

## Phase 3.1: Transit (Transport Assistance)

### Operations

#### Rest Stops

Particularly for ground movements, it is important to ensure that rest stops are equipped with the needed basic services for beneficiaries. These include access to sanitation facilities, health services and food and water. Engagement with the necessary partners, that can ensure these services are available, is essential when planning the movement. For long journeys, it is recommended that 15-30 minute stops after three hours of driving is included in the schedule.

Sites used for rest stops should also be assessed for risks of Gender-Based Violence (GBV). The CCCM guidelines on GBV can be used as a guidance tool to identify these potential risks. These guidelines and more information on GBV prevention and mitigation can be found in the Gender Mainstreaming entry.

In cases where no services are available at rest stops, it is recommended that the operations team make the necessary adjustments to ensure that food and water is available for the beneficiaries (e.g. bringing snacks/packed meals and water in the vehicles.)

#### Departure Notification

Once the vehicle has departed from the transit point a departure notification should be shared with the relevant stakeholders including IOM teams and partners in transit and arrival points.

Departure notifications can be shared through various methods depending what is most accessible to the operations teams. This can include email, text messages or using messenger applications. Group contact lists can be created to systematize information sharing.

#### Sample structure of a departure notification message that can be sent by text or messenger application:

DPT. [insert location of departure]

[insert date dd/mm]

Time [insert time 24h format].

[Number of vehicles] – [license plate numbers].

[Number of pax] /

[Name of Escort]

Example: DPT. Zahle 05/12 07:30. 3 buses – B123456, B123602, B123753. 130 pax. / Ahmad Salloum

#### Delay Notification

In the event that there are delays in the ground or water movement, below is a sample of a delay notification message that can be shared to update the movement teams.

A measurable indicator to define a delay should be agreed upon (e.g., a movement is considered delayed if movement has not yet commenced one hour after the planned departure time).

#### Sample structure of a delay notification message that can be sent by text or messenger application:

DELAY. [Insert location where group is currently delayed]

[Insert date dd/mm]

Reason if any. (some families late or didn't arrive, technical problem, escort,... etc.)

Name of Escort/s

Example: DELAY. Zahle 05/12. Waiting for pax./ Ahmad Salloum

## Lessons Learned / Best Practice

Tools and guidance documents that have been developed and used in different movement operations are available in the Guidance Documents and Tools for Transport Assistance entry.

## Links

- [RMM Portal](#)

## Other Entries in this Topic

- [Guidance Documents and Tools for Transport Assistance](#)
- [Phase 1: Planning the Movement](#)
- [Phase 2: Pre-Departure \(Transport Assistance\)](#)
- [Phase 3: Departure \(Transport Assistance\)](#)
- [Phase 4: Arrival \(Transport Assistance\)](#)
- [Gender Mainstreaming](#)

## Contacts

For more information on movements by air and for additional guidance on use of the operations templates provided in this chapter contact the Resettlement and Movement Management (RRM): [RMM@iom.int](mailto:RMM@iom.int).

For more information on movements by land and water contact the Preparedness and Response Division (PRD): [prdcare@iom.int](mailto:prdcare@iom.int).

For guidance on protection issues contact the Department of Operations and Emergencies (DOE) Protection team: [DOEProtection@iom.int](mailto:DOEProtection@iom.int).

For information on pre-departure health checks and other health related concerns contact the Migration Health Division (MHD): [mhddpt@iom.int](mailto:mhddpt@iom.int).

For more information on legal agreements and beneficiary consent contact the Legal Department: [LEG@iom.int](mailto:LEG@iom.int).

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