

Gender in Public Transportation

A Perspective of Women Users of Public Transportation

A Research Study Conducted by:

SADAQA - October 2018

صداقة
نحو بيئة عمل مهيأة للمرأة



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2.0: ACRONYMS

Acronym	Description
CBOs	Community Based Organizations
CCTV	Closed Circuit Television
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
CSBE	Centre for the Study of the Built Environment
FES	Friedrich–Ebert–Stiftung
GPS	Global Positioning System
ILO	International Labour Organization
NGOs	Non-Governmental Organizations
SDG	Sustainable Development Goals
UDHR	Universal Declaration of Human Rights
UN	United Nations

Foreword

Viable and effective transportation is a global challenge with which both developed and developing countries must face. The public and private sectors have made it their priority to seek innovative solutions to overcome these challenges. However, overall deficiencies in transportation infrastructure, as well as gender inequalities in the provision of transportation services, hinder economic growth and perpetuate the cycle of poverty.

Access to transportation is essential for allowing marginalized groups, including poor citizens, the elderly, women, children, and people with disabilities, to achieve their full potential. Hence, countries around the world advocate for efficient and equitable transportation systems.

Increasing women's accessibility to and usability of public transport will elevate overall economic and social growth. Studies have shown that if Jordan were to achieve gender parity in employment, its GDP would increase by approximately \$8 billion.¹ This highlights the fact that introducing viable, gender-sensitive transportation methods is fundamental to the nation's development.

In the past decade, women's economic participation in Jordan did not exceed 18%, despite the nation's high female education rate. In fact, more women (51.8%) attend universities in Jordan than men (48.2%)². Yet, the lack of public transportation remains one of the three main barriers to women's entry into the Jordanian workforce, followed by the lack of daycares and pay inequity.³

These three barriers have contributed towards one of the lowest economic participation rates for women in the world (138 out of 144 countries), according to the World Economic Forum (WEF) Gender Gap Index for 2016.⁴

Despite many challenges facing women in Jordan, the incapacitated public transportation system stifles their economic empowerment, as this sector has not been studied from a gender perspective.

This report examines structural and behavioral gender issues and practices facing women commuters on public transportation. The main objective of this part of the report is to identify best global practices, while also considering key factors such as punctuality, availability, routing, safety, affordability, and user-friendliness, in order to generate gender-specific solutions.

The report also studies how public transportation constrains access to work, education, health, social services, and other governorates in Jordan. Furthermore, the report describes women's travel patterns not only in Amman, but also in other cities by documenting their practices and experiences. These experiences include accessibility, mobility, time spent on buses, cost in relation to income, familial and societal outlook of female commuters, comfort level using public transportation, dress code, preferred method of transportation, interactions at bus stops and depots, and interactions or relations with other public transportation users and bus/taxi drivers.

This study is the first of its kind in underscoring this pressing issue aimed at providing information to policy makers, civil society organizations, women's groups, and stakeholders

in Jordan. Furthermore, the study seeks to help advocacy groups and community-led campaigns by contributing to public discourse and amplifying women's voices in transportation planning and practices.

The findings will serve to make women's transportation a public issue worthy of attention, discussion, and action through the adoption of gender-sensitive transport strategies. The study could also be used among employers to foster a gender-sensitive work environment, which may increase the percentage of women entering and remaining the workforce. It may also allow for more women to eventually reach important decision-making positions.

The research findings and recommendations will be shared with transportation sector stakeholders and officials to propose specific policies and guide the adoption of future enhancements to services that better serve women commuters.

SADAQA and Friedrich-Ebert-Stiftung (FES) have collaborated since 2016 in advocating for an improved public transportation system in Jordan. Prior to that, through its involvement with the "Ma'an Nasel" campaign, SADAQA's core team members worked on amplifying the voices of bus users, proposing solutions for more accessible public transportation, and training students from four different Jordanian universities to become community organizers and demand their rights to reliable public transportation.

FES has also supported the "Ma'an Nasel" campaign to print and distribute Jordan's first public transportation map, which was entirely crowd sourced by volunteers and developed into a mobile phone app.

The researchers would like to thank (FES) management and staff for their continuous support. In particular, they would like to mention former FES Deputy Resident Director Coordinator of Regional Programs Richard Probst and Hamzeh Bany Yasin, Program Manager for Energy and Climate Policy. Special thanks also to the "Ma'an Nasel" campaign and Noora Al Werr for their input on the quantitative survey, Samar Saeed for her support in the desk review, Dana Baradei for editing the manuscript, Kifah Heisa for her effort in data collection, Dr. Connie Christiansen from the Lebanese American University's Department of Arts and Social Science for her support and feedback, and Brigham Young University SADAQA interns Kelly Rasband, Hannah Miller, and Allyse Clegg for their overall support. Finally, we would like to thank all 470 informants and participants in the quantitative and qualitative research, without whose time and honesty this study would not have been possible.

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- 1 Effects of gender inequality in employment and pay in Jordan, Lebanon and the Occupied Palestinian Territory: three questions answered / Zafiris Tzannatos; International Labour Office. - Geneva: ILO, 2016.
 - 2 "Jordanian Women in Statistics Figures," Al Rai, March 7th, 2017: <http://bit.ly/2AgkBJp>.
 - 3 "Reasons Behind Women's Withdrawal from the Labour Market Report," Higher Population Council, Social Security Corporation: 2015.
 - 4 "Global Gender Gap Report – Jordan," World Economic Forum, 2016: <http://reports.weforum.org/global-gender-gap-report-2016/economies/#economy=JOR>.

4.0: ABOUT SADAQA

The researchers Randa Naffa and Sahar Aloul are both core team members of SADAQA, a civil society organization working to remove the structural barriers preventing women from entering and remaining in the workforce, which includes the lack of public transportation.

SADAQA was launched in 2011 as a community organizing campaign to address women's difficulties in balancing work and home life by advocating nationwide compliance with Article 72 of the Labor Law, which mandates the provision of daycare in the workplace for companies that employ 20 female employees who collectively have 10 children under the age of four. What makes SADAQA's story especially unique is that all nine of its core team members have each personally experienced the struggles of being a working parent in Jordan.

SADAQA was registered as a non-for-profit organization in 2012, formally institutionalizing its advocacy for women's labor rights and women/family-friendly working environments. SADAQA strives to remove the barriers that limit women's entrance into the workforce. It does so by supporting working families and encouraging women and mothers to enter and remain within the job market in order to reach managerial decision-making positions.

Prior to SADAQA's establishment, the Ministry of Labor did not actively enforce Article 72, and only 24 businesses had daycares in their facilities – most of whom were unaware of this Article within the Labor Law. Six years into its existence, SADAQA helped put that law into effect, and now there are about 90 institutions providing daycares or daycare services in their facilities. SADAQA has provided technical assistance to over 200 companies and organizations, as well as reached out to working mothers, families, and employers to raise awareness about women's labor rights and the importance of workplace daycares. It has also pushed the government to develop specific guidelines in support of Article 72. SADAQA has also spearheaded the amendment of Article 72 which now (effective January 2019) stipulates that employers should provide daycares where there are 15 children of employees under the age of five.

SADAQA's advocacy also focuses on ensuring workplace daycares become an accessible, affordable, and quality service to working families at large across Jordan. At the root of its mission, SADAQA envisions fairness to working families. As such, instead of resting on its laurels after reactivating the existing law, SADAQA is currently lobbying to amend it.

In collaboration with the International Labour Organization (ILO), SADAQA conducted the first qualitative research in the region on the benefits of workplace daycares in 2016 entitled "Value of Daycare Services at the Workplace: Case Study on the Telecommunications Sector."

This partnership expanded to develop the manual entitled "Promoting Childcare: A Training Manual for Refugees and Host Communities," which SADAQA adapted, finalized, and published based on a version developed by the ILO for domestic workers.

5.0: EXECUTIVE SUMMARY

Gender is rarely an issue considered with regards to transportation policy and planning; similarly, transportation is rarely included in the gender policy agenda. Thus, the "gender and transportation" field is a somewhat new concept. Currently, it is fair to argue that there are no systematic gender inclusion procedures for transportation, neither in terms of training of professionals, participation of users, nor the design and planning of systems, services and equipment. As a result, it is easy to overlook gender; no protocols are in place and no sanctions are applied to those who fail to consider the transportation needs of over half of the world's population."⁵

The topic of gender and transportation is an intersectional issue involving the socioeconomic differences in needs between men and women. These differences are grounded in the gender-based division of labor within the family and society. Thus, meeting women's transportation needs requires a gender lens. This lens will allow these societies to identify instruments for addressing those needs, setting appropriate policies, and ushering in the necessary structural changes.

Women's economic situation is directly proportional to their level of mobility. Efficient public transportation systems become a tool for empowering and enabling women to access jobs and economic opportunities. The results of the study show that 80.5% of the women surveyed believe that public transportation is integral for women's economic participation.

This report also identifies several findings about the impact of public transportation on women's employment and economic participation. The results show that, despite economic constraints, the challenges women commuters face in accessing public transit represent a major deterrent from joining the job market: 47% of respondents stated they had turned down job opportunities due to the current state of public transportation services. In this regard, the main challenge was having to use more than one means of public transportation to reach a workplace, followed by the lack of nearby public transportation and its high cost.

Affordability remains one of the main challenges in terms of women accessing public transportation. The results of the study showed that more than half of the respondents found that the cost of public transportation was high in comparison to their income. Nearly half of the women surveyed (48.1%) spend 1-2 Jordanian dinars (JOD) to get to work, while the other half (42.1%) spend more than 2 JOD.

Moreover, the report shows that safety and security concerns deter women from all back grounds, both employed and unemployed from using public transportation, with working women citing harassment as one of the top five reasons. This opinion was somewhat disputed, as a small number of respondents interviewed in this report said they preferred riding buses with large number of passengers, rather than alone in a taxi, because of the sense of security it gave them. Most women surveyed said they experienced harassment at all times of day and several times a month when using public transportation. They noted that most of the harassment came from passersby on the street while walking to a transit stop or while waiting for the transportation to arrive.

The report's findings were analyzed against the study's three key questions in order to arrive at the conclusions and recommendations. The findings are presented according to participants' public transportation behavior, which include the following topics: reasons for using public transportation; the types, forms, and patterns of commuting and traveling; and public transportation's quality dependability, availability, and cost.

⁵ "Gender and Transport," United Nations Economic Commission (UNECE)
https://www.unece.org/trans/theme_gender.html

Women's opinions and impressions were also gathered from their reflections on their experiences, as well as how public transport affects their social and economic life. This includes women's personal security and view of public transportation. The report recorded the solutions proposed to enhance public transportation for women. These solutions can be divided into two groups: those that could help improve the commute; and special solutions for women users.

In terms of travel behaviors and patterns, the study showed that most of the women surveyed used public transportation, namely buses, for work purposes because they did not have access to a private car. Around 46% said they had no other choice but to use public transportation, followed by 27% who said they preferred it due to its affordability. Most women use public transportation on weekdays, particularly during morning peak hours. Those numbers taper off into the evening and late-night hours as fear for personal safety and security mount.

Findings from both the quantitative and qualitative study show that the public transportation system is insufficient, frustrating, and time-consuming for women users. One interviewee even mentioned that she can only work four days a week because of the poor public transportation system.

The impact of this deficient transportation system on women accessing education and economic opportunities in Jordan was shown to have a negative impact on both categories. Some respondents expressed their unwillingness to go to work or school anymore due to the poor public transportation services provided, which cause them to feel physically tired. The poor services mentioned included over-crowdedness, uncleanliness, lack of safety, lengthy routes, and many stops. In addition to the poor services, respondents stated that harassment also affects their mood and self-esteem.

One student respondent, for example, noted that she spends four hours each day commuting to her university. Additionally, she must leave her home four hours early if she has a class or test in the afternoon because the last bus to her university leaves at 10 AM. Another working woman interviewee mentioned that if she missed the bus, she would have to wait another hour for the next available bus and then be late to work. Another said that during her commute to work, she often has to wait for the bus to fill up, which can make her late to work.

In terms of experience on public transport, more than half of the women surveyed (59%) said they believe they have a different experience from men on public transportation, while 62% said they were a target of some form of harassment during their commute. Many women resort to behavioral changes and preventative measures to deter perpetrators, including talking on the phone with someone, putting a bag between them and a man sitting next to them, asking to change seats, or paying for the seat next to them so no one else can sit there.

Respondents mainly focused on the fact that these experiences and incidents while using public transportation helped them to build stronger personalities. Others said that using public transportation is more convenient to them since they cannot afford their own car. Furthermore, respondents expressed their satisfaction with the cost of public transportation in relation to their level of income.

In terms of solutions surveyed by the report, women users suggested several options that would improve their experience as women and commuters in general when using public transit systems: clear, pre-determined schedules that show the times and routes; 24/7 transportation services; infrastructural improvement; smart phone applications and maps; limiting over-crowdedness; hiring more women staff; designating specific seats and entrances for women; and improving access for persons with disabilities.

In terms of improving safety, respondents suggested increasing security measures by installing cameras on buses and in stations, hiring security staff, increasing police presence at bus stations, installing emergency buttons, and improving bus staff qualifications.

In conclusion, the report notes that public transportation is not yet a government priority. Decision-makers still lack the political will necessary to improve public transportation for Jordanian citizens. Any improvement to the transit system cannot be expected without a strong political will supported by substantial budgets, enforcement measures, and continuity in policy and decision-making.

Moreover, improving women's mobility will ultimately enhance their role in the household and workplace in terms of decision-making, economic independency, women's rights to public spaces, and political participation.

The report concludes that improving public transportation will therefore contribute towards increasing women's entry and re-entry into the workforce. Enhanced inter-city connectivity (governorate – capital and governorate – governorate) will ultimately improve economic participation for women and economic growth for cities and outlying municipalities. This should be a top priority for policymakers, especially now amidst Jordan's strained economic situation.

The report recommends that policies and actions should consider the alarmingly low economic participation rate among women in the workplace, compounded by the fact that almost half of women surveyed have turned down a job due to inadequate public transportation.

The report recommends that policy makers should consider creating a framework to integrate gender and social approaches into the public transportation system, remove barriers, and enhance services. The framework should include a gender dimension focused on improving women and girls' experiences on public transportation by reducing time spent in transit, improving cost efficiency, and enhancing safety, security, quality and dependability.

The report recommends increasing the number of women in decision-making positions in public transportation agencies to ensure that the women's agenda is continuously and consistently addressed in future policy planning, design and implementation. Moreover, more women should be hired as conductors, bus-drivers, ticket sales officers, etc. to make public transportation an inclusive space and sector for both men and women.

In accommodating women's needs, particularly those who depend on public transportation in the evening, bus stops and depots require better safety measures, such as better lighting, continuous surveillance, and easier access to the police/security apparatus in case of emergency.

Finally, the impact of poor public transportation on women is more profound than that on men due to women's socioeconomic status, resulting in an increase in both the distance and time spent on public transportation. The difficulties facing women in particular during their commutes on public transport limits their ability to exercise their right to freedom of movement and their right to access public spaces and job opportunities. In the absence of action on this issue, women are forced to adopt different defense mechanisms, such as wearing different clothing, avoiding night travel, and using defensive measures to fend off harassment or ignore it. These, in addition to all the challenges women face during their commute noted in the report, add more burdens to a woman's life at home, work, school, university, and the public sphere in general. This ultimately affects her sense of self-esteem and self-worth, preventing her from assuming an active role in her community.

The economic benefits for women as a result of increasing their access and use of public transportation, as well as the role this would play in achieving overall economic growth and sustainability, should be considered by both decision-makers and policymakers alike.

The research team employed both qualitative and quantitative tools using gender social analysis theories. The research was conducted according to the following phases:

- **Desk review** to gather information relevant for research: The research refers to previous studies on public transportation in Jordan to provide relevance and context. It also includes a comprehensive literature review of other research carried out elsewhere in the world related to gender and transportation and how gender and transportation intersect and affect women commuters. The desk review identifies best global practices while considering key factors, such as availability, safety, affordability, and user-friendliness in order to generate gender-specific solutions.

In this phase, the team decided on the methodology for the field research, developed the survey questionnaires and interview discussion guide, agreed on the targeted sample, and finalized the fieldwork schedule.

- **Field Research:** Developing the survey questionnaire and in-depth interview discussion guide, disseminating the survey, and conducting the interviews.

The survey was designed as part of the quantitative research and targeted a sample of 497 women who use public transportation in 11 out of 12 governorates (all except Aqaba). The qualitative study used in-depth interviews using a discussion guide to question five women who use public transportation in cities and rural areas.

In developing the survey questionnaire, the team reviewed relevant literature to better understand how to address the questions to achieve the most accurate results. The questionnaire was sent to several expert researchers in Jordan who specialize in both qualitative and quantitative research for their feedback and input.

As for the questionnaire's structure, it was divided into four different sections to ensure valid measurement of the participants' perspectives on transportation in Jordan. As in other questionnaires, the first section asks for personal information, such as the participant's age, education level, occupation, marital status, and place of residence. The second section aims to understand the participants' public transportation behaviors. In this section, the survey seeks to identify why and how women use public transportation, what their preferred type of transportation is, average length of the trips, number of trips taken, preferred time for using transportation, and cost. In the third section, the questionnaire aims to study women's opinions and impressions through reflecting on their experiences and how public transport affects their socioeconomic life. The final part of the questionnaire identifies suggestions and solutions to enhance public transportation for women.

Before launching the survey, the questionnaire was tested to check the clarity of the questions.

The survey was built using "Survey Gizmo," so a link could be shared with respondents. As a result, 128 surveys were completed online by respondents using their own mobile devices.

The survey was circulated and administrated to respondents in Arabic, whereas the system automatically generated results in English. A surveyor was also commissioned to collect the rest of the target sample manually.

The main challenges facing data collection online was the high number of partially complete surveys received on Survey Gizmo. Reasons for this could be the length of the survey (37 questions), that respondents did not understand the meaning of certain questions, or weak internet connection. Consequently, SADAQA hired a female surveyor who administered the survey herself, thus ensuring that the survey was filled-in completely and that respondents understood the questions.

Moreover, the surveyor also faced challenges collecting data while conducting the survey manually. Initially, the surveyor planned to conduct the questionnaire at bus-stops, bus-depots (Raghadan and the Northern Bus Depot), and during bus rides. This approach proved ineffective, as the process was interrupted when passengers at bus-stops and en route had to catch their bus or get off at their stops.

Hence, the method was adjusted. Partner non-governmental organizations (NGOs) and community-based organizations (CBOs) in Amman and other governorates were approached to help with the collection process, namely through the "Mosawa Network," which includes 86 women organizations spread across Jordan, and the Hashemite Fund for Human Development centers in Irbid, Mafraq, Zarqa, Jarash, Ajloun, Madaba, Balqaa, Karak, Tafleh, and Ma'an. Both participating organizations would invite the surveyor whenever a workshop or meeting was held. The surveyor handed out the questionnaire to the respondents after giving them an introduction about the purpose of the study. The surveyor would then ask them to answer according to their personal experiences and stories using public transportation. Each respondent filled out the survey on her own, and guidance was given only for clarifying questions. The survey process took place either during a workshop or meeting, coffee breaks or after the meeting was over.

The surveyor would also sometimes approach NGO and CBO workers, visitors, and members who happened to be at the organization at the time.

In order to investigate, document, and share transportation experiences, interviews were conducted with women commuters. These interviews validated the results of the survey and helped identify locally adapted solutions for different groups.

The population of the qualitative assessment was composed of a representative sample of women who use public transportation, including:

- Women enrolled in universities
 - Working women
 - Working mothers with children
 - Women from rural areas
 - Women from urban areas
- **Results analysis:** The research aims to address the following topics:
 - How women access and use public transportation (behavior and practices of women who use public transportation)
 - Impact of public transportation on women's socioeconomic life
 - What women perceive as solutions for improving public transportation for women
 - Other relevant factors

Data from the survey were entered into Kobo Toolbox, a tool for field data collection and analysis. Data coding for the quantitative analysis produced graphs, charts and tables.

The qualitative research relied on the results of the five in-depth interviews to validate the results of the quantitative survey. The data collection was followed by drafting a report presented to FES for feedback, and a final report was issued accordingly.

7.1 Challenges to Equitable Transportation

7.1.1 Affordability

Affordability is one of the most important challenges facing transportation. Transportation costs can be a significant share of household income and a financial burden in poorer households. For this reason, specifically, women tend to be on the lower end of the transportation expense curve. Overall, families who work outside the home tend to spend the most on transportation, followed by students of both genders.

Travel patterns play a significant role in the affordability of current transportation systems. Due to the varied roles women play in life, women tend to make multiple stops to and from their destinations, which causes them to pay for several trip tickets and results in greater financial burdens.⁶

For example, in a study conducted in rural Yemen, women pay 50% more than men to travel to schools because they need to use more expensive, covered modes of transport. Research shows that 70% of women find transportation costs too high, while most men find them acceptable. Furthermore, 80% of men, but only 37% of women, are willing to pay for transportation costs. In Casablanca, the cost of transportation is affordable for men and women with their own income, but not for students, large families, housewives and very poor women.⁷

In Jordan, the cost of public transportation is significantly cheaper than private transportation. With better and faster public transportation methods, more Jordanians could opt to use public transportation. Commuters who usually use private transportation, such as taxis or personal cars, could save hundreds or thousands of (JOD) on gas, insurance, maintenance, or other miscellaneous car expenses, simply by using public transportation.

Public transport users spend an average of 1.50 JOD per day on transportation, an average of 30 JOD per month. This constitutes 8.6% of an average employee's salary (350 JOD per month). According to the Department of Statistics figures, Jordanians spend almost as much on transportation as they spend on housing (an average of 360 JOD per family), which amounts to 20-25% of a Jordanian family's income.⁸ Given that the average annual income for Jordanians is 3,936 JOD⁹, this causes additional economic stress on families and represents one of the main reasons why individuals tend to resign from work.¹⁰

⁶ "Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff," The World Bank, 2010: <https://openknowledge.worldbank.org/bitstream/handle/10986/17455/569540NWP0Tran10Box353751B01PUBLIC1.pdf?sequence=1&isAllowed=y>

⁷ Ibid.

⁸ Barjous, Fadia, "Seven Million Trips Daily: How We Think of Urban Transport in Amman," 7iber, March 23rd, 2017: <https://www.7iber.com/environment-urban/analyzing-demand-on-public-transportation-in-amman/>.

⁹ Jaradat, Hamzah, "Report: Progression of Personal Income During the Fourth Kingdom," Al Rai, July 24, 2017: <http://alrai.com/article/10399110/إقتصاد-تقرير-تطور-متوسط-دخل-الفرد-خلال-عهد-المملكة-الرابعة>.

¹⁰ "Getting to Work: Transportation Challenges Facing Youth in Jordan," Video, International Youth Foundation, 2014: <http://www.iyfn.net/files/getting-work-transportation-challenges-facing-youth-jordan>.

7.1.2 Harassment and Safety

In the Middle East, both women and men are concerned about and have experienced some kind of verbal or physical harassment.¹¹ To avoid street harassment, people adopt inefficient travel patterns, such as using the first available transportation option as opposed to the most suitable and efficient option. Women living in particularly overcrowded areas tend to prefer taxis over any other mode of transportation, as they feel that any wrongdoing can be reported directly to authorities. Women are most cautious when they are carrying large packages or traveling with children. Women may avoid using certain bus or railway stops, confine their use of public transportation to certain times of the day, or use it only if accompanied by someone else.¹²

According to various reports, safety and security have deterred women from using public transportation, thus affecting their participation in the labor market. Mobility to and from work significantly impacts women's ability to gain economic independence via joining the labor force.¹³

A study conducted by Hollaback and Cornell University, which included 16,600 interviews from 22 countries, concluded that 80-90% of women had been harassed in public. Another report published by the National Crime Record Bureau estimated that a woman is harassed or assaulted every 51 minutes in India's public spaces.¹⁴ In Mexico, where women account for 57% of Mexico City's transportation users¹⁵, 64% of women living in Mexico City have been assaulted while using public transportation. Moreover, women account for 95% of harassment victims using public transportation in Mexico City. Similar results were found in New York City, where 63% of women surveyed reported experiencing sexual assault on the subway.¹⁶

With regards to safety and harassment, gender-biased transportation systems continue to disadvantage women and limit their participation in the workforce.¹⁷ As a result, it impacts their livelihoods. For example, in India, the lack of transportation system safety has been the biggest reason deterring women from using public transportation, thereby hindering their participation in the workforce. Furthermore, the transportation system in New York City is considered to be one of the most dangerous in the world.¹⁸

Similar research conducted by the World Bank in pre-war Yemen in the old town of Sana'a suggests that sexual harassment, gender-based violence and crime are major constraints to women's mobility, education and economic opportunities, particularly in the urban periphery.¹⁹

¹¹ "Making Transport Work for Women and Men: Challenges and Opportunities in the Middle East and North Africa (MENA) Region," The World Bank, June 2012: <http://documents.worldbank.org/curated/en/220381468278678436/pdf/841710WPOGende0Box0382094B00PUBLIC0.pdf>.

¹² "Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff," The World Bank, 2010.

¹³ Women's Safety and Security: A Public Transport Priority, ITF, 2018: https://www.itf-oecd.org/sites/default/files/docs/womens-safety-security_0.pdf

¹⁴ Sur, Priyali, "Are Women Traveling into a Safer 2015?" The World Bank, January 15, 2015: http://blogs.worldbank.org/voices/are-women-traveling-safer-2015?cid=EXT_FBWB_D_EXT.

¹⁵ Lobo, Adriana, "\$150 Million to Transform Sustainable Transport in Mexico City," World Resources Institute, March 17th, 2015: <http://www.wri.org/blog/2015/03/150-million-transform-sustainable-transport-mexico-city>.

¹⁶ Ro, Christine, "How to Make Public Transportation Safer for Women," NEXT, February 8, 2017: <https://howwegettonext.com/how-to-make-public-transportation-safer-for-women-b68678a2edb2>.

¹⁷ Khan, Azra, "Why Public Transport Needs to Work for Women, Too," The City Fix, February 9th, 2015: <http://thecityfix.com/blog/public-transport-women-safety-equitable-access-indian-cities-azra-khan/>.

¹⁸ Lockhart, Bruce, "Which Cities Have the Most Dangerous Transport Systems for Women," World Economic Forum, March 16th, 2016: <https://www.weforum.org/agenda/2016/03/which-cities-have-the-most-dangerous-transport-systems-for-women/>.

¹⁹ "Making Transport Work for Women and Men: Challenges and Opportunities in the Middle East and North Africa (MENA) Region," The World Bank, June 2012.

According to the CSBE study conducted in 2015, two thirds of public transportation users in Jordan are male and one third is female. The study shows that these numbers vary according to time of use, as fewer women use public transportation in the evening. According to the study, incidents of harassment that occur inside vehicles are limited; however, that does not mean that they do not occur every now and then. Incidents of harassment rise in bus depots where it is easier for the offender to escape and remain unidentified. Incidents occurring inside vehicles, however, remain lower, because it is a common practice for bus drivers, conductors and other bus users to reprimand the offender, according to the study.²⁰

Female users of public transport in Jordan often prefer using buses to "service" cars because it gives them the option to sit beside other women.²¹ This option is not available in "service" cars, where women sometimes place their bags as a physical barrier between them and the person next to them. This is especially the case when male users abuse the seating arrangement and sit at an inappropriate proximity to the female. Other behaviors traditionally considered positive were also observed, such as men giving up the front seat for women passengers.

According to the IYF study, 30% of parents in the Ruseifeh, Mafraq, and Southern Shouneh areas do not allow their children to use public transportation. They state that public transportation will put their children at risk of being harassed. Complaints of unwanted attention are particularly prevalent among young girls in these areas. According to parents in these areas, the results indicated that 40% of the public transportation users were harassed.²²

These various studies demonstrate that women are victims of the current transportation system, which hinders their access to education and economic opportunities. As a result, it lowers their standard of living. Hence, reforming public transport and infrastructure should become a top priority, and gender issues must be considered as part of the solution.

In terms of solutions for safer transportation for women, a generally common approach is women-only transportation. In 2014, a YouGov poll found that around 70% of women in 16 major cities around the world feel that gender-segregated public transportation would make them feel safer.²³ Furthermore, more than 15 countries around the world have gender-segregated public transportation. Countries that offer women-only buses include Bangladesh, Guatemala, India, Indonesia, Mexico, Pakistan, Thailand, and the United Arab Emirates (UAE). Women-only subway cars or sections of trains are found in Brazil, Egypt, Iran, Japan, Malaysia, Mexico, Nepal, and Russia.²⁴

However, this type of solution cannot be seen as a long-term fix, nor is it considered an absolute remedy for transportation safety and harassment challenges.²⁵ It does not address the main root of the problem of why harassment is taking place, and puts the burden on the women to be safe, rather

²⁰ "The Experience of Using Public Transportation in Amman," The Center for the Study of the Built Environment (CSBE), June 9, 2015: <https://static1.squarespace.com/static/5671433fc647ad9f55531f40/t/56af508c76d99c5d80401610/1454330040793/Public-Transportation-Project.pdf>.

²¹ Ibid.

²² "Getting to Work: Transportation Challenges Facing Youth in Jordan," Video, International Youth Foundation.

²³ "Most Dangerous Transport Systems for Women," Thomson Reuters Foundation News, October 31, 2014: <http://news.trust.org//spotlight/most-dangerous-transport-systems-for-women/>.

²⁴ Kearl, Holly, "Actually, No: Women-Only Transportation Won't End Harassment," Takepart, August 31, 2015: <http://www.takepart.com/article/2015/08/31/women-only-public-transportation>.

²⁵ Kehoe, Karrie, "Exclusive Poll: Does single-sex public transport help or hinder women?" Reuters, October 29, 2014: <https://uk.reuters.com/article/women-poll-carriages/exclusive-poll-does-single-sex-public-transport-help-or-hinder-women-idUKL6NoS42MD20141029>.

than stopping perpetrators from harassing them. Moreover, segregation is considered a significant step backwards in the quest for gender equality and equal access to transportation opportunities.²⁶

Experiences with these solutions have shown that sex-segregation policies do not prevent sexual harassment from happening in train stations and bus stops.²⁷ Moreover, not all women are able to use these sex-segregated cabins or buses, which could give the impression that women traveling in mixed-sex modules are “fair game” for assaulters.²⁸ Ironically, providing women-only transportation may be also unsafe, as it may increase the perception of risk for a woman traveling alone in women-only cars. Cabins with several women can also become more appealing targets to wrongdoers.

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7.1.3 Travel Patterns

Travel patterns vary further for women and men depending on the purpose of travel, which results in a unique set of mobility constraints for both. Depending on a woman's social and economic role in the household, women tend to use public transportation primarily for employment, childcare, education, and health. Studies reveal that women tend to make more trips than men, make shorter commutes, and take more non-work trips.²⁹ Whether in urban, suburban or rural areas, women tend to make a higher number of more complex trips than men. With this in mind, walking remains the predominant mode of travel.³⁰

In most urban areas, women's travel destinations are more diverse, as they tend to make multiple stops for employment and household duties. Moreover, women's traditional social roles in taking care of children and/or parents influence their travel patterns; they make shorter trips, travel with minors, carry more packages than men, and make multiple stops.³¹

A job's location also plays a major role for female work opportunities, as women often seek employment closer to home and tend to choose informal work opportunities to avoid transportation challenges.³²

These various travel patterns caused by inadequate and poor public transportation services impact women more profoundly than men. This reality is compounded by conservative social norms that stigmatize women for arriving home late as a result of delays from an inefficient public transportation system.

In Jordan, public transportation users, both men and women, use the transit system to reach their place of work and study. Users who access public transportation services do so for its low cost and/

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²⁶ Bates, Laura, “The idea of women-only train carriages is gravely insulting to both women and men,” The Independent, August 23, 2017: <https://webcache.googleusercontent.com/search?q=cache:ojjIMCfAMr4J:https://www.independent.co.uk/voices/women-only-carriages-london-underground-tube-trains-labour-corbyn-chris-williamson-insulting-a7908131.html+cd=1&hl=en&ct=clnk&gl=jo&client=safari>.

²⁷ Kamat, Pallavi, “India: Public Transport, Private Harassment,” Stop Street Harassment, August 15, 2013: <http://www.stopstreetharassment.org/2013/08/mumbaitransport/>.

²⁸ “Workshop at Tokyo Keizai University: Mapping Tokyo, Places of Discomfort,” Blank Noise, October 19th, 2010: http://blog.blanknoise.org/2010_10_01_archive.html.

²⁹ Sarmiento, Sharon, “Household, Gender and Travel,” Unison Consulting Group, <https://www.fhwa.dot.gov/ohim/womens/chap3.pdf>.

³⁰ “Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff,” The World Bank.

³¹ “Preventing Violence Against Women in Transport Systems,” The World Bank, March 8th, 2016: <http://www.worldbank.org/en/news/feature/2016/03/08/preventing-violence-against-women-in-transport-systems>.

³² “Making Transport Work for Women and Men: Challenges and Opportunities in the Middle East and North Africa (MENA) Region,” The World Bank, June 2012.

or due to not owning one's own car. Both men and women also use taxis for their daily travel needs despite their high cost, either because of a lack of a public transport route to their destination or to avoid long-waiting times for buses, which sometimes could last up to thirty minutes.³³

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7.1.4 Poverty and Livelihood

Women's economic situation is intrinsically linked to transportation. According to a UN-led poll aimed understanding what will ensure the success of the anti-poverty measures in the Millennium Development Goals, "better transportation and roads" made it to the top ten of the list by more than seven million voters.³⁴ This indicates that both men and women believe that better transportation systems will improve their lives and lift them out of poverty. Viable transportation systems enable women to find paid employment in formal sectors and enhances their status in society.

This is especially true for women who come from low-income households, reside outside urban settings, and who face difficulty in accessing employment opportunities located mainly in cities and urban areas.³⁵ Many women living outside big cities struggle to reach healthcare facilities, educational institutions, and potential job opportunities. This keeps them at a disadvantage in comparison with women in cities who own cars and can travel freely from one place to another without restrictions or constraints.³⁶

Efficient public transport can also improve economic efficiency and reduce socioeconomic inequalities.³⁷ Access to reliable and sustainable employment opportunities is enabled by proper transportation. As a result, individuals are able to earn a sustainable income and pay their taxes and social security.³⁸ Furthermore, inequality decreases when people are mobile and can seek employment opportunities and services beyond their residence area.

Transportation is directly correlated to economic empowerment. In Sana'a and Casablanca, there is a direct correlation between access to transportation and women's economic empowerment. Especially in the peripheral areas of Sana'a and Casablanca, lack of transportation services limit opportunities, particularly for women. In the West Bank, checkpoints and the economic impacts of occupation disempower men as well as women. In fact, many educated women have given up aspirations for employment. Cases in urban Oman, Bangladesh, Indonesia and Turkmenistan reveal similar constraints, as well as some approaches for addressing them.³⁹

When public transportation is available to women, domestic burdens decrease, while literacy rates and access to healthcare increase. Improved road accessibility has led to increased school enrollment and reduced travel time in Morocco, according to a 1996 socio-economic impact study of four pilot rural road projects. The Moroccan case shows positive impacts of increased rural access and demonstrates

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33 "The Experience of Using Public Transportation in Amman," The Center for the Study of the Built Environment (CSBE), June 9, 2015.

34 Microsoft MYAnalytics: <http://data.myworld2015.org/>.

35 "The Stranded Poor: Recognizing the Importance of Public Transportation for Low-Income Households," National Association for State Community Services Programs, 2008: <https://nascsp.org/wp-content/uploads/2018/02/issuebrief-benefitsofruralpublictransportation.pdf>.

36 Ibid.

37 "Making Transport Work for Women and Men: Challenges and Opportunities in the Middle East and North Africa (MENA) Region," The World Bank, June 2012.

38 Ibid.

39 "Making Transport Work for Women and Men: Challenges and Opportunities in the Middle East and North Africa (MENA) Region," The World Bank, June 2012.

the additional impacts that investments in rural access can have. Prior to the pilot, more than half of the rural areas were isolated with no access to an all-weather road, and one out of nine women was illiterate.⁴⁰

Additionally, a study conducted by the World Bank in 2011 showed that "villages with roads access goods at lower cost. Households in the villages that have had a road for a long period have higher incomes than those with more recent or no roads. Household members often use their higher income to buy water, firewood, and milled grain as well as cell phones, reducing the burden of women and girls, freeing time for education or productive activities, and offering access to information from the world beyond the village."⁴¹

The study also showed that proper transportation infrastructure in some villages enabled women to start their own economic and social initiatives. For example, "women have started weaving and handicrafts for sale. Some women have opened stores for women's and children's goods, relying on male relatives to purchase their merchandise in regional markets."⁴²

60% of women in the Middle East and North Africa feel that the lack of transportation has reduced their ability to improve their income. 52% feel that poor transport prevents them from reaching areas of employment, while 47% believe it negatively impacts their careers. Furthermore, most women (80%) feel that poor transportation limits women's autonomy.⁴³

In addition to lack of economic empowerment, constraints on women's mobility patterns not only affect their household, but also the development and productivity of economies as a whole. By restricting women's mobility, communities are perpetuating isolation and the cycle of poverty.⁴⁴

According to the study "Transport Services and their Impact on Youth Employment in Jordan" (2014) the transportation sector provides almost 36,354 direct job opportunities in Jordan, in addition to thousands of indirect job opportunities. About two million trips take place daily through available transportation vehicles, and 86% of the workers surveyed by Youth For the Future use the bus as their primary means of transportation. However, almost half use at least two modes of transportation on their daily commutes. The average door-to-door trip takes a reported 145 minutes. This, combined with a nine-hour work day, means that youth, for example, dedicate 12 hours to work daily.⁴⁵

Multiple stops and uncoordinated bus services are the two leading challenges for employees. Therefore, in Mafrq, South Shouneh, Sahab, and Ruseifeh, 48% of employees arrive 15 to 45 minutes late to work. The resulting tardiness leads to salary deductions. Since an average of 23% of their salary is already being spent on these long and unreliable commutes, further pay deductions are simply not feasible.⁴⁶

The same study revealed that 78% of the surveyed youth reported that lack of transportation limits their access to work centers. Half the employers interviewed believe that public transport weariness is a major cause for their workers' resignation. Moreover, 66% of the youth cited low financial returns that do not cover general transportation and difficult access to transportation as reasons for leaving work or rejecting employment opportunities.

⁴⁰ Ibid.

⁴¹ Ibid.

⁴² Ibid.

⁴³ Ibid.

⁴⁴ "Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff," The World Bank, 2010.

⁴⁵ "Transport Services and their Impact on Employment and Development in Jordan," International Youth Foundation, 2014: https://pdf.usaid.gov/pdf_docs/PA00K6BF.pdf.

⁴⁶ Ibid.

7.1.5 Lack of Governance and Funding

At the policy level, research indicates that transportation in Jordan is clearly not yet at the priority level it needs to be. Although several civil movements have taken place, including initiatives such as the "Ma'an Nasel" campaign, a tangible improvement in existing public transportation channels has yet to be observed. The lack of political will led to a lack of funding from the government. Despite LTRC's involvement in setting travel fares (according to a formula developed to address the price of gas, general capital, operating costs, and operator's profit margin, assuming a certain occupancy rate), the fairness of the process has been challenged by operators.⁴⁷

The amount of funding needed seems to be another aspect that officials cannot agree upon. Subsidies are estimated at twelve million JOD per year. However, the former member of the Lower House of Parliament and head of its Public Services and Transport Committee, Amer al-Bashir, stated in a position paper he published in 2015 that the sector needs 160 million JOD per year.⁴⁸

The difference in the estimates alone is a clear indication of the fact that authorities cannot seem to agree on how much is needed and what areas need to be addressed specifically. Despite the presence of several entities in charge of transportation, namely Central Traffic Department, LTRC, GAM, and the Ministry of Transport, there is very poor coordination and cooperation between them. The sector currently includes a few thousand individual operators who own over 85% of the country's public transportation fleet. Furthermore, a reported 30,000 drivers are unlicensed, underscoring additional flaws in the current system. Other challenges include inadequate coverage in certain areas, unclear information of current lines, unreliable hours of operation, and overall poor quality of buses in terms of maintenance and cleanliness. Additionally, the frequency of bus trips needs to be increased, which may decrease the number of existing routes.⁴⁹

7.2 Examples of Global Solutions to Women's Challenges in Accessing Public Transportation

Transforming transportation systems around the world has become a priority for governments. Gender-based solutions have been on the rise to enable women's participation in the workforce and improve accessibility to efficient and safe transportation methods. Some of the solutions adopted globally include creating women-only trains and buses with separate boarding areas found in countries such as Iran, Egypt, Russia, Colombia, Nepal, and Japan.

Others decided to enhance their security measures by installing CCTV security cameras on streets and transportation routes to monitor people's security and movement. Many have also increased the number of women working in the transportation sector as operators, security officers and planners, which helps increase gender equality in the transportation system and makes it safer for other female commuters.⁵⁰

The provision of simple infrastructure, such as bathrooms, addresses women's needs for privacy and promotes social inclusion.⁵¹

⁴⁷ "Public Transportation in Jordan a Policy Report," The Center for the Study of the Built Environment (CSBE), 2017: <https://static1.squarespace.com/static/5671433fc647ad9f55531f40/t/58c7cc2a6b8f5ba6ce63ec68/1489488942230/Public+Transportation+in+Jordan+-+A+Policy+Study+Report.pdf>.

⁴⁸ Ibid.

⁴⁹ "Public Transportation in Jordan a Policy Report," The Center for the Study of the Built Environment (CSBE), 2017.

⁵⁰ Ro, Christine, "How to Make Public Transportation Safer for Women," NEXT, February 8, 2017.

⁵¹ "Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff," The World Bank, 2010.

Although women-only transportation services as seen in Japan, Brazil, Egypt, Mexico, India, Belarus, and the Philippines deliver different services, they all promote the same message of providing women with safe spaces for travel. For example, in Manila's light-rail system, the two front cars are reserved for women and children. In Mexico City, female-only buses have been added to busy routes at peak hours, in addition to a policy supporting segregation on utilized platforms.⁵²

To best understand women's transportation needs, it is essential that they be included in the decision-making, planning, and implementation process. Peru's Second Rural Roads project shows how women's involvement in rural road project design and maintenance activities can result in positive economic and social outcomes. According to Peru's Second Rural Roads Project (ICR, June 2007), 43% of women reported the project enabled them to earn additional income. Participatory methods yield tangible results, as was the case in the Liaoning urban transportation project in China.

The project took into account a participation recruitment plan focused on walkers, bus users, bus drivers, three-wheeled vehicle drivers, poor citizens, disabled people, migrants, and senior citizens. They separated the consultations with men and women in these groups to enhance female involvement. The needs expressed by females resulted in a complete shift in the project's aims. In the end, they changed the direction of the project's design to improve peripheral traffic factors, such as street lights and sidewalks.⁵³

Furthermore, adding more police, GPS tracking, and panic buttons in buses and bus stations were all new measures adopted in order to ensure that commuters feel safer, especially women. Transportation stations have increasingly begun upgrading their infrastructure and designs. Now stations are well-lit and easily accessible, as most women consider empty, dimly lit stations to be frightening and alarming. They also come equipped with help kiosks that can help commuters feel safer. Aside from that, some countries have allowed personal request stops, which allows women to exit buses at their request rather than at the designated stop, especially during the late hours of the day. This idea was implemented as a public safety law in Brasilia, Brazil, where they agreed to let women request personal stops after 10 p.m.⁵⁴

The Bangalore Metropolitan Transportation Corporation employed over 1,200 women conductors and operation staff members to ensure women's presence in the transportation system. The corporation also hired a counselor to address challenges faced by women. Additionally, all staff are now required to attend gender sensitization workshops regularly. India also decided to enforce stringent punishment for perpetrators across the country. They adopted an "eyes on the street" approach to transportation safety: when women see other women in the streets, either working or using the transportation system, it makes them feel safer and more encouraged to use public transportation. Political will and government commitment to combat gender-based violence is essential for securing the transportation system.

Other countries, such as the United States and Mexico, increased grass-roots community campaigns encouraging women to report cases of abuse or harassment so that these cases can be investigated and the necessary measures taken. Moreover, "women safety audits" are increasing in number and being carried out to identify potential sites where harassment may occur.⁵⁵

⁵² Ibid.

⁵³ "Mainstreaming Gender in Road Transport: Operational Guidance for World Bank Staff," The World Bank, 2010.

⁵⁴ EMBARQ Network, "Brasilia, Brazil Now Lets Women Choose Where to Get Off the Bus at Night," Smarts Cities Dive: www.smartcitiesdive.com/ex/sustainablecitiescollective/bras-lia-brazil-night/1014206/.

⁵⁵ Sur, Priyali, "How to make transport safer for women," World Economic Forum, January 16, 2015: <https://www.weforum.org/agenda/2015/01/how-to-make-transport-safer-for-women/>.

7.3 Transportation and Human Rights

Article 13 in the Universal Declaration of Human Rights (UDHR) states that "everyone has the right to freedom of movement and residence within the borders of each state."⁵⁶ Hence, mobility rights are considered basic rights, as individuals should be able to move from one place to another easily, freely, and safely. While Article 13 does not explicitly state that efficient transportation is a human right, the right to movement can only be fulfilled when citizens have access to proper means of transportation for their own safe and efficient mobility.⁵⁷

The Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), adopted by the United Nation General Assembly in 1979, includes thirty articles that define what constitutes discrimination against women.⁵⁸ It defines discrimination as "any distinction, exclusion, or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment, or exercise by women, irrespective of their marital status, on a basis of equality of men and women, of human rights, and fundamental freedoms in the political, economic, social, cultural, civil or any other field."⁵⁹

Signatory states to this convention are expected to amend laws and undertake necessary measures to limit discrimination against women. The aim of this convention is to achieve gender equality and to ensure that women have equal access and opportunities in the public and private spheres. Hence, an equitable transportation system is not only a right, but states are also held accountable under international law to provide their citizens with such systems.

The Sustainable Development Goals state that by 2030 "Member States are called upon to provide access to safe, affordable, accessible, and sustainable transportation systems for all, improving road safety, notably by expanding public transportation, with special attention to the needs of those in vulnerable situations."⁶⁰ Furthermore, Sustainable Goal No. 5 aims to achieve "gender equality and empower all women and girls" in order to "eliminate all forms of violence against all women and girls in the public and private spheres."⁶¹

In this context, women cannot achieve gender equality because current transportation systems are considered unsafe, violent, and inaccessible. However, when women have access to transportation, their socioeconomic status will improve, because it will encourage a larger number of women to join the labor force. It will also make women active participants in their communities and advance gender equality. Women constitute half the world's population; therefore, when women are empowered, sustainable development will also become an attainable goal.

Currently, it is "fair to argue that there are no systematic gender inclusion procedures for transportation, neither in terms of training of professionals, participation of users nor the design and planning of

⁵⁶ "Universal Declaration of Human Rights," United Nations, December 10, 1948: <http://www.un.org/en/universal-declaration-human-rights/>.

⁵⁷ Kambistis, Jason, "Transportation as a Human Rights Issue," Wired, July 27, 2011 <https://www.wired.com/2011/07/transportation-as-a-civil-rights-issue/>.

⁵⁸ "The Convention on the Elimination of All Forms of Discrimination against Women (CEDAW)," UN General Assembly, December 18, 1979: <http://www.un.org/womenwatch/daw/cedaw/cedaw.htm>.

⁵⁹ Ibid.

⁶⁰ "Sustainable Development Goals (SDGs) and Disability," United Nations Department of Economic and Social Affairs, <https://www.un.org/development/desa/disabilities/about-us/sustainable-development-goals-sdgs-and-disability.html>.

⁶¹ "2018 Sustainable Development Goals (SDGs)," United Nations, December 31, 2018: <https://sustainabledevelopment.un.org/sdg5>.

systems, services and equipment. As a result, it is easy to overlook gender: no protocols are in place and no sanctions are applied to those who fail to consider the transportation needs of over half of the world's population."⁶² As such, a gender perspective is necessary to identify the role of the government, NGOs, and women's groups in guiding the transportation planning and implementation process.

62 "Report to the United Nations Economic Commission for Europe Executive Committee on the Implementation of the Priorities of the UNECE Reform for Strengthening Some Activities of the Committee," United Nations Economic Commission (UNECE), December 17, 2008.

This study identified several findings about the impact of public transportation on women's employment. These findings were analyzed using the study's three key questions, thereby resulting in the conclusions and recommendations. The findings are presented as per the following structure:

First, participants' behavior in using public transport, in four sub-sections: 1.1. Reason for using public transportation; 1.2. Types, forms, and patterns of commuting and traveling; 1.3. Quality, dependability, and availability; and 1.4. cost.

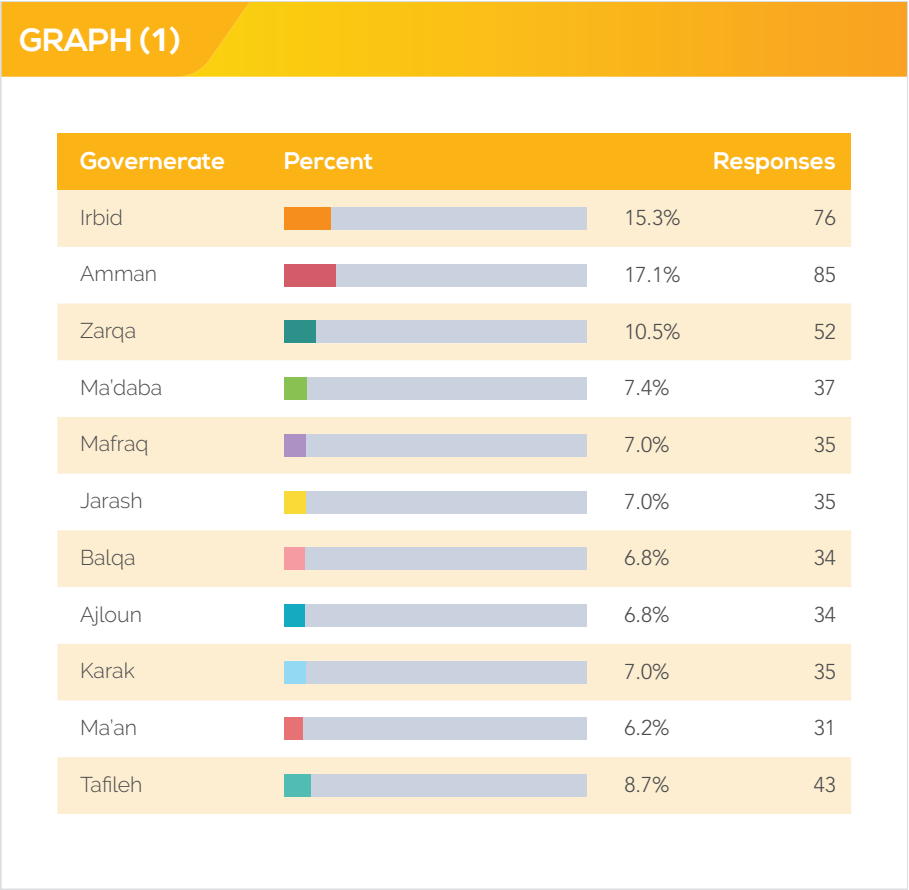
Second, women's opinions and impressions as they reflect on their experiences, as well as how public transport affects their socioeconomic life, in two sub-sections: 2.1. Personal security; and 2.2. Women's view of public transportation.

Third, participants' solutions for enhancing public transportation for women, in two sub-sections: 3.1. Solutions that could help make commuting easy and safe; and 3.2. Special solutions for women users.

8.1 Sample Overview

Before the summary of the findings, it is important to give an overview of the study sample. A total number of 497 surveys were filled by women who use public transportation in Jordan. The study sample is presented below by 1) Governorate; 2) Age; 3) Education level; 4) Employment status; 5) Monthly personal income; 6) Social status; and 7) Number of children.

Graph (1) to the right shows an overview of the 11 governorates in which all the respondents reside. Most respondents (17.1%) are from Amman, followed by 15.3% from Irbid, and 10.5% from Zarqa. The rest are from the remaining governorates, each with almost an equal percentage of respondents.

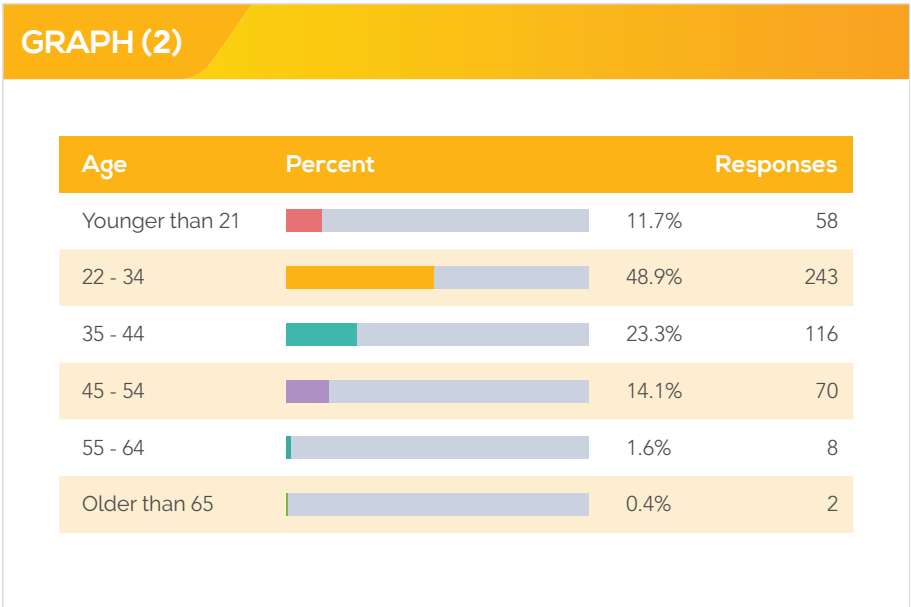


A total of 397 respondents (79.9%) reside in inner cities, whereas 100 respondents (20.1%) reside in suburbs. **Table (1)** below illustrates the suburbs with most redundancy.

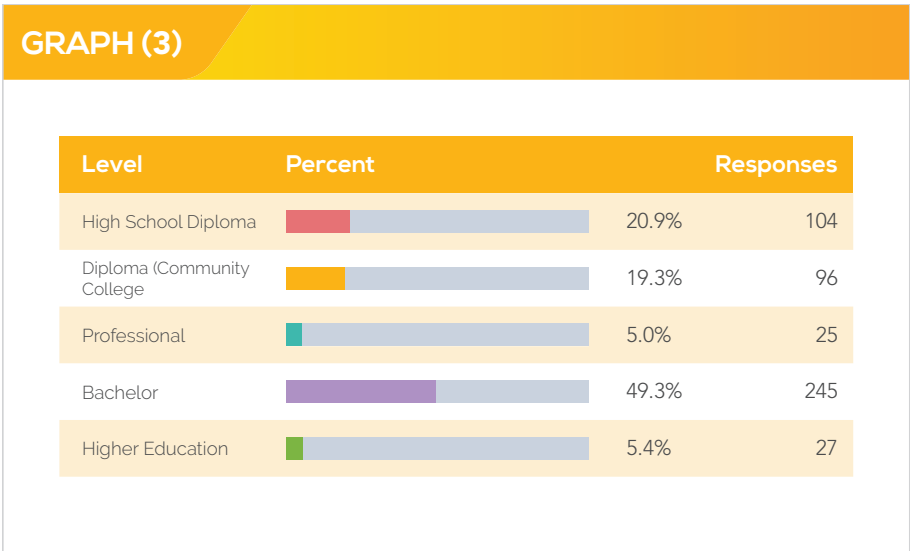
Suburb	Count	Suburb	Count	Suburb	Count	Suburb	Count
Bani Kenana	34	Zobia	2	Um Jmal	1	Htein	1
Ain Al Basha	9	Sabha w Subaiha	2	Edr	1	Sharq	1
Al-Wahdanah	9	Amra w Amera	1	Bastah	1	Wadi Seer	1
Bseira	3	Ain EL Beyda	1	Hneisieh	1	AL-Hashmieh	3
Russaifah	2	Ayma	1	Sukhneh	1	Balamah	1
Al-Qadisiya	2	Jeeza	1	AL-Ees	1	Beir Ras	1
Souq	2	Mwaqar	1	Marj	1	Husban	1
Kathraia	2	Wasatieh	1	Rawdah	1	Huwara	1
Theban	3	Marka	2	Moata	1	Ras Muneef	1
Mahes	2						

Table (1)

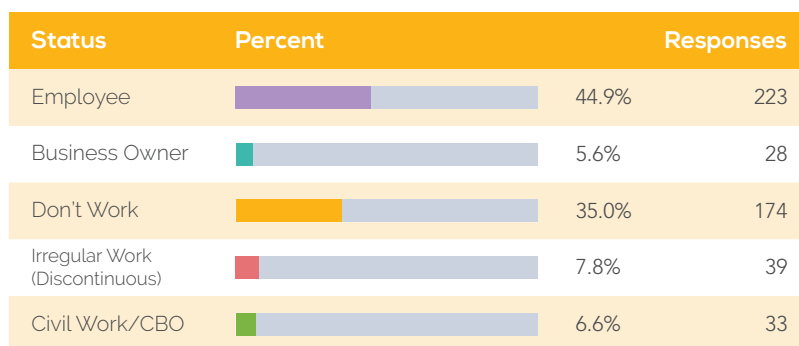
Graph (2) to the right shows an overview of all the respondents' ages. Almost half of the sample (48.9%) are between the ages of 22-34 years, 23.3% are between the ages of 35-44 years, 14.1% are between 45-54 years of age, and 11.7% are younger than 21 years of age. The fewest number of respondents are between the ages of 55-64 years and older than 65 years, comprising 1.6% and 0.4% of total respondents, respectively.



Graph (3) to the right shows an overview of the education level of all respondents. Almost half of the sample (49.3%) have a bachelor's degree, 20.9% have a high school diploma, and 19.3% hold diplomas. The smallest group consisted of those with a higher education (Masters and PhD), comprising 5.4% of total respondents.



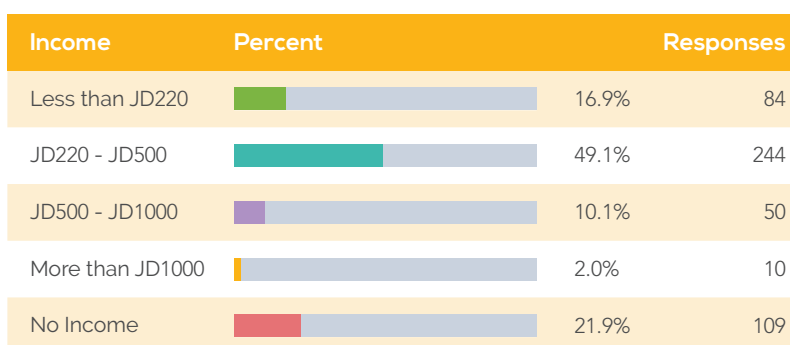
GRAPH (4)



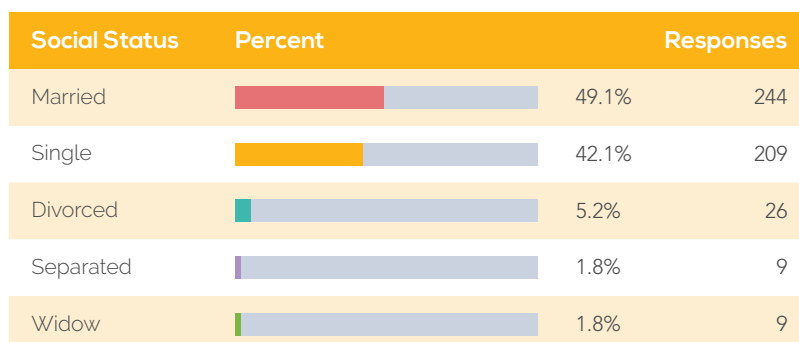
Graph (4) to the left shows an overview of the employment status of all respondents. More than half of the respondents (57.1%) are employed women, out of which 44.9% are employees, 5.6% are business owners, and 6.6% work at CBOs. The rest of the respondents are unemployed or have irregular work, comprising 35% and 7.8% of total respondents, respectively.

Graph (5) to the right shows an overview of the monthly personal income in Jordanian dinars (JOD) of all respondents. Almost half of the respondents (49.1%) earn 220-500 JOD, 21.9% have no income, 16.9% have an income of less than 220 JOD, 10.1% earn 500-1,000 JOD, and 2% earn more than 1,000 JOD.

GRAPH (5)

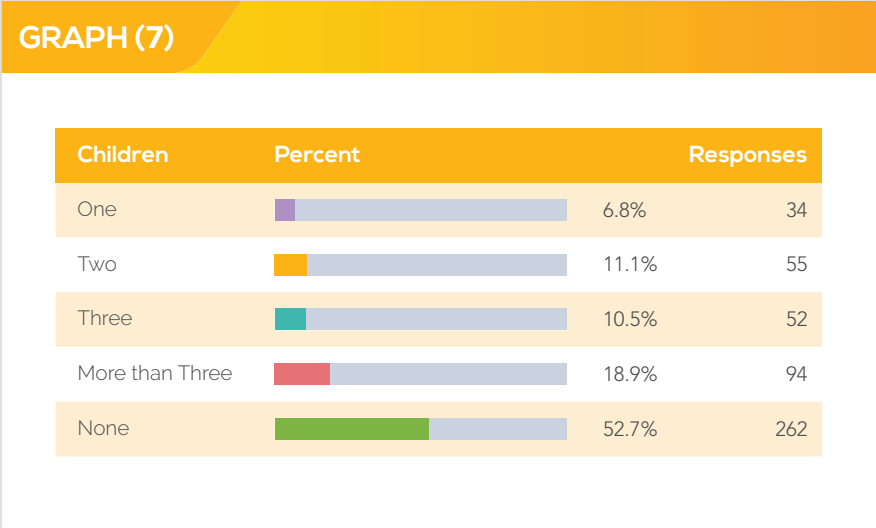


GRAPH (6)



Graph (6) to the left shows an overview of the social status of all respondents. The sample is split almost equally between married (49.1%) and single (42.1%) women. Divorced women comprise 5.2% of the sample, followed by 1.8% for both separated and widowed women.

Graph (7) to the right shows an overview of the number of children of all respondents. More than half of the respondents (52.7%) have no children, 18.9% have more than three children, 11.1% have two children, 10.5% have three children, and 6.8% of have one child.



8.2 Women's Behavior while Using Public Transportation

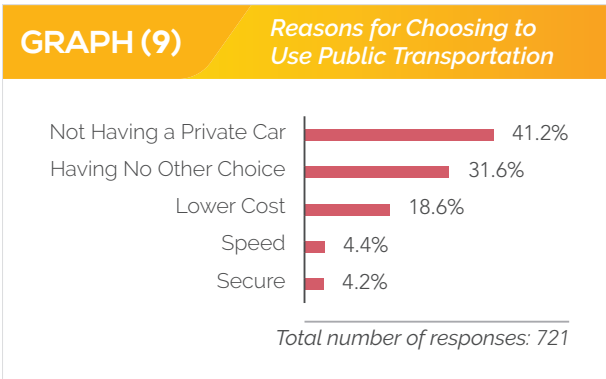
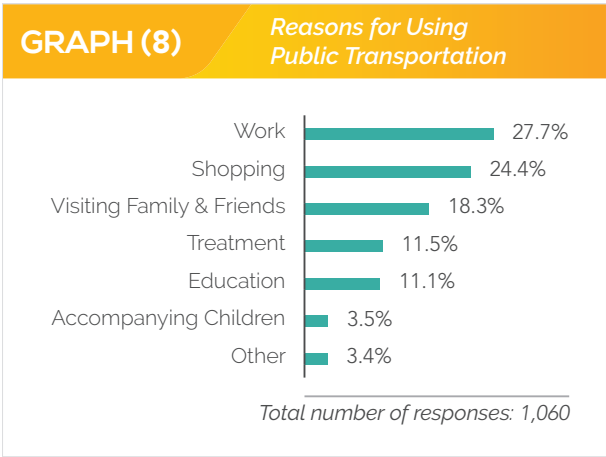
8.2.1 Reason for Using Public Transportation

Respondents were asked to select reasons for using public transportation in their daily commuting, noting that the respondents were able to select more than one answer. *Graph (8)* below shows that work was the most common reason for using public transportation, comprised of 294, or 27.7%, out of the total 1,060 responses. Second, 259 responses, or 24.4%, were for shopping, and 194 or, 18.3%, for visiting friends and family.

The numbers of respondents using public transportation for treatment and for education were close, i.e. 122 responses, or 11.5%, and 118 responses, or 11.1%, of the sample, respectively. The least common reason for using public transportation was for accompanying children, which was 37 responses, or 3.5%, of the sample.

In addition, there is a total of 36 responses, or 3.4% of the sample, that cited other reasons for using public transportation that are not mentioned in the list, such as for volunteer activities, civil society work, and training sessions both inside and outside their governorates.

Respondents were then asked to select why they choose to use public transportation during their daily commuting, noting that respondents were able to select more than one answer. *Graph (9)* shows that lack of a personal car was the most commonly selected reason for using public transportation with 297 responses, or 41.2% of the total 721 responses. Second at 228 responses, or 31.6% of the total, were for having no other choice, and 134 responses, or 18.6% of the total, were for lower cost. Speed and security are the least common reasons for selecting public transportation, comprising of 32 responses, or 4.4% of the total, and 30 responses, or 4.2% of the total, respectively.



8.2.2 Types, Forms, and Patterns of Commuting and Traveling

“I ride buses more than anything because they are faster, and I can sit by myself without sitting next to someone. In a service, you have to sit next to random people, but the buses are all in bad shape and break down a lot, which lengthens my travel time.” - A woman interviewee.

The following question asks about the **number of routes** usually taken during one trip and the type(s) of public transportation used at every step of the trip.

- **All Respondents:** Almost half of respondents (47.7%) must take two routes to reach their destination. Only 27.2% of respondents take one route. Furthermore, 17.1% of respondents take three routes, and 8% take more than three routes.
- **Employed:** To focus on employed women's commuting types, forms and patterns in terms of number of routes they take to reach their destination, a cross-tabulation between the "number of routes" and the "employed women category" was conducted, as shown in **Table (2)**.

Results show that almost half of all working women (148 or 45.8%) in this sample are required to take two routes to reach their work. 100 employed women (31%) take one route, 53 (16.4%) take three routes, and 22 (6.8%) take more than three routes.

As for the **type of public transportation** used, respondents were asked to select one or more from a list of public transportation types/methods.

- **All Respondents:** As a result, buses were the most selected type of transportation with 279 responses (32.6%) out of the total 856 responses, followed by 173 (20.2%) for coasters (mini bus). Service taxis and yellow cabs each earned of 202 responses (23.6%). Of the five women interviewed, Interviewee B said that she prefers buses because it is the cheapest form of public transportation and she feels more secure riding with many passengers.
- **Employed:** To focus on the commuting types, forms, and patterns women use to reach their destination, a cross-tabulation between the "type of public transportation" and the "employed women category" was conducted, as shown in **Table (3)**.

Results show that 176 responses (31.7%) were for taking the bus to reach work. The number of responses for yellow cab and service taxi were almost the same with 138 (24.8%) and 137 responses (24.6%), respectively. Finally, 105 responses (18.9%) were for the coaster (mini bus).

Number of Routes Taken by Employed Women	
One	34
Two	9
Three	9
More than Three	3
Number of responses: 323	

Table (2)

Types of Public Transportation Used by Employed Women	
Bus	31.7% (176)
Coaster (Mini Bus)	18.9% (105)
Service Taxi	24.6% (137)
Yellow Cab	24.8% (138)
Number of responses: 556	

Table (3)

Number of Days per Week Employed Women Use Public Transportation	
Every day of the week	34.1% (110)
Sunday - Thursday	42.4% (137)
Three days a week	9% (29)
One-two days a week	6.2% (20)
Less than that	8.4% (27)
Number of responses: 323	

Table (4)

they use public transportation, a cross-tabulation between the "number of days" and the "employed women category" was conducted, as shown in **Table (4)**.

Results were almost evenly split between two categories, as 137 working women (42.4%) go to work from Sunday-Thursday, while 110 of them (34.1%) go to work every day of the week. The remaining results were nearly equal as well: 29 working women (9%) work three days a week, 27 (8.4%) work less than that, and 20 (6.2%) work one to two days a week.

Noting that they were able to select more than one answer, respondents were asked to select the **times** in which they use public transportation the most.

- **All Respondents:** Using public transportation during morning peak hours was the most common time at 336 responses (51.8%) out of the total 649 responses. Next came 163 responses (25.1%) for using public transportation all the time, and 139 (21.4%) for using public transportation during evening peak hours. According to this sample, the least reported time that women use public transportation was night hours, with only 11 responses (1.7%).
- **Employed:** To focus on employed women's commuting types, forms, and patterns in regards to the times during which they use public transportation, a cross-tabulation between the "times" and the "employed women category" was conducted, as shown in **Table (5)**.

Time During Which Employed Women Use Public Transportation	
Morning peak hours	51.7% (226)
Evening peak hours	23.3% (102)
Night hours	1.8% (8)
All the time	23.1% (101)
Number of responses: 437	

Table (5)

The main time in which working women use public transportation to get to their work was during morning peak hours, with 226 response (51.7%). The numbers of women who use public transportation all the time and women who use public transportation during evening peak hours were somewhat similar, with 101 (23.1%) and 102 responses (23.3%), respectively. Only eight women (1.8%) reported using public transportation to get to work during night hours.

Finally, respondents were asked to select **the person with whom** they usually use public transportation.

- **All Respondents:** Findings show that 70.8% of respondents said they use public transportation alone. The rest of the responses included 10.5% of women who use public transportation along with a friend/colleague, 8.5% who travel with children, 5% who go with a female family member, and 4.6% who travel with a male family member. Lastly, 0.6% of the sample did not specify with whom they travel with.

Furthermore, those who answered this question were asked to explain the reasons for commuting with other people. The most common reasons mentioned by the respondents was related to safety and security, entertainment, and accompanying children to school.

Person with Whom Employed Women Use Public Transportation	
Alone	80.2% (259)
Accompanying your children	6.2% (20)
Along with a family male	3.7% (12)
Along with a family female	1.2% (4)
Friend or colleague	8.7% (28)
Number of responses: 323	

Table (6)

- **Employed:** To focus on employed women's commuting types, forms, and patterns in terms of the persons with whom they usually use public transportation, a cross-tabulation between the "the person respondents commute with" and the "employed women category" was conducted, as shown in **Table (6)**.

The highest number of respondents at 259 women (80.2%) reported going to work alone. The remaining categories were somewhat close: 28 respondents (8.7%) reported using public transportation with a friend or colleague; 20 (6.2%) reported accompanying their children; 4 (1.2%) reported traveling with a female family member, and 12 (3.7%) reported going with a male family member.

8.2.3 Quality, Dependability, and Availability

"It takes me two hours to get to work. I have to walk a kilometer to get to the bus and then another kilometer after I get off the bus to walk to work." - An employed woman interviewee.

The following question asks about the **distance** respondents usually commute on foot to reach the bus/service taxi stations and/or to find a yellow cab.

- **All Respondents:** More than half of the respondents (284 women, or 57.1%) said they walk less than half a kilometer to reach the bus/service taxi stations and/or find a yellow cab. 128 respondents (25.8%) said they walk between half a kilometer and one kilometer, while 53 (10.7%) said they walk one to two kilometers, and 19 (3.8%) stated that they walk two to four kilometers. Lastly, 13 respondents (2.6%), of respondents selected "other." Seven of them said they walk more than four kilometers, five said no walking is required, since they call taxis to their home, and one said she uses a private car to get to the bus station, so no walking is required.

- **Employed:** To focus on the quality, dependability, and availability of public transportation to the employed women users who usually use public transportation to go to work, a cross-tabulation between the “distance respondents usual commute on foot to reach the bus/service taxi stations and/or to find a yellow cab” and the “employed women category” was conducted, as shown in **Table (7)**. Note that the employed respondents were filtered by those who said they use public transportation for work reasons in their daily commuting. As such, out of the 323 employed respondents, 275 use public transportation for work purposes.

Distance Employed Women Usually Commute on Foot to Reach Transportation Station/Pick up	
Less than half a kilometer	56% (154)
Half a kilometer to one kilometer	25.8% (71)
One to two kilometers	10.2% (28)
Two to four kilometers	4.7% (13)
Other	3.3% (9)
Number of responses: 275	

Table (7)

Findings show that 154 employed women (56%) commute less than half a kilometer on foot to reach the bus/service taxi stations and/or obtain a yellow cab. Moreover, 71 employed women (25.8%) commute between a half kilometer and one kilometer, 28 (10.2%) commute between one and two kilometers, and 13 (4.7%) commute between two and four kilometers.

9 employed women respondents (3.3%) selected “other.” Four of these employed women responded that they order a taxi to their home, four walk more than four kilometers to reach the bus/service taxi stations and/or find a yellow cab, and one respondent uses her private car to get to the bus station.

Furthermore, respondents were asked to select the **time** it usually takes to reach the desired station.

- **All Respondents:** Half of the respondents (248 respondents, or 49.9% of the total) said it takes less than fifteen minutes to reach their desired station, followed by 154 respondents (31%) who said it takes fifteen minutes to half an hour, 62 (12.5%) who said it takes a half an hour to one hour, and finally 27 (5.4%) who said it takes more than one hour. Only 6 respondents (1.2%) answered that they did not need to commute on foot to reach the bus/service taxi station or find a yellow cab. Interviewee C from the qualitative survey mentioned that she spends four hours each day on her commute to her university. Furthermore, she mentioned that she must go four hours early if she has a class or test in the afternoon because the last bus for her university leaves at 10 a.m.

“If I have a test at, say, 1 or 2 p.m., I have to leave 4 hours early, because the last bus to my university leaves at 10 a.m. We need more frequent buses.” – Student interviewee.

- **Employed:** To focus on the quality, dependability, and availability of public transportation to the employed women users who usually use public transportation to go to work, a cross-tabulation between the “time it usually takes to reach the desired station” and the “employed women category” was conducted, as shown in **Table (8)**. Note that employed respondents were filtered by those who said they use public transportation in their daily commute for work reasons. As such, out of the 323 employed respondents, 275 use public transportation for work purposes.

Time it Usually Takes to Reach Desired Station by Employed Women	
Less than fifteen minutes	50.5% (139)
Fifteen minutes to half an hour	30.2% (83)
Half an hour to one hour	11.6% (32)
More than one hour	5.8% (16)
Other	1.8% (5)
Number of responses: 275	

Table (8)

Findings show that 139 employed women (50.5%) take less than fifteen minutes on foot to reach their desired station. Moreover, 83 respondents (30.2%) take fifteen minutes to half an hour, 32 (11.6%) take half an hour to one hour, and 16 (5.8%) take more than one hour.

5 employed women respondents (1.8%) answered with "N/A." 4 of these employed women order a taxi to their house, and one employed woman stated that she uses her private car to get to the bus station.

Finally, respondents were asked about the **time** spent waiting for the means of transportation per trip.

- **All Respondents:** According to the survey, 208 respondents (41.9%) stated that they wait between fifteen minutes to half an hour for their means of transportation per trip, followed by 153 (30.8%) who said they wait for a half an hour to one hour, 101 (20.3%) who wait for less than fifteen minutes, and finally 35 (7%) who said they wait for more than one hour.

One interviewee mentioned that if she missed the bus, then she would have to wait another hour for the next available bus and be late to work. Another woman said that in her work commute, she often must wait for the bus to fill up, which can make her late to work. She also mentioned that her commute takes her longer on Fridays because there are less buses and people on that day. Furthermore, findings from the qualitative survey show that many women must wait for long periods of time because buses break down often.

- **Employed:** To focus on the quality, dependability, and availability of public transportation to the employed women users who usually use public transportation to reach their work, a cross-tabulation between the "time spent waiting for means of transportation per trip" and the "employed women category" was conducted, as shown in **Table (9)**. Noting that employed respondents were filtered by those who said they use public transportation in their daily commute for work reasons. As such, out of the 323 employed respondents, 275 use public transportation for work purposes.

Findings show that 121 employed women (44%) wait between fifteen minutes and half an hour for their means of transportation to arrive at the station. This is followed by 81 respondents (29.5%) who wait for half an hour to one hour, 58 (21.1%) who wait for less than fifteen minutes, and 15 (5.5%) who wait for more than one hour.

Findings from both the quantitative and qualitative study show that the public transportation system is insufficient, frustrating and time-consuming for women users. One interviewee even mentioned that she can only work four days a week because of the poor public transportation system.

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8.2.4 Cost

The following question is related to **the amount of money** spent on public transportation daily. Respondents were asked, "how much do you spend on public transportation daily?"

Time it Usually Takes to Reach Desired Station by Employed Women	
Less than fifteen minutes	21.1% (58)
Fifteen minutes to half an hour	44% (121)
Half an hour to one hour	29.5% (81)
More than one hour	5.5% (15)
Number of responses: 275	

Table (9)

- **All Respondents:** Results were almost split between the two categories of “one to two dinars” and “more than two dinars;” 239 respondents (48.1%) answered that they spend one to two dinars on public transport daily, while 209 respondents (42.1%) answered that they spend more than two dinars. A low number of 49 women users (9.9%) stated that they spend less than a dinar on public transportation.

Money Spent by Employed Women on Public Transportation Daily	
Less than one Dinar	6.2% (17)
One to two Dinars	45.4% (125)
More than two Dinars	48.4% (133)
Number of responses: 275	

Table (10)

- **Employed:** To present data with a focus on how much women spend on public transportation daily to get to work in comparison with their employment status, a cross-tabulation was conducted between “how much respondents spend on public transportation daily” and the “employed women category,” as shown in **Table (10)**. Note that employed respondents were filtered by those who said they use public transportation in their daily commute for work reasons. As such, out of the 323 employed respondents, 275 use public transportation for work purposes.

Findings show that most employed women (133 respondents, or 48.4% of the total) would spend more than two dinars on public transportation to get to their job daily, followed by 125 women (45.4%) who spend one to two dinars, and 17 women (6.2%) who spend less than one dinar.

The following question is related to **evaluating the cost** of public transportation with regards to monthly income.

- **All Respondents:** More than half of the respondents (295 respondents, or 59.4%) said the cost was high, followed by 149 respondents (30%) who said it was adequate, 42 respondents (8.5%) said they do not know, and finally only 11 respondents (2.2%) said it was low.

Time it Usually Takes to Reach Desired Station by Employed Women	
High	61.5% (169)
Adequate	29.8% (82)
Low	2.5% (7)
Don't know	6.2% (17)
Number of responses: 275	

Table (11)

- **Employed:** To focus on women's evaluation of public transportation costs with regards to their monthly income and employment status, a cross-tabulation was conducted between “respondents' evaluation of public transportation costs with regards to their monthly income” and the “employed women category,” as shown in **Table (11)**. Note that employed respondents were filtered by those who said they use public transportation in their daily commute for work reasons. As such, out of the 323 employed respondents, 275 use public transportation for work purposes.

Findings show that more than half of the employed women sample (169 women, or 61.5%), believe that the cost of public transportation is high for their monthly income, followed by 82 women (29.8%) who said the cost was adequate. Only 7 women (2.5%), believe the cost was low in comparison to their monthly income, while 17 women (6.2%) said they do not know.

8.3 Women's Experiences in Using Public Transportation

8.3.1 Personal Security

“Young men try to get your number, and they say things too. Sometimes I have to walk at night. I am afraid of the men.” - A woman interviewee.

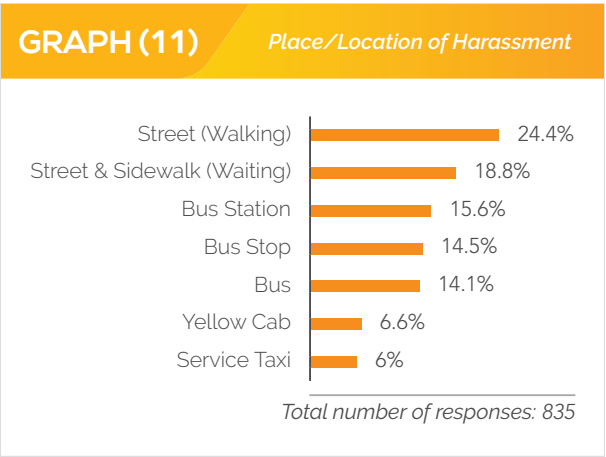
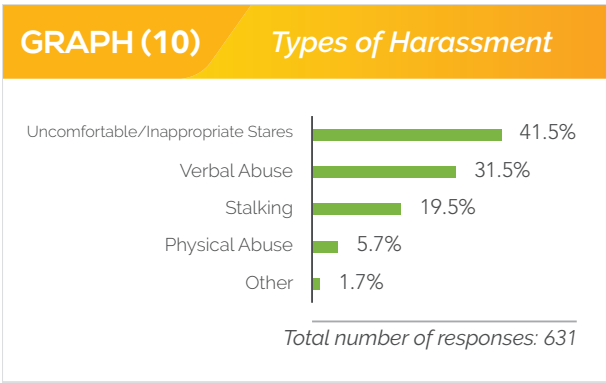
Respondents were asked whether they believe they have a different experience than men when using public transportation. Out of the 497 respondents, more than half (59.4%) answered yes, while 40.6% answered no.

Respondents were then asked if they have been harassed for being a woman while using public transportation. As a result, more than half (311 women, or 62.6%) answered yes, while 186 women (37.4%) answered no. The following section provides further findings on the 62.6% of respondents who answered 'yes' in this section.

Respondents were asked to select **the type(s) of harassment** they face when using public transportation, with the knowledge that they could select more than one type of harassment. The total number of responses was 631.

As shown in **Graph (10)** to the left, uncomfortable/inappropriate stares were the most common type of harassment that women faced while using public transportation, with a high response rate of 262 responses (41.5%). All the women interviewed mentioned that they receive inappropriate stares from males. This was followed by verbal abuse with 199 responses (31.5%), stalking with 123 (19.5%), and physical abuse with 36 (5.7%). Under the “other” category, ten respondents did not provide an answer. One said she was harassed by a passenger taking photos of her.

Two of the women interviewed shared that men will often ask for their phone numbers or say other things to them. To avoid this sort of harassment, they both mentioned that they often try to talk on the phone with someone.



Respondents were then asked to select **the place(s) where they encounter harassment** when using public transportation, with the knowledge that they could select more than one response. The total number of responses was 835.

As shown in **Graph (11)** to the left, there were 204 responses (24.4%) for being harassed on the street while walking on their way to public transportation, followed by 157 responses (18.8%) for being harassed on the street and the sidewalk while waiting for public transportation. Interviewee C mentioned that she experiences verbal harassment while waiting at the bus stop. Furthermore, 130

responses (15.6%) noted that they experience harassment at the bus station, while 121 responses (14.5%) stated the harassment occurs at the bus stop. There were also 118 responses (14.1%) for being harassed on the bus, 55 (6.6%) in yellow cabs, and 50 (6%) in the service taxi.

Respondents were then asked to select **the time(s) when they face harassment** while using public transportation, with the knowledge that they could select more than one time. The total number of responses was 387.

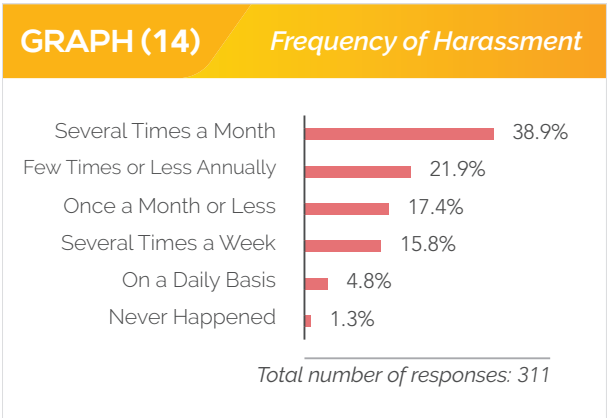
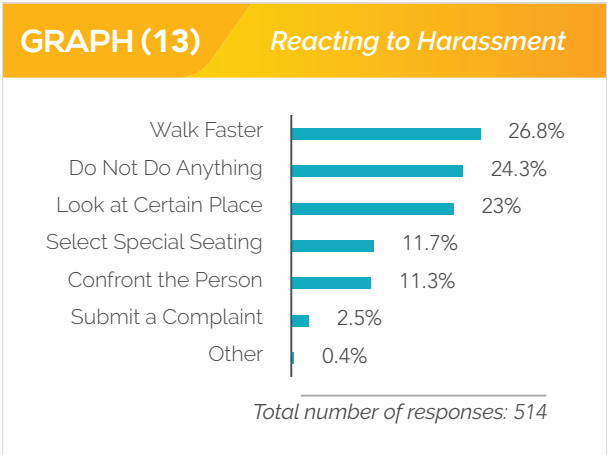
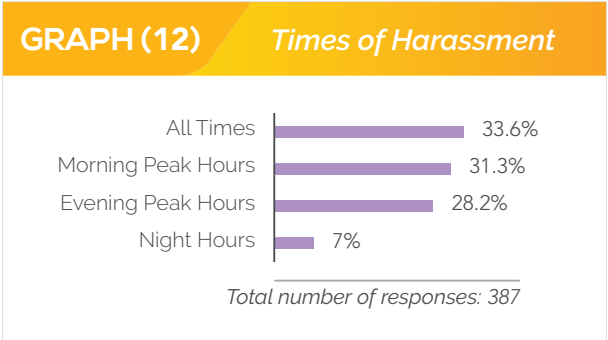
As shown in **Graph (12)**, 130 responses (33.6%) were for being harassed at all times of the day while using public transportation. Furthermore, there were 121 responses (31.3%) for being harassed during morning peak hours, 109 (28.2%) during evening peak hours, and 27 (7%) during night hours.

However, almost all the interviewees mentioned that they were afraid to use public transportation at night. Most of these women are afraid because of the lack of women on the bus at night, which causes them to fear potential harassment from men.

Respondents were then asked to select how they **react after being harassed** when using public transportation, with the knowledge that they could select more than one response. The total number of responses was 514.

As shown in **Graph (13)**, there were 138 responses (26.8%) for walking faster, followed by 125 responses (24.3%) for not doing anything, and 118 (23%) for looking away. Furthermore, there were 60 responses (11.7%) for selecting certain seating, and 58 (11.3%) for confronting the person. Finally, submitting a complaint came as the lowest response, with only 13 responses (2.5%).

Under the "other" category, two respondents said they would leave the means of transportation in response to harassment. Many of the women interviewed mentioned preventative actions they take, such as talking on the phone with someone, putting a bag between them and a man sitting next



to them, asking to change seats, or paying for the seat next to them so no one else can sit there.

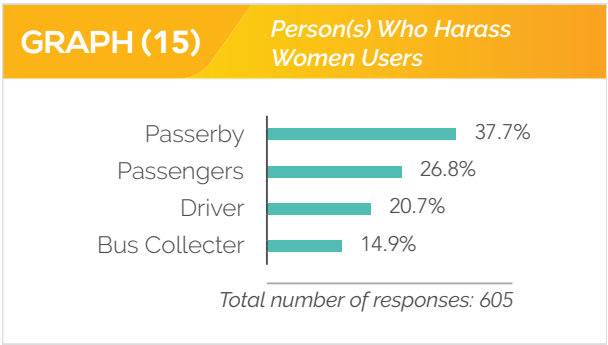
The 311 respondents who answered 'yes' to believing they had been harassed for being a woman when using public transportation were then asked to select the **frequency of harassment** they experience while using public transportation.

As shown in **Graph (14)** to the left, the most selected option was "several times a month" with 121 responses (38.9%). Next, 68 women (21.9%) answered with a "few times or less annually," 54

(17.4%) answered with "once a month or less," 49 (15.8%) answered with "several times a week," 15 (4.8%) answered with "on a daily basis," and 4 (1.3%) answered with "never happened."

Respondents were asked to select **the person(s) who harasses them when using public transportation**, with the knowledge that they could select more than one response. The total number of responses was 605.

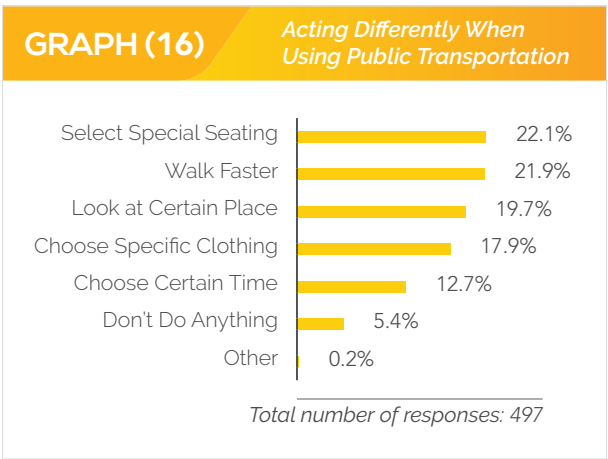
As shown in **Graph (15)**, "passersby" came as the highest answer with 228 responses (37.7%). Next, there were 162 responses (26.8%) for "passengers," 125 (20.7%) for "drivers," and 90 (14.9%) for "bus collectors" (money collector).



Respondents were asked if they act differently when they use public transportation alone. As a result, 52.9% answered 'no,' while 47.1% answered 'yes.'

Furthermore, the 234 respondents who responded 'yes' to the previous question were asked to select how they act differently, with the knowledge that they could select more than one answer. The total number of responses was 497.

As shown in **Graph (16)**, "selecting special seating" and "walking faster" were the most commonly chosen answers, with 110 (22.1%) and 109 responses (21.9%), respectively. "Looking at a certain place" and "choosing specific clothing" followed with 98 (19.7%) and 89 responses (17.9%), respectively.



One interviewee said that she keeps her head down and keeps quiet while using public transportation, because she feels that attracting attention will cause her problems. Moreover, there were 89 responses (17.9%) for "choosing specific clothing," 27 (12.7%) for "choosing a certain time to use public transportation," and 1 (0.2%) for "other." Furthermore, one interviewee mentioned that she feels a negative stigma around public transportation users. She said that those who use the public transportation system are often cheap, poor and low-class. Finally, under the "other" option, only one respondent said that she would confront the person if she was harassed.

8.3.2 Women's View of Public Transportation

The following question asks about **level of satisfaction** with public transportation services.

- **All Respondents:** Out of the total 497 respondents, 38.8% were somewhat satisfied, 33.6% were dissatisfied, and 18.1% were extremely dissatisfied. Moreover, only 7.6% of respondents were satisfied, and 1.8% were very satisfied.
- **Employed:** To focus on employed women's level of satisfaction with public transportation services, a cross-tabulation between the "level of satisfaction" and the "employed women" category was conducted. Out of 323 employed women, 35.6% were dissatisfied, followed by 34.7% who were

somewhat satisfied, and 21.1% who were extremely dissatisfied. Finally, only 7.4% of women were satisfied, and 1.2%, were very satisfied. One interviewee said that she was generally satisfied with public transportation because it is available and fast. However, all the other women interviewed mentioned that they were dissatisfied with the public transportation system. One woman mentioned that she was dissatisfied because the buses often break down and the seats are often broken as well. Another woman said that when she gets home, she does not want to do anything because the travel exhausts her.

- **Unemployed:** To focus on unemployed women's level of satisfaction with public transportation services, a cross-tabulation between "the level of satisfaction" and the "unemployed women" category was made. Out of 174 unemployed women, 46.6% were somewhat satisfied, followed by 29.9% who were dissatisfied, 12.6% who were extremely dissatisfied, 8% who were satisfied, and only 2.9% who were very satisfied.
- **Students:** To focus on the female students' level of satisfaction with public transportation services, a cross-tabulation between the "level of satisfaction" and "those who said they use public transportation in their daily commute for study reasons" category was conducted. Out of 118 women using public transportation for study purposes, 41.5% were somewhat satisfied, followed by 31.4% who were dissatisfied, 18.6% who were extremely dissatisfied, 5.1% who were satisfied, and only 3.4% who were very satisfied.

The following question is related to **job refusal** due to public transportation.

- **All Respondents:** Out of the total 497 respondents, 263 respondents (52.9%) said they have not refused a job due to public transportation services, while 234 respondents (47.1%) said they have.
- **Employed:** Out of the 323 employed women, 52.6% said they have not refused a job due to public transportation services, while 47.4% said they have.
- **Unemployed:** Out of the 174 unemployed women, 53.4% said they have not refused a job due to public transportation services, while 46.6% said they have.

The 234 respondents who said they had refused a job due to public transportation, were then asked to select the reasons why, with the knowledge that they could select more than one reason. The total number of responses was 531.

As a result, "having to use more than one means of public transportation to reach a work location," often due to lack of efficient routes and a well-integrated public transport network, was the most common reason why women refused a job due to public transportation with 156 response (29.4%). Next, there 131 responses (24.7%) for "unavailability of nearby public transportation," and 90 (16.9%) for "high public transportation cost compared to salary."

Moreover, there were 58 responses (10.9%) for "type of service and routes used," 38 (7.2%) for "lack of security in public transportation," and 31 (5.8%) for "not wanting to use public transportation daily." Finally, the lowest number of responses came from "family or society's unacceptance towards using public transportation," with 23 responses (4.3%) for family, and 4 (0.8%) for society.

Two of the five women interviewed mentioned that they had to refuse a job due to public transportation. One woman said that she refused a job at a salon because the commute was too expensive and long, or there was not adequate public transport to the location.

“I have turned down work before because there wasn’t sufficient transportation to the area and it cost too much.” – A woman interviewee.

Out of the 234 respondents who said they have refused a job due to public transportation, 81 were unemployed respondents who provided 176 responses. Out of these 176 responses, 52 responses (29.5%) attribute “having to use more than one means of public transportation to reach their work location” as the main reason. This was followed by 49 responses (27.8%) for “unavailability of nearby public transportation,” 25 (14.2%) for “high public transportation cost compared to salary,” and 15 (8.5%) for “type of services and routes used.”

“Lack of security in public transportation” as well as “not wanting to use public transportation daily” each yielded in the same number of responses: 13, or 7.4% of the total. Finally, the lowest number of responses came from “family or society’s unacceptance towards using public transportation,” with 7 responses (4%) for family and 2 (1.1%) for society.

The following question is related **the impact of public transportation on daily commutes** to work or school.

- **All Respondents:** Out of the 497 respondents, 250 women (50.3%) believe that the public transportation situation negatively impacts their daily commute to school, while only 31 respondents (6.2%) believe it positively impacts their daily commute. The other 216 respondents (43.5%) believe public transportation had no impact on their commute.
- **Employed:** To focus on the employed women’s perception of the impact of public transportation on their daily commuting to work, a cross-tabulation between the “impact of public transportation” and the “employed women” category was conducted, as shown in **Table (12)**. Note that the employed respondents were filtered by those who said they use public transportation in their daily commute for work reasons. As such, out of the 323 employed respondents, 275 use public transportation for work purposes.

Money Spent by Employed Women on Public Transportation Daily	
Positively	18 (6.5%)
Negatively	151 (54.9%)
No Impact	106 (38.5%)
Number of responses: 275	

Table (12)

Results show 151 respondents, or 54.9% of the total, believe public transportation negatively impacts their daily commute to work, while only 18 respondents (6.5%) believe it positively impacts their commute, and 106 respondents (38.5%) believe public transportation had no impact on their commute.

- **Students:** To present findings with a focus on the female students’ perception of the impact of public transportation on their daily commute to school, a cross-tabulation between the “impact of public transportation” and “those who said they use public transportation in their daily commute for study reasons” was conducted.

To this end, the total number of respondents who use public transportation for study purposes was 118. Out of this number, 73 respondents, or 61.9% of the total, believe public transportation negatively impacts their daily commute to school, while only nine respondents (7.6%) believe it positively impacts their commute, and 36 respondents (30.5%) believe public transportation had no impact on their commute.

Respondents were then asked to explain how public transport positively or negatively impacts their daily commute to work or school. In regards to the negative aspects, there was a higher redundancy of responses for arriving late to work or school due to the inconsistent schedule and timing of public

transportation. Moreover, respondents expressed that public transportation is a waste of time, while others stated they leave their houses very early in the morning to catch up with the lengthy routes and stops.

The respondents expressed a huge deal of frustration and stress due to using public transportation, which negatively affects their mood and physical health. Most cited the level of harassment as another source of frustration. This was supported by others who stated that society looks at women as objects rather than humans, which affects the way they are treated by male passengers while using public transportation.

“If I spent less time commuting, I would visit friends more and take better care of myself. I’d be more at peace.” - A woman interviewee.

It is worth mentioning that some respondents expressed their unwillingness to go to work or school anymore due to the poor services provided by public transportation that wear them out physically. Poor services that were mentioned included over-crowdedness, uncleanliness, lack of safety, lengthy routes, and many stops. In addition to the poor services, respondents stated that harassment also affects their mood and self-esteem.

“I am often late to work because I have to wait for the bus to fill up. If this happens, I have to go to work early the next day to make up for lost time.” - An employed woman interviewee.

In regards to the positive aspects, respondents focused mainly on the fact that the experiences and incidents they deal with while using public transportation help them to build stronger personalities. Others said that using public transportation is more convenient for them since they cannot afford to purchase their own car. Furthermore, respondents expressed their satisfaction with the cost of public transportation in relation to their income.

The following question is related to respondents' perception on whether **public transportation is integral for women's economic participation or not**.

- **All Respondents:** Out of the 497 respondents, 400 respondents, or 80.5% of the total, believed that public transportation is integral for women's economic participation, while only 36 respondents (7.2%) did not believe so, leaving the remaining 61 (12.3%) to state that they do not know.
- **Employed:** Out of the 323 employed women, 270 respondents, or 83.6% of the total, believed that public transportation is integral for women's economic participation, while only 18 respondents (5.6%) did not believe so, leaving the remaining 35 (10.8%) to state that they do not know.
- **Unemployed:** Out of the 174 unemployed women, 130 respondents, or 74.7% of the total, believed that public transportation is integral for women's economic participation, while only 18 respondents (10.3%) did not believe so, leaving the remaining 26 (14.9%) to state that they do not know.

The following question is related to respondents' perception of **how society views women using public transportation**.

- **All Respondents:** Out of the 497 respondents, 123 respondents, or 24.7% of the total, believed that society views women who use public transportation positively, while 75 respondents (15.1%) believed that society views women who use public transportation negatively. 114 respondents (23%) said there is no certain view of society on women who use public transportation, leaving the remaining 185 respondent (37.2%) to state that they do not know.

The following question is related to respondents' perception whether **public transportation is suitable for people with disabilities or not**.

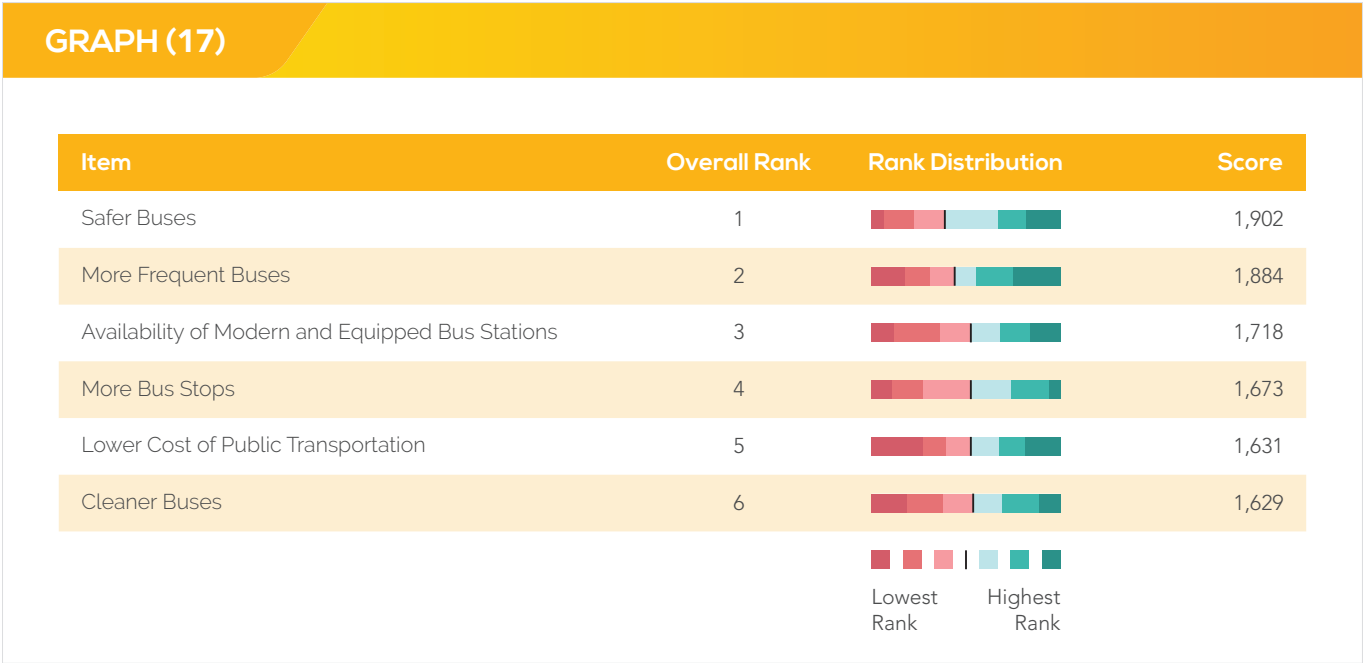
All Respondents: Out of the 497 respondents, only 29 respondents, or 5.8% of the total, believed that public transportation is suitable for people with disabilities, while 391 respondents (78.7%) did not believe so, leaving the remaining 77 (15.5%) to state that they do not know.

The following question is related to respondents' perception of whether **public transportation is suitable for senior citizens or the elderly or not**.

All Respondent: Out of the 497 respondents, only 47 respondents, or 9.5% of the total, believed that public transportation is suitable for elderly people, while 375 respondents (75.5%) did not believe so, leaving the remaining 75 (15%) to state that they do not know.

8.4 Women’s View on Possible Solutions to Improve Public Transportation

All respondents were asked to prioritize a list of six possible solutions that can help them to commute easily and safely. Graph (17) shows that safer buses came first, more frequent buses came second, and the availability of modern and well-equipped bus stations came as third.



Accordingly, the lists below offer further details on possible solutions that can help making commuting easier and safer from the perceptive of the employed, unemployed, and those who use public transportation for study purposes.

According to the employed women category:

1. More frequent buses
2. Safer buses
3. Availability of modern and equipped bus station
4. More bus stops
5. Lower cost
6. Cleaner buses

According to the unemployed women category:

1. Safer buses
2. Cleaner buses
3. More frequent buses
4. More bus stops
5. Availability of modern and equipped bus stations
6. Lower cost of public transportation

According to the females using public transportation for study purposes:

1. Safer buses
2. More frequent buses
3. Availability of modern and equipped bus stations
4. Cleaner buses
5. Lower cost of public transportation
6. More bus stops

Respondents were then asked to suggest other solutions not mentioned on the list. A total of 58 respondents provided 70 solutions. The solutions were compiled into nine categories wherein each is prioritized based on the number of solutions, as shown in **Table (13)** below.

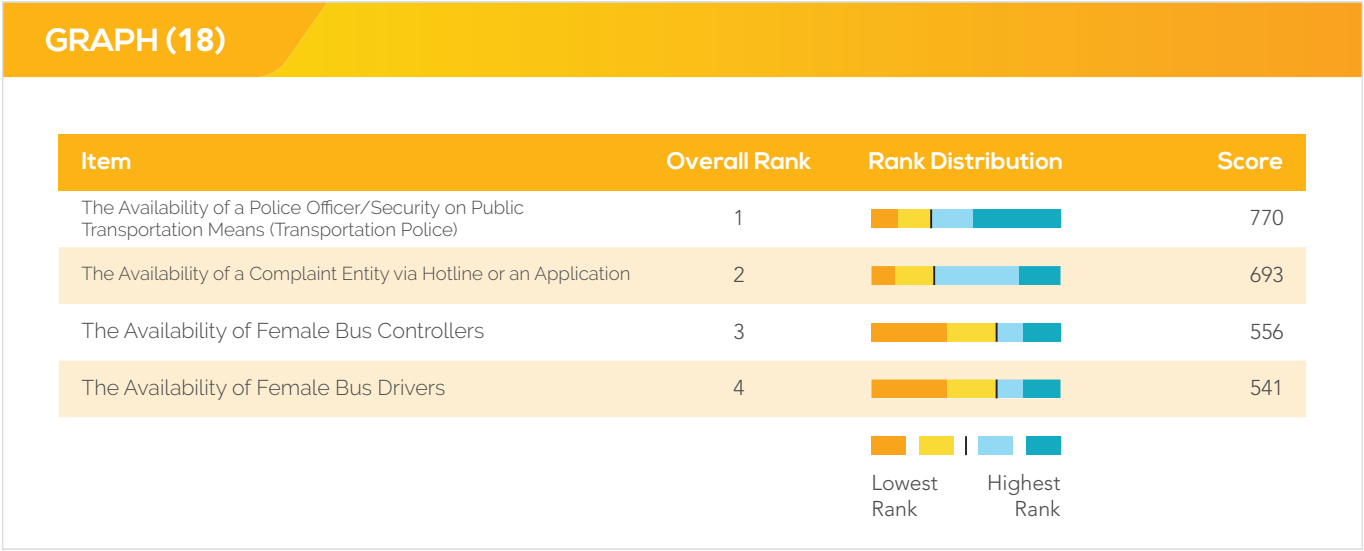
Category	Percent	Number of Solutions	Areas of Focus
Quality, dependability, and availability	24.3%	17	Abide by a clear pre-set schedule that includes times and routes. Other solutions included providing 24/7 transportation services, using smart applications, and limiting over-crowdedness.
Personal security	18.6%	13	Increase security measures by installing cameras on buses and in stations, hiring security staff, increasing police presence at bus stations, installing emergency bottoms, and setting a criterion for selecting staff that work on buses, such as monitoring driver performance.
Related to women users	14.3%	10	Hire women staff and have designated transportation types only for women. Another solution included adequate transportation for children accompanying their mothers.
Types, forms, and patterns of community	10%	7	Provide other types of transportation, such as trains, metros, and trams, that could reach inner cities, save time, and decrease traffic. Respondents also suggested providing a clear schedule of transportation routes at bus stations. Finally, another solution was to provide a separate line/space on streets for public transportation.
Related to elders using public transportation	7.1%	5	Provide equipped transportation types that serve the needs of disabled people.
Employment	5.7%	4	Provide transportation methods for workers and increase bus stops to decrease cost and time.
Related to users with disabilities	12.9%	9	Provide adequate transportation for people with disabilities.
Other	7.1%	5	Spread community awareness on ethics while using public transportation, which includes respecting other passengers, such as women and elders. Other suggestions include having better infrastructure, such as sidewalks, and monitoring taxi cost calculators.

Table (13)

The five women interviewed had various suggestions for solutions, including specific seats for women, separate doors/entrances for men and women, maps of public transportation routes, more frequent buses, and better-quality roads and buses.

Furthermore, respondents were asked if they support providing special solutions for women users. 256 respondents (51.5%) showed support for providing special solutions for women users, while 210 respondents (42.3%) disagreed, and 31 women (6.2%) responded that they do not know.

Respondents who answered 'yes' were then asked to prioritize a list of four solutions for women using public transportation. Graph (18) shows the ranking provided by the 256 respondents, where availability of transportation police received the highest ranking, followed by the presence of a complaint entity via hotline or app, then availability of female bus controllers, and finally, availability of female bus drivers.



It is worth mentioning that the above sequence of ranking was the same between the employed, unemployed, and those who use public transportation for study purposes. Furthermore, the following shows the breakdown of women who said "yes" to supporting the provision of special solutions for women using public transportation by category:

- **Employed:** Out of the 323 employed women, 158 women (48.9%) said yes.
- **Unemployed:** Out of the 174 unemployed women, 98 women (56.3%) said yes.
- **Students:** Out of the 118 who use public transportation for study purposes, 79 women (66.9%) said yes.

All respondents were then asked to suggest other solutions not mentioned on the list. Only 16 out of the 256 respondents who believed women should have their own public transportation solutions provided other solutions. The solutions suggested were primarily focused on having designated transportation for women only, such as pink buses and taxis. Other solutions included having comfortable and safe seats for pregnant women and children, as well as a space to store baby strollers. Additionally, they also suggested raising community awareness to improve ethics among all users.

9.0: CONCLUSIONS

1. Most women use public transportation for work purposes because they do not own a car. All commuters aspire to own a car as their primary means of transportation.
2. Most employed women use at least two bus routes to reach their destinations, including buses and coasters. They use public transportation from Sunday to Thursday, mostly during morning peak hours. Evening peak hours are sometimes avoided by women to avoid arriving home late.
3. Most women walk 15 minutes and at least a half kilometer per stop to reach a bus or station and wait at each stop for at least another 15-30 minutes, which is close to the international average walking distance and wait time. However, because they use more than one route, they walk and wait double the standard distance, which might increase their chances of getting harassed and, therefore, impacts their personal security. This also makes them more vulnerable to multiple forms of harassment.
4. More than half of the respondents pay 2 JOD and more per day on public transportation, and more than half said this was high compared to their income. Public transportation, therefore, does not give access to economic opportunities and work opportunities. Rather, it becomes an added burden on families with low incomes and high living costs. This high cost in comparison to income also puts women in situations where they have to weigh the pros and cons of going to work versus staying at home.
5. Women in Jordan believe they have a different experience than men using public transportation, with harassment topping the list. Harassment includes verbal abuse, stalking, uncomfortable looks, as well as physical abuse. Public transportation, therefore, reaffirms gender bias and female suppression, showcasing it publicly as a common practice.
6. Most women experience harassment all the time and several times a month, mostly through inappropriate stares while walking. However, all types of harassment occur to varying degrees and in a myriad of places along her journey. This, compounded by the fact that women find public transportation expensive, time-consuming, unreliable, and unavailable, deters them even more from using it as a means for accessing work and education, let alone assuming their socioeconomic roles.
7. Most women deal with harassment by choosing a safer time (in their mind) to commute, change the way they dress, select a special seat, and/or walk faster. Women do not confront nor report their harassers fearing cultural stigma, scandal, and shame. This fact calls for more scrutiny and better public laws/procedures for reporting harassment on public transportation, as well as applying gender-sensitive legal action.
8. 38.8% of women were somewhat satisfied with public transportation. At the same time, the majority of employed women were dissatisfied. This confirms past research and is reinforced by this report's qualitative research, which shows that most respondents had no benchmark against which to compare the Jordanian public transportation system in terms of affordability, reliability, and safety. Previous research showed that users believe that the current situation is the best they can or expect out of public services in Jordan. Therefore, public transportation in Jordan could be viewed as a catalyst for more marginalization and oppression.
9. 47% of women said they have refused a job due to public transportation. This confirms prior research from 2014 that stated that 40% of women have turned down jobs as a result of public transportation. Thus, public transportation still remains one of the three main factors barring women from accessing economic opportunities.

10. There is a huge amount of stress, frustration and emotional duress caused by the unavoidable challenges of public transportation, including arriving late to work or school, leaving early in the morning to take lengthy routes and arrive at their final destination on time. This, coupled with over-crowdedness, uncleanliness, and lack of safety add further physical and emotional strain on the already physically and mentally exhausted employed mothers and women.
11. Women public transportation users are sometimes perceived as culturally and socially unacceptable, as she publicly puts herself into a male-dominated sphere where she may easily experience harassment. However, public transportation is integral for the empowering women and enhancing their self-esteem, allowing them to making their own informed decisions with regards to their journey and destination. Therefore, steps must be taken to make public transportation a safer, more reliable space for women.
12. Solutions are not necessarily gender-specific or tailored to women. However, a gender lens must be applied in solving public transportation issues (i.e. when we provide safer public transportation, it will encourage more women to use it and seek employment). A simple factor, such as arriving on time, will enhance her social status, both at work and home, and reaffirm her status as the main breadwinner.
13. Public transportation's quality image among women and in general will change and improve when viewed in a positive light. In this way, it will stop being a mode of transportation for people left with no other choice, and rather become one of many modes of mobility for all people, regardless of their socioeconomic background.
14. A comprehensive transit system that considers a gender perspective, as well as its own affordability, access, cleanliness, and frequency, will not only ensure a better standard of service, but also offer added security and safety for women in the public sphere.
15. Improving public transportation will contribute towards increasing women's entry and re-entry into the workforce, thereby hopefully increasing women's rate of contribution to economic growth and their family income.
16. The impact of poor public transportation on women is more profound than men due to women's socioeconomic status. For example, women who spend at least two hours commuting are expected to assume their traditional domestic roles, such as cleaning, cooking, childcare, etc., when they return home, regardless of how long or stressful of a work day/commute day she had. Men, on the other hand, are not expected to assume any duties, and may rest after their long and/or stressful trip. Women commuters on public transportation also suffer from family and social pressures as a result of arriving home late due to an inadequate public transportation system. Needless to say, having to return home at night due to delays makes women more vulnerable to harassment or physical harm. The longer the distance women have to walk to stops and stations, the higher the risk of street harassment, which includes men stalking them on foot or by car, verbal/physical harassment, and even threats of violence.
17. Due to the more varied roles women play in their lifetimes, they are required to make more trips than their male counterparts. Women need to visit healthcare centers if pregnant, travel to childcare centers to drop and pick-up children, and go to markets for groceries, resulting in longer distances travelled and time spent on public transportation.
18. The difficulties women encounter while using public transportation limits their ability to exercise their rights to freedom of movement and to access public spaces and job opportunities.
19. In the absence of concrete action on this issue, women are forced to adopt different defense mechanisms, such as wearing different clothing, avoiding night travel or busses full of men, and using defensive techniques to fend off harassment or ignore it (i.e. remain on the phone, ask male

family members to track her on her smart phone etc.). This adds more unnecessary burdens to her life at home and at work and affects her sense of self-esteem.

20. Despite the fact that transportation is not a gender-neutral experience, as men and women have vastly different experiences with public transit systems due to their predetermined social roles, improving public transportation services for women will ultimately improve the same for men. For example, well-lit bus depot and stations will increase the safety and sense of security of the transit system for women, and at the same time decrease the level of harassment for both men and women users. Thus, improving services in terms of reliability, information, frequency, cleanliness, etc., would yield positive benefits for both men and women.
21. Women cannot access socioeconomic networks through transport systems that ignore their needs and fail to provide a safe, woman-friendly environment. At the same time, forcing women to use an unaccommodating, even hostile transit system could have an adverse impact on her life at work and home, as well as her own health and security.
22. An equitable and efficient public transport system increases access to economic opportunities, education, social networks, and health/childcare services for both men and women. As such, public transport systems that do not consider gender issues in their services exclude and deprive women of access to public spaces, ultimately stripping them of their human right to freedom of mobility.

10.0: RECOMMENDATIONS

1. Public transportation is not yet a government priority. Leaders and decision-making circles still lack the political will to improve public transportation as a service for Jordanian citizens. Any improvement to the transit system will not occur without a strong political supported by substantial budgets, enforcement measures, and continuity in policy and decision-making.
2. Policies and actions should consider women's alarmingly low economic participation rate in the workplace, which is compounded by the fact that 47% of women surveyed have turned down a job due to inadequate public transportation.
3. Enhanced inter-city connectivity (governorate — capital and governorate – governorate) will ultimately enhance economic participation for women and economic growth for cities and outlying municipalities. This should be a top priority for policymakers, especially now amidst Jordan's strained economic situation.
4. Policy makers should consider creating a framework for integrating gender and social approaches into the public transportation system to remove barriers, enhance services, and improve women and girl's experiences on the transit system. The framework should cover a gender dimension focused on improving women and girl's experiences on public transportation, shorten time spent in transit, improve cost efficiency, and enhance safety, security, quality and dependability.
5. Policy makers should consider the economic benefits for women as a result of their increased access to and use of public transportation, as well as the role this would play in achieving overall economic growth and sustainability. This will lead to an improvement in their domestic and workplace roles in terms of decision-making, economic independency, rights to public space, and political participation.
6. The public transportation system should increase the number of women in decision-making positions in public transport governing bodies, thereby ensuring that the women's agenda is addressed continuously and consistently in future policy planning, drafting, and implementation. Additionally, more women should be hired as conductors, bus-drivers, ticket sales officers, etc. to promote public transportation as an inclusive space/sector for both men and women.
7. In accommodating women's needs, particularly those who rely on public transportation in the evening, bus stops and depots require better safety measures, including better lighting, continuous surveillance, and access to police/security apparatus in case of emergency.
8. A comprehensive transit system that considers a gender perspective, as well as its own affordability, access, cleanliness, and frequency, will not only ensure a better standard of services, but also provide additional security and safety for women. For example, there could be a penalty system that suspends or revokes the monthly transportation passes of those who harass others on public transportation.

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Annex (1): Survey

نموذج الاستبيان
دراسة النقل العام من وجهة نظر المرأة المستخدمة للنقل العام

رقم الاستبيان:
التاريخ:
اسم الباحث:

نحن باحثات نتطلع من خلال هذا الاستبيان الى استطلاع رأي المرأة المستخدمة للنقل العام حول النقل العام من وجهة نظر المرأة. سنضمن التعامل بسرية مطلقة مع كل الإجابات في هذا الاستبيان. لن نطلب منكم في أي مرحلة من هذا الاستبيان أن توفرنا لنا أي معلومات ممكن أن تحدد هويتكم. سنحلل نتائج هذا الاستبيان بمجمله ولن يتم النظر الى أي إجابة بمفردها.

سيستغرق تعبئة هذا الاستبيان حوالي ١٠ دقائق. نشكركم على وقتكم للإجابة على أسئلتنا. ستكون الإجابات في غاية الأهمية للوصول الى نتائج حقيقية.

أ. بيانات المستجيبات:

- ١. العمر
 - أقل من ٢١
 - ٢٢-٣٤
 - ٣٥-٤٤
 - ٤٥-٥٤
 - ٥٥-٦٤
 - أكبر من ٦٥
- ٢. درجة التعليم
 - ابتدائي
 - أقل من توجيهي
 - توجيهي
 - دبلوم
 - مهني
 - بكالوريوس
 - دراسات عليا
- ٣. العمل
 - موظفة
 - عمل خاص
 - لا أعمل
 - عمل حر
- ٤. الحالة الاجتماعية:
- ٥. مكان السكن:

ب. كيف نستخدم النقل العام:

١. ما هي وسائل النقل العام التي تستخدمها بالعادة (حافلة/ كوستر/ سرفيس)؟
٢. ما هو عدد الخطوط التي تستخدمها خلال الرحلة الواحدة (حددي نوع وسيلة المواصلات المستخدمة في كل جزء من الرحلة: حافلة/ كوستر/ سرفيس)؟
٣. ما هي خطوط النقل العام التي تتبعونها بالعادة؟
نقطة البداية نقطة النهاية
نقطة البداية نقطة النهاية
نقطة البداية نقطة النهاية
٤. ما هو معدل عدد الأيام التي تستخدمين فيها المواصلات العامة خلال الأسبوع؟
 - جميع أيام الأسبوع
 - الأحد- الخميس
 - ٣ أيام في الأسبوع
 - غير ذلك
٥. ما هي الأوقات التي تستخدمين فيها حافلات المواصلات العامة؟
 - فترة الذروة الصباحية
 - فترة الذروة المسائية
 - غير ذلك
٦. ما هي الدواعي لاستخدامك للمواصلات العامة في التنقل اليومي؟
 - العمل
 - الدراسة
 - زيارة الأقارب/ الأصدقاء
 - التسوق
 - العلاج
 - اصطحاب الأطفال
٧. لماذا تستخدمين المواصلات العامة في التنقل اليومي؟
 - لسرعتها
 - لإنخفاض تكلفتها
 - لآمانها
 - لعدم امتلاك سيارة خاصة
 - غير ذلك
٨. هل تستخدمين النقل العام
 - بمفردك
 - برفقة أطفالك
 - برفقة ذكر من أسرتك
 - برفقة أنثى من أسرتك
 - صديقتك أو زميلتك
٩. وضحني سبب المرافقة بالتنقل ولماذا؟
 - التنقل بمفردك...ولماذا؟
 - التنقل برفقة أطفالك...ولماذا؟
 - التنقل برفقة ذكر من أسرتك...ولماذا؟
 - التنقل برفقة أنثى من أسرتك...ولماذا؟
 - التنقل برفقة صديقتك أو زميلتك...ولماذا؟
١٠. ما هي المسافة التي تقطعينها سيراً على الأقدام للوصول لموقف الحافلات/ السرفيس/ لاستقلال تكسي؟
وكم من الوقت يستغرق ذلك؟

١١. ما هي الفترة التي تقضيها بالعادة بانتظار المواصلات؟

١٢. كم تنفقين على النقل العام يوميا

- أقل من دينار
- من دينار-دينارين
- أكثر من دينارين

ج. انطباعات وآراء المرأة المستخدمة للنقل حول النقل العام في الأردن:

١٣. كيف تجدين تكلفة المواصلات العامة

- مرتفعة مقابل دخلي
- مناسبة مقابل دخلي
- منخفضة مقابل دخلي
- لا أعرف

١٤. هل تتعرضين لتجربة مختلفة في استخدام المواصلات العامة غير تلك التي يتعرض لها الرجل؟

- لا
- نعم، فكيف؟

١٥. هل تعتبرين النقل العام في الأردن وسيلة مخصصة؟

- للرجل فقط
- للرجل والمرأة
- للجميع
- غير ذلك

١٦. هل تعتبرين النقل العام في الأردن وسيلة مناسبة لذوي الإعاقة؟

- نعم
- لا
- لا أعرف

١٧. إذا كان الجواب لا؟ ما هو السبب؟

١٨. هل تعتبرين النقل العام في الأردن وسيلة مناسبة للكبار بالعمر؟

- نعم
- لا
- لا أعرف

١٩. إذا كان الجواب لا؟ ما هو السبب؟

٢٠. هل رفضتي يوما فرصة عمل بسبب عدم توفر المواصلات؟

- نعم
- لا

٢١. إذا كان الجواب بنعم، ما هو السبب؟

- عدم توفر وسائل النقل العام القريبة
- تعدد وسائل النقل للوصول لمكان العمل
- نوعية الخدمة والخطوط المستخدمة
- غير ذلك

٢٢. كيف يؤثر النقل العام على رحلتك اليومية لعملك أو لدراستك؟

- يؤثر سلبيا
- يؤثر إيجابيا
- لا يؤثر

٢٣. إذا كان يؤثر سلبيا، كيف؟

٢٤. إذا كان يؤثر إيجابيا، كيف؟

٢٥. هل تتعرضين للمضايقات بسبب كونك امرأة؟

- لا
- نعم، ما نوع المضايقات؟
 - تحرش لفظي
 - تحرش جسدي
 - نظرات
 - ملاحقة
 - كل ما ذكر
 - غير ذلك

٢٦. أين تتعرضين للمضايقات/التحرش؟

- في الشارع أثناء المشي للوصول لوسيلة المواصلات
- في محطة الحافلات/عند المواقف
- في الشارع وعلى الرصيف أثناء في انتظار وسيلة النقل
- داخل الحافلة
- في التوكسي
- في السرفيس
- كل ما ذكر
- مكان آخر

٢٧. متى تتعرضين للمضايقات/التحرش:

- ساعات الذروة الصباحية
- ساعات الذروة المسائية
- غير ذلك

٢٨. إذا كنت تتعرضين للمضايقات/التحرش، هل تكون من قبل؟

- السائق
- المارة
- الركاب
- كل ما ذكر

٢٩. هل تختلف تصرفاتك عند استخدام النقل العام عن تصرفات الرجل إذا كنت وحدك؟

- لا
- نعم

إذا نعم، فكيف؟

- أسرع بالمشي
- ألبس لباسا أكثر محافظة
- اختار مكان جلوس معين
- اوجه نظري باتجاه معين
- غير ذلك.

٣٠. هل تختلف تصرفاتك عند استخدام النقل العام إن كنت برفقة سيدة أخرى عن تصرفاتك إن كنت وحدك؟
إذا نعم، فكيف؟

٣١. هل تختلف تصرفاتك عند استخدام النقل العام إن كنت برفقة رجل عن تصرفاتك إن كنت وحدك؟
إذا نعم، فكيف؟

٣٢. هل تختلف تصرفاتك عند استخدام النقل العام إن كنت برفقة طفل عن تصرفاتك إن كنت وحدك؟
إذا نعم، فكيف؟

٣٣. هل انت راضية عن خدمات النقل العام؟
لا
نعم
لا يوجد رأي

د. الحلول الممكنة لتحسين النقل العام للمرأة:

٣٤. ما هي بعض الحلول التي من الممكن أن تتوفر لك وتساعد على تنقلك بسهولة وآمان؟

٣٥. ما هي بعض الحلول التي من الممكن أن تتوفر وتساعد على تنقل المرأة بشكل عام بسهولة وآمان؟ الرجاء ترتيبها حسب الأولوية:

١. حافلات أكثر
٢. تردد أكبر للحافلة
٣. حافلات نظيفة
٤. حافلات آمنة
٥. الباص السريع
٦. مواقف حافلات متوفرة
٧. محطات حافلات متوفرة
٨. عدم وجود مضايقات
٩. تكلفة أقل
١٠. نقل عام ملائم لذوي الإعاقة
١١. نقل عام ملائم للكبار بالعمر

٣٦. هل أنت مع توفير حلول خاصة فقط للمرأة؟

- نعم ولماذا
- لا ولماذا؟
- لا أعرف

٣٧. إذا كان الجواب بنعم، رتبي هذه الحلول حسب الأولوية؟

- تواجد كونتروللات للحافلات من الإناث
- توفر سائقات للحافلات
- توفر سرفيس مخصص للنساء
- توفر حافلات مخصصة للنساء
- تشارك بالسيارة الخاصة
- توفر تاكسي الوردي

شكرا لتعاونك ومشاركتك معنا.

Public Transportation Study: Opinions of Women Who Use Public Transportation

Questionnaire's objectives:

SADAQA seeks to explore the opinions of women who use public transportation, specifically in regards to its services and impact on their daily and practical lives. This study is the first of its kind in Jordan. We guarantee absolute confidentiality of the respondents' answers, and will not ask you to provide us with your identity at any stage of this questionnaire. We will analyze the outcome of this questionnaire in its entirety without any consideration to individual answers. This questionnaire will take about 10 minutes to complete. Thank you for taking the time to answer our questions. Your answers are very important to us to attain genuine results.

Respondents Screening Questions

1. Are you a female?
 - Yes
 - No
2. Do you use public transportation?
 - Yes
 - No

Respondents' Data

3. Age:
 - Younger than 21
 - 22-34
 - 35-44
 - 45-54
 - 55-64
 - Older than 65
4. Work:
 - Employee
 - Business owner
 - Do not work
 - Irregular work (discontinuous)
 - Civil work/CBO
5. Education
 - High School Diploma
 - Diploma (Community College)
 - Professional
 - Bachelor
 - Higher Education
6. Social Status
 - Married
 - Single
 - Divorced
 - Separated
 - Widow
7. Number of Children
 - One
 - Two
 - Three
 - More than Three
 - None
8. Please select governorate/city
 - ◊ Irbid
 - ◊ Amman
 - ◊ Zarqa
 - ◊ Ma'daba
 - ◊ Mafrq
 - ◊ Jarash

- ◊ Balqa
 - ◊ Ajloun
 - ◊ Karak
 - ◊ Ma'an
 - ◊ Tafleh
 - ◊ Aqaba
9. Place of Residence
 - Inner city
 - Suburbs
 10. If the answer is in the suburbs, please write the place of residency in the County/Village
 11. Monthly personal income in Jordanian dinar (JOD)
 - Less than 220 JOD
 - 220-500 JOD
 - 500-1,000 JOD
 - More than 1,000 JOD
 - No income

Reason for Using Public Transportation

12. What are the reasons for using public transportation in your daily commute? (you may select more than one answer)
 - Work
 - Education
 - Visiting friends and family
 - Shopping
 - Treatment
 - Accompanying children
 - Other
13. Why do you use public transportation in your daily commute? (you may select more than one answer)
 - Speed
 - Lower cost
 - Secure
 - Do not have a private car
 - Do not have another choice
 - Other

Types, forms and patterns of commuting and travelling

14. How many routes do you usually take during one trip?
 - One
 - Two
 - Three
 - More than three
15. Specify the type of public transportation used in every part of the trip: Bus, Coaster, Service Taxi, Yellow Cab?
 - Bus
 - Coaster (Mini Bus)
 - Service Taxi
 - Yellow Cap

16. How many days per week do you use public transportation?
 - Every day of the week
 - Sunday-Thursday
 - Three days a week
 - One-two days a week
 - Less than that
17. When do you use public transportation? (you may select more than one answer)
 - Morning peak hours
 - Evening peak hours
 - Night hours
 - All the time
 - Other
18. With whom do you usually use public transportation?
 - Alone
 - Accompanying your children
 - Along with a family male
 - Along with a family female
 - Friend or colleague
 - Other
19. Please explain the reason of commuting with other people?

Quality, dependability and availability

20. How far is the distance you usually commute on foot to reach the bus/service taxi stations or to find a yellow cab?
 - Less than a half kilometer
 - Half kilometer - one kilometer
 - One - two kilometers
 - Two - four kilometers
 - Other
21. Based on the prior answer, how long does it usually take you to reach the desired station?
 - Less than fifteen minutes
 - Fifteen minutes-half an hour
 - Half an hour-one hour
 - More than one hour
22. How long do you wait for the means of transportation per trip?
 - Less than fifteen minutes
 - Fifteen minutes -half an hour
 - Half an hour-one hour
 - More than one hour

Cost

23. How much do you spend on public transportation daily?
 - Less than one dinar
 - One-two dinars
 - More than two dinars

24. How do you evaluate the cost of public transportation in regards to your monthly income?
- High
 - Adequate (OK)
 - Low
 - Do not know

Personal Security

25. Do you have a different experience than that of a man when commuting with public transportation?
- No
 - Yes
26. When using public transportation, are you harassed for being a woman?
- No
 - Yes
27. If yes, please specify type of harassment? (you may select more than one answer)
- ◊ Verbal abuse
 - ◊ Physical abuse
 - ◊ Uncomfortable/inappropriate stares
 - ◊ Stalking
 - ◊ Other
28. Where are you harassed? (you may select more than one answer)
- On the street, while walking to public transportation
 - At the bus station
 - At the bus stop
 - On the street and the sidewalk while waiting for public transportation
 - In the bus
 - In yellow cab
 - In service taxi
 - Other
29. While using public transportation, when are you harassed? (you may select more than one answer)
- Morning peak hours
 - Evening peak hours
 - Night hours
 - All the time
 - Other
30. How do you act after being harassed? (you may select more than one answer)
- I walk faster
 - I confront the person
 - I submit a complaint
 - I choose a special seat
 - I look at a certain place
 - I do not do anything
 - Other

31. While using public transportation, how often are you harassed?
- Never
 - Few times or less annually
 - Once a month or less
 - Several times a month
 - Several times a week
 - On daily basis
32. If harassed, who is the one harassing you? (you can select more than one answer):
- Drivers
 - Passersby
 - Passengers
 - Bus collectors (money collectors)
33. Do you act differently when you use public transportation alone?
- Yes
 - No
34. If yes, how? (you can select more than one answer)
- ◊ I walk faster
 - ◊ I choose certain times to use public transportation
 - ◊ I wear specific clothing
 - ◊ I choose a special seat
 - ◊ I look at a certain place
 - ◊ I do not do anything
 - ◊ Other

Women's View of Public Transportation

35. How satisfied are you with public transportation services?
- Very satisfied
 - Satisfied
 - Somewhat satisfied
 - Dissatisfied
 - Extremely dissatisfied
36. Have you ever refused a job due to public transportation?
- Yes
 - No
37. If yes, why? (you may select more than one answer)
- Lack of nearby public transportation
 - Having to use more than one means of public transportation to get to work
 - Type of service and routes used
 - High public transportation cost compared to salary
 - Lack of security in public transportation
 - Not wanting to use public transport on daily basis
 - Family does not accept using public transportation
 - Society does not accept using public transportation
 - Other
38. How does public transportation impact your daily commute to work or school?
- Negatively
 - Positively
 - No impact

39. If the answer is negatively or positively, please explain how.
40. Do you believe that public transport is integral for a women's economic participation?
- Yes
 - No
 - Do not know
41. Do you believe that public transport is integral for a women's social empowerment?
- Yes
 - No
 - Do not know
42. How do you describe society's perception of women using public transport?
- Positive
 - Negative
 - There is not any
 - Do not know
43. Do you believe that public transportation in Jordan is suitable for people with disabilities?
- Yes
 - No
 - Do not know
44. Do you believe that public transportation in Jordan is suitable for senior citizens?
- Yes
 - No
 - Do not know

Solutions

45. In your opinion, what are the possible solutions that can help women commute easily and safely? Please arrange and prioritize options 1-6, where 1 is the most viable solution and 6 is the least viable solution
- a. More frequent buses
 - b. Cleaner buses
 - c. Safer buses
 - d. More bus stops
 - e. Availability of modern and equipped bus stations
 - f. Lower cost of public transportation
46. Are there any other solutions that have not been mentioned?
47. Do you support providing special solutions for women?
- Yes
 - No
 - Do not know
48. If the answer is yes, arrange and prioritize 1-4, where 1 is the most viable solution and 4 is the least viable solution for women using public transportation
- a. Presence of a complaint entity via hotline or app
 - b. Availability of a police officer/security on means of public transportation (transportation police)
 - c. Availability of female bus controllers
 - d. Availability of female bus drivers
49. Are there any other special solutions for women that were not mentioned?

Annex (2): Gender Theory

In addressing the issue of gender inequality, there are two main schools of thought that advocate for different methods in confronting this challenge. "Essentialism" believes that there are biological differences between men and women and argues that the difference between both genders lies in their "essential" natures.⁶³ Therefore, inequality is not seen as a result of social factors, but is attributed to biological dispositions of "the male sex to dominate, exploit, and oppress the female sex."⁶⁴

In comparison, other theories tend to give a greater focus on "nurture," and how social structures influence human nature. This shifts our thinking from the notion of fixed, unchanging biological factors towards social, external factors. As a result, global challenges such as poverty and gender inequality are viewed through the prism of sociology, not biology.⁶⁵

As a result, feminist political thought has been grappling with two dimensions. First, "it analyzes the institutions, processes and practices through which women have been subordinated to men; and second, it explores the most appropriate and effective ways in which this subordination can be challenged."⁶⁶ Some feminists argue that to achieve gender equality and sustainable development in societies, a change to "social structures, institutions, and cultural practices" is inevitable.

Radical feminists argue that in order to achieve women's liberation in the political, socioeconomic, and personal spheres, "patriarchy" should be dismantled. Patriarchy is a system of sexist oppression that limits women's access to opportunities, makes them subordinate to men, and ensures male dominance and superiority.⁶⁷ It is a system that runs deeper than class and race and allows for political oppression and inequality between the sexes. Hence, feminists see the essentializing of women as problematic. Women should not be the focus, but rather dismantling patriarchy.

Examining social, political and economic factors is necessary to ensure sustainable development for all. Unfortunately, almost all facets of public life (i.e. education, transportation, and health systems) are gender-biased. Therefore, women continue to struggle due to gender-discriminatory systems, policies and structures. Dismantling patriarchy and empowering women should not be seen as mutually exclusive. Hence, solutions that challenge the status-quo and enable women are necessary in order for countries to prosper and develop. For example, many scholars have agreed that poverty has been 'feminized' due to current systems and traditional development strategies that fail to recognize that "women make up half the world's population, perform two-thirds of the world's working hours, receive one-tenth of the world's income and own only one-hundredth of the world's property."⁶⁸ Despite recognizing gender equality as a human right, women still constitute seventy percent of people living in poverty.⁶⁹

⁶⁴ Ibid.

⁶⁵ Ibid.

⁶⁶ Ibid.

⁶⁷ Johnson, A., *The Gender Knot: Unraveling Our Patriarchal Legacy*, 2nd ed., Philadelphia: Temple University Press, 2015.

⁶⁸ Nandal, Santosh "Gender Dimensions of the Global Crisis and Their Impact on Poverty," Maharshi Dayanand University: Rohtak, 2010: <http://www.un.org/esa/socdev/social/meetings/egm10/documents/Nandal%20paper.pdf>.

⁶⁹ "Women and Development: The World's Poorest are Women and Girls," Relief Web, March 8, 2016: <http://reliefweb.int/report/world/women-and-development-worlds-poorest-are-women-and-girls>.

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يتحمل المؤلف كامل المسؤولية القانونية عن محتوى مصنفه ولا يعبر
هذا المصنف عن رأي المكتبة الوطنية أو أي جهة حكومية أخرى.

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