

Making e-hailing rides safer

Experts call for installation of dual-facing dashcams

PETALING JAYA: The mandatory installation of dual-facing dashcams in all e-hailing vehicles should be implemented to strengthen passenger safety and accountability, say experts.

Assoc Prof Law Teik Hua, head of the Road Safety Research Centre at Universiti Putra Malaysia, said such technology would provide crucial evidence in the event of an incident while also acting as a preventive measure against misconduct.

He said the recent revocation of an e-hailing driver's Public Service Vehicle licence following an alleged sexual harassment incident has exposed gaps in Malaysia's transport laws, particularly the lack of preventive safety measures.

"The revocation of the driver's licence is a reactive measure and

does not constitute an effective deterrent or provide evidence for investigations.

"Such action alone is insufficient to ensure passenger safety," he said.

Assoc Prof Law added that amendments to the Land Public Transport Act should be considered to mandate the installation of safety technology in all e-hailing vehicles.

This, he said, would allow authorities to shift their approach from punishment to prevention while also providing reliable evidence to safeguard both passengers and drivers.

Citing Hong Kong's move to require taxis to install in-car cameras with audio recording capabilities by early next year, Assoc Prof Law said e-hailing services in Malaysia should consider adopt-

ing similar measures to enhance safety and accountability.

He said a standardised and visible panic button should be introduced across all e-hailing apps as an immediate step while the installation of dual-facing dashcams could be rolled out as a medium-term solution.

Assoc Prof Ng Choy Peng from Universiti Pertahanan Nasional Malaysia said the use of dashcams in e-hailing vehicles, together with smart platform-based monitoring systems, is already adopted in countries such as Australia and China.

She said studies have shown that dual-camera systems that are linked to applications in sending out emergency alerts, providing real-time tracking and verifying identities can significantly improve passenger safety and

reduce the risk of violations, assaults and harassment.

"The presence of in-vehicle recording systems can deter inappropriate behaviour from all parties. In the event of complaints or disputes, recorded footage provides objective evidence and supports transparent and fair investigations.

"These measures can also strengthen public confidence in e-hailing services, particularly among vulnerable user groups such as women, students and late-night commuters," she said.

Assoc Prof Ng, however, cautioned that any move towards mandatory dashcams must carefully address key concerns, including privacy and data protection, cost implications and fairness for drivers, as well as effective enforcement.