

GAM – Public Transport Gender Action Plan

Objectives		Actions	Responsibility	Frequency	Measurable Output
	Sub-objectives				
Improve Public Transport Current Efficiency Level	Apply Code of ethical and professional conduct for users, operators and employees of public transport facilities.	▪ Adding the code of conduct to the public transport Licensing process.	▪ GAM	▪ Once	▪ Percentage of licensed vehicle
		▪ Require public transportation operators to have, advertise, and enforce the code of conduct (ex. Variable message signs).	▪ GAM ▪ AVT	▪ Ongoing	▪ Number of installed variable message signs in side buses.
	Enhance public transport reliability and accuracy	▪ Safe and accessible First and Last Mile Connectivity (present solutions for picking up passengers from their door steps).	▪ GAM ▪ AVT	▪ Ongoing	▪ Do studies related to achieve this activity
		▪ Enhance route consistency (make sure that vehicles do finish their route).	▪ GAM ▪ AVT	▪ Ongoing	▪ More routine checks on services
		▪ The use of Intelligent Transportation Systems	▪ GAM ▪ AVT	▪ Ongoing	▪ Percentage of projects completion
		▪ Enhance public participation and engagement in public transport related projects	▪ GAM ▪ AVT	▪ Ongoing	▪ Do at least one public workshop to discuss and share thoughts.
	Enhance current Public Transportation facilities	▪ Installation of CCTV Cameras and Live GPS Tracking.	▪ GAM ▪ AVT	▪ Ongoing	▪ Number of installed GPS devices and CCTV Cameras in buses and related facilities
		▪ Provide lighting in all dim areas, whether on buses, at bus stations and stops. Parking areas also should be well lit, especially at night.	▪ GAM ▪ AVT	▪ Ongoing	▪ Number of installed lightening units in public transport facilities and parking areas.

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Safe and Inclusive Public Transport	Sexual Harassment-Free Public Transportation Environment	<ul style="list-style-type: none"> Reserve first seats or separate sections or reserved seats in the buses for women, children and people with special needs. 	<ul style="list-style-type: none"> GAM AVT Operator 	Ongoing	<ul style="list-style-type: none"> Inserted in operators' documents (TOR, RFP)
		<ul style="list-style-type: none"> Create Safety Apps, empowering men and women to act and to discourage sexual harassment perpetrators. 	<ul style="list-style-type: none"> AVT Operator 	Ongoing	<ul style="list-style-type: none"> Launching the application prior operations Analyze the complaints data for patterns and sexual harassment hot spots.
		<ul style="list-style-type: none"> Safe Boarding and Alighting 	<ul style="list-style-type: none"> GAM AVT Operator 	Ongoing	<ul style="list-style-type: none"> Taking into design considerations of facilities. Do one awareness campaign
		<ul style="list-style-type: none"> Set up databases to track sexual harassment cases on each public transportation network to identify mitigation measures, such as increased capacity, to prevent crowding; better lighting; security patrols in known hot spots. Identify unsecure spaces through consultation with public transportation commuters. 	<ul style="list-style-type: none"> GAM AVT 	Ongoing	<ul style="list-style-type: none"> Number of closed cases related to sexual harassment and identified hotspots. Monitor these unsecure spaces and ensure better lighting and use of closed-circuit television in these areas.
		<ul style="list-style-type: none"> Establish a hotline for reporting complaints, including complaints of sexual harassment. Complainant confidentiality should always be maintained both for operation and harassment. 	<ul style="list-style-type: none"> GAM AVT 	Ongoing	<ul style="list-style-type: none"> Launching service before operation of public transport service.
	Safety from accidents	<ul style="list-style-type: none"> Regular and random checks on vehicles to help reduce public transport accidents. 	<ul style="list-style-type: none"> Operator 	Ongoing	<ul style="list-style-type: none"> At least, every operated bus should be checked every 3 months.
	Perceptions of security to increase the vulnerable group ridership percentage	<ul style="list-style-type: none"> Encourage women to work in the public transportation and security enforcement sectors. Safe Passengers Facilities – Bus stops / Interchange. 	<ul style="list-style-type: none"> GAM AVT Operator 	Ongoing	<ul style="list-style-type: none"> Number on employed women should present 30% of employees in the operation and security staff. Should later be increased.
	Women employment	<ul style="list-style-type: none"> Training program for women in driving public transport vehicles. 	<ul style="list-style-type: none"> AVT Operator 	As needed	<ul style="list-style-type: none"> One training program for possible employees in operation company.

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Public Education and Awareness	Education and training	<ul style="list-style-type: none"> ▪ Develop safety and security teaching materials related to sexual harassment-free environments, and use these materials in training and consultative workshops targeted at transport owners, drivers and operators, and all other public transportation personnel and staff. Clear guidance should be issued to notify stakeholders on how to respond, report, and document sexual harassment cases. ▪ Sensitize transport company officials about handling gender-related cases so that sexual harassment targets are more confident in reporting an offense. ▪ Make drivers and operators aware that they should eliminate inappropriate and antisocial behavior on buses. In addition, drivers and operators should ensure that seats reserved for particular people are made available only to them. ▪ Develop safety-and-security teaching materials which targets secondary school children and young adults in tertiary education. These materials should promote interactive learning and the building of social solidarity around individual and collective responsibility for safety in public spaces. 	<ul style="list-style-type: none"> ▪ GAM ▪ AVT ▪ Operator 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Conduct regular passenger satisfaction surveys and safety audits. The sex disaggregated data from these surveys and audits might be collected through apps or through a website, with information on how to participate displayed on trains and buses. Participation could be rewarded with a onetime fare discount. Results should feed back into planning initiatives.
	Awareness	<ul style="list-style-type: none"> ▪ Develop behavior-change materials to raise awareness of and sensitivity to sexual harassment in public transportation networks. ▪ Promulgate behavior-change communications (e.g., posters, cell phone applications, advertisements, stickers, or social media 	<ul style="list-style-type: none"> ▪ GAM ▪ AVT ▪ Operator 	<ul style="list-style-type: none"> ▪ Ongoing 	<ul style="list-style-type: none"> ▪ Set up databases to track sexual harassment cases on each public transportation network to identify mitigation measures, such as increased capacity, to prevent crowding; better lighting; security patrols in known hot spots; and closed-circuit television.

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		<p>campaigns) empowering men and women to act and to discourage sexual harassment perpetrators</p> <ul style="list-style-type: none"> ▪ Communicate the purpose and importance of the Code of ethical and professional conduct for users, operators and employees of public transport facilities to the public through campaigns; advertisements on television, social media, and radio; and through radio talk shows that highlight and discuss the issue. ▪ Ensure that the language and visuals used in all communication efforts are unambiguous and direct, yet culturally sensitive. ▪ Develop signage and posters to be displayed in public transportation networks and other public spaces. These posters should also highlight the role fellow commuters can play to improve safety. 			
	Enforcement	<ul style="list-style-type: none"> ▪ Improve coordination between transport security and police in monitoring, responding to, and tracking violent sexual harassment cases. 	<ul style="list-style-type: none"> ▪ GAM ▪ AVT ▪ Operator 	<ul style="list-style-type: none"> ▪ Ongoing 	

**On behalf of GAM,
Yousef Al-Shawarbeh
Mayor of the Greater Amman Municipality**