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The Impact of Public Transport Policy on Social Exclusion of Hillbrow Residents

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Abstract

This research looked at the public transport experiences and opinions of Hillbrow residents and how that related to the impact of social exclusion they experienced. It involved an investigation into the significance of the relationship between various factors of social exclusion, as influenced by a prior London study, and public transport available to the residents, and the strength of the relationship between the various factors. The target sample was adult Hillbrow residents and frequent public transport users. The study was mixed methods, beginning with a focus group interview. The paper looked at relevant government policy with regard to public transport aims and goals and plans to improve inner city public transport. Survey data collection followed the interview, which was conducted at various public transport hubs within and around Hillbrow, online, and at the Hillbrow Recreation Centre. The study found that most respondents were regular public transport users. Mini-bus taxis were the most frequently used, followed by Metrobus and Rea Vaya. Residents found public transport easy to access, close to home and school, affordable and safe. However, they did not find public transport close to work, found it to be irregular, costs frequently rose, and they did not trust the driving capabilities of the drivers. Public policy and its implementation were shown to have had some negative and positive results based on residents' opinions. These negative aspects were shown to have an impact on social exclusion to varying degrees. While public transport is readily available, affordable and easy to access for Hillbrow residents, there are needed improvements for factors that had significant impact on social exclusion.