



Public transport through a gender lens: equity and inclusion

Young women, peer researchers, academics and NGOs staff working together in partnership to address the challenges to both women's transport mobility and employment in the public transport sector in three African cities.

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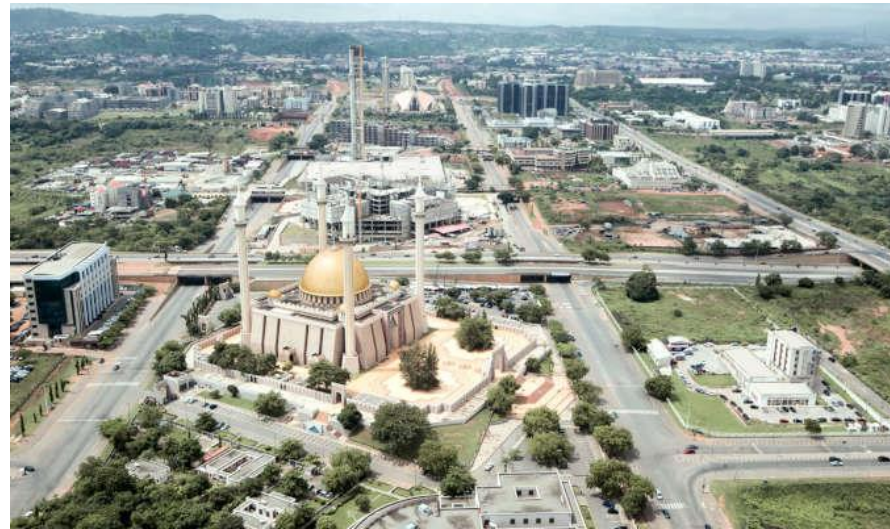
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Background for the Action Research study



- **Tunis**

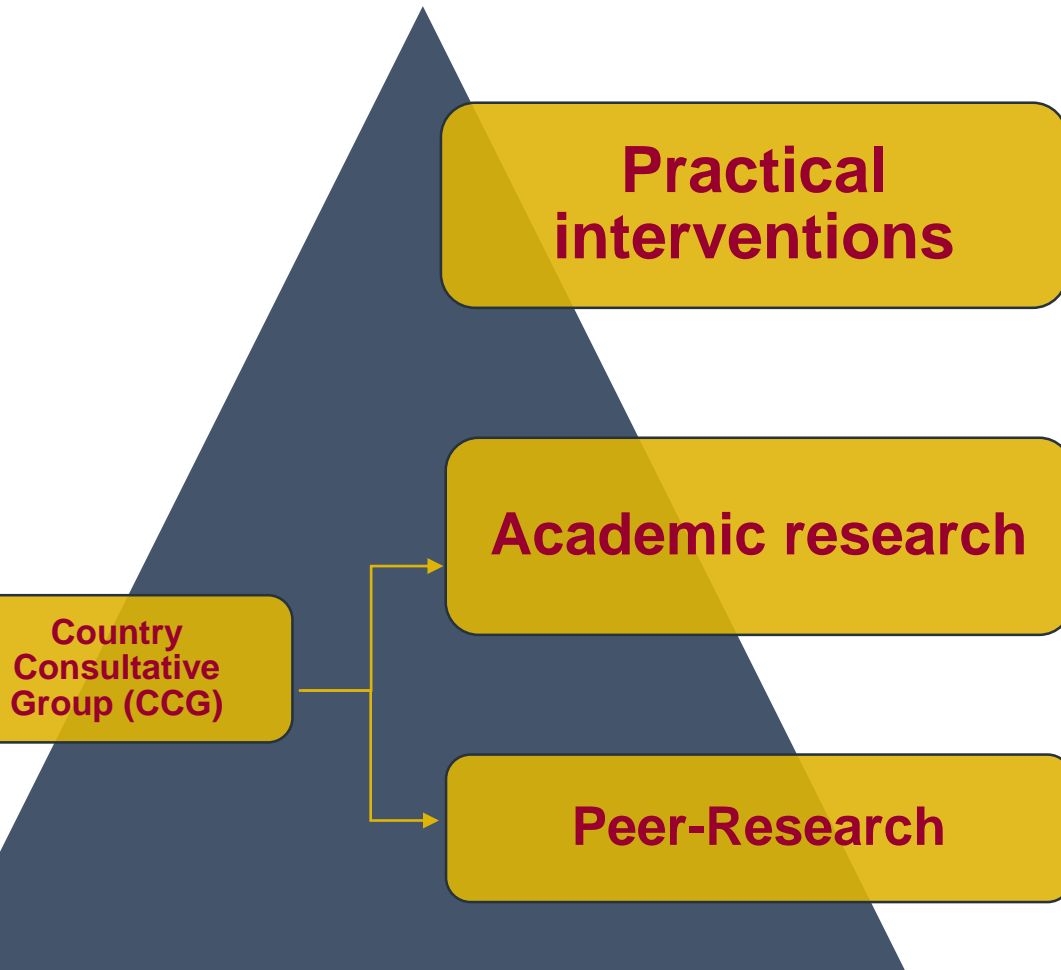


- **Abuja**



- **Cape Town**

Methods for the Action Research study



TRANSAID follow-up with skills pilot interventions [November 2021-March 2022]

- Selection of **up to 50 women aged 18-35y** for training/practical intervention [through community interactions + interviews]
- **Baseline pre-intervention** questionnaire [conducted at start of workshop training]
- Intervention workshops/activities for women transport users and for transport employees designed to fit local context/needs

Academic field research in each city follows up on issues identified by peer researchers

- Young women's work/school travel experiences, aspirations
- Transport employers + transport sector employees
- Community men – views of women's work in transport sector

Recruitment and training of 18 community co-researchers [March 2019-]

- Unemployed women (18-35y) as key entry – peer research helps identify key research questions
- Focus on improving travel experiences of young women in 2 low-income neighbourhoods per city

The Tunis context

- Population: 2,700,000
- Rapid demographic growth
- Rapid urbanisation
- Colonial development of transport infrastructures
- High investment 1960s
- Economic stagnations 1970s/80s
- State ownership/ heavy state regulation
- Strong trades unions
- (Crony) neo-liberalism since early 1990s
- Degraded transport infrastructure, priority for private car ownership over public transport
- Limited private sector activity
- Little small entrepreneurship in transport sector
- Selected innovation



User research: findings

Outcomes of the participatory research

- Recurring threats to women's safety;
- Frequent incidents of harassment (verbal and physical);
- Limited knowledge/understanding about the way the public transport sector operates;
- Limited availability of feedback mechanisms (resulting in exclusion of commuters' voices);
- Poor quality public transport services that have a disproportionate effect on women and girls.



User skills intervention: approach

Training methodology: two half-day participatory workshops

Training participants: 31 women

Target Areas: The two research study neighbourhoods



Activity 1: An educational session with the objective of increasing the understanding of women commuters on the following:

- Their rights linked to public transport use;
- The legislation in place protecting women;
- The roles and responsibilities within the sector that protect women's safety;
- The challenges faced by the transport sector in addressing the issues at hand;
- What feedback mechanisms are currently in place through which women can communicate their concerns, as well as how to best do so.

Activity 2: A participatory activity with the objective to strengthen women's voices in the way public transport is operated.

Employment research: findings

Main outcomes of the employee research

1. Barriers to entry are informal rather than formal
2. Gender segregation of roles
3. Perception of transport: too hard, rough, dirty for women
4. Leaky pipeline: it's harder for women to get into management roles



Employment skills intervention: approach

Training methodology: Hybrid (virtual and in-person)

Training participants: 5 women

Target: Transtu (public transport company)

When: August 2021 – February 2022



TMS 1 training content:

- Operational Management, Financial Management, Fleet Management, Health and Safety, Human resources and Gender in the transport sector, Monitoring and Evaluation

TMS 2 training content:

- Full recap of TMS 1 training plus Situational Analysis, Outsourcing and Policy and Policy Development

Challenges and Recommendations

Challenges

- COVID restrictions required TMS I to be conducted remotely – timeframe extended significantly;
- COVID measures were particularly strict in Tunis – x3 extended lockdowns
- Political uncertainty in government
- Years of under-funded public transport provision contributing to poor service provision, indicative of challenges in implementing improvements

Recommendations

- Continue to advocate for the adoption of a Customer Service Charter reflecting the voices of commuters.
- Additional training, as well as the development of mutual support mechanisms among female workers in the transport sector.

The Abuja context: User research findings

Outcomes of the User research

- Discrimination against women while using public transport
- Security issues for women, especially at night
 - Theft (in vehicles and when walking to vehicles)
 - Fear of kidnapping and other form of gender-based violence
- Security managed by vigilantes more so than police
- Lack of vehicle capacity to carry loads, disproportionately affecting women
 - Increased need for women to walk to and from transport pick up points
- Lack of funds to pay transport fares
- Poor road safety (for pedestrians but also passengers), and overcrowding on vehicles



User skills intervention: approach

Training methodology: two half-day participatory workshops

Training participants: 38 women

Target Areas: The two research study neighbourhoods



Activity 1: A session with the objective of increasing the awareness of women commuters on the following:

- Women's rights linked to public transport use;
- The legislation in place protecting women;
- The challenges faced by the transport sector in addressing the issues at hand;
- Opportunities for improvement

Activity 2: A participatory activity that aimed to strengthen women's voices in the way public transport is operated, through the development of a *customer service charter* (CSC) by identifying key areas of improvement.

User skills intervention: findings



Project Output: Road Safety Video

- The making of this film involved women in Nigeria, Kenya and Tanzania.
- It aims to equip users of motorcycle taxis with the basic knowledge needed to make a judgement call when choosing this form of public transport.



Key safety factors to consider when choosing to use motorcycle taxis

196 views Feb 4, 2022 This short film was developed as part of Transaid's Global Challenges Research Fund (GCRF) project, in response to women's concerns around safety linked to motorcycle taxi use in Abuja.

The Abuja context: Employment research findings

Outcomes of the Employee research

- Women's employment circumscribed by travel hazards leading to a preference for work near to home
- Massive under-representation of women in transport sector employment
- Women concentrated in lowest paid transport work - porters, cleaners, ticket-sellers – very few taxi/bus drivers, etc.
- Long hours, low pay, security concerns
- Harassment of women transport workers by passengers, fellow workers, officialdom - insults, physical attack
- Importance of increased visibility of women workers for security perceptions of women transport users



Employment skills intervention: approach



Training methodology: In-person 5-5 day training

Training participants: 39 women

Target Areas: Abuja Urban Mass Transit Company

When: February 2022



Transport Management Systems training content:

- Policy and SOPs
- HR and recruitment
- Key Performance Indicators
- Fleet management

Recommendations

Recommendations

- Sensitisation and/or training of drivers and transport providers on women's rights, the importance of equal service, and strategies to promote this by transport unions
- Establishment and enforcement of a maximum vehicle capacity and further sensitization and/or training of drivers and transport providers on the importance of safe driving
- Introduction of a customer complaints mechanism for customers and its endorsement to transport users to promote its wider uptake and use.
- Displaying of emergency contact information within public transport vehicles and at transport stations/stops
- More specialist training provision to support female owners of Okadas and Kekes contributing to formalisation of these forms of transport

The Cape Town context

EVERYTHINGNEWS JULY 23, 2021 / 6:50 PM / UPDATED 8 MONTHS AGO

S. African women risk assault to reach work as taxi violence surges

By Kim Harrisberg

4 MIN READ



24 Jul 2021

W Cape govt suspends minibus taxi services on Paarl-Bellville route for 2 months amid deadly feud

news24 Cebilehle Mthethwa

SHARE   

GROUNDUP

Cape Town commuters left stranded and terrorised by minibus taxi war

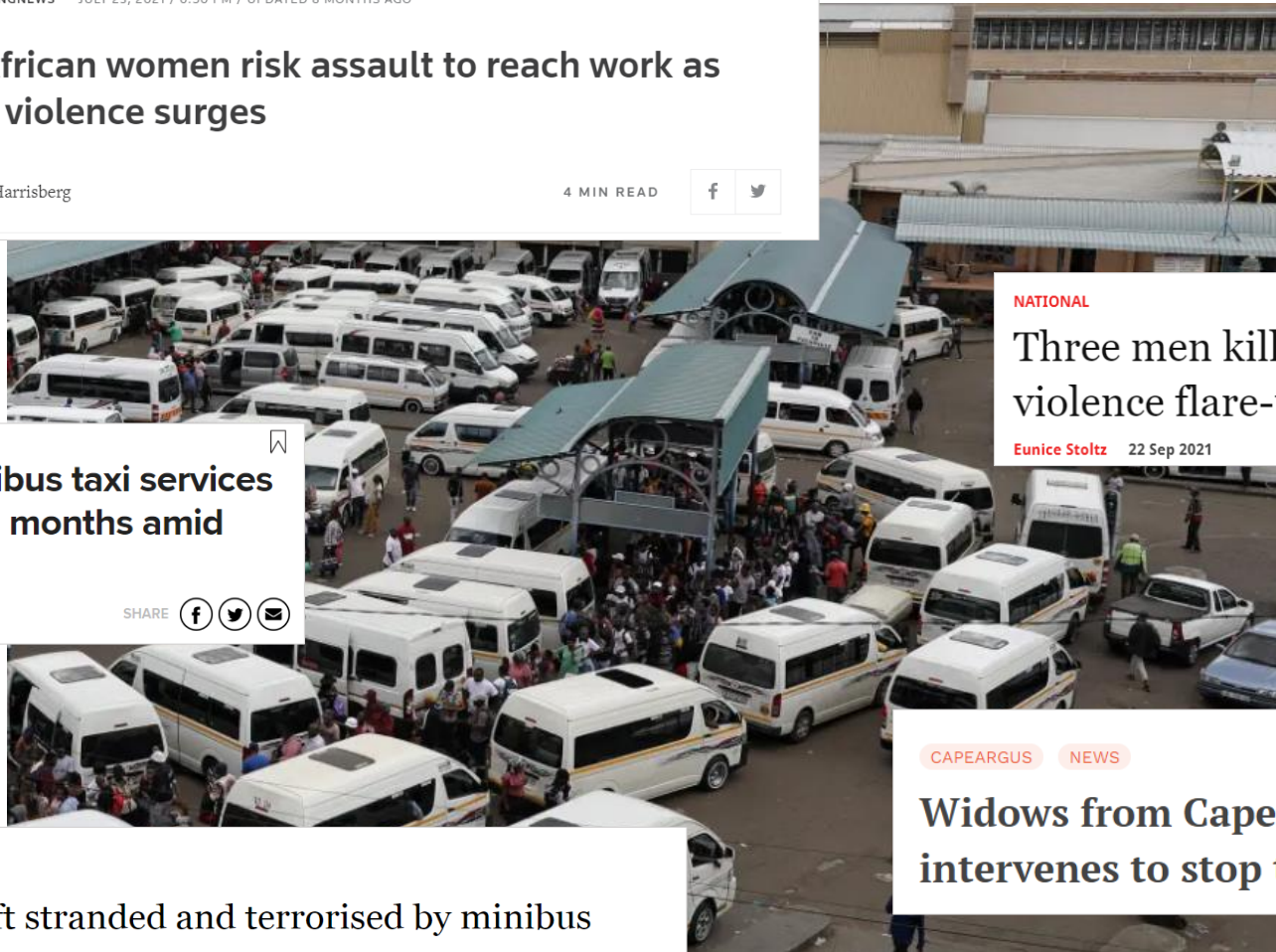
NATIONAL

Three men killed in apparent Cape Town taxi violence flare-up

Eunice Stoltz 22 Sep 2021

CAPEARGUS NEWS

Widows from Cape taxi associations demand Winde intervenes to stop the impounding of their taxis



User skills intervention: approach

Training methodology: two half-day participatory workshops

Training participants: 36 women

Target Areas: The two research study neighbourhoods

When: November 2021



Activity 1:

- Women's rights and transport related legislation awareness raising
- Reporting and complaints mechanisms;
- Mutual support mechanisms for female commuters.
- Gender Based Violence awareness raising

Activity 2:

- Group exercises to brainstorm practical solutions to improve women's safety on public transport
- Draft recommendations to incorporate in Safe Taxi Charter

Customer Service

- Poor vehicle conditions and cleanliness
- Rudeness and vulgarity towards commuters
- Loud music
- Lack of change for fares



Employment skills intervention (phase 1): approach

Training methodology: two-day participatory workshop

Training participants: 20 women (SANTACO)

Target Areas: Major transport hub, Cape Town (and surrounding areas)

When: November 2021



Activity 1:

- Women's rights and transport related legislation awareness raising
- Mutual support mechanisms for women in the industry
- Gender Based Violence awareness raising

Activity 2:

- Group exercises to brainstorm practical solutions to improve women's safety on public transport and progression of women working in the industry
- Draft recommendations to incorporate in Safe Taxi Charter
- Draft recommendations on training needs of women in the sector

Employment skills intervention (phase 1): findings

Research/baseline data findings

- Low prospects of promotions in current transport role
- Little to no representation of women in leadership roles
- No knowledge of other women progressing in the sector
- Widespread violence dissuading women from working as drivers (preference for administrative roles)

Sector challenges

- Widespread misogyny
- Lack of knowledge of obtaining licenses and permits
- Lack of empowerment and opportunities for women in the sector
- Lack of visibility

Training needs

- Desire for road safety specific training
- Desire for increased knowledge of processes of obtaining licenses and permits
- Desire for opportunities to learn from other women in the sector

Employment skills intervention (phase 2): approach

Training methodology: five day training package (various topics)

Training participants: 29 women

Target Areas: Major transport hub, Cape Town (and surrounding areas)

When: February/March 2022



General training content:

- Gender-based violence awareness (follow-on)
- First Aid training
- Process of acquiring an operating license and permit
- Building a supportive community of practice in the sector

Road Safety training content:

- Driving philosophy and Defensive driving
- Basic mechanical principles
- Customer care
- Road signs, signals and markings

Practical intervention: GBV sensitisation with male drivers

Training methodology: one-hour sessions

Training participants: 45 male drivers and operators (out of 54)

Target Areas: major transport hub taxi rank, Cape Town

When: November 2021 and February-March 2022



Training content:

- What is GBV and contributing factors
- Value clarification exercises
- What can individuals do to address GBV in public transport





SAFE TAXI CHARTER

Preamble

This charter was developed in consultation with partners, women commuters and women employed in the minibus taxi industry, in order to reflect their views on how to tackle the issues they face as users of the minibus taxis, as well as reflecting the beliefs of SANTACO and SANTACO Women.

Vision

To provide our customers with a service that is safe, inclusive and of the highest quality, and to create a GBV-free environment at the taxi ranks and on the taxis.

You have the right to

- Services that respect your rights and wellbeing
- Services that are provided to high standard and quality
- Acknowledgement of your queries, requests and complaints
- Fair and objective assessment of your queries, requests and complaints
- Feel safe and protected when commuting via the minibus taxis

We commit to

- Offering our customers the highest standard services that meet their requirements
- Listening carefully to our customers
- Providing accurate and consistent information
- Taking care of customers with special needs such as persons with disabilities and the elderly
- Providing a service that centres the safety and security of women and girls

Our responsibility to one another

- To create a GBV-free transport environment
- To uphold a zero tolerance policy on abuse, misuse, fraud and misconduct
- To lead with honesty and work to correct mistakes

FEEDBACK IS IMPORTANT TO US. LET US KNOW:

- How we are doing and performing
- If you have a complaint or a report about poor service or misconduct

HOW CAN YOU CONTACT US?

Toll-free: *[insert number]*

Email: *[insert email address]*

Recommendations

Recommendations

- Increase women's visibility in the sector and find opportunities to continue capacity building targeting female minibus taxi workers/operators
- Support further professionalisation of the sector, including through the scale up of GBV intervention with male drivers
- Identify further opportunities to improve commuters' safety/confidence when travelling via the minibus taxis

Final Reflections And Q&A



Thank you!

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