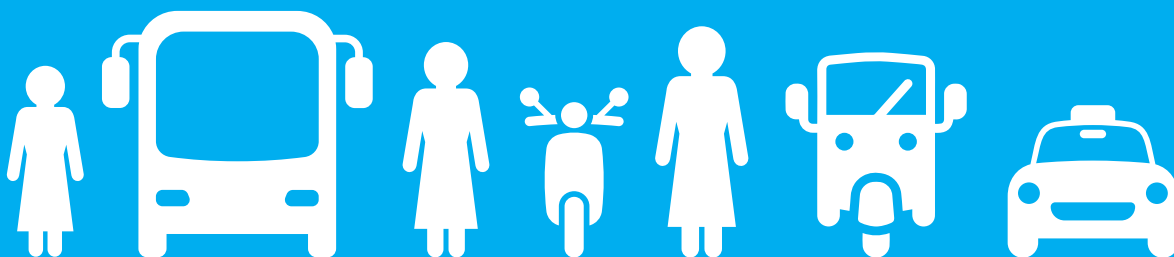




WOMEN AND PUBLIC TRANSPORT EAST AFRICA

Statistical evidence of women's use and experience of public transport in Nairobi

November 2021

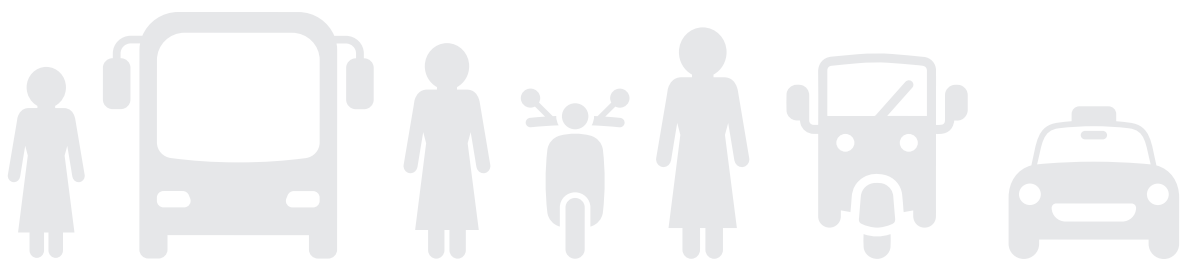




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**Statistical evidence of
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Women and Public Transport East Africa: Statistical evidence of women's use and experience of public transport in Nairobi. November 2021

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EXECUTIVE SUMMARY

Available evidence suggests that urban transport and land-use systems all over the world consistently under-value and under-provide services for the more complex travel needs of mostly women who are managing households, working in and engaging with their local communities, taking care of children and other relatives, and possibly also simultaneously involved in various economic activities. On the outskirts of cities such as Nairobi, additional work burdens could include collecting water and firewood, which further decreases time availability. Patriarchal households and social structures in which men have greater access to the most expensive available transport technologies further disadvantage women. The need for specific policy responses and interventions targeted at women thus stems from fundamental gender inequities related to women's and men's (as well as girls' and boys') different roles in society.

This study was designed to complement the Stockholm Environment Institute (SEI) qualitative research on mainstreaming gender in urban public transport¹ published in 2021.

¹ Muhoza C., Wikman A. & Diaz Chavez, R. 2021. Mainstreaming gender in urban public transport. SEI Working paper, May 2021. Available from <https://www.sei.org/publications/mainstreaming-gender-urban-public-transport-nairobi-kampala-dar-es-salaam/> and accessed 4 November 2021.

This study provides statistical evidence on women's use and experience of public transport in Nairobi. It is aimed at:

- presenting empirical evidence of trends and conditions of gendered transport usage
- identifying the obstacles women face when using public transport
- identifying gender and transport policy implications

Given the difficulties associated with face-to-face data collection during the COVID-19 pandemic, the survey was executed using the Computer Assisted Telephone Interview (CATI) technique. A representative sample of 2,484 women aged 18 years and older who use public transport, are resident in Nairobi and have access to mobile phones, were interviewed during the CATI survey. Data collection took place between August 27th and September 30th against pre-determined quotas of age and division of residence, as per demographic data supplied by the Kenya National Bureau of Statistics (KNBS). Post-collection benchmarking was necessary as not all the demographic quotas were fully met during collection and the data analyzed was therefore weighted to a total of 2,400 individuals.



1 | INTRODUCTION AND BACKGROUND

In 2020, the Stockholm Environment Institute (SEI) conducted a study on mainstreaming gender in urban public transport². The study, published in 2021, was based on qualitative research and a review of secondary documents. It identified several data gaps with regard to gender and transport in East and Southern Africa, one of which was the lack of recent quantitative surveys that are based on statistically representative samples and have meaningful sample sizes.

Following its successful execution of a series of Rapid Gender assessments in the region using CATI methods in 2020, UN Women teamed with SEI to apply a similar methodology to collect data on gender and transport in Nairobi and Kampala. This study was carried out under the umbrella of UN Women's global gender data and statistics flagship program *Women Count*. Given the nature of the COVID-19 pandemic and the difficulties associated with collecting quality statistical data remotely, it was decided to employ Computer Assisted Telephone Interview (CATI) techniques for the survey.

The study focuses on women's use and experience of public transport in Nairobi County, Kenya. The use of "public transport" here refers to "all forms of transport available to the public and charge

set fares"³. In the context of Kenya, this includes 14-seater vans, coaster minibuses (14-34 seater), buses, tuk-tuks (three wheeler) and boda-bodas (motorcycles).

Three data products have been developed based on this study: i) a statistical report ii) a research report combining the findings from the SEI qualitative study and the statistical report, and iii) a policy brief.

This report is the statistical report and focuses on providing basic descriptive statistics for all the questions in the questionnaire. It is presented in five sections: an introduction, followed by a short contextual analysis. Section three deals with the methodology while the findings are presented in section four. The final section summarizes the conclusions and policy recommendations.

Transport policies that are gender-responsive need to be based on evidence. As already indicated, the differences between women's and men's transport needs and experiences should be well understood if these policies are to be relevant and increase impact.

Gender mainstreaming in urban public transport is therefore a critical issue, but one which is under-researched in East Africa. There are data gaps vis-a-vis the type of thematic areas covered as well as research methods. The biggest thematic information gaps are around gendered travel patterns and mobility needs in cities; limited information on gender mainstreaming into transport policy, planning and practice; evaluations considering the impact of gender-sensitive transport strategies and measures on women's mobility; and women's employment in urban public transport⁴.

2 Cassilde Muhoza, Anna Wikman, Rocio Diaz Chavez. *Mainstreaming gender in urban public transport*. SEI Working paper, May 2021.

3 FIA Foundation (2016). *Safe and Sound - International research on women's personal safety on public transport*. FIA Foundation Research Series, Paper 6. FIA Foundation, London. <https://www.fiafoundation.org/media/224027/safe-and-sound-report.pdf>

4 Cassilde Muhoza, Anna Wikman, Rocio Diaz Chavez. *Mainstreaming gender in urban public transport*. SEI Working paper, May 2021.



2 | CONTEXTUAL ANALYSIS

In their desk reviews, both the SEI study⁵ and the Africa Community Access Partnership (AfCAP) study⁶ found that gender mainstreaming in Kenya across different sectors, domains and institutions is very progressive. In general, women's transport needs, amplification of their voices in the transport sector, promotion of entrepreneurship of women, addressing sexual violence in the workplace and the collection of sex disaggregated data are enshrined in various laws and policies. The Integrated National Transport Sector Policy (2009) acknowledges the existence of gender inequality in access and mobility. Despite these advances, this has not yet been effectively implemented in the transport sector.

According to Census 2019⁷ bicycles are the most owned means of transport in Kenya (15%), followed by cars (10.8%) and motorcycles (9.2%). The population of Nairobi is more likely than the general population to own cars 12.9% and less likely to own bicycles, and 4.3% motorcycles. With regard to public transport use, the modal split by sex indicates that 30% of women and 32% of men use matatus; 10% of women and 11% of men use buses and 4% of women and men use boda-bodas⁸. Average commuting times in Nairobi were found to be 21 minutes for walking and

38 minutes for matatus⁹. Walking-only households account for about a third of commuter households in Nairobi, 2 in 5 households use mixed modes, and the remainder primarily use motorized transport¹⁰.

Non-motorized transport (NMT) continues to be widely used. Approximately two million trips per day are made by walking, and 55,000 by cycling; people walk and cycle to work largely due to low-income levels and a lack of viable alternatives. Most of the challenges faced by NMT workers are safety or infrastructure related. NMT users account for 66.3% of traffic fatalities in Nairobi¹¹. A study conducted in 15 Kenyan cities in 2013 found that commuters most likely to use matatus rather than walk are those with higher incomes and education and who live further from the city center¹².

The role of income in transport and gender outcomes has been confirmed by other studies. For example, a World Bank study concludes that differences between the

- 5 Muhoza, C., Wikman, A. & Diaz Chavez, R. *Mainstreaming gender in urban public transport*. SEI Working paper, May 2021.
- 6 Africa Community Access Partnership (AfCAP), 2017. *Scaling up Gender Mainstreaming in Rural Transport: Kenya Case Study Report*. Available from: <https://www.research4cap.org/ral/Tanzarn-IFRTD-2017-ScalingUpGMAAnalysisPoliciesPracticesImpactsMonitoringProcesses-KenyaCS-AfCAP-RAF2044J-171213.pdf>
- 7 KNBS, 2019. *Population and housing Census, volume IV*. Available from: <https://www.knbs.or.ke/?wpdmpromo=2019-kenya-population-and-housing-census-volume-iv-distribution-of-population-by-socio-economic-characteristics>. Downloaded: 2 December 2021.
- 8 JICA/NCC dataset as used in Akiko Kishiue, Karla Dominguez Gonzalez, and Elise St. John. 2020. *Gender in Urban Transport in Nairobi, Kenya Volume I: Mobility*. © World Bank. Available from: <https://openknowledge.worldbank.org/handle/10986/34609?locale-attribute=en>. Accessed: 26 November 2021.

- 9 Salon, D & S. Gulyani, 2019. *Commuting in Urban Kenya: Unpacking Travel Demand in Large and Small Kenyan Cities*. *Sustainability*. Available from: https://www.google.com/search?q=Commuting+in+Urban+Kenya%3A+Unpacking+Travel+Demand+in+Large+and+Small+Kenyan+Cities&rlz=1C1GCEU_enKE866KE866&oeq=Commuting+in+Urban+Kenya%3A+Unpacking+Travel+Demand+in+Large+and+Small+Kenyan+Cities&aqs=chrome..69i57.873j0j7&sourceid=chrome&ie=UTF-8
- 10 Salon, D & S. Gulyani, 2019. *Commuting in Urban Kenya: Unpacking Travel Demand in Large and Small Kenyan Cities*. *Sustainability*. Available from: https://www.google.com/search?q=Commuting+in+Urban+Kenya%3A+Unpacking+Travel+Demand+in+Large+and+Small+Kenyan+Cities&rlz=1C1GCEU_enKE866KE866&oeq=Commuting+in+Urban+Kenya%3A+Unpacking+Travel+Demand+in+Large+and+Small+Kenyan+Cities&aqs=chrome..69i57.873j0j7&sourceid=chrome&ie=UTF-8
- 11 Climate and development knowledge network 2021, *Promoting non-motorized transport in Nairobi*. Available from: <https://media.africaportal.org/documents/CDKN-NMT-Report-WEB.pdf>. Accessed 2 December 2021.
- 12 Salon, D & S. Gulyani, 2019. *Commuting in Urban Kenya: Unpacking Travel Demand in Large and Small Kenyan Cities*. *Sustainability*. Available from: https://www.google.com/search?q=Commuting+in+Urban+Kenya%3A+Unpacking+Travel+Demand+in+Large+and+Small+Kenyan+Cities&rlz=1C1GCEU_enKE866KE866&oeq=Commuting+in+Urban+Kenya%3A+Unpacking+Travel+Demand+in+Large+and+Small+Kenyan+Cities&aqs=chrome..69i57.873j0j7&sourceid=chrome&ie=UTF-8



commuting patterns of women and men have been found to be more pronounced when income is taken into consideration¹³ and that low income, informal settlements, and slums have therefore become one area of focus. A study of informal settlements in Nairobi found that most inhabitants cannot afford to use motorized transport and therefore try to limit travelling far and almost always walk to their destinations. The impact of restricted mobility is most often felt by women and children¹⁴. In a study on mobility in informal settlements during the COVID-19 pandemic, women were 58% more likely than men to stay home and 60% less likely than men to indicate city-wide mobility. Those who said that they travelled across the city were less likely to have lost employment and were also less likely to avoid public transport. The two main reasons given for travelling outside the informal areas were for work or job-hunting¹⁵.

A World Bank study on gender and public transport published in 2020 came to the following conclusions about gender and public transport¹⁶:

- 1) Gender norms and violence are the two main factors that influence travel differences by gender.
- 2) Women in Kenya have less power over resource-related decisions, which consequently affects their modal choices.

- 3) User preferences when using public transport are informed by gender norms.
- 4) Matatus contribute towards meeting mobility needs of the region but for women, this means compromising on safety and convenience.
- 5) Women tend to travel shorter distances and spend less time on travel.
- 6) Gender differences can best be interpreted if income differences are also considered.

In her study on the factors influencing violence in the road transport sector, Obure¹⁷ found that random seating plans, congestion, types of music played in vehicles, and lack of enforcement of regulations through inspections and implementation of laws by traffic police, other transport agencies, and matatu and SACCO owners contribute to worsening the situation. Harrison¹⁸ asserts that sexual harassment and violence against women (VAW) take place on public transport because of the demarcation of private and public spaces by patriarchal societies forcing women to restrict their movements to certain times, routes, and modes and restricting their movements to certain areas. In a 2011 study, Mwangi¹⁹ found that 73% of women interviewed had experienced incidents of gender-based violence (GBV) in *matatus* in Nairobi, 87% of which were perpetrated by matatu crews. The kinds of violence they were most likely to experience included

13 Akiko Kishiue, Karla Dominguez Gonzalez & Elise St. John. 2020. Gender in Urban Transport in Nairobi, Kenya Volume I: Mobility. © World Bank. Available from: <https://openknowledge.worldbank.org/handle/10986/34609?locale-attribute=en>. Accessed: 26 November 2021.

14 Salon, D & S. Gulyani, 2010. Mobility, Poverty, and Gender: Travel 'Choices' of Slum Residents in Nairobi, Kenya. *Transport Reviews*, 30(5). Available from: <https://www.tandfonline.com/doi/abs/10.1080/01441640903298998>

15 Pinchoff, J., Kraus-Perrotta, C., Austrian, K., Tidwell, J.B., Abuya, T., Mwangi, D., Kangwana, B., Ochako, R., Muluve, E., Mbushi, F., Nzioki, M., & Ngo, T.D., 2021. Mobility Patterns During COVID-19 Travel Restrictions in Nairobi Urban Informal Settlements: Who Is Leaving Home and Why. *J Urban Health*, 2021 Apr; 98(2): 211-221. Published online 2021 Feb. 2. doi: [10.1007/s11524-020-00507-w](https://doi.org/10.1007/s11524-020-00507-w). Available from: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7852483/>.

16 Akiko Kishiue, Karla Dominguez Gonzalez, & Elise St. John. 2020. Gender in Urban Transport in Nairobi, Kenya Volume I: Mobility. © World Bank. Available from: <https://openknowledge.worldbank.org/handle/10986/34609?locale-attribute=en>. Accessed: 26 November 2021.

17 Obure, C. W., 2017. *Factors influencing gender violence against women in the public transport sector in Nairobi*. Dissertation submitted in partial fulfilment of Masters of Art Degree in Project Management at the University of Nairobi. Available from: <http://erepository.uonbi.ac.ke/bitstream/handle/11295/104254/CORAZON%20WASUNA%20OBURE.pdf?sequence=1>. Accessed 27 November 2021.

18 Harrison, J., 2012. *Gender Segregation on Public Transport in South Asia: A Critical Evaluation of Approaches for Addressing Harassment against Women*. Dissertation submitted to the Department of Development Studies, School of Oriental and African Studies, University of London.

19 Mwangi, S., 2011. *Gender relations in public road transport in Africa*. Dissertation submitted to the Institute of Diplomacy and International Studies, University of Nairobi. Available from: http://erepository.uonbi.ac.ke/bitstream/handle/11295/77715/Mwangi_Gender%20relations%20in%20public%20road%20transport%20in%20Africa.pdf?sequence=3&isAllowed=y. Accessed 2 December 2021.



abusive language (26%), overcharging (20%), indecent touch (23.3%) and physical harassment (20%). In a study combining focus group discussions, an online tool, and key informant interviews, The Kenya Youth Generation Equality Consortium indicates that 87.5% of respondents either witnessed or experienced sexual harassment and that the most common form is verbal abuse, which affected 41.7% and which was more prominent at night than during the day²⁰.

Women are generally not well represented in the sector as owners or workers of public transport vehicles. Strengthening women's role in the transport industry will create safer public spaces and better mobility for everyone²¹. In a study of owners and workers from 10 matatu SACCOs in Nairobi, Mwangi, identified three causes for the low participation of women in informal motorized transit in Nairobi, Kenya including colonialism, violence, and the sexual division of labor²². Even though still under-represented, women are increasingly becoming part of the motorized public transport sector. This has partly been facilitated by legal reforms related to employment in the sector and corporate ownership of matatus. For example, Legal Notice 219 of 2013 makes provision for the corporate ownership of matatus and *made it possible for women who typically have access to less resources and financial services to also join the sector through cooperatives and sacco*s²³.

However, there is still a long way to go. The 2019 Population and Housing Census found that only 25% of individuals qualified in transportation-logistics management are women²⁴. A study profiling workers in the matatu sector found that only approximately one in five respondents in the sector were women²⁵. Of the total employed population, only 5.4% are employed in the transport sector representing 4.3% men and 1.1% women²⁶. In a UN Habitat study conducted among workers in the public transport sector, more than half of the women interviewed were unhappy with their current working conditions, most of them, if given a choice, would not want to work in the minibuss public transport industry in its present form²⁷.

A recent World Bank study²⁸ concluded that female workers were more likely to experience sexual harassment than men; the urban transport sector, like other sectors in the economy, still has gender pay gaps; gender stereotypes continue to influence and impact the inclusion of women in the urban transport sector; women are increasingly entering engineering training; and, among informal urban transport operators, women are more concentrated in non-management roles with matatu driver, fleet manager, and clerk roles more likely to be male dominated.

- 20 Kenya Youth Generation Equality Consortium, 2021. *Report on Sexual harassment in Kenya Public Transport*. Available from: <https://yactmovement.org/wp-content/uploads/2021/08/SEXUAL-HARASSMENT-IN-KENYA-PUBLIC-TRANSPORT-A-RAPID-ASSESSMENT-REPORT.pdf>
- 21 UN Habitat, 2018. *Report on gender equity assessment of Nairobi's public minibuss transport services*. Available from: <https://unhabitat.org/sites/default/files/download-manager-files/GEA%20Report%20FINAL.pdf>. Accessed 25 November 2021.
- 22 Mwangi Samuel, 2011. Gender relations in public road transport in Africa. Dissertation submitted to the Institute of Diplomacy and International Studies, University of Nairobi. Available from: http://erepository.uonbi.ac.ke/bitstream/handle/11295/77715/Mwangi_Gender%20relations%20in%20public%20road%20transport%20in%20Africa.pdf?sequence=3&isAllowed=y. Accessed 2 December 2021.
- 23 Mwangi Samuel, 2011. Gender relations in public road transport in Africa. Dissertation submitted to the Institute of Diplomacy and International Studies, University of Nairobi. Available from: http://erepository.uonbi.ac.ke/bitstream/handle/11295/77715/Mwangi_Gender%20relations%20in%20public%20road%20transport%20in%20Africa.pdf?sequence=3&isAllowed=y. Accessed 2 December 2021.

- 24 KNBS, 2019. Population and housing Census, volume IV. Available from: <https://www.knbs.or.ke/?wpdmpro=2019-kenya-population-and-housing-census-volume-iv-distribution-of-population-by-socio-economic-characteristics>. Downloaded: 2 December 2021.
- 25 Global Labour Institute Manchester, 2019. Rapid Bus Transit system. Nairobi Labour Impact Assessment. Available from: <https://www.mobiliseyourcity.net/nairobi-bus-rapid-transit-labour-impact-assessment-research-report-gli>.
- 26 KIPRA, 2020. Kenya Economic Report. Available from : <https://kippra.or.ke/wp-content/uploads/2021/02/Kenya-Economic-Report-2020.pdf>.
- 27 UN Habitat, 2018. *Report on gender equity assessment of Nairobi's public minibuss transport services*. Available from: <https://unhabitat.org/sites/default/files/download-manager-files/GEA%20Report%20FINAL.pdf>. Accessed 25 November 2021.
- 28 Carter, L., Kishiue, A. & Dominguez Gonzalez, K., 2020. Gender in Urban Transport in Nairobi, Kenya Volume II: Employment. © World Bank. Available from: <https://openknowledge.worldbank.org/handle/10986/34610>. Accessed 26 November 2021.



3 | SCOPE, OBJECTIVES, AND USE OF THE STUDY

This study focuses on the travel patterns and experiences of women who use/have access to mobile phones in Nairobi County, Kenya. All seventeen sub-counties of the county, also Kenya's capital, were included in the study. However, given their large numbers compared with the overall sample size, they were grouped together into five clusters based on their socio-economic profiles and proximity to each other. These groupings were used for the determination of sampling quotas and for reporting purposes and are:

- i) Njiru/Kasarani/Embakasi
- ii) Kibra/Mathare
- iii) Kamukunji/Starehe
- iv) Lang'ata/Makadara
- v) Dagoretti/Westlands

This report is aimed at:

- presenting empirical evidence of trends and conditions of gendered transport usage
- identifying obstacles women face when using public transport
- providing summary findings and presenting lessons for policy

The findings of this study are not necessarily suitable for transport planning as it does not provide enough details about commuting patterns of both women and men. However, the data provides insight into women's use of public transport, as well as their experiences while using it. This information can be used for more informed and evidence-based policy development and for mainstreaming gender in public transport.



4. METHODOLOGY

4.1 Questionnaire and approach

Data was collected using CATI methods with GEOPOLL as the CATI service provider for the survey. UN Women East and Southern Africa Regional Office (ESARO) and the Stockholm Environmental Institute (SEI) designed the questionnaire, which was refined with further inputs from Kenyatta University's Women's Economic Empowerment (WEE) Hub, the UN Women Kenya Country Office (KCO), and stakeholders from the public transport sector and city and national government transport departments.

The survey focuses on women's use and experience of public transport in Nairobi. It includes questions on demographics, general transport mode and use patterns, economic activities, and associated transport use as well as knowledge and experience of violence while using public transport.

The total interview length for the questionnaire was 15–20 minutes. The questionnaire consisted of multiple-choice and scale-based response categories and did not include any open-ended questions.

4.2 Sample

The study design was based on a sample of 2,400 women aged 18 years and older who use public transport, reside in Nairobi County, and have access to or own a mobile phone. The sample conformed to predetermined quotas that were representative of the population of Nairobi County by age group, sex, and sub-county. As indicated previously, given the relatively small sample size, the sub-counties were

grouped into five clusters²⁹ based on similar socio-economic conditions as well as location. The demographic base data was obtained from KNBS and based on their most recent population estimates for Nairobi County. With a sample size of $n=2,400$, the margin of error is $\pm 2.0\%$ at 95% confidence level for reporting at national level. This makes the survey representative of women in Nairobi County who own mobile phones but adjusted to the demographics of the population by age, sex, and location.

The data was collected between August 19 and September 1, 2021. Actual data collection included 2,484 women with the sample then adjusted via benchmarking to correspond with the demographic quotas determined prior to the commencement of the study as well as the targeted sample size.

4.3 Ethical and safety considerations

The study was executed to guarantee confidentiality and anonymity and ethical and safety principles were followed to ensure that no additional harm, risk, or distress was imposed on women and men who took part in the data collection being conducted remotely. Informed consent was obtained from each participant and respondents were provided with GBV helpline contact details in the event that they needed to contact them. The survey process also safeguarded the safety of interviewers. The recommended anti-COVID-19 barrier behaviors among teams of interviewers were observed

²⁹ The clusters are: Njiru/ Kasarani/ Embakasi; Kibra/ Mathare; Kamukunji/ Starehe; Lang'ata/Makadara and Dagoretti/Westlands.



to avoid any risk of contamination and virus transmission. Working hours were in accordance with curfews as mandated.

4.4 Analytical focus of the study

Data was analyzed using Excel and STATA software and data weighted to better reflect the demographic distribution of women in Nairobi County by sex, age, and sub-county. Descriptive statistics and

disaggregated frequencies by sex and age group were compiled and data visualized using Excel. This is presented in the subsequent sections.

The research analysis and recommendations focus on highlighting the needs of women who use public transport in Nairobi using basic statistical analysis aggregated by age and location.



5 | RESULTS

5.1 Demographic characteristics of the respondents

This assessment of gender and public transport is based on a random sample of women aged 18 years and older, who live in Nairobi County, utilize or have access to mobile phones, and make use of public

transport. Sample quotas were determined based on the latest demographic estimates by sex, age and five clusters of sub-counties. Where quotas were not fully realized, a post collection adjustment took place through benchmarking. The table below summarizes the characteristics of those who were included in the sample.

Table 1: Demographic profile of the respondents

Characteristic		Statistic	
		Number	Percentage
Total	Total	2,400	100.0
Age group	18-24	599	25.0
	25-34	907	37.8
	35-44	503	20.9
	45-54	242	10.1
	55+	149	6.2
Sub-county of residence	Total	2,400	100.0
	Njiru/ Kasarani/ Embakasi	1,298	54.1
	Kibra/ Mathare	209	8.7
	Kamukunji/ Starehe	253	10.6
	Lang'ata/Makadara	228	9.2
	Dagoretti/Westlands	417	17.4
Head of household	Head of household	1,266	52.8
	Total number of heads	1,266	100.0
	18-24	183	30.6
	25-34	495	54.5
	35-44	320	63.7
	45-54	166	68.7
	55+	102	68.5
Highest level of education	Total	2,400	100.0
	No formal education	8	0.3
	Some Primary School	54	2.3
	Completed Primary School	144	6.0
	Some Secondary School	146	6.1
	Completed Secondary School	577	24.0
	Technical & Vocational Training	153	6.4
	Completed University/College	1251	52.1
	Completed Post Graduate	60	2.5
	Don't know/refused	7	0.2
Live with others	Yes	2,016	84.0



In line with the demographic profile of the Nairobi County population, 62.8% of women are aged between 18 and 34 years. Slightly more than half (52.8%) of the women interviewed are household heads and most live with others (84.0%). With regard to their highest level of education 24.0% completed secondary education and a further 61.0% have either a technical or vocational training qualification or university/college or higher.

Access to public transport is often a problem for persons with disabilities. In this survey, international best practice questions such as the Washington Group questions³⁰ were not used. Even though the response categories are similar to that of the Washington Group, the question was phrased differently to get a better

30 The Washington Group (WG) Questions are targeted questions on individual functioning intended to provide a quick and low-cost way to collect data, which allows disaggregation by disability status.

indication of the health and wellbeing nexus with public transport.

Seven per cent of the respondents had physical hindrances that made it difficult to use public transport. Given that women aged 34 years and younger form the biggest part of the sample, they also comprised the biggest sub-group with problems (41.3%). However, as expected, the age-specific percentages show that women older than 55 years are significantly more likely to experience problems (26% compared to 2.4% of the 18 to 24 age group and 11% respectively for age groups 35-44 and 45-54). Walking (41.9%) and chronic illnesses presented the biggest difficulties (21.8%). Sixteen per cent of respondents also had difficulties seeing well.

Table 2: Difficulties when using public transport

Difficulties	Age group	Number of cases in age group	Number of women with difficulties in age group	Percentage of age group	Percentage of everyone with difficulties
Respon-dents with physical hindrance that makes it difficult to use public transport	Total	2,400	163	6.8	100.0
	18-24	599	14	2.4	8.6
	25-34	907	37	4.1	22.7
	35-44	503	46	9.2	28.2
	45-54	242	27	11.2	16.6
	55+	149	39	26.0	23.9
Hindrance Description		Number of cases with a specific difficulty	Percentage of those with difficulties		
	Total	163	100.0		
	Walking	68	41.9		
	Seeing	26	16.1		
	Hearing	14	8.9		
	Remembering	4	2.3		
	Chronic illness	35	21.8		
	Other	21	13.1		



Table 3: Public transport mode used most frequently, by age group (multiple responses)

Public transport mode (more than one response is possible)	Age group					
	Total	18-24	25-34	35-44	45-54	55+
Total	100.0	100.0	100.0	100.0	100.0	100.0
Matatu [14-seater]	57.8	56.3	58.6	57.6	58.2	56.3
Matatu minibus [14 – 59-seater]	61.6	59.6	65.6	57.9	60.1	57.8
Matatu big bus [60 plus seats]	22.5	27.1	24.3	21.1	17.7	11.6
Tuk-tuk/three-wheeler	6.3	6.6	6.1	4.7	5.4	14.2
Boda-Boda/motorcycles	21.9	21.5	23.3	22.7	18.6	16.2
Taxi/Uber/lift, etc.	14.6	12.4	17.8	11.4	12.6	16.2
Train	2.7	1.5	3.6	3.4	0.9	1.9
Other	0.2	0.0	0.0	0.2	0.9	0.0

5.2 General public transport use

Table 3 shows the public transport mode most frequently used by the respondents. It confirms that the matatu minibus 14-59-seater is used most frequently (61.6%). This is followed by the 14-seater matatu (57.8%). Matatus (big buses) and boda-bodas are almost equally likely to be used at 22.5 and 21.9% respectively. The data also confirms that younger women (18-24 age group) are more likely to use boda-bodas (approximately 22% for the age group 18-44) than the older group of women (16.2% for 55+ age group). Women aged 25-34 years and those aged 55 years and older are more likely to use taxis/Ubbers (17.8% and 16.2%) than those in other age

groups. Big buses (27.4%) are more likely to be used by younger women (18-24 years), than women 55 years and older (11.6%).

With regard to the frequency of use, nearly half (49.4%) of the women interviewed use public transport daily and a further 41.3% use it more often than once a week, but not daily (see Figure 1). With regard to age groups, women aged 18-24 years are most likely to use public transport at least once a week or more often (95.5%), followed by the 25-34 group (90.6%). The age group of women least likely to travel once a week or more often is the 55 year and older. Only 81.3% of these women travelled that frequently using public transport.

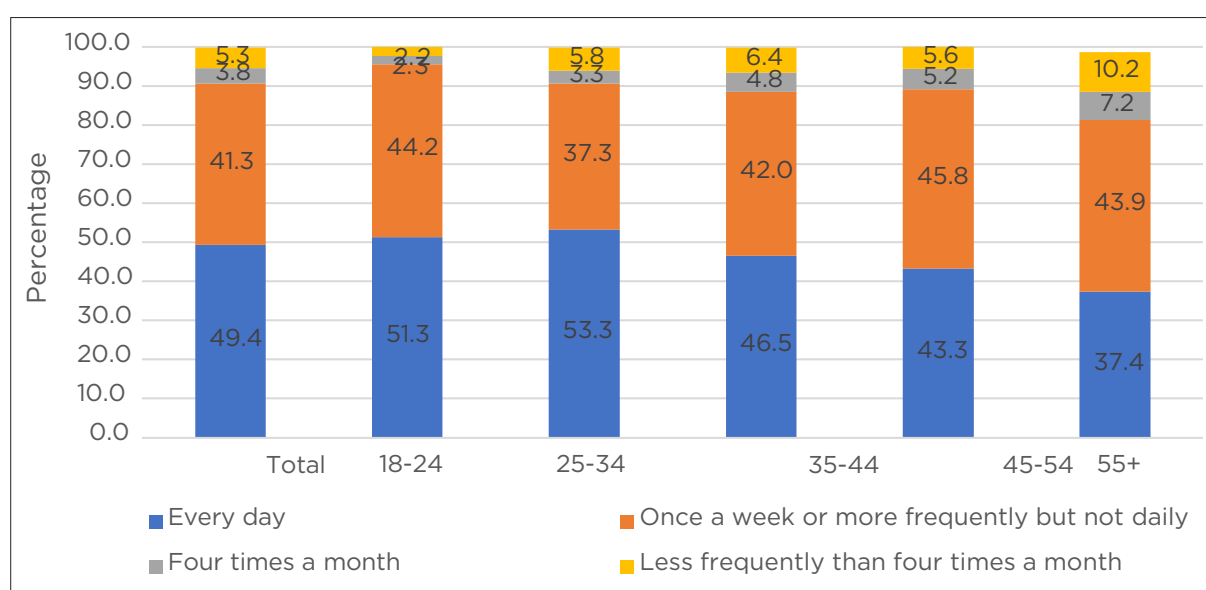


Figure 1: Frequency of public transport use



According to Figure 2, public transport is most likely to be used for going to work (44.3%) and shopping or going to the market (41.6%). Business or trading purposes (28.4%) as well as travel for leisure purposes are next at 25.3%. Only 13% of the respondents use public transport to travel to school or other educational institutions.

Table 4 summarizes the purpose for which public transport is being used from the perspective of the sub-county of residence as well as age group. It shows that women living in Kibra/Mathare (46.5%) were more likely than those living in the other sub-counties to use public transport for shopping or going to the market. Women

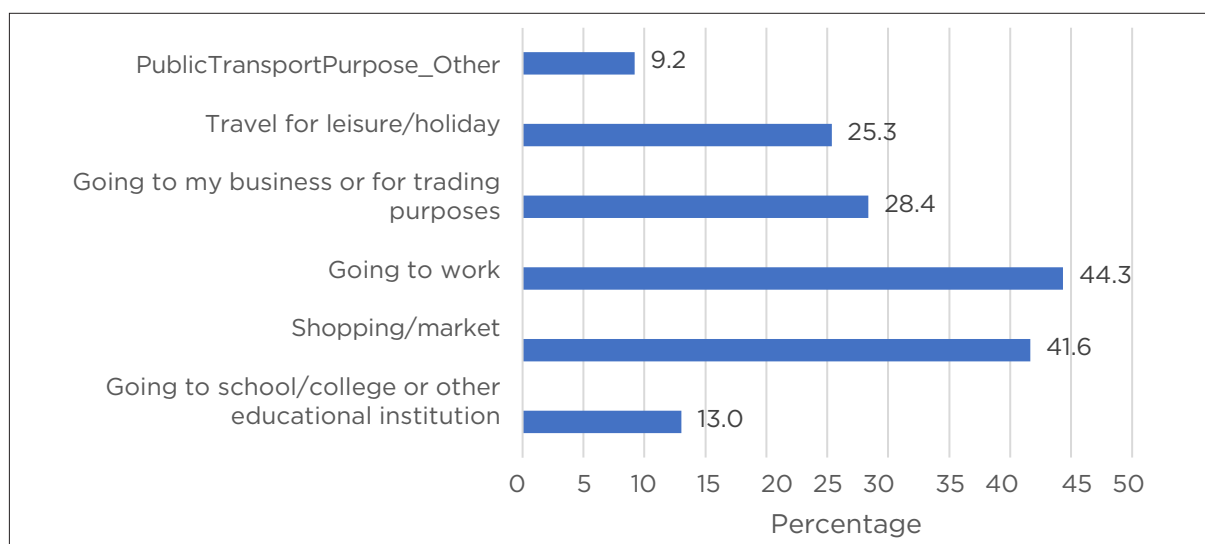


Figure 2: Purpose of public transport use

Table 4: Purpose for using public transport, by sub-county of residence and age group (multiple responses possible)

Travel purpose	Sub-County of residence				
	Njiru/ Kasarani/ Embakasi	Kibra/ Mathare	Kamukun- ji/ Starehe	Lang'ata/ Makadara	Dagoretti/ Westlands
Going to school/college or other educational institution	13.2	11.7	14.9	16.7	10.2
Shopping/market	41.6	46.5	34.5	42.4	43.0
Going to work	41.8	44.3	54.8	45.8	45.0
Going to my business or for trading purposes	27.0	30.3	30.2	33.1	28.1
Travel for leisure/holiday	25.5	25.1	21.0	23.2	28.8
Other	9.7	10.0	6.3	8.5	9.4
Age group	Age group				
	18-24	25-34	35-44	45-54	55+
Going to school/college or other educational institution	37.5	5.4	5.1	4.0	2.5
Shopping/market	38.0	40.8	40.2	47.8	55.7
Going to work	35.1	52.5	46.0	42.1	29.5
Going to my business or for trading purposes	19.7	27.8	33.5	36.1	36.9
Travel for leisure/holiday	33.5	25.6	18.7	16.0	28.3
Other	7.1	8.7	10.1	10.1	15.8



living in Kamukunji/Starehe are significantly more likely (54.8%) than those living elsewhere (approximately 45% for other sub-counties) to use public transport to travel to work. Those living in Langata and Makadara (33.1%) were more likely than women from other sub-counties to use public transport for business purposes.

The age cohort most likely to use public transport to attend an educational institution is the age group 18-24 years with 37.5% in this group indicating that they use public transport for this purpose. Older women 55 years and older (55.7%) are more likely than other age groups to use public transport for shopping or travelling to the market, while those aged 18-24 years (38%) are the least likely to use it for the same purpose. The age groups 18-24 years, 25-34 years and 35-44 years were more likely than older women to use public transport to travel to work. Approximately 1 in 2 (52.5% and 46.0% respectively) indicated this usage pattern, while women aged 55 years and older are least likely to use it for this purpose (29.5%). With regard to using public transport, young women aged 18-24 years are more likely than any other age group to use public transport for leisure/holiday travel (60.0%).

Women aged 35 years and older are more likely than the other age groups to use public transport for trading or business purposes with approximately 36% in the age groups 45-54 years and 55 years and older, and 33.5% in the 35-44 years age group also indicating this purpose.

5.3 Economic activities

5.3.1 General overview of economic activities

The women sampled are mostly either working for someone else (34.5%), involved in informal business activities (33.4%) or not working and are looking for a job (13.1%). Around 13% of women indicated that they are neither working nor looking for a job. This could include full-time students and women who are homemakers, among others (Figure 3).

Women aged 45-54 and 35-44 years are much more likely to be economically active (88.4% and 85.6% respectively) than all other age groups. Those aged 18-24 years (54.9%) are least likely to be involved in economic activities followed by the 55 years and older cohort (71.8%). However, within age groups, economic activity ranged from

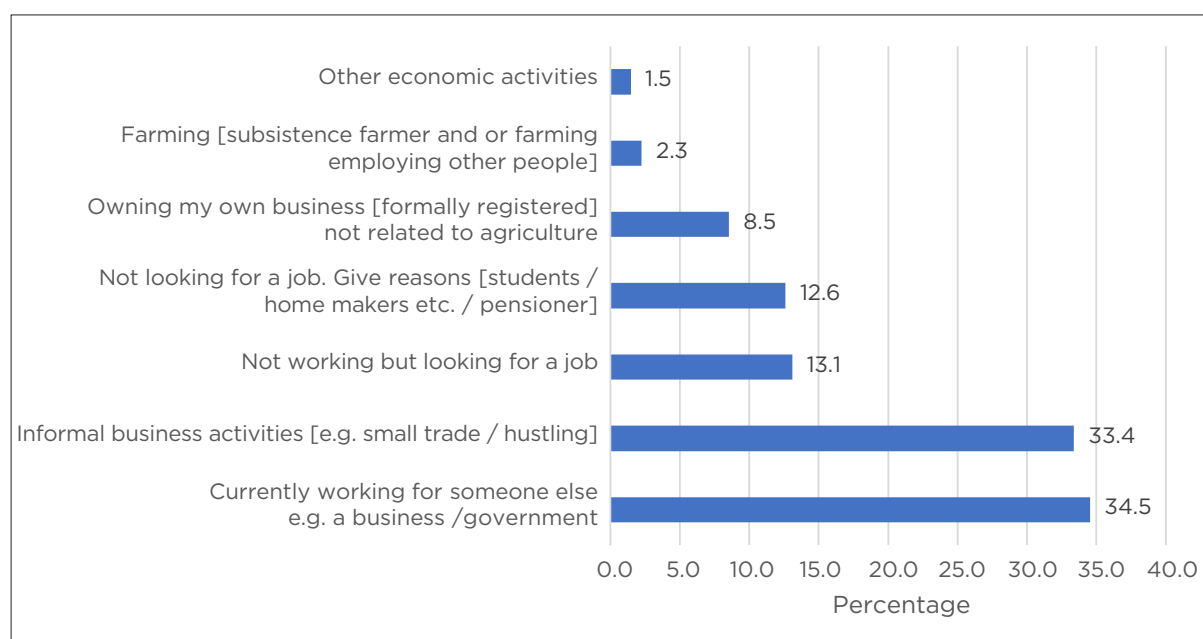


Figure 3: Nature of economic activities



44.7% (18-24) to 74.5% (25-34) and 76.2% (35-44). According to Figure 4, women living in Kamukunji/Starehe (81.4%) are more likely to be economically active than women living elsewhere. This can largely be attributed to their higher involvement in paid employment/working for someone else (41.8%) compared to women from Dagoretti/Westlands (40.2%) and Langata/Makadara (35.5%) (Figure 5). Women living in Kibra/Mathare and Nijuryu/Kasarani/Embakasi are more likely to be engaged in informal business activities (42.8% and 34.7%) than formally employed (30% and

31.8% respectively).

Women living in Langata/Makadara (5.3%) and Kamakunji/Starehe (3.2%) were more likely than women from other sub-counties to be involved in farming.

Whereas Figure 5 provides information on the sub-county of residence of economically active respondents, Figure 6 disaggregates the same information by age group. It is evident that even though there are some fluctuations between different sub-counties in terms of women's main economic activities, the differences between age

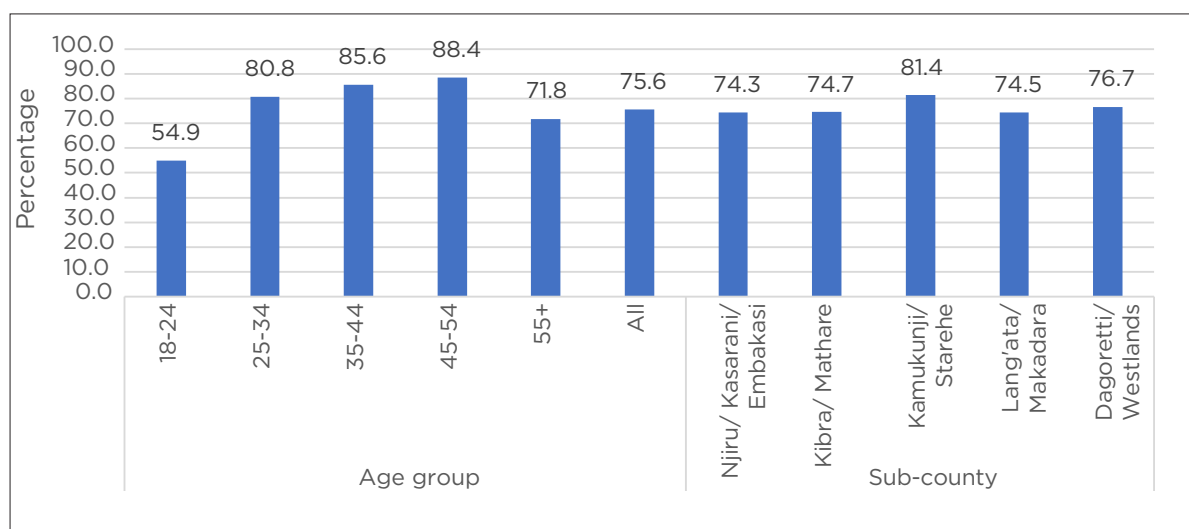


Figure 4: Women who are involved in at least one economic activity, by age group and sub-county of residence

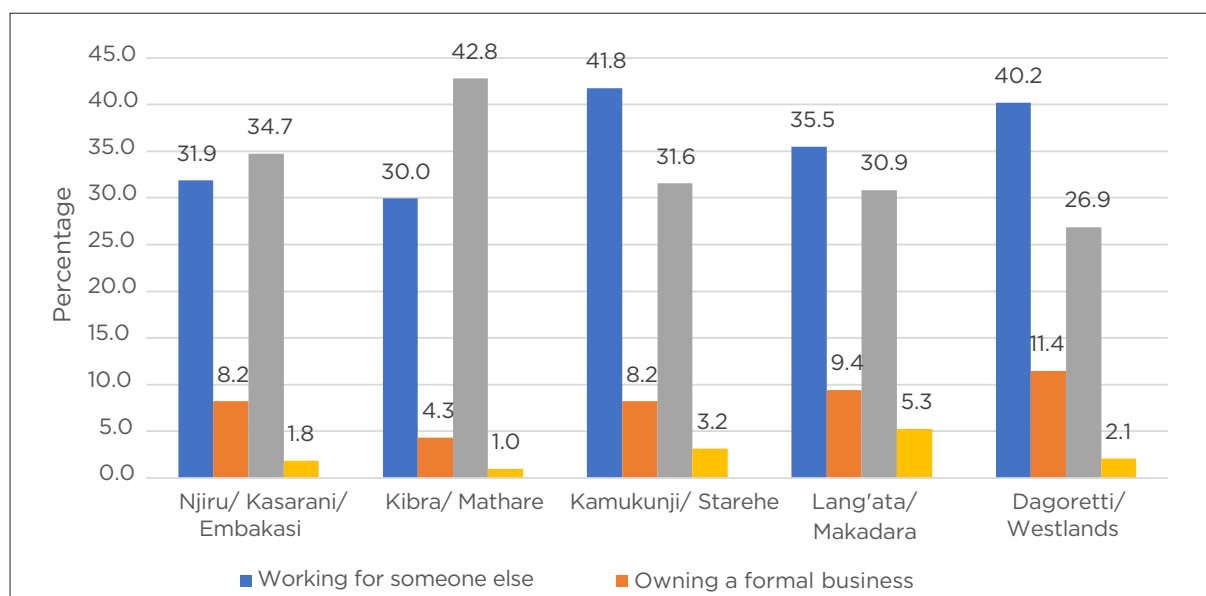


Figure 5: Employment status of women who are economically active, by sub-county of residence



groups are much starker. First, the age groups 25-34 and 35-44 years are more likely to be economically active than other age groups. However, whereas working for someone else is common in the 18-24 and 25-34 years age groups, 35-44 and 45-54 year-olds are more likely to be involved in informal business activities than working for someone else. Women aged 55 years and older are least likely to engage in paid work for someone else and/or informal business activities. However, they are the most likely to indicate that they are involved in farming activities (11.6%).

Between 62% and 65% of respondents indicated that their economic activities changed due to COVID-19 (Figure 7).

Most respondents (64%) said that their economic activities changed due to COVID-19 (Figure 7). Women living in the Njiru/Kasarani/Embakasi (65.1%), Kamukunji/Starehe (64.2%) and Kibra/Mathare sub-counties (64%) were more likely to be affected than women living in other parts of Nairobi County. This is marginally higher than in Langata/Makadara (61.8%) and Dagoretti/Westlands (61.9%).

According to Figure 8, women from Kibra/Mathare were most likely to be affected by losses and decreases in individual income due to COVID-19 (90%). This is significantly higher than the least affected areas Langata/Makadara and Dagoretti/Westlands (approximately 77% in both).

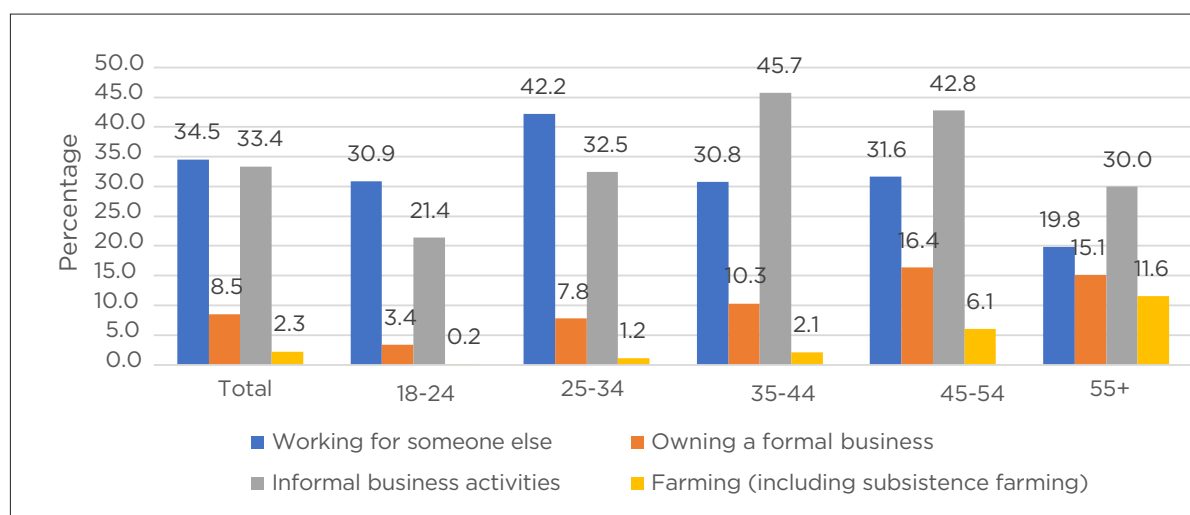


Figure 6: Employment status of those who are economically active, by age group

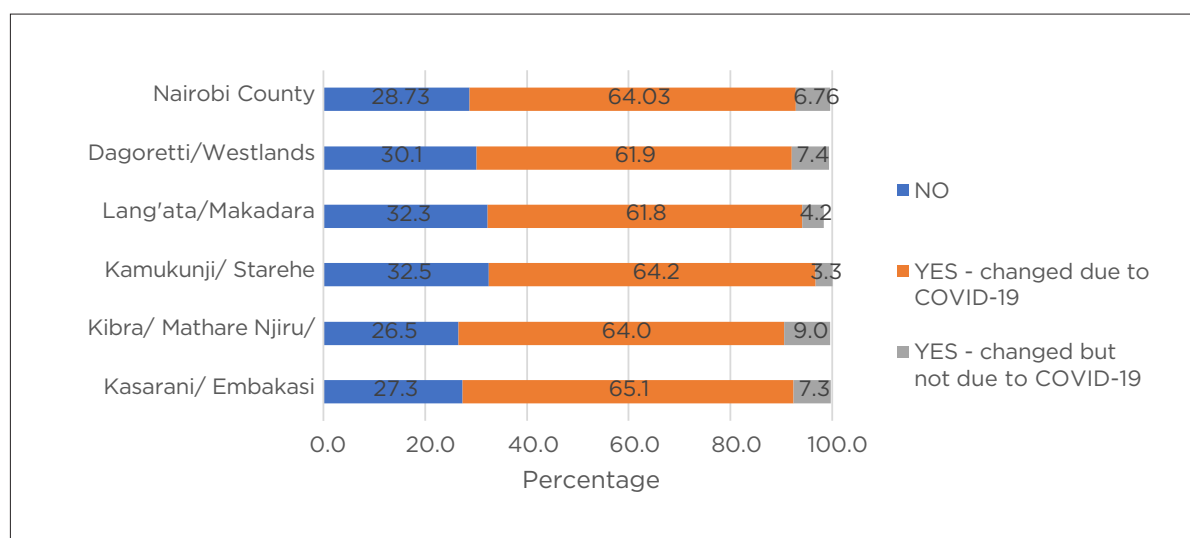


Figure 7: Changes in economic activities since the onset of COVID-19, by place of residence



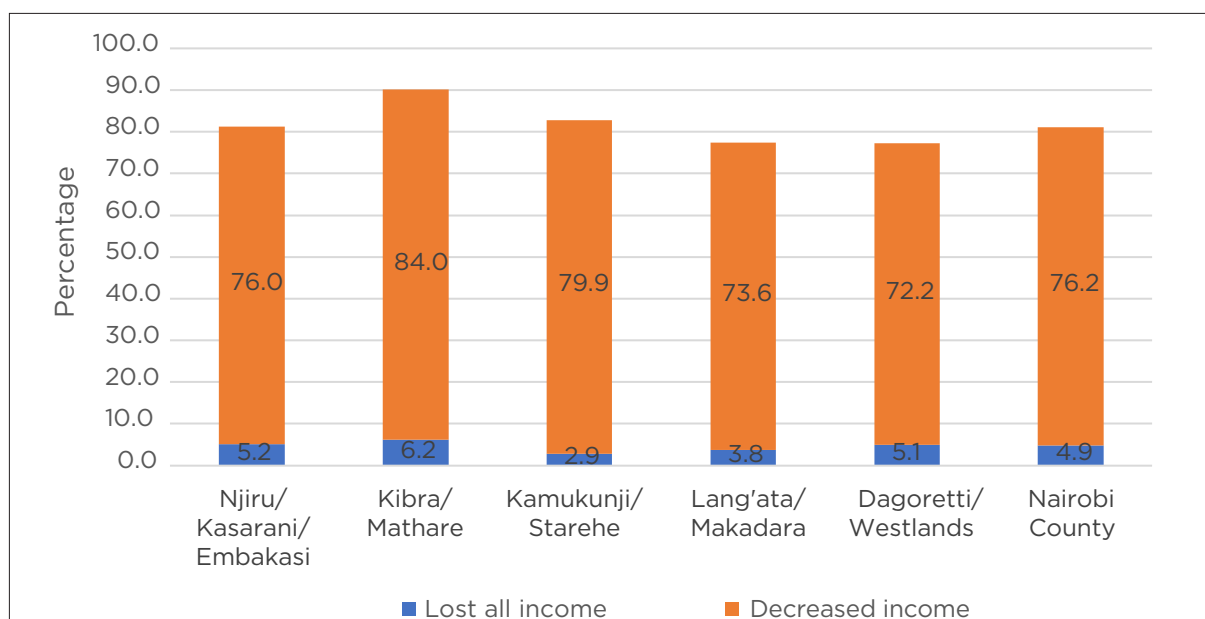


Figure 8: Respondents whose personal income decreased or stopped altogether since the onset of COVID-19, by place of residence

Figure 9 shows that more than eight out of ten respondents lived in households where the combined household incomes decreased during the pandemic. Women living in Kibra/Mathare (91.1%) were most likely to be affected by reduced combined household income while those in Dagoretti/Westlands (79.5%) were least likely to be affected. In the remainder of the sub-counties, approximately 83% of respondents lived in households whose combined incomes decreased. Respondents who are economically active indicated that the enterprises they

own/work for are mostly registered by the Government (48.6%) while 48.8% are not registered (Figure 10). It is worth noting that the question on registration was only asked of individuals who were economically active; in the question on economic activity, individuals had the option of selecting more than one economic activity, while the question on registration only referred to one activity. Furthermore, some individuals may have been reluctant to disclose their official status during the survey if the status was “unregistered”.

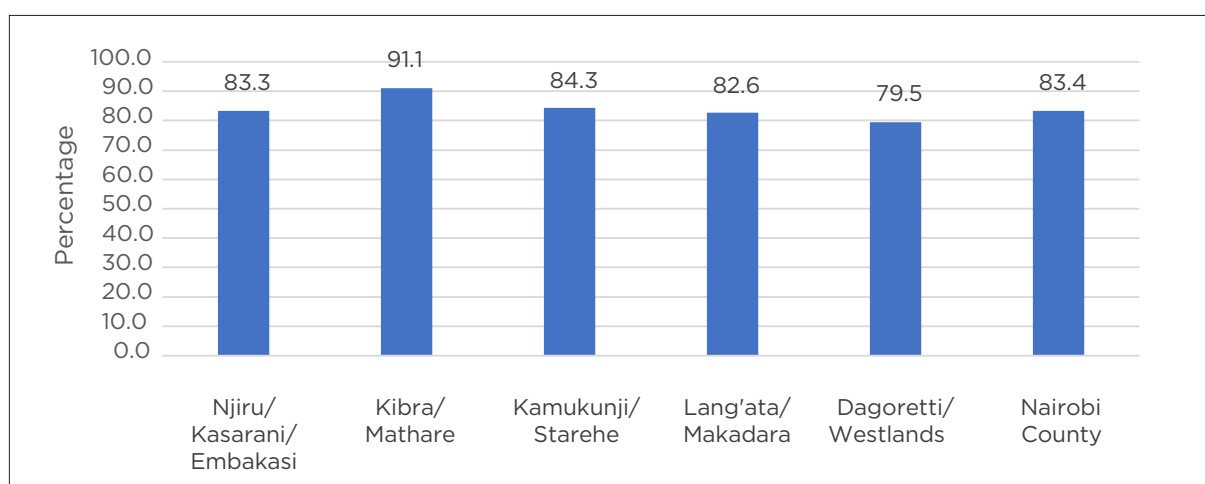


Figure 9: Respondents whose combined household income has decreased since the onset of COVID-19, by sub-county of residence



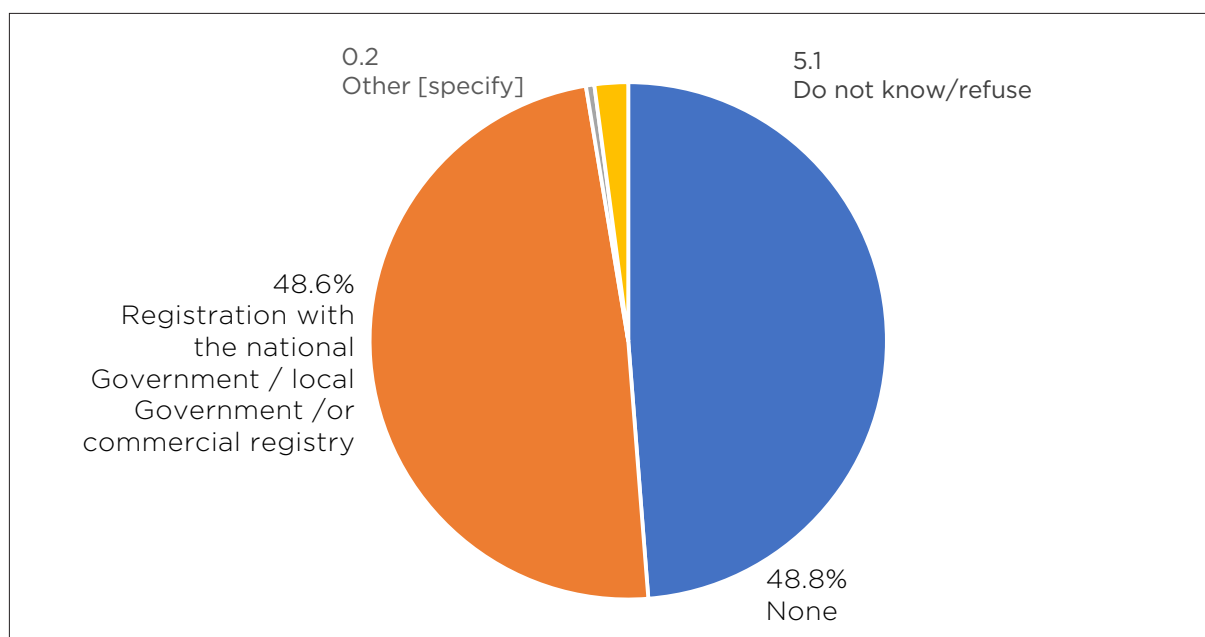


Figure 10: Registration status of business or place of employment

According to Table 5, women in Kamukunji/Starehe (54.6%), Lang'ata/Makadara (53.3%) and Dagoretti/ Westlands (56.1%) were the most likely to work for registered companies, while those resident in Kibra/ Mathare (34.9%) were the least likely.

The analysis of enterprise registration status by age group shows that women aged

35-44 years (39.6%) and those aged 45-54 years (36.2%) were the least likely to work for registered businesses, while those aged 18-24 years (55.3%) and 25-34 years (54.5%) were the most likely.

Figure 11 summarizes the economic sector or the place of employment/own business.

Table 5: Registration status of business or place of employment, by sub-county of residence

Type or registration	Sub-county of residence				
	Njiru/ Kasarani/ Embakasi	Kibra/ Mathare	Kamukunji/ Starehe	Lang'ata/ Makadara	Dagoretti/ Westlands
None	52.0	64.4	43.1	41.0	39.2
Registration with the national/local Government	46.3	34.9	54.6	53.3	56.1
Other [specify]	0.1	0.0	0.9	1.2	1.5
Don't know/Refused	1.6	0.6	1.3	4.5	2.6
Type or registration	Age group				
	18-24	25-34	35-44	45-54	55+
None	43.0	42.7	58.4	60.2	47.1
Registration with the national/local Government	55.3	54.5	39.6	36.2	49.2
Other [specify]	0.6	0.4	0.2	0.9	1.8
Don't know/Refused	1.2	2.2	1.8	2.7	1.9



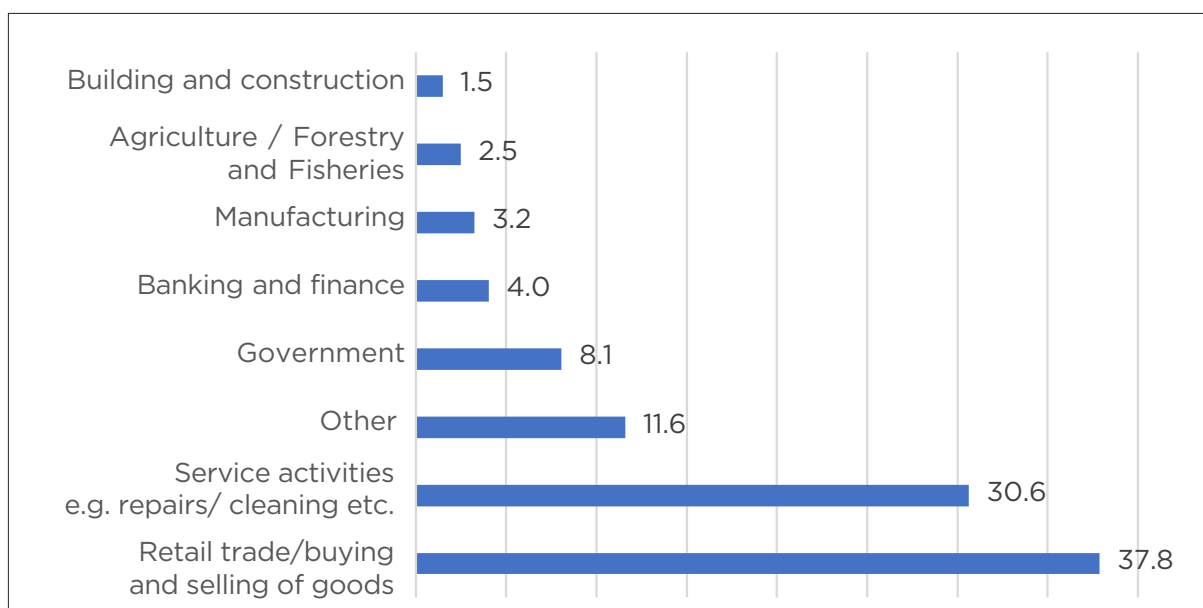


Figure 11: Economic sector of the place of employment/own business

Approximately four out of ten (37.8%) of these businesses are involved in retail trade/buying and selling of goods. This is followed by service activities (30.6%) and 'Other' (11.6%).

Table 6 summarizes the business sector type of economic activity against place of residence and age group of the respondents. The two dominant sectors across all sub-counties are retail and service industries, with each of these sectors dominant in different sub-counties. Retail trade dominates in Njiru/Kasarani/ Embakasi (41.3%) and Langata/Makadara while a greater percentage of women in Kibra/Mathare engage in service activities compared to retail. Women in Dagoretti/Westlands are equally likely to be involved in the retail trade and service sectors (31.6% for each).

When disaggregation by age group is considered, the following patterns stand out:

- 1) Women aged 35 years and older are more likely to be involved in retail trade (around 40% or more) than younger women approximately 34% of whom engage in this sector.
- 2) The service sector is more likely to be the sector of employment of younger women. Nearly four out of ten (39%)

of women in the 18-24 years age group who are economically active work in this sector compared to 35% in the retail sector. Involvement in the service sector declines with age with only two in ten women aged 55 years and older indicating that they work in this sector.

5.3.2 Use of public transport for economic activities

Nearly three in ten respondents (31.8%) travel to Njiru/Kasarani/Embakasi for work purposes. This is followed by the Kamukunji/Starehe (25.4%) and Dagoretti/Westlands sub-counties. Less than 8% travel to Langata/Makadara and Dagoretti/Westlands. Only 2% of the women interviewed indicated that they travel for work purposes to a county outside of Nairobi County.

Table 7 summarizes the place of residence against the place of work. It shows the following:

- 1) Nearly 7 in 10 (68.9%) of those who work outside Nairobi County live in Njiru/Kasarani/Embakasi.
- 2) Nearly 9 in 10 workers (87.5%) in Njiru/Kasarani/Embakasi also live there. The county with the second highest residential work force is Kibra/Mathare (81.2%).



Table 6: Type of business sector where employed, by sub-county of residence and age group

Sector	Sub-county of residence				
	Njiru/ Kasarani/ Embakasi	Kibra/ Mathare	Kamukunji/ Starehe	Lang'ata/ Makadara	Dagoretti/ Westlands
Agriculture / Forestry and Fisheries	2.2	0.0	4.0	4.5	2.4
Manufacturing	3.0	5.0	3.9	5.0	1.8
Building and construction	0.9	0.6	2.6	0.5	3.3
Retail trade/buying and selling of goods	41.3	35.4	33.5	37.7	31.6
Service activities e.g. repairs / cleaning etc.	30.9	37.3	29.2	22.3	31.6
Banking and finance	2.7	2.6	4.5	5.0	8.0
Government	7.2	7.0	10.3	11.9	7.7
Other	11.0	12.1	11.5	12.6	12.7
DON'T KNOW	0.7	0.0	0.5	0.0	0.6
REFUSED	0.1	0.0	0.0	0.6	0.3
Age group					
Sector	18-24	25-34	35-44	45-54	55+
Agriculture / Forestry and Fisheries	1.1	2.1	1.6	4.6	8.9
Manufacturing	2.9	3.3	2.2	5.0	4.2
Building and construction	1.2	2.1	1.3	0.0	1.7
Retail trade/buying and selling of goods	34.7	34.1	44.4	41.0	40.5
Service activities e.g. repairs / cleaning etc.	39.0	31.6	28.0	24.9	19.8
Banking and finance	6.1	5.4	2.2	1.4	0.9
Government	3.5	8.9	9.0	9.5	9.6
Other	11.4	11.6	10.5	13.2	13.4
DON'T KNOW	0.0	0.7	0.7	0.5	0.9
REFUSED	0.3	0.3	0.0	0.0	0.0

- 3) Dagoretti/Westlands have similar profiles for workers from Dagoretti/Westlands working there (68.2%) as well as individuals living in other sub-counties and working in Dagoretti/Westlands (63.3%).
- 4) Workers in Kamukunji/Starehe are more likely to come from Njiru/Kasarani/Embakasi (38.9%) than from Kamukunji/Starehe (27.6%).
- 5) Most significant travel patterns that do not take place within the same cluster from place of residence to place of work take place from Njiru/Kasarani/Embakasi towards other sub-counties. So, for example, 38.9% of workers in Kamukunji/Starehe, 24% in Langata/Makadara, and 16.5% in Dagoretti/Westlands travel from Njiru/Kasarani/Embakasi to get there.



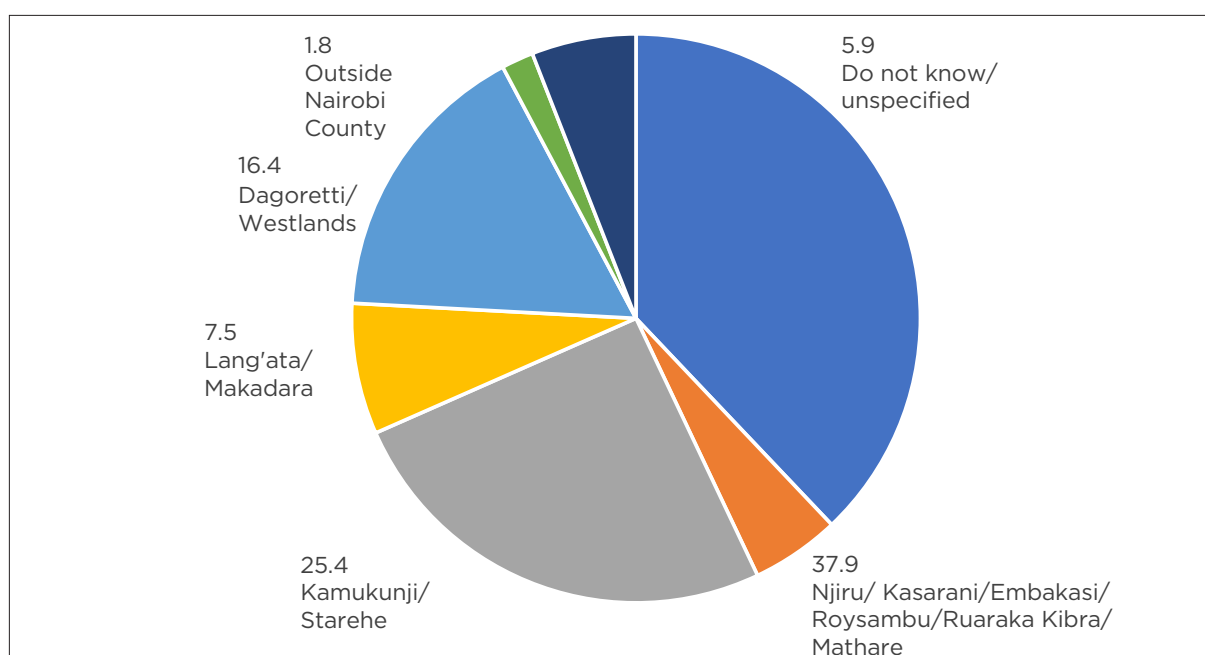


Figure 12: Destination sub-county for work related travel

Table 7: Sub-county of residence and sub-county of work/business

Sub-county of work/business	Sub-county of residence									
	Njiru/ Kasarani/ Embakasi		Kibra/ Mathare		Kamukunji/ Starehe		Lang'ata/ Makadara		Dagoretti/ Westlands	
	Row %	Col %	Row %	Col %	Row %	Col %	Row %	Col %	Row %	Col %
Total	53.2	100	8.6	100	11.4	100	9.2	100	17.7	100
Njiru/ Kasarani/ Embakasi	87.5	62.4	2.3	10.2	5.7	19.0	2.3	9.7	2.2	4.7
Kibra/ Mathare	9.6	0.9	81.2	47.5	2.1	0.9	6.1	3.4	1.0	0.3
Kamukunji/ Starehe	38.9	18.6	8.6	25.3	27.6	61.8	10.3	28.5	14.6	21.1
Lang'ata/ Makadara	24.0	3.4	5.9	5.1	10.0	6.6	54.5	44.3	5.6	2.4
Dagoretti/ Westlands	16.5	5.1	4.3	8.2	5.6	8.1	5.4	9.6	68.2	63.3
Outside Nairobi county	68.6	2.3	3.0	0.6	8.6	1.4	11.2	2.2	8.7	0.9
Do not know/ unspecified	65.5	7.3	4.6	3.2	4.3	2.3	3.5	2.3	22.1	7.4

Given women's more complex daily activities and consequently mobility patterns, time spent travelling has a significant impact on women's wellbeing and productivity. Figure 13 summarizes the total travel time of respondents to their places of work/business as well as the time they spend waiting for public transport when leaving for work and for their return

home. Nine out of ten women (90.2%) spend more than 15 minutes or more to get to their places of employment while 54% travel for 30 minutes. Waiting times for going to work are generally shorter than waiting times to go home. Three in 10 women wait more than 15 minutes for transport when travelling to work, while 46% wait longer than 15 minutes on



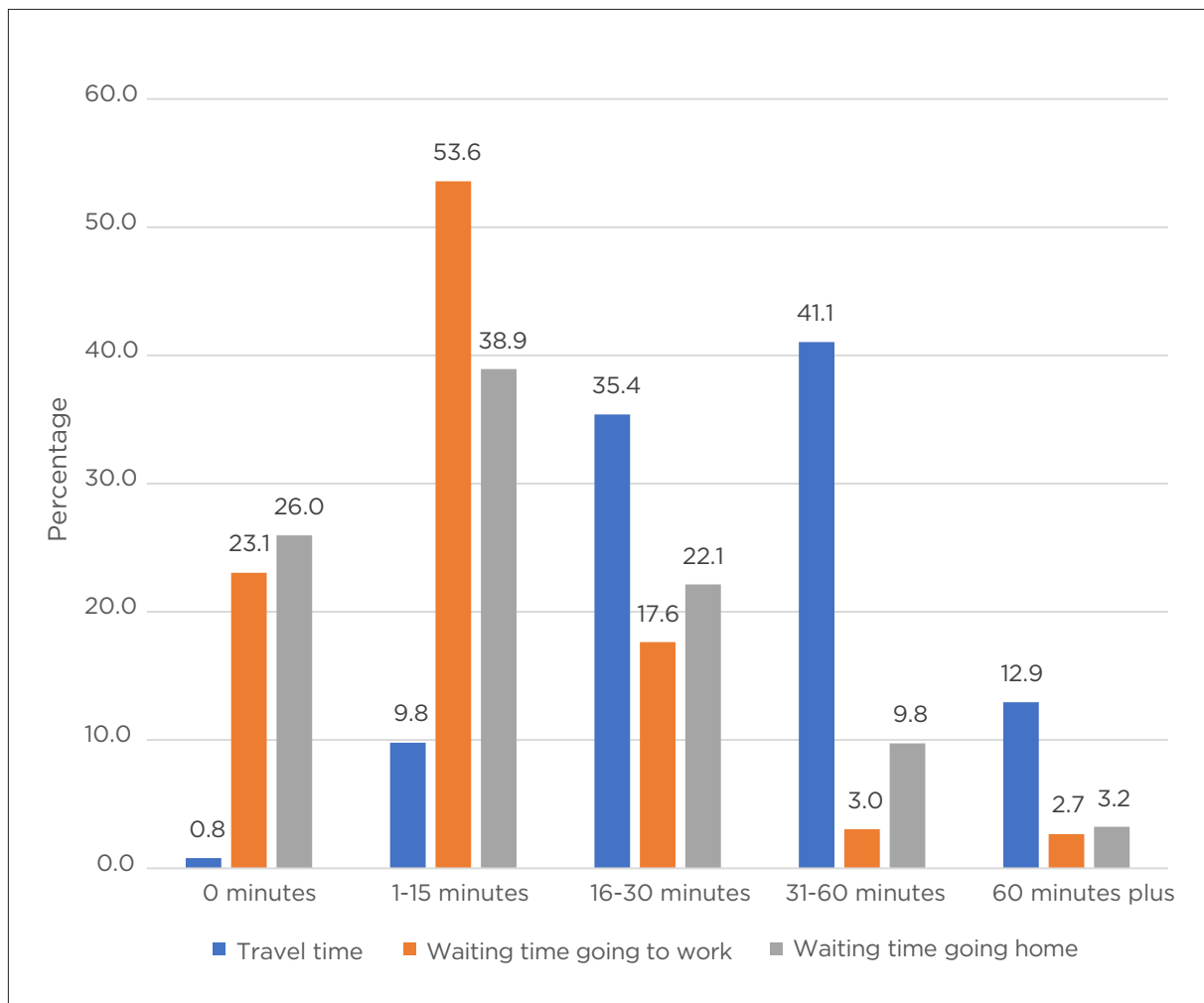


Figure 13: Travel time to work and time spent waiting when going to work and home

their way from work to their homes. The proportion of women who wait between 0 and 15 minutes declines from 53.6% when going to work to 38.9% when they need to travel home.

Table 8 summarizes travel times and waiting times by sub-county of residence as well as sub-county of work/economic activity. It shows that women residing in Langata/Makadara are most likely to travel for more than 30 minutes when going to work (67%). They are also most likely to wait for more than 15 minutes for transport when going to work and when coming back from work than residents from any other sub-county. Approximately 56% of women living in Njiru/Kasarani/Embakasi and 47% in Kamukunji/Starehe travel for 31 minutes or longer to reach their places of work.

Waiting times for public transport when going to work are relatively low. More than two thirds of women spend 15 minutes or less waiting for public transport when going to work. Similar percentages of women wait for 15 minutes or less in most sub-counties except for the two extremes: Kamukunji where the vast majority (82.4%) wait for less than 15 minutes and Langata and Makadara where 70% wait for that long.

However, when comparing waiting times after work when trying to return home, the patterns change. As already seen, more women are likely to wait longer for public transport when on their way home from work than when they traveled to work. Women living in Kibra/Mathare and Kamukunji/Starehe were the least likely to wait longer than 15 minutes (approximately



Table 8: Public transport travel time and waiting time by sub-county of residence

Travel time duration	Sub-county of residence				
	Njiru/ Kasarani/ Embakasi	Kibra/ Mathare	Kamukunji/ Starehe	Lang'ata/ Makadara	Dagoretti/ Westlands
Total	100.0	100.0	100.0	100.0	100.0
0 minutes	0.9	0.0	0.9	0.5	0.9
1-15 minutes	9.0	11.4	13.0	12.7	8.0
16-30 minutes	34.1	45.6	38.4	20.0	40.6
31-60 minutes	40.6	34.8	40.9	53.7	39.0
61-90 minutes	6.2	3.1	4.1	5.7	5.4
91-120 minutes	6.5	3.2	2.3	6.2	4.4
121 plus minutes	2.8	1.9	0.5	1.1	1.8
Waiting time going to work					
Total	100.0	100.0	100.0	100.0	100.0
0 minutes	27.1	17.6	17.9	13.7	21.9
1-15 minutes	49.0	58.3	64.5	56.3	56.7
16-30 minutes	17.5	19.0	13.6	24.4	16.5
31-60 minutes	3.4	3.2	2.7	1.7	2.9
61-90 minutes	2.8	1.9	1.3	3.9	1.5
91-120 minutes	0.0	0.0	0.0	0.0	0.0
121 plus minutes	0.3	0.0	0.0	0.0	0.6
Waiting time going back home					
Total	100.0	100.0	100.0	100.0	100.0
0 minutes	29.3	27.2	19.5	19.6	22.9
1-15 minutes	33.3	44.9	53.9	40.3	42.5
16-30 minutes	22.8	19.7	17.1	27.3	21.9
31-60 minutes	11.4	5.1	7.7	8.1	9.5
61-90 minutes	2.3	1.3	0.9	2.9	1.5
91-120 minutes	1.0	1.9	0.9	1.8	1.8
121 plus minutes	0.0	0.0	0.0	0.0	0.0

20% of them) while women travelling to Njiru/Kasarani/Embakasi (37.5%) and Langata/Makadara (40.1%) were most likely to wait for that long when returning home.

5.4 Public transport related problems

One of the most important questions in the questionnaire in the context of women and public transport is on the extent to which certain issues place serious or very serious limitations on the respondent's ability to engage in their economic activities. Figure 14 summarizes these findings for all of Nairobi County. Respondents' biggest concerns were:

- Heavy/slow traffic (54.5%)
- High cost of transport (50.3%)
- Leave home very early due to congestion (46.5%)
- Goods/possessions being stolen (38.7%)
- Misconduct by crew (33.5%)



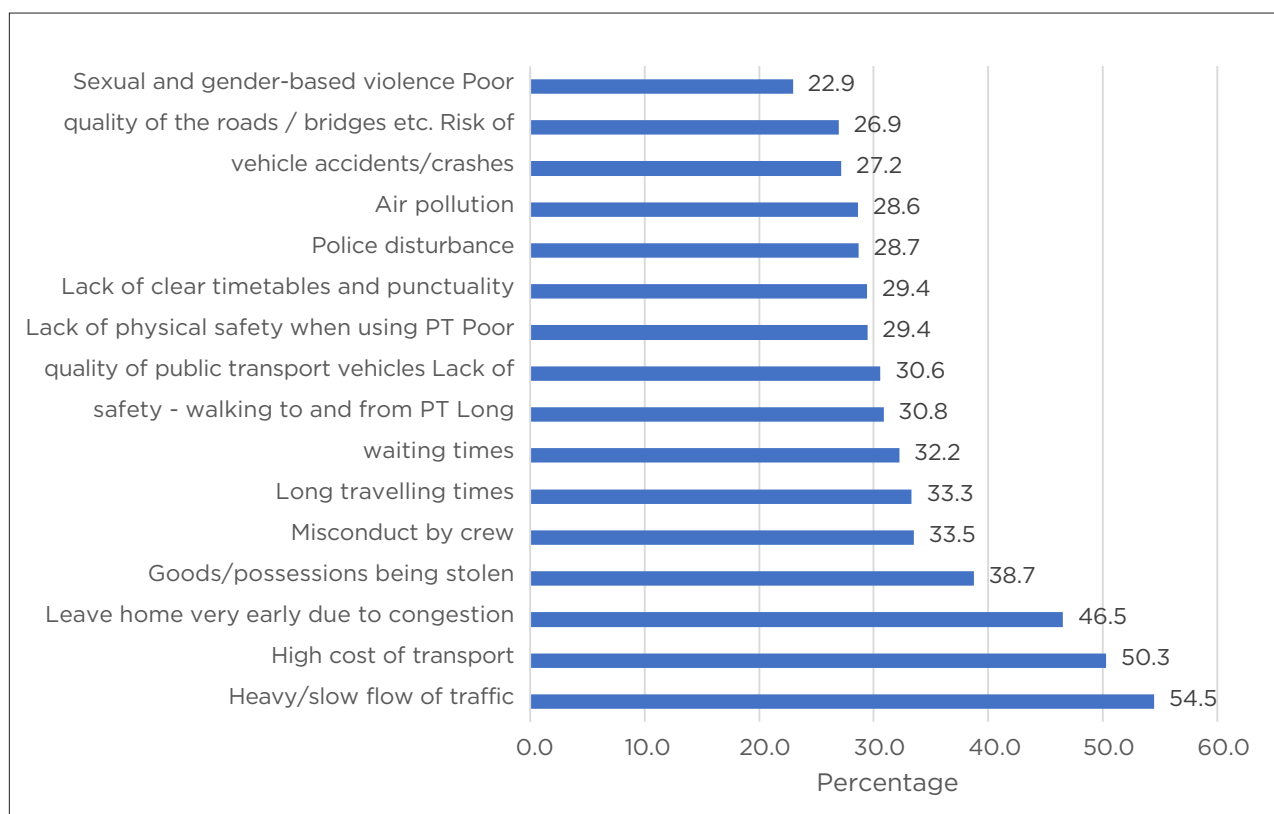


Figure 14: Public transport related problems considered a limitation or serious limitation to the respondents' ability to engage in economic activities (multiple responses possible)

Problems summarized per sub-county include:

Njiru/Kasarani/Embakasi:

- Heavy/slow flow of traffic (54.9%)
- High cost of transport (53.1%)
- Leave home very early due to congestion (49.3%)

Kibra/Mathare:

- Heavy/slow flow of traffic (53.2%)
- Goods/possessions being stolen (46.8%)
- High cost of transport (44.9%)
- Leave home early due to congestion (44.4%)

Kamakunji/Starehe:

- Heavy/slow flow of traffic (55.2%)
- High cost of transport (47.7%)

- Goods/possessions being stolen (41.6%)
- Leave home early due to congestion (40.2%)

Lang'ata/Makadara:

- Heavy/slow flow of traffic (52.4%)
- High cost of transport (47.4%)
- Leave home early due to congestion (43.4%)
- Long travelling times (40.4%)

Dagoretti/Westlands:

- Heavy/slow flow of traffic (56.3%)
- High cost of transport (47.7%)
- Leave home early due to congestion (45.9%)



Table 9: Public transport related problems considered a limitation or serious limitation to personal economic activities, by sub-county (multiple responses possible)

Public transport issue	Sub-county of residence				
	Njiru/ Kasarani/ Embakasi	Kibra/ Mathare	Kamukunji/ Starehe	Lang'ata/ Makadara	Dagoretti/ Westlands
Poor quality of the roads / bridges etc.	26.7	27.8	26.4	23.2	29.6
Poor quality of public transport vehicles	29.3	34.2	29.6	34.2	31.3
Long travelling times	34.6	29.8	28.7	40.4	30.4
Heavy/slow flow of traffic	54.9	53.2	55.2	56.3	52.4
Leave home very early due to congestion	49.3	44.4	40.2	45.9	43.4
Goods/possessions being stolen	37.7	46.8	41.6	36.6	36.9
Lack of safety - walking to and from PT	31.5	33.0	33.3	27.6	27.8
Lack of physical safety when using PT	30.3	29.2	28.7	28.7	27.8
Sexual and gender-based violence	22.6	26.6	26.9	22.6	19.8
Risk of vehicle accidents/ crashes	27.2	29.1	25.4	25.6	28.1
High cost of transport	53.1	44.9	47.7	47.7	47.4
Lack of clear timetables and punctuality	29.9	30.4	28.7	31.8	26.6
Long waiting times	32.9	28.6	33.1	27.8	33.7
Air pollution	29.7	27.2	25.5	28.6	28.1
Police disturbance	29.3	25.9	30.7	33.3	24.5
Misconduct by crew	33.6	34.8	33.6	33.9	32.3

Table 10 provides insights into the difference in problem selection between different age groups. The main patterns that can be distinguished are:

- 1) The heavy/slow flow of traffic is the number one problem across all age groups except for respondents in the 35-44 years age group where the cost of transport is marginally more important (54.7% compared to 53.2%).
- 2) The second most mentioned problem is the high cost of transport except for the 35-44 years age group.
- 3) Leaving home early due to congestion is the third most frequently mentioned problem.

Two age cohorts where more than 4 in 10 respondents mentioned goods/possessions being stolen were the 35-44 and 55 years and older sub-groups. Figure 15 summarizes feelings of safety when using public transport during specific time periods. Most women feel unsafe when using public transport at night. Close to 8 in 10 women (78.7%) feel unsafe or very unsafe when using public transport between 10pm and 7am while 47.7% feel the same for the 7pm to 9 pm time slot. As many as 45.7% of women feel very unsafe if they use public transport between 10pm and 7am.

According to Table 10, women in Kibra/Mathare (83.5%) and Kamukunji/Starehe (82.6%) are more likely than women in the other areas to feel unsafe during the 10



Table 10: Public transport related problems considered a limitation or serious limitation to personal economic activities, by age group (multiple responses possible)

Public transport issue	Age group				
	18-24	25-34	35-44	45-54	55+
Poor quality of the roads / bridges etc.	27.8	25.2	26.5	28.1	35.9
Poor quality of public transport vehicles	30.4	28.6	33.2	32.3	30.5
Long travelling times	31.3	33.4	33.2	35.9	34.3
Heavy/slow flow of traffic	59.7	52.9	53.2	51.8	59.0
Leave home very early due to congestion	47.4	45.4	49.4	43.5	45.7
Goods/possessions being stolen	37.9	35.9	43.8	38.1	41.0
Lack of safety - walking to and from PT	29.7	28.6	36.2	29.1	31.8
Lack of physical safety when using PT	25.6	28.1	33.5	33.6	26.2
Sexual and gender-based violence	22.4	22.7	22.3	24.0	27.0
Risk of vehicle accidents/ crashes	29.1	25.9	28.0	24.0	32.3
High cost of transport	54.6	44.4	54.7	51.9	55.6
Lack of clear timetables and punctuality	28.0	28.6	31.0	30.5	30.6
Long waiting times	28.9	31.3	34.9	33.1	35.9
Air pollution	22.4	26.3	31.0	36.3	38.8
Police disturbance	27.7	27.2	27.4	35.4	33.7
Misconduct by crew	37.4	32.9	33.2	30.9	31.6

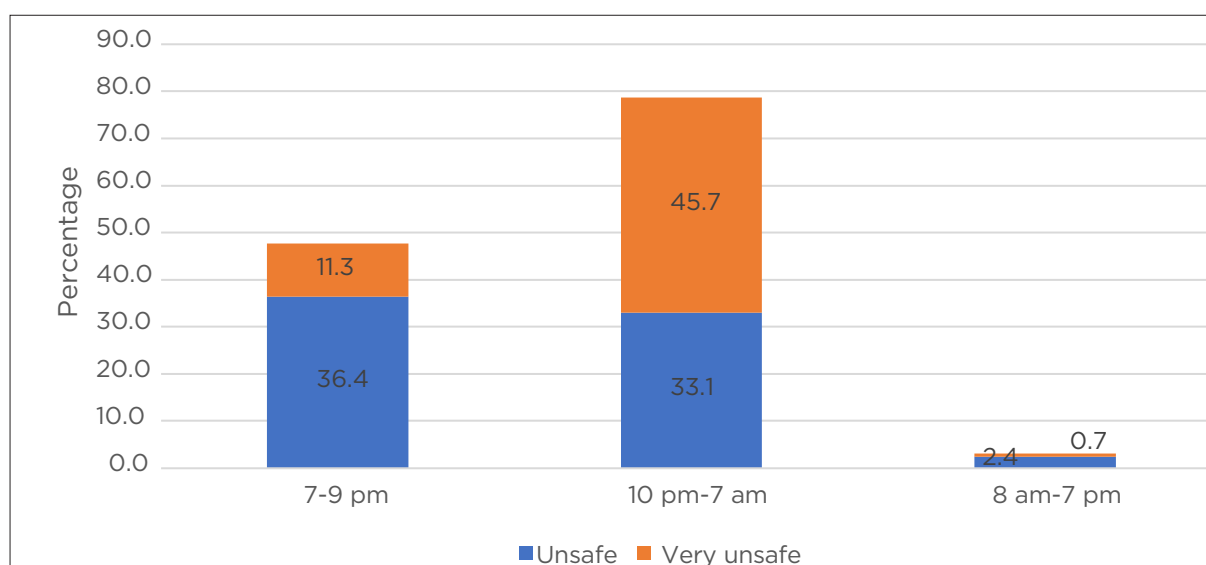


Figure 15: Feeling unsafe or very unsafe to use public transport during specific time slots



pm to 7am time slot whereas women in Kamukunji/Starehe (44.4%) and Langata/Makadara (45.9%) are less likely than those in the other sub-counties to feel unsafe between 7pm and 9pm.

Older women are slightly less likely than younger women to feel unsafe when using public transport late at night (10pm to 7am). For example, whereas approximately 79% of the women in the 18-24, 25-34, and 35-44 years age groups feel unsafe at that time, only 73.6% of women older than 55 years share the same sentiment for the same time slot.

5.5 Violence and public transport

Problems related to violence have been voiced regularly in the context of the use of public transport in Nairobi and elsewhere in the region. The CATI survey questionnaire also included questions related to whether the respondents had witnessed and/or experienced any such incidents while using public transport. Figure 16 summarizes these findings and shows that the most common forms of violence are disputes over payment, verbal and other forms of emotional abuse, refusal to provide services e.g., transport of goods, and sexual harassment. In all cases, respondents were much less likely to have experienced an incident themselves than to have witnessed it.

More than two thirds of women (67.8%) have experienced disputes over payment and slightly less than half (45.2%) have been victims of verbal or other forms of abuse. Slightly more than a quarter (27.9%) indicated that they have been on the receiving end of sexual harassment and have been refused services/resources (27.3%) such as transporting of goods or produce. Even though only 4% of women were victims of physical abuse while using public transport, more than a third (38.7%) have witnessed such incidents.

Figure 17 shows the sub-county of residence of the respondents who have personally experienced the most common forms of violence. More than two thirds of the respondents in all sub-counties have experienced disputes over payments; between 42% (Langata/Makadara) and 50% (Kamukunji/Starehe) have experienced problems with verbal/emotional abuse. The statistics do not show significant differences between the different sub-counties for most of the four most common forms of violence. However, in the case of verbal/emotional abuse and denial of services, respondents from Lang'ata/Makadara and Dagoretti/Westlands were less likely to have experienced these forms of violence than their counterparts in other sub-counties.

Table 11: Time period when women feel unsafe or very unsafe to use public transport, by age group and sub-county of residence

Time slot	Sub-county of residence				
	Njiru/ Kasarani/ Embakasi	Kibra/ Mathare	Kamukunji/ Starehe	Lang'ata/ Makadara	Dagoretti/ Westlands
7pm to 9pm	48.4	48.2	44.4	45.9	48.5
10pm to 7am	76.9	83.5	82.6	80.9	78.5
8am to 7pm	2.9	3.3	3.3	3.4	3.2
	Age group				
	18-24	25-34	35-44	45-54	55+
7pm to 9pm	45.9	44.4	54.4	51.0	47.2
10pm to 7am	79.3	79.2	79.6	76.7	73.6
8am to 7pm	1.9	2.6	4.3	3.6	5.8



With regard to the age of the victim and the types of violence experienced while using public transport, Figure 18 indicates that women from the younger age cohorts are more likely to be exposed to sexual harassment and less likely to have problems

with denial of resources than older women. More than 7 in 10 women in the 25-34 and 35-44 years age cohorts indicated that they have been subjected to disputes over payments.

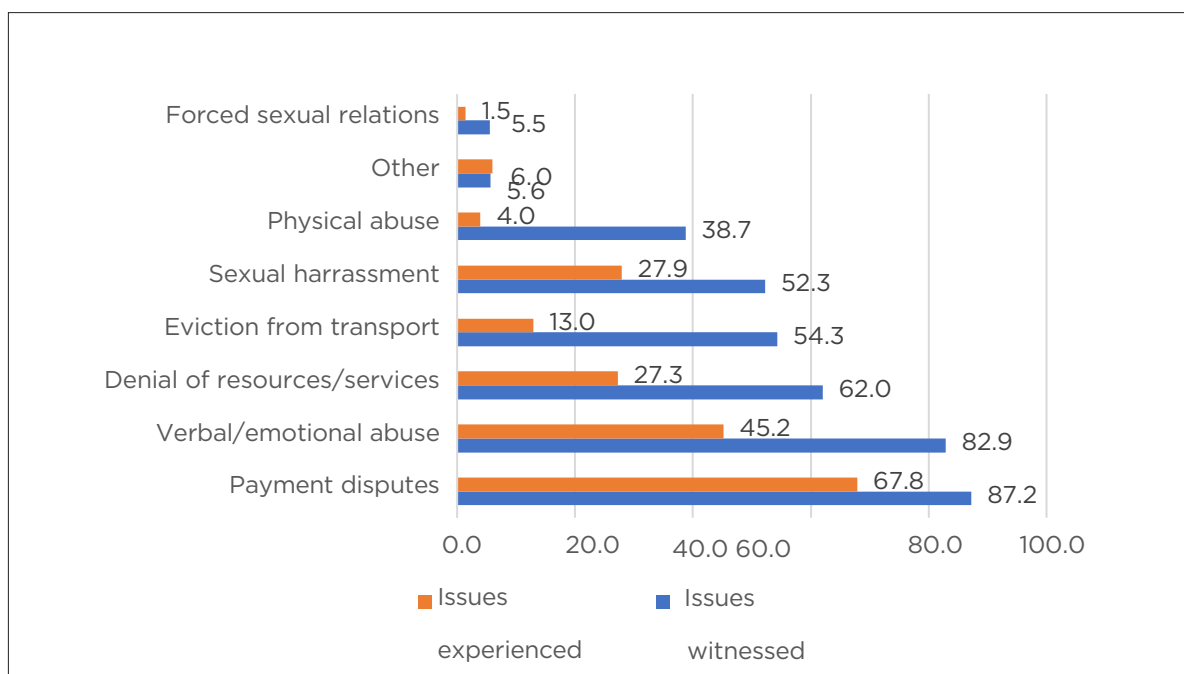


Figure 16: Incidence of violence experienced and witnessed

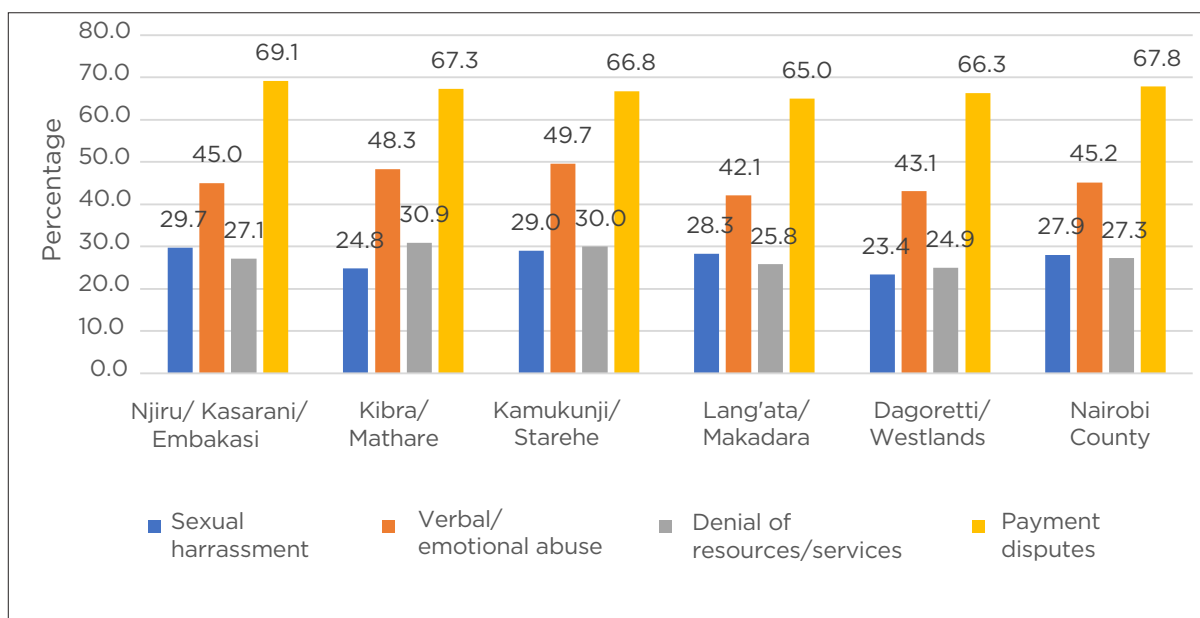


Figure 17: Incidents of violence experienced, by location of residence



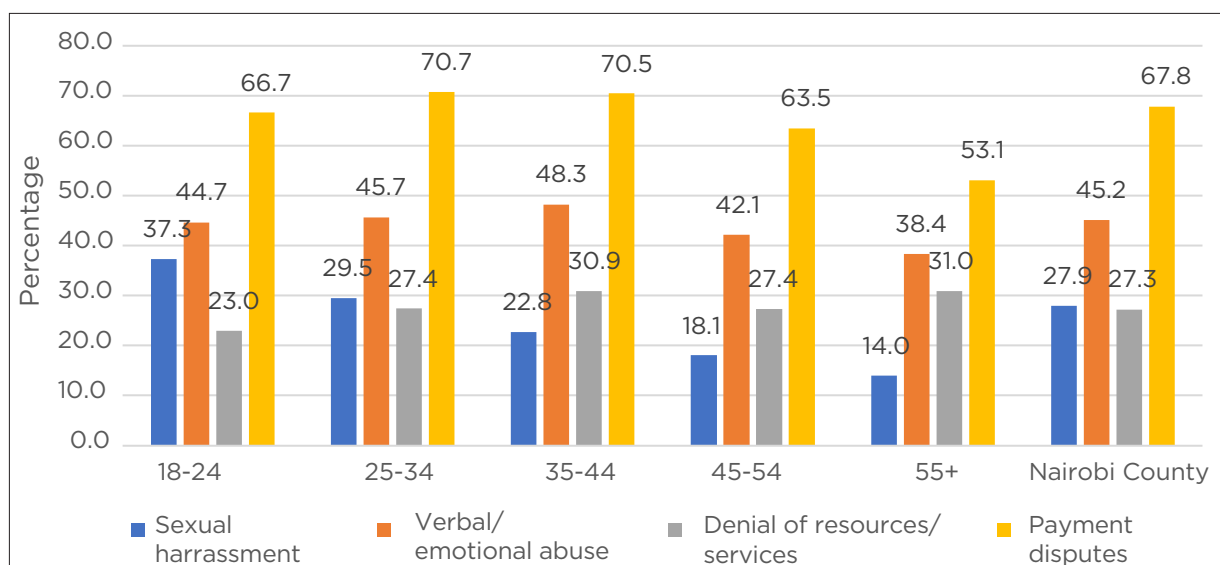


Figure 18: Incidents of violence experienced, by age group

Table 12: Most recent type of violence experienced, by the mode of public transport being used at the time

Most recent type of violence experienced	Matatu [14 seater]	Matatu mini-bus [14 -59 seater]	Matatu big bus [60 plus seats]	Tuk tuk/ three wheeler	Boda boda/ motor cycles	Taxi	Other
Sexual harassment e.g., inappropriate and unwelcome jokes / suggestive comments / people indecently exposing themselves to them	34.8	45.4	9.5	0.4	3.7	2.1	4.1
Verbal and other forms of emotional abuse, etc.	45.6	40.3	10.4	0.5	2.0	0.8	0.5
Slapped /hit /kicked / thrown things / or done anything else to physically hurt the person.	39.1	33.1	11.2	0.0	5.6	0.0	11.0
Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".	50.1	0.0	0.0	0.0	49.9	0.0	0.0
Denial of resources/services e.g., transporting produce/products.	40.8	40.2	11.2	2.4	2.4	1.8	1.2
Disputes over payment e.g., overcharging for transport fares/not giving change/demanding payment twice.	37.4	47.0	13.4	0.2	1.3	0.4	0.3
Evicted/thrown out from the transport	47.2	33.0	12.6	5.2	2.1	0.0	0.0
Other	24.2	41.3	6.4	0.9	0.0	0.9	26.4
Total	38.6	44.0	11.6	0.7	1.8	0.8	0.1



Once the survey had established that someone was a victim of violence, they were asked to identify the most recent incident. This incident was then explored further in terms of the kind of public transport being used at the time, who the perpetrator was, and whether the incident was reported. Sexual harassment was more likely to take place on matatu minibuses (45.4%) and matatu 14-seaters (34.8%) while verbal abuse and being physically abused was more likely on 14-seaters (45.6% and 39.1% respectively) than on matatu minibuses (40.3% and 33.1%). Negligibly few of these events took

place on boda-bodas, taxis, tuk-tuks or other modes of transport. A significant percentage of victims indicated a boda-boda as the mode of transport where incidents of forced sexual relations (50%) occurred.

According to Table 13 conductors and/or makangas were the most likely perpetrators of all forms of violence except forced sexual relations. In the case of the latter the incidents that occurred were perpetrated by marshals or another passenger. Other passengers played a role in sexual harassment in 29.8% of the cases.

Table 13: Identity of the perpetrator of the most recent type of violence experienced, by type of violence (multiple perpetrators could be identified)

Type of gender-based violence	The driver	Conductor and/or makangas	Marshalls at public transport site	Another passenger [relative]	Another passenger [non-relative]	Other
Sexual harassment e.g. inappropriate and unwelcome jokes / suggestive comments / people indecently exposing themselves to them	7.8	49.2	22.0	8.4	29.8	1.3
Verbal and other forms of emotional abuse, etc.	10.3	84.3	14.9	4.5	3.8	0.0
Slapped / hit / kicked / thrown things / or done anything else to physically hurt the person.	5.6	72.6	10.8	0.0	5.6	16.6
Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".	0.0	0.0	49.9	50.1	0.0	0.0
Denial of resources/ services, e.g. transporting produce/ products.	14.1	87.6	7.8	1.1	0.0	0.0
Disputes over payment, e.g. overcharging for transport fares/ not giving change/ demanding payment twice.	5.0	96.2	5.6	0.4	0.2	0.5
Evicted/thrown out from the transport	41.5	87.5	18.8	0.0	2.1	0.0
Other	21.4	46.6	3.7	2.6	7.2	14.6



Table 14 summarizes instances of violence by the place in which they occurred. Verbal abuse was most likely to occur on or in the vehicle (65.8%); physical abuse (55.4%) and denial of resources (58.2%) at the place where one gets on or off the vehicle; and disputes over payment (85.2%) and being evicted from the transport (45.9%) on the vehicle.

Very few victims of violence on public transport report these incidents. Sexual harassment was the most likely to be reported (15.1%) followed by physical abuse (11.2%) and verbal/emotional abuse (10.8%). The likelihood that action is taken after a

complaint was made was more than three out of ten. The likelihood for action was highest for physical abuse (100%), payment disputes (60.6%), eviction from transport (57.8%), and sexual harassment (48.5%).

Table 15 indicates what kind of action was taken after a complaint was made. It shows that the most common form of action for sexual harassment, verbal/emotional abuse, physical abuse, and eviction from the means of transport was apprehension of the perpetrator. Refunds were given to most of the successful complainants in instances of disputes over money and denial of resources.

Table 14: Location of the abuse, by type of violence

	On/in the vehicle	At the place where I got on or off the public transport	At another place after the vehicle stopped	Don't know/ refused	Total
Sexual harassment e.g. inappropriate and unwelcome jokes / suggestive comments / people indecently exposing themselves to them	45.7	48.5	5.3	0.4	100.0
Verbal and other forms of emotional abuse, etc.	65.8	30.9	3.0	0.3	100.0
Slapped / hit / kicked / thrown things / or done anything else to physically hurt the person.	39.0	55.4	0.0	5.6	100.0
Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".	100.0	0.0	0.0	0.0	100.0
Denial of resources/services e.g. transporting produce/ products.	35.8	58.2	5.4	0.6	100.0
Disputes over payment e.g. overcharging for transport fares/not giving change/ demanding payment twice.	85.2	13.2	1.7	0.0	100.0
Evicted/thrown out from the transport	45.9	9.5	44.7	0.0	100.0
Other	55.8	13.3	4.5	26.3	100.0
All events	69.2	24.2	4.7	1.9	100.0



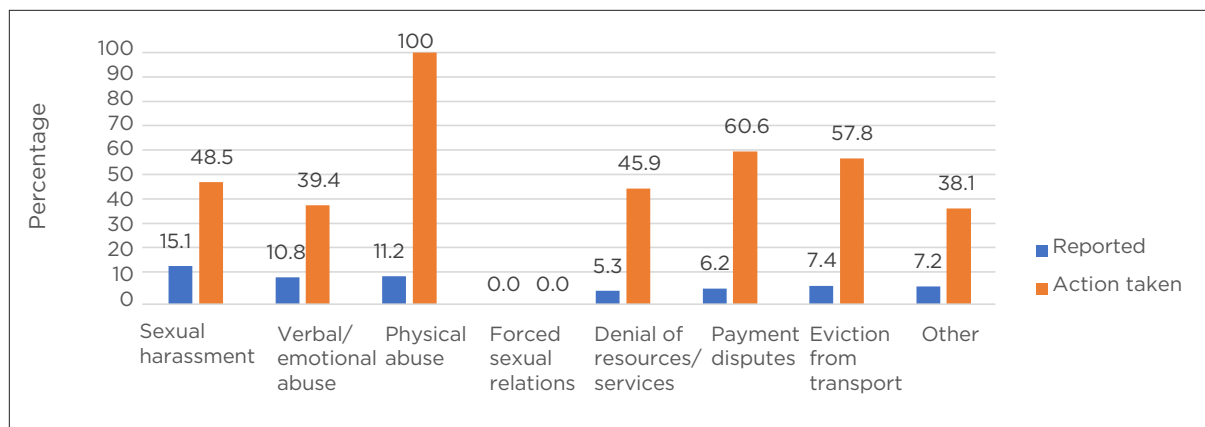


Figure 19: Reporting and action taken after complaint by type of most recent victimization

Table 15: Kind of action taken after a complaint was laid by the most recent type of GBV

Type of GBV	Person apprehended	Refund was made	A police case was opened	Refer-red for medical treatment	Other	Don't know	Total
Sexual harassment e.g. inappropriate and unwelcome jokes / suggestive comments / people indecently exposing themselves to them	60.2	0.0	0.0	0.0	39.8	0.0	100.0
Verbal and other forms of emotional abuse etc.	59.1	23.4	0.0	0.0	11.9	5.7	100.0
Slapped / hit / kicked / thrown things / or done anything else to physically hurt the person.	50.1	0.0	49.9	0.0	0.0	0.0	100.0
Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".	0.0	0.0	0.0	0.0	0.0	0.0	100.0
Denial of resources/services e.g. transporting produce/ products.	0.0	49.9	0.0	0.0	50.1	0.0	100.0
Disputes over payment e.g. overcharging for transport fares/not giving change/ demanding payment twice.	4.9	82.7	0.0	0.0	9.8	2.5	100.0
Evicted/thrown out from the transport	50.0	0.0	25.1	0.0	24.9	0.0	100.0
Other	0.0	0.0	0.0	31.8	33.8	34.4	100.0
Total	60.2	0.0	0.0	0.0	39.8	0.0	100.0

Figure 20 provides a statistical summary of responses provided to the question about the types of information, advice, or support that will be needed by the community to prevent violence on public transport. Respondents identified enforcement

of gender sensitive transport policies, protection from further abuse, help in reporting the incident, legal support, and psychosocial support as the top five areas for support.



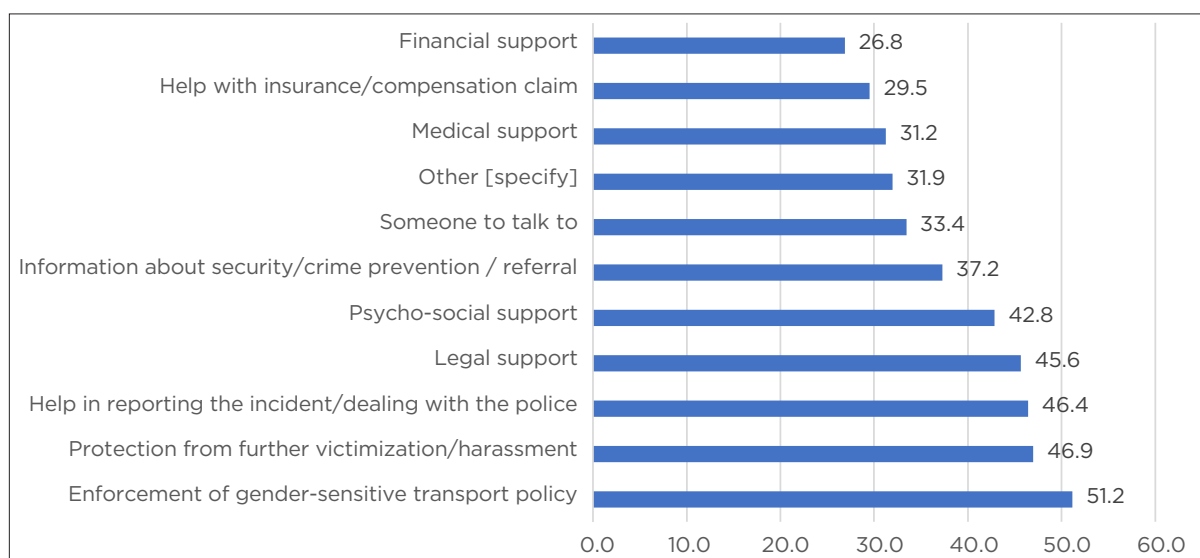


Figure 20: Types of information, advice or support needed in this community to prevent violence on public transport



6. CONCLUSIONS AND RECOMMENDATIONS

Background and methodology

Since transport provides access to health services, education, and employment opportunities, the development of transport infrastructure and provision of transport services can be used as a tool to reduce inequalities and empower communities and individuals. Because women often combine unpaid domestic and care activities with economic activities, their travel needs and patterns tend to be more complex. Differences in user needs and experiences should therefore be well understood. If the differential needs of women and men are taken into consideration, transport infrastructure and services will be more likely to be equitable, appropriate, and responsive to their needs in an affordable manner. The first step in more gender-inclusive public transport policies, planning, and resource allocation is therefore to *amplify women's active participation and voice* in all these processes.

Available literature suggests that gender mainstreaming in urban public transport is a critical issue but one which is under-researched in East Africa³¹.

This study was specifically designed to complement the qualitative research work published in 2021 by the Stockholm Environment Institute (SEI) on mainstreaming gender in urban public transport³². The present study provides statistical evidence on women's use and experience of public transport in Nairobi. Its overall objectives are to:

- present empirical evidence of trends and conditions of gendered transport usage

- identify obstacles women face when using public transport
- identify gender and transport policy implications

All seventeen sub-counties of Nairobi County were included in the study. However, given the relatively small sample and the large number of sub-counties, they were grouped into five clusters based on their socio-economic profiles and proximity to each other. These groupings were used for the determination of sampling quotas as well as for reporting purposes and are:

- Njiru/Kasarani/Embakasi
- Kibra/Mathare
- Kamukunji/Starehe
- Lang'ata/Makadara
- Dagoretti/Westlands

The study resulted in a representative sample by age and division of residence of women aged 18 years and older who use public transport, have access to mobile phones, and live in Nairobi County. Even though a total of 2,484 women were interviewed, this sample was benchmarked against the demographic quotas per the original design targeting 2,400 women. Five out of ten respondents were heads of households and 85% have levels of education of secondary school or higher. When compared to the findings of the most recent household survey, the sampled women had higher levels of education and were more likely to be heads of households than women in the greater Nairobi region as evidenced by the findings of the 2019 Population and Housing Census. This may be attributed to the access to or ownership of mobile phones and use of public transport services pre-conditions to participation in the CATI survey.

31 Muhoza, C., Wikman, A. & Diaz Chavez, R. Mainstreaming gender in urban public transport.. SEI Working paper, May 2021.

32 Muhoza C., Wikman A., and Diaz Chavez, R. 2021. *Mainstreaming gender in urban public transport*. SEI Working paper, May 2021. Available from <https://www.sei.org/publications/mainstreaming-gender-urban-public-transport-nairobi-kampala-dar-es-salaam/> and accessed 4 November 2021.



Physical difficulties hindering public transport use

Conclusion

Seven per cent of respondents had physical hindrances that made it difficult to use public transport. Walking (41.9%) and chronic illness presented the biggest difficulties (21.8%). Sixteen per cent of respondents also had difficulties seeing well. Women older than 55 years are significantly more likely to experience problems (26% compared to 2.4% of the 18-24 age group and (and 11% respectively for age groups 35-44 and 45-54 years).

Recommendation

Currently, public transport in Nairobi does not adequately accommodate people with physical problems and disabilities. Overcrowded conditions on public transport vehicles is one of the factors that make it difficult for persons with physical difficulties to use public transport. Even though laws on the number of passengers that can be carried exist – these are not always enforced. Stronger enforcement of these laws will already alleviate some of the problems that currently reduce the accessibility and use of public transport by individuals who have physical problems. Investing in and paying attention to the design and layout of public transport stations to ease walkability for those with walking difficulties and increased visibility and lighting will further enhance the public transport experience of individuals with difficulties walking and seeing.

Public transport use and challenges experienced by women

Conclusion

Medium and small-sized matatus are the primary modes of transport used by the sampled women. The matatu minibus 14-59-seater (61.6%) and 14-seater matatu (57.8%) are most frequently used by women in Nairobi. Matatus (big buses) and boda-bodas are almost equally likely to be used at 22.5 and 21.9% respectively. Younger women (18-24 years age group) are more likely to use boda-bodas and big buses than older women. Nearly half (49.4%) of the women interviewed use public transport daily and a further 41.3% use it more often than once a week but not daily.

Public transport is primarily used to travel to work and for shopping/going to the market. Public transport is most likely to be used for going to work (44.3%) and shopping or going to the market (41.6%). Around a quarter of women respectively use public transport for business or trading purposes and leisure. Women living in Kamukunji/Starehe are significantly more likely (54.8%) than those living elsewhere (approximately 45% for other sub-counties) to use public transport to travel to work. Those living in Lang'ata and Makadara were more likely (33.1%) than women from other sub-counties to use public transport for business purposes. Older women aged 55 years and older (55.7%) are more likely than those in other age groups to use public transport for shopping or travelling to the market. Women aged 35 years and older are more likely than younger age groups to use public transport for trading or business purposes with approximately 36% in the age groups 45-54 and 55 years and older and 33.5% in the 35-44 age group indicating this purpose.

Middle-aged women in the sample were more likely to be economically active.

Women aged 35-44 and 45-54 years are much more likely to be economically active (88.4% and 85.6% respectively) than all other age groups. Those aged 18-24 years (54.9%)



are least likely to be engaged in economic activities. Women living in Kibra/Mathare and Nijuryu/Kasarani/Embakasi were more likely to engage in informal business activities (42.8% and 34.7%) than be formally employed (30% and 31.8% respectively).

COVID-19 reduced household and individual incomes. Approximately two thirds of respondents indicated that their economic activities changed due to the COVID-19 pandemic. More than 8 out of ten respondents lived in households where the combined household incomes had decreased during the pandemic. Women living in Kibra/Mathare (91.1%) were the most likely to be affected by reduced combined household incomes while those in Dagoretti/Westlands (79.5%) were likely to be the least affected.

When comparing the place of residence against the place of work, the study found that:

- 1) Nearly 9 in 10 workers in Njiru/Kasarani/Embakasi and 8 in 10 of workers in Kibra/Mathare also live where they work.
- 2) Nearly 7 in 10 workers in Dagoretti/Westlands also live there.
- 3) Workers in Kamukunji/Starehe are more likely to come from Njiru/Kasarani/Embakasi (38.9%) than from Kamukunji/Starehe (27.6%).
- 4) Njiru/Kasarani/Embakasi residents tend to work in other sub-counties; 2 in 5 of workers in Kamukunji/Starehe, 1 in 4 in Lang'ata/Makadara and 16.5% in Dagoretti/Westlands reside in Njiru/Kasarani/Embakasi.

The journey to work takes longer than 30 minutes for more than half of the women interviewed; women tend to wait longer for transport when returning home from work than when travelling to work. More than half of the women interviewed travel for 30 minutes or more to get to their respective places of employment. Waiting times for going to work are

generally shorter than waiting times for when respondents want to go home from work. Three in 10 women wait more than 15 minutes for transport when travelling to work while 46% wait longer than 15 minutes on their way from work to their homes.

Heavy/slow traffic and the high cost of transport were the biggest concerns of women. More than half listed heavy/slow traffic and the high cost of transport as problematic while a further 47% were concerned about having to leave home very early due to congestion, their goods/possessions being stolen, and misconduct of the crew.

Recommendation

The findings provide valuable insights into the kinds of problems women face when using public transport. Many of these relate to cost and time spent commuting. These issues should be prioritized during public transport sector planning processes.

The COVID-19 pandemic has impacted economically on most households and individuals by reducing incomes, which has had a further impact on the affordability of public transport. It will be important for the Government of Kenya to explore how public transport systems can be made more inclusive and affordable. One of the ways this can be done is through subsidization schemes aimed at increasing access to marginalized individuals, including women and girls. Since women generally have less access to cash incomes and tend to have less agency and decision-making within households than men, public transport is likely to be less affordable to them than to men. Women's roles within the household and community often result in them needing to make more frequent journeys and journeys with multiple stops. Such journeys typically also cost more therefore resulting in women not only having a smaller likelihood of having access to their own transport but also having less resources to pay fares and potentially



needing more money for shorter multiple trips.

An efficient and responsive public transport sector will need to take all the needs of its customers into consideration. Measures need to be adopted to ensure that women's need to transport goods is also incorporated in public transport strategies and service planning. Issues around transportation of goods are also important to consider given that a significant percentage of women operate in the retail sector and often need to transport goods.

Furthermore, the most frequent use of public transport for women is to go to the market/buying goods for household consumption. This, coupled with the findings on violence on public transport which indicated that one of the more common forms of abuse relates to the refusal to transport goods, indicates the need for action on the transportation of goods in addition to people. Residents of Kampala Central were more likely to use public transport for a range of activities and given their longer commute to and from work, compared to women living in other divisions, will make it necessary to look at the adequacy of public transport provision in Kampala Central.

Women's multiple roles, complex travel patterns, and time lost due to long commuting times can significantly impact on their overall health and wellbeing as well as their ability to adequately provide care support to their households. For the latter, a more equitable intrahousehold distribution of care responsibilities will clearly play an important role in changing women's burden. However, increasing efficiencies in the transport system will also make a significant contribution towards addressing this and unlocking more of women's potential economic contributions.

Violence and public transport

Conclusion

High levels of violence and poor feelings of safety remain a problem for women. Problems related to violence have been voiced regularly in the context of public transport use in Nairobi and elsewhere in the region. Approximately 8 in 10 women feel unsafe or very unsafe when using public transport between 10pm and 7am. Women living in Kibra/Mathare (83.5%) and Kamukunji/Starehe (82.6%) are more likely than women in the other areas to feel unsafe during the 10 pm to 7am time slot.

The most common forms of violence witnessed and experienced are disputes over payment, verbal and other forms of emotional abuse, refusal to provide services e.g., transport of goods, and sexual harassment. More than two-thirds of women have experienced disputes over payment and slightly less than half (45.2%) have been victims of verbal or other forms of abuse. More than a quarter experienced sexual harassment and have been refused services/resources such as transporting of goods or produce. Even though only 4% of women were victims of physical abuse, 38.7% have witnessed such incidents.

While the location of incidents of violence corresponds with modal use patterns, some forms are more likely on the smaller 14-seater matatus. Sexual harassment was more likely to take place on matatu minibuses and matatu 14-seaters than on other forms of transport. Verbal abuse and being physically abused were more likely to occur on 14-seaters than on matatu minibuses. Negligibly few of these events took place on boda-bodas, taxis, tuk-tuks or other modes of transport.

Perpetrators of violence are mostly the staff manning public transport vehicles; abuse mostly occurs on the vehicle or at the place where commuters get on or off the vehicle. Conductors and/or makangas were the most likely perpetrators of all forms of violence except forced sexual relations. In the case of the latter, the incidents that occurred were perpetrated by marshals or another passenger.



Other passengers played a role in sexual harassment in 3 of 10 cases. Verbal abuse, disputes over payment, and being evicted from transport were most likely to occur on or in the vehicle, while physical abuse and denial of resources was most likely to occur at the place where one gets on or off the vehicle.

Very few victims of violence on public transport report these incidents and when they do, action is seldom taken. Sexual harassment was the most likely form of violence to be reported followed by physical and verbal/emotional abuse. The likelihood that action would be taken after a complaint was made was more than three out of ten. The likelihood for action was highest for physical abuse, payment disputes, eviction from transport, and sexual harassment.

Enforcement, protection, and legal support are the top support and intervention priorities for women. The top five gender-based violence support areas selected by respondents comprise enforcement of gender sensitive transport policies, protection from further abuse, help in reporting the incident, legal support, and psychosocial support.

Recommendation

Renewed attention and focus should be given to the violent behavior of drivers and taxi marshals as well as boda-boda drivers. Training should be preceded by dialogues between the drivers/marshals and passengers to get a better understanding of the drivers of such behavior and more constructive ways of dealing with conflict. A series of standard operating procedures in case of disputes and made available to operators and passengers should also be considered as a possible way to alleviate and better manage these issues. Monitoring the situation as well as consequences for poor behavior can potentially contribute towards improving the situation. Improving lighting at depots where passengers get on and off public transport will also increase safety and reduce the risk of violence.

General policy recommendations

Mainstreaming gender and including it in transport policies and strategies is not enough to ensure that the actual provision of transport infrastructure and services effectively incorporates the needs of women. There is a need for continued advocacy during all planning phases and at all levels of decision-making. Given that the ministries normally operating in the transport sector are traditionally weak in taking gender issues into consideration, capacity building of all role players regarding the needs of and problems experienced by women is essential for gender-inclusive transport planning and service provision.

It is essential to include women in transport planning processes as they can provide important insights into their own needs and those of others who may have special needs and who women traditionally take care of for example, children, the elderly, and the disabled.

Gender-responsive transport planning not only needs to take the needs of women into consideration but should also actively mitigate the potential negative impacts, especially of infrastructure development, on women and girls. Examples of such potential impacts include inequitable resettlement compensation for lost livelihoods, potential increases in human trafficking, and the transmission of HIV (this may become an increased risk along main long distance transit corridors).



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ANNEX

Annexure A: Questionnaire

Survey: Women and public transport use in Kampala

QUESTIONS FOR A MOBILE PHONE INTERVIEW BASED SURVEY

Interviewer notes in **green**

Scripting notes in **blue**

Hello, my name is [INTERVIEWER'S NAME] and I am calling from GEOPOLL, market research agency, on behalf of UN Women (United Nations Agency for Gender Equality and the Empowerment of Women) and their partners, including the Government of Uganda.

We would like to understand the problems women face when using public transport in Kampala. This information will be used by UN Women and the government to identify the best ways to improve commuting conditions for women in Kampala.

You have been randomly selected to participate in this assessment and your feedback and cooperation will be highly appreciated. Your participation is purely voluntary and there will be no consequences to you for not participating in the survey. Some of the randomly selected respondents may not complete the survey if they do not meet certain criteria. Should that happen in the course of the interview, I will inform you accordingly.

The costs for this and any follow-up call will be covered by UN Women. You will receive #TOPUP# of airtime credit as an additional appreciation for your time in participating in both surveys.

I request about 20 minutes of your time to ask you some questions.

Please note that this call may be recorded for quality purposes and that all individually provided information will be treated

confidentially.

[OPERATOR: SINGLE SELECTION]

1)CONTINUE

ASK ALL

S1. Which language do you wish to proceed with?

READ ANSWERS, SINGLE RESPONSE

1. English
2. Kiswahili
3. Luganda

ASK ALL

A01. What is your sex?

SINGLE ANSWER

1. Woman
2. Man

ASK ALL

A02. What is your age in completed years?

WRITE YEARS

[YEARS]

BELOW 18 BASED ON MONTH AND YEAR -> FINISH INTERVIEW

ASK ALL

A03. In which sub-county of Nairobi do you live?

SINGLE ANSWER

- 1)DAGORETTI
- 2)EMBAKASI
- 3)KAMUKUNJI
- 4)KASARANI
- 5)KIBRA
- 6)LANG'ATA
- 7)MAKADARA



- 8)MATHARE
- 9)NJIRU
- 10)STAREHE
- 11)WESTLANDS
- 12)DON'T KNOW
- 13)REFUSED

ASK ALL

A04. Have you used motorized public transport (boda boda, taxi, tuk-tuk, bus, train) during the past year?

[OPERATOR: SINGLE SELECTION]

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. REFUSED

If responses 2,3,4 end the interview.

ASK ALL

S2. Are you interested in participating in this survey, now or at another time?

DONOT READ ANSWERS. SINGLE ANSWER

- 1. Yes [RESPONDENT SPEAKS NOT USING SPEAKERPHONE]
- 2. Yes [RESPONDENT SPEAKS OVER SPEAKERPHONE]
- 3. Not now but another time **GO TO S3**
- 4. No **IF NO, TRY TO CONVINCE THE RESPONDENT BEFORE CONCLUSIVELY ENDING THE SURVEY GO TO S4**

ASK IF S2 IS 3

S3. When would be a good time to call you back?

RECORD HH/MM/DD/MM OF CALLBACK

HH/MM/DD/MM

Thank you, we will call you back at [HH/MM/DD/MM] as you requested. Thank you again and have a great day!

ENTER CALL NOTES BELOW, WHO YOU SPOKE TO AND WHAT THEY SAID

ASK IF S2 IS 4

S4. Thank you for your time, you will be removed from today's survey.

IF S3 OR S4, END CALL

A. Demographic characteristics

ASK ALL

A04a Are you the head of your household? [IF NEEDED, EXPLAIN: By household we mean people who have been eating from the same pot for the past 6 months. The head of household is the person who makes most of the decisions and generally is the main earner of the household.]

[OPERATOR: SINGLE SELECTION]

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. REFUSED

ASK ALL WHO ANSWERED NO IN Q4a

A04b. What is your relationship to the head of the household?

SINGLE ANSWER

- 1. Head
- 2. Spouse/Partner
- 3. Daughter
- 4. Grandchild
- 5. Sister
- 6. Mother
- 7. Niece
- 8. In-Law
- 9. Grandparent
- 10. Other Relative
- 11. Non-relative



ASK ALL**A05. What is your current marital status?****SINGLE ANSWER**

1. Married
2. Living with partner/Cohabiting
3. Married but separated
4. Widowed
5. Divorced
6. Single (never married)

98. Do not know **[DO NOT****READ]****ASK ALL****A06. What is your highest level of education?****SINGLE ANSWER**

1. No formal education
2. Some Primary School
3. Completed Primary School
4. Some Secondary School
5. Completed Secondary School
6. Technical & Vocational Training
7. Completed University/College
8. Completed Post Graduate

98. Do not know **[DO NOT READ]****ASK ALL****A07a. Do you live with other people?****[OPERATOR: SINGLE SELECTION]**

- 1)YES
- 2)NO- Live Alone
- 3)DON'T KNOW
- 4)REFUSED

ASK ALL WHO ANSWERED YES IN A07a

A07b. How many people live with you in your household, including yourself?

[OPERATOR: RECORD THE NUMBER GIVEN. ENTER 88 FOR DON'T KNOW & 99 FOR REFUSED]

ASK ALL WHO ANSWERED YES IN A07a

A07c. Do you live with people in any of the following age groups in your household? If yes, please indicate how many.

[OPERATOR: MULTIPLE SELECTION. OPEN ANSWERS FOR EACH CATEGORY. IF THERE ARE NO MEMBERS OF SPECIFIC CATEGORY PUT ZERO]

- 1)Children 0-5 years
- 2)Children 6-17 years
- 3)Adults 18-34 years
- 4)Adults 35-64 years
- 5)Elderly 65 or over 65 years

ASK ALL**A08a. Do you have any physical hindrances that make it difficult or prevent you from using public transport?**

1. Yes
2. No

IF YES IN A08a**A08b. Please specify what you have difficulty with...**

1. Walking
2. Seeing
3. Hearing
4. Remembering or concentrating
5. Communicating
6. Chronic illness
7. Other (specify)

98. Don't know **[DO NOT READ]**99. Refused **[DO NOT READ]**

B. Individual and Household Economic Activities and Livelihoods

ASK ALL

B01. How would you describe your personal economic activity(ies) at present?

DO NOT READ ANSWERS. PUT ANSWERS IN APPROPRIATE CATEGORIES. MULTIPLE ANSWER

1. Currently working for someone else e.g. a business, government
2. Own my own business (formally registered) not related to agriculture
3. Informal business activities (e.g. small trade, hustling)
4. Farming (subsistence farmer and/or farming employing other people)
5. Not working, but looking for a job
6. Not looking for a job. Give reasons (students, homemakers, pensioner, etc.)
7. Other - explain

ASK ALL

B02. Are your current economic activities different from before COVID19 started?

SINGLE ANSWER

1. No
2. Yes, changed due to COVID-19
GO TO B01b
3. Yes, changed but not due to COVID-19 **GO TO B01b**
4. Do not know

ASK ALL

B03. Has your personal source of income been affected SINCE THE ONSET OF COVID-19? If yes, please indicate how.

SINGLE ANSWER

1. No change in income
2. Lost all income
3. Increased/upsized
4. Decreased/downsized
98. Don't know **[DO NOT READ]**

ASK ALL

B04. Have there been any changes in the combined income from all household members SINCE THE ONSET OF COVID-19? If yes, how did it change?

SINGLE ANSWER

1. No change in income
2. Increased income
3. Decreased income
98. Don't know **[DO NOT READ]**

C. Public Transport Use

ASK ALL WHO SAID YES TO C01a

C01. How frequently do you use public transport?

SINGLE ANSWER

1. Every day
2. Once a week or more frequently, but not daily
3. Four times a month
4. Less frequently than four times a month
98. Don't know **[DO NOT READ]**



ASK ALL

C02. Please indicate for which purposes you normally use motorized public transport?

MULTIPLE ANSWERS - READ ALL THE OPTIONS

1. Going to school/college or other educational institution
2. Shopping/market
3. Going to work
4. Going to my business or for trading purposes
5. Travel for leisure/holiday
6. Other (specify)

98. Don't know **[DO NOT READ]**

D. Public Transport Use and doing business

Section D Ask if B01 = 1 to 4

If B01=5 to 7 go to Section E

ASK ALL WHO CAME TO SECTION D

D01. Which type of public transport do you use most frequently or for the longest distance to travel for work or business purposes?

MULTIPLE RESPONSES POSSIBLE

- 1) Matatu [14 seater]
- 2) Matatu minibus [14-59 seater]
- 3) Matatu big bus [60 plus seats]
- 4) Tuk tuk/three-wheeler
- 5) Boda Boda/motorcycles
- 6) Taxi/Uber/lift, etc.
- 7) Train
- 8) Other [specify]

98. Don't know **[DO NOT READ]**

D02. In which division of Kampala do you usually work/do business?

SINGLE ANSWER

- 1) Dagoretti
- 2) Embakasi
- 3) Kamukunji
- 4) Kasarani
- 5) Kibra
- 6) Lang'ata
- 7) Makadara
- 8) Mathare
- 9) Njiru
- 10) Starehe
- 11) Westlands

98. Do not know **[DO NOT READ]**

99. Refused **[DO NOT READ]**

ASK ALL WHO CAME TO SECTION D

D03. You indicated that you use public transport for travelling to work or business - please indicate how many minutes your journey to work takes?

ASK ALL WHO CAME TO SECTION D

D04a. Do you ever have to wait for public transport when going to work/do business? If yes, how many minutes on average do you wait?

SINGLE ANSWER IN RESPONSE BLOCK

ASK ALL WHO CAME TO SECTION D

D04b. Do you ever have to wait for public transport when going back home after having worked/done business? If yes, how many minutes on average do you wait?

SINGLE ANSWER IN RESPONSE BLOCK

ASK ALL WHO CAME TO SECTION D

D05. Approximately how much money do you spend on average on motorized public transport? Please select whether you want to provide your response per day/week/month.



SINGLE ANSWER IN RESPONSE BLOCK

Open ended

Time period:

1. Day
2. Week
3. Month

ASK ALL WHO CAME TO SECTION D

D06. Please indicate what your role is in your place of employment (If you have more than one economic activity please use the one which brings in the most income for the responses in this section)?

SINGLE ANSWER - READ ALL THE OPTIONS

1. Your own business (formally registered)
2. Your own informal business (e.g. hustling)
3. Permanent employee
4. Temporary/part-time employee (e.g. casual worker)
5. Other (specify)

98. Don't know **[DO NOT**

READ]

ASK ALL WHO CAME TO SECTION D

D07. What is the level of formalization of the business you work in or own?

SINGLE ANSWER - READ ALL THE OPTIONS

1. None
2. Registration with the national Government, local Government, or commercial registry
3. Other (please specify)

98. Don't know **[DO NOT READ]**

99. Refused **[DO NOT READ]**

ASK ALL WHO CAME TO SECTION D

D08. Which of the following best describes the sector in which the place where you work/your business operate?

SINGLE ANSWER - READ ALL THE OPTIONS. RANDOMIZED.

1. Agriculture, Forestry and Fisheries
2. Manufacturing
3. Building and construction
4. Retail trade/buying and selling of goods
5. Service activities e.g. repairs, cleaning, etc.
6. Banking and finance
7. Government
8. Other

ASK ALL WHO CAME TO SECTION D

D09. I am now going to read to you a list of typical problems related to public transport. Please indicate to what extent each of these limit your ability to do your work/business activities?

SINGLE ANSWER PER OPTION - READ ALL THE OPTIONS. RANDOMIZED.

For each issue, please tick the relevant level of obstacle.

[1] No or minor limitation

[2] Moderate limitation

[3] Major limitation

[4] Very Severe limitation

[5] Don't Know

1. Poor quality of the roads, bridges etc.
2. Poor quality of public transport vehicles
3. Long travelling times
4. Heavy/slow flow of traffic
5. Have to leave home very early due to congestion
6. Risk of my goods/possessions being stolen
7. Lack of safety when walking to and from public transport
8. Lack of physical safety when using



public transport

9. Sexual and gender-based violence
10. Risk of vehicle accidents/crashes
11. High cost of transport
12. Travel uncertainties/lack of clear timetables and punctuality
13. Long waiting times
14. Air pollution
15. Police disturbance
16. Misconduct by crew
17. Other (please specify)

E. Safety and Security on Public Transport

Just to remind you, all responses will be kept strictly confidential and if there are any costs to the call, it will be covered by UN Women. If, at any point, there are any questions you do not feel comfortable answering, you can choose not to answer them. You can also choose to stop the interview at any point.

How safe/unsafe do you generally feel when using public transport during the following time periods?

1. 7pm to 9pm
2. 9pm to 7am
3. 7am to 7pm

[OPERATOR: SINGLE SELECTION] Matrix response options

1. Very safe
2. Somewhat safe
3. Unsafe
4. Very unsafe
5. DON'T KNOW
6. REFUSED

ASK ALL

E01. Have you ever witnessed any of the following while using public transport?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO.

MULTIPLE ANSWERS. RANDOMIZED ANSWERS.

4. Sexual harassment e.g. inappropriate and unwelcome jokes, suggestive comments, leering, unwelcome touch/kisses, intrusive comments about their physical appearance, unwanted sexually explicit comments, people indecently exposing themselves to them (the range of sexual harassment).
5. Verbal and other forms of emotional abuse, etc.
6. Slapped, hit, kicked, thrown things, or done anything else to physically hurt the person.
7. Make the person have sex when s/he did not want to and “do something sexual that s/he did not want to do”.
8. Denial of resources/services, e.g. transporting produce/products.
9. Disputes over payment e.g. overcharging for transport fares/not giving change/demanding payment twice.
10. Evicted/thrown out from the transport.
11. Other; explain.
98. Don't know **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]
99. Refused **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]



E02. Have you ever experienced any of the following while using public transport?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. MULTIPLE ANSWERS. RANDOMIZED ANSWERS,

1. Sexual harassment e.g. inappropriate and unwelcome jokes, suggestive comments, leering, unwelcome touch/kisses, intrusive comments about their physical appearance, unwanted sexually explicit comments, people indecently exposing themselves to them (the range of sexual harassment).
2. Verbal and other forms of emotional abuse, etc.
3. Slapped, hit, kicked, thrown things, or done anything else to physically hurt the person.
4. Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".
5. Denial of resources/services, e.g. transporting produce/products.
6. Disputes over payment e.g. overcharging for transport fares/not giving change/demanding payment twice.
7. Evicted/thrown out from the transport.
8. Other; explain.

98. Don't know **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

Ask if E02 = any code between 1 to 8

E03. Which one of the types of violence listed in the previous question is the most recent one you experienced?

ASK ONLY FOR ANSWERS SELECTED IN E04. SINGLE ANSWER.

1. Sexual harassment e.g. inappropriate and unwelcome jokes, suggestive comments, leering, unwelcome touch/kisses, intrusive comments about their physical appearance, unwanted sexually explicit comments, people indecently exposing themselves to them (the range of sexual harassment).
2. Verbal and other forms of emotional abuse, etc.
3. Slapped, hit, kicked, thrown things, or done anything else to physically hurt the person.
4. Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".
5. Denial of resources/services, e.g. transporting produce/products.
6. Disputes over payment e.g. overcharging for transport fares/not giving change/demanding payment twice.
7. Evicted/thrown out from the transport.
8. Other; explain.

98. Don't know **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]



Ask if E02 = any code between 1 to 8

E04. I would like to ask you a few more questions in relation to the MOST RECENT case of violence you experienced while using public transport.

What type of public transport did you use when the most recent incident took place?

SINGLE ANSWER

1. Taxi (14 seater)
2. Coaster/minibus (14 - 43 seater)
3. Buses (43 plus seats)
4. Tuk tuk/three-wheeler
5. Boda Boda/motorcycles
6. Special hire/Uber, etc.
7. Train
8. Other (specify)
9. Don't know [DO NOT READ]
[ANCHOR TO THE BOTTOM, EXCLUSIVE]
10. Refused [DO NOT READ] [ANCHOR TO THE BOTTOM, EXCLUSIVE]

Ask if E02 = any code between 1 to 8

E05. Who was the person(s) who did this to you during the most recent incident?

DO NOT READ ANSWERS. MULTIPLE ANSWERS.

1. The driver
2. Conductor and or taxi tout
3. Stage guides
4. Defense secretary
5. Chairman or any other member of the stage committee
6. Another passenger (relative)
7. Another passenger (non-relative)
8. Police
9. Other

98. Don't know [DO NOT READ]
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused [DO NOT READ]
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

Ask if E02 = any code between 1 to 8

E06. Where did the MOST RECENT incident take place?

DO NOT READ ANSWERS. SINGLE ANSWER.

1. On/in the vehicle with other passengers present
2. On/in the vehicle after other passengers have left
3. At the place where I got on or off the public transport/taxi park/bus park
4. At another place after the vehicle stopped

98. Don't know [DO NOT READ]
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused [DO NOT READ]
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

Ask if E02 = any code between 1 to 8

E07a. Did you report the MOST RECENT incident?

DO NOT READ ANSWERS. SINGLE ANSWER.

1. Yes
2. No

Ask if E07a = 1

E07b. Who did you report the most recent Incident to?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. MULTIPLE ANSWERS. RANDOMIZED ANSWERS.

1. The driver or his/her conductor
2. The stage master
3. The stage guide
4. The Defense Secretary
5. The stage chairman and any other member of the Committee
6. Vehicle owner
7. SACCO Administration
8. Political leader
9. Other passengers
10. Family member/friend
11. Police
12. Health facility/social worker
13. Online platforms (Facebook, etc.)
14. Other

98. Don't know **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

Ask if E07 = 1

E08a. When reporting the incident, was any action taken?

DO NOT READ ANSWERS. SINGLE ANSWER.

1. Yes
2. No

Ask if E08a = 1

E08b. If yes, what kind of action?

1. Person apprehended
2. Refund was made
3. A police case was opened

4. A court case was held
5. Referred for medical treatment
6. Medical treatment was received
7. Other (specify)

Ask if E02 = any code between 1 to 8

E09a. Did you look for help after the MOST RECENT incident took place?

DO NOT READ ANSWERS. SINGLE ANSWER.

1. Yes
2. No

Ask if E09a = 1

E09b. If yes, where did you look for help?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. MULTIPLE ANSWERS. RANDOMIZED ANSWERS.

1. Sacco owners
2. Family
3. Religious leader
4. Centres for women/men
5. Community leaders
6. Friends
7. Helpline
8. Police
9. Health facility
10. Civil society/NGOs
11. Other, specify.

98. Don't know **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]



Ask all

E10. Have you switched to using a boda-boda/tuk-tuk instead of walking home after using another form of public transport, because you feel unsafe when walking even small distances?

DO NOT READ ANSWERS. SINGLE ANSWER.

1. Yes
2. No

ASK ALL

E11. What types of information, advice or support would you say is needed in this community to prevent violence on public transport?

READ ANSWERS. RESPONDENT SHOULD ANSWER ONLY WITH YES AND NO. MULTIPLE ANSWERS. RANDOMIZED ANSWERS.

1. Information about security/crime prevention, referral linkages
2. Someone to talk to

3. Psychosocial support
4. Medical support
5. Financial support
6. Legal support
7. Help with insurance/compensation claim
8. Protection from further victimization/harassment
9. Enforcement of gender-sensitive transport policy and traffic regulations
10. Help in reporting the incident/dealing with the police
11. Other (specify)

98. Don't know **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

99. Refused **[DO NOT READ]**
[ANCHOR TO THE BOTTOM, EXCLUSIVE]

END OF THE INTERVIEW

THANK YOU FOR YOUR TIME







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