UNDERSTANDING WOMEN-FRIENDLY CITIES
DISTILLING ELEMENTS FROM UNITED NATIONS DESIGNATED CITIES

A RESEARCH PAPER SUBMITTED TO THE GRADUATE SCHOOL
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Abstract

This study was conducted to understand the elements that make a city women-friendly. Also, identify women needs and the different stakeholders needed to make such a project successful, through the analysis of three different models that were designated by the United Nations which are Montreal, Seoul, and Delhi.

The study of the three cities showed that women’s needs of their cities are summarized in three essential aspects: inclusive, convenient, and safe. Inclusive by helping women fully access and participate in the social, cultural, economic, and political life of the city. Convenient by adapting the urban infrastructures and services to women’s needs in a fashion that embraces their nature, social role, and schedule. Safe by creating a safe urban environment for women to allow them regain their right to the city. The Study of the three cities proved that success of the project requires the participation of all city stakeholders’ women and men, social, political, and economic parties, and more important, the willingness and the commitment of city leaders to the success of the project.
A great city it is:

Where the citizen is always the head and the ideal....

Where children are taught to be laws to themselves,
and to depend upon themselves.

Where women walk in public processions in the streets the same as men,

Where they enter the public assembly and take places the same as men:

Where the city of the faithfulest friends stands...

There the great city

(Whitman, 1856)
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1.0 Introduction

Women and men use urban spaces in different ways, according to their roles and responsibilities in the city. Women have always been responsible for the direct care within the family and the community, which should put them in a central position in the urban planning process, and the shaping of the built environment. Urban planning was more often done through the male perspective and understanding of the built environment and its different users and needs. Now, for many reasons the built environment needs to be reconfigured in a manner that promotes gender equality. (Monika & Marieke, 2005).

Society has always identified women as caregivers, mothers, householders, and at least often, workers. This vision about women’s roles has given the perception that their activities are limited to their direct environment, in other words, the boundaries of their neighborhood. But the reality is that women need a more convenient built environment even within the caregiver role. “Unfortunately, the built environment is defined as manmade surroundings that include buildings, public resources, land use patterns, transportation systems, and design features.” (Prevention Institute, 2008)

“Gender roles have been socially defined and evaluated according to the activity of each sex in human reproduction. The role of reproduction
encompasses all the responsibilities and tasks related to the gestation and education of children as well as all those associated with the maintenance and reproduction of current and future labor power. This role, directly identified with women and confined to the private or domestic space, is hierarchically lower than the role of production and is not recognized as having any ‘value’.” (Gender Equality Task Force, 1999)

As a housekeeper, the woman deals with the cooking and cleaning. She has to deal also with bankers, insurance offices, and multiple commercial services and stores. As a mother, she deals and keeps up with schools and teachers, hospital and doctors’ appointments, and the kids’ different activities and interests (Hayden, 2004). All these responsibilities will take her beyond the limits of her direct neighborhood and exposes her to the larger built environment. Beside her role as a housekeeper and a mother, as a professional she also deals with her work responsibilities and family needs, plus the problems of the urban environment such as traffic and transportation, inconvenient land use distribution, and safety.

“She could make space where there was none
And she could organize the space she had
My mama
My grandmamma
Ms. Daniels
Dreamers who believed in being materialists
We must apply energy to the development of our potential
As parents
As creative producers
As the new way-makers.
There must not be a woman’s place for us
We must be everywhere our people are or might be” (Bernice, 1982. As cited in Hayden, 2004, p.72).

A women-friendly city facilitates the daily activities of women and makes their lives easier within their built environment. A women-friendly city is important for both working and non-working women. Therefore, the development of new policies and revisions of the policy making process are crucial to meet women’s needs and ensure their full participation in the process of built development as a complete citizen, regardless of their age, race, or income.

Over time, planners and architects have developed design guidelines and rules to build women-friendly communities. But, often these rules are overlooked or just ignored during the planning process by the decision makers, and cities stayed gender neutral. Women-friendly cities are defined as: An Inclusion, convenience, and safety place where women can grow, prosper, and participate effectively in developing their city.

Therefore, the participation of women in the planning process is crucial, to make their voice heard and convey their vision about the built environment to the planning decision makers. This can be done through effective communication with the local authorities and being part of the decision making process as well. Most of the time the lack of communication is what creates the gap.
In 2010, the United Nations created the UN Women with the following objectives:

- Eliminating discrimination against women and girls;
- Empowering women.
- Achieving equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security (UN Women, Meeting the Needs of the World’s Women, 2010).

This last objective led to the institutionalization of the Building Safe and Inclusive Cities for Women Project. The project among others, aims at the empowerment of women, and the realization of gender equality; eventually through the participation of women in the planning process. “Women in all parts of the world suffer violence and discrimination. They are under-represented in political and economic decision-making processes (UN Women, Building Safe and Inclusive cities for women, 2011).

The five years Women Safe and Inclusive City Project is applied in different cities over the world. It was described by UN Women as:

- A city where women and girls can enjoy public spaces and public life without fear of being assaulted.
- A city where violence is not exercised against women and girls in either the home or the street.
- A city where women and girls are not discriminated against and where their economic, social, political, and cultural rights are guaranteed.

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1 United Nation Entity for Gender Equality and the Empowerment of Women.
A city where women and girls participate in making decisions that affects the community in which they live.
A city where the state guarantees the human rights of all people without excluding women and girls.
A city where the state and local government take actions to provide attention, prevention, and punishment for violence against women and girls.
A city where the state and local government guarantee women’s and girls’ access to justice. (UN Women, 2010)

This report researches and explores three prototypical projects and summarizes each individually in order to understand the strategies and methods used in each project and analyses their outcomes. The analysis of the projects allows us to get a clear perspective concerning women’s needs and the difficulties they encounter every day, and how to get through the hardest part which is the implementation process in the urban environment. Additionally a well-rounded strategy and methodology that can be applied in other urban settings, which requires an action plan that involves the physical, social, economic and cultural constituents of a community. Dolores Hayden describes the women-friendly city as:

“The world awaits the city of women’s equality. Demonstration projects offer glimpses of its streets and rooms. Its architecture will combine professional craft and political activism. Its social life will blend nurturing and services. Its neighborhood will be vibrant when Americans’ diverse households transcend the architecture of gender to define for themselves their future patterns of housing, work, and family life.”
(Hayden, 2004, p.245)
1.1 Research Aims

This research paper will focus on the following areas:

A1: Identify the difference between women’s and men’s needs in the built environment.

A2: Identify the elements of a women-friendly city.

A3: Identify the role of women in the planning process.

A4: Identify the methods and strategies used to create a Women-Friendly city.

1.2 Research Questions

Through this report four fundamental questions will be answered and this will help to understand the research area of focus:

Q1: What are women’s urban needs?

Q2: Why women’s urban needs are not materialized in the existing built environment?

Q3: How can urban planning regulatory tools be used to provide answers to women issues?

Q4: How can a friendly built environment be created for all users?

1.3 Research Methods

To give credibility and enrich my research the information for this research paper will be gathered from books, and articles related to the subject. The readings will help establish and formulate the paper’s area of focus. Additionally, use previous work and case studies that will support the reports arguments and claims.
In this report will use the observational research method, which is based on the analysis of case studies. Thereby, a maximum of information and data will be gathered for each case. The information is collected from newspaper articles, publications about the cases and census data. The information collected will be used as a support and a touchstone to the research.

1.4 Outline Review

Chapter one summarize the goals and the objectives of the research. Chapter two explore the literature written in the subject. Chapter three, four, and five each one analyzes a case study. While chapter five summarize the ensemble of the finding distilled from the case studies explored and analyzed in the three previous chapters.


2.0 Literature Review

The role of urban women is limited by a misunderstanding of their needs and lack of communication between women and decision-makers. Bridging the gap is essential for a better built environment and quality of life for all citizens.

2.1 Women’s Needs

In their book Claire Copper and Wendy Sarkissian, Housing As if People Mattered (1986) is a first step toward understanding and identifying the general guidelines for designing a functional neighborhood that meet its residents’ needs is crucial, before moving to the guidelines that regulate woman-friendly neighborhoods.

The authors presented a list of guidelines. Many architects and planners have developed designs for functional neighborhoods and more important neighborhoods and residences that fulfill their residents’ needs and satisfaction. But before listing the guidelines, they presented reasons that led to the development of those guidelines, which mainly understands users’ way of using the space to satisfy their needs. They provided answers to three important questions: What? Whom? and How? These three
questions were used to identify the neighborhood, users, and methodology that lead to a better built environment.

The book illustrates design guidelines for a family-friendly neighborhood, which are highly tied to women needs and facilitate their daily tasks as mothers, employees. The authors emphasize the following elements:

- Personalization of place that resembles its user in term of functionality and aesthetic.
- Accessibility and convenient access to the neighborhood and the residences.
- Private open spaces that encourage socialization between the neighbors.
- Hierarchy of spaces from public to private to increase safety and convenience.
- Propose play area design guides.
- On-site facilities for adults such as gyms and club houses to maximize the convenience for users.
- Design convenient and safe parking.
- Landscaping, footpaths, and site furniture to improve the overall aesthetics and maximize the use of each space.
- Develop design guides to improve security and prevent crime and vandalism.
- Management, maintenance, and refuse disposal.

These design guidelines play a major role in ensuring neighborhoods’ convenience, and security, and most importantly, including users in the design process to understand and meet their needs. The guidelines are more relevant to women, who have always looked for secure, open spaces for their children to play that can be watched from the kitchen window, day care, or a gym close to their homes. Nice landscape also gives a secure feeling.
These design guidelines were created for neighborhood design process to direct the built environment. When we examine them closely, we see that these guidelines can be applied at a bigger scale for the larger built environment. Users of the urban environment look for a better quality of life through their built environment. Thus, they want functional, nice, clean, and safe places where they can live and work.

The diagram below shows relationship between the different interconnected elements of a neighborhood and role of each element plays in overall consumer satisfaction.

Figure 2.01 is a general representation of the built environment. It highlights the concerns of urban users: safety, convenience, aesthetic, transportation, self-esteem, management regulation, and economic value. These are the same women’s needs in urban structure. Women are looking for self-esteem and opportunities to grow and fully participate in their built environment as a complete part of their community. This can be achieved through developing an inclusive, convenient and safe city that allows women to fulfill their dreams and goals, especially that local government member have a limited awareness of gender issues and dynamics. At a political level, women were comparatively poorly represented in local government compared to other spheres of government (Urban Forum, 2010). Women participation in the municipal life is at the core of the problem. To ensure convenience and safety women inclusion in municipal life is a must.
2.2 Planning For Women

The planning process involves multiple elements and parties. Through her book Women and Planning Clara Greed (1994) tries to answer questions about the built environment, including who is the responsible for the development of the built environment, who makes decisions and what tools that control the planning process. Greed writes, “It is easy to blame the planner for the gendered nature of towns and cities, for if we assume a direct link between the nature of the built environment and the town planning, this implies that that the planners have unlimited power. But planners are only one set of actors within the development process which creates the built environment” (Greed, 1994, p.18).
People have always blamed planners for the built environment, while in reality planners are only one part of the planning process for urban structure. Other influences include politicians, private entities such as developers, urban social policies, and economic and cultural trends. Planning is also influenced by historic factors and natural structures that have predetermined city or town form.

Decision makers often ignore or do not have a good understanding of women’s urban needs. Therefore, women have to communicate with the regulatory body by participating in the planning process or as decision makers. Unfortunately, this is not always easy. Greed explains “If women have different policies and attitudes on urban issues, they are unlikely to be able to implement them unless they have reached senior decision making positions, and even then they may find that their intentions are constrained by legal and administrative structure”(p.25).

Women face multiple obstacles which prevent them from fulfilling their contribution in developing the built environment. Therefore, municipalities should develop plans that will allow women opportunities to practice their rights as full citizens in their cities.

Greed concludes realizing women-friendly cities will require more than sensitive planners and women’s participation in the process. It must involve all the different elements which compose society, because urban planning is a comprehensive process. Furthermore, a convenient city for women is a convenient place for elderly, children and
ultimately men as well. Therefore, Greed presents a series of suggestions to address the problem and develop friendly cities for all users.

Changing the Agenda: It is very important to reviewing land use patterns to accommodate women’s needs, and the way they use space. This can be done through developing new methods for land use attribution, which should be based upon the way users use the space according to their gender, age, and abilities. Eliminating physical obstacles between different land uses will maximize connectivity.

Planning differently: Women do not identify a place by land use, but rather by activities and practices related to a place. For instance, including daycare as part of the residential land use shows that women consider view daycare as the same or deriving the residential activity.

Prioritizing Safety: Safety has been an ongoing problem that women encounter in urban settings, it has been always related to transportation and some types of land use. Therefore, reviewing the way land use is practiced is essential to increase safety in urban structures. Increased connectivity between different urban clusters requires eliminating of physical obstacles between different land uses, and enhancing the built environment landscaping, eliminating of blighted areas and structures, and adding streets lights for example.

Dezoning: The best way to review and improve existing zoning to enhance built environment convenience for women is to adopt a mixed-use strategy in developing
urban structures. A mixed-use urban development and a good public transportation system will lead to decentralization, because all the parts of the city will be served the same accessible way. This will generate more job opportunities for everyone not only women. Additionally, promote walkability, safety, accessibility to daily needs, and a sense of community.

Planning Law: This is the most important step in implementing women-friendly planning. by putting policy into practice through law enforcement. It is the only way to ensure the implementation of designs and changes needed to meet women’s needs, and oblige developers to respect the new regulations.

A Gender City: Cities should have efficient built environment, friendly for all users. A women-friendly city is a functional and safe place for all users: men and women, young and old. All urban residents thrive with access to a good transportation system, good housing, nice open social spaces, complete streets, and safe places to raise their kids. And this is what women are looking for. Realizing gender equality in city participation of all players and element is crucial for the success of such projects.

2.3 Inclusive City

A city tailored to women: The Role of Municipal Governments in Achieving Gender Equality (2004) is a cooperative effort between the City of Montreal’s and Femmes et Villes (Women in Cities) Program and the International Centre for Municipal Development of the Federation of Canadian Municipalities. The report was conducted
to identify actions municipalities can take to improve the quality of life for women and achieve gender equality. This report emphasizes local and worldwide issues that face women. At the same time, it offers some solutions to those problems and tools to create the ideal women’s city.

The objective of this report is to ensure and encourage women’s civic participation. Women can make their voice heard and materialize their needs by participating as decision makers. Thereby, the presence of women in the municipal bodies is very important to remedy gender inequality between man and women.

“We hope municipal governments will use this document to assess the impact of all their decisions on the quality of life of women, and adjust their actions accordingly. By sharing the ongoing international brainstorming on this issue and presenting actual achievements, we want to contribute to a social environment where women can participate fully in city life for the benefit of all our communities.”(Women in Cities, 2004, p.1)

To encourage women to adapt their built environment needs and reach the gender equality, cities must play their complete role in developing regulatory tools which will take theories into real-life applications. But this cannot be done unless women play their complete role in the city. It is time for cities to give women a far bigger role and for women to take their rightful place as equal citizens (Women in Cities, 2004, p.7). But due to the nature of women’s responsibilities, their participation in city political life is timid compared to men’s participation.
Increasing women’s participation in the decision-making process will lead to a gender-friendly city. However, revising or creating new structures and mechanisms for the developing the built environment is essential to achieve the gender equality.

According to the Women in Cites report, realizing gender equality requires larger participation of women in the council body, and the development of a gender equality action plan, which addresses women’s needs in the built environment. Developing partnerships with national and international municipalities to collaborate and share their experiences will also help. And keeping women within the city informed about local plans and projects is vital to success.

2.4 Convenient City

Developing a convenient built environment is central to the role of modern women. Dolores Hayden explores through her book Redesigning the American Dream (2004) the women’s vision of future housing, work and family life. She starts by describing women’s life before they enter the work force during WWI when there was a shortage in labor when the men left to the war and how the political economic events of that period changed women’s life and urban structure forever.

Then, she describes the housing history in the USA and how the sprawl was introduced to the American family after the popularization of automobile. But after a period of time the sprawl, the dream solution was not anymore because it led to isolation of women.
Therefore, in 1993, the Congress of New Urbanism and Development was organized by a group of architects and planners. The Congress called for better housing, neighborhoods and regional planning. At the end of the Congress the following changes were proposed: pedestrian neighborhood connected to public transit and keep the automobile in its place, and built narrower streets, with wider sidewalks, and small-scale retail adjacent to housing. But their implementation was very hard in a time that was ruled by car oriented suburbs developers. (Hayden, 2004) But this did not stop planner form trying to realize the goals of the Congress as it was stated in a report conducted by the European Union (2009): “peripheral cities are now reconsidering their city model, trying to increase the strategic value of their territory in order to transform into more attractive and cohesive cities that offer greater quality of life and better citizen coexistence.” (p.4)

Hayden believes that the built environment issues are beyond gender architecture, because the city requires a combination of economic and social factors and architectural tools all together. She says: “in the area of architecture and planning no greater change can occur until the economic and social policies are agreed upon.” (Hayden, 2004, p242)

Concerning her vision about the built environment, Hayden also says: “New housing construction requires integration with transportation, jobs, and social services. In public spaces, child-friendly projects should be encouraged, and the excesses of outdoor advertising regulated.”(Hayden, 2004, p.242) Hayden believes in the review of zoning regulations in order to built a more coherent and functional environment, and
the development of mixed-use structures. Also, improve city infrastructure to better serve the citizens’ needs specially women.

She believes that families have a limited access to public spaces and other facilities such as evening day-care or child-friendly infrastructure. She recommends that cities encourage development of these facilities to increase women’s participation in city life. Finally, she believes that pornographic advertisement in public spaces needs to be regulated more rigorously, because it increases violence against women in public spaces.

In 2007, the World Health Organization (WHO) launched the Age Friendly City project to evaluate city’s friendliness to users regardless of their age, and to determine the city’s performance in serving its elderly citizens. They also sought to identify the areas of strength and the areas that need improvements. The list highlights the following areas: outdoor spaces and buildings, transportation, Housing, social participation, respect and social inclusion, civic participation and employment, communication and information, and finally community and health services.

As we see the project area of focus are not only relevant to aging persons but they are about same importance for all age groups, especially for women with children. As Hayden says on her book: “*Parents find that having a baby puts great spatial limits on their public, urban life.*” (Hayden, 2004, p.230).
2.5 Safe City

In 2010, The Women in Cities International association took their national experience in Canada to the international level. The operation was given the title of Tackling Gender Exclusion. The operation was taken in four international cites: Dar Saalam in Tanzania, Delhi in India, Petrozavodsk in Russia, and Rosario in Argentina. The project focused on women’s safety and their inclusion in public spaces.

“Gender-based violence is an endemic global phenomenon in both public and private spaces. By far the largest part of this phenomenon is the violence perpetrated by men against women, which affects how women and girls understand their place in the world.” (Women in Cities International, 2010, p.2).

To realize urban safety goals, the project action was based on the following areas:

1. Collecting data on women’s experiences of violence, fear and exclusion in cities.
2. Promoting advocacy and raising awareness-raising in the community
3. Empowering women and building partnerships between women and key stakeholders.
4. Improving capacity development with key stakeholders (Women in Cities International, 2010)

Empowering urban women to participate and contribute with their voice to decision-making by encouraging them to engage in the planning process as part of the decision making body, or participate in public hearing, and take advantage of their role in the community as teachers, and doctors for example. Women are expert in the
matter, and they can help the decision-makers understand the difficulties women face every day in the built environment.

Raising awareness among social structures and publicizing the problems women face in the urban and rural environment. Most important, we tend to forget about rural areas where women have very few rights. Therefore, women and men should be educated in the matter, so the decision-makers will grasp the importance and the urgency of the issue. This will reflect on their plans by prioritizing women needs and improving their quality of life.

In 2011, three United Nation programs: UNICEF, UN-HABITAT and UN Women launched the Safe and Friendly Cities for All, a five-year initiative led by municipal leaders. The Project supports developing safe urban environment for women and children. This need is expanding especially since the urban population is significantly increasing along with crime rates against women and children on streets, public transportation, and even in their own neighborhoods. The project areas of focus are:

- Give women and children the ability to participate into decision-making related to budgeting and the realization of urban infrastructure.
- Establish women councilor-led committees which will respond to sexual crimes at the community level
- Increase streets lights in areas with high crime rates.
- Develop gender violence training programs for the local police (UN Women, 2011).
Gender violence is a growing concern worldwide, in developed and developing countries. Solutions for this issue must be comprehensive and involve all stakeholders of a social structure to arrive to an effective solution.
3.0 Case Studies

3.1.0 Inclusive City Project Montreal, Canada

First launched in 1997, the Women-Friendly city project initiative in Montreal, Canada, was led by different Canadian women’s associations in collaboration with the International Centre for Municipal Development of the Federation of Canadian Municipalities to realize gender equality in their built environment.

The 1996 United Nation’s Istanbul Cities Summit on Human Settlement (Habitat II)\(^1\) was the starting point for Women-Friendly Cities all across the globe. The summit pledged the importance of gender equality in built environment at all levels. The Summit highlighted the importance of cooperating and exchanging practices and experiences between governments and local authorities. At the end of the summit, participants signed a commitment to implement the summit agenda.

The Habitat II summit led to the first World Assembly of Cities and Local Authorities (WACLA), which engaged participation of five hundred mayors from across the globe.

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\(^1\) The United Nations Plan for Human Settlement, June 1996.
the globe and concluded with a declaration that emphasizes the involvement of municipalities in realizing the Habitat II objectives at the local level.

### 3.1.1 Definition of the Problem and Goals

Many societies have long recognize gender equality as a basic principle, but now it is time to apply it to everyday life by responding to the different needs of women and men in the very organization of the urban environment (Women in Cities, 2004).

According to the Women in the City program (2004), cities have long been designed in a homogenous way for all users. This resulted from the misinterpretation of gender equality due to the absence of women from cities’ political and civic activities, lack of knowledge about urban women’s needs among the decision-makers. Gender equality does not mean similar treatment, but rather adaptation to the nature and needs of each gender. Women’s involvement in city life and planning process enables them to communicate their needs and vision. Participation gives women the opportunity to translate their needs into policies which will be implemented in the physical built environment. This realization of gender equality in cities assures women’s rights as full citizen. Status of women Canada (1996) believes: “Equality does not mean treating all groups the same way: policies and programs must often treat different people and groups differently. However, the goal and effect of a policy should be gender equality” (Status of Women Canada, 1996).

Modern women have a double role in society as both workers and care givers. They must balance between the two. This situation limits their full participation and
involvement in the planning process for the built environment and city political life. Most city meetings are scheduled during evenings, when women typically focus on caregiver role (preparing dinner, helping kids with homework, etc). Furthermore, the lack of adequate transportation systems or childcare services during meetings prevents women’s participation, resulting in decisions which poorly and inequitably serve women’s needs.

Leaders of the Women-Friendly City initiative see women’s participation in municipal government as vital realizing gender equality objectives. Being part of the decision-making helps eliminate obstacles that prevent women from participating in the city as full citizens and entering the political world. Therefore, increase the number of women in decision-making bodies is essential.

Political participation: The project aims men and women equal participation in municipal position (50% each gender). According to Women in Cities, women’s absence from decision-making bodies is the main reason to gender inequality. Figure 3.1.01 shows the slow increase of women in elected positions in Canada from 2004 to 2009. In 2004, only 11% of mayors were women, and only 15% in 2009. In five years, the percentage of women mayors increased by only 4%. The statistics also show an even slower change in committee council presidents, increasing only 2% from 2004 to 2009. In light of these results much work is needed to meet the project goal.
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Figure 3.1.01: Women in Local Government in Canada, (2004 - 2009)
Source: (FCM) Federation of Canadian Municipalities, 2009

Besides women’s participation in city political life, the initiative aims to improve women’s quality of life:

Work: According to 2011 Canadian Census data, women are no longer a minority. They constitute 50% of the Canadian population and 47.5% of the labor force. Percentage of women employment did not change since 2009, as presented in figure 3.1.02. However, the growth of women in the labor force is very slow. It took 33 years to grow by only 10%. Furthermore, the percentage of working women deceases as the importance of occupation increases until it reaches 5.7% for CEO or head of company positions as showmen in figure 3.1.03. This takes us back to women’s nature and double roles. Often, women do not want to take high-ranking positions because they are very demanding and time-consuming, which interfere with their caregiver role.

Figure 3.1.04 shows that 2.1% of women leave their job due to illness, 2.6% for family reasons, and 10% for other reasons; while, 1.7% of the men leave their job for
illness, only 0.9% for family reason, and 8.9% for other reasons.

Figure 3.1.02: Employment women and men, 1976 to 2009

<table>
<thead>
<tr>
<th>Reason</th>
<th>Women</th>
<th>Men</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own illness/disability</td>
<td>2.1%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Personal/family reasons</td>
<td>2.6%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Going to school</td>
<td>5.6%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Lost job/laid off</td>
<td>45.6%</td>
<td>58.2%</td>
</tr>
<tr>
<td>Retired</td>
<td>0.4%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Other reasons</td>
<td>10.4%</td>
<td>8.9%</td>
</tr>
<tr>
<td>Had not worked in last year</td>
<td>23.7%</td>
<td>18.7%</td>
</tr>
<tr>
<td>Never worked</td>
<td>9.7%</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

Figure 3.1.03: Reasons for job leave

Figure 3.1.04: Canadian Women in Business
Source: Catalyst, 2012
Income: Wage difference between women and men is an ongoing problem in Canada. Compared to men, women have received a lower salary for the same job since they entered the workforce. From 1976 to 1986, they earned $25,000 to $15,000 less than men. From 1986 to 2008, the discrepancy was constant, around $15,000 as presented in figure 3.1.05.

![Graph showing average total income of women and men, 1976 to 2008](image)

**Figure 3.1.05:** Average total income of women and men, 1976 to 2008  
**Source:** Statistics Canada, Labor Force Survey, 2009

Health: The Women-Friendly city initiative aims to improve women’s quality of life in the Canadian built environment by developing strategies to improve their quality of health services and reduce stress level. Figure 3.1.06 shows the percentage of women diagnosed with chronic health problems compared to men. Clearly, women have more risk for developing chronic illnesses compared to men at all ages.
<table>
<thead>
<tr>
<th>Age group</th>
<th>Arthritis</th>
<th>Cancer</th>
<th>High blood pressure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevalence within the population</td>
<td>percentage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total–12 and over</td>
<td>15.2</td>
<td>1.8</td>
<td>16.9</td>
</tr>
<tr>
<td>Females</td>
<td>18.5</td>
<td>1.7</td>
<td>17.3</td>
</tr>
<tr>
<td>Males</td>
<td>11.7</td>
<td>1.8</td>
<td>16.4</td>
</tr>
<tr>
<td>12 to 24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Females</td>
<td>1.5(^{E})</td>
<td>x</td>
<td>0.5(^{E})</td>
</tr>
<tr>
<td>Males</td>
<td>0.5(^{E})</td>
<td>x</td>
<td>1.0(^{E})</td>
</tr>
<tr>
<td>25 to 44</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Females</td>
<td>5.7(^{E})</td>
<td>0.6(^{E})</td>
<td>4.5</td>
</tr>
<tr>
<td>Males</td>
<td>3.9(^{E})</td>
<td>0.4(^{E})</td>
<td>6.0</td>
</tr>
<tr>
<td>45 to 64</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Females</td>
<td>23.9</td>
<td>2.2</td>
<td>22.1</td>
</tr>
<tr>
<td>Males</td>
<td>16.8</td>
<td>2.0</td>
<td>24.3</td>
</tr>
<tr>
<td>65 and over</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Females</td>
<td>49.6</td>
<td>4.7</td>
<td>52.2</td>
</tr>
<tr>
<td>Males</td>
<td>32.3</td>
<td>7.4</td>
<td>44.9</td>
</tr>
</tbody>
</table>

\(^{E}\) x suppressed to meet the confidentiality requirements of the
\(^{E}\) use with caution

Figure 3.1.06: Persons In Canada Being Diagnosed by a Health Professional as Having Certain Chronic Conditions, 2009

Figure 3.1.07 shows that women’s level of stress is higher compared to men’s, especially among 15-19 years old. The difference between the two groups is almost 10%.

Figure 3.1.07: Level of Stress
Source: Statistics Canada, Canadian Community Health Survey, 2009
Safety: Safety is a growing concern among urban women. Therefore, the Women-Friendly city initiative accords a great deal of importance to the subject. Women are more vulnerable to violence compared to men. Figure 3.1.08 represents the number of violence cases reported to the police by women and men in 2009. So, The statistics shows that women are more exposed to violence compared to men, especially young women.

![Figure 3.1.08: Victims of Police-Reported Violent Crimes, by Type Of Crime, 2009](image)


### 3.1.2 Stakeholders

Women in Cities (Femmes et Villes): The 1996 United Nations Istanbul Cities Summit on Human Settlement (Habitat II) was a turning point for the Canadian initiative led by Women in Cities. The Summit Agenda helped Women in Cities explore other municipalities and government initiatives and experiences around the world. The Women in Cities is active at the local, national, and international level as
well because it believes women’s issues are global, not limited to one geographic location. Figure 3.1.09 summarizes the Women in Cities mission.

<table>
<thead>
<tr>
<th>The Women in Cities mission:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure that the commitments made by the council on equality between women and men are made.</td>
</tr>
<tr>
<td>2. Corporate Services and help districts to take into account the needs of women when developing and implementing:</td>
</tr>
<tr>
<td>- Policies and strategic directions of the City;</td>
</tr>
<tr>
<td>- Programs, projects, activities and services offered by the City to Montreal.</td>
</tr>
<tr>
<td>3. Develop and implement projects, activities and training tools and intervention, in collaboration with various partners and Montreal municipal actors.</td>
</tr>
<tr>
<td>4. Across Quebec, Canadian and international, to develop exchanges and transfer of expertise between municipalities and promote best practices for integrating equality between women and men in urban management.</td>
</tr>
</tbody>
</table>

Figure 3.1.09: Women in Cities mission

Le Conseil des Montrealaise (Montreal’s Women Council) : In 2002, during the Montreal Summit in which new city’s priorities are developed from proposals brought by the various local stakeholders. Creating Montreal’s Women Council was one of the important recommendations of the summit. In April 2004, the Montreal’s Women Council was created. Its mission was to provide consulting services to the municipality regarding gender equality concerns. The council role of was defined by the municipality during the city’s summit (figure 3.1.10)
The Federation of Canadian Municipalities (FCM): The FCM plays an advocacy role between municipalities and citizens across Canada to translate their needs into federal policies. The FCM does not limit its action to Canada but it extends internationally, offering their experience to other governments and exploring new practices. By facilitating communication and promoting goals, the FCM played an important role in communicating the Women in Cities concerns and goals about women’s needs in the urban environment to municipalities at the national and international level.

### 3.1.3 Project

On February 26, 2002, the municipality of Montreal adopted the IULA Worldwide Declaration on Women in Local Government and made the commitment to adapt the Women in Cities initiative goals and objectives that are derived from the IULA
declaration (figure 3.1.11). The International Union of Local Authorities: is an association that organizes contact between municipalities, funding agencies, training institutions, corporations, NGOs, and individuals worldwide for the exchange of information and expertise to facilitate cultural contact.

IULA’s Worldwide Declaration on Women in Local Government:

1. Strengthening efforts to make equal the number of women and men in decision-making bodies at all levels and in all policy areas.
2. Applying the mainstreaming principle by integrating gender perspective into all policies, programs and service-delivery activities in individual local governments and their representative associations at national, regional and international levels, and to developing methods for monitoring and measuring this mainstreaming work.
3. Strengthening international and national cooperation among territorial groupings in order to further the exchange of experiences, as well as to devise and develop methods, policies and strategies that help offset barriers to women’s participation in local decision-making.

Figure 3.1.11: IULA’s Worldwide Declaration on Women in Local Government
Source: Le Consil des Montrealaises, 2002

In the same year, the city approved the proposal of the women’s delegation during the Montral summit, establishing the new city’s priorities. The approval of the women’s delegation proposal led to a series of commitments by the city of Montreal that included the following:

- Create an advisory council on gender equality, the Conseil des Montréalaises
- Create a Women Cities Office
- Draw up and implement a municipal gender equality policy (See Policy).
- Apply gender mainstreaming
- Draw up and implement a policy on safety planning.
The implementation of the city commitment led to the development of an Action Plan that is updated each year according to the progress and achievement of the previous year. The action plan aims to apply a gender mainstreaming strategy, which focuses on assessing the impact of planning policies on men and women. The assessment evaluates the following areas:

**Gender Structure:** Leaders’ involvement in supporting gender mainstreaming policies and implementing them in workplace and different development project.

**Gender Analysis:** Developing policies and programs that will be used as guidelines for achieving gender mainstreaming.

**Gender Training:** Developing training programs and workshops is essential to impart skills in persons for gender mainstreaming to ensure the success of the project.

**Knowledge Resource:** Build a network to share practices and experiences on gender mainstreaming.

**Gender Budgets:** The allocation of a budget for implementing gender mainstreaming policies and actions.

Along with the City’s Summit Commitment, Montreal made a declaration on women’s safety which implies the municipality’s direct involvement to:

1. Develop safety policy, and planning regulations that consider gender factors and promote women’s safety.
2. Develop mechanisms and structures that will ensure women’s participation in the planning process, and create more opportunities for women’s involvement.
3. Create a local fund at the municipal level to finance and support the project actions.
4. Develop international cooperation strategies to exchange experiences.

Project Agenda

The Women-Friendly City project Agenda for 2011 focuced on the following areas: Living in the city, working in the city, governing the city, and been an actor in meaning of issues affecting women.

Living in the City: This section of the project includes the following sub projects

Recreation and Physical Activities: The city will conduct a study to understand the needs of its citizen in term of leisure and physical activities to understand their preferences. The findings of the study will be communicated to the city council.

Mass Transit: This project focuses on accessibility to public transportation by developing strategies to improve services and make it more affordable for all groups.

Consultation on Women and Homelessness: This project raises awareness about homelessness, especially among women, by working closely with different organizations to understand the problem and its causes to find solutions.

Working in the City: This project aims to improve women’s working condition by conducting a research which evaluates the equal access to employment, pay equity, negotiating labor contracts, or work-family balance in addition increasing the number of women in executive position.
Governing the City: This project’s goal is to make a visible female presence in municipalities and engaging more women in political life by allocating special funds to help women obtain an adequate education to enter the political world and also finance their campaign.

Collaborating with Stakeholders: This project allows women’s groups, community groups and partners to share urban experiences and practices with other municipalities at the national and international level and address urban security, equality between women and men in municipal management and citizen issues, and other particular concern, and elaborating a communication method to convey those concerns to municipalities.

3.1.4 Tools and Regulations

According to Women in Cities (2004), more women’s participation in the decision-making process will lead to a gender-friendly city. But, the review or creation of new structures and mechanisms for developing the built environment is essential to meet gender equality.

The Women’s/Gender Equality Commission: Is mainly a forum of elected women. Its role is to ensure continual communication between citizens and the municipality to achieve gender equality principles. It also helps in developing gender equality policies and an annual action plan.

Developed at the municipal level, the gender equality policy focuses on establishing and implementing the goals, means, and resources of gender equality.
actions in addition to forming municipal structures that will be responsible for the annual action plan and its implementation.

The annual gender equality action plan is a platform for the project goals, budgets, and executive body. The plan is executed by different players from municipal structures, women-organizations, and citizens.

The Women in the City or Gender Equality Office: Is a permanent structure under the city's jurisdiction. The office is supervised by an appointed gender officer responsible for carrying out the action plan with its different aspects in order to make a real impact at the municipal level.

The office is connected to another structure known as the Time-Office, whose mission is to integrate the time perspective into the urban life and encourage private and public structure to adapt their hours to the customers' schedules, especially women. This improves the quality of services offered through recognizing differences in time use between men and women.

Partnership Committee: Focus on women's participation and all other community organizations, private or public, to push the initiatives forward solve different problems related to the built environment, such as housing, transportation, safety, etc. These will result in a better understanding of women's needs and improve their quality of life.

Mechanisms for Public Consultation and the Promotion of Women's Participation in Municipal Life: This structure is responsible for women's
participation in municipal life, taking necessary measures such as providing transportation and childcare services during public meetings to facilitate and encourage women’s attendance at city meetings. Besides that, the office conducts qualitative research, focus groups, surveys, and walking safety audits to understand women’s needs and obstacles they face in the city.

The office is also responsible for transmitting information about municipality services and projects to women, explaining how they will impact their quality of life and environment in general.

A Gender Perspective in Municipal Management, or Gender Mainstreaming: Educating municipal officers about gender equality and raising awareness among them is vital to realize the goals of the initiative. It achieves this by offering gender equality training to all municipal employees and their partners.

### 3.1.5 Guidelines (Answer To Women’s Needs)

Montreal’s Women-Friendly City initiative distilled its guidelines from the assessment of the Canadian women status in their built environment. It is also inspired by different projects and initiatives from different countries and municipalities around the world, to extract the best practices that will suit the needs of Canadian women and all society.

The Montreal initiative focused on two major areas: women’s inclusion in municipal life and other management or leadership positions.
Political Participation: For women’s effective and successful participation in municipal and other decision-making bodies an Action Plan (See Appendix 4) this includes:

- Developing a strategic and legal training plan for female candidates for elected position.
- Increasing women’s participation in elected positions by working closely with municipalities and other women’s associations.
- Writing guidelines for reforming municipal structure and increase women’s participation in municipal life.
- Forming advocate groups to discuss women’s issues such as childcare, costs, and women representation in municipal life.

In light of these actions, the city of Montreal created a fund to provide women equal access to decision-making programs. The fund will help women prepare themselves to enter municipal life by organizing programs such as the women’s summer school, which offers classes to women who want to become elected officials.

Work: The city of Montreal designed an employment equity programs to increase the number of women in managerial positions, and other professionals and specialized workers. The program includes:

- Affirmative action for access to non-traditional trades through activities such as training, pairing of employees, and mentoring female university students;
• Measures to help women and men balance work and family obligations, such as flexible or part-time working hours and workplace day-care;
• Measures to provide employees a safe and non-discriminatory workplace, including policies against sexual harassment and for safety-oriented workplace design.

The Montreal initiative also observed strategies to improve the quality of the city’s built environment, by taking corrective actions which lead to a city that fits women’s needs.

Safety: The city of Montreal established a safety action plan that attracted a worldwide interest. It has been adopted by many cities and municipalities all over the world.

The safety plan focused on increasing women’s feeling of safety, through developing a safety audit guide that helps identify areas with safety issues and developing solutions. The safety audit aimed public spaces with a frequent presence of women, such as sports and community centers, shopping areas, etc.

The city has also published three safety guidebooks on planning and safety-conscious design for a safe built environment. These are a series of design guidelines that promote safety in different structures such as parking lots, public and open spaces, residential, etc. Finally, the project developed an educational program about women’s safety oriented to men to raise their awareness and involve them in the project.
In the same context of safety, the Montreal Community Transit Commission adapted “Between Two Stops” a bus drop-off program which allows women to get closer to their destinations. The service operates at night to make women more comfortable using public transportation after dark.

Housing: The leaders ‘projects also are observing the possibility to develop residential projects designed and planned by women, meet women needs and vision of the residential space. Knowing architects and planners women have a better understanding of the way women visualize and use spaces.

3.1.6 Policy

Montreal have developed a gender equality policy to met the Women-friendly project’s goals that must be implemented at public and private levels:

At the corporate level: Companies must consider gender equality as one their objectives, by having seniors’ mangers and heads of corporate commit to the gender equality principles through promoting gender equality in workplace environment. In addition, companies must contract gender equality specialists to educate and help employees in the implementing of gender equality policy, especially where companies are accountable for the policy implementation.

In the planning process: Gender equality must be included in the early phases of any development project, and recognized at all levels regardless of company’s size. Companies should conduct a gender equality analysis to identify any constraints against
realizing gender equality principles. The analysis needs to be based on the aggregation between the different groups according to their sex, age, income, abilities, etc. Furthermore, the results of the analysis should be added to the project program to develop a strategy or design element to overcome any constraints.

Women’s participation is paramount during the project planning process, because it allows a better understanding and implementation of the gender-sensitive indicators, both qualitative and quantitative.

During implementation: Seeking help from women’s organizations and other influential women in society is important to ensure women’s participation in the implementation process and to avoid losing the focus on gender equality objectives during the long and complicated implementation process. Furthermore, planners must be open to any new suggestions supporting gender equality objectives and policy.

Performance measurement: All projects are supervised by a gender equality specialist who evaluates the process and outcomes to measure results. All gender equality results should be formulated in reports in qualitative and quantitative terms. The reports must include data concerning progress in gender inequality decrease.

3.1.7 Conclusion

Women’s participation in municipal life is vital to communicate their needs and formulate them into policies and projects with facilitate their daily life. Also, drop the traditional city planning methods and embrace gender-sensitive planning tools.
Adapting a gender equality policy and strategy in implementing projects is essential to meet women’s needs and give them their full right to the city as a full-fledged citizen.

“Gender equality means that women and men enjoy the same status and have equal opportunity to realize their full human rights and potential to contribute to national, political, economic, social and cultural development, and to benefit from the results. Originally it was believed that equality could be achieved simply by giving women and men the same opportunities. Same treatment, however, was found not necessarily to yield equal results” (Status of Women Canada, 2004.)

3.2.0 Women-Friendly Seoul Project, South Korea

Launched in 2007, the Women-Friendly Seoul Project received the 2010 United Nations public service award for best practice. The project earned first place in the category of Improving transparency, accountability and responsiveness in public service. It adopted a comprehensive strategy to implement urban policies to promote gender equality and women’s happiness.

3.2.1 Definition of the Problem and Goals

The Seoul Metropolitan Government found that its existing women’s policies influence women’s daily performance in their built environment. Existing education, environment, health, culture, transportation and housing policies pose many problems for women’s social and economic participation in the urban environment. The Seoul
Metropolitan Government acknowledged its lack of gender equality or sensitivity to women’s needs.

The city of Seoul developed the “Women–Friendly Seoul Project” to empower women and expand their rights for complete participation in society, thus improving their quality of life. The project’s objective is to find the solutions for women’s needs in the built environment, through the development of new policies that will pursue women’s satisfaction beyond the gender equality As defined by Ho Uen-hee (2010) Assistant Mayor for Women and Family Affairs, “The ultimate idea of ‘Women Friendly Seoul’ is that when a woman is happy, everyone is happy. It is not like women taking men’s share of the pie. A woman's happiness is a barometer of society's happiness.” Figure 3.2.01 shows the happiness index among residents of Seoul in different categories.

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>One’s Health</td>
<td>One’s Financial Status</td>
<td>Relations with Relatives and Friends</td>
<td>Family Life</td>
<td>Social Life</td>
<td></td>
</tr>
<tr>
<td>Women</td>
<td>6.46</td>
<td>6.76</td>
<td>5.58</td>
<td>6.70</td>
<td>6.76</td>
<td>6.54</td>
<td></td>
</tr>
<tr>
<td>Men</td>
<td>6.62</td>
<td>7.02</td>
<td>5.72</td>
<td>6.80</td>
<td>6.87</td>
<td>6.66</td>
<td></td>
</tr>
<tr>
<td>Women</td>
<td>6.51</td>
<td>6.73</td>
<td>5.90</td>
<td>6.68</td>
<td>6.73</td>
<td>6.58</td>
<td></td>
</tr>
<tr>
<td>Men</td>
<td>6.67</td>
<td>7.03</td>
<td>5.95</td>
<td>6.83</td>
<td>6.86</td>
<td>6.70</td>
<td></td>
</tr>
</tbody>
</table>

Figure 3.2.01: Happiness Index
Source: Courtesy of Seoul Metropolitan Government, 2010

Work: The program provides women quality jobs and necessary support for vocational education, employment, and business startup. The project also aims to eliminate discrimination against working women, through career growth and the
adoption of equal wages between men and women. Figure 3.2.02 shows obstacles to women’s employment according to the national statistical office of South Korea. The childcare burden comes in first with 72.2% followed by the domestic labor burden with 45.1%, then social prejudice with 43% and unfair working conditions with 36.4%.

Figure 3.2.02: Obstacles to Women’s Employment (for population 15 and lover)
Source: Courtesy of Seoul Metropolitan Government, 2010

Caring: The Project promotes improvement of women’s accessibility to care services with reasonable prices. It also improves the quality of the services provided to women and eases the burden on female care giver women, especially whose responsible for elderly persons. Figure 3.2.03 shows the amount of time women spend in care giving compared to men. According to the statistics, women spend more than 6 hours per day in care giving which leaves them less than 6 hours, more than half of which they spend in other domestic labor.
Culture and Leisure: The project also allows women to participate in cultural and leisure activities through identifying cultural issues relevant to women. According to figure 4, 79% of women spend their leisure time watching television or videos, 40% in traveling and outdoor activities and 33.1% resting. So, most of the leisure activities choices are home-based due to economic factors, absence of care facilities in gyms or theaters etc, or because the majority of the time is spent in care giving and domestic labor. (Refer to figure 3.2.04)
Health: The project aims to improve women’s physical and psychological health conditions, plus their social well-being. The local government has recognized the health problems women are facing in the city due to bad nutrition, lack of exercise, and disease. According to the national statistical office women health conditions is lower compare to men health conditions. As presented in figure 3.2.05, in 2010, 9.9% of women claimed very good health condition, while 13.6% of the men claimed a very health.

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Good</th>
<th>Good</th>
<th>Normal</th>
<th>Bad</th>
<th>Very Bad</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008 Women</td>
<td>7.8</td>
<td>43.7</td>
<td>36.9</td>
<td>10.6</td>
<td>1.1</td>
</tr>
<tr>
<td>Men</td>
<td>12.3</td>
<td>48.2</td>
<td>32.0</td>
<td>6.3</td>
<td>1.2</td>
</tr>
<tr>
<td>2010 Women</td>
<td>9.9</td>
<td>42.7</td>
<td>34.1</td>
<td>11.2</td>
<td>2.0</td>
</tr>
<tr>
<td>Men</td>
<td>13.6</td>
<td>44.3</td>
<td>34.2</td>
<td>6.6</td>
<td>1.3</td>
</tr>
</tbody>
</table>

Figure 3.2.05: Health Condition (Population 15 and over)
Source: Courtesy of the National Statistics Office, 2010
Safety: The project aims to prevent domestic and sexual violence against women in the urban environment by developing design guidelines that focus on women safety in public spaces and providing other related security services. Figure 3.2.06 shows an increase in sexual violence against women from 2009 to 2010.

![Figure 3.2.06: Consoling for Violence against Women](source: Courtesy of the National Statistical Office, 2010)

Environment: Developing an eco-friendly environment is the responsibility of all residents of the city. Women are exposed on a daily basis to different chemicals such as detergents, insecticides, garbage, air pollution, etc. All these elements have an impact on the women's health and quality of life. Therefore, women's engagement in developing environmental protection policy is very important because it impacts everyone. Figure
3.2.07 shows a consensus among women and the men about poor environmental condition.

Urban Space: The project divides space into two main categories housing and transportation/mobility.

Stable and decent living conditions are important for women’s health, growth, and happiness. Therefore the women friendly city project aims to provide adequate housing condition according to their income, age, and family size. The Implementing social welfare services and other financial support will provide necessary help for women especially for single mothers and elderly women.

Women also need available, safe transportation systems to fulfill their needs for education, work, health care, and all the different activities that allow them to fully participation in the city as complete citizens.
3.2.2 Stakeholders

The project was led by the Women and Family Policy Affairs of the Seoul metropolitan government, which is responsible for the project’s management and outcomes. The execution of the project is the responsibility of the investment institutions and Seoul metropolitan government-funded institutions, plus other offices at the level of each district that implement different sections of the project according to their respective specialties.

Each district created a Women-Friendly city project action group that understands its local needs and develops an action plan to serve local women and weave into the rest of the urban structure for optimal success. The project involved all parts of the municipal body. Seoul Mayor Oh Se-hoon, (2010) explains, “Everybody understands that this project represents a necessary paradigm shift if we are to become a successful society in the future.”

The women of Seoul are important stakeholders in the realization of the project, because they are the most knowledgeable about their needs. As Ho Eun-hee (2010) explains, “As more women engage themselves in social life, their desire to improve the quality of life and demand for public support is increasing.”

Ho Eun-hee also refers to the importance of citizen participation in the project to ensure its success. She believes the project requires engaging all residents of the city and values all ideas. Ho Eun-hee says, “We cannot promote and come up with ideas for the project by ourselves, so we work with the CFs and citizens, who are the actual brain. We are just the
control tower supervising the project and trying to make all divisions of the city more women-friendly.”

The Mayor of Seoul was the major player behind the project, and realizing its objective. Ho Eun-hee explained in her interview with the Korea Times “Mayor Oh then realized that women’s happiness in the city means something more than just achieving gender equality. He named the project himself and cares much about its progress.” In an interview with the Daily Beast the Mayor of Seoul discussed the difficulties he encounters with the project: “The only problem was that [some officials] weren’t equipped with a new mindset, a new way of thinking.”

### 3.2.3 Project

The Women-Friendly Seoul Project promotes women’s rights to the city, and participation in policy-making body. Its objectives are based on three strategies:

- Expand the policy realm to all aspect of city life.
- Adopt preventive approaches at the planning stage.
- Establish a city-wide implementation system.

The project relies on five pillars to meet its objectives and implement its strategies:

The Caring Seoul: The project develops a caring support program for all groups of society: children, elderly, disabled, and single parents. The program involves the society as a whole in caring for children and the elderly to give women more opportunity to participate in other activities within their built environment, and the capability to balance between work and family life.
Active Seoul: The project aims to develop and support a female workforce. Ensuring women’s participation in the economic development of their city is essential for the society’s stability. The project actions create decent jobs for women that go along with their nature needs, and roles as primary care givers. It also addresses the satisfaction of gender equality needs in the built environment.

Abundant Seoul: The program targets women’s quality of life by focusing on developing leisure and cultural facilities and activities for women such as proximity gyms, movie theaters, and other women-oriented activities within their built environment.

Safe Soul: The project aims to improve safety in Seoul to allow and improve women’s accessibility to different parts of the city. This project focuses on improving the landscape, enhancing connectivity between different parts of the city, and eliminating blight and slums.

Convenient Seoul: The project promotes women’s accessibility and interaction within the built environment, through accessibility to transportation, public spaces, and other facilities. In other words, the city will reflect the women’s visions, perceptions and needs of their built environment, thus allowing them to strive as a full citizen in society.
3.2.4 Tools and Regulations

The citizen governance program is a strategy developed to engage citizens in the project. The mayor initially proposed the project but did not have specific ideas or strategies for implementing it. Therefore, the citizen governance program was created to solicit ideas and suggestions from the entire community both men and women. The program was the key element in developing strategies and ideas and controls the project’s progress.
Seoul’s Mayor said in his interview with the *Daily Beast*, “for now, [male officials] didn’t know how to change policies to make them more women-friendly. They just kept doing what they had done before. To address the problem, I mandated that people come up with new ideas and introduced the concept of “women-friendly city companions—a group of advisers that help city officials to reflect women’s perspectives in policymaking.”

Partners: A group of 244 specialists, researchers, and heads of organizations in various fields participated in the process of implementing the project by providing consulting service from policy planning to promoting and providing women’s welfare, economy and culture, and safety, through advising on transportation, environment, housing and construction.

Local District Forum: Formed in 2008, the Local Forum is a women’s network for implementing the project for each district. The forum was created to ensure the implementation of project goals and explore new ideas and projects. Through the forum, each district can reflect on women’s needs and polices.

Certification Audit Team: the certification Audit Team consists of women from different ages and different social groups’ including housewives, students, and working women. They are responsible for visiting and inspecting project sites and identifying women’s needs for each specific location, plus evaluating the outcomes and efficacy of implemented projects.
The project focused on four main areas: Improving infrastructures, creating jobs, public transportation, and housing.

First, improving infrastructures in a women-friendly fashion, to address the following areas:

Street Women-Friendly Restrooms: The project provided new design guidelines that require more public women’s restrooms compared to men’s and also make them more convenient for women. Women require more time in the restrooms and therefore need more units to avoid the lines. Women with children require larger restrooms equipped with changing tables, toilets for kids and for adults, and sinks.
Women-Friendly Sidewalk: the project repairs cracks in paving so high-heeled shoes do not get stuck. The sidewalks will be equipped with outdoor seats or resting areas, in addition to streets light to increase visibility and safety at nights.

Women-Friendly Parking lot: Offering reserved or priority parking for women, improving the illumination of parking garages, and installing emergency bells and surveillance cameras will increase safety.

One-Stop Service for all women’s health care needs: Improved the healthcare services and facilities will offer most specialties in one building, such as the family doctor, pharmacist, dentist, radiology, etc. So, women will not have to travel from one place to another to get help. These facilities will also offer child care services so mothers do not need to worry about their kids while visiting the doctor. Additionally, each healthcare facility will be connected to a mass-transit stop to facilitate accessibility.

Second, the project includes job development programs to create jobs for women who left the workforce because they had children the “Mon Excited project”. The mayor of Seoul explains, “it is difficult for women to return to their former jobs. The aim of this project is to wake up the sleeping qualifications and retrain women to be equipped to levels of competency needed by employers.” The project also facilitates child care.
Job Creation: The Mom Excited program reinserts women into the workforce, and supports women-friendly businesses by creating more employment opportunities which allow women to balance between their work and family needs.

A series of guidelines assesses the workplace in two main areas: management and facilities. The management assessment includes education for preventing sexual harassment, providing maternity and childcare leave, increasing women employment rates, and bringing more women into executive positions. The facility assessment evaluates the conditions of women’s lounges, nursing rooms, childcare facilities, household support programs, safe work environment, and health facilities for women in the work place.

Nursery Schools: The project improves the quality of child care centers and makes them more available and affordable to satisfy the needs of working women. Seoul women prefer public centers because they offer quality affordable childcare. Therefore, the city of Seoul develops a certification program that will allow private care center sponsored by the city to meet the standards for care centers which satisfy the women.

School Meal Assistant Services: This program provides meals for students so mothers do not have to pack lunch for their kids every morning. This program was also designed to support women with low income who cannot provide healthy food for their kids.
Third, improving the city’s public transportation system will improve women’s convenience and safety.

The Women Safety Brand Call Taxi: This project allows women to access a safe taxi service at night. A phone service sends the plate number, departure time, and location via a text message to the family members of women who use the taxi at night. By the end of 2008, around 6,580 women had used the service.

Women-Friendly Bus: This project improves bus services for women, the elderly and persons with disabilities. The initiative focuses on safe driving so riders will not be exposed to any high speed, sharp curves, or sudden stops. The buses are also equipped with lower hand-bars to increase comfort.

Finally, to improve housing the Women-Friendly Seoul Project created the women-friendly residential complex. A miniature representation of the Women-Friendly Seoul project, it was designed to mimic the project guidelines and goals. The women-friendly apartment complex features transparent elevators for safety, close-circuit television cameras on every corner, eco-friendly childcare facilities, and woman-only parking spaces.

3.2.6 Policy

The city of Seoul has developed a strategy that aims to change and review all the urban policies in a manner that will recognize women’s rights in the urban environment. The established polices will consider all women and recognize differences and diversity
among them. To meet equality even among the different groups of women, The policy will be formulated according to women’s age, religion, society, economy, political position, and physical and psychological disability.

The Women-Friendly Seoul Project has conducted focus groups interviews to understand and identify different groups and determine their specific needs. Basically, the city of Seoul is taking the women friendly Seoul project an extra step ahead, by not only identifying their needs as one group, but identifying and recognizing women as diverse individuals, needing to be treated in a particular fashion. Figure3.2.10 shows the different urban polices the project incorporates.

### Urban Policies in Need

<table>
<thead>
<tr>
<th>Age</th>
<th>Policies in Need</th>
</tr>
</thead>
</table>
| 10s     | - academic and career counseling  
- more culture and sports facilities for teens  
- safe travel from school and private institutions at night |
| 20s     | - support for regular employment (job-searching training courses, job fairs, etc.)  
- training for the prevention of and coping with sexual harassment at work  
- more cultural programs at squares in downtown Seoul  
- housing facilities for living independently of parents |
| 30s–40s | - support to strike a balance between work and family  
- housing facilities near schools, parks, and convenience facilities |
| 50s–60s and older | - senior pensions and others for financial independence  
- low-cost housing and silver towns with easy access to public transportation |
### Urban Policies in Need

<table>
<thead>
<tr>
<th>Category</th>
<th>Policies in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Non-Married, Divorced, and Re-Married Women</strong></td>
<td>- living and housing expenses support</td>
</tr>
<tr>
<td></td>
<td>- childcare support</td>
</tr>
<tr>
<td></td>
<td>- healthcare support for women with depression and occupational diseases, among others</td>
</tr>
<tr>
<td><strong>Single Mothers, Adopted Children, and Children in Reunited Families</strong></td>
<td>- expansion of support for the cost of secure living, including housing expenses</td>
</tr>
<tr>
<td></td>
<td>- elimination of discrimination against children from diverse families outside of the &quot;normal&quot; family structure</td>
</tr>
<tr>
<td></td>
<td>- creation of local community centers for culture and leisure</td>
</tr>
<tr>
<td><strong>Infertile Women and Women without Children</strong></td>
<td>- elimination of prejudice against families without children</td>
</tr>
<tr>
<td></td>
<td>- support for the cost of infertility treatment</td>
</tr>
</tbody>
</table>

### Urban Policies in Need

<table>
<thead>
<tr>
<th>Category</th>
<th>Policies in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Women Working Part-Time</strong></td>
<td>- elimination of wage and job discrimination and long hours of labor</td>
</tr>
<tr>
<td></td>
<td>- support for the treatment of health problems, including vocational diseases</td>
</tr>
<tr>
<td></td>
<td>- security and safety in low-income residential areas</td>
</tr>
<tr>
<td></td>
<td>- improvement in accessibility to public transportation</td>
</tr>
<tr>
<td><strong>Unpaid Family Workers Small-scale Business Women</strong></td>
<td>- solution for problems caused by long hours of labor and unpaid labor</td>
</tr>
<tr>
<td></td>
<td>- financial support for small-scale businesswomen</td>
</tr>
<tr>
<td></td>
<td>- housing near workplaces</td>
</tr>
<tr>
<td><strong>Unemployed Women Career-Interrupted Women</strong></td>
<td>- support for employment through support for childcare and senior care</td>
</tr>
<tr>
<td></td>
<td>- expansion of support to aid a balance between work and family</td>
</tr>
</tbody>
</table>
3.2.7 Conclusion

The participation and commitment of city leaders’ are essential for the success of Women-Friendly City project in any place. Leaders have the power to put the project in action and overcome obstacles which the project will encounters during its realization. Leaders have the power to facilitate and deploy all the human and material resources for implementing the project. City leaders must take Women-Friendly City projects endorsement form theory and speeches to actions. Involving the different parties in a city and more specifically general citizens are vital for project success.
3.3.0 Safe City Project Delhi, India

The Gender Inclusive Cities Program (GICP) was implemented by four international partners in cities around the world: the International Center and Network for Information on Crime in Dar as Salaam, Tanzania; Jagori in Delhi, India; the Information Center of the Independent Women’s Forum in Petrozavodsk, Russia; and Red Mujer y Habitat de America Latina in Rosario, Argentina. The program was funded by the United Nations Trust. The project aims at eliminating violence against women and improving their quality of life. This case studies specifically the Indian project led by Jagori.

3.3.1 Definition of the Problem and Goals

The GICP project develops a strategy to limit gender-based violence and create a safe and inclusive environment for urban women. In 2004, a public perception survey of 13,000 people conducted in preparation of the first Delhi Human Development Report revealed that only 19% of respondents felt that Delhi was safe for women, and almost 90% stated that public transport was unsafe for women.2

In 2010, the UN Women, Jagori3, and the Delhi Department of Women and Child Development conducted a survey that showed almost two out of three women reported

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3 Jagori (meaning awaken, woman) is a women’s training, documentation, communication and resource centre that was established in 1984 in Delhi, India
experiencing sexual harassment, two to five times more than the previous year.\(^4\)

Violence against women is a growing problem as the Women in Cities International highlights in its reports Inclusive Cities, 2010: Gender-based violence is an epidemic global phenomenon in both public and private spaces. By far the largest part of this phenomenon is violence perpetrated by men against women, which affects how women and girls understand their place in the world (Jagori, 2009 – 2010, p.10) Figure 3.3.01 shows crimes against women from 2003 to 2007.

<table>
<thead>
<tr>
<th>Crime</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rape</td>
<td>30.50%</td>
<td>30.30%</td>
<td>33.20%</td>
<td>31.20%</td>
<td>29.50%</td>
</tr>
<tr>
<td>Kidnapping/Abduction</td>
<td>35%</td>
<td>33.30%</td>
<td>37.40%</td>
<td>34.70%</td>
<td>31.80%</td>
</tr>
<tr>
<td>Dowry Death</td>
<td>18.80%</td>
<td>19.80%</td>
<td>19%</td>
<td>18.70%</td>
<td>15.60%</td>
</tr>
<tr>
<td>Molestation</td>
<td>15%</td>
<td>18.30%</td>
<td>23.10%</td>
<td>20.10%</td>
<td>21.50%</td>
</tr>
<tr>
<td>Cruelty by husband and family</td>
<td>14.80%</td>
<td>14.80%</td>
<td>15%</td>
<td>17.10%</td>
<td>14.20%</td>
</tr>
</tbody>
</table>

Figure 3.3.01: Breakdown of crime against women in Delhi (1million pop)
Source: Delhi University, Street Survey, 2009-2010

Besides violence against women the project tries to tackle other issues that face the urban women, such as health and well-being, gender discrimination, community involvement, and empowerment of women living in low-income settlements (inclusive cities, 2010).

The Gender Inclusive Cities Project formed a focus group composed of women from different background to understand reasons and factors contributing to the lack of

safety in the city of Delhi. The discussions led to the following key causes for women feeling unsafe in public spaces:

Poverty and socio-economic status: Low-income women are more affected by safety issues due to their daily need to use public spaces and transportation. They feel threatened by men, especially men under the influence of drugs and alcohol.

Travelling in the city: Most participants linked the risk of sexual harassment to public transport, especially crowded buses. However, even women who own cars are not safe and they have been followed or attacked while driving.

Infrastructure: City streets are poorly maintained, which makes them barely useful, and often men urinate along the sidewalks, making them extremely uncomfortable for women. The city inability to clean public toilets aggravates the situation. In slums the problem is even worse because they have no private toilets. People must use the unsafe, unclean public toilets or just ease themselves in open the fields, exposing them to more danger.

Attitude of police: in most of the times when women go to report harassment cases, the police blame and treat them in a disrespectful way, and some officers also abuse or sexually molest them from. Therefore, some women who are victims of violence do not report it to the police.

Social Attitude: Most survey participants’ saw the solution to their problem as changing society’s perception of sexual harassment and assault to stop regarding women as responsible for it. As one focus group participants in the said: “Society needs
to be mobilized and be made more responsible. If there is a case with their daughter then they are bothered, but not when it happens to someone else’s daughter.”

For a deeper understanding and more palpable finding of safety issues in Delhi, the University of Delhi conducted a street survey that helped to understand the forms of violence women are facing in their environment. The survey also helps the public understand what creates women’s fear about public spaces. Figure 3.3.02 shows the common forms of harassment Delhi women face in public spaces.

<table>
<thead>
<tr>
<th>Forms of Harassment Faced by Women</th>
<th>Base = 998</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Frequency</td>
</tr>
<tr>
<td>Verbal</td>
<td></td>
</tr>
<tr>
<td>Physical (Touching, feeling up etc)</td>
<td>126</td>
</tr>
<tr>
<td>Visual (Staring, leering)</td>
<td>160</td>
</tr>
<tr>
<td>Flashing</td>
<td>19</td>
</tr>
<tr>
<td>Stalking</td>
<td>145</td>
</tr>
<tr>
<td>Violent physical attack</td>
<td>8</td>
</tr>
<tr>
<td>others</td>
<td>1</td>
</tr>
<tr>
<td>None</td>
<td>447</td>
</tr>
</tbody>
</table>

Figure 3.3.02: Forms of Harassment experienced by Women in Delhi
Source: Delhi University, Street Survey, 2009-2010

Survey’s results in figure 3.3.03 show the roadside as the most unsafe place, followed by public transportation. Furthermore, the two main reasons that make public spaces unsafe are the absence of effective police or guards and men’s use drugs or alcohol addiction (figure 3.3.04).
However, most women do not react to that harassment, and if they do, they prefer to do it among themselves or ask the help of friends or relatives rather than reporting to the police or other municipal agencies (figure 3.3.05).
<table>
<thead>
<tr>
<th>Type of Action taken by the Women</th>
<th>Base=511</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Frequency</td>
</tr>
<tr>
<td>Nothing</td>
<td>228</td>
</tr>
<tr>
<td>Confronted the perpetrator</td>
<td>238</td>
</tr>
<tr>
<td>Reported it to the police</td>
<td>11</td>
</tr>
<tr>
<td>Reported to municipal guard or agency</td>
<td>0</td>
</tr>
<tr>
<td>Asked bystanders for help</td>
<td>26</td>
</tr>
<tr>
<td>Reported it on a helpline? To another service</td>
<td>2</td>
</tr>
<tr>
<td>Told/asked for help from family</td>
<td>89</td>
</tr>
<tr>
<td>Told/ask for help form friend</td>
<td>123</td>
</tr>
<tr>
<td>Others</td>
<td>0</td>
</tr>
</tbody>
</table>

Figure 3.3.05: Action Taken by Women in Delhi
Source: Delhi University, Street Survey, 2009-2010

To avoid violence in public spaces, women prefer to stay away from these places (figure 3.3.06). Regardless whether the space is crowded or deserted, people will not help women who are victims. A journalist participating in the focus group shared her own experience: “The I.T.O. stretch as well... it is very unsafe in the late evening. Though there is a huge crowd there...if an incident happens, people actually don’t cooperate at all. People will try to touch you, and if you don’t say anything, they will go on. Others will smile, but never help you” (Jagori, 2009-2010).
When in this area, do you do any of the following to avoid sexual harassment/assault  

<table>
<thead>
<tr>
<th>Responses</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avoid certain public spaces completely</td>
<td>221</td>
<td>22%</td>
</tr>
<tr>
<td>Avoid going out alone at all time</td>
<td>330</td>
<td>33%</td>
</tr>
<tr>
<td>Avoid using public transport</td>
<td>97</td>
<td>10%</td>
</tr>
<tr>
<td>Avoid going out alone after dark</td>
<td>418</td>
<td>42%</td>
</tr>
<tr>
<td>Avoid going to crowded places</td>
<td>307</td>
<td>31%</td>
</tr>
<tr>
<td>Avoid going to secluded places</td>
<td>305</td>
<td>30%</td>
</tr>
<tr>
<td>Avoid wearing certain clothes</td>
<td>210</td>
<td>21%</td>
</tr>
<tr>
<td>Carry items to protect myself</td>
<td>82</td>
<td>8%</td>
</tr>
<tr>
<td>No I don’t do anything</td>
<td>215</td>
<td>21%</td>
</tr>
<tr>
<td>Others</td>
<td>2</td>
<td>0%</td>
</tr>
</tbody>
</table>

Figure 3.3.06: Action women take to Avoid Harassment in Delhi  
Source: Delhi University, Street Survey, 2009-2010

3.3.2 Stakeholders

Women in Cities, Canada; took their experience to the international level and created the Women in Cities International, which administrated the project and the funding was allocated from the UN Trust Fund in Support of Actions to Eliminate Violence against Women.

The city of Delhi also played an important role in implementing the project, especially since the city was a leader in the gender equality initiative. It created the Women and Children Department and The Delhi Commission for Women (DCW) in 1994. With the collaboration of the City of Delhi, Jagori led the project as a part of the Inclusive Cities Project. Jagori is an Indian word that means the awaken woman. The organization was founded in 1984 by the city of Delhi with the following objectives:
1. Consciousness raising and awareness building amongst women in rural and urban areas regarding their legal rights, health issues, and other issues central to women’s empowerment, such as livelihood, women’s education, rights of the girl child and so on.
2. Production and distribution of creative material including publications and communication packages on various issues for different groups
3. Establishment of a documentation and resource centre on issues related to women’s rights, to meet the information and analysis needs of other women’s groups, NGOs and the development sector.
4. Contribute to the Indian women’s movement by adding to existing bodies of knowledge on women’s status in India.

Source: Jagori, 2013

Jagori is a documentation, communication and resource center for women. The organization offers training programs for women empowerment and gender equality, conducts research in women issues such as health, education and legal rights. Additionally, it also prepares and participates in campaigns, seminars and workshops to raise awareness on women issues at different levels both locally to internationally.

The Inclusive City project used Jagori’s safety city experience to implement the project. Jagori focused on engaging the University of Delhi in the project, by sensitization of students and faculty member in actions of against women sexual harassment and promotion of safety. The engagement of Delhi University in the project resulted in the Street Survey which was at the core of understanding the issues that made the city of Delhi unsafe for women.
3.3.3 Project

The Inclusive Cities project built upon the previous initiative taken by the City of Delhi and Jagori. This project aims to understand the dimensions of gender inequality and exclusion in cities and to implement interventions based on the knowledge generated by mapping, research, and policy review. This was to enable help women regain their right to the city. Violence against women is regarded as a social, economic and cultural problem, so solutions must focus poverty levels, age, health, and other factors. For a safe city, the project targets seven main areas:

Urban planning and design of public spaces: The project developed new urban design and planning guidelines that promote safety. Through eliminating isolated areas and improving maintenance in public spaces, the urban planning and design actions will promote mixed land uses, eliminate dark alleys, and dead ends, and remove boundary walls and other obstacles to increase visibility.

Provision and management of public infrastructure and services: Poor conditions of city infrastructure and low maintenance are adding to the safety issue. Poor street pavement and the sidewalks used as garbage dumps or even as urinals due to the bad conditions or total absence of public toilets also increase the risk of violence on the streets of Delhi. Clean and well maintained streets and other public facilities will have a real impact on the prevention of violence against women. Specifically, providing and maintaining public toilets will dramatically decrease the risk of sexual harassment on women.
Public transport: Women in Delhi depend on public transportation to get around the city. Improving public transportation will have a positive impact on women’s daily lives, especially since urban violence is directly linked to public transportation. To improve the safety and quality of public transportation, Delhi explored different practices such as the “Between Two Stops” program in Canada.

Policing: The absence of police or municipal guards in Delhi’s streets increases the unsafe feeling among women, so policing is a key element to prevent violence against women and anchor the feeling of safety. Women’s lack of trust in the police is another factor that adds to the safety issue. Women are afraid to report harassment because most police consider them offenders rather than victims.

Legislation, justice and support to victims: Review of legal provisions regarding sexual violence and penalties attributed to such actions under the Indian law is central to solve safety issues on the streets of Delhi. Most importantly, the actual law has a vague definition of sexual harassment, and the forms of punishment are not rigorous enough to stop offenders. Providing legal, financial, social, and even psychological support to victims is another important initiative to help them overcome the problem and move forward.

Education: This area covers, first, Develop safety measures for women and girls in and around educational institutions. Then, raise awareness among women and girls by educating them about safety issues in public space and how to recognize them in addition to understand their rights to refuse and report any form of harassment. Finally, Increase self-esteem, dignity and confidence among women.
Civic awareness and participation: Developing relationships with different groups at the community level is important to tackle the safety issue. This method will ensure community involvement in the project, as a tool to convey the community’s voice to the decision-makers.

3.3.4 Tools and Regulations

Street Survey: In all 1,006 women participated in the survey from different socio-economic classes, occupations, and age groups. The survey was conducted in an area that included residential areas, busy markets, bus stops, shops, parks, and hospitals. Questions addressed safety perceptions, experiences of sexual harassment, factors of vulnerability, and responses to sexual harassment. The survey goals were to determine:

1. What forms of violence/harassment women face in public spaces in the selected cities
2. What factors play a role or contribute to creating an environment of greater safety and inclusion for women
3. How women respond to harassment and lack of safety
4. Whether the police are able to address the issue of violation of women’s rights
5. Understand women’s access to the police and their perception in terms of the latter’s role in safeguarding women’s rights.

Source: Delhi University, Street Survey, 2009-2010
Focus Groups: The Inclusive city project created a focus group of women to discuss different issue experiences, but also find solutions. This focus group revealed the reasons that make women feel unsafe in public spaces.

The group discussions focused on different factors that influence women’s lives and the reasons for their vulnerability, such as city accessibility, type and time of work, social classes, income, disability, etc. For a comprehensive approach to the problem the group was comprised of nine sub-groups of women from different background and each group communicated and discussed its concerns. The groups were:

1. Hawkers
2. Domestic workers
3. Homeless women
4. Students from Delhi University
5. Women from the northeastern states of India
6. Transgendered people
7. Visually challenged women
8. Women working in call centers
9. Journalists

Women Safety Audits: The Inclusive City project organized audits to assess the environment in which women live and their level of security. Throughout the program the participant conducted safety walks were conducted before and after dark in public spaces to see how the spaces work during the day and how it transforms at night. The initiative helped identify unsafe places in the city and the level of insecurity in each location. The Safety Audit groups had to consider three main factors during these walks:

1. Physical characteristics: Assessing the quality of lighting, signage, visibility, isolation, escape routes, and maintenance
2. Social organization and policing: assessing roles of police and other municipal guards to see if they inspire security for women.


### 3.3.5 Guidelines (Answer to Women’s Needs)

The Inclusive City project developed a list of interventions different findings and recommendations of the three main tools used to identify and understand the safety issue in Delhi.

Community Mobilization and Public Advocacy: The project developed communication tools to promote the safety message. Jagori organized a campaign to create public awareness through disseminating different materials such as stickers, badges, handbooks, a short television advertisement, and a film. In addition, it also organized several protest marches, college conferences and, talks to raise awareness and communicate the message that “violence against women is not just a women’s issue.”

Including Diverse Stakeholders: Broad involvement is crucial to solve women’s safety issues in the city. In this regard, project leaders have worked closely with the Delhi Transportation Corporation to develop safe public transport ion for women, through training programs for over 3,500 drivers on methods for responding to harassment and violence against women while using public transportation. Anti-harassment messages were also posted on buses.
The fruit of a partnership with the Delhi Transport Operators, an auto-rickshaw drivers’ campaign to raise awareness about urban violence posted 5,000 stickers were posted on auto-rickshaw vehicles that read: “Sexual harassment is a crime, not a joke. Make Delhi safe for women.”

Innovative Data Collection: Data collection is vital in tackling the problem. Showing numbers and statistics has been the most convincing tool to realize the change. This requires taking advantage of all new technology and putting it in the service women to improve their safety.

The HarassMap website was created to track sexual harassment incidences in the city by location and type of harassment. The incidences are reported through the website, SMS, email, or tweeter.

Innovative Media Communication Strategies: Using media with all its forms is essential to communicate the safety message to the public and obtain its support. Access to internet and other new media is essential to reach out to younger groups.

Blank Noise is an online initiative that is used in nine Indian cites. The project explores street sexual harassment as violence and calls for action to understand street dynamics in urban areas and different forms of communication strategies to raise concerns about public place violence.

“I Never Ask for it” and “Why are you looking at Me?” are a few campaign slogans used across the country by “action heroes” (Blank Noise, 2009).
Working with Men and Boys: To end the violence against women, the project must involve men and boys and change their attitudes. Thus, the “Man Up” worldwide campaign was initiated to stop violence against women, using the platforms of sport, music, technology and the arts. Man Up is partnering with young men and women around the world by providing innovative training, resources, and support to youth-informed initiatives. Man Up has used the platform provided by the World Cup to draw attention to the issue of violence against women, and has brought on prominent athletes as supporters (Man Up, 2010).

City-Wide Integrated programs: Project leaders are following the path of South Korea’s “Women-Friendly Seoul Project” to develop detailed guidelines to make the city safe and women-friendly.

3.3.6 Policy

In 2010, in an effort to develop a Safe City Project the City of Delhi made a Declaration on Women’s Safety. The declaration was written upon the outcomes of the Third International Conference on Women’s Safety 2010. In light of the Delhi Declaration on Women’s Safety (2010) states, the city developed a safety policy to facilitate the Inclusive City project with includes:

Sensitivity to the intersection of identities: People identify themselves differently and have different identities according to the situation they are in. For example, if you go to a restaurant, you do not identify yourself as a doctor or writer, but you do identify
yourself as vegetarian (Ramadan, 2009). Women’s various identities related to their age, ethnicity, class, ability status, etc. should be considered when designing the built environment.

Involving women and girls in making decisions that affect their safety: Women’s participation in their city’s planning process is vital for successful outcomes. Women are the experts regarding their own safety matters, and they know what actions to take to build an environment that fits all their needs.

Recognizing the value of knowledge generated from women’s lived experiences: Women’s contributions and experiences must be validated and used as a platform for developing planning guidelines of the city (UN Women, Safe Cities Module, 2010).

Focus on both actual safety and perceived sense of safety: The project targets existing issues that make space unsafe for women, especially when fear is transmitted and learned as part of women’s gender roles.

Recognition that gender affects one’s experience of the city: Urban planners must understand that women and men use spaces differently. Integrating gender-sensitive planning in urban design is crucial to achieve gender equality in the built environment.

Involvement of all community stakeholders: Because safety concerns all, realizing the safe city project requires the participation of the entire city with all its parties public and private, rich and poor, male and female, old and young, educated or not.
3.3.7 Conclusion

Eliminating violence in Delhi streets requires collective actions that engage all city stakeholders. The Inclusive City project still in progress Women’s its outcomes are not clear yet. For positive results the city, Jagori, and Women in Cities International set an elaborated strategy that was drafted from international practices and experiences.

Violence against women and girls constitutes a human rights violation and continues to be an obstacle to reaching gender equality and equity, peace, and sustainable development (Delhi Declaration on Women’s Safety, 2010). To meet Delhi safety declarations the project must start form the base. Maintaining city infrastructure by providing clean streets and public toilets is vital to inspire safety in Delhi public spaces.
4.0 Conclusion

4.1 Introduction

Gender equality in urban environment still a subject of discussion in developed and developing countries across the globe, it has been recognized as a basic and obvious right. It is time to take the issue from meeting rooms and policies formulated which often are stored in shelves to practices and apply them on the real world.

It is time to stop assuming that “what is good for men is good for women”, especially that studies over time, showed that women are different from men in all aspects. Cities should be gender-sensitive and drop the gender-neutral concept, to give women their full rights as citizens.

4.2 Women’s Urban Needs

In the analysis of the three case studies, women define the Women-Friendly City as: inclusive, convenient, and safe place, which gives them their right to the city and invites them to participate in its development by lifting any obstacles that they might encounter. To meet the women’s definition of the ideal city, cities must leave their old
approach in developing the built environment and understand women’s nature and their ways of using the urban space. The misunderstanding of women’s urban needs is the first reason for inequality between men and women, and the timid participation of women in city life. As we saw in the India case study, the women opted to avoid unsafe situations the women opted and retreat from their city.

a. **Inclusion:** An Inclusive City supports and develops strategies to encourage women’s participation in city life, and be part of the decision-making body. The increase in women’s participation with its diverse groups helps municipalities develop gender-sensitive methods and tools for planning and developing the built environment. It also strengthens women’s involvement in municipal life and carries on women’s inclusion project.

Women inclusion in municipal governance is a key element to meet women’s urban needs, because they are the experts in the subject. Municipalities that care about serving their citizens equally, regardless of their gender, age, income, or abilities should provide financial and technical support to women to allow them to participate and communicate their concerns to decision-makers for a better built environment. This involvement in municipal governance guides the development of corrective planning and design tools to provide the convenience and safety women need to express their right to the city.

b. **Convenience:** A Women-Convenient City aims to improve the built environment’s quality and functionality to facilitate women’s daily tasks. Women have
responsibility and a fundamental role in shaping the future of their city. Therefore, a city must care about its women as much as it cares about its economy, by developing planning and design approach and tools to increase their access to the city and its services.

Housing, transportation, mixed-use development, proximity facilities, childcare services in work place and other public facilities, parking priority or reservation, landscaping, outdoor furniture are very significant to make a city convenient and easy to access for women. A more convenient built environment supports women in balance their responsibilities as workers, mothers, and housekeepers. Furthermore, a convenient built environment support women’s access public spaces, cultural centers, and positions of political influences and power. And most importantly, provide women with leisure time. Even though, it allows women to have and enjoy leisure time. As we saw in the South Korea case study, most women spend their leisure time at home watching TV or resting because most of their time is spent in care giving and household activities. And if they have time for cultural activities, facilities such as theaters, museums, and cultural center do not offer childcare services.

c. **Safety:** A Women-Safe City should eliminate any unsafe conditions that may threaten women and create the feeling of being threatened. Women need to explore the world beyond the limits of their neighborhoods. This can only happened when women, men, and child feel safe. As it was defined by the UN Women (2010) a safe city for women is: a city where women can enjoy public spaces at any time of the day without any fear, where they do not experience violence either at home or outside,
where they are not subject to discrimination and get their complete rights, where they can participate freely in decision-making that shapes the environment they live in, where women and men are treated equally, and where their rights are guaranteed by law.

4.3 Strategy

To meet gender equality and create women-friendly cities, municipalities must conduct a gender-based analysis to understand the needs of their citizens, specifically women, to improve the quality of city services. The analysis is composed of four major steps: assessing the situation, developing an action plan, evaluating the plan, and finally reviewing periodically the plan to evaluate its effectiveness.

Assessing the Situation: In phase one, understanding the needs of municipalities citizens’ and more specifically women’s needs by developing data collection methods based on gender segregation (age, income, ethnicity, abilities, etc). These developed data collection methods include: surveys, focus groups, studies are crucial to gather the maximum of details specific to men and women and the way each use urban space.

Once the appropriate data is collected, it is used to identify problems men and women encounter in their daily life in the built environment and how these results in inequalities.

Developing an Action Plan: In phase two, after decision-makers have understood the problems and their root causes. Comprehensive objectives are
formulated to set the long term goals for the city. Then, itemize to specific actions, expected results of each action are expressed, and results’ measuring guides are developed to evaluate project’s outcomes.

Human and financial resource and implementation schedule must be predetermined for each project. The implementation schedule is meant to assign tasks, set timeframe for completing tasks, and ensure communication and collaboration between the different parties. It is the blueprint for success with measurable outcomes.

**Evaluating the Plan:** In phase three, the project outcomes and effectiveness should be evaluated to Analyze the project’s progress and guidelines’ application is vital to understand the factors constituting obstacles to meeting objectives. As the project evolves changes may need to be identified for flexible implementation.

**Reviewing the Plan:** In phase four, data should be reviewed periodically to evaluate any changes over time evaluate to understand the project the effect citizens’ lives, and review the project’s guidelines and long term objectives to ensure their efficacy.
4.4 Tools To Realize the Women-Friendly City

Women’s participation in city’s social, economic, and cultural life is the first step towards a gender-sensitive city. The society must drop the idea that women cannot handle some types of jobs, and give them equal opportunities with men to participate in developing their built environment. Women must have same access to developing resources as men, and enjoy same social, economic, and cultural. Finally, women must be part of decision-making bodies and have the same influence as men in formulating policies and development programs that benefit the city and translate women’s needs. In other words, to realize a women friendly city gender equality must be met.

4.5 Recommendation

- Drop the idea that women and men use the space in that same manner, and start developing gender-sensitive planning and design guidelines.
- Take women’s needs into consideration early in planning process.
- Develop planning and design tools that focus on three major elements of women-friendly cities: inclusion, convince, and safety.
- Shift from gender-neutral planning and design teaching materials to gender-sensitive, by changing the way space planning and design is actually taught.
- Involve women in the planning process.
- Facilitate women’s participation in the planning process. Schedule meetings at convenient time for women.
- Provide transportation and childcare services at public planning meetings.
• Formulate local policies that foster women’s engagement in social and political life and adaptation of the built environment to women needs.
• Develop tools to understand and assess women’s needs such as: surveys, focus groups, and audits.
• Collect gender segregated based data and analyze it.
• Allocate human and financial resources for project implementation.
• Ensure men participation, because this raises awareness about women’s needs and facilitates project implementation.
• Develop gender equality training programs and ways to change the urban built environment to make it more women-friendly.
• Formulate realistic and specific goals and project such as: increase safety, access to transportation, etc.
• Create internal structure in municipalities to ensure and evaluate the implementation of the gender equality guidelines.
• Develop stronger legal language and consequences for discrimination or violence against women.
• Teach women their rights to the city through educative programs and workshops.
• Develop a gender mainstream strategy to change and reshape the built environment.
Commit leadership to Women-Friendly City is ideal for the implementation and success of the project.

Collaborate at the local, national, and international level with other municipalities to explore new and creative practices to solve the problem.

Promote the project through social media and the latest technologies to promote the project and get a maximum participation.

Solve the problem.

4.6 Further Research

This report aims to answer a very important question: What is a women-friendly City? By giving it the closest definition possible and identify its constituents and identify its implementing tools. These constituents were briefly explored and further research is required to understand the subject.

Further research could examine implementation strategies in depth to extract a policy that will generalize the women-friendly city concept and make it the base’s for all planning and design practices. Other research cloud be done to examine and identify different internal structures needed to manage women-friendly projects at the level of municipalities.

Finally, a case study based on an American city to evaluate the built environment, using tools common to those used in the case studies explored in this report to answer a vital question, are American cities women-friendly?
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