

TABLE 1 = PERFORMANCE AREAS

Problem	Description	Source
Fragmentation	The system is strongly fragmented in a wide number of operators. In particular, paratransit are characterized by a consistent number of individual business.	Sohail et al. (2006), Bruun & Behrens (2016), Klopp et al. (2019)
Traffic congestion	Roads in African countries are heavily congested, especially during peak hours.	Cervero & Golub (2007)
Pollution	As a consequence of the traffic congestion, the air in SSA cities is polluted.	Cervero & Golub (2007), Parnell & Walawege (2011)
Road accidents	Many road accidents happen in African cities, mainly due to the unregulated behaviour of drivers and lack of maintenance.	Sietchiping et al. (2012), Ehebrect et al. (2018)
Maintenance of vehicles	Vehicle often breaks during their working time. The lack of maintenance can cause serious accidents as well.	Godard (2013), Behrens et al. (2015)
Verbal and physical aggression	Verbal and physical aggression by the personnel and other passengers happen on board. Women are often victims of these situations.	Wa Mungai & Samper (2006), Porter (2008), Porter et al. (2011), Sietchiping et al. (2012), Eagle & Kwele (2019)
Unregulated behaviour of drivers	Drivers often do not respect safety and road codes and conduce the vehicle in a dangerous way for its passengers.	Behrens et al. (2015), Sohail et al. (2006)
Availability	The transportation system is scarce both in terms of service coverage and service provision, many citizens have difficulties to access it and arrive the specific destination.	Bryceson et al. (2003), Diaz Olvera et al. (2013), Behrens et al. (2015)
Economic affordability	The transportation system is unaffordable for part of the population.	Fouracre et al. (2006), Diaz Olvera et al. (2008)
Overcrowding	Collective transport in SSA carry more people than those allowed, leading to strong level of saturation of the vehicle which makes the trip very uncomfortable and dangerous.	Cervero & Golub (2007), Godard (2013)
Unscheduled time	Transport frequency is strongly variable depending on the time of the day. This results in a lack of reliability	Cervero & Golub (2007), Godard (2013), Behrens et al. (2015), Saddier et al. (2017)
Rude behaviour of personnel	The personnel often behave rudely with its passengers, lack of information provided and rude manners to answer the question.	Behrens et al. (2015), Eagle & Kwele (2019)