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EXPLORING THE AWARENESS OF EMERGENCY HELP-LINES AMONG TAXI DRIVERS IN IKEJA ADMINISTRATIVE DIVISION OF LAGOS STATE

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ABSTRACT

The Nigerian government at both the federal and state levels (including Lagos state) have endeavoured to establish emergency lines for the citizens to engage whenever they are in an emergency. However, little is known about the level of awareness and engagement of these help-lines in an emergency. As a pilot study, this study examined the awareness and uses of these emergency lines among taxi drivers in the Ikeja Administrative Division of Lagos state using a Focus Group Discussion. Findings from the study revealed that taxi drivers in the Ikeja administrative division of Lagos state are aware of the emergency lines and are willing to use them when there is an emergency. However, occasional congestion and quest for personal safety are some limitations that may hinder their use of these lines in an emergency. Thus, the paper recommended that the Lagos state should beef up its security system across the metropolis so that the drivers can feel confident to call the emergency lines wherever and whenever without the fear of molestation and possibly prevent and save lives in an emergency.

Keywords/phrases: *Lagos Taxi Drivers; Emergency Help-Lines; Traffic Management; Emergency Communication; Disaster Management*