6. Consider neighborhood only if it is inevitable and make sure new housing settlements are close to markets and employment centers.

7. Involve beneficiary women and men through community-based organizations (including women’s groups) in determining housing designs and locations, and incorporate their various preferences and needs.

- Avoid a housing design that would unnecessarily add to women’s domestic work (e.g., earth floors or over-reach of doors).
- Consider a housing design that will provide women with adequate space and facilities, i.e., work space, storage, and lighting for house-based income-generating activities; provide electrical outlets in cooking areas to allow for the possible use of electrical appliances in the future (this may encourage families to save money for the purchase of labor-saving devices).

- Design simple house plans that could easily be expanded for incremental housing improvements.
- Promote community-based savings and credit organizations to give the urban poor and women access to small loans for incremental housing improvements.

Urban Transport (Mass Transit Systems)

Gender Issues

- Women’s needs are often the main users of public transport; and (vi) better markets and employment; (iii) improve mobility and save time and money; (iv) provide easier and faster access to social services; (ii) provide opportu-

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- Consider separate buses or sections for female passengers, and separate female carriages on rail services.
- Consider whether the steps are too high for women to climb onto buses and whether the handrails are too high for women to reach, and make space for children, baby carriage, and shopping bags.
- Ensure walkway, bus stops, and surrounding areas for security and safety.
- Ensure separate male and female toilets at bus and rail stations.
- Separate separate seating spaces at stations, especially in some cultural contexts.
- Assess affordability of transport services and multimodal ticketing.
- Consider bus and train schedules that meet needs of both men and women during both peak and off-peak hours.

- Employ female transport workers—drivers, ticket collectors and issuers, and station attendants.
- Consider targets and quotas.

Capacity Building and Project Management

Gender Issues

- Institutional capacity to plan, manage, implement, monitor, and evaluate gender-inclusive urban development projects is weak in most development agencies. To achieve gender-equality results in development, government agencies and their partner institutions in project implementation need to integrate gender-responsive measures in their planning to ensure women can effectively participate in and benefit from development programs.

- Gender-Responsive Design

1. Gender-responsive physical design features and gender-responsive planning of mass transit rail or bus infrastructure systems can improve transport service accessibility, safety and security, convenience, and affordability.

- Consider separate buses or sections for female passengers, and separate female carriages on rail services.
- Consider whether the steps are too high for women to climb onto buses and whether the handrails are too high for women to reach, and make space for children, baby carriage, and shopping bags.
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- Consider targets and quotas.

- Infrastructure and Service Delivery

Gender Inclusive Urban Development

- Gender-responsive urban planning can contribute to gender equality and women’s empowerment in significant ways through: (i) accessible and affordable gender-sensitive urban and rural transport; (ii) better sanitation, waste disposal, electricity, transport, and housing; (iii) security of tenure; (iv) affordable infrastructure and services for water supply and sanitation; (v) gender-sensitive planning of mass transit rail or bus transport services; and (vi) better markets and employment opportunities through formal and informal labor market activities of both men and women in growing urban neighborhoods.

- Ensure accessibility and affordability of basic services such as water supply and sanitation, electricity, waste disposal, transport, and health care.

Economic Development

- Women as engineers and technicians, sanitation managers, system operators, and bill collectors.
- Promote both skilled and unskilled women’s access to employment in infrastructure-construction, operation, and maintenance work with decent working conditions; set targets or quotas and compliance clauses in civil works contracts for adherence to core labor standards.

Framework for Gender Issues in Urban Development

- Access and affordability of services
- Technology choice, location, and pricing options
- Women’s participation and representation in decision-making bodies
- Safety and security issues
- Clean environment and better health
- Employment and entrepreneurship opportunities
- Land, property, and asset ownership

Environment and Service Delivery

- Gender-responsive physical design features and gender-responsive planning of mass transit rail or bus infrastructure systems can improve transport service accessibility, safety and security, convenience, and affordability.

- Consider separate buses or sections for female passengers, and separate female carriages on rail services.
- Consider whether the steps are too high for women to climb onto buses and whether the handrails are too high for women to reach, and make space for children, baby carriage, and shopping bags.
- Ensure walkway, bus stops, and surrounding areas for security and safety.
- Ensure separate male and female toilets at bus and rail stations.
- Separate separate seating spaces at stations, especially in some cultural contexts.
- Assess affordability of transport services and multimodal ticketing.
- Consider bus and train schedules that meet needs of both men and women during both peak and off-peak hours.

- Employ female transport workers—drivers, ticket collectors and issuers, and station attendants.
- Consider targets and quotas.

- Gender Inclusive Approaches in Urban Development

Urban Development Planning and Design

Gender Issues

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Zoning and Land Use Planning
Consider zoning and land use planning that offers poor households security of tenure close to informal markets and employment centers. If relocation of households is inevitable due to infrastructure construction, consider locating new housing developments with better access to water and sanitation facilities, transport, and security services and close to markets or manufacturing centers. Consider promoting tertiary businesses, and regularizing labor contracts for civil works to lower labor costs with equal wages.

Physical Safety and Security
• Collect less disaggregated data on safety and security.
• Consider issues of privacy and safety for water and sanitation facilities.
• Provide street and lane lighting, pavements, and streetcars in urban settlements.
• Provide links with local police units for safety and security.
• Consider conducting “violence against women” surveys, safety audits, and exploratory walk tools.

Capacity Development
• Train local authorities in gender-inclusive urban planning and programming.
• Improve capacity of women’s groups and informal neighborhood networks in urban planning and decision-making processes.

Urban Water Supply and Sanitation
Gender Issues
Water and sanitation services are critical for poverty reduction, particularly for women and girls, as (i) they reduce the drudgery and heavy workload for women and children in the home, community, storage, and treatment; (ii) release girls from the social stigma attached to school attendance; (iii) improve the health and well-being of women and children through reduced waterborne diseases; (iv) reduce women’s caring activities due to health improvement of the family; and (v) reduce women’s time poverty, enabling them to spend more time on income-generating activities, community development initiatives, social obligations, and leisure. Women also have opportunities to become active agents of change in the water and sanitation sector in their communities through leadership and membership in water users’ associations, sanitation committees, and waste disposal management committees, as they can contribute to critical decisions affecting their lives.

Gender-Responsive Design
1. Consider women’s needs in accessing water points; take women’s preferences on technology and infrastructure into consideration.
2. Provide links with local police units for safety and security.
3. Include women in decision-making (including communal toilet blocks, technology, location, financing, and maintenance).
4. Address affordability concerns among low-income households and those headed by women.
5. Target groups, particularly those living in slums and informal settlements, for equitable tariff structure. Analyse what connection fees, pricing, payment methods, equipment, and maintenance arrangements best fit the needs of the community.
6. Identify specific roles and set targets for women’s participation in water users’ associations and water and sanitation committees.
7. Adopt policies for equal training opportunities for men and women; training for 20% of each in system operation and maintenance, water source protection and water quality monitoring and testing, meter calibration, and public and personal hygiene awareness.
8. Consider government incentives (e.g., grants and scholarships) to train female engineers and water technicians.
9. Include women in water supply and sanitation services by introducing ways to make utilities accountable for gender inclusiveness and responsiveness:
   a. Establish customer service departments targeted at women-consumer groups.
   b. Establish sex-disaggregated consumer databases.
   c. Target women’s groups for hygiene, sanitation, and efficient water use awareness programs.
   d. Include women in public consultations on water connection charges and pricing.
   e. Provide female targets or quotas for new recruits in utilities (e.g., customer service, meter readers, water quality testing) including more women in management.
   f. Subcontract to women’s self-help groups for meter reading, billing, and collection.
   g. Involve more women in operation and maintenance and in setting service standards (build waste collection, transport, etc.) and billing.
   h. Involve women in the planning, design, and location of services.
10. Promote gender-responsive good governance by including women in local decision making:
   a. Empowering women to key leadership positions in urban governance structure, e.g., town and ward committees and mutual management committees, trade associations, user associations, water user committees, ward health committees, and slum improvement committees.
   b. Ensuring women’s representation in financial management (reviewing tariffs and user fees) and in budget and lender committees.

Urban Governance
Gender Issues
Urban governance is more than just operation and maintenance of infrastructure and urban services. It is also civic engagement and demand creation of all stakeholders in decision making. Women and men have different interests and roles in terms of infrastructure and services regarding water supply and sanitation, transport, and housing. Women’s lack of participation or low representation in decision-making processes related to urban services and maintenance means their needs and priorities are rarely considered in urban planning and investments.

Gender-Responsive Design
1. Support meaningful participation of women and men in urban governance by identifying community needs and priorities through baseline surveys, consultations, and community-based awareness-raising campaigns.
2. Promote gender-responsive good governance by including women in local decision making:
   a. Empowering women to key leadership positions in urban governance structure, e.g., town and ward committees and mutual management committees, trade associations, user associations, water user committees, ward health committees, and slum improvement committees.
   b. Ensuring women’s representation in financial management (reviewing tariffs and user fees) and in budget and lender committees.

Urban Housing and Housing Finance
Gender Issues
While women have access to land and housing, they often do not have property rights and control over resources, which limit their ability to make decisions about housing and their decision making power on housing location and design. They also lack access to income-earning activities and (iv) access to credit and housing finance.

Gender-Responsive Design
1. Collect information on men’s and women’s legal rights to land and property, and inform women about their rights. Introduce ways to increase women’s voice in local decision making and implementation through campaigns and community consultations.
2. Provide joint titles for households and wives in all housing developments.
3. Encourage secure tenure or ownership for both women and men. Land tenure can stimulate the building of extensions where women can operate small enterprises and earn income.
4. Consider mixed-use zoning (residential and commercial allowances in low-income housing settlements) to promote women’s home-based enterprises.
5. Instead of relocating poor households to new sites, consider in situ relocation of the city’s poor settlements through urban Renewal (in situ relocation by granting land titles to those with marketable property, and land titling for husbands and wives) and provide better access to water, sanitation, transport, and security services in the area.
Urban Water Supply and Sanitation

Gender Issues

Water and sanitation services are critical for poverty reduction, particularly for women and girls, as these (i) reduce the drudgery and heavy workload for women in the household, including water collection, storage, and treatment; (ii) release girls from the burden of water collection, allowing them to potentially attend school; (iii) improve the health of women and their children through reduced waterborne diseases; (iv) reduce women’s caring activities due to health improvement of the family; and (v) reduce women’s time poverty, enabling them to spend more time on income-generating activities, community development initiatives, social obligations, and leisure. Women also have opportunities to become active agents of change in their communities through leadership and membership in water users’ associations, sanitation committees, and waste disposal management committees, as they can contribute to critical decisions affecting their lives.

Gender-Responsive Design

1. Consider women’s needs in accessing water points; road locations, and location of facilities; and child safety.
2. Consider women’s preferences on technology, community taps or pumps, household connection, and water quality.
3. Design water infrastructure to be women-friendly, e.g., hand pumps or taps they can operate easily.
4. Include women in the supervision of well construction.
5. Prioritize location choices for water supply and sanitation facilities that reduce the heavy work burden of women and girls, and consider their needs for privacy and security.
6. Involve women in decisions on latrine design (including communal toilet design), technology, location, financing, and maintenance.
7. Address affordability concerns among low-income households and those headed by women.
8. Consider field observations, drawings, and interviews for equitable tariff structure. Analyze water connection fees, pricing, payment methods, service delivery, and maintenance arrangements best fit the needs of men and women.
9. Identify specific roles and set targets for women’s participation in water users’ associations and water and sanitation committees.
10. Improve water supply operations and services by introducing ways to make utilities accountable for gender inclusiveness and responsiveness:
   - Ensure customer service departments target women-consumer groups.
   - Establish sex-disaggregated consumer databases.
   - Target women’s groups for hygiene, sanitation, and efficient water use awareness programs.
   - Include women in public consultations on water connection charges and pricing.
   - Provide field guides or unjust to new users in utilities (e.g., customer service, meter readers, water quality testing) including more women in management.
   - Subcontract to women’s self-help groups for meter reading, billing, and collection.

Urban Governance

Gender Issues

Urban governance is more than just operation and maintenance of infrastructure and urban services. It is also civic engagement and direct participation of all stakeholders in decision making. Women and men have different priorities and needs in terms of infrastructure and services regarding water supply, sanitation, transport, and housing. Women’s lack of participation or low representation in decision-making processes related to urban services and maintenance means their needs and priorities are rarely considered in urban planning and investments.

Gender-Responsive Design

1. Support meaningful participation of women and men in urban governance by identifying community needs and priorities through baseline surveys, consultations, and community-based awareness-raising campaigns.
2. Promote gender-responsive good governance by centering both, to give women and men more employment and income-earning opportunities.
3. Strengthen the capacity of women’s community-based organizations or nongovernmental organizations and civil society partners to mobilize women in advocating for their needs and priorities, and holding service providers accountable in providing safe, reliable, and affordable services.

Urban Housing and Housing Finance

Gender Issues

While women have access to land and housing, they often do not have property rights and control over resources, which limit their ability to make power on housing location and design, productivity and income-earning activities, and (iv) access to credit and housing finance.

Gender-Responsive Design

1. Collect information on men’s and women’s legal rights to land and property, and inform women on urban governance structures, e.g., town councils, and urban and municipal authorities.
2. Provide joint titles for husbands and wives in all housing developments.
3. Encourage secure tenancy or ownership for both women and men. Land tenure can stimulate the building of extensions where women can operate small enterprises and earn income.
4. Consider mixed-use zoning (residential and commercial allowance in low-income housing settlements) to promote women’s home-based enterprises and community consultations.
5. Instead of relocating poor households to new sites, they can be integrated into the city’s core areas in situ by relocating (granting land titles to those with maintenance fees and lots) to land titles to those with maintenance fees and lots) to provide better access to water, sanitation, transport, and security services in the area.

Urban Governance

Gender Issues

Describe the role of urban governance in the context of all stakeholders in decision making. Women and men have different priorities and needs in terms of infrastructure and services regarding water supply, sanitation, transport, and housing. Women’s lack of participation or low representation in decision-making processes related to urban services and maintenance means their needs and priorities are rarely considered in urban planning and investments.

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Physical Safety and Security
- Consider issues of privacy and safety for water and sanitation facilities.
- Promote access and visibility for women and men to water and sanitation facilities.
- Encourage safe access routes for women and men, particularly for women who must travel alone at night or in remote areas.
- In urban areas, consider incorporating physical barriers such as fences or gates at entrances to urban water and sanitation facilities, particularly in areas with higher crime rates.
- Promote the use of indoor toilets and showers as they offer greater safety and privacy for women.
- Consider incorporating security features such as cameras, lighting, and emergency response systems into new water and sanitation infrastructure.
- Promote the use of mobile applications or hotlines that women can use to report incidents of harassment or violence.

Gender-Responsive Design
- Consider women’s needs in access to water and sanitation facilities, and how these needs intersect with their care responsibilities.
- Incorporate gender-responsive design principles into urban planning and decision-making processes.
- Consider ways to make urban spaces more safe and supportive for women, such as incorporating gender-responsive design into urban planning and decision-making processes.
- Promote the use of indoor toilets and showers as they offer greater safety and privacy for women.
- Consider incorporating security features such as cameras, lighting, and emergency response systems into new water and sanitation infrastructure.
- Promote the use of mobile applications or hotlines that women can use to report incidents of harassment or violence.

Water and Sanitation
- Water and sanitation services are critical for poverty reduction, particularly for women and girls, as (i) they reduce the drudgery and heavy workload for women and girls, (ii) they contribute to better health and hygiene, (iii) they improve the quality of life for women and girls, and (iv) they reduce women’s caring activities due to health improvement of the family; and (v) reduce women’s time poverty, enabling them to spend more time on income-generating activities, community development initiatives, social obligations, and leisure. Women also have opportunities to become active agents of change in the water and sanitation sector in their communities through leadership and membership in water users’ associations, sanitation committees, and waste disposal management committees, as they can contribute to critical decisions affecting their lives.

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Urban Governance
- Gender Issues
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Gender-Responsive Design
- Support meaningful participation of women and men in decision-making by identifying community needs and priorities through baseline surveys, consultation, and community-based awareness-raising campaigns.
- Promote gender-responsive good governance by promoting women’s participation in local decision-making by (i) choosing women to key leadership positions in urban governance structure, e.g., town and ward committees and management committees; (ii) forming female-focused and gender-responsive good governance capacity building and outreach activities; (iii) involving more women in operation and maintenance in and setting service standards; (iv) involving women in the planning, design, and location of services; and (v) involving women in operation and maintenance in and setting service standards. RI.
- Gender Issues
- Urban Housing and Housing Finance
- Gender Issues
- While women have access to land and housing, they often do not have property rights and control over resources, which limit their access to affordable services.
- Gender-Responsive Design
- Collect information on men’s and women’s legal rights to land and property, and inform women about their rights and the process for registering and securing property rights.
- Promote gender-responsive good governance by promoting women’s participation in local decision-making by (i) choosing women to key leadership positions in urban governance structure, e.g., town and ward committees and management committees; (ii) forming female-focused and gender-responsive good governance capacity building and outreach activities; (iii) involving more women in operation and maintenance in and setting service standards; (iv) involving women in the planning, design, and location of services; and (v) involving women in operation and maintenance in and setting service standards. RI.
Consider resettlement only if it is inevitable and make sure new housing settlements are close to markets and employment centers.

7. Involve beneficiary women and men through community-based organizations (including women’s groups) in determining housing designs and surrounding areas for security and safety.

6. Consider resettlement only if it is inevitable and make sure new housing settlements are close to markets and employment centers.

5. Avoid a housing design that would unnecessarily restrict women and men to traditional gender roles and prevent mobility.

4. Promote gender-sensitive physical design features and gender-responsive planning of mass transit rail or bus infrastructure systems to improve service accessibility, safety and security, convenience, and amenity.

3. Design simple house plans that could easily be expanded as household income grows.

2. Promote community-based savings and credit associations so that poor households and those headed by women, with possible quotas and affordable down payment, repayment, and collateral requirements.

1. Consider separate buses or sections for female passengers, and separate female carriages on rail services.

Gender Issues

Women and men have different needs and constraints (i.e., work space, storage, and lighting for home-based income-generating activities; provide electrical outlets in cooking areas to encourage unskilled or informal women and men to apply for housing franchises.)

7. Involve beneficiary women and men through community-based organizations (including women’s groups) in determining housing designs and surrounding areas for security and safety.

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Capacity Building and Project Management

Gender Issues
Institutional capacity to plan, manage, implement, monitor, and evaluate gender-sensitive urban development projects is weak in most development agencies. To achieve gender-equality results in development, government agencies and their partner institutions in project implementation need to integrate gender-responsive measures in their project designs. Projects should ensure women can directly participate in and benefit from development programs.

Gender-Responsive Design
1. Gender-responsive physical design features and gender-specific planning of mass transit rail or bus infrastructure systems can improve transport service accessibility, safety and security, convenience, and affordability.

- Conspicuously provide electrical outlets in cooking areas (i.e., work space, storage, and lighting for home-based income-generating activities); and
- Provide electrical outlets in cooking areas to allow for the possible use of electrical appliances in the future (this may encourage families to save money for the purchase of labor-saving devices).

- Encourage uneducated or illiterate women and men to apply for housing finance. For housing finance applications, establish criteria to apply for housing finance.
- Include gender-equality issues in sector policy, procedures, and operations manuals.

- Encourage separate areas for women and men, and designate dedicated restrooms and toilets for women, and women and men together.

- Ensure accessibility and affordability of basic services such as water supply, sanitation, waste disposal, electricity, transport, and housing. 10. Safety and security for all genders in urban areas: (i) women have increased access to and control over personal property; (ii) safety of women is enhanced; (iii) violence against women is reduced; (iv) safety and security of the elderly and disabled; (v) safety and security of markets and employment centers.

- Encourage women to participate in and benefit from development programs.

Urban Transport (Mass Transit Systems)

Gender Issues
Women experience different needs and constraints and are affected differently by transport services. Well-designed, gender-responsive urban transport services can improve women’s access to education, health, and social services; (i) provide water and other basic services to markets and employment centers; (ii) improve mobility and save time and labor; (iii) encourage gender equality and reduce women’s work burden; and (iv) increase returns with higher usage uptake as women are the main users of public transport; and (v) better respond to demand for all users, both men and women.

Gender-Responsive Design
1. Gender-responsive design features and gender-specific planning of mass transit rail or bus infrastructure systems can improve transport service accessibility, safety and security, convenience, and affordability.

- Conspicuously provide electrical outlets in cooking areas (i.e., work space, storage, and lighting for home-based income-generating activities); and
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