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Public Transport and Mobility Conditions of the Population in Cocody (Côte D'Ivoire)

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Abstract

Cocody, one of the ten communes of the city of Abidjan with 692,583 inhabitants, i.e., 12.33% of the total population of the economic capital (INS, 2021), is particularly dynamic, and the populations that have to travel face difficulties in terms of mobility and access to public transport services. Waiting and travel times during the day in Abidjan are estimated at more than 200 minutes by the World Bank. Despite numerous attempts to improve and multiply the various options for good transport services in the municipality of Cocody, the quality of services still suffers from lack of comfort, low frequency of service, etc. This study seeks to determine the effects of public transport on the quality of service in the posh commune of Cocody. To

achieve this, this research was based on a methodology consisting of documentary research, field observation, inventory and questionnaire surveys. A sample of 270 randomly selected users of the various public transport services was used to conduct this study. The analysis shows that, like Abidjan, the public transport system in Cocody is made up of different options including SOTRA buses, shuttles commonly called "Gbakas", metered and communal cabs, connected vehicles and boat buses. Despite the existence of these urban transport services, the quality of supply considerably impacts the mobility of the populations of Cocody and therefore the living conditions of users in the commune.

Keywords: Cocody, Public Transport, Quality of Service, Mobility, Living Conditions

Introduction

The city of Abidjan, the main demographic center of Côte d'Ivoire, which accounts for 19.11% of the total population of Côte d'Ivoire (INS, 2021) and concentrates 42% of the national urban population (AFD, 2019, p.1)^[7], is experiencing galloping and uncontrolled urbanization (INS, 2021), which is leading to individual motorization of its population. Mobility plays an essential role in contemporary society. For the population, the ability to move represents the possibility of accessing the main places of employment and taking advantage of all the facilities offered by the city (Véronique Mondou, 1999, p.411)^[13]. The residential commune of Cocody remains the third largest demographic pole in Abidjan, where the strong growth of the urban population, the significant spatial imbalance between housing and jobs, and the rapid expansion of the commune are the traditional factors of a sustained demand for travel (ZORO Bi Nagoné, 2006, p.1). It is the automobile that allows for the dissociation of work and residential areas, business areas from residential areas (Poitras Claire, 2015, p.4). Although road transport remains important in Cocody, many people complain all day long about the services offered by the means of travel in this commune. This is despite the diversified transport offer combining public and private transport. The long queues in the stations, the difficulties of access to vehicles at the stops, the delays noted in the services or schools, etc., are signs of the poor quality of services offered by the means of transport in this commune. Sub-Saharan Africa today faces two major challenges in the transport sector: on the one hand, to transport goods at lower costs than those currently practiced, and on the other hand, to provide the ever-increasing urban population with adequate transport facilities (World Bank, 2000, p. 1)^[17]. For the United Nations Centre for Human Settlements (1982, p.1)^[16], transportation in human settlements is an increasingly acute problem. However, it is difficult to imagine a productive and efficient city when travel is slow and expensive (GAHIE Wouomon Aristide, 2019, p.9)^[8]. These realities experienced by the populations of Cocody raise the problem of the inadequacy of the services offered by the means of travel in the residential commune of Abidjan. This research follows on from the work of Irène Kassi-Djodjo (2010)^[10] which focuses on the "Role of popular transport in the urbanization process in Abidjan". She analyzes the quality of service offered by public transport services in the residential commune of Cocody. Specifically the central problem leads us to:

- Identify urban transport services in Cocody;

- Analyze the level of satisfaction with these transport services in the commune.

Data Collection Method and Tools

This research focuses on the municipality of Cocody, located to the east of Abidjan and occupying 6.23% of the total area of the city of Abidjan. With less than fifty neighborhoods, Cocody is a residential commune where housing occupies 15.7% of the communal surface. The

commune is bordered to the north by the commune of Abobo, to the south by the Ebrié Lagoon, to the east by the commune of Bingerville, and to the west by the communes of Anyama and Plateau (Fig 1). Cocody was chosen for this study because it is the third most populous commune with 692,583 inhabitants, behind the communes of Yopougon and Abobo with 1,071,543 and 1,030,658 inhabitants respectively.

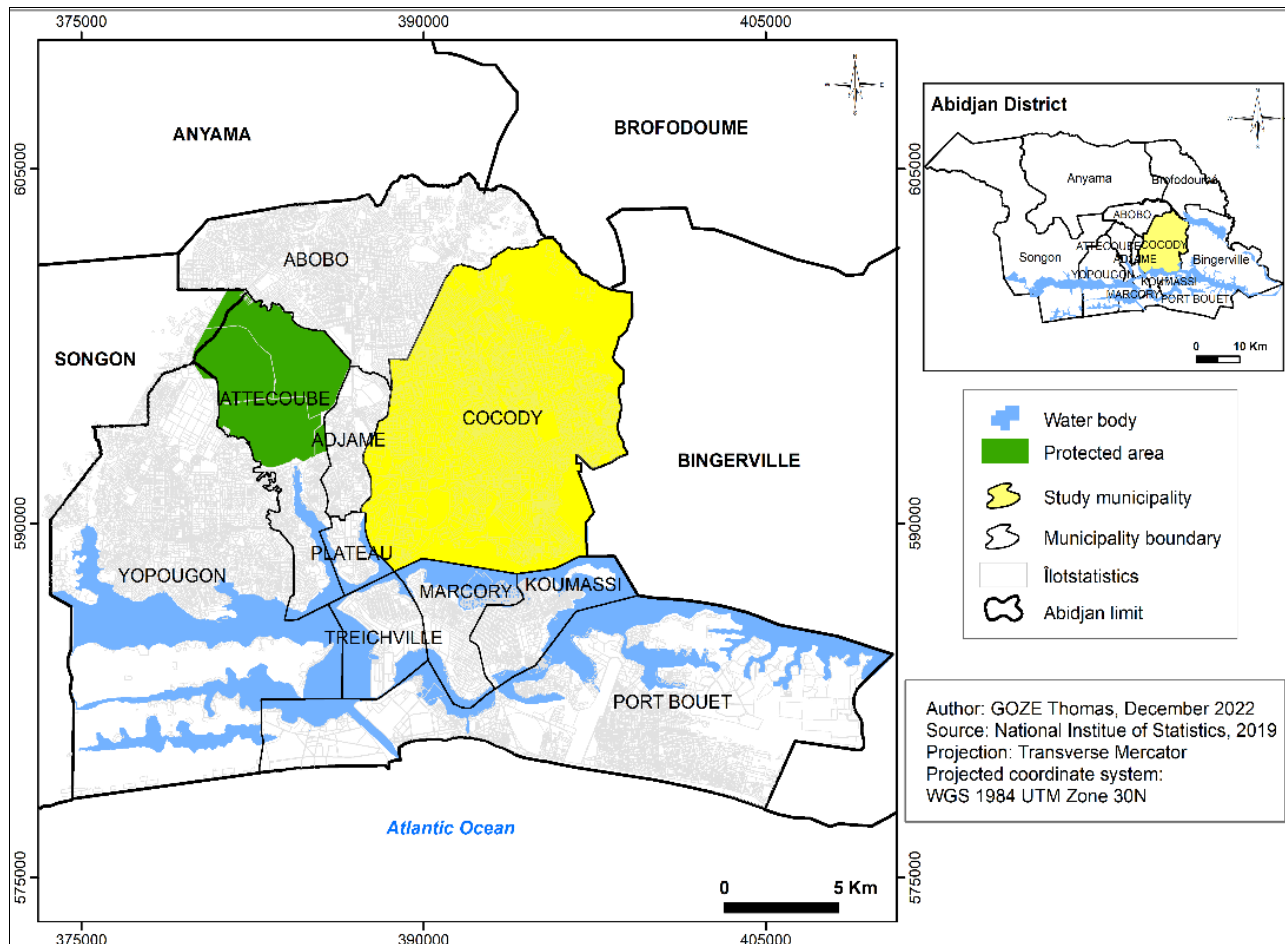


Fig 1: Location of the study area

Cocody is a departure or transit area for people coming from the town of Bingerville to reach the Plateau, the business center of Abidjan or Adjamé which is a center of commercial activity and houses the largest bus station in Côte d'Ivoire. The commune of Cocody also has a vast field of high class hotels (Hôte Ivoire, Ivoire Golf Club, etc.) and super and hypermarkets (Cap Nord, Playce, etc.) which make it the most popular with the Abidjanese population. As a result, the study area has a high level of population mobility in the city of Abidjan. The methodological approach involved documentary research and a field survey consisting of an inventory of urban transport services in the commune, observation, interviews and a questionnaire survey. The literature review included works on urban transport systems and governance in general, mobility and access to transport for all. This documentation also focused on the publication of Mondou V. (2010) relating to « The adaptation of public transport to urban evolution (the example of Rouen) »; Zembri P. (2020) [20] focused on « Transport and mobility. What limits »; Ymba M. and Kambiré B. (2018) [18] attractive to « Urban growth and daily

mobility of the population: The interest of the third bridge in the city of Abidjan (Côte d'Ivoire); OCDE (2006) [14] on « Improving Transport Accessibility for All-Guide to Good Practice », Armoogum J. and al (2007) [3] relating to « Prepare the next national transport survey with an international perspective » and African Development Bank (2015) [1] attractive to Transport facilitation issues in West Africa and action plan. The field observation, which consisted of making contact with the study commune, made it possible to inventory the current means of transport in the study area, to assess the service and the level of service offered to users. This essential phase of the survey was completed by taking photographs to highlight these means of transport and the conditions in which the local population travels (boarding platform, lagoon station, queuing in the terminals, conditions for boarding the various means of transport, etc.) to reach their destinations. The interview at the District of Abidjan with the person in charge of the technical service of transport management and the station managers of the different modes of transport consisted of the actions carried out to curb the problem of mobility of the

populations in the commune, the management of transport services in the commune and its surroundings as well as the improvement of the quality of supply. The questionnaire survey involved 45 users of the 6 modes of public transport services in the municipality, i.e. a total of 270 randomly selected users of public transport in Cocody. This survey made it possible to understand the feelings of these users with regard to the quality of the services offered, particularly the level of comfort in the transport services used according to the means of transport. The respondents were selected according to the criteria of length of time of use of the means of transport in the commune, level of education, age and gender. All the information collected made it possible to draw up a work plan based on the identification and characteristics of the means of transport in Cocody and the analysis of the level of satisfaction with these transport services in the commune.

Results

1. Identification of Public Transport Services in the Commune of Cocody

1.1 A system Based on the Exploitation of the Road and Lagoon Network

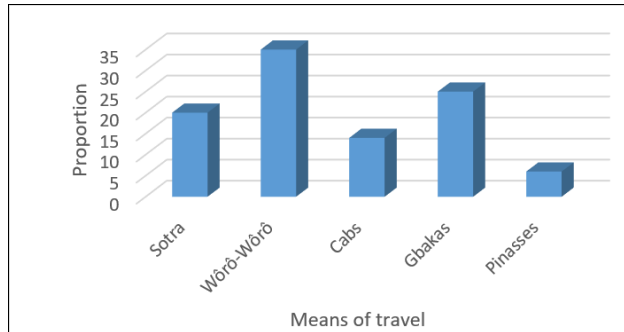
In the dataset on road transport means in the commune of Cocody, there are buses of the Société de Transport Abidjanais (SOTRA), minibuses with 18 to 32 seats commonly called "Gbakas", metered cabs, communal and inter-communal cabs called "wôrô-wôrô", and connected racing vehicles with Smartphone control (Yango, Uber, etc.). At the lagoon level, contracted urban transport services are operated by the boat-buses of SOTRA, the Société de Transport Lagunaire (STL) and the Compagnie Ivoirienne de Transport Lagunaire (CITRANS). These river-lagoon boats which provide users with the crossing of the lagoon water body connect the town of Cocody to that of Koumassi in the south of Abidjan and the M'pouto district to the village of Blockauss. This exploitation of the lagoon water body in this residential town allows to reduce distances and travel times by avoiding the problems of congestion on the road network permanently jammed and making users lose more than 3 hours per day. The companies operating this lagoon waterway each have a concession agreement with the Ivorian State. SOTRA since 1980 and the liberalization of this sector with the authorization in 2017 of the two new operators STL and CITRANS. This delegation of public service has enabled these different companies to develop lagoon transport infrastructures (quay, apartments, lagoon stations) to promote their urban transport activities and make them living spaces. The first bus-boats operating on the Ebrié lagoon are those of SOTRA whose first lagoon station was built in the Plateau commune in 1980. In the commune of Cocody, the SOTRA lagoon station is located in the Blockauss district while the new lagoon transport companies STL and CITRANS have a station respectively located in M'pouto and Abatta. This sector of the lagoon records incursions through makeshift boats called pinasses in the commune.

1.2 Diverse Actors and Travel Costs

The public transport system in the commune of Cocody has developed around a number of actors, the first of which is the Société de Transport Abidjanais (SOTRA), the first mixed economy company for organized urban transport in West Africa. SOTRA, with a fleet estimated at 1,500 buses

in 2021, carries an average of one million passengers per route in the Abidjan District. In the commune of Cocody, this urban transport reference includes a fleet composed of buses "Lemergent, Monbus, Wibus, Express" of varying duration. Monbus is the main activity of SOTRA, it covers all the districts of the commune with a variable duration of 200 F.CFA to 250 F.CFA. In order to best satisfy its customers in the residential commune, the company has put into service since April 22, 2016 a Wibus type bus with a ticket of 500 FCFA. This bus, which is in its experimental phase, allows to serve areas of high affluence over long distances from the commune of Bingerville to the districts of Cocody or from one district to another within Cocody. The Shuttle of duration 500 FCFA is the service undertaken on demand, it offers coaches to schools and organized groups of the commune. The popular destination for users is Plateau which is the administrative and business center of Abidjan and which concentrates nearly 41% of public jobs in the city of Abidjan. Alongside this State company, minibuses with 18 to 32 seats commonly called "Gbâkâs" operated by private transporters operating in a sector that is still unstructured provide transport for communal populations. The "Gbâkâs" have developed since the 1980s to compensate for the inadequacy of SOTRA buses, which can no longer meet demand and whose lines and stops no longer follow the spatial and demographic expansion of the city of Abidjan. The supply of these "Gbâkâs" consists of about 8,000 vehicles with an average age of 17 years. The transport offer in the commune of Cocody is also made up of metered cabs recognizable by their red color and an antenna installed on the roof of the vehicle and on which is indicated its registration. Equipped with hour meters at the beginning, these cabs are now obliged to negotiate the fare with the customer because of the unfair competition imposed on them and which forces them to operate the lines of transport in common artisanal wôrô-wôrô. Since the implementation of the 2017 decree that prohibits owners of taxi-counters from importing used vehicles older than 5 years the populations of Cocody have seen the emergence of a category of taxi-counters bearing names "Taxi-Ivoire" recognizable by a green sticker on a white background. As for cabs that circulate only within the commune, they are recognizable by the regulatory yellow color assigned by the mayor's office and by a luminous antenna placed on the roof of the vehicle that indicates the registration and the commune of activity, which is Cocody. The cost of transport is 250 FCFA with the possibility of negotiations between clients and drivers according to the distance to be covered. As for the "inter-communal wôrô-wôrô", these are private cars that connect the various districts of the Cocody commune to the other communes of the city of Abidjan and whose routes are closer to those operated by the Société de Transport Abidjanais. They also circulate within the districts of Cocody. These unmarked vehicles have their own stations in each of the ten communes of the city of Abidjan that they reach and wear colors that depend on the will of the vehicle owner. Because of their inter-communal nature, these wôrô-wôrô, whose cost varies according to the distance traveled, are popular with the people of Cocody. The connected vehicles with Smartphone application control (Yango, Uber, etc.) offer the same quality services as the metered cabs and the Ivory cabs. However, the application automatically calculates the fare after entering the destination. The lagoon companies that have decided to throw their river shuttles

into the waters in Cocody offer tickets worth 200 F.CFA for the shortest and 500 F.CFA for the longest. These fleets of 150 to 240 seats, meeting international standards in terms of safety and comfort, also offer air-conditioned VIP cabins equipped with Wi-Fi, for a fee of 500 CFA francs. The transport share of each actor in the transport system in the commune of Cocody is shown in Fig 2.



Source: Our field surveys, 2022

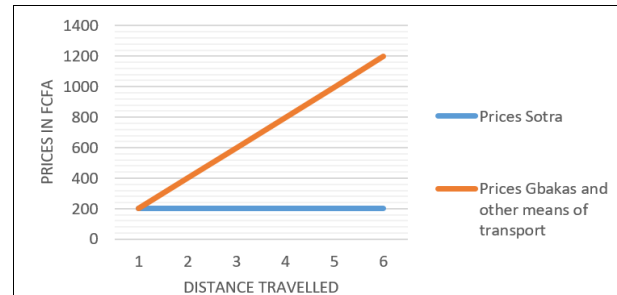
Fig 2: Public transport market share in Cocody

The illustration shows that the Wôrô-Wôrô account for 35% of population transport in the commune of Cocody. The Gbaka occupy the second position in mobility with 25% of the population's transportation. This means of transportation is favored by users due to a lack of financial means and its availability at all times. The SOTRA, initially dedicated to the transport of inhabitants, is in third place with 20% of the transport of people. As for the makeshift boats with pinnaces whose crossing price is fixed at 100 FCFA, they occupy the last place with 6% of the means of displacement in the commune. There has been a modal shift from SOTRA to Wôrô-Wôrô and Gbaka vehicles. This relegation can be explained by the inadequacy and discontinuous regularity of SOTRA buses in transporting people to their destinations.

2. Level of Satisfaction with Public Transport Services in the Commune

Public transport is a basic service for all, which must be reflected in a high frequency of service, available waiting facilities, comfort in the vehicles, etc.). These quality services are lacking in the transport system of the commune of Cocody. Low fares and irregular state subsidies have plunged SOTRA's operations, whose buses break down after years of running on roads that are constantly deteriorating and the lack of maintenance of the transport company's vehicles. Buses are the most common form of public transport in most African cities. With this failure of the State company, which reflects the difficulty of effectively managing the supply of transport in Cocody, the means of transport have rapidly multiplied with the advent of non-contracted services such as the "Gbakas" and the "wôrô-wpôrô". These means of transport are not subject to any concession agreement by the State but are subject to a transport authorization issued by the Ministry of Transport and the Cocody City Council. In terms of fares for travel in the commune, apart from the Société de Transport Abidjanais (SOTRA), whose fares are identical throughout the commune, fares for other means of transport (Gbaka, cabs, wôrô-wôro, etc.) vary according to the distances travelled and the time of day or rush hour. In the event of traffic jams, the actors do not hesitate to increase or even double the usual fares for travel. The unions governing the

stations of the intercommunal cabs and Gbakas often remain intransigent in negotiating at peak hours. Fig 3 shows the fares charged by SOTRA buses and other means of transport in the commune of Cocody.



Source: Our field surveys, 2022

Fig 3: Fares for public transport in the commune of Cocody

Whatever the number of kilometers traveled, the fares applied by SOTRA are unique and are 200 CFA francs on ordinary buses and 500 CFA francs on express and Wibus lines. Primary school pupils are free, while secondary school pupils and students benefit from a subsidized fare set at 3,000 CFA francs per month on SOTRA's ordinary buses. Workers have a professional card worth 25,000 CFA francs per month. These different modalities give the concerned people access to the services of the transport company from Monday to Saturday on all lines and all hours of service. As the Société de Transport Abidjanais is a mixed structure with the State directly supervising it through the Ministry of Transport, the approved fares applied on all the lines of this Company and at all times meet the social needs of the population rather than profitability concerns. Despite the efforts made by the Ministry of Transport of the State of Côte d'Ivoire through the restructuring of the Société de Transport Abidjanais (SOTRA) approved to transport the population in all places and at all times within the limits of the District of Abidjan, the problem of mobility remains in force in the town of Cocody. The spectacular development of unstructured transport services and the conditions under which users travel in these new means of transport in recent years are visible signs of this deterioration in mobility conditions. Dilapidated and poorly maintained stations (Photo 1), precarious and dangerous boarding are some of the difficult conditions in which the inhabitants of Cocody move around.



Source: Gozé, 2022

Photo 1: Poorly maintained Gbakas station in the Palmeraie district of Cocody

From the illustrations, the risk of injury is very high when getting into the vehicles or boats. As for the makeshift boats commonly called "pinasses" that transport people on various routes (Photo 2), they are made of wood, salvaged sheet metal, and equipped with engines. These often overcrowded machines expose users to the dangers of the Lagoon. In addition to the insecurity of borrowing, there are the often drunken and insolent driving conditions of the drivers and apprentices of the vehicles borrowed in the commune. The absence of driving licenses or obtained without going through the regular circuits as well as the lack of technical inspections and the laxity of the road control services are all reproaches that aggravate the involvement of Gbakas and wôrô-wôrô in accidents on the roads of the Cocody commune and endanger the lives of users. Except for the Société de Transport Abidjanais, which has a conventional stop (Photo 2), the other means of transportation in Cocody do not have an appropriate waiting shelter equipped with a seat for users (Photo 3).



Source: Gozé, 2022

Photo 2: SOTRA bus stop in Cocody

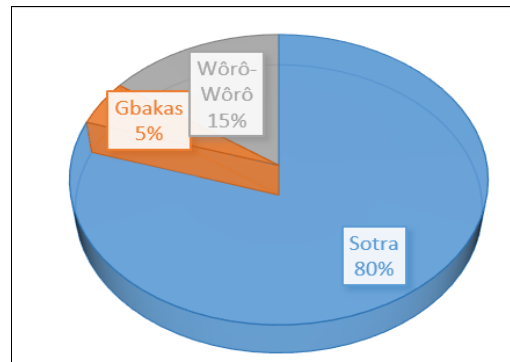


Source: Gozé, 2022

Photo 3: Station of communal cabs in the open air at Cocody Palmeraie

In these communal cab stands, vehicles are waiting in the open air and expose users to bad weather. A difficult situation that denotes the dysfunction of the transport offer between the different districts of the commune. Surveys carried out in the terminals of the public transport vehicles that serve the commune made it possible to establish a distribution of waiting shelters according to the mode of

transport (Fig 4).



Source: Gozé, 2022

Fig 4: Parking areas for transport vehicles in the commune of Cocody

SOTRA, whose buses make pick-ups at specific times, has 80% of the boarding shelters. In the commune of Cocody, the company has installed shelters at various locations at its stops, some of which are equipped with seats to allow its users, both healthy and those with various disabilities, to wait for the bus. 15% of the stations in Wôrô-Wôrô have appropriate shelters. For Gbakas, only 5% of these means of transport have a waiting shelter. The design of the Gbakas and Wôrô-Wôrô stations does not take into account the needs of disabled people. For many elderly people, with reduced physical abilities or suffering from various pathologies, waiting standing is uncomfortable or impossible. In addition, users are exposed to the weather for long periods of the day. Another deficiency in the quality of the transport offer in the municipality is linked to the low frequency of service to the various districts. Waiting times are long, and there are no toilets for the public at these stations or stops (Photo 4).

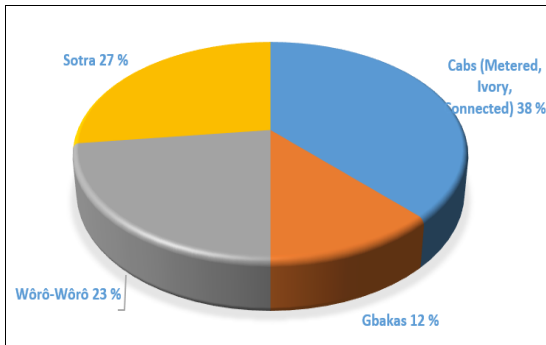


Source: Gozé, 2022

Photo 4: Queue along an access road to a village in Cocody

Users are thus exposed to nauseating odors in the long waiting times at the various stops, which often originate in the recurrent and monstrous traffic jams that the commune experiences. The loss of time in the stations and on the roads contributes to the decrease of the poverty rate and impacts the well-being of the inhabitants. One of the satisfactions of the users interviewed in the terminals and stops of the

various means of transport in Cocody is the level of comfort in the vehicles they use on a daily basis. The incessant noise, intermittent arguments between apprentices and customers or between drivers and the unions in charge of managing the stations, the heat, etc. are all discomforts expressed by these travelers. Indeed, it is difficult to maintain a satisfactory quality of service, and even more difficult to improve it in a transit town like Cocody where traffic is still heavy. Fig 5 shows the level of comfort expressed by users.



Source: Field surveys, 2022

Fig 5: Appreciation of the level of comfort in public transport in Cocody

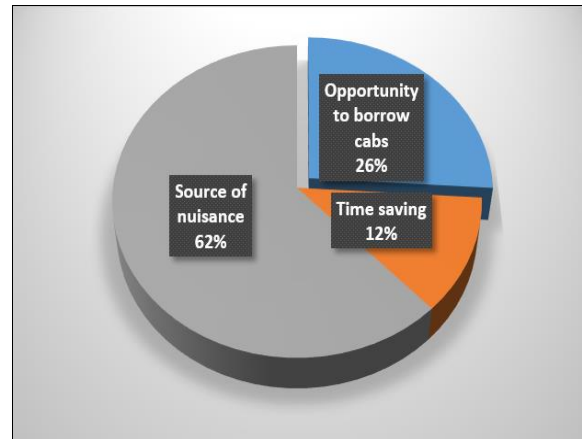
38% of the users surveyed consider that metered, Ivory and connected cabs (Uber, Yango, etc.) are more comfortable because of their personal use and the availability of a maximum of amenities inside the vehicles (ventilation, air conditioning, etc.). The Société de Transport Abidjanais (SOTRA) buses are judged to be 27% comfortable by users in Cocody because of the conveniences linked to the Wifis installed on board the Wibus buses that serve the commune. The gbakas, which are much discredited because of the mechanical condition of the vehicles, occupy the last place with 12% of apprehensions. Numerous makeshift communal cab ranks are taking over the alleyways and the living environment of the local population (Photo 5). These stations are often unhygienic, and the incessant noise of passengers and horns from parked vehicles is a source of noise pollution for adjacent residents. These residents complain that the noise from the stations is a permanent fixture in their daily lives.



Source: Gozé, 202

Photo 5: Taxi rank along a street in Cocody Palmeraie

These makeshift stations along the streets obstruct passageways and cause traffic jams at peak times. Surveys of households adjacent to station areas in the commune of Cocody revealed Fig 6.



Source: Field surveys, 2022

Fig 6: Understanding the relationship between residents and vehicle stations in Cocody

62% of households surveyed felt that the communal cab ranks in their living environment were a potential source of nuisance. 26% revealed that the proximity of these stations to their homes is an opportunity for them to borrow vehicles rather than travel long distances. This advantage, which enables customers to spend less time on public transport, was estimated by 12% of respondents.

Discussion

The demographic growth of the city of Abidjan, aided by a considerable imbalance between housing and employment, has led to a significant displacement of the Abidjan population. However, the conditions in which these means of transport bring users to the residential Commune of Cocody are deplorable. This result is confirmed by those of Jean Patrick M. O. (2017; 4) ^[9], who states that the acceleration of the urbanization phenomenon observed in recent years in the large cities of Africa is not without consequences for mobility behavior. Kassi-Djodjo I. (2010; 391-402) ^[10] notes that "demographic pressure, the economic crisis and the rapid and uncontrolled expansion of urban space have contributed to limiting public transport services. The work of ZEMBRI P. (2020; 289-327) ^[20] also confirms that: "the importance of transport in the economy and in the lives of the planet's inhabitants, whatever the scale considered, is constantly increasing, to the point where any network blockage constitutes a potential threat to the proper functioning of a territory. According to Cyrille Genre-Grandpierre (2007, online) ^[4], from the 1960s to the present day, the role of the automobile in the practice of the city and its influence on its organization have continued to grow until they have reached saturation. Eighty percent of trips are made by car, and this share increases with the scope of the trips. Faced with the significant mobility of the populations of the commune of Cocody since independence in 1960, the urban transport system relied essentially on a formal bus service provided by the Société de Transport Abidjanais (SOTRA). Very early on, the failure of this public company's operating system due to irregular state subsidies and the lack of renewal of its fleet, which was affected by

the continuous deterioration of the road network, led to a resurgence of non-conventional transport actors in the commune. Our results are in line with those obtained by Youssef M. (2014; 24) ^[19], who notes that in many Sub-Saharan African countries the last few decades have been marked by the decline of basic public services, particularly urban transport networks, and the appropriation of public transport by informal actors competing with the large public enterprises. Lombard J. and Ninot O (2012, Online) ^[11] confirm that the main characteristic of West African transport modes, whether urban, interurban, rural, freight or passenger, is their great diversity. The authors also argue that the emergence of private operators is the result of economic liberalization policies and the dynamics of initiatives taken by traders, migrants, and civil servants to develop an alternative transport offer. The results of the analysis revealed that communal and inter-communal cabs called "Wôrô-Wôrô" which operate informally occupy a significant share (35%) of the public transport markets in the commune of Cocody. These results are corroborated by those of the World Bank and the Economic Commission for Africa (2000; 3) ^[17], which indicate that "in several African capital cities, private enterprises in the artisanal or informal sector have gradually occupied the space left vacant by structured enterprises." The study "Abidjan" urban mobility program carried out in 2019 by the World Bank (p.1) thus confirms that the public transport offer in the Ivorian economic capital is mostly provided by collective cabs "Wôrô-Wôrô" and the "Gbakas" with low levels of service and nuisances such as congestion, accidents and air pollution. The study results showed that the development of informal transport services such as "Gbakas and Wôrô-Wôrô" to the detriment of conventional companies such as SOTRA and approved metered cabs has amplified the mobility problems of the inhabitants of the Cocody commune. This result is confirmed by ZORO B. N. (2000; 4) who indicates that this dispersion of responsibilities in the transport sector and the development of unstructured means have further contributed to the deterioration of traffic conditions with the corollaries of the emergence of congestion, road insecurity, etc. The populations of Cocody are faced with a mobility problem because of the difficulties encountered by the Société de Transport Abidjanais. This makes it difficult for commuters to get to their place of work or to run errands without finding themselves in a long queue or stuck in a Gbaka on the commune's roads. These findings are consistent with those of Ajay K. and Fanny B. (2008; 3) ^[2], who note that this situation is largely due to the invasion of minibuses and motorcycles that have managed to take the place of the failing public bus transport. For these authors, this failure of conventional services has led to a deterioration in the coverage and quality of transport services: traffic congestion at peak times, poorly maintained vehicles, unpredictable routes, schedules, and fares (Ajay K. and Fanny B. 2008; 7-8) ^[2]. Research has shown that time wasted at stations and on roads has an economic impact on users, which contributes to a lower poverty rate. Rebouha F. (2010; 16) ^[15] confirms that difficulties in accessing employment can be caused by restrictive mobility. These findings are also consistent with those of the Economic Commission for Africa (1962, p.4) ^[6], which found that poor transport networks in both East and West African countries have been one of the main obstacles to rapid economic progress. The Economic Commission for Africa (2005, p.1)

^[5] also states that delays in maintenance and inefficient transport operations have serious consequences for other sectors. For GAHIE W. A. (2019; 9) ^[8], the poorest households in Abidjan spend on average 20-30% of their income on transport and spend 200 minutes per day using or waiting for it. To these costs must be added the loss of competitiveness for businesses as well as insecurity and pollution. This lack of mobility within the Abidjan metropolitan area costs Côte d'Ivoire up to 4-5 percent of its national income. The study identified acts of discomfort, including intermittent disputes in public transport vehicles, which aggravate the poor travel conditions of the population in the commune of Cocody. Lombard J. and Steck B. (2004; 12) ^[12] indicated in "When transportation is first a place" that transport venues, open to all possibilities, are places of tension where conflicts of all kinds must be managed, mainly stemming from competition between operators, itself exacerbated by the scarcity of solvent customers.

Conclusion

Since the country's independence in 1960, the residential commune of Cocody in the District of Abidjan has experienced a demographic surge with requirements in terms of connecting housing to services or activities that lead to daily travel. In addition to SOTRA, the mixed economy urban transport company approved by the Ivorian government, many other private transport operators are involved in transporting the population of this municipality. This research, by highlighting the types of collective transport in Cocody, sought to determine the impact of these means of transport on the quality of service in the commune. After analysis of the results, it appears that the public transport offer remains diversified in this Ivorian residential commune. However, the quality of service offered by these different means of transport is still insufficient in view of the mobility difficulties faced by the inhabitants. The emergence of private operators as a result of the policy of liberalization of the transport system and SOTRA's inability to transport the population has amplified the daily suffering of users in the terminals and public transport vehicles. It hardly needs to be stressed that improved transport is a prerequisite for any form of economic development.

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