



Integrating Paratransit in the SUMP Process

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Harare, Zimbabwe

What is the current situation regarding the paratransit and urban mobility sector in Harare ?

- **How does the current mobility system function ?**

Modal shares, number of vehicles, condition of the fleet, professional organizations, demand and urban mobility practices, urban growth ?

- **Who is in charge ?**

Who is currently in a position to regulate the sector, design and implement projects ?

- **What is the vision for the sector ?**

What would be a desirable future for the paratransit sector, and the urban mobility system?

- **How to get there ?**

What levers have been identified yet, regarding the regulation, planning, financing and operationalisation ?



Paratransit professionalization : key components

- **Professionalisation and formalization**

Role of professional organizations, access to the sector, training both for operators and officials

- **Regulation and planning of the services**

License regulation, route design, contracting options

- **Infrastructure improvements**

Public transport interchange as levers to formalize, improve services and introduce organization reforms

- **Fleet renewal**

Formalization, improvement of service quality, safety and working conditions



Training for operators and officials in Antananarivo



Drop off stop in Abidjan with amenities



Paratransit hub in Abidjan with commercial area and related services



Multimodal Public Transport Interchange in Cape Town and renewed fleet

Considering the SUMP as a lever for paratransit reform

IMPLEMENTATION AND MONITORING

- **Priorities** (i) audit adapted transport operators and routes, (ii) analyse contractual structures and prepare the regulatory framework (iii) target the integration of adapted transport services (physical, institutional and fares)
- **Urban Mobility Observatory** (implementation of key performance indicators to monitor and evaluate routes and operation of transport services, quality of service and comfort for users, legal working conditions for transport staff).

PLANNING OF MEASURES

- **Optimising routes and paratransit transport operations** (improving the efficiency of paratransit vehicles as public transport, in order to supply public transport lines where necessary)
- **improving the quality and comfort of paratransit services** (increasing the attractiveness of paratransit vehicles by reducing the fleet of routes but with better-equipped vehicles and formalised services (e.g. official timetables, fares, maps, etc.).
- **reforming the paratransit sector** (reforming existing paratransit service schemes to optimise private funding and ensure sustainable operations and services, under the guidance of the metropolitan area transport authority)

PREPARATION AND ANALYSIS

- **Quantitative surveys** (size of the paratransit fleet, number of operators and fleet size, number of operators and wage bill, GTFS surveys for identification of routes and stops)
- **Qualitative surveys** (description of vehicles, registration and route operation system; estimation of operating costs and revenues; institutional surveys on stakeholder system; role and function of labour; interviews and workshops with key stakeholders (associations, trade unions, etc.))
- **User satisfaction surveys** (quality of service (quality of service, possibility of switching to possibility to switch to public transport services))

VISION, OBJECTIVE AND SCENARIO SETTING

- **Priorities** (Reforme in paratransit sector)
- **Objectives** (i) ensure better use of paratransit's assets throughout the metropolitan area (e.g. spatial coverage), (ii) paratransit's services serve existing (and/or future) basic public transport lines, (iii) create employment opportunities

Integration of paratransit into the ecosystem of mobility

Promote transport when appropriate:

- in neighbourhoods where large vehicles are not allowed
- services on major routes
- supplementary offers
- during peak times to serve remote or dispersed low-density areas
- Taxis and premium services limiting/eliminating competition between modes of transport

Modernization of Operations

- Information aux passagers
- Reservation services/ advance payment
- Optimisation of services
- Harmonization or integration of tariffs

Reducing negative externalities

Such as:

- pollution (air or sound)
- congestion
- poor quality of services
- lack of security
- road accidents

Guaranteeing sustainable livelihoods

- Preserving and securing jobs related to paratransit (drivers, passengers etc.)
- Improve working conditions for drivers
- Improve mobility conditions on the urban system level



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Possible outcomes

- Paratransit is an essential component of urban mobility systems
- It is a complex sector: provides services, economic backbone, political ecosystem, deeply socially embedded
- A consistent, multifold and progressive action is necessary
- SUMPs : levers to consider governance, planning, regulation, financing and professionalisation
- Vision, participation, prioritisation and communication are essential