

“we do train our call centre staff on the equipment, we do give them sensitivity training” as some service users who call in to request the DAR special transport services have speech impediments.

Source: Interviewee 3, (DAR).

“what we have is sensitivity training, how to deal with people with disabilities, what type of terminology to use.”

Source: Interviewee 2, (CoCT).

These participants also highlighted that training either happens on a six-monthly basis or when the need for it is identified.

Several group participants further stated the need to employ *“more drivers”*

Source: Participants 3&6, (FG 2).

“on the road to assist”.



Source: Participant 1, (FG 2).

One participant strongly felt there is a need for older and mature drivers to be employed by the CoCT as

“the new young drivers work today, tomorrow they leave you then, then there is 3, 4 buses short then you are the one that is suffering as a user”.

Source: Participant 3, (FG 2).

Drivers employed should also have good driving capabilities. The need was expressed for drivers to be screened by means of undergoing a *“driving aptitude test”*. Participants experienced that some drivers speed and that it was not always easy to ask the driver to slow down as they could not anticipate how a driver would respond on any particular day.

Research conducted by ECMT (2004:45) confirmed that sensitisation and awareness around disability issues amongst staff working in the transport sector are vital for “without it some of the advantages gained by improved vehicles and infrastructure will be lost”.

4.6.3.1.3 Sub-theme 3: Availability of Service 24/7

Participants in the focus groups expressed that they would want to use the DAR special transport service as the need requires. They do not want restrictions or limitations imposed upon them when they try to secure the service. One participant communicated:

“They must get an open line when you phone in and they must stop this week in advance story.”

Source: Participant 3, (FG 2).

Participants also felt that the DAR special transport service should be more easily available, especially when it is needed on short notice for unplanned and unforeseen circumstances. Some expressed as follows:



“I would like Dial-A-Ride to be available 24/7 yeah to meet our needs because we need transport. Sometimes it’s an emergency then where must we get transport at that time.”

Source: Participant 4, (FG 2).

“Open the phone lines 24 hours a day and with that recruit staff that can work shifts.”

Source: Participant 3, (FG 2).

Participants also felt that it defeats the purpose when you are given the benefit to call in and it’s a free call but as a user;

“then you can’t get through.”

Sources: Participants 2 and 1, (FG 2).

According to Hugo, Stanbury & Gooch (2000), the DAR special transport service in South Africa is booked in advance. Literature accessed on international door to door transport services also found that these services are mostly booked on demand and in advance by the DAR service users (Paquette et al.; 2007 & Hall, 2011). As mentioned earlier, research conducted by Venter and Mokonyama (2001) concluded that there is a huge demand for the DAR special transport service. This could be a contributing factor why it is necessary to book the service in advance. Moreover, Venter and Mokonyama (2001), Paquette et al. (2007) and National Department of Transport (2012) found that considerable costs are incurred in the operation of the DAR special transport service. Hence, for the service to be made available 24/7 is not feasible in the current context of how the service is provided and operated. Therefore, in applying the political ethics of care, it is evident that DAR as a service provider is unable to meet all the needs of the service users. The CoCT, as the caregivers tenders out the DAR special transport service. Subsequently, the DAR staff responsible for rendering the service is unable to do so competently either due to a lack of resources, i.e. staff, money and time.

4.6.3.1.4 Sub-theme 4: Free service

Research conducted by AEI (2012) found that door to door services operational in Brazil and Istanbul is free of charge. AEI (2012) also notes that a similar transport service in Moscow, however, is a paid service.

In this research study, one participant strongly felt that the DAR special transport service should be free as

- users were “*promised*” initially “*that Dial-A-Ride won’t go over R5, it will stay R5 but it won’t go over R5 and then the other tenders came and it went up and up and up.*”
- the service is free internationally.

Source: Participant 2, (FG 2).

The majority of participants did not support this idea and felt that the notion of a free DAR special transport service should be disregarded. One of the participants interviewed using semi-structured interviews stated that according to her knowledge,

“DAR was never a free service but maybe when they were testing it, it was free, but people have always paid in DAR.”

Source: Interviewee 2, (CoCT).

Venter et al., (2002a) and the African Disability Rights Yearbook (2013) postulated that certain fee concessions are made for PWD in Mozambique in both urban and inter-urban transport. Current South African policies and legislation does not make such concessions in the transport sphere yet for PWD.

The political ethics of care claims that despite the intention of the CoCT to provide in the transport needs of PWD, these priorities which emerged during data analysis and the inability of the CoCT as caregivers to subsequently provide the actual care, accounts for unmet care needs.

4.6.4 Phase Four: Care receiving / Responsiveness

Care receiving is the fourth phase of caring and involves the responses of those individuals or groups who received the necessary care. The moral obligation attached to care receiving is responsiveness (Tronto, 1993 & Bransden, 2006).

The theme which emerged when analysing the data with regard to responsiveness is the captured views on the “Quality of the service”.

4.6.4.1 Theme 5: Quality of the service

The political ethics of care perspective necessitated the researcher to explore how the service

users respond to the care they are given. Moreover, the researcher needed to ascertain how well the care process is meeting the needs of the service users. Therefore, the researcher posed the following question to elicit responses:

- *“Can you share some positive experiences you had using DAR?”*

The three sub-themes which emerged after analysing the data are discussed as follows:

4.6.4.1.1 Sub-theme 1: Relationship with drivers

Group participants gave accounts of the good service they received, particularly from the drivers and how this positively impacted on their needs being met. In addition, they felt that there are drivers who are attentive to their needs at a particular moment in time. The following quotes are the participants' responses:

“One day, it was 2006, I got stuck at Groote Schuur Hospital. I had no one to phone. I can't phone my brother because he will scold me. I phoned the driver P..., that was half past nine. I was stuck at Groote Schuur Hospital. I phoned P... and said look here I'm stuck here. He told me in five minutes I'll be there so I waited. So, so he came past ten so he picked me up that night. It was raining, I was wet and Groote Schuur was closed that time. They closed at half past seven so I can only phone him (P...). Before that, they (DAR) told me they can't help so I just phoned P.... so he picked me up. I can always rely on him.”

Source: Participant 1, (FG 2).

“There was a time when I was stuck in Claremont. There was misunderstanding between me and Dial- A- Ride. They were supposed to pick me at 13h00. I spoke to the driver who came to drop me. I said to him do not pick me up at the place you dropped me. The one who came to pick me up, yeah, you see he went to park where he dropped me so he couldn't see me in front so he left and then when I phoned the office they said the driver was there and he went

there so you're gonna be picked up some other time. You must wait there. I waited and I kept on phoning the office and it was getting late and then, at a very late time, the same guy who is commonly known as P..., he came around with a bus. I was starting to get worried cause I phoned several times the office and they said no, the driver was there but you must wait now for there are very few buses and then he came and pick me up."

Source: Participant 4, (FG 2).

"Yes, my positive outcome was also earlier in the year when my husband and I graduated from Artscape. We were a bit delayed and we stayed there till late in the evening and we didn't have transport to go home. We only had a booking to go there but not to go home and then the one driver he radioed the other driver and management and he asked if he could fetch us cause there was quite a few people that needed transport from different areas, so they took us home and they dropped us safely at home that evening. I was just very happy."

Source: Participant 1, (FG 1).



"The other thing that I also found, that one particular person...the radio is always on in the bus. We used to sit in the bus and listen how the person begs the controller to give him a lift cause he has no one to bring him home. Then the driver told me I'll phone him on his cell, do you have his number. I will be passing his area so I will pick him up and take him to his destination. He does it all the time and he says you know, I can imagine what it is like to be disabled and there's no one to help you. It's easy for someone to say I'm sorry I can't help you. He did it all the time. He said my radio is on I can hear that someone is begging for a lift. He phoned that guy and said don't worry, I am passing your route, I'll pick you up."

Source: Participant 4, (FG 1).

"...that relationship you build with the driver, not with one driver, with all the drivers that's driving you know."

Source: Participant 3, (FG 1).

Hence, from the political ethics of care perspective, it is evident that service users enjoyed positive experiences from their interactions with particularly the drivers, who are one of the caregivers in this care process. This demonstrates the trusting relationships formed between service users and service providers which unequivocally contributed to meeting the needs of the users on some level, as substantiated by the above quotes.

4.6.4.1.2 Sub-theme 2: Monitoring and evaluation practices

Tronto (2010: 60) posits “that care institutions need to have formal practices in place that will create the space for reviewing and evaluating how well the institution is meeting its caring obligations and how power is used within the organization.”

Group participants and staff from the CoCT made reference to platforms available where feedback about the service can be channeled through. The DAR forum and Transport Information Centre are two such platforms. Participants shared the following views:

“Can I have a say there. The DAR Disability Forum which made it possible had several meetings with the City, several meetings with DAR about the airtime if you make bookings. Then there was a request why can’t we phone for help on cellphones then it can also be a toll free number, so that is happening. It’s already implemented.”

Source: Participant 5, (FG 2).

“Now, every time when there is a new tender, you have to re-register, they come with their own ruling, without consulting the disability members, the users. We’ve been having meetings, saying to the City and to the tenders, call a meeting. They’ve got a forum in place, supposedly the voice for the commuters.”

Source: Participant 7, (FG 1).

“There are people on our side that is part of the forum, like when there is forum meetings we would go, like S... would go and N... I think, so whatever we need to communicate to the users we must communicate through the forum.”

Source: Interviewee 1, (CoCT).

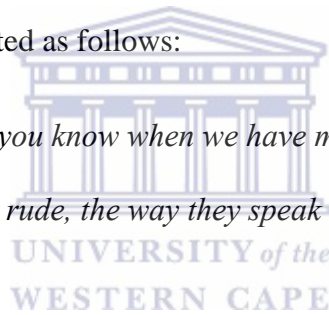
“We have forums. You get the DAR forum, which was mainly constituted for them (users) to have an input strategy and how we can improve, but it became a complaints centre, I mean forum, complaints forum and making demands and making sure that I am safe.”

Source: Interviewee 2, (CoCT).

One participant however voiced dissatisfaction about the manner in which the service users are addressed in meetings and stated as follows:

“Those people, the City Council, you know when we have meetings, how they stand there and how they speak to us. They are so rude, the way they speak to us.”

Source: Participant 4, (FG 1).



In addition, CoCT staff informed that there are monitoring and evaluation practices in place to monitor the DAR transport service and reported as follows:

“We have got a monitoring company that monitors us and then we monitor the monitoring company, so for the number of trips, the number of complaints, the number of late pick-ups and cancellations, we track all of that down.”

Source: Interviewee 1, (CoCT).

“We measure on a daily basis we’re able to pick up if the vehicles have been late for 15 minutes, how many vehicles were late for 15 minutes, how many vehicles up to 30 minutes, up to an hour, and those that were not picked up, that is how we monitor. It’s about getting to

work early, and being picked up on time.. So, we monitor everything. On a monthly basis we've got a spread sheet, on a daily basis it tells you what happened with the accidents, how many buses were late and how often and the periods where they've been late, 15 minutes, 30 minutes, over an hour, was everybody picked up, if no, why. We penalise the service provider, it's a thousand rand for not picking up a passenger you know. Then the vehicles, the vehicles are being checked you know, the state of the vehicle. We have monitors going into the buses, checking. So in that way, remember, this is now an independent consultant who will go out and monitor and give us the report. It's not somebody from the City, who sort of cover up. No, no, it's an independent somebody so in that way we are able, without even having spoken to the users. From that report that we get and from that small interviews that they, feedback that we get, no the service is running smoothly you know and people should be satisfied.

Source: Interviewee 2, (CoCT).

Lister and Dhunpath (2016) found that, with regard to the DAR special transport service which was run and discontinued in the Durban e-Thekweni district, no monitoring systems were in place to obtain feedback from PWD about the quality of the service rendered. It is also evident from above quotes that this is lacking in the DAR special transport service in the CoCT. Practices, however, are in place within the CoCT to monitor operational aspects related to the DAR service mainly. This, however, is not sufficient as monitoring of the DAR special transport service currently does not account for service user satisfaction. The political ethics of care caution against abuse of power dynamics between caregivers and care receivers. Hence, efforts should be made for inclusion where the voices of care receivers are heard. Formal practices needs to be put in place for care receivers to be able to respond to the care they are given.

4.6.4.1.3 Sub-theme 3: Consumer complaints

In analysing the data, it emerged that there is recourse for participants in instances where the DAR special transport service failed to deliver. Further sharing of experiences from participants from focus group 1, unlike those from focus group 2 in this regard, was that there is a platform where complaints regarding bookings or any other related issues can be lodged. The issues raised by participants when they lodged a complaint ranged from impatience, blame, lack of care and follow up to recurring non-delivery of service. This is evident in the quotes which follow:

“And they in a hurry to get you off the phone, sometimes they in a rush just to get rid of you. They will promise that they won’t allow the same thing to happen. These are their words, we will look into the matter”.

Source: Participant 4, (FG 1).



“...when you complain to them on that toll free number then they say there’s nothing they can do then I say, I’m not saying you must do anything, I just say convey my message to the City Council, that is all I want.

Source: Participant, (FG 1).

“I have spoken a lot of times to Samuel and then he would just say things that would make me happy for that time and then the same thing would happen”

Source: Participant 1, (FG 1).

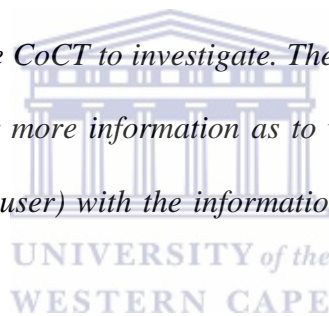
“And umm, I’ve never ever heard, I’ve always heard people complain because they encourage you, should you experience like Participant 1, call the toll free number, lay your concerns. Well I am not sure about you guys but I never ever had a positive outcome whereby

they did actually do something about it, whereby they come back to you and say this is our findings. It's never done".

Source: Participant 7, (FG 1).

In contrast to what one participant shared about complaints not being followed up, two other participants shared that after their complaints were received, either a reference number was given and / or they subsequently received apologies from the DAR special transport service. One of the interviewees from the DAR service provider whom was interviewed confirmed:

"There is a line, a 0800 600 number where the people (users) complain. It's the transport complaints line. So it (the complaint) goes to the transport complaints line and the transport complaints line then send it to the CoCT to investigate. They (CoCT) then send the complaint to us (DAR service provider) for more information as to what has happened. They (CoCT) will then get back to the person(user) with the information as to why or what happened or why did it happen."



Source: Interviewee 5, (DAR).

Additionally, both officials interviewed from the CoCT reported that they receive regular telephonic complaints from users despite there being a dedicated line for complaints. One of the officials interviewed shared the following:

"...they call in at the service provider(to make the booking), so if they do not get a space there they will call us to complain that I call in, I didn't get space, what must I do now."

Source: Interviewee 1, (CoCT).

The official further reported that users would visit their office to report face to face that they could not secure a booking, complaining that:

“you are not on a wheelchair so you do not understand the struggles of people in a wheelchair.”

Source: Interviewee 1, (CoCT).

According to Lister and Dhunpath (2016), one of the service issues which arose from the analysis of the DAR service run in the Durban e-Thekwini district found that no feedback was received from the service providers in instances where service users submitted complaints about the service. In following the political ethics of care, it is apparent that the care process does not sufficiently meet the needs of the care receivers. Complaints are not always necessarily followed up and the manner in which complaints are received by the various service providers shows the disdain in the current relationship between service users and service providers.

4.6.5 Phase 5: Caring with / Trust

The fifth phase of care is Caring With (Tronto, 2010). In this final phase, it is imperative for both service providers and service users to commit to solidifying relationships where the qualities of trust, respect and communication are developed. Trust issues were not explicitly mentioned by the research participants; but they were contained in some aspects of the findings. Participants shared of the good relationships they formed with some of the drivers, which is suggestive of an element of trust with the DAR special transport service. The findings however give the impression that there are issues of distrust between the service users and service providers, as illuminated in discussions earlier. Lack of engaging in dialogue with the DAR special transport service users on issues affecting them may impede the building of trust between them and the DAR transport service providers.

4.7 Summary of Data Analysis

The above chapter set out to present the analysis of data that was collected using focus groups with service users and semi structured interviews with service providers. Data were analysed through thematic analysis (Braun & Clarke, 2006) which resulted in 5 main themes and 15 sub-themes which were identified and discussed as findings. The first part presented a contextualisation of the transport policy sector with reference to how special needs through the DAR service programme are executed. The second part of the discussion depicted the demographic profile and information of all the participants (service users and policy planners and service providers) and the last section reported on the themes, sub-themes and results that emanated inductively from the analysis.

Based on the latter, the next chapter will discuss the conclusions and outline the recommendations that emerged from this discussion.



CHAPTER 5

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5. Introduction

The main aim of this study was to explore, describe and gain an in-depth understanding of the current transportation needs of physically disabled service users in the CoCT. This was done through a purposive sampling of service users and service providers that are engaged with the special transportation programme for PWD of the CoCT.

The key question that guided the exploration was related to the expectations, experiences, and the needs of physically disabled transport service users in relation to the DAR special transport service provided by the CoCT. Several assumptions were made which will be commented on. The first assumption suggested that while a special transport service exists in Cape Town, current needs of physically disabled service users are rapidly changing and are not fully addressed. This assumption was for example vindicated and articulated in the narratives of both the service user focus groups and the city officials and other service providers that were interviewed. Policy documents that were analysed validated the disconnection between the caring vision of the CoCT for accessible transport and the poor implementation and limited budget expenditure. The DAR special transport service celebrated 20 years in the CoCT and not much expansion of the programme is visible.

The second assumption about growing demands for services with limitations in terms of infrastructure (human resources for booking systems, telephone lines, vehicle fleet and drivers) which resulted in no further registration of new service users on the data base was corroborated by both service users; service providers and policy documents.

Thirdly, the Integrated Transport System that became operational in terms of the city's vision for local transport policy for incorporating the special needs of people with physical disabilities was not fully implemented; hence the new policy vision which strives to be caring in orientation are stymied.

A qualitative research approach was utilised to answer the research question which resulted in the realisation of the research aim, as stated and objectives of the study as outlined:

1. To explore, describe and understand expectations and experiences of physically disabled service users in relation to the DAR special transport service;
2. To explore, describe and understand the existing DAR special transport service provided by the CoCT;
3. To explore, describe and understand the expectations and experiences of the DAR special transport service providers;
4. To provide recommendations that could improve the current DAR special transport services.



The exploration of the expectations and experiences of both the physically disabled users and the DAR special transport service providers were described under the themes and sub-themes in Chapter Four. The coverage of both service users and service provider views added a different dimension in understanding the complexities of meeting special transport policy needs. The exploration and description of the DAR special transport service programme were placed in its contextual arena in Chapter Two and Chapter Four. These undertakings provided a holistic view of the expectations, experiences, and needs of physically disabled transport service users in relation to the DAR special transport service in the CoCT. The final objective concentrated on the recommendations with reference to improvements for

consideration in respect of the DAR special transport service. Since Chapter 4 concentrated on data analysis and the reporting of the findings concerning the stated objectives, this chapter summarises the findings, concludes the study and provides recommendations to realise the final objective and hence the aim of the study.

5.1 Summary and Conclusion on demographic details

Data was collected from nineteen participants comprising of people with physical disabilities who were service users of the CoCT's DAR programme and who were interviewed by using focus group discussions, and staff of the CoCT's DAR programme and staff from DAR service provider. Two focus group discussions were conducted with thirteen DAR service users and interviews were conducted with six staff members associated with DAR. The six participants comprised of two CoCT officials, two operational and two drivers from DAR service provider. All six participants had first-hand experience in working with the transport needs of people with physical disabilities. Hence, it can be concluded that all participants involved in the DAR programme had an in-depth understanding of the current transportation needs of physically disabled service users in the CoCT.

5.2 Summary of Findings, Conclusion and Recommendations on the Themes in the study

5.2.1 Phase One: Caring about / Attentiveness

5.2.1.1 Theme 1: Public modes of transport are not accessible

Looking attentively at the transport needs of people with physical disabilities, it is evident from the findings that the public transport system is inaccessible, imposes on personal safety and well-being, and at times discriminates against PWD, hence compromising care.

The current study highlighted that the public transport system in the CoCT does not really care or cater holistically for the needs of people with physical disabilities. Factors that are not taken into account by policymakers appear more covert and hidden, invisible to the naked eye as it includes how the dignity and autonomy of people with physical disabilities are deeply impacted and compromised due to attitudes and (mis)perceptions held by the larger public. The skills and capacity for disabled people to be empowered to begin to meet their own service needs by creating employment opportunities for PWD, e.g. running the services for planning, answering telephones, and driving needs to be audited and explored.

The study furthermore highlighted that society discriminates against people with physical disabilities in instances when they have to pay for an assistive device, which is their means to mobility. One can argue that able bodied people do not pay for their legs, as well as their body when using a train, bus or even a taxi. Rather, consideration should be given for legislation to be enacted which exempts PWD from paying for their wheelchair.

Legislation such as the Constitution of the Republic of South Africa (1996) emphasises that the rights of PWD must be upheld. It is therefore within this constitutional realm that when looking attentively at what care is necessary, the research highlighted that there is a need to provide accessible transport services to people with physical disabilities.

The South African White Paper on National Transport Policy (1996) and the White Paper on Provincial Transport Policy (1997) assert that the transport needs of PWD should be identified and addressed. More importantly, the National Land Transport Transition Act 22 of 2000 articulates that the needs of PWD should be catered for in public modes of transport.

It is evident that legislation and transport policies recognize that provision must be made for PWD in the transport sphere. The accounts of participants' experiences highlighted that the

design and infrastructure of the public modes of transport show a lack of attentiveness to their particular transport needs.

5.2.1.2 Conclusion

One study in particular, Venter et al. (2002) affirmed the findings of this study that most public transportation systems exclude people using wheelchairs for mobility by means of it being inaccessible. The experiences of hearing impaired and individuals with sight challenges should also be brought into perspective but was not possible to be included due to limitations of time and resources.

The researcher therefore holds the view that currently, public transport systems are not fully integrated and do not fully comply with the South African constitution in terms of equality for all citizens.

The study therefore concludes that the transport needs of people with physical disabilities can only be met if more attention is given to achieve a holistically, inclusive, accessible and integrated transport system where all modes of transport are compliant.

5.2.1.3 Recommendations

- The integration of the public transport system should be improved and broadened to be inclusive of all citizens so that people with physical disabilities do not need to rely heavily on the CoCT's DAR special transport service;
- The DAR special transport service could be broadened by having affiliated subsidised transport services run by disabled for disabled;
- Public modes of transport should be made accessible and legislation must be enforced where these modes are adapted and modified, for instance buses with lower steps so

that PWD can travel without barriers, reserved seating on buses should be implemented, train carriages and the infrastructure be made accessible. All these initiatives can assist PWD to travel independently and this will alleviate the pressure on DAR to provide a service that is already overburdened;

- Conduct a needs analysis of PWD - Assess the needs of people with diverse disabilities and approach government in terms of what it will cost to improve the DAR service for all in a more inclusive way;
- National government must allocate additional funding for the operation of DAR in all provinces; catering also for the needs of PWD in rural areas;
- Transport needs of PWD must be prioritised by government in terms of funding and the allocation of resources. Government should invest in accessibility audits and to modify the built environment to create an accessible travel chain;
- National government should subsidise taxis and allow for a certain amount to operate in different areas after a needs assessment has been conducted to determine how many people need the service in a given area;
- National census data collection can assist with collating data to determine how many people are fully dependent on care and use a wheelchair to aid their mobility, how many people travel independently with the aid of a wheelchair, how many people travel with any other assistive devices such as crutches;
- Census data should be put to use for policy and planning for PWD.

5.2.2 Phase Two: Taking care of / Responsibility

In South Africa, as a developmental democratic state it is incumbent on the State to take responsibility for the care of its citizens. This is in tandem with the philosophy of the political ethics of care.

The DAR programme was initially started up by two non-governmental organisations. This later became personified as the City's way of giving "special care" to people with physical disabilities without much follow-up monitoring and research studies. DAR therefore epitomises the special needs phenomenon, because it was set up to address the transport needs of those with physical disabilities who were unable to use other public modes of transport.

The CoCT presently is the main custodian of the DAR special transport service and tender the service out to a service provider. Currently, the responsibility to meet the needs for transport care that exists rests within the CoCT. However, the study found out there is little evidence of appropriate monitoring and evaluation that seeks to determine programme effectiveness, for instance service user satisfaction.

5.2.2.1 Theme 2: Freedom of movement

When the CoCT implemented the DAR special transport service, it created a lot of expectations for people with physical disabilities. The participants shared their expectations of how DAR would afford them the freedom to travel independently. This created a sense of inclusion for participants as citizens within the CoCT. A further expectation expressed by participants was that DAR would facilitate access to opportunities and services and therefore facilitate integration into society. In addition, participants articulated their expectation that with the DAR special transport service, no restrictions would be imposed upon them for

wanting to travel wherever they wanted to go. However, the research identified that the service users are frustrated and feeling uncared for, because the service is not broad enough to cater comprehensively for their needs.

5.2.2.2 Theme 3: Operational challenges of Dial-A-Ride

Providing transport to citizens, including PWD, is the responsibility of the CoCT since 1998. The CoCT is and have taken up this responsibility. However, the findings of the study highlighted concerns that although the DAR special transport service is available, its operational system is having an adverse impact on the care relationship that exists between services users and service providers.

Participants in the study and literature from documents accessed confirmed that users experience several challenges when it comes to bookings. Either the service provider does not honour the booking that the service user has made, or it is a tremendous challenge in getting through to secure a booking. On the other hand, the potential also exists that when any particular user calls in, they might not get through as only a limited amount of bookings are accepted on a daily basis. Furthermore, limited telephone lines are available to accept calls for making a booking.

The service providers interviewed are aware of these challenges and it is questionable what solutions the monitoring firm has recommended based on the above challenges.

In lieu of the fact that the CoCT is responsible for providing transport as alluded to earlier, group participants further experienced challenges in the availability / lack of availability of the DAR special transport service. Group participants communicated that without the availability of DAR, it impacts on opportunities for integration, like work, school and improving their socio-economic situation, and going to essential care services such as

hospitals. Providing the transport, but with limited resources (number of buses and number of telephone lines) questions whether the CoCT is conscious if a need for improvement in these areas are important.

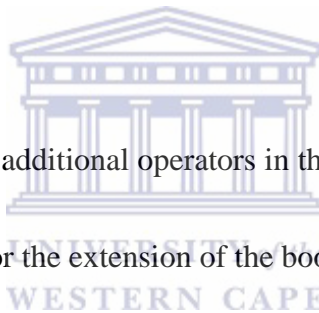
Failure to attend to these needs perpetuate the exclusion of PWD in society and the disregard for transport policies which makes provision for PWD to be included in public modes of transport. It is also indicative of a lack of responsiveness.

5.2.2.3 Conclusion

It can be concluded that both DAR and the mainstream modes of transport are limited as a service and therefore not catering in the transport needs of PWD.

5.2.2.4 Recommendations

- The CoCT should employ additional operators in the call centre to take bookings;
- The CoCT should allow for the extension of the booking times and travelling times for all service users and not exclusively for the regular users.



5.2.3 Phase Three: Care giving / Competence

5.2.3.1 Theme 4: Priorities

The CoCT, as mentioned earlier, tenders out the provision of the DAR special transport service. In essence, both the CoCT and the service provider are the actual caregivers of transport services to people with physical disabilities. The CoCT therefore must provide care, but they must be knowledgeable about how to provide the care. An important aspect therefore is to engage with the service users and being informed about their needs. This can assist the CoCT in rendering a competent transport service.

Group participants in the study expressed that some areas of improvement in terms of meeting their needs included additional fleet (buses), the availability of the service 24/7 and staff sensitisation.

The caregivers (both service providers) interviewed are consciously aware that for them to provide a competent transport service, there is a need for additional fleet.

Media reports where service users voiced their disgruntlement about the lack of competent services were highlighted by means of a protest march in the CoCT during April 2017. One of the greatest concerns expressed was the limited amount of buses available.

In addition, service users also voiced their need for more operators who could respond to their calls for when bookings are to be made for the use of the DAR special transport service. Furthermore, these operators and other staff associated with the DAR special transport service should become sensitised about the needs of persons with physical disabilities. Service users also expressed the need for more PWD to be employed in the DAR programme. In order to provide a competent service to PWD, the caregivers need to realise that the dignity of PWD should be upheld, as stated in the South African Constitution and that training does not necessarily dispel perceptions held by the caregivers about PWD.

The caregivers (both service providers) interviewed confirmed that staff within DAR receive the necessary sensitivity training regularly.

Service users felt that their need is for the DAR special transport service to be more freely available. They are currently restricted with the service as it is not available for example when an emergency arises, as the booking policy prescribes that all bookings should be made a week in advance. The DAR special transport service further restricts users from travelling

when they are unable to get through to make a booking, despite the COCT's attempts to be seen as competent by making it a free call to service users.

Service users have expressed which resources caregivers need to care for competently.

5.2.3.2 Conclusion

It can be concluded that service users felt that the CoCT lacks competence for not providing enough fleet to cater for their transport needs. In addition, service users perceived a lack of competency when they engaged with the operators to secure bookings.

5.2.3.3 Recommendations

- Employ more staff with disabilities at the CoCT and at DAR offices;
- Additional buses should be secured due to the demand of the service. MyCiTi buses, although more in fleet than DAR buses, is not a kerb-to-kerb service and is therefore not able to meet all the needs of PWD. Additional DAR buses will assist with social integration, will allow PWD to up skill themselves and assist them to become economically active citizens;
- A range of DAR vehicles should be available, e.g. combis and sedans to facilitate ease of comfort in going into different areas, e.g. informal settlements;
- Implement different DAR systems according to different categories of need, for e.g. work, leisure, school, day care, hospital etc. This could improve the availability of DAR as a service;
- Regular sensitisation workshops should be conducted with all staff related to the DAR special transport service, both the tender company and the staff at the CoCT. This will allow for insight and a deeper understanding of issues affecting PWD;

- Allow family members and carers to travel with service users. This can be made possible with the implementation of an alternative DAR special transport service similar to Uber or Taxify;
- Allowing people with physical disabilities who are employment seekers to travel free on the DAR special transport service;
- Capacitating PWD to run the DAR special transport service, for instance as part of the tender. The potential for innovation and entrepreneurship by PWD should be encouraged.

5.2.4 Phase Four: Care receiving / Responsiveness

The responses of the service users are a means for the CoCT to determine how accurately they are meeting the transport needs of people with physical disabilities. It is important for caregivers to become attentive of what the expressed needs of service users are, as this can lend itself to caregivers becoming responsive though considering the opinions of PWD as expressed by them.

The DAR special transport service undeniably provides for the care needs of people with physical disabilities, as it is the only programme of its kind in the CoCT and in South Africa. A paradox exists in terms of how the service users respond to the care provided by the caregivers (CoCT and service provider) and how well the current care process meets their needs. The extent of how well the DAR special transport service meets the needs of PWD has been illuminated and lends itself for more dialogue and improvements.

5.2.4.1 Theme 5: Quality of the service

The study highlighted that in some instances the care needs of the service users were met as illustrated in their accounts of how the drivers employed at the DAR special transport service were most responsive to their needs.

The study highlighted that various views are held about the DAR special transport service forum. Service users and service providers shared both positive and negative aspects about the forum. These thoughts must be reflected upon when making recommendations for this study.

The research identified that the CoCT monitors various aspects about the DAR fleet, the trips, bookings and complaints through an independent monitoring and evaluation company. A concern that arose from the study was that the service providers did not indicate if regular feedback is sought from the service users to determine if and how their care needs are met. The researcher, a practitioner and registered social worker requested permission from the CoCT to peruse the monitoring and evaluation reports as part of her data gathering, but unfortunately access was restricted. This limited the researcher's capacity to validate if monitoring of care is indeed done and present. This lack of accountability and transparency with regard to citizenship and rights of PWD to know more is paradoxical and in breach of the South African Constitution and remains open to question.

The study recognised that the CoCT has a transport complaints line which allows service users to voice their concerns. This process allows the CoCT to be constantly responsive to the needs of service users. However, participants in the study articulated that using the complaints line did not necessarily yield positive responses from the CoCT.

5.2.4.2 Conclusion

There is a lack or disinterest in ascertaining how service users respond to having their needs met / not met. This calls for improved monitoring and evaluation and policy research practices, which will allow for a more accountable, transparent, participatory and dialogical process of partnering.

5.2.4.3 Recommendations

- The CoCT should provide a platform where they listen to the needs of users. Open dialogical exchanges through facilitated platforms or meetings need to be conducted with all user groups, either quarterly or six monthly;
- An annual strategic planning meeting where a SWOT analysis is done to evaluate the service should be introduced;
- Tender (Contract holder) must have monthly meetings with all staff;
- Monitoring and evaluation of the DAR programme must include the voices of PWD to determine if the programme is meeting the needs of the service users;
- Commission local and national DAR conference with various stakeholders such as the Department of Health, Department of Education, National Department of Transport, Department of Social Development and all PWD forums and/or service organizations rendering services to PWD, to discuss the feasibility of improving transport services for the needs of people with physical disabilities;
- Consumer satisfaction surveys should be conducted with the service users in order for the CoCT to determine the quality of their experiences and areas of improvement.

5.2.5 Phase Five: Caring with / Trust

In this study, DAR was a special transport service implemented with the help of state-sponsored private (outsourced) services. Trust issues are evident judging from the three main themes that stand out in the results and findings: ‘freedom of movement’, ‘continued inaccessibility’ and ‘operational challenges’ that emerged in conversations with transport service (care) receivers and transport service (care) providers. The ways in which the identified transport needs are to be considered in future local transport policy and planning by the CoCT, given the trust issues, remains a challenge if it is to be consistent with the South African Constitution and to be in keeping with general democratic commitments to justice, equality and freedom for all.

5.2.5.1 Recommendations

- In the absence of previous policy monitoring and evaluation studies, this research findings that have been produced should be considered as part of the need to start a healthy policy dialogue and information exchange between PWD, civil society consumer bodies, non-profit organisations and service providers such as private transport service companies, and more importantly the state represented by CoCT and its officials and local, regional and national transport policy planners.

5.3 Recommendation for future research studies

It is incumbent on the state and CoCT to provide a competent service to people with physical disabilities to demonstrate that they care about the Constitution and needs of people with physical disabilities. It is also imperative to provide a platform where the Dial-A-Ride service users can engage in dialogue with and provide feedback to the state and its transport service providers whereby a balanced and trusting relationship with all parties concerned can be created.

The researcher recommends that further research and studies be conducted to include ALL the other disabilities (e.g. hearing and visually impaired). It is also recommended that studies be conducted with family members of PWD to obtain more information about their experiences of living with people with physical disabilities whose transport needs are not catered for.

5.4 Conclusion

This chapter provided a summation of the research findings, the conclusions arrived at and recommendations of the research study. The findings of the study provided insight and understanding about the applied policies as well as expectations, experiences and needs of people with physical disabilities relating to the use of the DAR special transport service. The study furthermore provided in-depth knowledge and an understanding about the DAR special transport service. Through conducting the study, the researcher was able to determine the rapidly changing transportation needs of people with physical disabilities in the CoCT. Further research about how the public transport system caters to meet the needs of different groups of people with physical disabilities should be encouraged, hence the need for both policy briefs and publication of this thesis.

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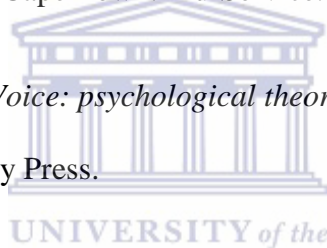
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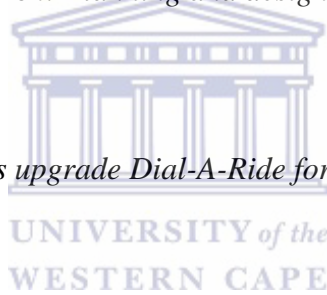
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<https://www.capetown.gov.za/en/Transport/Pages/AboutDialaRide.aspx>

<http://www.myciti.org.za/en/home/>



APPENDICES

APPENDIX A: Approval Letter

DOMSST



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Date: 15 May 2017

TO: EXECUTIVE DIRECTOR; DIRECTORATE OF THE MAYOR

Research Approval Request

In terms of the City of Cape Town (CCT) System of Delegations (March 2017) - Part 29, No 1 Subsection 4 and 5

"Research:

- (4) To consider any request for the commissioning of an organisational wide research report in the City and approve or refuse such a request
- (5) To grant authority to external parties that wish to conduct research within the City of Cape Town and publish the results thereof"

The Executive Director, Directorate of the Mayor is hereby requested to consider the request received from

Name: Ms Nadheerah Morla-Andrews
Designation: Masters candidate
Affiliation: University of the Western Cape, Department of Social Work
Research Title: A Case Study of Transport Services for Physically Disabled Citizens in the City of Cape Town

Taking into account the recommendations below (see Annexure for detailed review):

Recommendations
That the CCT Executive Director, Directorate of the Mayor grants permission to Nadheerah Morla-Andrews (Masters candidate at the University of the Western Cape) to conduct research in the City of Cape Town subject to following conditions:
<ul style="list-style-type: none">• The relevant authority (director or manager) for Specialised Transport Services (STS) being contacted and informed by the researcher of the planned research and to advise on recruitment of STS participants;• The willingness and/or availability of individual staff members to participate in a voluntary capacity in the research;• CCT staff members agreeing to have their interviews used for the purposes of the Masters research;• A clear acknowledgement in the report that the views of the CCT STS staff are not regarded as official CCT policy• Submission of the completed research report to the Office of the Executive Director, Transport and Development Authority (TDA) and the Research Branch, Department of Organisational Policy and Planning, Directorate of the Mayor within 3 months of completion of the report and research; and• Permission being obtained from the ED, Directorate of the Mayor to publish the study.

Approved Comment: _____

Not Approved Comment: _____

Craig Kesson - Executive Director, Directorate of the Mayor

23/05/17
Date

*C. Knight
Supported.
Acting Director: APP
15/05/2017*

CIVIC CENTRE IZIKO LEENKONZO ZOLINTU BURGERSENTRUM
12 HERTZOG BOULEVARD CAPE TOWN 8001 PRIVATE BAG X9181 CAPE TOWN 8000
www.capetown.gov.za

Making progress possible. Together.

APPENDIX B



UNIVERSITY OF THE WESTERN CAPE

Private Bag X 17, Bellville 7535, South Africa

Tel: +27 21-959 2277 Fax: 27 21-959 2845

E-mail: mmcdonald@uwc.ac.za

INFORMATION SHEET FOR SERVICE USERS

Project Title: A case study of transport services for physically disabled citizens in the City of Cape Town

What is this study about?

This is a research project being conducted by Nadheerah Morta-Andrews, a Master of Social Work student at the University of the Western Cape. We are inviting you to participate in this research project because you are a registered user of the special transport service subsidised by the City of Cape Town for people with disabilities. We feel that your experiences in using the special transport service can contribute much to our understanding and knowledge of the effectiveness of the service. The purpose of this research project is to gain an in-depth understanding of the accessible transport services subsidised by the City of Cape Town from the perspectives of both service users and service providers; documenting how the needs of the physically disabled service users are catered for.

What will I be asked to do if I agree to participate?

You will be asked to participate in a group discussion that will take approximately one and a half hours. The group will consist of up to 10 participants. Some of the participants in the study will be requested to be interviewed separately. The interview will take approximately one hour. Should you choose to participate in the study, I will organise a location for the discussions and/or interview convenient to you. The questions that will be asked in the study will consist of the transport challenges faced by people with physical disabilities. The questions will also focus on the experiences of people with disabilities and their expectations for accessible transport.

Would my participation in this study be kept confidential?

This research project involves making audiotapes of the group conversation. The audiotapes will be used to capture all the information relating to the study as accurately as possible, so as

not to lose valuable information. The discussions and interviews will then be transcribed onto a computer. The audio tapes will be stored in a locked secure place at all times and the computer data will be protected from intrusion also. The audio tapes will be destroyed after a period of 5 years. All responses will be treated with full confidentiality and anyone who takes part in the research will be identified only by code numbers or false names. You can request a copy of the discussions and interview transcript. The interviews will be analysed on a computer by myself. At the end of the research I will write a report and the results may be published in peer reviewed journals. No research participant will be identifiable from any publications.

With regard to the focus group discussions, I will ask you and others in the group not to talk to people outside the group about what was said in the group. I will therefore ask you to keep what was said in the group confidential. You should know, however, that I cannot stop or prevent participants who were in the group from sharing things that should be confidential.

What are the risks of this research?

All human interactions and talking about self or others carry some amount of risks. We will nevertheless minimise such risks and act promptly to assist you if you experience any discomfort, psychological or otherwise during the process of your participation in this study. Where necessary, an appropriate referral will be made to a suitable professional for further assistance or intervention.

What are the benefits of this research?

This research is not designed to help you personally, but the results may help the investigator to make recommendations that could improve the policies and transport services. We hope that, in the future, other people might benefit from this study through improved understanding of the challenges people with physical disabilities face with accessing public transport.

Do I have to be in this research and may I stop participating at any time?

Your participation in this research is completely voluntary. You may choose not to take part at all. If you decide to participate in this research, you may stop participating at any time. If you decide not to participate in this study or if you stop participating at any time, you will not be penalized. If you feel you would like some additional help after the discussions and or interviews, I will be able to refer you to an appropriate social service practitioner.

What if I have questions?

This research is being conducted by Nadheerah Morta-Andrews, a Master's student at the University of the Western Cape. If you have any questions about the research study itself, please contact Nadheerah Morta-Andrews at: 152 Tarentaal Road, Bridgetown, 7764, 021 637 1204 (tel) or via 9449004@myuwc.ac.za (e-mail).

Should you have any questions regarding this study and your rights as a research participant or if you wish to report any problems you have experienced related to the study, please contact:

Prof. C Schenck

Head of Department of Social Work

University of the Western Cape

Private Bag X17

Bellville 7535

cschenck@uwc.ac.za

Prof José Frantz

Dean of the Faculty of Community and Health Sciences

University of the Western Cape

Private Bag X17

Bellville 7535

chs-deansoffice@uwc.ac.za



This research has been approved by the University of the Western Cape's Senate Research Committee. (REFERENCE NUMBER: HS16/5/43)

APPENDIX C



UNIVERSITY OF THE WESTERN CAPE

Private Bag X 17, Bellville 7535, South Africa

Tel: +27 21-959 2277 Fax: 27 21-959 2845

E-mail: mmcdonald@uwc.ac.za

INFORMATION SHEET FOR SERVICE USERS

Project Title: A case study of transport services for physically disabled citizens in the City of Cape Town

What is this study about?

This is a research project being conducted by Nadheerah Morta-Andrews, a Master of Social Work student at the University of the Western Cape. We are inviting you to participate in this research project because you are an employee associated with providing the special transport service subsidised by the City of Cape Town for people with disabilities. We feel that your experiences in working for the special transport service programme can contribute much to our understanding and knowledge of the effectiveness of the service. The purpose of this research project is to gain an in-depth understanding of the accessibility of transport services as subsidised by the City of Cape Town. Your input will help to gain insight and balance the perspectives of both service users and service providers; documenting how the needs of the physically disabled service users are catered for and experienced.

What will I be asked to do if I agree to participate?

You will be asked to participate in an interview that will take approximately one hour. Should you choose to participate in the study, I will organise a location/venue for the interview that is most convenient to you. The questions that will be asked in the study will consist of how the service is operating, how the service can be accessed, how the service has been adjusted over the years, the strengths of the service, the challenges faced by yourselves as providers and the service experiences observed from people with physical disabilities and so forth.

Would my participation in this study be kept confidential?

This research project involves making audio tapes of the conversation with you. The audio tapes will be used to capture all the information relating to the study as accurately as possible,

so as not to lose valuable information. The interview will then be transcribed onto a computer. The audio tapes will be stored in a locked secure place at all times and the computer data will be protected from intrusion also. The audio tapes will be destroyed after a period of 5 years. All responses will be treated with full confidentiality and anyone who takes part in the research will be identified only by code numbers or false names. You can request a copy of the interview transcript. The interviews will be analysed on a computer by myself. At the end of the research I will write a report and the results may be published in peer reviewed journals. No research participant will be identifiable from any publications.

What are the risks of this research?

All human interactions and talking about self or others carry some level of risk. We will nevertheless minimise such risks and act promptly to assist you if you experience any discomfort, psychological distress or otherwise during the process of your participation in this study. Where necessary, an appropriate referral will be made to a suitable professional for further assistance or intervention.

What are the benefits of this research?

This research is not designed to help you personally, but the results may help the investigator to make recommendations in the report that could improve the transport policies and services. We hope that, in the future, other people might benefit from this study through improved understanding of two matters 1.the challenges people with physical disabilities face with accessing public transport and 2.the operations and functions of the special transport service.

Do I have to be in this research and may I stop participating at any time?

Your participation in this research is completely voluntary. You may choose not to take part at all. If you decide to participate in this research, you may stop participating at any time. If you decide not to participate in this study or if you stop participating at any time, you will not be penalized. If you feel you would like some additional help after the discussions and or interviews, I will be able to refer you to an appropriate social service practitioner.

What if I have questions?

This research is being conducted by Nadheerah Morta-Andrews, a Master's student at the University of the Western Cape. If you have any questions about the research study itself, please contact Nadheerah Morta-Andrews at: 152 Tarentaal Road, Bridgetown, 7764, 021 637 1204 (tel) or via 9449004@myuwc.ac.za (e-mail).

Should you have any questions regarding this study and your rights as a research participant or if you wish to report any problems you have experienced related to the study, please contact:

Prof. C. Schenck

Head of Department

University of the Western Cape

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Prof José Frantz

Dean of the Faculty of Community and Health Sciences

University of the Western Cape

Private Bag X17

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UNIVERSITY of the
WESTERN CAPE

This research has been approved by the University of the Western Cape's Senate Research Committee. (REFERENCE NUMBER: HS16/5/43)

APPENDIX D



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FOCUS GROUP CONFIDENTIALITY BINDING FORM: SERVICE USERS

Title of Research Project: **A case study of transport services for physically disabled citizens in the City of Cape Town**

The study has been described to me in language that I understand. My questions about the study have been answered. I understand what my participation will involve and I agree to participate of my own choice and free will. I understand that my identity will not be disclosed to anyone by the researchers. I understand that I may withdraw from the study at any time without giving a reason and without fear of negative consequences or loss of benefits. I understand that confidentiality is dependent on participants' in the Focus Group maintaining confidentiality.

I agree to be audiotaped during my participation in this study.

I do not agree to be audiotaped during my participation in this study.

I hereby agree to uphold the confidentiality of the discussions in the focus group by not disclosing the identity of other participants or any aspects of their contributions to members outside of the group.

Participant's name.....

Participant's signature.....

Date.....

APPENDIX E



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CONSENT FORM FOR SERVICE PROVIDERS

Title of Research Project: **A case study of transport services for physically disabled citizens in the City of Cape Town**

The study has been described to me in language that I understand. My questions about the study have been answered. I understand what my participation will involve and I agree to participate of my own choice and free will. I understand that my identity will not be disclosed to anyone. I understand that I may withdraw from the study at any time without giving a reason and without fear of negative consequences or loss of benefits.

I agree to be audiotaped during my participation in this study.

I do not agree to be audiotaped during my participation in this study.

Participant's name.....

Participant's signature.....

Date.....

APPENDIX F



UNIVERSITY OF THE WESTERN CAPE

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FOCUS GROUP QUESTION SCHEDULE (SERVICE USERS)

1. Can you tell us what modes of transport you used before the special transport service came into existence? What were your experiences using it?
2. Think back to when you first started using the special transport service, what were your expectations of the special transport service?
3. When do you use the special transport service? How do you manage if the service is not available?
4. Tell me about positive experiences you have had using the special transport service.
5. Tell me about disappointments you have had with the special transport service.
6. What can be done to improve or expand the special transport service for people with physical disabilities?
7. Suppose that you were in charge and could make one change that would make the special transport service your needs. What would you suggest?

APPENDIX G



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SEMI- STRUCTURED INTERVIEW SCHEDULE

1. What is your involvement with the special transport service for people with physical disabilities ?
2. Can you tell me what other modes of transport services are currently available for people with physical disabilities in Cape Town?
3. Tell me about your experiences in working for the special transport service?
4. What purpose/type of trips can the special transport service be booked for?
5. Tell me about positive experiences you have had working for the special transport service?
6. Tell me about disappointments you have had working for the special transport service?
7. Can you tell me about the possible problems service users encounter in booking or using the special transport service?
 - How did you learn about these problems?
 - Why is this considered a problem?
 - Under what circumstances does the problem arise?
 - What is the scope of the problem?
8. Have you noticed any changes in the special transport service over the past few years?
 - What were positive changes? What were negative changes?

- What more can be done and by whom?
9. In your opinion, which problems give rise to complaints by users? Others?
 - How do you explain the problem?
 - Can you expand a little on this?
 - Can you tell me anything else?
 - Can you give me some examples?
 10. What are the strengths of the special transport service?
 11. In your opinion, are people satisfied with the available special transport service service?
 - If not, what are the main problems that you have witnessed or heard about?
 - Can you expand a little on this?
 - Can you tell me anything else?
 - Can you give me some examples?
 12. What can be done to improve and expand the special transport service for people with physical disabilities?
 - What are the improvements you feel need to be made?
 - What would be the main features of the 'new' service?
 13. Suppose that you were in charge and could make one change that would make the special transport service better to meet the needs of people with physical disabilities. What would you do?
 14. How well do you think the special transport service is meeting the needs of its service users?
 15. Are there any other problems that we have not discussed and that you find is worthwhile to mention?

Thank you for your time. Do you have any questions that you would like to ask?

APPENDIX:H



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Email illona@toptutoring.co.za

English/Afrikaans
Afrikaans/English

* Translations * Editing * Proofreading
* Transcription of Historical Docs
* Transcription of Qualitative Research
* Preparation of Website Articles

TO WHOM IT MAY CONCERN

This letter serves to confirm that the undersigned

ILLONA ALTHAEA MEYER

has edited the language in this thesis for grammatical correctness.

Signed

Ms IA Meyer

25 May 2018

FOR: NADHEERAH MORTA-ANDREWS

TITLE: A CASE STUDY OF TRANSPORT SERVICES FOR PHYSICALLY DISABLED
CITIZENS IN THE CITY OF CAPE TOWN



UNIVERSITY *of the*
WESTERN CAPE