

NAPTA's Strategic Support for the Development and Roll-Out of the Komiut System in Partnership with Safetek Systems Limited

Background

Since 2021, the **National Public Transport Alliance (NAPTA)** has partnered with **Safetek Systems Limited** to support the development and deployment of the **Komiut System**—a smart, integrated public transport management solution designed to professionalize Kenya's matatu sector. This partnership was born out of a shared vision to address longstanding challenges in fare collection, route management, crew oversight, passenger service delivery, and public transport data governance.

1. Technical Support and Research Collaboration

NAPTA has played an instrumental role in:

- Supporting **research and innovation** by validating policy insights, user needs, and market challenges that shaped the design of the Komiut platform.
- Facilitating Safetek's **engagement with sector stakeholders** including PSV Saccos, transport companies, county governments, and regulators (e.g., NTSA, Nairobi Metropolitan Services).
- Providing strategic input into the system's **design functionalities**—particularly modules targeting SACCO management, queue control, passenger bookings, and real-time fare monitoring.

2. Government Engagement and Policy Alignment

NAPTA leveraged its platform and networks to:

- Support Safetek in securing engagement with the **Nairobi City County Government** and other relevant agencies for testing the system under real-world urban transport conditions.
- Advocate for digital innovations like Komiut to be recognized as **policy-aligned tools** supporting public transport reform, air quality improvement, and traffic decongestion strategies.
- Facilitate dialogues between Safetek and **development partners** and public institutions to amplify awareness and unlock regulatory and financial support.

3. Marketing, Piloting and SACCO Onboarding

NAPTA has actively supported the **market activation** of the Komiut System by:

- Organizing and co-hosting **stakeholder sensitization forums** and demo sessions with matatu Saccos across various corridors in the Nairobi Metropolitan Area (NMA).
- Coordinating **pilot projects** with select SACCOs and companies to evaluate the system's benefits in terms of operational efficiency, crew management, and revenue optimization.

- Supporting **customization of the system** for different SACCOs, enhancing its acceptance and adaptability in diverse transport settings.

4. Capacity Building and Training

Recognizing that technology adoption is as much about human systems as it is about software, NAPTA:

- Supported **capacity building for public transport crews** including drivers, conductors, and SACCO staff to ensure proper onboarding and usage of the Komiut system.
- Participated in **joint training programs** and roadshows to improve uptake of Komiut's conductor and passenger applications and to build **digital literacy among operators**.
- Provided advisory on **gender-sensitive and youth-friendly training approaches**, aligned with broader transport sector workforce development.

5. Sector Transformation and Public Good

Through this partnership, NAPTA has helped position Komiut as a **transformational public transport platform** by:

- Promoting Komiut as a system that aligns with **national and county transport policy frameworks**, including the digitization of fare systems and route efficiency.
- Linking the Komiut platform to **air quality, safety, and financial transparency goals**, thus framing it as more than a fare collection tool—but as a public interest technology.
- Supporting Safetek's ongoing efforts to **raise capital and mobilize strategic financing** to expand the platform to over 10,000 vehicles across the Nairobi Metropolitan Area.

6. Results Achieved So Far

- **Over KES 2 billion** transacted through the system since roll-out.
- Support to operators like **Nicco Movers**, which expanded its fleet from 45 to 100 buses post-Komiut adoption.
- Crew training programs have contributed to **over 70% adoption rate** of Komiut among targeted conductors and drivers.
- Enhanced stakeholder trust in the role of digital platforms in managing SACCO operations, improving **loan repayment**, and reducing **fare pilferage**.

Conclusion

The partnership between **NAPTA and Safetek Systems Limited** represents a powerful case of public-interest collaboration in Kenya's informal public transport sector. Together, both institutions have co-created a model for digital transformation that balances innovation with grassroots engagement. Moving forward, NAPTA remains committed to strengthening the scale-up of Komiut through corridor-based outreach, government coordination, and continued stakeholder training.