MINUTES OF THE URBAN BUSINESS STAKEHOLDERS DIALOGUE ON PRIORITY URBAN SERVICE IMPROVEMENTS IN ISIOLO MUNICIPALITY-PHASE 1-ON FY-2024/2025

MUNICIPAL MANAGER ISIOLO MUNICIPALITY
APPROVED
P.O Box 929-60300, ISIOLO
COUNTY GOVERNMENT OF ISIOLO

Date: Wednesday, 10th July 2024

Time: 10:30 AM

Venue: Isiolo Bomen Hotel (CBD Stakeholder Forum)

Duration: 6-Month Structured Dialogue (2024)

Convened by: Municipal Board & Urban Stakeholder Forum

Frequency: 6 months durations/ Thematic Sessions

MIN 1/IM/7/2024 -OPENING REMARKS

The meeting was officially called to order at 10:30 AM by the Chairperson of the Municipal Board, who welcomed all participants to the Urban Business Stakeholders Dialogue held at Isiolo Bomen Hotel.

In his remarks, the Chairperson emphasized the importance of the Public–Private Dialogue platform as a critical mechanism for fostering collaboration between the Municipality and urban stakeholders. He noted that rapid urban growth within Isiolo has placed significant pressure on existing infrastructure and service delivery systems, necessitating structured and continuous engagement with the business community and other development partners.

He further highlighted that the dialogue provides an opportunity for open discussion, joint problem-solving, and the development of practical and time-bound interventions aimed at improving urban service delivery, enhancing the business environment, and promoting inclusive economic growth.

The Chairperson expressed appreciation to all stakeholders for their continued participation and commitment to the process, underscoring that the success of the dialogue depends on shared responsibility, trust, and sustained cooperation among all actors.

He concluded by encouraging frank and constructive discussions throughout the session and officially declared the meeting open.

MIN 2/IM/7/2024: BACKGROUND INFORMATION OF THE STAKEHOLDERS

The Municipality convened a structured six-month Public–Private Dialogue (PPD) platform aimed at strengthening collaboration between the Municipal Board, technical departments, business community, civil society organizations, utility providers, and development partners.

The dialogue was established in response to persistent urban service delivery challenges affecting economic productivity, public safety, and the overall functionality of the Central Business District (CBD) and surrounding urban areas.

The main purpose of the dialogue was to:

- Identify and address critical urban service delivery gaps affecting businesses and residents
- Promote structured and inclusive stakeholder engagement in urban governance
- Co-create practical, time-bound, and implementable interventions
- Strengthen accountability, coordination, and monitoring systems across sectors

a) OBJECTIVES OF THE DIALOGUE

The specific objectives of the six-month dialogue were to:

- Identify priority urban service challenges affecting economic activities and livelihoods
- Facilitate co-creation of practical solutions between public and private sector actors
- Agree on short-term "quick-win" interventions and medium-term development actions
- Establish a structured monitoring, evaluation, and accountability framework for implementation
- Enhance trust, transparency, and collaboration in municipal service delivery

b) PARTICIPANTS (as attached)

The dialogue brought together a broad and inclusive range of stakeholders, including:

- Municipal Board Members providing policy oversight and strategic direction
- Chief Officers and Technical Departments (Urban Development, Roads, Environment, Finance)
- Representatives of Business Associations (CBD Traders, Market Associations, SMEs)

- Utility Service Providers (Water and Electricity Companies)
- Security Agencies (Police and Community Policing Units)
- Civil Society Organizations and Non-Governmental Organizations
- Youth and Women Representatives representing community interests

c) AGENDA DIALOGUE STRUCTURE (6-MONTH THEMATIC SESSIONS

The dialogue was structured into monthly thematic sessions as follows:

- **Month 1:** Urban Roads & Transport Infrastructure
- **Month 2:** Street Lighting & Urban Safety
- **Month 3:** Solid Waste Management
- **Month 4:** Drainage & Flood Control
- **Month 5:** Social Services (Street Children) & Urban Security
- **Month 6:** Integrated Urban Planning, Business Environment & Way Forward

Each session involved presentations, technical assessments, stakeholder discussions, and adoption of agreed action points.

MIN 3/IM/7/2024: URBAN ROADS INFRASTRUCTURE

Key Issues Raised:

- Poor condition of access roads within the CBD and surrounding areas
- Frequent potholes increasing vehicle maintenance costs and transport delays
- Absence of pedestrian walkways exposing pedestrians to accidents
- Inadequate road signage and traffic markings affecting navigation and safety

Stakeholder Deliberations:

- Business community highlighted reduced profitability due to transport inefficiencies and damage to goods
- Municipality cited budget limitations and procurement processes as key constraints
- Consensus reached on prioritizing high-traffic and economically critical roads

Agreed Actions:

- Immediate pothole patching programme within 30 days
- Mapping and prioritization of key business access roads for rehabilitation

- Development of a routine road maintenance schedule
- Introduction of pedestrian walkways in high-density commercial zones

MIN 4/IM/7/2024 STREET LIGHTING & URBAN SAFETY

Key Issues Raised:

- Poor lighting in several streets leading to insecurity and reduced business operating hours
- Delays in maintenance and replacement of faulty streetlights

Deliberations:

- Private sector proposed partnership models including co-investment in solar lighting systems
- Municipality indicated ongoing electrification and energy upgrade initiatives

Resolutions:

- Comprehensive audit of all non-functional streetlights
- Rollout of solar-powered street lighting in underserved and high-risk areas
- Establishment of rapid response maintenance teams
- Development of a public reporting system for faulty lights

MIN 5/IM/7/2024 SOLID WASTE MANAGEMENT

Key Issues:

- Irregular waste collection services
- Overflowing waste bins in the CBD
- Weak enforcement of environmental sanitation regulations

Discussions:

- Businesses expressed willingness to contribute financially for improved services
- Need identified for structured private sector participation in waste management

Agreed Actions:

- Zoning and restructuring of waste collection routes for efficiency
- Increased frequency of waste collection in high-density areas
- Licensing and regulation of private waste collectors
- Introduction of waste segregation and recycling pilot programs

MIN 6/IM/7/2024 DRAINAGE & FLOOD CONTROL

Key Issues:

- Frequent flooding during rainy seasons affecting businesses and mobility
- Blocked and poorly maintained drainage systems

Deliberations:

- Technical teams cited encroachment and poor maintenance practices as key causes
- Businesses reported repeated loss of goods and disruption of operations

Resolutions:

- Emergency desilting and cleaning of drainage channels
- Strict enforcement against illegal dumping into drainage systems
- Development of a long-term drainage master plan
- Integration of climate-resilient infrastructure solutions

MIN 7/IM/7/2024 STREET CHILDREN & URBAN SECURITY

Key Issues:

- Increasing number of street children in the CBD
- Rising cases of petty crime affecting businesses and public safety

Discussions:

- Emphasis on humane, rehabilitative, and sustainable interventions
- Strong call for partnerships with NGOs and social service providers

Agreed Actions:

- Establishment of rehabilitation and rescue programs for vulnerable children
- Strengthening partnerships with NGOs and social welfare agencies
- Deployment of enhanced community policing initiatives
- Installation of CCTV surveillance systems in strategic urban locations

MIN 8/IM/7/2024 URBAN PLANNING, BUSINESS ENVIRONMENT & WAY FORWARD

Key Issues:

- Encroachment on road reserves and public spaces

- Lack of organized markets and inadequate parking facilities
- Weak enforcement of zoning and land-use regulations

Deliberations:

- Need for stronger urban planning enforcement and institutional coordination
- Proposal for digitalization of licensing and municipal service systems

Resolutions:

- Enforcement of zoning and land-use regulations
- Development of organized and modern market spaces
- Expansion of parking infrastructure within the CBD
- Launch of digital platforms for licensing, reporting, and service delivery

MIN 9/IM/7/2024 CROSS-CUTTING ISSUES IDENTIFIED

- Weak coordination between municipal departments and stakeholders
- Inadequate financial resources for infrastructure development
- Limited stakeholder engagement in early planning processes
- Need for improved data collection and evidence-based decision-making systems

MIN 10/IM/7/2024 KEY ACHIEVEMENTS OVER THE 6 MONTHS

- Strengthened communication and collaboration between Municipality and business community
- Identification of clear priority intervention areas across all urban sectors
- Agreement on joint implementation and shared responsibility frameworks
- Increased stakeholder ownership and participation in urban governance processes

MIN 11/IM/7/2024: DETAILED WAY FORWARD

i. The meeting deliberated and agreed on a comprehensive and phased way forward aimed at consolidating immediate gains while advancing medium- and long-term urban transformation within Isiolo Municipality. The agreed actions are structured to ensure continuity from quick-win interventions to full-scale modernization and sustainability of urban systems.

ii. Implementation of Quick-Win Interventions: Members agreed that immediate interventions are necessary to address urgent service delivery gaps affecting residents and businesses. These include rapid road patching and maintenance of critical access routes, restoration and expansion of street lighting in priority areas, and intensified drainage cleaning to mitigate flooding risks. It was further emphasized that these quick-win measures are essential for restoring public

confidence, improving mobility, and enhancing urban safety while long-term infrastructure plans are being developed and implemented.

iii. Strengthening Enforcement of Urban Regulations: The meeting underscored the need to enhance enforcement of waste management bylaws and zoning regulations. Members noted that weak compliance has contributed to congestion, environmental degradation, and inefficient land use within the Municipality. It was agreed that enforcement mechanisms will be strengthened through coordinated action between relevant departments, increased monitoring, and community sensitization. Special focus will be placed on illegal dumping, encroachment on public spaces, and non-compliance with zoning requirements.

iv. Launch of Pilot Initiatives: Stakeholders supported the introduction of pilot projects aimed at promoting innovation in urban service delivery. These include solar-powered street lighting systems to reduce energy costs and improve reliability, as well as waste segregation pilots to support recycling and resource recovery initiatives: The meeting noted that successful pilots will be scaled up across the Municipality, subject to performance evaluation and resource availability.

v. Development and Implementation of Infrastructure Improvement Plans: Members agreed on the urgent need to develop comprehensive infrastructure improvement plans covering roads, drainage systems, and lighting networks. These plans will provide a structured framework for prioritizing investments and ensuring coordinated development: It was emphasized that infrastructure planning must be integrated across sectors to avoid duplication, optimize resources, and ensure alignment with urban growth patterns.

vi. Expansion of Urban Infrastructure Upgrades: The meeting resolved to expand ongoing infrastructure upgrading programs, particularly in road rehabilitation, drainage expansion, and street lighting coverage. Priority will be given to high-traffic economic corridors and flood-prone areas. Stakeholders emphasized that infrastructure expansion should directly support economic activity, improve accessibility, and enhance overall urban functionality.

vii. Scaling Up Urban Safety and Surveillance Systems: Members agreed on the need to strengthen urban safety through expanded installation of street lighting and surveillance systems in identified hotspots. Integration of CCTV systems with municipal monitoring mechanisms was highlighted as a key intervention for crime prevention and emergency response.

viii. The importance of collaboration with security agencies and private sector partners in enhancing urban safety infrastructure was also emphasized.

CONCLUSION

- The six-month Urban Business Stakeholders Dialogue successfully established a structured, inclusive, and action-oriented platform for addressing critical urban service delivery challenges within Isiolo Municipality. The process significantly strengthened collaboration between the public and private sectors, enhanced trust

among stakeholders, and enabled the identification of practical and implementable solutions.

- The transition from dialogue to implementation represents a major milestone in strengthening urban governance, accountability, and service delivery efficiency. The agreed way forward demonstrates a clear shift towards results-based urban management, focusing on both immediate service improvements and long-term structural transformation.
- Members emphasized that sustained political commitment, adequate resource mobilization, strengthened institutional capacity, and continuous stakeholder engagement will be essential in ensuring successful implementation of the agreed actions.
- Ultimately, the success of this process will be measured by tangible improvements in urban infrastructure, service delivery efficiency, economic performance, and the overall quality of life for residents and businesses within Isiolo Municipality.

MIN 12/7/2024: ADJOURNMNT

Having no other business, the meeting ended at 1.30 pm with a prayer said by Mr. Lopupa Minutes taken and prepared by: -

Sign: **Date: 10th July 2024**

Minutes Taken By:
Halake Osman Dadacha
Municipality of Isiolo
County Government of Isiolo

Sign:
Date:10th July 2024

Minutes Confirmed By:
Hon Hassan Wako Wario
Chairman
County of Isiolo.

MINUTES OF THE URBAN BUSINESS STAKEHOLDERS DIALOGUE – PHASE II

Duration: 15TH April 2025 (6 Months) 15TH APRIL 2025.
Convened by: Municipal Board & Urban Stakeholder Forum
Venue: Isiolo Bomen Hotel
Frequency: Quarterly Thematic Sessions

Min 1/IM/04/2025 OPENING REMARKS

The meeting was officially opened by the Chairperson of the Municipal Board, who welcomed all participants to the Phase II Urban Business Stakeholders Dialogue. The Chair acknowledged the continued commitment of stakeholders drawn from the public sector, private sector, and civil society, noting that their collaboration remains critical to advancing sustainable urban development within the Municipality.

In the remarks, appreciation was extended for the successful implementation of Phase I1 (July2024), which laid a strong foundation for structured engagement and tangible improvements in priority urban services. It was noted that Phase II (July – December 2025) marks a crucial transition from planning to consolidation, scaling up of interventions, and strengthening institutional frameworks.

The Chair emphasized that this phase would focus on reviewing progress achieved, addressing implementation bottlenecks, and enhancing accountability mechanisms among all stakeholders. Participants were encouraged to actively contribute to discussions, share practical solutions, and commit to actionable outcomes that support improved service delivery.

Further, the importance of fostering public–private partnerships was underscored as a key driver for innovation, efficiency, and resource mobilization. The Chair reiterated the Municipality's commitment to creating an enabling environment for business growth, investment, and inclusive urban development. Stakeholders were urged to maintain transparency, uphold mutual trust, and align their efforts toward building a resilient, well-managed, and economically vibrant Municipality.

Min/2/IM/4/2025 Background information

Following the successful completion of Phase I (2024/2025), the Municipality convened the second phase of the Public–Private Sector Dialogue (PPSD) to:

- Review progress on agreed actions
- Address implementation bottlenecks
- Scale up successful interventions
- Institutionalize sustainable service delivery mechanisms

This phase emphasized results, accountability, and long-term urban resilience.

a) FORUM OBJECTIVES OF PHASE II

- Track implementation of Phase I resolutions
- Strengthen service delivery systems and partnerships
- Scale up pilot initiatives
- Institutionalize governance, financing, and monitoring frameworks

b) STAKEHOLDERS/PARTICIPANTS APPROVAL OF THE AGENDA

The agenda for the Urban Business Stakeholders Dialogue – Phase II was presented to the meeting for consideration. Members reviewed the agenda items in line with the objectives of the dialogue and the proposed thematic focus areas.

During deliberations, participants expressed satisfaction that the agenda adequately captured the key priority areas, including infrastructure transformation, smart and sustainable city development, inclusive social development, private sector engagement, utility service coordination, and strengthened urban governance.

Minor inputs were provided to ensure alignment with emerging implementation priorities and to emphasize cross-cutting issues such as financing, accountability, and stakeholder coordination. These inputs were duly incorporated without significantly altering the structure of the agenda.

The meeting unanimously adopted the agenda as presented, with amendments, to guide the proceedings of the Phase II dialogue sessions. The following are key agenda items discussed:

- Infrastructure transformation
- Smart & Sustainable City Development
- Inclusive Social Development
- Private Sector Associations (CBD, transport, markets)
- Utility Providers (Water, Electricity, Waste Firms)
- Strengthened Urban Governance

MIN3/IM/04/2025 Infrastructure Transformation

The Board and stakeholders deliberated extensively on the need to transition from fragmented and reactive infrastructure interventions to a more strategic, integrated, and long-term development approach. It was observed that while progress had been made in road maintenance and drainage works, these efforts remain inadequate in addressing increasing urbanization pressures.

Stakeholders emphasized the prioritization of full upgrading of key urban roads to bitumen standards to enhance accessibility, reduce vehicle operating costs, and support business efficiency. The Board further underscored the importance of developing a comprehensive infrastructure master plan to guide coordinated investments in roads, drainage, and related utilities.

Concerns were raised regarding persistent flooding in certain areas, with stakeholders noting that current drainage systems are either undersized or encroached upon. There was consensus on the need to expand drainage infrastructure, enforce protection of drainage corridors, and integrate stormwater management into urban planning.

MIN4/IM/04/2025 -Smart & Sustainable urban Development

Deliberations highlighted the growing importance of integrating technology and sustainability into urban service delivery. The Board acknowledged initial efforts in solar street lighting but noted that these interventions require scaling and integration into a broader smart city framework.

Stakeholders discussed the adoption of smart lighting systems with remote monitoring capabilities, integration of CCTV surveillance for enhanced urban safety, and the use of digital platforms for service delivery and citizen engagement. The need for data-driven decision-making through performance dashboards and real-time monitoring systems was strongly emphasized.

Additionally, stakeholders advocated for environmentally sustainable approaches, including the use of renewable energy, promotion of green infrastructure, and improved waste management practices. It was agreed that such interventions would improve efficiency while reducing long-term operational costs and environmental impact.

MIN5/IM/04/2025 Inclusive Social Development

The Board and stakeholders deliberated on the importance of ensuring that urban development initiatives are inclusive and responsive to social challenges. Particular concern was raised regarding the limited progress in addressing the issue of street children and vulnerable populations.

Stakeholders emphasized the need to scale up rehabilitation and reintegration programs through multi-sectoral collaboration involving government agencies, civil society, and development partners. The integration of the informal sector into urban planning and service delivery frameworks was also highlighted as critical for promoting livelihoods and reducing inequality.

The Board further stressed the importance of inclusive stakeholder engagement to ensure that development interventions reflect the needs of all community segments, including women, youth, and marginalized groups.

MIN6/IM/04/2025 Private Sector Associations (CBD, Transport, Markets)

Deliberations recognized the critical role played by private sector associations in driving economic activity and supporting urban service delivery. Representatives from the Central Business District (CBD), transport operators, and market associations highlighted ongoing challenges including poor road conditions, congestion, inadequate lighting, and limited-service coordination.

Stakeholders called for stronger collaboration between the Municipality and private sector associations in planning and implementing urban interventions. The Board emphasized the need to institutionalize structured engagement mechanisms to ensure that business concerns are regularly addressed.

There was also discussion on the role of private sector actors in co-investing in infrastructure and service delivery through Public–Private Partnerships (PPPs). Participants agreed that empowering these associations would enhance ownership, compliance, and sustainability of urban initiatives.

MIN7/04/2025 Utility Providers (Water, Electricity, Waste Firms)

The Board and stakeholders engaged utility providers on the need to improve coordination, reliability, and coverage of essential services. Concerns were raised regarding inconsistent water supply, frequent power disruptions, and inefficiencies in waste collection and disposal.

Utility providers acknowledged existing challenges, including infrastructure limitations and operational constraints, and emphasized the need for increased investment and improved planning. Stakeholders stressed the importance of aligning utility infrastructure development with road works and urban expansion to avoid duplication and service disruptions.

The meeting further deliberated on strengthening partnerships between the Municipality and utility providers, including opportunities for joint planning, data sharing, and integrated service delivery. Emphasis was placed on enhancing accountability and service standards to meet the needs of residents and businesses.

MIN8/IM/04/2025 Strengthened Urban Governance

Deliberations under this theme focused on the need to enhance institutional capacity, coordination, and accountability within the Municipality. The Board acknowledged improvements in stakeholder engagement through the PPSD process but noted that these gains need to be formalized and sustained.

Stakeholders emphasized the importance of institutionalizing the PPSD as a permanent platform for dialogue, consultation, and joint decision-making. The adoption of results-based management systems, including performance contracts, monitoring dashboards, and regular public reporting, was strongly supported.

Concerns were raised regarding coordination gaps across departments, with stakeholders calling for clearer roles, improved communication, and stronger leadership in implementation processes. The Board reaffirmed its commitment to strengthening governance structures and promoting transparency and accountability in service delivery.

MIN9/IM/04/2025 WAYFORWARD

Overall, the Board and stakeholders agreed that achieving sustainable urban development will require a coordinated, inclusive, and well-resourced approach. Strengthening partnerships, enhancing institutional frameworks, and scaling up investments were identified as key priorities for the next phase of implementation.

i. The meeting deliberated and agreed on a structured and action-oriented way forward to guide implementation beyond the 12-month PPSD cycle. The strategy is anchored on the key thematic areas discussed during the dialogue and focuses on consolidation, scale-up, and institutional sustainability.
ii. Infrastructure Transformation: Members agreed to prioritize the transition from short-term repairs to long-term infrastructure development. This will include accelerated upgrading of priority urban roads to bitumen standards, expansion of drainage systems, and implementation of flood control measures in vulnerable areas. Integration of roads, drainage, and utilities will be emphasized to ensure efficiency and sustainability.
iii. Smart & Sustainable City Development: The meeting resolved to scale up smart urban solutions, including expansion of solar street lighting, integration of CCTV and surveillance systems, and adoption of digital platforms for service delivery, revenue collection, and citizen engagement. Technology-driven systems will be leveraged to enhance efficiency, transparency, and real-time decision-making.
iv. Inclusive Social Development: Members agreed to strengthen inclusive programs targeting vulnerable groups, particularly street children, through structured rehabilitation and reintegration initiatives. The integration of the informal sector into urban planning and economic systems will be prioritized to promote inclusive growth and equitable access to opportunities.

v. Private Sector Associations (CBD, Transport, Markets): The meeting emphasized strengthening collaboration with private sector associations to enhance service delivery and economic growth. Structured engagement mechanisms will be institutionalized, and opportunities for co-investment in infrastructure and services through partnerships will be promoted.

vi. Utility Providers (Water, Electricity, Waste Firms): It was agreed to enhance coordination with utility providers to improve service reliability, coverage, and efficiency. Joint planning, data sharing, and alignment of infrastructure development will be prioritized to avoid duplication and ensure integrated service delivery.

vii. Strengthened Urban Governance: The meeting resolved to formalize the Public–Private Sector Dialogue (PPSD) as a permanent governance platform to ensure continuous stakeholder engagement. Adoption of results-based management systems, including performance contracts, monitoring dashboards, and regular public reporting, will be implemented to enhance accountability and transparency.

viii. Financing & Sustainability: Members agreed to develop and operationalize a comprehensive Public–Private Partnership (PPP) framework to attract private sector investment. The Municipality will strengthen revenue mobilization through digitalization, improved compliance, and expansion of the revenue base. Engagement with development partners will be enhanced to secure technical and financial support.

Overall, the way forward emphasizes a coordinated, inclusive, and well-financed approach to urban development, anchored on strong governance, stakeholder collaboration, and sustainable investment.

MIN10/IM/04/2025 Stakeholder's action Plan/Conclusions

The meeting concluded that the Phase II Public–Private Sector Dialogue has significantly strengthened collaboration between the Municipality and stakeholders across all thematic areas, including infrastructure, governance, private sector engagement, and service delivery.

Members noted that under Infrastructure Transformation, there has been measurable progress in road maintenance and drainage improvements, though the need for full-scale upgrades remains critical. Under Smart & Sustainable City Development, initial steps such as solar lighting have been achieved, with clear direction for scaling up integrated smart solutions.

In relation to Inclusive Social Development, the dialogue highlighted existing gaps, particularly in addressing vulnerable populations, while setting a foundation for more structured and inclusive interventions. Engagement with Private Sector Associations has improved, contributing to better alignment between municipal services and business

needs, while collaboration with Utility Providers has identified key areas for improved coordination and service reliability.

Under Strengthened Urban Governance, the PPSD process has enhanced stakeholder engagement and accountability, though institutionalization and stronger coordination mechanisms are required to sustain these gains. On Financing & Sustainability, the dialogue underscored existing resource constraints while identifying PPPs and improved revenue systems as critical pathways forward.

The dialogue reaffirmed the importance of sustained collaboration, transparency, and shared accountability across all agenda areas in achieving long-term urban development goals. Members emphasized that future success will depend on the Municipality's ability to institutionalize reforms, strengthen partnerships, and mobilize adequate resources.

In closing, the meeting underscored the need for continued commitment from all stakeholders to implement agreed actions within each thematic area, monitor progress, and adapt strategies as necessary. The Municipality was encouraged to build on the momentum gained and pursue a transformative agenda that promotes resilience, inclusivity, and economic growth.

MIN 11/IM/04/2025: ADJOURNMNT

Having no other business, the meeting ended at 1.30 pm with a prayer said by Mr. Lesokoyo Minutes taken and prepared by: -

Sign: **Date: 15th April 2025**

Minutes Taken By: **Halake Osman Dadacha**
Municipality of Isiolo
County Government of Isiolo

Sign:
Date:15th April 2025

Minutes Confirmed By: **Hon Hassan Wako Wario**
Chairman
County of Isiolo.

COUNTY GOVERNEMNT OF ISIOLO
MUNICPALITY OF ISIOLO

P.O.BOX 923-60300 ISIOLO
isiolomunicpality2018@gmail.com.

PUBLIC–PRIVATE SECTOR DIALOGUE (PPSD) REPORT

ON URBAN SERVICE DELIVERY IMPROVEMENTS

12-MONTH CONSOLIDATED REPORT

2024/2025

1. EXECUTIVE SUMMARY

This report presents the outcomes of a structured 12-month Public–Private Sector Dialogue (PPSD) convened by the Municipality in collaboration with urban business stakeholders, development partners, and relevant government agencies. The dialogue provided an inclusive platform for continuous engagement, joint problem-solving, and coordinated action aimed at improving urban service delivery and enhancing the business environment within the Municipality.

The PPSD was implemented in two distinct but complementary phases:

Phase I (January – June 2026): Problem Identification, Stakeholder Engagement, and Action Planning
During this phase, the Municipality undertook comprehensive stakeholder mapping to identify key actors across sectors including transport, trade, environment, security, and social services. A series of consultative forums, sector working group meetings, and field assessments were conducted to gather data on priority urban challenges. Key issues were systematically analyzed, and consensus was built around priority interventions. This phase culminated in the development of a joint action plan outlining clear roles, responsibilities, timelines, and resource requirements for both public and private sector actors.

Phase II (July – December 2026): Implementation Tracking, Scale-Up, and Institutional Strengthening
The second phase focused on operationalizing the agreed action plan. The Municipality, in collaboration with stakeholders, monitored progress through regular review meetings, site inspections, and performance tracking tools. Successful pilot interventions were scaled up, while institutional mechanisms such as sector working groups and monitoring frameworks were strengthened to ensure sustainability. Capacity-building initiatives were also undertaken to enhance the ability of stakeholders to effectively participate in urban governance and service delivery.

The dialogue addressed several critical urban service delivery challenges affecting the Municipality's growth and livability, including:

- Poor Road Infrastructure: Characterized by unpaved access roads, potholes, and limited connectivity, which hinder mobility, increase transport costs, and negatively affect business operations.
- Inadequate Street Lighting: Large sections of the Municipality remain poorly lit, contributing to insecurity, reduced business hours, and limited nighttime economic activity.
- Inefficient Solid Waste Management: Irregular waste collection, illegal dumping, and insufficient disposal infrastructure have led to environmental degradation and public health risks.

- Flooding and Poor Drainage Systems: Blocked or underdeveloped drainage systems have resulted in frequent flooding during rainy seasons, damaging property and disrupting economic activities.
- Urban Insecurity: Rising cases of theft, vandalism, and other petty crimes have created an unfavorable environment for investment and community well-being.
- Social Challenges (Street Children): Increasing numbers of vulnerable children in urban areas highlight gaps in social protection systems and pose both humanitarian and urban management concerns.

Key achievements realized during the 12-month period include:

- Enhanced Public–Private Collaboration: Strengthened trust, communication, and partnership between the Municipality and private sector stakeholders, leading to more coordinated and responsive service delivery.
- Implementation of Quick-Win Infrastructure Improvements: Rehabilitation of key access roads, repair and installation of street lighting, and localized drainage improvements in priority areas.
- Adoption of Smart and Sustainable Urban Solutions: Introduction of initiatives such as energy-efficient street lighting, improved waste collection systems, and exploration of digital reporting platforms for service delivery issues.
- Establishment of Accountability and Monitoring Mechanisms: Development of a Monitoring and Evaluation (M&E) framework, regular progress review meetings, and clear reporting structures to track implementation and ensure transparency.

Overall, the PPSD has demonstrated the value of structured dialogue in addressing complex urban challenges, fostering shared responsibility, and driving practical, sustainable solutions for urban development.

2. INTRODUCTION

Rapid urbanization within the Municipality has significantly increased demand for essential services, placing considerable pressure on existing infrastructure and institutional capacity. This has directly impacted economic productivity, public health, environmental sustainability, and the overall quality of life for residents and businesses.

In response to these challenges, the Municipality initiated a structured 12-month Public–Private Sector Dialogue (PPSD) platform aimed at fostering inclusive engagement between government, private sector actors, and development partners. The platform provided a coordinated mechanism for identifying priority issues, co-creating practical solutions, and promoting shared responsibility in urban management and service delivery.

3. OBJECTIVES OF THE DIALOGUE

The PPSD was guided by the following key objectives:

- To systematically identify and prioritize critical urban service delivery challenges affecting residents and businesses
- To promote collaborative problem-solving and partnership between public and private sector stakeholders
- To design and implement actionable, realistic, and time-bound interventions
- To strengthen institutional capacity, coordination mechanisms, and accountability systems within the Municipality
- To enhance transparency, inclusivity, and stakeholder ownership in urban governance processes

4. METHODOLOGY AND APPROACH

The dialogue adopted a structured, participatory, and results-oriented approach to ensure effectiveness and sustainability. Key elements included:

- Monthly Thematic Sessions: Each month focused on a specific urban sector, allowing in-depth analysis and targeted solution development
- Multi-Stakeholder Participation: Engagement of diverse actors ensured inclusivity, representation of different interests, and collective ownership of outcomes
- Evidence-Based Discussions: Decisions were informed by data, field assessments, stakeholder inputs, and technical reports to enhance credibility and relevance
- Action-Oriented Resolutions: Each session concluded with clear action points, assigned responsibilities, timelines, and expected outputs
- Continuous Monitoring and Feedback: Regular progress reviews, follow-ups, and adaptive learning mechanisms were integrated to track implementation and refine interventions

5. PARTICIPANTS

The PPSD brought together a broad range of stakeholders to ensure comprehensive representation and effective collaboration:

- Municipal Board Members providing policy direction and oversight
- Technical Departments including Roads, Urban Development, Environment, and Finance, responsible for implementation
- Business Associations representing Central Business District (CBD) operators, Small and Medium Enterprises (SMEs), and market stakeholders
- Utility Providers such as water and electricity companies supporting service delivery infrastructure
- Security Agencies addressing urban safety and enforcement concerns

- Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs) advocating for community interests and social inclusion
- Development Partners and Financial Institutions providing technical and financial support

6. STRUCTURE OF THE 12-MONTH DIALOGUE

Phase I: Planning & Problem Identification (Months 1–6)

This phase focused on diagnosing urban challenges, engaging stakeholders, and developing sector-specific priorities. Each thematic area was explored through consultations, technical assessments, and stakeholder input, as detailed below:

- Roads & Transport: Assessment of the condition of urban road networks, identification of critical access roads requiring upgrading (grading, gravelling, and tarmacking), and evaluation of mobility challenges affecting businesses and residents. Discussions also covered non-motorized transport (NMT) needs such as pedestrian walkways and bicycle lanes to improve accessibility and safety.
- Street Lighting & Safety: Mapping of poorly lit areas and identification of gaps in street lighting infrastructure. The discussions highlighted the link between inadequate lighting and rising insecurity, reduced business operating hours, and limited nighttime economic activity. Priority areas for installation and maintenance were identified.
- Waste Management: Analysis of existing solid waste management systems, including collection, transportation, and disposal. Key issues identified included irregular waste collection, illegal dumping, insufficient equipment, and weak enforcement mechanisms. Opportunities for private sector participation and recycling initiatives were also explored.
- Drainage & Flood Control: Evaluation of drainage infrastructure revealed widespread blockages, inadequate design capacity, and lack of maintenance. Flood-prone areas were mapped, and the impact of flooding on businesses, infrastructure, and public health was assessed. Immediate and long-term interventions were proposed.
- Social Services & Security: Examination of social challenges including the increasing number of street children, youth unemployment, and vulnerability. Discussions also addressed urban crime, enforcement gaps, and the need for community policing and coordinated social support programs.
- Urban Planning & Business Environment: Review of existing urban planning frameworks, zoning regulations, and development control systems. Stakeholders identified challenges such as unplanned settlements, encroachment on public spaces, bureaucratic bottlenecks in licensing, and limited support for small businesses. The need for streamlined approval processes, improved spatial planning, and a more enabling business environment was emphasized.

7. KEY INTERVENTIONS AND AGREED ACTIONS

7.1 Short-Term Interventions (Phase I Achievements)

The initial phase focused on delivering quick-win interventions to address urgent service delivery gaps and build stakeholder confidence in the PPSD process. These included:

- Pothole Patching and Routine Road Maintenance: Immediate rehabilitation of critical road sections within the CBD and key access routes to improve mobility, reduce vehicle operating costs, and enhance business activity.
- Repair and Installation of Street Lighting: Restoration of non-functional streetlights and installation of new units in high-risk and high-traffic areas to improve safety and extend business operating hours.
- Increased Frequency of Waste Collection: Optimization of waste collection schedules and deployment of additional resources to reduce accumulation of solid waste and improve environmental sanitation.
- Drainage Desilting and Cleaning: Removal of debris and silt from existing drainage channels to restore functionality and mitigate flooding risks during rainy periods.
- Deployment of Community Policing Initiatives: Strengthening collaboration between security agencies and local communities to enhance surveillance, reduce crime, and improve public confidence in safety systems.

7.2 Medium-Term Interventions (Phase II Scale-Up)

Building on early successes, Phase II focused on scaling up interventions and introducing more structured and sustainable solutions:

- Upgrading of Priority Roads: Implementation of grading, gravelling, and selective tarmacking of key roads to improve connectivity and support economic activities.
- Expansion of Solar Street Lighting: Adoption of energy-efficient solar-powered lighting systems to enhance sustainability, reduce operational costs, and expand coverage to underserved areas.
- Introduction of Waste Segregation and Recycling Programs: Establishment of pilot segregation systems at source, promotion of recycling initiatives, and engagement of private sector actors in waste value chains.
- Installation of CCTV Systems: Deployment of surveillance infrastructure in strategic locations to enhance urban security, deter crime, and support law enforcement efforts.
- Development of Drainage Master Plans: Preparation of comprehensive drainage designs to guide long-term investments and ensure effective stormwater management across the Municipality.

8. Long-Term Strategic Actions

The dialogue also identified transformative interventions aimed at ensuring long-term sustainability and resilience:

- Full Urban Infrastructure Modernization: Progressive upgrading of roads, drainage, waste systems, and public amenities to meet urban growth demands.
- Smart City Systems Integration: Adoption of digital technologies such as smart lighting, data-driven decision-making platforms, and real-time service monitoring systems.
- Institutionalization of Public–Private Partnership (PPP) Frameworks: Development of structured PPP models to attract private investment and improve efficiency in service delivery.
- Sustainable Urban Planning and Development: Strengthening spatial planning, enforcing zoning regulations, and promoting environmentally sustainable and inclusive urban growth.

9. KEY ACHIEVEMENTS

The PPSD process yielded significant outcomes across institutional, operational, and social dimensions:

- Strengthened collaboration and trust between the Municipality and private sector stakeholders
- Improved service delivery in targeted areas, particularly in roads, lighting, waste management, and drainage
- Increased stakeholder participation, ownership, and confidence in municipal processes
- Adoption of innovative, cost-effective, and sustainable solutions such as solar lighting and recycling initiatives
- Establishment of structured performance monitoring and reporting systems to track progress and ensure accountability

10. CHALLENGES ENCOUNTERED

Despite notable progress, several challenges affected implementation:

- Limited Financial Resources: Budget constraints hindered the scale and speed of implementing key interventions
- Procurement and Implementation Delays: Lengthy procurement processes and administrative bottlenecks slowed project execution
- Weak Enforcement Mechanisms: Inadequate enforcement of regulations contributed to continued issues such as illegal dumping and encroachment
- Institutional Coordination Gaps: Fragmentation among departments and stakeholders affected efficiency and coherence in implementation

- Social Complexities: Issues such as informality, street children, and unemployment required multi-sectoral and long-term interventions beyond infrastructure solutions

11. CROSS-CUTTING ISSUES

Several overarching issues emerged across all thematic areas:

- Need for stronger interdepartmental coordination and integrated planning approaches
- Importance of continuous stakeholder engagement and inclusive decision-making
- Gaps in data availability, management systems, and use of technology in urban governance
- Increasing impacts of climate change, including flooding and environmental degradation, requiring resilient infrastructure solutions

12. MONITORING AND EVALUATION FRAMEWORK

A robust Monitoring and Evaluation (M&E) system was established to ensure effective tracking of progress and accountability:

- Monthly and Quarterly Review Meetings: Regular forums to assess implementation status, address challenges, and adjust strategies
- Joint Implementation Committee: A multi-stakeholder body responsible for oversight, coordination, and reporting on agreed actions
- Sector-Specific Key Performance Indicators (KPIs): Clearly defined indicators to measure outputs, outcomes, and service delivery improvements
- Public Reporting and Citizen Feedback Mechanisms: Use of public forums and feedback channels to enhance transparency and responsiveness
- Municipal Performance Dashboard: Introduction of a centralized system to track progress, visualize data, and support evidence-based decision-making.

13. RECOMMENDATIONS

1. Strengthen and operationalize Public–Private Partnership (PPP) frameworks to leverage private sector investment
2. Enhance municipal revenue mobilization through improved systems, compliance, and diversification of revenue sources
3. Invest in climate-resilient infrastructure to mitigate risks associated with flooding and environmental changes
4. Institutionalize structured stakeholder dialogue platforms such as PPSD for continuous engagement
5. Adopt smart technologies to improve efficiency, transparency, and service delivery
6. Strengthen social protection programs targeting vulnerable groups, including street children and unemployed youth

7. Improve enforcement of urban regulations to ensure orderly development and compliance

14. CONCLUSION

The 12-month Public–Private Sector Dialogue (PPSD) process has clearly demonstrated that structured, inclusive, and action-oriented engagement is a powerful mechanism for addressing complex urban challenges. The shift from consultation to implementation represents a significant milestone in strengthening urban governance and service delivery within the Municipality.

The achievements realized through this process highlight the value of collaboration, shared responsibility, and innovation in driving sustainable urban development. However, sustaining these gains will require continued commitment from all stakeholders, adequate financing, strengthened institutional capacity, and effective coordination mechanisms.

Moving forward, the Municipality is well-positioned to build on this foundation to create a resilient, inclusive, and economically vibrant urban environment that meets the needs of its growing population and supports long-term development objectives.

16. ANNEXES

- Annex 1: Dialogue Agendas
- Annex 2: Attendance Lists
- Photos of the stakeholders



Chairman chamber of commerce.



Chairman Meiso sacco



Chairman market committee



CSO's Representatives

NO.	NAME.	MOBILE NO.	SIGN.
20	DORIS KAJUJO (SALON)	0724916615	
21	JANE KINENE (CYBER)	07B0318869	
22.	JAMILA BINUU (SALON)	0705566877	
23.	Mamlus Hamo	0719495556	
24.	Queen Karole (Salon)	07.58314331	
25.	~~Stephen~~ ~~PETER~~ MUIGAI ~~MANJA~~	0726-057591 0721771140	
26.	Tsilla mwendwa Salon	0722845348	
27	MARY KARAMBU Salon	0712949202	
28	EUGENIA MUGURE DUKA	0723571083	
29	Abdi Mahamed DUKA	0701470183	
30	Hassan Somo	0720088355	

NO.	NAME.	MOBILE NO.	SIGN.
1	SKYNET HARDWARE DEPOT MAMA	0721771140	
2	KISII FURNITURES - OMSONGO NYANGAU	0721708996	
3	GLOWIDRUM INVESTMENTS	0719688532.	
4.	MUKINET INVESTMENT LTD	0722178345	
5	DOWNTOWN SUPERMARKET	0716591176	
6	OKETCH WELDING	0714703648	
7	EXPERT MIKE (GLASS SHOP)	0741588874	
8	CHEMICAL SELLER.	0722792443	
9	ALMUBARAK SHOPPING	710307964	
10	Aburo SHOP	0722592562	
12	Tony Electrecals	0722998836	
12	Maxin cyber	0712104372	
13	DEJIMOME HOTEL.	0716641287	
14	SIGNATURE BARBERS	0722176751	
15	KOROBOI CAR WASH	0721227820	
16	DOWNTOWN GARAGE	0708627504	
17	David Mano	0721479231	
18	CHRISTINE (SALON) KWENDO	0743237944	
19	JOYCE SALON MWIRIKI	0740441891	J.M

NO.	NAME.	MOBILE NO.	SIGN.
1.	Anelica Mwenda	0720023729 Argles Cereals store	Anelica
2.	Rose Mwendwa	0721283947 Wines and Spirit	
3.	William Gichuki	0711103359 Wine Sales of Pharmacis	
4.	DOREEN MAKANDI	0702822900	
5	Margret Munyaltg	0746657278	
6.	Aliana Kanegi	0797158380	
7	PETER Ellwon	0722 914417	
8.	MURITHI NYAMOO	0712171953	
9	Godfrey Mutatha	0723082414	
10	James Muthoni	0729809047	
11	Dahabo	0737397487	
12	FRANKLIN GITOBU	0724604127	
13	Rudia Kalunter	0715976145	
14.	Bondi Caline	0724659498	
15	Abdi Mohamed	0701470183	
16	Elizabeth Runya	0725970825	
17	VERONICA [illegible]	0712916468	
18	ELIZABETH MACHA	0795502388	
19	Binti Abdi Shaik	0728580440	BINT

	NAME	MOBILENO	SIGNS
20	Lilian Gacheri	0725425804	
21	Lucy Gaki:	0712138010	
22	Florence Kathambi	0725500512	
23	Purity Kanini	0728028615	
24	Garo Abduba	0700311689	
25	BOBSON MUTWIR	= 0762295361	
26	M T	0726	
27	Josphan Kitela	0718548899	JK
28	Benson Mutinda	0725614806	
29	Japhet M'nabeg	0758776735	JM
30	Joshua Nkanga	0706752998	JN
31	Nicholas Gachiuki	0728775902	NG
32	ANTONY MUTUMA	0720356724	
33	MUMINA BORU	0793518922	

NO.	NAME.	MOBILE NO.	SIGN.
1	Jasara guest House BONIFACE GITONGA	0712200360	
2	Josera Milk Point Jackson Mwangi	0113425092	
3	Salon & cosmetics Elizabeth Wandia	0715003343	
4	DR NAMASAKH CLINIC	0729568775	
5	Hardware JAMES NGANGA	0716111084	
6	Salon Caroline Wanini	0790616550	
7	Advocate LYDIA Aritho	0720437659	
8	Salon Jackline Ngugi	0798507828	
9	Salon Fridah Gawiri	0732708532	
10	welding SALOME OKECH	0724036378	
11	House Agent Winnie Kanini	0726498888	
12	Tailor Salome Nkatha	0702991867	
13	salon Purity Malcena	0729466867	
14	Hotel ABDULFATAH MOHD	0715588508	
15	Hotel SAKINA Ali	0728888789	
16	salon NILAM TAHIR	0707589679	
17	mechanic RAMADAN Abubakar	0719749829	
18	salon Tsilla mwandwa	0722845348	