

DIGITALIZATION OF PARATRANSIT

Opportunities and Challenges in
the context of modernization of
transport

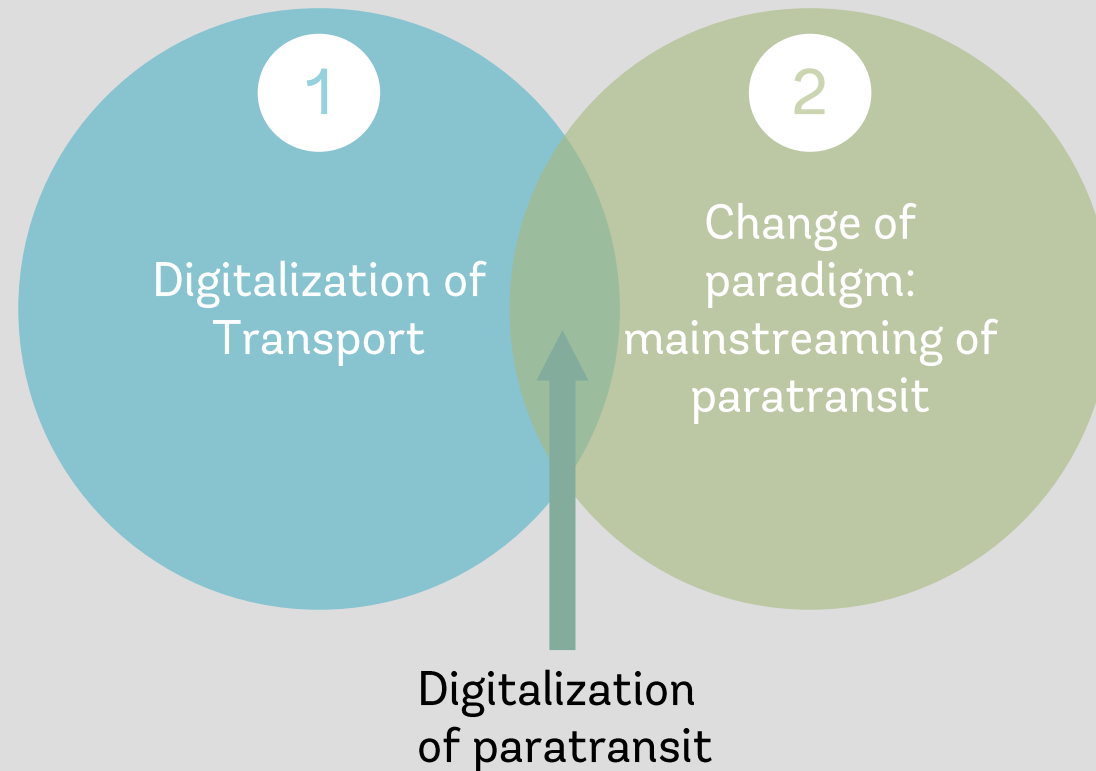


Fatima Arroyo-Arroyo

Sr. Urban Transport Specialist, The World Bank // Acting Pillar Lead Urban Mobility SSATP

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Putting digitalization of paratransit within the big picture: Convergence of trends



Why do we care about the digitalization of paratransit?

Because of its potential to improve paratransit

STRENGTHS

- Entrepreneurship
- Flexibility
- Associations/unions
- Self-regulation
- Resilience
- (Almost) door-to-door services
- Affordability

WEAKNESSES

- Fragmentation
- Unreliable services
- Business and operational inefficiencies
- Informal practices
- Employment practices
- Congestion, pollution, and crashes



BENEFITS FOR
OPERATORS

BENEFIT FOR
PASSENGERS



Digitalization as a possible approach to mainstream paratransit

Digitization offers an alternative approach for the improvement of paratransit

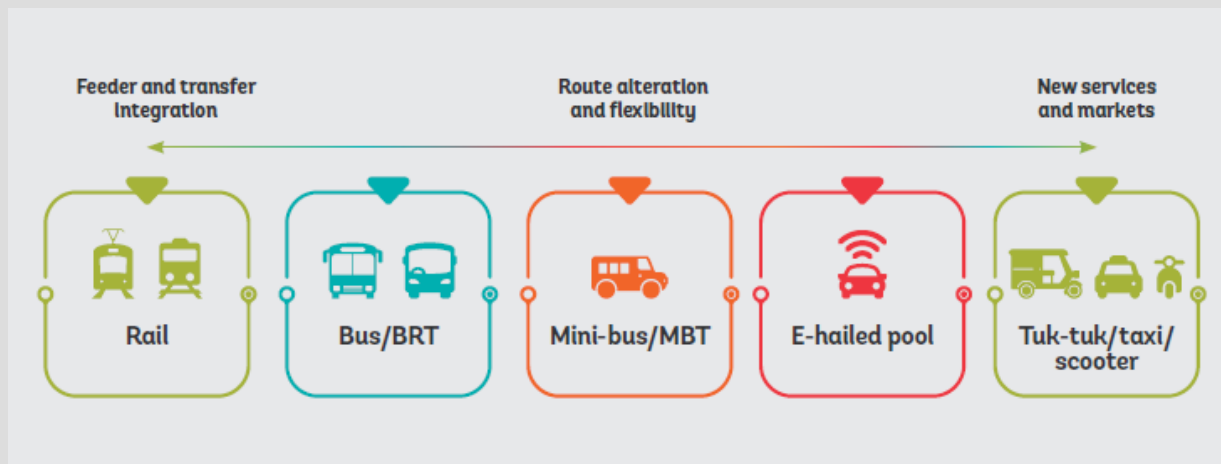
BUT...

Needs to be sensitive to organizational and institutional issues.

INTEGRATION,
CONSOLIDATION

TRANSPARENCY,
ACCOUNTABILITY

BUSINESS AND
OPERATIONAL
EFFICIENCY



Paths of digitalization of paratransit



1 Tracking and booking services

- SWVL in Nairobi
- Chalo in India

2 Digitalization of operations

- Cape Town 7th Avenue Mitchell's Plain case
- Chalo in India

3 Fare payment

- GONA in Lagos
- M-Pesa on matatus in Nairobi
- Chalo in India

Conclusions



Opportunities and challenges of digitalization of paratransit

- Digitalization should be viewed as **supporting the organizational change process and implemented as such**; not as the driver of the change process
- Technology is not the most complex part of the digitalization of paratransit: managing the political economy, power dynamics and vested interest to get positive society outcomes
- Role of government, private sector and citizens
- **Careful attention to exclusion of certain groups** in the process of digitalization
- Challenges in low-capacity environments