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CONTENT

ABSTRACT

This report presents the methodology of Gender and Diversity Action Plans (GaDAP) as a tool to support equality work in the transport sector. The focus of the report is to introduce how to work with stakeholders in order to define context-specific problems, and to propose indicators and measures that promote inclusivity in transport. The report further provides brief examples of Gender and Diversity Action Plans initiated in 10 European countries. The report presents the French partners' GaDAP as a role model for setting up an action plan on gender and diversity in the field of transport.

SUMMARY

The objective of this report is to work up appropriate action plans for a gender and diversity sensitive transport sector. Central in this work is to move from *general* Gender and Diversity Action Plans to *context specific* plans, which address interests and needs by the stakeholders who are supposed to action plans. The move from 'general' to 'context specific' is part of 'translating theory to reality,' which is an overarching ambition in the TInnGO project. The report presents 10 examples of context specific work on GaDAPs as well as the processes for setting up these action plans. Moreover, it presents a role model for setting up an action plan on gender and diversity in the field of transport. A conclusion is that to be successful, the person/s introducing and leading the GaDAP process needs to gain solid knowledge about gender and diversity in the context in which these topics are introduced. Without expertise in gender and diversity the GaDAP risk being too general or not addressing relevant issues. However, as the transport sector (like many other sectors) is not used to working with gender and diversity in practice, to start the process of a GaDAP can be in itself an important step for pushing equity issues.

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1. INTRODUCTION

The European transport sector continues to be male-dominated and there is a strong need for new initiatives to attract a broader poll of talents for innovating the upcoming smart transport industry. So far, there has been very little success in attracting more women to the sector. Furthermore, while studies have shown distinct gender differences in people's travel patterns and mobility needs, there is still no tradition to include perspectives on gender and diversity in transport policy and planning.

The still scattered field of gender and transport studies is represented by two rather disparate strands with little responsiveness to each other: one strand works with how mobility shapes gender while the other strand analyses how gender shapes mobility. The disjoint in the field of research means a lack of approaches that investigate how mobility and gender mutually influence and depend on each other. The TInnGO project responds to this gap in both research and practice by introducing and testing the new and pathbreaking method of **Gender and Diversity Action Plans** (GaDAPs) in diverse European landscapes of transport and mobility. This approach involves, to a greater extent than what has previously been done, a connected approach to improve transport policy, planning and design. This is done by working with the concept of intersectionality. In order to include and advance approaches to gender and diversity, TInnGO has worked out the method of Gender and Diversity Action Plans based on an intersectional approach. Intersectionality means that social categories, such as gender, age, ethnicity, and disability, cannot be approached alone, but must be seen as interwoven and mutually affecting.

This report presents the TInnGO project's work on Gender and Diversity Action Plans in transport and mobility. The aim of the report is threefold and includes to:

   I.   expand the strategy of Gender Action Plans (GAPs) with a stronger focus on diversity
  II.   introduce perspectives on gender and diversity in the field of transport and mobility
 III.   translate and test guidelines of Gender and Diversity Action Plans in 10 European contexts

The report presents the methodology of Gender and Diversity Action Plans as well as examples of conducting these action plans in practice. The work on introducing and formulating GaDAPs has taken place in 10 European contexts, counting: Denmark, France, Germany, Greece, Italy, Lithuania, Portugal, Romania, Spain, and Sweden.

These diverse settings both represent Living Labs in which the GaDAP methodology has been tested and actions have been introduced towards achieving greater equality in

the transport system. As such, the 10 GaDAPs are ongoing processes aiming for a game change in specific settings within European transport.

The work on developing and advancing perspectives of gender and diversity in European transport has been done in the context of the TInnGO project. TInnGO is a European platform for setting up new methods and mechanisms for a sustainable game change in European transport using the transformative strategy of gender mainstreaming. To do so, TInnGO has developed and tested methods that are specially designed to be applied in the transport sector. A vital step towards a sustainable game change of the transport sector is by TInnGO spelled out as Gender and Diversity Action Plans. The TInnGO Gender and Diversity Action Plan is a strategic tool for implementing gender and diversity in the transport sector. The tool is set up to identify inequalities as well as to define targets and activities that can help to develop a more equal transport sector. As a strategic tool the aim of the GaDAP is to identify the problem(s) in question, define actions to address the problem(s), set up a schedule, and appoint the person / persons responsible for carrying out the activities. Finally, a GaDAP also includes a step for follow up previous actions.

The development of Gender and Diversity Action Plans builds upon the previous methods of Gender Action Plan (GAP), which is spelled out as a central pillar in European work for gender equality.[1] The GAP relates to the strategy of Gender Mainstreaming as a specific tool to mainstream gender throughout processes of decision making, planning, and design by identifying imbalances and inequalities in processes where gender has been invisible or regarded as not important. Yet, while gender is a recurrent cause of discrimination and inequality in the transport sector, other categories, such as disability and age, play a crucial role in transport needs and mobility barriers. TInnGO therefore suggests a new and broader definition of gender action plans, which includes perspectives on diversity, thus expanding the GAP to a GaDAP, i.e. a Gender and Diversity Action Plan.

The report especially emphasizes processes of translating theory into practice. While various guidelines on how to work with the strategy of gender mainstreaming have been defined, there are still major problems in getting the strategy used in practice. The lack of implementation might be due to that guidelines and recommendations tend to be too generic and thus difficult for stakeholders to translate into actual practice. This applies not least to institutions that are unfamiliar with, and have not hitherto worked with, gender and diversity perspectives.

The report contains an introduction to gender and diversity action plans, including a description of the work processes that partners have followed in arranging and drawing up these action plans. The report presents one example of initiating a Gender and Diversity Action Plan as well as 10 brief examples of context-specific action plans. In

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[1] https://ec.europa.eu/commission/presscorner/detail/en/IP_20_2184

so doing, the report aims to provide a hands-on approach as well as an insight into the machinery of conducting gender and diversity action plans in practice.

2. FROM GAPs TO GADAPs

TInnGO is working with the notion of **Gender Smart Mobility**. The term refers to transport and mobility modes, transport as labor market as well as actions of policy making, planning, and design, which take gender and diversity into consideration. Gender Smart Mobility connects to actions, which react on and meet the needs and aspirations of different genders as well as other social groups. Gender Smart Mobility thus means to mainstream **gender *and* diversity** into smart transport.

Gender or Gender and Diversity? This question has been spelled out in the discussions about an extension of Gender Mainstreaming to a broader strategy of Diversity Mainstreaming.[2] A restraint to move from gender to diversity is a concern that gender might disappear in the many variables that constitute diversity. That we, so to speak, lose sight of significant gender inequalities in the attempt to embrace the broader characteristics of inequality. The queries of diversity relate to the theory of intersectionality and the challenges of working intersectionally in practice. Theoretical approaches to how different variables, such as age, race, sexuality, gender, ethnicity and locality interact, claim that these interactions define a range of new positions from which discrimination takes place and is experienced. In empirical work, the attention to the variety of new positions is clearly complicated. Which categories should be included? When do we have enough variables in the sample? What do we do analytically with the large amounts of specified cases?

The TInnGO project's approach to work with these questions has been to continue to discuss which categories need to be addressed in each project task, program, or planning context.

FOR EXAMPLE, women and men generally use public transport differently: Women often use local services and do more chain trips, while men travel longer distances and use faster travel modes. These differences should thus be considered when planning for a new automated urban bus system. Yet, it will be necessary to consider various user groups not only related to gender. That is, beside gender, aspects such as age, ethnicity, functionality, and financial situation need to be considered. In this example, it means that the GaDAP must ensure that both boys and girls can travel in a safe way to school and to their leisure activities while at the same time, the needs of elderly people and people with disabilities should be met. Women in the oldest age group generally have lower incomes than men and thus in risk of not being able to afford the new bus service if it is too expensive. Further, to provide available information at bus stops as well as on the buses, this

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[2] https://koensforskning.soc.ku.dk/projekter/afsluttede-projekter/femcit/Mainstreaming_Gender__Diversity_and_Citizenship_Concepts_and_Methodologies.pdf

example also actualizes the need to consider language, visibility and audibility of the information, addressing various functionality among the travelers.

TInnGO has set up a gender and diversity sensitive transport system in the notion of Gender Smart Mobility. Gender Smart Mobility is defined as:

SMART TRANSPORT
+
GENDER AND DIVERSITY MAINSTREAMING
=
GENDER SMART MOBILITY
(TInnGO Roadmap 2019)

Gender Smart Mobility contains five key dimensions, which are set up to respond to gender and diversity in transport. These dimensions are affordable transport; effective transport; attractive transport; sustainable transport, and inclusive transport.[3]

AFFORDABLE TRANSPORT

Transport is not 'smart' if citizens cannot afford to use it. Affordability must be regarded for all forms of transport: Public transport solutions, smart cars, smart biking, and walking.

QUESTIONS FOR A GaDAP

- What are the gendered dimensions in affordable transport?
- Affordable for whom?
- How does 'affordable' looks when integrating at other categories?
- Keep in mind, the gender pay gap and that women in general have less access to resources than men.

EFFECTIVE TRANSPORT

An effective transport system is one that is effective for different kind of trips and users. Research shows that men and women travel differently, having different purposes that daily transport systems must account for. Smart transport solutions must accommodate both work and care trips for example. What is effective also needs to include intersectional categories, such as age, (dis)abilities, and class.

QUESTIONS FOR A GADAP

- What are the gendered dimensions in effective transport?
- Who is this effective for and who not?
- How does 'effective' looks when other intersecting social categories are included and crossed, such as women and age?

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[3] See TInnGO D4.2. Educational Manual.

- Keep in mind, that women are more often in charge of care trips, bringing children to and from child care institutions.

ATTRACTIVE TRANSPORT

Attractive transport counts for a transport system that is customized and comfortable for a broad group of people. It not only involves a transport system that works efficiently, but which also considers the users' wishes for a clean, safe and convenient place to be at. The dimensions of attraction must include surrounding areas, such as bus stops and train stations, and consider the user's differences in age, background, and gender. An attractive transport system is also adaptable to changes in user needs and wishes.

QUESTIONS FOR A GADAP

- What are the gendered dimensions in attractive transport?

- How does 'attractive' looks when more social categories are included, such as age and ethnicity?

- Keep in mind, that women (and LGBTQ-persons) more often feel unsafe waiting at dark bus stops, train stations and in deserted areas.

SUSTAINABLE TRANSPORT

A key dimension in Smart Transport is that it provides an environment friendly and green way of moving around. Smart transport aims at reducing CO_2 emissions, both through the development of new smart technologies, as well as by improving opportunities for green forms of mobility, such as walking and cycling. Further, sustainable transport also holds a social dimension, being socially sustainable for a broad group of users. This includes perspectives of gender and diversity in so far that all groups must be accounted for in offering green transport. Now and in the future.

QUESTIONS FOR A GADAP

- What are the gendered dimensions in sustainable transport?

- Does the system offer sustainable transport solutions for various social groups with regard to issues such as economy, disability, and age?

- Are some groups more attracted to sustainable mobility solutions than others and do actions cater for these differences?

- Keep in mind, that sustainable transport includes a social dimension, meaning that transport solutions must keep being attractive for all users also when users and user needs are changing.

INCLUSIVE TRANSPORT

An inclusive transport system can be said to integrate the previous four dimensions of affordable, effective, attractive and sustainable transport. Moreover, inclusive transport solutions are inclusive in so far that they combat discrimination towards certain groups of

people. That can be discrimination due to race as well as gender, i.e. racism and sexual harassment.

QUESTIONS FOR A GADAP

- What are the gendered dimensions of inclusive transport?

- Does the system offer affordable, effective, attractive and sustainable transport for all social groups?

- Are some groups more vulnerable and face discrimination in their daily use of transport than others?

- Keep in mind, that anti-discrimination efforts are crucial in ensuring an inclusive transport system.

3. THE GADAP WORK PROCESSES

The five dimensions of a gender and diversity sensitive transport system have throughout the TInnGO project worked as guidelines for *how* to approach transport in terms of gender and diversity as well as they form the background indicators for *when* to define transport solutions as not just 'smart' but 'gender smart.'

The GaDAP work is a stepwise process that includes:
- A definition of **what** the problem is.
- **What** methods should be addressed.
- **When** and **where** the activities take place.
- **Who** will be responsible for the activity.
- **Follow up** on action and **what remains** to be done.
- Set up an **updated** action plan.

The choice of method for implementing the GaDAP depends on the aim and context. Implementation strategies can include tools of gender budgeting; gender impact assessment; indicators for a specific development project; statistics and interaction analysis of who is attending and participating in public consultation; image analysis of a social media campaign, etc.[4]

GaDAP GUIDELINES

The TInnGO GaDAP contains a set of indicators and measures, that can be integrated into the transport sector with respect to:
- level of participation,
- access to opportunities,
- rights,
- power to influence and make decisions,
- incomes and benefits,
- control and use of resources.

The indicators can be quantitative and/or qualitative, e.g.:
- percentage of young/old/low-income/disabled/immigrant female/male participants in a specific activity or a target group,
- mapping of the content of questions/ discussion topics raised by young/old/low-income/disabled/immigrant women and men in a work group,
- analysis of how young/old/low-income/disabled/immigrant women and men are portrayed or addressed,

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[4] See TInnGO D6.2 for more examples of methods and tools.

- analysis of power relations.

Two sets of workshops were conducted: A series of workshops for the TInnGO partners organised by University of Copenhagen and VTI (WP4 and WP6); and a series of stakeholder workshops organised by the national partners in connection with the hubs. In line with TInnGO's central objective of meeting reality, the project conducted four workshops[5] with TInnGO partners with the aim to educate them on gender and diversity action plans to be translated into their specific context. This included how to set up a local or national stakeholder workshop that could translate the general guidelines into context specific gender and diversity action plans. The stakeholder workshops were set up to make sure that theories of GaDAPs were translated into practice. The GaDAP work included processes of both top down and bottom up, meaning that the responsible TInnGO partners presented guidelines for the GaDAP to the stakeholders, who then engaged in defining the GaDAP in ways that fit the actual context. Based on the workshop, TInnGO partners could then define a context specific GaDAP.

Figure A: *The TInnGO triple diamond model has been used as a process orientated approach to the development of context specific GaDAP in the four project workshops (see note 5).*
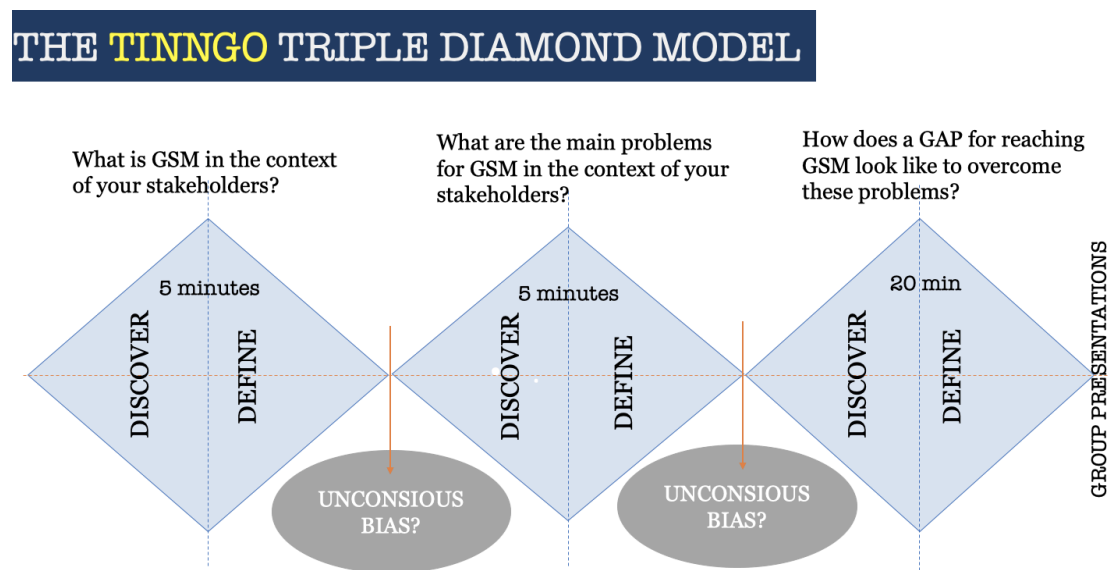
In sum, the aim of the workshops was to:
- push forward gender and diversity action within the transport sector and produce context specific action plans.
- translate the general guidelines of action plans into context specific action plans.

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[5] The four workshops (mandatory for TInnGO partners in connection with the ten hubs) were conducted 20 November 2019, 18 May 2020, 11 November 2020 and 27 January 2021; plus a couple of supportive optional workshops in June 2020 and February 2021. From May 2020 workshops were organised online by using Zoom or Teams.

STAKEHOLDER WORKSHOP GUIDELINES

PRACTICALITIES:
- Brief stakeholders about workshop plans and invite them
- Arrange a workshop

SUBSTANCIAL WORK:
Together with your stakeholders…
- Define the specific problems for GSM in the specific your context
- Find specific ways to reach GSM in this context, including indicators and measures
- Compile a written GaDAP

PLEASE CONSIDER:
Make the work manageable: Focus on a few topics or a topic area and invite stakeholders in this topic area, e.g. bike sharing (invite one or two companies); bus service (invite public transport organisers and providers in a defined area e.g. a municipality or a region).

Be aware of stereotyping "women" and "men": Women (as well as men) are not a uniform group, but contain great differences within the group. Find out what the groups are and how they are underprivileged or more vulnerable in your case, e.g. older women (and men?) on city buses; young female ticket controllers; parents accompanying children to school; etc.

Reality check: Relate to the participants' / stakeholders' reality. What do they define as problems and what problems can they change? What can they not change?

Be prepared for the workshop: Use existing data and knowledge from the topic area as background for the workshop, e.g. travel surveys, security reports, news media articles, stories from users/employees. Consider the users /employees, consider inviting them to the workshop and participate in the discussion with organisers / providers.

The process: Actions do not happen at once. The workshops will start a process with a few stakeholders. Game change can mean to increase awareness and generate knowledge, and/or to set the agenda for further activities.

4. GADAP IN PRACTICE – A ROLE MODEL FOR FURTHER WORK

The practice of setting up a Gender and Diversity Action Plan greatly varies due to the geographical context, the area of implementation as well as the stakeholders involved. The knowledge and engagement in topics of gender and diversity might vary between countries and local areas in Europe. Also, challenges in defining and implementing GaDAPs may depend on whether stakeholders are public authorities, municipalities, or private companies. This means that processes of setting up a GaDAP will always involve variations – both between theory and practice and between one practice and another. This is also why the GaDAP processes looks different in the countries, in which the method has been tested.

The GaDAPs presented in this report include the areas of employment in the transport sector, micro-mobility and sharing services as well as planning for public transport and urban mobility. Stakeholders related to employment issues are public and private railway/bus/transport providers. Suggested actions are, for example, mentor programs and increasing carrier paths for women. Stakeholders related to micro-mobility include public and private operators of electric scooters, bike-sharing etc., as well as representatives from municipalities with responsibilities for sustainable mobility. Suggested actions here focus on awareness raising campaigns, test offers for new user groups, and channels for harassment reporting channel. Finally, stakeholders related to planning for public transport and sustainable mobility includes city and municipal representatives. Examples of suggested measures include awareness raising workshops, campaigns, and the collection of gender disaggregated data.

These variations in approaches and involved stakeholders are seen as a strength and not a weakness for the development of the GaDAP method, since the different local preconditions help us to see both variations and the more general challenges for thinking and implementing actions on gender and diversity.

In this chapter we introduce one concrete and actual example of setting up a GaDAP. The case is formulated as a role model in showing the initial processes of introducing gender and diversity in the smart transport sector. The model is based in the work done in the French context. The remaining various GaDAPs will be presented more briefly in appendix A.

NAME OF THE RESPONSIBLE ORGANIZATION	**LGI Sustainable Innovation** 6 Cité de l'Ameublement, 75011 Paris, France Contact person: Cosima Malandrino, cosima.malandrino@lgi-consulting.com
FOCUS AND AIM	The work by LGI is dedicated to women's safety in transportation. Due to its high prevalence of sexual assault in public transport systems, the Paris region is chosen as a living lab for solving these problems in transportation. The aim is to analyze, explore and develop various aspects of women's safety in the region of Paris. Apart from public transport, the focus is particularly put on new forms of shared mobility (bicycles, kick-scooters, mopeds, and carsharing). The aim is to deepen the knowledge on the economic and socio-cultural constraints that are tied to these new mobility modes. Safety in shared or public transportation is addressed together with the topic of new employment opportunities and the needs for various skills in the transport and mobility sectors in the Paris region Through the framework of the GaDAP methodology, we specifically focused on promoting the inclusion of gender and diversity concerns in the mobility offer of some of the main shared mobility operators working in Paris. A previous analysis of the mobility statistics and behaviors of Parisians indeed showed that these shared modes are prevalently used by men, young professionals, or students. Generally, users had a high level of education and salaries. A GaDAP is therefore formulated to make sure that these services become more inclusive.
INVOLVED STAKEHOLDERS	Stakeholders include representatives from a bike-sharing operator, the city of Paris, as well as different operators of e-kick-scooters.
FOCUS OF INITIAL WORKSHOP WITH STAKEHOLDERS	The workshop was titled 'Gender and Diversity in Shared Mobility in Ile de France.' It aimed at developing a Gender and Diversity Action Plan for shared mobility operators and public authorities, especially with a focus on shared bikes and kick-scooters, in order to increase the inclusivity of these new forms of shared mobility services. The main barriers to inclusivity that were pre-identified as a basis for the discussion were: - Dependency to smartphone application / failing IT user experience, - Domestic roles and social expectations determining transport choices, - Exposure to harassment/assault, - Gendered differences towards IT, - Geographical barrier to adoption, - Inadequate infrastructure, - Practices considered unsafe because of traffic, - Socio-economic barriers, - Unreliable/unstable devices. Departing from an analysis of these main issues related to gender and diversity, the workshop allowed for service providers to reflect on the shortcomings of the services and brainstorm on how to adapt their services to an audience of potential users that are currently less represented (women, the elderly, lower income groups).
CONTEXTUAL DEFINITION OF	Gender Smart Mobility in the context of the Shared Mobility Strategy of the City of Paris means to ensure that shared mobility operators offer mobility solutions that are: - Sustainable in terms of GHG emissions and polluting components,

GENDER SMART MOBILITY	- Easily accessible by all in distance and practice, - Allowing for an efficient service, - Welcoming to everyone regardless of their backgrounds or identity. This implies inclusive designs (weight; storage compartments; stability), inclusive communication campaigns, inclusive fare systems (reduced fees for certain categories) but also inclusive infrastructures that allow for the safe use of smart sustainable mobility by all people, even the most disadvantaged and the more likely to feel vulnerability. Finally, this also means a need to collect qualitative and quantitative disaggregated data which includes the feedback of users; and that the service should set up a goal of expanding the service to less central areas in order to reach a more diverse population (at present, the service is only available inside the City of Paris).
MAIN CHALLENGES FOR GENDER SMART MOBILITY	The City of Paris had already identified gender and diversity issues as important elements of the city's mobility services. However, they have not worked on a specific strategy to include these issues yet. Especially when it comes to shared mobility solutions, the city has little power as these are private services. Due to this, the City of Paris has little access to data on the usage of the shared forms of mobility. So far, the only regulating power has been exercised through the occupation of land principle, administrative and planning field where the city can exercise its authority over shared mobility solutions (e.g. parking spaces). For example, the City was able to organize a bid to limit the number of shared kick-scooter operators allowed to operate on its grounds. Three operators were selected, with a strong focus on environmental, urban planning and safety issues. These operators were for instance obliged to change their service in order to push users to park scooters only in selected parking locations. Still, most shared vehicles operators lack an integrated strategy in terms of gender and diversity. A grand majority of these operators has just entered the market and has so far not addressed gender and diversity as elements for improvement. Most kick-scooter services have indeed been operating for only a couple years (if not less) in the City of Paris. As for the shared bikes, the maturity of the service differs, but the transformation in the management of the service in 2018 has delayed the company's actions on these issues. As for the very few data publicly available, the statistics show that men represent the majority of users in almost all shared mobility means. For free-floating bikes, data shows that 2/3rd of users were men. One shared mobility system further shows disparity despite its widespread use: 60% of long-term users are men (ADEME-6t). User data on kick-scooters show a majority of male users (66% of users), business executives or visiting tourists. As for shared motorbikes, the gender imbalance is even higher as 90% of users are men. This data that has not changed in the past years (6t). Finally, car sharing users are 62% men and has unchanged since 2016 (6t). *Share of men users for selected transport modes, 2020. APUR and City of Paris* Our previous analyses, literature reviews, and exchanges during the TInnGO project workshops on GaDAPs, allowed us to identify some of the main challenges related to Gender Smart Mobility in the context of shared mobility services. These include:

- **Insufficient cycling infrastructures:** Lack of a continuous and quality cycling paths network, lack of cycling intersections;
- **Economic barriers to the use of the service:** Too pricy;
- **Limited geographic scope:** Shared services are mostly only available in Paris and not its surrounding cities;
- **IT inequalities:** Early adopters are often men partly due to a more developed interested in new technologies;
- **Feeling of insecurity:** The use of shared means is at times perceived as dangerous because of proximity to traffic and a lack of safe cycling paths;
- **Different social roles lead to different usage:** Shared mobility means appear not to meet women's needs due to the nature of their journeys which tend to be shorter in time and distances. Women's journeys are also more likely to be dedicated to domestic chores such as buying groceries or accompanying a dependent person, implying a need for space for carry-ons or for a second person. These criteria are not met by mobility solutions like motorbikes, kick-scooters, and bicycles. Finally, clothes etiquettes and the taboo of sweating in a business environment restrain the adoption of solutions, such as kick scooters, and bicycles;
- **Absence of a gendered vision during the design of the service:** Gender differences were not integrated by designers during the design phase of the service development which explains a gap in terms of use and needs between men and women.

During the GaDAP workshop with stakeholders, the participants were asked to provide feedback on these challenges and to choose three challenges as the focus of the workshop. They chose to focus on *infrastructure*, *insecurity*, and *gender perspectives in service design* as they considered these as the most pressing issues. After this selection, the workshop proceeded by collaboratively reflecting on what were the main indicators, type of public users that would be concerned by the issue, reasons and causes of the issue, expectations, needs and solutions. The workshop ended with a session where participants were asked to transform the solutions into actions, place them on a timeline (short – mid – long term) and assign roles for every action.

OUTLINING THE INITIAL STAGES IN THE GADAP FOR GENDER SMART MOBILITY	

Visions and goals: As for their visions, the stakeholders expressed a goal of creating a service able to reduce social inequalities, spelled out as accessible everywhere in the city and by everyone. That is, to consider the needs and means of every citizen.

Indicators: The indicators for how to reach these goals were defined as:
- Number, length, and continuity of bike lanes;
- Presence of street lighting;
- Number of women using the service;
- Data on usage from different European cities with the same services.

Particular target groups:
- Pedestrians;
- Women and men;
- People with handicaps;
- Elderly;
- Decision-makers, managers and design teams.

Identified challenges:
- Hard to satisfy all potential users especially when it comes to solutions that involve public space, where very different needs should be considered;
- Paris is a very dense city, sometimes infrastructures and safe spaces (parking, drop-off and pick-up locations) are hard to plan;

- A higher masculine presence in the public space;
- A patriarchal society.

Focus on different users' needs and expectations:
- Differences in experiences of safety and security;
- To be seen and to see, i.e. not to feel alone and in danger in public space;
- Parking and transit areas with street lighting and frequent flow of people at night;
- Innovative partnerships to improve safety, e.g. by establishing partnerships with small businesses to find refuge and ask for help in situation of danger. For instance, by agreeing on a secret word that signifies help, that a victim of assault could say if she needed to seek protection in a bar;
- Continuity in infrastructure, i.e. extensive coverage of bike lanes that are not fragmented;
- Readability, e.g. easiness in understanding and using the service;
- Means of transportation that are adapted to all physical characteristics instead of a single standard.

Identified solutions:
- More and better infrastructures;
- Work in advance among different actors of the sector in order to improve coordination and exchange good practices;
- Reflecting on how to move beyond the industrial logic of having one model, i.e. one design for all;
- Improve lighting and location of stations;
- Organize training to road rules and for the use of kick-scooters;
- Remind users of security and safety measures;
- Collect gendered data;
- Conduct surveys among female users.

Actions and timeline in the GaDAP:
Short-term:
- Organizing an 'Awareness raising day' with a local association (kick-scooters operators)
- Service operators survey among their female users (all participants)
- Develop a toolbox with best practices
- Continue working in cooperation (all participants)
- Communication campaign for women (all participants).
Mid-term:
- Study the needs and expectations of users through exploratory walks or similar activities (City of Paris)
- Study the use in other European cities (all participants)
- Implement the lesson learnt from the best practices (all participants).
Long-term:
No actions listed as operators found it hard to project themselves in the long-term due to their "start-up" status and the instability of their business models.

Resources for the GaDAP:
- Human, technological, economic resources;
- European projects and initiatives like the TInnGO and DIAMOND projects;
- Marketing campaigns;
- Internal surveys to better understand how to tailor the services to all;
- Examples of solutions outside of France.

Follow up:
- Important to start working internally and understand what data we already have; what data are missing and how to study users' needs;

	- Work on having a more long-term vision; - To participate in the exploratory walks organized by TInnGO; - Continue dialoguing with LGI (TInnGO) and plan a second meeting to share progress and reflect on solutions.
UPDATES FROM THE SECOND WORKSHOP	A second workshop with concerned stakeholders took place and began with a presentation of the different actions carried out so far by the actors. These actions include: - the creation of dedicated focus groups - the conduct of surveys among female users, - the organization of training programmes for professional drivers, - the unfolding of awareness-raising campaigns, - the implementation of training programmes for employees, - the creation of alarm systems in the event of harassment. A list of the concrete actions discussed during the workshop can be found at the end of this section. The participants to this second workshop were representatives from various shared mobility companies operating in Paris. After presenting the action, the participants then discussed possible avenues for future work. The main avenues were the following: - Work with local authorities to intervene in the development of public spaces for better accessibility, particularly at night. Examples of places where such interventions (e.g. better lighting, nearby parking, care areas) would be necessary are the surroundings of night-time establishments, e.g. clubs, restaurants areas, theatres, or museums. Some of this work could be carried out in collaboration with the managers of these places. - Work with associations to adopt good practices. This work would include, for instance, awareness-raising campaigns, team training on inclusiveness issues and the integration of harassment reporting options into applications. - Broaden the collaboration between mobility stakeholders on issues of equal access. That is, highlighted the importance of sharing good practices and jointly developing actions to reduce gender inequalities as well as ensure the diversity of service users. Steps towards greater collaboration could include an adherence to certain key principles of promoting inclusiveness. These principles could be brought together in a joint document. This charter, formulated and signed by all those involved in mobility in the Ile-de-France region, would aim to define the principles as well as the objectives of the stakeholders to ensure greater equality of access. This document would then be supplemented by concrete examples of possible strategies and interventions to achieve these objectives. **Inclusion and Diversity** - Internal HR incentive policy - Partnerships with feminist associations to work together on new practices - Promoting the use of inclusive terms - Promotion of diversity in marketing campaigns (photos, use cases, etc.) - Employee training - Coordination with police and justice forces - Communication campaign on the rejection of violence in the public space - Sharing of best practices between platforms - Psychological and legal support for victims of violence

Accessibility
- Free on-the-job training open to all
- Video tutorials accessible everywhere to learn the basics of use
- Work on technical solutions for the access of People with Reduced Mobility
- Online Tutorials
- Awareness and prevention videos for drivers and passengers
- Sharing the journey with family and friends
- Emergency button in the application in case of an incident
- PIN code for route unlocking
- Considering the needs of female drivers

Affordability
- Free rides with the 3919 phone number for victims of sexual violence
- Tariffs/solidarity-based subscriptions (unemployed, students, reintegration, etc.)
- Reimbursement for trips meeting certain criteria (e.g. emergency moves)

Efficiency and attractiveness
- Sharing feedback from users' experiences
- Flexibility and accessibility 24 hours a day
- Obtaining a label
- Signature of a charter of commitments
- Conducting user surveys

5. CONCLUSION

The aim of this report has been to present the theory and method of Gender and Diversity Action Plans in the field of transport. This was done by introducing the background for expanding the strategy of Gender Action Plans to a Gender and Diversity Action Plan. The report emphasizes the processes of working with GaDAPs as these processes are crucial for translating theory into actual practice. Further, the report includes 11 examples of context-based GaDAPs in various European countries. The GaDAPs includes examples from micro-mobility and transport operators from the public and private sector and concern topics like equal employment, harassment, inclusive design and more. The GaDAPs have been conducted in order to test the strategy as well as to introduce a game change in the specific area of transport.

Based on the work with the strategy of Gender and Diversity Action Plans, the report concludes on some important lessons to learn for future work on GaDAPs. One conclusion is that working with GaDAPs demands a lot of attention from very early stages. To be successful, the person/s introducing and leading the work needs to have solid knowledge on perspectives of gender and diversity in the context in which the GaDAP is introduced. The expertise on gender and diversity is generally not a formalized area of knowledge in the transport sector and this is a challenge, which cannot be ignored. There is a need of resources for building up knowledge on gender and diversity in the sector. Without expertise in gender and diversity, a GaDAP risks being too general or not addressing the most relevant issues, or not address them adequately. However, even small step counts in the work on developing inclusive transport. Measures can be radical in one context and basic in another. To start the process of thinking and including aspects of gender and diversity in order to define a GaDAP can therefore in itself be an important step.

FOCUS AREA	DRIVERS OF CHANGE	CHALLENGES FOR CHANGE
Stakeholders	A thorough and repeated introduction of gender and diversity ensures stakeholders' understanding of the subject and their will to move forward. Stakeholders need high-qualitative, available and context sensitive information about the local status of gender and diversity. It can be user statistics that highlight gender, age, income etc., or data on experiences and	There may be resistance among stakeholders to work with gender and diversity as not all stakeholders see the relevance to their field of work or agree in equality targets. Lack of competence among stakeholders. Need for expertise. If stakeholders lack the knowledge, when facing of many competing tasks, they may not prioritize the gender and diversity action plans.

	attitudes. It can also be user portraits, input from interviews with staff and more.	It can be hard to push local partners to commit to concrete actions. If working with different mobility operators, it might be a challenge to define one strategy for all. That is intensified if the stakeholders are competitors on the market.
Gender Smart Mobility	Gender Smart Mobility is a concept that includes five dimensions: 1. Affordable 2. Effective 3. Attractive 4. Sustainable 5. Inclusive	It might not always be relevant to include all of the five dimensions of Gender Smart Mobility. Assess relevance and make sure that dimensions are translated into local target areas.
GaDAP	Clearly identify the GaDAP activities. Focus need to be defined and narrowed down in relation to the work on conducting a GaDAP. That means that focus need to be narrowed down to be workable. Actual actions must be defined based on the focus, visions, and goals of the GaDAP. Leadership of actions (responsibilities) need to be clear for all involved partners. Find good practices in other action plans for inspiration.	There is a tendency to equate the term 'gender' with 'women.' A GaDAP emphasizes gender and diversity within genders. Make sure that diversity is included in the work. If initial workshops are too general, it is hard to achieve an actual binding plan. Problems need to be focused (i.e. not too broad) in order to work with them strategically. Problems to succeed in the work on gender and diversity often derive from little ownership of the action plan. It is crucial for the success of the actions to identify and maintain responsible instances and persons.

APPENDIX A. 10 GADAP BRIEFS

This section presents short briefs of 10 Gender and Diversity Action Plans, which have been conducted under the auspices of the TInnGO hubs. These briefs provide insights into which areas of transport have been addressed as well as the actions taken. They also show a certain context specificity and thus the diversity in how the Gender and Diversity Action Plans can be addressed. The briefs are meant as inspirational cases and are all work in progress. For more information about each action plan, we recommend to visit the TInnGO project website (https://www.tinngo.eu/) as well as the TInnGO Observatory (https://transportgenderobservatory.eu/) or by contacting the individual partner.

TARGET AREAS	GENDER AND DIVERSITY ACTION PLANS
Employment in the transport sector	Romania, p. 28 *To promote and implement gender equality in an unequal transport employment environment.* Case: Alba Iulia. Spain, p. 31 *To define a GaDAP for equal opportunities in internal promotion and accessibility to different positions in a railway service provider.* Case: Valencia. Lithuania, p. 34 *To attract more women to choose transport related studies.* Case: Vilnius.
Micro-mobility and sharing services	Denmark, p. 38 *To define an action plan for biking courses for ethnic minorities in order to ensure that biking courses include and benefit everyone in the target group.* Case: Copenhagen. Sweden, p. 41 *To test GaDAP in a bicycle sharing service, LinBike, and to explore the possibility of stakeholder using the tool in their organizations to involve gender and diversity in their transport planning process.* Case: Linköping Portugal, p. 44 *To deliver better access to key mobility services through an accessible and socially inclusive transport system in Lisbon by removing the barriers to travel and ensuring that social impacts are addressed.* Case: Lisbon.

	France, p. 47 *To increase women's safety in transportation.* Case: Paris.
Public transport and sustainable urban mobility planning	Greece, p. 51 *To support gender mainstreaming in areas of policy making, planning and design in local and regional public transport.* Case: Thessaloniki Germany, p. 54 *To promote and strengthening of gender and diversity sensitive participation as well as collection of mobility data in public transport planning process.* Case: Hannover. Italy, p. 57 *To measure the suitability of shared mobility services, validation of indicators, and propose indicators in sustainable urban mobility plans (SUMP) if and how they are sensitive to gender perspectives.* Case: Turin.

Employment in the transport sector

The transport sector is still a highly male-dominated workplace. Also, the so-called STEM studies (science, technology, engineering, and mathematics), which are the backbone of the future development of Smart Transport, continue with an unequal representation of students in terms of gender. The untapped potential of the full talent pool provides a challenge for succeeding in the European visions of new smart and sustainable transport solutions.

This section presents three Gender and Diversity Action Plans from the context of Romania, Spain, and Lithuania, which have been initiated in transport related areas of employment and education.

GENDER AND DIVERSITY ACTION PLAN

ROHub & TInnGAIMLab, INTECO & AIM

Promoting and implementing gender and age equality in an unequal employment environment

GENDER SMART MOBILITY (GSM)

In this context, GSM refers to "a gender and diversity inclusive work environment for transport professionals." An inclusive work environment is defined in accordance with the following dimensions:

EQUAL OPPORTUNITIES
- Equal access to jobs in the transport sector regardless of gender or age – the focus of the GaDAP is on jobs related to transport operations and development
- Work environments are set up with gender and age barriers in mind

ATTRACTIVE
- Dissemination of transport jobs as a career opportunity for all

LEARNING AND DEVELOPMENT
- The increasing digitalization of smart mobility means that jobs in this sector must contain continuous learning and development for all employees

SUSTAINABLE
- Transport jobs play a key role in sustainable development and transport workers are part of this

INCLUSIVE
- The digitalization of smart mobility must attract talents across gender, ethnicities, age, workplaces, and locations

AFFORDABLE
- Promoting knowledge on gender equality has few costs besides an active involvement (webinars, seminars, workshops, events, public meetings etc.)

GENDER AND DIVERSITY ACTION PLAN

ROHub & TInnGAIMLab, INTECO & AIM

VISION

The vision of ROHub & TInnGAIMLab GaDAP is to promote and protect gender equality in Alba Iulia by integrating the gender perspective into all activities and actions performed by the Municipality, in accordance with the provisions of the law. A Gender Smart Mobility labour market is part of this vision and existing development strategies are to be updated to become the foundation for an inclusive, attractive, affordable, and sustainable work environment.

The current focus of the GaDAP is to:

- Include gender and age perspectives in local development strategies of the Municipality (the Integrated Urban Development Strategy, Sustainable Urban Mobility plan, Alba Iulia Smart City Strategy etc., which include smart mobility projects;
- Enable and support local policy makers and top management of public transport operators to look for solutions to encourage women and elderly people to be more active in the Smart Mobility sector;
- Build women's capacity; ensure the equitable involvement of women at all levels of decision-making in transport planning and management.

INDICATORS

- Number of stakeholders involved in discussing gender and age discrimination in smart mobility work environments;
- Existing and potential employees in GSM labour market involved in Gender and Diversity awareness activities

GENDER AND DIVERSITY ACTION PLAN

ROHub & TInnGAIMLab, INTECO & AIM

ACTIONS TAKEN
- Identification of stakeholders in Alba Iulia region (municipalities, public transport operator, regional employment agency, local police, university);
- Workshop with stakeholders, employees, and students (future employees) to identify drivers and barriers to change and to promote female entrepreneurship in smart mobility;
- Organization of public events by the Municipality which outline the importance of gender equality (such as Skirt Bike, Women Rally, European Mobility Week etc.);
- The accession of Alba Iulia Municipality to the European Charter of Equality between Women and Men in Local Life, by Local Council Decision no. 316/2020.

WHERE TO GO FROM HERE
- Organize further workshops with stakeholders to identify opportunities and barriers for a gender smart mobility work environment;
- Organize further workshops with potential employees to present the benefits of an increasing gender smart work environment;
- Do training sessions with local stakeholders on TInnGO Data Repository to provide access to information beyond the TInnGO project;
- To develop, adopt, and implement the Equality Action Plan as a signatory of the European Charter for Equality of Women and Men in Local Life.
- To conduct local workshops with relevant stakeholders, such as universities, associations, NGOs, civil society, public and private entities, providers of the public transportation service at local level, in order to collect specific information and data which can be used by the municipality and to raise the awareness of gender and diversity issues and equality.

GENDER AND DIVERSITY ACTION PLAN

Spanish Hub, ITENE

Internal job promotion processes with a gender perspective

GENDER SMART MOBILITY (GSM)

Currently, the internal promotion process in this particular public railways provider is gender biased. The internal promotion criteria is oriented towards service duration as a parameter that scores high in the final ranking. This criterion indirectly supports male candidates.

Gender Smart Mobility is in this context translated as a gender equal and diversity railway sector. The focus is especially on widening equal opportunities for women in the railway sector. This goal is defined in accordance with the following dimensions:

AFFORDABLE: To adapt the internal job promotion process to the actual workforce is a cost-effective measure. Efforts to include more female workers are mostly related with habits change rather than with facilities or infrastructures adaptations.

EFFECTIVE: Increasing career paths for women will foster their willigness to join the company, despite the reputation as a male dominated sector. The company will benefit from a more diverse work force, which strengthen the development of alternative ideas to be translated into new solutions for railway and subway transport.

ATTRACTIVE: To include a gender perspective in the internal promotion processes will make the transport sector more attractive for groups who are not represented in the sector today.

SUSTAINABLE: An integrated, egalitarian, and diverse team of employees might establish new measures to encourage and increase the use of public transport.

INCLUSIVE: Bias-free measures for internal job promotion will promote employment independent on gender, nationality, and other diversities.

GENDER AND DIVERSITY ACTION PLAN

Spanish Hub, ITENE

VISIONS

The railway transport provider was interested in advancing their existing GAP to include more diversity among the employees. The Gender and Diversity Action Plan aims at proposing new Key Performance Indicators that will ensure equal job opportunities for all employees.

INDICATORS

Measures were presented to tackle gender bias in the internal promotion. The best measures were further developed by indicating steps to implement them and tracking their progress.

1. Assign staff to monitor new trainees avoiding gender bias

Review on how internship mentoring is assigned and establish an allocation methodology to avoid gender bias.

2. Consider the tutoring activity as a parameter that scored in the final ranking for internal job promotion

- The total number of tutoring may be weighted by the mark received by the trainee
- Each completed tutoring is equivalent to 1 point to which is added the proportional part of the mark obtained in the placement evaluation carried out by the person being tutored.

3. Evaluate the actions of promotion activities such as school visits, talks, and visibility campaigns for the internal job promotion ranking

- Each time an activity of this type is carried out, ask for volunteers
- Include participation in external activities as a criterion for internal promotion (climb career ladder)
- Each activity in which the employee participate is equivalent to one point for internal promotion.

4. Review the ergonomics of different workstations from a gender perspective
- Identify the different jobs available in the company and whether they are ergonomic for all the employees, considering their physical needs.
- Implement the necessary corrective measures, such as number of workstations to be reviewed for ergonomics without gender bias and number of corrective actions implemented.

ACTIONS TAKEN
The company has started the process to suggest the measures to the management team. In case of approval, the measures will be included in an updated version of the GAP. Several meetings took place between ITENE and the company in order to select the appropriate measures to propose and to update about the situation of the decisional process.

WHERE TO GO FROM HERE
Some of the suggested measures are aligned with actions proposed in the company's GAP. The company will elaborate a guideline on work-life balance measures to promote them inside and outside the company. Regarding internal promotion, the process will be analyzed in the close future. The company started to monitor the assignment of tutoring (measure 1). They will propose to eliminate the service duration as score criteria and to include some parameters like the ones proposed on the measures 2 and 3. Moreover, in the next internal promotion process equality will be added as a new subject in the internal examination. In addition to measure 3, they are launching several activities in order to give visibility to their female employees with the aim of encouraging younger student to join of the company. Regarding measure 4, the company is involved in a project to improve their facilities and rest areas with a gender and diverse perspective. Besides, the company is going to positively evaluate a supplier that have equality gender plans. Finally, this criterion will be included in public tenders as well. Engineering teams that include women will add one point in their final evaluation.

GENDER AND DIVERSITY ACTION PLAN

Baltic hub, Smart Continent LT UAB

Gender and Diversity Action Plan at a technical university in Lithuania

GENDER SMART MOBILITY (GSM)

A more diverse study environment in this technical university could benefit the studies as well as the transport innovation. The ambition is to increase diversity inspired approaches towards the subjects studied as well as making the field of study more inclusive. This includes a more gender balanced future work environment for the graduates, e.g. increasing the awareness among employers on gender and diversity aspects of facilities at work.

Gender Smart Mobility in the context of this Gender and Diversity Action Plan is translated as 'gender and diversity inclusive education in the field of STEM and transport studies.' The target of inclusive education is defined in accordance with the following dimensions:

ATTRACTIVE
• A successful attraction of female students to the educational field of STEM.

EFFECTIVE
• Successful retention of female students in STEM by providing an education that meets their expectations.
• Successful preparation of future human capital for a better gender balance in the transport sector.

INCLUSIVE
• The improvement of STEM studies and transport related education field as a gender and diversity inclusive environment.

GENDER AND DIVERSITY ACTION PLAN

Baltic hub, Smart Continent LT UAB

VISION

The aim of the GaDAP is to make a more diverse study environment both regarding the gender balance among the students and the staff. The ambition is to benefit achievements in STEM studies and in transport innovation in general as well as create a more gender balanced future work environment for the graduates.

INDICATORS

- Number of women entered transport related studies – at least 5 % growth every year compared with the past year.
- Communication campaign to present transport related studies as open for all (gender, ethnicity, abilities, etc.) – at least 1 campaign per year on social media.
- "Try on the profession" campaign for women to get temporarily involved in the field and gather more information about transport related studies – at least 2 campaigns per year. One is done during the 'Career day.'
- Number of women as lecturers in transport and technology disciplines – at least 1 new STEM female lecturer per year.

These indicators demonstrate whether the stakeholder is making a progress and is moving towards the vision of a gender and diversity inclusive STEM study environment.

GENDER AND DIVERSITY ACTION PLAN

Baltic hub, Smart Continent LT UAB

ACTIONS TAKEN
- Evaluation of the current situation of the University regarding gender and diversity related topics (information gathered and processed);
- Setting up a GaDAP according to the data gathered and expected results;
- Preparation of the separate plan to attract more female students (in process);
- A preparation of the separate plan of gender and diversity inclusive communication (in process);
- Assessment of the Covid-19 impact and customization of the GaDAP according to the situation of Covid-19.

WHERE TO GO FROM HERE

The stakeholder will work on improving the knowledge and instructions together with examples of best practices in order to apply them in the education the future. According to the discussions and work made together with the organizational partner (Smart Continent), new gender and diversity inclusive strategies will be proceeded to make further progress in the field. The strategies will concern the inclusive communication with the students (at school and university), the improvements of the gender balance and perspectives of diversity between students and staff. Further, strategies will focus on how to gain more social and strategic impact and profits of becoming a more open and supportive institution in regard to gender and diversity.

Micro-mobility and sharing services

Micro-mobility is envisioned to take up a significant role in the development of smart mobility. Shared forms of mobility, such as bike sharing systems, are already well-established in many larger cities around Europe and the supply is steadily growing. Yet, few planners and operators in micro-mobility pay attention to the diversity in mobility needs and patterns of different social groups in the making of new transport solutions.

Below follow three briefs on initiatives of introducing gender and diversity to different forms of micro-mobilities in the context of Denmark, Sweden, Portugal, and France.

GENDER AND DIVERSITY ACTION PLAN

Scandinavian Hub, University of Copenhagen, Denmark

Gender and diversity action plan on inclusive bicycle courses for ethnic minorities

GENDER SMART MOBILITY (GSM)

Gender Smart Mobility is in the context of this Gender and Diversity Action Plan translated as 'gender and diversity inclusive biking courses for ethnic minorities.' The inclusive biking course is defined in accordance with the following dimensions:

AFFORDABLE
Participants are informed about how to buy an affordable bicycle and receive help with repairing their bicycles.

EFFECTIVE
Participation must be maintained throughout the course, with particular focus on the dropout among ethnic minority women with children.

ATTRACTIVE
The bicycle courses are announced as as a cheap and healthy form of mobility.

SUSTAINABLE
The bicycle course instructors help to ensure that the participants maintain their new biking habits.

INCLUSIVE
Everyone in the target group must be included, ie. across gender, ethnicities, age, workplaces, and living areas.

GENDER AND DIVERSITY ACTION PLAN

Scandinavian Hub, University of Copenhagen, Denmark

VISIONS

The visions of the GaDAP are:
- To ensuring that the cycle courses address all people in the target group.
- To meet the transport needs of different social groups, especially with a focus on ethnicity, gender and age.
- To motivate more adults to learn to ride a bicycle.
- To maintain the participants' new cycling habits.

INDICATORS

The indicators on the success of the courses are spelled out in the indicators:
- A balanced representation among the students measured by age, ethnicities, types of work, and place of residence.
- The inclusion of ethnic minority adults who have not yet been aware of the courses or the courses have not appealed to.
- That 85% of the participants attend and complete the entire course
- That 90% of the attending participants maintain their new cycling habits after the end of the course.

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GENDER AND DIVERSITY ACTION PLAN

Scandinavian Hub, University of Copenhagen, Denmark

ACTIONS TAKEN

Initiatives to strengthen a good social environment at the bicycle courses have been made in the form of offering coffee after each lesson and making a social event at the end of the course. The bicycle course instructors have also prepared a bicycle diploma that participants will receive at the end of the course.

Work will continue on more actions:

- To arrange events for former participants in order to maintain and strengthen their cycling habits, e.g. cycling journeys to local green areas.
- To motivate former course participants to start up as volunteer cycling instructors.
- To establish a collaboration with bicycle dealers, or other relevant actors in the local area, which can assist on bicycle repair, etc.

WHERE TO GO FROM HERE

- Stakeholders will together with the University of Copenhagen look into possibilities to apply for funding to test new forms of bicycle courses as well as to innitiate bike courses in more locations in Denmark.
- Gain more knowledge about cycling needs and the motivation to participate in courses, e.g. by a survey among participants and their families.
- Consider whether cycling courses can be included in the social and health care training programme.
- Test cycling courses with other forms of bicycles, such as e-bikes and cargo bikes and tri-bikes.

GENDER AND DIVERSITY ACTION PLAN

Scandinavian Hub, VTI

Gender and Diversity Action plan for bike-sharing in Linköping, Sweden

GENDER SMART MOBILITY (GSM)

Gender Smart Mobility is in the context of this Gender and Diversity Action Plan translated as a 'gender and diversity inclusive bike-sharing service for different socio-economic groups'. An inclusive bike-sharing service is defined in accordance with the following dimensions:

AFFORDABLE
To ensure a price-model that is attractive for different socio-economic groups

EFFECTIVE
To ensure that the service is a accessible for adult commuters with children

ATTRACTIVE
To ensure that users at various workplaces and residantial areas have access to the service and that users with luggage can use the service

SUSTAINABLE
To ensure that car commuters with different travel needs can get access to the service via commuter parking facilities and therefore can reduce car use

INCLUSIVE
To make sure that the service can be used by children as well as persons with disabilties

GENDER AND DIVERSITY ACTION PLAN

Scandinavian Hub, VTI

VISIONS
- A bike-sharing system that includes a selection of different bicycles
- A bike-sharing system that uses geofencing technology to enable connections to a variety of residential areas.
- The bike-sharing system reach wider target groups through residential and/or workplace subscriptions

INDICATORS
- Increased numbers of bike-sharing stations in residential areas with different socio-economic profiles
- At least one test-campaign to reach new groups of users per year
- At least one workshop to identify the values and benefits of the bike-sharing system for different stakeholders per year.

GENDER AND DIVERSITY ACTION PLAN

Scandinavian Hub, VTI

ACTIONS TAKEN

In this process, the stakeholders were not able to commit to actions due to a number of reasons. For example, the bike-sharing system is under development and the operators are under pressure to implement a sustainable business model. However, the stakeholder's express interest in diversity issues and welcome actions from VTI that can support the vision, and are in line with the suggest actions. VTI have taken the following actions:

- Produced a short video that communicates potential justice consequences of the system. Target group: politicians and public officials.
- Produced a policy brief that communicates how the system is used today from a diversity perspective – and how the system can be developed to increase diversity. Target group: politicians and public official
- Identified potential funding opportunities to include a more diverse fleet of bicycles in the system

WHERE TO GO FROM HERE

While the stakeholders agree on that a more diverse fleet of bicycle's would open up for a diverse user groups, and improve equality, there are a number of obstacles that needs to be addressed. To include different bicycles comes with high investment and maintenance costs, as well as technical problems. The cost of a "one size fits all" model is also expensive, and is a current challenge for the operator. Therefore, to support the stakeholders in communicating the importance of not only bike-sharing but inclusive bike-sharing is the next step, where the communication material VTI produced is key. To suggest finding opportunities that can support new and inclusive business models and invite the stakeholders as partners is the next step.

GENDER AND DIVERSITY ACTION PLAN

Portuguese Hub, EMEL – Lisbon Mobility and Parking

Gender and Diversity Action Plan for Cycling and Bike Sharing in the Lisbon

GENDER SMART MOBILITY (GSM)

The concept of Gender Smart Mobility is linked to the Lisbon Strategic Vision for Mobility (MOVE Lisboa). The goal is to reduce the use of private car and balance the space attributed to other users and modes of transport, particularly the most vulnerable groups with attention to:

- Ensure access, safety, ease, and comfort of women's mobility;
- Establish the reasons for gendered transport patterns in order to create gender equality in urban mobility.

This means to promote integrated mobility solutions, including all available modes of transport; identify and include all stakeholders when developing policies and strategies and make sure different needs are represented; develop policies on equality, diversity, and inclusion; make transport affordable for all; promote an integrated, simple and user-centred mobility experience; include user-needs, challenges, and concerns in planning and service-design; include collection and analysis of gender segregated data in planning and design; promote alternatives whenever they exist and develop actions to promote sustainable mobility.

GENDER AND DIVERSITY ACTION PLAN

Portuguese Hub, EMEL – Lisbon Mobility and Parking

VISIONS

The Lisbon Strategic Vision for Mobility (MOVE Lisboa) aims to ensure a safe, functional, and appealing pedestrian and cycling network. Based on cleaner technologies, the mobility services will contribute to a zero-emission city with high levels of environmental, economic, and social quality. The objective of the Lisbon Gender and Diversity Action Plan is to increase gender and diversity of bike users in Lisbon. This includes specific measures in Lisbon Bike Sharing, GIRA: build more cycling lanes as well as promote better integration between bicycles and public transportation by providing and allocating more space for bicycle parking.

INDICATORS

A set of indicators were created for evaluating Lisbon GaDAP's measures:
- Increase female shares in the GIRA Lisbon Bike Sharing users;
- Increase female shares in the GIRA Lisbon Bike Sharing trips;
- Increase female shares in private cycling trips;
- Increase of modal shares for bicycle in Lisbon;
- Increase of GIRA Lisbon Bike Sharing satisfaction among users;
- Increase cycling lanes (km);
- Increase bicycle parking options.

GENDER AND DIVERSITY ACTION PLAN

Portuguese Hub, EMEL – Lisbon Mobility and Parking

ACTIONS TAKEN
1) Involvement of Stakeholders: EMEL, GIRA Lisbon Bike Sharing and CML (Lisbon Municipality)
2) Collection and analysis of gender segregated mobility, public transport, safety data;
3) Development of a set of indicators for evaluating Lisbon GaDAP's;
4) Preparation of the Survey on mobility habits in Lisbon;
5) Preparation of a script for 43 interviews with users and 4 interviews with GIRA operational team as well as EMEL communication team.

WHERE TO GO FROM HERE
• Launch of the Survey on mobility habits in Lisbon (on 5th April 2021);
• 43 individual interviews with women to validate the information gathered in the survey;
• Analyse data to include user-needs, challenges, and concerns in planning and service-design;
• Select and prioritize further actions in the Lisbon GaDAP in corporation between EMEL Board of Directors and Lisbon Municipality;
• Work with GIRA Lisbon Bike Sharing to follow the implementation of gender and diversity measures in bike sharing and support their initiatives;
• Work with Lisbon Municipality to follow the implementation of gender and diversity in the cycling infrastructure and public space and support their initiatives;
• Develop actions to promote more bicycle use.

GENDER AND DIVERSITY ACTION PLAN

French Hub, LGI Sustainable Innovation

Gender and Diversity Action Plan for shared mobility in the Paris Region

GENDER SMART MOBILITY (GSM)

Gender Smart Mobility in the context of the Shared Mobility Strategy of the City of Paris means to ensure that shared mobility operators offer mobility solutions that are:

- Sustainable in terms of GHG emissions and polluting components,
- Easily accessible by all in distance and practice,
- Allowing for an efficient and affordable service,
- Welcoming to everyone regardless of their backgrounds or identity.

This implies inclusive designs (weight; storage compartments; stability), inclusive communication campaigns, inclusive fare systems (reduced fees for certain categories) but also inclusive infrastructures that allow for the safe use of smart sustainable mobility by all people, even the most disadvantaged and the more likely to feel vulnerable or insecure. Finally, this also means a need to collect qualitative and quantitative disaggregated data which include the feedback of users; the operators should further set up a goal of expanding the service to less central areas in order to reach a more diverse population (at present, the service is only available inside the City of Paris).

GENDER AND DIVERSITY ACTION PLAN

French Hub, LGI Sustainable Innovation

VISIONS

The long-term objective of the French Hub's Gender and Diversity Action Plan is to increase the diversity of shared-mobility users by crafting inclusive device designs, tailored communication campaigns, by building safe infrastructure, offering in-app contact and training for service staff to gender and diversity inclusion.

INDICATORS

The main indicators of the GaDAP's performance are:
- Increase of female ridership shares
- Increase of modal shares for shared mobility solutions in Paris Region
- Increase of service satisfaction among users

ACTIONS TAKEN

Although the implementation of actions is uneven among shared mobility providers, several actions have been taken with the aim to enhance diversity and improve the inclusion of target groups' needs. These actions include:
- Creating dedicated focus groups, (two/UBER, TIER)
- Conducting surveys among female users, (one/UBER)
- Unfolding awareness-raising campaigns, (one/UBER)
- Implementing training programmes for employees, (one/UBER, TIER)
- Adopting solidarity-based tariffs and subscriptions (unemployed, students, reintegration, etc.) (two/UBER, Zity)
- Integrating in-app harassment reporting links (one/UBER).

GENDER AND DIVERSITY ACTION PLAN

French Hub, LGI Sustainable Innovation

WHERE TO GO FROM HERE

The next steps for the French Hub GaDAP are:

- Work with operators on a one-to-one basis in order to follow the implementation of the action plan and support them in their initiatives.
- Work with local authorities to intervene in the development of public spaces for better accessibility, particularly at night. Examples of places where such interventions (e.g. better lighting, nearby parking, care areas) would be necessary are the surroundings of night-time establishments, e.g. clubs, restaurants areas, theatres, or museums. Some of this work could be carried out in collaboration with the managers of these places.
- Work with local associations that are already active on issues like harassment and equality in transportation to support operators in adopting good practices. This work would include, for instance, awareness-raising campaigns, team training on inclusiveness issues and the integration of harassment reporting options into applications.
- Broaden the collaboration between mobility stakeholders on issues of equal access. That is, highlight the importance of sharing good practices and jointly developing actions to reduce gender inequalities as well as ensure the diversity of service users.

Public transport and sustainable urban mobility planning

Cities around Europe face challenges of increasing urbanization, traffic congestion, population diversity, and climate change. These challenges place public transport and sustainable urban mobility planning (SUMP) central in the development of new Smart Cities. Yet, in order to meet mobility needs and patterns of the full population, there is a demand to include gender and diversity perspectives to future planning of urban transport.

The three GaDAPs presented below present initial work on how to approach these issues in public transport in the context of Greece, Germany, and Italy.

GENDER AND DIVERSITY ACTION PLAN

Greek Hub, Lever Development Consultants

A Gender and Diversity Action Plan on public busses in Thessaloniki's Metropolitan Area

GENDER SMART MOBILITY (GSM)

In the context of public transportation and especially issues of safety, security, comfort, and customer service in the metropolitan area of Thessaloniki, Gender Smart Mobility is focused on safety and security for vulnerable groups. The vulnerable groups are defined as, but are not limited to, elderly people, pregnant women, people with disabilities as well as teenagers that travel to and from school on a daily basis. In more detail, GSM is characterized by:

- Ease of boarding on and of the busses for vulnerable groups: Women especially those in pregnancy or accompanying children, the elderly, and people with disabilities.
- To create both an environment as well as a sense for passengers and PT users of safety and security for vulnerable groups. Safety and security are two of the most important factors as identified in the Greek hub for vulnerable groups to choose public transportation over other transportation modes.
- Smooth and unobstructed travel experience, i.e. connectivity among different transportation modes as well as between busses in Thessaloniki's transportation system.

GENDER AND DIVERSITY ACTION PLAN

Greek Hub, Lever Development Consultants

VISIONS

The vision includes the improvement of safety and security for vulnerable groups throughout the public transportation network, incl. bus stops and stations. The vision is achieved through the objectives: a) Enhancement of Safety & Security, b) Establishment of Reliability for the public transport system, c) Increase of Comfort and Level of Service, d) Consistency regarding timetables and bus routes, e) Monitoring, f) Transparency, g) Culture cultivation.

INDICATORS

Indicators that define the condition of bus stops and their surroundings:
- Percentage of bus stops that include bus shelters / seats
- Percentage of bus stops that include timetables / telematics / call center information
- Ranking system of lighting conditions at bus stops
- Ranking system of accessibility of each bus stop / stations
- Ranking system of bus stops in terms of comfort and customer service such as cleanliness, condition of seats and stops, etc.
- Obstruction of bus stops mainly due to private vehicles temporary parking

Indicators of safety and security on trips:
- Correlation between over crowdedness and safety & security issues
- Number of seats for vulnerable users in each bus

These quantitative indicators are advanced by qualitative data on mobility patterns and needs of vulnerable groups. A combination of quantitative and qualitative data results in the development of indicators that show the correlation between mobility patterns and Safety & Security.

GENDER AND DIVERSITY ACTION PLAN

Greek Hub, Lever Development Consultants

ACTIONS TAKEN

Crucial for a proper implementation of actions is the collection of gender and diversity sensitive data. An analysis of these data will provide a baseline assessment as well as a foundation for proper actions towards meeting the transport needs of various vulnerable groups. Regarding bus stops, the design criteria need to be redefined in accordance to differences in needs. This includes the lighting and the streetscape surroundings. This is not an easy process, since public space, such as pavements in which bus stops are located, is under the jurisdiction of municipalities, so it is important to ensure a proper cooperation between various relevant stakeholders.

WHERE TO GO FROM HERE

Steps must be taken by involving the stakeholders responsible in different levels of planning, implementation, and operation of the public transportation system in Thessaloniki. The many involved stakeholders signifies a great complexity in processes of actions, such as planning and operation. This further highlights the need for a unified channel of communication between all involved actors and stakeholders. Feedback on further actions is required from all involved transport operators, providers, municipalities, regions, organizations etc. Also, a communication protocol is to be established. In terms of service provision, the different providers have to maintain the same level of service and the information, that is provided by all of them, has to be accessed in a unified system, so that users find it easier to orient themselves in the systems.

GENDER AND DIVERSITY ACTION PLAN

German Hub, Technische Universität Ilmenau and Plan & Rat

Gender and diversity sensitive participation culture & gender and diversity sensitive data collection and evaluation

GENDER SMART MOBILITY (GSM)

For a successful gender and diversity sensitive mobility planning, it is important to obtain an overview of the user needs of various and diverse user groups. In most cases, this requirement fails due to the lack of external communication, but also due to an inadequate inclusion of user groups, such as children, elderly women and people with special needs. Gender Smart Mobility in the context of this Gender and Diversity Action Plan is translated as 'Gender and diversity sensitive participation culture & gender and diversity sensitive data collection and evaluation'. The GaDAP is particularly defined in accordance with the following dimensions:

AFFORDABLE: Participation is enabled by means that the user group already owns (e.g. smart devices, Social Media) or by means which are made available to the user group (e.g. devices on bus stops).

EFFECTIVE: Especially via social media, a wide variety of users can be addressed (young and elderly people, women in different life situations, people with special needs, people with migration background, associations and networks, etc.).

ATTRACTIVE, SUSTAINABLE & INCLUSIVE: Improving the access to participation through better and more location and time independent channels, will offer more people the possibilities to be heard. Including more voices and diverse inputs in mobility planning processes will push forward Gender Smart Mobility in the long term.

GENDER AND DIVERSITY ACTION PLAN

German Hub, Technische Universität Ilmenau and Plan & Rat

VISIONS

The aim is to promote and strengthen a gender and diversity sensitive participation culture in mobility planning as well as gender and diversity sensitive collection and evaluation of mobility data. This aim stands as a key-part of the public transport planning process in order to enable the greatest possible diversity of people, especially vulnerable groups, to participate in mobility planning processes and mobility information. The ambition is to include various user groups' mobility needs in the development of transport so that mobility solutions are sustainably for all user groups. The promotion of a gender and diversity sensitive participation culture will also raise awareness on the part of the transport providers (e.g. public transport companies) to adopt a more user inclusive approach to data evaluation and help in the development of sustainable and successful mobility services.

INDICATORS

A number of indicators have been identified for an initial assessment of gender and diversity sensitive participation culture and data collection:

FORM: What form of participation measures and data collection are used and for what purpose?

ACCESS: Which forms of access to participation (for who and how) and data collection have been provided so far?

CRITERIA: Has any gender and diversity criteria been considered in measures of participation and data collection. If so which?

EVALUATION: Are the measures both applied *and* used to evaluate the targets? Are they optimized if necessary?

GENDER AND DIVERSITY ACTION PLAN

German Hub, Technische Universität Ilmenau and Plan & Rat

ACTIONS TAKEN

So far six workshops with the Hannover Region and in the further course also with public transport companies were hold to define the cooperation within the framework of their sprintH project.

Participation procedures are researched and analyzed for gaps and potentials: Which user groups have been served so far and what is missing or could be improved in order to reach and involve more user groups, especially vulnerable groups?

Mobility data sets are researched and analyzed for gaps and potentials: Which user groups have been served so far and what is missing or could be improved in order to reach and involve more user groups, especially vulnerable groups?

WHERE TO GO FROM HERE

Based on the research, analysis, as well as the cooperation with the stakeholders, the aim of the GaDAP is to provide guidelines (incl. tools, good practice, training material etc.) for a more gender and diversity sensitive inclusive participation culture. This includes a focus on social media, open street map tools, and other interaction and evaluation measures, which can be given to all actors/stakeholders involved in mobility planning.

GENDER AND DIVERSITY ACTION PLAN

Italian Hub, Politecnico di Torino

Sustainable Urban Mobility Plans: A gender and diversity issue?

GENDER SMART MOBILITY (GSM)

Gender Smart Mobility in the context of this Gender and Diversity Action Plan is translated as 'attention to gender and diversity in the writing and implementation of Sustainable Urban Mobility Plans (SUMPs).' The attention to gender and diversity is defined in accordance with the following dimensions:

AFFORDABLE
Ensure a more defined knowledge of the real mobility needs based on gender to define more sustainable and inclusive mobility plans
EFFECTIVE
Insertion of contents referring to 'women' and/or 'gender' and/or 'diversity' in the SUMP documentation.
ATTRACTIVE
Pushing towards a sort of 'innovation' in the vision of mobility planning, considering the current absence of such topics.
SUSTAINABLE
Ensure that the people involved in the mobility planning are more attentive to the gender and diversity issues.
INCLUSIVE
Consider that mobility needs change across gender, ethnicities, age, workplaces, locations.

GENDER AND DIVERSITY ACTION PLAN

Italian Hub, Politecnico di Torino

VISIONS

The objective of this GaDAP is to rise attention to aspects and users that are commonly not considered during the mobility planning processes and which we found are not present in the current SUMP's implemented at the national level. The mobility patterns and needs of women and men are different due to gendered differences in daily activities: Women often have a more complex agenda, and tend to travel on foot or by public transport, while men often make a linear journey morning-evening , home-work, perhaps with the only car owned by the family. The accessibility and safety of the vehicles chosen for mobility needs are currently the most crucial aspect for achieving gender equality in transport.

Another aim is to provide more attention to the disaggregated data that needs to be evaluated while proposing new sustainable mobility measures. It is important to raise awareness among transport service operators on the need for greater attention to the needs of particular categories of users of their services, in particular women, in order to guarantee a more inclusive mobility offer.

The GaDAP aims to push an inclusion of these elements in the SUMP development.

INDICATORS
- Contents of the SUMP dealing with gender and special needs users
- Presence of a specific chapter on the topic in the SUMP
- Number of companies starting to include disaggregated data in the work-home mobility plans

GENDER AND DIVERSITY ACTION PLAN

Italian Hub, Politecnico di Torino

ACTIONS TAKEN

- Four workshops have been organized since September 2020 with the Mobility Manager of Turin Metropolitan city, Turin city representative and people involved in the SUMP development to raise awareness of the topic.
- Formal involvement with the Turin Metropolitan city through the official signature of a letter of cooperation within the project framework and the future activities of the Italian Hub (November 2020 – January 2021)
- Drafting a document named "Inclusive and gender-based mobility: lines of action of the Italian hub of TInnGO" which presents 5 main actions for a gender-sensitive transport planning in the Turin metropolitan area. These actions are:
    1. Creation of a permanent Observatory for inclusive and gender-based mobility
    2. Collection of mobility data disaggregated by gender
    3. Drafting of mobility plans with more attention to gender differences
    4. More inclusive accessibility to means of transport
    5. Promotion of gender and diversity-aware transport planning

WHERE TO GO FROM HERE

The objective is to continue the cooperation with the representatives in the SUMP development in the Turin Metropolitan area and the Turin city. This starts from the goal of putting in place the 5 actions coming from the document cited previously and collaborating in the drafting of a specific detailed technical notebook that can be presented in support of the SUMP. Addressing stakeholders, the aim of this document is to highlight the need for greater attention to gender and more inclusive mobility.

APPENDIX B. TEMPLATE FOR GADAPs

The GaDAP work conducted by each project partner has been guided by the template below.

GADAP TEMPLATE		
THE NAME OF THE HUB + RESPONSIBLE PARTNER(S) FOR DOING THE GADAP		**additional comments…**
SHORT DESCRIPTION OF THE HUB'S FOCUS AND AIM		additional comments…
LIST OF STAKEHOLDERS (incl. sector, company, job positions)		additional comments…
DESCRIBE THE FOCUS OF THE STAKEHOLDER WORKSHOP + WORKSHOP TITLE		additional comments…
DEFINE GENDER SMART MOBILITY IS IN THE CONTEXT OF YOUR FOCUS AREA		additional comments…

DEFINE THE MAIN PROBLEMS FOR GENDER SMART MOBILITY IN THE CONTEXT OF YOUR FOCUS AREA		additional comments…
OUTLINE A GADAP FOR GENDER SMART MOBILITY IN YOUR AREA INCLUDE: VISIONS AND/OR GOALS INDICATORS ACTIONS WHO ARE RESPONSIBLE FOR IMPLEMENTING THE ACTIONS? RESOURCES NEEDED A TIMELINE FOR THE ACTIONS FOLLOW UP *NB: this is the outline of the GaDAPs that the stakeholders can set up and continue to work with.*		additional comments…

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