

Inclusive And Equitable Urban Transport

A Planning Guide for Cities



Glossary

An expanded glossary can be found in the Annex to this guide.

Community engagement: The process of involving citizens that fit profiles identified by the city as representing specific communities. For the purposes of this guide, they are the members of the community who have an interest in, influence on, or are impacted (directly or indirectly) by the local plan, policy or action.

Co-creation: The active involvement of different interest groups in a project's design and processes. Equality: Having equal status, rights or opportunities.

Equity: The possibility of accessing opportunities in an equal manner.

Informality: Pertaining to part of an economy that is not overseen or taxed by government. In an employment context, it refers to 'off-the-books' workers. In a land context, it refers to unplanned settlements. In a transport context, it refers to popular or unregulated modes of transport.

Intersectionality: How different aspects of an individual or group's social and political identities overlap. In a transport context, this also includes how different areas of municipal actions may intersect with transport, such as health or education.

Leave no one behind: The central tenet of 2030 Agenda for Sustainable Development aimed at ending poverty in all its forms and reducing inequality. It explicitly requires actions to ensure that more vulnerable or marginalised people and groups progress at an equal rate to those who are better off.

Underserved: Communities that are not well served by the current transport system (spatially, economically or socially), typically including women, the elderly, the less educated, people living with disabilities, those with limited local language proficiency, single parents and zero-vehicle households. The underserved also include groups referred to as communities of concern or vulnerable communities.

Vulnerability: A lack of capacity to cope with, adapt to and recover from natural, political, social and economic shocks and stresses. It may refer to both people and transport infrastructure and is closely linked to resilience.

Acronyms

COVID-19	Coronavirus Disease 2019
CSO	Civil-society organisation
ILO	International Labour Organization
LGBTQ	Lesbian, gay, bisexual, transgender and queer
NGO	Non-governmental organisation
UITP	International Association of Public Transport
UNECE	United Nations Economic Commission for Europe
UNSDG	United Nations Sustainable Development Group
WBCSD	World Business Council for Sustainable Development

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About the C40 Cities Finance Facility:

The C40 Cities Finance Facility (CFF) is a collaboration of the C40 Cities Climate Leadership Group and Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH. The CFF supports cities in developing and emerging economies to develop finance-ready projects to reduce emissions to limit global temperature rise to 1.5°C and strengthen resilience against the impacts of a warming climate. The CFF is funded by the German Federal Ministry for Economic Cooperation and Development (BMZ), the Children's Investment Fund Foundation (CIFF), the Government of the United Kingdom and the United States Agency for International Development (USAID).

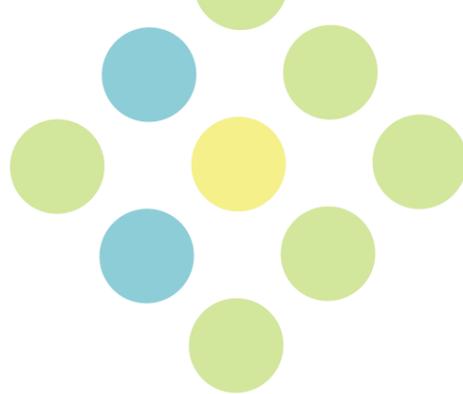
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Introduction

Cities are major economic and multicultural centres contributing to national and local economies. The impacts of the COVID-19 pandemic on the global economy have affected everyone and put many people at risk of falling into poverty. The pandemic has both reinforced and deepened many existing inequalities. As cities look to 'build back better' within a green and just framework, improving access to jobs, education, health, parks, cultural facilities and leisure will be a crucial element of the recovery.

The guide aims to provide a set of actions and checklist to help city decision makers, transport authorities and planners to rethink urban transport as a core component of their recovery plans and encourage them to address gaps and inequalities in their transport systems. The rationale for such a reset is twofold. First, inclusive public transport systems deliver more equitable outcomes for everybody, not just the few. Second, cities with good walking and cycling networks and inclusive, robust public transport systems are more resilient due to the health, economic, environmental, and social benefits these networks provide (C40, 2020b; C40, 2021; World Bank, 2019). By addressing the transport needs of different groups, cities can boost social equity and their resilience to unforeseen shocks at the same time.

This guide looks at the different aspects and needs of those who are currently underserved and maps out the issues that these groups face as they move around the city. Furthermore, it sets out the case for leveraging actions within the project preparation cycle to reinforce both the societal and climate benefits for a city, outlining new opportunities for cities to become more inclusive.



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Scope

Inefficient urban transport systems have a major effect on marginalised and underserved communities.

For the purposes of this planning guide, we use terms such as 'inclusive' or 'underserved' solely in a transport context. The transport underserved, for instance, may include women, the elderly, the young, those who are mobility impaired, on low income or unemployed, people who are socially excluded or poorly integrated and migrant communities. Transport underserved groups are often those who rely on urban transport most, as they have limited access to private vehicles or taxi services. However, they face numerous barriers to using it – physical, financial, cognitive and emotional. What's more, these groups are also often the most difficult to engage, and data and information on them are often incomplete, especially if they live in informal, unmapped settlements.

To deliver more inclusive transport systems, cities need to understand the multiple levels of inequality and transport poverty and address the inefficiencies in the current transport system that fuel them. Elected officials, transport professionals, local businesses, activists, non-governmental organisations (NGOs) and civil-society organisations (CSOs) need to come together in an open and transparent process to address the transport poverty of the underserved.

This guide shows that while trade-offs between stakeholders are often needed, this is not always the case. The guide is not exhaustive, but rather a tool that can help cities take action and learn by doing. It is based on existing work and includes lessons from six CFF case studies in Monterrey, Guadalajara and Mexico City (Mexico), Bangalore (India), Jakarta (Indonesia) and Quito (Ecuador) and a literature review.

Case Study: Jakarta, Indonesia

Jakarta suffers from high levels of urban congestion, preventing vulnerable populations from accessing key public services. The travel times and costs associated with reaching health and education facilities, for instance, reveal a high level of spatial inequality. Residents living in an 'average' Jakarta neighbourhood take around 40 minutes to reach a regional public hospital on public transport, while for some residents, the travel time is more than two hours, putting women and people with disabilities at a particular disadvantage.

Jakarta is home to one of the world's longest bus rapid transit systems, the TransJakarta Bus Rapid Transit (BRT). There are ongoing efforts to improve its spatial coverage and accessibility by installing minimum disabled-friendly standards throughout the city. A flat fare of IDR 3,500 (US\$ 0.24) with a one-tap smart card that allows interchanges makes the system very affordable. It also recognises 14 categories of people who can travel for free. Furthermore, there are measures underway to address gender-based violence, including women-only buses, separate seating, stickers at transit stops, hotline and complaint-handling mechanisms, and off-board fare purchasing (to avoid large crowds where harassment is most likely).

The TransJakarta BRT is also making efforts to increase prosperity through greater diversity in the workforce, with quotas for female drivers and diversity- and gender-conscious policies, such as maternity/paternity and unpaid leave entitlements.

Source: CFF (2020d)



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The Case For Rethinking Inclusivity Through Public Transport

COVID-19-induced travel restrictions, reduced transport capacity and the need for social distancing have had widespread and far-reaching impacts on those who use public and shared transport and those who provide it.

Mass transit has traditionally been designed and planned to maximise the efficient transport of volumes of people on certain routes, typically from wealthier commuting areas to the inner city (McArthur et al, 2020). This has resulted in central municipal areas being well served by public transit, while outlying communities face fewer, lower-frequency services. This approach is now being questioned, with lower capacity and social-distancing requirements affecting the carrying capacity of vehicles and people more worried about being in close proximity to others in confined spaces.

The purpose, length and timing of many trips has changed. Higher-income earners have been working predominantly from home, significantly reducing their need for daily travel, and this is likely to continue for the foreseeable future. Essential workers of all kinds, in contrast, still need to get to work. A significant percentage of people, especially those on low incomes, have to travel to their workplaces. Key and frontline workers, school children and students, those employed in the informal economy who cannot afford to miss work, the elderly, those with medical conditions, and many others all need public transport to get around.

According to the International Association of Public Transport (UITP), between March 2020 and May 2020, the fall in ridership associated with government bans and stay-at-home orders reduced farebox revenues by up to 90% (World Economic Forum, 2021; UITP, 2020). Recent statistics for 2020 from Bogotá, Colombia, home to the high-capacity TransMilenio Bus Rapid Transit (BRT) system, show that almost 52% of residents used public transport less than in 2019. Many cities have also seen an upsurge in car or motorcycle purchases and use, as people choose to revert to individual rather than shared travel. This poses a challenge for long-term public-transport sustainability, but also presents an opportunity to build systems that work for users.

The significant changes in urban transport behaviours caused by the COVID-19 pandemic give us the opportunity to do things differently.

When it comes to the post-pandemic recovery, for many of these groups, economic resilience is strongly correlated to physical mobility. Research by C40 shows that a Green Recovery could create more than 10 million transport jobs between 2020 and 2030 across the nearly 100 cities in the C40 network and their supply chains (ILO & UNECE, 2020). At a time of mass unemployment and economic hardship in many parts of the world, creating jobs will benefit millions of families in addition to ensuring that the recovery delivers transport justice.

Transformational change does not happen in a linear fashion, but is more often triggered by a shock or crisis, as with COVID-19 (WBCSD, 2020). Cities now have the opportunity to redefine and reframe their transport systems (Coxon, 2020; World Bank, 2020) and deliver mobility in ways that respond better to the needs and requirements of the transport underserved. Rethinking city transport systems to make them more inclusive requires looking at the entire transport ecosystem in an integrated fashion. Nonetheless, it is up to the city to plan and decide how it wants or needs to reframe transport (and land-use) planning processes as part of its recovery plans.

In short, the COVID-19 pandemic offers a once-in-a-lifetime opportunity to address the structural imbalances of urban transport and to shift to a more inclusive and resilient urban transport future.

“The necessity to deliver inclusive and sustainable transport should be visible to the city residents, as seeing with their own eyes that transport projects that are sustainable and inclusive (for them) also deliver better outcomes for society at large.”

Mariana Bulos, Director of Public Transport Revenue, Guadalajara, in an interview on 25 January 2021

Transformational change does not happen in a linear fashion but is more often triggered by a shock, or crisis, as has been the case with COVID-19



Case Study: Durban, South Africa

Inequality is a major concern in African cities, and this includes both spatial and economic segregation for historical reasons. Outlying city areas are often the poorest and suffer from inefficient transport links to the main, central areas and business districts where jobs can be found. The city of Durban recently took a new approach as a first step and launched 150 new Euro 5 buses in low-income (rather than high-income) communities. The community response was overwhelming: the city was not only able to test the buses but witnessed and benefitted from an increase in civic pride in this otherwise disenfranchised community a ‘win-win’ situation.

“We were absolutely humbled by the response the communities gave; they simply could not believe that these modern buses were coming to them.”

Malcolm Joshua, Head of City Fleet, eThekweni Municipality, in an interview conducted on 10 February 2021

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Five A's for an Inclusive Urban Transport Reset

Inclusive transport system planning can be guided by five core principles, which we call **the five 'A's for an urban transport reset**. Both the perception and the reality of these attributes greatly affect transport choices and decisions for the underserved.

Take, for example, the second 'A' – affordability. Studies show that women, especially those with families and on low incomes, typically rely more on public transport than men and have less money to spend on transport. They also tend to make more multi-destination trips (Buenos Aires Ciudad, 2019) as they often have additional responsibilities on top of paid work, such as childcare or domestic chores, due to traditional social norms. For them, affordability is a critical issue. Thus, fares based on what men might be willing to pay could exclude women.

Consequently, different measures, policies and actions need to be mapped against the 5 'A' principles (listed in no particular order) to test their feasibility.



Accessibility

Ensure everyone has access to transport options that enable access to key destinations and services. There are many dimensions (physical, financial, cognitive and emotional) to accessibility for the underserved, going well beyond physical accessibility.

Affordability

All planning and improvements should look to improve the efficiency and cost-effectiveness of transport, of both people and goods, both for those who use the system and those who provide the services. This does not mean that everyone's fare should be priced below market value, but that social and concessionary fares, combined with integrated ticketing, can help those on low incomes.

Attractiveness

Organisational and service delivery models need to provide attractive services to all sectors of the population, not just those that are easiest to serve. Attractiveness and reliability are closely interwoven with other attributes such as safety (vehicle, infrastructure, policies and measures/standards), personal security, comfort and reliability.

Availability

The distance required to access services (first- and last-mile connections) and the frequency of services (and accompanying real-time or other passenger information) can greatly affect how many groups use transport. Planners need to understand the whole-journey requirements of these groups to ensure that they respond to their needs. If the first- and last-mile sections are too difficult, dangerous or time consuming, it does not matter how attractive the public transport is, these groups will find them difficult to use, or choose not to use them at all.

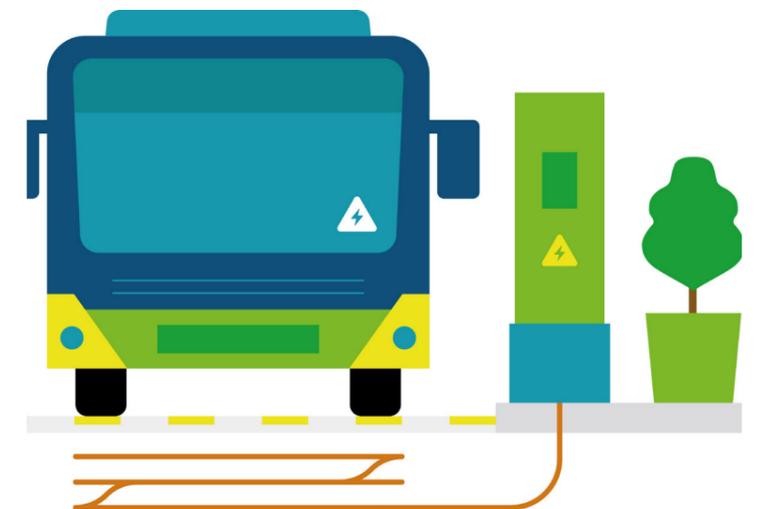
Assessability

Many projects do not document or assess all the options available or the learning accumulated during the process in order to refine and improve approaches, evaluate success (and failures) and build institutional knowledge. Cities often fail to reflect on feasibility levels compared with other transport projects or neglect to define what success should look like. Determining both common and varying perceptions of success by working with those involved can be very valuable. Understanding constraints (financial, legal and otherwise) and complexity, or setting reasonable time frames for assessment and evaluation, are often challenging. If procedural milestones and evaluation are not transparent, this can lead to stakeholder disappointment and have political consequences.

Case Study: Monterrey and Guadalajara, Mexico

Monterrey and Guadalajara have used the SIMONE methodology to develop gender action plans to increase the equality of their transport systems. An example of this can be found in the external resources. The methodology serves as a guide for analysing gender perspective over a full project lifecycle and includes aspects of institutional design. The analysis is split into two parts: (1) the public policy lifecycle and (2) the institutional setup making and implementing public policy. The approach includes methodology for better incorporating the public transport needs of women, along with an evaluation matrix showing the main and sub-projects, specific actions, reference documentation, desirable goals (optimal outcomes), current situation, level of difficulty and a traffic-light go/no-go ranking. The methodology is intended to help cities analyse the situation over the whole lifecycle of their transport project, be it in terms of the governance and/or institutional changes required or the involvement of public players or stakeholders, construction companies, service operators, or monitoring and evaluation entities.

Sources: CFF (2020b; 2020c)



5

The Four-Step Inclusive Planning Process: Checklist for Action

1 Preparation and Analysis: City diagnostic and needs assessment

✓ Define the desired outcomes and vision for inclusive transport

The starting point for inclusive transport planning has to be a conscious decision by policymakers to shift to an inclusive, consensus-led planning process. It is useful to reflect on desirable outcomes and set them out as a 'vision'. Key beneficiaries (from the city's perspective) can provide useful input in this preparatory phase, for example, through workshops or meetings. Such an approach can help to build political support and clarify the timeframes and political economy aspects that may need to be included in project development.

○ Analyse what resources are available (human, institutional, financial) for planning and set up appropriate working and participation structures.

Management, resourcing, roles and responsibilities should be set out at this early stage. The core project team should be appointed with the support of all relevant local institutions, authorities, elected and non-elected officials that have an interest in and/or influence on the project, as well as any requirements for additional staff and/or resources.

○ Ensure political support and map any political events to the project process.

○ Map key stakeholders and interested parties.

○ Identify factors that may impact the planning process and project.

○ Analyse the mobility situation from the perspective of likely key beneficiaries using the data available and outline potential areas of action.

○ Identify key data and knowledge gaps and discuss how to fill them.

Undertake a needs assessment that maps the current transport situation for target groups and includes current barriers, challenges and transport deserts (areas where the system either does not exist or does not function adequately). This should include a review of the datasets and information available, who owns the data and whether there are any gaps. These may be spread over several institutions and agencies. This information can be summarised to build the case for developing the project and to build momentum.

Step 1 activities can take place in parallel, depending on the local context, resources and capacities available. Based on the needs analysis and inputs, the preparation phase should bring together the main players, map roles and responsibilities, create the core team, agree the vision and identify the main area(s) of action. This creates the base for the stakeholder activities in step 2.



2 Stakeholder Engagement

○ Identify the key user groups (categories) and plan engagement outreach. Identify key and secondary beneficiaries with input from communities, as well as those who may be missing from the process.

Informed by the stakeholder mapping, develop a vision based on a classification and categorisation of target user groups most exposed to transport inequalities. Based on the discussions in step 1, target groups can be sorted into user categories based on characteristics most relevant to the expected project outputs. These can be the demographic characteristics of users (gender, age, family or residency/location/status), socioeconomic aspects (income levels, employment status), or quality of current mobility options (informed by different aspects of the five 'A's). Another approach is to map potential beneficiaries' inputs to the project cycle based on four simple priorities: Why are we including them? Who are they (stakeholder profile)? How are we going to contact and engage with them? When do we include them in the project?

○ Define communication processes between all parties.

Identifying and engaging with those groups identified as primary and secondary project beneficiaries is key to being able to take informed and inclusive planning decisions. Processes on how to engage with them and understand their needs are vital in this stage. Mechanisms for communication and partnering need to be planned and resourced. Through participation, define expected outcomes so there is a common, strategic, shared understanding with clear milestones.

○ Map the 5 reset principles from different perspectives.

Workshops and meetings can be organised to better understand how underserved segments of the population make transport choices. The five 'A's for an urban transport reset should be explored from their perspective.

Case Study: Quito, Ecuador

The City of Quito has been using electric mobility for its well-known Corrido Trole Bus Rapid Transit (BRT) system since 1995. Women use the current system more than men, so with CFF support, the city is working to better understand their mobility needs and, thus, improve transport inclusion. Quito is exploring how the electrification of public transport could allow it to better respond to women's needs and redefine transport routes in line with women's multifaceted role as caregiver, homemaker and income generator (formal and informal).

Sources: CFF (2020b; 2020c)

It is useful to gain information from a wider group of stakeholders and interested parties at this time, for example, transport service operators, the private sector, public amenities (such as schools, health facilities, local business communities, security or traffic agencies) or other interested parties (such as NGOs that may be positively or negatively affected) by the project. Different perspectives can provide valuable insights into framing the scope, scale and content of the final project and how it aligns with the original vision. While there is typically more debate on how to achieve the vision than the vision itself, it is better to modify the vision at this stage if required. This information contributes to the project definition and actions taken in step 3.

3 Co-design the project

- Check that the common vision is being used to define the project and revisit the five A principles (page 9)
- Identify any outstanding data gaps or technical assistance in respect to the project definitions and boundaries.
- Create effective and trustworthy feedback loops
- Discuss possible risks and unforeseen consequences
- Identify project timelines and key milestones
- Allocate or reallocate roles and responsibilities.

Co-creation results in improved planning outcomes, as it incorporates new ideas and knowledge, increases the range of options, addresses uncertainty and conflict and, ultimately, makes public acceptance of the final plan more likely. Based on the information gathered in step 2, visioning exercises with stakeholders (and citizens) can be used to develop a shared understanding of desirable futures, for example, answering questions such as, 'What kind of city do we want?' informed by the city mobility and needs analysis. Scenarios can be used to explore alternative strategic directions together to co-create the project, its boundaries, objectives and expectations (particularly relevant in the assessment aspect of the 5 'A's). They can also help capture the scope and areas of uncertainty associated with the project outline.

Project design activities need to go into greater depth to more precisely define the scope and scale of the project based on the combined efforts and preparations of the core city planning team, initial discussions with stakeholders and other dedicated project activities. It is important to use participatory processes to define project boundaries and impacts, to ensure that there is joint ownership and commitment to its objectives. These discussions can be further distilled into concrete objectives that set out the type of change desired and the actions required to achieve it.

Primary data may need to be collected and further technical inputs may need to be sourced at this point. Roles and responsibilities may need to be reshuffled or revised from those decided in step 1.

This step must be documented and shaped into the project outline, with goals that fit the initial vision. The output of step 3 should feed into step 4.

Case Study: Buenos Aires, Argentina

Buenos Aires has been using co-creation methods to help develop a city that is 'human scale, connected and designed for people' to co-create initiatives that help to create an integrated and accessible city with equal opportunity for all. The approach values transparency, participation and institutional innovation through permanent dialogue with civil society, creating opportunities for innovation and specific actions of public interest, building community and forging trust between citizens and government.

The city has identified several situations that need to be remedied, including the marginalisation and exclusion of older people in public spaces. Barriers to those with reduced mobility include poor lighting, physical obstacles and the poor state of public infrastructure. Key findings include: a lack of knowledge on urban planning, construction codes prohibiting the engagement of non-experts, and failure to tap local community knowledge and know-how to harness the community as a driving force of innovation. By rethinking processes and focusing on the user experience (in some cases using technology) more creative solutions have been found.

Source: Buenos Aires Ciudad (2018)

4 Implementation, monitoring benefits and measuring distribution

- Identify and access technical support needed
- Plan and implement pilot or test phase, document the experience and adjust the main project components if required.

Technical support can be provided through internal expertise or an external organisation, such as the CFF.

Further stakeholders may also need to be included to cover the technical aspects of the pilot or test phase, such as academics or practitioners.

- Determine what success looks like & for whom (revisit expected benefits).
- Ensure that the project and the city's resources are aligned with the initial vision and financial expectations.
- Revalidate political support
- Identify and develop monitoring and evaluation components.

Feedback from the pilots is useful to confirm political support and revisit the initial vision.

Success can take many forms and the various dimensions can be discussed and documented at this point to ensure that expectations of different communities are included.

- Actively manage the project with the new inclusive framework (including complexities such as institutional and stakeholder aspects).
- Manage communications

Case Study: Bengaluru, India

A review of gender and social-inclusion initiatives undertaken in 2020 by the CFF showed a number of gaps, including a limited understanding of the challenges and barriers faced by people with disabilities, caregivers and trans persons when it came to using public transport services in Bengaluru, India. The Bengaluru Metropolitan Transport Corporation (BMT) provides concessional travel for people with physical and visual impairments and has reserved seats in all buses, identified by a notice referring to "physically challenged persons". However, less than one-fifth of the buses (<1,330 buses) have low floor access, making accessibility difficult for people with disabilities (CFF, 2020a). In addition, a review of the BMT workforce showed that only 9% of the company's 33,035 employees were women. Just 11% of conductors and driver-cum-conductors were women and there were no female drivers at all, despite targets and ambitions for a diverse workforce (CFF, 2020a). The study recommends hiring a gender and social-inclusion expert and setting a target of 10% of drivers being women and 4% of the workforce being 'differently abled' by 2032.

Source: (C40 Cities Finance Facility, 2020)



6

Developing a needs assessment

To put people first, cities need to understand how all communities currently use or are unable to use their transport systems, including those that may be underserved.

Such a needs assessment can be done by applying an equity lens to on-the-ground realities to identify the communities most at risk. There are likely to be gaps in the data used by most transport planning units when it comes to the mobility behaviour of and challenges faced by these communities. Reaching out to grassroots organisations and CSOs is often an efficient way of gathering information and understanding the social and economic barriers these communities face. It can also spark ideas on how these problems can be addressed.

Building these relationships is a key part of the co-creation process and can be very useful if additional data are needed from these typically hard-to-reach groups. Early engagement to identify concerns also boosts the likelihood of the project's success and often results in useful 'hidden' grassroots knowledge. An example is Slum Dwellers International's 'Know Your City' slum-mapping initiative, which collects data on demographics, risks and access to basic services for informal settlement dwellers (SDI, 2018).

Community engagement and participatory processes can be used to build knowledge on needs, which can help to define better measures and indicators for success. In some cases, the involvement of communities can also help relieve financial and political demands on the city by

contributing knowledge, skills and capacity (Nguyen Long, et al., 2019). In addition, by creating space for open and inclusive dialogue, collaborative action and co-creation, the potential for success is often higher and the project design often more cost-effective. There are a growing number of examples of successful stakeholder engagement. They include managing resistance to the introduction of a city-wide 30kph speed limit in Graz, Austria; introducing a mobility forum in Krakow, Poland, that increased passenger satisfaction levels from 75% to 88% in three years; and forging agreement on a traffic plan in Odense, Denmark (2006), that would lead to the closure of the city's two biggest through roads, linking the centre with the harbour to the north of the city. Previous attempts to close those roads had failed due to concerns about traffic displacement. While such a move can initially be time consuming and require upfront investment, it is worthwhile in the long term.

When looking at transport through an equity lens, both direct (those directly associated with better transport) and indirect benefits (where better transport has brought benefits to other sectors) should be considered. For instance, in Nigeria, the majority of urban trips are made by informal or popular transport, but due to COVID-19-induced restrictions on capacity, fares have doubled or even tripled in some cases (such as at night). This has left people on low incomes having to make the difficult choice between paying for food for the family or paying for transport so their children can go to school. (Jennings, Allen & Arogundade, 2020)

Case Study: London, England

London's political commitment to diversity and inclusion has been in place for more than 20 years. As a multicultural city, London has extensive experience of the collection of data and information on the transport underserved. It has built a good understanding of the needs of these various communities and developed a suite of policies and measures to address them. Its inclusive policies include free travel with a Freedom Pass smartcard for all Londoners who are registered disabled or over 60 years of age. In 2013, Transport for London undertook an initiative focusing on gender gaps in five categories – accessibility, safety and security, affordability, information and employment – and was involved in co-creating an action plan and a four-year initiative, called Action on Equality, with inputs from 140 different women's groups. The initiative took forward suggestions such as accessible bus stops, more legible maps, improved lighting at bus stops, a diverse transportation workforce, priority seating for women and the elderly, and real-time schedule information on buses. Passenger information, for example, now clearly shows the physical accessibility of the transport system (stops, stations and vehicles). In addition, a recent report explores the needs of London's lesbian, gay, bisexual, transgender and queer (LGBTQ) community.

Source: GLA (2011); Mayor of London (2018)

7

Conclusions

Sustainable and equitable transport has a clear role to play in achieving economically vibrant cities.



The impacts of the COVID-19 pandemic on the global economy have affected everyone and put many at risk of falling into poverty. With the pandemic exacerbating many pre-existing inequalities, cities need to include marginalised and underserved people in recovery strategies, especially those located in the Global South.

Inclusive cities are more resilient cities. With the pandemic aggravating the daily transport challenges and barriers faced by marginalised and underserved groups, the need to act has become more pressing. Transport is not an end in itself, but a facilitator of wellbeing and prosperity, giving people access to opportunities such as jobs, education, health and social contact. Ultimately, a well-functioning public transport system facilitates equitable access to key urban opportunities and services. Conversely, a lack of transport, especially public transport, is inextricably linked to social disadvantage, exclusion and inequality.

In the context of the recovery from the COVID-19 pandemic, therefore, it will be crucial to address inclusivity on the path to a more sustainable and just urban future, as set out by C40 mayors in their Agenda for a Green and Just Recovery (C40, 2020a). It has become clear that for cities to respond to further crises, they need to expand their concept of resilience to include inclusive urban transport. Ultimately, this guide aims to show that this is the time to rethink and reset current planning approaches to urban transport and that there are benefits to be had from applying an inclusiveness lens to urban transport planning.

While this may be challenging, linking the societal benefits of inclusive urban transport is extremely worthwhile, as it has the potential to deliver a wide range of combined social, economic, health and climate benefits. Therefore, sustainable and equitable transport has a clear role to play in achieving economically vibrant cities.

Looking at urban transport planning from an inclusive perspective will help bring about a change in mindset that is long overdue.

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Acknowledgements

This report was prepared by Heather Allen and Tommaso Bassetti (independent consultants), in collaboration with Valerie Brown, Oliver Walker and Mehrnaz Ghojeh. We appreciate the input of all city officials interviewed in the process of creating this report.

Annex I: Expanded Glossary

Civil-society organisations (CSO): Independent actors, organised on a not-for-profit and voluntary basis, active in different fields, such as poverty reduction, human rights and the environment. They are usually completely independent of the state.

Community engagement: The process of involving citizens that fit profiles identified by the city as representing specific communities. For the purposes of this guide, they are the members of the community who have an interest in, influence on, or are impacted (directly or indirectly) by the local plan, policy or action.

Co-creation: The active involvement of different interest groups in a project's design and processes.

Engagement: For the purposes of this guide, a consultation process with different groups that urban transport is supposed to serve, which should build trust between various stakeholders over time.

Equality: Having equal, status, rights or opportunities.

Equity: Having the possibility of accessing opportunities in an equal manner.

Gender-based violence and sexual harassment: Harassment, discrimination and violence against a person due to their perceived sex or sexual identity.

Gender: A culturally defined set of economic, social and political roles, responsibilities, rights, entitlements and obligations associated with being female and male, as well as the power relations between and among women and men, and boys and girls. It is the terms used for socially constructed characteristics and includes norms, roles and relationships. Sex, in contrast, is the classification of males and females, determined at birth based on biological characteristics.

Inclusive transport: Barrier-free transport in four dimensions - physical, financial, emotional and cognitive - which should also respond to the five 'A' principles (accessibility, affordability, attractiveness, availability and assessability).

Informality: Pertaining to part of an economy that is not overseen or taxed by government. In an employment context, it refers to 'off-the-books' workers. In a land context, it refers to unplanned settlements. In a transport context, it refers to popular or unregulated modes of transport.

Intersectionality: How different aspects of an individual or group's social and political identities overlap. In a transport context, this includes how different areas of municipal action, such as health or education, intersect with transport

Leave No One Behind: The central tenet of 2030 Agenda for Sustainable Development aimed at ending poverty in all its forms and reducing inequality. It explicitly requires actions to ensure that more vulnerable or marginalised people and groups progress at an equal rate to those who are better off.

Migrant : A person who has moved from one place to another, often associated with those who move country to find better working and living conditions. Migrants include national and international migrants, documented and undocumented migrants, refugees and asylum seekers.

Non-governmental organisations (NGOs): Non-profit groups that function independently of government. They may be organised at community, national or international level to serve social or political goals, such as humanitarian or environmental causes.

People with disabilities (PWD): Those who have long-term physical, mental, intellectual or sensory impairments that, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. The World Health Organization estimates 15% of the world's population is estimated to live with a disability and, amid increasingly ageing societies, this number is likely to increase. Those recovering from illness may also experience 'temporary' disability.

Race and ethnicity: Race is defined as a category of humankind that shares certain distinctive physical traits. Ethnicity is more broadly defined as large groups of people classed according to common racial, national, tribal, religious, linguistic or cultural origin or background.

Social identity: A person's sense of who they are based on their membership of a particular group or society.

Stereotypes: A widely held, fixed and oversimplified image or idea of a particular type of person, group of people or thing. Bias and stereotyping may be visible or invisible (conscious or unconscious).

Underserved: Communities that are not well served by the current transport system (spatially, economically or socially), typically including women, the elderly, the less educated, people living with disabilities, those with limited local language proficiency, single parents and zero-vehicle households. The underserved also include groups referred to as communities of concern or vulnerable communities.

Vulnerability: A lack of capacity to cope with, adapt to and recover from natural, political, social and economic shocks and stresses. It may refer to both people and transport infrastructure and is closely linked to resilience.

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