

# Experience-Based Suggestions for Improving Accessibility of Minibus Taxis for Wheelchair Users in a Peri-urban South African Setting

Presenter: Dr Jerome Peter Fredericks

Co-authors: Dr Surona Visagie & Prof Lana van Niekerk

[jpf@sun.ac.za](mailto:jpf@sun.ac.za)

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# Introduction

## The study setting:

- The study was conducted in South Africa, Western Cape, Paarl-East, which is a *Peri-Urban Setting*.
- **The focus on the study:**  
Accessible Minibus Taxi  
Transport for Wheelchair Users.



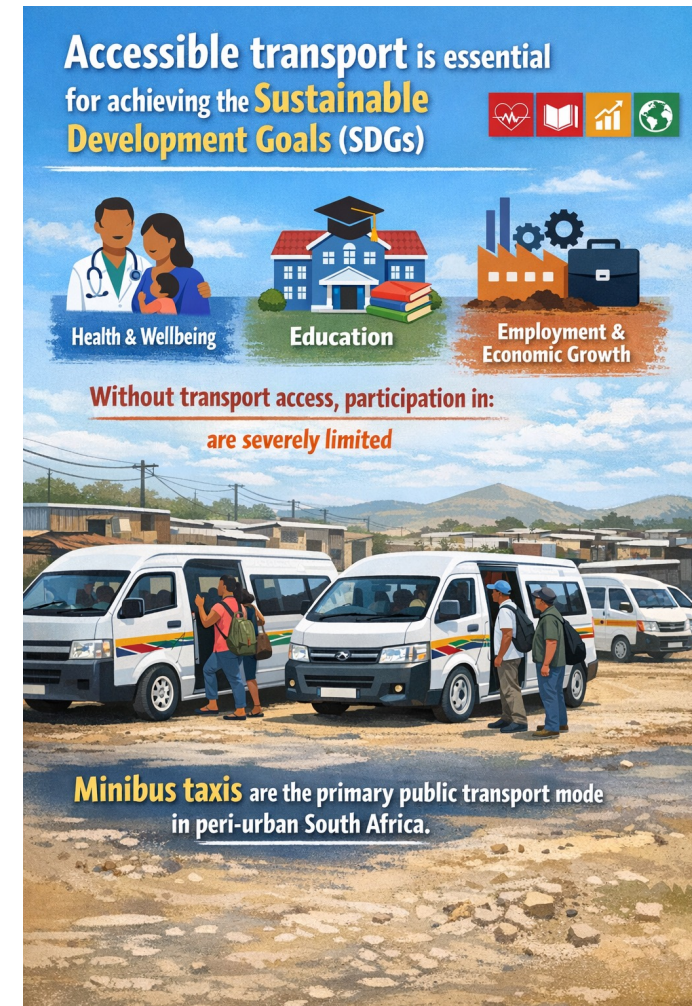
# Background to the Study

Accessible public transport is essential for achieving the Sustainable Development Goals (SDGs)

Without transport access, participation in:

- Health and wellbeing
- Education
- Employment and economic growth are severely limited

In South Africa, minibus taxis are the primary public transport mode in peri-urban settings.



# The Study Objective

The objective was to present **experience-based suggestions** offered by stakeholders on how to:

- Facilitate **accessible minibus taxi services**
- Improve mobility for **wheelchair users** in a peri-urban setting



# Methodology

**Study Design:** A Co-operative Inquiry methodology was used

**Setting:** Paarl-East (peri-urban community) was the setting

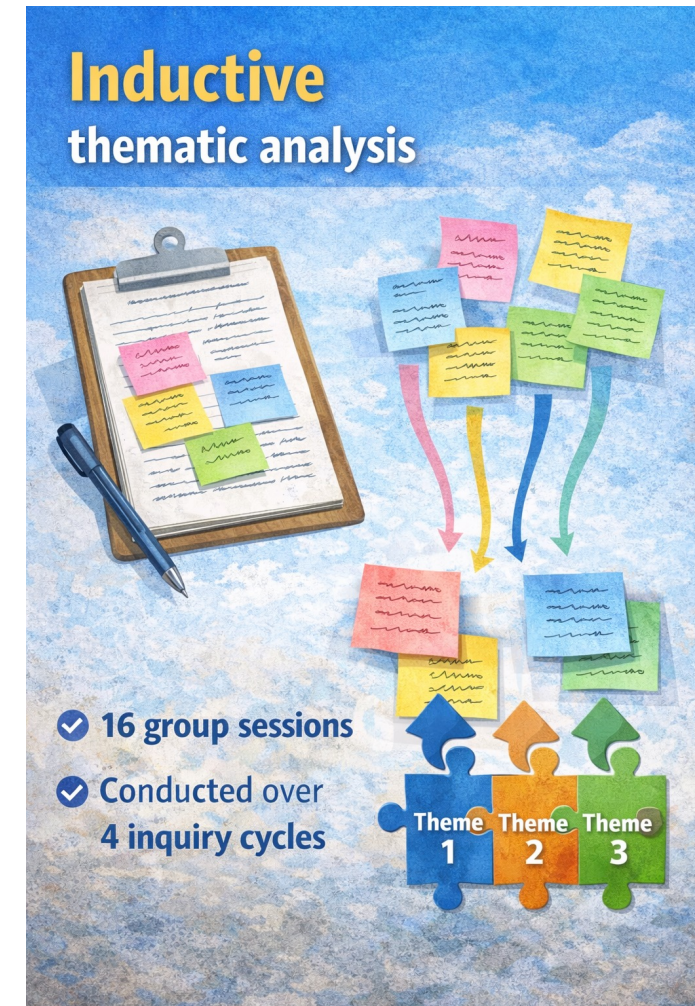
**Data Collection consisted of:**

- 16 focus group sessions
- Which were conducted over 4 inquiry cycles



# Data Analysis

Inductive thematic analysis was used to analyse the collected data



# Participants

Wheelchair users:  $n = 9$

Caregivers of wheelchair users:  $n = 8$

Minibus taxi drivers:  $n = 7$

Disability-related stakeholders:  $n = 4$

- All participants contributed their lived and professional experiences

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The infographic features a blue background with white clouds. It includes several images: a group of people with a wheelchair user, a caregiver icon, a group of people with a wheelchair user, a minibus taxi, and three people sitting at a table. The text is in white and yellow, and the numbers are in white.

# Results Overview

The following five key themes emerged from the inquiry:

1. Ideal communication platforms
2. Fair economical fares
3. Facilitating ideal behaviour patterns
4. Customised minibus taxis
5. Service delivery considerations



# Theme 1 - Ideal Communication Platforms

A need for databases of:

- Wheelchair users
- Minibus taxi drivers in the area

The use of social media platforms to:

- Improve co-ordination
- Share transport needs and availability among minibus taxi drivers and wheelchair users
- Enhance planning and reduces uncertainty for users and drivers



# Theme 2 - Fair Economical Fares

Focus on affordable transport services

Concerns raised:

- The extra charges wheelchair users have to pay for their wheelchairs
- Inconsistent fare structures

Suggestions include:

- Transparent pricing as well as
- Flexible payment options for wheelchair users



# Theme 3 - Facilitating Ideal Behaviour Patterns

Importance of mutual respect between:

- Wheelchair users
- Drivers and assistants

There should be a need for:

- Disability awareness
- Improved attitudes and communication

Respect is seen as central to service quality



# Theme 4 - Customised Minibus Taxis

A need for a fleet of minibus taxis with different specifications

Recognises:

- Different wheelchair sizes
- Diverse physical support needs

One-size-fits-all approach is insufficient and don't work in most cases



# Theme 5 - Service Delivery Considerations

## The practical strategies suggested:

- Home pick-ups and drop-offs to accommodate wheelchair users
- Flexible routing

## Focus on improving:

- Safety
- Convenience
- Independence for wheelchair users



**Theme 5 – Service Delivery Considerations**

**Practical strategies suggested:**

- ◆ Home pick-ups and drop-offs
- ◆ Flexible routing

**Focus on improving:**

- ✓ Safety
- ✓ Convenience
- ✓ Independence for wheelchair users

The infographic includes an illustration of a white and yellow wheelchair-accessible van with a ramp extended, and a person in a wheelchair using a tablet to view a map with a highlighted route.

# Conclusion

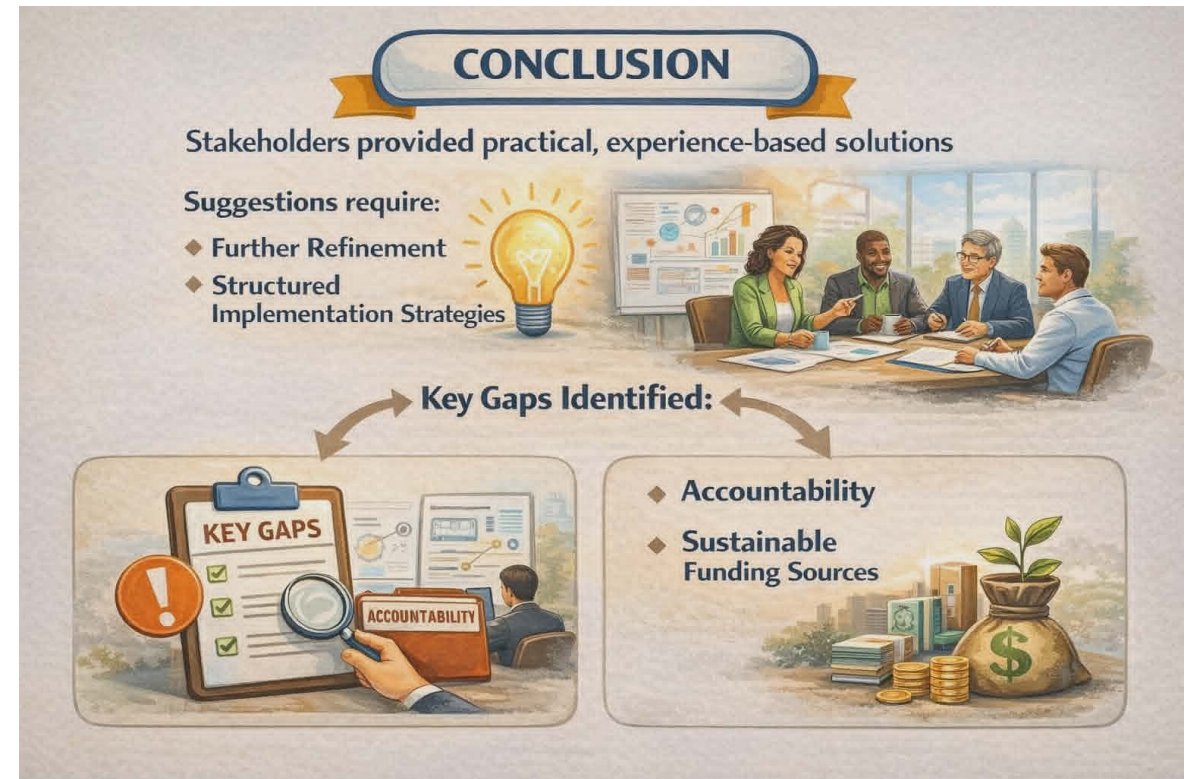
The stakeholders provided **practical, experience-based solutions**

The suggestions require:

- Further refinement
- Structured implementation strategies

The key gaps identified:

- Accountability
- Sustainable funding sources

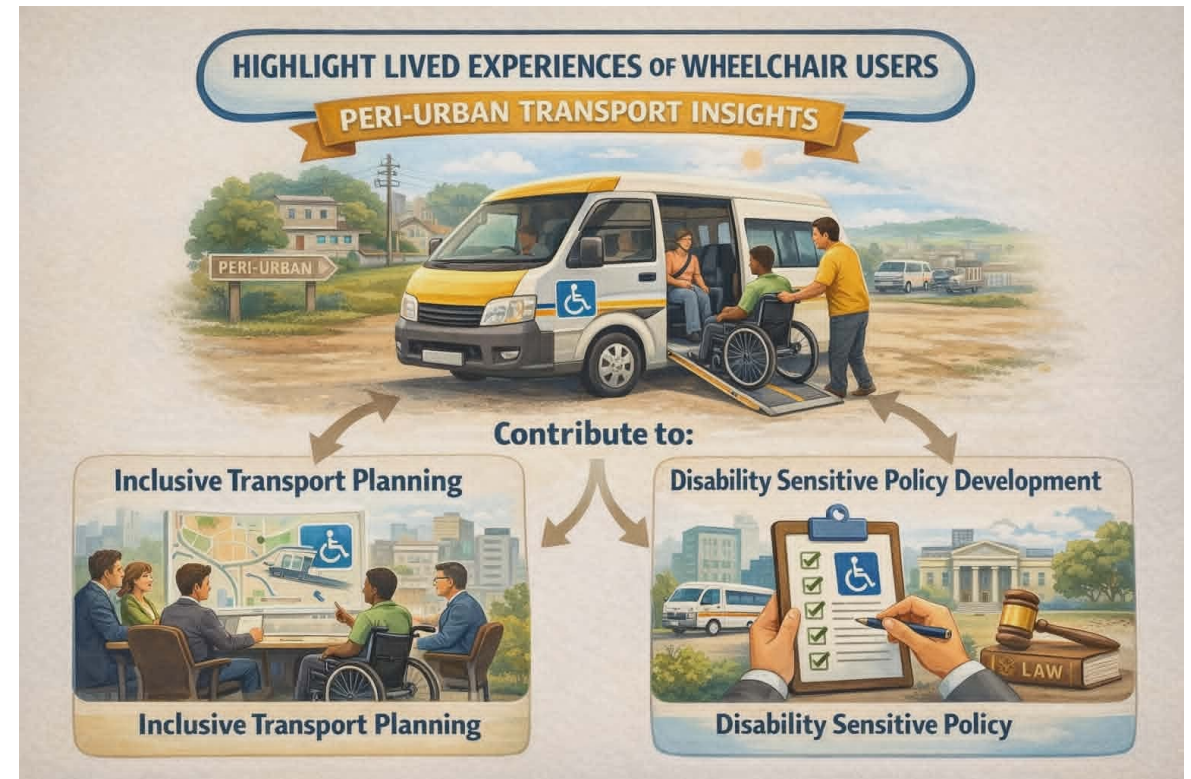


# Significance of the Study

The study highlights the lived experiences of wheelchair users  
Provides context-specific insights for peri-urban transport

## Contributes to:

- Inclusive transport planning
- Disability-sensitive policy development



Thank you  
Enkosi  
Dankie