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CAPACITY BUILDING FOR SUSTAINABLE URBAN MOBILITY PLANS

Inclusive and accessible mobility

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- Address inclusivity challenges, trends and policy responses

- Identify physical and intangible mobility impairments and solutions for these challenges

- Present SUMP principles and 4 phases in the context of inclusive and accessible mobility planning

- Present case study examples for triggering more inclusive transport systems

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Learning Objectives

- Understand the key concepts and recent developments on this theme, and make them aware of important publicly available resource centres

- Realize multiple ways that can make mobility systems unfit for diverse sets of citizens' requirements

- Grasp fundamental requirements for inclusive and accessible mobility in infrastructure design, vehicle operations and information systems

- Inspire trainees to frame inclusivity aspects in the context of a SUMP

Reflection / Warm up

Video

Prompts

- Have you worked on social inclusion issues in urban plans?
  - In which areas did you find greater challenges / obstacles?
  - If not, what do you think are the main reasons for that absence?

© European Commission, Ambassadors for Diversity in Transport (EC, 2023)

The proposed video has been prepared by EIB services to illustrate a Technical Assistance assignment carried out by a consortium which included the NKE to support TMB (Barcelona PT Operator) in implementing their strategy for tackling sexual harassment and prevent LGBTIQ-phobia. Both plans include a package of 21 measures that aim to make TMB's transport services accessible, comfortable, and secure for all, aligned with the goals of the SUMP that Àrea Metropolitana de Barcelona have published in 2022 (https://urban-mobility-observatory.transport.ec.europa.eu/news-events/news/barcelona-updates-its-urban-mobility-plan-2024-2022-11-10_en?prefLang=lv)

Context | Understanding the main concepts

- Mobility and accessibility - not same, should not be used interchangeably.

Accessibility - ability to use or access something, such as a service. Depends on:
  - Ease of getting to that service (physically or digitally)
  - Cognitive understanding
  - Financial accessibility
  - Emotional accessibility

Mobility - ease of movement between two points or destinations, often defined by the technical specifications of a mode of transport's frequency or time savings.
  - In general, mobility not an end in itself, but means to an end: access to goods and services

Mobility and accessibility are distinct concepts, and in the development of a SUMP, the objectives underlying each, should be clearly presented.

A SUMP should **not focus only on mobility aspects, but should rather devote attention to the accessibility**, particularly for people with reduced mobility and other vulnerable groups of people. Hence, when integrating the inclusiveness perspective into all stages of the planning process, one needs to take into consideration a few basic concepts, notably the three dimensions of accessibility (NOTE: important to make a cross reference to module 9 and the importance of having these dimensions into consideration when developing the demand analysis):

1.Functional Accessibility: This dimension refers to the physical aspects of accessibility, such as whether a space or service is physically reachable and usable by individuals, regardless of their physical abilities. For example, this includes features like ramps and wide doorways for wheelchair users, as well as accessible signage for individuals with visual impairments.

2.Technical Accessibility: This dimension focuses on digital accessibility, ensuring that electronic and online information and services are accessible to all users, including those with disabilities. This involves adhering to technical standards such as the Web Content Accessibility Guidelines (WCAG) to make websites, applications, and digital documents perceivable, operable, and understandable for everyone so that someone with, for instance visual impairments can understand how the public transport system works thanks to audio support.

3.Emotional Accessibility: This dimension considers the psychological and emotional aspects of accessibility, emphasising the importance of creating environments and

interactions that are welcoming, inclusive, and free from discrimination or stigma. It involves fostering a sense of belonging and acceptance for individuals from diverse backgrounds and identities, promoting empathy, respect, and understanding among all users.

Triggering question to kick off the content blocks (adopting a reverse approach). Ask the audience: *do you see yourself often using accessibility and mobility as synonyms in your everyday activity?*

Context | Inclusivity challenges and trends

Transport services and policies must be gender and diversity-sensitive since the transport system is a key enabler of access by everyone to essential services.

- **Gender** <u>–</u> major <u>determinant</u> of transport choice.
  - <u>Women</u> have specific travel characteristics, often doing "trip chaining".
  - Women make more public transport (PT) and walk trips than men, but are under-represented in the transport workforce.
- **Vulnerable groups** are exposed to greater risks than the majority of the population.
  - They are also typically ´harder to reach´ groups.
  - Even more difficult in the case of "hidden disabilities"

Gender Imbalance in the Transport Sector – a toolkit for change, <u>SUM4All</u>, World Bank (2023)

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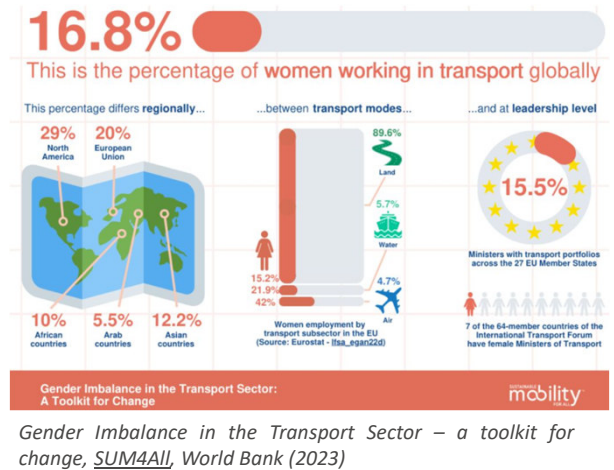
For a long time, **barriers to access to public transport have been perceived** by transport practitioners and academics **as being mostly related to physical element**s. However, also less tangible obstacles impact as significantly as physical accessibility. There is already a significant body of knowledge research that shows that **women and persons with other gender identities use PT more than men and have more complex and time-consuming travel patterns, which are not always considered when mobility policies are designed**. For instance, women are more likely to **travel shorter distances and to stop more frequently** during their journey. This is mostly due to the prevailing gender division of household roles and responsibilities which affect individual mobility.

"Hard-to-reach" groups refer to segments of the population that are often marginalised or underserved, and thus may not actively participate in the planning process. These groups encompass various demographics, including but not limited to large families, single mothers, immigrants, and other marginalised communities. Engaging with these groups is crucial for ensuring that urban planning initiatives are inclusive and equitable. In slide 22, when referring to communication methodologies for inclusive SUMPs., we touch upon some methods for engaging with these groups

On a title of curiosity, worth referring that studies from <u>FRA</u> (The EU Agency for

Fundamental Rights) outline public transport as one of the most frequent places where LGBTIQ communities suffer physical or sexual attacks.

Another still less visible or under-researched issue concerns sexual harassment and LGBTIQ discrimination, including women and other gender identities. Indeed, even though European cities are perceived as secure, research on intersectional aspects shows that some neighbourhoods and specific urban areas are not perceived as secure, notably during nighttime, and especially by women and LGBTIQ population. Indeed, discrimination against LGBTIQ people in the EU still persists. In 2021, anti-LGBTIQ hate crimes were reported in almost every Member State. The latest information from civil society reveals that 2022 was the most violent year for LGBTIQ people across Europe in the past decade (Hortelano, Alejandro Ortega, et al, 2021, *Women in Transport Research and Innovation: A European Perspective*, Sustainability, 13, 6796. https://www.researchgate.net/publication/352482425_Women_in_Transport_Research_and_Innovation_A_European_Perspective and Song Ying, 2023, *Advancing equity in accessibility and travel experiences: the role of gender and identify*, department of transportation, University of Minnesota, www.mdl.mndot.gov/items/202310)

Context | Identifying vulnerable groups

- Vulnerable groups not well-represented in SUMP steering processes; also hard to identify and voice their needs. Thus transport systems often not fully accessibility-proofed.

- **Transport planning policy** should guarantee **accessibility** of transport systems to:
  - People with temporarily or permanently reduced mobility (PRM);
  - Children and young people (encourage independent use of public transport);
  - Older people;
  - Migrants and ethnic minorities;
  - Low income and unemployed people;
  - People living in rural and deprived areas;
  - Persons with no or little IT skills limiting adoption of new digital mobility services and persons with no access to internet.

- Universal design guidelines address these points well

- Accessible transport must also contribute to broader objectives related to health and well-being.

User groups that will benefit from transport accessibility. Source: Rebbstock, Markus (Ed.) (2017): Economic benefits of improved accessibility to transport (ITF)

Disabilities in the EU
EU data provided by Eurostat show that nearly 1 in 4 European citizens face physical and psychological barriers to accessing public transport and 1 in 2 citizens above 65 in the EU are considered disabled.

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- The availability of disaggregated demand data by these societal segments is often a problem, limiting the capacity to analyse the problem and target solutions. This is due, for instance, to GDPR issues that constrain the ability to identify such categories in data collection activities. It is also difficult because of hidden disabilities. For instance, colourful cross roads can pose a barrier for people with hidden disabilities, such as autism or people with colour blindness, as they may feel confused and unsafe due to the lack of colour contrast

- With regard to the last bullet point, it is important to note that health and well-being objectives largely fall outside the scope of those traditionally accounted for in transport planning.

- It is equally important to recognise that an accessible environment is not only essential for people with disabilities and necessary for up to 40 % of the population but also a matter of comfort for all users. Statistics on disability in the EU highlight the fact that disability is a matter of concern for everyone, as anyone could become disabled due to a health condition, an accident or just by ageing.

Important message to pass on concerns the adoption of universal design guidelines (Design for all) and that when addressing accessibility, we are also contributing to broader objectives related with health and well being

- Scarce data has been collected for some of these ´hard to reach´ groups. For instance, there is limited research on **ethnicity** and transport equity. For 'minority groups', including black and minority ethnic groups (BAME), public transport can be a hostile environment. According to the SUMP body of knowledge, a quarter of young people from black and minority ethnic groups experienced harassment due to their colour, race

or religion, on public transport (DfT, 2012). These groups also experience more traffic casualties and injuries than other groups.

- When designing transport systems, special attention should also be placed on LGBTIQ communities and particularly on **intersectionality** aspects**.** For example, people with lower incomes may experience poorer health, have lower levels of literacy and may not live in zones supported by regular transport services.

- It is important not to take for granted people's ability to move around within the city. The need and interests of their inhabitants vary according to their life stage, realities and local environment. **Factors** such as age, disability, and to a different extent travelling with young children or with heavy luggage, are a barrier to people's mobility and, in turn, their ability to access jobs, services, and other activities.

Context| Transport poverty

- <u>EC Regulation 2023/955</u> describes transport poverty as an effect of a combination of factors such as low income, high fuel expenditures, or a lack of affordable or accessible transport.
- Some low-income people move by car because their daily mobility needs (job, clients, health care) cannot be satisfied by public transport. Typically, their cars are old and high emitters of GHG and pollutants.
    - Decarbonisation policies may prohibit such cars or heavily tax them.
    - Special attention must be given to these cases under the "Fair Transition" (leaving no person behind).

Availability: No suitable transport option available

Accessibility: Transport options do not reach destinations and opportunities

Affordability: High cost burden

Time budget: Excessive amount of time in travel

Adequacy: Travel conditions are dangerous, unsafe or unhealthy for the individual

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- Transport practitioners need to guarantee the ´right to the city´ and avoid that transport planning norms and methods privilege mainly the movement of the most able. The variety of measures that local authorities can choose from when seeking to address gender issues or to promote inclusion in mobility can be grouped under five main categories: **availability, accessibility, affordability, time-budget and adequacy**. These lens should be used by transport practitioners as a checklist to be used when analysing and proposing measures and package of measures: for instance, are public transport vehicles and stops, as well as the surrounding public space, demonstrating adequate design and accessibility? Is space reserved for prams or wheelchairs? Are subsidies to reduce fares for specific groups of public transport users or the establishment of an integrated fare system reaching the designated target? (see slide on the checklist)

Important to point out that social disadvantage in conjunction with transport-related disadvantage tends to lead to transport poverty

- Unlike transport energy, which is a concept that is nowadays consolidated, with a EU definition and policy guidelines adopted (https://energy.ec.europa.eu/news/commission-publishes-recommendations-tackle-energy-poverty-across-eu-2023-10-23_en), research regarding transport poverty in the EU is scarce and scattered (Mari Martiskainen, et al. https://www.researchgate.net/publication/347463852_New_Dimensions_of_Vulnerability_to_Energy_and_Transport_Poverty and "Transport poverty : a systematic literature review in Europe", JRC Science for Policy Report). However, functional definitions have been developed within the context of EU-funded projects (as exemplified by Tobias Kutler), and the Commission has also published an initial preliminary official definition in Regulation 2023/955.

- To illustrate the 3rd bullet point, one can consider the case of citizens working in the services industry (such as hotel cleaners) who start working very early in the morning and have limited public transport options that accommodate their working schedules. During non-rush hours, public transport timetables and mobility concepts (on-demand instead of regular services) should be attentive to unmet demand, especially looking to night routes that may be relevant to citizens working night shifts.

Public transport timetables, particularly during non-rush hours, should therefore be attentive to not satisfied demand, particularly during night shifts.

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Context | General policy framework and initiatives on several fronts

EU policies and strategies

- Gender equality strategy (2020)
- EU Anti-racism Action Plan 2020-2025
- EU strategic framework for equality and inclusion of Roma (2020)
- LGBTIQ Equality Strategy (2020-2025)
- EU strategy for the rights of persons with disabilities (2021-2030)
- Green Paper on Ageing to address the effects of demographic change (2021)
- EU action plan to implement the European Pillar of Social Rights (2021)
- EU disability card (2023)
- Accessible EU centre (2023)
- Social Climate Fund (2023)

Initiatives for networking and advocacy

Examples of country-based initiatives
- Les femmes à vélo (FR)
- Mujeres en Movimiento (ES)

Examples of sector-focus initiatives
- Women in cycling
- European Pride in Aviation Network

Examples of initiatives per segment of society
- European Disability Forum
- Age Platform Europe

Examples of multi-theme initiatives
- Ambassadors for Diversity in Transport (EC)

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- The **goal of inclusive transport planning** is to ensure high quality and safe accessibility to a variety of urban destinations for all population groups, no matter what their personal circumstances may be, in line with several EU strategies, including the EU Pillar of Social Rights.

- Access to education, jobs, health facilities, among other basic activities, is considered a basic human need and often treated as a human right. Delivering transport and mobility that allows these needs to be met is, or should be, at the core of cities' mobility planning efforts. This effort is anchored in EU strategies and legislation that has been moving from gender issues (relevant in the past 40 years) to attention to the needs of PRM (especially in the last 20 years) and to concerns related with diversity and intersectional aspects (in the past 5 years) and several networks and advocacy initiatives have been emerging and are active in Europe

- In the context of its "leave no-one behind" policy linked with the twin transitions (both digital and green), the EC has been welcoming and stimulating the development of EU policies and strategies to promote more inclusive environments for vulnerable groups. The EU disability card is an example of such strategies. To make sure persons with disabilities can move freely around the EU, the Commission has proposed in 2023 the creation of: i) a new European disability card and; ii) an improved European parking card for persons with disabilities

   i) Serves as a proof of disability status across all EU countries. It grants cardholders equal access to **special conditions and preferential treatments** anywhere in the EU, including priority access and reduced tariffs

   ii) Guarantees use of parking spaces and facilities reserved for persons with disabilities

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in all EU countries.

- The Accessible EU centre is another concrete example of a resource centre where transport practitioners can find practical research and inspiration for implementing more inclusive urban environments. It is a resource centre on accessibility, working on the areas of built environment, transport, information, communication technologies and policies in order to ensure persons with disabilities' participation in all areas of life on an equal basis with others.

- In the meantime, several networking groups have been formed for advocating in favour of vulnerable groups of society and contributing to a more equal and inclusive cities. One example is the Age Platform for elevating older people's voice and rights.

- There are also several open resources produced in the scope of EU projects and available online. This is the example of the Trips project which offers a TRIPS MDI app (https://trips-project.eu/deliverables/#toolkit) for auditing the inclusiveness of urban mobility (can be used by everyone including individuals with hearing or visual impairments) or the INDIMO tool (https://www.indimoproject.eu/indimo-digital-mobility-toolbox/) to allow transport practitioners to self-assess the inclusivity and accessibility of a digital transport service from an Universal Design point of view and receive a set of recommendations to overcome the weak points.

How should cities act? | General problem formulation

- SUMP planners must think:, **how can SUMP process address accessibility for people in vulnerable situations?**
- To ensure all groups benefit equally, and not perpetuate inequality, **SUMPs need to be gender and diversity mainstreamed**.
  - Means assessing implications of any planned action for both women and men (see <u>EIGE</u>*)
  - Make women's, as well as men's, concerns and experiences an integral dimension of design, implementation, monitoring, and evaluation of policies and programmes.
- Process could be **expanded to cater for diversity of all vulnerable groups**, allowing them to meet their mobility needs freely and in a self-determined way.
- Needs to be present across all planning, analysis and implementation stages
- Selection of adequate indicators is fundamental

*EIGE: European Institute for Gender Equality

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- To guide a responsive approach in strategic urban transport planning, SUMPs need to be mainstreamed for inclusion. This includes systematic gathering and examination of information on gender and other social marker differences and social relations as a tool to support mobility planning for better, more inclusive cities.

- As suggestions/recommendations for transport practitioners, whenever it is not possible to include a variety of profiles in the core team (in terms of gender, ethnicity, income, age, etc) it is critical to involve associations representing the interests of vulnerable groups. These associations should be brought into the consultative bodies of the SUMP, allowing them to provide inputs throughout the SUMP process. This approach offers several practical benefits, such as ensuring the accuracy of the mobility situation diagnosis and assessing if the proposed measures adequately address the travel needs of vulnerable groups.

How should cities act? | Public spaces and digital systems

- Designing the city for all requires **integrated planning and continuous engagement and monitoring**: e.g. even if new buildings are accessible, many aspects in the design and maintenance of public spaces make it hard for PRM to reach buildings.

- Digital systems and mobile phones - important for improving accessibility for PRM
  - Through fully digital transactions in many kinds of administrative duties and services.
  - Through app-based home delivery of many kinds of goods and services.
  - Through customised dialogue with users.

- Most public decisions concerning digital systems are made at national level, but cities can act through, for instance, street design to better accommodate easy and safe use by PRM.

- Cities can also pilot innovative digital solutions, such as <u>inclusive traffic lights</u>.

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- In the context of the Indimo project (https://www.indimoproject.eu/wp-content/uploads/2022/09/INDIMO_Toolbox_UDM_Best-practices-to-transfer.pdf) the city of Antwerp tested inclusive traffic lights, where GPS positioning from a mobile app combine with onsite beacons accurately determined the exact position of a blind individuals or people in wheelchairs at the traffic light, allowing an expanded time to cross the street.

- Digitalisation and other technological advancements have paved the way for the provision of more flexible, inclusive, and user-friendly transport options. Research from the International Transport Forum shows that demand-responsive transport (DRT) can play a role in accelerating the sustainable mobility transition in rural and peri-urban areas, as long as the service constitutes an acceptable transport mode for most users. This is a challenge in low-density mobility areas where public transport, if existent at all, can only fulfil a few and specific mobility needs, excluding the elderly and people with disabilities, who cannot access some transport modes due to a lack of accessibility.

- However, it is worth noting that digitalisation facilitates the implementation of DRT by enhancing consistency, quality, and safety in transport services, tailoring them to personalised needs. It enables the efficient utilisation of resources by collecting and analysing data on traffic patterns and public transport usage. This data-driven approach not only optimises traffic flow but also reduces congestion and pollution, thereby improving the overall efficiency of the transport system. Moreover, these technologies improve citizens' access to information, making trip planning, ticket purchases, route selection, and mode preferences more convenient.

How should cities act? | Embedding the SIA into SUMP design

- Social Impact Assessment (SIA): methodology to analyse effects of planned transport and mobility measures on different sectors of society.
- Helps ensure that all SUMP activities planned, implemented and evaluated in diversity-sensitive way.
- **SIA not a separate exercise but integral part of SUMP process:**
  - Selecting and involving stakeholders
  - Collecting social proofing baseline data
  - Predict (likely) impacts in different target groups
  - Design mitigation measures
  - Monitoring & follow up

All issues that affect people, directly or indirectly, are pertinent to SIA.

SIA

Share & discuss findings

Prepare the SIA

Co-design the assess-ment

Analyse the data

Do the Assessment

London Gove, Do-It-Yourself (DIY) How-to Guide for Social Impact Assessment

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This slide presents **Social Impact Assessment** (SIA), as a method for ensuring that SUMPs meet the needs of all citizens. SIA's can take a variety of forms. For instance, the core team receiving training on how to collect gender disaggregated data and conducting intersectional analysis may be a practical form to operationalise a SIA.

SIA is based on the notion that decision makers should fully understand the likely consequences of their decisions before they act, and that people likely to be affected should have an opportunity to participate in the design of their future urban planning.

- Access to transport resources facilitates the capability to access employment, education, healthcare, recreation, and so on. Hence, it is important to consider how transport resources translate into opportunities (or risks) for different groups of society. To this end, SIA can be a relevant tool and method to improve the design and operationalisation of sustainable transport measures. SIA prioritises the need to recognise and look at intersectional effects of transport, and how transport plans may significantly affect people's quality of life, according to their different circumstances. Kronobert (Sweden) offers practical examples for application of SIA into SUMP design, which helps to consider all social perspectives in transport planning.

Another practical example of an unintended effect: For example, a new dual carriageway may speed up flow of traffic into and out of a city, improving the journey time of commuters, but it may also separate local communities from each other and from facilities, thus significantly reducing the quality of life for those in the immediate vicinity. Such impacts may be spread over time and place. Discrimination in access to transport or in the use of transport, may be cumulative and additive leading to multiple levels of impact and disadvantage, such that some groups benefit from greater mobility more

than others.

Regarding the statement in blue, it is important to take into account the international principles for conducting SIA for understanding what is pertinent to a SIA: (https://www.tandfonline.com/doi/epdf/10.3152/147154603781766491?needAccess=true),

A convenient way of conceptualising social im-pacts is as changes to one or more of the following:• people's way of life – that is, how they live, work, play and interact with one another on a day-to-day basis;• their culture – that is, their shared beliefs, customs, values and language or dialect;• their community – its cohesion, stability, character, services and facilities;• their political systems – the extent to which people are able to participate in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose;• their environment – the quality of the air and water people use; the availability and quality of the food they eat; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation, their physical safety, and their access to and control over resources;• their health and wellbeing – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity;• their personal and property rights – particularly whether people are economically affected, or experience personal disadvantage which may include a violation of their civil liberties;• their fears and aspirations – their perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children

In **Kronoberg, Sweden ,** the city SUMP looks at:

> ➢different groups' need for infrastructure, public transport and target points.

> ➢accessibility by various groups to infrastructure, public transport and target points.

> ➢consequences for different groups of decisions related to transport planning.

> ➢different groups' ability to participate in planning processes linked to transport.

> ➢facilitating meetings between people and supporting active life.

SUMP Valleta (Malta) | SIA integration

- Identify interested and affected people and facilitate and coordinate the participation of stakeholders (relevant for Step 1);
- Collect baseline data (social profiling) to allow evaluation and audit of the impact assessment process and the planned intervention itself (relevant for Step 3);
- Document and analyse the local historical setting of the planned intervention so as to be able to interpret responses to the intervention, and to assess cumulative impacts;
- Develop understanding of local community values, particularly how they relate to the planned intervention;
- Identify and describe the activities which are likely to cause impacts (scoping);
- Predict (or analyse) likely impacts and how different stakeholders likely to respond;

- Assist evaluating and selecting alternatives (including a "no development" option) (relevant for Step 4);
- Recommends mitigation measures;
- Assists in the valuation process and provides suggestions about compensation (non-financial as well as financial);
- Describes potential conflicts between stakeholders and advises on resolution processes;
- Develop coping strategies for dealing with residual or non-mitigatable impacts;
- Contributes to skill development and capacity building in the community;
- Advises on appropriate institutional and coordination arrangements for all parties;
- Assists in devising and implementing monitoring and management programs.

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A notable exemple of civil society lobbying in favour of SAI is the case of the Sociology Association of Malta, which has suggested giving a more proeminente role to SIA during Valleta entire SUMP planning process:

https://www.maltasociologicalassociation.com/2022/12/public-consultation-sustainable-urban.html

Interactive check-point

- Are you aware of any measure taken by your city to ensure gender and diversity issues in its mobility planning?
  - ➢ Has there been any public pressure towards this?

- And what about the practice of Social Impact Assessment in your city, related to mobility or other public decision areas?

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As a guidance to the trainer nudging responses to the second bullet point, take into consideration that, as part of Step 3, it is fundamental to grasp the mobility situation in the local context. How far are you able to profiling the target groups of certain mobility measures? Is there data about LGBTIQ communities; PRM groups or any other social marker? Is at least sex-disaggregated data available for the main transport corridors?

Other discussion points relevant to phase 1 of the SUMP: what are the groups of interest you normally consult with? Which ones would you ideally involve? And what impends you to further engage with them?

NOTE: This can also be replaced by a discussion triggered by a sli.do ranking of problems (tbd and agreed with the trainer)

Choose from the list below those that represent best the main problems you foresee for addressing social impact assessment in SUMP

- Profiling the target groups of certain mobility measures
- data about LGBTIQ communities
- Data of PRM groups or any other social marker
- sex-disaggregated data available for the main transport corridors
- Engagement of vulnerable /hard to reach groups
- Design of SIA indicators
- Planning of measures
- Monitoring

Mainstreaming SUMPs for inclusion | Key structural questions

Preparation & Analysis

Are we identifying the different target groups and involving them in the planning process?

Strategy development

Are we facilitating the participation of representatives of vulnerable groups in the decision-making processes?

Measure Planning

Are we including measures that target increased accessibility for women, people with other identities, PRM and other vulnerable groups as part of the action plan?

Implementation & Monitoring

Are we establishing monitoring and evaluation systems that provide clear evidence on diversity mainstreaming and accessibility levels?

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The SUMP cycle summarises the process that a local authority has to go through in order to develop and implement sustainable mobility measures in a city. Overall, the cycle consists of four phases and twelve planning steps. Planning for cities with a diversity-sensitive perspective and all users and needs in mind requires a cross-cutting approach that must be incorporated into the planning process from the very beginning in order for it to be effective.

To provide a practical example, at the planning stage, it is important to provide safe and comfortable solutions for pedestrian mobility by all, and especially, by children and elderly people. This includes, for instance, safe crossings and curb ramps. Very often, designing transport systems with these concerns also increases the efficiency of their use by the general population. A well-known case is that of low-floor buses, which facilitated boarding by wheelchairs, but in parallel significantly reduced boarding times in general, and with it, improved the operational efficiency of buses.

Mainstreaming SUMPs for inclusion | Phase 1: Preparation & Analysis

- Include experts on vulnerable groups (e.g. knowledgeable about the daily lives of PRM) in their planning structures.
  - Help assess current transport system in a functional area from point of view of vulnerable groups.
  - Ensure data collection mechanisms meet the needs and reflect experiences of these groups.
  - For instance, consider involving influential citizens, local universities or NGO's (e.g. Human Rights groups) working with people facing various vulnerabilities.
- Practical tips:
  - Map local institutions and departments with capacity to implement diversity-sensitive accessibility plans.
  - Establish consultative bodies (e.g. ´wise group committee´) of vulnerable groups representatives to seek their input across the SUMP lifecycle.
  - Lack of quantitative data? explore qualitative data sources.

Steps when to engage with a diverse group of stakeholders:

- Stocktaking & assessment of issues
- Plan preparation & design
- Gender-responsive budgeting
- Implementation
- Monitoring & Evaluation

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- Stakeholders – vulnerable groups or not — may be affected differently by a measure and they may have different priorities and perspectives on how resources are allocated. Hence, the starting point requires bringing in multiple perspectives into the planning bodies.

- Diverse teams bring more creativity, depth of knowledge, a wider range of skills and experience increasing the likelihood that inclusive and accessible actions and instruments will be developed. To assist in this, the European Institute for Gender Equality (EIGE) provides gender equality training that public administration employees can undertake during Phase 1 of the SUMP process (https://eige.europa.eu/gender-mainstreaming/toolkits/gender-equality-training?language_content_entity=en). The TInnGO project also provides a roadmap and series of tools to support gender action planning, (www.tinngo.eu).

- During phase 1 of the SUMP, it is also important to understand the cultural context and main mobility behaviours from the perspective of vulnerable groups. In short, to improve evidence base linked to vulnerable groups. Often, lacking specific data about women and other vulnerable user groups and certain users remain unidentified. This strongly limits well-targeted diagnostic and measures. If data about how vulnerable groups use the transport system is not available, use the SUMP as the opportunity to correct this.

Examples of qualitative data sources, include for instance media and social media target analysis, (AI can now be a powerful tool to support such type of analysis), also the analysis of National Enforcement Bodies reports on the analysis of claims related with transport, the city sites on citizens opinions, etc. Also the   focus group with targeted
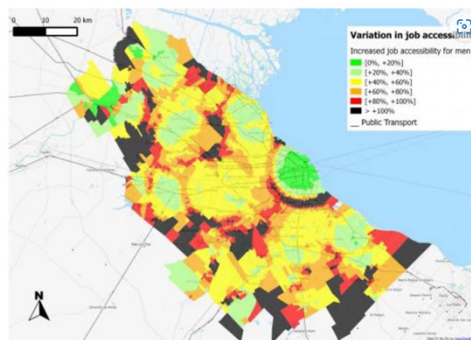
groups allow you to collect important feedback and opinions that are very useful to support your analysis.

Mainstreaming SUMPs for inclusion |Phase 1: Preparation & Analysis | Good practices
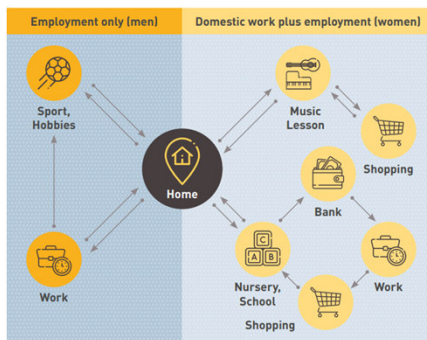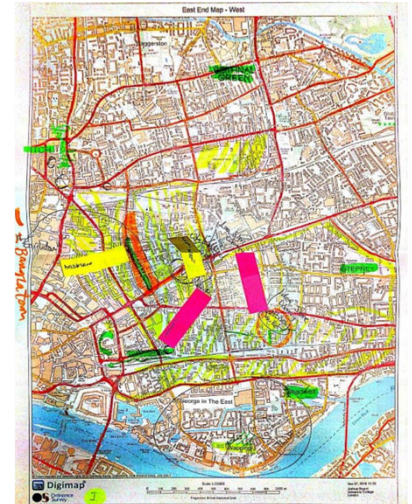

A normal day for women from Western Europe
Source: CIVITAS Policy Note. Maffii, S., Malgieri, P., Di Bartolo, C. Gender equality and mobility: mind the gap!

Example of gender accessibility to jobs in Buenos Aires
(https://blogs.worldbank.org/en/transport/are-women-forced-work-closer-home-due-other-responsibilities-does-contribute-gender-wage)

Example for hand annotated map during a focus group mapping exercise in London
(Source: London Gov.UK

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The preparation and analysis phase requires mapping and understanding the socio-demographics of those likely to be affected by new transport measures. This is achieved by planning stakeholder and citizen involvement throughout the process, either by examining census returns or conducting surveys and co-creation activities, such as interviews and diary studies, with those expected to be affected.

Data visualization tools such as accessibility maps are important aids to the process.

Some examples

A good example can also be found in Barcelona where local transport authorities and operators carry out gender audits led by women and give greater weight to this factor in satisfaction surveys.

❑ This helps gaining a deeper understanding of where sexual harassment incidents are more prone and identify areas for strengthening prevention measures (lighting, bus stop design, etc).

❑ Such audits are also common in other EU cities, like in **Dublin** or **Brussels**.

Another example from Eskilstuna, Sweden shows that it is important to create capacity building within the team - it illustrates how a small EU city that has been incorporating gender aspects in decision-making bodies for a long time. Cities such as Vienna and Umea have also created dedicated gender equality departments or committee, which help to ensure diversity mainstreaming into all planning activities.

The example of the UK illustrates a situation where public available data sources are abundant to inform planning decisions, whilst the example of Barcelona illustrates a situation where the SUMP may trigger new citizen-led (and diversity-sensitive) data

collection techniques

Mainstreaming SUMPs for inclusion| Phase 2: Strategy & Development

▪ Long-term scenarios developed as part of **Phase 2** should take stock of the <u>EU Megatrends</u>. These include, for instance, the need to recognise the increasing significance of large-scale migration and the knock-on effects on socio-demographic recompositing.

➢ In this phase, it is advisable to **formulate vulnerable-group sensitive and inclusive strategic objectives to address different user needs.**
- ▪ These strategic objectives might include, for example, the city of short distances.

➢ **Targets and indicators** defined in this phase of the SUMP should be **selected to reflect various equity issues for vulnerable groups of people**.
- ▪ Including a number of qualitative indicators that can provide information on attitudes and opinions.

> Over the years the European Commission has been worked in the development of a common set of Sustainable Urban Mobility Indicators (SUMI). With the adoption of the new TEN-T Regulation, data collection and submission of SUMI for urban nodes is mandatory.
> The EC is now working on **a revised set of urban mobility indicators (UMI)** which final list of indicators and their methodology will be set out in an **Implementing Act, to be adopted within one year (from July)**.

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- During the strategy development phase, discussions and consultation should be held with citizens and stakeholders to build and assess potential future scenarios, develop a common vision, agree objectives and address key problems.

Discussions should account for *Megatrends i.e. a long-term driving force that is observable now and will continue to have a global impact in years to come*

- They should also account for measurable targets and indicators, which need to be agreed, considering the needs and requirements of diverse stakeholders, such as women, people with disabilities and other vulnerable groups

Many evaluation tools and practices currently in use are mostly blind to gender concerns, and this is often the case as well when evaluating urban mobility. Thus, it is vital to define a good set of indicators that supports any transport equity analysis conducted. Hence, in **step 6**, it is important that transport practitioners move away from impact assessments based purely on quantification of performance to understand how transport-related measures affect mobility and quality of life.

For instance, the ´15-Minute City´ concept illustrates a city that reduces traffic volumes by encouraging densities and mixed-use structures. Such a city improves the experience of caregiving, shopping, and use of services.

Some qualitative indicators can include for instance

Perception on safety /security in urban environment

Perceived street liveability (1)

Risk assessment supported in pannels (groups vs thematics)

Perceived accessibility

(1) Straatvinken, *Citizen science project Straatvinken: Straatvinken traffic counts and straat-O-sfeer liveability survey*, https://straatvinken.be/about-straatvinken/

Citizen scientists | Straarvinken and Straat-O-Sfeer

The citizen scientists is an initiative that involves asking citizens what they would tell a friend or acquaintance considering moving to their street. Through a short story, they describe their daily experiences on the street and whether this offers a human-friendly environment. Additionally, they answer a number of questions about their story, related to traffic, social interactions, environment, and design. The main output is a composite index of perceived street liveability based on the scoring of 20 street-level parameters and which brings the story narratives and traffic data together. While the initial focus was on the Antwerp city region and Leuven city, the project has expanded geographically and now cover the region of Flanders, including low-density. Therefore, this initiative serves as a vivid example of a citizen-led monitoring tool to assess objective and subjective, current and long-term mobility trends in all territories.

Mainstreaming SUMPs for inclusion | Phase 3: Measure planning | Good practice examples
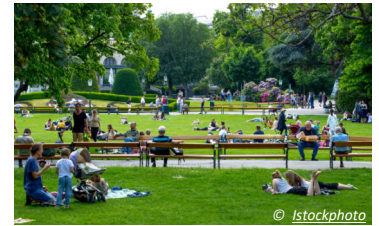
Safe walking and cycling in Turku

© CIVITAS

Access City Award winner 2024

1ST PRIZE
San Cristóbal de La Laguna
Spain
ACCESS CITY AWARD 2024
#EUAccessCity

© European Commission

Secure and inclusive parks in Vienna

© Istockphoto

Mobility hubs in Bremen

© Nordbayern

- Tram network are fully accessible.
- Acoustic traffic lights and tactile paving to guide blind people.
- Orange Point, a space with resources for inclusive events.
- Sign language interpreters, and trained staff, as well as easy-to-read materials.
- Disability council and an ombudsman for persons with disabilities

Accessible train platforms, SBB

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In this slide we focus on actions that can be flagged as good examples, as they might enhance the inclusivity of the SUMPs. What is relevant in all these cases was the presence of a political vision towards accessible and inclusive cities developed in close articulation with the relevant players and above all a continuous process – for instance the access city winner 2024 initiated the process in 2021. Again, all the cases show that when planning with a view on accessibility and inclusiveness, the overall impacts expand further beyond, in fact benefitting all with more safe, secure and inclusive environments

Safe walking and cycling year-round in the city of **Turku**. As part of a R&I project, the city of Turku studied the most cost-efficient mechanisms to promote safe walking and cycling at all times of year, including during the snowy season. The method best-suited was the sweep-salting of bicycle paths to keep them free of snow: this was done on a pilot route 12km long.

In the City of **Bremen**, 10 large mobility hubs with 4-12 carsharing vehicles, also known as 'mobil. punkte', were built at central locations near PT stops in safe places, with good lightning. Smaller mobil.pünktchen were built at decentralised locations usually with two to three carsharing vehicles as well as bicycle parking

In **Vienna**, parks have been made more accessible for women (more footpaths, introduction of activities other than sports). Public spaces designed to provide gender equality in mobility, and more footpaths to provide better facilities for pedestrians and walking. The design of public space is also important: it should allow some social control. Vienna also provides a sound example of good synergies between land use and transport planning, as the city has been investing in improving street lighting on public spaces, widening pavements to create a walkable, barrier-free and accessible route

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network interconnected with public transport; among other local examples one can also find traffic-calming zones or wider pavements in front of kindergartens, schools and other institutions to increase safety.

Build train platforms that are inclusive (both for women and children and persons with disabilities). Accessible stations make it easier for people to visit friends, get to the shops or to work. Accessibility benefits everyone – people with health conditions or impairments, people with children, heavy luggage or shopping and some older people. And don't just provide, inform. The sticker of the wheelchair on the door is a good example of signage and other wayfinding mechanisms to guide passengers through transport platforms.

Including women in the operations of public transport is also often regarded as a good example for improving security of public spaces.

In the case of San Cristóbal da La Laguna in Spain, the winner for the Access City 2024, there was a clear prioritization for the accessibility of persons with disabilities across urban spaces, transportation systems, and social activities and a comprehensive set of measures put in practice since 2021 when they implemented the Orange point

It is also important to stress that EU funding streams (e.g. EU Mission programme, Horizon Europe, Urbact, EIT Urban Mobility, European Urban Initiative, etc.) have been integrating gender, inclusiveness and diversity aspects as part of their award criteria. There are also specific prizes for awarding EU cities that stand out for their approach to accessibility and improving the quality of life of persons with disabilities across urban spaces, transport systems and social activities. In 2024 the award was given to the city of San Cristóbal de La Laguna in Spain in the island of Tenerife.

Mainstreaming SUMPs for inclusion | Phase 3: Measure planning

- According to <u>EIGE</u>, **gender budgeting** good approach to ensuring gender equity.
  - ➢ Could be part of SUMP **third phase** (notably Step 9), with a gender-based assessment of budgets, restructuring revenues and expenditures.
  - ➢ Gender budgeting is not separate budgets for women or men, but instead a budget that ensures that the needs of individuals from different social groups are addressed.

- In this phase, **measures are shortlisted** combining both qualitative and quantitative tools. Ex-ante assessment and selection of measures often only follow CBA (or cost-effectiveness) concerns.

- However, the identification of benefits derived from sustainable transport in terms of social equity or urban regeneration require more qualitative approaches than CBA – MCA or SEIA (right).

> Multicriteria analysis can be an option, but a better alternative could be **Socio-economic Impact Assessment** (SEIA), which provides a measure of the expected benefits and costs to different groups of the different measures. (<u>ITF, 2021</u>)

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- In the **third phase**, the planning process shifts from the strategic to the operational level.

- The budget is one of the most important policy tools in a SUMP as it affects the successful implementation of all other policies. It is also important to clarify that gender responsive budgets are not separate budgets for women or men, but rather a budget that ensures that the needs and interests of individuals from different social groups (sex, age, race, ethnicity, location) are addressed in expenditure and revenue policies. It is therefore an integration of gender-sensitive priorities taking into consideration the principle of equality between all segments of society from the very start. There are a few examples of the application of gender-budgeting across Europe. For instance, according to the report from URBACT on gender equal cities, the Municipality of Ixelles, a signatory of the European Charter for Equality since 2016, is the first in Brussels to put in place gender-responsive budgeting. There are three categories of expenditure in the Ixelles budget: Neutral, Gendered, Genderable. In the genderable category there are expenditures that directly or indirectly affect people and may have a differentiated impact on women and men, girls and boys. This may include investments in transport infrastructure or in public lighting. These concerns have been further adopted in the most recent Good Move, the regional mobility plan for the Brussels-Capital region (https://mobilite-mobiliteit.brussels/en/good-move). via

- For adopting accessibility as a central policy objective and making use of SIA (social impact assessment) one can rely on the SEIA approach, as it allows to show the impact of accessibility and mobility on socio-economic wellbeing of the urban poor. It uses household survey data to derive indicators of accessibility, mobility and socio-economic wellbeing.

- The work of ITF shows that there are economic benefits of improved accessibility to vulnerable groups. Benefits are often large enough to offset the costs, through the consideration of broader economic impacts (e.g. increased participation to economic activities). This is an important aspect to consider when identifying and describing the measures contained in the SUMPs (and assessing its outcomes on a later stage).

Interactive check-point

- What is the most disaggregated information about modal share available in your city?

- Think about the flagship mobility measure addressing inclusiveness and diversity that your city has implemented in the last two years.
  - ➢ What impacts have occurred on vulnerable groups?

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As part of Step 3, it is fundamental to grasp the mobility situation in the local context. Below the trainer can find additional sub-questions or prompts to encourage further responses from the trainees (if time allows):

Q1. How far are you able to profiling the target groups of certain mobility measures? Is there data about LGBTIQ communities or any other social marker? Is at least + data available for the main transport corridors?

Other discussion points relevant to phase 1 of the SUMP: what are the groups of interest you normally consult with? Which ones would you ideally involve? And what impends you to further engage with them?

Q2. make people reflect not only on the direct positive impacts, but also any negative and/or unintended and/or long-term impact on vulnerable groups and on people without vulnerabilities

Mainstreaming SUMPs for inclusion | Phase 4: Implementation & Monitoring

It's about implementing measures and related actions

- Procurement processes could be used to impose diversity equity requirements
- Systematic monitoring, evaluation and communication is critical !

- Does the public transport service equitably address the needs of vulnerable group of people?
  - Is there a connection between the public transport service and the diversity & equity objectives that authorities have set up?
- Are there published statistical indicators related to public transport service (at least) gender disaggregated?

Systematic communication and engagement methods are crucial.

TIPS

- Hold meetings and events:
  - in the evenings, or with babysitting so that parents with children can attend;
  - use accessible buildings and infrastructure;
- Set up a young citizens program to design a future city, encourage civic engagement for the future.
- Levelling the power balance through language (e.g. avoiding jargon) and frame issues in ways citizens can understand;

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The **fourth and final phase** focuses on implementing the measures and related actions defined in the SUMP, together with the procurement linked to this. This is accompanied by systematic monitoring, evaluation and communication.

Box highlight some key questions that could be prompt at this stage – remember that you can take advantage of procurement processes to impose some requirements (if they don't exist before)

All of the above will feed into the learning process.

As in other phases, systematic communication and engagement methods are important to maintain. In this box we show some useful tips when trying to engage "hard to reach" groups.

Remember also to refer to 'Citizen/Stakeholder Engagement and Communication' Module (#7) for more details.

Summing-up

1 **Preparation & Analysis**

- Detailed statistics
- Participatory methods
- Vulnerable groups involvement

2 **Strategy Development**

- Inclusive strategic objectives
- Indicators to capture the value judgements, opinions and experiences
- Vulnerable groups impact assessment and audit checklists

3 **Measure Planning**

- Gender budgeting methods
- Consider SEIA in measure definition
- Accessible infrastructure & services
- Affordability, time, information

4 **Implementation & Monitoring**

- smart use of procurement methods
- vulnerable groups in systematic communication
- engagement methods

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Inclusive SUMP processes go beyond mere physical planning and becomes a co-creative approach that accommodates the needs of all citizens.

Several resources for transport practitioners to learn how to codesign measures for all have been developed in innovative EU projects. One such resource is the ´Co-Design for All´ coursera training course: https://www.coursera.org/learn/co-design-for-all

These resources can and should be applied in all the SUMP stages

Preparation & Analysis

- Collect intersectional statistics and employ participatory methods for capturing the current mobility performance
- incorporate associations representing vulnerable groups as part of the working arrangements for continuously monitoring the SUMP
- Raise awareness

Strategy Development

- Formulate vulnerable-group sensitive and inclusive strategic objectives
- use subjective indicators to capture the value judgements, opinions and experiences people have.
- Undertake vulnerable groups impact assessment and audit checklists

Measure Planning

- Adopt gender budgeting methods
- Adopt SEIA complementarily to more traditional methods for shortlisting the package

of measures.

- And include measures related with infrastructure :Increase the level of safety and security, Enhance the quality of walking & cycling paths, Improve accessibility in vehicles, stations and stops (wider benefits for all)

- But also service related measures such as provision of affordable and flexible fares for multi-trips, as well as adequate timetables for non-rush hour trips

- More inclusive provision of transport information (native language and English, brail, sensitive to visual impairements…)

Implementation and monitoring

- smart use of procurement methods for meeting diversity and inclusion targets

- engage vulnerable groups in systematic communication and engagement methods

Conclusion

- Planning, urban design and mobility policies all have an effect on everyone's ability to reach their destinations comfortably.

- Many groups of people in society have different requirements for their mobility, and these must be considered in an inclusive manner.
  - Make planning structures more diversity-sensitive.
  - Careful design of infrastructure, vehicles and information systems to make them easy for these groups to use

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- Mechanisms such as SIA and SEIA contribute to integrate diversity-sensitive lens in every stage of the SUMP planning process.
  - By setting priorities, timelines, objectives, expected outcomes and/or targets to promoting gender equity and inclusiveness.

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To ensure proper consideration of their needs and preferences, representatives of these groups must be included throughout the SUMP lifecycle.

We must recognise that it is impossible to design every component of the transport system so that it fits the needs of "all" people

- But access is a basis human right, and access to some target functions may be well ensured via e.g. digital means

- Every citizen must be able to enjoy at least one form of access to each type of target function / place

When planning for inclusive mobility, it is key to adopt an integrated planning approach that is plural and spans across departments. Competence and skills in diversity-sensitive and inclusive planning are an integral part of planning expertise, which contribute to more sustainable cities. It is required to enhance the capacity at city level, for instance, through dedicated training in using SIA and SEIA applied to real use case examples that are pertinent to each city.

Interactive

- We have essentially covered four blocks

  - ➢ Accessibility vs. Mobility

  - ➢ Identifying vulnerable groups

  - ➢ Social Impact Assessment

  - ➢ Addressing inclusion issues in each of the 4 phases of SUMPs

- Among these topics, which ones raise more questions from you?

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