

Baseline Survey Report on The Status of Vulnerable Groups in Makueni County Public Transport

ABRIDGED VERSION



HEINRICH BÖLL STIFTUNG
NAIROBI
Kenya | Uganda | Tanzania |
Somalia/Somaliland



Recommendations



1. General Recommendations

- ① **Civic Education campaigns, and community workshops** on behavioral and attitude change towards vulnerable commuters. This can be done through information campaigns in various bus stations and other transport hubs, advocacy campaigns through advocacy messages in matatus, bus stops and bus stations, school and youth engagements on the importance of inclusivity in public transport systems, workshops and forums, chief *barazas* and partnerships with CSOs.

- **Motorist Sensitization;** Educate motorists about the importance of yielding to pedestrians, especially children, at pedestrian crossings.
- **Improving Stakeholder Collaboration;** Foster stronger collaboration between government departments, transport authorities, and community stakeholders to create a unified approach to addressing the challenges in public transport.
- **Implementation of existing policies** supporting accessibility and inclusivity in public transport.
- **Implementing policies that promote equality and non-discrimination through the implementation of the National Gender & Development Policy and the County Gender Policy** focusing on the 2/3 gender rule, affirmative action and training for PTO on gender mainstreaming to enhance the contribution of women in the public transport workforce. There is also a need to fully implement the Disability Policy(2003),

Employment Act (2007), the Sexual Offences Act(2006) and the Children Act (2022), frameworks that safeguard the rights of vulnerable and marginalized groups.

- ◉ **Inclusion of vulnerable groups** in decision-making processes related to public transport by sending invitations to accessible public participation forums and other community engagements.



2. Government of Makueni County

- ◉ **Adoption of a public transport code of conduct and public transport policy** outlining the guiding principles and ethical standards of inclusive public transport within Makueni County.
- ◉ **In line with the Government of Makueni County Vision 2025**, develop a county urban transport master plan to guide the development and management of

urban transport systems within Makueni, highlighting the importance of integrated planning, social inclusion, efficiency and accessibility, and safety and security.

- **Implement increased security measures, such as lighting, surveillance cameras, and dedicated support services,** at transport hubs to protect vulnerable passengers from harassment and violence.
- **Develop and implement a sectoral plan for public transport in Makueni County,** focusing on inclusive infrastructure, including designated lanes for non-motorized transport (NMT) and pedestrian walkways.
- **Reintroduce SACCO awards competitions** to incentivize safety and good service delivery in public transport.
- **Broader responsibilities for enforcement officers** beyond revenue collection, such as ensuring road safety, reporting overloading, and addressing misconduct by public transport operators.

- ◉ Through the department of education, **introduce practical lessons on road safety in schools** implemented under the supervision of a teacher(s).
- ◉ Work jointly with public transport SACCOs to set up **consistent and affordable fare** rates for persons with disabilities who use public transport services.



3. National Council for Persons With Disabilities

- ◉ In collaboration with publictransport SACCOs, offer **disability mainstreaming** in public transport operations and management.
- ◉ **Fasttrack** provision of assistive devices to applicants to better address their mobility needs
- ◉ **Advocate** for disability-friendly public transport systems in Makueni County.



4. Schools

- **Introduction of ‘walking school bus’** who is typically one or two adults helping children cross busy urban roads in the morning and when they leave school.
- Implement Safety Standards Manual-Schools as Safe Zones requirements under transport strategies for safe school zone.
- Implement practical lessons on road safety; including road safety animations.
- **Acquisition and implementation** of safe school buses in partnership with Government of Makueni County and other stakeholders.
- The school buses to display on the outside the name, address, and telephone number of the school.
- **Advocate** for safe school zones as provided

for in the safety standards manual for schools in Kenya



5. National Transport and Safety Authority

- **Reviving Usalama Barabarani Program-** Reflecting bag covers for school-going children for schools located along major highways.
- **Enforcing traffic guidelines** e.g installing speed detectors on all highways and urban roads to ensure compliance with traffic guidelines, scale up Intelligent Transport System to monitor traffic in all built up/ urban areas areas in Makueni County, strengthening law enforcement capacity through trainings on inclusivity, targeted enforcement programs to boda boda riders to ensure compliance such as helmet wear, licensing and adherence to traffic rules.



6. National Police Service-Traffic Department

- ◉ **Promotion of anonymous reporting** at designated points in bus stations and NPS offices as well as a functioning hotline dedicated for sexual harassment incidents.
- ◉ **Enforcing traffic guidelines, e.g., Targeted enforcement programs for boda boda riders to ensure compliance, such as helmet wear, licensing,** and adherence to traffic rules.
- ◉ Establishing and operationalizing **gender desks** in police stations.
- ◉ Strengthening law enforcement capacity through training on inclusivity in public transport.
- ◉ Implementation of Policare Policy 2021, which provides for the establishment of one-stop centers offering medical, legal, psychosocial, and forensic support to survivors of Sexual

and Gender-Based Violence.



7. Civil Society Organizations

- **Agroforestry initiatives** to help mitigate the impacts of floods and river erosion.
- **Collaborate** with public transport stakeholders on projects to improve accessibility and inclusivity in public transport, such as joint training programs or community outreach initiatives.
- Involve other public transport stakeholders in your **calendar of activities** to offer technical support to vulnerable and marginalized rural areas on inclusive public transport.



8. Kenya Urban Roads Authority & Kenya Rural Roads Authority

- ◉ **Install traffic calming elements** around school zones (tabletop crossings, speed limit signs, school zone signs).
- ◉ **Include accessibility signs** where pedestrian crossings are located.
- ◉ **Pedestrian Crossing Maintenance**, especially next to schools and in urban areas
- ◉ **Inclusive Design:** Adopt universal design principles for public transport vehicles and infrastructure. Refer to [the Street Design Manual for Urban Areas in Kenya](#), which aims to mainstream best-practice street designs that support sustainable modes of transport and improve safety for vulnerable road users through the promotion of universal access designs, gender-sensitive designs, and

children's safety streets.



9. Public Transport SACCOs

- **Training for Public Transport Operators (PTOs):** In collaboration with other key stakeholders, provide mandatory sensitivity training for drivers, conductors, SACCO clerks, stage attendants on how to treat vulnerable groups with respect. Topics on identifying kidnappers and child traffickers in public transport, gender sensitivity, disability awareness, and empathy can be addressed through interactive workshops led by experts in these fields.
- Ensure that Public Transport **SACCO guidelines** are in place and implement them effectively.

- ◉ Display of **fare charts** with destinations in matatus and bus stations.
- ◉ Gradual transition to **accessible vehicles** with low-floor, environmentally friendly and priority seating for vulnerable groups.
- ◉ Liaise with other stakeholders on programs to **attract, retain and advance** women in public transport operations.
- ◉ Labeling **priority seats** for passengers with disabilities and other vulnerable groups like older persons, expectant women, and those who are ailing.

[illegible]



Flone Initiative

Police SACCO Plaza | 4th Floor | Ngara Road | Ngara, Nairobi
Phone: +254 768 052 577 | +254 751 958 525
Email: info@floneinitiative.org

Government of Makueni County

Headquarters: Wote
P.O Box 78-90300 Wote, Makueni
Phone: 0795717885
Mobile: 0780717885
Email: info@makueni.go.ke

With Support Of:

