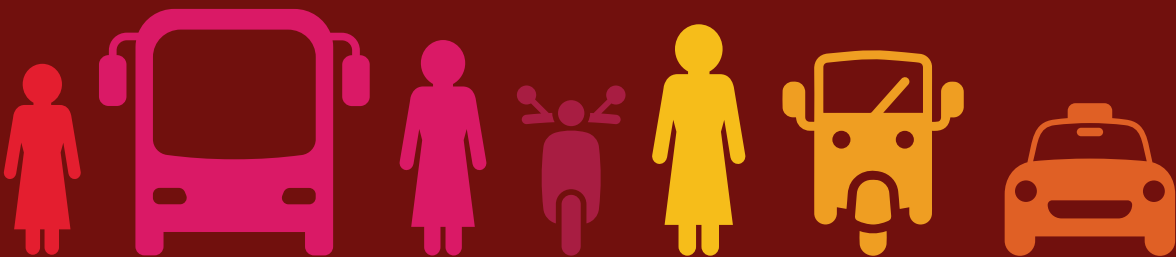




GOVERNMENT  
OF UGANDA

# STATISTICAL EVIDENCE OF WOMEN'S USE AND EXPERIENCE OF PUBLIC TRANSPORT IN KAMPALA





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OCTOBER 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 in support of 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 who may simultaneously also be involved in various economic activities. On the outskirts of cities such as Kampala, additional work burdens could include the collection of water and firewood which further decreases time availability. Patriarchal household 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 specifically designed to complement the qualitative research work published in 2021 by the Stockholm Environment Institute (SEI) on mainstreaming gender in urban public transport<sup>1</sup>. The term "public transport" as used in the report refers to "all forms of transport available to the public and charge set fares"<sup>2</sup> and include within the context of Uganda taxi 14-seater, coaster minibus (14-34 seater), buses, tuk-tuk (three wheeler) and boda-bodas.

1 Muhoza C., Wikman A., and R. Diaz Chavez, 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.

2 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. Available from <https://www.fiafoundation.org/media/224027/safe-and-sound-report.pdf> and accessed October 4th 2021.

The study provides statistical evidence on women's use and experience of public transport in Kampala and 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

Given the difficulties associated with face-to-face data collection during the COVID-19 pandemic, the survey was executed using computer-assisted telephonic interviewing (CATI) techniques. A representative sample of 2,548 women aged 18 years and older who use public transport, are resident in Kampala District, and have access to mobile phones, were interviewed during the CATI survey. Data collection took place between August 27<sup>th</sup> and September 30<sup>th</sup> 2021 against pre-determined quotas of age and division of residence as per demographic data supplied by UBOS. Post-collection benchmarking was necessary as not all the demographic quotas were fully met during collection.

The questionnaire focused on women's use and experience of public transport in Kampala. 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.

Even though walking is the most common form of mobility in the city, public transport serves an important role to reduce time and physical exertion when moving between different points in the city. The modal split in Kampala District shows that women are slightly more likely to use boda-bodas (76.5%) than 14-seater taxis



(73.7%). Both modes are likely to be used by around three in four women at one point or another. Young women are less likely to use 14-seater taxis (69.4%) and more likely to use boda-bodas (81.9%) than the population of women in general but more specifically, women aged 55 years and older (81.2% for 14-seater taxis and 70% for boda-bodas). Public transport policies that regulate safety around the use of motorcycles for transportation and the associated enforcement as well as 14-seater taxis are therefore likely to have the biggest impact on women who use public transport.

About 12% of the women interviewed said that they have physical hindrances/difficulties when using public transport. Women aged 55 years and older were more likely to have difficulties than younger women – 35% compared to approximately 10% in the age groups 18-44 years. Physical problems that reduced accessibility and made public transport use difficult include chronic illnesses (32.2%), difficulties walking (16.7%), and problems with vision (8.9%). This will require improvements at formal public transport stations to increase walkability and access to persons who have difficulties walking as well as adjustments and stronger enforcement of the official number of passengers on 14-seater taxis and buses.

Nearly four in ten (38.3%) women use public transport daily and a further 44% use it once a week or more often but not daily. The most common forms of use include going to the market or shop (62%), going to work (48%) and travel for leisure/holiday (48%). Women aged 25-34 (42.3%) and 35-44 (56.2%) were more likely than the other age groups to use public transport to travel to work. Women living in Kampala Central are more likely than women in other divisions to use public transport to travel to work. Six in ten women in Kampala central used public transport to travel to work compared to less than 5 in 10 women in other divisions. Nearly a third of the sampled women said they worked for someone else (31%), 16.8% indicated that they are engaged in informal business activities while 10.3% own a formal business.

The study also found that women living in Kampala district have very specific needs with regards to public transport. If these are addressed, they are likely to increase their disposable income and ability to invest in expanding their economic activities, reduce the amount of productive time unnecessarily lost and improve their personal safety and exposure to all forms of violence while using public transport. Accessibility of public transport due to often prohibitive costs remains a challenge for most women interviewed. This and the need for tariff support or some form of subsidization was the number one problem identified by three in four women interviewed. Given that those who cannot afford to use public transport have already been excluded from the study, the problem goes well beyond what is indicated by the survey.

Congestion, slow traffic (64%), the poor condition of roads (53%), the poor quality of public transport vehicles (52.1%) and risk of vehicle accidents/crashes (51.5%) were also of great concern. Furthermore, even though the commuting time for most women (59%) is 30 minutes or less, there are differences between divisions and also within divisions. For example, more than half of the women living in Kampala Division (52.6%) travel 30 minutes or more to get to their place of economic activity. Around 16% of women who live in Rubaga and 17.2% who live in Kampala Central indicated that they have to wait for 30 minutes or more before getting public transport when travelling home after work. Women have also taken their own mitigation measures to reduce the time lost due to travelling. For example, half or more of the women interviewed in Kampala, Kawempe and Rubaga say that they had to leave home early to avoid traffic. Leaving home early often means that women may not be able to do important care activities such as preparing children for school, or that after arriving home from their work or place of economic activity, they have to do preparatory work for the next day such as preparing school lunch boxes and breakfast in advance, etc.



Improvements in the road infrastructure will reduce congestion and travel times and also reduce the need for women to adopt unusual travel schedules to reach their destinations faster.

Experience of and exposure to violence when using public transport in Kampala remains a problem. Eight in ten women feel unsafe using public transport between 10pm and 7am. High levels of personal experience as well as exposure to overcharging and disputes related to payment, verbal abuse, sexual harassment, and other forms of violence on public transport need urgent attention. More than 8 in 10 women witnessed disputes over transport fares, while 75% actually experienced it. These mainly involve being charged twice, overcharged, or not being given the change due. Verbal and other forms of abuse have been witnessed by 78% of women and experienced by 54%, while sexual harassment was witnessed by 60% and experienced by 35%. In the context of economic empowerment and related activities, the denial of services such as the transportation of goods has been witnessed by 61% of women and personally experienced by three out of ten women.

Incidences of violence are most likely to occur on the most frequently used modes of transport (boda-bodas and 14-seater taxis) with conductors and taxi touts as well as drivers to some extent being the perpetrators in most cases.

The study highlighted both the public transport use patterns and problems experienced by women when accessing this service. As Uganda is about to embark on significant work to upgrade its transport infrastructure and services, it will be very important to take the study findings into consideration during planning, design, and resource allocation. The ultimate goal should be to mainstream gender in such a way that it will increase accessibility to public transport, reduce travel times, improve the overall use experience, and reduce exposure to violence.

However, mainstreaming gender and including it in transport policies and strategies is not enough to ensure that the actual provisioning of transport infrastructure and services effectively incorporates the needs of women. There is 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 and problems experienced by women is essential for gender-inclusive transport planning and service provisioning. It is also essential to include women in transport planning processes as they can provide important insights not only into their own needs, but also those of others who may have special needs and who women traditionally take care of such as children, the elderly, and the disabled.





# 1 | INTRODUCTION

In 2020, the Stockholm Environment Institute (SEI) conducted a study on mainstreaming gender in urban public transport<sup>3</sup>. The study was published in 2021 and was based on qualitative research and a review of secondary documents. It identified several data gaps with regards to gender and transport in East and Southern Africa, one of which was the lack of quantitative surveys that were based on statistically representative samples and have meaningful sample sizes.

Following UN Women's successful execution of a series of Rapid Gender Assessments (RGAs) in the region using CATI methods in 2020, UN Women teamed with SEI to use a similar methodology to collect data on gender and transport in Kampala and Nairobi. These studies were done under the umbrella of the UN Women global flagship program Women Count, which is aimed at increasing the availability and use of gender data and statistics. Given the nature of the COVID-19 pandemic and the difficulties associated with collecting quality statistical data remotely, it was decided to employ CATI techniques for the survey.

This study focuses on women's use and experience of public transport in Kampala District, Uganda. The term "public transport" as used in the report refers to "all forms of transport available to the public and charge set fares"<sup>4</sup> and includes taxi 14-seaters, coaster minibus (14-34 seaters), buses, tuk-tuks (three wheeler) and boda-bodas in the context of Uganda.

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

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

<sup>3</sup> Muhoza C., Wikman A., and R. Diaz Chavez, 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.

<sup>4</sup> 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. Available from <https://www.fiafoundation.org/media/224027/safe-and-sound-report.pdf> and accessed October 4th 2021.



## 2 | LITERATURE OVERVIEW

### 2.1 Introduction

Section two provides a brief overview of the main considerations when examining gender mainstreaming in transport in a more general sense, as well as available information specific to women and transport in Kampala and Uganda. This section also identifies some of the data gaps that exist in this space and positions this study in that context.

### 2.2 Public transport in developing countries and Uganda

Transport infrastructure and services have an important role to play in the sustainable development agenda as they can potentially improve the overall well-being of people by facilitating access to social and economic opportunities and benefits. At a macro-economic level, investment in transport infrastructure positively impacts urbanization, structural transformation, and economic growth. This happens primarily because lower transport costs increase access to markets and induce firms to relocate to take advantage of agglomeration. Price instruments and regulations are also useful tools to affect behavior and address environmental externalities<sup>5</sup>. This can potentially increase incomes and reduce poverty. If coupled with an effective, affordable, and inclusive transport system this can further propel urban growth and development. Furthermore, increased connectivity improves access to education services further potentially contributing towards increased gender equality.

Transport systems in Kampala are characterized by inadequate funding for transport infrastructure and services as well as urban sprawl, traffic congestion, increased demands on the transport infrastructure due to rural urban

migration and population growth, and the predominance of para-transit systems<sup>6</sup>. More than 1.5 million people live and work in the city; its spatial attributes among other factors affect mobility, functionality, and productivity. The main reason for this is the diseconomies associated with road congestion<sup>7</sup>. A recent study estimated the daily costs of traffic congestion in GKMA is equal to up to 1.5 million USD which represents 4.2% of GKMA's daily GDP<sup>8</sup>. Residents of Kampala are increasingly using motorcycle taxis (boda-bodas) to commute to the city center primarily because of the ease with which they circumvent congestion<sup>9</sup>.

No large sample transport surveys have been conducted thus far in Uganda resulting in a limited understanding of modal splits. What is known is that taxis, buses, and motorcycles form the bulk of the public transport supply<sup>10</sup>. Some estimates for Kampala put the use of walking at 39.3%, motorbike taxis at 10.1%, private cars at 7.9%, private taxis at 15.4%, and paratransit at 41%<sup>11</sup>. Paratransit includes transport forms that are flexible in scheduling and routing as well as a mix of fixed routes and flexible scheduling, e.g., 14-seater buses. These provide flexible

5 Berg Claudia N, Deichman Uwe N, Liu Y. and S. Harris, 2017. Transport Policies and Development. The Journal of Development Studies, 2017. Vol. 53, No. 4, 465-480, <http://dx.doi.org/10.1080/00220388.2016.1199857>.

6 Kiggundu Amin T., Nyakwebara Charles, Eriaku William and Nakanwagi, 2021. An Assessment of Stage Bus Transit Operations in the Greater Kampala, Uganda. International Refereed Journal of Engineering and Science (IRJES), Volume 10, Issue 6 (June 2021), PP. 26-50

7 Jennings G., Lucas K. Mitullah W., Thornton B. Zuidgeest M., Bherens R. and C. Venter, 2019. Transport and social exclusion in five African Cities. [https://www.researchgate.net/publication/334230956\\_Transport\\_Social\\_Exclusion\\_Five\\_African\\_Cities](https://www.researchgate.net/publication/334230956_Transport_Social_Exclusion_Five_African_Cities).

8 ICG Policy Brief UGA-19148, 2020. Quantifying the economic benefits of public transportation in Kampala.

9 Simwogerere M., 'Factors influencing high accident rates among commercial motorcyclists (boda boda) in Kampala City, Uganda', Makerere University Institutional Repository, 2018, (<http://makir.mak.ac.ug/handle/10570/7175>) accessed 28 October 2021.

10 Manga E., Hamilton P., Kisungu S., 2020. Riding on a union APP. Uganda's public transport workers digital response to platforms. Frederick Ebert Stiftung. Available from <http://library.fes.de/pdf-files/iez/16849-20201203.pdf> accessed 2 November 2021.

11 World Resource Institute Ross Centre. Integrated transport opportunities in Africa a review of Nairobi and Kampala. [https://shellfoundation.org/app/uploads/2019/10/Nairobi\\_Kampala\\_ShellFoundationReport.pdf](https://shellfoundation.org/app/uploads/2019/10/Nairobi_Kampala_ShellFoundationReport.pdf)



services and often serve low-income areas not covered by bus services, have flexible timetables, and are more demand-responsive. They are simultaneously competitors and complimentary service providers to formal public transport<sup>12</sup>.

Traditionally, urban planning focused on the interests of a limited segment of the population thereby neglecting the needs and aspirations of the most marginalized sub-groups such as those living in urban slums, women, youth and the urban poor<sup>13</sup>. Investment in transport should primarily be considered from the perspective of enabling the mobility of women, men, boys, and girls for different purposes and needs as well as different modes of transport<sup>14</sup>.

### 2.3 Gender and public transport in developing countries and Kampala

Gender mainstreaming in transport entails the removal of institutional and physical barriers as well as provisioning of incentives to increase women's access to and safe use of transport<sup>15</sup>. Transport infrastructure, provisioning, and use are not gender neutral as women's and men's needs and travel patterns differ. These differences occur with regards to the purpose, distance, and frequency of travel as well as individual preferences.

Globally women usually have poorer access to private and public transport, are less likely to have driver's licenses, and are more likely to have complex mobility patterns due to their higher reproductive and care responsibilities in addition to productive work<sup>16</sup>. As a result, the time women lose due to transport bottlenecks in a congested city

such as Kampala has a much bigger impact on women than on men<sup>17</sup>.

Women have been found to prefer infrastructure and services that are culturally acceptable, safe, and secure, provide protection against harassment, flexible mobility, hygiene, and physical comfort<sup>18</sup>.

Affordability remains a key constraint that prevents poor women and men from accessing public transport. At least 60% of Kampala's population lives in slums<sup>19</sup>. A study of slum residents in Nairobi concluded that policies aimed at increasing the mobility of the poor needs to specifically focus on the obstacles faced by poor women and children in addition to affordability<sup>20</sup>.

One of the recommendations of the *Women Talking, Kampala Listening* initiative has been that the Kampala Capital City Authority (KCCA) needs to monitor the public transport system to prevent and address incidents of robbery and harassment targeting women<sup>21</sup>.

Inadequate lighting, unsafe designs of buildings, poorly lit transportation points and limited sanitation services contribute towards increasing women's safety and security risks when using public transport. This may contribute towards discouraging young women who may want to work the entrepreneurial sector, to enter the world of work<sup>22</sup>. There are still many misconceptions

12 C. Levy, *Transport, Gender and Development: A Practical Guide*, O. Lise, ed., London, Routledge, 1992.  
 13 Cities alliance, 2021. *Women talking, Kampala listening*. Available from <https://www.citiesalliance.org/resources/publications/cities-alliance-knowledge/women-talking-kampala-listening> and accessed 4 November 2021.  
 14 Asian Development Bank, 2013. *Gender Tool Kit: Transport Maximizing the Benefits of Improved Mobility for All*. Available from <https://www.adb.org/sites/default/files/institutional-document/33901/files/gender-tool-kit-transport.pdf>. Accessed 4 November 2021.  
 15 World Bank Transport Papers 2010. *Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff* <https://www.adb.org/sites/default/files/institutional-document/33901/files/gender-tool-kit-transport.pdf>  
 16 Peter D., 2013. *Gender and sustainable urban mobility*. Thematic study prepared for Global Report on Human Settlements 2013. Available from <http://www.unhabitat.org/grhs/2013>.

17 ITF, 2011. *International Transport Forum. Chantal Duchène, 2011. Gender and Transport, Discussion Paper No. 2011-11. ChD Mobilité Transport, France*. Available from <https://www.itf-oecd.org/sites/default/files/docs/dp201111.pdf>. Accessed 2 November.  
 18 Buyana K. and Lwasa S. 2014. *Gender responsiveness in infrastructure provision for African cities: The case of Kampala in Uganda*. *Journal of geography and regional planning*. Vol 7(1), pp 1-9, February 2014.  
 19 UN Habitat and Kampala City Council, 2006. *Situation analysis of informal settlements in Kampala*. Available from <https://unhabitat.org/situation-analysis-of-informal-settlements-in-kampala> and accessed 2 November 2021.  
 20 Salon, D. and S. Gulyani, 2010. *Mobility, poverty and gender: Travel "choices" of slum residents in Nairobi, Kenya*. *Transport Reviews, A Transnational Transdisciplinary Journal* 30(5): 641-657.  
 21 Cities alliance, 2021. *Women talking, Kampala listening*. Available from <https://www.citiesalliance.org/resources/publications/cities-alliance-knowledge/women-talking-kampala-listening> and accessed 4 November 2021.  
 22 UN Habitat, ????. *Strengthening policy for young women in a changing world of work. A case study Kampala*. Available from: [https://unhabitat.org/sites/default/files/download-manager-files/Strengthening\\_policy\\_for\\_young\\_women\\_in\\_the\\_changing\\_world\\_of\\_work.pdf](https://unhabitat.org/sites/default/files/download-manager-files/Strengthening_policy_for_young_women_in_the_changing_world_of_work.pdf) and accessed 2 November 2021.



about the victimization of women and constructs around victim blaming. So, for example, in a study conducted for a master thesis in Nairobi, respondents indicated that gender-based harassment in matatus was associated with women 'dressing in a provocative manner'. Other factors identified in the same study as contributing towards gender-based violence (GBV) in public transport include seating plans, congestion, and the type of music played. The reluctance of savings and credit cooperative union (SACCO) and matatu owners as well as the police to implement GBV prevention measures further compounds the situation<sup>23</sup>.

Women are also less likely than men to find employment in urban transport and associated industries<sup>24</sup>. Only 26% of works and transport public sector institutions employees in Uganda are women. Furthermore, budget provisions are insufficient to implement and monitor gender-related initiatives in these departments<sup>25</sup>.

It is important that gender is mainstreamed in planning, designing, constructing, operating and maintaining infrastructure and services. This will ensure that public transport is accessible and safe for all users. If the differential needs of women and men are well understood, transport infrastructure and services will be more likely to be responsive in an equitable and appropriate manner.

## 2.4 Gender and transport data gaps

Transport policies that are gender responsive need to be based on evidence. As indicated earlier, 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 viz-a-viz the type of thematic areas covered as well as research methods applied. 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 transport<sup>26</sup>.

No surveys based on quantitative methods with significant sample sizes studies and a focus on gender and transport have been conducted in Uganda during the past ten years. Questionnaire surveys, when conducted, typically have sample sizes of below 200 and do not use random sampling techniques<sup>27</sup>.

23 Obure, Corazon Wasona, 2017. Factors influencing gender violence against women in public transport sector in Kenya: The case of Nairobi county public transport system. Available from <http://erepository.uonbi.ac.ke/handle/11295/104254> and accessed 2 November 2021.

24 Peter D., 2013. Gender and sustainable urban mobility. Thematic study prepared for Global Report on Human Settlements 2013. Available from <http://www.unhabitat.org/grhs/2013>.

25 Gender responsiveness in the transport sector. BMAU BRIEFING PAPER (23/19) May 2019.

26 Muhoza C., Wikman A., and R. Diaz Chavez, 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.

27 Examples include: Factors affecting road transport management in Kampala capital city authority, Uganda. Charles Mugabi. 12/miml/2/001. 2015. Uganda Management institute. And Balancing information requirements with data availability: a case of transport planning, Kampala, Uganda. Mazzi Lydia Kayondo Ndandiko, International Institute of Geo-information Science and Earth Observation, 2007.



### 3 | SCOPE, OBJECTIVES AND USE OF THE STUDY

The study focuses on the travel patterns and experiences of women who use/have access to mobile phones in the Kampala District of Uganda. All five divisions of the District were included in the study: Kampala central division, Kawempe Division, Makindye Division, Nakawa Division, and Rubaga division.

This report is intended to:

- present empirical evidence of trends and conditions of gendered transport usage
- identify obstacles women face when using public transport
- provide summary findings and present lessons for policy

The findings of the 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 insights 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 as well as mainstreaming gender in public transport.

Including and accommodating more women as actors in public transport for example, in driving, owning, and repairing vehicles, forms an important part of engendering the public transport agenda. Given that this particular target group is difficult to reach through a sample survey and the qualitative research done by SEI already focused on this sub-group, they were not targeted for the CATI survey.



## 4 | METHODOLOGY

### 4.1 Questionnaire and approach

Data was collected using CATI methods with GEOPOLL appointed as the service provider for the survey.

UN Women East and Southern Africa Regional Office (ESARO) and SEI designed the questionnaire, which was refined with further inputs from the Women Economic Empowerment Hub at Kenyatta University as well as UN Women country offices in Kenya and Uganda, 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 Kampala. It includes questions on demographics, general transport mode and use patterns, economic activities, associated transport use, and 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 and were resident in Kampala District. They also had to have access to or own a mobile phone. The sample was composed such that it conformed to predetermined quotas representative of the population of Kampala District by age group, sex, and division. The demographic base data was obtained from UBOS and based on its most recent population estimates for Kampala District. 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 Kampala District who own mobile phones but adjusted to the demographics of the population by age, sex, and location.

Data was collected between August 27<sup>th</sup> and September 30<sup>th</sup>. Actual data collection included 2,458 women with this sample 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 ensure that confidentiality and anonymity were guaranteed. 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 exercise which was being conducted remotely. Informed consent was obtained from each participant. Respondents were also provided with GBV helpline contact details in the event they needed to contact them. The survey process also safeguarded the safety of interviewers. Recommended anti-COVID-19 barrier behaviors amongst teams of interviewers were observed to avoid any risk of contamination and virus transmission. Working hours were in accordance with curfews if implemented in a specific country.

### 4.4 Analytical focus of the study

Data was analyzed using Excel and STATA software and weighted to better reflect the demographic distribution of women in Kampala District by sex, age, and division. Descriptive statistics and disaggregated frequencies by sex and age group were compiled and data visualized using Excel as shown in the subsequent sections.

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



## 4.5 Conclusions

A total of 2,548 women 18 years and older and resident in Kampala District with access to mobile phones and who were users of public transport were interviewed. The interviews were benchmarked based on the predetermined demographic quotas to reflect the age distribution of women in Kampala District by division according to the most recent UBOS demographic estimates.

The study can be considered statistically representative of women who reside in Kampala District, have access to mobile phones, and use public transport. In the absence of large sample surveys addressing gender and transport, this study therefore has an important role to play in filling data gaps around the use of and problems experienced by women residents in Kampala District when using public transport.



## 5 | RESULTS

### 5.1 Demographic Characteristics of the respondents

#### Findings

This assessment of gender and public transport is based on a random sample of women aged 18 years and older who live in Kampala District, 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 division and where quotas were not fully realized 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	2400	100.0
Age group	18-24	936	39.0
	25-34	836	34.8
	35-44	354	14.7
	45-54	156	6.5
	55+	119	4.9
Division of residence	Kampala Central Division	121	5.0
	Kawempe division	540	22.5
	Makindye division	616	25.7
	Nakawa division	620	25.8
	Rubaga division	503	21.0
Head of household	Head of household	998	41.6
	Total number of heads	998	100.0
	18-24	205	20.5
	25-34	343	34.4
	35-44	230	23.0
	45-54	123	12.3
	55+	97	9.8
Highest level of education	Total	2400	100.0
	No formal education	16	0.7
	Some Primary School	64	2.7
	Completed Primary School	72	3.0
	Some Secondary School	360	15.0
	Completed Secondary School	602	25.1
	Technical & Vocational Training	213	8.9
	Completed University/College	984	41.0
	Completed Post Graduate	68	2.8
	Don't know/refused	20	0.8
Live with others	Yes	2188	91.2





In correspondence with the demographic profile of the Kampala district population, 73.8% of women were aged between 18 and 34 years. Slightly more than four out of ten (41.6%) of the women interviewed were household heads and most live with

others (91.2%). With regards to their highest level of education, 25.1% indicated that they had completed secondary education and a further 52.7% had a technical or vocational training qualification, university or college degree or diploma or higher.

**Table 2: Physical 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
Respondents with physical hindrance that makes it difficult to use public transport	Total	2400	287	12.0	100.0
	18-24	936	88	9.4	30.7
	25-34	836	89	10.7	31.0
	35-44	354	38	10.7	13.2
	45-54	156	30	19.5	10.5
	55+	119	42	35.0	14.6
Hindrane Description		Number of cases with a specific difficulty	Percentage of those with difficulties		
	Total	287	100.0		
	Walking	71	16.7		
	Seeing	31	8.9		
	Hearing	9	1.0		
	Remembering	11	6.6		
	Communicating	9	4.6		
	Chronic illness	78	32.3		
	Allergies	18	6.3		
	Breathing difficulties	19	6.6		
	Backaches	14	4.9		
	Car sickness/nausea	10	3.5		
	Headaches	2	0.7		
	Legs and feet ache/swell	7	2.4		
	Pregnancy	3	1.0		
	Surgery	3	1.0		
Other	34	11.8			



Access to public transport is often a problem for persons with disabilities. In this particular survey, international best practice questions such as the Washington group questions were not used. Even though the response categories were similar to that of the Washington group, the question was phrased differently to get a better indication of the health and well-being nexus with public transport. Consequently, many physical ailments that create discomfort during travel were listed. This includes among others problems related to allergies, respiratory tract problems i.e., breathing problems, or problems associated with COVID-19.

12% of respondents had physical hindrances that made it difficult to use public transport. Given that women aged 34 and younger form the biggest part of the sample, they also comprised the biggest group with problems (61.7%). However, as expected, the age-specific percentages show that women older than 55 years were significantly more likely to experience problems (35% compared to 9.4% of the 18 to 24 age group and around 10% in other age groups). Chronic illnesses (32%) and walking presented the biggest difficulties (16.7%). Nine in ten respondents also had difficulties seeing well, while a combination of allergies and respiratory problems accounted for 12.9% of difficulties.

## Conclusion

The general demographic profile of the respondents suggests that four out of ten were heads of households and 77.8% have levels of education of secondary or higher. When compared to the findings of the most recent household surveys conducted by UBOS, the sampled women had higher levels of education and were more likely to be heads of households than women in the greater Kampala region as evidenced from the comparison with the UNHS 2016-2017.

The study found that slightly more than one in ten of respondents experienced difficulties using public transport due to health and/or physical problems. This

primarily affects older women, as a third of those aged 55 years and older had difficulties compared to one in ten of the 18-44 years age cohort. Chronic illnesses (32%) and walking presented the biggest difficulties (16.7%). Nine in ten respondents also had difficulties seeing well, while a combination of allergies and respiratory problems accounted for 12.9% of difficulties.

## 5.2 General public transport use

### Findings

Table 3 shows the mode of public transport most frequently used by respondents and confirms that the boda-boda is used most frequently (76.5%) followed by 14-seater taxis, which 73.7% of respondents use. The data also confirms that younger women (18-24 years age group) were more likely to use boda-bodas (81.9%) than the older group of women (70%) in the 55+ age group. Buses were used by approximately 10.8% of the sample and special hires/Ubbers etc. by 6.8%. Younger women were more likely to use special hire (8.5%) than older women (3.0%), while women (45 to 54 years) were more likely than the 18-24 year age group to use buses (43 seats plus). Approximately 16% of older women of this age cohort use these big buses, compared to only 11.2% of the 18-24 years age group.

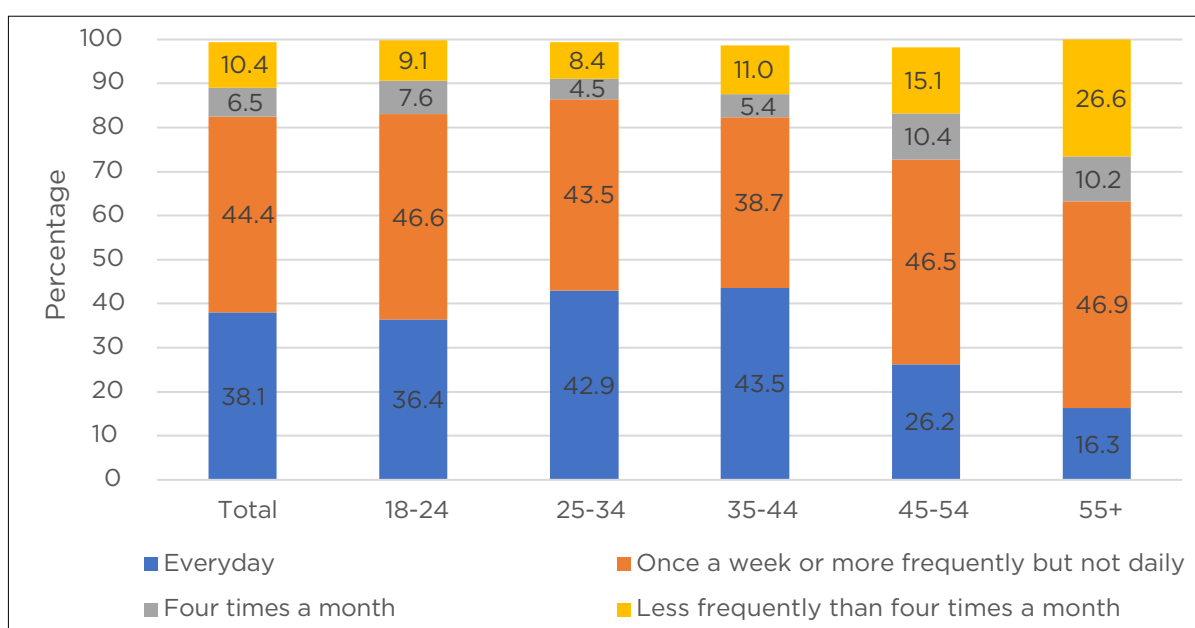
With regards to the frequency of use, 38.1% of women use public transport daily and a further 44.4% use it more often than once a week but not daily (see Figure 1). With regards to age groups, women aged 25-34 years were most likely to use public transport at least once a week or more often (86.5) followed by the 18-24 years group (83.1%). The age group least likely to travel once a week or more often is older women aged 55 years and older. Only 63.2% of them travelled that frequently using public transport.

According to Figure 2, public transport is most likely to be used for shopping or going to the market (62%). Going to work and travel for leisure purposes comes second at 48%. Going to a business or for trading purposes is third (38.2%).

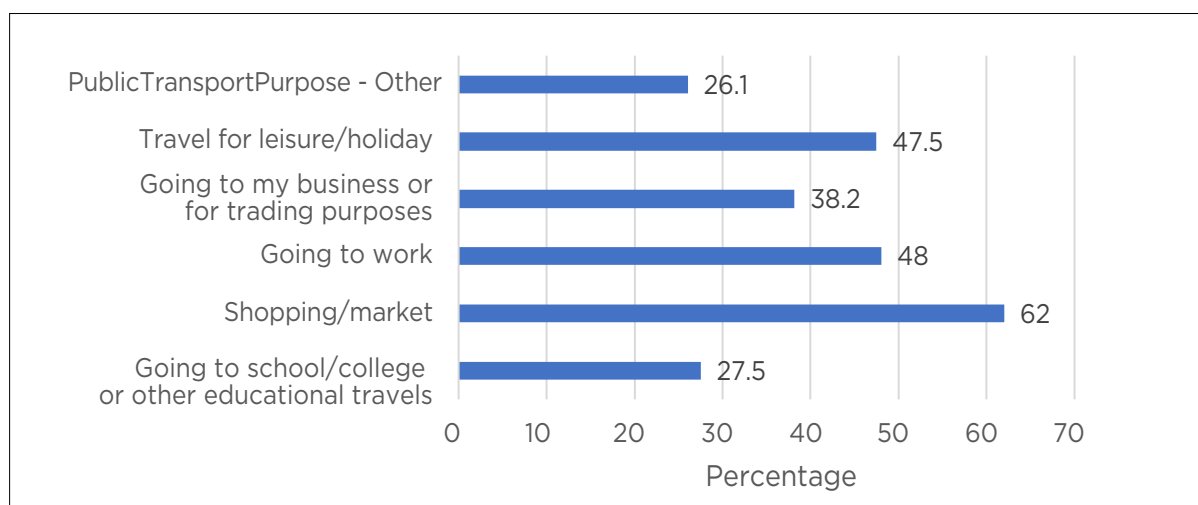


**Table 3: Public transport mode used most frequently, by age group (multiple responses)**

Public transport mode (more than one response is possible)	Age group					
	Total	18-24	25-34	35-44	45-54	55+
Taxi [14-seater]	73.7	69.4	68.9	85.3	84.3	81.2
Coaster/minibus [14 to 43-seater]	4.4	5.0	2.9	6.1	7.0	2.6
Buses [43 plus seats]	10.8	11.2	9.2	12.8	15.6	7.1
Tuk-tuk/three-wheeler	0.2	0.2	0.2	0.4	0.0	0.0
Boda-boda/motorcycles	76.5	81.9	78.6	69.9	63.1	70.0
Special hire/Uber etc.	6.8	8.5	7.3	4.1	3.0	7.5
Train	0.3	0.2	0.3	0.0	1.0	0.0
Other	0.9	1.2	0.7	0.8	1.8	0.0



**Figure 1: Frequency of public transport use**



**Figure 2: Purpose of public transport use**



Table 4 summarizes the purpose for which public transport is being used from the perspective of the division of residence as well as age group. It shows that women living in Nakawa (67.3%) and Kampala Central (66.2%) were more likely than those living in the other divisions to use public transport for shopping/going to the market<sup>28</sup>. Women living in Kampala Central were significantly more likely (60.8%) than those living elsewhere (approximately 47% for other divisions) to use public transport to travel to work.

The age cohort most likely to use public transport to attend an educational institution is the age group 18-24 years; 43.6% indicate that they use public transport. The age groups 18-24 years and 25-34 years were more likely than older women to use public transport for shopping or travelling to the market with 62.6% and 65.2% respectively indicating this use pattern. With regards to using public transport, young women aged 18-24 years were more likely than any other age group to use public transport for leisure/holiday travel (60.0%).

<sup>28</sup> The 'shopping and going to the market' category generally refers to the purchasing of goods for household use and consumption. However, it may also include the buying of goods for re-sale purposes as part of informal trade. Unfortunately, the questionnaire did not make a distinction between these two kinds of shopping/going to the market activities.

Women aged 25-34 (42.3%) and 35-44 years (56.2%) were more likely than those in other age groups to use public transport to travel to work.

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

Travel purpose	Division of residence				
	Central	Kawempe	Makindye	Nakawa	Rubaga
Going to school/college or other educational institution	33.5	25.7	27.2	29.5	25.9
Shopping/market	66.2	62.1	58.6	67.3	58.5
Going to work	60.8	48.1	46.8	47.4	47.3
Going to my business or for trading purposes	43.2	37.1	40.6	38.3	34.9
Travel for leisure/holiday	48.1	50.7	45.3	48.7	45.0
Other	21.4	26.3	27.4	26.3	24.9
Age group					
Age group	18-24	25-34	35-44	45-54	55+
Going to school/college or other educational institution	43.6	19.3	13.9	14.2	15.9
Shopping/market	62.6	65.2	58.4	54.3	55.5
Going to work	42.3	56.2	53.9	34.6	36.5
Going to my business or for trading purposes	33.7	41.0	41.9	39.3	40.4
Travel for leisure/holiday	60.0	44.2	32.2	36.9	31.1
Other	22.8	24.0	24.8	37.5	55.4



## Conclusion

The study only focused on women who use public transport and found that boda bodas and 14-seater taxis were most used. The modal split found for women with mobile phone access or ownership is 76.5% for boda bodas, 73.7% for 14-seater taxis, and 10.8% for 43-plus-seater buses. Special hire only enjoyed 6.8% use.

More than 8 in 10 respondents use public transport at least once a week or more often and 38.3% use it every day. It is most frequently used for shopping or going to the market (62%) or to travel to work (48%). Education-related travel dominates for the age group 18-24 years while shopping is more likely to be done by the younger cohorts than those aged 35 years and older. Residents of Kampala Central were more likely to use public transport to travel for shopping or go to work.

## 5.3 Economic activities

### 5.3.1 General overview of economic activities

#### Findings

The women sampled were mostly either working for someone else (31%), not working and looking for a job (27.6%), or

involved in informal business activities (16.8%). Around 15% of women indicated that they were neither working nor looking for a job. This could include full-time students and women who were homemakers, among others (Figure 3).

According to Figure 2, women living in Kampala Central and Kawempe were 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 (35.3% for Kampala Central and 33.4% for Kawempe). Approximately 17% of respondents in Kampala Central, Kawempe and Nakawa engaged in informal business activities. It is also important to note that individuals in paid employment may also be involved in informal activities by virtue of their employers' registration status as is evident from the responses to the questions on business registration.

Women living in Makindye (11.1%) and Rubaga (11.8%) were more likely than women from other divisions to be involved in farming.

Whereas Figure 4 provides information on the division of residence of the economically active respondents, Figure 3 disaggregates the same information by

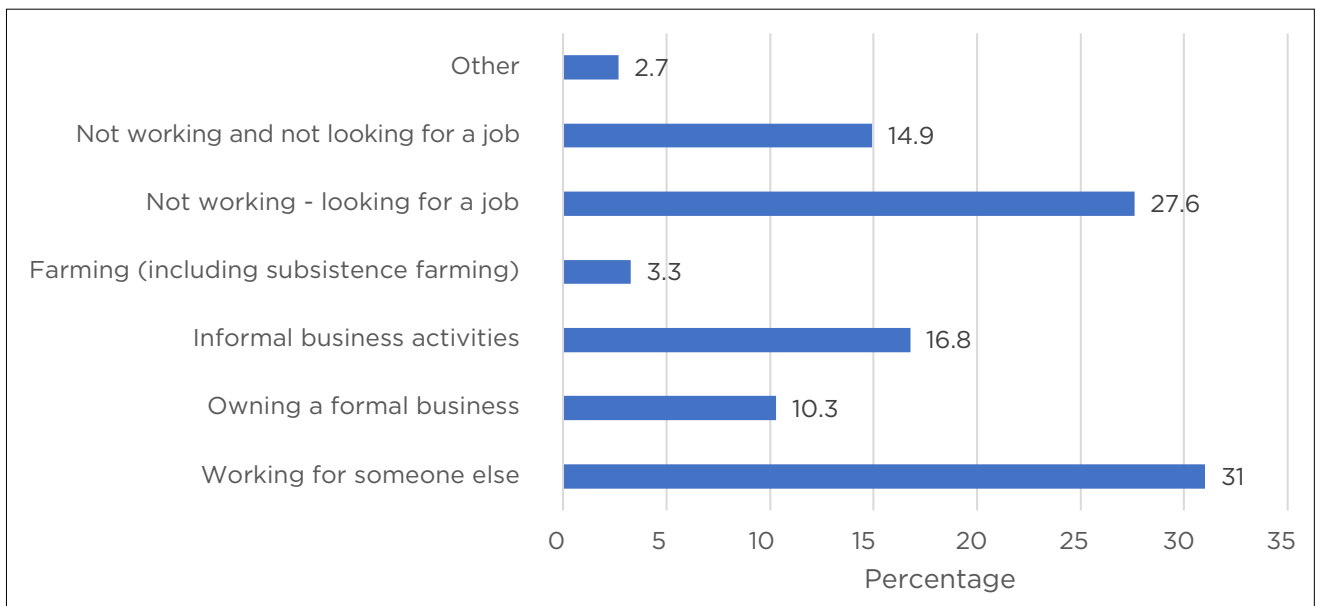


Figure 3: Nature of economic activities



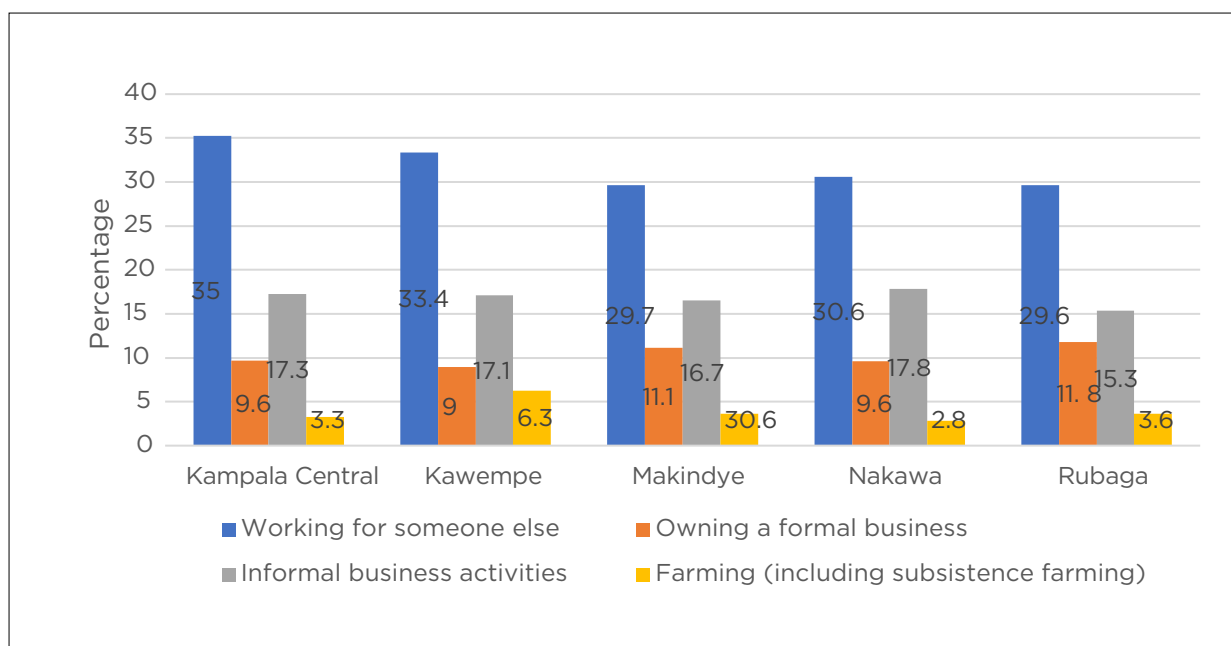


Figure 4: Employment status of those who were economically active, by division of residence

age group. It is evident that even though there were some fluctuations between different divisions in terms of women's main economic activities, the differences between age groups were much starker. First, age groups 25-34 years and 35-44 years were more likely to be economically active than other age groups. Overall, 61.3% respondents were involved in some form of economic activity. However, within age groups, economic activity ranged from

44.7% (18-24 years) to 74.5% (25-34 years) and 76.2% (35-44 years).

According to Figure 5, the 25-34 years age group is much more likely to be employed by others (39.4%) than any other age group. Such employment is least likely to be found in the 45-54 years age group (17.2%) and 55 years and above age group (10.7%) and, as indicated earlier, could be in the informal or formal sector.

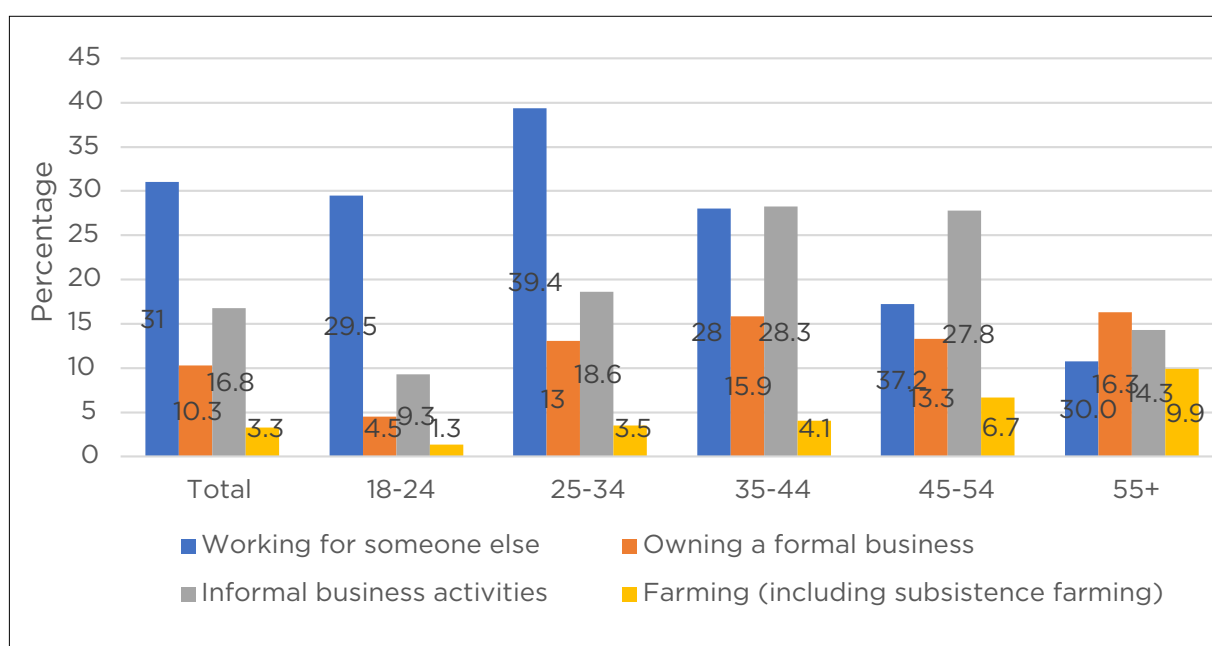


Figure 5: Employment status, by age group



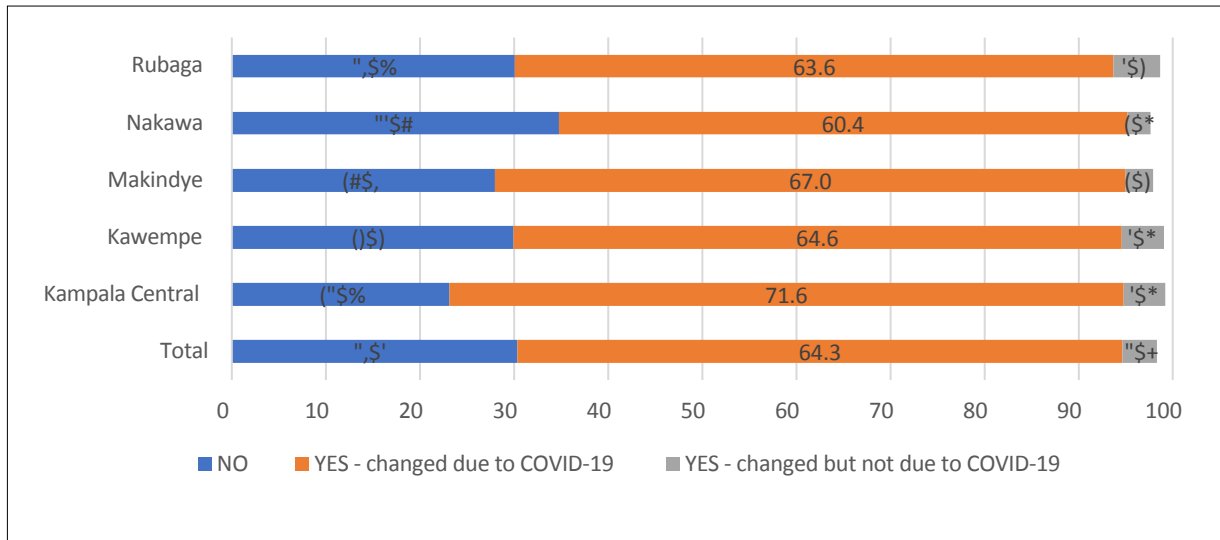


Figure 6: Changes in economic activities since the onset of COVID-19, by division of residence

Most respondents (64.3%) said that their economic activities changed due to COVID-19 (Figure 6). Women living in the Kampala Central Division (71.6%) were more likely to be affected than women living in other parts of the District. This is significantly higher than Nakawa, which is the division with the lowest percentage of individuals whose economic activities were impacted by COVID-19 (60.4%).

According to Figure 7, more than 8 out of 10 respondents lived in households where the combined household incomes have decreased during the pandemic. Women living in Makindye (84.5%) were the most likely to be affected by reduced combined household incomes.

The respondents who were economically active indicated that the enterprises they own or work for were mostly registered by the Government (58%), while 37% are not registered (Figure 8).

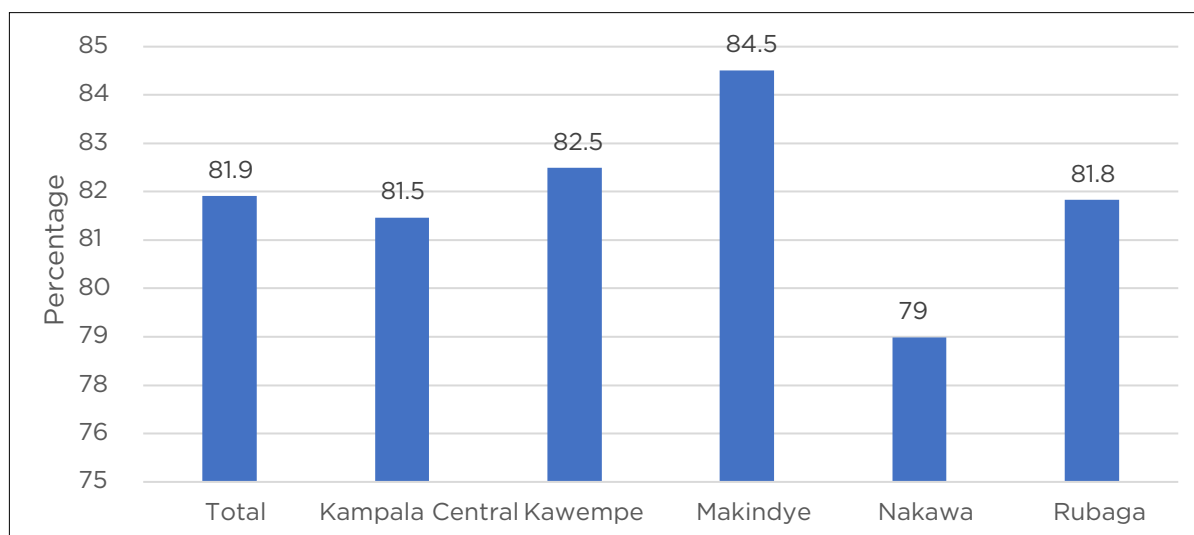


Figure 7: Respondents whose combined household income has decreased since the onset of COVID-19, by division of residence



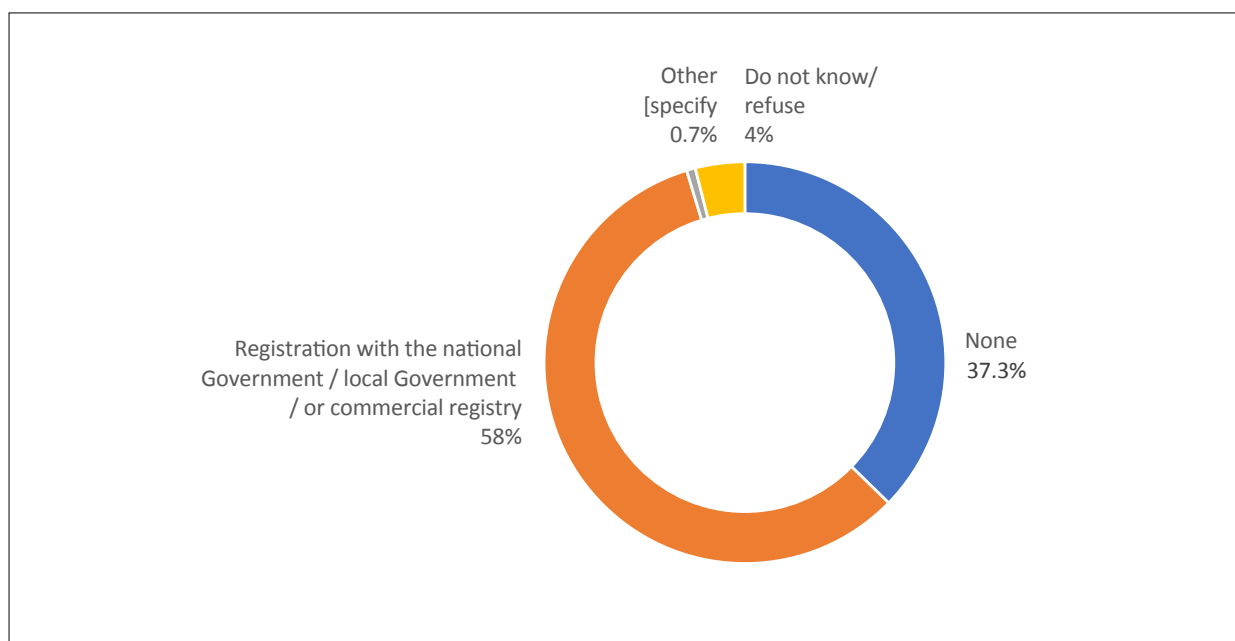


Figure 8: Registration status of business or place of employment, by division of residence

Table 5: Registration status of business or place of employment, by division of residence

Type or registration	Division of residence				
	Kampala Central	Kawempe	Makindye	Nakawa	Rubaga
None	43.3	33.4	34.9	38.1	41.8
Registration with the national/local Government	51.9	61.3	59.4	58.3	54.1
Other [specify]	1.2	0.6	0.9	0.3	1.0
Don't know/Refused	3.6	4.7	4.9	3.4	3.0
Type or registration	Age group				
	18-24	25-34	35-44	45-54	55+
None	32.0	32.9	44.5	50.6	63.4
Registration with the national/local Government	60.3	63.7	52.1	46.4	31.5
Other [specify]	0.5	0.9	0.7	1.0	0.0
Don't know/Refused	7.2	2.6	2.6	2.0	5.1





According to Table 5, women in Central Kampala (43.3% without registration) and Rubaga (41.8% without registration) were the least likely to own/work for enterprises that were registered. The analysis of enterprise registration status by age groups shows that only 31.5% of older women aged 55 years and above worked for registered enterprises. This is significantly lower than women from the youngest age cohorts where 60.3% (18-24 years cohort) and 63.7% (25-34 years cohort) respectively indicated they work for registered businesses.

Figure 9 summarizes the economic sector or the place of employment or own business. 4 in 10 of these businesses were in the retail trade or buying and selling of goods business. This is followed by 'Other' - 16.4% and service activities (14.7%).

Table 6 summarizes the business sector type of the economic activity against place of residence and age group of the respondents. Retail-trade dominates in

Rubaga (45.0%), Makindye (41.4%) and Kampala Central (41.4%), while service-related activities were noticeable in Nakawa (16.1%), Kawempe (15.6%) and Rubaga (15.1%).

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

- 1) Women 35 years and older were more likely to be involved in retail trade (around 36% or more) than younger women of whom only approximately 37% engage in this sector.
- 2) The service sector is more likely to be the sector of employment of younger women. 18% of the 18-24 years age group and 15.2% of the 25-34 years age group who were economically active work in this sector. This is higher than the approximately 11% of women in the 35-44 years and 45-54 years age groups as well as the 5% of the 55 years and older group who were active in this sector.

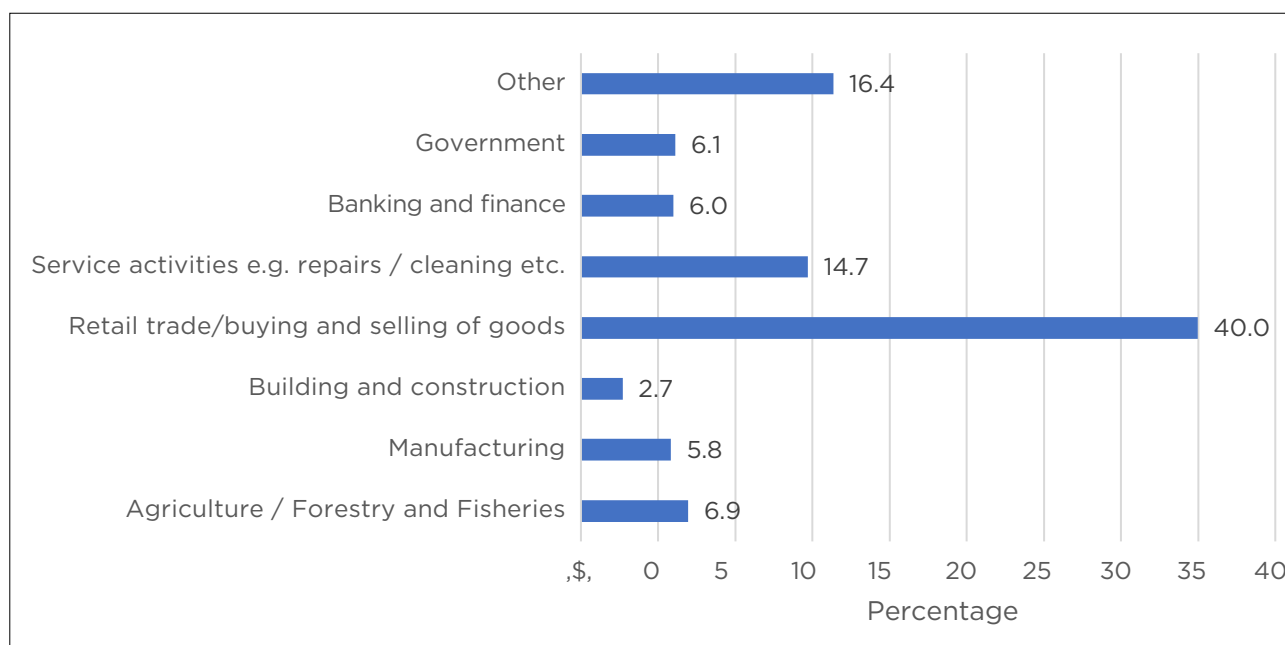


Figure 9: Economic sector of the place of employment/own business



**Table 6: Type of business sector where employed, by division of residence**

Sector	Division of residence				
	Kampala Central	Kawempe	Makindye	Nakawa	Rubaga
Agriculture / Forestry and Fisheries	12.2	5.3	7.0	7.3	6.8
Manufacturing	4.7	6.4	4.6	7.9	4.4
Building and construction	1.1	4.2	2.3	3.5	1.0
Retail trade/buying and selling of goods	41.4	38.3	41.4	35.8	45.0
Service activities e.g. repairs / cleaning etc.	12.8	15.6	12.5	16.1	15.1
Banking and finance	8.0	4.2	7.1	6.0	6.1
Government	3.6	9.5	5.0	5.0	5.7
Other	16.1	14.6	19.3	16.1	15.0
DON'T KNOW	0.0	1.3	0.8	1.4	0.3
REFUSED	0.0	0.6	0.0	0.8	0.7
Sector	Age group				
	18-24	25-34	35-44	45-54	55+
Agriculture / Forestry and Fisheries	5.4	6.1	6.8	10.8	19.6
Manufacturing	5.7	7.3	3.4	7.0	0.0
Building and construction	3.2	3.2	1.9	1.0	0.0
Retail trade/buying and selling of goods	37.3	36.7	46.4	47.4	50.0
Service activities e.g. repairs / cleaning etc.	18.2	15.2	11.7	11.0	5.1
Banking and finance	6.2	8.6	2.6	0.0	2.8
Government	3.7	4.8	10.6	10.9	7.7
Other	18.7	16.4	15.4	9.9	14.7
DON'T KNOW	0.8	0.9	1.1	2.0	0.0
REFUSED	0.7	0.7	0.0	0.0	0.0

## Conclusion

6 in 10 of the respondents indicated that they were economically active. Whereas 27.6% of women interviewed were not working and were looking for a job, 14.9% were neither working nor looking for a job. An efficient and affordable public

transport system has the potential to play a significant role in the economic empowerment of women given that nearly 5 in 10 women use public transport to travel to work. Economic activity (and consequently work-related travel) peaks for women aged 25 to 44 years. 4 in 10 women work in the retail sector/buying and selling



of goods. This survey once again confirmed the serious impact that the COVID-19 pandemic and its associated movement restrictions had on the economic wellbeing of individuals and households. More than six in ten respondents experienced changes in their economic activities since the onset of COVID-19 while 82% said that their combined household incomes have declined during this time.

### 5.3.2 Use of public transport for economic activities

#### Findings

Nearly 3 in 10 respondents (31.8%), travel to Kampala Central Division to engage in their economic activities regardless of their place of residence. A further 2 out of 10 (21.1%) go to Nakawa and 14.3% to Makindye. Only 6% of the women interviewed indicated that they travel for work purposes to a district outside of Kampala District.

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

- 1) Only 11.8% of those who were economically active in Kampala Division also live there, while 67.3% of the women living in Kampala Division also work there.

- 2) More than 8 in 10 workers (85.6%) in Kawempe also live there, while slightly more than half who live there (52.3%) also work there.
- 3) Makindye has the highest ratio of workers who both work and live there - 90.8% of the workers also live there and slightly more than half of those who live there also work there (51.8%).
- 4) Nakawa has a similar pattern in that 8 out of 10 workers in the division also live there. Approximately two thirds (64.8%) of the Nakawa women residents also live there.
- 5) Similar to Kawempe, 84.8% of the economically active women in Rubaga also live there and 47.4% who live there work in the same division.
- 6) All significant outward travel patterns related to work take place from other divisions towards Kampala Central.
- 7) Relatively few respondents (6%) indicated that they work in a district outside Kampala. However, those who do primarily come from Nakawa and Rubaga (both 28%) and Kawempe (22.2%),

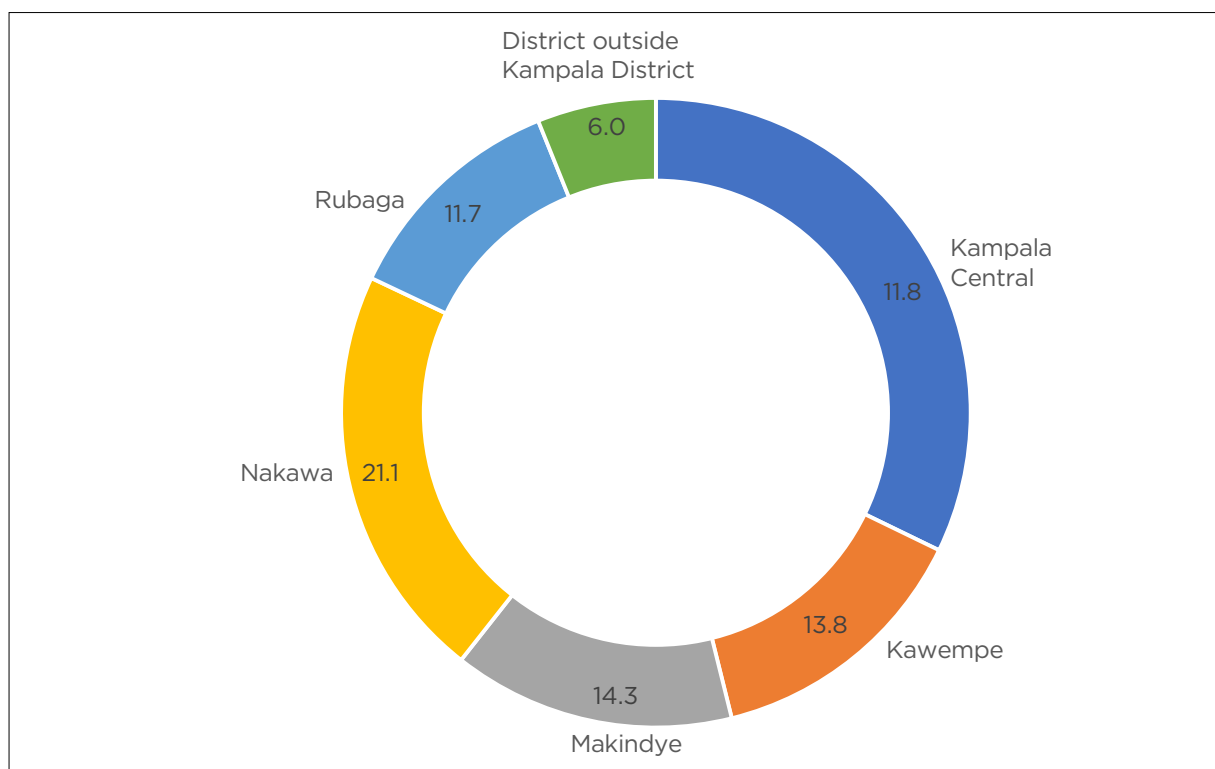


Figure 10: Destination division for work related travel



**Table 7: Division of residence and division of work/business**

Division of work/business	Division of residence									
	Kampala Central		Kawempe		Makindye		Nakawa		Rubaga	
	Row %	Col %	Row %	Col %	Row %	Col %	Row %	Col %	Row %	Col %
Total	5.6	100.0	22.5	100.0	25.1	100.0	26.0	100.0	20.8	100.0
Kampala Central	11.8	67.3	21.9	31.0	25.5	32.4	19.2	23.4	21.6	32.9
Kawempe	4.2	10.3	85.6	52.3	2.6	1.4	3.6	1.9	4.1	2.7
Makindye	1.3	3.4	2.0	1.3	90.8	51.8	1.5	0.8	4.4	3.0
Nakawa	2.1	8.0	7.5	7.1	6.1	5.1	79.7	64.8	4.6	4.7
Rubaga	2.3	4.7	1.8	1.0	7.3	3.4	4.2	1.9	84.4	47.4
District outside Kampala district	4.9	5.3	22.2	5.9	17.8	4.3	27.5	6.4	27.6	8.0
Don't know/Refused	5.0	1.0	28.7	1.5	35.2	1.6	63.4	0.8	67.7	1.3

Given women's more complex daily activities and consequently mobility patterns, time spent travelling does have a significant impact on women's well-being and productivity. Figure 9 summarizes the total travel time of respondents to their respective places of work/business and the time they spend waiting for public transport when leaving for work as well as for their return home.

Nearly 8 in 10 women (79.3%) spend more than 15 minutes travelling to their place of economic activity. Waiting times going to work were generally shorter than this when the respondents were heading home. The proportion of those who wait between 0 and 15 minutes declines from 88.7% when going to work to 61.9%. Nearly two in ten women (18%) wait 30 minutes or more for their public transport to go home after work compared to 9.4% who wait 30 minutes or more when they are heading to work.

Table 8 summarizes travel times and waiting times by division of residence and age group. It shows that women residing in Kampala Central (50%) were the most likely to travel for 30 minutes or more to reach their work destination. They were followed by women in Makindye and Nakawa where 3 in 10 women travel for 30 minutes or longer.

Waiting times for public transport when going to work were relatively low. More than three quarters of women spend 15 minutes or less waiting for transport when going to work. There were no significant differences between divisions.

However, when comparing waiting times after work when trying to return home, the patterns change. As already seen, more women were likely to wait for their transport for longer periods than when they traveled to work. Women living in Nakawa were least affected with only 8.7% needing



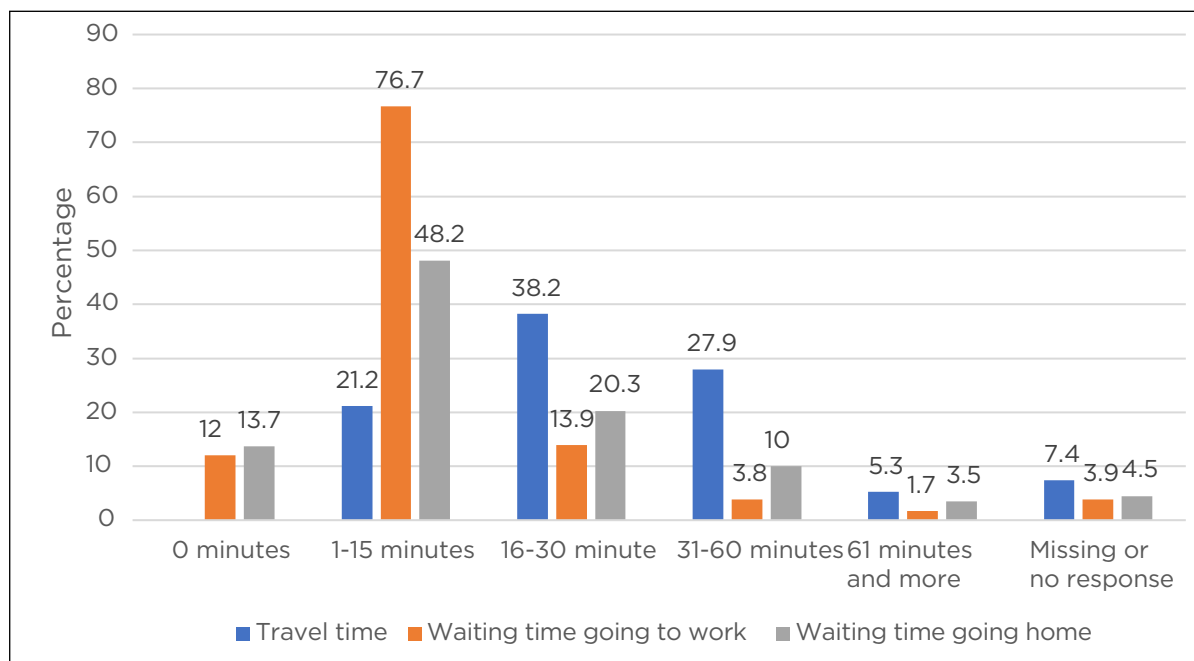


Figure 11: Travel time to work and time spent waiting when going to work and home

to wait 30 minutes or longer. Waiting times of 30 minutes or more were common for 17.2% of women living in Kampala Central Division, 13.3% in Rubaga and 15.3% in Makindye Division. Thirteen per cent of women from Kawempe wait 30 minutes or longer.

### Conclusion

Given women's more complex daily activities and consequently mobility patterns, time spent travelling has a significant impact on women's wellbeing and productivity. Between 52% and 67% of the women who were economically active work and live in the same division. The rest typically travel to other divisions within Kampala District or to other districts to get to their place of work. Three quarters of women spend between one and 15 minutes to travel to work, but 50% of those living in Kampala Central Division spend more than 30 minutes to get to and from work. Waiting times for public transport are longer when women are returning home from work than when they were travelling to work with 33% waiting longer than 15 minutes for transport on their journeys back home.

## 5.4 Public transport related problems

### Findings

One of the most important questions in the questionnaire in the context of women and public transport is the question 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 12 summarizes these findings for the whole of Kampala District. Respondents' biggest concerns were:

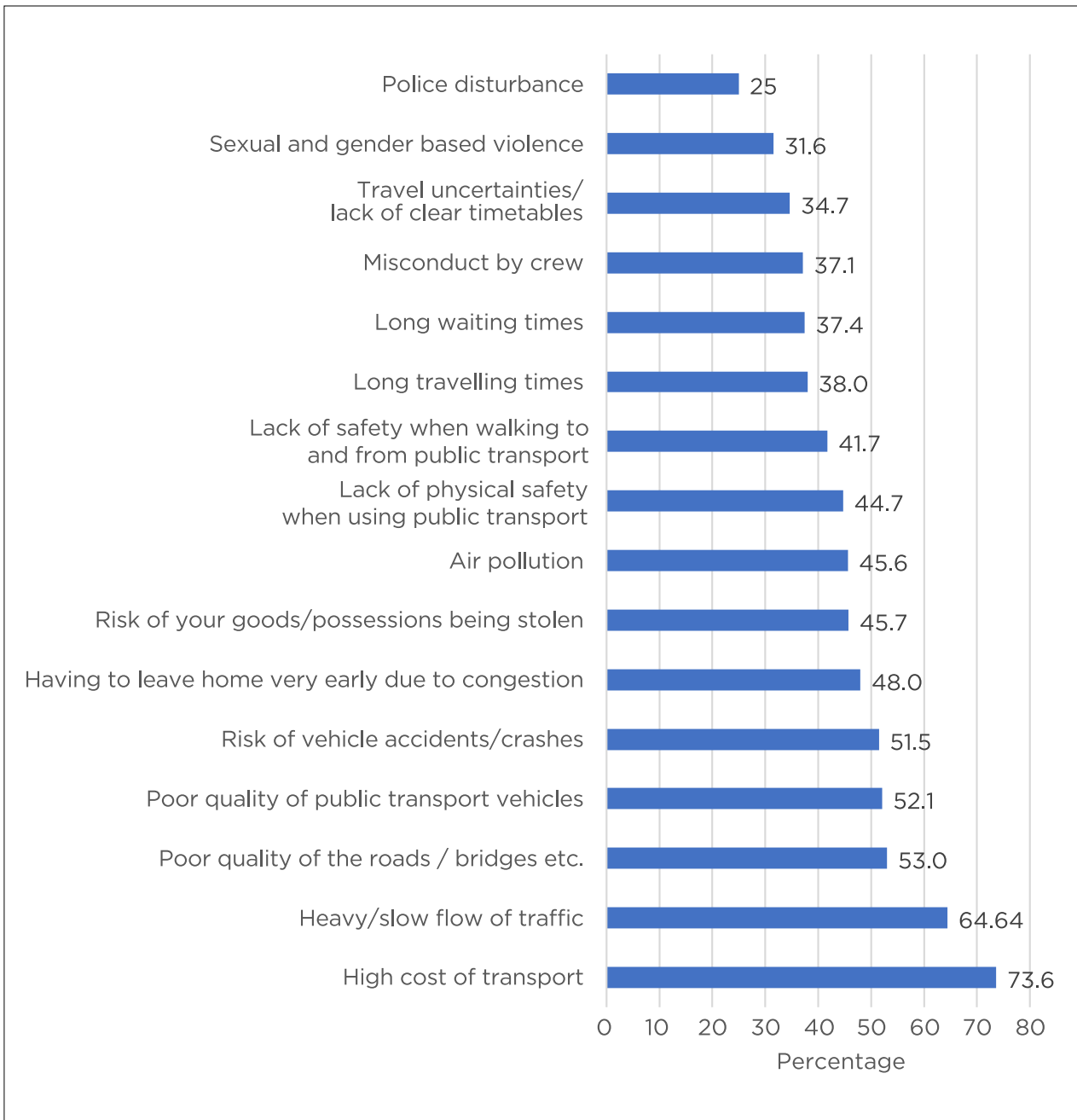
- The high cost of transport (73.6%)
- Heavy/slow traffic (64.4%)
- Poor quality of road infrastructure (53%)
- Poor quality of public transport vehicles (52.1%)
- Risk of vehicle accidents or crashes (51.5%)



**Table 8: Public transport travel time and waiting time by division of residence**

Travel time	Division				
	Kampala Central	Kawem-pe	Makindye	Nakawa	Rubaga
Total	100.0	100.0	100.0	100.0	100.0
1-15 minutes	18.6	19.2	24.4	19.3	22.6
16-30 minutes	28.7	42.2	34.6	39.5	39.2
31-60 minutes	37.0	27.5	28.6	27.8	25.5
61 minutes and more	12.5	4.1	4.8	5.6	4.7
Unspecified not applicable	3.1	7.1	7.5	7.9	8.0
Waiting time going to work					
Total	100.0	100.0	100.0	100.0	100.0
Zero minutes	7.7	13.3	10.6	11.8	13.8
1-15 minutes	74.1	79.0	75.3	76.8	76.6
16 to 30 minutes	16.1	11.7	14.8	14.0	14.7
31 to 60 minutes	3.3	5.5	3.9	3.5	2.3
61 minutes and more	4.4	0.6	1.7	1.4	2.3
Unspecified not applicable	2.1	3.2	4.3	4.3	4.0
Waiting time going back home					
Total	100.0	100.0	100.0	100.0	100.0
Zero minutes	9.9	16.0	13.3	13.1	13.4
1-15 minutes	44.0	47.6	47.1	54.1	43.7
16 to 30 minutes	25.7	19.0	20.4	19.7	20.7
31 to 60 minutes	10.5	9.6	11.0	6.8	13.1
61 minutes and more	6.7	3.7	4.3	1.9	3.3
Unspecified not applicable	3.2	4.1	4.0	4.5	5.7





**Figure 12: Public transport related problems considered a limitation or serious limitation to personal (multiple responses possible)**



Priority public transport-related problems selected by 50% or more of respondents can be summarized as follows (also see Table 9):

<b>Kampala Central</b>	
High cost of transport	74.9%
Heavy/slow flow of traffic	65.7%
Air pollution	52.2%
<b>Kawempe</b>	
High cost of transport	78.8%
Heavy/slow flow of traffic	64.9%
Leave home early due to congestion	51.2%
Poor quality of roads/bridges	50.7%
Risks of accidents vehicle crashes	50.2%
Poor quality of public transport vehicles	50.5%
<b>Makindye</b>	
High cost of transport	70.8%
Heavy/slow flow of traffic	61.9%
Poor quality of roads/bridges	55.8%
Poor quality of public transport vehicles	53.8%
Risk of vehicle accidents/crashes	50.3%
<b>Nakawa</b>	
High cost of transport	74.1%
Heavy/slow flow of traffic	64.4%
Risk of vehicle accidents/crashes	53.5%
Poor quality of roads/bridges	51.0%
Poor quality of public transport vehicles	50.1%
<b>Rubaga</b>	
High cost of transport	70.5%
Heavy/slow flow of traffic	66.7%
Poor quality of roads/bridges	55.7%
Poor quality of public transport vehicles	53.9%
Risk of vehicle accidents/crashes	52.7%
Goods/possessions being stolen	51.0%
Leave home very early due to congestion	50.8%

Table 9 also provides insights into the difference in problem selection between different age groups. The main patterns that can be distinguished are:

- 1) The high cost of transport is the number one problem across all age groups
- 2) The second most mentioned problem is the heavy/slow flow of traffic. However, women aged 45 years and older were less likely to mention this than younger women.
- 3) Poor quality of the roads and bridges were mentioned by more than 50% of respondents in all age groups except in the group of 55 years and older.

Figure 13 summarizes feelings of safety when using public transport during specific time periods. Most women feel unsafe when using public transport at night. More than 8 in 10 women (80.7%) feel unsafe or very unsafe when using public transport between 10pm and 7am, while 68.8% feel the same for the time slot 7 to 9 pm.

According to Table 10, women in Kawempe (73.4%) were more likely than women in the other areas to feel unsafe while using public transport between 7pm and 10pm whereas women in Nakawa (84%) were more likely to say they feel unsafe in the 10pm to 7am timeslot than elsewhere. Older women were less likely than younger women to feel unsafe when using public transport late at night (10pm to 7am). For example, whereas 82% of the women aged 25-34 years and 35-44 years feel unsafe at that time, only 71% of women older than 55 years share the same sentiment for the same timeslot.





**Table 9: Public transport-related problems considered a limitation or serious limitation to personal economic activities, by age group and division (multiple responses possible)**

Public transport issue	Division of residence				
	Kampala	Kawempe	Makin-dye	Naka-wa	Ruba-ga
Poor quality of the roads / bridges etc.	49.3	50.7	55.8	51.0	55.7
Poor quality of public transport vehicles	55.8	50.5	53.2	50.1	53.9
Long travelling times	42.6	37.8	38.2	40.9	33.2
Heavy/slow flow of traffic	65.7	64.9	61.9	64.4	66.7
Leave home very early due to congestion	49.8	51.2	43.7	46.8	50.8
Goods/possessions being stolen	44.6	45.6	46.0	41.5	51.0
Lack of safety - walking to and from PT	48.2	43.0	39.6	39.4	44.0
Lack of physical safety when using PT	38.5	43.4	43.0	46.0	48.2
Sexual and gender-based violence	28.6	31.7	31.4	28.2	36.6
Risk of vehicle accidents/crashes	48.2	50.2	50.3	53.5	52.7
High cost of transport	74.9	78.8	70.8	74.1	70.5
Lack of clear timetables and punctuality	37.7	35.8	33.1	35.1	34.0
Long waiting times	39.7	35.0	36.5	39.0	38.7
Air pollution	52.2	43.5	46.7	44.8	45.8
Police disturbance	33.0	25.9	26.7	22.6	22.8
Misconduct by crew	40.6	38.8	33.9	36.3	39.3
Public transport issue	Age group				
	18-24	25-34	35-44	45-54	55+
Poor quality of the roads / bridges etc.	54.6	51.7	55.4	55.3	41.3
Poor quality of public transport vehicles	47.4	53.4	54.5	58.1	50.1
Long travelling times	34.1	36.5	44.1	35.3	57.5
Heavy/slow flow of traffic	64.2	65.5	66.4	59.9	54.8
Leave home very early due to congestion	48.3	49.6	43.4	50.7	45.4
Goods/possessions being stolen	43.9	47.3	47.5	42.1	40.2
Lack of safety - walking to and from PT	41.7	42.0	40.1	40.7	45.9
Lack of physical safety when using PT	40.6	45.5	48.5	51.3	36.7
Sexual and gender-based violence	35.9	27.5	31.6	36.2	34.1
Risk of vehicle accidents/crashes	51.5	52.9	51.3	47.2	45.1
High cost of transport	71.9	72.8	77.1	74.7	76.4
Lack of clear timetables and punctuality	36.3	32.7	36.0	36.0	34.4
Long waiting times	36.8	35.3	43.8	36.4	37.2
Air pollution	39.8	45.5	53.4	45.3	51.8
Police disturbance	27.5	21.9	25.2	34.3	21.3
Misconduct by crew	36.8	35.4	39.6	42.4	36.8



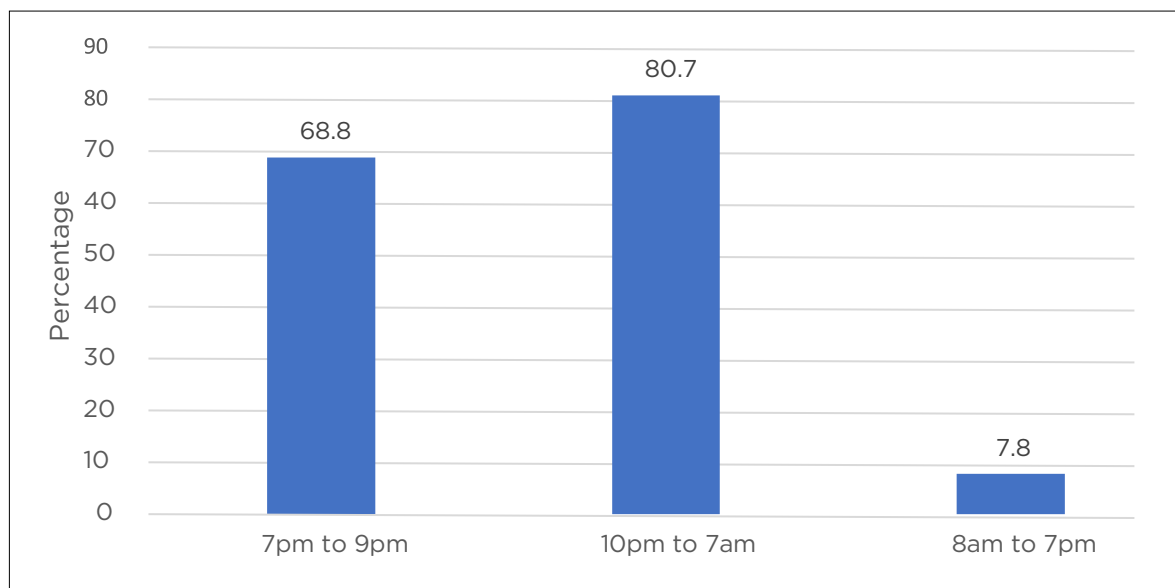


Figure 13: Feeling unsafe or very unsafe to use public transport during specific time slots

Table 10: Time period when women feel unsafe or very unsafe to use public transport, by age group and division of residence

Time slot	Division of residence				
	Kampala Central	Kawempe	Makindye	Nakawa	Rubaga
7pm to 9pm	68.1	73.4	65.8	69.5	66.7
10pm to 7am	82.0	80.3	79.6	84.0	78.0
8am to 7pm	2.7	8.0	9.1	7.0	8.0
	Age group				
	18-24	25-34	35-44	45-54	55+
7pm to 9pm	68.6	66.3	74.5	71.9	66.6
10pm to 7am	80.7	82.2	82.1	76.2	71.2
8am to 7pm	6.6	7.9	9.7	8.9	9.0

## Conclusion

The study included a very detailed list of the kinds of transport problems that exist and asked women to indicate to what extent they think these impede their ability to engage in their respective economic activities. The biggest concerns raised included: the high cost of transport (73.6%); heavy/slow traffic (64.4%); poor quality of road infrastructure (53%); poor quality of public transport vehicles (52.1%) and the risk of vehicle accidents or crashes (51.5%). Concerns varied between different divisions

and these need to be studied carefully to evaluate its full impact on potential transport strategies and planning.

## 5.5 Violence and public transport

### Findings

Problems related to violence have been voiced regularly in the context of public transport use in Kampala and elsewhere in the region. The CATI survey questionnaire also included questions related to whether respondents have witnessed and/or experienced



rienced such incidents while using public transport. Figure 14 summarizes these findings and shows that the most common forms of violence were disputes over payment, verbal, and other forms of emotional abuse, refusal to provide services e.g., transport of goods, as well sexual harassment. In all cases, respondents were much less likely to have experienced an incident themselves than to have witnessed it.

Figure 14 shows the division of residence of the respondents who have personally experienced the most common forms of violence. The statistics do not show significant differences between the different divisions for most of these forms of violence. However, in the case of sexual harassment, the difference between the locations with the highest incidence Makindye (37.1%) and Rubaga (36.4%) and the two locations with the lowest incidence Kampala Central (31%) and Nakawa (32.3%) is significant.

Three quarters of women have experienced disputes over payment; slightly more than half (54%) have been victims of verbal or other forms of abuse. Slightly more than a third (34.7%) indicated that they have been on the receiving end of sexual harassment, and 3 out of 10 have been refused services/resources such as transporting of goods or

produce. Even though only 9% of women were victims of physical abuse while using public transport, nearly half of them (46.6%) have witnessed such incidents.

With regards to the age of the victim and the kinds of violence experienced while using public transport, Figure 16 indicates that women from the younger age cohorts were more likely to be exposed to sexual harassment, verbal abuse, and disputes over payment than women aged 45 years and older.

Once the survey had established that a respondent had been a victim of violence, the respondent was 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. Across all types of violence except physical abuse, most of these incidents took place when the respondents were using a taxi 14-seater. Incidents where a significant percentage of victims indicated a boda-boda as the transport mode used at the time include being slapped, kicked, or physically hurt in some way (48.9%), sexual harassment (31.8%), and forced sexual relation (30.5%). Negligibly few of these events took place on coasters, buses, or tuk-tuks.

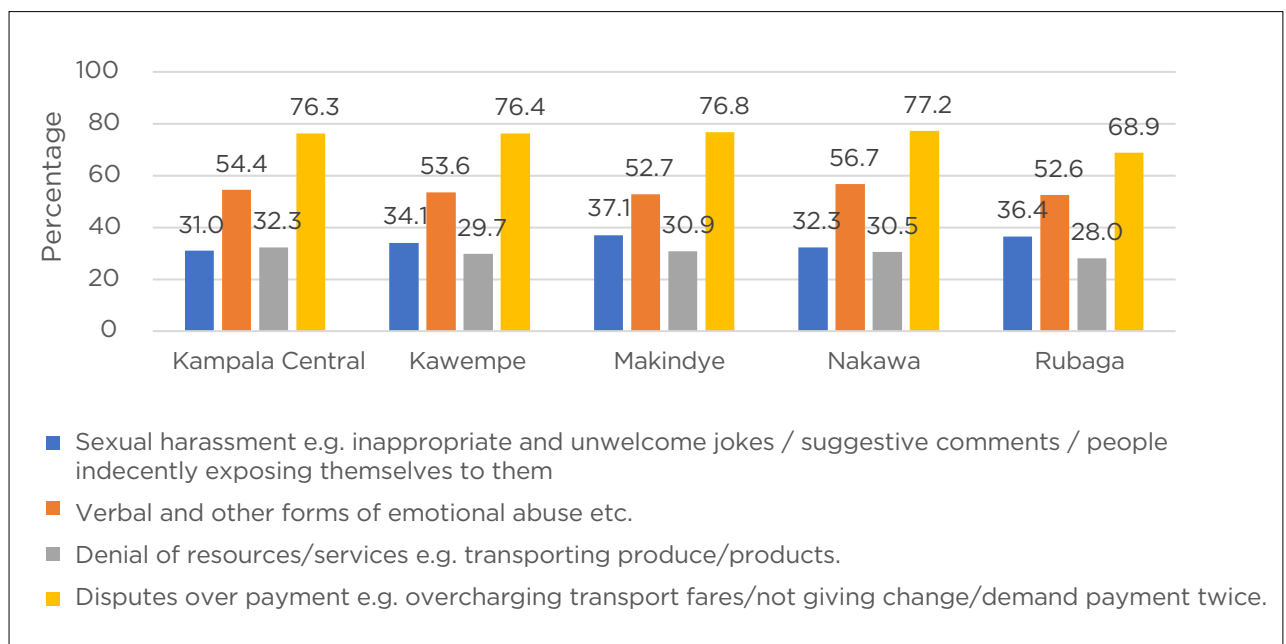


Figure 14: Incidents of violence experienced, by location of residence



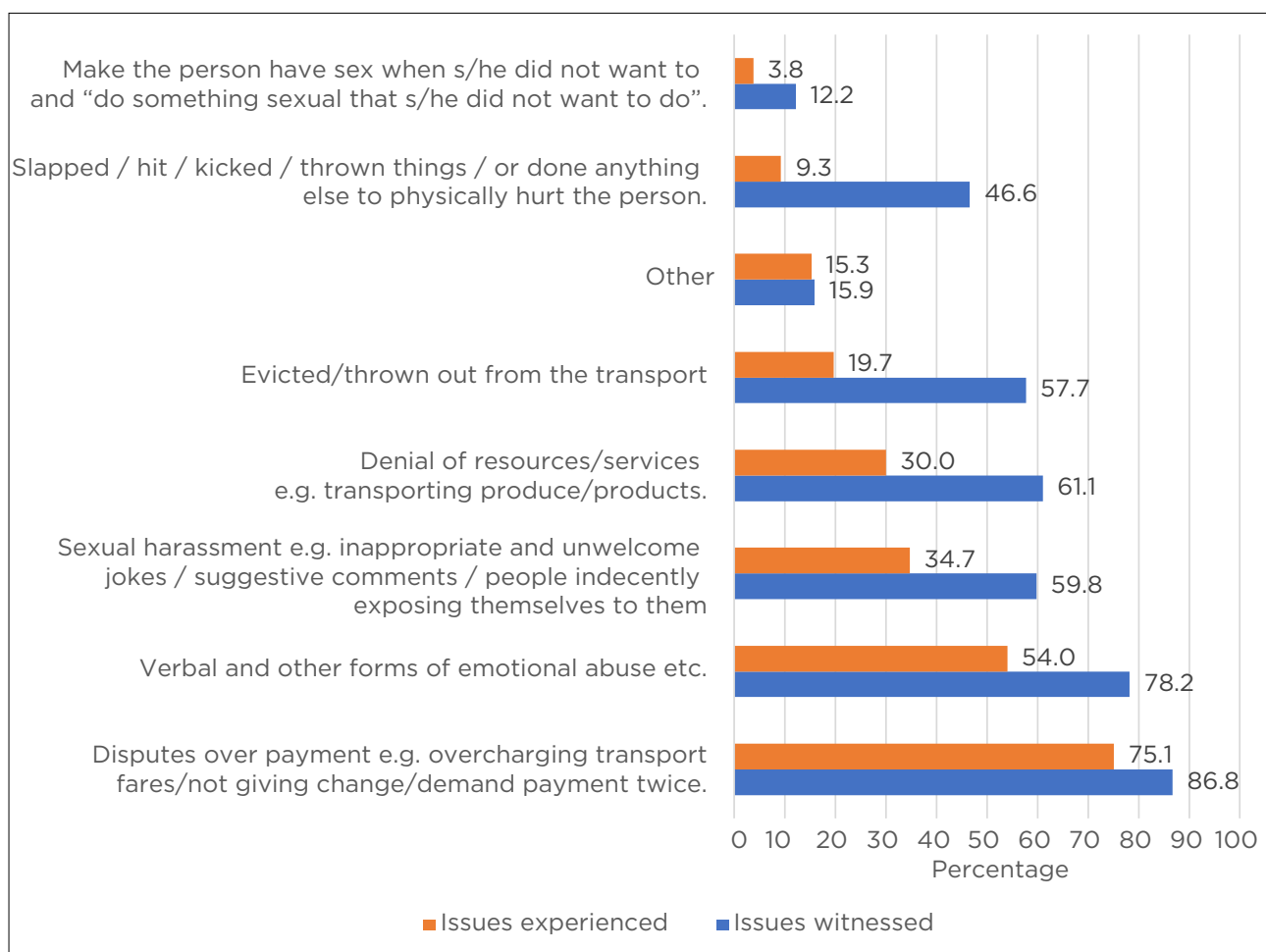


Figure 15: Incidence of violence experienced and witnessed

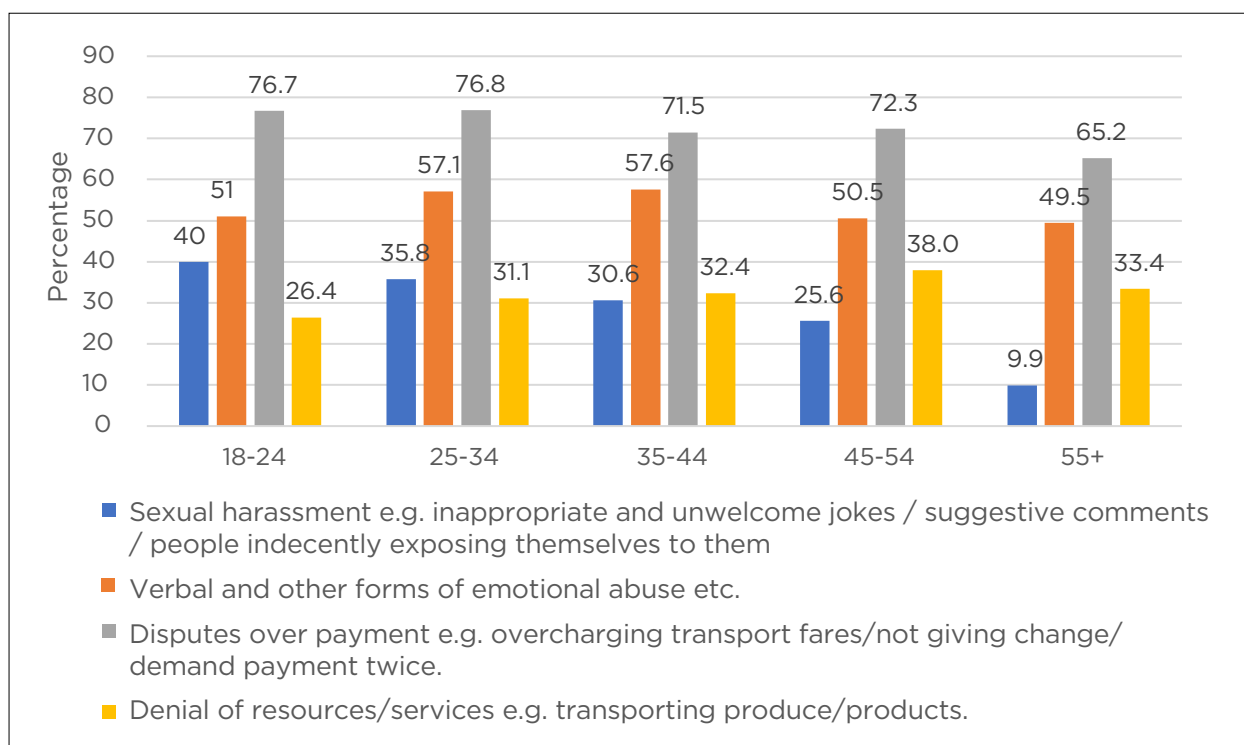


Figure 16: Incidents of violence experienced, by age group



**Table 11: Most recent type of violence experienced, by the mode of public transport being used at the time**

Type of violence	Taxi (14 seater)	Coaster/m	Buses	Tuk-tuk	Boda-boda	Other	Don't know	Total
Sexual harassment e.g. inappropriate and unwelcome jokes / suggestive comments / people indecently exposing themselves to them	61.2	0.0	3.0	0.5	31.8	3.5	0.0	100
Verbal and other forms of emotional abuse etc.	76.4	0.5	1.2	0.0	20.3	1.2	0.5	100
Slapped / hit / kicked / thrown things / or done anything else to physically hurt the person.	45.5	2.7	0.0	0.0	48.9	2.9	0.0	100
Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".	39.1	0.0	9.9	0.0	30.5	10.2	0.0	100
Denial of resources/services e.g. transporting produce/products.	73.9	0.0	2.9	0.0	19.9	3.4	0.0	100
Disputes over payment e.g. overcharging transport fares/not giving change/demand payment twice.	73.5	0.4	1.8	0.0	23.3	1.0	0.0	100
Evicted/thrown out from the transport	83.2	1.6	2.5	0.0	11.8	0.9	0.0	100
Other	57.7	0.0	1.7	0.9	17.9	12.9	9.0	100
Total	71.4	0.4	1.9	0.1	22.6	2.5	1.0	100

According to Table 12, the driver and conductor or taxi touts were the most likely perpetrators in all cases of violence. The only types of abuse in which another

passenger/non-relative tend to be involved were instances of sexual harassment and 'other', which includes theft.



**Table 12: Identity of the perpetrator of the most recent type of violence experienced, by type of violence (multiple perpetrators could be identified)**

Type of violence	Driver	Conductor or taxi touts	Stage guides	Defense secretary /chairman	Another passenger (relative)	Another passenger non-relative	Police	Other	Do not know/refused
Sexual harassment e.g., inappropriate and unwelcome jokes/suggestive comments/people indecently exposing themselves to them	30.4	32.4	11.1	1.9	5.8	18.8	0.0	9.2	0.0
Verbal and other forms of emotional abuse etc.	24.7	63.1	7.6	0.7	2.1	8.1	0.2	4.6	0.7
Slapped /hit/kicked/thrown things/or done anything else to physically hurt the person.	42.9	37.1	11.4	0.0	0.0	5.7	2.9	5.7	2.9
Make the person have sex when s/he did not want to and "do something sexual that s/he did not want to do".	50.0	20.0	0.0	0.0	10.0	10.0	0.0	0.0	10.0
Denial of resources/services e.g. transporting produce/products.	43.8	70.8	5.8	0.7	1.5	0.0	2.2	1.5	0.0
Disputes over payment e.g. overcharging transport fares/not giving change/demand payment twice.	32.1	70.9	1.0	0.3	0.2	0.5	0.1	3.1	0.7
Evicted/thrown out from the transport	56.5	76.5	0.0	0.0	0.9	1.7	0.9	0.9	0.9
Other	40.8	37.4	2.2	1.1	1.7	13.4	0.0	21.2	14.5



**Table 13: Location of the abuse, by type of violence**

Type of violence	On/in the vehicle with other passengers present	On/in the vehicle after other passengers have left	At the place where I got on or off the public transport taxi/ bus park	At another place after vehicle stopped	Don't know/ refused
Sexual harassment e.g. inappropriate and unwelcome jokes / suggestive comments / people indecently exposing themselves to them	41.4	7.9	42.8	6.9	1.0
Verbal and other forms of emotional abuse etc.	44.4	2.8	40.7	10.3	1.8
Slapped / hit / kicked / thrown things / or done anything else to physically hurt the person.	39.9	8.7	34.5	14.0	2.9
Make the person have sex when s/ he did not want to and "do something sexual that s/he did not want to do".	39.1	0.0	10.2	50.6	0.0
Denial of resources/ services e.g. transporting produce/products.	23.5	4.2	63.8	8.5	0.0
Disputes over payment e.g. overcharging transport fares/ not giving change/ demand payment twice.	40.9	3.0	43.7	11.5	1.0
Evicted/thrown out from the transport	52.1	8.8	13.0	26.1	0.0
Other	40.9	5.6	17.1	15.0	21.4
Total	41.0	4.1	40.1	11.9	3.0



Table 13 summarizes instances of violence by the place in which it occurred. Such incidents were equally likely to have taken place on/in the vehicle with other passengers present (41.4%) or at the place where she got on or off the means of transport (42.8%). Verbal and other forms of emotional abuse were slightly more likely to occur in the vehicle with other passengers present (44.4%) than where one gets on and off the means of public transport. Denial of resources was more likely to take place at the place where one gets on or off the vehicle (63.8%) than anywhere else. Being evicted from the vehicle usually took place on the vehicle where other passengers were present (52.1%). Disputes over payment were more likely to occur at the place where people got on and off the transport (43.7%) than

anywhere else. Forced sexual relations was most likely to take place at another place after the vehicle has stopped (50.6%) and on/in a vehicle with other passengers present (40.9%).

The likelihood that action is taken after a complaint was 47.8% overall. The likelihood for action was the highest for verbal and other forms of emotional abuse (73.7%), followed by disputes over payment (55.5%) and forced sexual relations (49.9%) (Figure 17).

Table 14 on the next page summarizes the kinds of actions taken once complaints were laid. Referral for medical treatment was the most common across all types of violence, while forced sexual relations resulted in a court case.

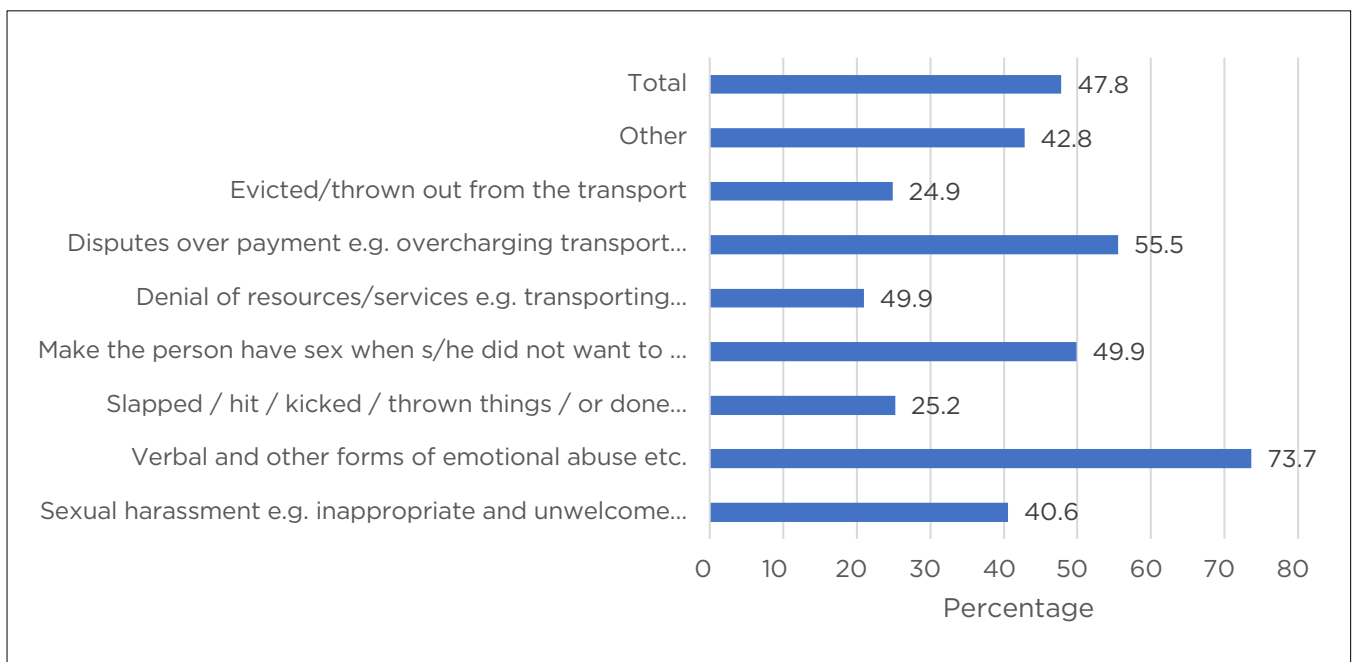


Figure 17: Action taken after complaint by type of most recent victimization





**Table 14: Kind of action taken after a complaint was laid by the most recent type of GBV**

Type of violence	Person apprehended	Refund was made	A police case was opened	A court case was held	Referred for medical treatment	Medical treatment was received	Other [specify]
Sexual harassment e.g. inappropriate and unwelcome jokes/suggestive comments/ people indecently exposing themselves to them	0	0	0	0	100.0	0	0.5
Verbal and other forms of emotional abuse etc.	24.2	11.0	11.0	0	41.9	11.9	0
Slapped/hit/kicked/thrown things/or done anything else to physically hurt the person.	0	0	0	0	100.0	0	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	100.0	0	0	0
Denial of resources/services e.g. transporting produce/products.	0	0	0	0	100.0	0	0.7
Disputes over payment e.g. overcharging transport fares/ not giving change/ demand payment twice.	19.7	60.0	0	0	20.4	0	0.1
Evicted/thrown out from the transport	49.4	0	0	0	50.6	0	0
Other	0	0	33.6	8.5	57.9	0	1.6
Total	13.4	27.8	9.5	3.9	41.5	3.9	2.9

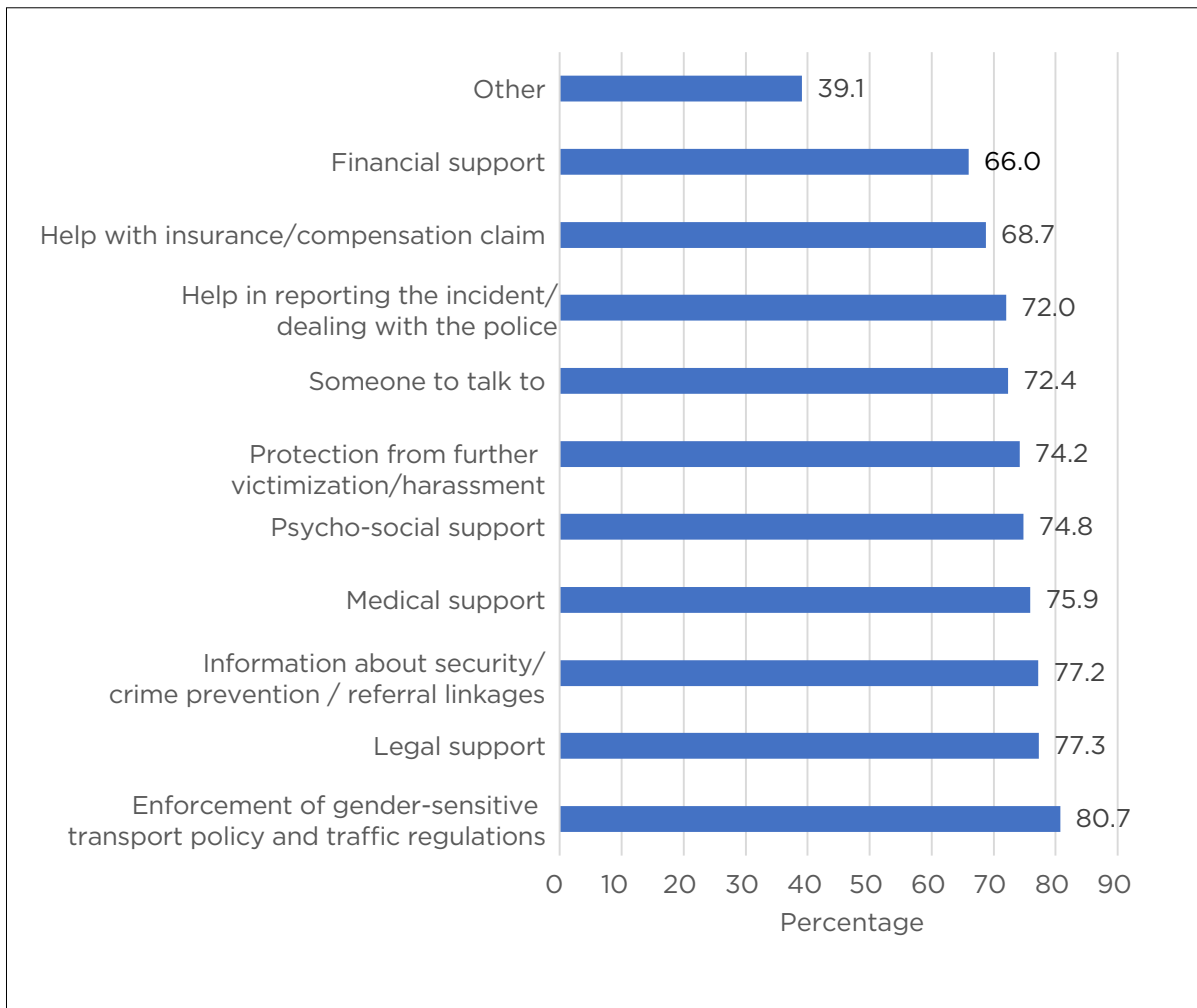


Figure 18 provides a statistical summary of the responses that were provided to the question about the types of information, advice or support that will be needed by the community to prevent violence on public transport. The top five support areas selected by three quarters or more of the respondents included enforcement of gender-sensitive transport policies, legal support, information about security and crime prevention, medical support, and psycho-social support.

### Conclusion

Concerns are continually being raised about women's exposure to all forms of violence in the public transportation system and this study is an attempt to quantify this. Women were consistently

more likely to have witnessed an incidence of violence than actually experiencing it themselves. Disputes over fare payments and money were the most common (87% witnessed and 75% experienced), followed by verbal abuse (78% witnessed and 54% experienced); Sexual harassment (60% witnessed and 35% experienced) and denial of resources/services (61% witnessed and 30% experienced). Most incidents across all types of violence occurred on 14-seater taxis. The only exception is physical violence (being slapped, kicked, etc.), which is more likely to occur on boda-bodas than on taxis. The vast majority of perpetrators, regardless of the kind of violence, have been drivers, conductors, and taxi touts. Incidents were not often reported and when reported limited action was taken.



**Figure 18: Types of information, advice or support needed in this community to prevent violence on public transport**



## 6 | CONCLUSIONS AND RECOMMENDATIONS

### Background and methodology

Given the importance of mainstreaming gender during the planning and design of transport infrastructure and services, differences in user needs and experiences should be well understood. This will ensure that transport infrastructure and services are accessible and safe for all users. 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 differential needs and more affordable. The first step in more gender-inclusive public transport policies, planning and resource allocation is therefore to *amplify women's active participation and voices* in all these processes. Given the absence of large sample surveys that provide insights into gender and public transport in Kampala, this study thus has an important role to play in *providing statistical evidence to inform policies and strategies aimed at making public transport more inclusive and responsive to the needs of women*.

The study resulted in a representative sample by age and division of residence of 2,548 women aged 18 years and older and resident in Kampala District. This sample was benchmarked against the demographic quotas as per original design targeting 2,400 women. 4 out of 10 respondents were heads of households and 77.8% have secondary or higher levels of education. 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 Kampala region as evidenced by the UNHS 2016-2017. This may be attributed to the access to or ownership of mobile phones and use of public transport services that were pre-conditions to participation in the CATI survey.

### Public transport and accommodation of physical difficulties

#### Conclusion

The study found that slightly more than 1 in 10 respondents experienced difficulties in using public transport due to health and/or physical problems. This primarily affects older women as a third of this age cohort had difficulties compared to 1 in 10 of the 18-44 years age cohort. Chronic illnesses (32%) and walking presented the biggest difficulties (16.7%). 9 in 10 respondents also had difficulties seeing well while a combination of allergies and respiratory problems accounted for 12.9% of difficulties.

#### Recommendation

Currently, public transport in Kampala does not accommodate people with physical challenges and disabilities. Overcrowded conditions as well as poor ventilation impacts primarily on those with allergies and respiratory problems and are relatively easy to regulate and address in the short term. Even though laws on the number of passengers that can be accommodated on each are in place, these are not always enforced. Stronger enforcement of these will help to alleviate some of the identified challenges that currently reduce the accessibility and use of public transport by individuals who have physical challenges.

Furthermore, paying attention to the design and layout of public transport stations to ease walkability for those who have difficulties walking will further enhance the public transport experience of individuals with mobility difficulties.



## Public transport use and challenges experienced by women

### Conclusion

While walking, which is not considered a mode of public transport, was not part of the questions set in this survey, it is very commonly used. The study's findings on modal splits therefore do not include walking. Boda-bodas and 14-seater taxis were most likely to be used as public transport modes in Kampala District. The modal split found for women with mobile phone access or ownership is 76.5% for boda-bodas, 73.7% for 14-seater taxis, and 10.8% for 43-plus-seater buses. Special hires only enjoyed 6.8% use.

Given women's more complex daily activities and consequently mobility patterns, time spent travelling has a significant impact on women's well-being and productivity. More than 8 in 10 respondents using public transport at least once a week or more often and 38.3% used it every day. It is most frequently used for shopping or going to market (62%) or to travel to work (48%). Education-related travel dominates for the 18-24 years age group, while use of public transport for shopping is more likely to be done by women in the younger age cohorts than those aged 35 years and older. Residents of Kampala Central were more likely to use public transport to travel for shopping or to go to work.

Given that nearly 5 in 10 women use public transport to travel to work, an efficient and affordable public transport system has the potential to play a significant role in the economic empowerment of women. Economic activity (and consequently work-related travel) peaks for women aged 25 to 44 years. 4 in 10 women work in the retail sector or in buying and selling of goods. 6 in 10 of the respondents indicated that they were economically active. Whereas 27.6% of women interviewed were not working and were looking for a job, 14.9% were neither working nor looking for a job. This survey once again confirmed the serious impact that the COVID-19 pandemic and its associated movement restrictions had on

the economic wellbeing of individuals and households. More than 6 in 10 respondents experienced changes in their economic activities since the onset of COVID-19, while 82% said that their combined household incomes have declined during this time.

Between 52% and 67% of the women who were economically active work and live in the same division. The rest typically travel to other divisions within Kampala District or to other districts to get to their place of work. Three quarters of women spend between one and 15 minutes to travel to work, but 50% of those living in Kampala Central Division spend more than 30 minutes and more to get to work. Waiting times for public transport were longer when women were returning home from work than when they were travelling to work, with 33% waiting longer than 15 minutes for transport on their journeys back home.

The study also included a very detailed list of the kinds of transport problems that exist and asked women to indicate to what extent they think these impede their ability to engage in their respective economic activities. The biggest concerns raised included the high cost of transport (73.6%); heavy/slow traffic (64.4%); poor quality of road infrastructure (53%); poor quality of public transport vehicles (52.1%); and the risk of vehicle accidents or crashes (51.5%). Concerns varied between different divisions and these need to be studied carefully to evaluate their full impact on potential transport related strategies and planning.

### Recommendations

The findings provide valuable insights into the kinds of problems that women faced when using public transport. Much of them relate to cost and time spent commuting and these need to receive priority during transport sector planning processes.

Covid-19 has had a negative economic impact on most households and individuals by reducing incomes and further impacting on the affordability of public transport. It will be important for the Government of Uganda to explore ways in which public transport systems can be made more inclusive and affordable for instance



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 in households than men, public transport is likely to be less affordable for them than men. Women's roles within the household and community often result in them needing to make more frequent journeys with multiple stops. Such journeys typically also cost more therefore resulting in them not only having a smaller likelihood of having access to their own transport, but also have less resources to pay fares as well as potentially needing more money for shorter multiple trips.

An efficient and responsive public transport sector will thus be required to take all the needs of its customers into consideration and adopt measures to ensure that women's need to transport goods is also incorporated in public transport strategies and service planning. It is important to consider each of the issues around the transportation of goods given that a significant percentage of women operates in the retail sector and often has a need to transport goods.

Furthermore, the most frequent use of public transport for women is to go to the market or 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 transport 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 examine the adequacy of public transport provisioning in Kampala Central.

Women's multiple roles and complex travel patterns, time lost due to long commuting times can significantly impact on their overall health and well-being as well as their ability to adequately provide care support to their households. Clearly, for the latter, a

more equitable intrahousehold distribution of care responsibilities will play an important role to change 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

Concerns were continually being raised about women's exposure to all forms of violence in the public transportation system and this study is an attempt to quantify this. Women were consistently more likely to have witnessed incidence of violence than actually experiencing it themselves. Disputes over fare payments and money were the most common (87% witness and 75% experience), followed by verbal abuse (78% witness and 54% experience); Sexual harassment (60% witness and 35% experience) and denial of resources/services (61% witness and 30% experience). Most incidents across all types of violence occurred on 14-seater taxis. The only exception is physical violence (being slapped/kicked etc). which is more likely to occur on boda-bodas than on the taxis. The vast majority of the perpetrator regardless of kinds of violence have been drivers and conductors and taxi touts. Incidents were not often reported and when reported limited action is taken.

### Recommendation

It is recommended that renewed attention and focus should be given to violent behaviour 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 behaviour and more constructive ways of dealing with conflict. A series of standard operating procedures in case of disputes, available to operators as well as passengers should also be considered as a possible way to alleviate these problems. will also help with better management of this. Monitoring of the situation as well as consequences for



poor behaviour 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 are not enough to ensure that the actual provisioning 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 and problems experienced by women is essential for gender inclusive transport planning and service provisioning.

It is essential to include women in transport planning processes as they can provide important insights not only into their own needs, but also those of others who may have special needs and who women traditionally take care of such as for example children, the elderly and the disabled.

Gender responsive transport planning, not only need to take the needs of women into consideration, but it should also actively mitigate the potential negative impacts of especially infrastructural 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).



# 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 for 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 division of Kampala do you live?**

**SINGLE ANSWER**

1. Kampala central division
2. Kawempe division
3. Makindye division
4. Nakawa division
5. Rubaga division
98. Do not know **[DO NOT READ]**
99. Refused **[DO NOT READ]**



## 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 another time?**

**DO NOT 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] 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. Owning 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, home makers etc., pensioner)
7. Other - explain



### ASK ALL

**B02. Are your current economic activities different from what it was before COVID-19 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/oversized
  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. Taxi (14 seater)
  2. Coaster/minibus (14 - 43 seater)
  3. Buses (43 plus seats)
  4. Tuk tuk/three wheeler
  5. Boda Boda/motor cycles
  6. Special hire/Uber 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. Kampala central division
2. Kawempe division
3. Makindye division
4. Nakawa division



5. Rubaga division

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 to 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

**You can add a ceiling of 500,000 Uganda shillings**

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 describe the sector in which the place where you work/business operate in?**

**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 ANSWER. 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 transport fares/not giving change/demand 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 ANSWER. 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 transport fares/not giving change/demand 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 transport fares/not giving change/demand 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/motor cycles
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 touts
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 ANSWER. RANDOMIZED ANSWERS.**

1. The driver or his/her Conductor
2. The Stage Master
3. The stage Guide
4. The Defence 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 ANSWER. 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 ANSWER. RANDOMIZED ANSWERS.**

1. Information about security/crime prevention, referral linkages
2. Someone to talk to
3. Psycho-social 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**









GOVERNMENT  
OF UGANDA

