



REPUBLIC OF KENYA

**PROTOCOL
FOR
PUBLIC ROAD TRANSPORT OPERATIONS**

**ADOPTED IN PREPARATION FOR LIFTING
OF COVID-19 RESTRICTIONS**

July 2020

FOREWORD

On 11th March 2020, the World Health Organization declared the COVID-19 (coronavirus) a global health pandemic. While Kenya did not have any recorded cases then, this followed shortly when the Government issued an announcement on 13th March, 2020 on its first COVID 19 case.

Since then the Government has put in place several measures aimed at controlling the spread of the virus, among them the closure of the Mombasa County, the Nairobi Metropolitan area and other Counties which were experiencing high increase in COVID 19 cases. These measures restricted travel of persons out of and into these counties and the related road, air and rail transport.

While the measures taken by the Government have contributed immensely in controlling the spread of the pandemic in addition to allowing for more time to put in place additional mitigation measures, the negative impact on the economy and livelihood has severe consequences which calls for lifting of some of the restrictions.

It is in this respect that this protocol has been prepared to provide guidelines which once applied strictly will facilitate safe travel for passengers using public road transport. It is noted that similar protocols have also been prepared for both air and rail transport. These protocols will however only create the desired results if all stakeholders including the vehicle owners, the drivers, touts, the passengers and various National Government Agencies and County Governments cooperate and play their identified roles effectively.

The protocol has been prepared in line with guidelines issued by the World Health Organization, international practices that have proved effective in controlling the spread of the virus and guidance by the Ministry of Health. The protocol has also been prepared in consultation with key stakeholders including the State Department for Transport, Ministry of Health, Public Service Operators, the State Department for Coordination of Government and the National Transport Authority.

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DEFINITIONS

“***Affected***” means persons, baggage, cargo, containers, conveyances, goods, postal parcels or human remains that are infected or contaminated, or carry sources of infection or contamination, so as to constitute a public health risk;

“***COVID-19***” Is the name of the disease caused by the novel coronavirus, SARS-CoV-2, and is short for “Coronavirus Disease 2019.” (Source: WHO)

“***Crew***” means persons on board a vehicle who are not passengers;

“***Disinfection***” means the procedure whereby health measures are taken to control or kill infectious agents on a human or animal body surface or in or on baggage, cargo, containers, conveyances, goods and postal parcels by direct exposure to chemical or physical agents; the process of cleaning something, especially with a chemical, in order to destroy bacteria. “Instruments and surfaces” must undergo high-level disinfection before reuse

“***Health measure***” means procedures applied to prevent the spread of disease or contamination; a health measure does not include law enforcement or security measures; (there are health measures which are legal in nature and are enforceable by law, for instance putting on of masks while in public)

“***Infection***” means the entry and development or multiplication of an infectious agent in the body of humans and animals that may constitute a public health risk;

“***Inspection***” means the examination, by the competent authority or under its supervision, of areas, baggage, containers, conveyances, facilities, goods or postal parcels, including relevant data and documentation, to determine if a public health risk exists;

“***Safety***” refers to guidelines that REDUCE contact, transmission, and spread of the COVID-19 through the MANDATORY USE of face masks by passengers and drivers. Thorough DISINFECTING practices of vehicles, terminals, and even among passengers are also required.

1.0 INTRODUCTION

This protocol provides best practices on how to conduct commercial Public Transport Operations and Driving Schools ensure the health and safety of the staff, passengers and driver trainees by maintaining safe and secure operations whilst minimizing the risk of COVID-19 virus transmission.

Public transport operators and driving schools shall strictly follow the COVID-19 guidelines and protocols provided by the Government of Kenya.

To achieve compliance and full implementation of the protocol, public transport operators and driving school will be encouraged to collaborate with National Transport and Safety Authority (NTSA), The National Police Service and other public transport stakeholders to ensure compliance with the guidelines.

2.0 PUBLIC HEALTH RISK MITIGATION MEASURES

These public health risk mitigation measures contain generally applicable risk mitigation measures that apply in all phases of public transport driving school operations.

3.0 GENERALLY APPLICABLE RISK MITIGATION MEASURES

Public Education - timely and consistent COVID-19 information to enhance passenger safety.

Physical Distancing – maintaining social distancing consistent with applicable Public Health guidelines and legislation. Where physical distancing is not feasible for example, bodaboda, adequate risk-based measures shall be used.

Face Mask – proper wearing of a face mask covering both mouth and the nose.

Routine Sanitation – frequent disinfecting of commonly touched services.

Rapid Health Screening - health screening conducted in accordance with the protocols of the Ministry of Health.

Hand washing - use of soap and running water and/or 70% alcohol based sanitizers.

4.0 RESPONSIBILITY OF THE PUBLIC TRANSPORT OPERATORS

4.1 Staff Protection

The Public transport operators will take the following measures to protect staff, crew and passengers from infection and cross infection by:

- i. Enforcing of the required COVID-19 prevention protocols which includes thermal screening, hand washing/sanitization, and use of face masks by customers, staff, crew and passengers before entering offices, vehicles, and work places to minimize the risk of spreading the virus.
- ii. Providing adequate and quality Personal Protective Equipment (PPEs) to the staff.
- iii. Ensuring that all staff wear appropriately the face masks as recommended by the government.
- iv. Providing contact free temperature recording device at appropriate points.
- v. Isolating any member of staff and crew on duty whose body temperature is 37.5° C (99.5°F) or higher for further evaluation. Where a suspected passenger is identified on board before departure, the crew should immediately **call 719** for guidance.
- vi. Undertake cleaning and disinfection of offices and vehicles using standard detergents and disinfectants on a regular basis.
- vii. Providing and placing hand wash facilities and/or hand sanitizers at all access points to encourage hand hygiene.
- viii. Ensuring that offices are well ventilated to minimize air recirculation and allow the use of fresh air.
- ix. Providing waste bins with a liner where used face masks could be disposed of safely.
- x. Ensuring physical distancing of 1.5Metres is maintained in the work place and when boarding.

4.2 PASSENGER MANAGEMENT

The public transport operators will:

- i. Maintain and keep passenger manifest for all long distance trip for a minimum period of one month before destroying them.
- ii. Provide without undue delay and without prejudice to applicable data protection rules, the following data to the relevant public health authorities upon request for contact tracing purposes:
 - a. Full name;
 - b. Nationality;
 - c. Passport or Identification Number;

- d. Telephone number;
 - e. Allocated seat, and
 - f. Usual residence
- iii. Ensure that the driver's contact address is prominently displayed for any reference.
 - iv. Sensitize passengers on safety measures before departure for the distance journey.
 - v. Ensure that every public service vehicle have waste bins with a liner for safe waste disposal.

5.0 RESPONSIBILITY FOR THE DRIVER/CREW

In addition to practicing the hygiene measures of frequent hand washing with soap and use of 70% alcohol based sanitizers, the crew will take the following precautions to protect themselves and the passengers:

- i. Shall prominently display inside of the vehicle number of seats available to ensure that the number of passengers on board does not exceed the recommended sitting capacity during the COVID-19 period as follows:
 - a. 14 seater – allowed sitting capacity of 10 including the driver and crew
 - b. 33 seater – allowed sitting capacity of 18 including the driver and crew
 - c. 51 seater – allowed sitting capacity of 30 including the driver and crew
 - d. In case of a motor cycle/*bodaboda*, only one pillion passenger shall be carried
 - e. TukTuk shall only be allowed to carry one passenger at any time (MOH to consider review of the directive to allow tuktuk to carry two passengers), and
 - f. For a five (5) seater car – a maximum of 3 passengers (provided in the law), however, the law is silent on the number of passengers for a seven seater cars.
 - g. *Proposing that for a seven (7) seater car – a maximum of 5 passengers*
- ii. Shall ensure that all passengers are hand sanitized before boarding.
- iii. The crew are encouraged to use surgical face masks at all time during the journey because of the high risk of contracting and spreading the virus due to exposure from huge customers interacting with them daily.
- iv. Ensure proper air ventilation of the vehicle while on transit to minimize

- air recirculation and allow the use of fresh air.
- v. Shall not allow any hawking in order to reduce the risk of contamination while on transit.
 - vi. No unnecessary stop-overs while on transit and if possible make non-stop journey to decrease the risk of contamination posed by unnecessary contact with the local population and other travelers.
 - vii. The crew will make constant on-board announcements reminding passengers on the need to uphold personal precautionary measures to use face masks at all times while onboard.
 - viii. Disembarkation at the destination will be conducted by rows starting with the closest rows to the exits in order to ensure physical distancing to the maximum extent possible and avoid queues.
 - i. The crew shall ensure that the vehicle is disinfected after every trip.

6.0 MANAGEMENT OF PASSENGERS ON-BOARD WITH SUSPECTED COVID-19

For the management of a suspected passenger on board, the following measures should be adhered to:

- i. If a person shows signs and symptoms suggestive of COVID-19, the crew should immediately **call 719** for further advice and or drive into the next offsite pre-identified gazetted health care facility.
- ii. The crew shall ensure the respective passenger is wearing and continues to wear a face mask in order to limit the spread of contaminated droplets with the potential spread of COVID-19. In addition, the driver should provide a surgical face mask and the suspect should be encouraged to use coughing and sneezing etiquette.
- iii. After removal of the COVID-19 suspect, cleaning and disinfection of the vehicle should be performed before proceeding with the journey.

7.0 ROLE OF THE DRIVING SCHOOLS IN THE PROTECTION OF STAFF, TRAINERS, AND DRIVER TRAINEES

The driving schools proprietors will take the following measures to protect the staff, trainers, and trainees from infection and cross infection by:

- i. Enforcing of the COVID-19 prevention protocols which includes thermal screening, hand washing/sanitization of customers, staff, and trainees before entering offices, vehicles, and work places.
- ii. Providing adequate and quality PPEs to the staff.
- iii. Providing and placing hand wash facilities with soap and running water and/or use of 70% alcohol based hand sanitizers at all access points to encourage hand hygiene.

- iv. Ensuring that all staff and trainees wear appropriately the face masks as recommended by the government.
- v. Providing contact free temperature recording device for screening of staff, trainees and customers at the entry of the offices/training rooms.
- vi. Isolating staff, and trainees whose body temperature is **37.5° C (99.5°F)** or higher for further evaluation. Officials should **call 719** immediately for further guidance.
- vii. Conduct online theory classes and for practical lessons, driving school management shall stagger the training programme and ensure that not more than three (3) trainees could be allowed to participate in the training while ensuring physical distance of 1.5metres is maintained, and that training shall not be compromised to ensure production of qualified drivers.
- viii. Undertaking disinfection of the training vehicle, training materials such as dashboard with recommended disinfectant at the end of every session.
- ix. Ensuring physical distancing of 1.5Metres is maintained at the work place and only one trainee is in a vehicle at any time.
- x. Maintain and keep the following trainee records to be shared with relevant public health authorities upon request for contact tracing purposes:
 - a. Full name;
 - b. Nationality;
 - c. Passport or Identification Number;
 - d. Telephone number;
 - e. Training room, and
 - f. Usual residence
- xi. Ensure that the training vehicle have waste bins with a liner for safe waste disposal
- xii. Undertaking cleaning and disinfection of premises using standard detergents and disinfectants on a regular basis.
- xiii. Providing waste bins with a liner where used face masks could be disposed of safely.

8.0 ROLE OF THE GOVERNMENT

8.1 National Government

The National government shall:

- i. Identify and gazette designated stop-overs along the transport corridors.
- ii. Shall introduce and promote use of cashless fare payment system in the PSV industry to mitigate transmission of coronavirus between drivers/crew and passengers through cash transaction.
- i. Enhance enforcement of the traffic rules and regulations and remove illegal gangs along the routes that have invaded the sector for rent

seeking and in addition ensure that rogue motorists do not cause obstruction to traffic flow along busy road section/junctions in order to decrease congestion on the road network thereby reducing onboard travel time for commuters thus significantly decreasing the exposure time for people while in PSVs.

7.2 COUNTY GOVERNMENTS

The county governments shall:

- i. Provide functioning hand washing and sanitization facilities at the bus stations and stop overs along the transport corridor
- ii. Prepare and distribute signage, floor markings, to encourage physical distancing of 1.5 metres and support communication of key prevention messages from health authorities.
- iii. Undertake public awareness and education on COVID-19 through print and press media including distribution of Information, Education, and Communication (I.E.C) materials on effect and impact of the COVID-19.
- iv. Undertake regular cleaning and disinfection of public places using standard detergents and disinfectants.
- v. Undertake adhoc and impromptu road side health check to:
 - Conduct health screening to confirm compliance with government regulations on COVID-19.
- vi. Provide security at the bus stations to ensure orderly flow of passengers, compliance with physical social distance.
- vii. If a person shows signs and symptoms suggestive of COVID-19, the crew should immediately call 719 for further advice and or drive into the next offsite pre-identified gazetted health care facility.

In all instances, the government shall ensure best practices are followed about when and how to wear, remove, replace, and dispose of them, as well as hand wash with soap or sanitizing with approved sanitizer.

Avoid Unnecessary Trips During The Covid-19 Pandemic!!

THIS PROTOCOL WILL BE REVIEWED AT LEAST ONCE EVERY 3 MONTHS.