



Generalitat de Catalunya

ATM Àrea de Barcelona
Autoritat del Transport
Metropolità



Pacte d'Estat
contra la violència de gènere

016 AL SERVEI DE LA
VALORAR LA VIOLENCIA DE GÈNERE



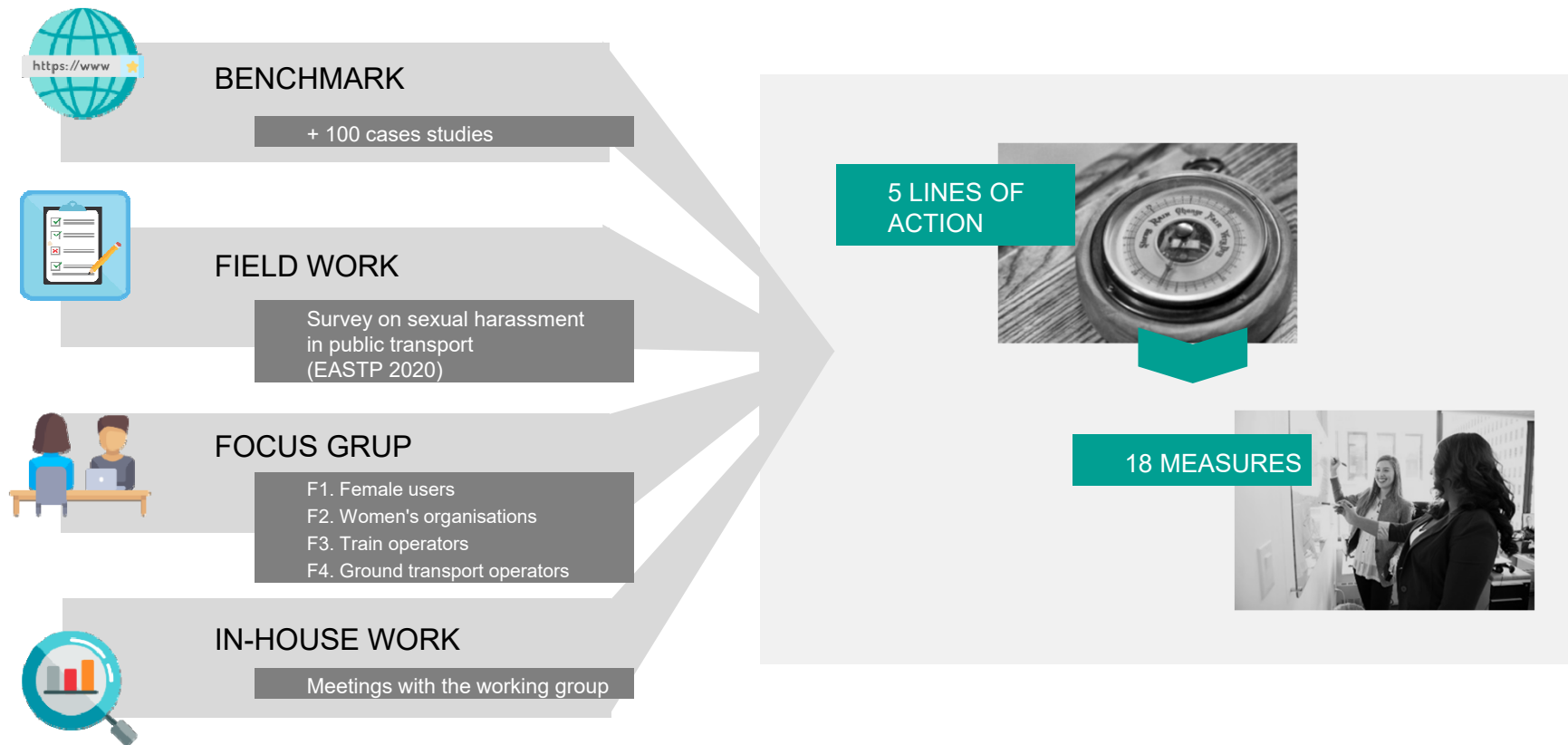
Proposed Action Plan

Analysis of actions to be implemented to prevent sexual harassment in public transport

June 2021

Action plan: lines of action and measures

The benchmark analysis, field work, focus groups and different follow-up meetings with the project team have identified **5 lines of action (LA)** in the prevention of sexual harassment and **18 measures** that expand on these.



Action plan: lines of action and measures

The Action Plan is divided into 5 lines of action, aligned with the benchmarking and protocol carried out:

LA1. Governance

LA2. Design and operations

LA3. Prevention and support systems

LA4. Sensitisation and raising awareness

LA5. Technological tools

Action plan: lines of action and measures

In order to outline each LA, the following has been produced....

- **A fact sheet for each line of action, identifying:**

- ▶ A brief description for each LA
- ▶ Their aims
- ▶ A brief description of each measure

Example of a line of action fact sheet

GSJ1


Línia d'actuació 1 (LA1): Títol	
Descripció	Breu descripció
Propòsits de la LA1	<ul style="list-style-type: none"> • Propòsit 1 • Propòsit X
Mesures de la LA1	
1.1. Mesura 1	Breu resum de la mesura
1.2. Mesura 2	Breu resum de la mesura
1.X. Mesura X	Breu resum de la mesura

- **A fact sheet for each measure, detailing:**

- ▶ A brief description
- ▶ The purpose of the measure
- ▶ The actions to be carried out
- ▶ The implementation period
- ▶ The agents (responsible and involved)
- ▶ The assessment of the economic cost

Example of a measure fact sheet

GSJ4

Línia d'actuació 1		Mesura 1.1.		Títol de la mesura	
Descripció	Breu descripció	Agents responsables			
Finalitat de la mesura	Objectius que es volen assolir	Agents implicats			
Actuacions a dur a terme	Pla d'acció	Criteris de valoració			
Comentaris		Complexitat	Benefici		
Termini (anys)	 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030	Cost d'implementació	Condicions legals		

Diapositiva 4

GSJ1

A la primera línia cal posar en minúscula "Títol".

Guilera Sanchis, Jordi; 13/07/2022

GSJ4

A la segona línia cal eliminar el punt final a "Mesura 1.1."

Guilera Sanchis, Jordi; 14/07/2022

Description	Coordination between the administrations and agents involved in mobility planning and management to prevent sexual harassment in public transport. Lay the strategic and policy foundations for future gender-sensitive transport management and planning .
LA1 Aims	<ul style="list-style-type: none"> • Define the legal framework in which to implement the policy measures to ensure the proper implementation. • Establish management structures in order to be aware of and deal with sexual harassment conflicts. • Find and manage information in order to diagnose how women are treated in the public transport system. • Promote job opportunities and the presence of women in the transport sector.

LA1 Measures

1.1. Government <u>policies and strategic plans</u>	<ul style="list-style-type: none"> • Integrate gender mainstreaming into the mobility planning process. • Include gender impact assessments in all mobility and public transport plans and measures. • Include a gender clause in public tenders. • Have a team of specialists to support gender mainstreaming in future projects in the transport and infrastructure sector.
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1.2. <u>Management structures</u>	<ul style="list-style-type: none"> • Set up a Monitoring Committee which will assess and supervise compliance with a uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system. <ul style="list-style-type: none"> • The Committee will organise itself internally to handle the technical aspects. • The Committee will be responsible for producing an annual monitoring report.
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LA1. Governance	LA2. Design and operations	LA3. Prevention and support systems	LA4. Sensitisation and raising awareness	LA5. Technological tools
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LA1 Measures

1.3. Expansion of knowledge and diagnosis of the situation

- Conduct regular gender-sensitive surveys on mobility and travel patterns.
- Have reporting and monitoring tools to see the evolution of the policies implemented against sexual harassment. One of them would be to conduct regular surveys to characterise sexual harassment on public transport.
- Analysis of the mobility of women and the most vulnerable groups.

1.4. Empowering women in the sector

- Design specific measures to protect female public transport workers from sexual harassment.
- Create a women's network in the mobility sector to promote empowerment measures.
- Carry out a campaign to raise the visibility of women in the transport and mobility sector.
- Hold conferences and promote debates on the role of women in mobility and its impact on their daily lives.

Description	Establish the necessary changes in the design of public transport infrastructures, spaces, vehicles and operations to ensure that transport services meet the specific and common needs of all users, and promote public transport with equal conditions.
LA2 Aims	<ul style="list-style-type: none"> • Establish a planning and design of the transport system taking into account the needs of women in the sector. • Design public transport together with public space to improve and tackle the perception of insecurity. • Adapt infrastructure and vehicles to make public transport more inclusive.

LA2 Measures

2.1. Gender-sensitive planning

- Integrate gender mainstreaming into the design of city planning to make cities more inclusive and in order to reduce sexual harassment.
- Apply gender mainstreaming in transport and mobility planning and incorporate gender guidelines and criteria.
- Promote a public transport infrastructure that is inclusive and sensitive to gender and functional diversity.
- Incorporate citizen participation of public transport users in the planning process.

LA2 Measures**2.2. Integration of public transport
with other uses of public space**

- Conduct gender-sensitive risk assessments when planning the location of public transport stops.
- Promote intermodality between modes of transport and ensure safety are among the main objectives of the spaces to help use public transport resources.
- Promote flexible and intermediate bus stops at night.

2.3. Safe, accessible and well-lit infrastructures

- Improve accessibility from a gender perspective at stations, platforms and bus and train stops to increase the feeling of safety and comfort when travelling.
- Where appropriate, redesign public transport stops following inclusion and equality standards, to improve the feeling of safety.
- Real-time information on bus movements to avoid unnecessary waiting at bus stops.

Description	Promoting prevention and support systems for sexual violence on public transport that lay the foundations for coordinated and appropriate action, based on the logic of non-revictimization and recovery.
LA3 Aims	<ul style="list-style-type: none"> • Define the persons responsible for tackling gender-based violence on public transport. • Ensure public transport staff are aware of how to deal with gender-based violence. • Enable intervention against sexual harassment on public transport. • Promote public awareness in identifying sexual violence. • Guarantee the confidentiality of people in situations of gender-based violence.

LA3 Measures

3.1. Uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.

- Ensure harmonisation of the different public transport operators by creating a uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.
- Ensure that each transport operator has a person in charge of implementing the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.
- Designate the person in charge of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system for each of the public transport work shifts.
- Adapt the action cycle of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system to the specific needs of each public transport.
- Coordinate a network of action in public transport against sexual harassment.
- Train public transport staff in the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.

LA3 Measures**3.2. Promoting the role of prevention agents**

- Promote sexual harassment prevention agents on public transport, trained in gender and in dealing with male violence on important dates and major events.
- Creation of a gender-sensitive intervention group specialising in intervention against male violence on public transport.

3.3. Warning and support systems

- Increase the presence of CCTV cameras in public transport, transfers, lifts and stops, and other less crowded, poorly visible and/or unlit spaces.
- Promote warning, assistance and rescue systems at and inside public transport stops.

3.4. Victim support and recovery

- Set up a space for sexual violence support and for receiving public transport complaints at the main stations of each mode of public transport.
- Follow up and respond to complaints received, providing the status of the complaint and the progress of the case.
- Facilitate channels for reporting sexual harassment on public transport.
- Promote the creation of a database with the available territorial resources for women and LGBTI people.
- Produce infographics of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system that indicate how to act in the event of sexual harassment.

Description	Progress in raising awareness of gender equality and tackling gender-based violence, through internal actions to promote awareness among employees and through communication actions to raise awareness among public transport users.
LA4 Aims	<ul style="list-style-type: none"> • Raise awareness among public transport staff about gender-based violence in order to encourage identification and action. • Promote community action against sexual harassment. • Progress in social sanctioning of sexual harassment and harassers. • Actively demonstrate non-tolerance of male violence, and specifically sexual harassment on public transport. • Emphasise the responsibility of the harassers and take the responsibility away from the people experiencing the harassment.

LA4 Measures

<p>4.1. Training of staff, administration and society</p>	<ul style="list-style-type: none"> • Develop tools to train public transport staff on sexual harassment, including those responsible for managing and planning different public transport operators. • Gender training for staff working on the different modes of public transport, including those responsible for managing and planning the different public transport operators. • Specific training in addressing sexual violence for public transport security personnel. • Organise and promote gender workshops with specific transport themes aimed at all sectors involved, looking ahead to the future, analysing the problems and sharing experiences.
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LA4 Measures

4.2. Awareness-raising campaigns

- Information and awareness-raising campaigns aimed at citizens, focusing on the rejection of sexual violence and highlighting the existence of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.
- Incorporate raising awareness on sexual harassment in mobility education projects, with an emphasis on the responsibility of the men who harass.
- Promote awareness-raising actions focused on men, with the aim of making them feel challenged and reject the sexual violence that can occur.
- Raise awareness of the importance of responding to anyone who may be a victim of sexual harassment, to encourage community intervention.
- Remove all sexist advertising from the entire public transport system.

4.3. Victim support and recovery

- Promote communication campaigns on existing sexual harassment prevention and action measures.

Description	Promote the use of technological tools available to citizens to encourage reporting sexual harassment situations and enable public transport users to connect with public transport providers.
LA5 Aims	<ul style="list-style-type: none"> • Encourage reporting sexual violence on public transport. • Encourage women and LGBTI people who experience sexual harassment on public transport to report it. • Make it easier for people who experience sexual harassment on public transport to report such situations, as a community response. • Observe what factors are involved in sexual harassment situations on public transport (area, time, traffic, space, etc.).

LA5 Measures

5.1. Websites, mobile applications and collective forums

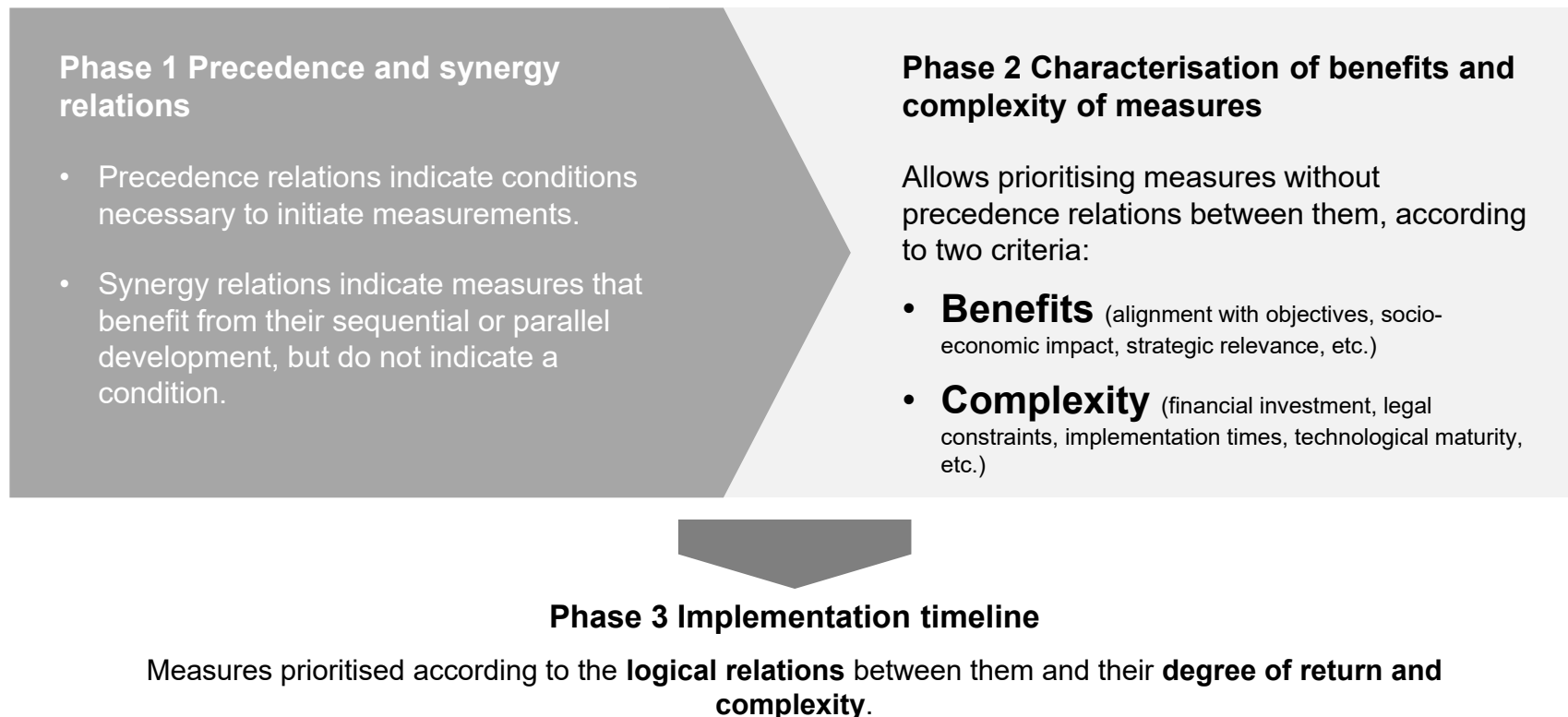
- Promote an anonymous virtual mailbox for reporting sexual violence to count harassment that is experienced or detected on public transport, but which does not initiate an administrative procedure.
- Incorporate a communications tool or a digital application for users to report any sexual harassment situation, and therefore enabling quick action by surveillance officers.

5.2. Digitisation of assaults and hotspots

- Mapping of the stations or transports where sexual harassment is most reported in order to design specific measures.
- Creation of a register of identified and reported harassments.

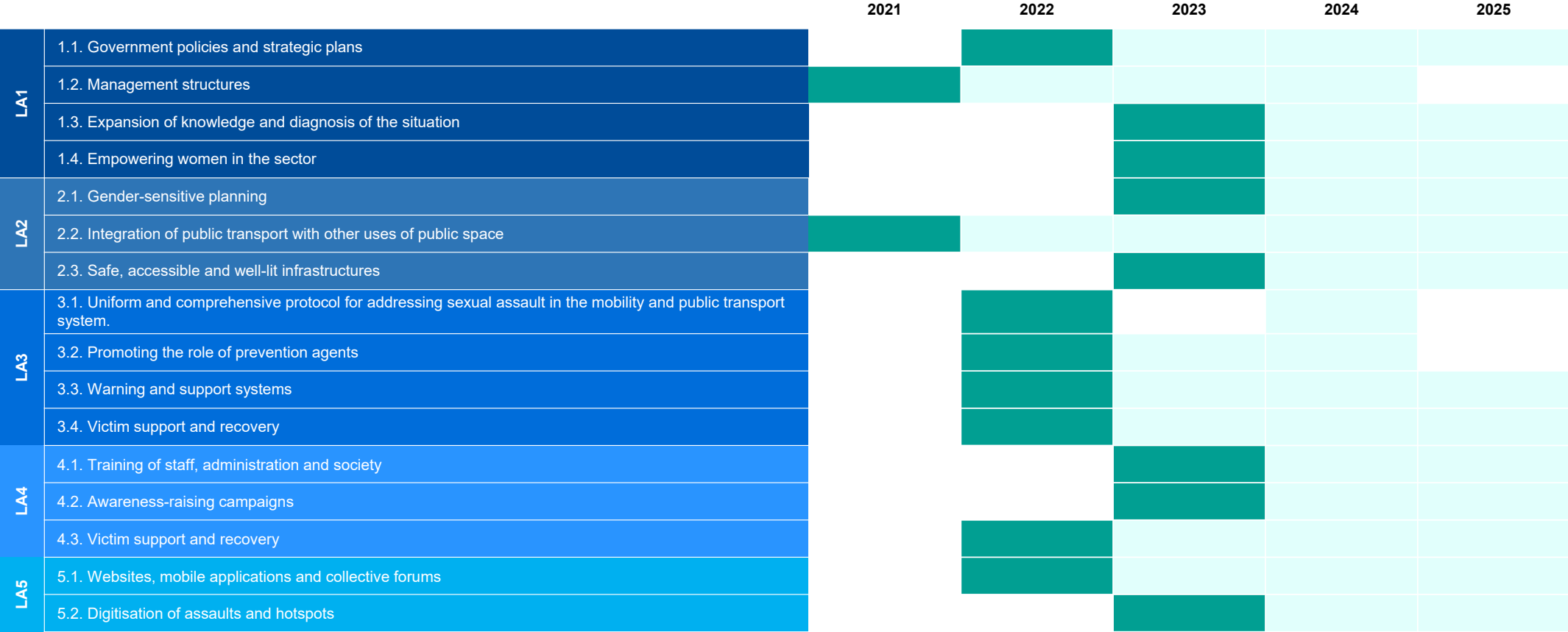
6. Calendar

The timetable presented is the **result of a prioritisation analysis of the measures**. This was done in two phases*:



6. Calendar

The measures cannot be implemented simultaneously. The following is a **proposed timeline for implementation** over the next few years.

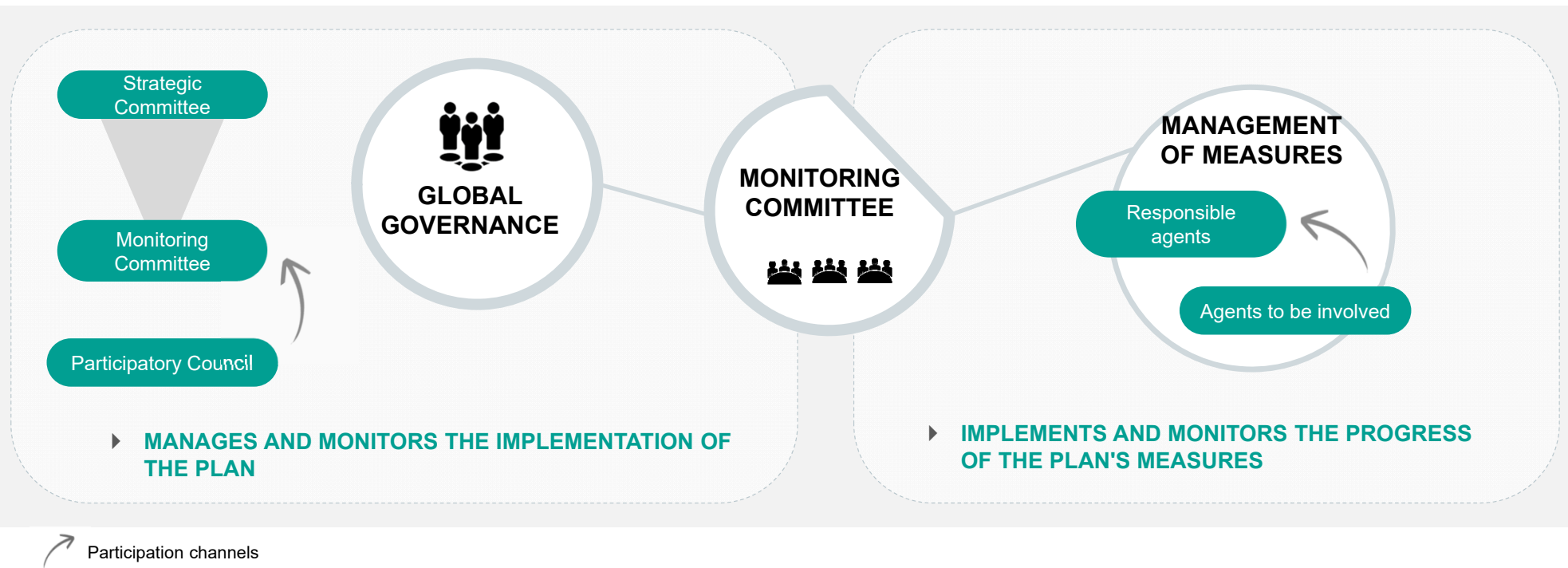


Timeline. Develop measures Review or continue measure

7. Definition of governance

In order to promote the implementation and monitor the plan's different lines of action, it is essential to have **specific governance** to **oversee the deployment** of the measures and to **coordinate the efforts** of the responsible agents.

The governance of the plan is expected to consist of two levels.



Annex - Measures

This annex describes the measures based on the five lines of action:

LA1. Governance
LA2. Design and operations
LA3. Prevention and support systems
LA4. Sensitisation and raising awareness
LA5. Technological tools

Line of action 1 (LA1). Governance

Measure 1.1	Government policies and strategic plans						
Description	<p>Develop strategies and policies to promote initiatives that eliminate gender gaps in the mobility sector in general and in public transport. These actions, proposed by governments, institutions and transport authorities, respond to the need for gender-sensitive planning and design of transport mobility and connectivity.</p>					<p>Responsible agents</p> <ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
Purpose	<ul style="list-style-type: none"> Improve the inclusivity of the public transport system. Prevent sexual harassment on public transport. Improve women's perception of safety in mobility. Address the specific needs of women. 					<p>Involved agents</p> <ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Public transport operators 	
Actions to be carried out	<p>a. Work together with operators to incorporate a gender-sensitive planning process and include targets for gender equality.</p> <p>b. Include gender impact assessments in all mobility and public transport plans and measures.</p> <p>c. Include gender clauses in public tenders, at least the requirement of an equality plan, a sexual harassment prevention protocol and specific training in gender equality for subcontracted security personnel.</p> <p>d. Have a team of specialists to support gender mainstreaming in future projects in the transport and infrastructure sector.</p>					<p>Estimated total cost of implementation</p> <p>€100,000/m2</p>	
Timeframe (years)	2021	2022	2023	2024	2025		
Timeline.	<p>Develop measure</p>					<p>Review or continue measure</p>	

Line of action 1 (LA1). Governance

Measure 1.2	Management structures						
Description	<p>Implement management bodies to discuss and take action to improve the safety of women and vulnerable groups using public transport. Representation of various interest groups to ensure diversity of opinion: users, management positions, personnel, association representatives, among others.</p>					<p>Responsible agents</p> <ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
Purpose	<ul style="list-style-type: none"> Formation of a committee or management position to deal with sexual harassment disputes. Address issues related to women's safety on public transport. 					<p>Involved agents</p> <ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Transport operators 	
Actions to be carried out	<p>a. Set up a Monitoring Committee which will assess the uniform and comprehensive protocol for addressing sexual assaults in the mobility and public transport system, and ensure its implementation. It will organise itself internally to deal with the technical aspects. Among other duties, it will be responsible for monitoring the Protocol and producing the annual report.</p>					<p>Estimated total cost of implementation</p> <p>€30,000/m2</p>	
Timeframe (years)	2021	2022	2023	2024	2025		

Line of action 1 (LA1). Governance

Measure 1.3		Expansion of knowledge and diagnosis of the situation								
Description	<p>Provide a knowledge base to serve as a tool to improve the quality of women's travel experience. Guide public transport management at the forefront of gender-informed mobility policy-making at the grassroots level. Identify and produce information to characterise sexual harassment on public transport, and produce proposals and recommendations for eliminating sexual harassment.</p>					Responsible agents				
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 				
Purpose	<ul style="list-style-type: none"> Understand women's mobility patterns and travel experience in relation to sexual harassment. Plan transport taking into account women's needs. Implement action plans to reduce harassment against women in the public transport system. 					Involved agents				
						<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Transport operators 				
Actions to be carried out	<p>a. Conduct regular surveys to obtain information on users' mobility patterns of different modes of public transport and to analyse journeys between different groups.</p> <p>b. Have reporting and monitoring tools to see how the policies implemented against sexual harassment evolve. These include conducting regular surveys to characterise sexual harassment on public transport and to obtain qualitative and quantitative information on the characterisation of sexual harassment. The papers should provide information on the challenges of sexual harassment in relation to violence against women and help to produce intervention proposals and public policy recommendations.</p> <p>c. Analysis of the mobility of women and the most vulnerable groups in order to regularly identify critical points of the public transport system.</p>					Estimated total cost of implementation				
						€250,000/m2				
Timeframe (years)	2021	2022	2023	2024	2025					

Line of action 1 (LA1). Governance

Measure 1.4		Empowering women in the sector					
Description	<p>Strengthen capacities and presence, and create opportunities for women, both individually and collectively. The aim is to enable them to participate, on equal terms, in access to resources, recognition and decision-making in the planning and management of the public transport sector.</p> <p>Specifically, initiatives to incorporate recognition and appreciation of women's contributions to the transport sector and to ensure that women's voices are represented in the workplace and in transport planning decisions.</p>					Responsible agents	
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
Purpose	<ul style="list-style-type: none"> Strengthen women's capacities and presence. Create opportunities for women, individually or as a collective, to be able to participate on equal terms in accessing resources. Create opportunities to participate in decision-making and in the planning and management of the public transport sector. 					Involved agents	
						<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Transport operators 	
Actions to be carried out	<p>a. Design specific protection measures against sexual harassment for female public transport workers who may experience sexual harassment by a co-worker or a user of the service.</p> <p>b. Create a network for women in the mobility sector to promote empowerment measures, with the aim of sharing challenges and seeking solutions.</p> <p>c. Launch a campaign to raise the visibility of women in the transport and mobility sector.</p> <p>d. Hold and promote conferences to empower women in transport and promote discussions on the role of women in mobility and the impact on their daily lives.</p>					Estimated total cost of implementation	
						<p>€200,000/m2</p>	
Timeframe (years)	2021	2022	2023	2024	2025		

Measures

LA1. Governance

LA2. Design and operations

LA3. Prevention and support systems

LA4. Sensitisation and raising awareness

LA5. Technological tools

Line of action 2 (LA2). Design and operations

Measure 2.1		Gender-sensitive planning				
Description	Incorporation of gender mainstreaming into transport and mobility planning. Meaning, take into account the mobility needs and public transport usage patterns of different groups to ensure equal conditions.					Responsible agents
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM)
Purpose	<ul style="list-style-type: none"> Promote equal conditions for public transport. Design transport services according to the principle of equity. Improve sustainable modes. Improve the design of short distances. Recover the social and residential function of the city. 					Involved agents
						<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Transport operators
Actions to be carried out	<p>a. Integrate gender mainstreaming into the design of spaces to improve the quality of the public transport service and with the aim of reducing sexual harassment: promoting the use of sustainable modes, the design of a city of short distances and recovering the social and residential function of the city (streets to allow children, women and elderly people to move safely and independently to the public area).</p> <p>b. Apply gender mainstreaming in transport and mobility planning and incorporate gender guidelines and criteria.</p> <p>c. Promote an inclusive and gender-sensitive infrastructure for functional diversity and prioritise the adaptation of public spaces near stops with nurseries or day centres for the elderly.</p> <p>d. Incorporate citizen participation of public transport passenger groups in the planning process (e.g. involve them in decision-making).</p>					Estimated total cost of implementation
						€200,000/m2
Timeframe (years)	2021	2022	2023	2024	2025	

Line of action 2 (LA2). Design and operations

Measure 2.2	Integration of public transport with other uses of public space						
Description	<p>Integrate public transport with other uses of public space to guarantee women's mobility needs: design of pedestrian crossings, public lighting, protocols for the location of stops, establishment of intermediate stops, accessible timetables, etc.</p>					<p>Responsible agents</p> <ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
Purpose	<ul style="list-style-type: none"> Design public transport together with public space to improve and tackle the perception of insecurity. Develop gender-sensitive strategies adapted to women's realities and mobility patterns. Design public transport systems adapted to strategic gender-sensitive needs to combat the tendency to favour men's needs in terms of factors such as journeys and frequency. 					<p>Involved agents</p> <ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Transport operators 	
Actions to be carried out	<p>a. Conduct gender-sensitive risk assessments when planning where public transport service stops are to be located. Ensure that stops are not located in isolated or solitary spaces, but at points where natural surveillance is possible through stores and other establishments. Proximity between public transport stops and building entrances in combination with commercial uses for greater social control.</p> <p>b. Promoting conveniently connected modes of transport and ensuring safety are among the main objectives of spaces to contribute to the use of public transport resources.</p> <p>c. Encourage flexible and intermediate stops at night or in low density areas.</p> <p>d. Design access hours adapted and coordinated with the opening hours of facilities and businesses (e.g. schools, hospitals, cemeteries, etc.).</p>					<p>Estimated total cost of implementation</p> <p>€2,000,000/m2</p>	
Timeframe (years)	2021	2022	2023	2024	2025		

Line of action 2 (LA2). Design and operations

Measure 2.3		Safe, accessible and well-lit infrastructures					
Description	Initiatives to improve the safety and quality of public transport infrastructure to make it inclusive for women, children and people with different mobility needs. These initiatives include, among others: transparent and well-lit bus shelters and bus stops, elimination of blind spots, remodelling of bus interchange centres, etc.					Responsible agents	
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
Purpose	<ul style="list-style-type: none"> Convert the infrastructure of the public transport system into safe spaces for women. 					Involved agents	
Actions to be carried out	<p>a. Improve the accessibility of bus and train stations, platforms and stops to enhance the feeling of safety, accessibility and comfort of travel. This includes avoiding low visibility and frequented "dead-end" situations and promoting the clustering of commercial premises.</p> <p>b. Where appropriate, redesign public transport stops, following inclusion and equality standards to improve the feeling of safety: incorporate materials at stops to create fully visible spaces with adequate lighting to ensure a feeling of safety for users and incorporate ramps and double-level handrails to ensure an inclusive and safe use of public transport.</p> <p>c. Real-time information on bus movements to avoid unnecessary waiting at bus stops.</p>					<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (DIBA, AMB, etc.) Main city councils Transport operators 	
						Estimated total cost of implementation	
						€2,000,000/m2	
Timeframe (years)	2021	2022	2023	2024	2025		

Measures

LA1. Governance

LA2. Design and operations

LA3. Prevention and support systems

LA4. Sensitisation and raising awareness

LA5. Technological tools

Line of action 3 (LA3). Prevention and support systems

Measure 3.1	Uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.					
Description	<p>Establish, promote and distribute the uniform and comprehensive Protocol for addressing sexual assault in public transport, through collaborating and coordinating with the different transport operators, and designate the persons responsible for its correct application.</p>					<p style="text-align: center;">Responsible agents</p> <ul style="list-style-type: none"> • Government of Catalonia • Autoritat del Transport Metropolità (ATM)
Purpose	<ul style="list-style-type: none"> • Draft the Protocol for addressing sexual assault. • Give a response to sexual assault. • Define the persons responsible for the Protocol in each of the means of public transport. • Ensure careful and coordinated action in the interventions. • Raise awareness among public transport staff on how to deal with gender-based violence. • Strengthen the commitment of SIMMB mobility agents in tackling male violence. 					<p style="text-align: center;">Involved agents</p> <ul style="list-style-type: none"> • Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) • Main city councils • Transport operators • Security service providers
Actions to be carried out	<ol style="list-style-type: none"> a. Promote the harmonisation of criteria among SIMMB operators based on the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system. b. Ensure that each transport operator has a person responsible for the implementation of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system. c. Identify the specific needs of each public transport and adapt the action cycle of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system and publicise this commitment. d. Coordinate an action cycle to tackle sexual harassment. e. Train public transport staff in the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system. 					<p style="text-align: center;">Estimated total cost of implementation</p> <p style="text-align: center;">€50,000/m2</p>
Timeframe (years)	2021	2022	2023	2024	2025	

Line of action 3 (LA3). Prevention and support systems

Measure 3.2	Promoting the role of prevention agents					
Description	Establish the figure of prevention agents in the main public transport stations, with a two-fold approach: direct intervention in sexual harassment situations and as a space for raising awareness of male violence and specifically sexual harassment.					<p style="text-align: center;">Responsible agents</p> <ul style="list-style-type: none"> • Government of Catalonia • Autoritat del Transport Metropolità (ATM)
Purpose	<ul style="list-style-type: none"> • Ensure the involvement of experts in tackling sexual violence in sexual harassment situations on public transport. • Raise awareness among public transport users on gender-based violence and specifically on how to identify and respond to sexual harassment in public spaces. • Observe the effect of this small-scale action in order to promote it in other areas in the future. • Become a point of reference in the prevention of sexual aggression. • Record sexual harassment behaviours on public transport. 					<p style="text-align: center;">Involved agents</p> <ul style="list-style-type: none"> • Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) • Main city councils • Transport operators • Security service providers
Actions to be carried out	<ol style="list-style-type: none"> a. Promote sexual harassment prevention agents on public transport, trained in gender and in dealing with male violence on important dates and major events. b. Promote the regular training of prevention agents, according to the needs identified through the interventions carried out. c. Create a gender-sensitive intervention group specialising in intervention against male violence on public transport. d. Coordinate the actions of the security services in cases of sexual harassment with prevention agents. 					<p style="text-align: center;">Estimated total cost of implementation</p> <p style="text-align: center;">€50,000/m2</p>
Timeframe (years)	2021	2022	2023	2024	2025	

Line of action 3 (LA3). Prevention and support systems

Measure 3.3

Warning and support systems

Description	Increase the alarm and support systems available in public transport and its infrastructures, via visual, sound and material elements, which directly or indirectly help to increase the safety of transport users.					Responsible agents	
Purpose	<ul style="list-style-type: none"> • Increase the perception of safety for public transport users. • Encourage a sense of accompaniment at less popular stops, stations and bus shelters. • Have a video-surveillance system that records sexual harassment situations and enable information to be collected in the report of the person being harassed. 					<ul style="list-style-type: none"> • Government of Catalonia • Autoritat del Transport Metropolità (ATM) • Public transport operators 	
Actions to be carried out	<p>a. Increase the presence of CCTV cameras on public transport, transfers, lifts and stops, and other less crowded spaces with poor visibility or lack of lighting.</p> <p>b. Create warning, emergency and assistance devices at and inside public transport stops, accompanied by a visual and/or audible element to encourage community intervention.</p>					Involved agents	
Timeframe (years)	2021	2022	2023	2024	2025	Estimated total cost of implementation	
						€100,000/m2	

Line of action 3 (LA3). Prevention and support systems

Measure 3.4	Victim support and recovery					
Description	Guarantee the support and recovery of people who experience sexual violence on public transport, with the promotion of careful actions based on accompaniment and non-revictimization, and guarantee coordination between the main public transport agents, security services, prevention agents and law enforcement agencies.					Responsible agents
Purpose	<ul style="list-style-type: none"> • Address people experiencing sexual violence on public transport in an effective and non-victimising manner. • Enable the support and recovery of people who have been assaulted. • Coordinate interventions to deal with sexual harassment incidents. • Promote community action on sexual harassment in public spaces. 					<ul style="list-style-type: none"> • Government of Catalonia • Autoritat del Transport Metropolità (ATM)
Actions to be carried out	<ol style="list-style-type: none"> Set up a support space for sexual violence and for receiving reports on public transport at the main stations of each mode of transport. Follow up on and respond to incoming reports, stating the status and the progress of the case. Facilitate channels for reporting sexual harassment on public transport. Promote the creation of a database with the available territorial resources for women and LGBTI people, which should include all the facilities in the metropolitan area. Produce infographics on the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system that show how to act in the event of sexual harassment. 					Involved agents <ul style="list-style-type: none"> • Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) • Main city councils • Transport operators • Security service providers
Timeframe (years)	2021	2022	2023	2024	2025	Estimated total cost of implementation
						€50,000/m2

Measures

LA1. Governance

LA2. Design and operations

LA3. Prevention and support systems

LA4. Sensitisation and raising awareness

LA5. Technological tools

Line of action 4 (LA4). Sensitisation and raising awareness

Measure 4.1		Training of staff, administration and society				
Description	Train public transport staff in gender equality and specifically in tackling male violence for those who work in close proximity to female public transport users.					Responsible agents
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM)
Purpose	<ul style="list-style-type: none"> Have personnel that is sensitised to gender equality. Promote preventive actions against sexual harassment in public transport. Create a space free of sexist and LGBTI-phobic assaults. Ensure that public transport security personnel are sensitised to addressing male violence. Encourage the accompaniment of people who report harassment situations. 					Involved agents
						<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) Main city councils Transport operators Security service providers
Actions to be carried out	<p>a. Develop tools to train public transport staff on sexual harassment, including those responsible for managing and planning different public transport operators.</p> <p>b. Gender training for staff working on the different modes of public transport, including those responsible for managing and planning the different public transport operators.</p> <p>c. Specific training in addressing sexual violence for public transport security personnel.</p> <p>d. Organise and promote gender workshops with specific transport themes aimed at all sectors involved, looking ahead to the future, analysing the problems and sharing experiences.</p>					Estimated total cost of implementation
						€20,000/m2
Timeframe (years)	2021	2022	2023	2024	2025	

Line of action 4 (LA4). Sensitisation and raising awareness

Measure 4.2		Awareness-raising campaigns				
Description	Promote awareness-raising campaigns in order to encourage the identification of sexual harassment, provide the tools to deal with this violence, promote community action and increase support for the person who has experienced harassment.				Responsible agents <ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
	Purpose	<ul style="list-style-type: none"> Ensure that public transport users are aware of the existence of the Protocol. Enable the activation of the action cycle. Involve all public transport users in the action to be taken against male violence. Raise public awareness of the need for collective action in the event of sexual harassment in public spaces. Encourage the reporting of male violence on public transport. 				Involved agents <ul style="list-style-type: none"> Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) Main city councils Transport operators Security service providers
Actions to be carried out		<p>a. Information and awareness-raising campaigns aimed at citizens, with emphasis on the rejection of sexual violence and demonstrating the existence of the uniform and comprehensive protocol for addressing sexual assault in the mobility and public transport system.</p> <p>b. Incorporate raising awareness on sexual harassment in mobility education projects, with an emphasis on the responsibility of the men who harass.</p> <p>c. Promote awareness-raising actions focused on men, with the aim of making them feel challenged and reject the sexual violence that can occur.</p> <p>d. Raise awareness of the importance of responding to anyone who may be a victim of sexual harassment, to encourage community intervention.</p> <p>e. Remove all sexist advertising from the entire public transport system.</p>				Estimated total cost of implementation
			€30,000/m2			
Timeframe (years)	2021	2022	2023	2024	2025	

Line of action 4 (LA4). Sensitisation and raising awareness

Measure 4.3		Victim support and recovery					
Description	Communicate the measures to prevent and respond to sexual harassment on public transport prior to the drafting of the action protocol, in order to encourage their use.					Responsible agents	
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 	
Purpose	<ul style="list-style-type: none"> Report to the public on actions taken to address sexual harassment on public transport. Ensure awareness of the measures to prevent and respond to sexual harassment on public transport. Encourage the use of the measures. 					Involved agents	
						<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) Main city councils Transport operators Security service providers 	
Actions to be carried out	a. Promote communication campaigns on existing sexual harassment prevention and action measures, such as the use of night-time transport and intermediate stops.					Estimated total cost of implementation	
						€10,000/m2	
Timeframe (years)	2021	2022	2023	2024	2025		

Measures

LA1. Governance

LA2. Design and operations

LA3. Prevention and support systems

LA4. Sensitisation and raising awareness

LA5. Technological tools

Line of action 5 (LA5). Technological tools

Measure 5.1	Websites, mobile applications and collective forums							
Description	Promote an anonymous virtual mailbox to collect complaints of sexual harassment experienced or witnessed on public transport.					<table border="1"> <thead> <tr> <th data-bbox="1444 426 2139 480">Responsible agents</th> </tr> </thead> <tbody> <tr> <td data-bbox="1444 480 2139 558"> <ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) </td> </tr> </tbody> </table>	Responsible agents	<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM)
Responsible agents								
<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM) 								
Purpose	<ul style="list-style-type: none"> Account for sexual harassment that is experienced or detected on public transport but not reported administratively. Extract data on the status of sexual harassment in public transport. Ensure a confidential space for women and LGBTI people who experience harassment on public transport. Facilitate the collection of data for the Monitoring Committee. 					<table border="1"> <thead> <tr> <th data-bbox="1444 571 2139 625">Involved agents</th> </tr> </thead> <tbody> <tr> <td data-bbox="1444 625 2139 799"> <ul style="list-style-type: none"> Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) Main city councils Transport operators </td> </tr> </tbody> </table>	Involved agents	<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) Main city councils Transport operators
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Actions to be carried out	<ol style="list-style-type: none"> Promote an anonymous virtual mailbox for reporting sexual violence to count harassment that is experienced or witnessed on public transport, but which does not initiate an administrative procedure. Incorporate a communications tool or a digital application for users to report any sexual harassment situation, and therefore enabling quick action by surveillance officers. 					<table border="1"> <thead> <tr> <th data-bbox="1444 748 2139 802">Estimated total cost of implementation</th> </tr> </thead> <tbody> <tr> <td data-bbox="1444 802 2139 880">€10,000/m2</td> </tr> </tbody> </table>	Estimated total cost of implementation	€10,000/m2
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€10,000/m2								
Timeframe (years)	2021	2022	2023	2024	2025			

Line of action 5 (LA5). Technological tools

Measure 5.2		Digitisation of aggressions and hotspots				
Description	Digitise sexual assaults on public transport and provide data on the incidence of sexual assaults on transport.					Responsible agents
						<ul style="list-style-type: none"> Government of Catalonia Autoritat del Transport Metropolità (ATM)
Purpose	<ul style="list-style-type: none"> Identify the spaces where there is a greater number of sexual harassment cases. Observe trends in reported sexual harassments. Register reports of sexual harassment in public transport and follow up on them. Detect whether the actions in terms of prevention and action are effective in eradicating sexual harassment in public transport. 					Involved agents
						<ul style="list-style-type: none"> Other agents responsible for mobility planning and management (SCT, DIBA, AMB, etc.) Main city councils Transport operators
Actions to be carried out	<p>a. Mapping of the stations or transports where sexual harassment is most reported in order to design specific measures.</p> <p>b. Create a register of identified and reported harassments.</p>					Estimated total cost of implementation
						€20,000/m2
Timeframe (years)	2021	2022	2023	2024	2025	

Action Plan

Supporting tasks for the analysis of actions to be implemented to prevent sexual harassment in public transport

May 2021

