



Sex worker - Nairobi

What are her key goals and needs as she travels?

What does she struggle with most when she travels?

What modes of transport does she use predominantly?

1. Mostly going back and forth to work calls.

At night, my concern is theft.

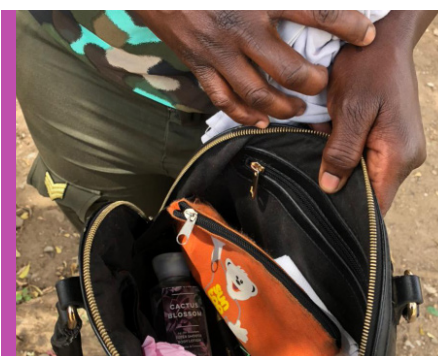
Matatus (if I have money, I will try get a newer matatu but most often travels on older Matatus).

2. Get to my daughter on time (I do have a friend to share pick up with).

The safety of my children when I travel.

Discomfort of old or dirty vehicles.

Boda boda, but only if my daughter and I are tired at the end of the day.



Setting off
Planning, walking, choosing

It is after work and I am going to pick my daughter from kindergarten and then head home. I have to finish work by 2:00 PM to be able to get to my daughter's school at 3:00PM for the pick up.



At the hub or station
Alighting

I prefer to walk to the main road to pick the matatus from there because there are many matatus plying that road so one does not spend time waiting for them.



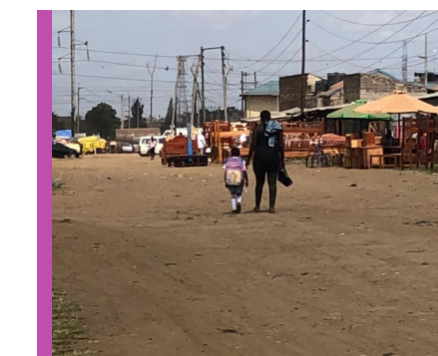
On board
Experience while traveling

- Usually about my children and my wellbeing.
- I usually chew miraa to avoid lengthy thoughts about life.
- I feel a bit conscious and judged however, as a mother, I have to provide for my children.



Arriving
Getting to the final destination

My mood is relaxed as I walk.



It would be better if...

After 10:00 PM, I do not feel safe walking the distance to my house.

When going out with both my children, I prefer using Uber. Since such outings are not frequent, I do not mind the cost as Uber is more comfortable and safer especially for my younger child.

Thinking
What is she thinking about as she travels?

Doing
What does she do? What information does she look for? What is her context?

Feeling
What is she feeling?

Needs and Pains
What does she want to achieve or avoid?

Strategies
What does she do to avoid the pains?

Tools
What does she use?

I prefer to pick a matatu from the designated stop near the bus station because they fill up fast and, when leaving town, they use a route that doesn't enter the CBD traffic where they would be held up. These matatus are however old and therefore cheaper.



On days when I have money, I would prefer using the newer matatus because it just feels nice to be in a new and comfortable matatu. It will not be a work out in terms of seats tearing or even falling off.

I do not check anywhere for traffic.

- I carry my work wear in a bag.
- A makeup bag, change of clothes, a toothbrush because sometimes I chew miraa and would need to brush my teeth to freshen up.

They are always fill up fast so one does not have to wait for long.



I avoid carrying money in my purse and even on M-Pesa. I have a line that I leave in the house so when I have quite a bit of money on the line I carry, I transfer it to that one and delete the message so if I meet any thieves; they can't find proof that I have money. There are instances where people have been forced to send all the money on their M-Pesa plus take the mobile loans (Fuliza, Mshwari, KCB-M-Pesa).

Mpesa on an old phone. I delete M-Pesa messages so that, if taken, thieves cannot see the last transaction. I send all my money to the phone at home.

- I choose the two seater arrangement over sitting on the side that has only one seat. I avoid the three seat one because, if all the three people sitting on that seat are big/plump, it is quite uncomfortable.
- Although I am usually tired and might doze, it is not safe as someone can easily steal from me; maybe open my purse and take away my phone or my money.



During the day, I usually feel safe, but on days when I have to leave town at night (i.e. Friday and Saturday) is when I feel a bit unsafe because thieves could be in the same matatu.

I sit quietly on my own.

When I don't have enough cash at hand to pay for my transport, I pay both cash and M-Pesa for my fare.

The public transport stops a distance away from my child's school and that is why it is my choice in public transport.

