



**2016 NATIONAL CONFERENCE &
EXHIBITION**

TAXI INTIMIDATION AND VIOLENCE

IMPACT ON BUS OPERATORS

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1. SOURCE OF INFORMATION

- The information used in this presentation was sourced by phoning various Bus Operations throughout South Africa who is on the SABOA Database and reported incidents of Taxi Intimidation to SABOA.
- As the Operations Director of our Company, I am also involve in incidents of Taxi Intimidation frequently and can report on personal experience.
- Taxi Intimidation is no longer isolated incidents, but a **PHENOMENON** in the RSA which escalate in an unchallenged environment.



←→ TAXI INTIMIDATION



2. TYPES OF INTIMIDATION

- 1. Intimidation of buses not to tender/serve “corporate clients” or to withdraw from a commercial contract.**
- 2. Intimidation of buses not to pick up passengers from certain areas for Private Hires/Specials before a fee is paid to the Taxi Association.**
- 3. Intimidation of buses at pick up and drop off points in townships, when passengers are collected or delivered – schedules long distance services.**
- 4. Intimidation of buses to operate duplication of services within the framework of the approved time table – Commuter Services.**
- 5. Intimidation of buses on scheduled inter city services – Interprovincial services.**
- 6. Physical intimidation of passengers.**



3. EXAMPLE OF TYPES OF INTIMIDATION

1. INTIMIDATION OF BUSES NOT TO TENDER/SERVE “CORPORATE CLIENTS” OR TO WITHDRAW FROM A COMMERCIAL CONTRACT.

- ❖ Can not enter into a Contract with an existing client at another city, region etc.
- ❖ Existing Commercial Contracts forced to stop and services taken over by Taxi’s.

2. INTIMIDATION OF BUSES NOT TO PICK UP PASSENGERS FROM CERTAIN AREAS FOR PRIVATE HIRES/SPECIALS BEFORE A FEE IS PAID TO THE TAXI ASSOCIATION.

- ❖ Taxi Associations regards their area of operation belonging exclusively to them.
- ❖ Payment is required to load a organized group for a Private Hire in this area.



3. EXAMPLE OF TYPES OF INTIMIDATION

3. INTIMIDATION OF BUSES TO DO FEEDER AND DELIVERY SERVICES.

- ❖ Taxi intimidation buses at townships to pick up passengers and demand that buses must load from one (1) destination, Taxi's will feed.

4. INTIMIDATION OF BUSES TO OPERATE DUPLICATION OF SERVICES ON COMMUTER SERVICES.

- ❖ In busy periods it is allowed on the Operating Licenses to operate duplication of services within the approved time table. Taxi's do not allow it and if one (1) bus depart from point A to point B, then it will not be allowed to load bus 2 and 3 from point A to point B. Passengers is forced to wait for Taxi's to do this shuttle with increased tariffs.



3. EXAMPLE OF TYPES OF INTIMIDATION

5. INTIMIDATION OF BUSES ON SCHEDULE INTERCITY SERVICES – INTERPROVINCIAL.

- ❖ Bus Operators are forced to load with Taxi's or they will be intimidated.
- ❖ Illegal Bus Operators do operate without permits, because they “share the market” or “buy” the loading time from Taxi's.

6. PHYSICAL INTIMIDATION

- ❖ Passengers subjected to physical intimidation e.g. sjambok, forcefully removed from buses, forcefully kicked and assaulted not to enter buses.



4. RESULT OF THIS INTIMIDATION ON COMMUTERS

- ❖ **No freedom of choice, freedom of association. Passengers are forced, intimidated to make use of modes against their will.**
- ❖ **Increased costs. Normally Taxi fares is more expensive and if a passenger is intimidated and forced to make use of Taxi's, then the passenger is forced to pay the higher price.**
- ❖ **Organized Transport do sometime make use of Special tariffs, Loyalty initiatives and if passenger is forced not to exercise freedom of choice, then this advantage can not be utilized by passengers.**
- ❖ **Various Safety concerns can be raised. Buses are also involved in accidents, but a Bus Body structure, Roll over protection and various, obvious reasons ,the mortality rate on bus accident appear to be better than a Taxi.**
- ❖ **Furthermore the utilization of 14 seated taxi's on long distance routes, 400 km and more with one driver is not desirable and in my opinion, not an efficient, safe mode of Transport in this scenario.**



4. RESULT OF THIS INTIMIDATION ON COMMUTERS

- ❖ **It will never be to the advantage of the traveling public if a monopoly exist, be it bus transport or taxi transport. Therefore it is important that the 2 modes of Transport complement each other, each mode utilized for the purpose that serves it best.**



5. RESULT OF THE INTIMIDATION ON BUS OPERATORS

- ❖ Mostly smaller bus operators, is subjected to this intimidation, Entrepreneurs from the designated groups who through hard work and dedication trying to establish and grow their business. Most of them came from the Taxi Industry, but realize they want to grow more formal, organized and grow their business.

With the interviews I collected the following information:

1. Smaller long distance operators with 2 to 5 buses simply stop operations. The intimidation on drivers, themselves, passengers made it impossible to continue their operations.



5. RESULT OF THE INTIMIDATION ON BUS OPERATORS

- 2. Some Operators made agreements with Taxi Associations to reduce their fleets and promise not to buy additional buses in order not to growth-only way to survive.**
- 3. Some Big establish Companies on the commercial contracts scenario just stop operations at certain areas and retrench staff. Due to intimidations it was not possible to risk lives and equipment.**



6. POSSIBLE SOLUTIONS

- ❖ **Concerted Law Enforcement, no more lip service.**
- ❖ **Not possible for local SAPS, to enforce law at the area they are deployed. Too much allegations of bribery and personal involvement.**
- ❖ **SAPS who directly or indirectly involved in Taxi business to be disciplined.**
- ❖ **An elite, specialist task force, independent and reporting to Higher Authority to be founded to enforce the law and arrest intimidators.**
- ❖ **This task force to also concentrate on corrupt officials and law enforcers.**



6. POSSIBLE SOLUTIONS

- ❖ **Government to progressively formalize and assist Taxi Operators to form Co-ops in order to organize themselves in stronger Capital Units to enter the bus market.**
- ❖ **Ranks and informal loading points to be monitored. Only vehicles with a valid Permit/Operating License to be allowed to enter the Rank and to load passengers.**
- ❖ **A Political Will to restore freedom of choice for passengers, fair competition based on service delivery and restructure of Law Enforcement Agencies, PRE and CBRTA to effectively and efficiency regulate the market.**
- ❖ **Monitor over trading of routes. This is one of the biggest reason for intimidation.**