



OUR
PUBLIC
TRANSPORT

PEOPLE'S PUBLIC
TRANSPORT POLICY

PEOPLE'S PUBLIC TRANSPORT POLICY DEMANDS



OUR METHODOLOGY

The ITF has developed these demands from three sources: existing ITF policies and statements; recent developments and experiences in the urban transport sector; and external contributions from organisations and activists. The chapters of the People's Public Transport Policy developed by these organisations represent the views of their contributing authors and are not necessarily consistent with those of the ITF and its affiliates. Each chapter includes case studies, as well as supporting campaign materials and education resources. All chapters are available at www.OPTpolicy.org.

CHAPTER 1

PUBLIC OWNERSHIP

By **WeOwnIt**

Discussing public ownership, democratic accountability and worker empowerment.

CHAPTER 2

PUBLIC FINANCING

By the **Centre for Research on Employment and Work, University of Greenwich, UK**

Looking at the options for public financing of transport infrastructure and operations, as an alternative to the Public-Private Partnership (PPP) model.

CHAPTER 3

EMPLOYMENT AND DECENT WORK

by **Julie Porter, labour and social policy researcher**

Exploring the employment issues for workers in the transition from informal to formal work and the link between quality service provision and quality jobs.

CHAPTER 4

WOMEN IN PUBLIC TRANSPORT

by **Women's department, ITF**

Looking specifically at gender principles in public transport, ways to promote women's employment and how to end gender-based violence.

CHAPTER 5

WORKER CONTROL OF TECHNOLOGY

by **The Waving Cat and Victor Figueroa, ITF**

Focusing on the impact of technology and automation on workers and the conditions required for technology to benefit workers.

CHAPTER 6

PUBLIC TRANSPORT AND THE FIGHT AGAINST CLIMATE CHANGE

By **Trade Unions for Energy Democracy**

Analysing public transport policies and the transition to a sustainable, low-carbon economy. It looks at the role of unions and the need for energy and transport democracy.

OUR VISION

Public transport is a vital service relied upon by millions of people all over the world. It is strategically important in the economic and social life of cities. Public transport unions must contest power not only in workplaces but also in the public sphere where decision-making about ownership, control, organisation and financing takes place.

This relationship between the political and industrial gives public transport unions an important strategic position. We are united in the ITF's Our Public Transport programme. We are strengthening our industrial power in targeted cities and transport modes, and positioning ourselves politically to fight for a people's public transport system that meets the needs of everyone.

OUR public transport belongs to:

- the millions of men and women workers who rely on public transport for their jobs and who keep our cities moving
- public transport unions around the world who negotiate good terms and conditions of employment for workers
- the millions of informal workers who provide public transport for their livelihoods
- the millions of people who use public transport to move around our cities
- the millions of people who still do not have adequate access to public transport
- the disabled people, women, elderly people and young people who rely on public transport for their particular access and mobility needs

Corporate globalisation and neoliberal economic policies have changed the way transport operates and led to increasing privatisation, deregulation and competition.

With the consolidation of corporate power, we have seen the decline of human, worker and trade union rights as well as increased environmental degradation.

Public-private partnerships (PPPs)

have introduced requirements for profit, entail higher borrowing, transaction and competition costs and often result in higher prices for those using the service. Operation of public transport has been outsourced to the private sector through competitive tendering, but it is still subsidised by local, municipal or central governments. Under these circumstances, private companies try to increase their profits by reducing operating costs through cuts in workers' wages, working conditions and pensions, and inadequate levels of investment in infrastructure and safety systems. The needs of the public, workers and the environment are given little consideration when profit is the primary objective. A number of large multinational companies operate these public service contracts in transport around the world.

Why is there privatisation in transport?

There is the perception that governments have limited financial capacity and therefore need to mobilise private sector investment. For the private sector, the public sector represents the greatest potential for market expansion. Financial capital, hunting for profitable investments, is the most important driving force behind the increased pressure for privatisation of public infrastructure and public services. Privatisation of public services is often promoted by international financial institutions, such as the World Bank.

Arguments for privatisation are many. The large debt of many traditional transport companies is used to argue that government-owned companies are badly run. The reality in most countries is that the government has underinvested for many years and the transport system has become outdated.

For passengers privatisation often has negative effects on the quality of, and access to, public transport. If the private operator goes bankrupt, the government has to take over responsibilities. Privatisation can pose a risk to safety. A high safety level requires constant investment, with well-trained and experienced workers.

For transport workers privatisation often reduces wages, pensions and other benefits, increases working hours and provides less training – as the private company tries to increase its profit. Many transport functions are outsourced, and workers lose the ability to influence the decisions of the public transport authority. For women workers and informal workers, privatisation can exacerbate inequality in the transport workplace.

Many unions continue to campaign to prevent or reverse privatisation. Fighting government decisions is a challenging task and requires great effort and political support from the public. Unions also face the challenge of organising transport workers in the private and informal sectors. This often requires them to amend their constitutions and develop new organising methods. We fully support the organising of transport workers in public and private companies to win rights and decent standards.

As transport unions we can champion the expansion and improvement of public transport, while pursuing a wider set of aims to advance social equity, sustainability, and quality of life in our communities and cities.

We stand for a social model of public transport, a public transport system that is pro-public and non-profit. We believe OUR public transport should be **accessible, affordable, efficient, reliable, safe, clean and integrated** with a city-wide network of buses, trains, metro, ferries, taxis and trams, including cycling and walking options. For public transport to be equitable, it must be publicly owned, democratically controlled with passenger and worker involvement, good working conditions and trade union rights.

Investment in public transport is a solution to the **climate** crisis. By providing a high-quality service we can shift people from their cars into public transport. OUR public transport can reduce congestion and greenhouse gas emissions, improve air quality and safety, and create millions of climate jobs.

Transport workers are essential to ensuring the safe and efficient running of OUR public transport. **Our knowledge**, as workers, of transport operations and infrastructure means we should be involved in early and regular **consultations and decision-making** with local and national policymakers.

OUR POLICY DEMANDS

- 1 — Public transport services must be publicly owned and operated
- 2 — Improve and expand integrated public transport and public transport jobs
- 3 — Guarantee democratic accountability in the planning, development and future of public transport
- 4 — Prioritise investment and democratic accountability in public transport
- 5 — Promote public finance models
- 6 — Consider fare-free public transport
- 7 — Integrate decent work as a central objective of sustainable transport
- 8 — Connect quality jobs for quality services
- 9 — Regulate employment in informal public transport
- 10 — Involve informal workers in the formalisation of public transport
- 11 — Strengthen women's employment and promote decent work in public transport
- 12 — End violence against women transport workers
- 13 — Introduce technological change in a way that advances gender equality
- 14 — Involve women workers in public transport decision-making
- 15 — Public ownership of digital infrastructure for the common good
- 16 — Consult and negotiate about technological change
- 17 — Control of benchmarking, monitoring and surveillance technology
- 18 — Control the use of algorithms and data banks
- 19 — Regulate Mobility as a Service (MaaS)
- 20 — Regulate on-demand platforms as public transport operator
- 21 — Facilitate job mobility and provide training for workers
- 22 — Use and share data for the common good
- 23 — Reduce working hours as productivity rises
- 24 — Regulate trials of remote control and driverless technology
- 25 — Guarantee a 'just transition' for transport workers
- 26 — Adopt a 'whole economy' approach to reduce transport emissions
- 27 — Support the electrification of public transport
- 28 — Work for energy and transport democracy

IN ORDER TO WIN THESE DEMANDS, WE WILL:

- resist privatisation and subcontracting
- fight for remunicipalisation (nationalisation) of public transport and alternative public financing models
- intervene at the end of contracts, or when private contractors are in breach of their contracts, to fight for remunicipalisation
- influence national or city policies to expand integrated public transport, improve public financing, operations and service quality of public transport
- conduct research into how public transport developments impact workers, to allow transport unions to make informed contributions as stakeholders in consultations and negotiations on public transport planning
- negotiate wages and conditions that equalise and improve employment throughout public transport systems
- strengthen collective bargaining and consultation structures to achieve decent work, union rights and improved services
- address gender-based occupational segregation and campaign for increased women's employment in the sector
- negotiate the implementation of women's advocate programmes in public transport workplaces
- campaign for gender-responsive public transport policies, including gender equality in the workplace
- represent informal workers in the transition to the formal economy
- campaign together with informal workers to secure a just transition for all transport workers
- establish decent work as a pillar of sustainable public transport so that all transport workers enjoy decent pay and conditions as well as employment stability
- campaign for structures that give workers and communities a real say over the operations and financing of public transport and the means to hold decision-makers to account
- campaign for unions to be involved in consultations and negotiations about new public transport infrastructure, extensions to existing systems and the introduction of new technology
- build alliances with passenger, women's and environmental organisations, local communities and unions in other sectors to campaign for justice, inclusiveness and democracy in our transport and energy systems

WE DEMAND PUBLIC OWNERSHIP

By allowing people to access work, education, public services, social life, leisure activities and by helping to reduce carbon emissions, a well-functioning public transport system is vital to the economy and improves quality of life, public health outcomes, social and economic equality and sustainability. This makes integrated public transport systems an indispensable part of local and national infrastructure.

For this reason, decisions about public transport should not be left in the hands of private companies. Public transport should belong to all of us, in particular the workers who run public transport and the users who depend on these services.

Public accountability and control of public transport is best achieved through municipal and national public ownership rather than the neoliberal model of competition and private ownership for profit. Public transport is mainly financed through fares and public funding. When public transport is contracted out to private operators, part of that money is turned into private profit, which is taken out of the system rather than reinvested. Privatisation may appear to cut costs in the short-term, but it is inefficient and unsustainable. Whether the result is an accident or bankruptcy, the public ultimately pays for these hidden costs and is responsible for remedying private sector failures.

There is a growing consensus that privatisation has failed. Surveys of the public in many countries show that the majority believe that public transport services should be publicly owned and operated. There is an exciting trend of remunicipalisation, with cities taking services like water, waste, energy and transport into public ownership.

These following demands must be put into action to ensure a public transport system that is for the people:

1

PUBLIC TRANSPORT SERVICES MUST BE PUBLICLY OWNED AND OPERATED

We demand that governments, societies and trade unions should approach public transport as a public good, and access to public transport as a universal right. Publicly-owned and operated services are the best option, because this enables planning to address social needs and create democratic avenues for participation in decision-making.

We demand that national and local governments prioritise the needs of society, the economy as a whole and the environment, when planning and developing public transport. They should pay particular attention to the needs of workers and users, especially those who may have difficulty accessing public transport. They should strive to increase accessibility by creating an integrated service where bus, rail and tram routes are linked and complemented by walking and cycling options.

We demand that, in order to attain an integrated public transport system, national and local governments avoid the contracting out of public transport services. It is almost always true that public transport is a de facto monopoly that services disadvantaged groups. This requires the use of high-quality public infrastructure and there is no long-term cost-efficiency from contracting out.

We demand that governments make provision for public ownership and operation of public transport wherever possible. This includes public ownership of infrastructure and rolling stock; adequate financial and other support for public transport operators; seeking to renationalise or remunicipalise public

transport services that have been privatised or subcontracted.

In particular, we demand that governments insource public transport when operating contracts are up for renewal. This should include active steps towards remunicipalisation or nationalisation when private operators are in breach of their contracts, go bankrupt or come under administration. While the Investor-State Dispute Settlement (ISDS) component within major trade and investment treaties can hinder remunicipalisation efforts and limit the policy space for local governments to reverse privatisation, the ISDS claims by private operators of public services are often severely inflated. We demand that governments perform cost-benefit analyses, which often reveal that it is cheaper to remunicipalise mid-contract even when facing compensation costs.

2

IMPROVE AND EXPAND INTEGRATED PUBLIC TRANSPORT AND PUBLIC TRANSPORT JOBS

Two important developments underlie the need to strengthen and expand public transport: rapid urbanisation and the climate emergency. These challenges cannot be met successfully without a massive expansion of public transport. This will also provide opportunities for employment.

We demand that public transport operators, local authorities and national governments seek to boost the local economy by strengthening and expanding public transport. This will help people reach workplaces, schools, family and public services more quickly and provide decent jobs.

We demand that governments encourage the use of public transport by improving service quality, keeping fares low, providing free public transport where possible, and introducing policies to reduce car use.

We demand that governments redistribute income from busier routes to cross-subsidise other routes that benefit vulnerable groups, for example by increasing access to transport for low-income neighbourhoods. They should do this through public ownership and subsidies.

We demand that the jobs created by the expansion of public transport are decent jobs, with policies in place to encourage women's employment and integrate workers providing informal transport services. Governments can do this most easily if ownership and operation of public transport is public.

We demand that operators and governments work with trade unions to achieve these aims.

3

GUARANTEE DEMOCRATIC ACCOUNTABILITY IN THE PLANNING, DEVELOPMENT AND FUTURE OF PUBLIC TRANSPORT

Private companies running public transport services are not accountable to the public. Contracts with private companies are often agreed behind closed doors, with very little transparency. Successfully managing and monitoring these contracts with private companies, especially large multinational corporations, is difficult and this makes it hard to hold these companies accountable.

We demand that decision-making around routes is based on people's needs, rather than private profit. Keeping services in public hands gives governments the flexibility to make changes depending on public need, rather than having to pay to update contracts with private companies.

We demand the involvement of representatives of users, workers and civil society at every level of decision-making to ensure that services are planned and operated in a way that meets the needs of diverse social groups.

We demand that governments establish mechanisms by which users, workers and civil society can participate actively in policy and decision-making in relation to public transport. These should include representation of trade unions, passenger groups and other civil society organisations in transport authorities and decision-making structures related to public transport. These structures may involve voting, public meetings and surveys on major decisions related to planning, financing and operations.

We demand that public transport operators include representatives from trade unions and passenger organisations as members of their boards of directors in proportions that allow for real decision-making power. They may also establish advisory structures to involve outside experts and civil society, such as environmental organisations.

We demand that public transport operators engage in regular bargaining and consultation with trade unions on working conditions, safe operations and workplace inequalities, including barriers to employment for women and other underrepresented groups.

We demand that employers recognise and utilise workers' knowledge, skills and experience through these structures.

WE DEMAND PUBLIC FINANCING

Financing public transport means investing in the environment, our communities and future generations. Public transport is a universal right and has to be given high priority by politicians. However, financing of public transport, as well as other vital public services, faces enormous deficits. This happens in a world awash with so-called idle capital. It is therefore not a lack of resources we face, but a lack of public resources.

The situation is created by politics, a neoliberal policy based on tax cuts for the

rich, and austerity policies and privatisation of the public sector. The concentration of wealth in private hands, we were told, would make it possible to mobilise private sector investments into public services through privatisation and PPPs, more efficiently than the public sector itself. This model has failed. What we have seen is that private investors are 'risk averse' and concerned about revenue streams and returns on investment. The needs of the public, and the environment, have little effect on investment decisions that see profit as the primary objective.

Public financing is the best means of guaranteeing that funds are fairly allocated and more sustainable. Well-planned investment today can avert unsustainable and unplanned costs in the future. To make private financing profitable, networks must be fragmented, costs must be cut, and spending must be reduced. Decent work, fair fares and safety are the first victims of underinvestment.

The challenges we face in public transport can only be met through a planned and coordinated approach. The model of financing must be seen in a wider context – of democratic control, mobility equality, public good, progressive and redistributive tax policies and decent work. There must therefore be public investments, and not private finance or PPPs. With this in mind, we make the following demands for the public financing of public transport:

4

PRIORITISE INVESTMENT AND DEMOCRATIC ACCOUNTABILITY IN PUBLIC TRANSPORT

Public transport is dependent upon government funding and therefore reflects general budgetary decisions and fiscal policies. We demand progressive and redistributive taxation, and measures to combat tax evasion, as a central means to raise funds for public transport.

The upfront costs of public transport systems can be considerable, but this is far outweighed by the social, economic and environmental benefits of public transport. Improvements in public health, shortened commuter times, wider access to mobility and reduced emissions raise productivity and improve the quality of life for millions of people. Given the climate emergency, the costs of not investing more in public transport are too high not to take action. We demand that governments prioritise investment in public transport to benefit everyone in society.

We demand that governments establish mechanisms by which users, workers and civil society can participate actively in policy and decision-making in relation to the prioritisation and financing of public transport, and to ensure there is financial transparency.

5

PROMOTE PUBLIC FINANCE MODELS

We demand that local and national governments look for opportunities to fund public transport through Public-Public Partnerships (PuPs), which are based on solidarity rather than profit seeking. PuPs are the collaboration between two or more public partners to improve the capacity and effectiveness of one partner in providing public services. A common way to initiate PuPs are city to city, or country to country, partnerships. PuPs are peer relationships forged around common values and objectives, and they have offered a vital funding opportunity in other public services

We demand that local and national governments use cross-subsidies across public services to mobilise finances for public transport. This provides a common form of funding for public services that cannot be paid for by passenger fares alone.

We demand that governments earmark revenue income from other taxes such as road, fuel or construction taxes, as a strategic way to guarantee continuous funding for public transport.

Employers benefit from public transport, therefore we demand that they contribute to it either through a special tax on the number of workers they employ or by subsidising their employees' public transport routes.

Climate finance is another emerging funding stream for public transport. We demand that these funds are used to promote public transport and energy democracy, and are not used to reinforce the political and economic models that caused climate change.

We demand that local governments consider participatory budgeting, which can also lead to the improvement of basic services, increased tax revenues and reduced tax evasion. This enables local people to increase democratic influence over municipal budgets, ensuring public spending is in line with community interests.

6

CONSIDER FARE-FREE PUBLIC TRANSPORT

Fare-free public transport increases public transport usage and reduces private car journeys, with corresponding improvements to everyone's quality of life. With the removal of fares, social exclusion, inequality and transport poverty can be tackled. Making public transport free increases access to mobility and reduces congestion and harmful emissions. Passengers become 'climate protectors'. With no fares, public transport is no longer seen as a commodity, but as a common good like other public services, such as parks, cycle paths, streetlights, libraries, health and education.

We demand that governments consider making public transport fare free either

permanently, on certain days (for example when air pollution is high) or for certain groups of users, such as children or older people.

We demand that governments guarantee the livelihoods of public transport workers during any transition to fare-free public transport and there must be assurances around alternative public finance models and the prioritisation of investment in public transport.

WE DEMAND DECENT WORK

There are millions of public transport workers across the globe. The most visible workers are those who drive vehicles and work at transport hubs and stations. There are many more hidden workers, providing services in the micro economy that surrounds public transport. Achieving decent work in public transport promises huge benefits for the community and local economy. However, decent work does not come by itself, either in private companies or in public entities. Even though the profit motive undermines working conditions, neoliberal policies also have clear negative effects. In recent years many formal jobs have become increasingly precarious. The existence of strong and powerful trade unions with the right to organise and strike are the best way to defend workers' interests, regardless of the legal status of their employers.

The way that public transport is structured by policy and regulation is a decisive factor in shaping the experience of the workforce, and in determining the quality of services. Neoliberal economic policies have led to the privatisation of public transport services – either through PPPs in service operation, or through liberalisation and deregulation. In cities across the global south, this has led to the establishment of powerful private interest groups providing informal public transport services. Through the following demands

these problems can be overcome and public transport can become an engine for decent work:

7

INTEGRATE DECENT WORK AS A CENTRAL OBJECTIVE OF SUSTAINABLE PUBLIC TRANSPORT

Public transport is strategically important in the economic and social life of cities. This means that trade unions must contest power in the public sphere where decision-making takes place, not just in the workplace.

Decent work recognises that the contribution public transport makes to the economy includes the creation of thousands of jobs for local people. It links citizens to their place of work, education and family. In cities in the global south, informal provision of public transport services supports a whole micro economy that provides work to thousands of men and women who are unable to access the limited opportunities for formal employment.

Working poverty drives informal public transport services. Informal work is often disguised, exploitative and fails to meet minimum human rights standards. Decent work challenges this by creating formal jobs that offer a fair, secure income; safeguards the safety and health of workers and passengers; and provides access to social protection. We demand the creation of decent work as a central objective of a sustainable, public transport system. Furthermore, we demand effective labour inspections as key to guaranteeing this.

Decent work also includes equality of opportunity and treatment, prospects of personal development, recognition of work and having your voice heard. We demand that decent work is an objective of sustainable public transport, based on full freedom of association rights as the most effective mechanism to defend the interests of the workforce.

8**CONNECT QUALITY JOBS FOR QUALITY SERVICES**

There is an interdependence between the quality of public transport jobs and the quality of public transport services. The men and women who work in public transport best understand how the ways that the workforce is employed impact on the quality of services provided.

We demand that governments create a social model of public transport that enables quality jobs and quality services to go hand in hand. Public ownership and direct management of public transport operations means that safety and quality are the priority, with no external interests coming into play.

We demand that governments respect the right of public transport workers to organise and bargain collectively with employers, and to enter into consultation and negotiation with local and national government policy makers and transport planners.

9**REGULATE EMPLOYMENT IN INFORMAL PUBLIC TRANSPORT**

The regulation of employment is an essential element of reforms to benefit poor people and formalise informal public transport services, and is fundamental to achieving decent work in public transport. It is necessary in order to safeguard the safety and health of workers and passengers and to promote gender equality in public transport.

We demand that governments regulate employment to tackle many of the service quality problems endemic to informal public transport services, including unsafe driving and overcrowding. The lack of regulation of informal work creates opportunities for corruption and extortion, further undermining the service quality and the role of government.

We demand that this regulation happens at the beginning of any process of formalisation, because it enables a 'just transition' for the workforce in reformed services. Regulated employment enables a sustainable shift of jobs from the informal to the formal sector as employers are brought into regulatory and legal structures. The resulting tax revenues can help fund and sustain the shift from informal to formal work. Moreover, it turns the workforce into an ally of those who wish to formalise public transport, and removes barriers to further formalisation.

We demand that governments strengthen regulation of vehicle owners and route associations. Strong government commitment is needed to hold employers to account, and address corruption that may defend entrenched interests and exploitative practices.

10**INVOLVE INFORMAL WORKERS IN THE FORMALISATION OF PUBLIC TRANSPORT**

We demand that local and national governments involve trade unions, organisations of informal workers, associations of microenterprises and other informal public transport stakeholders, in a democratic process to formalise and modernise public transport.

We demand that governments give informal workers access to financial, organisational and technological support. Worker-led change promotes the interests of poor people. The men and women who work in the informal public transport industry have the best understanding of the day-to-day reality of service operation. We demand action to change the unsustainable distribution of income, costs, risks and responsibilities in informal public transport services, which turns unsafe driving and overcrowding into economic survival strategies.

WE DEMAND GENDER EQUALITY

Public transport plays an important role in the lives of women. However, it remains a male-dominated sector. This is evident in women's employment in public transport, but also in the values that are embedded in its structure and provision, including pricing and route planning. Research shows that there are gender differences in access to mobility and use of public transport stemming from differences in the social and economic roles of women and men. However, public transport policy is mainly planned and decided by men.

The expansion of public transport is vital to provide women with safe, affordable, equal access to their place of work, public services including education, childcare and healthcare. Therefore, this allows women's empowerment via progressive participation in economic and public life, and facilitates engagement with a wide range of rights - including the right to work and rights at work, the right to education, the right to healthcare, and the right to political participation.

Public transport can only be gender responsive if there are women employed in the industry at every level. It is essential to create decent and secure work opportunities in the sector, which both attract and retain women and challenge occupational segregation. In order to achieve all of this we make these demands:

11

STRENGTHEN WOMEN'S EMPLOYMENT AND PROMOTE DECENT WORK IN PUBLIC TRANSPORT

As in other transport sectors, there is significant gender-based occupational segregation in public transport, including over-representation of women in informal employment. Gender stereotypes persist,

which can be expressed as negative attitudes about women's abilities and suitability to work in public transport. In practice this is exhibited in differences in the status and conditions of the jobs done by women and men, with women more likely to be in jobs that are lower paid and more precarious.

With the expansion of public transport there are potential employment opportunities for women, including the chance to shift from precarious or informal work into formal work. We demand that governments adopt policies that assist women into employment. To assist this, we demand that employers support women of all ages to access training, retraining and other measures like mentorships.

There are many issues for women working in public transport, for example lack of maternity rights, long working hours, poorly designed vehicles and uniforms, wage inequality and inadequate facilities. We know that these issues can have an impact on women's employment in the sector. Lack of safe access to bathroom facilities and appropriate personal protective equipment (PPE) can have a substantial impact on the health, safety and dignity of public transport workers, with significant additional impacts for women. We demand the provision of equal facilities and working conditions for women and men. For example, if there are no separate toilet facilities for women this sends a clear message about how women are seen in the workplace.

Strengthening women's employment in public transport therefore needs to be broader than just a focus on recruitment. We demand that employers address all elements of the ILO framework 'Women's career cycle in the transport sector', including attraction, recruitment and selection, retention, career interruption, re-entry, work-life balance, caring responsibilities, and the realisation of decent work.

12**END VIOLENCE AGAINST WOMEN
TRANSPORT WORKERS**

Physical and non-physical violence is a widespread issue in public transport for both women workers and passengers, and remains a powerful barrier to women's equality in society. In particular, sexual harassment, violence and a fear of violence is a major barrier to mobility for women. Furthermore, there is a strong link between gender-based violence and gender-based occupational segregation in the transport sector (something that has been acknowledged by the ILO in its transport policy brief), and the impact of domestic violence also affects women in public transport.

We demand that governments guarantee an environment of 'zero tolerance' of all gender-based violence, and adopt legislation to protect women in the workplace. We demand that employers implement effective workplace responses and preventative measures through collective agreements, education and training, and proven mechanisms for investigation and responding to complaints, as well as the provision of paid leave for workers affected by domestic violence.

If governments and employers do not address the reality of gender-based violence, any interventions to increase women's employment in public transport will be undermined. We demand that issues for women working in public transport are addressed as a priority, because this will make public transport more attractive and safer for all.

13**INTRODUCE TECHNOLOGICAL CHANGE
IN A WAY THAT ADVANCES GENDER
EQUALITY**

The introduction of new technologies brings potential benefits and risks for women's employment in public transport. For example, women are often at the sharp end of automation as their jobs in ticket sales and customer service functions may be particularly at risk. However, technological changes in vehicle operation may improve the job of driving for women, and digital employment platforms can provide flexible transport work that is appealing to women workers. However, there are issues with equal access to vehicle ownership and technology, as well as how to ensure decent work, including employment status. Women working in the gig economy also face a higher threat of violence and harassment. Public transport unions play a significant role in ensuring that technology produces benefits for workers and society, and does not further enhance existing inequality. We demand that governments and employers guarantee that women benefit from the new jobs that technology creates in public transport, by ensuring they have the necessary skills, and this should be achieved through the provision of training if necessary.

14**INVOLVE WOMEN WORKERS IN PUBLIC
TRANSPORT DECISION-MAKING**

Women's needs as public transport users are often prioritised over the needs of women as public transport workers. The two aspects intertwine, and women public transport workers should not be forgotten.

We demand that governments involve women public transport workers in public transport policy decision-making and planning (including early consultation on all new

public transport infrastructure, introduction of technology and expansion of public transport) in order to ensure that gender impact assessments are undertaken and that specific issues for women are addressed. We demand that women workers have access to adequate information on social and labour rights and protections, including rights as trade union representatives.

WE DEMAND MORE WORKER CONTROL OF TECHNOLOGY

Digital technology is beginning to affect all areas of public transport. Alongside physical infrastructure, cities are paying technology companies to develop a digital infrastructure underpinning the provision of urban transport. This digital infrastructure should be publicly owned, and its design and use should take workers' interests into account. Achieving this demands that workers be informed, consulted and can negotiate the design and application of digital technologies.

Technological change always has social costs as well as benefits. Historically, technology has been used to reduce the cost of labour for the employer. Technology cannot be divorced from the issue of power, because whoever has power can decide what technology is developed and what it is used for. Digital technology produces data. When applied to the workplace, data describes workers and the operations they carry out. This information makes those who control it more powerful. Data therefore tilts the balance of workplace power towards management, but also the balance of economic power towards technology companies. Technology is therefore a social, as well as a workplace, issue.

Increased digitalisation is creating data that can be used to measure, but also to monitor and control. This has an impact on working conditions by increasing management control. Digital technology also allows workers to be

replaced or moved location, and for labour processes to be restructured around making labour cheaper. Better data on work processes allows employers to select new work processes to be outsourced without any loss of control.

Society is voluntarily creating ever more data by using privately-owned digital platforms. Many cities are contracting private companies to develop 'smart city' models based on combining this data with workplace data in order to 'optimise' the city. Transport workers will increasingly find that data will be used to condition their lives both as workers and citizens. Digital technology could allow the creation of a two-tier transport system, with public transport relegated to a secondary status behind on-demand services, for example.

Technology has the potential to allow for more worker control over conditions and hours. Some technologies can also eliminate dangerous or boring tasks. Data could also be used to plan and model transport so as to minimise its environmental impact. The problem is that data is being socially created, but appropriated by technology companies for private gain. Without more democratic control, technology will vastly empower management and companies to the detriment of workers and society. It can also exacerbate gender discrimination and gender-based occupational segregation.

As unions we can embrace technology and innovation that modernises and improves public transport: we want to breathe cleaner air and we want reliable, safe services for ourselves and our families. We want urban transport as a social service that reflects local diversity. We want to resist efforts to degrade and cheapen work under the guise of 'innovation'. We believe that governments should endorse the ILO's recent call for a Universal Labour Guarantee, which would protect workers during the process of digitalisation.

If trade unions campaign to win the demands listed here, workers stand to benefit from technological change. The basic principles underpinning the fair use of technology are: information, consultation, participation and negotiation.

We demand that governments, regulators and operators enshrine the following demands into laws, regulations and procedures:

15

PUBLIC OWNERSHIP OF DIGITAL INFRASTRUCTURE FOR THE COMMON GOOD

Digital technology is increasingly intertwined with the physical infrastructure of public transport. Without public ownership this technology will be used to reduce labour costs, and it will transfer ever greater amounts of information about cities and workers to private companies who are not accountable to the inhabitants of those cities. We demand that governments provide subsidies for cities to develop their digital capacity. We demand that regulators establish controls that ensure the use of public data, including transport data, only for the public good. These regulations should define the public good beyond just the cost of services, for example by ensuring working conditions are also considered. We demand that cities establish data and new technology councils to monitor the use of technology across public transport.

16

CONSULT AND NEGOTIATE ABOUT TECHNOLOGICAL CHANGE

We demand that workers are provided with timely information when the employer is considering a new technology, as well as details about the technology. Workers should be consulted and involved in the discussions around the technology and its necessity. Its introduction should be negotiated with

trade unions. Unions must have the right to demand an independent impact assessment of new technology, including a gender-impact assessment. Any change to the structure of the work process, including outsourcing, should be consulted and negotiated with trade unions. We demand that transport operators create a joint technological change committee with unions.

17

CONTROL OF BENCHMARKING, MONITORING AND SURVEILLANCE TECHNOLOGY

The combination of cameras, microphones, sensors (in machinery, tools and equipment), biometric data, and GPS tracking allows management unprecedented information and control of work processes. They remove worker privacy and eliminate the social aspect of work, with negative impacts on mental health by increasing feelings of isolation. At the moment, this data is being used to automate discipline, intensify work, and create unreasonable workloads with a serious impact on working conditions and quality of life. We demand that unions and employers agree for what purpose workplace data can be gathered and used, as well as agreeing standards and norms for performance in various activities. Employers should not collect data from personal phones, and they should communicate with workers in ways that avoid the use of personal equipment. We demand that data collected on workers is held in publicly-owned servers with strict limits on what it can be used for.

Much of this technology is bought off-the-shelf, without any consideration for local regulations or conditions. We demand that employers provide training on Benchmarking Monitoring and Surveillance (BMS) technologies and their use, including their role in increasing the safety of workers. Workers should have the right of access to any workplace data concerning them.

18

CONTROL THE USE OF ALGORITHMS AND DATA BANKS

Digitalisation is creating vast amounts of data, much of it voluntarily provided through social media and apps. Algorithms can use this data to create probabilities for many things (often called artificial intelligence). If applied to the workplace it could be used to identify workers' likely social, political, or organisational affiliations, and then target them in order to undermine working conditions and stability of employment. We demand that governments ensure that the use of this type of social data is strictly controlled. Algorithms must enshrine corporate and personal responsibility for ill use, ensuring legal redress for the negative impacts on individuals or groups of people.

Some forms of algorithm can use images and other data to make predictions about the likelihood of illness, for example. Workplace surveillance or monitoring data could be used to prevent the hiring, or expedite the firing, of individuals. We demand that unions have access to the algorithms being used in the workplace, and understand the criteria they are using to 'make decisions'. Workers should be able to ensure that such algorithms abide by regulations on working conditions, and can flag violations. To achieve this, companies must ensure that this information is accessible to unions through technological change committees.

Sometimes algorithms are applied across a network of contractors and suppliers. These often contain criteria that affect labour conditions without explicitly controlling them, for example by defining minimum targets. We demand that governments regulate these algorithms to ensure that trade unions have access to them to ensure that this does not occur.

19

REGULATE MOBILITY AS A SERVICE (MaaS)

MaaS aggregates information from multiple transport providers into a platform that allows users to plan journeys across modes of transport, from trains to bicycles to ride-hailing to walking. These systems are often built on the basis of data from public transport authorities provided free of charge. The effect is to create hybrid transport systems that combine scheduled, on-demand and free services. Depending on how they are set up, they can create competition between service types based on cost, to the detriment of working conditions.

We demand that public transport authorities recognise the value of the data they are transferring to private operators. They should try to develop publicly-owned and controlled alternatives. Private operators wishing to be integrated into the service should be required to pay a fee and sign up to a set of commitments around the use of technology and labour conditions. The data collected by these 'integrators' should be held locally, and its use controlled.

We demand that local governments consult both the public and workers on the design, implementation and regulations around MaaS, and include labour and social impact assessments.

20

REGULATE ON-DEMAND PLATFORMS AS PUBLIC TRANSPORT OPERATORS

On-demand transport platforms, like Uber, are integrating public transport into their apps in some cities. In some cases, these companies do not classify themselves as transport operators in order to avoid regulation and taxes. They also misclassify their workers as self-employed in order to increase profits and avoid regulation. In a number of cities, workers and unions have been challenging

Uber in the courts to win recognition as employees. We demand that national and local governments regulate on-demand transport platforms to ensure that they are considered transport operators that employ drivers and pay taxes. Workers for on-demand companies must have the right to minimum hours, minimum pay rates, insurance, sick pay and the right to appeal algorithmic decisions. We demand that employers also be required to provide in-car alarms and emergency response teams to support driver safety.

On-demand transport has a role to play as part of integrated public transport services. But without regulation these services can divert better-off passengers from public transport, and increase emissions, congestion and pollution.

21**FACILITATE JOB MOBILITY AND PROVIDE TRAINING FOR WORKERS**

The introduction of new technology changes the skills workers need, and can result in job losses. Deskilling is a big concern for workers losing tasks to automation. We demand that employers provide retraining for workers to take advantage of new technologies and ensure that as few as possible lose their jobs. This training should be free, and should consider the specific needs of women workers. It should ensure that workers gain the qualifications necessary to work in the digital workplace.

Where jobs are lost, we demand that workers, particularly women and older workers, have the right to redeployment within and across employers. Redeployment rights should consider jobs mostly done by women. Workers nearing retirement must be guaranteed decent pensions.

22**USE AND SHARE DATA FOR THE COMMON GOOD**

We demand that the vast amount of data now available is used to improve the transport system and not to make a private profit. For example, data on workers' access to sanitation should be used to enable the provision of safe and clean toilet facilities in the places workers need them most. At the moment, it is unclear what data is being collected, what it is used for and where it is stored. Data governance should protect individual and collective rights, controlling how data is collected, used, stored and anonymised. We demand that data storage and analysis be part of 'the commons' and managed by communities and serve the public good. Governments and employers should inform workers and passengers about what data is collected and guarantee access to the data.

23**REDUCE WORKING HOURS AS PRODUCTIVITY RISES**

Digitalisation creates data that can lead to greater efficiency. The combination of better information about processes, the automation of some tasks and the use of BMS technology to intensify work rates can help raise productivity and reduce costs. Workers pay a high price for this if the balance is towards the use of BMS technology. The data produced by workers helps 'train' the technology that can later be used to replace them. We demand that local and national governments enact legislation that ensures workers are compensated for these factors with reduced working hours at full pay.

24

REGULATE REMOTE CONTROL AND TRIALS OF DRIVERLESS TECHNOLOGY

The mass introduction of driverless technology in road passenger transport lies in the future. Many experts question its feasibility and it faces immense technological, social and regulatory barriers before implementation. For most drivers today and into the future the biggest impact will come from BMS technologies.

Nevertheless, the shortcomings in autonomous technology can be largely compensated for by a human operator. Advances in communications technology, such as the introduction of 5G mobile internet connections, could make remote operation of vehicles like buses, trolleybuses and trams feasible. Buses could be partially automated, and drivers could have access to multiple screens and data from sensors inside and around the vehicle. The introduction of remote operation would remove drivers from buses and transfer them into offices. It could enable cheaper operating costs by moving drivers to cheaper locations.

We believe that public transport has a social role and that a human presence on the vehicle is essential to this and to passenger safety. If remote operation develops, we demand that governments ensure that operators of remote vehicles are qualified, familiar with the relevant urban environment and work from within it.

WE DEMAND TRANSPORT AND ENERGY DEMOCRACY

If we act now, there is still a chance of stopping dangerous climate change. Bold policies are needed, and they must be adapted to specific national and city contexts. Expanding public transport is an essential part of the fight against greenhouse gas emissions (GHG) and climate change. The upfront costs of such an expansion can be considerable, but the social, economic and environmental benefits of public transport far outweigh the costs.

The ITF's 'reduce, shift, improve' model to lower transport-related emissions involves three main approaches: (a) reducing the movement of people; (b) shifting the ways in which people move, away from high-carbon to low-carbon modes of transport; (c) improving our use of both existing and new methods and technologies to promote energy efficiency.

Transport-related emissions are rising faster than any other sector. Efforts to slow down emissions have failed. Almost three quarters of transport-related emissions come from road transport, which means that CO₂ generated from cars, trucks, and motorcycles must be a policy priority. Private vehicle ownership is rising, and only 0.2 percent of the 1.2 billion vehicles on the world's roads are electric. Public transport is increasing, but too slowly to stop the rise in emissions or to meet the needs of a rising global urban population.

Rising private vehicle ownership poses a major challenge to the fight against transport-related emissions and climate change. Governments must enact robust policies to seriously reduce private vehicles in public spaces. This is needed to reduce emissions and congestion, and to create space (both economic and physical) for the growth of modern public transport systems.

Affordable public transport is the only real alternative to the private car. All of this makes the following demands an urgent priority:

25**GUARANTEE A 'JUST TRANSITION' FOR TRANSPORT WORKERS**

We demand that governments guarantee a 'just transition' for workers in the existing transport sector and ensure that the transport workers of the future enjoy decent pay and conditions as well as employment stability. If transport-related emissions are to be reduced, many new jobs need to be created. Furthermore, the creation of new, green jobs in transport must be linked to national employment policies, in line with ILO convention 122 and recommendation 169. Governments and employers must fully engage transport workers in both the formal and informal transport workforce in the planning and implementation of these expanded public transport systems. Workers who drive taxis and minibuses today have the knowledge, skills and experience to help design and staff the new public mobility services of the future.

26**ADOPT A 'WHOLE ECONOMY' APPROACH TO REDUCE TRANSPORT EMISSIONS**

Reducing emissions from transport will only be part of a successful energy transition if emissions in other key sectors (electrical power generation, industry, buildings, food and agriculture, and more) are also reduced. It also allows us to ask questions about the role of transport in our lives, how transport systems take shape, and how they are controlled. Therefore, we demand that government policy is based on solutions that take effect at the very heart of the global economy and will have a major impact on our way of life.

27**SUPPORT THE ELECTRIFICATION OF PUBLIC TRANSPORT**

There has been an unjustified and unrealistic emphasis on electric cars providing the solution to decarbonisation, while there has not been enough investment in the electrification of public transport. Electric cars charged using renewable energy can help meet transport needs in the future, but much greater emissions gains are possible from the electrification of public transport fleets, including bus rapid transit (BRT) services.

The shift to cleaner, greener, electric public transport will require a considerable increase in power generation. We demand that the electrification of rail and buses is a top priority for governments and employers, as is expanding their use. There is also a role for electric taxis (including on-demand taxis) for first and last mile connections to public transport hubs. When electrification is applied with the decarbonisation of the electricity supply, through a massive expansion of renewable energy, big gains in emissions reductions can be achieved.

28**WORK FOR ENERGY AND TRANSPORT DEMOCRACY**

While renewable energy generating capacity is increasing each year, overall energy demand continues to grow even faster, and therefore the use of fossil fuels continues to rise. Market-focused approaches are impeding further advances and breakthroughs. We demand that governments guarantee the faster development of renewable energy sources to support the decarbonisation of transport.

Transport unions have a visible stake in the struggle for energy democracy and public renewable power. We demand that governments subject both the power sector and the transport sector to more democratic participation and public ownership, so that the decarbonisation of both sectors can proceed unhindered in a planned and coordinated way, with a guaranteed 'just transition' for workers.

Developing the infrastructure and services needed to develop public transport will create jobs. For example, large numbers of charging stations will be needed, and these should be public. Their deployment could be under community-level control. We demand an integrated, 'public goods' approach, which is essential to the future of both sectors.



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