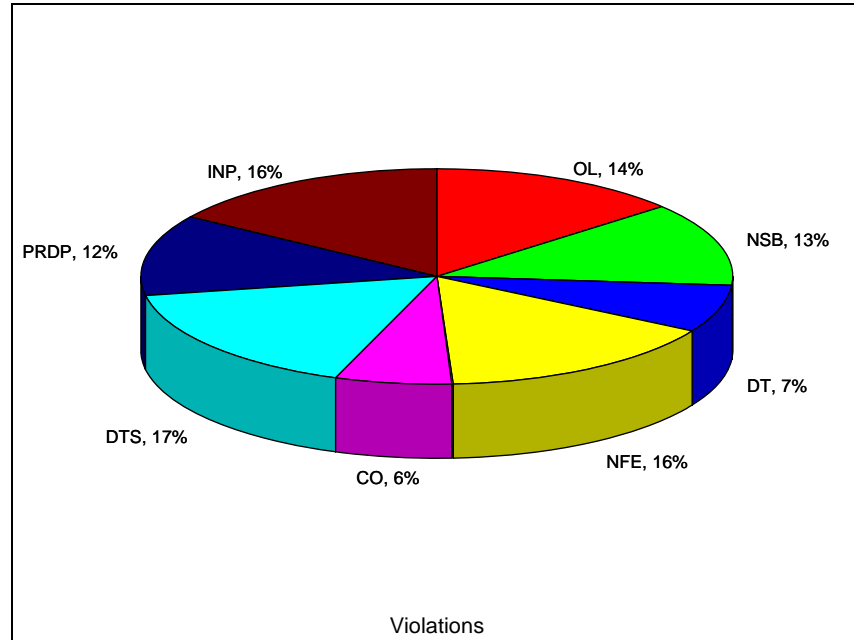


**FIGURE 3.1: TRAFFIC VIOLATIONS FROM SEPTEMBER 2008 TO APRIL 2009**

**Source:** Nelson Mandela Bay Municipal Traffic and Licensing Services Directorate.

Figure 3.1 illustrates the type of traffic violations by minibus taxi drivers on Stanford Road in the Northern Areas of Port Elizabeth. The following can be noted: disregarding of traffic and stop signs (15%); wearing of no seatbelts (11%); overloading (12%); defective tyres (6%); no valid drivers license (3%); no public road driving permits (11%); causing obstruction (6%); use of cellular phones (1%); no fire extinguishers (14%); illegal number plates (14%); unlicensed vehicles (1%); and disregard for a no entry sign (15%). The above statistics is relevant in terms of monitoring and evaluating the adherence to road

safety on Stanford Road in the Northern Areas of Port Elizabeth, as well as prompt action on traffic violations.



**FIGURE 3.2: TRAFFIC VIOLATIONS**

- OL =Overloading
- NSB = Wearing no safety belts
- DT = Defective tires
- NFE = No fire extinguishers
- CO = Causing obstruction
- DTS = Disregarding traffic lights and stop signs
- INP = Illegal number plates
- PRDP = No Professional Driver's Permit

Figure 3.2 illustrates the most common types of traffic violations by minibus taxi drivers. Based on the figure, the high percentages of overloading, defective tyres, disregarding of traffic signs and wearing of no seatbelts indicate that continuous law enforcement on Stanford Road is necessary for road safety. These statistics is relevant in terms of monitoring and evaluating the adherence to road safety.

According to Lotter (2000:10), for traffic law enforcement to be effective, an effective adjudication system is required. A measure of this effectiveness in South Africa could include the degree to which traffic offenders are successfully prosecuted. It can be noted from the above statistics that the promotion of road safety through integrated and coordinated law enforcement strategies is implemented by the Nelson Mandela Bay Municipality's Traffic and Licensing Services Sub-Directorate within the Northern Areas of Port Elizabeth.

### **3.4 ROLE OF THE NELSON MANDELA BAY MUNICIPAL AND PROVINCIAL TRAFFIC AND LICENSING DEPARTMENTS**

The Road Traffic Management Corporation Act, No. 20 Of 1999 was approved by Parliament with the aim of establishing the Road Traffic Management Corporation. The main purpose of the Road Traffic Corporation is to pool powers and resources to eliminate the fragmentation of responsibilities for all aspects of road traffic management across the various levels of government. The Act provides co-operative and coordinated strategic planning, regulation, facilitation and law enforcement in respect of road traffic matters by the national, provincial and local spheres of government.

According to the Nelson Mandela Bay Municipality's Traffic and Licensing Booklet (2009:1), the mission of the Traffic and Licensing Services Sub-directorate of the NMBM and the Provincial Traffic and Licensing Department of Port Elizabeth is to achieve and maintain a better image by delivering outstanding quality of service to the public, by staff well trained and motivated to serve efficiently, courteously and with integrity.

According to the Nelson Mandela Bay Municipality's Traffic and Licensing Booklet (2009:1), the mission statement of the NMBM Traffic and Licensing Services Sub-Directorate sets the following deliverables:

- The promotion of road safety through integrated and coordinated law enforcement initiatives.
- A dedicated and efficient workforce through sustainable capacity building initiatives.
- The promotion of internal efficiency and effectiveness.

According to the NMBM Traffic and Licensing Booklet (2009:1), central to the achievement of these objectives is the need to:

- promote mutual understanding and cooperation between the Sub-directorate and its various stakeholders, for example minibus taxi associations in Port Elizabeth;
- impart knowledge regarding traffic-related matters;
- facilitate access by all stakeholders to the many services and facilities offered by the Sub-directorate.
- According to the NMBM Traffic and Licensing Booklet (2009:1), the Sub-directorate of Traffic and Licensing is divided into five sections, namely:
  - Operations Division
  - Licensing Division
  - Legal Process and the municipal Court
  - Support Services
  - Training Division

The above sections will be explored as they are relevant in establishing a good working relationship between the minibus taxi associations and law enforcement agencies as well as in maintaining road safety in the Northern Areas of Port Elizabeth.

### **3.4.1 Operations Division**

According to the NMBM Traffic and Licensing Booklet (2009:2), the Operations Division is responsible for law enforcement. This refers to the daily duties of traffic officers in Port Elizabeth and is geared towards ensuring that motorists comply with the law. It includes regular precinct patrols, speed enforcement, observing overloading, regular roadblocks, parking enforcement and criminal arrests.

According to the NMBM's Traffic and Licensing Booklet (2009:2), preventative traffic activities are aimed at promoting road safety, which includes road safety information campaigns, accident analysis and visible patrols. Free traffic flow reduces congestion and ensures safe and easy access along all roads. Methods used to promote traffic flow in Port Elizabeth include escort duties during protest marches, point duties, especially near schools and busy intersections and the towing and impoundment of abandoned vehicles.

### **3.4.2 Licensing Division**

According to the NMBM's Traffic and Licensing Booklet (2009:4), the Licensing Division is tasked with the responsibility of providing an effective and efficient licensing service to the residents of Port Elizabeth. There are two licensing centres in Nelson Mandela Bay. The functions of a driving license testing centre include:

- testing and issuing learner's licenses;
- testing and issuing driver's licenses;
- renewal of driver's license cards;
- issuing and renewal of professional driving permits to minibus taxi owners.

According to the NMBM's Traffic and Licensing Booklet (2009:4), a roadworthy centre is responsible for:

- testing the roadworthiness of vehicles;
- issuing roadworthy certificates;
- issuing vehicle fitness certificates.

### **3.4.3 Legal Process Division**

According to the NMBM's Traffic and Licensing Booklet (2009:4), the Legal Process Section in NMBM deals with:

- issuing of traffic fines for offences captured on camera;
- handling of queries in relation to traffic fines;
- prosecution of traffic offences;
- issuing of warrants of arrests for failure to appear in court.

### **3.4.4 Support Services Division**

According to the NMBM's Traffic and Licensing Booklet (2009:4), the accident bureau is tasked with:

- processing motor vehicle accidents;
- providing accident reports to the general public.

### **3.4.5 Training Division**

According to the NMBM's Traffic and Licensing Booklet (2009:4), the NMBM Traffic College is situated in Lakeside Road in Greenbushes, about twenty-five kilometres outside Port Elizabeth. The College offers both internal and external training courses to Traffic Officers. According to Mackenzie (2000:112), the

wearing of seatbelts reduces injury risk. This behaviour can be influenced through educational, behavioural and legislative strategies.

According to Traffic Focus (2009), as a host city for the 2010 Federal International Football Association (FIFA) World Cup, Nelson Mandela Bay has signed a contract with FIFA to provide transport between the airport, the city centre and the Nelson Mandela Bay Stadium. According to the Nelson Mandela Bay Transport Forum Strategic Business Plan of 2009, it is necessary for the NMBM and the Provincial Traffic and Licensing Departments, Algoa Taxi and the Northern Areas Taxi Operators Associations to forge good relations to ensure the long-term economic empowerment of the minibus taxi industry as well as road safety in Nelson Mandela Bay.

### **3.5 NELSON MANDELA BAY PUBLIC TRANSPORT FORUM STRATEGIC BUSINESS PLAN**

The Nelson Mandela Bay Public Transport Forum Strategic Business Plan (NMBBP) of 2009 is examined in this chapter to illustrate the need for sustainability in the minibus taxi industry, better working conditions for minibus taxi drivers, economic growth for minibus taxi owners as well as for the city. In addition, there is also a need for good relationships between the minibus taxi industry and law enforcement agencies in Nelson Mandela Bay.

The purpose of the Nelson Mandela Bay Public Transport Forum Strategic Business Plan (NMBBP) of 2009 is to assist the Nelson Mandela Bay Municipality in implementing its Integrated Rapid Public Transport Network (IRPTN), an integral part of which will be a minibus taxi/bus rapid transport (TBRT) system.

The Business Plan protects the rights of existing minibus taxi owners, by *inter alia*:

- ensuring that no minibus taxi operators will lose financially, but that their present income will rather be increased;
- creating a structure that allows minibus taxi operators access to government subsidies;
- ensuring that the IRPTN leads to the long-term economic empowerment of minibus taxi owners and their investment;
- protecting the interests of minibus taxi drivers and others engaged in the minibus taxi industry, thus contributing to the creation of employment.

According to the Public Transport Action Plan (2006:4), South Africa's government approved the Public Transport Strategy in 2007. The Public Transport Strategy comprised of key thrusts, namely, Accelerated Modal Upgrading and Integrated Rapid Public Transport Networks. Modal upgrading, known as Phase one, focuses on the 3-7 year transitional period of improving the quality of public transport. Integrated Rapid Public Transport Networks focuses on the 4-20 year period and aims to implement high quality networks of car competitive public transport services that are fully integrated and managed by municipal transport departments. The aim for major cities is to upgrade rail, bus and minibus taxi services to a Rapid Rail and Bus Rapid Transit (BRT) level of quality respectively. The following actions should be taken before 2010:

- A detailed design of the integrated rapid public transport corridors inclusive of the BRT, Rapid Rail and Non-Motorised network, infrastructure and facilities.
- Availability of accessible corridors for those with disabilities as well as guidelines and specification for disabled friendly minibus taxis, buses and trains.
- Completion of the network design including bus and minibus taxi services, and in addition, commences implementing gross cost contracts with Municipalities.



- Plan and piloting the Public Transport Intelligent Transport Systems (ITS), as well as an electronic fare collection system, that is controlled by public sector in partnership with operators.
- Planning of periodic contracted public transport service in rural districts.
- The acquisition of articulated buses for operating on the BRT systems.
- Planning for information material, *inter alia*, maps, timetables and marketing improvements.
- Extending measures to improve services, hours of operations and improved working conditions.
- Awarding of negotiated operating contracts to minibus taxi and bus operators.
- Limiting the use of cars in major urban congested corridors, in line with the high occupancy vehicle lanes implementation.
- Building local transport capacity for planning, monitoring, regulation and network management, as well as rendering support to Municipalities in developing strategic integrated network plans, travel demand and electronic fare collection.
- Support training of existing minibus taxi and bus operators to enhance participation.
- Enhance law enforcement, inspection, investigation and prosecution capacity as well as campaigns across all road-based transport modes.
- Consolidation of all operators, including minibus taxi operators into capable entities, and provide business planning support to ensure high quality services.
- Ensure ongoing investment in innovative local public sector capabilities to plan, manage, promote, regulate, enforce and monitor contracts.
- Implementing fully interconnected, integrated mass rapid public transport networks in all major urban centres.
- Promote free minimum basic mobility for all citizens. Public Transport Action Plan (2006:4).

According to the Public Transport Strategy (2007:29), transformation is based on the need to replace the virtually unchanged system of subsidised bus transport. According to the Nelson Mandela Bay Public Transport Forum Strategic Business Plan (2009:1), objectives will be met by the formation of cooperatives owned by members of the minibus taxi associations that constitute the Nelson Mandela Bay Public Transport Forum. The National Taxi Task Team (NTTT) has proposed that minibus taxi cooperatives, rather than companies, be established. Cooperatives will be owned by the members of minibus taxi associations which will allow them greater involvement in decision-making. This will ensure that minibus taxi assets are kept within the minibus taxi community and guarantee members a share in the profits.

According to the Nelson Mandela Strategic Business Plan (2009:1), there will be five primary cooperatives and one secondary cooperative. The function of the primary cooperatives will be to manage and provide bus and minibus taxi services. Minibus taxi owners, who are affiliated to registered minibus taxi associations, will be eligible to become members, provided that they contribute one or more minibuses to the collective operation. The secondary cooperative will own the buses, which will be gradually introduced to replace the present minibus taxis.

According to the NMBBP, Provincial government and the Nelson Mandela Bay Municipality will enter into a contract with the primary cooperatives which will commit government to meet the full budgeted costs of operation of the initial services in Phase One. Only minibus taxis will be utilised, and services will be introduced during each subsequent phase. The contract specifies the optimum level and type of services that will be delivered:

- the initial level and standard of services to be provided using existing minibus taxis;

- interim targets for level of services, type of vehicles and standard of services for each of the phases.

According to the NMBBP, operating costs pertain to vehicles, fuel, staff, maintenance, management, as well as an amount for profit. The contract with the cooperatives includes additional costs, such as start-up costs, transitional costs and compensation costs. Start-up costs will include the initial consultation, mentoring and training of the members of the minibus taxi associations in Nelson Mandela Bay as well as research to provide reliable data on the numbers of vehicles, income and costs. Transitional costs include transitional productivity. In the initial stages, the services will be operated by minibus taxis, mainly of thirteen to thirty-five passenger capacities. Each minibus taxi will have a driver, employed at the minimum wage and conditions laid down by legislation. Initially, senior management will have to be recruited from outside.

It is the intention of the Nelson Mandela Bay Municipality that those in the current minibus taxi industry who have relevant qualifications and the requisite ability will be offered positions in cooperative management and staff. Primary cooperatives will have their own monitoring and disciplinary systems, based on an inspectorate, supported by a call centre for public complaints and praise.

According to the Nelson Mandela Bay Public Transport Forum Strategic Business Plan (2009:2), a phased approach is essential if minibus taxi owners are to be persuaded to give up their present individual ownership and agree to engage in collective ownership.

The phases are:

**Phase One:** "Get ready"

Phase One is known as the "Get ready" phase in which cooperatives will be established. The primary cooperatives will enter into contracts with Provincial government and the Nelson Mandela Bay Municipality.

**Phase Two:** "Start-up"

Phase Two is known as the "Start-up" phase during which primary cooperatives will take over the management of minibus taxis, minibus taxi drivers as well as the implementation and planning of the ticketing system and the ordering of buses by secondary cooperatives.

**Phase Three:** "World Cup"

Phase Three is known as "World-Cup" stage during which services and the ticketing system will be consolidated to ensure the best possible services for visitors during the FIFA 2010 World Cup.

**Phase Four:** "Consolidate"

Phase Four is referred to "Consolidate" where gradual transition from individual ownership of minibus taxis to cooperative ownership of buses and minibus taxis takes place.

**Phase Five:** "End-state"

Phase Five is known as "the end-state" during which the complete transition to bus and minibus taxis will be achieved.

According to the Nelson Mandela Bay Strategic Business Plan (2009:2), it is necessary for the Nelson Mandela Bay Municipal and Provincial Traffic and Licensing Departments as well as minibus taxi associations to work closely together with the supervisory management of the cooperatives in Port Elizabeth.

### **3.6 CONCLUSION**

The need for safe public transport is imperative, not only in Nelson Mandela Bay, but also throughout South Africa. Commitment to traffic laws and regulations by minibus taxi operators, law enforcement agencies and minibus taxi associations is necessary to ensure the safety of all road users. It is evident that different sectors have different roles to play in road safety, by facilitating initiatives aimed at the sustainable reduction of gross traffic violations. Information collected during law enforcement operations provides valuable input for future road safety planning. In order to sustain the minibus taxi industry in Nelson Mandela Bay, government embarked on the ambitious Integrated Rapid Public Transport Network.

## **CHAPTER FOUR**

### **RESEARCH METHODOLOGY**

#### **4.1 INTRODUCTION**

For the purpose of this case study, data was collected at the minibus taxi rank on Stanford Road in the Northern Areas of Port Elizabeth on the views of minibus taxi drivers and minibus taxi commuters with respect to adherence to road safety. Due to continuous negative accounts of poor road safety habits on the part of minibus taxi drivers, the researcher was prompted to extract the opinions of both minibus taxi drivers and commuters. According to Bless and Higson- Smith (1995:42-45), the purpose of exploratory research is to gain insight into a situation or phenomena. Exploratory research is effective if the researcher is seeking an explanation for a relationship between certain variables. Views of minibus taxi drivers and commuters are important firstly, to find commonality to improve road safety and secondly, to extract contentious opinions.

#### **4.2 SAMPLE POPULATION**

According to Bless and Higson-Smith (1995:87), sampling is a practical way to collect data when the population is extremely large. According to Mouton (2005:152), survey studies are usually quantitative in nature and aim to provide a broad overview of a representative sample of a large population. For the purpose of this case study, the researcher made use of purposive sampling, where a sample of 38 minibus taxi drivers and 100 minibus taxi commuters between the ages 18 and 61 years were sampled in the Northern Areas of Port Elizabeth. The sample collection was approved by the Research Council of the Nelson Mandela Metropolitan University. At a meeting with the Chairperson, Mr Such, of the Algoa Taxi Association, on 11 March 2009, it was ascertained that all registered

minibus taxi owners appeared on an Alpha list in conjunction with the NMB Transportation Board. Altogether 130 minibus taxi owners and 380 registered 15-seater minibus taxis operate within the Northern Areas of Port Elizabeth on a daily basis. Each minibus taxi driver undertakes approximately twelve trips daily, during peak and off-peak hours. The feeder routes into the Northern Areas of Port Elizabeth follow Stanford Road, the main road between the Northern Areas and the inner city area. The sampling excluded minibus taxi drivers who operate outside the demarcated areas normally referred to as “sweepers”. According to Mr Such, Chairperson of the Algoa Taxi Association, “sweeper” minibus taxi drivers do not trade their services at the demarcated minibus taxi rank on Stanford Road, due to the “waiting in queue system”. They are, however members of a minibus taxi association.

For the purpose of this case study, two questionnaires were constructed to determine the views and perceptions of minibus taxi commuters and minibus taxi drivers in terms of road safety on Stanford Road in the Northern Areas of Port Elizabeth. A wide range of literature pertaining to the minibus taxi industry was consulted in the process of developing the research instrument. The questionnaire administered to the minibus taxi drivers consisted of two sections. Section A comprising thirteen questions on biographical information as well as standard questions, eliciting “yes” or “no” responses to issues related to the route driven, driver experience and length of service. Section B, based on the Likert style of questioning, contained three statements regarding the views of minibus taxi drivers in terms of road safety adherence, eliciting responses such as “strongly agree”; “agree”; “neutral”; “disagree” and “strongly disagree”.

The questionnaire administered to the minibus taxi commuters consisted of two sections. Section A held five questions on biographical information. Section B, based on the Likert style of questioning, held eight statements eliciting the views of minibus taxi commuters in terms of road safety (“strongly agree”; “agree”; “neutral”; “disagree” and “strongly disagree”). One field worker was trained to

assist the researcher in collecting the completed questionnaires from both the minibus taxi drivers and commuters. The questionnaires were in English and the researcher did not observe that either the minibus taxi drivers or the minibus taxi commuters experienced any difficulty in understanding the questionnaires. It took the minibus taxi drivers as well as the minibus taxi commuters approximately 10 to 15 minutes to complete the questionnaires. The survey was conducted over a period of five days during September 2009. The data obtained from the questionnaires completed by the minibus taxi drivers as well as the minibus taxi commuters will be depicted in the form of histograms and pie charts. The researcher orientated and established rapport with the minibus taxi drivers in terms of the completion of the questionnaire. Concerns raised by some minibus taxi drivers were, “will information not being used against minibus taxi drivers by owners? “Will information gathered, not being passed on to law enforcement agencies?

The researcher also spent time in orientating the minibus taxi commuters in terms of completing the questionnaire. Due to the nature of the minibus taxi industry, the researcher had several sessions with small groups of minibus taxi commuters. Minibus taxi drivers had to leave once their vehicles were full.

### **4.3 ETHICAL CONSIDERATIONS**

#### **Voluntary participation**

Tulloch (1994) defines being “ethical” as conforming to the standards of a given profession or group. Participation in social research must be completely voluntary. No one should be forced to participate (Babbie and Mouton, 2006:521). In this study, minibus taxi commuters and minibus taxi drivers were assured that they may withdraw from the study at any time, despite having volunteered and consented to form part of this case study.



The researcher also obtained written assurance from the Algoa Taxi Association that her safety, whilst conducting fieldwork, would be guaranteed by marshals. Marshals oversee the safety of minibus taxi commuters as well as maintain order at minibus taxi ranks.

### **Deception of respondents**

According to De Vos, *et al.* (2005:60-61), the deception of respondents can be described as deliberately misrepresenting facts in order to make another person believe what is not true; thereby violating the respect to which every person is entitled. During the research process, the researcher upheld the principles of honesty, dignity and respect.

### **Actions and competence of researcher**

According to De Vos, *et al.* (2005:65), the researcher is ethically obliged to ensure that she is competent and adequately skilled to undertake the proposed investigation. The entire research project ran its course ethically.

### **Acknowledgement**

The extent to which acknowledgement is given to each participants contribution becomes a formal issue when research reports are written for possible publication. Acknowledgement will be given to all those who contributed to the success of this case study.

### **Release of findings**

According to De Vos, *et al.* (2005:65), the findings of this case study must be introduced to the reading public in written form; otherwise, a highly scientific investigation will mean very little and will not be viewed as research.

#### **4.4 CONCLUSION**

The researcher selected an appropriate sample of minibus taxi drivers and commuters to gain insight into and to explore opinions on road safety along Stanford Road. Two questionnaires were designed and administered to minibus taxi commuters and drivers to ascertain their views in terms of road safety. The views of the minibus taxi drivers and commuters are of importance in order to establish commonality in the causes of unsafe practices on Stanford Road. Research was conducted in an ethical manner.

## **CHAPTER FIVE**

### **DATA ANALYSIS**

#### **5.1 INTRODUCTION**

The purpose of this chapter was to organise data through analysis and to interpret and give meaning to data collected on the views of minibus taxi commuters and drivers on road safety in the Northern Areas of Port Elizabeth. Data collected in quantitative studies are usually numerical. Data analysis is the systematic organisation and synthesis of research data (Polit *et al.*, 2001). The data obtained from the minibus taxi drivers as well as the minibus taxi commuters was coded on separate spreadsheets, entered and processed. The statistical procedures to be used in interpreting and analysing the data were determined in consultation with a statistician at the Nelson Mandela Metropolitan University.

#### **5.2 FINDINGS ON MINIBUS TAXI DRIVERS**

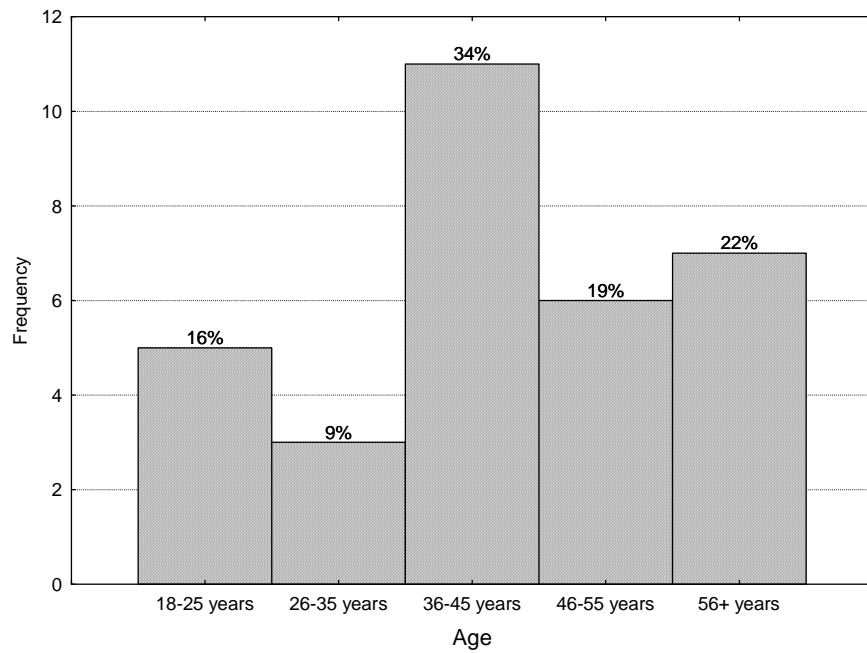
The researcher received 32 completed questionnaires of the 38 issued to minibus taxi drivers. Six of the questionnaires were not returned to the researcher.

##### **Section A: Biographical data**

##### **5.2.1 Age**

As depicted in Figure 5.1, the highest percentage (34%) of minibus taxi respondents were in the 35-45 age group; followed by the 56+ age group (22%); 46-55 age group (19%); 26-35 age group (9%); and the 18-25 age group (16%).

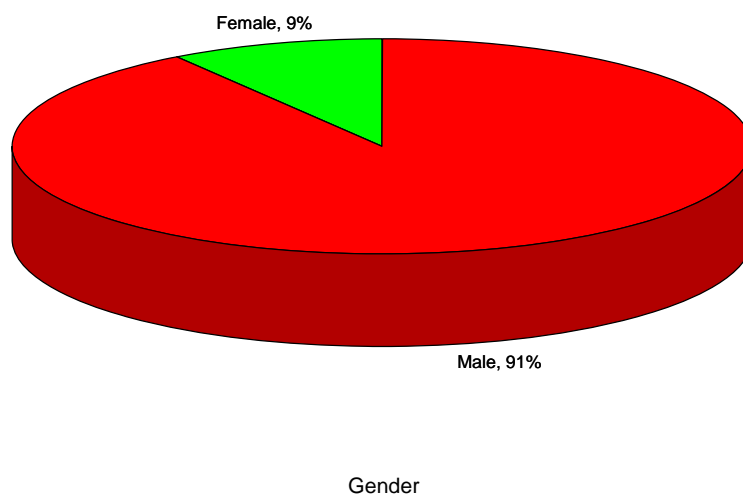
It can be deduced that minibus taxi drivers are matured and therefore adhere to road safety rules.



**FIGURE 5.1: AGE OF MINIBUS TAXI DRIVERS**

### 5.2.2 Gender

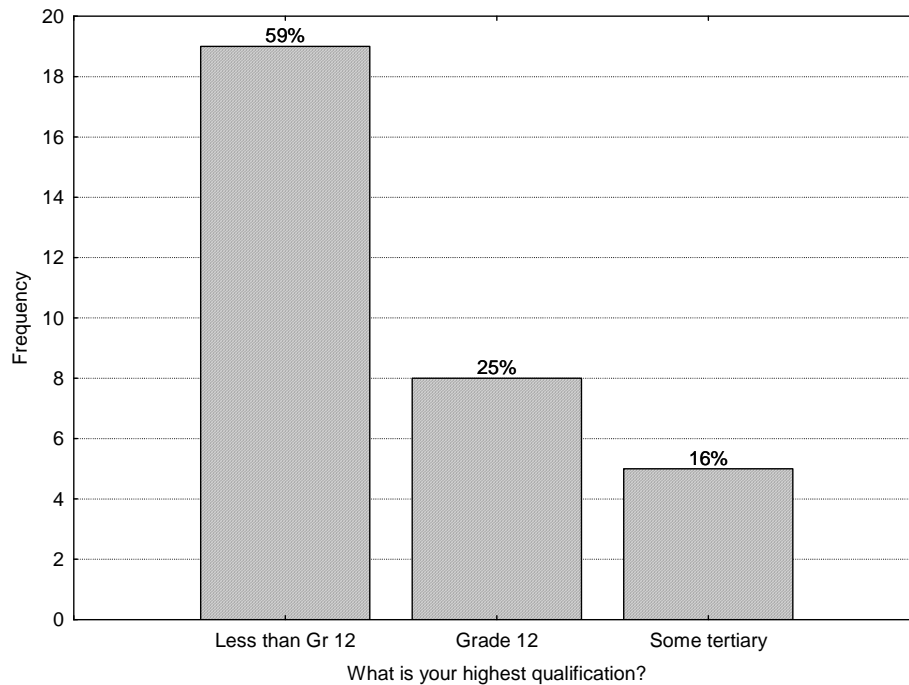
A sample of 29 or 91% of the male and 3 or 9% of the female minibus taxi drivers, as illustrated in Figure 5.2, completed the questionnaire. It is significant that more males have access to their own vehicles or are earning an income.



**FIGURE 5.2: GENDER OF MINIBUS TAXI DRIVERS**

### 5.2.3 Highest qualification.

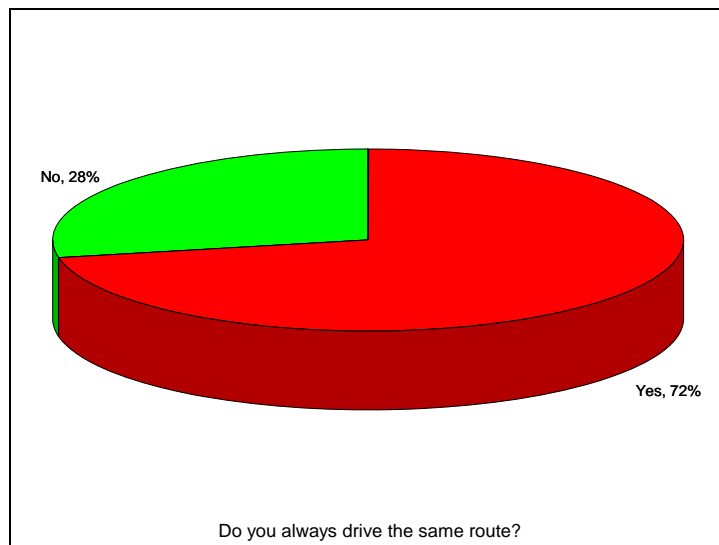
Of the sample of minibus taxi drivers who completed this question, as depicted in Figure 5.3, 59% had not completed matric; 25% had completed it; and 15% had some tertiary education. It can be deduced that only 35% of the sample of minibus taxi drivers were relatively educated. The significance is that 65% of minibus taxi drivers are not educated which may indicate some non adherence to road safety.



**FIGURE 5.3: QUALIFICATION OF MINIBUS TAXI DRIVERS**

### 5.2.4 Route.

Altogether 23 or 72% of the minibus taxi drivers indicated as illustrated in Figure 5.4, that they always made use of the Stanford Road route, while 9 or 28% of the total number of minibus taxi drivers indicated that they used alternative routes. Extensive familiarity with this particular route and possible fatigue, due to the number of trips done on a daily basis, may lead to negligence on the road.

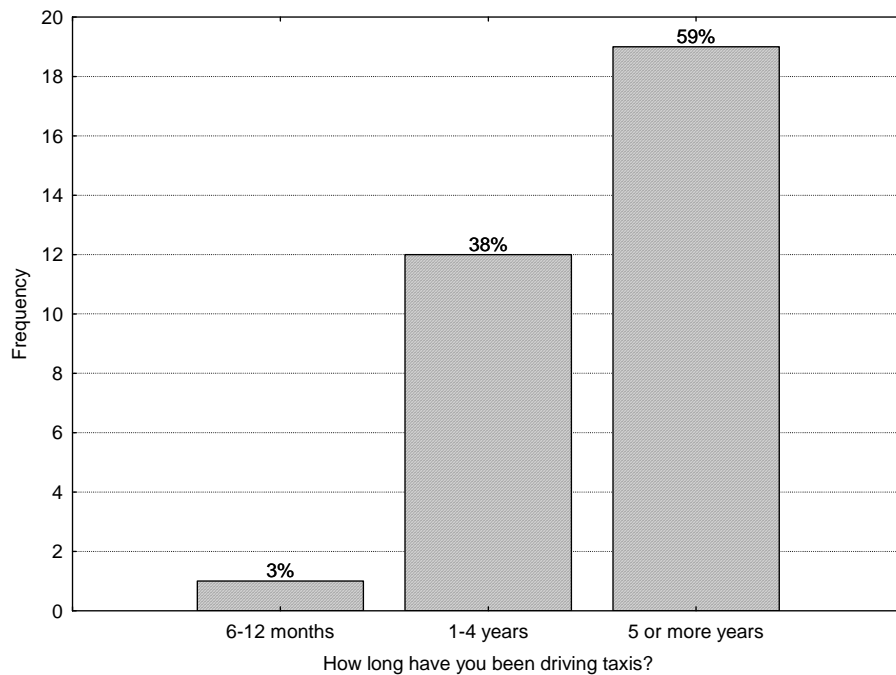


**FIGURE 5.4: MINIBUS TAXI ROUTES**

### 5.2.5 Driving experience.

Of the total number of minibus taxi drivers who responded to this question, as depicted in Figure 59% had driven minibus taxis for more than five years; 12 or

38% had driven minibus taxis for 1-4 years; and 3% had driven minibus taxis for 6-12 months. This indicated that 59% of the minibus taxi drivers were more experienced drivers. The minibus taxi drivers should therefore be very knowledgeable of the rules of the road and should thus prioritise adherence to road safety at all times.



**FIGURE 5.5: PERIOD OF DRIVING MINIBUS TAXIS**

### **5.2.6 Previous occupation.**

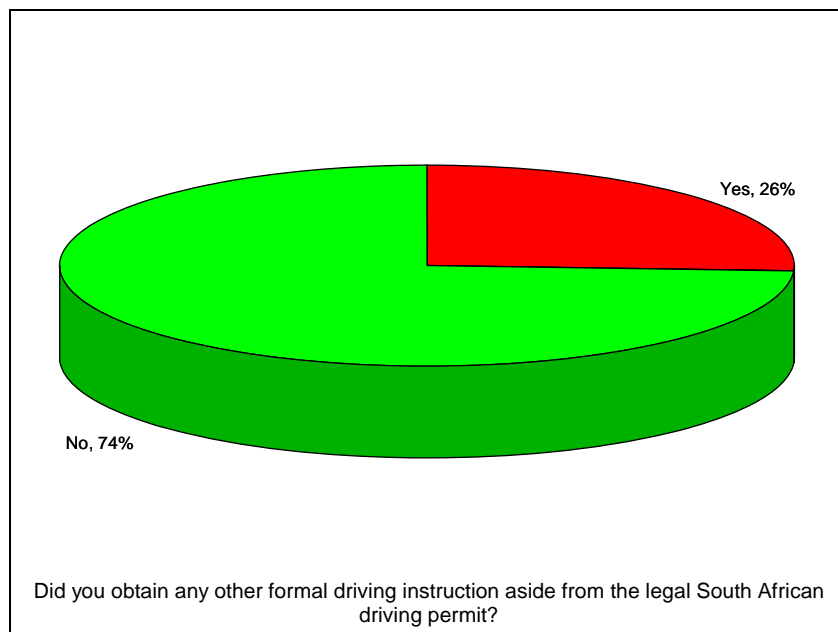
Of the total number of minibus taxi drivers who responded to this question, 58% indicated that they had previous employment, mainly in the private sector. Two or 16% had worked at Pick & Pay; 3 or 18% worked at Shaterpruffe Glass; 1 or 9% had been in the Nursing profession. 1 or 9% had worked at Ray Freight;



1 or 9% had been a pilot engineer; 3 or 18% had worked at Chubb Fire; 1 or 9% worked at Spec Savers and 3 or 18% worked at General Motors South Africa. From the above, it can be noted that the minibus taxi drivers came from diverse employment backgrounds and the minibus taxi industry accommodated 58% of those who previously worked in the private sector.

### 5.2.7 Driving instruction aside from the legal South African driving permit.

Of the total number of minibus taxi drivers who responded to this question, as illustrated in Figure 5.6, only 8 or 26% had had other driving instruction, whilst 23 or 74% had no other driving instruction. The 26% minibus taxi drivers who responded in the affirmative had driving courses, aside from the normal Code 8 or Code EB driving licence, at the East Cape Training Centre, which is a further education training centre in Port Elizabeth. It is significant to this study that a large percentage of minibus taxi drivers lack other formal driving instruction.



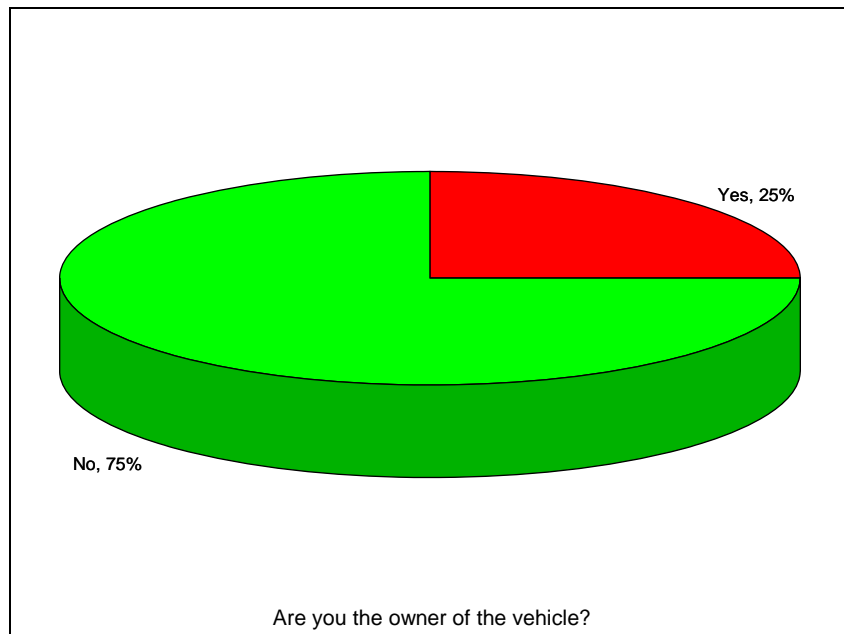
**FIGURE 5.6: DRIVING INSTRUCTION**

### 5.2.8 Type of driving instruction.

Of the minibus taxi drivers who had received other driving instruction, 3 or 60% had received advanced driving instruction from the East Cape Training Centre, which is a further education and training centre in Port Elizabeth. 40% had code 10 and 14 drivers' licenses.

### 5.2.9 Vehicle ownership.

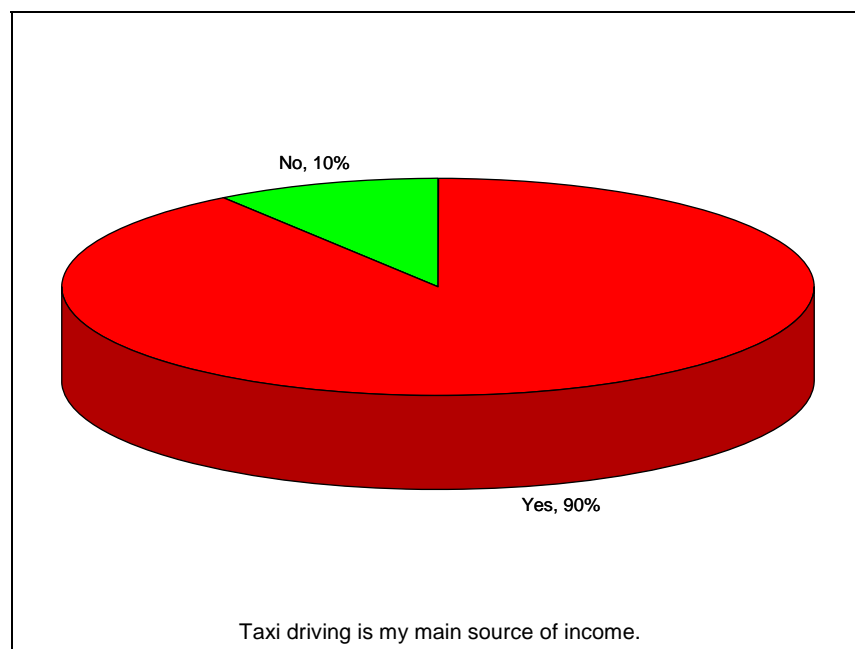
Of the total number of minibus taxi drivers who responded to this question, as shown in Figure 5.7, 8 or 25% indicated "yes" and 32 or 75% indicated "no". The majority of minibus taxi drivers were therefore not the owners of the vehicles. Some of those minibus taxi drivers worked on a commission basis, as illustrated in Figure 5.9. The implication is that speeding and overloading were used to increase their income.



**FIGURE 5.7: OWNERSHIP OF MINIBUS TAXIS**

### 5.2.10 Statement: “Minibus taxi driving is my main source of income”

Of the total number of minibus taxi drivers that completed this question as depicted in Figure 5.8, only 3 or 10% indicated that minibus taxi driving was not their only source of income, whilst for 28 or 90% it was the only source of income. As indicated in Figure 5.10, speeding by minibus taxi drivers occurred because driving of minibus taxis constituted their main source of income.

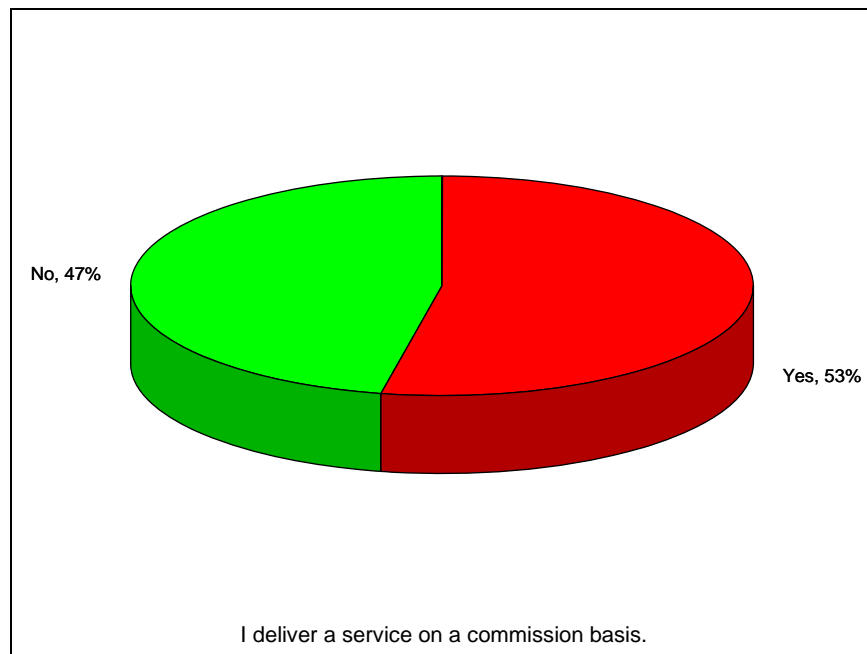


**FIGURE 5.8 SOURCE OF INCOME**

### 5.2.11 Statement: “I deliver a service on a commission basis”

The proportion of minibus taxi drivers, who indicated that they worked on a commission basis, as illustrated in Figure 5.9, was 17 or 53%, while 15 or 47% did not work on a commission basis.

Those minibus taxi drivers who worked on a commission basis had to, at the end of each working day, provide the owner with the stipulated income of the day, as well as fill the vehicle with fuel. The minibus taxi driver was then entitled to the remainder of the income. This implies that working on a commission basis led to overloading and speeding, as depicted in Figures 5.10.

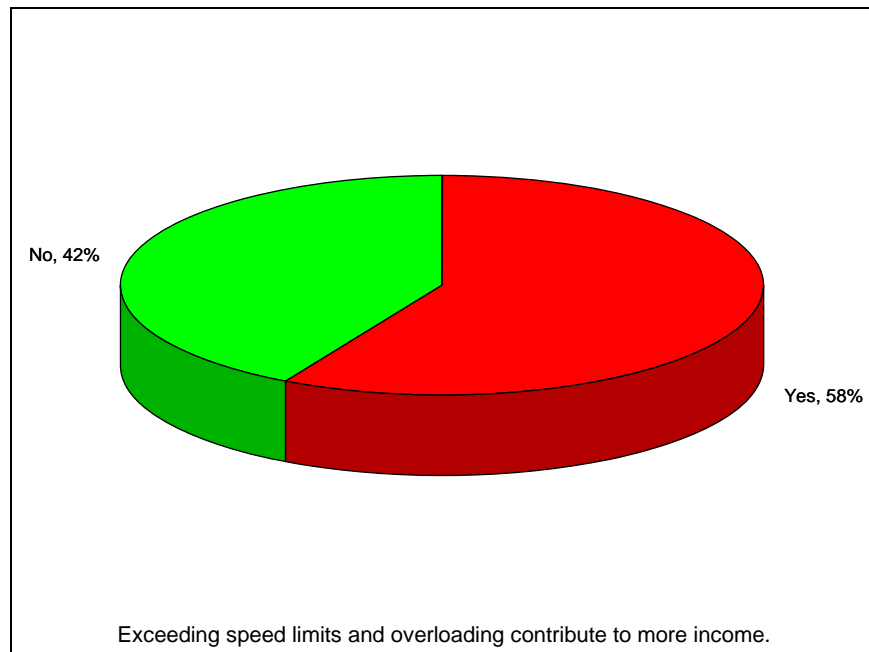


**FIGURE 5.9: SERVICE ON COMMISSION BASIS**

**5.2.12 Statement: “Exceeding speed limit allows more passengers to be collected for more income per trip”.**

Of the total number of minibus taxi drivers who responded to this statement as

depicted in Figure 5.10, 18 or 58% felt that exceeding the speed limit would generate more income, and 42% felt that speeding would not generate more income. This led to unsafe road practices and traffic violations along Stanford Road in the Northern Areas of Port Elizabeth.



**FIGURE 5.10: EXCEEDING SPEED LIMIT AND OVERLOADING**

### **5.2.13 Overloading contributes to more income**

Of the proportion of minibus taxi drivers who answered this question, 24 or 75% felt that overloading contributed to more income, while 8 or 25% felt that overloading did not contribute to more income.

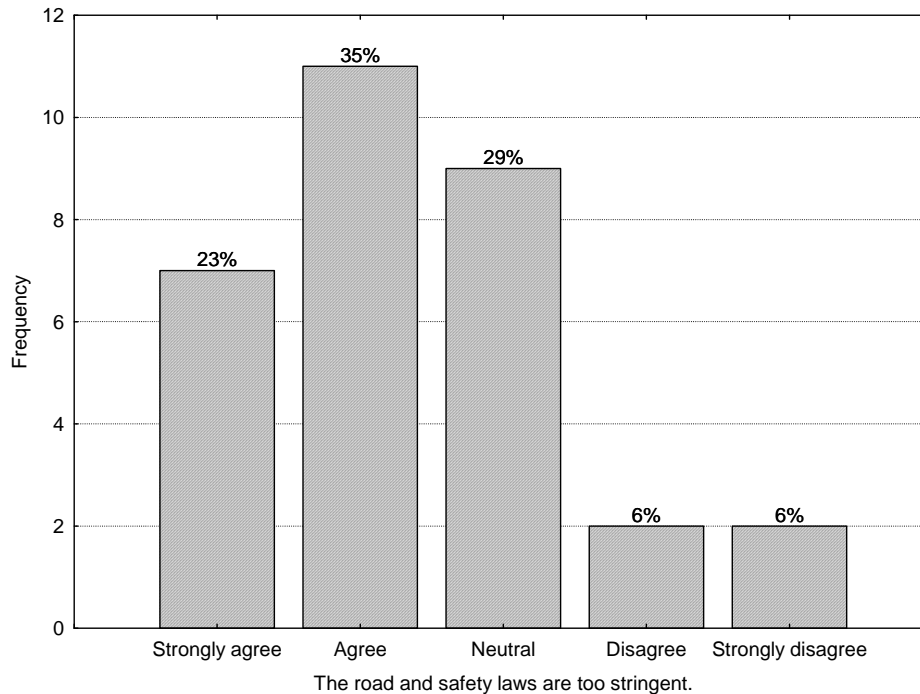
## **SECTION B**

Respondents were required to respond to statements in terms of road safety on Stanford Road in the Northern Areas of Port Elizabeth.

### **5.2.14 Statement: “The road and safety laws are too stringent”.**

Of the proportion of minibus taxi drivers who responded to this question, as depicted in Figure 5.11 below, 7 or 23% “strongly agreed” that the road and safety laws are too stringent. 18 or 35% “agreed” that the road safety laws were too stringent; 9 or 29% were “neutral” about the stringency of road safety rules; 2 or 6% “disagreed” that the road safety rules were too stringent; and 2 or 6% “strongly disagreed” that road safety rules were too stringent. An average of 57% of respondents indicated that road safety regulations were too stringent, yet in Figure 5.10, 58% of minibus taxi drivers had indicated that exceeding the speed limit contributed to more income.

In addition, Figure 5.7 illustrates that 60% of the minibus taxi drivers had driven minibus taxis for more than five years.

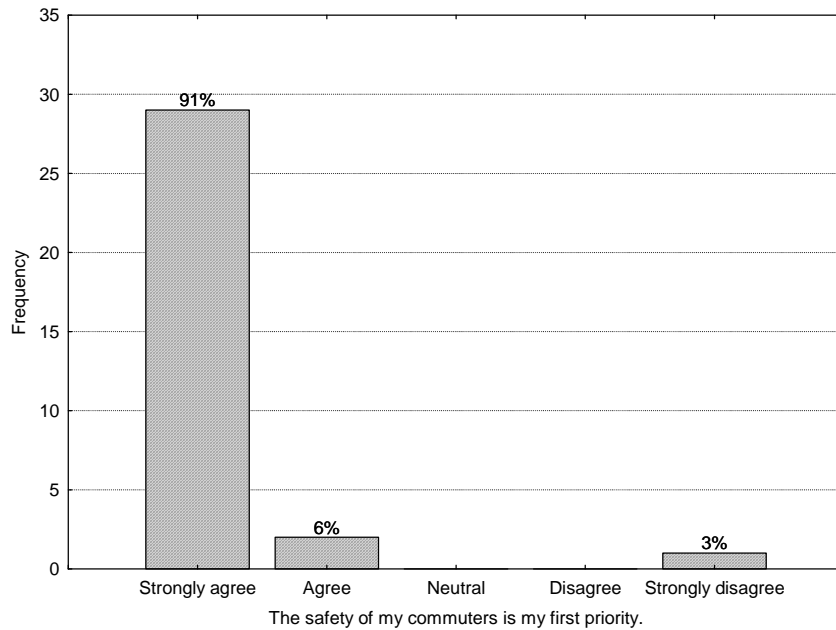


**FIGURE 5.11: ROAD SAFETY LAWS**

**5.2.15 Statement: “The safety of my commuters is my first priority”**

Of the proportion of minibus taxi drivers who answered this question, as illustrated in Figure 5.12 below, 29 or 91% “strongly agreed” that the safety of their commuters was their first priority; 2 or 6% “agreed” that the safety of their commuters was their first priority. 1 or 3% strongly “disagreed” that the safety of commuters was their first priority.

As depicted in Figure 5.10, exceeding speed limits contributed to more income, compromising the safety of minibus taxi commuters.



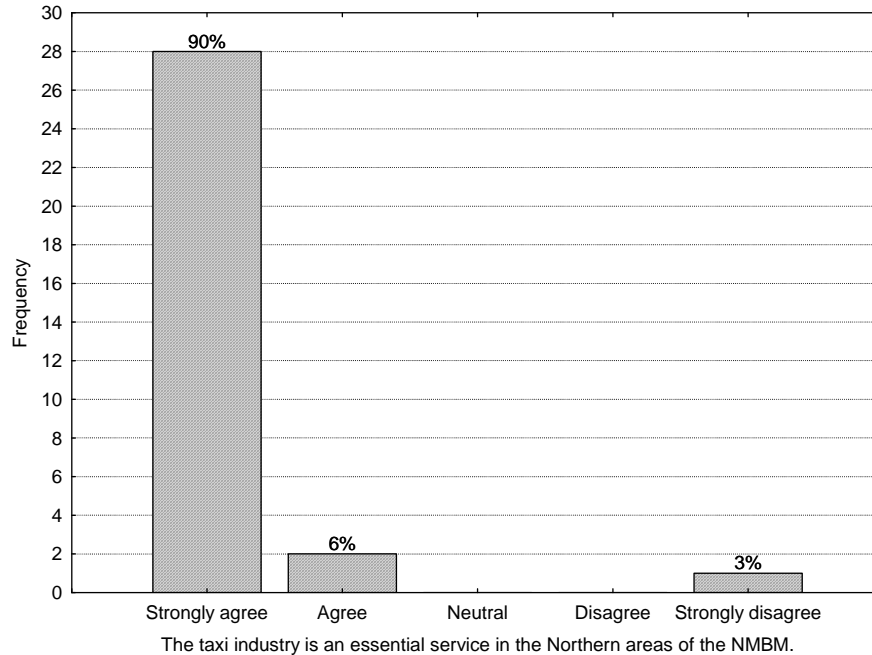
**FIGURE 5.12: SAFETY OF MINIBUS TAXI COMMUTERS**

**5.2.16 Statement: “The minibus taxi industry is an essential service in the Northern Areas of Port Elizabeth”.**

Of the total number of minibus taxi drivers who completed this question, as depicted in Figure 5.13 below, 28 or 90% “strongly agreed” that the minibus taxi industry was an essential service; 2 or 6% “agreed” that it was an essential service; and 1 or 3% “strongly disagreed” that it was an essential service. The minibus taxi industry is an essential service in the Northern Areas of Port Elizabeth, because the community is largely dependent on public transport.



Road safety should be adhered to and more stringent road safety measures should be introduced by the law enforcement agencies in Nelson Mandela Bay.



**FIGURE 5.13: ESSENTIAL SERVICE**

### **5.3 FINDINGS ON MINIBUS TAXI COMMUTERS**

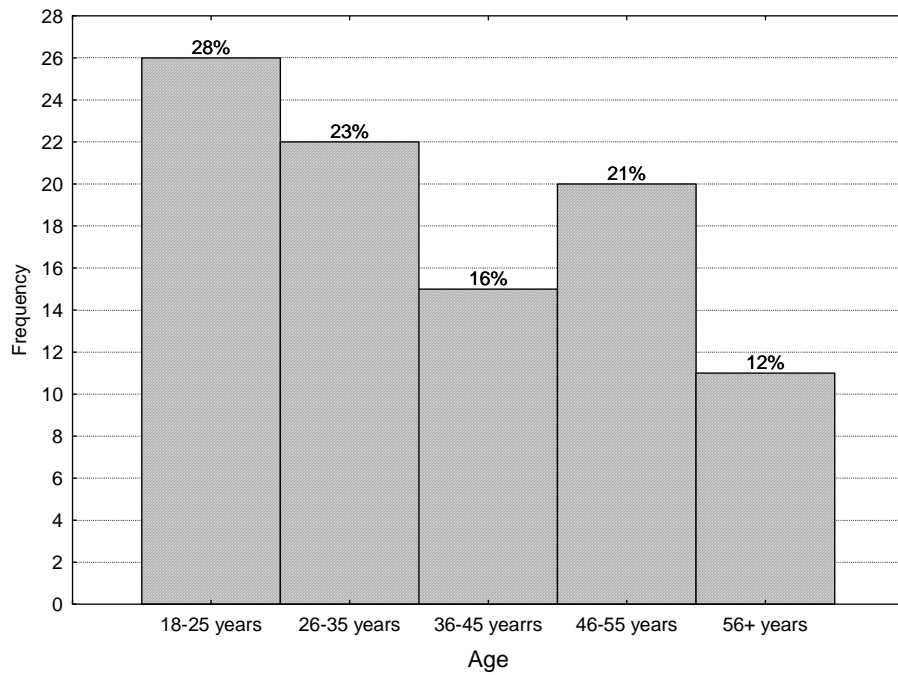
The following information represents the results from the minibus taxi commuters' questionnaire. The researcher received 94 completed questionnaires of the 100 issued to minibus taxi commuters. Six questionnaires were therefore not handed back to the researcher.

#### **Section A: Biographical data**

##### **5.3.1 Age**

It is evident from Figure 5.14, that there was not a great variation in the age of

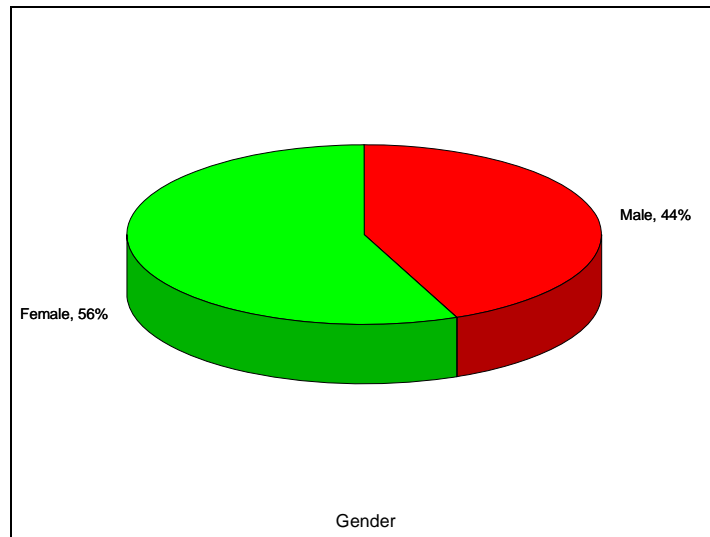
those commuters who utilise minibus taxis: 28% represented the 18-25 age group; 23% the 26-35 age group; 16% the 36-45 age group; 21% the 46-55 age group, and 12% the 56+ age group.



**FIGURE 5.14: AGE OF MINIBUS TAXI COMMUTERS**

### 5.3.2 Gender

Figure 5.15 illustrates that 44% of the respondents were males, and 56% females.



**FIGURE 5.15: GENDER OF MINIBUS TAXI COMMUTERS**

### 5.3.3 Dependence on minibus taxis.

As depicted in Figure 5.16, of the proportion of minibus taxi commuters who responded to this statement, 38 or 40% travelled in the morning only; 33 or 35% travelled in the evening; 22 or 23% travelled occasionally. Of significance to this study is that people in the Northern Areas are dependent on minibus taxis.

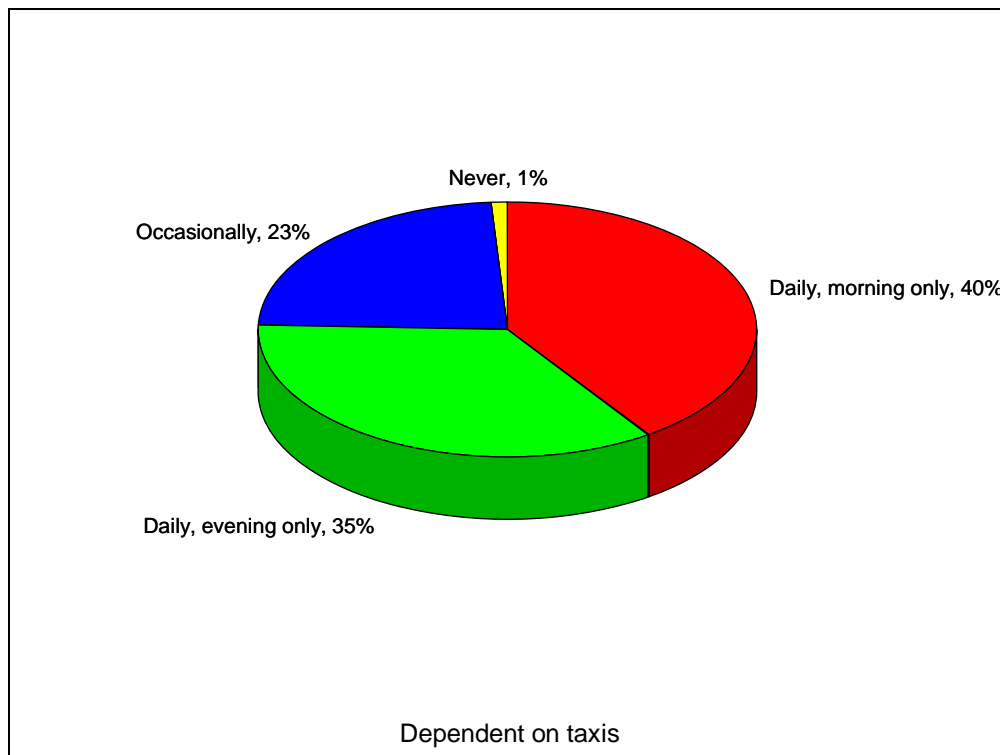
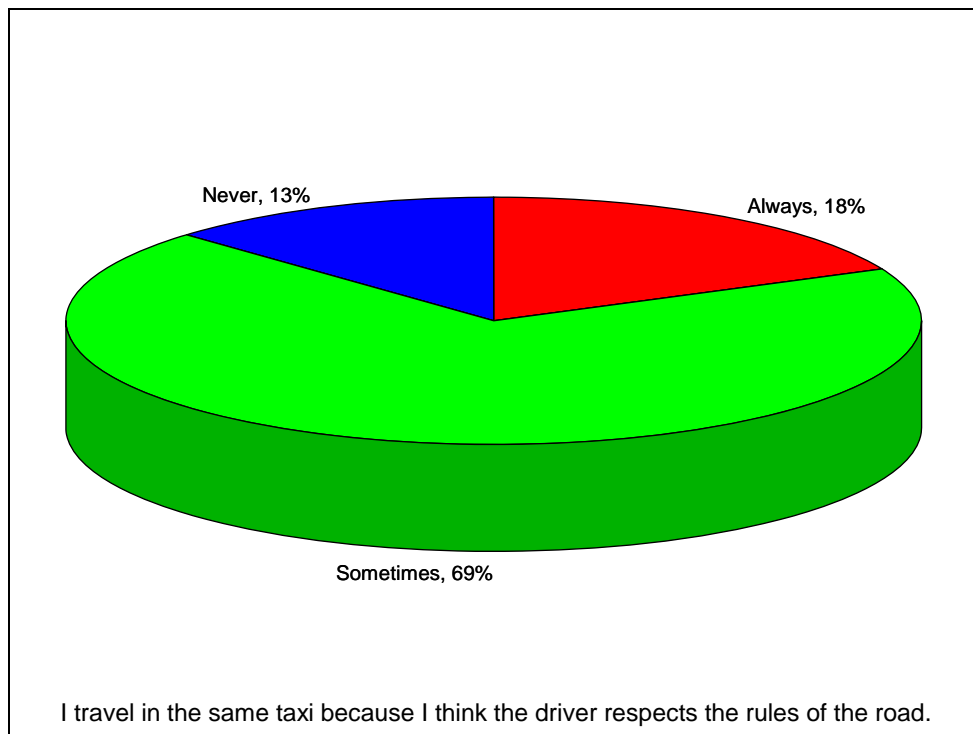


FIGURE 5.16: DEPENDENCE ON MINIBUS TAXIS

**5.3.4 Statement: “I travel in the same minibus taxi because I think that the driver respects the rules of the road”**

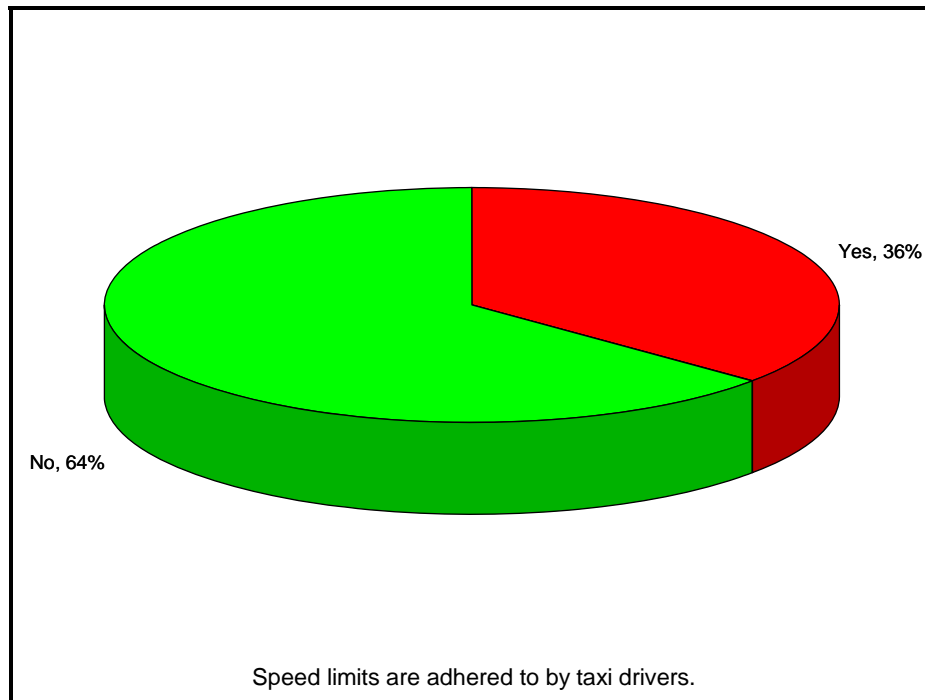
As illustrated in Figure 5.17, of the minibus taxi commuters who responded to the above statement, 17 or 18% indicated “always”; 65 or 69% “sometimes” and 12 or 13% “never”. A large percentage of commuters did not feel safe to make use of the same minibus taxi.



**FIGURE 5.17: TRAVEL IN THE SAME MINIBUS TAXI**

### 5.3.5 Statement: “Speed limits are adhered to by minibus taxi drivers”

Of the minibus taxi commuters who responded to the above statement, as depicted in Figure 5.18, 60 or 64% indicated that minibus taxi drivers did not adhere to speed limits, while 34 or 36% were of the view that minibus taxi drivers did adhere to speed limits. Yet, as illustrated in Figure 5.12, 91% of minibus taxi drivers strongly agreed that the safety of their commuters was their first priority.

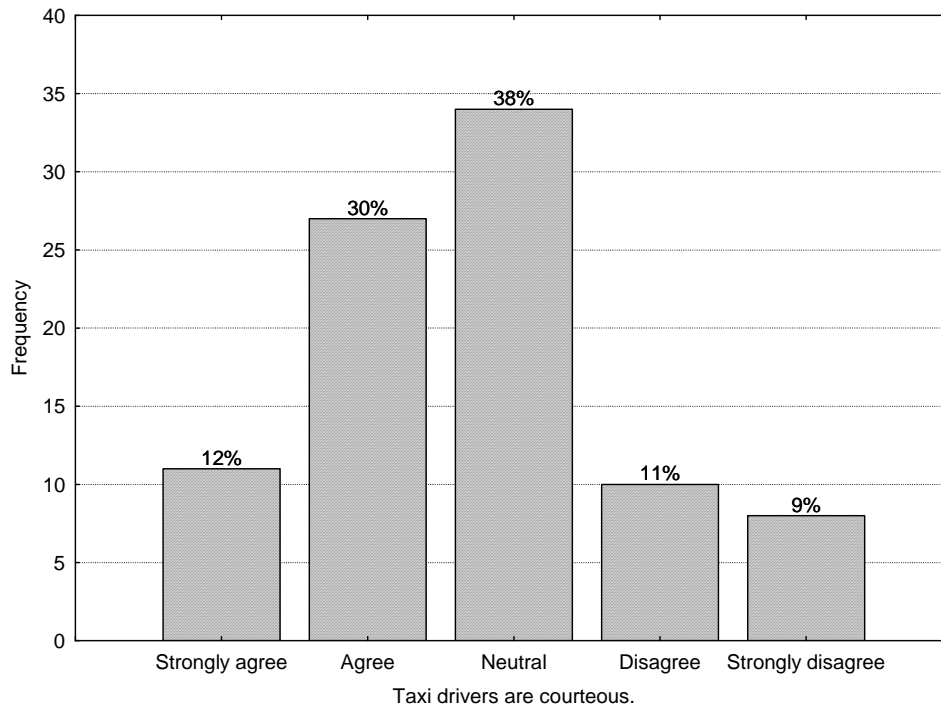


**FIGURE 5.18: ADHERENCE TO SPEED LIMIT**

## Section B

### 5.3.6 Statement: “Minibus taxi drivers are courteous”.

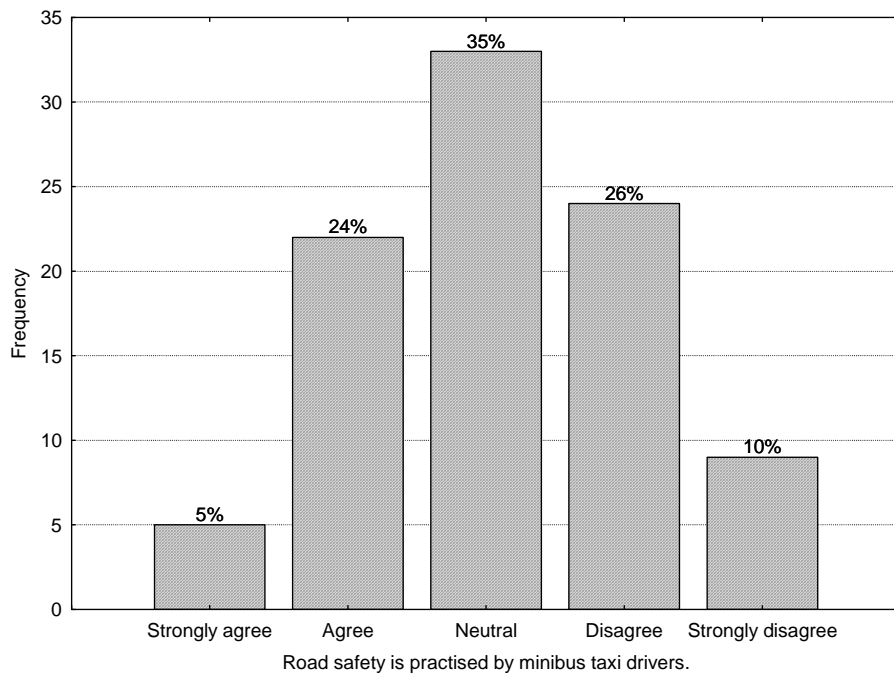
Of the proportion of minibus taxi commuters who responded to the statement, as illustrated in Figure 5.19, 12% “strongly agreed” with the statement; 30% “agreed”; 38% were “neutral”; 11% “disagreed” and 9% “strongly disagreed”. It should be noted that 37% of the minibus taxi commuters were indecisive. The researcher is of the opinion that customer care awareness campaigns will enhance the image of the minibus taxi industry.



**FIGURE 5.19: MINIBUS TAXI DRIVERS ARE COURTEOUS**

### 5.3.7 Statement: “Road safety is practiced by minibus taxi drivers”

Minibus taxi commuters who responded to the above statement, as depicted in Figure 5.20, varied in their responses to this question from “strongly agree” to “strongly disagree”. It is significant that only 5% “strongly agreed” and 24% “agreed”; 35% were “neutral” and 26% “disagreed”. Yet in Figure 5.17, 13% of the minibus taxi commuters indicated that they never travelled in the same minibus taxi, because minibus taxi drivers did not respect the rules of the road.

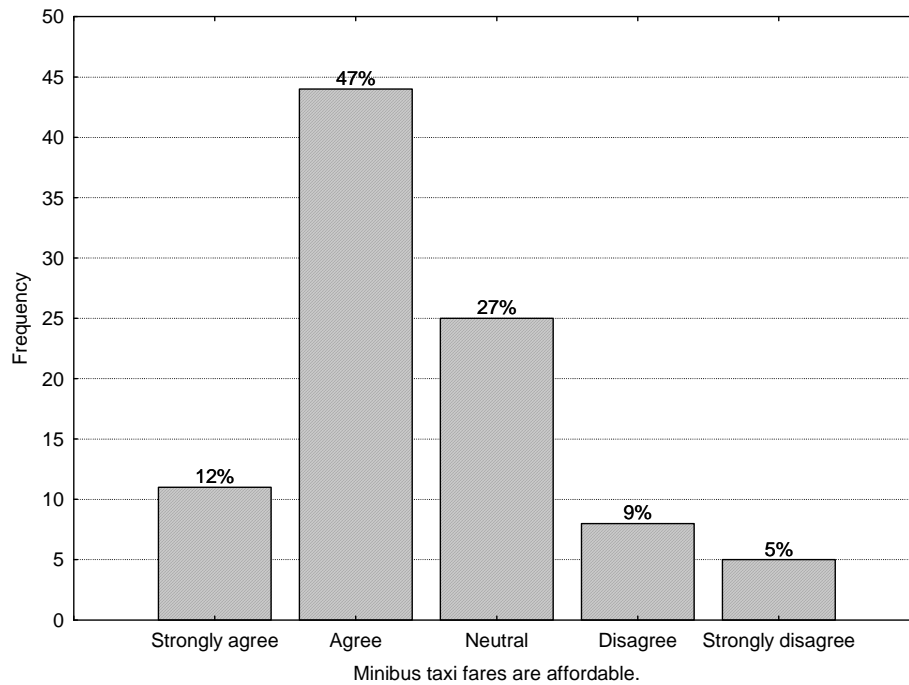


**FIGURE 5.20: ROAD SAFETY**



### 5.3.8 Statement: “Minibus taxi fares are affordable”.

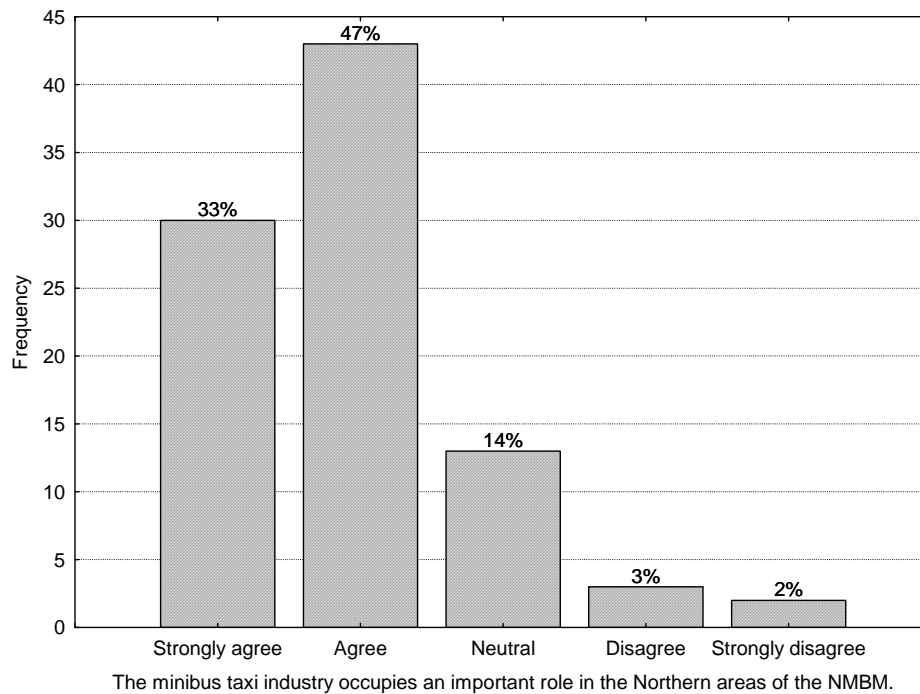
It is significant that the proportion of minibus taxi commuters who agreed that minibus taxi fare was affordable, as depicted in Figure 5.21, 47% “agreed”; 12% “strongly agreed”; 27% were “neutral”; 9% “disagreed” and 5% “strongly disagreed”. The implication is that the majority of minibus taxi commuters felt that the fares were not affordable. Minibus taxi fares should be affordable because the minibus taxi industry is an essential service and, as depicted in Figure 5.13, plays a key role in the Northern Areas of Port Elizabeth.



**FIGURE 5.21 MINIBUS TAXI FARES**

### 5.3.9 Statement: “The minibus taxi industry occupies an important role in the Northern Areas of Port Elizabeth”

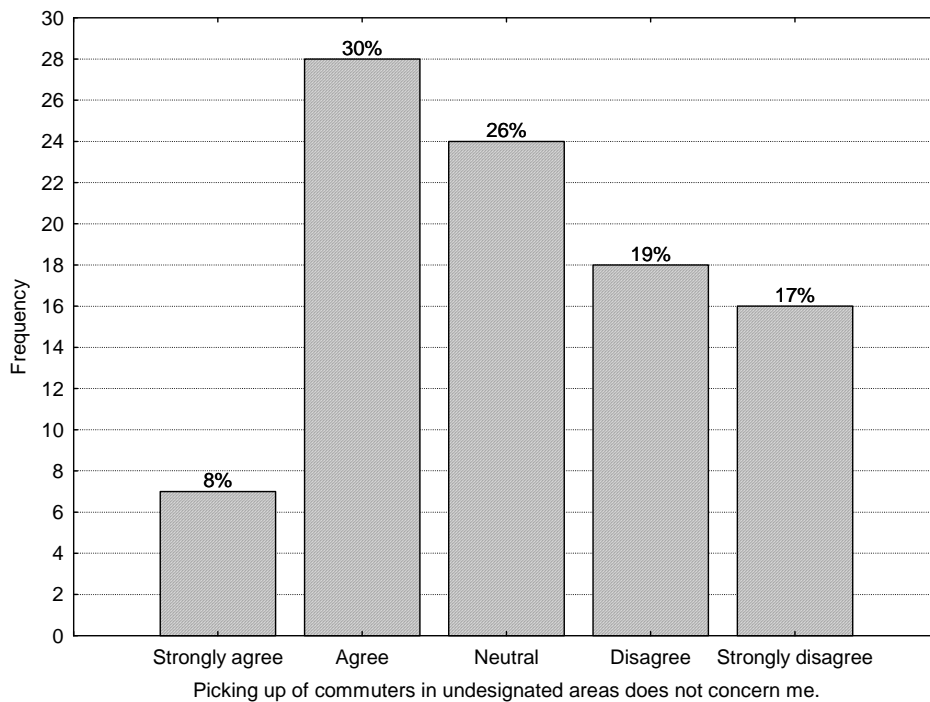
It is significant that of the total number of minibus taxi commuters, as illustrated in Figure 5.22, 47% “agreed”; 33% “strongly agreed”; 14% were “neutral”; 3% “disagreed” and 2% “strongly disagreed” that the minibus taxi industry occupied an important role in the Northern Areas of Port Elizabeth. This is of significance, because the community of the Northern Areas is depended on minibus taxis.



**FIGURE 5.22: ROLE OF MINIBUS TAXI DRIVERS**

### 5.3.10 Statement: “Picking up of minibus taxi commuters in undesignated areas does not concern me”

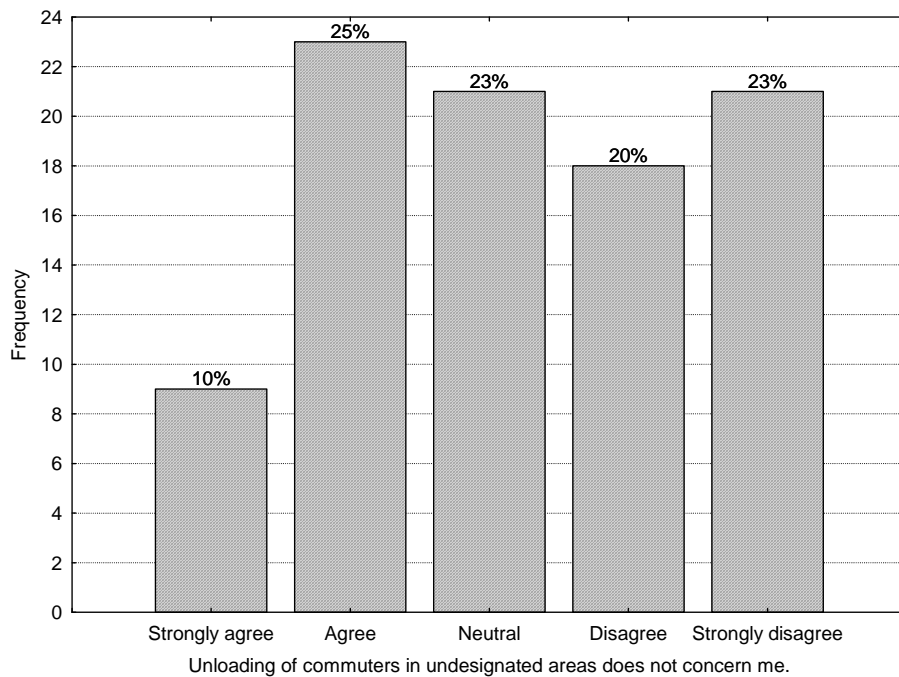
As illustrated in Figure 5.23, the minibus taxi commuters who responded to the above statement, 30% “agreed”; 8% “strongly agreed”; 26% were “neutral”; 19% “disagreed” and 17% “strongly disagreed” with the statement. It is significant, because picking up of minibus taxi commuters in undesignated areas is a traffic violation, as depicted in Figures 3.1 and 3.2.



**FIGURE 5.23: PICKING UP OF MINIBUS TAXI COMMUTERS**

### 5.3.11 Statement: “Unloading of minibus taxi commuters does not concern me”

As depicted in Figure 5.24, the minibus taxi commuters who responded to the above statement, 25% “agreed” that unloading of minibus commuters did not concern them; 23% were “neutral”; 23% “strongly disagreed”; 20% “disagreed”; and 10% “strongly agreed”. It is of significance because, as illustrated in Figures 3.1 and 3.2, the unloading and loading of minibus taxi commuters in undesignated areas constituted traffic violations as well as unsafe driving practices on Stanford Road.



**FIGURE 5.24: UNLOADING OF MINIBUS TAXI COMMUTERS**

## 5.4 CONCLUSION

This chapter presented interpretation, correlation and reported on the views of minibus taxi drivers as well as minibus taxi commuters in respect of adhering to road safety rules on Stanford Road in the Northern Areas of Port Elizabeth. The questionnaires administered to the minibus taxi drivers and commuters elicited very good responses. Informed by these responses, the researcher interpreted, analysed and depicted the findings of the case study in the form of tables and figures. It emerged that minibus taxi drivers are relatively educated and more experienced and should therefore be knowledgeable of the safety rules of the road. Extensive familiarity with Stanford Road and the number of trips done daily may lead to negligence and unsafe driving on the road. The majority of minibus taxi drivers indicated that driving of minibus taxis are their only income and that they worked on a commission basis for the owner of the minibus taxi. This resulted in overloading and speeding to increase their income. Yet, as indicated, minibus taxi drivers stated that the safety of minibus taxi commuters was their first priority. It transpired that a substantial number of the population in the Northern Areas is dependent on minibus taxis and felt unsafe whilst utilising these service. However, the minibus taxi industry occupies an important role and fares should be affordable.

## **CHAPTER SIX**

### **RECOMMENDATIONS AND CONCLUSION**

#### **6.1 INTRODUCTION**

The first section of this chapter focuses on the important findings with reference to the minibus taxi industry in the Northern Areas of Port Elizabeth that emerged from the case study. The second section offers recommendations for improvement in this field of study, as well as conclusions drawn, based on the results of the survey. The only limitation the researcher encountered was the collection of completed questionnaires from minibus taxi commuters. Due to the nature of the minibus taxi industry, all the minibus taxis had to leave the minibus taxi rank once it was full. In order to collect the completed questionnaires, the researcher and the field worker undertook several trips with the minibus taxis whenever the need arose.

The main objectives of this case study were to ascertain the views of minibus taxi drivers with respect to adhering to road safety rules and to ascertain the views of minibus taxi commuters in terms of their experience of road safety when utilising minibus taxis. To provide input and feedback in order to reinforce guidelines to assist the minibus taxi associations, the Nelson Mandela Municipal and Provincial traffic and licensing departments were also consulted.

#### **6.2 MAIN FINDINGS ON THE MINIBUS TAXI DRIVERS AND MINIBUS TAXI COMMUTERS**

The minibus taxi drivers who utilised Stanford Road in the Northern Areas of Port Elizabeth reported diverse employment backgrounds, were relatively educated,

usually had not had any other driving instruction and possessed more than five years' driving experience. Some worked on a commission basis, and minibus taxi driving was their main source of income resulting in overloading and speeding. Most minibus taxi commuters, who participated in this case study, felt that minibus taxi drivers did not adhere to road safety rules. However, minibus taxis occupy an important role in the Northern Areas of Port Elizabeth.

### **6.3 RECOMMENDATIONS**

Based on the findings of this case study the following recommendations are made regarding adherence to road safety and law enforcement on Stanford Road in the Northern Areas of Port Elizabeth:

#### **Training**

- Advanced driving instruction at a further education and training centre for all minibus taxi drivers should be a legal requirement, as it will reduce the unsafe road practices followed by minibus taxi drivers on Stanford Road.
- Minibus taxi drivers should also receive training at a further education and training centre in customer care to raise their awareness of the need for courtesy towards their customers, the minibus taxi commuters.

#### **Remuneration**

- Competitive remuneration, that is in line with the external marketplace and with the Department of Labour's Basic Conditions of Employment Act, 75 of 1997, should be provided by minibus taxi owners.

- Flexible benefits should be introduced for all minibus taxi drivers, *inter alia*, a pension scheme and maternity benefits.

## **Monitoring**

Monitoring of road safety is of benefit to all road users.

- The Nelson Mandela Municipal and Provincial Traffic and Licensing Departments should monitor and evaluate traffic violations by minibus taxi drivers on Stanford Road in the Northern Areas of Port Elizabeth on a more regular basis.
- The Nelson Mandela Municipal and Provincial Traffic and Licensing Departments should be more visible during peak and off-peak times on Stanford Road in the Northern Areas of Port Elizabeth.
- Regular inspection of minibus taxis should be performed by the minibus taxi associations to ensure that minibus taxis are in roadworthy condition.
- Continuous measurement by the minibus taxi associations of the needs and perceptions of minibus taxi commuters in terms of road safety adherence by minibus taxi drivers is required.
- The Nelson Mandela Municipal and Provincial Traffic and Licensing Departments should act promptly on and prosecute traffic violations by minibus taxi drivers.



- Minibus taxi associations should observe any untoward behaviour among their members and institute disciplinary action.

## **Opportunities**

- Opportunities should be created to increase the ownership of minibus taxis, to minimise destructive competition. All minibus taxi drivers should benefit from the Rapid Public Transport Network that is being introduced in Nelson Mandela Bay.
- Minibus taxi drivers, who observe road safety, should be recognised for their positive contribution. Some form of recognition should be given by minibus taxi associations and law enforcement agencies to those minibus taxi drivers with no traffic violations.
- Minibus taxi drivers who are guilty of the violation of road traffic rules should be penalised through the imposition of demerit points, ultimately leading to suspension of driving licenses.

## **Awareness**

- Awareness campaigns should be introduced to inform minibus taxi commuters of the dangers of unloading and loading commuters indiscriminately.
- Arrive Alive Campaigns should be conducted throughout the year.
- Awareness programmes should be introduced by the NMBM Traffic and Licensing Department at schools to enlighten learners about the dangers of overloaded minibus taxis.

- More frequent meetings on road safety should be held between the minibus taxi associations and the law enforcement agencies.

### **Public participation and stakeholder interaction**

- Expand public participation in decision-making on road safety, to ensure that minibus taxi driver needs are captured in legislative mandates.
- Drafted legislation on road safety should be published for general comments.
- Involve the private sector and businesses in decision making to create a more stable flow of funds in the promotion of road safety.

### **Infrastructure**

- Upgrading of existing road infrastructure should take place to enhance road safety.
- Minibus taxi pick up points along Stanford Road should be constructed.
- Calming measures at certain points on Stanford Road to prevent speeding should be constructed.
- Pedestrian bridges to prevent fatalities on Stanford should be constructed.

## **6.4 FUTURE RESEARCH TOPICS**

The following research areas are recommended for future research.

The effect of the Bus Rapid Transit System on the minibus taxi industry in South Africa.

The effect and impact of the demerit system on minibus taxi drivers in Port Elizabeth.

## **6.5 CONCLUSION**

Based on the findings made in this chapter, it is clear that minibus taxi drivers are in need of advanced driver training as to reduce unsafe road practices. Remuneration and flexible benefits in line with the external marketplace should be available to minibus taxi drivers as to prevent overloading and speeding. Monitoring and evaluation of road traffic violations and vehicle roadworthiness by law enforcement agencies should be continuous. Awareness campaigns to promote road safety should be on a more regular basis. Partnerships should be formed with the private sector as to generate more funds to invest in road safety.

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## **MINUTES OF MEETINGS:**

Minutes of meetings between the NMBM Traffic and Licensing Department and minibus taxi associations:

- 29 March 2007
- 9 May 2007
- 27 June 2009



## **ANNEXURE: 7.1**

**NORTH CAMPUS  
FACULTY OF ARTS**  
Tel . +27 (0)41 5043252 Fax. +27 (0)41 5049252  
[Jannet.Nxati@nmmu.ac.za](mailto:Jannet.Nxati@nmmu.ac.za)

Ref: H/09/ART/PGS-005

Student number: 207073300

13 August 2009

Ms BA Ferreira  
17 Hallein Street  
Heath Park  
Bethelsdorp  
Port Elizabeth  
6059

Dear Ms Ferreira

**AN ANALYSIS OF THE VIEWS OF TAXI COMMUTERS AND DRIVERS TO ROAD SAFETY: A  
CASE STUDY OF THE NORTHERN AREAS IN PORT ELIZABETH**

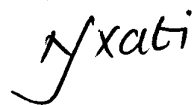
Your above-entitled application for ethics approval served at the RTI Higher Degrees sub-committee of the Faculty of Arts Research, Technology and Innovation Committee.

We take pleasure in informing you that the application was approved by the Committee.

The Ethics clearance reference number is **H/09/ART/PGS-006**, and is valid for three years, from 13 August 2009 -13 August 2011. Please inform the RTI-HDC, via your supervisor, if any changes (particularly in the methodology) occur during this time. An annual affirmation to the effect that the protocols in use are still those for which approval was granted, will be required from you. You will be reminded timeously of this responsibility.

We wish you well with the project.

Yours sincerely



Ms Jannet Nxati  
FACULTY OFFICER

cc: Promoter/Supervisor  
HoD  
School Representative: Faculty RTI

## **ANNEXURE: 7.2**

17 Hallein Street  
Heath Park  
Port Elizabeth  
6056

The Director  
Department of Road and Safety  
Nelson Mandela Bay Metropole

Dear Sir/ Madam

**Re: Information on the minibus taxi industry within the Nelson Mandela Bay Metropole.**

I am at present registered with the department of Political and Governmental Studies at the Nelson Mandela Metropolitan University. I am in the process of conducting research on the minibus taxi industry in the Northern Areas of the Nelson Mandela Bay Metropole. **My topic is: An analysis of the views of minibus taxi drivers and commuters on road safety: A Case study of the Northern Areas in Port Elizabeth.**

I require assistance with the latest information on road safety, statistics on traffic violations and minutes of previous meetings with minibus taxi associations, with reference to the minibus taxi industry in the Northern Areas of the NMBM.

Thanking You  
B.A. Ferreira (Mrs)

0824476970  
041-4819767  
ansley@isat.co.za

## **ANNEXURE: 7.3**

17 Hallein Street  
Heath Park  
Port Elizabeth  
6056

The Chairperson  
Northern Areas Taxi Association  
Nelson Mandela Bay Metropole

Dear Sir/ Madam

**Re: Participation in research on the minibus taxi industry within the Nelson Mandela Bay Metropole**

I am at present registered with the department of Political and Governmental Studies at the Nelson Mandela Metropolitan University. I am in the process of conducting research on the minibus taxi industry. **My topic is: An analysis of the views of minibus taxi drivers and commuters on road safety: A Case study of the Northern Areas in Port Elizabeth.**

I herewith request permission to conduct interviews and distribute questionnaires to a sample of minibus taxi drivers as well as minibus taxi commuters in the Northern Areas of the NMBM. Participants in the research will be provided with consent forms. Participants have the right to query concerns regarding the study at any time. Telephone numbers of the researcher are provided.

Participation in research is completely voluntary. Participants have the right to withdraw at any given time, during the study, however, they should return for a final discussion, in order to terminate the research in an orderly manner. Although participants identities will, at all times remain confidential, the results of the research study may be presented in specialist publication.

Yours sincerely  
B.A.Ferreira (Mrs)

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## **ANNEXURE: 7.4**

**QUESTIONNAIRE: MINIBUS TAXI DRIVERS**

*Kindly complete the questions expressing your views on your involvement with the taxi industry in the North Areas of Port Elizabeth regarding adherence to road safety. Thank you for your co-operation.*

**SECTION A: BIOGRAPHICAL INFORMATION: KINDLY MAKE AN "X" IN THE APPLICABLE BOX THAT APPLIES TO YOU.**

**1. AGE**

|             |  |
|-------------|--|
| 18-25YEARS  |  |
| 26- 35YEARS |  |
| 36-45 YEARS |  |
| 46-55 YEARS |  |
| 56+ YEARS   |  |

**2. GENDER**

|      |  |        |  |
|------|--|--------|--|
| MALE |  | FEMALE |  |
|------|--|--------|--|

**3. DO YOU ALWAYS DRIVE THE SAME ROUTE?**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**4. HOW LONG HAVE YOU BEEN DRIVING TAXIS?**

|             |  |            |  |                 |  |
|-------------|--|------------|--|-----------------|--|
| 6-12 MONTHS |  | 1- 4 YEARS |  | 5 OR MORE YEARS |  |
|-------------|--|------------|--|-----------------|--|

**5. WHAT IS YOUR HIGHEST QUALIFICATION?**

|                  |  |        |  |               |  |
|------------------|--|--------|--|---------------|--|
| LESS THAN GR. 12 |  | GR. 12 |  | SOME TERTIARY |  |
|------------------|--|--------|--|---------------|--|

**6. MY PREVIOUS OCCUPATION WAS. (List your most recent occupation/job that you occupied in the last 0-5 years)**

.....



.....

**7. DID YOU OBTAIN ANY OTHER DRIVING INSTRUCTION ASIDE FROM THE LEGAL SOUTH AFRICAN DRIVING PERMIT?**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**IF YES: WHAT TYPE?**

.....

.....

**8. ARE YOU THE OWNER OF THE VEHICLE?**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**9. IF NO, ARE YOU EMPLOYED BY THE OWNER OF THE VEHICLE?**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**10. MINIBUS TAXI DRIVING IS MY MAIN SOURCE OF INCOME.**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**11. I DELIVER A SERVICE ON A COMMISSION BASIS.**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**12. EXCEEDING SPEED LIMITS AND OVERLOADING CONTRIBUTE TO MORE INCOME.**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**SECTION B: BELOW ARE STATEMENTS REGARDING THE VIEWS OF MINIBUS TAXI DRIVERS IN TERMS OF ROAD SAFETY ADHERANCE. PLEASE MAKE AN "X" IN THE APPROPRIATE BOX**

|   | <b>STRONGLY<br/>AGREE</b> | <b>AGREE</b> | <b>NEUTRAL</b> | <b>DISAGREE</b> | <b>STRONGLY<br/>DISAGREE</b> |
|---|---------------------------|--------------|----------------|-----------------|------------------------------|
|   | <b>1</b>                  | <b>2</b>     | <b>3</b>       | <b>4</b>        | <b>5</b>                     |
| <b>The road and safety laws are too stringent.</b>  |                           |              |                |                 |                              |
| <b>The safety of my commuters is my first priority.</b>   |                           |              |                |                 |                              |
| <b>The minibus taxi industry is an essential service in the Northern Areas of Port Elizabeth.</b> |                           |              |                |                 |                              |

Thank you for your participation

## **ANNEXURE: 7.5**

**QUESTIONNAIRE B                      MINIBUS TAXI COMMUTERS**

*Kindly complete the questionnaire indicating your views on road safety practice by minibus taxi drivers in the Northern Areas of Port Elizabeth. Thank you for your cooperation.*

**SECTION A: BIOGRAPHICAL INFORMATION: KINDLY MAKE AN "X" IN THE APPLICABLE BOX.**

**1.     AGE**

|             |  |
|-------------|--|
| 18-25 YEARS |  |
| 26-35 YEARS |  |
| 36-45 YEARS |  |
| 46-55 YEARS |  |
| 56+ YEARS   |  |

**2. GENDER**

|      |  |        |  |
|------|--|--------|--|
| MALE |  | FEMALE |  |
|------|--|--------|--|

**3. HOW DEPENDENT ARE YOU ON MINIBUS TAXIS?**

**I TRAVEL BY MIINIBUS TAXI**

|  |  |
|--|--|
| DAILY IN THE MORNING ONLY                                  |  |
| DAILY IN THE EVENING THE EVENING ONLY                      |  |
| OCCASIONALLY WHEN I DO NOT HAVE ACCESS TO MY OWN TRANSPORT |  |
| NEVER.   |  |

**4. I TRAVEL IN THE SAME MINIBUS TAXI BECAUSE I THINK THAT THE DRIVER REPECTS THE RULES OF THE ROAD:**

|        |  |           |  |       |  |
|--------|--|-----------|--|-------|--|
| ALWAYS |  | SOMETIMES |  | NEVER |  |
|--------|--|-----------|--|-------|--|

**5. SPEED LIMITS ARE ADHERED TO BY MINIBUS TAXI DRIVERS.**

|     |  |    |  |
|-----|--|----|--|
| YES |  | NO |  |
|-----|--|----|--|

**SECTION: B** BELOW IS STATEMENTS REGARDING THE VIEWS OF MINIBUS TAXI COMMUTERS IN TERMS OF ROAD SAFETY. PLEASE MAKE AN “X” IN THE APPROPRIATE BOX.

|   | <b>STRONGLY<br/>AGREE</b> | <b>AGREE</b> | <b>NEUTRAL</b> | <b>DISAGREE</b> | <b>STRONGLY<br/>DISAGREE</b> |
|---|---------------------------|--------------|----------------|-----------------|------------------------------|
|   | <b>1</b>                  | <b>2</b>     | <b>3</b>       | <b>4</b>        | <b>5</b>                     |
| I make use of minibus taxis on daily base.  |                           |              |                |                 |                              |
| I only make use of minibus taxis occasionally.  |                           |              |                |                 |                              |
| Minibus taxi drivers are courteous.   |                           |              |                |                 |                              |
| Road safety by minibus taxi drivers is practised.                                       |                           |              |                |                 |                              |
| Minibus taxi fares are affordable.  |                           |              |                |                 |                              |
| The minibus taxi industry occupies an important role in the Northern Areas of the NMBM. |                           |              |                |                 |                              |
| Picking up of minibus taxi commuters in undesignated areas does not concern me.         |                           |              |                |                 |                              |
| Unloading of minibus taxi commuters in undesignated areas does not concern me.          |                           |              |                |                 |                              |

