

INCLUSIVE AND ACCESSIBLE PUBLIC TRANSPORT SERVICES FOR PERSONS WITH DISABILITY

Disability-Friendly Features Bus Rapid
Transit (BRT)



FLONE
INITIATIVE

Creating a Safe and Professional Transport
Industry for You and Your Loved Ones

Flone Initiative is a Pan-African woman-led non-profit organization working towards the realization of safe, accessible, inclusive, and sustainable public transportation for all in Africa.

Flone Initiative

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Flone Initiative, 2022. Inclusive and accessible Public Transport Services for persons with disability: Disability-Friendly Features Bus Rapid Transit (BRT).

The Nairobi Metropolitan Area Transport Authority (NaMATA) was established via a Gazette Notice Number. 1093, dated 17 February 2017. The authority exists to oversee the establishment of an integrated, efficient, safe, reliable, and sustainable transport system within the Nairobi Metropolitan Area. The Nairobi Metropolitan Area comprises Nairobi City, Kiambu, Kajiado, Machakos, and Murang'a County.

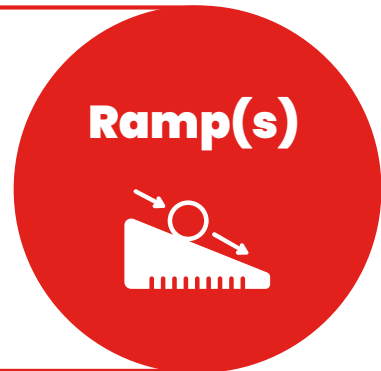
NaMATA has identified five corridors with high existing public transport ridership and the potential to benefit the greatest number of residents. These corridors have been earmarked to benefit from a mass rapid transit (MRT) project- Bus Rapid Transport (BRT). The BRT is expected to deliver fast, comfortable, and cost-effective urban mobility through the provision of segregated right-of-way infrastructure, rapid and frequent operations, and excellence in marketing and customer service. Among other advantages over rail-based MRT, it is expected that the BRT will have improved accessibility with safe and convenient access for all users.

The plans in place will involve the construction of five lines including:

- 1.Line 1 - Athi River to Limuru (Ndovu - light blue)
- 2.Line 2 - Rongai-Ruiru (Simba-Yellow)
- 3.Line 3- Ngong-Road-Njiru/Tala (Chui-Red)
- 4.Line 4 - Mama Lucy Kikuyu (Kifaru-dark blue)
- 5.Line 5 - Ridgeways - Imara Daima (Nyati-green)

According to the BRT framework, some of the key features of BRT that will lead to increased accessibility by all people, especially persons with disabilities and the elderly, include:

- To be provided on one or both ends of the station to make the station accessible to all users.
- Have a slope not exceeding 1:12, making it convenient for the disabled.
- Have a railing on both sides and tactile paver blocks for people with visual impairments.



Bus Station Interface



- Built to allow level boarding from stations to buses and vice versa.
- Level boarding means that the platform height is the same as the bus floor height, thereby eliminating any internal steps and making the system fully accessible to persons in wheelchairs, the elderly, persons with disabilities.

- BRT and complementary bus services will incorporate best practices regarding design for persons with disabilities and special needs.
- The entirely BRT corridor must be designed to provide seamless pedestrian connectivity without abrupt level differences or changes in clear width.



Stations



- Tactile guides, including directional indicators and warning strips at platform edges
- Accessible automatic barrier controls or manual gates operated by a station attendant.
- Route signs and information in braille
- Digital display systems with audio announcements
- Platforms should be sized to allow for the inclusion of waiting for wheelchair passengers close to their seating

- The interior of the BRT vehicles must also be designed so that all persons can use them.
- For BRT and feeder buses operating on service extensions beyond the dedicated BRT corridors, a lift must be provided on the left side of the bus to enable boarding from bus stops and from the ground level for seniors, wheelchair users, and other people with physical disabilities.
- Stanchions, grab bars, and hand-holds must be provided in contrast color for balance and support for passengers to hold during bumps or sudden stops that the vehicle may encounter.
- Priority seating must be provided that is clearly identified as reserved for persons with disabilities, seniors, mothers with small children or pregnant women.
- Approximately 800mm x 1200mm of space on BRT vehicles must be dedicated for persons using mobility devices. This area must be located adjacent to vehicle entry doors to facilitate access from BRT stations.
- Stop request buttons must be installed allocations of priority seating and wheelchair positions.
- Auditory announcements of stop names and key destinations ensure that people who are visually impaired are facilitated to reach their destinations.



Access Control



- Platforms should incorporate space for one wide gate suitable for wheel chairs and multiple regular gates

- Walking paths will be short and direct with a minimal level difference for transferring passengers. Direct cross-platform interchanges are preferred.
- Adequate clear space for passenger movement will be provided to prevent bottlenecks.
- Passenger areas will be protected from sun and rain
- Robust public information will be provided to enable users to navigate the areas.

Inter-modal Intergration



Passenger Information



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- NaMATA will regulate the fares by engaging a bus operating company.
- NaMATA will pay the mileage covered not the number of passengers and the fare payment system will be integrated with the commuter rail.
- Tactile payment to help people who are blind.
- The fare will be cashless and integrated.

Fare



Complainants Mechanisms



- Marshall to monitor the complaints and operation of BRT.
- Have a public address system to announce the stations.
- There will be an app that commuters will download that will have an inbuilt mechanism for complaints.

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