

Problem	Description	Source
Sexual harassment	Due to overcrowding of transports, men often take advantage of the situation. It is common, as well, that the driver and the collector of the tickets harass verbally girls or make fun of them in front of others using a dirty language	Driving school; Comm Camp, AMB
Road accidents	In the Great Metropolitan Area of Maputo a consistent number of accidents happens. The four main different causes behind are exceeding speeds, driving under the influence of alcohol roll over and lack of attention at the intersections	Driving school; MYC; AMB
Unregulated behaviours of drivers	Drivers often exceed speed limits, change routes, do not wear the correct uniform and drive under the influence of vehicles	Driving school; PE; AMB; COOTRALBA
Criminal streets	In Maputo a wide number of pickpocketing on public transport is recorded, as well as criminal aggressions and car steal by armed robbers	Driving school
Vehicle maintenance	Public transport is characterized by a low level of maintenance. Transports are generally rusty, dusty and spoiled, safety measures are often absent or broken (seat belts) and many breakdowns happen during the day	COOTRALBA; AMB
Affordability	This problem is particularly intense for people living in the province of Maputo	T-SUM; MYC
Overcrowding	In the Greater Maputo on collective transport much more people than those allowed are present. On chapas, especially during peak hours, there are more than one person per seat. On buses, there are many people standing in the narrow space available between the seat corridors.	PE; Driving school; COOTRALBA; MYC
Comfort	Three factors: seats, which are always quite small and made of hard plastic, limited space to stand, especially on buses and lack of space to collocate the loads transported by passengers.	PE; MYC; AMB
Accessibility	Accessibility is a problem in terms of service coverage for people living in the province of Maputo and for people with physical disabilities which every day face difficulties in accessing transports	PE; T-SUM; AMB
Waiting time	In Maputo many people are waiting in line at the transports' terminal. It widely changes during the different times of the day but it is always undetermined	PE
Traffic congestion	In Maputo during peak hours traffic jams are frequent. This problem changes a lot depending on the zone and time of the day. In particular, to travel from the city periphery to the city centre is often crowded while not the other way around, on peak hours.	PE; COOTRALBA; EMTPM
Viability	The roads in Maputo lack of viability, this is mainly given by the poor road infrastructure, the consistent number of breakdowns and the absence of determined time tables.	COOTRALBA; AMB; EMTPM; PE
Coordination	Lack of coordination between the different public authorities and between the operators to deliver a good quality transport service	MYC; SMW
Ticketing system	Lack of an integrated ticketing system which enable citizens to pay through card or mobile devices	EMTPM; SMW
Education of personnel	Personnel is often rude to passengers	PE; MYC; AMB
Corruption and bribery	Cases of corruption and bribery are common in Maputo. This enables illegal operators to circulate and stress the authorized operators.	PE; AMB; COOTRALBA
Gender equality	All the personnel of the transportation sector is male. This topic rose the attention of the female population who would feel safer on public transport.	AMB; MYC; PE
Education of citizens	In Maputo a lack of education of citizens in terms of a respectful behaviour towards women and towards habits for a sustainable transport system was registered.	MYC; SMW