

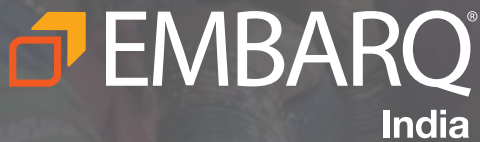
TRANSPORT AND WOMEN'S SAFETY

Re-thinking women's safety in the growing intermediate public transportation sector.

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WRI INDIA



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INTRODUCTION

In India where 5.5 million women enter the workforce each year, **more than 50% express high concerns about the safety of their commute.**

Source: Thomas Reuters Foundation, 2014

Mobility in cities is increasingly being transformed by technology-enabled shared mobility companies operating in the taxi, auto-rickshaw, ride-share, car pool, and employee transport space.

Harassment and sexual violence is a common experience for women and girls in public spaces around the world. Brutal acts of violence in India towards women on public transport and in taxis have brought the issue of safety to the forefront. Safe travel is critical to enable women and girls to access education, jobs, and healthcare. However, this remains a much-neglected area with little data and few laws, policies, and initiatives to prevent and address it.

Mobility in cities is increasingly being transformed by technology-enabled shared mobility companies operating in the taxi, auto-rickshaw, ride-share, car pool, and employee transport space. Given its growing importance, EMBARQ India conducted a workshop in Bengaluru in March 2015 to convene mobility companies, city authorities, and regulators. The workshop was the first of its kind as it brought together stakeholders that are unlikely to meet and exchange ideas.

WOMEN CUSTOMERS

Women are an important target customer for companies, regulators and agencies in transport.

NEW BUSINESS MODELS

Technology is giving rise to new business models in transport.

EVOLVING REGULATIONS

Regulatory framework is evolving to encompass new business models.

PEOPLE INVOLVED

- Autoraja
- Autowale
- Bangalore City Police
- Bangalore Metropolitan Transport Corporation
- Bangalore Traffic Police
- Cubito
- Meru
- MoveInSync
- Nivaata (Verayu)
- Office of the Commissioner for Transport, Karnataka
- Ola
- Three Wheels United
- Uber
- Zoomcar

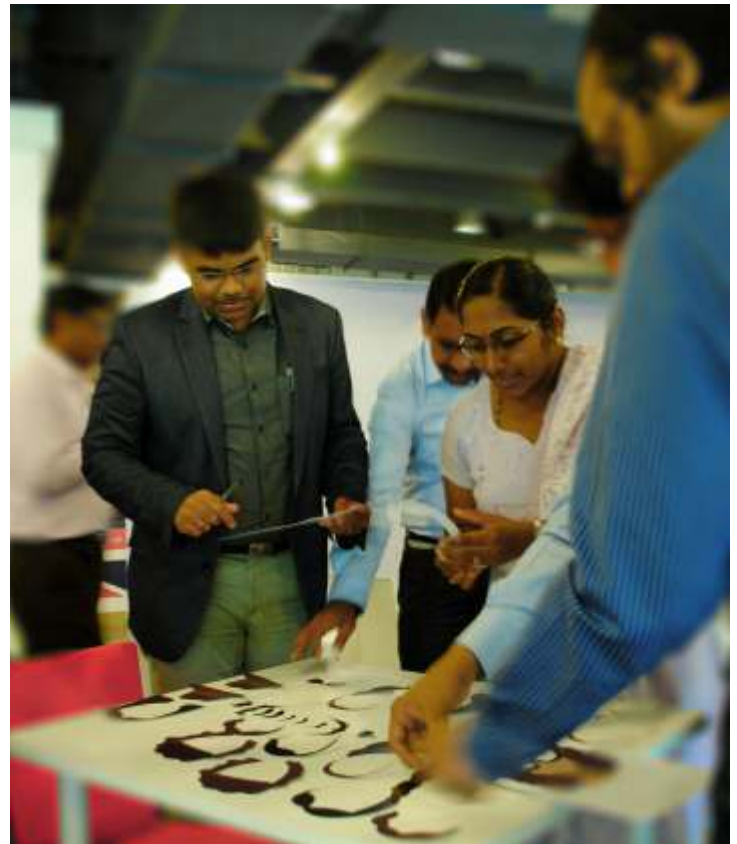
THE INTERVENTION

Bring regulators and entrepreneurs together to discuss and understand:

- Perceptions and expectations
- Resources, constraints, and challenges
- Gaps and disagreements in the current scenario
- Short-term and long-term recommendations for better safety

The aim of the workshop was to:

- Discuss expectations of each stake-holder's role
- Understand the resources, constraints, and challenges of each stake-holder
- Highlight gaps and disagreements in the current ecosystem
- Make short-term and long-term recommendations



QUESTIONS POSED DURING THE WORKSHOP

- With various safety features across companies and agencies, how can commuters remember or be aware of which one to use during crisis?
- How can drivers report or give feedback about harassment from commuters?
- With panic buttons and helplines in place, how can complaints be filtered so that the most urgent and severe cases are addressed first?
- Companies are blacklisting drivers on their systems, but how can they know if the driver has been previously blacklisted by another company?



A REALITY CHECK

- Regulators are coping with new businesses that are disrupting traditional brick and mortar models of transport
- Companies are struggling with high degrees of regulation and a lack of level playing field
- Stakeholders have different perceptions of safety - monitoring/surveillance vs. privacy
- There is limited uptake of safety features and no clear processes to measure their effectiveness
- Drivers and commuters are both the target audience for companies and agencies and they need to keep both parties engaged fairly
- There are no standard procedures of driver verification, training, rating criteria across companies, agencies and states

OPPORTUNITIES

Panic buttons, vehicle tracking, and helplines



Assess effectiveness of panic buttons

Driver verification, training, and blacklisting



Deterrents to ensure that drivers are not falsely accused and blacklisted

Ladies-only services and women drivers



Governments commit to train tens of thousands of women drivers

Consistent procedures on call sorting, emergency escalation and coordination with the police

Commuter education and awareness



Use of robust, trusted third-party verification services

Consistent procedures on driver verification across states and cities



Create level playing field for women drivers
(e.g. *permits, vehicle ownership*)

Contribute to income generating opportunities for women with flexible hours





WRI India is a research organisation with experts and staff who work closely with leaders to turn big ideas into action to sustain a healthy environment—the foundation of economic opportunity and human well-being. We envision an equitable and prosperous planet driven by the wise management of natural resources. We aspire to create a world where the actions of government, business, and communities combine to eliminate poverty and sustain the natural environment for all people. www.wri-india.org

EMBARQ is WRI's global sustainable urban mobility practice that helps cities make sustainable transport a reality. Founded in 2002, EMBARQ is part of WRI Ross Center for Sustainable Cities. WRI Sustainable Cities works in Brazil, China, India, Mexico, and Turkey. EMBARQ collaborates with local and national authorities, businesses, academics and civil society to reduce pollution, improve public health, and create safe, accessible and attractive urban public spaces and integrated transport systems. www.embarq.org

EMBARQ India has been actively promoting the development of sustainable transport in a number of Indian cities, its projects and research work spans various fields, like bus operations; Bus Rapid Transit; road safety audits; transit oriented development; station accessibility; non-motorised transport; and para-transit services. EMBARQ India also works actively in the areas of research and policy for sustainable transport. www.embarqindia.org