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Prisoner at home or active community participant?

Exploring factors that influence public transport service
provision for persons with disabilities
in the eThekweni Municipality

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A dissertation submitted in partial fulfilment of the requirements for the degree of
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School of Built Environment and Development Studies,
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DECLARATION

This thesis is submitted in partial fulfilment of the requirements for the degree of Masters in Development Studies, in the Graduate Programme in the School of Built Environment and Development Studies, College of Humanities, University of KwaZulu-Natal, Durban, South Africa.

I, Helga Elke Koch, declare that

1. The research reported in this thesis, except where otherwise indicated, is my original research.
2. This thesis has not been submitted for any degree or examination at any other university.
3. This thesis does not contain other persons' data, pictures, graphs or other information, unless specifically acknowledged as being sourced from other persons.
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Student signature

Date

ACKNOWLEDGEMENTS

This journey takes me back four and a half years when life seemed a lot simpler, the world could easily be changed for the better and sunshine was in abundance. Now I have come to realize how little I actually know, what a complicated place this really is, and that it takes a lot more than a genuine desire, for good to triumph over evil: it takes collective action, commitment and prayer.

But at the same time my eyes have been opened to how much beauty there is all around us; that one can hold a deep sense of joy from a single moment; that we are here to love, and to love unconditionally. I have learnt to embrace my vulnerability, for it is the means to connection. I know that Christ is my strength and my soul finds rest in HIM alone.

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Our Heavenly Father, Son and Holy Spirit. You are my heart's desire.

DEDICATION

Twas an unknown place that I came to
Along a rocky path
Where the sun stroked my face
And the gush of water danced from its skin
I took a moment to reflect
To gaze from this edge to the valley below
And saw how the roads had swiftd
Even though sometimes objectionable
To lead to me to where I found myself
Where I could declare out loud
Where I could cry and laugh with my imperfection
My humanness
My brokenness made whole

So here I dedicate this to you.
In faith, I wait
With joy, I believe
Through passion, I live

ABSTRACT

This study explores the factors influencing public transport service provision for persons with disabilities in eThekweni, South Africa. It was motivated by an awareness of the many barriers that persons with disabilities face to participate fully within society. The study recognises that transport is a means to an end, and an end in itself. It is a complicated system and therefore it is explored in this study from the perspectives of the various stakeholders, namely persons with disabilities; the operators and owners of public transport systems; and the city officials, consultants and experts in the field. The results indicate that persons with disabilities are excluded from public transport and experience challenges in each step of the travel chain. Themes highlighted include the power of money, the attitude of the transport operators and passengers, as well as the inaccessibility of the vehicles and built environment. This in turn contributes to occupational marginalization, occupational deprivation, occupational apartheid and limited occupational choice, which is related to not being able to pursue various occupations, being isolated, feeling powerless and having a reduced sense of well-being. The eThekweni Municipality is in the process of planning and implementing the Integrated Rapid Public Transport Network, however there are concerns about this future system and the lack of Accelerated Modal Upgrading and other measures to improve the current system. There needs to be a greater commitment to addressing public transport service provision holistically, so that persons with disabilities can fully participate as citizens in society.

Keywords: persons with disabilities, transport, the eThekweni Municipality, occupational injustice

ACRONYMS AND ABBREVIATIONS

BRT	Bus Rapid Transit
CBD	Central Business District
DOT	Department of Transport
DPSA	Disabled People South Africa
ETA	eThekweni Transport Authority
INDS	Integrated National Disability Strategy
IPTN	Integrated Public Transport Network
IRPTN	Integrated Rapid Public Transport Network
KZN	KwaZulu-Natal
KZNBDS	The KwaZulu-Natal Blind and Deaf Society
NEAP	National Environmental Accessibility Programme
NJWG	National Joint Working Group
NLTSF	National Land Transport Strategic Framework (South Africa)
OSDP	Office on the Status of Disabled Persons (South Africa)
PWSCN	Passengers with Special Categories of Need
QASA	QuadPara Association of South Africa
RDP	Reconstruction and Development Programme
SABOA	Southern Africa Bus Operators Association
SACO	South African Commuters' Organisation
SANTACO	South African National Taxi Council
STP	Strategic Transport Planning
SWB	Subjective well-being
UA	Universal Access
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
WHO	World Health Organization

OPERATIONAL DEFINITIONS

Accessibility	This term covers all aspects in order to ensure that ‘disabled people can participate and have the same choices as non-disabled community members’. This includes access to build environments, transportation, water supply and sanitation, technology, information and communication (The World Bank, 2011, para. 1).
Bus	According to the National Land Transport Act (no. 5 of 2009), this is ‘a motor vehicle designed or modified to carry more than 35 persons including the driver’.
Integrated public transport network	According to the National Land Transport Act (2009), this means ‘a system in a particular area that integrates public transport services between modes, with through-ticketing and other appropriate mechanisms to provide users of the system with the optimal solutions to be able to travel from their origins to destinations in a seamless manner’.
Metered taxi service	According to the National Land Transport Act (2009), this means ‘a public transport service operated by means of a motor vehicle contemplated in section 66 which, <ol style="list-style-type: none">a. is available for hire by hailing while roaming, by telephone or otherwise;b. may stand for hire at a rank; andc. is equipped with a sealed meter, in good working order, for the purpose of determining the fare payable, that is calibrated for such fare or complies with any other requirements applicable to such meters’.
Mini-bus	According to the National Land Transport Act (2009), minibus, refers to ‘a motor vehicle designed or modified solely or principally for conveying more than nine but not more than 16 seated persons, including the driver. Minibus taxi-type service refers to ‘unscheduled public transport service operated on a specific route or routes, or where applicable, within a particular area, by means of a motor car, minibus or midibus’. For the purpose of this study, the terms minibus and taxi are used

interchangeably. The Toyota Hiace Siyaya (of which there are different versions) and the Quantum are the two most popular taxi vehicles. There is various jargon used by the commuters: Taxis which are old and dilapidated, are referred to as 'crates' or 'squares'; taxis that are new and have been modified to improve their appearance are referred to as 'big-name', 'celebrity' or 'popular' vehicle.

Persons with disabilities	For the purpose of this study, persons with disabilities are referred according to the National Land Transport Act (2009), as 'all persons whose mobility is restricted by temporary or permanent physical or mental disability, and includes the very young, the blind or partially-sighted (referred to as persons with visual impairments, unless specifically noted as 'blind') and the deaf or hard of hearing' (referred to as a person with a hearing impairment, unless specifically noted as 'deaf').
Public transport service	According to the National Land Transport Act (2009), this means 'a scheduled or unscheduled service for the carriage of passengers by road or rail, whether subject to a contract or not, and where the service is provided for a fare or any other consideration or reward, including cabotage in respect of passenger transport as defined in the Cross-Border Act, and except where clearly inappropriate, the term "public transport" must be interpreted accordingly'.
Transport operator	The eThekweni Municipality is currently using this term to describe the drivers of public transport vehicles for either taxis or buses. However since most participants in the study still refer to these as 'taxi driver' or 'bus driver', within specific quotations the original words have been used. Otherwise in the text, taxi operator or bus operator distinguishes between the drivers of the vehicles and transport operator refers to both.
Transport user	For the purpose of this document, transport user, passenger and commuter refer to the same groups of people and are utilized interchangeably. According to the National Land Transport Act (2009), commuting means 'travelling daily between home and work by means of a public transport service'.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Historically there has been limited focus on the rights of and provision for persons with disabilities. They remained marginalized and excluded from mainstream society and have experienced unequal access to education, employment and healthcare through, amongst other reasons, the inaccessibility of transport.

There is a dearth of literature regarding the factors which influence public transport service provision for persons with disabilities in South Africa, and specifically in the eThekweni Municipality. These need to be understood, so that future plans and implementation of policy can be context-driven and effective.

This chapter introduces the study with the background, the problem statement and the subsequent research question. It provides the aims and objectives, the significance and an outline of the study.

1.2 Background

In the last two decades, significant progress has been made regarding awareness of the rights of persons with disabilities and the need for their social inclusion. Policy and legislation has been driven through various national and international treaties, acts and offices, to ensure that the rights of persons with disabilities be acknowledged. Unfortunately the lack of implementation and enforcement of these rights has led to continued social isolation. The most significant contributor to this isolation is that persons with disabilities are unable to take advantage of the many opportunities created, since they cannot access them due to transport limitations. It is proposed that if transport facilities were improved, persons with disabilities would be able to participate within society and thus lead more independent lives. An improved ability to utilize other strategies to fight poverty and social exclusion would thereby be created (Venter et al., 2002).

Literature acknowledges some of the major challenges experienced by persons with disabilities, however there is a lack of detail regarding the specific nature of these challenges. Additionally, transport is predominantly viewed from a physical access perspective, with limited focus on the social aspect. Furthermore, there are limited studies relating to the effects of social exclusion and marginalization and the consequences that this has for persons with disabilities. There is a greater need for an understanding of the

dynamics surrounding transport to ensure that future national and municipal plans for transport encompass all areas and offer solutions for the complexity of public transport.

1.3 Problem Statement

Despite a constitution that provides for everyone in South Africa, policies regarding the provision of transport services for persons with disabilities have not been adequately implemented. In the eThekweni Municipality, a number of forms of public transport are provided, but to date, no studies have been done to understand the factors that influence transport service provision for persons with disabilities in the eThekweni Municipality.

1.4 Research Question

What are the factors influencing public transport service provision for persons with disabilities in the eThekweni Municipality?

1.5 Aims and Objectives

1.5.1 Aim

This research will endeavour to identify the factors influencing public transport service provision for persons with disabilities in the eThekweni Municipality.

1.5.2 Objectives

a. Objective 1

To describe the factors influencing the public transport system in eThekweni Municipality (buses, taxis, Sukuma buses, Dial-a-Ride and the People Mover).

b. Objective 2

To explore the perceptions and experiences of persons with disabilities about the public transport services in the eThekweni Municipality.

c. Objective 3

To explore the perceptions and experiences of transport operators and owners of public transport systems on providing transport for persons with disabilities.

d. Objective 4

To explore the perceptions of city officials, consultants and experts regarding the factors that influence public transport service provision for persons with disabilities.

e. Objective 5

To make recommendations about improving public transport service provision for persons with disabilities in the eThekweni Municipality.

1.6 Significance of the Study

The government has developed intervention strategies for the inclusion of persons with disabilities by improving equitable services (for example the Employment Equity Act (no. 55 of 1998) and inclusive education in White Paper 6 (2001), however it is imperative that this is accompanied by accessible public transport services. This study aims to provide a greater understanding of the factors which influence current service provision of transport for persons with disabilities. These factors will then create a platform to evaluate and analyse the future public transport plans and what is being considered in the interim, according to the public transport strategy. Unless the current difficulties and experiences of persons with disabilities are clearly considered, the intervention may not encompass all the needs and concerns raised. Thus the findings are useful for government authorities, advocacy groups and other agencies in planning for inclusive transport. This thesis also demonstrates the importance of multi-stakeholder engagement, as transport is situated within and impacts on the economic, social, spatial and political domain.

Therefore it is important in addressing questions of how to share power, collaborate with others and seek avenues for cooperation rather than holding hierarchical control. This can then lead to effective implementation of policy, so that social inclusion for all members of society can occur. Accessible transport will improve access to healthcare, prevention and rehabilitation, thus reducing the vulnerability to poverty and illness. It will also improve access to education, employment and development, which allows persons with disabilities to take up opportunities that are available, thus ultimately reducing poverty.

1.7 Outline of Study

This study has begun in this chapter with a background to the study, the problem statement and a research question. It then has provided the aims and objectives as well as the significance of this study. Chapter two reviews 'disability', 'the development of rights of persons with disabilities' and outlines the conceptual framework used which is framed by occupational science. Chapter three describes the context of the various transport systems, policies, barriers to participation in transport for persons with disabilities, universal design and future plans of the eThekweni Municipality. The methodology is described in chapter four. The findings and discussion related to the objective of the study are presented within four chapters: In Chapter five, the factors influencing the public transport system in the

eThekwini Municipality, including the taxi industry, bus industry and specialized services are described. Chapter six explores the perceptions and experiences of persons with disabilities and transport operators within the transport journey. This is a movement in time and space, from leaving the home to arriving at the final destination. There are numerous challenges in every single aspect of transport for persons with disabilities, resulting in occupational marginalization, occupational apartheid, occupational deprivation and limited occupational choice¹. The themes that have arisen from the study are embedded within the journey. Chapter seven describes the significant impact that these challenges have, on the lives of persons with disabilities. Chapter eight specifies the concerns that the participants have regarding the future Integrated Rapid Public Transport Network (IRPTN) plans of the eThekwini Municipality as well as the lack of Accelerated Modal Upgrading and other measures to improve the current system. Various recommendations by the participants have been suggested. The thesis concludes with chapter nine, which notes the limitations, researcher recommendations for the way forward and final remarks.

¹ These terms will be described in more detail in chapter five to seven.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter provides information related to disability, defining disability and outlines the development of rights for persons with disabilities. It also reviews the theoretical framework of the study, that being occupational justice.

2.2 Defining Disability

Globally, there are approximately one billion people who have some form of disability (World Health Organization, 2011). The range of disabilities include people with mobility impairments (wheelchair users, people who are unable to walk far, or require other assistive devices to walk); people with sensory impairments (including those who are totally visually or auditory impaired); people with cognitive and learning difficulties; and people with communication problems.

According to the 2011 Census, disability was defined as those encountering difficulties in functioning 'due to body impairments or activity limitation, with or without assistive devices' (Statistics South Africa, 2012, p. 21). This is based on the most accepted current measure for functional capacity, namely the International Classification of Functioning, Health and Disease (ICF). According to the ICF, disability is an umbrella term, covering impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations' (World Health Organization, 2013).

Table 2.1 refers to the number of persons in the eThekweni Municipality who experience some form of physical limitation. The sections refer to the census questions, which reflects the difficulties that individuals experience related to a certain aspect of functioning (i.e. hearing, seeing and mobility).

Table 2.1: Statistics for Census Questions pertaining to Number of Persons with Physical Limitations in the eThekweni Municipality (Statistics South Africa, 2012)

Physical Limitation	Number of People in the eThekweni Municipality	Percentage of population in the eThekweni Municipality
Hearing		
Some difficulty	75 582	2.20
A lot of difficulty	13 644	0.40
Cannot do at all	5 822	0.17
<i>Total</i>	<i>95 048</i>	<i>2.76</i>
Seeing		
Some difficulty	291 519	8.47
A lot of difficulty	47 537	1.38
Cannot do at all	6 384	0.19
<i>Total</i>	<i>345 440</i>	<i>10.03</i>
Wheelchair User		
Yes	87 567	2.54
Walking or climbing stairs		
Some difficulty	73 564	2.14
A lot of difficulty	19 732	0.57
Cannot do at all	13 375	0.39
<i>Total</i>	<i>106 671</i>	<i>3.10</i>

The Census indicated that 2.54% of the population in the eThekweni Municipality are wheelchair users, 0.17% are deaf and 0.19% are blind. Unfortunately these figures cannot be compared to the 1996 and 2001 Censuses, because the questions have changed (Statistics South Africa, 2012). These current numbers reflect the functional limitation, but it is necessary to have further detailed information on the characteristics of the environment, as well as the support that people have available to them. This information is not provided within the Census results.

Using the broad definitions of passengers with special categories of need (PWSCN), which includes the elderly, women, load carrying passengers, pregnant women, children and persons accommodating children, Gibberd (2012, cited in Universal Design and IDC

Consultants, 2013a) note that 60-65% of the South African population would require a transport system that is universally accessible². She demonstrates that it is more cost effective to use universal design rather than have specialist service provision for persons with disabilities.

2.3 The Development of Rights for Persons with Disabilities

The United Nations started focusing on the Rights of Persons with Disabilities within its resolution 37/52 of 3 December 1982, in which it adopted the World Programme of Action concerning Disabled Persons. Following this, in 1993, it adopted the Standard Rules on the Equalization of Opportunities for Persons with Disabilities (United Nations, 2005).

However, the United Nations Millennium Development Goals formed in 2000 did not explicitly include persons with disabilities in any levels. Subsequently the General Assembly resolution 56/168 of 19 December 2001 established an Ad Hoc Committee on a Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disabilities. Thus the importance of incorporating the perspectives of persons with disabilities into all areas of the United Nations policies and proceedings was recognized. In 2003 resolution 58/132 of 22 December, as well as the relevant resolutions of the Economic and Social Council and its functional commissions were adopted and the draft resolutions of 13 February 2004 further specified 'the promotion of equalization of opportunities by, for and with persons with disabilities' (United Nations, 2004). Additionally, the 'need to promote and protect the full enjoyment of all human rights and fundamental freedoms by persons with disabilities' was stressed in the 2005 World Summit Outcome (United Nations, 2005).

It was the World Programme of Action concerning Disabled Persons, the Standard Rules and relevant resolutions that emphasized accessible environments, information and communication technologies within health, social services, education, employment, intergovernmental and non-governmental organizations. This reflected a renewed and strong commitment to 'the equalization of opportunities and to the rights of persons with disabilities and the promotion and protection of the full enjoyment of all human rights by persons with disabilities' (United Nations, 2005).

The United Nations Convention of Rights of Persons with Disabilities reinforced disability as a human right and development priority (World Health Organization, 2011). South Africa was one of the countries to sign the treaty, and thereby commit to enabling persons with disabilities to live independently and participate fully in all aspects of life by all appropriate

² This will be discussed in section 3.5.

measures necessary with regards to the physical environment, communications, transportation, information, and to other facilities and services open or provided to the public, both in rural and in urban areas (United Nations, 2006).

According to the United Nations (2006) state parties should develop, promulgate and monitor that the minimum standards and guidelines on the accessibility of services and facilities are implemented, ensure that training is provided for stakeholders on issues related to accessibility and promote access to information through appropriate means.

Twenty years into South Africa's democracy, there has been significant improvement in recognising the rights of persons with disabilities. Policies and legislation include the Constitution, the Integrated National Disability Strategy (INDS), Promotion of Equality and Prevention of Unfair Discrimination Act (PEPUDA), Employment Equity Act (EEA) and the ratification of the UN Convention Rights of Persons with Disabilities (UNCRPD).

The South African Constitution (1996a) outlaws any form of discrimination on the basis of, amongst others, disability. The South African government made a significant commitment to ensuring that the rights of people with disabilities are actively addressed, with the establishment of the Office on the Status of Disabled Persons together with the White Paper on the Integrated National Disability Strategy (Office of the Deputy President, 1997). Indeed, the office agreed with international repositioning from a medical model to a social model of disability: 'if society cannot cater for people with disabilities, it is society that must change' (Office of the Deputy President, 1997, p. 4). The social model sees the disability as arising from the interaction of a person's functional status, and the cultural, physical and policy environments. Therefore it is the environment which needs to be designed to accommodate and support persons with functional limitations, which will enable full and meaningful participation within society.

Amongst the key policy strategies that were identified in 1997 was the issue of transport. It acknowledged that people with disabilities either had to be associated with a social services agency (which are mostly in the metropolitan areas) or they had to be able to pay for private vehicles, and this would only be for specific medical purposes. The Integrated National Disability Strategy (INDS) creates awareness, that like everyone else, public transport should be available regardless of the reason for the journey. It also noted the need for public transport within the other key policy areas, namely,

prevention, health care, rehabilitation, public education, barrier free access, communications, data collection and research, education, employment, human resource development, social welfare and community development,

social security, housing and sport and recreation (Office of the Deputy President, 1997, p. 5).

While the paper reflects all components of the transport system, namely minibus taxis, buses, Dial-a-Ride services, railway and air travel and recommends the mechanisms to achieve policy goals, through personnel training and self-representation of disability groups within the different public transport needs, there is very limited detailed information on how this should be done.

The National Department of Transport (DOT) agreed to commission a pilot study, on the inclusion of people with disabilities in the public transport system (Office of the Deputy President, 1997, p. 66). Additionally, the DOT, together with National Environmental Accessibility Programme (NEAP) and other relevant stakeholders, were to develop the process for a national strategic plan promoting accessible public transport in South Africa. This would mean including mechanisms that enable persons with disabilities to participate more effectively in public transport into the National Transport Policy; inclusive and enabling legislation; and developing pilot projects in both urban and rural areas (e.g. training of transport providers, Dial-a-Ride and taxi subsidies (Office of the Deputy President, 1997). Additionally, the possibility 'of tax incentives for the importation and local manufacturing of wheelchair lifts for buses' was recommended to be investigated (Office of the Deputy President, 1997, p. 72).

The Promotion of Equality and Prevention of Unfair Discrimination Act, 2000. (no. 4 of 2000), defines unfair discrimination on the grounds of disability, as (section 9):

- a. denying or removing from any person who has a disability, any supporting or enabling facility necessary for their functioning in society;*
- b. contravening the code of practice or regulations of the South African Bureau of Standards that govern environmental accessibility;*
- c. failing to eliminate obstacles that unfairly limit or restrict persons with disabilities from enjoying equal opportunities or failing to take steps to reasonably accommodate the needs of such persons.*

However, formulation of policy does not necessarily ensure good and adequate implementation. Years after the release of this legislation, persons with disabilities are still calling for the need to create changes in the environment to ensure inclusivity and full participation within society.

In 2009, a new ministry was created, the Department for Women, Children and People with Disabilities (DWCPD). This was to ensure equity and access to development opportunities

for the vulnerable groups within the country by promoting, facilitating, coordinating and monitoring of their rights (South Africa, 2013).

2.4 Theoretical Framework

The foundational theoretical framework used in this study is that of occupational science and within this, the concept of occupational justice. Occupational justice is 'about recognising and providing for the occupational needs of individuals and communities as part of a fair and empowering society' (Wilcock and Townsend, 2000). It is seen as a 'complementary extension of social justice' (Townsend, 2003, p. 12). This framework presumes that 'human beings are irrevocably occupational in nature'; 'values what is unique and indispensable in each person'; and 'argues for the realization of the occupational potentials of all people towards the greater health of individuals, families, communities nations, and planet Earth' (Wood et al., 2005, p. 380).

Occupation refers to 'the ordinary and extraordinary things that people do every day' (Watson, 2004a, p. 3). Hence, occupation in this science is not only related to employment activities, but to 'any activity people engage in to occupy themselves in any life domain' (Anaby et al., 2010, p. 83). Historically, these domains were categorised as work, activities of daily living and leisure. However, it has since been recognized that this is too restrictive, since the term occupation includes what people need to do, want to do or are obliged to do, and has an 'ever present potential as an agent of change' (Wilcock, 2006, in Duncan and Watson, 2009). Occupation thus is central to the lives of people – who they are and how they become.

Therefore, occupational justice relates not only to having, but also to doing. It is not enough to merely have an equal distribution of resources as this will not necessarily ensure equal participation of all persons. Different and diverse opportunities are necessary for citizens and populations who are as unique as they are many.

Occupational justice seeks to promote the broad notion of health as outlined in the World Health Organization's 1986 mandate, namely the ability and opportunity to live, work, and play in safe, supportive communities' (WHO, 1986 in Wilcock and Townsend, 2000, p. 84). It advocates for opportunity and resources to be equitable, so that people can engage in meaningful occupations. 'Meaning is embedded in occupation as an expression of personal capabilities and spirituality, as a connectedness with communities that create and reflect the meanings which humans, as occupational beings, give to their occupations' (Wilcock and Townsend, 2000, p. 85). Therefore for individuals to be able to participate within occupations can transform individual and community lives, which in turn can change the fabric of society. Occupational justice suggests four main occupational rights. These are

the right 'to experience meaningful and enrichment in one's occupation'; 'to make choices and share decision-making power in daily life'; 'to receive equal privileges for diverse participation in occupations'; and 'to participate in a range of occupations for health and social inclusion' (Townsend and Wilcock, 2004, p. 75)

Social inclusion is seen as a condition of justice. Organization should be committed to 'extend(ing) justice to those who as yet are limited from full participation as citizens... from societies anywhere in the world' (Townsend, 2003, p. 2). A social justice perspective emphasized the necessity for establishment and maintenance of a fair distribution of resources and where necessary, a compensation for exclusion, discrimination or loss/lack of opportunities (Watson, 2004b). Therefore justice has not yet occurred when there is only the vision and hope of a better world to live in. There needs to be action to ensure that justice does indeed prevail. This needs to be a focus in the planning and implementation of the Integrated Development Plan (IDP).

Persons with disabilities are locked into their places of residence as prisoners when they are not able to fully participate within the realms of society. This includes being able to work, socialize, fulfil activities of daily living and be a part of leisure pursuits that enable them to contribute to society and live meaningful lives. Injustices persist when participation in occupations is 'barred, confined, restricted, segregated, prohibited, underdeveloped, disrupted, alienated, marginalized, exploited, excluded or otherwise restricted' (Townsend and Wilcock, 2004, p. 77). This occurs not only because of their disability, but because of the double burden of poverty that accompanies the above-mentioned.

Whether we can participate in daily life occupations

holds positive potential to: determine whether or not we develop or wither across the lifespan; create or destroy community cohesion; form or undermine identity; support or limit belonging; enhance or control choices; produce or shatter personal and social balance in the routines of daily life; enrichment of human experience; prompt social integration or segregation, and provide the means for social exclusion and inequity, or social inclusion and equity (Townsend, 2003, p. 5).

Little (1984, in Anaby et al., 2010, p. 84) describes occupations as projects, and with this developed a method (Personal Project Analysis) for measuring the reasons that people have for pursuing them. Thus occupations can be perceived in terms of five characteristics: meaning, efficacy, community, structure and stress.

When an occupation is seen as valuable, worthwhile and rewarding, it is referred to as meaningful (Anaby et al., 2010). The way that occupations are under control and organized

refers to the structure. Community refers to the degree that other people view one's occupations as important. The degree of success in completing occupations is referred to as efficacy, while the challenge and difficulty associated with engaging in occupations is referred to as stress. These factors all have an influence on an individual's subjective well-being (SWB). Subjective well-being refers to 'the way individuals perceive their life as a whole (Diener, 1984, in Anaby et al., 2010, p. 82). Thus occupations which are less stressful, have meaning, have a high level of efficacy and are valued by others all have a positive effect on well-being.

As participation in transport can be seen as both an occupation in itself as well as a means to achieving other occupations (for example work and leisure) thereby fulfilling a variety of needs, it is even more important that persons with disabilities can access transport systems to achieve social inclusion. Having accessibility to participate in day to day activities ensures that persons with disabilities have the same opportunities as non-disabled people.

In addition, transport is a collective occupation, with collective occupations 'manifest(ing) on a continuum between oppressive and liberating relationships' (Ramugondo and Kronenberg, 2013, p. 1). It can be an ordinary (and familiar) thing that people do every day, as well as an extra-ordinary thing, for special occasions. Transport can enable persons to achieve positive occupations (as for example work) as well as negative occupations (purchasing of illegal drugs).

Occupational justice considers 'the need for all people to experience meaning and well-being through what they do' (Council of Occupational Therapists for the European Countries, 2007). Meaning is 'derived along a continuum of meaningless and meaningfulness'; is 'culturally informed' and 'politically negotiated' (Kronenberg and Pollard, 2006 in Ramugondo and Kronenberg, 2013, p. 3).

Occupational justice addresses opportunity and freedom of choice for all individuals. One of the pillars of occupational justice is the process of enabling 'command attention to creating enabling environments. Enabling extends beyond working with individuals, to working with groups, agencies, organizations, and governments' (Townsend, 2003). Occupational Therapists work within the realms of 'establishing structures and rulings for equitable inclusion. Structures and rulings are the policies, laws, economics, classifications, media images, cultural practices, religious traditions, and other ruling practices that determine what humans can and cannot do, and that vary across various societies' (Townsend, 2003).

Therefore, enabling environments will ensure equitable social inclusion. Sen (2000, in Preston and Rajé, 2007, p. 153) supports this approach when he states, in his work relating

to capability deprivation, that 'social exclusion is not due to lack of social opportunities but a lack of access to those opportunities'.

Internationally there has been an increase in awareness of transport-related social exclusion and its influence in policy decisions (Preston and Rajé, 2007). Through inaccessible transport systems, persons with disabilities are excluded from participation in civil society. Transport is vital for reducing social exclusion, breaking the poverty/disability cycle and improving quality of life (Venter et al., 2002). When the transport environment is improved to facilitate ease of mobility, persons with disabilities can support organizations and advocate for their rights, thus increasing their visibility in society, which in turn facilitates social inclusion.

2.5 Summary

This chapter has provided an overview of the complex and multiple definitions of disability and the development of the rights of persons with disabilities through the United Nations and national policy. Occupational justice is an important lens through which this study is viewed, as it incorporates the right to participate within the occupation of transport, as well as the necessity of inclusive transport to other occupations, for example education, income-related activities, healthcare, housing and inter-personal relationships.

CHAPTER 3

BACKGROUND AND CONTEXT

3.1 Introduction

The history of South Africa has resulted in millions of people living long distances away from places of work, leisure and personal amenities. Many of these spatial divisions still continue, especially with major urban housing developments occurring on land which is on the fringes of established townships (Walters, 2013). The transport sector has developed unequally, with the bus, taxi and rail industry becoming unique and separately run entities. Public transport was provided at reduced cost during apartheid to enable communities to be mobile, however now communities have to rely on taxis and buses to commute in urban areas. The following chapter provides the context of transport within the South African setting. It provides detail on the operational and occupational process of accessing and using public transport; as well as the material, attitudinal and legislative processes in place surrounding the industry, focussing specifically on policy regarding persons with disabilities. It then summarizes some of the barriers to transportation and provides an overview of universal design. Additionally, an overview of the future plans of the eThekweni Transport Authority (ETA), namely the IRPTN, is provided. Since this study is concerned with the taxi and bus industry in the eThekweni Municipality, the rail system will not be discussed.

3.2 The Transport Industry

Of the public transport users travelling in South Africa, two-thirds use taxis, approximately one-fifth use buses and one in seven use trains (International Labour Organization, 2003).

3.2.1 *The Taxi Industry*

The mini-bus taxi is the most common form of public transport in South Africa (International Labour Organization, 2003). Most commuters rely on the minibus taxis to transport them to and from work. Commuters wait for approximately 20 minutes in a queue to catch a taxi and an average taxi journey takes 29 minutes one way (Provantage, 2012). According to Manana (2011), the waiting of passengers is caused by factors such as high traffic, insufficient taxis, poor conditions of taxis, poor conditions of roads and a lack of management of commuter transport. Users spend more than 10% of their income on taxi transport.

Generally, the taxis start operating from 05:00 in the morning until 19:00 at night. There are two systems on which these taxis operate. Either they operate on the freelancing or the

ranking system³. The peak hours for taxis are in the early morning and late afternoons, when passengers are moving to and from work. At 10:00 the number of passengers needing to be transported is reduced. From 14:00 the numbers increase again because of school children. The number of trips varies depending on the area and route which the taxi is assigned to.

Unlike other modes of transport, such as buses, taxis do not have a fixed schedule on which they operate. The services are frequent, but 'they do not run to schedule and are unreliable, particularly for off-peak services' (Department of Transport, 2007a, p. 72). Approximately 185 000 people work in the minibus taxi industry in South Africa (International Labour Organization, 2003). This includes taxi operators, fare collectors (to be referred to as conductors), queue marshals (to be referred to as taxi rank managers), vehicle washers and certain administrative workers.

The taxi operators are paid in four different ways. The first is a fixed percentage of the week's takings (to be referred to as cash-up). This does not include a basic wage. With the second method, taxi operators receive a basic wage and a fixed percentage of the daily or weekly cash-up. The third is when taxi operators give all the cash-up to the owner and receive a fixed, regular wage. The fourth is when the taxi operator will take the cash-up from one day of the week and give the rest of the week's cash-up to the owner. Occasionally a taxi operator may pay a person to wash the taxi. This is either taken from the taxi operator's take-home money or from the cash-up for the day. If a taxi operator receives a percentage income from the cash-up, this will then also affect his take-home wage. According to the taxi owners, a large percentage of the cash-up is stolen by the taxi operators. The taxi operators say that since they receive minimum wage, they are forced to cheat (International Labour Organization, 2003). In addition to low wage and long working hours, the taxi operators are also frequently harassed by traffic officials and pressurized by passengers (International Labour Organization, 2003). Hence they often overload their vehicles and drive fast, to increase the take-home pay.

Taxi associations manage a fixed geographical area and consist of all the taxi owners in that operating area. These local associations decide on their membership fees and elect their own leadership. The taxi owner associations together form the South African National Taxi Council (SANTACO). SANTACO has elected leadership within provincial and national

³ Freelancing is when the taxi operators pick up people along the road where they are standing (usually in the mornings in the community) and then transport them to an end-point (usually at the taxi ranks in the city). The ranking system is when the taxis need to wait in lines. As the taxi is filled, the taxi will leave to take the commuters to a certain destination and then the next one will move into that position. A dual-ranking system for a specific taxi association is when there is a taxi rank in the community as well as in the city.

structures. The National Joint Working Group (NJWG) established by the DOT is responsible for matters concerning taxi subsidies, legislation, enforcement, the taxi recapitalization programme, skills development, stakeholder management, communication, and the Integrated Public Transport Network (IPTN) and Bus Rapid Transit (BRT) systems (South African Government Information, 2010, in Walters, 2013).

Although some parts of the taxi industry are in the formal economy, large proportions of it are in the informal economy. Most taxi owners and taxi operators are not registered tax payers (International Labour Organization, 2003). In 2003 it was estimated that the industry turned over R12 billion a year (International Labour Organization, 2003). However taxi owners still maintain that profit levels are low, hence they cannot afford higher wages or better working conditions for the taxi operators. The reasons for this are the poor socio-economic status of most of their passengers, the long distances that they often have to travel and the high running costs (International Labour Organization, 2003). Hence un-roadworthy vehicles continue to be used.

The National Transport Policy (Department of Transport, 2005), outlines the general and specific regulations surrounding transport. Taxi owners have to register with the provincial DOT to obtain their permits for operation. However, many taxis are still operating illegally. The local government controls the taxi ranks. The route permits clearly lay out the routes, times and stops for a specific taxi. However, the system has largely remained self-regulated by the taxi owners.

As part of the Public Transport Strategy (2007b), the government initiated a taxi recapitalisation programme to ensure the use of safer and larger vehicles within the taxi industry. The aim of this was to ensure safer vehicles on the roads, improve registration of workers, and payment of income tax by the taxi owners (International Labour Organization, 2003). Owners, who had permits, and were registered with the provincial DOT and belonged to a recognized taxi association, could hand in their old vehicles and in exchange were provided with a 'scrapping allowance' of R57 400. This was intended to go towards the purchasing of one of the new vehicles or to exit the industry and start another business. R2.2 billion was allocated for this minibus recapitalisation regulation and enforcement⁴ (Ensor, 2013).

⁴ Transport Minister Dipuo Peters stated that by the end of March 2013 a total of 135 894 taxis had been scrapped, with 81 735 still needing to be scrapped under the current programme. Financial mismanagement has resulted in R12.9 billion already being spent on this programme, 74% more than the original budget. The roll-out of the programme is dependent on budgetary allocations so it is difficult to predict when the programme (will) be completed, since budget allocations are not constant (Ensor, 2013).

The challenges facing the taxi industry are vehicle maintenance, industry sustainability, inter-association rivalry and fleet age profile (Walters, 2008). Minibus taxi users continue to be dissatisfied about lack of facilities at ranks, lack of vehicle roadworthiness and reduced safety of the vehicles resulting in accidents (Department of Transport, 2003).

3.2.2 *The Bus Industry*

In South Africa, approximately 5 million commuters utilize the bus every week and spend on average 60 minutes in a bus per trip (Provantage, 2012). Dedicated bus service networks consisting of metropolitan buses and subsidized bus services transport each province's commuters. There are approximately 10 000 commuter buses, 7199 of these are subsidized by the DOT (Walters, 2008). Bus users spend more than 10% of their income on transport to and from work, even though the system is subsidized (Department of Transport, 2003). The system operates according to a fixed schedule and dedicated bus routes.

According to the White Paper on National Transport Policy, the bus services that require subsidy should be tendered (Department of Transport, 1996). This continues to remain the strategy of government now and into the future. However, competitive tenders were halted from 2002, following organised labour's opposition and the costs of the system. The main issues were relating to wages and benefits, employment levels and the lack of continuity of employment (Walters, 2013). Since 2002, most of these contracts have expired and contracts are renewed mostly on a month to month basis. Currently, government is relooking at negotiating contracts in the next tender round, with the new contracts having to be based on the Integrated Transport Plans. There remain complex institutional procedures between National, Provincial and Local government, which has delayed the developments in this sector.

BRT systems have been introduced into South Africa, with the Public Transport Strategy and Public Transport Action Plan (to be discussed in section 3.3). They are seen as combining the quality of rail transit and the flexibility of buses. The system includes 'a simple route layout, frequent service, limited stops, Intelligent Transport Systems (ITS) technology, passenger information systems, traffic signal priority for transit, cleaner and quieter vehicles, rapid and convenient fare collection, high-quality passenger facilities, and integration with land use policy (Universal Design and IDC Consultants, 2013b). Since buses are prioritised, the passengers can board and disembark faster, there is quicker fare collection and it is easier and safer for persons with disabilities and the elderly to use, since there is level entry from the platform to the bus via bridge plates, the doors have wider access and it contains wheelchair securement systems which do not require the assistance

of others. BRT can be implemented in a variety of ways. This includes having ‘dedicated busways that have their own rights-of-way’ or ‘bus services that utilize high occupancy vehicle lanes’ or even ‘dedicated freeway lanes to limit stop buses on pre-existing routes’ (Walters, 2008, p. 102). Two systems have thus far been implemented in South Africa, namely the Reya Vaya in Johannesburg and MyCiTi in Cape Town.

3.2.3 *Specialist Transport Services*

Sub-Saharan Africa, as most developing nations, has provided limited provision of accessible transport for persons with disabilities. Inaccessible infrastructure and services continue to exist, as well as restricted institutional capacity and low levels of participatory planning. With the adoption of the United Nations ‘Rights of Persons with Disabilities’, government’s pressure to improve their services for persons with disabilities increased (United Nations, 2004).

In 1998, two specialist service designs catering for persons with disabilities were piloted in South Africa. The first one was a Dial-a-Ride system in Cape Town and the second a fixed-route, fixed-schedule system in the eThekweni Municipality called Sukuma⁵. Dial-a-Ride was a demand-response service where vehicles were especially adapted to accommodate larger numbers of wheelchair users (between three and seven wheelchairs per vehicle). It worked according to a registration system, where users requested transport either on subscription or within 24-hours advance reservation (Venter and Mokonyama, 2001).

The Sukuma service utilised two buses which were adapted to become accessible for persons with disabilities and followed two specially designed routes aimed to connect marginalised, low-income communities and the Durban city centre.

In 2001 these services were reviewed as they serviced only a small group of users. Compared to the fixed-route system (Sukuma service), Dial-a-Ride was far less effective in terms of costs and user benefits, and hence may not be the optimal service design for South African cities where dispersed trip patterns and long distance travel are necessary (Venter and Mokonyama, 2001). Also, Dial-a-Ride’s cost per passenger were 85% higher than Sukuma, with less being recovered through the farebox⁶ revenues; vehicle productivity was lower; and vehicles followed mostly fixed trip patterns in peak hours for the economically active user, thereby excluding non-work trips during these times. It was suggested that larger vehicles should run along specific routes with fixed schedules and then be complemented by a demand-response service. This would ultimately expand the

⁵ The isiZulu word for ‘Arise’.

⁶ The farebox recovery ratio is calculated as the percentage of operating costs (excluding capital costs) recovered from fare income. The systems required subsidy levels of between 87% and 94%.

catchment area of the service. However, it was also realized that wheelchair users had difficulties with the fixed-route bus system because of non-existent sidewalks and bad roads.

Even with the various limitations, Cape Town continued providing the Dial-a-Ride services, with a changing dynamic. It currently focuses exclusively on persons with physical disabilities that are physically unable to board from mainstream public transport, and only for individuals commuting between home and work (Cape Town, 2013). Individuals wanting to qualify for the service need to complete a formal application, assessment and registration process. This may need to be supplemented by a formal assessment from an independent occupational therapist. The Municipality excluded those who are not economically active and yet disabled (such as children, the elderly, those with mental disabilities, needing medical care or attending educational institutions) since they may seek sponsorship from other streams of funding, such as 'corporate sponsorships, National Lottery grants and/or to the national departments of Health, Education and Social Services to assist with their transport needs' (Cape Town, 2013, para. 7). The service is currently available 'from the nearest point on the kerbside closest to the booked point of pick-up or drop-off where safe to do so' (either on asphalt roads or maintained gravel roads); along 'existing mainstream public transport services'; and only 'if there are two registered persons' along a particular route (Cape Town, 2013, para. 9-10). The future plans are to reduce the service to starting at the existing formal public transport stops (i.e. bus/taxi stops and rail stations). In June 2012, the service provider for Dial-a-Ride was changed to Fox Transport. This is a two-year, R50 million rand contract (Legalbrief Today, 2012). There continue to be many complaints with this service, including delay in registration. The service has more than 6 000 registered users, however it can only accommodate 1 300 of those (People's Post, 2013).

The eThekweni Municipality continued with the Sukuma service which was expanded to three buses to include the western areas, covering an area of 2 297km² (Khuzwayo, 2011). The three specially designed routes connect marginalised, low-income communities with the Durban CBD. The routes are approximately 45km long one way, and consist of 'an internal collector section in the residential area, a line-haul section, and a short distribution section in Durban' (Venter and Mokonyama, 2001, p. 3). The routes take persons with disabilities to specific locations such as pension pay-out points, hospitals and special schools for children with disabilities. Passengers pay a normal bus fare. The buses are only available during peak periods (in the mornings and afternoons) and only on weekdays. The passengers are assisted by a conductor if necessary, who also operates the wheelchair

lift. A data-base has been established with user information; vehicles were upgraded to meet the SANS approval; and bus stops and sidewalks were improved.

In 2010, the eThekweni Municipality council, through eThekweni Transport Authority (ETA), adopted a Dial-a-Ride service in response to the increasing demand for access to public transport for persons with disabilities. Vukasambe Investments won the tender and started providing services in January 2011 (Anthony, 2011). Dial-a-Ride aimed to provide kerb-to-kerb transport, instead of dropping people off at the bus stations. They had 10 midi-buses especially designed to transport persons with physical disabilities. These vehicles also include specialised equipment and hydraulics, with staff being trained in first aid and care for persons with disabilities. Initially, the service opened up for anyone who was unable to use public transport because of their physical disability. Users needed to register to use the service and then book according to their need. These were on a first-come first-serve basis, ideally made three days in advance. However repeat bookings for regular commuters could also be made on a month to month basis, and up to six months in advance. The service was operating between 05:30 and 19:30 Monday to Fridays and on weekends from 06:00 until 19:00. An average trip cost R10 to R14, depending on the distance travelled.

The objectives for the initial Dial-a-Ride service were to ‘cater for widely dispersed trip-patterns and to provide a service in either low-density suburban areas, or to assist persons with disabilities who are unable to make user of the public transport service offering’ (Universal Design and IDC Consultants, 2013b, p. 18). However internationally, services such as Dial-a-Ride have been criticised for various reasons including their high cost factor, the difficulty to manage high demand, and the inability to adapt their route planning (flexibility) (Universal Design and IDC Consultants, 2013b).

The eThekweni Municipality, as part of its future IRPTN planning, commissioned Universal Design and IDC consultants to complete a Universal Access Review of the current services offered in the eThekweni Municipality as well as provide comprehensive planning for the envisaged IRPTN. A workshop was hosted to determine the existing problems of accessible services. Factors identified included transport operators appearing to be impatient and unaccommodating of people with disabilities, bookings of some of the services was restricted to certain times of the day creating problems for users, information services did not include Braille, tactile warnings, audible announcements and clear signage and concerns regarding safety and security (Universal Design and IDC Consultants, 2013b). As a result, it was recommended that the operators of the transport systems receive customer care training. Additionally, an assistant should contribute to improved care of the PWSCN, whilst they are loading and off-loading and on their travel journey (Universal Design and IDC Consultants, 2013b).

3.3 Transport Policy

The White paper on National transport Policy (1996) and the 20-year Moving South Africa Strategy (MSA) (Department of Transport, 1998) were the first policy papers completed following the onset of democracy. Accessible services for persons with disabilities were not acknowledged within these earlier policy papers.

The National Land Transport Transition Act (no. 22 of 2000) emphasized that people with disabilities should be considered in the planning and provision of public transport infrastructure, services and facilities. It was recognized that this should happen within the mainstream public transport system, as far as possible. However the Act did not provide specifications on the transport infrastructure nor the specific standards for vehicles.

The National Transport Master Plan 2005-2050 (Department of Transport, 2010) was first established in 2008 and continues to be revised to incorporate the growing changes within this industry. However the executive summary contains no further information on universal access, except that infrastructure facilities need to be accessible and that government needs to monitor this. It is imperative for government to provide guidance, to ensure improved compliance.

The Public Transport Strategy was approved by Cabinet in January 2007, following input from a variety of stakeholders (Department of Transport, 2007a). This was then followed by the National Transport Action Plan, which addressed the implementation of the strategy. The Public Transport Strategy focuses on two main thrusts, namely Accelerated Modal Upgrading and Integrated Rapid Public Transport Networks. The former aspect looks at the transformation of the bus, taxi and rail services in the short to medium term. The latter refers to the implementation of the Rapid Public Transport Networks, which focus on high quality Rail Priority Corridors and Bus Rapid Transit Corridors (Department of Transport, 2007b).

The initial vision aimed to have operating systems in place of IRPTN in 12 cities and six rural districts by 2014. By 2020, it planned on providing a service where '85% of the metropolitan city's population would be within 1km of an IRPTN trunk (road or rail) or feeder (road) corridor' (Department of Transport, 2007b, p. 4). This plan also aims to be attractive to current car users, to reduce the number of cars on the road.

The Public Transport Strategy (2007b, p. 7) also includes information on access for special needs users:

The legacy will see that the core Network (both road and rail corridors as well as their precincts and stations) is 100% accessible to wheelchair users

and others with special needs such as the blind and deaf. In addition, the design of the space at the stations, terminals and on the vehicles should be user friendly and child friendly. Special needs user organisations will form part of the Network advisory planning and monitoring.

The Public Transport Strategy (2007b) clarifies that all the trunk corridor road and rail vehicles will accommodate universal access and that specialized feeder services to these trunk corridors will be an 'on demand' service.

The roll-out of the strategy includes three phases. Phase one is from 2007 to 2010, which includes accelerated recovery and catalytic projects (in up to 12 cities and six districts). Phase two, from 2010 to 2014, includes promoting and delivering basic networks (in up to 12 cities and six districts). The third Phase, from 2014 to 2020, is to advance and sustain accessible networks, with maximal national rollout.

The Public Transport Action Plan states that 10% of the total public transport fleet should have been fully accessible to users with special needs, through the implemented BRT and Rapid rail by April 2009. All new buses and taxis were to comply with safety and special needs access from 2009.

The 'Accelerated Modal Recovery' interventions involve plans such as the Taxi Recapitalisation Plan, Passenger Rail Plan and the Commuter Bus Transformation Plan (Department of Transport, 2007a). This includes transforming the commuter bus contracts regime into a system which is more sustainable with public funding for integrated road-based public transport networks. The Taxi Recapitalisation Plan involves the scrapping of old taxi vehicles and the facilitation of purchasing new ones.

Both the Public Transport Strategy and its accompanying Action Plan, do not provide further detail on the specifications regarding universal design and fully accessible services.

The National Land Transport Act (NLTA) (2009) was developed from the Government's Public Transport Action Agenda, to redefine and restructure a public transport system which was rooted in inequalities of the apartheid city structure.

The purpose of the National Land Transport Act (2009, section 2) is

- a. to further the process of transformation and restructuring of the national land transport system initiated by the Transition Act;*
- b. to give effect to national policy;*
- c. to prescribe national principles, requirements, guidelines, frameworks and national norms and standards that must be applied uniformly in the*

provinces and other matters contemplated in section 146 (2) of the Constitution; and

- d. to consolidate land transport functions and locate them in the appropriate sphere of government.*

The main objectives of restructuring the public transport system are 'to provide an adequately frequent service for passengers'; 'to ensure a more reliable service by monitoring the contracts'; 'to reduce duplication and inefficiencies'; and 'to remove the uncertainty which is characteristic in those services which are currently non-contracted' (Moodley et al., 2011, p. 499).

A good transportation system is an integral part of a growing economy in a developing country. Internationally there is evidence of how achieving quality public transport networks has transformed societies and cities (Moodley et al., 2011). The components of a good transport system include safety, ease of accessibility and movement between work and home, affordability, environmental friendliness, with motorized and non-motorised components being fully integrated. This needs to be implemented in a holistic and sustainable manner.

The Act does not include direct guidelines on universal accessibility for persons with disabilities and the methods in which this should be applied within transport planning. It does highlight under Regulations of the Minister (section 8.1, point y), that the Minister may make regulations relating to 'requirements and time-frames for vehicles and facilities to be made accessible to persons with disabilities, including principles for accommodating such persons in the public transport system'. However no further detail is provided regarding the planning and implementation at national, provincial or municipal level, nor of a monitoring system that will specifically address this aspect.

Walters (2013) notes that public transport policy and its implementation is a complicated and heavily-contested arena, due to the funding and financial constraints which persisted over the years, the political implications and political linkages, the debated tendering systems, and the public outcry over the poor state of public transport.

3.4 Barriers to Transport Use for Persons with Disabilities

In the past there has been limited attention directed towards accessible transport for people with disabilities. Khuzwayo (2011, p. 515) notes that the contributing factors to this problem are 'social, financial, economic, institutional and political'. Socially, cultural beliefs, attitudes and stereotypes exist which are exclusionary towards persons with disabilities. Financially, there have been limited resources provided and specifically dedicated towards improving

transport for persons with disabilities. Economically, since the building regulations did not always specify inclusive design, the cost of modification of the built environment and vehicles was seen as being a burden and very high. Institutionally, there has been limited coordination and integration in multi-stakeholder and multi-sectoral planning for accessible transport. Politically, the emphasis was not placed upon universal access, hence lack of prioritization led to limited integration into policy (Khuzwayo, 2011).

Persons with disabilities have different problems accessing public transport, depending on the type of disability. For those with mobility problems who require a wheelchair, the most significant barrier is overcoming the level change between the pedestrian environment and the vehicle. For those with other mobility aids, such as crutches, sticks, braces or walkers, maintaining stability and boarding within moving vehicles is very difficult. Persons who have visual impairments may become easily disorientated by a change in environment and finding their way within the transport journey. Persons with hearing impairments have difficulties with communication and receiving information, if it is transmitted in an audio-form or is not easily readable.

The eThekweni Municipality commissioned a 'Transport Needs Survey' in 2004, conducted by the KwaZulu-Natal Quadriplegic⁷ Association. This survey elicited responses from 2 445 individuals. Findings included that 60% of respondents had no access to transport; more than 90% of respondents stated that the existing public transport system was not suitable for their needs; 31 948 trips per month were requested, mostly single journeys to a particular destination, for example to the clinic or hospital, with 90% of these being outside of the participant's community or area. The survey had a variety of limitations, in that there were no specifications of whether 'no access to transport' referred to public and/or private transport; and there were no reasons provided for why the public transport system was unsuitable.

It was noted by the Universal Design and IDC Consultants (2013a, p. 15-16), that often persons with disabilities did not attend stakeholder meetings, as they were unable to get to the meeting because of inaccessible transport. Further, it was seen that transport operators were often disrespectful towards persons with disabilities and hence required customer care training. The current Dial-a-Ride and Sukuma services were seen as being expensive, which did not cover many persons with disabilities. Persons with visual impairments experience severe difficulties with transportation information, since the material is not available in braille, tactile surface or larger fonts. Also, if announcements made were

⁷ This is the provincial branch of the national Quadriplegic association, which has since become the QuadPara Association of South Africa (QASA).

unclear or not made at all, it created difficulties for persons with visual impairments, if they were unable to identify where they were. Most users with special transport needs (persons with disabilities, the elderly, those carrying heavy luggage, pushing prams or are highly pregnant) are especially vulnerable to crime. Persons who are blind and who have guide dogs have reported that the service providers do not display any knowledge on how to treat them, nor what their purpose is. Also, the current buses transporting wheelchair users have only one tie-down, which is insufficient to secure a passenger.

3.5 Universal Access

As Suen and Mitchell (2000, p. 1) state, 'accessible transportation is the passport to independent living for everyone. Mobility means having transport services going where and when one wants to travel; being informed about the services; knowing how to use them; being able to use them; and having the means to pay for them.'

Universal design in the transport sector, is based on the premise that passengers represent a continuum of physical characteristics, and therefore the design should incorporate and serve most of the passengers the majority of the time (Mashiri et al., 2005).

There are different kinds of vehicles which can transport PWSCN. Generally, accessible features on vehicles have low step heights, hand rails for boarding, high contrast colours on steps and handrails, prioritised seating and audible/visual announcements (Venter et al., 2002). In order for wheelchair users to be loaded onto a bus, a bus stop should have an increased height of the kerb, or the bus may have a lift, a ramp or be capable of kneeling⁸. Venter et al. (2002) note that in areas where the road conditions are very poor, high-floor buses may be necessary with lifts located in a dedicated rear door. Once inside the bus, the wheelchairs can have either a rear-facing wheelchair securement or a forward-facing system. The bus may also have two different wheelchair positions, or they may have only one.

Another aspect is to ensure good transport information. This includes general transport information regarding routes, ticketing and timetables, as well as information on accessibility features, namely ramps, priority seats, tactile signs and low steps (Mashiri et al., 2005).

The European Commission through the 7th framework programme (2007-2013) financed a project titled Access 2 All, to facilitate the adoption of innovative technological concepts, improve mobility schemes and train personnel on these, to ensure high quality transport services for all population groups (Renaud et al., 2010). This highlights the importance of

⁸ Buses can be adapted to lower their suspension with a kneeling system, so as to reduce the step height for passengers boarding and getting off.

a new understanding towards universal design, ensuring that adaptations are not made for specific groups of people, however that the original design reflects usage for everyone.

3.6 Transport Plan for the eThekweni Municipality (the IRPTN)

The city's vision is that by 2030, the eThekweni Municipality will be Africa's most caring and liveable city. Part of this plan, is to ensure that the city is supported by a good transportation system. In the past, much time, effort and money has been spent on upgrading the existing low-quality, poorly managed transport system. Unfortunately the plans never reached implementation due to lack of resources and funding. Since the Public Transport Strategy in 2007 was approved by parliament, the eThekweni Municipality has designed a new and effective system. The IRPTN is to put Durban on the map to be in line with other international metropolitan cities (The Local Government Handbook, 2012). This plan should be fully rolled out by the year 2027. It consists of phases 0 to 4. By 2018, the needs of approximately 65% of the current commuters should be fulfilled.

The IRPTN system is a wall-to-wall plan. In preparation, the city identified nine main corridors along which people currently move. One of these is a rail-based corridor and the others are bus-serviced corridors. BRT will be provided from Bridge City (in KwaMashu⁹) to Isipingo¹⁰. The BRT nodes will be totally dedicated to buses, but will contain a strong feeder component, allowing commuters to move from their residential dwelling to the station.

The Municipality plans to attract the existing car users onto the system. It will include electronic ticketing and easy access of information. In addition, the fare revenue will be controlled by the public network authority and not by the operators. This should ensure that there is 'no incentive to speed and drive recklessly', because the operator's revenue is based on kilometres supplied and the quality of service, 'not on the number of passengers carried' (Department of Transport, 2007b, p. 14).

The IRPTN was developed using the Universal Access Transportation (UAT) framework. This refers to 'an extensible conceptual structure providing a broad overview of the key elements, principles, methods, rules, technologies and cultural changes necessary for programme implementation' (Universal Design and IDC Consultants, 2013b, p. 5). This gives a coherent policy approach providing a holistic overview on how to implement the programme, involving all stakeholders and disciplines working together.

⁹ This is a township in the northern part of the eThekweni Municipality.

¹⁰ This is a township in the southern-most area of the eThekweni Municipality.

It was clear from the review however, that there are certain areas within the travel chain where evidence is lacking to support that consideration has been given to universal access. This is specifically related to transport planning, operational context and vehicles (Universal Design and IDC Consultants, 2013b, p. 4). The plan also includes a full training programme from the transport operators and the ambassadors to deal with the different categories of passengers.

The new model of the IRPTN proposes to utilize a Demand Response Transport (DRT). Similar to the previous Dial-a-Ride concept, it is still an 'on demand' service, however it includes a fleet of vehicles which have a schedule to pick up and drop off people according to their particular need. The users will be picked up from their place of residence and be delivered to the closest station. Here, the passenger will use the main trunk route to continue on their journey. This service is going to be complimentary to the feeder bus service. This system will respond to those categories of passengers that are otherwise excluded from public transport within a distinct territory.

The Non-Motorised Transport (NMT) Plan for the eThekweni Municipal Area (EMA) is still being developed. This includes all forms of transport that are human powered, namely walking, cycling, wheelchair, animal powered transport and other variants of small wheeled transport (for example skateboards, push scooters, skates and hand carts). The priority areas which have been identified to this plan are commuting, sport, tourism, scholars, recreation and special events. The Municipality has requested for engagement with key stakeholders within each priority area, to assist in identifying particular issues, problems which may arise, opportunities for improvement and constraints so that together, responses and solutions can be developed.

3.7 Summary

There have been vast developments within the transport industry over the last two decades. Much has been done in the way of policy and legislation; however on the ground the reality for persons with disabilities is that transport is still largely inaccessible. Additionally, holistic information on the barriers to transport as well a depth of qualitative detail is limited. Even though the future transport plans for the eThekweni Municipality are encouraging, without a clear understanding of all aspects related to transport exclusion, the reality and implementation of these plans may be very different from what is envisaged.

CHAPTER 4

METHODOLOGY

4.1 Introduction

A qualitative research design was used to obtain information regarding the factors influencing public transport service provision for persons with disabilities in the eThekweni Municipality. This consisted of five components as outlined in the five objectives:

1. To describe the factors influencing the public transport system in eThekweni Municipality (buses, taxis, Sukuma buses, Dial-a-Ride and the People Mover).
2. To explore the perceptions and experiences of persons with disabilities about the public transport services in the eThekweni Municipality.
3. To explore the perceptions and experiences of transport operators and owners of public transport systems on providing transport for persons with disabilities.
4. To explore the perceptions of city officials, consultants and experts regarding the factors that influence public transport service provision for persons with disabilities.
5. To make recommendations about improving public transport service provision for persons with disabilities in the eThekweni Municipality.

This chapter will detail the methodology utilized which includes the research design, research environment, study population, sampling procedures, data collection tools, and how the data was collected, managed and analysed. Since it is a qualitative in nature, emphasis is placed upon the trustworthiness of the study. The chapter concludes with ethical considerations.

4.2 Research Design

According to Yin (2010, p. 7-8) qualitative research involves 'studying the meaning of people's lives, under real-world conditions'; representing 'the views and perspectives of the participants in a study'; covering the 'contextual conditions' within which people live; developing insights into 'existing or emerging concepts'; and striving to 'collect, integrate, and present data from a variety of sources of evidence'. It is thus used to go deeper into understanding a topic of interest and explore the aspects related to the topic. There are limited studies which have been conducted to exploring the factors that influence provision of transport for persons with disabilities in detail from different perspectives. There is data which considers the various challenges which are faced, however this is also often only from one perspective.

Therefore it is important to obtain detailed information from the various stakeholders involved in the different aspects of transport. The most appropriate method of achieving this was through consultative, qualitative interview processes and focus groups.

The interviews were semi-structured, as this would allow the researcher to probe with some points that arose from the discussion (see appendices A to E). As McNamara (2009, in Turner, 2010, p. 755) explains, this type of interview 'provides more focus than the conversational approach, but still allows a degree of freedom and adaptability in getting information from the interviewee'.

The interview questions and focus group schedule were based on the literature review, background and context, and the research objectives. As the interviews continued, the researcher used issues raised in previous interviews to be able to probe deeper. The interview with the Universal Access consultant was completed after the researcher had read the Universal Access Review to allow the researcher to read the basic concepts and thereby allow for a more detailed interview and clarification of certain aspects of the Universal Access Review. Therefore some of the semi-structured interviews were very lengthy and in-depth to clarify previous issues raised and probing (Britten, 1995).

In addition, the researcher had access to photographs from the work which she conducts which were used to supplement the data collected through the focus groups and interviews. These photographs were produced by the researcher and not the participants. They were analysed together with data, to give further depth and visual representation of what was discussed.

4.3 Research Environment

The research was based in the eThekweni Municipality, within which the major port city of Durban is located. Over 4 million people live in the metropolis, and with much of the employment taking places in specifically designated areas, people need to travel to and from work as well as to access goods and services. The spatial planning strategy of Apartheid resulted in certain groups of people being driven to live in areas far away from the city centres and major places of employment. Many of these communities remain poor and vulnerable today. Most of the participants with disabilities, the taxi operators and taxi owner were from such communities, where there are few people that have access to private transport and hence the participants use public transport. The taxi operators were chosen in the same community as the one focus group for persons with disabilities (namely Clermont) as the researcher conducts professional work in that community. One consultant and one expert did not themselves live within the eThekweni Municipality during the data

collection period, however they had extensive knowledge on the research environment based on their experience and work.

4.4 Study Population

The persons with disabilities interviewed are either recipients of the disability grant or low-income earning individuals. Unless facilities are available in their immediate environment, they need to utilize public transport to participate in most areas of occupation, namely education, employment, healthcare, leisure, personal management (such as going shopping) and socialization activities.

The transport operators and transport owner are daily pursuing the occupation of transport provision¹¹. They are also low-income earning individuals, with the exception of the taxi owner.

The city officials, consultants and experts are individuals who are either employed in the ETA, a private company, NGO or University. They are medium- or high-income earning individuals who utilize private transport. However through their work, the consultation which they have conducted and experience, they have a thorough understanding of the public transport system in eThekweni and the disability sector. One of the consultants is a wheelchair user.

4.5 Sampling Procedure

This section describes the sampling technique, the process of recruiting and the inclusion and exclusion criteria of participants.

4.5.1 Sampling Technique

Purposive sampling was used to select participants for this study, 'based on their anticipated richness and relevance of information in relation to the study's research questions' (Yin, 2010, p. 311). There were three groups of study participants: Persons with disabilities; transport operators and taxi owner¹²; and city officials, consultants and experts.

a. Persons with Disabilities

The researcher recruited persons with disabilities by emailing a variety of organizations and individuals. These are: the Disability Unit at the University of KwaZulu-Natal, health care therapists working in various institutions (for example Entabeni Life Health Care Hospital and Headway), Fulton School for the Deaf, the Kwa-Zulu Natal Association for the Blind,

¹¹ Train operators were excluded as they were beyond the scope of the study.

¹² Since the data for the study was collected from multiple actors and the sample was not a representative sample, only one taxi driver was interviewed.

the KwaZulu-Natal Blind and Deaf Society (KZNBDS), the KwaZulu-Natal Deaf Association (KZNDA), QuadPara Association of South Africa (QASA), the Disability and Rehabilitation Coordinator in eThekweni District Office, Merewent Cheshire Home¹³, and various other individuals through the researcher's professional networks of working within the disability sector. This email contained a summary of the reason for the study (see example of email in Appendix F). Only KZNBDS, QASA, Merewent Cheshire Home, and the researcher's professional networks provided the researcher with names, email addresses and/or telephone numbers to contact participants.

Careful consideration was given to identify individuals across the spectrum of different physical disabilities. Three persons who are blind and two persons who are deaf were selected for interviews, sourced through the KwaZulu-Natal Blind and Deaf Society and the University of KwaZulu-Natal's Disability Unit. The persons who are blind were interviewed separately and the persons who are deaf were interviewed together. Two focus groups consisting of eight and 11 participants with mobility impairments (variety of disabilities) were held. The first group consisted of wheelchair users which were sourced through QASA and Merewent Cheshire home. The second focus group consisted of the members of a disability organization in Clermont sourced through the researcher's professional network and the work she conducts in Clermont and KwaDabeka. These groups of persons had a variety of mobility impairments (including using callipers, mobility aids and wheelchairs). When the researcher conducted her interview at the ETA, two wheelchair users were also working in the department. The researcher requested whether they would be willing to be interviewed together, and hence this was also conducted (in addition to the planned focus groups).

b. Transport Operators and Taxi Owner

Since the researcher works in Clermont and KwaDabeka, which was the same site for one of the focus groups for persons with disabilities, she recruited taxi operators from the Clermont taxi rank. The taxi owner was recruited through conscious choice on the part of the researcher as well as accessibility to the individual through networking. The initial interview was then supplemented with a follow-up interview.

c. City Officials, Consultants and Experts

Key stakeholders and experts in the eThekweni Municipality influencing planning, policy making and implementation were identified. Emails were sent through to the ETA and other networks to determine appropriate individuals. The researcher was referred to the Universal Access consultant by the Deputy Head of STP at ETA following that interview.

¹³ A facility that provides residential care for adults and children with profound disabilities.

Additionally, the researcher did a telephonic interview with a senior lecturer in the DOT and Supply Chain Management at the University of Johannesburg, to clarify certain aspects related to public transport within South Africa. This had to be telephonic, since the participant lived in Johannesburg.

4.5.2 Inclusion and Exclusion Criteria

a. Persons with Disabilities

Inclusion Criteria:

- Participants must have a physical disability;
- Participants must have attempted to travel by public transport within the eThekweni Municipality; and
- Participants must be 18 years and older.

Exclusion Criteria:

- Persons with any form of psychiatric or cognitive condition;
- Persons who travel by private transport (their own means of transport); and
- Persons who are under the age of 18.

b. Transport Operators and Taxi Owner

Inclusion Criteria:

- Participants who own or manage public transport or are operators of public transport

Exclusion Criteria:

- Transport operators who have not had encounters with persons with disabilities requesting transport

c. City Officials, Consultants and Experts

Inclusion Criteria:

- Participants must have or have had, a direct or indirect involvement with the eThekweni municipality regarding planning, policy-making, provision or implementation of services or have some expertise related to the disability or transport sector

Exclusion Criteria:

- None

4.6 Data Collection

Data was collected using individual interviews and focus groups. Table 4.1 outlines the methods used to collect data according to the research objectives. Individual interviews were chosen for those persons who are blind and deaf, since they were interviewed at their place of work. Similarly, individual interviews were chosen to allow for the interviews to fit into the schedules of the city officials, consultants and experts. The researcher was then able to go to their offices or meet at convenient places, instead of having to arrange a mutual meeting place as would be required for a focus group. A focus group was arranged for those with mobility impairments to facilitate disclosure and for them to be interviewed through their support organizations at a time when they would be in a group.

Table 4.1: Overview of Methods used to Collect Data

Objective	Method	Sample	Data Collection Tool	Data Collection	Analysis
1. To describe the factors influencing the public transport system in eThekweni Municipality (buses, taxis, Sukuma buses, Dial-a-Ride and the People Mover).	Similarly as objective two to four.				
2. To explore the perceptions and experiences of persons with disabilities about the public transport services in the eThekweni Municipality.	Semi-structured interviews and two focus groups	Three persons with visual impairments; two persons with auditory impairments; two wheelchair users, three groups of six to eight people with mobility impairments; inclusion and exclusion criteria (purposive sampling)	Interview schedule; focus group schedule (Appendices A and B)	Researcher and interpreter	Content analysis (thematic)
3. To explore the perceptions and experiences of transport operators and owners of public transport systems on providing transport for persons with disabilities.	Semi-structured Interviews	Six transport Operators; one transport owner; inclusion and exclusion criteria (purposive sampling)	Interview schedule (Appendices C and D)	Researcher and interpreter	Content analysis (thematic)
4. To explore the perceptions of city officials, consultants and experts regarding the factors that influence public transport service provision for persons with disabilities.	Semi-structured, and telephonic interviews	Two city officials, two consultants and two experts; inclusion and exclusion criteria (purposive sampling)	Interview schedule (Appendix E)	Researcher	Content analysis (thematic)
5. To make recommendations about improving public transport service provision for persons with disabilities in the eThekweni Municipality.	Similarly as objective two to four.				

4.6.1 Data Collection Tools

The data collection tools were designed as semi-structured questionnaires and focus groups based on the research objectives (see Appendices A to E). There were some questions common to all groups, regarding the factors influencing and the recommendations to improve transport service provision. Persons with disabilities were queried on the transport journey, the various aspects of it, and their perceptions and experiences of it. Transport operators were queried on the service they provide for persons with disabilities. The taxi owner was queried the various factors influencing the industry and his perception and experience of transport being provided by the operators that work for him. The city officials, consultants and experts were queried on the factors influencing public transport service provision and the engagement of the disability sector within planning and implementation of these services.

4.6.2 Data Collection Process

After successfully recruiting participants, appointments for the time and place of the interviews and focus groups were made. Where possible, the informed consent forms were emailed to the participants prior to the interviews and focus groups.

Participants were made aware that the information gathered will only be used for the purpose of this study (not for personal gain) and will be reported to the relevant authorities and stakeholders within the eThekweni Municipality for review within the IRPTN. In some instances permission was given to reveal the names and organizations of the interviewees. Where permission was not granted, pseudonyms have been used.

The researcher had preferred to conduct semi-structured interviews with the taxi operators separately, however the taxi operators were approached collectively at a taxi rank and they opted for having a focus group as opposed to discussing the topic in individual interviews.

An interpreter was used during the focus group with the taxi operators and the one focus group consisting of persons with mobility impairments, since the participants preferred to speak mostly in isiZulu. The interpreter was chosen based on his insight into the terminology and concepts under discussion, and his cultural and contextual understanding and sensitivity. He was also the same profession as the researcher, namely an Occupational Therapist. He was briefed to the research objectives, the context of the study and important points to note regarding questions and probes, as well as to clarify any queries.

An initial interview and a follow-up interview were held with the taxi owner, since much information gained from this interview was previously not understood by the researcher, and

hence the interviewer explained the detailed workings of the taxi industry from a personal perspective. This was then followed-up again with further questions to clarify certain aspects.

Semi-structured interviews of between one and one and a half hours in length were held with the Deputy Head of STP at ETA, the Transport Authority Co-ordination Manager at ETA, the Universal Access consultant for the IRPTN, a consultant involved in other research for the Municipality, a disability expert working for Operation Jumpstart¹⁴ and a researcher and academic in transportation studies.

Table 4.2 details the dates and place of the interviews and focus groups, together with the name or pseudonym of the participant and their position or disability.

Data was collected using audio-recording and video-recording (where specific permission was granted). In one instance, the follow-up interview was not recorded but typed whilst the interview was being conducted. According to the participant, this did not interfere with the process of the interview. For the telephonic interview, the researcher typed the information whilst the interview was occurring.

Some interviews and focus groups were transcribed by the researcher and checked either by one or two independent reviewers. Other interviews and focus groups were transcribed by research assistants and reviewed by the researcher. Two focus groups which were completed in isiZulu were interpreted during the focus group process. The interpretations were transcribed by the researcher and the original data then given to an independent translator who transcribed and translated the isiZulu language. The two translations were then verified against each other to ensure that they were correct. With the focus group with the taxi operators, audio recordings were transcribed and translated, and then returned to the interpreter of the focus group, who reviewed the translation. The interview with the two persons with auditory impairments was interpreted by a sign language interpreter and then transcribed. The transcriptions were returned to the two interviewees to verify the accuracy of the transcription who did not report any irregularities. The interview with the taxi owner was transcribed by the researcher and a follow-up interview was conducted to verify the accuracy of the information and to probe deeper on certain aspects.

The data was then entered into NVIVO 10.

¹⁴ Operation Jumpstart is a grant making organisation that was formed to alleviate suffering in KZN. The wheelchair project is one of its on-going projects and has been operational since 2000.

Table 4.2: Details of Data Collection and Participants

Date of Data Collection	Data Collection Tool	Name / Pseudonym of Participant	Place of Interview / Focus Group	Position or Disability
17 April 2013	Interview	Thulani	UKZN Disability Unit	Person who is blind
29 May 2013	Focus Group Clermont	Abela	Clermont Taxi Rank	Taxi operator
		Begi		Taxi operator
		Lindani		Taxi operator
		Mfanafuthi		Taxi operator
		Phakama		Taxi operator
		Velaphi		Taxi operator
29 May 2013	Interview	Zuki	ETA offices	Transport Authority Co-ordination Manager (ETA)
29 May 2013	Interview	Joseph	ETA offices	Wheelchair user
29 May 2013	Interview	Sifiso	ETA offices	Wheelchair user
31 May 2013	Interview	Logan	ETA offices	Deputy Head of Strategic Transport Planning at ETA
4 June 2013	Focus Group	Albert	Clermont Municipal Offices	Mobility impairment
		Doris		Mobility Impairment
		Falake		Mobility impairment
		Israel		Mobility impairment
		Noktula		Mobility impairment
		Patricia		Mobility impairment
		Precious		Mobility impairment
		Thandi		Mobility impairment
		Thalitha		Mobility impairment
		Wendile		Wheelchair user
		Zenzele		Wheelchair user
		11 June 2013		Focus Group
Ayanda	Wheelchair user			
Bongani	Wheelchair user			
Dumisani	Wheelchair user			
Khulekani	Wheelchair user			
Maphikelela	Wheelchair user			
Menzi	Wheelchair user			
Themba	Wheelchair user			
18 June 2013	Interview	Rob	Café	Consultant for Municipality research study
6 August 2013	Interview	June	UKZN office	Disability expert working for Operation Jumpstart
7 August 2013	Interview	Phillip	UKZN office	Universal Access consultant for the IRPTN
13 September 2013	Interview	Manoj	Café	Taxi owner
25 September 2013	Interview	Nompilo	KZNBDS	Person who is deaf
25 September 2013	Interview	Nqobile	KZNBDS	Person who is deaf
25 September 2013	Interview	Wiseman	KZNBDS	Person who is blind
25 September 2013	Interview	Sandra	KZNBDS	Person who is blind and has a hearing impairment
2 October 2013	Follow-up Interview	Manoj	Café	Taxi owner
31 October 2013	Telephonic Interview	Vaughan	Personal offices	Lecturer in the Department of Transport

4.7 Data Management

Upon the completion of the interviews and focus groups, the digitally recordings were kept in a safe area where only the researcher (and assistants involved in the transcribing process) had access to it. The data will be kept in a password protected folder for a period of five years on the researcher's computer in the Occupational Therapy Department at UKZN.

4.8 Data Analysis and Interpretation

The method of analysis was a combination of deductive and inductive reasoning. The text was first analysed using a template approach, where codes were created as a means of organizing the text for subsequent interpretation (Crebtree and Miller, 1999, in Fereday and Muir-Cochrane, 2006). The codebook was created based on the research objectives and the limited available literature (deductive reasoning), and a preliminary scanning of the text (inductive reasoning). This included the codes of "transport in the eThekweni Municipality", "the transport journey", "financial influences", "future plans for the eThekweni Municipality". Following this, the data was analysed inductively, which a second phase completed by exploring each code in more detail and creating further child-nodes (these are codes within the codes). These child-nodes were created using topic coding and analytical coding. Topic coding refers to looking at what the topic is that is being discussed in the data. Analytical coding refers to asking what the content is really about and how it relates to the research question. Both Nvivo coding (refers to using the exact words in the text) and descriptive coding (refers to describing what the text says) was utilized in naming the child-nodes. Where appropriate, this was further analysed and divided into a third level of coding. In this process, the researcher continuously evaluated the nodes and child-nodes, and reorganized these into more detailed sub-themes, to ensure that it was a clear reflection of the data. The child-nodes were then re-evaluated against the objectives and collapsed into four broad sections which identified with the objectives, to be presented and discussed in the following four chapters.

4.9 Trustworthiness

Yin (2010) states that trustworthiness is demonstrated through transparency, working methodically and adherence to evidence. This is done in this study in a number of ways. Transparency was ensured through documenting the procedure taken, as is clearly described within this chapter.

The researcher was methodical in her research, by ensuring that she was well prepared before her data collection and was always present in the interviews and focus groups.

Research bias was identified in terms of the researcher's experience in working as an Occupational Therapist with persons with a variety of disabilities. She overcame this bias by focussing on the research collected and ensuring that when she was interviewing participants who were not persons with disabilities, to always give the participants the opportunity to detail their position and experience. This technique elicited honest and detailed responses from the participants, as will be seen in the results of the study. The researcher reduced selection bias, in that all of the participants who fulfilled the selection criteria, who were available for interviews and focus groups and agreed to participate, were consulted.

The researcher adhered to the available evidence, which was the actual language of the participants, as well as the context in which this language was utilized. Where the researcher was unclear about something that the participant had said, she used the technique of feeding back to the participant the information she used, to verify that she had understood correctly.

Rigour in the study was ensured through the methods suggested by Yin (2010, p. 177). Firstly, the data was checked and rechecked by the researcher to ensure thorough transcriptions and analysis. For the focus group of persons with disabilities in Clermont, the person who transcribed the audio-recording was present whilst the focus group was being conducted. This was significant, since the individual could understand isiZulu, which was the language that the focus group was conducted in, as well as note the non-verbal behaviour of the participants. The transcriptions of this focus group, as well as the focus group of the taxi operators, were again verified by the interpreter who had conducted the focus groups. Except in two instances (the telephonic interview with the transport researcher and the interview with the taxi owner), the audio-recordings were transcribed by one person and verified by another.

Secondly, the analysis was done as thoroughly as possible, by assigning nodes to the entire data (except in instances where there was an obvious deference from the research question) and then thoroughly reviewing the analysis.

Thirdly, the researcher continuously acknowledged her position within the study and the potential bias that this may elicit. She therefore ensured that she included the data from all perspectives, even when there were clear contradictions by the different participants.

Confirmability was ensured by conclusions having a strong link between supporting literature and the data gained throughout the research process. Reliability was ensured by using the same researcher for all the interviews and focus groups. Additionally, when an interpreter was required, the same interpreter was utilized, who also had an in-depth

understanding of the nature of disability. As noted above, the same interpreter also re-checked the translations of the focus group of the taxi operators. The same translator was utilized for transcribing both focus groups from isiZulu into English. Therefore the transcriptions included both the translation and the interpretation administered. This was then checked against each other again, for reliability.

The researcher may have demonstrated bias in the interviews and focus groups, through her tone of voice and non-verbal behaviour. This is when the participants were sharing information that the researcher considered to be very challenging, and she would then respond in an empathetic manner. This may have prompted the participants to focus more on the negative experiences than on the positive experiences. However, in these instances, the researcher also probed possible positive experiences, so that the entire spectrum of experiences was covered. Additionally, since the researcher is also a clinician, this may have promoted the participants to be placed in a greater position of trust. As Richards and Emslie (2000, in McNair et al., 2008, p. 74) state, 'a clinician may be placed in a position of greater trust by consumer... by virtue of their status and experience in the field, therefore encouraging research participation and the exploration of sensitive issues'. The researcher may have experienced difficulty developing trust in the focus group with the taxi operators, because of the potential implications that the questions had on their behaviour and attitude. However to combat this, she tried to ask open-ended questions in a very objective manner without judgement. Additionally, the interpreter had a detailed understanding of the situation and was able to make the participants feel at ease and to probe with minimal judgement.

Considering the above-mentioned points, the researcher is of the opinion that there was limited response bias, except in two instances. In the interview with the Transport Authority Co-ordination Manager, the interviewee was unwilling to answer some questions related to the financing of services and the new Dial-a-Ride tender that was in the process of being formalized. Additionally, one of the participants in the one focus group was an employee of Dial-a-Ride and he was initially unsure whether he would disclose information regarding the service. Hence, the situation was handled sensitively, and he was not forced to provide any information.

4.10 Ethical Considerations

Ethical Clearance was granted by the research ethics committee of the University of KwaZulu-Natal (Ethical Clearance Approval Number: HSS/0920/013M). As the participants for the study were not selected as representatives of any other governmental institution (except for those representing DOT), no institutional ethical clearance was required. This

section discusses informed consent, right to privacy and confidentiality, non-maleficence and beneficence, to ensure that ethical considerations were adhered to.

4.10.1 Informed Consent

Written informed consent was obtained from all participants involved in the research study (see examples of informed consent form in Appendices G-H). Participants were read to, or asked to read the informed consent form themselves, prior to the interviews. The research process was explained in detail to the participants before signing the agreement. The potential impact of the research on transport within the eThekweni Municipality was also explained to the persons with disabilities. The researcher ensured full disclosure and did not intentionally mislead the participants in any way. Additionally, participants were informed that they could refuse to participate or answer certain questions, or withdraw from the study if they so wished. Permission was also granted to use the findings of the study in dissemination of the results within relevant governmental and academic forums.

4.10.2 Right to Privacy and Confidentiality

The right to privacy and confidentiality was respected in using pseudonyms for the participants, where permission was not granted to use their personal names. Where permission was granted, the participants' names were utilized. Information was shared between the researcher, her supervisor and relevant persons involved in the research study. Raw data will be kept for five years and thereafter terminated appropriately. Permission was granted from the participants to disseminate the results of the study within academic, municipal and otherwise appropriate forums, where the findings will facilitate future plans and intervention within the public transport sector in South Africa. The results will also be further discussed with the participants and this thesis published and available for review.

4.10.3 Non-maleficence

A non-threatening, friendly environment and atmosphere of trust was created for the participants to ensure non-maleficence. Questions that could be potentially harmful to the participants were not asked or probed.

4.10.4 Beneficence

This will be ensured by disseminating the findings to the relevant stakeholders in the ETA. Contact has been made with the National Director of Universal Design in Public Transport for a discussion on the findings of the research study. Additionally, the results will be disseminated to the persons with disabilities, the taxi operators and taxi owner.

4.11 Summary

This chapter has discussed the fundamental aspects of qualitative research related to the study. The findings will demonstrate how this methodology has ensured contextually rich data, which is critical in the design of comprehensive solutions for persons with disabilities in the transport sector. The sources of information from all the different participants address the research objectives. The multiple perspectives fulfils the aim of the study, namely to identify the factors influencing public transport service provision for persons with disabilities in the eThekweni Municipality.

CHAPTER 5

TRANSPORT IN THE ETHEKWINI MUNICIPALITY

5.1 Introduction

The mission statement of the ETA is: 'To provide and manage a world class transport system with a public transport focus, providing high levels of mobility and accessibility for the movement of people and goods in safe, sustainable and affordable manner' (Khuzwayo, 2011, p. 516). This chapter presents the themes emerging from the study for the factors influencing the public transport system in the eThekweni Municipality and the perceptions and experiences of persons with disabilities of the specialist transport services. For the taxi industry, this includes further detail on how the financial situation of the taxi industry is controlled, an improvement in the feedback system and an example of a unique service offered in Austerville¹⁵. For the bus industry, participants noted the challenges of using the People Mover. Finally, the participants provided further detail regarding their experiences of using the Municipality's specialist services, namely the Sukuma service and Dial-a-Ride. Consultants and experts provided detail on what the factors are that influence the provision of these specialist services.

5.2 The Taxi Industry

5.2.1 Finances

According to the taxi owner interviewed, the entire taxi industry's functioning could be summarized as follows, "it's all about money". The following section explains how all decisions, regulations and functions of the industry are indeed financially-based. Both the taxi owner and the taxi operator are working towards maximal income on a daily basis. There are different techniques and methods that the taxi owner uses to improve his income versus what the taxi operator uses to improve his take-home money. In some instances, the techniques will benefit both parties. In others, it will improve either the one or the other's financial gain for the day.

In the payment system where the taxi operator is paid a fixed portion of the day's earnings, it is in both the taxi owner and the taxi operator's best interest to ensure maximum cash-up for the day. Therefore, the taxi operator is under pressure to transport as many persons as possible in as short a time as possible. Since most people are transported during the peak

¹⁵ This is a township in the eThekweni Municipality.

operating times, this is when there is the biggest rush to drive from the community to the city and back again. However, the taxi operator also needs to be aware of the time they return to the city taxi rank to be booked in. In the eThekweni Municipality at the main taxi ranks, the taxi has to be booked in by 09:45 to say that they are working that day. Booking is done with the rank manager and is written in a book. Manoj (02/10/2013) explains the complicated situation,

if they're (the taxi operator) not in the book, or if they get there five to 10 or 10 to 10, they get a penalty of three hours where they sit and do nothing. And that hurts the owners. It hurts their cash up. At one o'clock they can book, which means you go right to the back of the line. By this stage you might be 30th in the line. So tomorrow, you won't do that. Before quarter to 10 you can take as many loads as you can. So if you're trying to take that last, last load, and you're late, you've learnt your lesson.

There are different techniques which taxi operators use to increase their take-home money at the end of the day are which includes sand bagging¹⁶, washing their own vehicle instead of paying someone else to do it, or stealing loads¹⁷. Additionally, according to Manoj (02/10/2013), most taxi owners are under the impression that the taxi operators steal from the cash-up. Manoj (02/10/2013) pays his taxi operators according to a sliding scale. Doing some rough calculations of a typical day's income, he explains how he sees the situation,

the drivers are still stealing money. On top of that they cash up, they're still stealing. Those five loads, each load is R130 that means you make R1179 by 09:30 in the morning. They'll do another eight loads for the day which equals R2340 that they're getting for the day. Minus R1500 fuel equals R1840. They will pay the conductor R200 or R150. This equals R1640. Now they're only cashing up R800 at the end of the day... in essence they have stolen R800 and some money they take home. Then out of the R800 they still expect wages! Out of R800 cash-up, you would get about R120 or R140 for your wages. Out of R1000 (cash-up), R200 (for your wages).

¹⁶ Sand bagging or short filling is when the transport operator does not completely fill the petrol tank at the end of the day, until the day when they do well and then they fill it completely.

¹⁷ Stealing loads is when a transport operator decides to drive on another road to pick up passengers. According to Manoj (13/09/2013), stealing loads is the most common cause of taxi-violence. This follows on from the taxi 'wars' which took place in the 1990s, where taxi owner associations fought over taxi routes (International Labour Organization, 2003).

The taxi owners also have methods of improving their profitability, which includes using the Toyota Hiace vehicle¹⁸ and increasing the rank fare¹⁹.

The way that the taxi industry operates is important to note, because it influences significantly the way that they respond to persons with disabilities. This will be discussed further in section 6.4.5.

5.2.2 Monitoring and Evaluation

The taxi alliance has declared that they want the taxi operators to offer a safe and reliable service for their customers. Hence, the taxi associations have a Disciplinary Committee which meets on a regular basis to deal with problems of the taxi operators. Some of these complaints may originate from the transport user, through the customer feedback system. Offences range from mild (personal hygiene) to serious (for example drinking and driving, fighting and violence). Complaints may also be about rude or disruptive taxi operators or that the taxi operator drove past a person and did not pick them up. According to Manoj (02/10/2013), “most times we (the taxi owners) take it, the passenger is always right. These guys (the taxi operators) are always up to tricks”. The Disciplinary Committee then decides on a fine for the taxi operator to pay. In severe offences the taxi operator may get a suspension of up to three months.

The effectiveness of this system is questionable. Some of the transport users are illiterate; hence it may be difficult to report on their challenges. At other times, persons with disabilities have tried to complain, and either there was no recourse, or they were told to seek alternative means of transport. A transport user may also choose not to complain, because they are concerned about their safety following the processing of the complaint. Sifiso (29/05/2013) illustrates this in his argument,

sometimes we avoid all those things, we become patient, we don't want to fight with them because as I mentioned we scared of the enemy. Because when you report that you are on the wheelchair, that driver is going to be fired because now you supposed to come in front and give evidence. At the

¹⁸ Even though the municipality does not longer issues permits for the Toyota Hiace vehicle, there are still taxi owners who keep or even purchase the Hiace vehicle illegally. As the maintenance costs of the Quantum are comparatively higher to the Hiace, the taxi owners say it is more economically viable to use a Hiace. Therefore, some of the taxi owners do not adhere to the regulatory systems which government has put in place. Since the department of transport is moving towards only issuing permits for those vehicles from 2007 and for the new Quantums, Manoj (13/09/2013) says “there are plenty people running illegal taxis because it's cheaper to run those than to buy a new taxi”.

¹⁹ The taxi association may increase the rank fare which is paid on a daily or weekly basis. After the taxi association has paid their expenses, the money is returned to the taxi owners. As Manoj (13/09/2013) explains why this is done, “the drivers are going to steal that money anyway. If you make that rank fee R50, that driver steals the money anyway. This way you get more money back”.

end of the day, your life is in danger so matter if you face that kind of situation, you can't go out and say, "I've been abused by this kind of driver." No matter if you come forward, it's just a waste of time because at the end of the day they will kill you, they are very dangerous. So that's why I said to avoid all those things we learn to just keep quiet and be patient.

Hence, any transport user may resort to rather not following the complaint procedure, because of the perceived power of the taxi operators. Therefore even though the Consumer Protection Act (no. 68 of 2008) aims to promote fair, accessible and sustainable marketplace for consumer services, this is not enforced within the taxi industry. Also, because there is often no other transport services available, this is a denial of their right to choose. Additionally it is a denial of their right that accountability is ensured by the suppliers.

5.2.3 Unique Services

The Austerville Taxi Association offers two specialist services for its community members. The first one is one taxi per day taking people to the hospital or clinic to fetch their medication. Since there are 40 taxi owners in the association, approximately once per month a taxi owner has to use one of his vehicles for this purpose. The taxi owners are aware that they will not make their normal cash-up for that day. Manoj (13/09/2013) says that this may be the only service of its kind in the eThekweni Municipality.

The second one is on an ad-hoc basis. A community member may approach the taxi association with a particular request, for example a person who has been victim of a rape-crime needs to make regular court appearances. These requests are discussed at the taxi association meetings. If approved, a particular owner may give one of his taxis to transport this individual to the court and back. In these instances, the association will pay the taxi owner the equivalent of an average day's cash-up.

According to Manoj (13/09/2013), these two specialist services have resulted in a good relationship between the community members and the taxi association. Neither he, nor the researcher, is aware of any similar services within any other taxi association in the eThekweni Municipality. Therefore a commitment by the taxi association, improves the public transport service provision for persons with disabilities in this community.

5.3 The Bus Industry

5.3.1 Accessible Buses

The Municipality recently purchased 40 accessible buses. However since they have space for only one wheelchair, this created problems for the people with disabilities in the community of Clermont. They had to utilize a Durban transport bus when the Sukuma bus

broke down in 2013. Since there are three wheelchair users they were unable to utilize the service at the same time.

5.3.2 Monitoring and Evaluation

In terms of monitoring and evaluation, the Municipality has a transport sector call centre for customer complaints. These deal with aspects such as time-tables, routes and cleanliness. It is not clear whether this system is utilized by persons with disabilities in the case of complaints about their care and well-being.

5.3.3 The People Mover

The eThekweni Municipality also has an inner city service called the People Mover. This includes 10 fully accessible buses with wheelchair lifts. Unfortunately many complaints about this seemingly accessible service have been raised. These include that the People Mover does not stop for the persons with disabilities or the elderly and that when they do stop, they do not do so next to the platforms, making it inaccessible for the wheelchair user. Maphikelela (11/06/2013) illustrates, "I have been in that bus (People Mover) and they have a stupid lift you need to use... how can you get out of the bus (when) there is no pavement". One of the reasons for not stopping next to the pavements is that the taxis using the same road are often parking in the bus stops. Regulations were not enforced because, according to Maphikelela (11/06/2013), "those police they are scared of these taxi drivers in town you see them doing all kinds of riots there that they were doing with the traffic police". Unfortunately when the People Mover was not parked for passengers to disembark at the pavements, the personnel employed to assist the passengers with special needs at the bus stops were "throwing it (the wheelchair) down".

According to Phillip (07/08/2013), the operators of this service have not been trained either, "they (the bus operators) don't even know that it (the bus) is accessible, to the extent that... some of the drivers don't even know that they have a deployable ramp". He is a wheelchair user and when he attempted to use the service himself, the buses did not stop for him. When he forced them to stop and asked the operator to deploy the ramp, the operator said that the ramp was not in working order. Subsequently he discovered that the ramp was in fact working, but the operator did not know how it worked.

This is in strong contrast to what the Municipality reported on the training. Zuki (29/05/2013) stated that all bus operators on the People Mover service were trained on how to work with persons with disabilities by QASA together with First Aid. They then also received a refresher course a year later. Additionally, all new operators are trained before commencing work.

When QASA was contacted to clarify this, they informed the researcher that “some of the People Mover operators were ‘work shopped’ around two years ago. These turned into complaint sessions and were not effective at all”.

Additionally, they noted that there are certain restrictions which prohibit the operators from assisting persons with disabilities. These include that they may not leave the operator’s cabin; they are not allowed to leave the bus running if they are not behind the wheel; and if they go and assist, there may be theft of cash. Unfortunately the Municipality does not employ an assistant because of the added cost. If there are security guards at the bus stops, they indicate that it is not in their job description to assist the persons with disabilities.

Some of the persons with disabilities are concerned that the People Mover service is not in an area where it is benefitting them. Dumisani (11/06/2013) highlights his frustration with the service,

disabled people don’t go that route. We don’t have money to go and cruise in the town. So what is the bus doing in the middle of the town? I’m not going to go to workshop, to beach front, I’m not going to sea, I can’t even swim. So how is (are) these buses helping me, helping me with nothing.

It is extremely important that detailed user-needs evaluations be completed before a service is implemented.

5.4 Specialist Services

5.4.1 Sukuma Service

Generally, the success of the Sukuma service is questionable. Participants reported bus operators being rude; buses broke down frequently; persons with disabilities had lost their jobs because they did not arrive at work on time; the service was over-subscribed; and the travel times were limiting. Khulekani (11/06/2013) observed that when the lift was not working, “people they were dragging themselves inside the bus, whilst this guy (the conductor) just sits there and stands and maybe takes the wheelchair put it in and expecting the person to get in, like actually dragging themselves inside the bus, I used to experience that a lot”. He notes that “sometimes people who are employed to assist people with disabilities they don’t even have love for doing it for us – they just do it for the money”.

The persons with disabilities in Clermont however indicated that they had a positive experience with using the Sukuma service. Once the operator was speeding, and after they issued a complaint, the operator was changed. It is very concerning that even though this service has been operational since 1998; there are still so many limitations and problems associated with its implementation.

5.4.2 *Dial-a-Ride*

Before Dial-a-Ride was operationalized, there were meetings held with the taxi alliance. Themba (11/06/2013) was one of the individuals who attended the meetings, campaigning for Dial-a-Ride to be operationalized. He states that the taxi associations did not initially approve the system, and only agreed to it with the provision that persons with disabilities had to phone for the service and they would not pick up people with disabilities waiting on the side of the road.

Originally this service catered for all persons with disabilities attending places of employment, hospitals and shopping centres. However the demand far outweighed the supply. With over a thousand persons on the data base, the service was temporarily discontinued in the middle of 2012, whilst management sought a solution. In December 2012 the service was resumed, catering only for scholars and employed passengers. This causes difficulties for those wanting to attend a job interview or having to attend health services.

Other problems related to the cost of the service (even though the service is heavily subsidised); vehicles arrive late; the service is over-subscribed (and takes no new bookings); and the monitoring system appears to have limited effect. Wiseman (25/09/2013) used the service initially but then discontinued it. He calculated that his monthly cost amounted to R580 per month, which was then increased to R660 per month in May 2012. He then said, “no way, I’m coming out, I’m sorry I can’t. I won’t be able to afford because in the bus I’m paying R108 a month for a coupon (for Durban bus services) so I’m saving something there, with Dial-A-Ride, I’m losing”.

When the customers complained of the poor service, there was no follow-through or feedback from the service providers. The service does not have a booking system, through which they can manage the subscribers. Operational problems include that two vehicles are sent to the same place to pick up two different passengers. Dumisani (11/06/2013) says, “so there was no proper planning, they didn’t know where to start. They just go”.

With these many challenges, the tender system has been placed into question. Some of the passengers utilizing the service illustrated that the owner of the service should have been a person with a disability, so that more empathy would filter to the users. Dumisani (11/06/2013) states, “he can’t even understand the situation where you are in; and I’ve been crying, crying like a crying baby”.

Even though the owner of Dial-a-Ride had a parent with a disability, the users of the service are still not satisfied that he understand their needs. Dumisani (11/06/2013) states “this tender is millions but it doesn’t help us, let’s be fair and firm about it guys, it doesn’t help

us". Additionally, there is suspicion surrounding the awarding of a tender system. Maphikelela (11/06/2013) states,

in our government of ours in these times, everything is tender, tender, tender. So we know what is happening in tenders, there is corruption... so now it shouldn't be a tender this thing, it should be transport catering for people who are disabled, maybe from municipal.

Vukasambe Investments and the Municipality have both been involved in evaluating the service on an on-going basis. However, the feedback systems are no longer in operation. As Zuki (29/05/2013) says, "we used to have a forum, where people would like to express their concerns regarding the service (Dial-a-Ride), but that kind of fizzled out. But whenever we receive a complaint we attend to them as they come".

Zuki (29/05/2013) states that with the specialist services however, they have been seen as "being seen as discriminating against people with disabilities, because sometimes we do get that accusation that we are being discriminative, if we are going to be providing a service solely for these people".

There continues to be a tension between the provision of specialist services and inclusive services offered for persons with disabilities.

5.5 Summary

As can be seen, there are many complicated dynamics which influence public transport service provision. The financial regulation of the taxi industry is especially paramount, and this chapter offers detailed explanations which are not otherwise noted in literature. It is also difficult for transport users to hold transport providers accountable, with the questionable monitoring and evaluation systems. It is concerning that even where the Municipality has made provision for persons with disabilities, as in the People Mover, the Sukuma service and Dial-a-Ride, there are so many inadequacies and challenges associated with these services.

CHAPTER 6

THE TRANSPORT JOURNEY

6.1 Introduction

This chapter describes the perceptions and experiences of persons with disabilities when using public transport, the perceptions and experiences of transport operators and owners when providing public transport and the perceptions of the city officials, consultants and experts regarding the factors which influence the provision of public transport.

Even though literature (Khuzwayo, 2011, Lorenzo, 2004, Mashiri et al., 2005) refers to various difficulties and limitations persons with disabilities experience when accessing public transport, there is limited information on every aspect of the transport journey. Therefore the study objectives are fulfilled in this chapter through a description of the transport journey, from leaving the home to getting to the final destination. All components of the journey are considered in more detail.

A trip, unless only by walking, involves one or more transfers. The success of a trip is dependent on the ease of transfer between modes. The travel chain however begins before this with trip planning, through pedestrian movements towards terminal access, includes boarding, and the interface between modes.

The results indicate that persons with disabilities experience occupational marginalization, occupational apartheid, occupational deprivation and limited occupational choice leading to occupational injustice. This is through inaccessibility, power dynamics, lack of compassion, safety concerns and the influence of money.

6.2 From the Home

The public transport journey begins from the moment the individual leaves their home. Policy makers, as June (06/08/2013) explains, often only address the actual transport system, without observing whether the individual can access the road, or whether the bus stop is in a place where the transport user can get to. Hence, this section is integral to the understanding of whether persons with disabilities are able to participate within society.

6.2.1 Accessibility in and around the Home

The terrain in much of the eThekweni Municipality is very hilly and mountainous. Persons with disabilities may not be able to physically get their wheelchair from their house to the road, either because they do not have a driveway that is paved or tarred; it may consist of

sand or mud; it may be too steep; there may not be a proper pathway; it may be full of obstacles of various kinds of stones or glass; the pavement may be incomplete; or there may be no pavements at all. The plates below, further illustrate these and other obstacles. The plates are from the researcher's work in KwaDabeka, Clermont²⁰ and Mariannridge²¹ with persons with disabilities.

Plate 6.1 illustrates that some of the Reconstruction and Development Programme (RDP) houses have a concrete slab placed in front of the door leading into the home. In this home a grandmother lives with her granddaughter who has a disability. Since the child is immobile, she has to be pushed in a pushchair. The concrete slab is a significant barrier when going outside. It is possible that this concrete slab has been placed there to limit flooding; however it severely reduces the accessibility of the home.

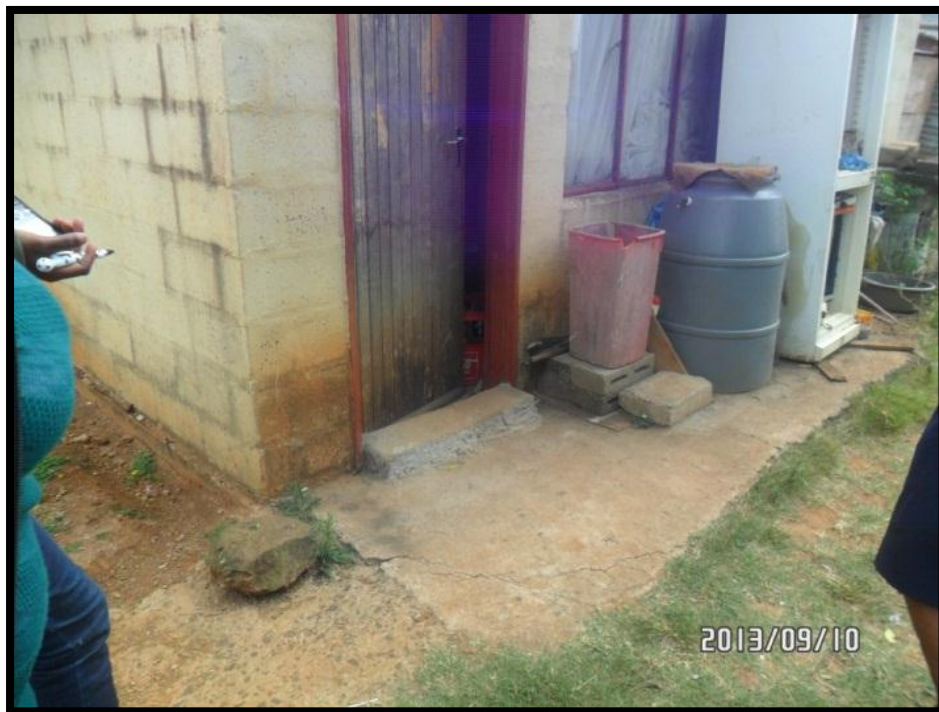


Plate 6.1: Concrete slab in front of the entrance of a home with a child with Cerebral Palsy using a pushchair

At this home, the Municipality has never built a ramp to improve accessibility from the house to the road. Students from the University of KwaZulu-Natal on practical experience in the community built a ramp in 2011, however by 2013 the ramp had rendered useless from on-going erosion. This can be seen in Plate 6.2.

²⁰ KwaDabeka and Clermont are two townships close to Pinetown in the western area of eThekweni Municipality. They are adjacent to each other.

²¹ This is a township in the western area of eThekweni Municipality.



Plate 6.2: Make-shift ramp for home with pushchair user

Plate 6.3 shows the terrain around temporary housing in KwaDabeka, which has been allocated to various community members. One of these is a wheelchair user, who has to negotiate this terrain when wanting to access the road from his home. The pathway is filled with stones and litter, and is worsened by erosion.



Plate 6.3: Uneven terrain from the house of a wheelchair user

Plate 6.4 demonstrates the rocky and steep terrain leading from the home of a wheelchair user to the road, with a gradient of approximately 1:3/1:4. This wheelchair user was unable to propel himself independently to the road. Hence he would only leave his home once a month, on the day when going to collect his disability grant²². He hired a private taxi and the operator would have to push him in his wheelchair from the house to the road and transport him to and from the place where he obtained his disability grant.

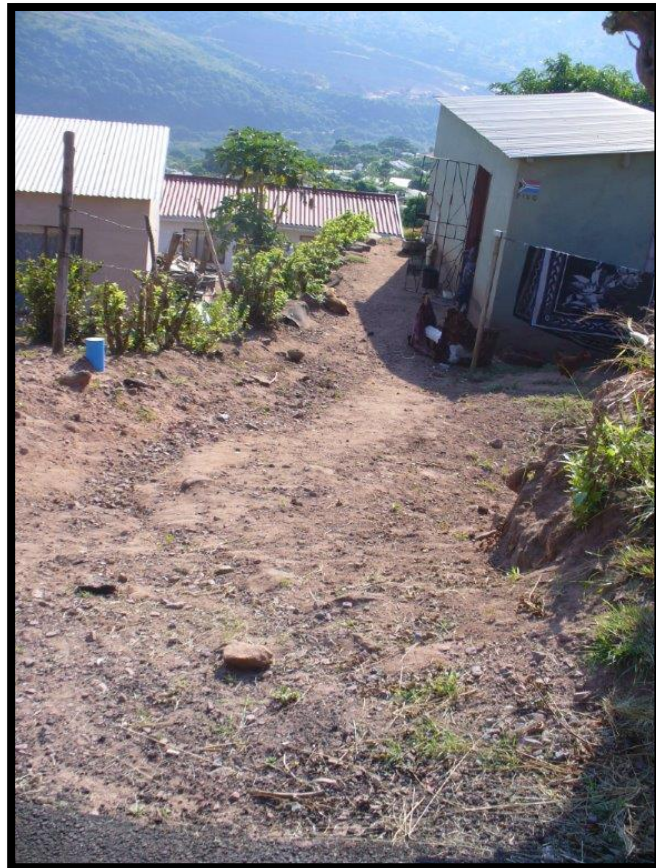


Plate 6.4: Steep incline from house of wheelchair user to the road

Even when the Municipality does build ramps, they are very inaccessible for someone having to propel themselves up the incline. As can be seen in Plate 6.5, the degree of incline is approximately 1:8. According to the South African National Standard (SANS 10400-S, 2011), an external walkway should have a slope of between 1:20 and 1:12 in the direction of travel.

²² The disability grant is a means-tested cash transfer, as a form of government provided social assistance for persons with disabilities. Its current value is R1 260.



Plate 6.5: Ramps which have been built to improve accessibility

Ramps which have been newly built around areas of RDP housing may also be interspersed by stairs, as can be seen in Plate 6.6 in KwaDabeka.



Plate 6.6: Ramps may also be interspaced by stairs

Osman and Gibberd (2000) emphasize the importance of location of housing for persons with disabilities' ability to access education and job opportunities. The problems can be exacerbated in rural environments where there is isolation, limited transport and poor

accessible infrastructure. Architectural apartheid is reinforced when accessible houses are designed, however no attention is paid to the pedestrian environment (Osman and Gibberd, 2000). Persons with disabilities are then limited in their movements to activities in the immediate surroundings which creates isolation from other groups. This is worsened when through reasons of fear of safety; persons with disabilities choose not to participate within society, such as leisure and economic activities, thereby being individually isolated. Within occupational justice literature, this is referred to as occupational apartheid. Occupational apartheid occurs 'in chronic (established) environmental conditions that deny marginalized populations (individual, community and social levels) access to rightful meaningful occupations, which jeopardizes their health and well-being' (Algado et al., 2002, p. 206). It is a fundamental human right to have good health and well-being, so as to access meaningful occupations. Osman and Gibberd (2000, p. 8) believe that 'housing delivery today is as disabling to all users as it was during the Apartheid era, if not worse'. Aside from the inaccessibility within the home, raised thresholds and steps at the front entrance are a common feature of government housing. Even though the universal design principles are evident within the National Building Regulations, adherence to these regulations is limited. Also, there needs to be a consideration of how the existing government housing will be modified, to ensure that it is made universally accessible.

Phillip (07/08/2013) has a different understanding of the daily reality facing many of the persons with disabilities in the eThekweni Municipality. He stated,

one assumes, well it is a reasonable assumption, that they (the wheelchair user) would have bought a property that had some form of accessibility, certainly within the property, if not to the pedestrian system outside of the property. Because I mean you are not going to optimally go and live with a power chair in a property that you can't get out of or you can't move around in. So the reality is that that part of the infrastructure is more than likely in place because it is gotta be some form of operational reality that they have on a day to day basis.

However many persons with disabilities who live in poverty and those who are recipients of RDP housing, have very little choice over the location and type of state provided formal housing. It is a concern that there is a disjuncture between the realities that persons with disabilities experience and the perceived reality of their lives by consultants and stakeholders. This lack of clear understanding could create inadequate planning for the future transport system of the eThekweni Municipality.

6.2.2 Accompaniment on the Journey

Persons with disabilities may require a person to accompany them on their journey for various reasons. When going shopping, a wheelchair user may ask someone to accompany them. Either the wheelchair user will hold the shopping bags and the assistant will push them, or the assistant will carry the shopping bags, so that they can push themselves.

Some persons with visual impairments, as for example Thulani (17/04/2013), will not go on any journey into the CBD unaccompanied. He states that he can forget a route easily and he is not acquainted with the area. Thus individuals may be restricted in only being able to fulfil certain occupations if they are accompanied by others on the journey. This dependence can reduce subjective well-being, since the occupation is perceived as having limited chances of success if attempted independently.

Persons with hearing impairments maintain they do not require assistants on the journey. When queried about this, Nqobile (25/09/2013) responded, “we as deaf people we’re not afraid of anything, it’s not like we’re being threatened by life challenges. We feel normal”. This perceived independence and positive outlook on the efficacy of engaging in their occupations, improves their subjective well-being.

6.3 From the Road

This section explains what the transport user encounters when reaching the road from the home, how they get to the bus/taxi stop and what happens when they get there. They will have to wait for a period of time, be able to identify the correct bus/taxi to take and contend with the attitude of the transport operators and other passengers before they have even boarded the vehicle.

6.3.1 Getting to the Bus / Taxi Stop

Again, since the terrain in many areas of the eThekweni Municipality is very steep, even if the wheelchair user has been able to move from the home to the road, they may be unable to propel themselves independently from the road to where the bus or taxi stop is situated. An example of this, mentioned by June (06/08/2013), is in Newlands²³. A wheelchair user lives in an RDP home in a recently built area. The terrain outside the houses had been made accessible, however, “the bus (stop) was at the top of the road and it was a very, very steep road. Even though they could get to the road, they couldn’t get to the bus stop”.

The weather will also influence the accessibility of a wheelchair user. Since a wheelchair user needs both their hands to propel (unless it is an electric wheelchair or it is a one-arm

²³ This is a township in the eThekweni Municipality.

propelling wheelchair, which would be utilized dependent on their disability), they are unable to hold an umbrella in times of rain.

Wiseman (25/09/2013) highlights that unless the road is even and clear, it is very difficult for a person with a visual impairment to negotiate the road. An uneven terrain can cause individuals to trip and fall, and is thus a safety hazard for persons with disabilities.

6.3.2 *“Time equals money”*

Wheelchair users have numerous examples that highlight that they have to wait one to two hours before they are able to board a taxi. Participants indicated that the taxis will never transport them during peak hour traffic since then the taxi operators are in a rush to transport as many commuters as possible at this time. Even when they are ahead of others in line, the taxi operator will insist that everyone gets into the taxi quickly, often leaving the wheelchair user behind. Menzi (11/06/2013) illustrates how they view the taxi operator’s reaction towards them, “because the taxi driver when they see disabled people, ay, they are getting stressed. Because they know they know you are wasting their time, because they are hungry for money”. When asked about being left behind, Zenzele (04/06/2013) stated “that is our daily bread. It is a normal taxi thing”.

However when taxi operators were queried about what they do in rush hour traffic, when there are many people having to go to work and there was a wheelchair user, they responded, “it doesn’t happen that the person (wheelchair user) end up not going in, never... during traffic hour, we still help; we still need that money during the bhakuzing time (off peak hours)”.

The Municipality is aware of this disjuncture in what is being said by the taxi operators and the persons with disabilities. Logan (31/05/2013) observed that in the disability forums the people complain, however when they engage with the taxi industry, they will say otherwise, “we generally talk with the leadership and they will say what they want us to hear, but on the ground it is completely different”.

Manoj (13/09/2013) explains why, according to him, taxi operators do not pick up persons with disabilities during rush hour traffic. The taxi operator is under the impression that it takes a significant amount of time for a person with a disability to be transferred into the taxi. According to June (06/08/2013) “it can take 15 to 20 minutes, depending on how weak the person is and how much help they need” for someone to board a taxi. As explained previously, taxi operators may be paid according to different structures. However most frequently, the taxi operator and taxi owner both benefit from transporting the highest number of people within a specific time period. With the extra time required for a wheelchair user to board the taxi, the cash up at the end of the day will be reduced. In the 15 minutes

that someone takes to transfer into the taxi, all 13 passengers could have gotten into the vehicle (which would equate to between R130 to R150 in some cases). Manoj (13/09/2013) explains the perceived loss in income after transporting a wheelchair user, “if a guy comes to me at the end of the day with only R600 (as opposed to for example R800) and says, but I transported a disabled person, I’m going to say, I don’t fucking care. That’s an insult (to me)”.

Manoj (02/10/2013) states the importance for his business of his taxi operators returning with a meaningful amount of cash up at the end of the day,

if it’s in a busy period, you’re not going to do it (pick up a person with a disability), unless it’s financially rewarding... They won’t even look at a disabled person, not in terms of disgust, but in the interest of time... Time equals money.

The timing in rush hour is important, since when the taxi arrives at the rank and there are many vehicles loading, it is important to be to the front of the queue. Manoj (13/09/2013) says,

if you get in there when there are 50 vehicles and there (are) not many people, then you come out empty, you’re not going to make it. So by taking this disabled person, you have now slotted in the wrong timing for the morning. So you would rather not take that disabled person to get better timing.

This is congruent with the study done by Mashiri et al. (2005), who states that persons with disabilities are ignored and avoided because the taxi operators believe it takes too much time for them to board, when they would be able to get more passengers in that time and hence earn more money.

Most persons with disabilities stated that the taxi operators are working for money, and that this is the reason why they do not transport them. In this context, the economic power which taxi owners and taxi operators exert causes a violation of the human rights of persons with disabilities. Oliver (1990, in Kitchin, 1998) demonstrated using a Marxist approach, that persons with disabilities were being socially excluded because they were seen as being unproductive, and therefore hindered the progress of capital accumulation for others. Similarly, this approach also indicates that persons with disabilities are being seen as an economic liability to the taxi operators and taxi owners. Therefore, their experience of disability is determined by the economy (Oliver, 1996, in Kitchin, 1998).

Persons with disabilities are thus denied the freedom to travel where and when they like. This leads to occupational marginalization, which occurs when people are unable to exert micro and everyday choices and do not have decision making power as they participate in occupations. 'Choice and control in what we do to participate in occupations is the basis for our empowerment as humans, and empowerment is a determinant of health for individuals and populations' (Townsend and Wilcock, 2004, p. 82). Persons with disabilities adapt to these challenges by leaving earlier from the home so that they may still arrive on time at their end destination; or by being patient and remaining calm.

6.3.3 *Identifying the Correct Vehicle*

Persons with disabilities often decide carefully on which taxi or bus they are going to use, to improve their journey. Commuters use a variety of hand signals to indicate the final destination, for example mimicking waves with their arms if they want to go to the sea. As Mashiri et al. (2005) state, this is mostly intuitive and easy to learn and understand. This signage is useful for persons with hearing impairments. If they want to go to an area which does not have a specific sign, they may write down to explain their end destination. However for those persons with disabilities who are unable to make the correct signage and those who do not know the system, it can be a very difficult experience.

Additionally, Mashiri et al. (2005) states that the vehicle permit stickers which are affixed to the front, rear and left side of the taxi, provide the licensed routes. However they are difficult for persons with disabilities to read and vehicles which are operating illegally will not have any permits to provide information. However rank managers and the other passengers are generally able to provide the information about the routes.

Utilizing buses is very difficult for a person with a visual impairment. When the person is at the bus stop, they will not be able to determine which bus is coming and where it is going. There is usually more than one bus which passes a certain stop in the CBD. This requires the individual to either ask another person to indicate when the correct bus arrives or to ask the bus operator when he stops where he is going. However Wiseman (25/09/2013) says that asking the bus operator which bus route they are going, most often elicits a negative response,

because if you stop the bus and ask where you are going, you get a very bad answer. The driver says, "You don't know where you are going yourself!" And you (they) just close the door and move. They got a very bad attitude, our drivers. (Sometimes) you talk to the driver and the driver doesn't respond. If you keep asking, the driver starts swearing, you know that is not a nice response from a person because if you asking a person, "I want to

know where you are (going).” Because you can’t see, they respond very badly, “Hey, why you getting inside, you going to trouble me.”

Wiseman (25/09/2013) goes on to say that some bus operators, “they think the dog tell you which bus you are taking, they don’t realise you ask people, they don’t realise that”. This highlights a lack of understanding by the public about disability, assistive devices and the limitations that persons with disabilities still face. It also demonstrates how the attitude of bus operators negatively affects the ability for persons with disabilities to independently access transport.

It can also occur that the pedestrians or other passengers indicate the incorrect bus. Wiseman (25/09/2013) had such an experience and only when he was in another township did he realize that he was in fact on the incorrect bus. Instead of trying to find his way home from there however, he returned in the bus to the depot where they were able to assist him onto the correct one.

Thus, if there is no-one to ask or no-one identifies the correct bus, the person with a visual impairment may have significant problems. In the study by Venter et al. (2002) persons with visual impairments also had instances where a pedestrian agreed to indicate to them when their correct bus was arriving, however then left without saying anything. The study also highlighted the lack of tactile information, no route numbers being displayed and signs not being illuminated at night, making it difficult for persons with sensory impairments to identify the correct vehicle to board.

According to the participants, unless you have frequently used the bus service (are familiar with the time-tables, the routes, which stations to use) and the bus operators know you, it is very difficult to utilize the bus system as a person with a visual impairment.

Therefore some persons with visual impairments prefer to use the taxis because they are usually available. However other persons state that taxis are difficult, because they do not follow the same route. The buses follow a certain route and only go in one direction. Persons with visual impairments usually require consistency to enable better planning and independence. When they are familiar with a certain route, they are able to utilize it independently.

6.3.4 Attitude of Transport Operators and Passengers towards Boarding

Some of the operators of the vehicle, be it a bus or a taxi, have a negative attitude towards the person with a disability. Some operators expect the person with a disability to have an assistant. As Wendile (04/06/2013) says, “the driver himself is the problem, he stands there looking at you like he is thinking, if you do not get someone to get (you) inside, I will leave

you.” Sifiso (29/05/2013) had a similar experience, “one of the drivers told me one time, he said, ‘How come you travel alone? Because you receive the money, the grant... you supposed to have an assistant.’ He tried to show me that I must not be independent”.

As Sibley (1995, in Kitchin, 1998) states, he ‘who is felt to belong or not belong in a place has important implications for the shaping of social space’. The above example illustrates how a person with a disability is made to feel they do not belong within the public transport vehicle, creating a feeling of ‘out of place’ and guilt at not travelling with an assistant. Additionally, the impression is that a person with a disability may not participate independently within society as an able-bodied individual can.

When it is raining, Sifiso (29/05/2013) explains, the wheelchair becomes very dirty. This will make the taxi dirty, possibly the taxi operator and the other passengers. In these instances, Sifiso (29/05/2013) says “it depends on the heart of the driver”, whether they will take you.

Persons with visual impairments who are accompanied by a guide-dog also face discrimination towards travelling in taxis. Wiseman (25/09/2013) says,

not all the taxis can guarantee you, some taxis still not allowing the guide dog to travel with a blind person, they say “No, the dog is not allowed to enter.” I remember, I can mention those taxis there in the market (at Warwick Junction²⁴)... I tried to inform them what is a guide dog for, they said “We do understand what you saying but what you saying, we not accepting, it’s the rule of the taxi that no animal can travel with a person.” I said, “It’s not an animal, it’s a guide dog helping me, my eyes!”

This is congruent with the study done by Venter et al. (2002), where minibus-taxi operators sometimes refused to serve persons with disabilities, and they would just drive away. Lack of education within the industry has a serious effect on the way that persons with disabilities are treated.

In a study on the experiences of poor women with disabilities living in Khayelitsha²⁵ related to social and economic development, one of the women stated that she took the decision to speak as an individual to transport operators. She observed that she became respected by the transport operators, that they started stopping for her, and she felt that she was their best customer (Lorenzo, 2004). Similarly, participants in the study who frequently used the same service experienced positive attitudes from the bus operators and passengers.

²⁴ Warwick Junction lies on the edge of the Durban's inner-city and is the primary public transport interchange in the city.

²⁵ This is a township in Cape Town in the Western Cape Province.

6.3.5 *“Getting inside is difficult”*

Boarding a taxi or a bus for a person with a disability can be a very difficult experience.

a. The Boarding Process

When wanting to board the taxi, the wheelchair user has to propel his wheelchair close to the doorway of the taxi, lift their legs and place them inside. They then place their one arm onto the first seat and lift themselves onto the seat. June (06/08/2013) explains that the individual will have to have a strong upper body to be able to transfer, since the taxis are very high. Also this causes long-term problems of arthritic changes in the joints, resulting in pain. Where the person is unable to lift themselves, they will need to be lifted by other persons onto the seat. Wendile (04/06/2013) describes that she crawls on her knees into the taxi and then passengers or the operator will pull her up onto the seat.

The type of wheelchair also has an influence. June (06/08/2013) further explains that the wheelchairs provided by the government hospitals need to be durable to service the rural areas, therefore are very heavy. As a result, the wheelchair user will have difficulty lifting their own wheelchair onto the vehicle. Unfortunately the wheelchairs cannot be lighter, because then they “won’t survive longer than three months, maybe six months if one is lucky”.

Wheelchair users have stated that their wheelchairs often break during the boarding process. The operators and passengers may throw the wheelchairs in the vehicle, wheelchairs are not folded up or opened properly resulting in parts being damaged (so then people force wheelchairs open or closed using bricks or whatever they can find). Bongani (11/06/2013) speaks about the consequences, “and then you want to jump the road, and the wheelchair is broken somewhere, if you want me to push the chair in the road, it can’t move, if it can’t move and then the car if it is coming the car can knock you, no-one is helping you”.

When wheelchairs are damaged, there are numerous difficulties with getting them repaired, including the lack of functioning wheelchair repair sites in the eThekweni Municipality; the difficulty in reaching the site; and the cost of repairing a wheelchair (many persons with disabilities are unemployed). Since wheelchairs are their “way of like moving around”, a broken wheelchair will confine them to their homes for potentially an extended period of time. This is congruent with Venter et al. (2002) who states the cost of maintenance of assistive devices can be prohibitive.

Boarding an accessible bus is different. According to June (06/08/2013), to board an accessible bus with a wheelchair ramp takes between three and five minutes. The bus

needs to stop, the ramp lowered, the person drive onto the ramp and into the bus, and then the ramp is lifted again. Some wheelchair users may also ask other passengers to assist them if necessary.

Persons with visual impairments have indicated that they do not have difficulty boarding the bus, except when the bus operator will stop a distance away from them, in which case they may require assistance. Sandra (25/09/2013) has experienced the other passengers being very helpful in assisting her to board the bus. She feels some apprehension when waiting on the pavement and says she is usually careful in terms of safety.

The participants in this study did not note difficulties with the first step off the ground into the bus, even though the step heights in buses are typically up to 50cm from the ground (Venter et al., 2002). This is most probably because wheelchair users are not able to access these buses and persons with visual impairments have become used to the height of the step.

b. Assistance Provided

The taxi operators in the same community where one of the focus groups for persons with disabilities was held (Clermont) reported that they always assist persons with disabilities to get inside the taxi. As Abela (29/05/2013) says,

here in Clermont as we work, and you find a person in a wheelchair, it happens all the time. We are different but, but I have been in Clermont for a long time yet I have never heard of a driver who has left a disabled person and not folded the wheelchair, even the people using crutches have to be helped. And ensure the person is sitting comfortably with his bags. In a place where they can sit comfortably with crutches, I cannot say there is a person who has been ill-treated in Clermont, never.

Lindani (29/05/2013) agrees, "I don't want to lie, we help them. Sometimes they come with someone pushing them in the wheelchair, we close the wheelchair we look for a comfortable seat for them or ask the passengers (if the seat is in use)". They indicate that they offer a very caring attitude, even if it means that they have less passengers in the taxi. Phakama (29/05/2013) says,

in that situation, if a disabled person come to my taxi, I have no conductor, I'm the only one in my taxi. So what I do is I come out of the driver seat to try and help that disabled person to get a place and to get his chair.

The taxi operators reported that both they and the other passengers would assist the person with a disability whilst transferring into the taxi. They stated that they work together as a

team, and if necessary will lift the person up into the taxi. Manoj (13/09/2013) says that when the taxi is in a rank and it is not in rush hour, the rank manager may help the person with a disability into the vehicle. This is however only if “they are not in a hurry, (when) the vehicle is not in a hurry to get the line filled”.

However, the participants with disabilities in the study indicated that the attitude of the transport operators was very poor and that transport operators do not understand the needs of a person with a disability. Within this study, there are multiple truths being presented and only by being present and being able to observe the situations can an objective statement be made. It is also possible that the responses of the transport operators vary in time and space.

According to Phillip (07/08/2013), customer care training has never been provided for the bus operators in the eThekweni Municipality, even though there would be persons with disabilities wanting to use those services. Since the Municipality was reviewing the contracts of the bus services, they were unwilling to train the service providers in the interim. It is arguable that since these services are contracted out, the training for the bus operators should be done in-house.

6.4 Inside the Vehicle

It is important to note the seat which the transport user chooses to sit on and where the wheelchair user places his wheelchair, once inside the vehicle. The themes of the attitude of transport operators and passengers are discussed in more detail, as well as the financial regulations of the taxi industry for persons with disabilities.

6.4.1 “When I get on I always sit on the same seat.”

Depending on their disability, comfort, habit and the taxi operator, the wheelchair user will either sit in the front seat next to the taxi operator, in the seat directly behind the operator or in the seat next to the sliding door in the front row. If there is already a passenger in either of these seats (depending on where the individual prefers to sit), they will ask the person to move to the back so that the wheelchair user can sit in the front. Sometimes the passengers are helpful and move to another seat, or they may indicate dissatisfaction with the inconvenience of having to move, or the passenger will refuse to move. This is congruent with the study conducted by Venter et al. (2002) in developing countries, where other passengers were unwilling to give up their seat for the person with a disability. This was especially when the vehicle was crowded.

Some persons prefer to sit in the front next to the taxi operator. Some operators allow this, whilst others do not allow it. Regulation 213 (b) of the National Road Traffic Act (no. 93 of

1996) states that 'no person shall operate a minibus the gross vehicle mass of which exceeds 2 500 kg, unless seatbelts are fitted to the space on the front seat occupied by the driver, and if such front seat has seating accommodation for passengers, unless seatbelts are fitted for the driver and at least one passenger.' Regulation 213 (e) states that 'no person shall operate a minibus or midibus, first registered after 04 September 2006, operating in terms of an operating licence, unless seatbelts are fitted for every seat in the motor vehicle.' The Toyota Hiaces only 3-point belts for the operator and the passenger next to the operator and hence is applicable to regulation 213 (b). The Quantum has 2-point belts²⁶ for the rear-seating passengers and thus the amendment to the act in regulation 213 (e) notes that seatbelts must be available for all passengers. Persons with disabilities benefit from wearing seatbelts to compensate for poor or lack of balance. However, the 2-point belts are not adequate for persons with higher spinal cord lesions (as in the case of quadriplegia) as they are unable to maintain an upright sitting position without full support. As June (06/08/2013) states, "that (having a 2-point belt) in itself could be a problem, because they would fall over". These individuals will benefit the most from sitting in the front next to the operator, where a 3-point belt should be available. Unfortunately seatbelts are not always working and the operator may not allow the individual to sit in front.

Zenzele (04/06/2013) states he feels unsafe when using public transport because of the lack of a seatbelt. This is especially when "turning a sharp bend." Wendile (04/06/2013) explains that she will hold onto the operator's seat, however sometimes she has to hold onto other people and they then become irritated. This thus is an infringement of the right to safe transport for persons with disabilities.

The front seat also has more room in which to position the legs of a person with a spinal cord injury, hence there is less chance for trauma to insensitive areas which may be caused by other passengers pushing past the individual. In the front, the individual can also hold onto the handles of the door to keep their balance. It is vitally important that the individual with a spinal cord injury sits on his wheelchair cushion, to reduce the chances of developing pressure sores (The QuadPara Association of South Africa, 2013). None of the participants noted that they do this.

Some participants reported that when they sat in the seat behind the operator, the taxi operator had a heavily reclined seat. The wheelchair users were forced to position the wheelchair in front of them, then the reclining seat subsequently causing damage to their knees, which could lead to injury.

²⁶ These are also referred to as 'lap-belts'.

Sometimes other passengers complain about having to sit next to a person with a disability. June (06/08/2013) explains that some persons with disabilities “are not very good about their hygiene because of where they live or whatever, so it is also not particularly pleasant sitting next to someone who may not smell very nice”. Even though these may be isolated perceptions, stereotypes are easily formed by other passengers towards all persons with disabilities.

Persons with visual and hearing impairments also prefer to sit in the front seat next to the operator or in the seat directly behind the operator. Wiseman (25/09/2013) says that generally the other passengers do not have a lot of patience and hence it is quicker when he is disembarking with his guide-dog to be sitting as close to the front as possible.

Within the accessible buses there are allocated seats for the wheelchair user. Sandra (25/09/2013) usually sits in the first seat in the bus allocated for persons with physical disability or the elderly. She is then able to communicate better with the operator. If someone is sitting in that seat, she asks the person to move and explains the reason for her having to sit close to the operator. Wiseman (25/09/2013) has indicated that he feels unsafe when the bus operator starts moving the bus before he has sat down. This increases his risk for falling. Titheridge et al. (2010) noted that bus operators did not wait for passengers to sit down before driving.

6.4.2 *“Where do you put your wheelchair?”*

There are different placements for the wheelchair inside the taxi. The Quantum has extra space available in the aisle where the wheelchair is placed. If the person is sitting in the seat behind the operator, then the wheelchair can be placed in the passageway. In the front there is no middle seat, hence if the person is sitting next to the operator, there is space in-between the two where sometimes a wheelchair is placed. Ashok (11/06/2013) maintains that this ensures the fellow passengers are not “intimidated in any way”. However, placing a wheelchair in the front of the taxi is dangerous.

With the Toyota Hiace, the wheelchair is usually either placed next to the individual (in which case a passenger will not be able to sit in that seat) or in front of the individual. Sometimes the taxi operator or the passengers will place the wheelchair on top of the wheelchair user. This is incredibly dangerous, as it can create injury or pressure sores; June (06/08/2013) reports that this has happened for some individuals from the Wentworth / Meerbank²⁷ area. Having the wheelchair on top of the individual also worsens the personal hygiene of that person. Khulekani (11/06/2013) says, “with all the wheels being dirty and stuff, you end up

²⁷ These are two townships in the eThekweni Municipality.

getting messy yourself, before you have even gotten to that interview or to work and that drains you”.

The wheelchair user will always have his wheelchair close to him. If the wheelchair is placed in the passage next to the door, Ashok (11/06/2013) says that this does not accommodate other people who are getting in and out of the vehicle. One will have to ask another person to lift the wheelchair for this purpose which inconveniences others and hence they complain. Additionally, “even if you put your breaks on, your backup in your wheelchair here, sometimes tend to hit the window and when it busts the window it will be a problem.” Some people however do place their wheelchairs in the passage-way and when the taxi operators were queried about this, they stated that, depending on the type of vehicle (be it an 8-seater or a 12-seater), they place the wheelchair either in front of the wheelchair user, or against the door in the passage.

Another consideration is to ensure that the wheelchair is kept clean. Khulekani (11/06/2013) explains that a dirty wheelchair can aggravate fellow passengers, “the ones that you are sitting with, they are complaining about the wheelchair making them dirty and stuff and without even talking to you nicely at some stage”. Sifiso (29/05/2013) is very understanding of the situation and how it affects other passengers. Therefore he is adamant about keeping the wheelchair clean, as it improves the way the other passengers treat you. He even uses a compensatory technique of traveling with a towel, and placing it in between the wheelchair and the other passenger, so that they do not get dirty. It is thus important that wheelchair users are aware of their personal and wheelchair hygiene.

As mentioned previously, in the accessible buses the wheelchair user will remain within his wheelchair and be secured. For persons with visual impairments, the guide-dog will lie underneath the seat. Sandra (25/09/2013) explains that sometimes the buses are “too small and sometimes they’ve got pieces of metal that stick out of something and then the dog... or they’ve got a pole here, a bar and the dog can’t get in or can’t lie there”. This can result in the other passengers complaining that the dog is in their way.

6.4.3 *“I was so thankful, I even asked God to bless him, I had never seen such”*

The taxi operators indicated that they do all they can for the persons with disabilities, “we are giving them the good treatment, the best we could do for them. We do it”.

However in the same community of Clermont, the persons with disabilities voiced another opinion, “but most of the time it is difficult for wheelchair users, we do not even like traveling, it is one of the bad experiences. Both the drivers and the community do not like disabled people, they are not educated about us at all”.

Positive experiences stand out for the persons with disabilities. Wendile (04/06/2013) spoke about a single instance where she went with her daughter to KwaDabeka clinic and then the taxi operator came out and assisted the little girl to fold the wheelchair and put it into the taxi and after she was done, coming home, the taxi operator did the same. Wendile (04/06/2013) says, "I was so thankful, I even asked God to bless him, I had never seen such (the first time that someone had helped me)". It is concerning that these instances where taxi operators assist persons with disabilities are so few and far between.

Persons with hearing impairments may also experience a variety of attitudes from the from taxi operators. Nompilo (25/09/2013) says "some are very sensitive, some are very irritating too. Like in some cases when I wanted to sit in front and the driver says, no, go and sit in the back". Nqobile (25/09/2013) had an instance where the operator told him to close the window and he did not hear the request. He says "then the driver got very upset, swearing things, saying things". These are examples of communication barriers that can occur.

When travelling on the bus, Sandra (25/09/2013) indicates that generally the operators are forthcoming towards her and she has had positive experiences. Further attitudinal barriers result from the cost of travel. This will be discussed further under section 6.4.6.

6.4.4 Passengers

There are mixed experiences with the other passengers in the vehicle. Sifiso (29/05/2013) says that usually those passengers who have a member of their family with a disability are very understanding of the challenges. Sandra (25/09/2013) has been using buses for over 25 years and has not had many problems with the operators and the public. Familiarity for most passengers is important to facilitate acceptance and understanding. Velaphi (29/05/2013) says "the community they do not ill treat them (the persons with disabilities), not in Clermont, they respect them a lot".

There are many negative experiences reported by people with disabilities about other passengers. Especially in rush hour in the mornings, the other commuters are in a hurry to get to work. Falake (04/06/2013) says other passengers say "this handicap is delaying us we are rushing to work". Zenzele (04/06/2013) iterates, "they are not educated about how to assist, they do not like us. We don't even like travelling". Sometimes, according to June (06/08/2013), they are also negative because, "why do we have to take them, they are taking the jobs of able-bodied people".

Dumisani (11/06/2013) explains how the comments from other passengers can affect his day,

even the passengers inside they are complaining and if it is a rainy day, you end up being wet. And when you are wet even the wheelchair is wet. And the passengers are complaining you cannot use this taxi because its taking a lot because of this disabled people, and then they end up giving you names, because at the end of the day you cannot feel comfortable, when you reach work, you like depressed and you can't even perform your task.

Also, when a person with a disability requires assistance, sometimes passengers offer help with, for example the shopping bags, and other times they do not. Wendile (04/06/2013) notes that "if I go to Pinetown and carrying plastics they cannot help even with the packets, they just go past and say, why did she leave her helper who does she think will assist her? Then you will find that the taxi will be full and you will be left behind and even when the next taxi comes and I try getting in the taxi, they push me aside". If persons with disabilities listen to this enforced dependency on others, that could lead to occupational restriction and imbalance.

Sifiso (29/05/2013) says that it is easier not to engage with the public at all. He says when he is being discriminated against, he sometimes wishes he could say to the other passengers, "I don't have any other way to travel, I must use this taxi. If now you discriminate me because now I'm on the taxi, you said I mustn't come here, where I must go"? However instead he doesn't "want to interfere, they can say anything they like, just try to avoid it, keep quiet, go inside the taxi, avoid them".

Since a person with a hearing impairment is not easily identified, they may be seen as rude when they do not respond to someone initiating conversation. Nompilo (25/09/2013) says that in the taxi she normally takes to work, the other passengers know that she has a hearing impairment and hence they will only greet her or inform her when there is a specific event, for example a strike. Both Nompilo (25/09/2013) and Nqobile (25/09/2013) indicate that sometimes they do socialize with others in public transport trying to communicate through using signs or their cellphones. Depending on which cellphones they have, they may either use one phone or input text into their own phones and then show the other person.

There may also be a communication barrier for persons with hearing impairments when using the different signs. Nqobile (25/09/2013) says "sometimes the signs get confusing. Like they use a sign like this (demonstrates sign), you're not sure whether you're going to town or going local. That is where the challenge is".

When there is no conductor in the vehicle, usually the person who sits in front next to the operator is the one who collects the money. Since Nompilo (25/09/2013) prefers to sit in front next to the operator, she has had difficulties when the money was handed to her. She

says, “I couldn’t hear how much they give me and how many of them in the backseat and they got angry with me, they got very upset with me. They didn’t know I was deaf”.

Wiseman (25/09/2013) experienced discrimination by the other passengers towards him because of his guide dog and that the other passengers do not want to sit next to him. This makes him feel uncomfortable.

The attitude of other passengers is an important element in ensuring that a journey can be undertaken with ‘reasonable ease’. In the United Kingdom, similar problems were identified, of the public being unwilling to help and exhibiting anti-social behaviour (Titheridge et al., 2010).

6.4.5 “They get charged an exorbitant amount; anything up to a R100 to take their wheelchairs with them.”

It is a big concern for persons living with disabilities, the exorbitant amounts that they pay on transport costs. Wheelchair users in the eThekweni Municipality need to pay extra for their wheelchair when using a taxi. The amount depends on the operator and the area. In some cases, the operator will say that the individual has to pay for the entire seat, and may give as a reason that the wheelchair is damaging the seat. Even inside the Quantum if the wheelchair is placed in the passageway, some taxi operators will still require payment for the wheelchair.

Some of the participants in the study indicate that the local community taxis travelling from the CBD to the communities frequently charge for the wheelchair and those operating from the communities and travelling into town do not. This could be because it is easier to select another taxi going into town, than finding different taxis returning to the community.

The taxi operators offer conflicting information. In the same interview, they insisted that they never charge for the wheelchairs, “the wheelchair doesn’t pay. They only pay for the person”. Begi (29/05/2013) elaborated saying, “even if you bring groceries... you could bring tiles for the whole house”!

However, towards the conclusion of the focus group, the operators indicated that they do sometimes charge for the wheelchair,

we even don’t use the last chair, the 15th chair, then we take his chair as the 15th one. It depends; if he doesn’t have money to pay for his chair then I’ll have to go with that 14 passengers instead of 15... but as long as he is helped.

It appears that the cost will depend on the taxi operator; sometimes the operators are kind, and other times they appear not to care. Sifiso (29/05/2013) illustrates that he does not

always pay for his wheelchair. He thinks that taxi operators are getting used to persons with disabilities and are more understanding. Other wheelchair users indicate that they do not pay if they are transported in the Quantum. However, when there is an assistant who is travelling with the person, both the taxi operators and person with disabilities indicated that they will have to additionally pay for the assistant.

The persons with disabilities noted that taxi rank manager also insists that the wheelchair users pay for their wheelchairs. Sometimes the passengers stand up for the individual, as Wendile (04/06/2013) illustrates, "the thawutha (taxi rank manager) is a problem there is a very rude one in Pinetown he said I should pay for the wheelchair. Until some boys in the taxi said it should be put in the passage, I must not pay". June (06/08/2013) also has had reports of wheelchair users having to pay up to R100 for a single journey for their wheelchair, "the driver or the conductor makes a quick calculation his head about how many passengers will get on and off that seat".

This is congruent with Lorenzo (2004) and Venter et al. (2002), who note that taxis charge double the fare to accommodate for the wheelchair and may even charge three times the fare, if being accompanied by an assistant. This demonstrates how persons with disabilities are economically exploited through the relations of power which the taxi operators hold. This power is socio-politically constructed, since persons with disabilities remain dependent upon the taxi operator to access transport. Frequently they do not have the occupational choice of another means of transport, and hence are forced to accept their position of oppression.

Persons with hearing impairments are also vulnerable to financial abuse when travelling in taxis. This occurs when there is a communication barrier between themselves and the conductor or the person collecting the money and they do not receive the appropriate change. This has happened with both Nqobile (25/09/2013) and Nompilo (25/09/2013). They state it is better to have the correct amount of money required for the trip as opposed to having to get change. Another concern is that they may be unaware of who the conductor is in the vehicle. This could cause the person with a hearing impairment to give the money to the wrong person and hence be a victim of crime.

Persons with visual impairments most often choose to travel with another individual and hence they would need to pay for their assistant to accompany them. The costs however are not only regarding the immediate transport fare. Often the individual expects some form of payment for the time which they have provided (if they are a volunteer or a friend). Thulani (17/04/2013) explains, "(If they do not directly ask for payment) they start

complaining, ah, I'm hungry, eish, I don't usually come to KFC²⁸ as well. So they will hint that they want something as well".

When a person with a visual impairment has a guide dog, they are also sometimes charged for their guide dog. Wiseman (25/09/2013) says he stands up for his rights in these circumstances, saying "what is the reason I must pay for the dog for because it's not sitting on the seat, it's under the seat?" If the dog is sitting under the seat, who I must pay for, who is the other extra money is going for. Then they say okay and keep quiet".

Persons with disabilities are concerned about the high cost of transport. Thulani (17/04/2013) explains how disability can be a cause of poverty,

and it makes you feel poor, it makes you feel that you have to be rich to be disabled and at the end of it all, being disabled will make you poor. What I mean is that, you have to be rich, you have to afford expensive transport like meter taxi and to afford to pay for your friends as well who are accompanying you, pay for their fares. And then at the end of it all you will be poor, because after affording all that money, you then do not have, it will all go into the transport fare and you will not have money left to buy what you wanted to do.

The cost of travel is not noted as problem in international literature from first world countries, as most persons with disabilities qualify for taxi and bus vouchers (Titheridge et al., 2010). The eThekweni Municipality offers subsidies for persons with disabilities and pensioners to use the Durban transport buses at reduced cost. However, this coupon is not available for use on other bus services, for example the People Mover.

6.5 Disembarking

The transport user may again experience numerous challenges when disembarking the vehicle which includes notifying the transport operator of their intention to do so.

6.5.1 "I have to let him know when I need to get out"

Persons with hearing impairments have different compensatory techniques to indicate when they want to disembark the taxi. Nompilo (25/09/2013) says she touches the taxi operator on the shoulder and then shows him the sign to indicate where she wants to disembark. However, as Nompilo (25/09/2013) says, it is very important to be in front next to the operator when you are going to a place where you have not gone before, so that you can indicate to him. If a conductor is present in the vehicle, then she will sit behind the operator

²⁸ This is a fast food restaurant.

next to the conductor. He will also be able to convey the message to the operator about where she needs to disembark. There are however instances where there is a communication barrier and the person misses their bus stop. This reiterates the importance of sitting next to the operator.

Persons with visual impairments experience similar problems. Thulani (17/04/2013) says he experiences a “negative attitude” when requesting to disembark, or they “ignore you or just stop without them saying anything”. This makes it very difficult for the person who is blind to know whether they must disembark. In these instances, it is beneficial when there is a conductor present, as he can indicate when it is the correct stop.

Thulani (17/04/2013) states that when he has missed his stop, he requires assistance from other pedestrians or passengers on where to go, so that he can return to the place. This is the reason that he “don’t like to go to town”. Mashiri et al. (2005) notes that the way bus routes run in South Africa is very complicated and they frequently change. This therefore does not encourage occasional users to access the services, and these are the users who would benefit the most from detailed services information.

This again illustrates how restrictions in public transport limit individuals from engaging in everyday activities. Thulani (17/04/2013) is an example of a student who is completing his master’s degree, who is confined to his study environment unless he travels with other individuals. He does not enjoy going anywhere, because of the many restrictions.

This could lead to occupational deprivation. Occupational deprivation is defined as ‘a state of prolonged preclusion from engagement in occupations of necessity and/or meaning due to factors that stand outside the control of the individual’ (Whiteford, 2003, p. 222). Since persons with disabilities have limited choice in their occupations because they are isolated by their ability and the structural limitations, they may be deprived of engaging in meaningful occupations, such as work and leisure activities. Being socially excluded is an occupational injustice. Thulani (17/04/2013) could become isolated in his environment due to a lack of confidence in utilizing public transport independently.

As with the attitudes and the fares, regularity improves cooperation of the bus operators. Sandra (25/09/2013) illustrates that the regular bus operators know her stop and will indicate when she needs to disembark. Hence she never has to use a bell to indicate her stop. Since the bus follows a regular route, she is familiar with it and is able to discern where she is. This she does by acknowledging to herself when the bus turns, when it goes in a certain direction, or when there are any significant land marks that she can feel. For example, “like the Umbilo Seven bus turns left and then left again and then it’s at the terminal

and then it goes around the corner and stops at the Bluff²⁹ buses so if it doesn't go around the corner I will say to the driver please driver go around the corner to the Bluff bus stop". If she is not certain about the road, she may ask another passenger whether they are aware of her stop and if they can indicate when they are there. Sandra (25/09/2013) illustrates that it is very important to offer explanation to the bus operator, so that they understand the reason for her needing to disembark at a particular stop,

Sometimes Sandra (25/09/2013) says the operator may get frustrated with her if she stands up too early before her stop, "so they will tell me no, sit down and sometimes they will even put their arm out." She does not see this as negative, but rather necessary. Also, if they are upset about it, then she will apologize, and "they seem okay with that".

Most other passengers will utilize the bell in the bus, to indicate that this is their stop. However Wiseman (25/09/2013) says that

when you blind, you don't know where the bell is, you keep looking for the bell in the bus, the bus is moving and not stopping, then you start shouting, "Driver, driver can you please stop there?" The driver says this is not taxi, it is a bus, you have to ring the bell... then you tell them you can't find the bell, where the bell, he says, "Who you asked?" How you going to ask people because people also don't worry about you, when you get inside you need to care for your own, where I am going, so where I am going to ring the bell.

Therefore a device which could be assistive to some individuals can potentially become a barrier to others. This highlights the importance of universal design principles in all transport vehicles.

6.5.2 "I must be careful how I get out"

Wiseman (25/09/2013), states that he will not use a taxi going to work in the mornings, only occasionally when going home. He states that taxi operators "never leave you in a safe place, they always stopping at the robot or stopping on the middle of the road".

He had a dangerous experience, where he disembarked from the taxi in the middle of the road, whilst the robot was green. He said,

I didn't know what to do, everybody just told me stand where you are, don't move even one step; the car was going in front of me, the car was going behind me, and I was so shocked... so the dog is just squeezing close to you

²⁹ This is a suburb in the eThekweni Municipality.

(me), showing you (me) we cannot move from there... if we move, we going to die.

He was eventually pulled out of the road by someone. The next time he wanted to use the taxi, the guide dog pulled him back because did not want to get into the taxi.

The same problems are seen with the bus operators. Even though a bus operator may be aware that the passenger has a visual impairment, they do not always accommodate the passenger. Wiseman (25/09/2013) elaborates that buses may stop in the middle of the road, instead of stopping next to the pavement; they stop next to the drain so when the person disembarks “your leg go under that drain so it can damage your leg”; they stop where there is vehicle in the way when they get out. Wiseman (25/09/2013) says “he should see before he stops where he’s stopping, if it’s safe for this guy, it’s safe for this person, it won’t be any problem”.

The bus operators also do not always wait until a person has disembarked properly from the bus. This happened with Wiseman (25/09/2013), “I was coming out of the bus, one step before going down, the driver moved the bus, I fell under the bus and he (the bus operator) stopped, (I fell) with my guide dog. He stopped, I hurt my legs, and then he came out and pulled me out the bus”. Persons with disabilities may thus be subjected to physical harm when using public transport.

6.6 Around Town

Once the transport user has disembarked, he is faced with the many challenges surrounding him of the built environment. They may also experience vulnerability to crime and harm, influenced in many ways by the behaviour of the public.

6.6.1 At the Taxi Station

From disembarking at the town taxi station to getting another taxi or going to find our destination, it can be difficult for persons with disabilities to negotiate the many obstacles that are present. Physical aspects of the built environment may include road crossing points, slopes and pedestrian path widths. Plate 6.7 demonstrates the uneven terrain at Warwick Junction.



Plates 6.7: Wheelchair user crossing the busy road of Warwick Avenue from the pick-up zone located on the opposite side of Warwick Avenue (Anderson et al., 2012, p. 89)

In taxi pick-up zones, formal or informal, there are sometimes no ramps for wheelchair users. The curbs lead directly onto the sidewalks. Therefore, according to Anderson et al. (2012) wheelchair users have to propel themselves onto the road to access and board the taxis independently. In the roads there is often a constant, heavy flow of traffic, which increases the risk of injury for persons with disabilities. This is seen in Plate 6.8.



Plate 6.8: Wheelchair user boarding taxi from in the road (Anderson et al., 2012, p. 77)

According to South African National Standard (SANS 10400-S, 2011, section 4.3.3.7), 'kerb cuts should be provided where required, and in conjunction with pedestrian crossings, taxi and bus ranks and parking garages'.

6.6.2 *The Built Environment*

The Built environment is a challenge to persons with all disabilities. Even though some design modifications have been made to the built environment, there is often not adherence to these regulations. As Logan (31/05/2013) indicated,

we have a lot of disabled people working around the complex and I see one or two of them trying to go along the side-walk and someone goes and puts a bollard in the centre. So when he gets to the bollard he has actually got to get back onto the road and negotiate to get around it.

Thulani (17/04/2013) indicates the same is true for a person with a visual impairment. He says, when there is construction occurring, "it will disturb your whole entire trip... you are used to that route and it's hard to now deviate and turn to an alternative route to go somewhere". A changing environment is very unsettling and reduces the confidence with which persons with visual impairments negotiate their journey.

Thulani (17/04/2013) also notes that not all the traffic lights in the city have the beeping sound indicating when to cross the road, or sometimes they are not working, causing the person to wait (indefinitely) or to cross the road when it is not safe to do so.

The importance of ramps from the sidewalks onto the street is very important. This increases accessibility for all persons, also those pushing trolleys. Thulani (17/04/2013) states that when a person with a visual impairment has to cross where a ramp is not present, it is easy to fall. The street vendors also obstruct a lot of space on the side-walk, which limits accessibility.

A study on the accessibility of the Markets of Warwick in Durban highlights this. As can be seen in Plate 6.9, the width of the sidewalks is severely compromised by the street vendors.

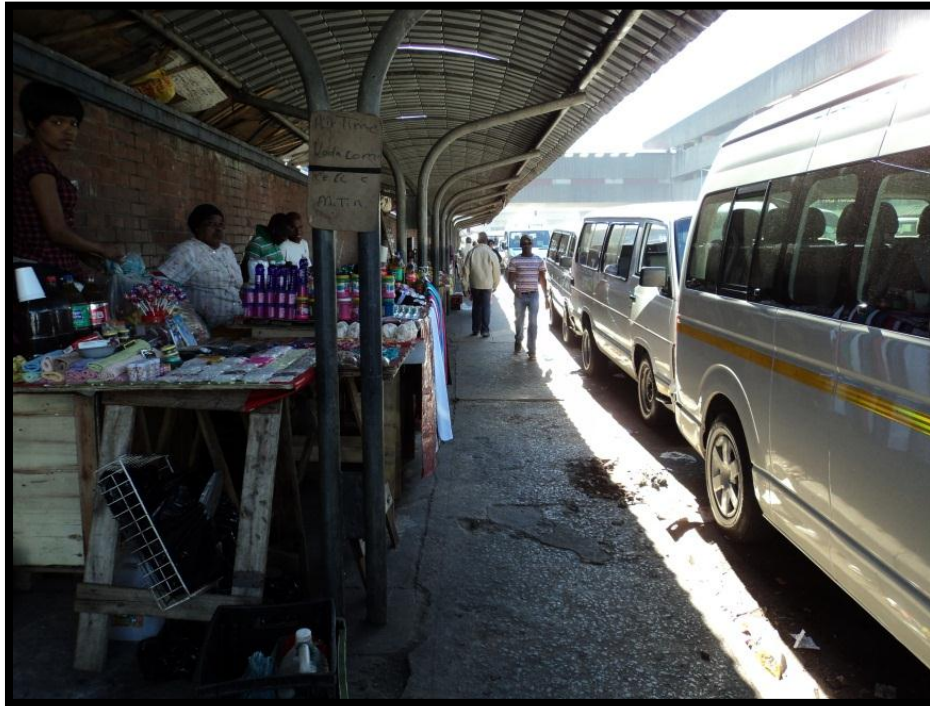


Plate 6.9: Curbs lead directly onto the sidewalks (Anderson et al., 2012, p. 76)

The South African National Standard (SANS 10400-S, 2011, section 4.4.1.4) states 'the clear width of the walking surfaces shall not be less than 900 mm (such as between bollards in parking areas, or between planters and seating) and shall not be reduced by protruding objects'. Therefore, compliance and enforcement of these regulations does not occur.

As can be seen in Plate 6.9, sometimes vehicles are parked in front of the dropped kerbs or tactile paving. This was also common in a study conducted in the United Kingdom by Titheridge et al. (2010). These temporary barriers are difficult to remove or to incorporate into measures of accessibility, due to their transient nature and lack of data of the extent to which this occurs. These findings are echoed in the study done by Venter et al. (2002), who also noted how uninformed practices by authorities and the public created hazardous environments for persons with disabilities, for example road works left open without warnings and street vendors taking up space on the pedestrian areas.

Some persons with visual impairments do not feel safe when crossing the road; hence they prefer to always have an assistant accompany them. However, Thulani (17/04/2013) explains that when someone offers their assistance, they will expect to take the person to their final destination quickly. Sometimes though he would prefer to walk slowly and not rush his excursion. This reduces the enjoyable experience of shopping and the meaning derived from this occupation.

6.6.3 Safety Precautions

Some persons with disabilities may feel vulnerable towards crime and fearful during the transport journey. June (06/08/2013) says that wheelchair users have told her they hide their purse underneath their cushions or they carry guns with them in their pockets. This also causes pressure sores, because the guns are between the armrests and the person's upper legs. This was echoed by Venter et al. (2002) where in their study, persons with disabilities were aware of their disability and the associated vulnerability and thus avoided using some modes of transport or asking for assistance. Some persons felt threatened by other passengers or felt unsafe when moving around roads and sidewalks.

6.7 “Sometimes I have to make another plan”

Sometimes persons with disabilities are unable to utilize public transport and hence they have to make an alternative plan. Options include using private transport or metered taxis. However this also has problems of high costs, safety and not being able to service all areas. Otherwise persons with disabilities may decide that it is not worth the effort, and hence they not use transport at all and resort to non-motorized transport.

6.7.1 Using Private Transport

Ayanda (11/06/2013) utilized private transport to get to and from work since she was not accommodated by Dial-a-Ride and her electric wheelchair cannot be transported with public transport. She commissioned a community member who had a panel van and utilised ramps to get into the wheelchair. Her income was R5000 per month and her cost for transport was R2000 per month. This equates to 40% of her income being spent on transport. As she says “with everything I also needed to do, I couldn't see my money”. For those individuals who are not working, a wheelchair user can easily pay R250 when hiring private transport to fetch his disability grant, which is approximately 20% of his monthly income.

Regarding safety, it is not advisable for private taxis or privately arranged transport to be utilized to transport people in the townships. In the townships, the taxi operators and taxi associations are territorial and do not approve of other means of transport provision. Hence,

as Thulani (17/04/2013) explains, “the area of public transport can also be socially constructed.”

Khulekani (11/06/2013) had an experience when attending a two week workshop that had been arranged by the Department of Arts and Culture. He lives in KwaMashu, and the workshop was taking place in Inanda³⁰. He explained in order to get there a taxi was hired by the department from Hammersdale³¹, which is approximately 60km away. During this time, they were severely threatened by the taxi operators from KwaMashu,

we were being stopped, I don't know four/five times with AKs, I mean big guns, to say this is our road, why are you here, who are you. You need to use our taxis, because we also have buses like this one, like that was hired at Hammersdale to go past to Inanda. We are from KwaMashu. KwaMashu taxi association fought with us as disabled, we were all disabled in that bus to go and do projects there. They fought with us, up until our driver said, “I am not coming back, I am going to die”.

As a result, they were unable to complete the work done. Ayanda (11/06/2013) sees the irony in the situation, “it’s funny how the taxi drivers are fighting with disabled people. Because the same taxi operators don’t want to accommodate disabled people... why are they fighting, if they also don’t want to accommodate disabled people?”

It is arguable therefore whether these options are viable alternatives. Hence persons with disabilities may experience anxiety related to whether they will be able to complete a journey if a problem arises. These findings were congruent with a study conducted by Titheridge et al. (2010) in the United Kingdom.

Private transport is also not always reliable, and hence can leave persons with disabilities in situations where they are vulnerable. Thulani (17/04/2013) has had such an experience when he utilized public transport to take him to the bus depot, from which he was going to take a bus to Johannesburg. His metered taxi arrived an hour late and when they arrived at the Durban bus station, he had missed his bus. Consequently, “I had to sleep over at Durban station, buy another ticket and then leave in the morning with another bus”. He stated that he did not actually sleep whilst waiting throughout the night, but was concerned about his parents who were going to pick him up in Johannesburg, and who would not know what had happened.

³⁰ These are two townships in eThekweni approximately 10km apart from each other.

³¹ A township on the western edge of the eThekweni municipality.

6.7.2 Using Non-motorized Transport

Bongani (11/06/2013), plays wheelchair basketball in KwaMashu every weekend, and travels from Inanda. It takes him approximately two to three hours to make this journey of 10km. He often gets blisters and since he is travelling on the road utilized by vehicles, there is significant concern for his safety whilst doing so. Additionally, he indicates the effects on health that this may have.

Nompilo (25/09/2013) states that since she feels vulnerable, she will not use a taxi when there are only a limited number of people in the taxi. Nqobile (25/09/2013) says that he does not travel at night, unless he is travelling in a group. Also, he will use more familiar rather than unfamiliar roads. Thulani (17/04/2013) indicated that he will stay at the residence on campus. He does not like using public transport at all.

6.8 Summary

The transport journey is a movement through time and space. This chapter has described this movement in greater detail, since there are various challenges related to the social and structural barriers at every single step of the journey. This leads to a lack of accessibility and often causes persons with disabilities to resort to remaining at home, rather than attempting to overcome all these obstacles. It is of grave concern that there are only a few examples of positive experiences for persons with disabilities in the travel chain.

CHAPTER 7

IMPACT AND CONSEQUENCES

7.1 Introduction

This chapter explains how the difficulties associated with transport can influence every aspect of a person's life. Not being able to access employment perpetuates the cycle of poverty; by not engaging in leisure opportunities, creates social isolation; by not integrating persons with disabilities into society, causes marginalization and discrimination. Hence, persons with disabilities experience reduced well-being, an increase in stress and anxiety, and a loss of power. These then again become factors which influence the experiences of using public transport. Only a few persons are able to remain positive in these difficult circumstances.

7.2 "I lost my job"

Participants in the study have had personal experience of losing their job or not being able to obtain employment, because of lack of accessible and reliable transport. This is especially since taxi operators do not transport persons with disabilities in rush hour traffic. Ayanda (11/06/2013) was unable to return to work when the private transport she had utilized had a car accident and the vehicle was not replaced. Since the Employment Equity Act, there seems to be a shortage of skilled individuals with disabilities, to be employed in the formal sector. Ayanda (11/06/2013) says "finding jobs was very easy, getting interviews was easy, but when it comes to transport, that was a big hassle". The company and she "tried everything", but she was unable to find alternative transport. Hence "I eventually just lost a job. It's been a month now and I haven't gone back to work".

Maphikelela (11/06/2013) says "government is preaching the word, telling people they must go to work, organize people for disabled go to work, but they forgot to arrange transport". This results in many individuals not attempting to work. As June (06/08/2013) says "because many people have given up or haven't tried. Why bother to try, because actually the effort is more than the rewards".

Since persons with disabilities are restricted in their movement, they are restricted in accessing education, potential income-generating projects, training courses and business skills development, and employment opportunities, thereby reducing their economic earnings and thus their ability to sustain their livelihood. Lorenzo (2004) also notes that for those individuals who are self-employed, these transport difficulties created limitations to

market their produce or access facilities for whole-sale purchasing of goods. Hence persons with disabilities are denied the right to earn an income, which confines them to poverty and dependence upon others. Additionally, they do not have the financial means to access education and healthcare, further driving them into poverty. This demonstrates the link between disability and poverty.

Conversely, since persons with disabilities are excluded from the labour market this denies them the opportunity for prosperity and wealth, and with that the associated power (Kitchin, 1998). With limited power, persons with disabilities remain oppressed. This will be discussed in more detail in the following section.

7.3 “I feel powerless”

Thulani (17/04/2013) indicates how he feels when he cannot independently engage in transport,

it makes me feel powerless because now you do not have the power to move around and perform your tasks as you want to and then it makes you feel you have been deprived of choice because you are limited to a certain transport and you are limited to a certain price that you cannot negotiate around.

This clearly indicates occupational marginalization. Occupational marginalization can occur ‘when individuals lack the power to exercise occupational choice’ (Wolf et al., 2010).

When Sifiso (29/05/2013) was first injured, the most difficult thing that he realized, was going to be the way to get around. He felt that “you must have your own car so that you can’t feel the disability”. Sifiso (29/05/2013) was becoming aware of the potential occupational dysfunction that he was likely to encounter when leaving the hospital. Occupational dysfunction ‘is usually associated with illness and injury and causes a temporary or permanent loss or change in occupations and the occupational repertoire of the affected individual’ (Watson, 2004b, p. 56).

Khulekani (11/06/2013) says “it’s just not ok for somebody who is using a wheelchair, to use a taxi. Taxis are just not an option for us, but because there is no any other alternative, we ended up using it”. This indicates that they feel they have no power to make any choices and hence have to make do with what is there, even though the obstacles are so insurmountable, that it does not appear worthwhile.

Persons with disabilities can be negatively influenced by the public. This may result in depression or withdrawal from society. Sifiso (29/05/2013) has often experienced discrimination from other passengers in the taxi. However he does not retaliate, as he

states, “when you are in this kind of situation (being a wheelchair user), you don’t need an enemy, it’s the last thing we need in life”.

The lack of integration into society poses many challenges. It becomes a vicious cycle, in that persons with disabilities are not able to participate, but when they do, they are discriminated against to not participate, which again creates further segregation.

By being separated and excluded, persons with disabilities experience social isolation. Bongani (11/06/2013) says

(we) not like to be separate. And me, myself and other people, is not getting understand about us as disabled if all the time you are doing something separate from them. Every time you are doing something you are separated, that’s why other people don’t know the people who are disabled, our challenges we are facing.

Some services advocate for specialist intervention, but even though this is promoted as ways that assimilate persons with disability in society through empowerment and independence, it can actually perpetuate disablement. This is because persons with disabilities are labelled as different and in need of specialised facilities. This segregation then reinforces the status of persons with disabilities and reproduces the popular misconceptions (Imrie, 1996, in Kitchin, 1998). Even though current policies are emphasising inclusion in all realms of society, there are still numerous examples of persons with disabilities receiving specialist intervention, for example the Dial-a-Ride service. Segregation thus propagates and reproduces the position and status of persons with disabilities.

Sifiso (29/05/2013) says

because most of the time they said if they saw a person with a disability on the street and it’s raining, they say “how come you be here, you like to go travel, look here he can’t even climb onto the pavement, he needs assistance, what he’s doing here”. People, they can’t go and say, “Can I help you?” and help the person. They say “he supposed to go with a person, look here now, he’s struggling to climb onto that pavement”. People say things like that instead of helping the person. They can’t see the bright side of that person, that person leads a normal life like everybody, “how can I assist and help that person” instead of coming with negative things.

This reveals that there is a lack of empathy by the public related for persons with disabilities which further isolates and socially marginalizes them, beyond the physical marginalization created by their disability.

7.4 Social Isolation

Additionally, being able to fulfil other activities of daily living, and leisure time opportunities becomes difficult. This has been experienced by Khulekani (11/06/2013) who states that persons with disabilities are unable to attend their social gatherings in the townships because of lack of finances by the middle of the month, since the transport costs are so high.

When persons with disabilities are unable to engage in social gatherings, this further increases their isolation. 'Human beings' need for each other is thus innate, and it is in the polis that a human being will develop his or her full potential' (Ramugondo and Kronenberg, 2013, p. 6). Persons with disabilities will associate different meanings with belonging to a group, community or society. However when they are denied access to these collectives, the isolation leads to occupational deprivation.

7.5 “We are suffering every day”

Persons with disabilities experience transport as a very stressful endeavour. Dumisani (11/06/2013) states “we are suffering every day, because of this transport thing”. It significantly reduces their SWB. Their health and well-being may be further reduced when persons with disabilities miss important health appointments, because of the difficulties with transport. Zenzele (04/06/2013) says, “it upsets us a lot... sometimes we miss doctor’s appointments. That is bad, it is upsetting”.

It is difficult for persons with visual impairments to go new routes. Hence if their regular transport does not come, they may need to pay for private transport to be able to go home. Sandra (25/09/2013) says, “I do find it very frustrating waiting and when the bus doesn’t come I get very frustrated and very anxious”.

Even though the Department for Women, Children and People with Disabilities has been created, persons with disabilities state they have not seen a change in their lives. They are thus discouraged and frustrated. Dumisani (11/06/2013) says,

where are we living at the end of the day? Here in South Africa. It’s very stressful. But when they go to your door, you’d like me to vote. I say no – because what am I voting for at the end of the day? In order to suffer more?

Dumisani (11/06/2013) states that he feels used and that those facilities which are supposed to cater for persons with disabilities, are only doing it for the money, not because they are empathetic towards people with disabilities. He says,

so why we are suffering, all we need is people who will be coming to assist disabled people with the transport, not for someone who is going to come here to make money out of us, we don't have money, we are looking for money.

Persons with disabilities experience dehumanization by the public. Wiseman (25/09/2013) states,

when you got a disability, they don't take you as a human being, they treat you like an animal. People, they need to change their attitude to understand if you are disabled but you also need to go to school or need to go to work like them.

This is a continuation of the long history of mistreatment of persons with disabilities, which has centred on a belief that they are less than human. Even though, as Kendrick (2010) shows, western societies have shown an improvement in the degree to which they respect the voices of persons with disabilities, it is very concerning that in developing nations such as South Africa, this abuse and degradation continues.

7.6 “You must change the negative to the positive”

Some persons with disabilities chose to remain positive, even with the insurmountable challenges. Sifiso (29/05/2013) explains that when he smiles,

you must understand that behind that smile there is something that is strong and powerful. It is not easy when you find out there is some other thing I can't do, but I am moving forward, I keep smiling... you must change the negative to the positive, avoid those things that are going to distract you and remind you of who you are, put something that will make you smile.

This indicates the resilience that individuals can experience when faced with setbacks. Additionally, they may also become empathetic towards others, even when that person has mistreated them. Bongani (11/06/2013) encountered a taxi operator who was ill and had returned home with public transport. He was dropped off by another taxi operator on the road and was not able to walk home. When Bongani (11/06/2013) saw him, he went home and asked another person to take his wheelchair back to where the taxi operator was on the side of the road, and to push him to his own home. He reflects on this experience by saying that, “people (the taxi operator), if they see you are the disabled, and then is fighting

with you. But if the time (he) is involved in accident, and is coming disabled and is coming back with us, please help us”.

7.7 Summary

This chapter illustrates the significant impact and consequences that poor transport has on the lives and well-being of persons with disabilities. They experience difficulty accessing other occupations, such as work, and are vulnerable towards losing their employment if their means of transport is for some reason discontinued. It is clear to see why these stressful circumstances can lead to persons remaining at home and becoming isolated. The loss of power also relates to reduced autonomy over their well-being. Some persons with disabilities demonstrate exceptional resilience in these circumstances.

CHAPTER 8

FUTURE TRANSPORT PLANS

8.1 Introduction

This chapter fulfils the objective of making recommendations about improving public transport service provision for persons with disabilities in the eThekweni Municipality.

Firstly, it outlines the concerns which have been raised by the participants regarding the planning and implementation of the IRPTN of the eThekweni Municipality. However certain aspects have been highlighted for review in the future, especially aspects that concern universal access and integration of persons with disabilities. Secondly, this chapter questions the interim plans of the Municipality until the IRPTN is fully operational. Participants have raised concerns and provided various suggestions for the taxi and bus industry, the built environment, and for training and education.

Venter and Mokonyama (2001, p. 2) stated that 'government is under pressure to improve the situation cannot simply import First World solutions without sufficiently considering their appropriateness for local circumstances and funding constraints'. It is important that the context of a developing country and the challenges that South Africa (and in this study specifically the eThekweni Municipality) faces be considered in the planning of future integrated transport.

8.2 The Integrated Rapid Public Transport Network

8.2.1 Consultation of Persons with Disabilities

As mentioned previously, there are numerous methods to modify vehicles for accessibility. Hence it is important that the correct and most appropriate design is used for a given situation. Full stakeholder engagement is necessary in the designing of this system.

Logan (31/05/2013) indicated that in the past there have been negotiations with the taxi industry regarding placement of lifts in the back of the vehicle. He stated that some taxis were fitted with these lifts. However, they received feedback that the disability organizations did not approve of this, since it takes more time to lift someone in. No documents could be found on the evaluation of this.

It is questionable whether consultation of persons with disabilities was effective in the planning of the IRPTN. The Municipality states there was extensive engagement with the Disability Alliance. However when the engagement was reviewed in more detail through

the information provided by the Universal Access consultant it appears to be limited. The information pertaining to disability was obtained from various stakeholder meetings which were poorly represented (as persons with disabilities were unable to attend due to the inadequacy of transport); surveys that were sent out had inconsistency in the responses obtained, with sections in questionnaire remaining blank; and therefore the information remained was generally limited (Universal Design and IDC Consultants, 2013a). Maphikelela (11/06/2013), who is a member of QASA, notes the various disability organizations were invited to participate in these forums for discussion and planning, however “what happens is when they are calling for the representatives, only the supervisors of the institutions that are coming, I mean, to tell the stories. There were no interviews that were based on the user”.

Yet these effective consultations are imperative. As Dumisani (11/06/2013) states, “the abled bodied people have this kind of mind that the disabled people they cannot do anything so we have to think for them. So that time is long time due. We don’t need that anymore. We need us to be involved in terms of planning and implementing”. It is important for persons with disabilities to be enabled to participate within the decision-making process of their daily occupations. This should be done through participatory, empowerment-orientated approaches (client-centeredness) (Townsend and Wilcock, 2004). Since persons with disabilities were often unable to access the forums created for the purpose of engagement, the approaches and methods need to be reviewed.

Additionally, there needs to be proper feedback. Phillip (07/08/2013) stated that it was up to the disability organizations to feed back to their members the plans of the Municipality. He states that they wanted to use social media to do so; however the Municipality did not allow it. QASA provided feedback through their forum, however this has limited members. Many of the participants interviewed in the study, had not yet heard about the IRPTN.

8.2.2 Integration of Taxi Industry

The Public Transport Strategy (Department of Transport, 2007b, p. 9) specifies that ‘minibus operators and employees are full participants in providing service in the corridor network – but only in terms of the integrated plan’. Therefore the existing owners and operators are to have a ‘guaranteed stake in a new mass rapid public transport network (that) leads to a win-win-win breakthrough. The system will be planned and managed by the public sector, but ‘operated by existing public operators’ (Department of Transport, 2007b, p. 17). The network will be monitored by information technology.

The Plan does state that negotiations should occur, which will determine the local specific options in how the Taxi Industry can fully participate within the trunk/feeder services. This

includes an acknowledgement that the strength of the partnerships with these existing transport providers and employees as well as their commitment and willingness to buy into the strategy, to commit and invest alongside government, will determine the success of the outcome. However detail and options on how this should be facilitated are not provided.

Mr Muofhe (SANTACO) in a speech on the 12th of June 2006 stated his concern that government does not understand the taxi industry,

officialdom does not understand what makes the taxi industry 'tick'... it serves government planners to believe that the informal sector is just a smaller version of the formal sector. If that is so, then all that is needed to bring the taxi industry up to scratch will be a couple of training courses, and perhaps some special transitional help in matters such as contracting. But if government found that it had to accept and acknowledge that the informal sector taxi industry is in fact a quite different animal to the formal sector bus company, then it would have to face the need for a lengthy and complex process of transition, before it could start on the implementation of its integrated commuter transport plans (Browning, 2006).

When Logan (31/05/2013) was queried about the integration of the taxi industry, he stated “the way we have conceptualized the plan, we are saying, forget about what there is now. What do we want to see in the future”? When Phillip (07/08/2013) was queried about how the Municipality was getting buy-in from the taxi associations, he replied

they haven't done a very good job with that at all. They tended to regard that as something that has to happen in the next phase and so they ran a very poor process in that area... eThekweni took the sort of blind eye approach, they (the taxi industry) are there, and somehow we are going to deal with them one day when the time comes.

Most persons interviewed seem to be very aware of the power of the taxi industry, and the difficulty in negotiating with them. So much so that participants are concerned about the overall success of the IRPTN. Dumisani (11/06/2013) states,

we cannot be sure that in 2020 we will be having that plan implemented because we know the taxi people are only fighting and killing. So it means the government will be intimidated to implement the plan because the taxi people the only thing what they know they want to fight to get money.

Manoj (13/09/2013) states that they are fully aware that the IRPTN is coming and that their permits are only valid until 2016. He affirms that “the taxi association, in my opinion, is not

going to allow that to happen. Because there is money involved". Already there have been indications towards violence, with the members in their meetings saying "we all go there and we deal with it".

Manoj (02/10/2013) is not very hopeful for the IRPTN, as he states,

those systems work well in first world countries. It works well but in our society, it's a rougher game. So, you are not going to get sympathy for the disabled from the operators, it is how much is my cash up for the day. I can feel sorry for you one day, tomorrow, who is going to feel sorry for me when I cannot pay my bills and for my family. When I cannot pay Standard Bank for the loan? There is that kind of thinking, if the government felt sorry for me, I would pick those disabled people up every day. But nobody feels sorry for me. It's about paying the bills.

There is dissatisfaction with the taxi owners, that the Municipality still requires them to transport individuals in the interim, however as Manoj (02/10/2013) says that "they are saying in two years' time, screw you, we are now taking your permits away". The process of negotiations is known to be difficult. Manoj (02/10/2013) explains that "people that own taxis aren't educated. They don't talk eloquent. My guys in my association, they rely a lot on me to say what they can't say. They just get so frustrated, they get angry".

Even if the taxi owners are given a pay-out, Manoj (13/09/2013) says that this has to be evaluated according to the value of the business. He states that with his vehicles, he makes R150 000 a month. With this profit, he would not close his business if he received a compensation of R100 000. Vaughan noted that The George Municipality is attempting a system of this kind, where 319 taxis are going to be replaced by 220 contracts. They are offering a pay-out to taxi owners, of R350 000 for their first permit, R200 000 for the second one, and R100 000 for the third. The success of this system is still to be seen.

There have been numerous challenges with the implementation of Reya Vaya, in Johannesburg. The taxi industry was envisaged to be incorporated into BRT as the sole operator. This required numerous negotiations, since it proved to be problematic moving an informal business into a formal business model (Walters, 2013).

8.2.3 Implementation

It is not clear yet how much of the Universal Access principles will be taken into consideration with the implementation of the IRPTN. Phillip (07/08/2013) states that the ETA "has been less than committed to this whole issue of universal access". Examples include that the ETA wanted to only make every second trunk station accessible, that the

para-transit system would be upgraded to take users eight or nine kilometres to another trunk service. He states that when this occurred, national government intervened and “we shut that down very quickly. But you can see their commitment to this is tied to their lack of commitment to doing anything with the existing services”. Therefore even though the consultants provided extensive recommendations to ensure that the system is fully accessible, there is no guarantee that this will occur because the operational costs of this system will be very high. Logan (31/05/2013) notes that “we can never recover the full cost from the commuter. It is always at least 50% deficit”. Zuki (29/05/2013) does however state that the Municipality is committed. She notes “so there is a whole lot happening behind the scenes that is going to be implemented in the long run, that is not being seen, unfortunately, by the person who has got a disability at this point in time, but the future is very bright for a person with a disability in the city”.

The Municipality has started implementing some aspects, which include the Muvo Card³². There are already concerns about this. Wiseman (25/09/2013) states that it is difficult to use this card with the machine in the bus, since “the driver won’t open the door to show you where is the machine... remember earlier I said the drivers are rushing people, they got no patience”. He has had problems with the smart card not working, and since the machine does not make a sound they do not know whether the transaction was successful. Additionally, he states that they have not been trained in using the machine on the buses, and therefore there have been numerous problems with it. There have also been instances where the machine was not working and they were not allowed to board the bus.

This illustrates that a set of indicators to ensure accessibility is often a far cry from what is experienced by those which these indicators are meant to help. Unfortunately it is not possible, as Titheridge et al. (2010, p. 9) note, ‘to model each and every person separately, taking into account their state of health and mind at a particular moment in time’, to provide a transport system which is truly completely accessible to everyone. However, continuous guidance and feedback from persons with disabilities is essential, to ensure that the applications do indeed improve the lives of vulnerable and disadvantaged people.

8.2.4 Monitoring

Phillip (07/08/2013) states that a reliable monitoring system on an on-going basis will be important to see that there is compliance in the system. He also suggests that social media

³² The Muvo Card was launched in July 2012 and is a single smartcard that can be used across all three of Durban's transport systems. It was rolled out with introduction of the city's first large-scale cashless transit tariff system.

platforms, such as Mxit are utilized for consumer feedback. According to him, this has been successful in the Western Cape.

At the 30th Southern African Transport Conference (SATC), Govender and Mostert (2011) presented a paper on ‘the KZN DOT monitoring and evaluation: Progress and technical challenges’. Even though it was clearly highlighted that a well-functioning monitoring and evaluation programme is essential in improvement of service delivery, the document does not include any aspects of disability nor universal access. This again displays a lack of inter-departmental coordination regarding issues that affect persons with disabilities.

8.3 Interim Measures

Logan (31/05/2013) states that “from a National perspective they have indicated categorically, we are not going to be implementing a public transport on an ad-hoc service. Up to now that is what has been happening. Taxi industry does something, some other operator does something”. However, the Public Transport Strategy included Accelerated Modal Upgrading of the current system. This entailed the short-term visions of ‘consolidating the passenger rail sector; rolling out the National Passenger Rail Plan; Implementing Taxi Recapitalisation – including improved regulation and law enforcement; and Transforming and optimising current subsidised bus services’ (Department of Transport, 2007b, p. 12). The second component of this plan, to stabilize and recover, (2007 – 2010) included the components of promoting ‘low-cost and accessible and class 1 type features (painting designated areas with high contrast colours, providing sufficient grab rails and push bells at certain accessible points, use of visible sign language, etc.) and improve(ing) operational service for special needs users’ and ‘pilot(ing) full accessibility for users with special needs in all newly implemented mass rapid public transport corridors’. It remains unclear how the eThekweni Municipality has included this in their current plans.

Phillip (07/08/2013) attempted to make suggestions on how to improve the current service whilst conducting the Universal Access Review, however as he states, “the reality is that their (the Municipality’s) attitude was ultimately that you have been commissioned to work on the integrated transport systems and specifically the new routings and don’t look at anything that we are doing at the moment”.

As mentioned previously, the Public Transport Strategy aimed to have operating systems for IRPTN in place by 2014, so that by 2020 implementation in the major metropolitan cities will be almost complete (Department of Transport, 2007b). However the eThekweni Municipality is currently behind schedule, with its implementation only occurring from 2014, the aim to have the first phase completed by 2018/2019 and the completed system taking up to 15 years. Therefore the first thrust of the Public Transport Strategy regarding

Accelerated Modal Upgrading of the current system is important and not evident in the eThekweni Municipality's transport plans. Even though persons with disabilities in the study are confident about the new IRPTN plan, they are concerned about what will happen in the meantime. Participants were concerned about current job opportunities, as Dumisani (11/06/2013) said "you mustn't employ me (now), you must employ me after 10 years".

The tender for Dial-a-Ride is only for a three year agreement with no roll-over. It will be completed at the end of 2013. The eThekweni Municipality is in the process of designing a new tender for a similar service. This is meant to support the Municipality for a further period of three years, again with only 10 vehicles. There is no guarantee that Vukasambe Investments will be the recipients of the new tender and if they are not successful, according to Zuki (29/05/2013), Dial-a-Ride will not be given the permits to continue operating even on a private scale.

As Dumisani (11/06/2013) notes, "we (people with disabilities) are increasing, we are having accidents; we are here to stay. Even if I die today, other people will become disabled after me". Therefore it is imperative that the National Strategy is adhered to, and there is upgrading of the current services, whilst implementation of the IRPTN continues. The suggestions from participants for interim measures are summarized in this section.

8.3.1 For the Taxi Industry

The participants of the study had a variety of viewpoints on how the taxi industry could be best approached and integrated to ensure an improved service for persons with disabilities. This includes increasing the subsidy to the taxi industry; or to provide some kind of incentive to the taxi operators, the taxi owners, or both.

The Universal Access consultant states that their primary strategy has been for the taxi industry to realize there is a commercial benefit when transporting persons with disabilities.

Themba (11/06/2013) explained that previous negotiations had already occurred with government and the taxi industry. When he was working for Disabled People South Africa (DPSA), a proposal was made to the government to provide a subsidy to taxi owners for their vehicles if they would purchase vehicles that included a wheelchair lift. However he said "the government was just running away from that one".

Numerous suggestions have been made that the transport industry should receive a subsidy or a coupon to transport persons with disabilities. This is so that taxi operators view persons with disabilities as being financially viable for them to transport. Ashok (11/06/2013) says "to make these people see we are also human beings you know we are valuable somehow, you know, to them; because they don't see us". He suggests that the Muvo Card offers

bonuses to the transport operators “for picking up certain number of disabled people then that way we would be like more important to them”.

Manoj (13/09/2013) indicates also, that as Taxi owners, they see a solution as a coupon system, so that they do not lose money when they pick up a person with a disability. This coupon would also have to relate to the time that it takes for that person to board the vehicle. Manoj (13/09/2013) is very clear that this coupon has to be the value of money, and not anything else. He suggests that a percentage of the disability grant issued, is converted into coupons as opposed to Rands.

This reflects a limited understanding of the purpose of the disability grant, its value, as well as the costs (over and above transport) that are associated with daily life of a person with a disability. The disability grant is often the only means of income for households, and hence is primarily used to cover the basic needs of food, school expenses, water and electricity (Johannsmeier, 2007). Therefore reducing the amount of the cash-transfer may increase persons with disabilities’ vulnerability to poverty. Persons with disabilities should also be allowed to decide on how they spend their disability grant. Having part of it being allocated to transport coupons takes away their freedom of choice.

The Municipality appears to have made minimal calculations regarding the cost-effectiveness of the current proposed plan versus another incentive-driven plan. When Zuki (29/05/2013) was questioned about a coupon system, she indicated “where would that kind of money come from”? She stated “I think it would be more than triple that amount (the amount paid for the Dial-a-Ride service) it would be far more than that”. She was asked whether anyone had worked it out or studies have been done and responded as follows,

not really. There have been proposals of that nature coming through, saying that, let’s have a concessionary fare, as people with disabilities. As a Municipality it is not our call, not at all, that would have to come from National Government, that decision will be taken by National Government, we can never ever have that kind of money as a Municipality, unfortunately.

However, Phillip (07/08/2013) states that they made calculations concerning this, and if the money which was used for Dial-a-Ride had instead been used to create a subsidy system, where operators were paid five times that of the normal fare, they would have been able to transport thousands of commuters for the cost of the Para-Transit system (Dial-a-Ride). He states that this subsidy could have been incorporated into the disability grant and hence funding would have come from national government. This could have been an interim system, until all transport is universally accessible.

Rob (18/06/2013) however suggests a coupon that the coupon should benefit the operator and not the owner (as for example a tank of petrol would). In this manner, the system cannot be abused and prone to corruption. His suggestion is to “give them free vouchers, so their next course is free. For every hundred people (with disabilities) that you pick up, you get your next course paid for. Now I pick up the handicapped, I get a direct benefit”. He was involved in a study, of which the results have not yet been published, where the taxi operators indicated that they would want to receive educational benefits in the time when they are not transporting any commuters. The government subsidy system for public transport has remained unchallenged for decades. Major subsidies occur towards rail however no subsidies exist for the taxi industry.

Vaughan (31/10/2013) states that taxis should be given the contracts to operate as buses, with a route number and fixed times, and a fare system that is compatible with the overall one for the city,

you wouldn't pay the taxi driver anymore, but just swipe your card. They would be paid by a contract... The sequence will be to get them all onto contracts and after that once they are in effect, to start looking at the design of the vehicle. How many they can carry. This will cost money, if you are running a better vehicle.

He states that this would be better than having BRT services everywhere, since BRT is too slow and too expensive. His opinion is that “the needs of special groups can be satisfied more easily with small vehicles, than trying to change a railway station or making a bus depot (that is a top-down approach). The bottom up approach would be using small vehicles to do general work”. This is a similar idea to that of the Buxi project, which was suggested in 1993 in Johannesburg. Taxi operators were subcontracted to operate on routes which were previously run by buses. He states,

in that particular situation, the taxis were interested, but they didn't want to be sub-contracted to the bus department. This is where you have to deal carefully with them, you must not treat them as... they don't even like the world 'feeder'; they want to be complementary, or full partners. I think they must be treated as such. But there was this patronizing approach which council used at this stage, and they didn't like it.

He suggests that they be contracted to the Municipality or the Province, since it would offer more permanence. If taxi operators and taxi owners are given the opportunity to volunteer initially to be contracted, “it won't be long before the contracts will start attracting passengers, and people will not want to be starting (standing) in the road (to be picked up).”

He states that to improve services for persons with disabilities they have to be formal and not informal.

Vaughan (31/10/2013) is concerned that there are enough existing problems within public transport, to expect it to cater for persons with disabilities. He says

never mind bringing the taxis on board, never mind making them wheelchair accessible – those issues in my opinion, I'm focussed on getting the existing operators to sort themselves out, which can only happen when the authorities step in. If against that background, now you coming in, you want the challenged people (persons with disabilities) having a say in all of this, now I'm telling you how low on the list of priorities they are... the chances of the special needs groups will be that much stronger, once certain other things have happened first.

This again demonstrates that the rights of persons with disabilities are not acknowledged and not prioritized by stakeholders in systems planning.

c. Vehicles

June (06/08/2013) indicates that the taxis should all have over-the-shoulder (3-point) lap-belts, to improve safety. However, the best solution would be for wheelchair users to remain in their wheelchair, specifically persons with a spinal cord injury, because of the improved pressure relief, the minimal problems of balance and that they could move in and out of the vehicle much quicker. For persons with visual impairment, participants suggest using technology to indicate to the operator where you are going and making the conductor a regular feature in taxis.

8.3.2 For the Bus Industry

Numerous suggestions were made by the participants to improve the current bus industry. Firstly, the People Mover buses should be serviced, so that all the facilities could be utilized. Secondly, a helpline should be available, so that someone could be contacted when a bus does not arrive. As Sandra (25/09/2013) says that when this occurs, “is a great concern and that can be dangerous and life threatening.” Thirdly, it is imperative that the bus services have a proper time-table and that the operators adhere to that. Fourth, the People Mover could be expanded into other areas, for example the Bluff, Pinetown³³, Umlazi, KwaMashu and the Berea³⁴. Fifth, buses need to have a light together with the button to press when the passenger wants to indicate to the operator to stop. Since some times the

³³ This is a town on the western side of the eThekweni Municipality.

³⁴ This is an inner-city suburb in the eThekweni Municipality.

button does not work, the person with an auditory impairment is unaware of whether the button has made a sound or not. Mashiri et al. (2005) explained that a simple 'bleeper' device had been developed, which was activated by a button and at the same time lit up a small visual indicator as well as made an audible sound. This indicator would be positioned where it was most visible to both the operator and the passengers. However so far, the participants had stated that these devices were not available in either the taxis or the buses. Sixth, bus operators should be able to identify persons with disabilities (those who are blind and deaf) more clearly, so that there is improved communication between the operator and the passenger. Seventh, buses should have a microphone whereby they can announce when the buses have reached a particular destination or stop. Eighth, there should be greater incentive with the taxi recapitalization programme, to purchase low-floor vehicles. These vehicles are going to create, as Phillip (07/08/2013) states that "you are going to get a situation, let's say there is a 2-fold up seat, so you are losing one seat, you are going to end up probably having to have some sort of subsidy". Therefore the subsidy system should be investigated.

There should be clarity regarding which type of bus system is best for which area. The Municipality has already brought 40 low-floor buses to be used in the interim. However, as Maphikelela (11/06/2013) states, these could not access the townships because of the road safety speed bumps in the road. Therefore the roads need to have smaller speed bumps, which are not as high, as a speed reduction measure.

8.3.3 *For the Built Environment*

The built environment needs to accommodate persons on all levels. Starting in the home, June (06/08/2013) states that there should be pavements and assistance for people to get to their driveways. Additionally, she recommends that when RDP houses are built

they actually have areas where the disabled people have got their houses together, and then that area is paved and tarred, and so people can access the road... it doesn't help living at the bottom of the hill, and the more able bodied who are able to access the buses are close to where the transport is.

However this may not be the best option, since this will increase the segregation of persons with disabilities and may increase the vulnerability of them towards crime, if they are easily identifiable in a certain area. Also, Phillip (07/08/2013) emphasizes that you "can't burden the transport system with the inefficiencies associated with urban development. That is an urban development issue". However, when the new systems are put in place, Department of Housing and Urban Settlement can provide pedestrian linkages. Once the final stop-

points are allocated on the feeder services, there should be prioritization of the housing immediately around those stops, for persons with disabilities.

Within the city environment, Thulani (17/04/2013) indicates that there needs to be improved ramps, and an improved differentiation between the different buildings and shops, so that those with visual impairments can identify where they are. Rob (18/06/2013) mentions the importance of having proper bus and taxi shelters in the event of rain.

8.3.4 Training and Education

Even though Venter et al. (2002, p. 22) maintained in their study that efforts were being made 'to train drivers on a voluntary basis on disability awareness issues, through the involvement of taxi collectives', it is unclear how or where this occurred. Another study by Mashiri et al. (2005) also reassured that disability awareness and sensitivity training was being conducted and that general awareness would be done, amongst others, through press releases and distribution of pamphlets. However there is limited evidence of this occurring and unfortunately a very limited change in behaviour.

As previously described, there is still a significant lack of understanding by transport operators and owners, of the needs of persons with disabilities. Hence there is a significant need for education and training on disability issues. This was also echoed by the participants as a primary concern in the way forward, that all members of the travel chain need to be trained. This includes the public, the transport operators, passengers and the conductor.

As Sandra (25/09/2013) says, "the public don't always know what to do, they do stupid things and sometimes they complain about your dog and stuff and the way you handling your dog when they don't understand what you are supposed to be doing". She suggested that the training needs of operators and conductors should incorporate the entire spectrum of disability. It should include where to stop, what the different categories of needs are, to let persons who are blind know where to stop, about assistive devices and guide dogs. Wiseman (25/09/2013) emphasized the importance of attitude stating "they must have a good attitude, not a bad attitude and they must be patient. Secondly they must also understand how to communicate with people because communication is very good".

Participants in the study also emphasized the importance of education within the home and the schools. Zenzele (04/06/2013) says "as for me, most of what the community needs to know is that you are human beings like everyone else. Education has to start in the homes. Those who see me in the roads, I didn't just come from anywhere, I came from the home".

The ETA offers training on road safety to schools. Logan (31/05/2013) states that teaching the public how to treat people with disabilities with respect is beyond their scope; this should be escalated to the Education Department. Sifiso (29/05/2013) agrees when he states that

I think school is very important because most of those people, they have got their children and if ... at school we learn these things about disability. If the disability is going to be part of their lives, they will end up understanding more and now they know how to treat people with disability.

However Dumisani (11/06/2013) is less optimistic about the effects of education and training. He remarked that “I don’t believe there is any training that can make someone feel for you, I don’t believe in that”.

8.4 Summary

This chapter has described certain aspects that the eThekweni Municipality need to be aware of as they are planning and implementing the IRPTN. It has also noted alternative interim measures that can be taken whilst the afore-mentioned continues. Vaughan (31/10/2013) argues that “the more we learn about transport, the more we see how little we know about it... my general feeling is, that if they can’t sort out the able-bodied, which is the case, how are they going to sort out the disabled“. This demonstrates the attitude that many policy makers and governmental officials may have towards the transport systems. Therefore as can be seen from the above, these are valid concerns that the plans are not going to be implemented as fully as envisaged. Additionally, there are concerns about what will happen in the interim. It is thus important to acknowledge that ‘most improvements that will benefit passengers with disabilities, will also benefit all other users of transport services’ (Venter et al., 2002, p. 29). Therefore it is vital that these improvements occur.

CHAPTER 9

CONCLUSIONS

9.1 Introduction

With the national and municipal plans at reforming the transport industry, there was a need to establish what the current public transport experience is for persons with disabilities and the factors which influence this service, since limited information being publically available regarding the eThekweni Municipality. Therefore the research aimed to identify the factors influencing public transport service provision for persons with disabilities in the eThekweni Municipality. It was necessary to determine this from various stakeholders, and hence the objectives included exploring the factors and perceptions from the persons with disabilities, the operators and owners of public transport systems and the city officials, consultants and experts. This informed the results for both the general (taxis and buses) and the specific (Sukuma, Dial-a-Ride and People Mover) transport services available. During the course of data collection, the researcher was informed that the Municipality had done their own research regarding the experiences of public transport of persons with disabilities. There were numerous concerns about this research, and about the interim and future plans of the Municipality.

It has become evident that there are major political and economic forces which shape the nature of public transport. Therefore, it was necessary to contextualize the issues arising from the research related to the taxi industry, bus industry and specialist services. The researcher moved through the transport journey, and the various challenges which occur at every step. Themes highlighted include the power of money, the attitude of the transport operators and passengers, as well as the inaccessibility of the vehicles and built environment. All this, contributes to the occupational marginalization, deprivation, apartheid and limited occupational choice that persons with disabilities experience, which is related to not being able to pursue various occupations, being isolated, feeling powerless experiencing a reduced sense of well-being. Additionally, the themes arising from the study related to the future IRPTN as well as the concerns with the current system were explained. The limitations, final recommendations and concluding remarks are presented below.

9.2 Study Limitations

This study was conducted at a time when there were significant changes occurring within the public transport system in South Africa. Therefore since the researcher was exploring

the current factors influencing public transport, she could not separate this from the future developments. It also created some difficulty with the interviews with city officials, since they were more focused on explaining the future IRPTN plan, than addressing any current concerns and challenges which still exist.

Additionally, the study would have benefited from additional interviews with transport operators (especially bus operators), to further substantiate or challenge the current themes. However, since the interview and follow-up interview with the taxi owner was in great depth, the researcher is confident that the factors are described adequately.

When the researcher started data collection, there was still limited public information regarding the accessibility and implementation of the IRPTN. However as the data gathering continued, more information became available. This could have focussed some of the interviews more from the beginning, had this information been available.

9.3 Recommendations

Numerous recommendations by the participants in the study have already been highlighted in the previous chapter. The researcher is very aware of the complexity of this topic and notes that because of the various influences on the system, an ideal situation may not be possible. Additionally, governmental bodies need to experience a shift in thinking, from seeing persons with disabilities as a significant cost and burden to society, to recognizing the value and contribution that they offer. The recommendations are as follows:

In the immediate future, contact should be made from ETA through QASA to the different disability organizations, to follow up and reinforce the importance of feedback to be provided to the members of these organizations about the IRTPN. The ETA should insist on accountability of this and an on-going feedback cycle regarding recommendations for the service.

All existing services, specifically the People Mover, Dial-a-Ride and Sukuma buses should be serviced to ensure that they are working properly. Operators need to attend customer care training, to ensure that the services are indeed accessible and accommodating.

The ETA and Department of Public Works should collaborate regarding the location of the trunk, complimentary and feeder services in relation to proposed RDP housing. It is integral that greater monitoring of the existing services occurs, to ensure they are compliant with policy. Feedback forums which provide detail on accessibility of transport for users should incorporate feedback regarding locality of housing for persons with disabilities in relation to the road and the pedestrian pathways. Also, there needs to be re-evaluation of the built environment to ensure that accessibility measures are always enforced.

When the new Dial-a-Ride tender is awarded, there must be a thorough in-depth evaluation of the proposed service, to ensure that the lessons learnt from the previous experience will not be repeated.

There should be a commitment to negotiations with the taxi and the bus industry for the IRPTN. The Municipality needs to develop a greater understanding of the business operations of the taxi industry and necessity for proper integration which benefits all stakeholders. It is integral that there is multi-sectoral collaborative engagement in this process, and that the new system is not enforced on the existing providers and operators. Some of the BRT routes should be reconsidered to be operated by taxis, with an analysis of the cost-benefit ratio.

The proposals for coupon systems and subsidies for persons with disabilities should be further investigated. This may be an important element to include in rural transport development.

Customer care training of public transport operators, conductors and owners should occur, to improve the assistance and care which they offer persons with disabilities. This training has to be conducted by persons with disabilities.

The various training bodies for future professionals within this sector (for example town planners and transport planners) should ensure that sufficient training is provided by the disability sector on the social and environmental challenges that exist. Students could have a one-day or a single-trip exposure of themselves being in a wheelchair whilst using public transport whilst being accompanied by a person with a disability. This is for them to gain first-hand knowledge of the various challenges.

The proposed vehicles for the IRPTN need to be presented to the Universal Access consultants, who should ensure that feedback is incorporated from the disability sector. Persons with disabilities should have access to training for the assistive technology which will be incorporated into the system. Within any training, there should also be information regarding on-going monitoring and evaluation systems as well as how to use them. These need to be user-friendly and universally accessible. It is proposed that a social media platform, such as Mxit, can enhance the monitoring system.

In the long-term, government and its citizens, need to be committed to ensuring implementation of policies and legislation regarding persons with disabilities. Persons with disabilities should also become aware of their responsibility of becoming active and contributing citizens of this country.

9.4 Conclusion

It is important to remain positive about the future of in public transport service provision in the eThekweni Municipality. It is possible to be overwhelmed by the magnitude of the challenges that exist, the many compounding factors which all need to be aligned to ensure success of the services. The study results of this study are significant, since they provide a thorough analysis of the factors influencing public transport services and the challenges which persons with disabilities experience when using them. This will inform the eThekweni Municipality on how to ensure a more effective design and implementation of a context-specific environment to enable social inclusion of persons with disabilities in everyday life. Very specific recommendations have been made for this Municipality, and if implemented, the eThekweni Municipality can indeed become a flagship for other Municipalities within the country. This is integral to ensure that persons with disabilities are no longer 'prisoners in their own home', but can actually participate equally within society at all levels. Persons with disabilities are becoming aware of their rights and the policies. If researches and the general public are committed to holding government and the service providers accountable, then the future should indeed look brighter for all.

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Appendix A

Semi-structured Interview for Persons with Disabilities (Auditory and Visual Impairments)

1. Where do you go if you are leaving your home?
2. How do you get around/to where you need to go?
3. What is this experience like?
4. Can you describe how you use transport – how do you get into the taxi or bus, how do you know when you have to get out?
5. Is there anything that you use or do, that makes it better or easier for you to get around / to where you need to go?
6. Is there anything that makes it difficult for you to get around / to get to where you need to go? If so, what?
7. What would you do if these barriers were not a factor?
8. Are there occasions where you are unable to go where you want to go? Can you describe these occasions?
9. How does it make you feel when you cannot go where you want to go?
10. For auditory impaired: What do you do when you need to communicate with the taxi or bus driver (how do you tell him where you are going)?
11. For visually impaired: What do you do when you need to signal for a taxi or a bus?
12. Have you ever been involved in providing feedback to government or planners regarding your experiences as of transport as a person with a disability? If so, please elaborate.
13. Do you ever feel unsafe?
14. How do the passengers on and driver of the taxi/bus treat you?
15. Why do you think the transport service for you is the way it is?
16. What do you recommend the Municipality does to improve public transport service provision for you in eThekweni?

Appendix B

Focus Group Questions for Persons with Disabilities (Mobility Impairments)

1. When do you require the use of public transport?
2. What have been your experiences in public transport?
3. What would you say are the major problems?
4. What are the aspects which work well?
5. Do you use the taxi? If so, describe how you use it.
6. Do you use the bus? If so, describe how you use it.
7. What do you think makes it harder and less harder for persons with disabilities to use public transport?
8. Where do you keep the wheelchair/crutches/mobility aid?
9. Have you or your wheelchairs ever been involved in an accident or been damaged whilst using public transport?
10. Do you ever feel unsafe?
11. How does it make you feel when you cannot just go anywhere that you want to go?
12. How does the driver treat you?
13. How do the other passengers on the taxi/bus treat you?
14. Why do you think the transport service for you is the way it is?
15. What do you recommend the Municipality does to improve public transport service provision for you in eThekweni?

Appendix C

Semi-structured Questionnaire for Transport Operator

1. How long have you been working within the transport sector?
2. Where are the areas that you service?
3. On average, how many trips do you make a day?
4. How many days a week do you work?
5. What are your working hours?
6. What taxi do you drive? (e.g. Quantum, Toyota Hiace)
7. Have you always driven this taxi/bus, or have you had other ones?
8. Have you ever had people who cannot use their legs fully needing transport? If so, how often does this happen? What did/do you do? Please provide me with some recent incidents.
9. Have you ever had people using wheelchairs needing to use your taxi/bus? If so, how often does this happen? What did /do you do? Please provide me with some recent incidents.
10. Have you ever had people who are unable to see or hear needing to use your taxi/bus? If so, how often does this happen? What did/do you do? Please provide me with some recent incidents.
11. What are the problems you experience in transporting persons with disabilities?
12. How do you feel about transporting persons with disabilities?
13. Have you ever spoken with persons with disabilities regarding them using public transport?
14. Why do you think the transport service for persons with disabilities is the way it is?
15. What do the other passengers think and do when you are transporting persons with disabilities in your taxi/bus?

Appendix D

Semi-structured Questionnaire for Taxi Owner

1. Please describe the system that the taxis use to transport people.
2. How do you view the use of public transport by persons with disabilities?
3. Do your drivers come across persons with disabilities who require transport? If so, what happens? (How do they use the taxi?)
4. How do the taxi drivers treat persons with disabilities? Why?
5. What do you think are the biggest problems for persons with disabilities using public transport?
6. What do you think makes it easier for them?
7. What influences the provision of transport for persons with disabilities?
8. What do you recommend the Municipality does to improve public transport service provision for persons with disabilities in eThekweni?

Appendix E

Semi-structured Interview for City Officials, Consultants and Experts

1. Please describe the work that you do.
2. What is your involvement in or knowledge of the transport sector of the eThekweni Municipality?
3. How do you view the use of public transport by persons with disabilities?
4. What influences the provision of transport for persons with disabilities?
5. How have persons with disabilities been considered in the eThekweni Municipality's transport service provision?
6. Have there been consultative, participatory approaches with persons with disabilities in the planning of the eThekweni Municipality's transport services that you know of? If so, please describe.
7. What recommendations do you have for the public transport system to improve the service for persons with disabilities?

Appendix F

Example of Email sent to Various Individual's in the Researcher's Professional Network requesting for Research Participants

Dear Sir

I am currently doing my research masters on transport: "Exploring factors that influence public transport service provision for persons with disabilities in the eThekweni Municipality." The eThekweni Municipality aims at implementing a fully integrated public transport system as part of its 2020 vision. This public transport system network will depend on the participation of the current service providers. It is therefore important that all stakeholders be consulted regarding their perceptions of the current public transport system for persons with disabilities to inform municipal planners on how to ensure a more effective design and implementation of a context-specific environment to enable social inclusion of persons with disabilities in everyday life. In this lies the need and value of this particular study.

I am planning to do semi-structured interviews and a focus group with persons with different kinds of disabilities, including auditory, visual and mobility impairments.

I would really appreciate if you could send me contact persons on your data base in the eThekweni Municipality, who may be able to assist with this.

Thanking you,

Helga Koch

Senior Tutor

Discipline of Occupational Therapy

Tel: 031 2608183 (direct)

Tel: 031 2607310 (discipline secretary)

Fax: 031 2607227

Email: kochh@ukzn.ac.za

Appendix G

Informed Consent for Transport Users (similarly for Transport Providers)

Dear Sir / Madam

(To be read out by researcher before the beginning of the interview. One copy of the form to be left with the respondent; one copy to be signed by the respondent and kept by the researcher.)

My name is Helga Koch (student number 209541532). I am doing research on a project entitled *Exploring factors that influence public transport service provision for people with disabilities in the eThekweni Municipality*.

This project is being supervised by Mrs Catherine Sutherland at the School of Built Environment and Development Studies, University of KwaZulu-Natal. I am managing the project and should you have any questions my contact details are:

- School of Built Environment and Development Studies, University of KwaZulu-Natal, Durban
- Cell: 072 2526 313
- Tel: 031 2608 183
- Email: kochh@ukzn.ac.za or helga.koch@gmail.com

Thank you for agreeing to take part in the project. Before we start I would like to emphasize that:

- Your participation is entirely voluntary;
- Your personal details will remain confidential at all times (anonymity ensured where appropriate through coded / disguised names);
- You are free to refuse to answer any question; and
- You are free to withdraw at any time.

This group discussion will take about one and a half hours to complete and will consist of a discussion on questions to gather general background information regarding factors that influence service provision and the use of public transport by persons with disabilities in the eThekweni Municipality.

You will not encounter any risks or discomforts during the study and the study will benefit us, as development practitioners, to better understand the perceptions of persons with disabilities regarding use of transport in the eThekweni Municipality. However, should you

feel that you wish to withdraw from the study at any time for any reason; it will be accepted and understood.

This discussion will be digitally recorded and once utilized in the results and analysis, will be dispossessed off through appropriate means that maintains confidentiality.

Please accept terms by ticking the following boxes:	Tick
I am aware that any video footage taken will be used purely for academic reasons.	
I am aware that any photography taken will be used purely for academic reasons.	
I am aware that all information gathered will be kept confidential and used purely for academic reasons.	

Please sign this form to show that I have read the contents to you and that you have understood them.

----- (signed) ----- (date)

----- (print name)

Write your address below if you wish to receive a copy of the research report:

Appendix H

Informed Consent for City Officials, Consultants and Experts

(To be read out by researcher before the beginning of the interview. One copy of the form to be sent to the respondent; one copy to be signed by the respondent and returned to the researcher.)

My name is Helga Koch (student number 209541532). I am doing research on a project entitled *Exploring factors that influence public transport service provision for people with disabilities in the eThekwin Municipality*.

This project is being supervised by Mrs Catherine Sutherland at the School of Built Environment and Development Studies, University of KwaZulu-Natal. I am managing the project and should you have any questions my contact details are:

- School of Built Environment and Development Studies, University of KwaZulu-Natal, Durban
- Cell: 072 2526 313
- Tel: 031 2608 183
- Email: kochh@ukzn.ac.za or helga.koch@gmail.com

Thank you for agreeing to take part in the project. Before we start I would like to emphasize that:

- Your participation is entirely voluntary;
- You are free to refuse to answer any question; and
- You are free to withdraw at any time.

The interview will be kept strictly confidential and will be available only to members of the research team. It will be audio-recorded and once utilized in the results and analysis, will be dispossessed off through appropriate means that maintains confidentiality. Excerpts from the interview may be made part of the final research report. Permission for the use of this will be asked beforehand.

Do you give your consent for *(please tick one of the options below)*

Your name, position and organisation, or	
Your position and organisation, or	
Your organisation or type of organisation <i>(please specify)</i> , or	
None of the above	

to be used in the report?

Please sign this form to show that I have read the contents to you and that you have understood them.

----- (signed) ----- (date)

----- (print name)

Write your address below if you wish to receive a copy of the research report: