

GENDER ACTION PLAN

Activities	Targets and Indicators	Responsibility	Timeframe
Outcome: Quality of public transport in Karachi is improved			
0.1 Establish a ‘Safe BRT Travel Program’ campaign addressing all forms of harassment, violence, bullying, theft, and other security concerns.	0.1.1 Mechanisms to report and address incidents of sexual and other forms of harassment or crimes, developed and disseminated to the riding public. 0.1.2 All BRT employees trained to handle and record incidents of sexual harassment and other crimes. 0.1.3 A database of incidents is established, with periodic analysis conducted to identify ‘hot spots’ and new measures to curb them.	• PMCCB consultants support • SMTA (Gender specialist) • TransKarachi (PIU Social and gender staff)	Q3 2019–Q4 2021
0.2 Conduct periodic rapid ridership surveys to track changes in (i) size and diversity of riders, and (ii) their satisfaction level.	0.2.1 Two rapid ridership surveys conducted and analysed according to sex, age, and general employment status (employed, self-employed, not employed, student) 0.2.2 At least 15% female ridership in the first year of operation, and increased to 20% in the last year of project implementation (2022). 0.2.3 At least 50% of each surveyed group (male vs. female respondents) are satisfied with (i) reliability; (ii) security/safety; (iii) comfort; (iv) access; (v) connectivity; (vi) affordability; and (vii) information provision of BRT services. (2015 Baseline: only 15% women and 28% men have positive perceptions of the reliability, security and safety, and comfort of public buses).		1 st survey: at the end of first year of operations (2021) 2 nd survey: on the last year of project implementation (2022)
0.3 Conduct impact study of the use of the BRT for women, men, children, PWDs, the elderly, and other vulnerable groups.	0.3.1 One video documentary produced capturing pre- and post- BRT commuting experiences and perceptions of equal number of male and female interviewees. 0.3.2 A full report documenting the impact of the BRT on (i) lives of the commuting public, segregated by sex, age, ability, and general employment status, and (ii) economic situation of Karachi.		Q1–Q4 2022
Output 1. Karachi’s first sustainable BRT corridor and associated facilities constructed			
1.1 Construct social and gender-inclusive BRT stations according to international standards.	1.1.1 All BRT stations have (i) platform level boarding, tensile marking, ramps or escalators; (ii) separate queuing spaces for women and men; (iii) marked priority seating in waiting areas for the elderly, PWDs, and pregnant women; (iv) separate restrooms for males and females, with diaper-changing facilities; and (v) well-lit and unobstructed floor design with visible and operational CCTVs. 1.1.2 All BRT stations have visible anti-harassment and bullying features that also deter other crimes, such as (i) staffed help desks; (ii) visible hotlines / helpline numbers, (iii) posters with messages against sexual harassment and other crimes; (iv) signages with clear instructions and help lines for those experiencing any harassment and other crimes in the station; and (v) tv monitors (as feasible), that constantly play (in Urdu, Pashto and/or Hindko) short campaign ads discouraging any form of harassment and promoting a respectful public space for all regardless of sex, age, ethnicity, and cultural affiliations. 1.1.3 At least 10% of shops/commercial spaces established by TransKarachi in the whole mezzanine of the staging facility, allocated to women entrepreneurs.	• ODBM consultants • EPCM consultants • SMTA (Gender specialist) • TransKarachi (PIU Social and gender staff) • Contractors/suppliers	Q1 2019–Q2 2020
1.2 Construct social and gender-inclusive approaches to each BRT station	1.2.1 Approaches to all BRT stations include (i) delineated bike lanes protected from encroaching 4-(or more) wheeled motorized vehicles; (ii) parking areas for bikes; (iii) shaded and well-lighted walkways for pedestrians, with provisions for pram/wheelchair accessibility; and (iv) evenly paved, unobstructed access roads with speed humps, traffic lights, pedestrian crossings, and clear signages.		Q1 2019–Q2 2020

Activities	Targets and Indicators	Responsibility	Timeframe
1.3 Ensure that every unit in the BRT fleet meets international standards for safe and comfortable travel for all types of passengers, especially women and other vulnerable segments of the riding public.	1.3.1 Each bus has (i) a segregated seating and standing section for women, with spaces for prams; (ii) specially marked seats for persons with disabilities; (iii) signages (in local languages) with clear messages on strict enforcement of priority seating and segregated spaces for women, as well as information on bus routes, stops, and schedules; (iii) visible CCTV (as feasible); and (iv) posters promoting a respectful public transport system and discouraging all forms of harassment, including hotlines / helpline numbers for victims.		Q1 2020
Output 2: Effective project management and sustainable BRT operations established			
2.1 Institute a gender mainstreaming approach in SMTA and TransKarachi	2.1.1 Gender specialist position is created and filled, with clear TOR on incorporating gender concerns in SMTA's programs, policies, and operations. 2.1.2 An Equal Opportunity, Gender and Social specialist position is created and filled with clear TOR on incorporating social and gender-inclusive concerns in Transkarachi's programs, policies and operations. 2.1.3 At least 1 women appointed in TransKarachi's Boards of Directors. 2.1.4 At least 10% female staff in SMTA and TransKarachi. 2.1.5 At least 10% female service providers/ contractors/ third party employees recruited for operations and maintenance, such as fare collection, janitorial, and security services. 2.1.6 All staff trained on social and gender-inclusive codes of practice and behaviour, with refresher courses conducted every 3 years. 2.1.7 Social and gender inclusive policies and practices integrated into the business plans and operational procedures manuals of SMTA and TransKarachi, including strategies to increase recruitment of female staff.	<ul style="list-style-type: none"> • PMCCB consultants • SMTA (Gender specialist) • TransKarachi (PIU Social and gender staff) 	Recruitment and Appointments: from Q1 2019 Trainings: Q2 2019 – throughout operations
2.2 Ensure social and gender inclusiveness of BRT operations.	2.2.1 Some feeder routes and schedules cater to the travel needs of women and other vulnerable passengers, as determined by quick surveys and study. 2.2.2 All staff with direct passenger interaction (e.g. station and ticket staff, drivers and conductors, and security guards) are trained on passenger management, incl. enforcing segregation of women's sections, child protection, addressing needs of vulnerable passengers, and proper handling of threats to passenger security. 2.2.3 Studies and trials on the feasibility of special buses for women and vulnerable passengers conducted, with recommendations submitted to TransKarachi and SMTA. 2.2.4 At least one female conductor or security guard is available on each BRT station, and in all buses for off-corridor services, at all times to provide support to women passengers. 2.2.5 80% of the projected 320,000 daily riders are aware of passenger safety actions, based on the multimedia behaviour campaigns on passenger safety, especially for women, children and PWDs.		Q2 2019 - throughout operations

BRT = bus rapid transit, CCTV = closed-circuit television, EPCM = Engineering, Procurement, Construction, and Monitoring consultants, ODBM = Operations, Design, and Business Model consultants, PIU = project implementation unit, PMCCB = Project Management, Communication, and Capacity Building consultants, PWD = people with disabilities Q = quarter, SMTA = Sindh Mass Transit Authority, TOR = terms of reference.

Source: Asian Development Bank estimates.