wakamoso.

Empower communities. Empower yourself.

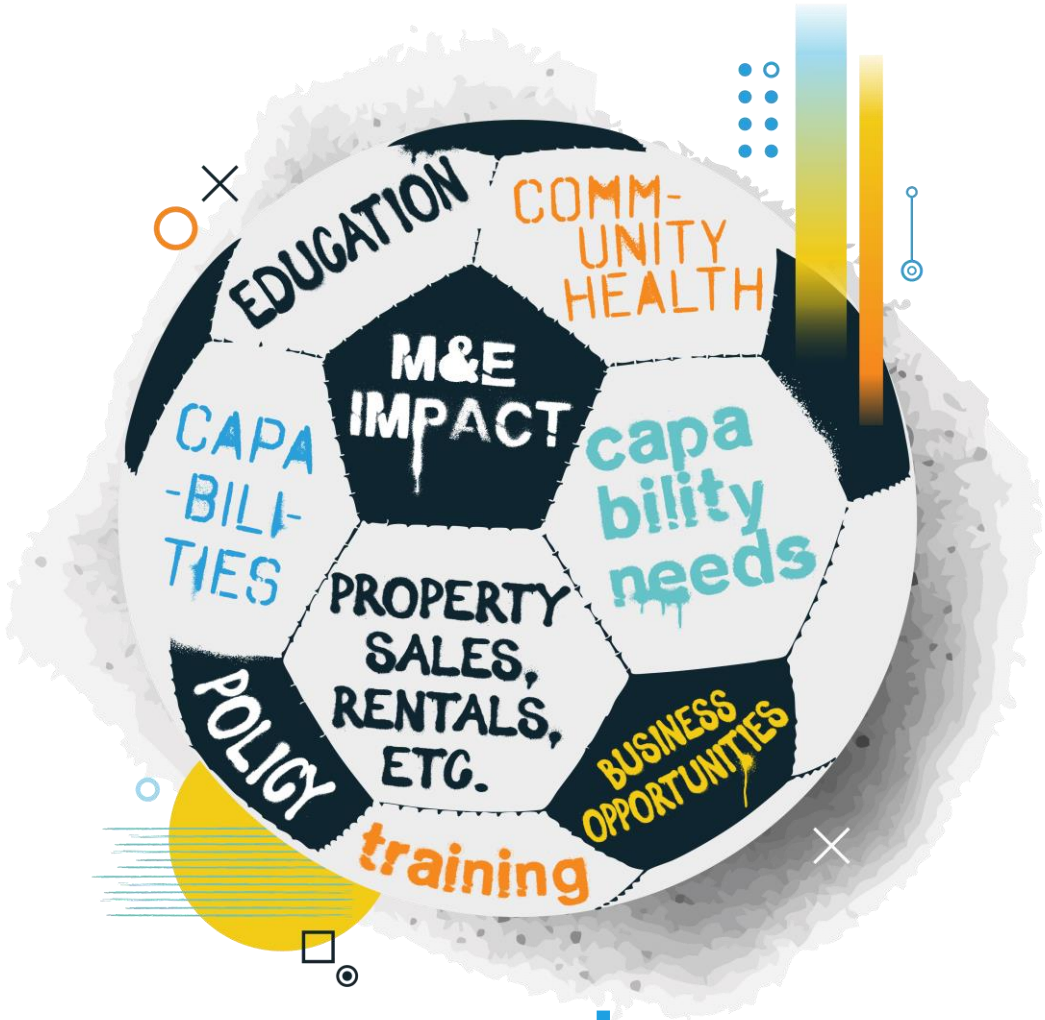
From Invisibility to Inclusion:

10th Wakamoso and Mams Radio Survey

Mobility

Table of Content

Building the movement



wakamoso.

Acknowledgements

This Community Voices Mobility Survey 2026 was made possible through the ongoing partnership between Wakamoso Africa and Mams Radio 92.9, in collaboration with the Seriti Institute. Together, we share a commitment to inclusive, evidence-based dialogue that reflects how people experience mobility in their everyday lives.

- We extend our sincere appreciation to the Mams Radio team, including Sam Nkgatse (DJ) and Malusi Mazibuko from the Wakamoso team, whose platform continues to create space for meaningful public engagement grounded in lived experience.
- The design of the Community Mobility Survey questionnaire benefitted from the specialised transport sector knowledge and settlement planning insight provided by CityConsolidator Africa (Pty) Ltd – www.citycon.africa.
- We are equally grateful to the Seriti Institute and its network for their role in supporting community participation and strengthening the connection between mobility, livelihoods & local realities.
- We acknowledge the Wakamoso Trailblazers whose trusted local relationships ensured that these insights reflect real, everyday mobility experiences across communities.
- Most importantly, we thank the 885 respondents from across South Africa who shared how they travel, the challenges they face and what would improve mobility in their areas — contributing to a growing body of community-driven evidence for better access, inclusion & opportunity.

Together, these voices contribute to a broader national conversation about how mobility shapes daily life and how South Africa can strengthen access to work, services & opportunity through more responsive and inclusive transport systems.

wakamoso.

Executive Summary

Wakamoso Trailblazer's Mobility Insights

- This Community Voices Mobility Survey brings together the lived experiences of **885 respondents across South Africa**, offering a grounded view of how people travel in their daily lives and the barriers they face in accessing work, services and opportunities.
- Across the findings, a clear pattern emerges: mobility is essential, but constrained.
- Travel is largely driven by necessity — particularly work, job-seeking & accessing services — rather than choice. At the same time, people face persistent cost pressures, long travel times & unreliable transport, which together shape how and when they move.
- While respondents report relatively high levels of happiness and strong personal agency, these do not relate to better mobility outcomes.
- Instead, mobility challenges are shown to be structural, rooted in how transport systems operate — including infrastructure gaps, inconsistent services and affordability constraints — rather than individual behaviour or mindset.

wakamoso.

Executive Summary

Wakamoso Trailblazer's Mobility Insights

- The data highlights that transport is often available, but not reliably accessible.
  - Nearly a quarter of respondents report missing work, school or healthcare due to transport problems, reinforcing that availability alone is not sufficient — reliability, affordability and coordination matter.
- A strong and consistent message emerges around infrastructure — particularly roads — as the most critical priority.
  - Safety concerns are closely linked to driving behaviour and road conditions, while broader challenges such as cost, waiting times and limited routes combine to create cumulative barriers to mobility.
- There is also a clear gap between current transport use and preferred options.
  - While taxis, buses and walking dominate daily travel, respondents express demand for more reliable, direct and flexible modes, including options such as e-hailing and improved public transport systems.
  - The near absence of train usage further reflects system-level failure of availability rather than lack of demand.
- Importantly, patterns are consistent across age and gender, with employment status and location shaping the degree — not the nature — of constraints.
  - This suggests that mobility challenges are widely shared, even as their intensity varies across contexts.

wakamoso.

Executive Summary

Wakamoso Trailblazer's Mobility Insights

- Finally, the findings point to both constraint and opportunity.
  - While mobility systems currently limit participation, there is growing recognition of transport as an enabler of economic activity, particularly through emerging opportunities such as delivery work — provided that access, safety and infrastructure improve.
- Overall, the survey presents a clear conclusion:
  - Mobility in South Africa is not primarily a question of individual effort or behaviour — it is a system challenge, requiring coordinated improvements in infrastructure, reliability, affordability and access to unlock participation and opportunity at scale.

wakamoso.

Introducing the Study

Approach & Participation

- Community Voices survey conducted via Wakamoso & Mams Radio partnership
- 885 total responses captured across multiple provinces
- WhatsApp-based survey enabled broad, low-barrier participation
- Distributed through community networks and open access channels
- Designed for quick completion (~10 minutes) in real-world settings
- Respondents include a mix of urban, township, peri-urban & rural communities

Data Collection Context

- Captures self-reported, everyday travel experiences across South Africa
- Focus on daily mobility patterns, costs, access & safety
- Reflects lived realities including:
  - Frequency, purpose of travel & waiting times
  - Transport costs (daily & monthly)
  - Travel time & reliability
  - First/last mile access
- Includes perspectives on:
  - Public transport challenges
  - Modal choices (actual vs preferred)
  - Emerging mobility opportunities (e.g. delivery work, bicycles)

Insight of Results

- Analysis focuses on overall patterns & differences across contexts
- Not a formal academic or causal study, but a grounded community snapshot
- Provides insight into:
  - Affordability and time burden of mobility
  - Access constraints and infrastructure gaps
  - Safety perceptions and risks
  - Mismatch between current and preferred transport options
  - Barriers to alternative mobility
  - Supports evidence-informed dialogue on mobility & inclusion

wakamoso.

Survey Results

- This survey brings together the lived experiences of **885 respondents** across South Africa, focusing on how people travel in their daily lives
- Across themes of **cost, time, access & safety**, the findings highlight how mobility shapes people's ability to reach work, services & opportunities
- Key challenges include affordability, long travel times, unreliable transport & safety risks
- There is a clear gap between current transport use and preferred options, pointing to unmet mobility needs
- Together, these insights provide a community-centred snapshot of mobility, highlighting where improvements could ease daily strain and expand access

Respondent Overview

This section provides an overview of the respondents who participated in the survey, offering important context for interpreting the findings

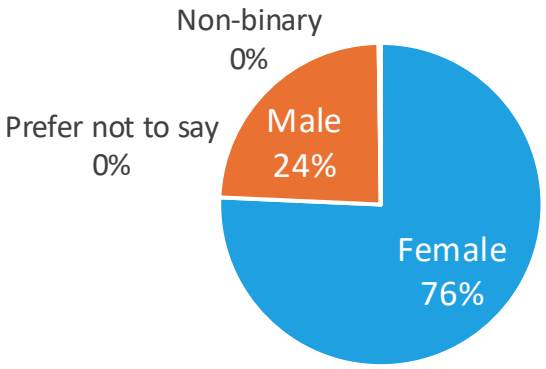
The sample reflects a diverse mix of ages, employment statuses & geographic locations, with representation across urban, township, peri-urban & rural areas

While not statistically representative, the profile gives a grounded view of the communities engaged and the perspectives shaping the results

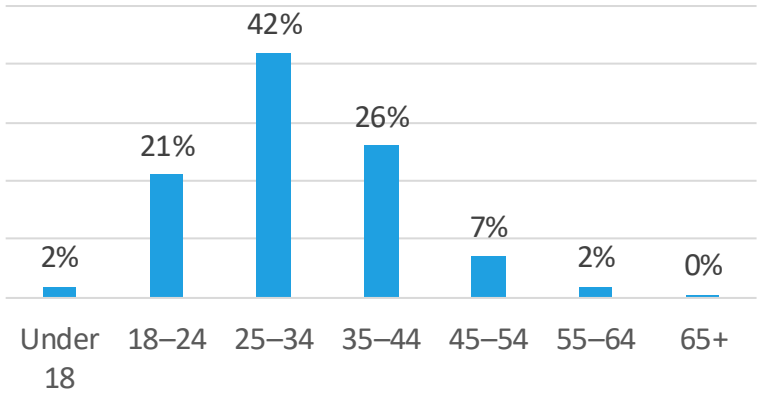
wakamoso.

Respondents

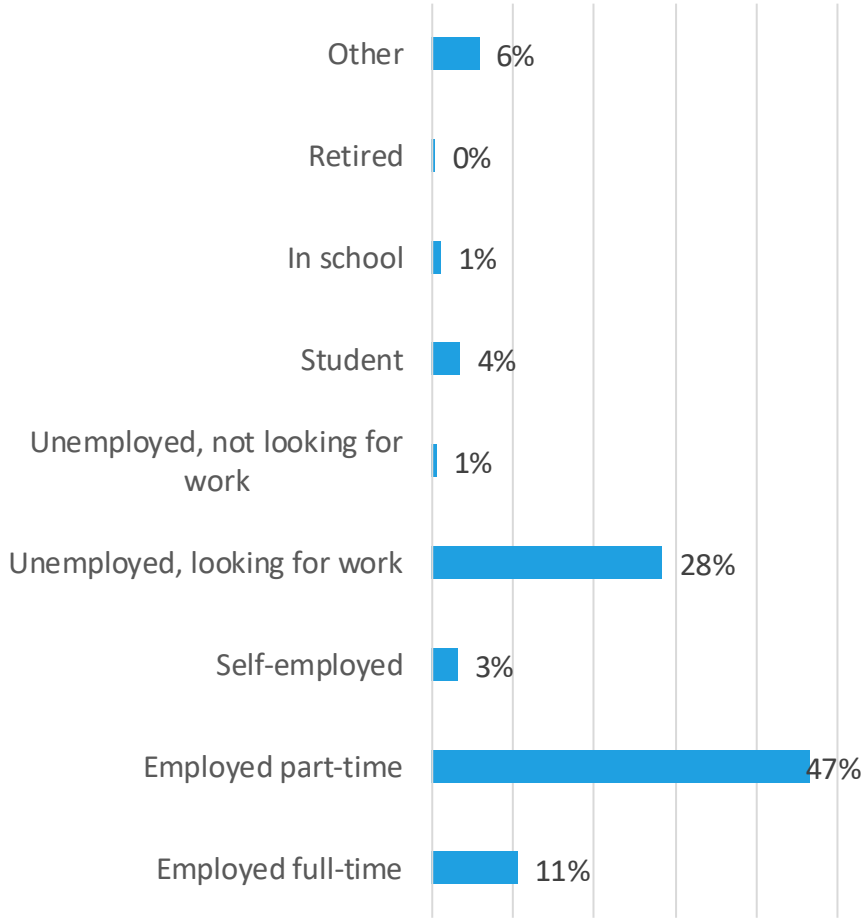
Gender



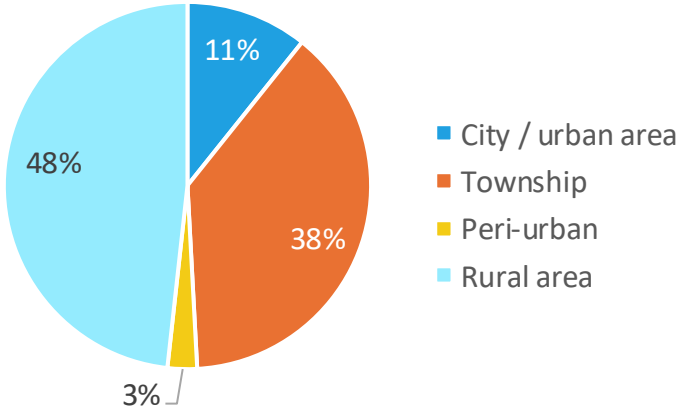
Age



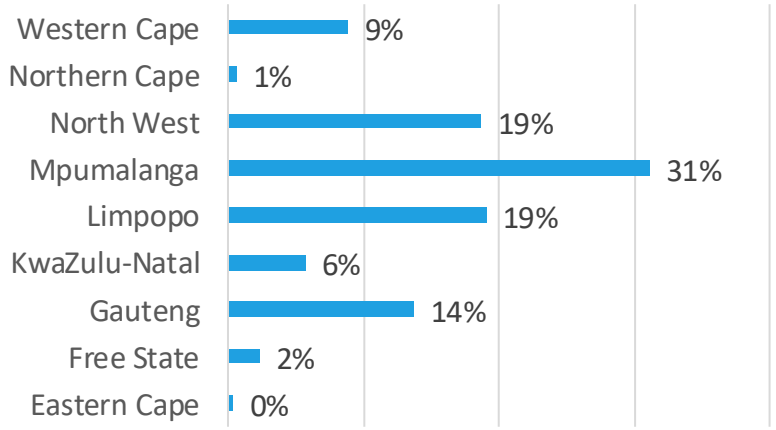
Employment status



Area



Province



wakamoso.

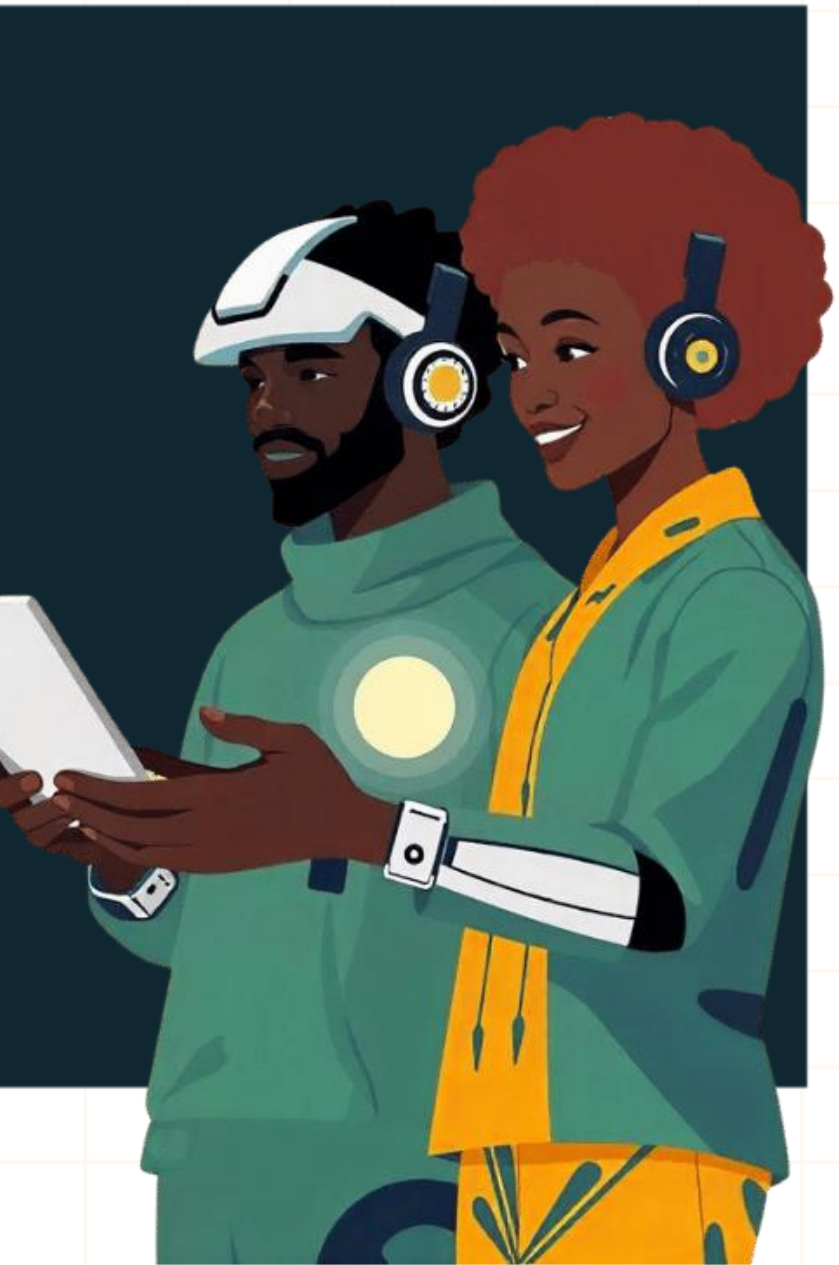
Overall Happiness & Agency

This section explores how respondents experience their lives and sense of control, alongside how these relate to their everyday mobility realities

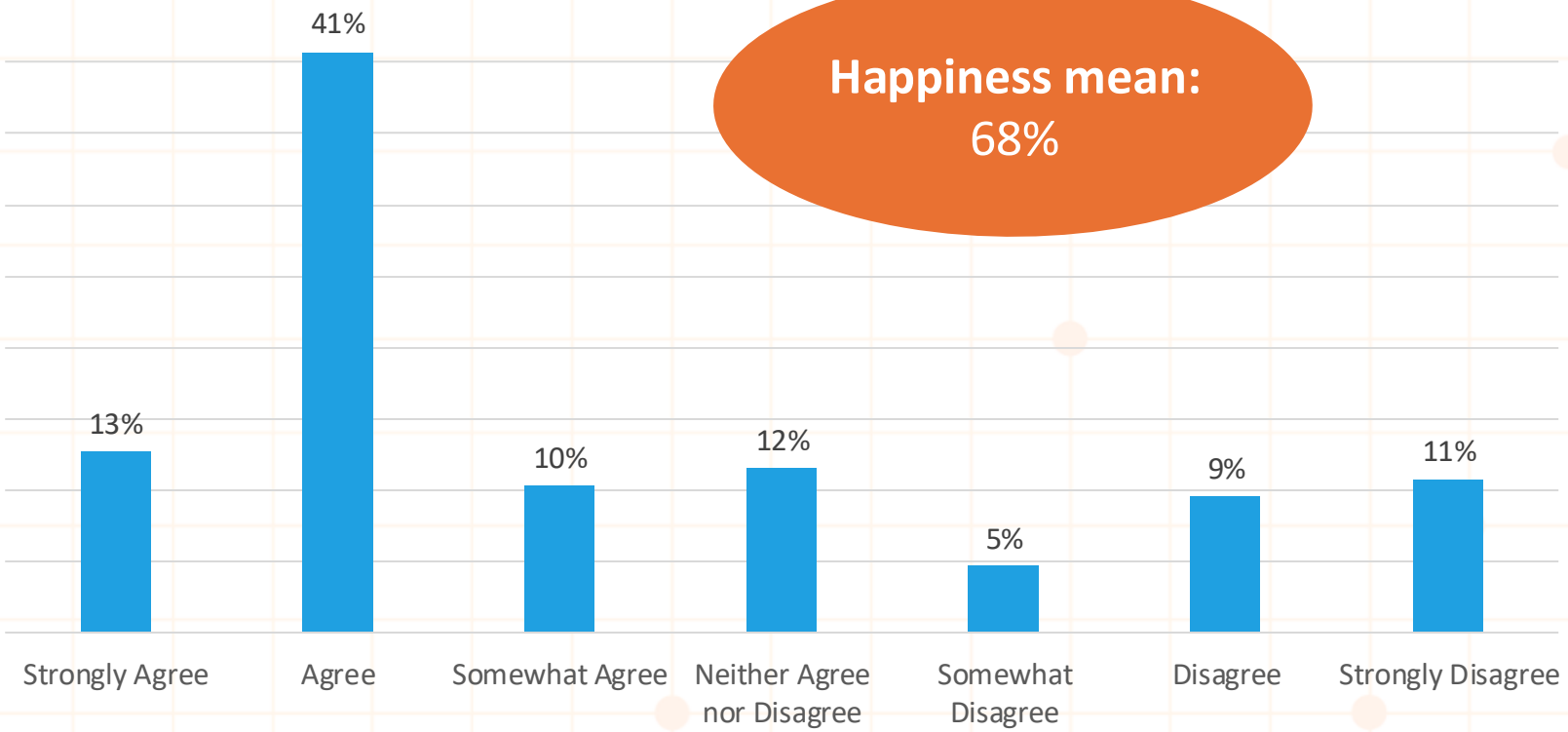
While levels of happiness and personal agency are generally high, the findings begin to show how these do — and do not — relate to improved transport experiences, pointing to the role of broader structural constraints

wakamoso.

Happiness



I am leading my BEST LIFE possible

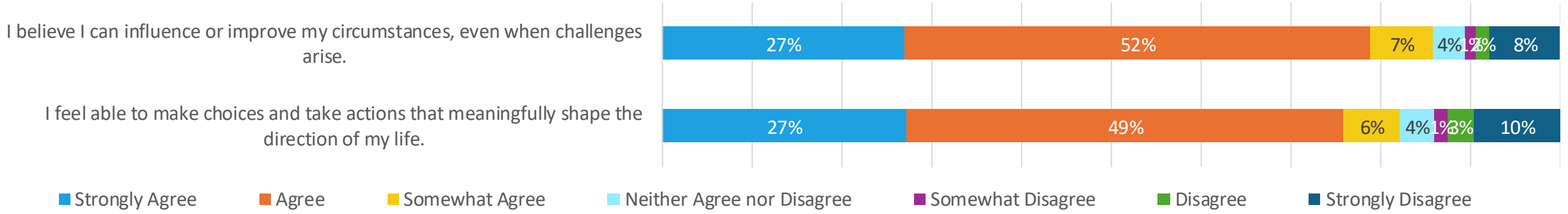


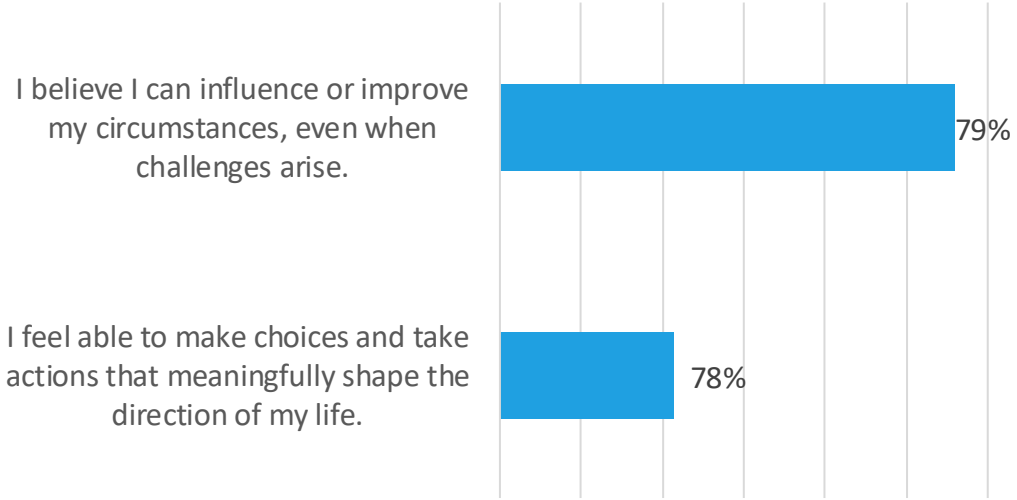
- Slightly higher among employed respondents; no meaningful gender differences
- Slightly lower in townships, with marginally higher life satisfaction in peri-urban and rural areas

wakamoso.

Agency

Strong sense of personal agency despite everyday constraints





- Across both measures, respondents report high levels of agency, with around 8 in 10 agreeing that they can shape their lives & influence their circumstances
- This suggests a strong internal sense of control & resilience, even in the face of challenges
- Agency levels are consistent across age, gender, location & employment groups

wakamoso.

Agency is high
but mobility is shaped by structural constraints

Agency is internally strong and consistent

- The two agency measures correlate with each other (~0.44) → expected & solid

They also relate moderately to:

- Feeling safe (~0.24)
- Transport availability (~0.18)

Insight: People who feel more in control of their lives also tend to experience slightly better mobility conditions — but the effect is limited

Happiness has only weak links to mobility

- Happiness vs:
- Safety (~0.24)
- Transport availability (~0.18)
- Reliability (~0.13)

Insight: Mobility challenges affect life experience, but do not determine it

People report reasonable life satisfaction even with transport constraints

Mobility issues behave independently

- Transport reliability, availability, safety: Cluster more with each other than with agency/happiness

Example:

- Bicycle openness ↔ delivery work interest (~0.26–0.27) BUT weak link to agency/happiness (~0.10–0.12)

Insight: Mobility outcomes cluster around system factors NOT personal factors

The key insight

- Mobility constraints are structural, not psychological
- While respondents report strong agency & resilience, these do not strongly relate to positive mobility experiences — pointing to external barriers rather than individual limitations

People feel capable of shaping their lives, but transport realities are largely determined by external system conditions rather than individual agency

wakamoso.

Frequency →
Time →
Access →
Spending

This section explores how people experience mobility in their daily lives — not only how often and why they travel, but the time, access and cost involved.

The findings show that travel is largely necessity-driven, with time and financial pressures shaping how people move and participate in everyday activities.

While transport is often available, it is not consistently reliable or efficient, resulting in cumulative burdens across journeys.

Patterns are consistent across age and gender, with employment and location shaping the degree — not the nature — of constraints.

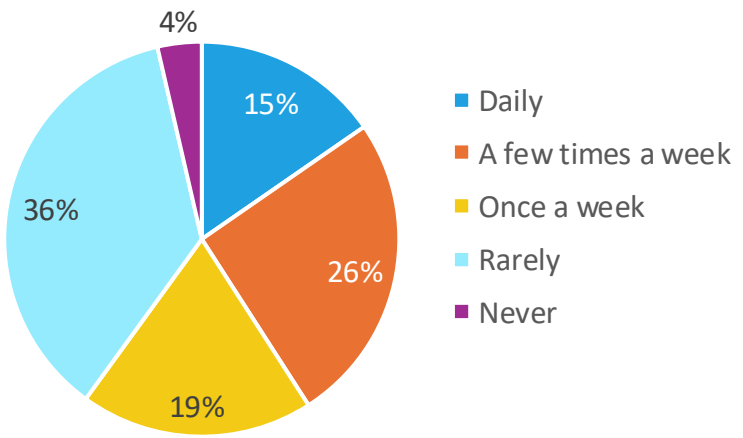
wakamoso.

Frequency & Reason

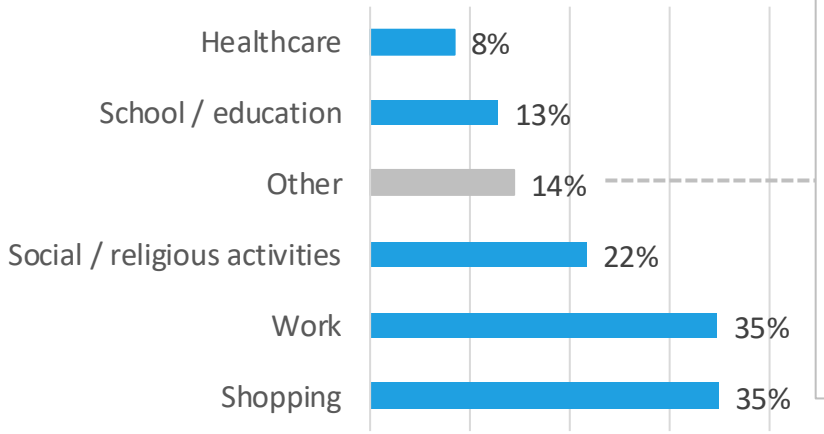
Travel is frequent, purposeful & largely necessity-driven

- Travel frequency varies, with many travelling **weekly or more**, though a significant share travel **rarely** — reflecting uneven access & need
- Main reasons are led by **work & shopping**, with social & education secondary — reinforcing the necessity-driven nature of travel
- Travel patterns are **consistent across age & gender groups**
- **Employment influences frequency**, with employed respondents travelling more regularly
- **Location shapes intensity**, with more frequent travel in urban/township areas than rural
- Differences exist but the **purpose of travel remains consistent across groups**

How often do you travel OUTSIDE your neighbourhood/township?



What are the TWO main reasons you usually travel? Choose 2



- Many trips are work-related (job seeking, informal business, deliveries)
- Social travel is largely family & community obligations, not leisure
- Trips are often multi-purpose, combining work, shopping & services
- Cost limits mobility, with some respondents travelling less or not at all
- Very little evidence of purely discretionary or leisure travel
- Travel is purposeful, constrained and often work-driven — not discretionary

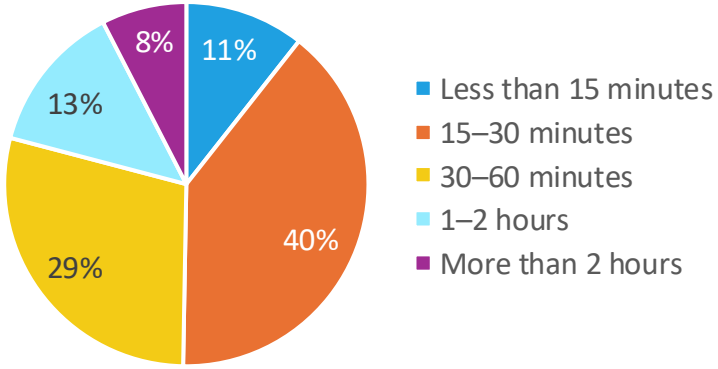
wakamoso.

Time

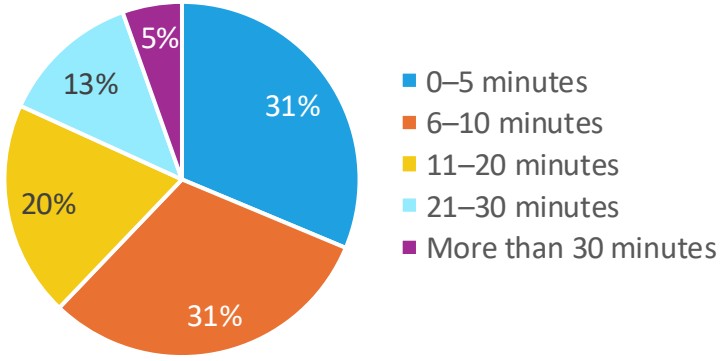
- Most trips take 15–60 minutes, with a notable share travelling over an hour
- Access to transport is often within walking distance, but not immediate, with most walking 5–20 minutes
- Waiting times are significant, with many waiting 10–30 minutes or longer
- Time burden is cumulative — walking, waiting & travel combine to extend total journey time
- Even short distances can result in long overall travel experiences due to delays & inefficiencies
- Travel time reflects not just distance but system reliability & coordination challenges

- Time patterns are consistent across age & gender groups
- Location shapes travel time, with longer trips & access times more common in rural & peri-urban areas
- Employment influences regularity, but not significantly total travel time per trip
- Differences exist, but time burdens are widely shared across groups

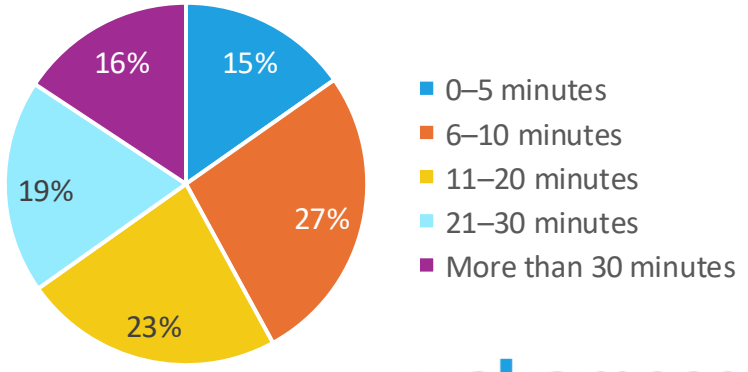
How long does your usual one-way trip take?



How long does it usually take you to walk to your nearest transport (taxi, bus or train)?



When you use public transport, how long do you usually wait for it to arrive & leave for your destination?



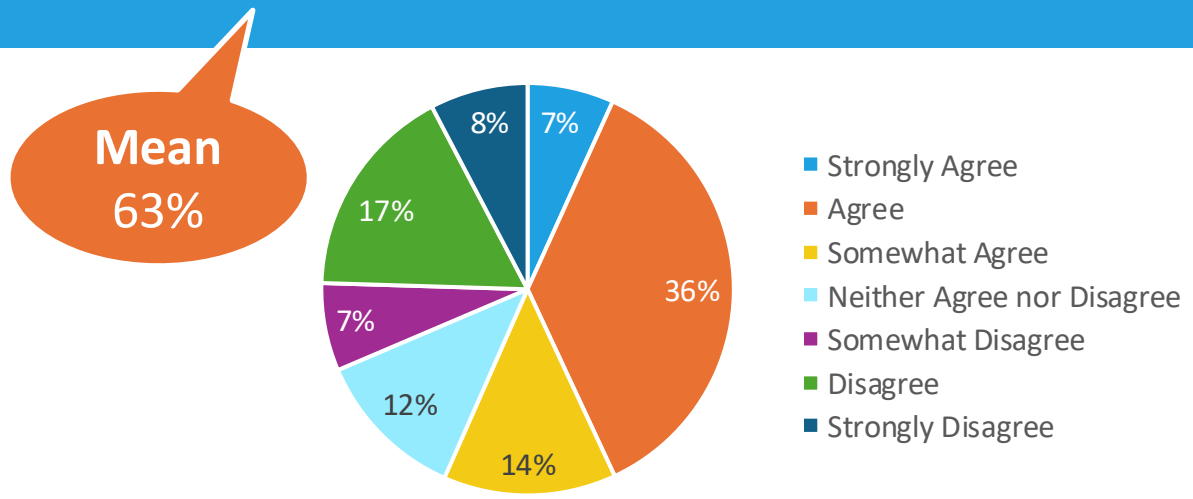
wakamoso.

Access

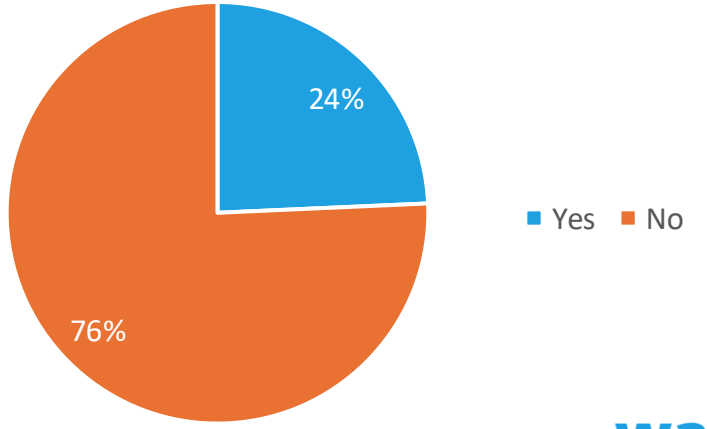
- Transport availability is uneven, with mixed experiences across respondents (mean ~63%)
- Nearly 1 in 4 respondents (24%) report missing work, school or healthcare in the past month due to transport problems
- This highlights that availability does not always translate into reliable access
- Access challenges are not only about whether transport exists but whether it is timely, affordable & dependable
- Even where transport is present, barriers still disrupt participation in daily life

- Access patterns are consistent across age & gender groups
- Employment status influences access, with lower availability reported among more vulnerable groups
- Location plays a role, with slightly lower access in rural areas
- Differences exist, but access constraints are widely experienced across groups

Transport is available when I need it



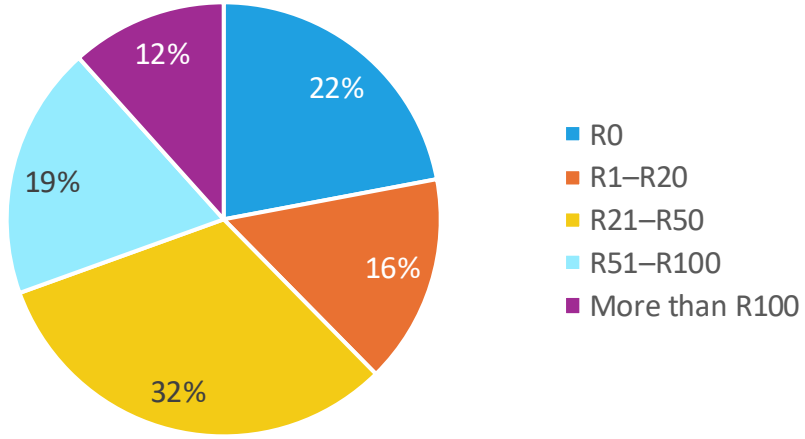
In the past 30 days, have you missed work, school or healthcare because of transport problems?



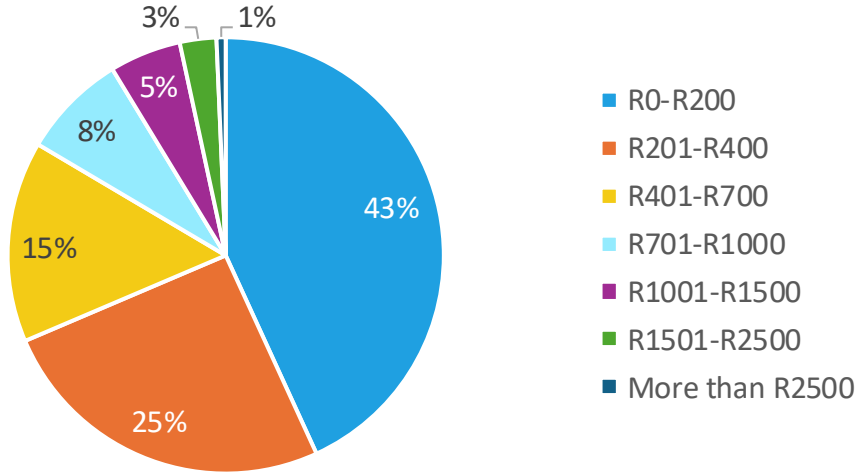
wakamoso.

Spending

About how much do you usually spend on transport PER DAY?



On average how much do you spend on transport PER MONTH?



- Monthly spend is concentrated below R700, with most spending under R400
  - Daily transport spend is concentrated between R21–R100, with a notable share spending R50–R100 per day (19%)
  - Monthly spend is largely below R700, but a meaningful portion exceeds R700–R1000+
- Even relatively low daily costs accumulate into significant monthly expenditure
- Transport represents a regular & unavoidable expense for many households
- Spending reflects a balance between cost constraints & mobility needs, with limited flexibility to reduce travel
- Affordability remains a persistent pressure shaping travel behaviour

- Spending patterns are consistent across age & gender groups
- Employment status influences spending levels, with higher spend among employed respondents
- Location plays a role, with slightly higher costs in urban & township areas
- Differences exist but cost pressures are widely experienced across groups

wakamoso.

How the transport system performs in practice

This section explores how people experience the reliability and safety of public transport, as well as what they believe would most improve mobility in their areas.

While many respondents report feeling relatively safe when using transport, reliability remains uneven & inconsistent.

Safety concerns are strongly linked to driving behaviour & road conditions, while suggested improvements point clearly to system-level changes.

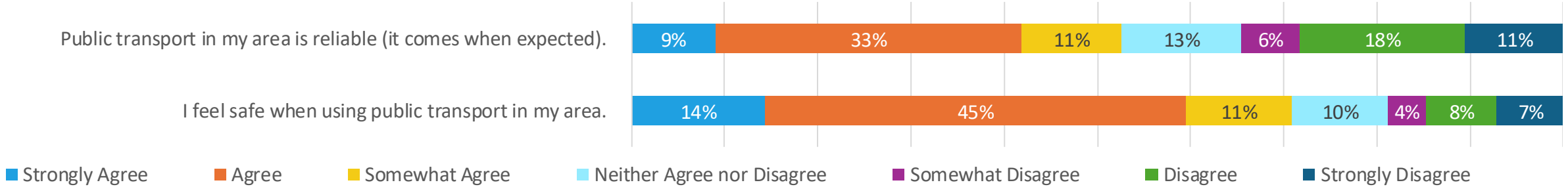
Together, these findings show that mobility challenges are shaped by how transport systems operate, rather than individual perceptions or behaviours.

Patterns are consistent across age & gender, with employment and location shaping the degree — not the nature — of constraints.

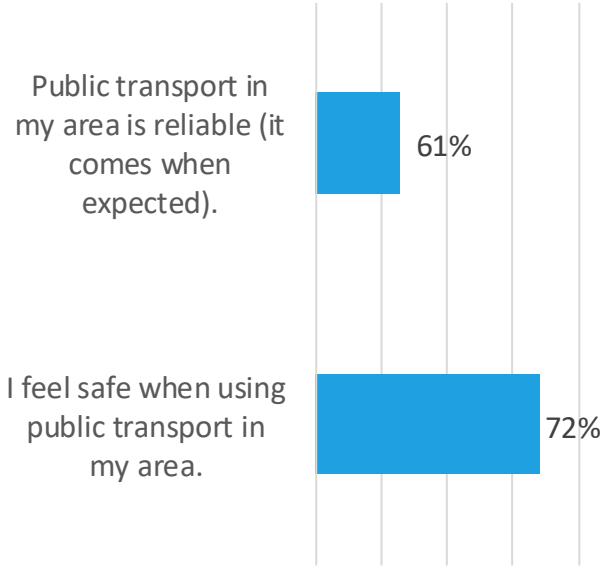
Public transport is perceived as relatively safe, but reliability, cost, time delays & infrastructure issues limit its effectiveness in daily life.

Reliability & Safety

Scale



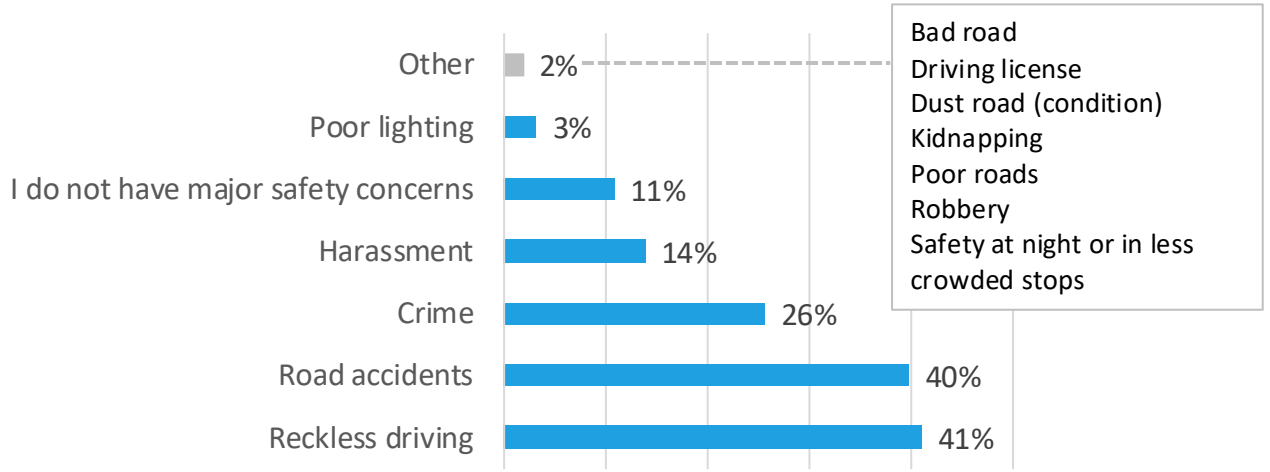
Average



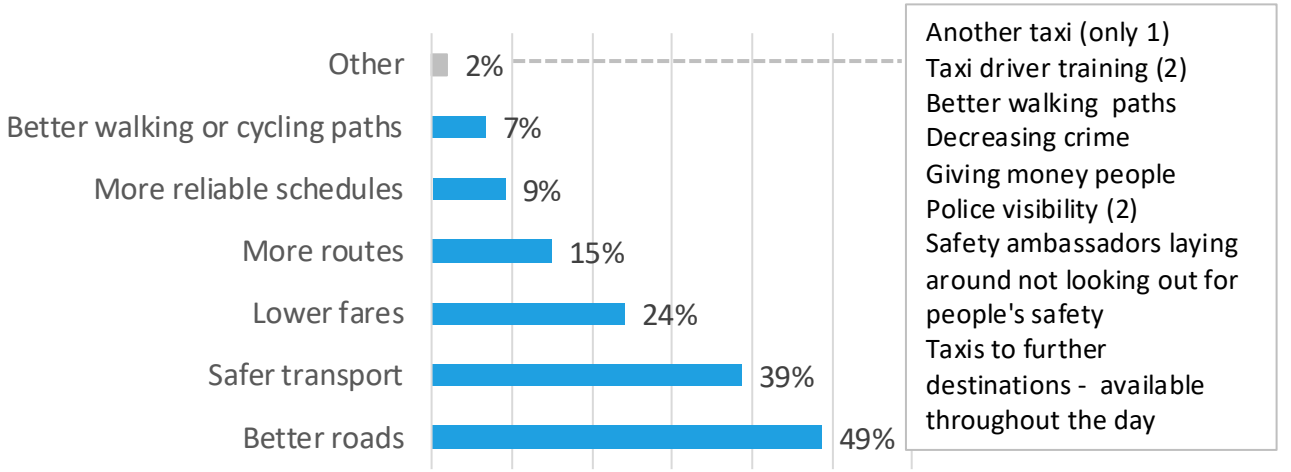
- A majority of respondents report feeling safe when using public transport (mean ~72%)
- However, safety is not universal, with a notable share expressing concern
- Perceptions of reliability are lower (average ~61%), indicating inconsistency in services
- Reliability shows a more mixed distribution, with a significant portion reporting negative experiences
- Gap suggests that while users may feel personally safe, the system itself is not consistently dependable
- Reliability challenges (timing, predictability) remain a key constraint on effective mobility
- Perceptions of safety & reliability are broadly consistent across age groups
- Gender differences are present but not dominant, with slightly higher reported safety among women
- Location influences perceptions, with slightly lower reliability reported in rural & some township areas
- Differences exist, but concerns around reliability & safety are widely shared across groups

wakamoso.

What are your biggest safety concerns when using public transport?



What are the TOP TWO things that would improve transport in your area the most?

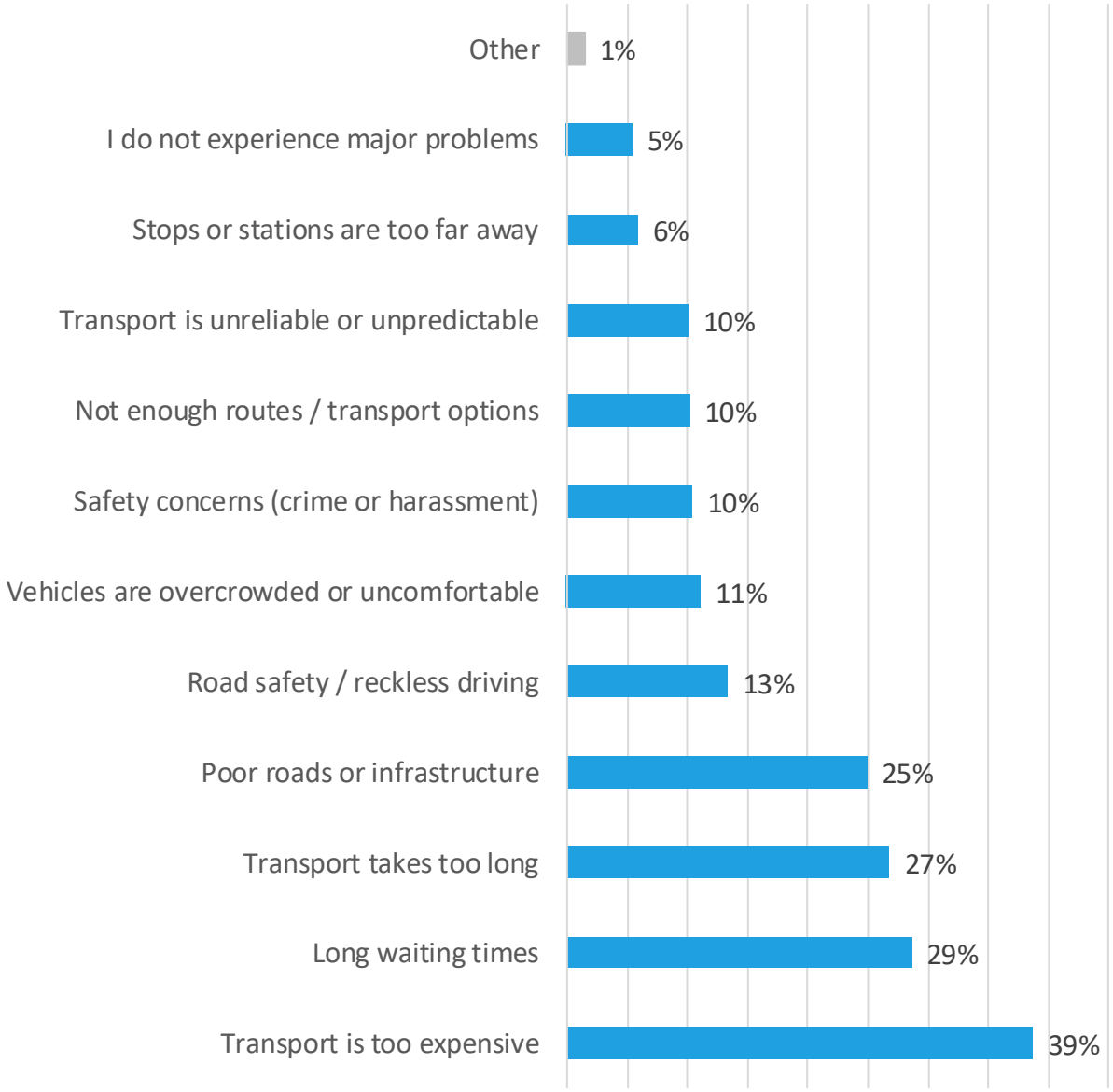


- The most significant safety concerns relate to reckless driving (41%) & road accidents (40%)
- Crime (26%) & harassment (14%) are present, but secondary
- Some respondents (11%) report no major safety concerns, indicating mixed experiences
- Suggested improvements focus strongly on system-level changes:
  - Better roads (49%); Safer transport (39%); Lower fares (24%); More routes (15%)
- Improvements align closely with concerns, reinforcing that issues are structural & operational
- Safety is not only about crime — it is deeply linked to infrastructure, driver behaviour & system management

- Safety concerns are consistent across age & gender groups
- Location influences the type of concern, with infrastructure-related issues more prominent in rural & peri-urban areas, while township & urban areas report relatively higher concerns around crime & harassment
- Employment status does not significantly change safety perceptions
- Differences exist, but key concerns & priorities are widely shared across groups

wakamoso.

What are the BIGGEST PROBLEMS people face when using public transport in your area?



- The most significant challenges are cost (39%) & time-related delays, including long waiting times (29%) & long travel times (27%)
- Poor infrastructure (25%) remains a major structural barrier
- Reliability issues (10%) & limited routes (10%) persist, reinforcing system inefficiencies
- Safety concerns (10%) are present, but less dominant than cost & time pressures
- Driver behaviour & overcrowding contribute to negative experiences, but are secondary to core system constraints
- Overall, challenges are cumulative, with cost, time & infrastructure combining to shape daily mobility experiences

- Challenges are consistent across age & gender groups
- Location influences the type of constraint, with infrastructure-related issues more prominent in rural & peri-urban areas, while time & cost pressures are widely experienced across all areas
- Employment status influences sensitivity to cost, but does not change the overall pattern of challenges
- Differences exist, but mobility constraints are broadly shared across groups

wakamoso.

Transport Modes

This section explores how people travel in their daily lives, including the modes they use most often, what they would prefer to use and the role of rail in the current transport system.

The findings highlight a clear gap between lived mobility realities & preferred options, with daily travel shaped by availability & necessity rather than choice.

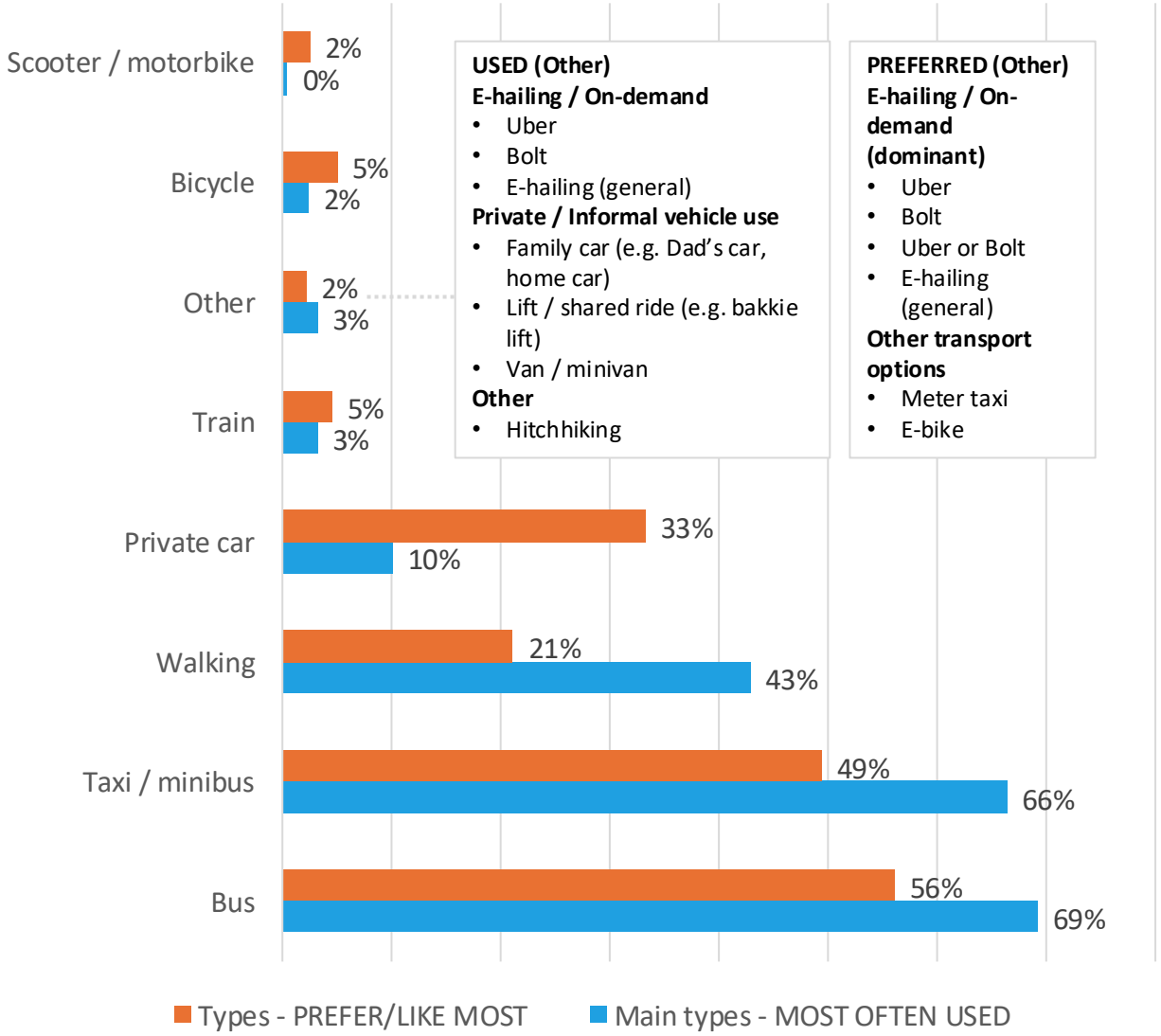
While taxis, buses & walking dominate, there is demand for more reliable, direct & flexible transport.

The near absence of train usage further underscores how system availability — rather than individual preference — determines mobility options.

Patterns are consistent across age and gender, with employment and location shaping the degree — not the nature — of constraints.

Transport Modes

Used VS Preference

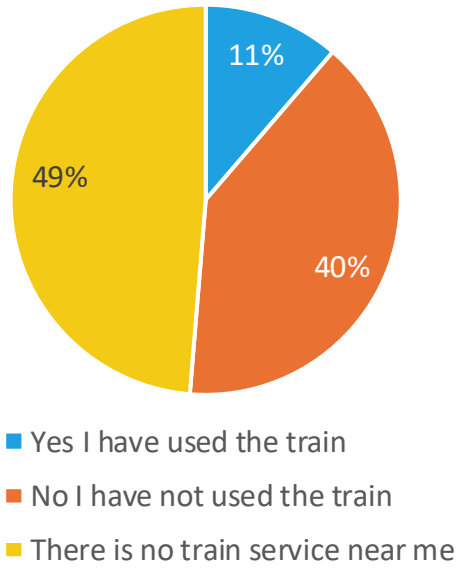


- Daily travel is dominated by buses, taxis & walking, reflecting availability & affordability constraints
- Walking remains high, indicating limited access to direct or convenient transport options OR proximity
- A clear gap exists between used vs preferred modes
  - Preference shifts toward more reliable, direct & comfortable options, including private cars and on-demand transport (e.g. e-hailing)
- Informal and hybrid travel (walking + taxis + lifts) reflects necessity-driven behaviour, not choice
- E-hailing (Uber/Bolt) appears as a preferred option — including in write-in "Other" responses — but is less widely used
- Overall, mobility is constrained by what is available, with unmet demand for flexible, accessible & predictable transport

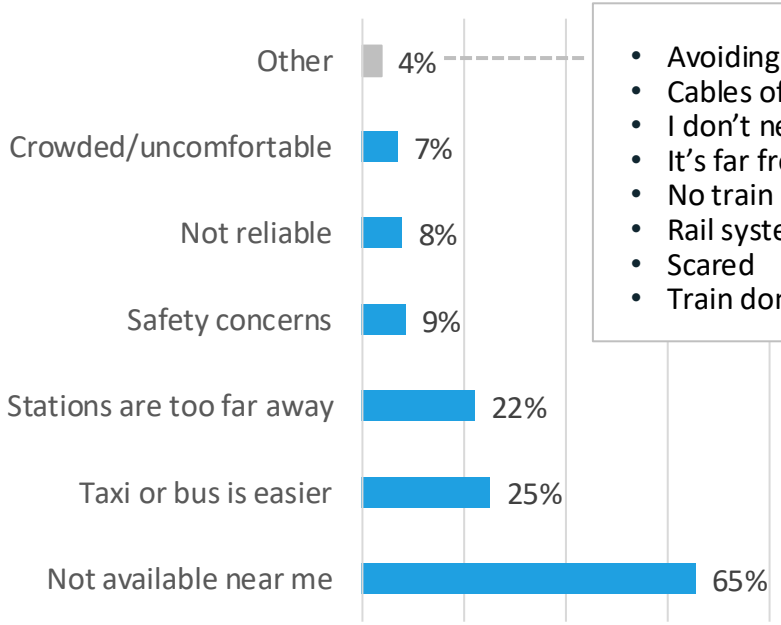
- Transport mode patterns are consistent across age & gender groups
- Location influences mode use, with higher reliance on walking & taxis in township and rural areas
- Employment status influences access to preferred modes, particularly private cars & e-hailing
- Differences exist - gap between use & preference is consistent across groups

wakamoso.

In the past 30 days, have you used a train?



If you do not use trains, what are the TWO main reasons?



- Avoiding to be late
- Cables of train are stolen
- I don't need it – I am close to town
- It's far from me and or my near my destination
- No train lanes except the ones for Transnet
- Rail system no longer operates due to governmental neglect & corruption
- Scared
- Train don't arrive all the time - you must wait for it

- Train usage is very low (11%), with the majority either not using trains (40%) or having no access to train services (49%)
- This indicates that trains are not a functional part of everyday mobility for most respondents
- The primary reason for non-use is lack of availability (65%), followed by taxis or buses being easier (25%)
- Distance to stations (22%) further limits accessibility
- Reliability (8%) & safety concerns (9%) are present, but secondary to availability & accessibility barriers
- Open responses reinforce issues of system breakdown, irregular service & infrastructure decline
- Overall, trains are structurally excluded from daily transport options, rather than underutilised by choice

- Train usage patterns are consistent across age and gender groups
- Location is the primary driver, with lack of access concentrated in areas without rail infrastructure
- Employment status does not significantly influence train usage, given limited availability
- Differences exist, but non-use is driven by system absence rather than individual preference

wakamoso.

Mobility Personas

Core Insight

Urban/Peri-Urban = Optimising movement within a system

Township/Rural = Overcoming gaps in access to the system

Strategic Implication

Urban/Peri-Urban:

→ Focus on efficiency + income (scooters, delivery, first/last mile)

Township/Rural:

→ Focus on access + safety + affordability (entry-level mobility, infrastructure support)

wakamoso.

Urban & Peri-Urban Efficiency Seekers

1. Context

- Higher transport availability (taxis, buses, trains, some access to ride-hailing)
- Greater economic activity density
- Shorter distances, but still congestion and cost pressures

2. Mobility Reality (data-aligned)

- Use a mix of transport modes (not just taxis)

Still face:

- Cost pressures
- Reliability issues
- Peak-time congestion

3. Mindset

Focus on:

- Saving time
- Improving efficiency
- More likely to compare options and optimise routes

4. Openness to Alternatives

Higher openness to:

- Scooters / e-scooters
- Bicycles (if infrastructure exists)

More likely to see these as:

- Smart / practical choices

5. Income Link

Alignment with:

- Delivery economy
- Platform-based work

Scooter seen as:

- Mobility + earning tool

6. Key Constraint

- Not access — but optimisation
- Time lost
- Cost inefficiencies
- First/last mile gaps

"How do I move faster, cheaper & smarter in a busy system?"

wakamoso.

Township & Rural: Access Seekers

“How do I reliably reach opportunities at all?”

1. Context

- Limited & uneven transport infrastructure

Longer distances to:

- Jobs
- Services (healthcare, education)
- Fewer reliable transport options

2. Mobility Reality (data-aligned)

Heavy reliance on:

- Walking + taxis/minibus
- More likely to experience:
- Long travel times
- Long waiting times
- Missed opportunities due to transport issues

3. Mindset

Focus on:

- Access and reliability
- Transport is:
- A barrier to opportunity, not just an inconvenience

4. Openness to Alternatives

Open, but conditional:

- Strong concerns about:
- Safety (crime + roads)
- Storage and theft
- Road conditions
- Bicycles and scooters seen as:
- Less common;; Sometimes risky or socially uncertain

5. Income Link

High latent interest in:

- Delivery & mobility-based work

But constrained by:

- Access to assets
- Infrastructure
- Safety

6. Key Constraint

- Basic access
- Distance to transport
- Availability
- Reliability

wakamoso.

Alternative transport: Barriers & Opportunity

This section explores the role of alternative transport options — such as bicycles & scooters — in everyday mobility, including levels of openness, actual usage, barriers to adoption and their potential as a source of income.

While there is clear interest in these modes, especially if enabling conditions improve, current usage remains very low.

Barriers such as safety, infrastructure & access limit adoption, indicating that these options are not yet viable at scale.

At the same time, there is strong recognition of their potential to support livelihoods, particularly through delivery work.

Together, the findings highlight that alternative transport represents both an under-utilised mobility option and a potential pathway to economic opportunity, constrained primarily by structural factors.

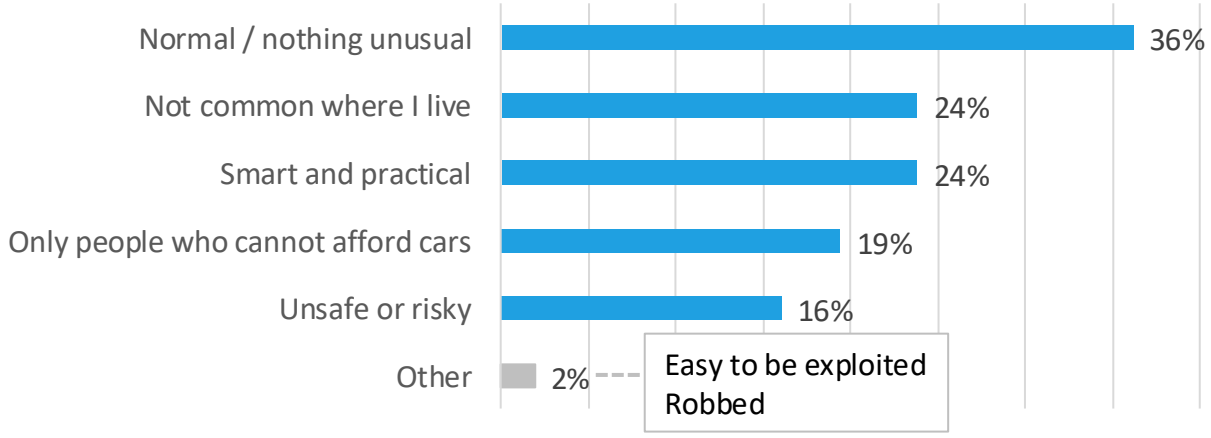
wakamoso.

Bicycle & scooter openness + community usage

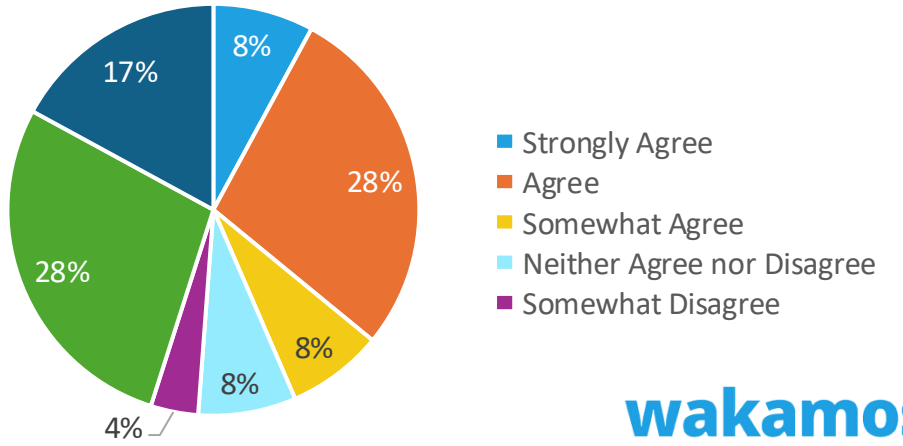
- A majority indicate openness to using bicycles, particularly if safe storage is available
- However, actual use in communities remains limited, with many reporting that only a few or no people use bicycles or scooters
- This highlights a clear gap between willingness & real-world adoption
- Safety, infrastructure & practical barriers limit uptake despite interest
- Alternative transport options are not yet embedded in everyday mobility but show potential if enabling conditions improve

- Openness is consistent across groups, though slightly higher among younger respondents
- Location influences visibility, with slightly higher usage reported in some urban areas
- Differences exist, but the gap between interest and uptake is widely shared

In your community, how are adults who use bicycles or scooters for daily travel usually seen?

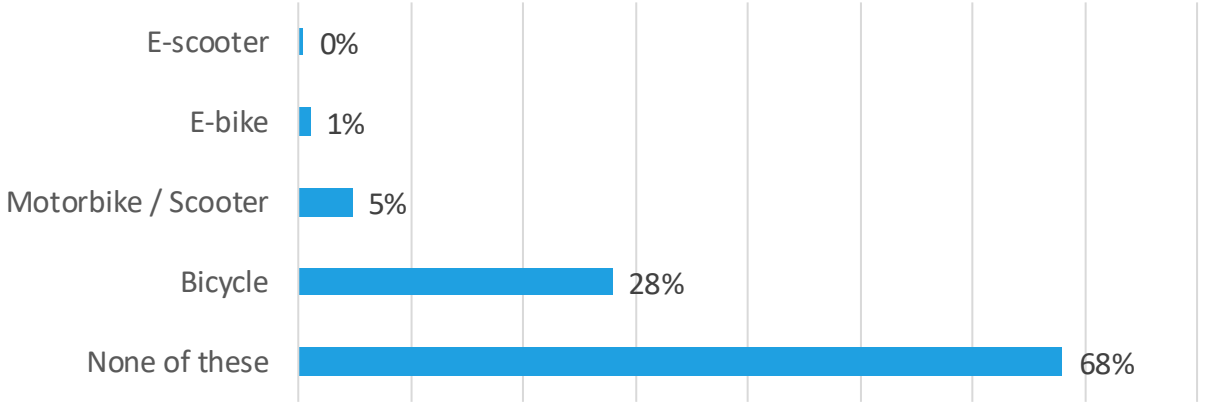


I would consider using a bicycle for some of my regular trips, especially if safe storage were available



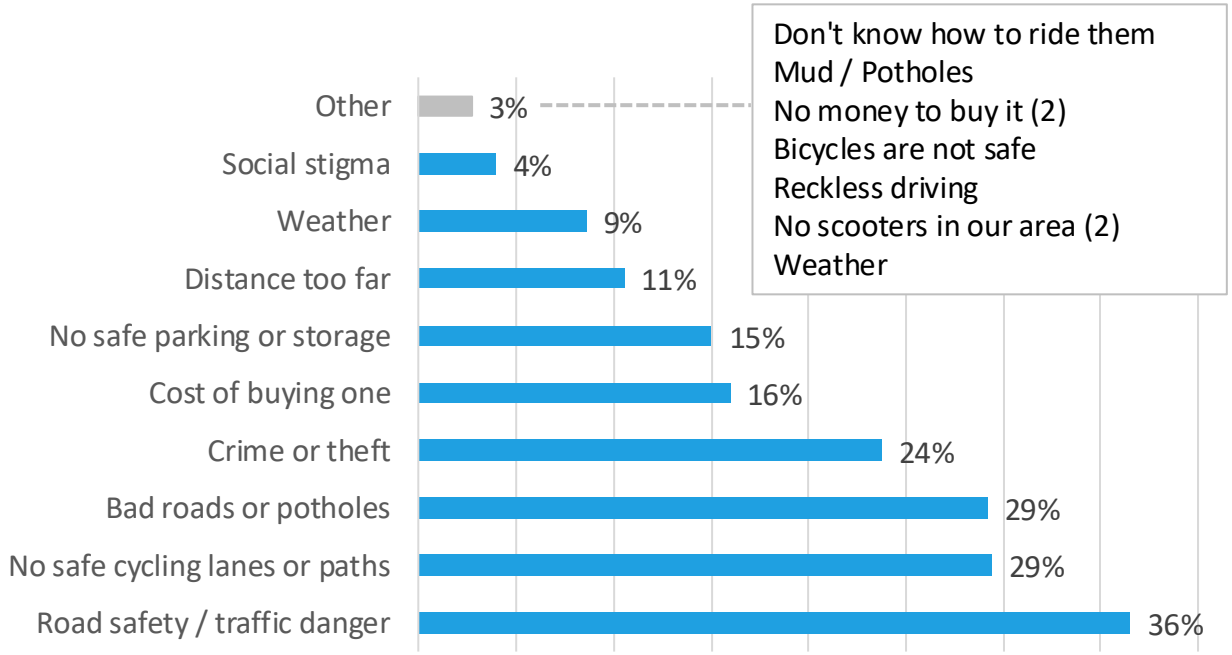
wakamoso.

Have you ever used any of these for transport (not only for fun)?



- Bicycle user: “How do I move cheaper and safely nearby?”
- Scooter user: “How do I move faster and earn more?”

What stops people in your community from using bicycles or scooters (normal or electrical) more often?



Usage & barriers

- Actual usage of bicycles and scooters is very low, with most respondents reporting no use
- E-bikes & scooters are largely absent from everyday transport behaviour
- Key barriers include:
  - Road safety & traffic danger (35%); Lack of safe paths or infrastructure (29%); Distance & terrain challenges (13%); Cost of ownership (16%)
- Additional concerns include theft, safety risks & lack of knowledge or access
- Overall, barriers are structural & environmental, not preference-driven

- Barriers are consistent across age and gender groups
- Location influences infrastructure-related constraints, with stronger barriers in areas lacking safe roads or paths
- Differences exist, but low usage is consistent across all groups

wakamoso.

Mobility as Opportunity

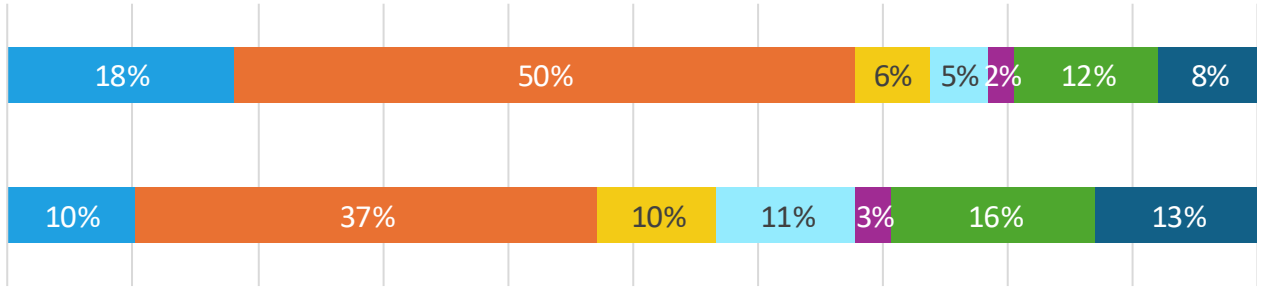
Scale

Would you consider doing delivery work if you had access to the right bike/bicycle/vehicle and training?

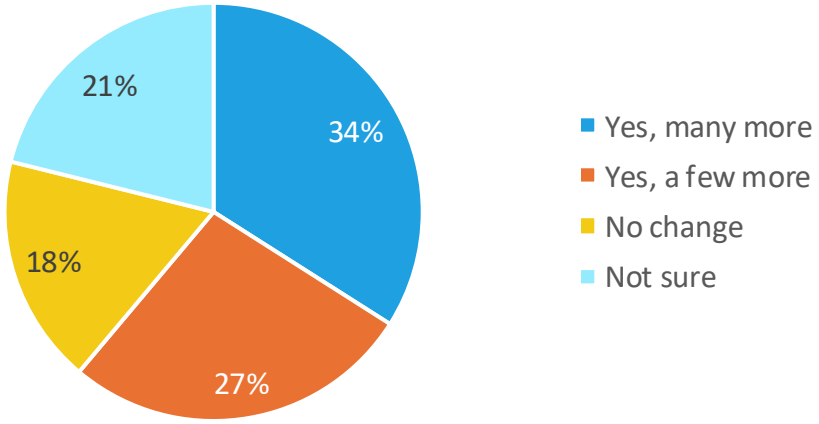
Mean 73%

Delivering food, groceries or parcels using a bicycle, scooter or motorbike is a real income opportunity in my community.

Mean 63%



Have you noticed more delivery riders (food or parcel delivery) in your area in the last year?



- A majority would consider delivery work if provided with access to a vehicle & training
- There is also recognition that delivery services represent a perceived income opportunity in communities
- Respondents report noticing increased delivery activity, suggesting emerging economic potential
- However, this opportunity is still constrained by access to assets, safety & infrastructure
- This indicates that mobility is not only a challenge, but also a pathway to economic participation if supported

- Perceived interest in delivery work is strong across groups, particularly among younger respondents
- Employment status: higher openness among those seeking work
- Differences exist, but the opportunity is widely recognised across communities

wakamoso.

Target Persona for Scooter: Practical Striver

A mobile, opportunity-seeking individual under transport pressure, who will adopt scooters when they reduce daily costs, save time & unlock income opportunities

1. Who they are

- Age: Primarily 18-35
- Location: Township / peri-urban / urban edge
- Employment: Informal, part-time, self-employed or unemployed but actively seeking
- Travel behaviour: Regular travel for work, job-seeking & daily needs

2. Their mobility reality

- Relies mainly on taxis + walking for daily travel

Experiences:

- High costs (monthly spend often significant relative to income)
- Long & unpredictable travel times
- Waiting times & unreliable schedules
- Transport is a constraint to opportunity, not an enabler

3. Mindset

- Believes they can improve their situation - given the opportunity

Open to practical solutions that:

- Save time
- Reduce costs
- Increase control over daily life

This is a perceived "ready but constrained" segment, not passive or disengaged

If enabling conditions are met (safety, access, infrastructure)

4. Why scooters make sense to them

- Efficiency: Faster, more flexible than current transport mix
- Cost control: Reduces reliance on multiple paid trips
- Independence: Less dependence on unreliable systems

Positioned as a solution to daily friction, not a lifestyle choice

5. Strong link to income opportunity

- Aware of growing delivery economy (food, parcels)
- Agrees that delivery work is perceived as a real income opportunity in their community
- Shows willingness to participate if:
- Access to vehicle is provided
- Training/support is available

Scooter = mobility tool + earning asset

6. Key barriers (explicitly reflected in survey)

- Safety: Crime, road safety, reckless driving
- Infrastructure: Lack of safe lanes, poor roads
- Cost: Upfront affordability
- Perception: Sometimes seen as unsafe or low-status

7. What unlocks adoption

- Access models: Rental / shared / financed (not full ownership)
- Income linkage: pathway to earning (e.g. delivery work)
- Safety + storage solutions
- Visible local usage (social proof)

wakamoso.

Summary Insights

What is the ONE THING that would improve transport in South Africa the most?

Overwhelming priority: Roads & infrastructure

Most dominant theme by far:

- "Fix the roads" / "Better roads" / "Potholes" / "Road maintenance"

Insight: For many respondents, transport = roads.

This reflects lived experience where poor road conditions

- Cost (vehicle damage, fares)
- Safety (accidents)
- Reliability (delays)

Safety is a major, cross-cutting concern

Appears consistently alongside roads and transport:

- Crime (on transport and routes)
- Reckless driving
- Lack of enforcement
- Unsafe vehicles

Insight: Safety is not a separate issue — it is embedded in how people experience transport daily.

Strong call for better public transport systems

A more "system-level" response (less frequent but more detailed):

- Integration (bus, taxi, train working together)
- Reliability (on time, predictable)
- Expansion (more routes, more coverage)
- Rail revival (trains mentioned often)

Insight: Smaller but important group is pointing to system reform, not just fixes.

Affordability pressure

Common but usually mentioned briefly:

- "Lower fares"
- "Transport is too expensive"
- "Petrol prices"

Insight: Cost is a constant underlying pressure, even when not the main answer.

Availability & access

- "More transport"
- "More routes"
- "Transport anytime"

Insight: Access gaps remain — especially in townships and rural areas.

Governance & regulation (emerging theme)

More sophisticated responses highlight:

- Taxi industry regulation
- Government coordination
- Law enforcement
- Accounta-bility

Insight: There is awareness that the problem is systemic, not just operational.

Alternative mobility (minor but notable)

- Bicycles
- Walking routes
- Micro-mobility
- Delivery work

Insight: These are emerging ideas, but still secondary to core needs.

wakamoso.

1. Mobility constraints are structural, not personal	2. Travel is necessity-driven, not discretionary	3. Cost is the single biggest barrier	4. Time burden is cumulative and significant	5. Access exists — but is unreliable and inconsistent	6. Reliability is a bigger issue than safety	7. Roads and infrastruc-ture are the dominant priority	8. Mobility challenges are cumulative, not isolated	9. There is a clear gap between use & preference	10. Rail is structurally absent from daily mobility
Despite high happiness & strong agency across the sample, mobility outcomes are weakly linked to these = system-level barriers rather than individual limitations.	Most trips are for work, job-seeking, shopping & essential services. Leisure travel is minimal — mobility is about survival & participa-tion, not choice.	Transport being "too expensive" is the top reported problem, shaping how often people travel & whether they travel at all.	Walking (5-20 min), waiting (10-30+ min) & travel (15-60+ min) combine to create long, inefficient journeys even for relatively short distances.	While transport availability averages ~63%, nearly 1/4 missed work, school or healthcare due to transport issues — showing availability ≠ reliable access.	People generally feel relatively safe (~72%), but reliability (~61%) is lower & more inconsistent — making predicta-bility a key constraint.	"Fix the roads" emerges as the strongest & most consistent call — directly linked to cost, safety & reliability in everyday travel.	Cost, time delays, infrastruc-ture gaps & reliability issues interact — creating layered constraints rather than single-point problems.	People rely on taxis, buses & walking, but would prefer more reliable, direct and comfortable options (e.g. private cars, on demand options) — showing unmet demand.	With only 11% usage and 49% reporting no access, trains are not a functional part of the transport system for most — excluded by availability, not preference.

Top 10 Mobility Insights

wakamoso.

Conclusion

Wakamoso Trailblazer’s Mobility Insights

- Mobility in South Africa is necessary but constrained.
  - While people show strong resilience and agency, their ability to move is shaped by system conditions, not individual choice.
- Transport is often available, but not reliably accessible, affordable or efficient, with time, cost and infrastructure combining to create daily barriers.
  - These challenges are widely shared across communities.
- At the same time, respondents point clearly to solutions — better roads, safer and more reliable transport and lower costs.
- Improving mobility is not about changing people — it is about improving the system.

wakamoso.

wakamoso.

Thank You.

Malusi Mazibuko
Malusi@wakamoso.africa
066 099 5862

Robby Atkinson
Robby@wakamoso.africa
071 642 9019

Dr Mélani Prinsloo
Melani@wakamoso.africa
082 451 6625

Mike Matthews
Mike@wakamoso.africa
082 921 5172