

SHE CAN: A TOOL TO EMPOWER DECISION MAKERS TO ADDRESS SEXUAL HARASSMENT IN PUBLIC TRANSPORT IN SUB-SAHARAN AFRICA

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ABSTRACT

Sexual harassment in public transport is an undisputed social hazard associated with (in)formal public transit systems. Incidents occur all over the globe, in the developed world, as well as in developing world settings. Apart from suffering the abuse itself, passengers are negatively impacted when fear of becoming a victim starts to limit their free and unencumbered access to the opportunities (be it economic, education, healthcare, social or leisure) that transportation can connect them to. A Kenyan study in 2015 reports 54% of female respondents had experienced some form of gender-based violence while in public transport. The consequence of the related fear could encourage and exacerbate inequalities within societies affected.

Various role-players within, and connected to, the transport system, can influence this state of affairs. Being a cross-disciplinary problem, and one falling outside the scope of traditional transport planning and management practice, a lack of knowledge on where to start addressing the problem prevails. To breach this gap, the SHE CAN tool was developed between 2019 and 2022.

This paper describes the SHE CAN tool, its contents and structure and how it can be used by stakeholders to mitigate this negative impact of public transport and introduces the tool to the South African transport fraternity.

1. BACKGROUND

Several studies confirm that sexual harassment affects passengers in public transport systems the world over (Vanderschuren et al., 2019; Allen & Vanderschuren, 2016; Vanderschuren & Allen, 2015; Prendergast, 2006; Potgieter et al., 2006; Tonkiss, 2005). The problem with addressing this is not the denial that such offences occur, but rather a lack of knowledge of how to address it. It is often unclear who should take ownership of the problem, how they should get involved, at what level the involvement should occur and what means of involvement will have the desired impacts in reducing incidents of sexual harassment. The literature is conclusive that cooperation between multiple role players is required for successful interventions.

The decision makers and stakeholders, furthermore, need a clear, unambiguous understanding of the problem, the legal landscape, the role, structure and jurisdiction of all parties involved and the resources required. What complicates matters further is that the

answers to these questions vary between countries and regions. This makes it difficult to simply adopt best practice from elsewhere and requires a unique solution in each location.

Moreover, although sexual harassment has been present for centuries (Freedom and Citizenship, 2021), the world has only started to expect management and authorities to take the lead on these social science related issues in modern times (Lane-Visser & Vanderschuren, 2022). The consequence is that there are very few guidelines available, and these guiding principles are not yet entrenched in standard operating procedures.

It is the combination of this lack of (calibrated) information and experience that leave stakeholders wanting to act at a loss. The purpose of the development of the SHE CAN tool is to empower decision makers by bridging this knowledge gap and providing the information required to initialise action in an accessible and comprehensive manner to the stakeholders involved. The SHE CAN tool is a user-friendly online resource, assisting policymakers and transport providers to develop an evidence-based approach to addressing sexual harassment and personal security within public transport. Public transport refers to formal rail and bus operations, as well as informal minibuses, taxis and two- and three-wheel services. It can be accessed at: shecan-tool.info.

2. DEVELOPMENT OF THE SHE CAN TOOL

The SHE CAN tool is the final output of the EMPOWER project (Curtis, 2022), a two-year long coordinated research programme engaging with passengers and stakeholders across Africa to understand the prevalence of harassment in formal and informal public transport networks. This approach has successfully developed an evidence base that justifies acting and assists policymakers to develop an informed approach.

The conceptual design and structuring of the tool, its software development and establishment of its evidence base through various means of information gathering was undertaken by a consortium of 10 partners (including the authors) from 6 countries. Stakeholder input formed part and parcel of the development process, which included interviews, several workshops and beta testing exercises throughout the project. The outputs from these stakeholder interactions serve as validation of the relevance and functionality of the tool. A special focus on (Sub-Saharan) Africa was bolstered by eliciting participation from individuals from Nigeria, Malawi, Ethiopia, South Africa, Rwanda, Kenya, and Ghana in the workshops, to ensure that the tool is relevant in the African context.

In May 2022, a full scale BETA version of the tool was workshopped with stakeholders and potential users of the tool in four online workshops. The tool was received enthusiastically in all the workshops and the general consensus was that the tool will be effective for different stakeholders and decision makers in the transport management sphere. Participants felt that the tool provides a valuable structure for addressing sexual harassment in public transport.

3. STRUCTURE OF THE SHE CAN TOOL

The SHE CAN tool has a duplex design. The tool guides a stakeholder on a tailored pathway to access relevant information and is also a repository where several direct links to categorised information are provided. The tailored portion of the tool provides structured information on interventions and approaches that can be implemented to address sexual harassment in public transport. The repository side, on the other hand, contains this

information, as well as additional material related to data collection best practice and other literature related to the topic to broaden the reader's understanding of the subject.

3.1 Tailored Information

The tool contains five tailored pathways, one for each stakeholder category. The generic stakeholder categories identified are local authorities, policy makers, enforcement agencies, transport providers and Non-Governmental Organisations (NGOs). The user self identifies as one of these stakeholders. The tool then extracts the relevant subset of sexual harassment intervention strategies for that stakeholder type. The user can navigate through various categories of interventions and peruse the individual interventions within that category. The tool effectively filters the total list of 48 interventions that have been proposed in the literature on behalf of the user and produces only the reduced set of interventions of relevance to the particular user. The assignment of interventions to user types is based on a combination of literature review, expert analysis and stakeholder input. The structure of the tailored portion of the SHE CAN tool is depicted in Figure 1.

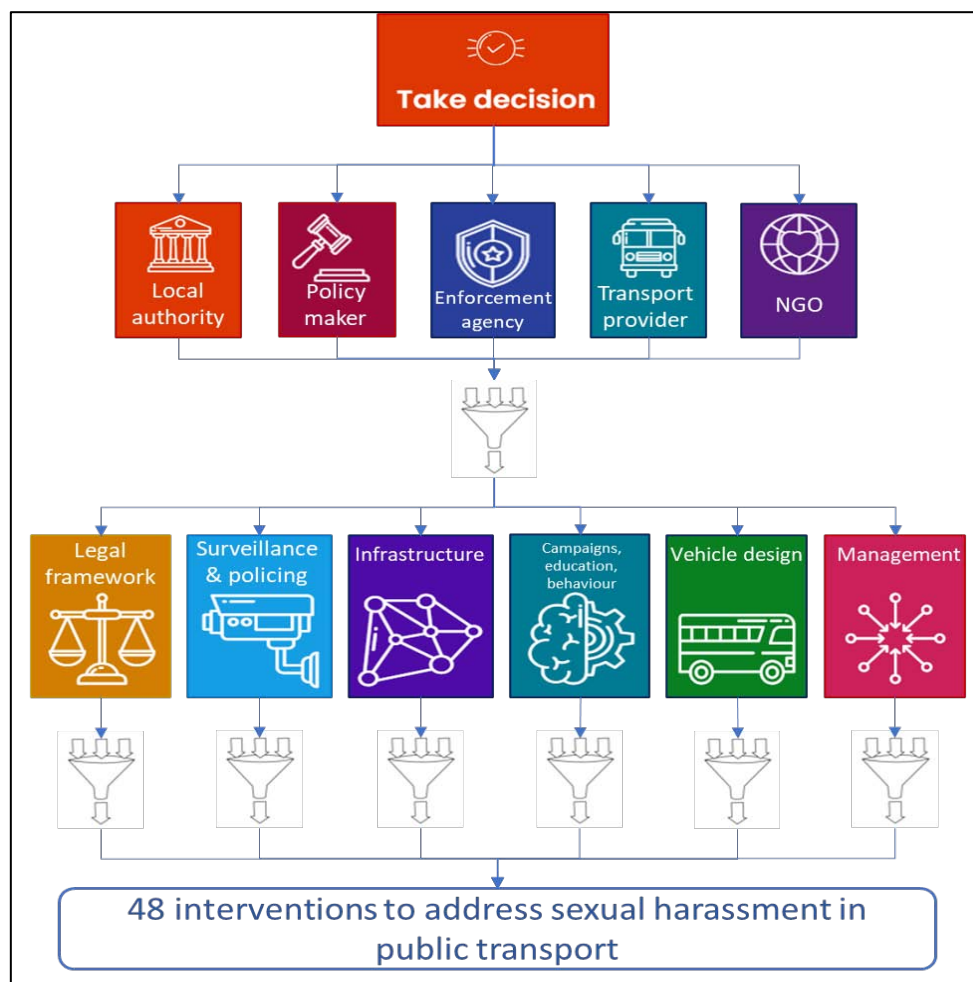


Figure 1: Structure of the tailored portion of the SHE CAN tool

3.2 Information Repository

The information repository provides a different means of accessing the information contained within the tool by a user. Moreover, this part of the tool contains information not just related to interventions to address sexual harassment.

In order to start addressing the problem of sexual harassment in transport, data collection to determine the true extent of the problem in a specific context or location might be necessary. For this reason, the SHE CAN tool includes guidance on the process of identifying the prevalence and extent of sexual harassment in public transport. This includes how-to guidance and sample documents on the development and deployment of questionnaires, sampling, enumerator recruitment and training, ethical considerations and approvals and results and analysis of the data collected. There are also notes on implementing focus group research, stakeholder mapping and surveying and hosting stakeholder workshop events. The findings from the data collection exercises undertaken during the EMPOWER project are also published in this part of the tool.

Additionally, documents and articles relating to literature on the topic can be accessed and downloaded here. Figure 2 represents the structure of the repository part of the SHE CAN tool.

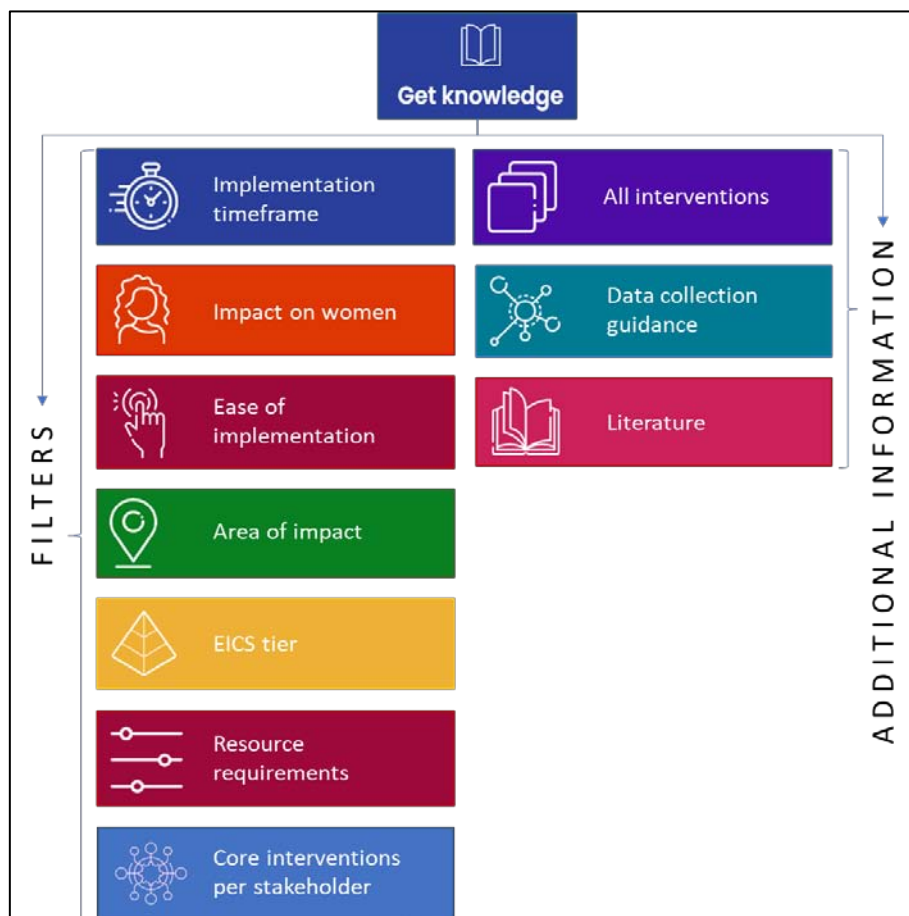


Figure 2: Structure of the repository portion of the SHE CAN tool

In terms of the interventions to address sexual harassment, the repository provides several filters that the user can utilise to explore and navigate the set of interventions. These include filtering the interventions either by their implementation timeframes, how easy they are to implement, what their impact is on women, or which areas in the public transport system they impact, based on an internal ranking system. The impact on women filter combines scores on perceived effectiveness (from a female perspective), resource requirements and ease of implementation. A short list of core interventions per stakeholder type is also accessible in this part of the tool.

Additionally, the user can choose whether they are interested in looking at the subset of interventions that require the least number of monetary resources, lowest skill levels, least amount of time, least amount of political will or which are deemed the most effective. These five filters can be selected in any combination, based on the user's preferences. For example, the tool can be set to display only the interventions that are deemed highly effective, and which require very little political backing. Users can also access a full (unfiltered) list of interventions (sorted by category) in this part of the tool.

Information is provided on the EMPOWER Intervention Classification System (EICS), which is used as an alternative categorisation system for the set of interventions. In this link, interventions are grouped and filtered into subsets of foundational-, elevational-, and empowering measures, with the three subsets forming a hierarchy akin to a pyramid (Figure 3). The foundational measures lie at the bottom of the pyramid, the elevational measures build on the foundation and the empowering measures require both foundational and elevational measures to be in place before empowerment can be achieved.

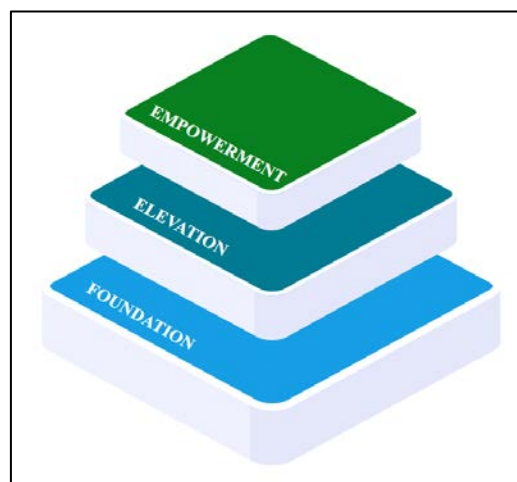


Figure 3: Schematic representation of the EICS

4. CONTENTS OF THE SHE CAN TOOL

Information on interventions addressing sexual harassment in public transport lie at the heart of the tool. It is this information that users can utilise to start developing their own action plans to tackle the problem. A great deal of information is provided on each individual intervention. One key strength of the tool is that the same set of attributes is available for all interventions, making interventions comparable despite their vastly different nature. Table 1 lists the 48 interventions included in the tool.

A total of 25 attributes are used to describe each intervention. Furthermore, the list of references that the information and scores pertaining to each attribute and intervention are based on is provided and categorised per world region – to indicate where the information originated from or the context it relates to. This enables users to judge the relevance and transferability of the information to their situational context. The attributes range from descriptions and illustrative examples to ratings and categorisations of the intervention. Where possible, attributes were framed for the African context, to provide the most appropriate information for Sub-Saharan African users. Table 2 contains the full list of attributes included in the tool.

Table 1: Interventions included in the SHE CAN tool

Main Category	Subcategory	Intervention Label
Surveillance and policing	Digital interventions	Digital surveillance (CCTV) - cameras with both recording and live monitoring
		Digital surveillance (CCTV) - cameras recording only
		Digital live tracking and tracing tools (e.g., share location in Whatsapp)
		Digital safety auditing tools (e.g., Safetipin and HarassMap)
	Physical interventions	Physical security guards/policing surveillance
Legal framework	Laws and punishments around sexual harassment	Rape and sexual assault
		Harassment
		Procedural approach to dealing with law reform
		Remove legal barriers for women to work in transport
Campaigns and other educational behaviour change interventions	Campaigns	Digital campaigns (social media, radio, television)
		Printed media campaigns (posters and stickers in the public transport system)
	Education	Educational events at schools, community centres, etc.
		Working with men and boys on positive masculinity
Built environment	Infrastructure	Improved lighting at and around stops, stations and other waiting areas
		Emergency buttons on the way to/from public transport stops, stations, and interchanges, as well as in public transport vehicles
		Development of sidewalks that are well-lit, free of encroachments, dark corners, and overhanging trees, while wide enough to accommodate all pedestrian flows comfortably
		Toilets in secure areas that are well-lit, clean, free of charges and have an attendant
		Mixed use of public spaces, including shop fronts around stops, stations and other waiting areas to have more 'eyes on the street'
		Creation of safe spaces for people when they feel uncomfortable or scared
		Clear sight lines in transport hubs and interchanges (including local car parks)
		Clear sight lines at underpasses and subways
		Reliable connectivity to mobile phone-based security platforms
Management	Centralised feedback mechanisms	Protocols for raising complaints (whistleblowers) – whom to report to, format of receiving the complaint, escalation procedures
		Hotline to call to report an incident
		Hotline to call for immediate security intervention
		Safety and security apps
	Improved incident reporting	Train staff to receive reports of incidents – time and duration of training, which departments to include, format of training and data collection (written, checkboxes or others)
		Introduce, resource and train gender desks at key transport hubs
		Female personnel to receive incident reports – name of position, department where this position will be placed, qualifications required
	Planning and management practice	Ensuring that women form part of the decision-making teams for urban design
		Public participation and engagement when implementing measures/planning transport
		Appoint Sexual Harassment Support Team Member
	Customer centric focus	Reduce waiting times (more frequent service)
		Communication if there are service disruptions giving information about length of delays and alternative routes
		Provision of transport alternatives during service disruptions (in some places vulnerable people can take a taxi and charge it to the authority under certain specific conditions)
		Vehicle driver/operator details with photo ID, emergency contact numbers, and scannable QR code at vehicle entrance (to verify and rate service and find out more info/report incidents)
	Company policies	Appoint female drivers and employees
		Introduce female only vehicles
		Zero-tolerance policies towards sexual harassment of passengers and staff
	Access control management	Limit access for homeless people/loiterers
		Limit access for youths/Agberos and gangs
		Background check on drivers/personnel
		Digitise paratransit to operate through electronic transport platforms – creating maps and routes and access platforms, access to driver information
Design	Vehicle	Onboard emergency communication systems
		Window tinting at 85% visible light transmission (max) for PT vehicles (to ensure cabin is visible from vehicle exterior)
		Always-on interior lighting across entire passenger compartment (with shielding to avoid driver glare)
		Individual seating (rather than bench seats)
		No amplified audio equipment (to ensure communication between passengers and driver is not hindered)

Table 2: Attributes included in the SHE CAN tool for each intervention

Attribute	Type	Attribute	Type
Type of stakeholder	Categorical	Political will required	Categorical
EICS tier	Categorical	Strengths	Descriptive
Region of reference	Categorical	Weaknesses	Descriptive
Description	Descriptive	Opportunities	Descriptive
Examples	Descriptive	Threats	Descriptive
Area impacted	Categorical	Perceived effectiveness by (female) passengers	Categorical
Time of day of impacts	Categorical	Perceived effectiveness by governing bodies	Categorical
Mode impacted	Categorical	Level of confidence in the effectiveness scores	Categorical
Demographic impacted	Categorical	Implementation timeframe	Categorical
Capital cost requirements	Categorical	Timeframe to realise benefits	Categorical
Operational cost requirements	Categorical	Scale of implementation	Categorical
Skills required	Categorical	Ease of implementation	Categorical
Time required	Categorical		

5. APPLICATION OF THE SHE CAN TOOL – A DEMONSTRATION FOR SOUTH AFRICAN MUNICIPALITIES

A municipality is able to engage with the tool in one of four manners:

1. To find the subset of interventions relevant to a local authority from the full list of 48 interventions included in the tool.
2. To find a subset of the 48 interventions based on other criteria.
3. To view the predetermined set of core interventions relevant to a municipality.
4. To access and peruse other information that might be of interest or broaden their knowledge on the topic.

5.1 Finding the Tailored Information for a Municipality

To find the tailored information pertinent to a municipality, an official will select the *Take Decision* pathway on the landing page of the tool (see Figure 1). This will lead them to a page where they need to self-identify with one of the five stakeholder types available. In this case, it will be as a *Local Authority*. Selecting *Local Authority* takes the user to a page where all the categories of interventions related to a local authority is listed (all six). The number of interventions under each category that can be implemented or impacted by a local authority is shown and the user can navigate between these categories and interventions. Only four interventions (see Table 1) are not related to a local authority and will be excluded from the results displayed: the development of digital live tracking and tracing tools, appointment of physical security guards or policing surveillance, and developing legislation against sexual assault, rape, and sexual harassment. Although transport authorities have the ability to specify requirements related to tracking and tracing tools and legislation (by-laws), it is assumed that this stakeholder will not take the lead in the development of said applications.

5.2 Filtering the Interventions From a Municipal Perspective

If a municipal user selects the *Get Knowledge* route to information (see Figure 2), several filters become available to reduce the volume of information to be considered. Interventions with short implementation timeframes (typically less than a year) are expected to be of most interest to municipal authorities. This filter reduces the set of 48 interventions to a subset of 15. Table 3 displays the set of interventions (indicated with a tick mark) that will be selected when each filter is applied. Looking at the filter for

interventions with the greatest impact on the experience of adult women, 9 interventions emerge, whilst the five interventions that are the easiest to implement is found by selecting the *Ease of Implementation* filter. A municipality has control over the areas traversed getting to and from a transport station, stop or rank, the waiting areas for transport services and transport interchange areas. All the interventions that do not directly affect onboard vehicle conditions are included when filtering the database from a municipal perspective.

Table 3: Interventions filtered from a municipality's perspective

Intervention		Filter						
Intervention Category	Intervention Label	Short Implementation Timeframe	Impact on Women	Ease of Implementation	Area of Impact	Foundational EICS Tier	Resource Requirements	Core Interventions
Surveillance and policing	Digital surveillance (CCTV) - cameras with both recording and live monitoring	✓			✓	✓		
	Digital surveillance (CCTV) - cameras recording only	✓			✓	✓		
	Digital live tracking and tracing tools	✓			✓			
	Physical security guards/policing surveillance		✓	✓	✓	✓		
	Digital safety auditing tools	✓			✓		✓	
Legal framework	Procedural approach to dealing with law reform		✓		✓	✓		
	Legislation against sexual assault and rape				✓			
	Legislation against street harassment				✓			
	Remove legal barriers for women to work in transport				✓			
Campaigns, education, behaviour	Digital campaigns				✓			
	Printed media campaigns			✓	✓		✓	
	Education events			✓	✓			
	Working with men and boys on positive masculinity		✓		✓			
Infrastructure	Improved lighting at and around stops, stations and other waiting areas		✓		✓	✓		
	Emergency buttons in the public transport system				✓	✓		
	Development of sidewalks that are well-lit, free of encroachments, dark corners, and overhanging trees, while wide enough to accommodate all pedestrian flows comfortably				✓	✓		
	Toilets in secure areas that are well-lit, clean, free of charges and have an attendant				✓	✓		
	Mixed use of public spaces				✓			✓
	Creation of safe spaces for people when they feel uncomfortable or scared				✓	✓	✓	
	Clear sight lines in transport hubs and interchanges (including local car parks)		✓		✓	✓		✓
	Clear sight lines at underpasses and subways		✓		✓	✓		✓
	Reliable connectivity to mobile phone-based security platforms				✓	✓		
Management	Protocols for raising complaints (whistleblowers)	✓		✓	✓	✓		
	Hotline to call to report an incident			✓	✓	✓		
	Hotline to call for immediate security intervention	✓			✓	✓		
	Safety and security apps	✓			✓			
	Train staff to receive reports of incidents				✓			
	Introduce, resource and train gender desks at key transport hubs	✓			✓			
	Female personnel to receive incident reports				✓			
	Ensuring that women form part of the decision-making teams for urban design	✓	✓		✓			
	Public participation and engagement when implementing measures/planning transport				✓			
	Appoint Sexual Harassment Support Team		✓		✓		✓	✓
	Reduce waiting times				✓	✓		
	Communication if there are service disruptions giving information about length of delays and alternative routes				✓	✓		
	Provision of transport alternatives during service disruptions				✓			
	Displaying and authenticating vehicle operator details					✓		
	Increase diversity of the transport workforce				✓			
	Female dedicated services				✓		✓	
	Zero-tolerance policies towards sexual harassment of passengers and staff				✓	✓		
	Limit access for homeless people/loiterers	✓			✓	✓		
	Limit access for youths/Agberos and gangs	✓			✓	✓		
	Background check on drivers and personnel	✓			✓	✓		
	Digitise paratransit to operate through electronic transport platforms				✓			
Vehicle design	Onboard emergency communication systems					✓		
	Restrictions on window tinting	✓	✓			✓		
	In-vehicle lighting	✓				✓	✓	
	Individual seating in public transport vehicles				✓	✓	✓	
	Restrictions on in-vehicle entertainment	✓				✓		

Local authorities are key role players in the foundational level of the EICS classification system. This relates them to 27 of the 48 interventions. To filter based on resource requirements is interactive and the user can select several combinations of resource constraints, with each combination yielding a different subset of interventions deemed the best performers given the filter. If a municipality were to opt for interventions requiring the lowest monetary resource values, lowest skill levels, least amount of time and political will and which are the most effective, simultaneously, 7 interventions are short listed.

5.3 Core Interventions for a Municipality

The *Get Knowledge* part of the tool also has a list of core interventions per stakeholder. For a municipality, this includes the ensuring *Clear sight lines*, *Mixed use of public spaces*, and *appointing a sexual harassment support team*.

Infrastructure related interventions lie at the heart of a municipality's responsibilities. It is, therefore, not surprising that the core interventions mostly relate to managing infrastructure. The introduction of a sexual harassment support team by a municipality (in conjunction with other stakeholders) is, however, interesting to note. This demonstrates the tool's ability to point out connections beyond traditional thinking and helps stakeholders to avoid operating in silos on the topic.

An example of the content that the user will be provided with for distinct examples of the core interventions is provided in the remainder of this section.

5.3.1 Clear Sight Lines in Transport Hubs and Interchanges

This intervention refers to the implication of clear sightlines in transport hubs and interchanges (this can also be applied to other infrastructure, for example underpasses). Research revealed that the combination of limited access, a higher level of visibility, and natural surveillance in a station environment, provides a heightened sense of security amongst travellers, discouraging misconduct. Thus, several early concepts were aimed to regulate the access and maximise visibility by incorporating those findings into the designs. Increased use of transparent materials enables ample natural light in sheltered areas and removes any potential hiding areas or blind spots, particularly around ticket machines where money handling is involved. Rational planning of entrances/exits provides railway stations with a more orderly flow of people with minimal opportunities for trouble (Diec et al., 2010).

Sight lines need to be carefully designed in transit environments, with emphasis on the following characteristics (Diec et al., 2010; Stafford, 2003): using 'open' fences rather than solid walls where possible, to enhance the potential for formal and informal surveillance, landscape design that does not provide places for people to hide, for example by using slow-growing shrubs that cannot grow too high, and prickly shrubs that minimise opportunities for concealment, creating clear sightlines, also using of convex mirrors.

Figure 4 provides a visual representation of increasing visibility and clear sight lines. This intervention can be impactful in waiting areas and public transport interchanges, at any time of day or night, for all modes except cycling and walking and for all demographics of transport users.



Figure 4: Visual representation of clear sight lines (Diec et al., 2010)

Successful implementation of this intervention is dependent on cooperation between local authorities, policy makers and transport providers. It is a fairly capital intensive (3/5 score) foundational measure (on the EICS framework). The operational costs are low (1/5 score), while the required skill level is high (4/5 score). Implementation will take some time to implement (4/5 score) but requires low levels of political will (1/5 score). Authorities interested in implementing this intervention can, thus, forge ahead at their own behest.

Strengths of this intervention include that it is perceived to be effective, easy to implement, based on core principles and yields long term benefits. A weakness is that it might be difficult to retrofit existing infrastructure. There are opportunities to improve safety and reduce crime if this intervention is implemented, but this is threatened by the fact that poor maintenance could render improvements ineffective over time and that there is no guarantee of success.

Both female adults and governing bodies perceive this intervention as highly effective (5/5 score) and the level of confidence in these ratings is high (4/5 score). This level of confidence is achieved because there are numerous literature sources indicating this to be an effective measure in improving public safety. This information is based on a compilation of seven literature sources, one from Asia, one from Australia, two from Europe and three of North American origin. No African literature pertaining to this intervention could be found.

The implementation timeframe for the intervention is long (greater than three years) and the benefits are long-term, depending on the upkeep and maintenance of the infrastructure. The measure can be implemented at city, suburb or station level and scores a 3 out of 5 for ease of implementation, overall.

5.3.2 Mixed Use of Public Spaces

The description of the intervention reads: “Mixed-use development creates inclusive, connected communities. In mixed-use areas, you can find housing, restaurants, services, schools, cultural facilities, parks, and more. This connectivity reduces the need for private vehicles, thus increasing the viability of public transport, walking, and bicycling (Zamorano & Kulpa, 2014). As there are various activities located near each other, which operate at different times of day, this reduces the risk of isolation and increases the potential for witnesses to see infractions, inhibiting potential perpetrators from freely pursuing their crimes.”

“The monetary resources required for the full intervention are fairly high (3/5 score), due to the capital expenditures required to implement new mixed-use infrastructures and practices. The associated operational costs for the full implementation are low (1/5 score), as they include the maintenance and service costs for the holistic operation of said

infrastructure. The costs associated with a partial implementation are low to moderate, with the mixed-use design and planning being incorporated at the initial building phase to greatly reduce the capital expenditure of the implementation.” Skills and time requirements are rated high (4/5 score), with low levels of political will required (1/5 score).

A SWOT analysis lists the strengths of the intervention as being perceived to be effective, easy to disseminate and encourage widespread use, it is available to all types of passengers, for all types of trips, any time of the day, and on any mode and there are long term benefits associated with it. The fact that it takes significant planning, time, and cost to be implemented is a weakness of the intervention. There are opportunities to reduce crime and improve safety as a result of implementation of this intervention, but its successful implementation is threatened by being reliant on collaborations from several parties for full functionality.

5.3.3 Appointing a Sexual Harassment Support Team

The description of the intervention reads: “As described by Heise et al. (1999), “women who experience gender-based violence have complex needs and may need services from many different sectors, including health care, social services, legal entities, and law enforcement, and therefore, multi-sectoral collaboration is essential for ensuring survivors’ access to comprehensive services”. Evidence from many sectors indicates that the best way to improve the service response to survivors is to implement institution-wide reforms rather than narrow policy reforms or training – a strategy sometimes referred to as a systems approach (USAID, 2006; Kearl, 2018; Heise et al., 1999; World Health Organisation, 2012; United Nations, 2006). This intervention argues for the implementation of multi-sectoral teams to provide support for both (female) public transport staff and public transport users. For example, team members may include medical personnel, (trauma) counsellors, psychologists, and social workers. The information available to a user when selecting this elevation level (EICS framework) intervention shows that cooperation is required between all five stakeholders if the intervention is to be implemented with maximum impact.

The implementation of this intervention creates awareness and reduced response times, improving the experience of passengers and staff throughout the transport system. The impacts of this intervention can be noticed in waiting areas, public transport interchanges, as well as on board public transport vehicles. Impacts are not confined to a specific time of day and affects all motorised modes of transport. Transport users of all demographics can benefit from this intervention.

There are no capital costs related to this intervention, whilst relatively low levels of ongoing operational costs (2/5 score) will be incurred. The skill levels before implementation are expected to be quite low (2/5 score), while time will have to be spent on training seminars (2/5 score). Strong political support is not a prerequisite (1/5 score).

Ensuring that there are trained staff available to counsel or treat passengers and staff is seen as a strength of the intervention. Additionally, implementation will establish information provision and procedures for responding to victims. The intervention is scalable to suit budget and needs and could create employment opportunities for women.

A weakness of the intervention is that, as soon as the team complement shrinks, the benefits are reduced. This intervention is limited to parts of the transport system where the intervention is present. The intervention can encourage female passengers to come forward and seek help, assist in the apprehension of more offenders through the details

captured in counselling reports and negate the potential long-term backlash of incidents on victims'. A threat to the successful implementation of this intervention is that female passengers might still feel too ashamed to seek help, due to the stigma around sexual harassment, despite the staff being available.

Female passengers regard the measure as extremely effective (5/5 score), whilst governing bodies are also positive that the measure will be effective (4/5 score). The level of confidence in these ratings is high (4/5 score), based on numerous concurring literature sources.

Implementation cannot happen overnight, as the team needs to be assembled and trained first. It is expected that implementation can take between 1 and 3 years. Benefits are realised as soon as training is completed, and the team is operational. It is, however, important to note that counselling needs to be sustained for the benefits to continue long-term. The intervention can be implemented on a citywide, per suburb or per station scale, and is rated as moderately easy to implement (3/5 score).

The other information that a municipality can browse in the *Get Knowledge* part of the tool is guidance on data collection best practice and literature reviews on the topic.

6. CONCLUSIONS

The SHE CAN tool (shecan-tool.info) is a valuable new asset in the fight against sexual harassment in public transport. The fact that the tool provides tailored and filtered information reduces the barrage of information on the user to a manageable level, removing a key barrier to entry of the topic. Furthermore, the tool makes a point of showing linkages between the various elements of the problem – including role players, context, resource requirements and levels of authority. The true strength of responses to sexual harassment in public transport lie in their ability to be combined into coordinated strategies that enhance the success of the individual measures.

The tool provides structure to the topic and its information and hosts a valuable collection of African specific information, which is hard to come by elsewhere. A strength of the tool is the fact that it is conceptually universally applicable and can be adapted for use in different countries, contexts and at different levels of authority and decision making. For successful widescale implementation of the tool, interventions should be tailored to local context as far as possible.

It is envisioned that users of the tool will be able to navigate to the level of detail they require with ease, being enabled to find the information they are looking for without losing sight of the context of the problem or the bigger picture. Although users are guided to find information relevant to themselves first and foremost when using the tool, it is entirely possible to peruse all the information in the tool from the perspective of any of the five stakeholder types, as well as the general public. The tool can provide users with insight into the potential impact, need for collaboration, and assist in the structuring of coordinated response efforts.

The purpose of this paper is to introduce the SHE CAN tool to the South African transport planning society, with the anticipation that practitioners can use the tool as a resource for further work on or related to the topic, to create awareness of the problem, and to serve as entry point for entities responsible for the managing of sexual harassment in public transport. The paper demonstrates the range of information that a user (in this paper a

municipality) can access when using the SHE CAN tool. This information can underpin decision making and enable users to take informed action on the topic.

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