



Zu Peshawar

Accessible & Inclusive Transportation
for All (Leave No One Behind)

Acknowledgement

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A traveler on Zu Peshawar station-approaching bus platform.



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Introduction

According to the World Health Organization, about one billion people, need assistive devices. The majority of these are senior citizens and individuals with disabilities. In Pakistan, approximately 10.5 percent of the population is disabled; they face numerous challenges, including obstacles in their everyday lives and simple movements related to mobility and economic stability. According to UN Secretary-General Statement on disability inclusion, we need everyone, including persons with disabilities, on board to achieve the Sustainable Development Goal. The Convention on the Rights of Persons with Disabilities (CRPD) and the 2030 Agenda ask for placing persons with disabilities at the center of all efforts from planning to implementation.

Peshawar, the capital of Khyber Pakhtunkhwa and the 6th largest city of Pakistan, houses more than 2 million residents, however, an estimated 40% of the population lives below the poverty line. The city has seen more than its fair share of problems in recent years, including terror attacks, refugee crises with an influx of about 400,000 refugees from Afghanistan, as well as about Internally Displaced Persons (IDPs), due to natural disasters and situations of political unrest. The city infrastructure and facilities including public transport have deepened social divisions. Some have more access to services and opportunities while others don't have any access and are excluded from the main stream. The horizontal growth in cities like Peshawar made people live far from the Central Business District with very low public transport coverage. Prior to Zu Peshawar, the public transport vehicle had no mechanism to provide access to persons with disabilities leaving them behind and they were forced to hire private taxis. The next section of the report elaborates the challenges faced by the persons with disabilities related to daily transport.

Public Transport before Zu Peshawar

Previously, Public Transport consisted of small informal high floor transit vehicles such as vans, pickup trucks, and buses, many of them operating without permits and competing aggressively for passengers and were usually filled to uncomfortable and hazardous capacities. The persons with disabilities were left on the road as they need help to board and need a suitable space in the vehicle. The private taxi drivers ask for more fare than normal to accommodate a person on a wheelchair. The road infrastructure such as sidewalks and crossings was not accessible for persons with disabilities so the movement is restricted for persons with disabilities to access a public transport stop.

Despite these challenges, the city has made an outstanding commitment to improving the welfare of its residents through an innovative new bus rapid transit system, Zu Peshawar, along with improvements to walking, cycling, and overall access to the city.

“Before Zu Peshawar, the public transport system in Peshawar, was haphazard, inaccessible and unsafe with no provision”



Zu Peshawar (Brand Name of Peshawar BRT)

“Zu Peshawar” is the fourth BRT system in Pakistan and the first to achieve Gold Standard, thus making Pakistan the first Country in the subcontinent, and 7th in the world that operates a Gold Standard BRT. The system is fully accessible, integrating non-motorized transport, travel demand management, and transit-oriented sustainable development planning to completely transform mobility, equality and quality of life for city residents.

“In our people-centric planning, we approached the most vulnerable groups for feedback and helped turn them from dependent to independent living.”

Zu Peshawar system is managed by TransPeshawar, a publicly owned company under the Provincial Government of Khyber Pakhtunkhwa.

The Zu Peshawar system has improved access, especially for female riders and persons with disabilities, with targeted infrastructure and interventions to ensure their comfort and safety while traveling. It now meets international standards, and for the first time, women and people with disabilities have a safe and accessible choice for moving around the city on public transport. Zu Peshawar offers universal access through the use of 100% step free entrances and exits. Stations also include priority ticket counters for older people and those with disabilities. The implementation of the system has significantly increased female ridership on public transport, opening up new education and professional opportunities for women through access to safe and quality mobility.

A wheelchair user alighting from the Zu Peshawar bus at level platform with out any hindrances. A step free boarding and alighting.



ZU Peshawar Key Technical Details

Financing

- The City of Peshawar partnered with the Asian Development Bank to plan, implement, and monitor the Zu Peshawar system.
- ADB provided technical and consulting assistance of \$10 million for project design advance in November 2016.
- The capital cost of the project was also supported by Agence Française de Développement (AFD) and the Provincial Government of Khyber Pakhtunkhwa.
- ADB and the AFD co-financed the project implementation for nearly \$550 million.

Routes and stations

- 27 km of BRT corridor and 58 km of off-corridor routes
- 10 routes including 5 direct routes, 2 limited stop routes, and 3 express routes
- Dedicated lanes for the BRT with passing lanes at stations
- 30 BRT stations, 156 off-corridor bus stops
- 2 depots (one east, one west), 1 staging area where buses wait during the off-peak hours
- Elevators and ramps with tactile paving tiles in all stations
- Level boarding from station into bus
- Water fountains at stations
- WiFi and CCTV at all stations

Fleet

- 244 hybrid buses in fleet, 158 in operation (with additional 86 buses planned to be added to fleet in August 2022)
- 18 m buses with 125-person capacity
- 12 m buses with 75-person capacity
- Women-only entrances and spaces
- Seats for transgender persons and older people; spaces for wheelchairs
- Air conditioned
- CCTV

Non-Motorized Traffic

- 54 km of dedicated bike lanes parallel to corridor (some still under construction) - first in country
- Bikeshare integrated with BRT both physically and with the fare: 32 bikeshare stations and 360 gender-inclusive bikes - first in country
- Bike parking at all stations
- 67 km of wide, accessible pedestrian paths parallel to corridor, including a 4 km skyway for pedestrians and cyclists - first ever investment in pedestrian infrastructure in country

Other

- Energy-efficient streetlights
- Drainage systems that help climate-proof the system

ZU Peshawar Impacts and Achievements

Gold Standard 3rd Generation BRT	Pakistan's first 3 rd Generation, hybrid, accessible mode of public transport; First Gold Standard BRT in country and region.
Ridership	Record ridership of 267,000 passengers in a day, with 21% of motorized trips done on Zu Peshawar; Women comprise 20% of BRT ridership (up from 2% previously on public transport).
CO2 Reduction	31,000 tons of CO2 diverted in the first year of operation
Travel Time Reduction	The BRT system has cut travel time along the city's east-west corridor by over 60% from 2 hours to just 45 minutes. TransPeshawar estimates that this time saving amounts to PKR 60.3 billion in cost-savings for the users.
Bicycle sharing	First dedicated bike lanes and bikeshare system in country; 6% increase in cycling trips since implementation
Awards	<ul style="list-style-type: none"> • The BRT system won an Honorable Mention Award in ITDP's Sustainable Transport Award 2021-22. • BRT Gold Standard ranking by the Technical Committee of the BRT Standard. • Among 5 finalists for Prize for Cities Award 2021-22 by World Resource Institute.
By Numbers	<ul style="list-style-type: none"> • 70% of the city area covered • 1,330,000 benefited from direct access to public transport • 81% of city educational institutes now accessible by public transport, 80% of hospitals beds, 75% of commercial hubs, 75% of industrial areas are also covered. • 85-90% of user satisfaction.

Community Engagement for an Inclusive Design

Zu Peshawar planning was ensuring the design process was influenced by and addressed the needs of those residents using the system, with a specific focus on women, transgender people and persons with disabilities. Project administrators undertook several modes of citizen engagement in the planning, implementation and operational phase. These included: surveys, workshops, consultations, public meetings and other forms of user feedback acquisition, such as through social media and mobile phone apps. TransPeshawar worked closely with a local disability rights organization to ensure the quality and effectiveness of each intervention and to ensure the system was 100% universally accessible. The other groups included public committees, local community groups, NGOs, academia, public sector organizations, and more. The station and vehicle design incorporated feedback from workshops, women-only visits and social media to ensure safe and inclusive design for all as well as comfort, resilient landscaping and aesthetics.

Citizen groups were engaged in all phases of planning and implementation and their feedback was incorporated.



Zu Peshawar designed on respective article and building code of Pakistan 2006 and local Government act 2017 of Khyber Pakhtunkhwa for the inclusive and Sustainable Development Goals (SDGs)



Accessibility & Inclusion

ZU Peshawar Features

Zu Peshawar through its features of universal accessibility ensures adherence to the UN Convention on the Rights of Persons with Disabilities. (CRPD).

ZU Peshawar in Light of UN Convention on the Rights of Persons with Disabilities. (CRPD)

According to article 9 of the convention, “To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. “



Pakistan has ratified the UN Convention on the Rights of Persons with Disabilities.

Barriers for Person with Disabilities in Previous Public Transport System

The major public transport issues w.r.t vulnerable groups are as follows:-

- Public Transportation was not accessible for people with disabilities at all.
- The elderly and weak found it impossible for travel through public transport
- Women were continuously harassed and made uncomfortable, because of which the total female ridership on public transport amounted only 2%.
- Access to the city was challenging for low-income residents and women who traveled either on foot or using the informal public transit system.
- The Zu Peshawar was planned and executed with the commitment to overcome the issues of Public Transport System and to improve the quality of life of the resident of the City.

An inaccessible old pickup service used for public transport

With BRT, it is very economical, I used to take a taxi to travel, paying more than 10 times [the cost of public transport]. You can imagine how expensive that was.” — Shabuddin, 32, a wheelchair user.



The three major categories of barriers w.r.t to persons with disabilities in previous public transport system are as under: -

Attitudinal	Infrastructure	Social and Economical
<ul style="list-style-type: none"> • Sympathy, Over Sympathy • Ignorance • Underestimate Approach • Community Acceptance and Integration • Self Respect and Ignorance • No Personal Identity • Judgmental • Negative attitude • Sometimes people are arrogant and proud • People's perceptions of what it's like to live with a disability is. 	<ul style="list-style-type: none"> • Unhygienic & Insecure • Inaccessible Bus Stops • Inappropriate seating • No possibility to use public transport independently • No Public Facilities like Wash room, vehicle door access and waiting area • No Step Free entrance • No proper mechanism for Boarding and alighting. • Public Transport Vehicles avoid PWDs Standing for pickup. • Public Transport Vehicles avoid PWDs Standing for pickup. • No announcement and signs 	<ul style="list-style-type: none"> • Unemployability • Implementation of 2% allocated quota under the 1981 ordinance remain impossible. • PWD become dependent. • Discrimination and stigma • Lack of awareness of different areas • Lack of participations • Bullying and insensitivities

Facilitation and accommodation in Zu Peshawar

Attitudinal	Infrastructure	Social and Economical
<ul style="list-style-type: none"> • Caring attitude • No ignorance • Community Acceptance and Integration • Self Respect • Personal Identity 	<ul style="list-style-type: none"> • Hygienic & Secure • Accessible Bus Stops • Appropriate seating • Possibility to use Zu Peshawar transport independently • Public Facilities like Wash room, vehicle door access, elevators and waiting area • Step Free entrance • Proper mechanism for Boarding and Alighting. • Public Transport Vehicles include PWDs Standing for pickup. • Safety and security Mechanism in situation of any emergency. • Proper station and bus announcements and signs. 	<ul style="list-style-type: none"> • Employment • PWD become independent. • Now able to fulfill their needs and requirements • Awareness of different areas • Now full participations.

To cover the past deficiencies in previous transport system, TransPeshawar already enabled persons with disabilities to live independently and participate fully in all aspects of life, and we also took the appropriate measures to ensure persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, in Zu Peshawar. These measures, which are included in the identification and elimination of obstacles and barriers to accessibility, have been applied to, inter alia:

Infrastructure Accessibility in both in corridor and off corridor has been accessible which has covered the needs of the public, Including Information.

Zu Peshawar, has also taken the appropriate measures;

- Developed, monitored and implemented the standards and guidelines for the accessibility of facilities and services.
- Ensured that private entities that offer facilities and services to the public has taken into account all aspects of accessibility for persons with disabilities.
- BRT service has also provided training to stakeholders on accessibility issues faced by persons with disabilities.
- Accessible buildings and other facilities open to the public signage in Braille and in easy to read and understand formats have also been provided.
- BRT service has provided professional sign language, to facilitate accessibility to buildings and other facilities in Zu Peshawar.
- We have also promoted other appropriate forms of assistance and support to persons with disabilities to ensure their access to information.

Zu Peshawar has reshaped the City's mobility landscape with a special focus of inclusion and accessibility for all.

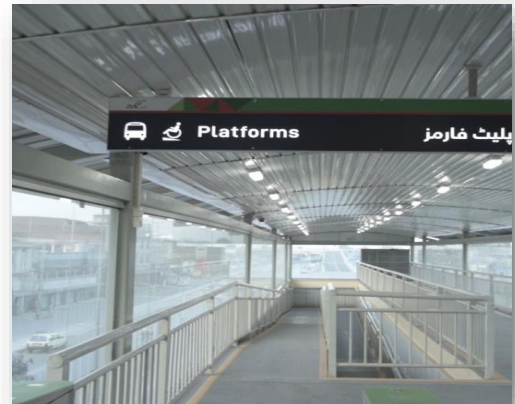
The system has a full spectrum of universal design features including ramps & elevators at thirty stations, step free entrances and exits as well as priority counters and seats for vulnerable groups of citizens.

The Safe Travel Program also addresses needs of children and persons with disabilities through engagement, collaboration and knowledge sharing. Knowledge sharing is being done by involving women protection groups (UN Women, Ombudsperson), and other society groups representing disabled people. Knowledge centers have been established at various stations where information is made available for educating women about their rights and the government support that is readily available. Announcements are made in buses and at stations about helpline numbers and what to do if women and persons with disabilities encounter any issue. Videos are created and shared on social media to raise awareness about equitable travel. CCTV monitoring is installed in the entire system, which helps with issues of theft and harassment both for vulnerable groups and the vendors. This helped Zu Peshawar elevate the trust in the system and gain more women ridership. The station staff are trained to assist vulnerable people. Dedicated staff is assigned to ensure elevators and escalators are in operation and that station and approach lighting are functional for safety of all and that users feel safe in using the system. Similarly training of staff is being done regularly for providing best customer support



The children of kindergarten using Zu Peshawar system independently due to the safety features of the system.

All 30 of Zu Peshawar stations are accessible through elevators or ramps making it easy for wheel chair users, the elderly and passengers with health problems.



All stations of Zu Peshawar are equipped with tactile paving to ensure ease of access for blind passengers.



Priority Counters: All stations have priority ticketing counters for vulnerable groups such as persons with disabilities, women, children, the elderly and others.



Each bus has dedicated or priority seats for persons with disabilities, women and transgenders. The seatbelts on the priority seats of disabled persons are extended in length to accommodate and ensure the safety of wheelchair users.



The system bridges the gap between the station platform and the bus, which makes it accessible for wheelchair users and others who are unable to cross the gap. The system uses a concept known as an "alignment curb," which physically directs the vehicle into a close fit with the platform.



Bus Height: The floor height of the bus from the surface of the road (on feeder routes) is 300 mm which makes it easily accessible for passengers with health issues. On traditional transport vehicles this height is 700 mm or more



Conclusion

ZU Peshawar has recognized that all persons are equal before and under the law and are entitled without any discrimination to the equal protection and equal benefit of the public transport. We have promoted equality and eliminated discrimination; and took all appropriate steps to ensure that reasonable accommodation is provided. Specific measures which are necessary to accelerate or achieve de facto equality of persons with disabilities did not consider discrimination under the terms of the present Convention.

ZU Peshawar has also recognized that women and girls with disabilities are subjected to multiple discriminations, and in this regard, we have taken measures and ensured the full and equal enjoyment.

ZU Peshawar has ensured effective access to justice for persons with disabilities on an equal basis with others, including through the provision of procedural and age-appropriate infrastructure, in order to facilitate their effective role as direct and indirect participants. ZU Peshawar recognized the equal right of all persons with disabilities to live in the community, with choices equal to others, and took effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community.

ZU Peshawar has recognized the right of persons with disabilities to education and work. With a view to realizing this right without discrimination and on the basis of equal opportunity. Persons with disabilities can access an inclusive, quality and free primary education and secondary education on an equal basis with others in the communities in which they living. ZU Peshawar has taken effective measures to ensure personal mobility with the greatest possible independence for persons with disabilities.

Since inception of operations in August 2020, the citizens of Peshawar have embraced the BRT System. Zu Peshawar now, accounts for 50% of all public transport trips in the city. The project being first of its kind in the Country, was innovative yet risky. In spite of the criticism that the project invited in the beginning, Zu Peshawar is now, inspiring similar projects in other parts of the Country. The project has reduced the stigma once associated with public transport and inspired greater perceptions that access to transport is not a luxury good but a common need for everyone.

ZU Peshawar has recognized that all persons are equal before and under the law and are entitled without any discrimination to the equal protection and equal benefit of the public transport.

Reference Code/Convention and Ordinance

- The accessibility code of Pakistan 2006: A considerable percentage of the total population suffers from some form of PWDs. Which limit their ability to maneuver around their surroundings? Unless these people are made capable of moving around in, and using their environments, the dream of their full participation and equality cannot be realized. To achieve that goal, National Policy for Persons with Disabilities was formulated and approved in 2002, at the culmination of the UN Asia, and Pacific Decades of the Disabled Persons, 1993-2002, and one of its key areas of focus and special attention was to ensure safe and easy access of persons with PWDs in public places and buildings.
- UN Convention for the rights of persons with PWDs: The Convention on the Rights of Persons with Disabilities and its Optional Protocol was adopted on 13 December 2006 at the United Nations Headquarters in New York, and was opened for signature on 30 March 2007. There were 82 signatories to the Convention, 44 signatories to the Optional Protocol, and 1 ratification of the Convention. This is the highest number of signatories in history to a UN Convention on its opening day. It is the first comprehensive human rights treaty of the 21st century and is the first human rights convention to be open for signature by regional integration organizations. The Convention entered into force on 3 May 2008.
- 1981 Ordinance: In 1981 a law was passed for the welfare, employability and rehabilitation of persons with disabilities which has no comprehensive legislation to cover the problem and hardships faced by persons with disabilities. Keeping this very objective in mind, a dire need is felt at large for such legislation on to formulate, assess, manage and address the problems and grievances faced by persons with disabilities from the grass root to top and vice versa.
- World Health Organization statistics: World Health Organization estimates that over one billion people need assistive products. Majority of these are old age people and persons with disabilities. Approximately 10.5% people with PWDs exists in Pakistan; they are facing lots of complications, barriers in their daily life activities and basic movements related to mobility and economic stability.