



WRI INDIA
—ROSS CENTER

ENABLING SAFE ACCESS TO MASS TRANSIT

A toolkit for community engagement and decision-making

A product of WRI Ross Center for Sustainable Cities

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1. WHAT IS SAFE ACCESS?

While cities are deeply investing in the creation of mass transit solutions, most often they are unable to achieve their full potential due the poor first and last mile connectivity leading to unsafe access to transit systems. This has led to the inefficient use of transit systems and unsafe conditions in station areas ¹.

Access to mass transit is defined as “both the trip to the station, and from the station to the destination” (BART 2003), and the quality of access directly influences its ridership (Jaiswal, Sharma and Bisaria 2012). To increase the use of public transport while discouraging the growth in private vehicles, safer and seamless access needs to be provided in cities, which; at present is mostly inadequate or missing at present.

The safe access approach therefore offers solutions to create safe conditions for pedestrians and cyclists and prioritize walkability in station areas ¹.

Figure 1 | **Schematic representation of a station area with mass transit**

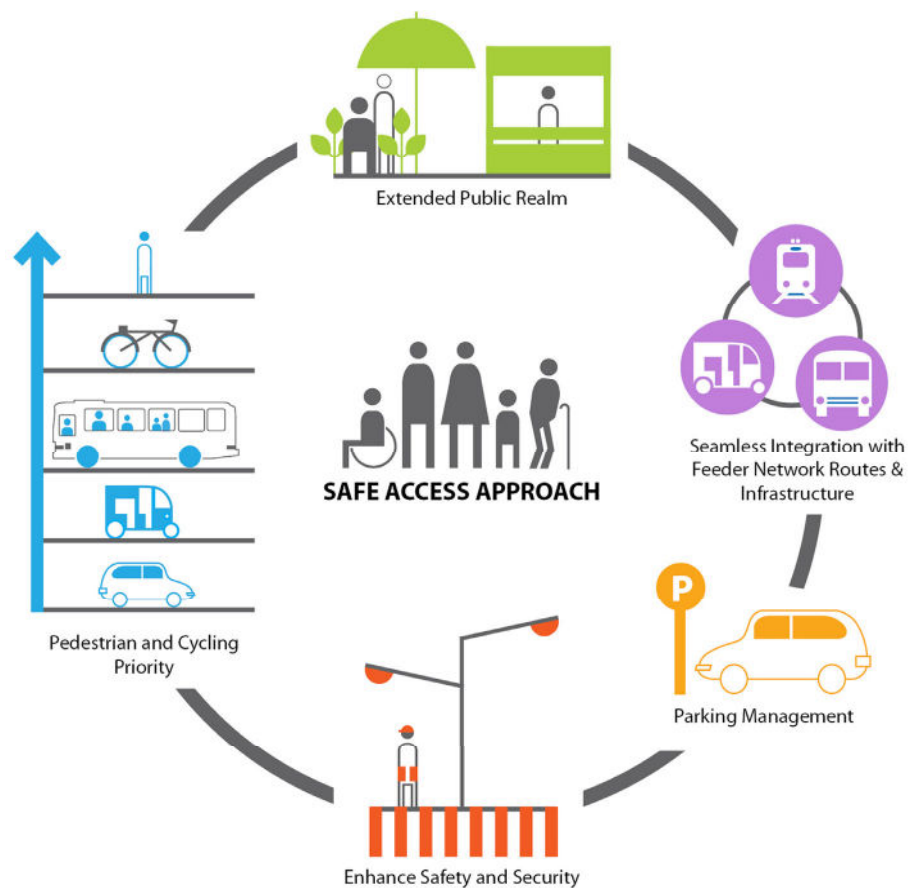


¹ A station area is a place of connectivity where different modes of transportation come together seamlessly and where work, live, shop and play can happen simultaneously (Shah et al. 2014). Typically, an area covering a radius of 500-700 m from the station.

1.1. Understanding the principles of safe access

WRI India has prepared 'Safe Access Manual – safe access to mass transit stations in Indian cities' with the aim of identifying and addressing issues of safe access to mass-transit stations in a participatory manner. It places people at the center and highlights strategies, guidelines and case studies to achieve pedestrian and cycling priority, seamless integration with feeder network and infrastructure, improved safety and security, parking management and an enhanced public realm in station areas.

Figure 2 | **5 People-centered principles of safe access**



The Safe Access approach is based on 5 main principles, namely:

1. Pedestrian and Cyclist Priority

Providing the necessary infrastructure for pedestrians and cyclists to move safely and conveniently around the city. This includes continuous, safe and comfortable pedestrian and cycling networks connecting the station to other areas in the city.

2. The Public Realm

Enhancing public spaces by making streets safer, comfortable and imageable. This includes accessible design in the public realm around the station, and convenient and easy signage that highlights different types of street activity and its uses.

3. Feeder Services

Increasing the connectivity of the system as a whole, by enhancing coordination between feeder buses and other public transport at the station. This includes minimizing waiting times and demarcating access to last mile connectivity modes like auto-rickshaws, cycle rickshaws and taxis.

4. Parking Management

Creating a parking management plan to increase the supply of parking spaces, in addition to managing the existing parking load.

5. Safety and Security

Creating safer, comfortable and convenient station areas for commuters through traffic calming measures, safe crossings, and reducing conflict points between pedestrians and cyclists.

These principles are chosen such that people of all ages, gender and physical abilities are given the highest priority and are able to make the most of the public services provided to them.

2. ABOUT THE TOOLKIT

2.1. Introduction

This toolkit is developed in the form of an interactive activity to address the need for safe access around mass transit stations. It includes the SAM capacity building workshop, which is based on the WRI India publication Using a workshop format, participants divided into groups, will explore the processes involved with developing last-mile connectivity, and co-create proposals with community and city representatives for such strategies.

a. Objectives

- Inculcate awareness about the importance of safe and equitable access (through its principles) for all street/public space users and help derive solutions through a collaborative decision-making process;
- Derive implementable solutions that are based on safe access principles, while negotiating the complexities involved in their adoption.
- Prioritizing through community inputs in an interactive format which promotes a bottom up approach to help voice people's opinions and hence, helps to streamline solutions for the station area.

b. Scope and limitations

- Last mile connectivity solutions – This interactive activity is an attempt to provide safe and livable station areas, applying the 5 principles of last mile connectivity, i.e. walking, cycling, public spaces, etc. Other issues like waste, water management etc. are not taken up as a part of this activity.
- This toolkit is designed specifically to enhance access to mass transit stations, and there may be other components of safety which are not addressed here.

c. Who can organize?

- Government representatives, Local Resident Welfare Association, civil societies groups, institutional experts and any representatives who can manage the whole knowledge content and logistics for the workshop.

d. Who can participate?

A list of stakeholders (but not limited to) of the station area who can participate are mentioned below:

- Residents and users of the station area
- Representatives of Associations – RWA (Residence Welfare Association), shop associations, market associations, business owners and others
- Institutional representatives, i.e. schools, colleges, hospitals and others
- Traffic and transport representatives, e.g. traffic police, wardens, etc.
- Elected representatives, decision makers and experts in the area
- Government officials

Note: The participants of the activity should be chosen, such that they represent the diversity of the population/users in the station area. This can be achieved by identifying the nature of activities in the station area and identifying representatives from the same.

e. Anticipated outcomes of engagement

The Safe Access interactive activity functions as an engagement tool to trigger discussions and solutions for areas around mass transit in cities. It is relevant for different kinds of audiences and adaptable based on the individual needs of station areas. The tool can achieve varied outcomes as mentioned below:

- Deriving and prioritizing streets and public space usage
- Designing interventions on-ground
- Informing policies
- Building capacities
- Knowledge sharing

2.2. Components of the toolkit

a. Required materials and logistics

The toolkit essentially consists of information, guidelines and materials to organize the interactive activity for a station area or station neighborhood. All the materials and logistics required to organize the activity, as well as the roles and responsibilities with timelines are mentioned to guide the coordinators and moderators such that the activity may be organized in a fruitful manner.

Materials:

The materials include printable content for activity and templates for maps and presentation. These softcopies for the same can be obtained by WRI team (refer to the contact in the last page). The list of materials required for the interactive activity, are as follows:

Printable content

- i. Interactive board (to be printed)
- ii. Role play cards (to be printed)
- iii. Base maps of the station area (to be prepared based on reference)

Other materials

- i. Presentation about SAM and the chosen station area (to be prepared based on selected station) – *template will be provided by WRI*
- ii. Stationary -
 - Markers for ticking strategies and writing notes
 - A1 white paper (approx. 60 cm x 42 cm) for noting down and drawing strategies for station area
 - A pin up board with a stand for team presentations

The above listed materials are explained in detail in the next section

Logistics:

The logistics required for the activity include necessary equipment and arrangements to be completed to organize the activity. Below is a list of logistical arrangements to be made for the interactive activity:

- Venue for organizing the activity
- Projector and microphones for presentations
- Tables and chairs
- Other arrangements like drinking water and/ or snacks

In case a projector is not available for the activity, the coordinator should prepare sheet(s) about the station and surrounding area. The sheet(s) should contain information such as location and connectivity, pictures of immediate surroundings as well as issues and opportunities related to the five principles of safe access for the station. This will then help the participants to understand the station and its environs before participating in the activity. The sheet(s) can be of A1 size (approx. 60 cm x 42 cm).

A checklist of all activities to be done before organizing the activity is attached as Appendix 3.

i. Interactive board

An interactive board contains the 5 principles of safe access and options for choosing strategies for respective principles under assigned roles.

Figure 3 | **SAM interactive board template used for workshop**

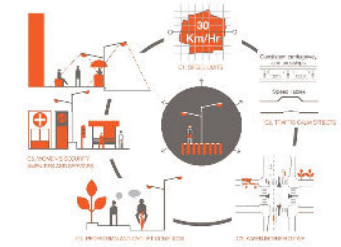
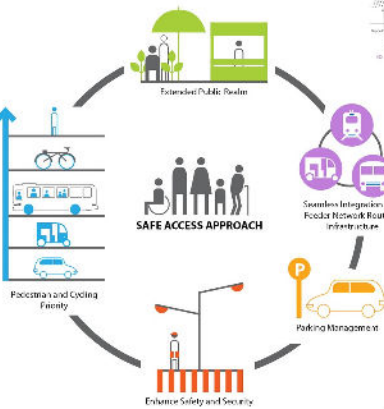
CREATING A LIVABLE STATION AREA

A workshop on 'Safe Access' to mass transit stations

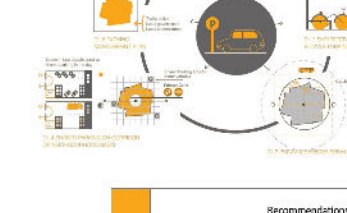
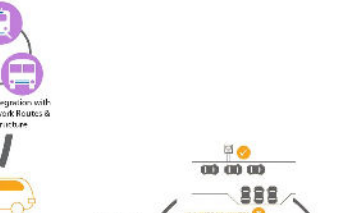
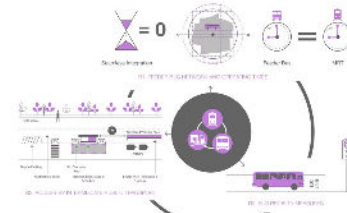
	Recommendations	Government	Private	People				Final Collaborative Choices
				W	G	P	C	
Public Realm	a. Provide and maintain universally accessible amenities (bus stands, drinking water fountains, street benches, toilets) in the station area							
	b. Provide basic amenities at lower costs with no special considerations given to vulnerable groups in the station area							
	c. Provision of minimal amenities (only public toilets) in the station area							
	d. Provide designated vending spaces distributed at key vantage points in the station area							
	e. Restrict vendors to one location in the station area							
	f. Designate the station area as a vending free zone							

	Recommendations	Government	Private	People				Final Collaborative Choices
				W	G	P	C	
Pedestrian and Cycling Priority	a. Provide universally access to footpaths and optimal carriageway in the station area							
	b. Focus on ensuring adequate carriageway for smooth movement of traffic and also provide adequate footpaths which may not be universally accessible in the station area							
	c. Provide maximum carriageway with minimal footpaths in the station area							
	d. Provide segregated and protected bicycle lanes with dedicated signals at junctions in the station area							
	e. Provide cycle access by marking on existing carriageway but not necessarily dedicated signal at junctions in the station area							
	f. Cyclists are required to share carriageway with the traffic in the station area							

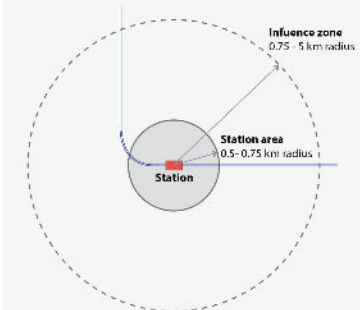
	Recommendations	Government	Private	People	Final Collaborative Choices			
				W	G	P	C	
Safety and Security	a. Design streets to reduce excessive speeds (speed cables, speed bumps, signal etc.) in the station area.							
	b. Focus on only regulating speed in station area.							
	c. Allow unobstructed flow of traffic in the station area.							
	d. Create active street edges with adequate illumination to improve safety for all, especially women and vulnerable groups in the station area.							
	e. Create street edge with adequate illumination but no activity in the station area.							
	f. Allow high compound walls and on-street parking for safety and convenience of private property owners in the station area.							



Feeder Services	Recommendations	Government	Private	People				Final Collaborative Choices
				W	G	P	C	
	a. Provide segregated bus lanes in station area.							
	b. Buses share road space with mixed traffic in the station area.							
	c. Restrict the movement of buses in the station area.							
	d. Provide dedicated drop-off, pick-up points and stands for autos and cycle rickshaws in the station area.							
	e. Provide dedicated drop off point near station entrance but no stand.							
	f. Allow autos and cycle rickshaws to stop anywhere on the side of the road for flexibility in the station area.							



What is a station Area



How to play the 'SAM game board'

- Step 1: Choose a principle from 5 given principles
- Step 2: Pick your role-play card
- Step 3: Pick 1 of each set of 3 strategies individually
- Step 4: Pick 1 of each set of 3 strategies collectively
- Step 5: Apply these strategies to the chosen Stn. area

	Recommendations	Government	Private	People				Final Collaborative Choices
				W	G	P	C	
Parking Management	a. Designate immediate station area as no parking zone for automobiles in the station area							
	b. Allow only paid parking in the station area							
	c. Allow free on-street car parking in the station area							
	d. Provide free safe and secure bicycle parking within the station area							
	e. Provide free bicycle parking only at the station entrance							
	f. No designated bicycle parking in the station area							

Description of board

- The board must be printed on an A1 size (59.4 cm X 42.0 cm) and the coordinators/facilitators are to provide one board each to all the teams involved (max 5).
- The five principles of safe access (i.e. public realm, pedestrian and cycling priority, safety and security, parking, integration with feeder services) are mentioned in the center of the board in different colors.
- Strategies for each principle are mentioned in a separate color against each principle.

Description of principles and strategies

- Each principle on the board has 2 sets of recommendations with 3 options for each. The different columns indicate the roles that are assigned to each participant. Every group member will mark the recommendation that is relevant to the role assigned to them.
- The image below shows a sample of the 5 safe access principles that fall under 'Public Realm'. Each participant shall mark their choices for the strategies as per their assigned roles, and then discuss within the group to arrive at a final choice.

Figure 4 | **One of the principles along with 2 sets of strategies**

Principle	Strategies (set 1)	Strategies (set 2)	Individual choices				Collaborative choice		
Public Realm	Recommendations		Government	Private	People				Final Collaborative Choices
					W	G	T	C	
	a. Provide and maintain universally accessible amenities (bus stands, drinking water fountains, street benches, toilets) in the station area								
	b. Provide basic amenities at lower costs with no special considerations given to vulnerable groups in the station area								
	c. Provision of minimal amenities (only public toilets) in the station area								
	d. Provide designated vending spaces distributed at key vantage points in the station area								
	e. Restrict vendors to one location in the station area								
	f. Designate the station area as a vending free zone								

ii. Role play cards

Each team shall consist of a minimum of 6 participants. The role play cards are the key component of the activity. Each table gets 6 role play cards for the participants, namely government authority, woman on a wheel chair, grandfather, teenager on a bicycle, car owner and private business. So, the participant is not only playing the assigned role but also representing that category of people in a real world scenario. Hence, he or she should remain biased towards the concerns of the role assigned.

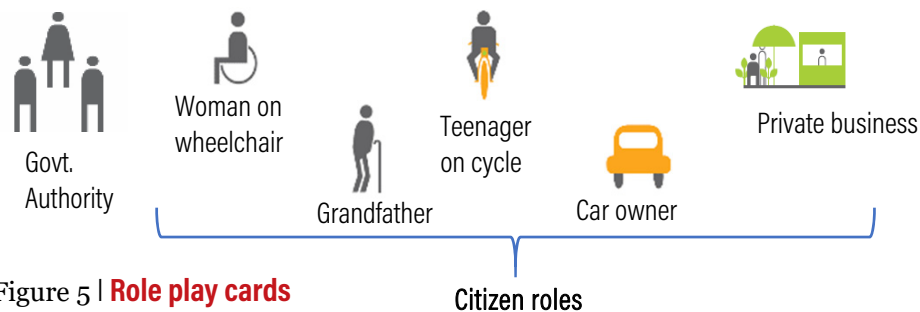
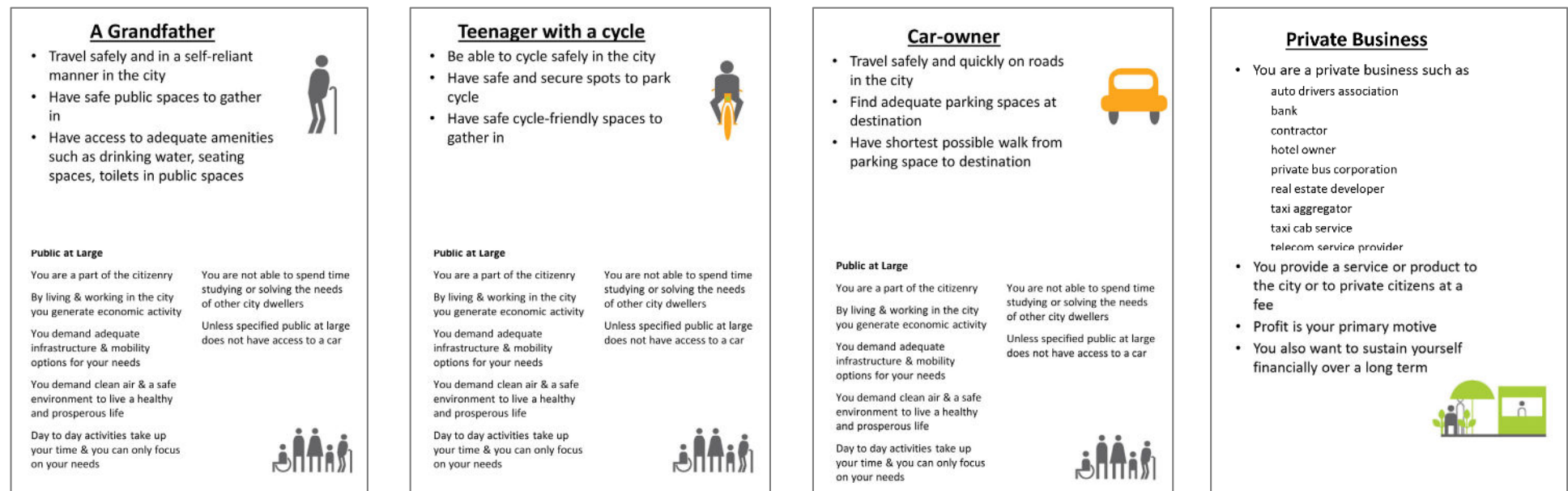


Figure 5 | Role play cards



iii. Base map

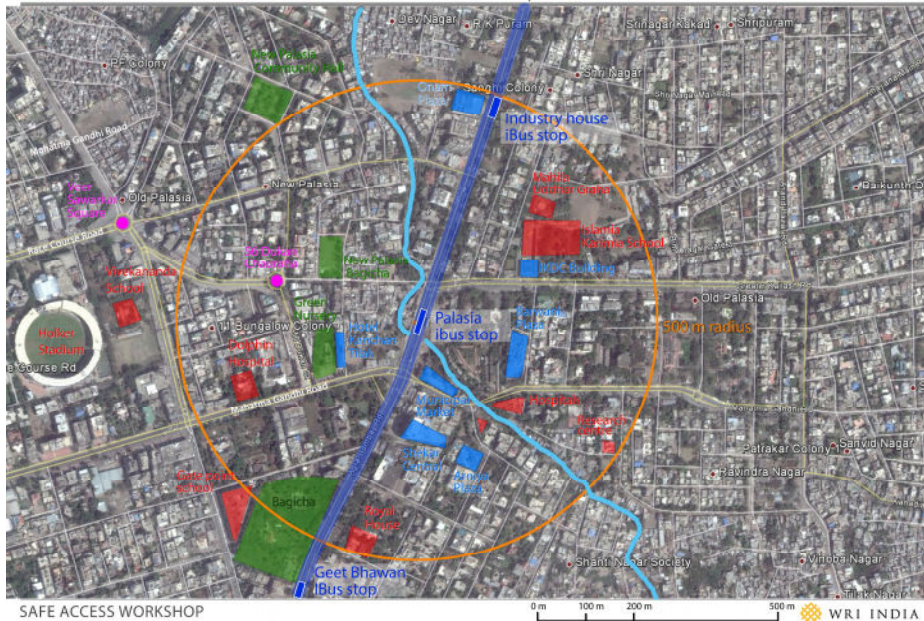
This map serves as a reference for the participants, to better identify issues and strategies for the chosen station area.

To prepare the base map, use the following steps:

- Download a Google Earth image or Google map covering an area of 1.5 sq. km (or 0.58 sq. mile) around the chosen station.
- Mark the station as the center and draw two circles, one of 150 m radius (core area) and the second one of 1 km radius (buffer area). The circle of radius 150 m covers the immediate environs of the station and highlights various access points to the station as well as the system of feeder services in operation. The circle of radius 1 km covers an influence area for the station.
- An additional circle with 1250 m is marked on the map to set a context of the surroundings. This section may show important landmarks and how they are connected to the selected station.

Figure 6 | **Reference base map for the workshop**

CREATING A LIVABLE STATION AREA



iv. Presentation about the activity

The interactive activity commences with a presentation that is based on the data gathered for the station area. The presentation template and the content to be added will be provided by WRI team. It explains the step by step process of the workshop as well as the station area.



v. Choosing the station

Identify a prime mass transit station (e.g. a Bus Rapid Transit station or a metro) which attracts high volumes of people. If you do not have the above-mentioned transit type, choose a state or a city mass transit like a railway station, city bus stand, city ferry system, etc. of high pedestrian intensity. The area around this station should have a high inflow of users, with a vibrant mix of land use and other activities.

2.3. Phases of the activity

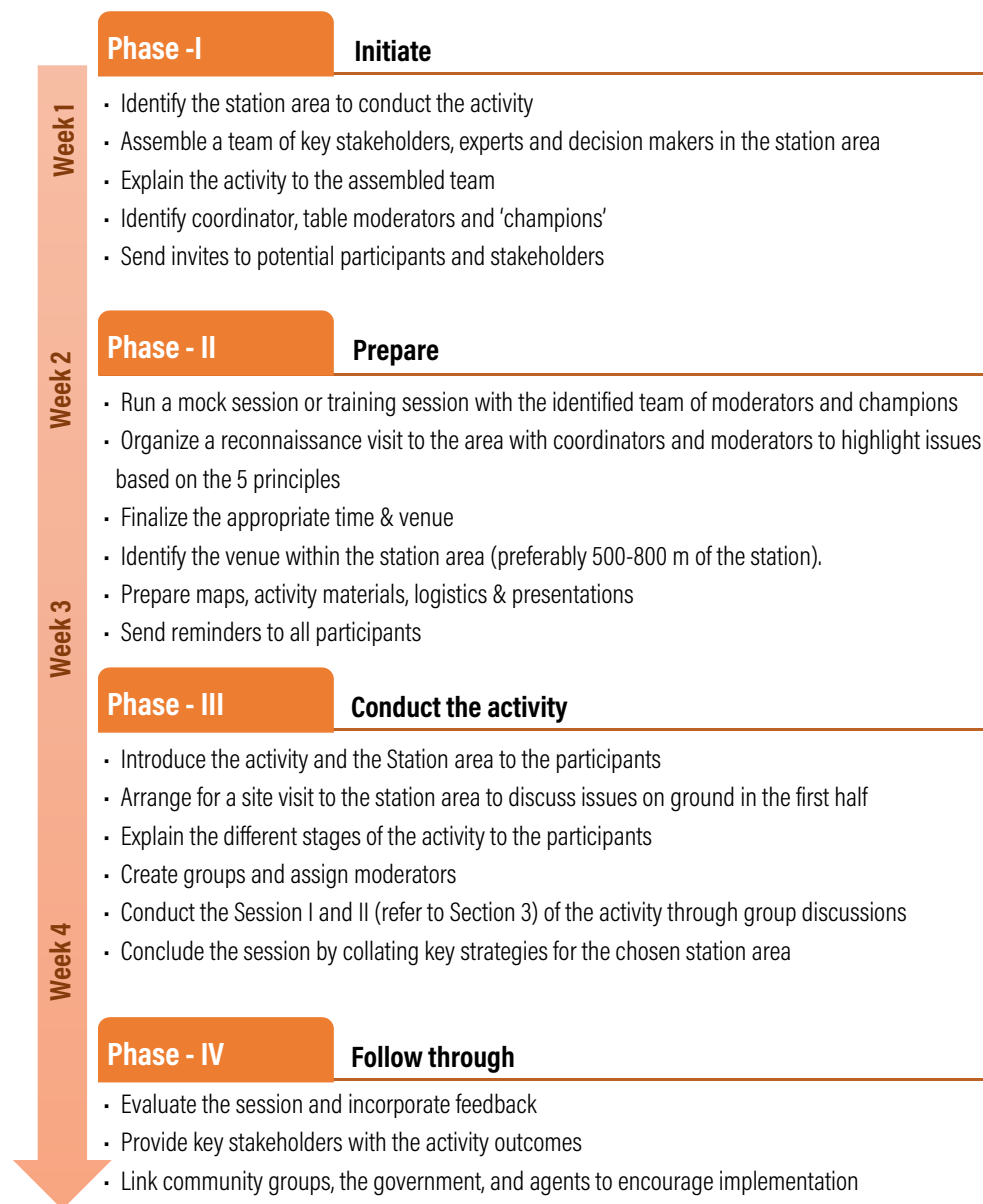
The Safe Access to Mass Transit interactive activity is designed to include people, especially users across ages, gender and income groups, to design an inclusive public space around the station through interactive sessions, and by identifying implementation processes for proposed solutions.



Note:

- Inviting stakeholders - Make sure this includes a wide range of participants including representatives of the area and key decision makers who can bring change on ground (refer to 'who can participate' in the section above).
- Find the right venue - The interactive activity format usually includes both presentations and table discussions (min. 6 members per table). So, make sure the venue has enough space to accommodate at least 6 tables and space for onscreen and/or a pin up presentation. It is highly recommended to have the venue in or close to the chosen station area. This will attract a wide range of locals and make the site visit easier.

Figure 8 | **Phases of the activity**



2.4. Activities and its variants

After organizing the activity across various platforms nationally and internationally, WRI India has developed 4 versions of the activity, based on the nature of the audience, the outcome sought; and the availability of time.

This activity is flexible and can be modified to suit both a short time engagement to an elaborate full-day engagement.

All the versions are defined below:

Figure 8 | **Different versions of the workshop**



Amongst the versions mentioned above, version 1 of the activity has been explained in detail in the next section and the other 3 versions are derivatives of version 1. Variants of the activity can be used to address different requirements as shown below.

Figure 9 | **Variations of SAM workshop**



3. CONDUCTING THE ACTIVITY

3.1. Station area visit

The aim of the visit is to provide a firsthand experience of safe access issues and opportunities in the station area. The steps involved for conducting site visit are as follows:

- The facilitator, moderators and participants convene at the venue and introduce themselves.
- The facilitator provides a brief introduction about the activity and the teams head to the site for the station area visit.
- The participants visit the station area based on the route set by the organizing team.
- Their visit includes travelling in the mass transit and feeder systems present, and walking around the station to experience the issues and opportunities of the station area.
- The facilitator and moderators should know the area well in advance, and facilitate discussions on site about existing conditions and opportunities.



3.2. Formulation of groups

Once the participants convene back at the venue after the station area visit, the facilitator formulates the groups.

- The participants are divided into a maximum of 5 groups with 6 members (excluding moderators) minimum in each group. Any additional member must be added within the 5 groups.
- Moderators are assigned to each group.
- The facilitator then commences the interactive activity with a presentation followed by sessions.

Note: The activity is effective with a minimum of 12 participants. However, in case of lack of participants, the activity can be conducted with a minimum of 6 members.



3.3. Activity

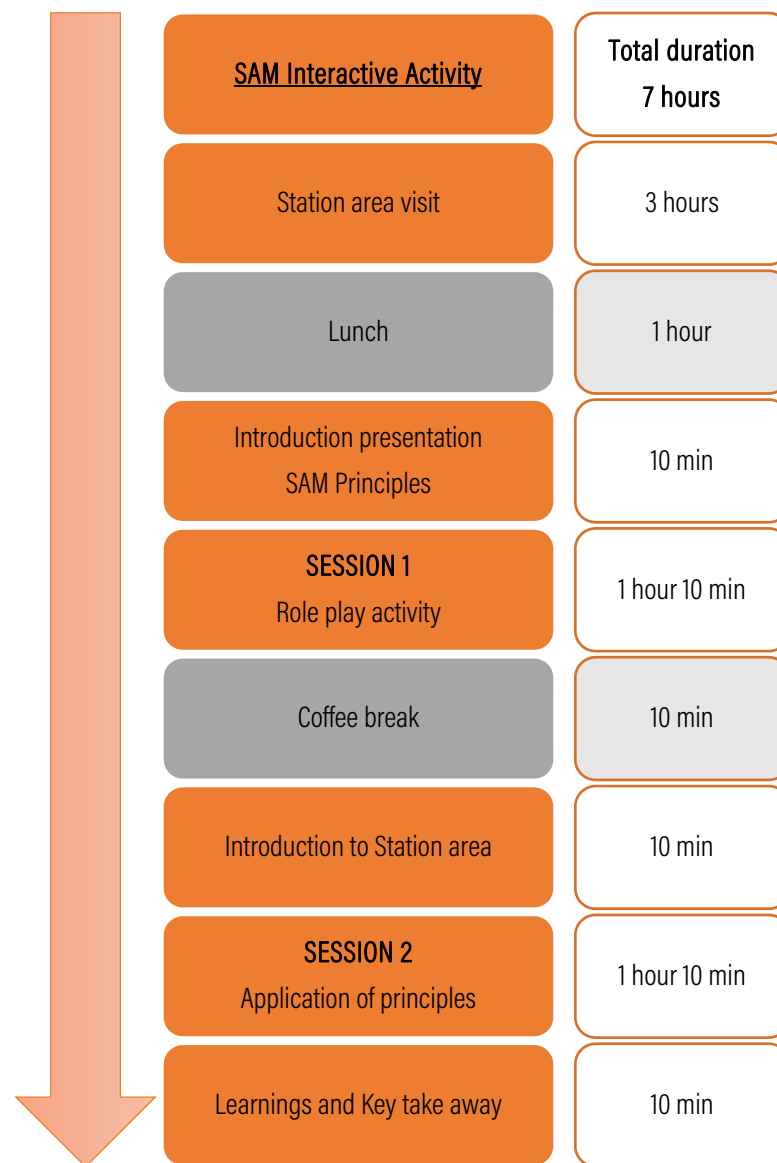
The interactive activity consists of two sessions spread over a period of 7 hours.

Session 1 introduces the station with a reconnaissance visit, followed by an introduction of Safe Access Manual principles. Participants play different roles in the role playing activity to make a case for each role. This gives a fresh perspective to participants and makes them aware of the needs of other road users.

Session 2 applies the principles of safe access to the selected station area and involves the selection of key strategies, after rounds of discussions and presentations, under the guidance of the moderators.



Figure 10 | **Flow of sessions and duration**



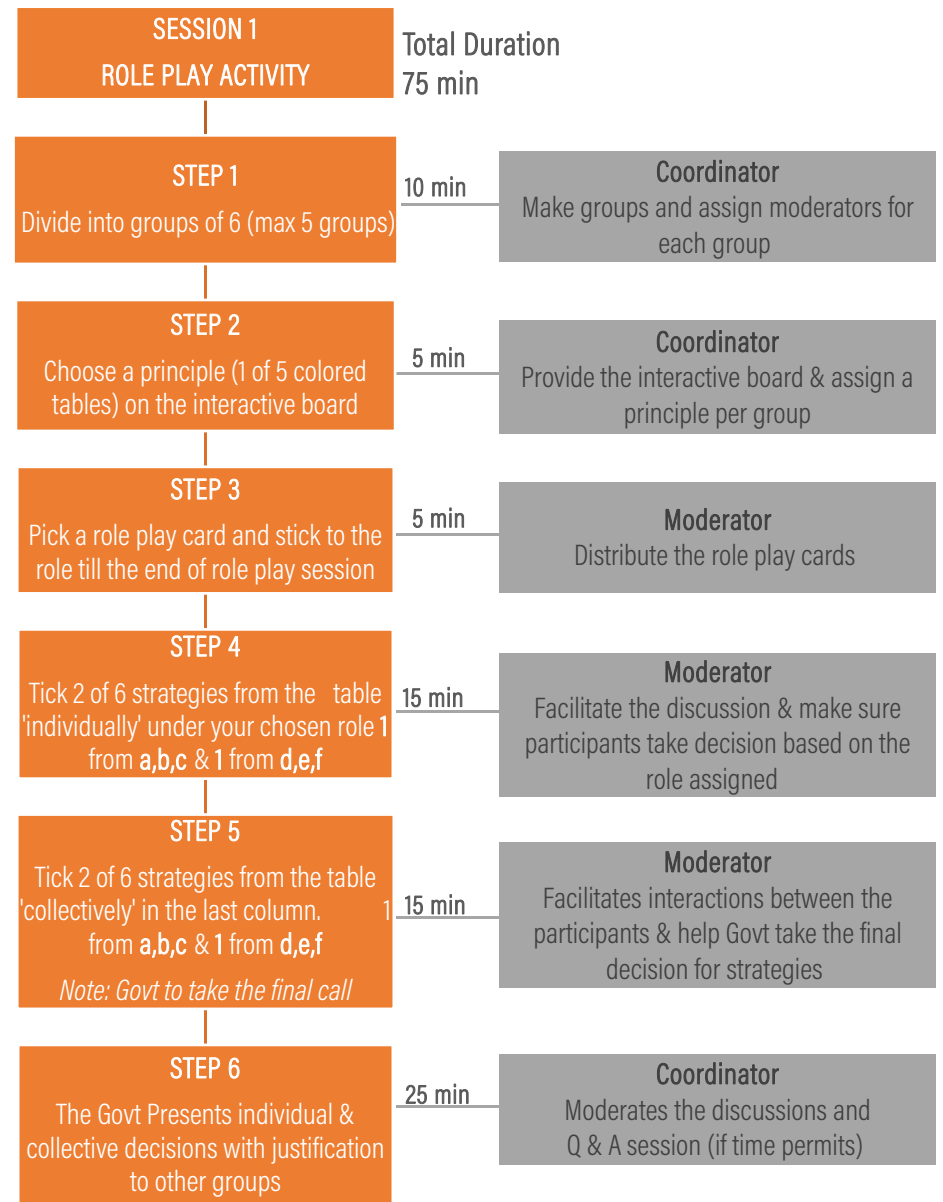
a. Session 1: Role play activity

The aim of this session is to understand the importance of each of the stakeholders in the area and the process of collaborative decision making.

- An introductory presentation is made to set out the principles and strategies of safe access.
- Each group is asked to choose a principle out of the 5 (indicated in different colors) stated on the interactive board.
- Each member of the group picks a role play card and consciously plays the role assigned till the end of first session.
- The participants then choose a set of strategies from the 2 subsets i.e. one strategy from each set, individually and collectively.
- At the end of the session, the participant with a government role in each group presents the collective choices and the justification for the strategies chosen.
- A detailed step by step process of **Session 1** is shown in **Table 2**.



Figure 11 | **A detailed step by step process of Session 1**



b. Session 2: Applying principles to the station area

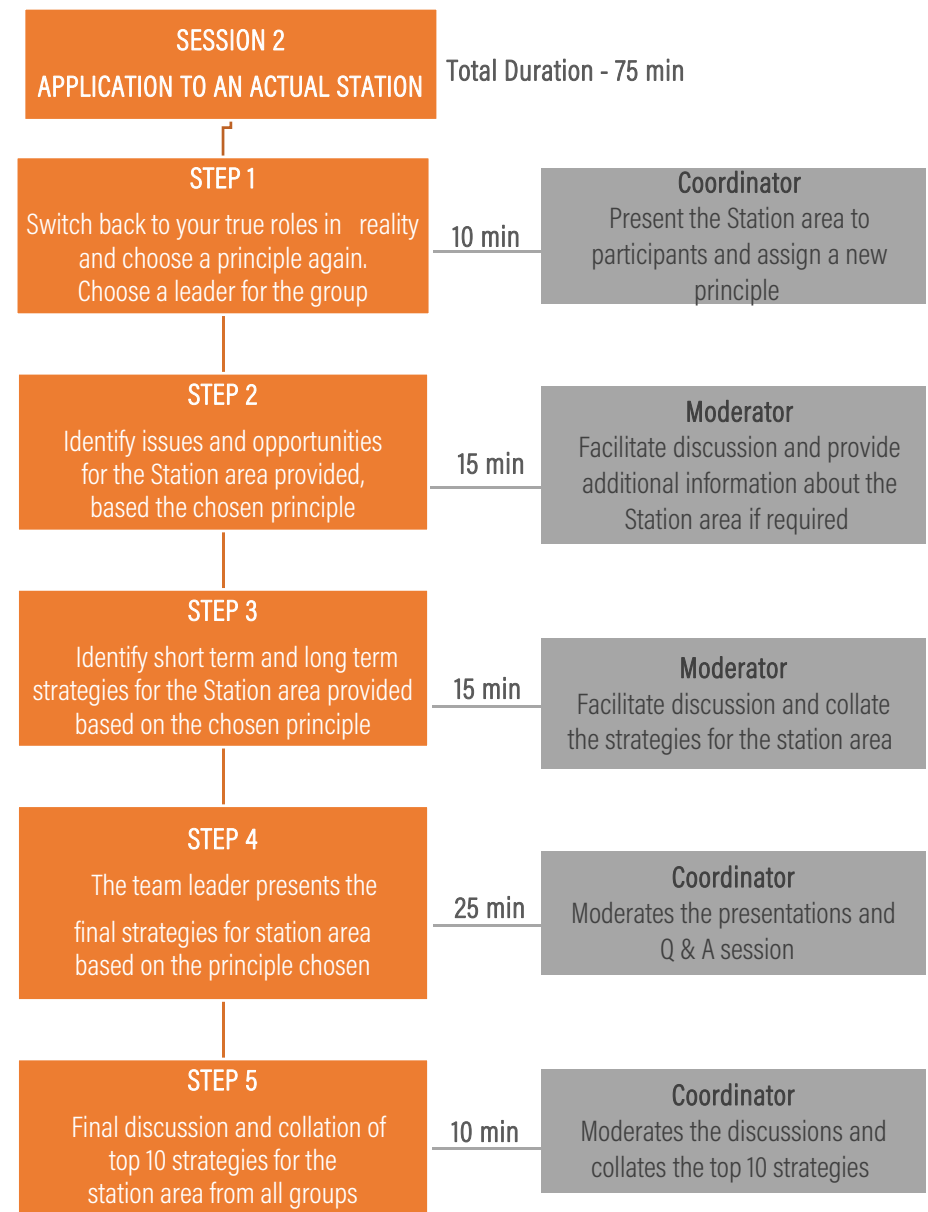
The intent of this session is to identify concerns around a given station area, and generate action points to derive implementable solutions for the station area, based on the understanding of principles in the first session.

A step by step process for the session is given below:

- The groups are asked to choose a principle from the 5 principles again (different from the one chosen in first session).
- There is no role play involved in this session and the participants derive solutions based on their own experiences.
- The participants are asked to identify issues and strategies for the given station area, based on their chosen principle. Eg. strategies for public spaces, feeder systems, etc.
- The groups present critical strategies for the station area, based on the chosen principles.
- The facilitators then collate the top strategies based on the presentations.
- A detailed step by step process of **Session 2** is shown in **Table 3**.

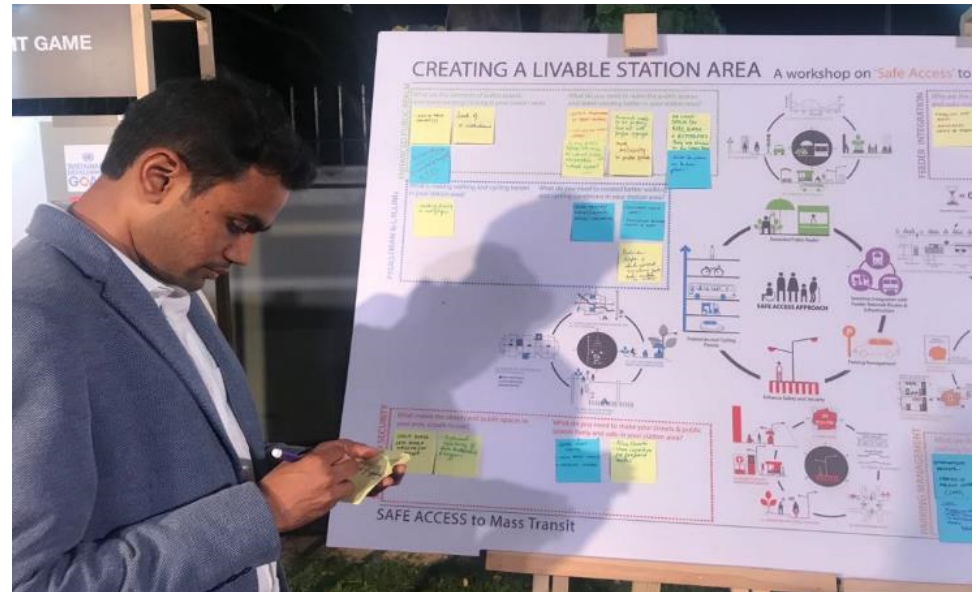


Figure 12 | A detailed step by step process of Session 2



c. Concluding session

- The last session serves as a conclusion for the activity, and provides the opportunity to combine the solutions from session 1 and 2 for an open discussion.
- Common group discussions among the participants are held to review top solutions and also find ways to take them forward in terms of implementation.
- All the people involved in planning and carrying out the interactive activity are encouraged to evaluate, discuss, and share ideas regarding best possible solutions, the way forward as well as the activity itself.
- This can help the participants to improve their own skills as planners and facilitators.



4. EVALUATION AND WAY FORWARD

The activity, if organized within a neighborhood near the station may provide a way to address access-related issues for residents, with the help of a local representative. In case the activity is organized at a government organization, it may help in the preparation of recommendations to the concerned authority.

Thus, the way forward for each organized activity is different. However, the evaluation form attached as an appendix to this toolkit shall help to collate the issues as well as solutions as per each participant's perception. This helps to generate public feedback and improve mass transit stations in the long run.



Items included in the toolkit:

- Link to the SAM Manual
- Printable versions of interactive board and role play cards
- Presentation template of the station area
- WRI India team contacts

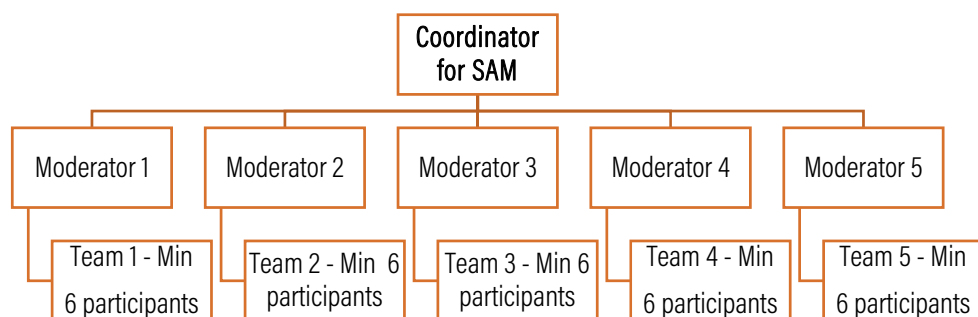
APPENDIX 1

Roles and Responsibilities

a. Participants and organizers

The Safe Access interactive activity session would primarily consist of a coordinator, moderators (1 per group) and participants. The coordinator manages the overall interactive activity, while the moderators assist the coordinator by managing individual table discussions. A detailed explanation on the role of the coordinator and moderators is given below:

A typical arrangement of participants and organizers



b. Role of Coordinator

The coordinator is the key person for managing the interactive activity. A few things to remember for the coordinator are as follows:

- Be well-versed with all stages of the workshop as you will be the main point of contact for the whole event.
- Preferably know the local language as he or she will delegate the whole workshop.
- Delegate tasks to each team member like material preparation, logistics, venue finalization, participant outreach, etc.
- Ensure that participants are clear about the chosen station area and all the stages of the workshop.

- Assist the moderators and participants during the group activity, if the discussions are not active and constructive.
- Be responsible for overall time management. Make sure that each stage of the activity is completed in the allocated amount of time, and reserve time for final group discussions.
- Collate all the discussion points in coordination with the moderators', and share the same with WRI India for further discussions.

The coordinator's role in each of the stages are defined below:

i. Pre-interactive activity:

- Identify the station area where the interactive activity should be conducted.
- Conduct a detailed study of the area and the activities taking place near the area, that are to be looked into.
- Decide the venue and conduct a reconnaissance visit.
- Create a list of personnel who will be a part of the interactive activity (for details refer to the Section 'Who can be invited') and send an invitation to them for attending the activity.

ii. During the interactive activity:

- Identify the moderators (i.e. roles of moderator explained in the next section) for each of the teams.
- Wherever a moderator is unable to provide any input or information to the participants, the coordinator should help.
- Keeping a note of the time is very important, any team should not exceed the time limit that is allotted to them for any of the activities.

iii. Post-interactive activity:

- Once the discussion across teams and within teams is done, prioritized issues and solutions for the station area are to be consolidated into one sheet.
- Evaluate the session and note any feedback on the feedback form (provided in the package folder).
- Discuss the solutions for the station area with the WRI India team to refine them further. This will help to take them forward to the concerned decision makers, local governments and implementing agencies.

c. Role of a Moderator

The role of the moderator is to facilitate conversations in the group and assist in the decision-making process. He/she also plays a critical role in navigating the discussions and triggering ideas/debates for an effective discussion. A few things to remember for the moderator are as follows:

- Be familiar about the aspects of safe access for the station area, in order to clarify doubts about the same.
- During the discussion, avoid being in the position of the 'expert', and refrain from providing your perspective on questions. Instead, encourage the participants to talk to each other.
- Remain neutral on the topics discussed and let the participants provide their opinions.
- Ensure an inclusive process by considering who is actively participating and who is not, and seek to create a balance. You can prompt quieter members to contribute by directing questions to them.
- Assist the team with making notes if required.
- Any questions that arise from any of the team members should be addressed by the moderator.

The roles in each of the stages are defined below:

i. Pre-interactive activity:

- Assist the coordinator during the initial survey of the area.
- The moderator should be well versed with the station area under consideration, as he/she will be seated along with the teams when the activity is executed.
- A moderator should have proper understanding of all the cards and the board that will be used during the activity.

ii. During the activity:

- A moderator is an unbiased member in each team and manages the discussions and decision-making process.
- He/she remains unbiased and makes sure that the participants stick to the roles they are assigned in the first session;
- He/ She should help trigger the discussion among the participants by either encouraging the participants or counter arguing with the participants, if their points are weak or not justified.
- The moderator should ensure that all the recommendations selected by the participants, are backed up by proper reasoning;
- The moderator should assist the participants to narrow down to a collaborative choice and ensure that the same is marked on the board.

iii. Post interactive activity

- After the activity is completed with the individual teams, the moderators of each team are to handover the list of collaborative choices to the coordinators for finalizing.

The board and the cards that were utilized by the individual teams should be collected by the moderators.

APPENDIX 2

Way forward for improving access to _____

1. Which role did you play in session 1? What did you learn from playing this role?

4. Who do you think can take these solutions forward towards implementation? How can you contribute?

2. Which principle did you work on in session 2? What according to you is an important issue that was addressed by this principle?

5. What do you think would be your role in following these solutions through to implementation?

3. Which, according to you, are the top 3 solutions for this station? Why?

Name : _____

Contact Number : _____

Email id : _____

APPENDIX 3

Checklist

- Invite the guests and network with them so they attend the event
- Reconnaissance visit to the station as well as selected venue
- Ensure that the selected venue is accessible to all and scheduled to be open on the day of the activity
- Ensure that the selected venue has space for at least 6 tables, a projector and a pinup board
- Conduct mock sessions with moderators and coordinator
- Print the SAM interactive board, roleplay cards and the base map
- Print the banners and signs for the workshop
- Check the presentations, projector, microphones and electricity switches
- Send reminders to participants prior to the day of the activity

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