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Partnerships to Improve Access and Quality of Public Transport

Partnerships to Improve Access and Quality of Public Transport

A Case Report: Faisalabad, Pakistan

Atta Ullah Khan
assisted by Wajid Hassan

Edited by M. Sohail



Water, Engineering and Development Centre
Loughborough University
2003



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Section 1

Profile of the city

1.1 Background

Faisalabad previously known as Lyallpur, after the name of the then Lt. Governor Sir James Lyal, was established as a *mandi* (market) town in 1895 as part of a programme of colonization in West Punjab. The town was meant to provide the farmers with a place to sell their produce and to purchase the necessities of life. It was planned over an area of 110 acres to accommodate 20,000 people. The British planners designed the centre of the town like the Union Jack, with the famous Clock Tower (*Ghanta Ghar*) at the confluence of eight bazaars. The population of Lyallpur was estimated at 70,000 in 1941, which went up to 179,000 immediately after partition in the year 1951. The city grew at a very rapid pace during the first two decades after independence. Various past studies have used different estimates of growth rates in order to make population projections. In the Faisalabad Structure Plan it was predicted that the population would grow at the rate of 4 per cent per annum after 1991. A recent traffic study used a growth rate of 4.25 per cent, which agrees with the average growth rate of the urban population in Punjab Province. The 1998 Population Census recorded a figure of 1,977,246 residents within Faisalabad's municipal limits. However, it is estimated that the urban conurbation, which extends beyond municipal limits, might easily contain 2,800,000 people. The present population within the municipal limits is around 2.2 million, with an average household size of 7.68 persons. Thus the total households in the city are 286,182. Intercensus population trends from 1941 onward are given in Table 1.1 on page 2.

While at the time of independence there were five industrial units in Lyallpur, there are now hundreds of modern textile, engineering, chemical, food processing, hosiery, and carpet, printing and pharmaceutical units. The growth of industry was perhaps encouraged by a policy of non-interference by the municipal administration. As a result, in present day Faisalabad there are no restricted zones for either industries or residences. Power loom units and factories of other sorts can be found operating next to expensive residential bungalows, for example.

The authors observe that a mixed type of land use prevails in the city, and it is obvious that very little planning control and/or incentives in support of rational physical development are exercised. The major industrial and commercial areas of the city have been aligned along the trunk roads. Another major component of the city is the institutional land use that includes, for example, the Agricultural University and Ayub Research Institute.

Table 1.1. Population growth rates, 1941–2002 [1]

Year	Population	Growth rate (%)
1941	69,930	-
1951	179,000	9.85
1961	425,240	9.03
1972	825,344	6.19
1981	1,104,209	3.32
1991[2]	1,642,704	4.05
1998	1,977,246	2.68
2002[3]	2,197,880	2.68

1. Reference: Vol: Land Use and Socioeconomic Studies: Traffic Studies in Faisalabad, Faisalabad Development Authority, March 1997
2. Estimate made by M/s NESPAK.
3. Projected

There are three types of communities:

a) Colonies: planned developments which apparently accounted for 60 per cent of the total city population;

b) *Katchi abadies*: houses developed in an unplanned manner on land occupied illegally by squatters; and

c) Slums, which are developed on private land without the municipal authority's approval.

The central business district (CBD) is located within the circular road and has traditionally been the commercial and business centre of the city. Physical growth has been concentrated in the north and the east of the city, with pockets of industrial use interspersed with residential development to the south and east of the Lahore-Faisalabad rail line. Mixed residential/commercial development dominates the remainder of the city with high densities of activity in central areas.

Table 1.2 demonstrates the land use distribution in Faisalabad according to a survey conducted in 1996. The total area within the new municipal boundaries is 12,064 hectares. The distribution of land to various uses has changed since 1985 due to the extension in municipal boundaries. It is evident that at present the residential area, as expected, occupies the largest proportion of land (46.5 per cent). After residential use, a large percentage of land is under agricultural use (34.44 per cent). The land use map of the city is shown in Map 1.1.

Due to industrialization in 1930, and as a result of the unprecedented influx of refugees in 1947, along with the declaration of Faisalabad as industrial zone in 1951, urban growth multiplied at much faster rate in the wake of these periods. These events attracted people from other parts of the country and from surrounding areas. Thus the practice of unplanned shantytowns began in the city, firstly around the major industries and later in

Table 1.2. Land use distribution, 1996 [1]

Land use	Area (in hectares)	%
Residential areas[2]	5608	46.49
Commercial areas[2]	256	2.31
Industrial areas[2]	609	5.05
Educational areas	441	3.65
Open spaces	196	1.62
Public buildings	476	3.94
Graveyards	104	0.86
Agricultural areas	4154	34.44
Major roads	219	1.81
Total area	**12063**	**100.00**

1. Reference: Vol.: Land Use and Socioeconomic Studies: Traffic Studies in Faisalabad, Faisalabad Development Authority, March 1997
2. Includes minor roads and streets

other areas, especially on state land and other lands belonging to government organizations such as the railway, Auqaf, the Irrigation Department etc. With the passage of time these settlements became a prominent feature of the city. The socioeconomic and physical condition of these *Katchi abadies* was very poor. Structures were mostly *katcha*, very small, dilapidated/deteriorated and had no sanitation. These shanties were mostly located in low-lying areas, hence were a nuisance not only to their own residents but also to the whole city. The life in these *abadies* was miserable and their residents were living in highly substandard conditions.

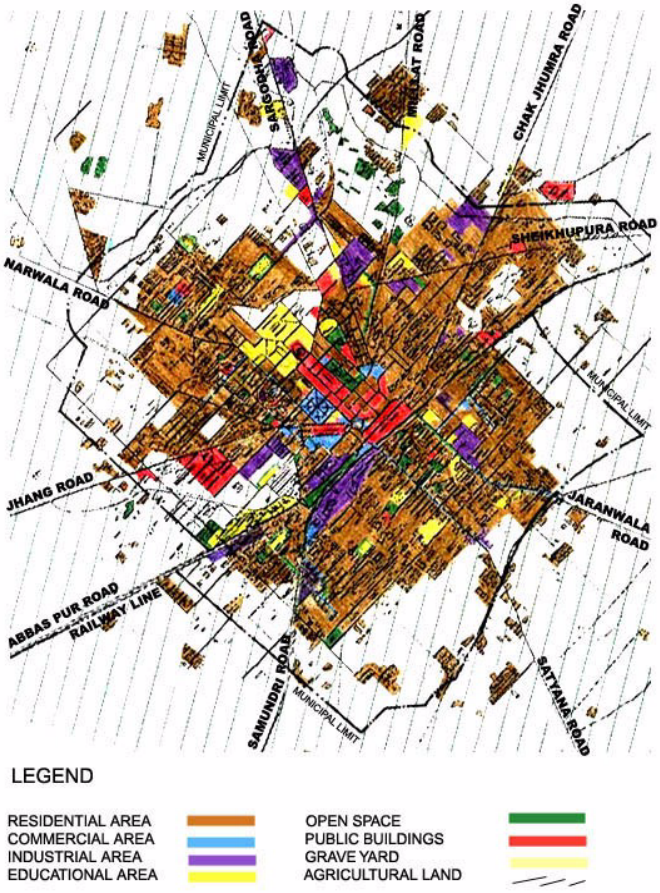
1.2 Economic characteristics

1.2.1 Household incomes

According to a recent survey covering household monthly income distributions in Faisalabad, it is evident that about one third of households fall into low-income groups (i.e. below Rs.3000 per month). Another one third of the population belongs to the lower middle-income group (i.e. Rs.3001 to Rs.5000). About 15 per cent of households are in the middle-income group, while nearly 12 per cent belong to the upper middle-income group. Slightly more than 8 per cent earn a high income. The citywide average monthly household income is approximately Rs.5500.

1.2.2 Vehicle ownership

Vehicle ownership trends in Faisalabad are shown in the following table. It is evident from the table that given the poor economic condition of the people, the ownership of bicycles dominates. The next highest figures are for motorcycles and then cars. There is only one car, one motorcycle and one bicycle per 74, 15 and 9 people respectively. People also have multiple vehicle ownership.



Map 1.1. Faislabad: Land use map

Table 1.3. Vehicle ownership, 2002 [1]

Type of vehicle	Total number of vehicles	Ratio with respect to households	Ratio with respect to people
Car	29,390	one car per 9.7 households	one car per 74 persons
Motorcycle	138,366	one motorcycle per 2 households	one motorcycle per 15 persons
Bicycle	238,188	one cycle per 1.2 households	one cycle per 9 persons
Other vehicles	2,632	one other vehicle per 108 households	one other vehicle per 829 persons

1. Reference: The above table is based on the 1996 study named: Traffic Study in Faisalabad. The number of vehicles is calculated proportionately based on the present population

1.3 Social structure

The largest age group in the population of the city is children under 10 years (33.6 per cent). More than 26 per cent fall in the age group of 11 to 18 years. The working age group (18 to 60 years of age) is about 33 per cent. The remaining 6.8 per cent of the population is that of elderly people. More than 54 per cent of the population is illiterate; the level of education in males is higher than in females.

The members of the population who are earning are few compared to the dependent; only 26 per cent of the total population is actively working. The majority are businessmen and the self-employed, followed by labourers and government/private sector employees. This indicates that, due to the industrial base, most job opportunities are in the industrial and commercial sectors.

The total population living in the slums and *katchi abadies* is around 35 per cent. The following table indicates the socioeconomic attributes of the residents of a typical *katchi abadi*, as a representative of a poor area, in Faisalabad:

Table 1.4. Socioeconomic attributes of a *Katchi abadi*, 1996 [1]

Household size	6.92
Average income per month	Rs.3,535
Occupation:	
• Working persons per household	1.5 %
• Skilled labour	4.01 %
• Semi-skilled/unskilled labour	58.49 %
• Govt./ private employees	37.50 %
Housing:	
• Owned/ leased	81 %
• Rented/ others	19 %
• In-house water supply	92 %
Social attributes:	
• Literacy rate in males	42.81 %
• Literacy rate in females	24.07 %

1. Source: Urban Governance and Poverty Alleviation in Faisalabad, Pakistan: 1997, Atta Ullah Khan (processed)

1.4 Habitats of the urban poor

According to the decision of the democratic government, elected under the umbrella of Martial Law, there were 40 *katchi abadies* (with the criteria of having 40 houses on 23rd March 1985), in Faisalabad. These *katchi abadies* had an area of about 590 acres and comprised 27,228 housing units that accommodated 1,85,900 people. Map 1.2 shows the location of the *katchi abadies*. Evidently, these are spread all over the city, as state land was available to squat on in all directions. A department at provincial level, named the Directorate General *Katchi Abadies,* was set up to co-ordinate the work of the *katchi abadi* improvement programme launched throughout the province. Funds were provided to the concerned department, that is, to the Faisalabad Development Authority (FDA) in Faisalabad. The work of physical improvements, such as the laying of sewers, brick paving streets and providing electricity was completed as a top priority. In this way the living conditions of the residents of these settlements have improved reasonably given the conditions of their existing physical environment. It would be of worthwhile to mention the different strategies adopted to improve these settlements, which are summarized below.

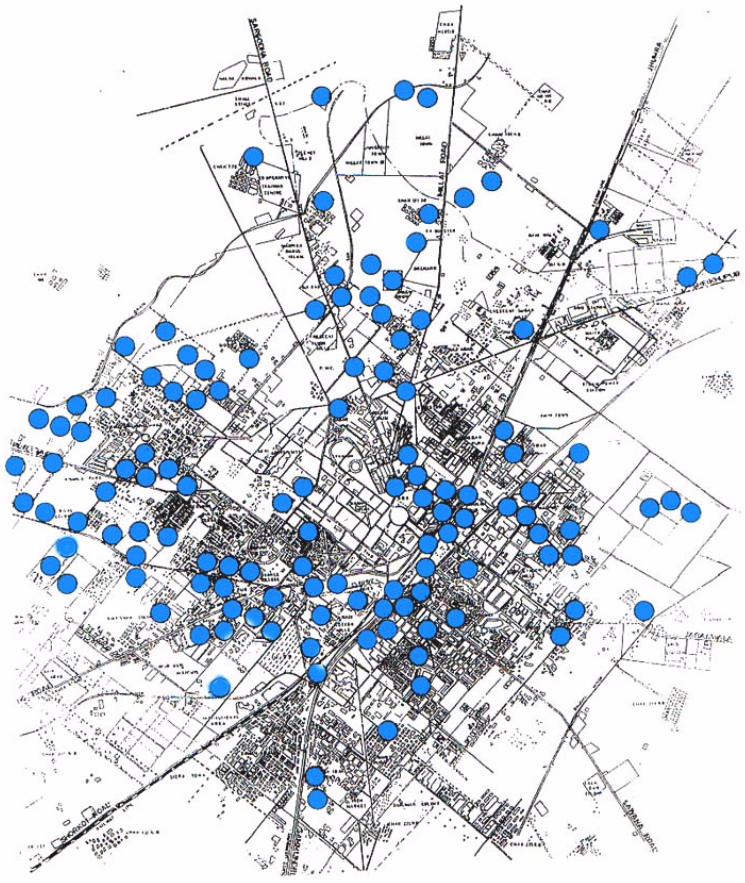
1. Settlements that were not situated in low-lying areas and had better circulation, should be improved/upgraded at the same site.

2. The factory area *katchi abadi* must be demolished completely and redeveloped in situ after proper planning and designing.

3. Such settlements, which were developed haphazardly in low-lying areas, should be shifted elsewhere.

4. Settlements having less than 100 houses must not be touched. (This threshold was later lowered to 40 houses).

On the basis of the above broad policies, the FDA launched a comprehensive programme of *katchi abadi* improvement in Faisalabad and, consequently, brought about a visible change in the living conditions of these residences.



Map 1.2. Location of *Katchi Abadies*

1.5 Urban spacial growth

There is no physical or natural barrier around the city. Thus spatial growth in any direction is not hindered. From the centre, roads are radiating in all directions and have encouraged development on all sides. The small amount of variation that there is in development is due to the fact that some roads, which are of regional importance, have attracted more expansion compared to others. The initial plan of the city consisted of 110 acres. On one side was the Civil Lines area accommodating government offices and bungalows. Initially the industries were set up far away from the residential areas. The land ownership was mixed, that is, it belonged both to the private and public sectors. Vacant land before

partition was available all around the circular road. Hence the refugees, besides occupying the residences vacated by migrating Hindus (to India), also squatted on state as well as private land. The phenomenon of squatting continued up to the mid-80s when the conveniently located pieces of land had become almost exhausted. Hence the *katchi abadies* are found all around the city nowadays.

The first master plan of Faisalabad City was prepared in 1968. Prior to that there was no tool for directing the growth of the city. However, the local municipal agency could not implement this plan in letter or in spirit due to vested interests and various political reasons. In 1976, a special agency, namely the Faisalabad Development Authority (FDA), was set up. Its mandate was to prepare a structural plan to provide housing, and lay infrastructure for transport and utilities such as a water supply and sewerage etc. However, the FDA spent 10 years preparing a master plan (structural plan), and even that was with little consultation with the Faisalabad Municipal Corporation (FMC), which was directly responsible for guiding growth in the city. Similarly, it took almost 10 years to prepare the necessary tools for building and development control, and to get them approved by the government. These controls are far more stringent compared to the FMC's respective regulations. Therefore, most developers in the private sector resorted to the FMC to avoid the FDA's strict development controls, as the jurisdiction between the FDA and the FMC overlapped. When the authors analyzed the city's growth, only 25 to 30 per cent of planned colonies were found. The rest was all informal/unapproved expansion. As a result, mixed and incompatible land uses prevail. Road links between main arterial roads are also missing. Consequently, all the traffic generated by residents along one arterial road that wishes to go to the next main road in same direction, has to travel all the way to the city centre and take almost a U-turn. This has not only lengthened journeys but has also increased the traffic load around the city centre unnecessarily.

Due to the lack of adequate development control coupled with encouragement of cottage and medium-sized industry by the government, industries have sprung up all around the city. As a result, the minimum unit of four power looms (the smallest viable size), as well as factories spread over tens of acres, can be found in every corner of the city. A formal industrial estate has been developed along one main road, but it is not fully occupied/ functional. Along Sargodha road, there is a comparatively greater concentration of industry. This is due to the industrial zone in the master plan being earmarked along this road. The other main concentration is along Sheikhupura road, the reason for this being convenience of transport. However, this mixed type of land use distribution is a blessing in disguise because work places have thus been created all over the city. This has contributed to job opportunities for unskilled and semi-skilled labour throughout the city. The home-to-work distances are short, therefore, traversed either on foot or bicycle. The skilled labourers who work in the textile industry are also benefiting from this feature, as they have to travel short to medium distances as well. However, the workforce with specialized skills has to travel long distances, which is only possible using public transport. The CBD of the city is geographically located right in the centre of the city in the real sense of the word. The government and corporate sector offices are located around the CBD. The farthest corner of the built up area is around 12 to 15 km from the city centre. All these factors determine the nature, volume, length and distribution of trips for work and shopping.

Section 2

Transport services in Faisalabad

2.1 Intercity transport system

In Faisalabad, the intercity transport facilities are provided by a bus/truck system, by rail and by air.

2.1.1 Bus/truck system

According to the traffic surveys conducted in 1995 by the Faisalabad Development Authority, there were at that time 4,498 buses and 418 wagons, which travelled to and from Faisalabad and other cities. The seating capacity of a bus is 52 and of a truck is 20. The usual occupancy for a bus is between 40 and 50 passengers and for wagons (trucks) it is over 20 passengers. This means as many as 180,000 people travelled daily by buses and 8,360 people travelled by truck in 1995. In Faisalabad there are over one hundred goods agencies that are operating truck services for collection and delivery of goods.

2.2 Urban public transport: the historic perspective

Punjab Road Transport Board first introduced urban transport in Faisalabad in 1962 with six Mercedes buses. These operated on a single route starting from the northernmost point of the then built up city, i.e. Ghulam Muhammad Abad, and going to and from Dhudi Wala, a village on the southern fringe. These buses used to pass along the circular road, and went to the then general bus stand and the railway station. By 1966–67, the fleet comprised 47 double-decker Leyland Buses. The routes spread to cover other parts of the expanding city and to cater for the commuters from its immediate fringes. These routes were: i) Ghulam Muhammad Abad to People's Colony via D-Ground; ii) Ghulam Muhammad Abad to Dhudi Wala via Kohinoor Mills; iii) Jhang Bazaar to the Airport iv); City Terminal to Gut Wala; v)City Terminal to Nalka Kohala; and vi) City Terminal to Jaranwala. The buses used to operate at intervals of 8 to 10 minutes. The fare then was 10 Paisas (One Rupee=100 Paisas), the maximum being 60 paisas (with increment of 10 paisa). The buses had a seating plus standing capacity of 75 people; however, up to 150 might travel during peak hours. The bus timings also coincided with the express train, leaving for Lahore in the morning and coming back in the evening, so that passengers from all over the city could arrive at or board from the railway station. The size of the fleet had increased to 113 buses by 1976–77, including 38 double-deckers. The fare was also increased in the meantime, while the operation continued on the above-cited routes. Citizens who used to use the service at that time recollect that through their number and routing these buses were perhaps covering the needs of the entire city as well as those of commuters from the immediately surrounding rural areas.

In 1977, the Punjab Urban Transport Corporation, which was an offshoot of the Punjab Road Transport Board, became an independent organization under control of the Federal Government with the sole purpose of providing urban transport facilities to Islamabad, Rawalpindi and Lahore. The Punjab Road Transport Board was left to continue with the operation on intercity routes only. However, in Faisalabad it continued its intra-city service, which operated very efficiently until 1980. Subsequently, the fleet was not augmented, maintenance became slack and the organization became subject to unionism, politics, pilfering and corruption. This culminated in the decline and ultimate demise of the operation by early in 1985.

The Punjab Road Transport Board and the Punjab Urban Transport Corporation were again merged to form a new organization, namely the Punjab Road Transport Corporation (PRTC), in 1985. In order to revive urban transport, 31 FIAT buses from Lahore and Islamabad were allocated to Faisalabad. The operation resumed on only two routes, which was the starting point way back in 1962. These newly allocated buses had already outlived their utility. The government was unable to pump in adequate funds to keep them running. Their maintenance became increasingly expensive, leaving no choice but to break them down for spare parts. The result was that buses on the roads continued decreasing. In 1989–90, the PRTC asked the government for funds of Rs.4 to 5 lakh per bus to undertake repairs and renovations. On getting no response from the government, the board of directors decided in September 1991 to auction the buses. There have been no buses on the roads of Faisalabad since then.

Concurrently, however, in 1983, under pressure from the public to augment government sector provision, the divisional administration requested some well-known transport companies to run buses for urban transport. With considerable effort about 50 buses were persuaded to operate on four routes. Subsequently, even this experiment failed as most of the operators gradually shifted their buses to lucrative intercity routes.

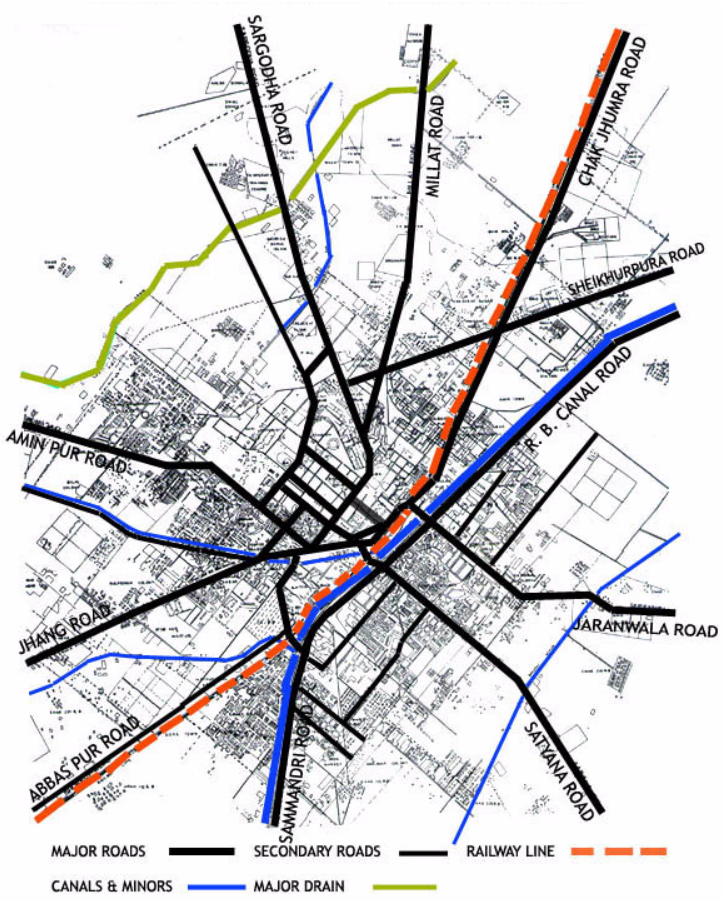
In the absence of organized urban transport, the void was filled by the influx of Suzuki loaders converted into wagons—commonly known as Suzuki pick-ups (with a seating capacity of ten). In view of the very loose control by the road transport authorities, the growth of these pick-ups was characterized by a lack of control of route permits or any other form of meaningful regulation on seating or fares. The result was that the public was treated like cattle, overcharged to the extent of being fleeced. Women and children were worst hit, as they had to fend for themselves while travelling amongst men. It was in 1988 that routes were formally aligned and permits granted to the Suzuki pick-up operators.

By 1992, about four hundred pick-ups were operating on the above routes. The routes were so mapped out that the entire city was covered, though at the cost of longer journeys for some passengers who were forced to travel in a zigzag pattern. With the inception and successful operation of FUTS, as detailed in Section 3, the number of Suzuki pick-ups has been reduced to the meagre figure of 54.

2.3 Transport-related physical infrastructure

The entire transport in the city is road-based. The original town established in 1898 had a clock tower as a central landmark. Eight roads/bazaars radiate from it aligned in the direction of main towns in the surrounding region and named after them. There is an inner crossroad named as Gole Bazaar and an outer crossroad called Circular Road. From

different points along the Circular Road, eight main roads, having a right-of-way of 110 feet, lead to the surrounding towns and cities (and beyond those to the headquarters of adjoining districts and the provincial capital, Lahore). Map 2.1, showing the road network in the city, is attached. There are no crossroads directly linking these main arterial roads. There is no so-called ring road either in the 15-kilometre-radius built-up area of the city. Up until recently, the intercity traffic had to pass through the inner circular road. However, a bypass, bisecting the main arteries at a distance of about 25 kilometres has now been constructed. It connects six out of eight main roads. This has facilitated the diversion of intercity traffic, thus reducing pressure on the city roads.



Map 2.1. Road network

There is one general bus stand from which intercity and intra-city private buses operate. The other stand is for air-conditioned buses and coaches meant for intercity transport. There is a government bus stand, which is now defunct as the government buses have ceased to operate. The fourth stand is the FUTS terminal, constructed recently, from where all the FUTS wagons operate. All these stands are being used as terminal points as well as providing interchange facilities.

Rehabilitation/improvement of roads has been carried out from time to time. FDA and the Highways Department undertook this work with funding provided by the government, while the FMC used its own resources for this type of development. However, a major effort in terms of road widening, proper surface drainage and improvements of crossings

has been in progress for the last three years. Main arterial roads have been improved by up to 75 per cent, while the remaining work is in hand. Major crossings have been redesigned, although the minor ones have yet to be completed. Footpaths along major roads in areas of concentrations of pedestrians have been constructed. However features important for public transport, such as bus bays, bus stops, waiting bays for turning and safe pedestrian crossings, have not been given any attention. Road dividers have been constructed to segregate traffic moving in opposite directions, but as yet no such segregation is planned for slow traffic (which is 20 per cent of the total traffic volume). Traffic signals have only recently been installed, and these only cater to the vehicular traffic. Signals and markings for zebra crossings have not been provided. Road signs to give directions or for safety are very few.

Despite those areas that have yet to be given attention, the above-mentioned features are contributing to the quality and access of transport for the users, including workers and general commuters in Faisalabad.

2.4 Transport-related businesses

2.4.1 Shops relating to the transport sector on different roads

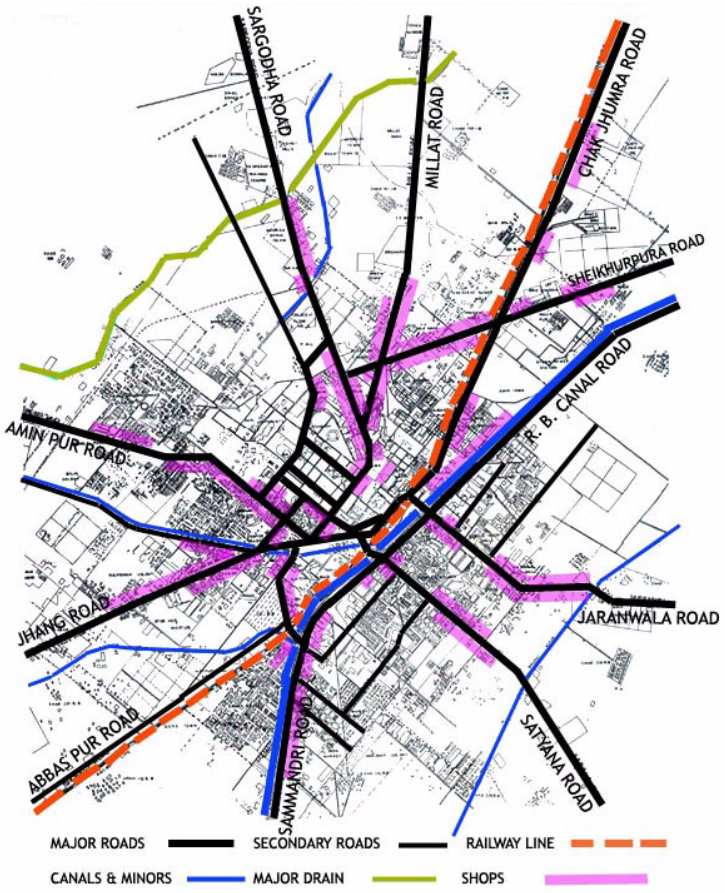
A comprehensive study has been conducted to ascertain the location and nature of shops relating to different modes of transport operating in the city. Most businesses relating to the transport sector are located along the main roads. Thus, for the purpose of the study, the city's main roads were surveyed. Some other major locations such as the general bus stand and areas with a concentration of transport-related businesses were also surveyed. Map 2.2 shows the location of transport-related services/businesses. In total, 894 shops of various kinds (spare parts, repairs, manufacturing, sale/purchase of vehicles etc.) were identified on the main roads of the city. Table 2.1 presents details according to the different roads. The maximum number of shops was identified along Sargodha Road. This is due to a second-hand spare parts market and workshops located on that road. Further details about the number of shops with respect to their nature is given in Annex A.

2.4.2 Nature of businesses

The nature of shops/businesses relating to the transport sector fell mainly into six categories, i.e.: spare parts; repairs; manufacturing; purchase and sale of vehicles; a mix of these four types; and goods agencies. Table 2.2 on page 7, gives details of the nature of shops. The maximum number of shops is in the category of repairs. These include from a very small shop dealing with bicycle repairs to a vehicle repair workshop. The second largest category is spare parts. Manufacturing of different parts is being carried out at very few locations. Again, the nature of manufacturing is limited to vehicle small parts, mainly the body parts. Purchases and sales of vehicles was also identified as a major activity in the city, but the small number of these shops in the table is due to the fact that most such businesses also handle repairs or other functions.

2.4.3 Businesses with respect to transport modes

Table 2.3 on page 8 gives the details of shops with respect to categories of vehicles. The survey revealed that the maximum number of shops/businesses relate to motorcycles. As motorcycle rickshaw is an improved form of the motorcycle that is used to carry passengers, so the shops relating to this mode have been included in the motorcycle



Map 2.2. Location of transport related services and business

category. The next largest number of businesses deals with bicycles, which are the most popular mode of transport for poor people.

2.4.4 Labour force involved

Table 2.4 on page 8 provides details of the labour force involved in these transport-related shops/businesses. The figures include owners, regular employees and wage earners. The largest number of jobs is in the category of shops/businesses that deal with the repair of vehicles. The average number of adults working on all categories of shops is almost same for spare parts and repairs, which is 2.4 people per shop. The average for sale/purchase shops is 2.8 people per shop, whereas the highest average, i.e. 3.4 people per shop, is in the manufacturing category.

Most businesses in this sector employ child labour. 299 out of the total 894 shops were identified as having no children working. Otherwise the average ranged from 1.1 to 1.6 children per shop. Further details about the number of shops with respect to number of adults and children are given in the table available in Annex I.

2.5 Modes of public transport

Various modes of transport operate (or have operated) in Faisalabad, including tongas, rickshaws, motorcycle rickshaws, Suzuki / Hilux pick-ups, intercity / urban buses,

Table 2.1. Number of transport-related shops on different roads

Name of road	No. of shops
Samandari Road	56
Satyana Road	71
Jaranwala Road	65
Canal Road	23
Chak Jhumra Road	74
Sheikhupura Road	63
Millat Road	70
Sargodha Road	146
Narwala Road	105
Jhang Road	128
Dijkot Road	21
Outside Karkhana Bazaar	19
General bus stand	22
Abdullah Pur coach station	11
Nazim Abad Road	20
894	

wagons and motorcars. A description of these modes is presented in this section, whereas the routes of different public transport modes are shown on Map 2.3. Table 2.5 on page 10 shows details of vehicles that have been in use at various points in time since 1975.

2.5.1 Tonga

This is the most common and perhaps the oldest means of transport in the urban areas. In the past it was the only means of transport available in the cities, and passengers used this service wholeheartedly. A study of municipal records reveals that in 1955 there were 63 tongas operating on the roads within municipal limits, having a population of 210,000. For an average distance of 5 km, 50 Paisas were charged. To regulate this service, the municipal agency designated eight different places as Tonga Stands, which were scattered throughout the city. These stands had roofs to protect against the scorching heat during the summer season and provided drinking water facilities for the horses. Up until the early 60s, this mode of transport was very popular, as there was no other option available for users.

The rickshaw service started in the city in mid-sixties. There were 25 rickshaws in the whole city at that time and there was a steady increase in this mode from then onward, reaching 4,350 in 1985. This number has frozen since then. The features of this service are quite different from those of other modes. Tongas were slow as compared to pick-ups

Table 2.2. Number of shops with respect to nature of business

S. No.	Nature of shop	No of shops	
1	Spare parts	227	227
2	Repairs	496	496
3	Manufacturing	7	7
4	Purchase and sale of vehicles	39	39
5	Both spare parts and repairs	67	
6	Spare parts, repairs and sale/purchase of vehicles	17	
7	Spare parts and manufacturing of parts	1	
8	Repairs and sale/purchase of vehicles	19	110
9	Repairs and manufacturing of parts	5	
10	Repairs, manufacturing and sale/purchase of vehicles	1	
11	Goods agencies	15	15
Total		**894**	**894**

and, therefore, passengers preferred the latter to save time and fatigue (caused by frequent jerks on the bumpy roads); the fares were almost identical. However, the pick-ups were operated on few routes and hence could not be used by a majority of passengers. The rickshaw service provided an option to travel at much greater speed and could be hired from any corner of the city. But the rickshaw's use was constrained due to the much higher charges for smaller distances. The main constraint on this mode was that it was supposed to be hired by a single passenger whereas the seating capacity is for two passengers. So this service was being used only in hours of urgency and on routes where there was no other choice of transport.

2.5.2 *Quingqui* (Motorcycle Rickshaw)

This is an indigenously developed mode of transport that has become popular in cities very recently. The motorcycle has been converted to a rickshaw with seating capacity for six passengers. As compared to the rickshaw, which is a chartered carrier with capacity of only two passengers, the *Quingqui* can accommodate six passengers while charging individually according to their stops on the routes. It is a motorized means of transport charging fares in line with tongas, but a much better and swifter means of transport. The fares are on a par with those of tongas, but it takes one-third of the time. Initially *Quingquis* were operating on the roads without registration. The government several times decided to ban this mode. However, considering the popularity it had gained among users, the Secretary Regional Transport Authority has allowed the issue of licenses and

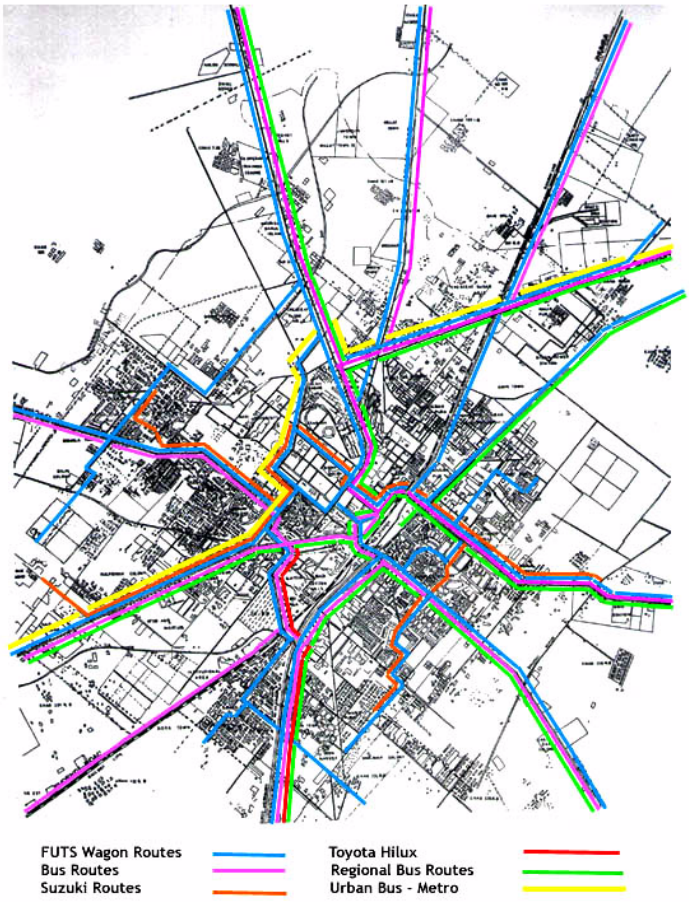
Table 2.3. Number of shops with respect to categories of vehicles

S. No	Category of vehicle	Number of shops
1	Bicycle	153
2	Motorcycle and Motorcycle rickshaw	299
3	Auto rickshaw	18
4	Car, jeep, Suzuki pick-ups	81
5	Wagons	26
6	Coasters	25
7	Buses	48
8	Trucks	31
9	Tongas	10
10	Combination of different motorized vehicles	203
Total		**894**

Table 2.4. Number of shops and the type of labour force

S#	Type	Number	Adults		Children (aged under 15)			Total number of people
			Total Number of people	Average people per shop	Number of shops not having any children	Number of children	Average children per shop	
1	Spare parts	227	542	2.4	110	154	1.3	696
2	Workshops / repairs	496	1181	2.4	123	427	1.1	1608
3	Manufacturing	7	24	3.4	2	8	1.6	32
4	Sale / purchase	39	111	2.8	19	30	1.5	141
5	Goods agencies	15	61	4.1	10	7	1.4	68
6	Others (mixed uses)	110	301	2.7	35	89	1.2	390
Total		**894**	**2220**	**2.5**	**299**	**715**	**1.2**	**2935**

the FMC is charging tax in line with rickshaw. Motorcycle rickshaws have established pick up points near major crossings. The coverage of a journey is about 3 to 10 kilometres, whereas the tongas only cover up to 5 kilometres. This mode is partially replacing the tongas and also the rickshaws to some extent. During peak hours it is a blessing for



Map 2.3. Transport routes

passengers who have to wait for long periods to get on a FUTS wagon. Quingqis have the potential to operate on the feeder links, which join the FUTS routes. However, currently they are operating only on the main roads due to the heavy demand for transport on these roads.

2.5.3 Suzuki pick-ups

The introduction of motorized modes of transport in the urban areas brought about a major change in the travelling behaviour of passengers. Now they were free to choose either a tonga or a pick-up. Initially this choice was limited to the very few routes where this service was available. However, with the passage of time, this service became very popular among users and keeping in mind the heavy demand, investors were attracted to this mode of livelihood. It goes without saying that on the routes where the pick-ups were operating, the popularity of tongas declined. As per official record, there were 1,614 pick-ups registered in Faisalabad city in the year 1995. The seating capacity is ten, but the operators take full advantage during rush hours and do not hesitate to pack passengers like sheep or goats. There were 30 routes up until 1995 allocated in the whole of city with an average length of 15 kilometres. The fare was between Rs.1 to Rs.3 for an average distance of two to seven kilometres. The average travelling speed is 13 km per hour. Since 1997 the fare has been increased. Now it is between Rs.2 to Rs.5. This service is being managed privately by the owners themselves or by the investors. The introduction of FUTS wagons since 1994 has reduced this mode considerably. Most of the operators have

Table 2.5. Historic trend with respect to various modes of transport[1]

Type of vehicles	Years								
	1955	**1960**	**1965**	**1970**	**1975**	**1981**	**1985**	**1996**	**2002**
Motorcycles/ scooters	155	258	1434	4574	13278	30720	70400	118523	138366
Motor cars	298	598	1283	2384	3262	3632	7880	24694	29390
Jeeps/ wagons	161	241	365	498	660	722	1753	3050	6109
Taxis	-	-	-	8	18	40	91	345	600
Rickshaws	-	-	265	562	1794	3142	7492	8000	8500
Delivery vans / Pick-ups	1	19	119	276	550	1102	2533	8865	13932
FUTS Wagons	-	-	-	-	--	-	-	650[2]	1130
Motorcycle rickshaw (*Quingqui)*	-	-	-	-	-	-	-	-[2]	5000

1. Source: Traffic Studies in Faisalabad, March 1997, FDA Faisalabad.
2. Source: The figure pertains to March 1996 as cited in Transport reviews Vol. 17, No: 2, March 1997, Public Transport Regulation Through a Government Organized NGO; The Faisalabad Experience in Pakistan, by: G. Abbas Anjum & John Russell

replaced pick-ups with wagons under the FUTS umbrella. At present there are only 54 Suzuki pick-ups operational on the routes. Details of Suzuki pick-up routes are given in Table 2.6 on page 11.

2.5.4 Intercity buses

Intercity buses operate from small towns located around Faisalabad at a radius of about 40 kilometres on daily basis. They are a very popular mode of transport for longer routes. The buses are very crowded during peak hours. It is notable that, as per their design, these buses have only seating and so cannot cater for standing passengers. As a result, the aisles are used for standing beyond their capacity. This means that many commuters have to stand for up to an hour and a half to reach their work places. This is a routine practice and the commuters have become used to this state of affairs.

There are nine main roads, which are used daily by the buses to transport the workers to their work places. These workers are of two categories: those who come from the towns where the buses originated, and the others who have to travel to those towns on foot or bicycle and then board the bus. The normal practice is that a bus remains standing at the bus stop until such time that it is filled to full seating capacity. Passengers without seats are asked to line up in the aisle and the remaining sit on the rooftop. The story does not end there, as passengers also cling on the ladder on the back as well as onto the door of these buses. One can well imagine the whole scene, which is a routine matter each day. The passengers resort to this practice because they know that if they miss the bus, they will be late for work and shall be marked as absent. These buses, when they reach the

Table 2.6. Suzuki pick up routes

Active routes	Routes Defunct Since 1996
Ghulam Muhammad Abad (GMA) to Waris Pura	Railway station to D-type Colony
GMA to Mansoor Abad	GTS Chowk to D- type Colony
GMA to Makkoana	GMA to Fawara Chowk
Punjab Medical College to Shadab Colony	Jhang Bazaar to D-type Colony
	Rail Bazaar to Wahge Wala
	Rail Bazaar to Nalka Khohala
	GMA to general bus stand
	Allama Iqbal Colony to general bus stand
	Rail Bazaar to Nishat Abad
	Jhang Bazaar to Nishat Abad
	General bus stand to Chak-253/RB
	Railway station to Tariq Abad
	Mansoorabad to People's Colony No. 1
	GMA to Mansoor Abad
	Narwala Chowk to Nalka Kohala
	GMA to Darul Ehsan
	Mana Wala to general bus stand
	Katcheri Bazaar to airport
	Katcheri Bazaar to Narwala Addah
	General bus stand to Chak-209
	General bus stand to Waris Pura
	General bus stand to Chak-232
	Gut Wala Park to Satiana Road
	Satiana Road to Allied Hospital
	Railway station to Chak 208
	Chowk Jhang Bazaar to Koukian Wala

urban limits of Faisalabad, also cater for the travelling needs of the urban workers. It is estimated that urban users on these buses constitute about 20 to 25 per cent of passengers.

The commuters pay Rs.20 for a round trip covering about 30 kilometres. The time taken for this distance is around one and a half hours. The most perplexing situation is that the buses are operated as per whims and will of the drivers / owners.

Table 2.7. Routes and volume of intercity buses [1]

Name of road	Name of route	Number of buses	Number of trips per bus per day
Jhang Road	Billoo More to Jhang Bazaar	23	2-3
Abbass Pur Road	Abbass pur to Jhang Bazaar	25	2-3
Sammundary Road	Dijkot to Jhang Bazaar	25	2-3
Satiana Road	Satiana Bungalow to bus stand	15	2-3
Jaranwala Road	Jaranwala to bus stand	40	2-3
Shikhupura Road	Shahkot to bus stand	20	2-3
Millat Road	To rail bazaar	16	2-3
Sargodha Road	Pul Dhingroo to rail bazaar	18	2-3
Narwala Road	Aminpur Bungalow to Narwala Chowk	63	1-2

1. Source: Secretary Regional Transport Authority, Faisalabad, 2002

2.5.5 Urban buses

The urban buses operate in the same manner as the intercity buses except that their points of origin are on the urban periphery. Their seating capacity is 50. The number of passengers on board, however, reaches 100 during peak hours, with the balance sitting on the rooftop or standing inside the bus. Urban buses operate on routes listed in Table 2.8:

Table 2.8. Routes and volume of urban buses [1]

Route	Vehicles
Ghulam Muhammad Abad (GMA) to Pul Dhingroo	32
GMA to Fawara Chowk	4
Jhang Bazaar to Billoo More	20
General bus stand to Khurian Wala	7
GMA to People's Colony No.2	2
Ayub Research Institute to Chak-188/RB	6
GMA to Makkooana	10
Total	**81**

1. Source: Secretary Regional Transport Authority, Faisalabad, 2002

2.6 Parastatal transport services

2.6.1 Transport for the employees

- Facilities provided by the government departments / institutions
  The city at present has numerous offices of government departments, the district government and major educational institutions. Some of these government departments / institutions are providing pick-up and drop-off facilities to their employees. Annex II gives details of the number and type of transport available for employees. There are 12 buses, three coasters and three Hiace wagons, which carry almost 2,010 employees per day (employees are picked up in the morning and dropped off in the afternoon). Facilities, which are available for general employees, are covered in this section only. The services available for the higher officers in the shape of cars/ jeeps etc. are in addition to the above stated facilities. These vehicles transporting employees operate only on the main roads. Most of the employees have to come to meet them on the main roads by using other private modes of transport.

- Facilities provided by private institutions
  Faisalabad has major industrial units in and around the city. Some of the industrial units are quite far (about 30 to 40 kilometres) from Faisalabad but they provide transport to their employees so that they can travel daily to and from their houses. Annex II shows the nature of services available for these employees (mostly for males and some for females) of private industries and institutions/offices. At present nine buses, one coaster and 64 Hiace wagons provide services and have a carrying capacity (both ways) of about 4,000 employees per day.

2.6.2 Transport for the students

- Facilities provided by the government educational institutes
  Faisalabad City has ample educational facilities. There are 13 degree-colleges for men, 11 for women, 31 intermediate colleges, 161 high schools, 154 middle schools and 495 primary schools in the city. There are also two vocational schools, one each for males and females. Besides, there are the co-operative training college, the College of Textile Engineering, the Government Commercial Training Institute, the Government Elementary Teachers Training College and the Punjab Medical College, which impart technical and professional training. There is a famous Agriculture University in Faisalabad, which is playing a leading role in the development and research of agricultural activities in Pakistan.

  Some of the major government educational institutes provide transport facilities to their students on major routes. In addition to the education institutes, some of the major government / semi-government departments also provide transport facilities to the children of their employees. Details are given in Annex II. In total, 45 buses and five coasters carry approximately 7,000 students (males and females) per day (including morning and evening trips).

- Facilities provided by private educational institutes
  Although the majority of people in the city are poor, but enough rich people also reside in the city. Due to the administrative status the city enjoyed from its very beginning, and the size of the city with enough rich people to support major private institutes, there are numerous well-reputed institutes operating in the city. Most of these institutes are administered privately, while some are run by the civil administration. These institutes are in the fields of general education, higher secondary, technology,

commerce and IT. These institutes charge high fees, but at the same time offer quality education. Similarly, these institutes also provide transport facilities for their students. Details of the institutes and their transport facilities are given in Annex II. In total, 21 buses, 15 coasters, 13 Hiace wagons and 10 Suzuki pick-ups carry more than 4,800 students per day (including morning and evening trips).

2.6.3 Transport for the health services

- Facilities provided by government institutes / hospitals
  The city has a district headquarters hospital with 567 beds and the Allied Hospital (a teaching hospital with Punjab Medical College) with 1,085 beds. A major hospital of the Social Security Institution, along with its network of dispensaries, also exists in the city. The Tehsil Municipal Administration also has 13 dispensaries in the city.

  All of the above stated health facilities have a system of ambulance services for the patients. Along with above stated hospitals, some of key departments such as the police also provide an ambulance service to the public. In total, 28 ambulances provide services through these government hospitals. The Allied Hospital is a major contributor with 13 ambulances. Almost 40 per cent of the ambulances are air-conditioned.

- Facilities provided by the private hospitals / health institutes
  The city has a number of big hospitals established by private organizations (mainly industrialists) such as Ghafoor Bashir Hospital, Aziz Fatima Hospital, Raabia Trust Hospital, Allah Rakhi Hospital etc. Some of these hospitals are run on a charity basis, whereas most provide a mixed service, with subsidies for the poor and regular rates for the middle- and high-income people. The city also has a number of hospitals being run on a commercial basis, which provide services ranging from general treatment to specialized medical care. These hospitals also have a large fleet of ambulances. Annex II gives hospital-specific details of the number and type of ambulance services being offered to patients.

- Facilities provided by NGOs and private contractors
  The main providers of ambulance services in the city are NGOs. Some of these NGOs work nation-wide, such as Edhi, whereas some of the NGOs are international, like Red Crescent. Other NGOs and private contractors are from city. These NGOs are trying to reach the poor through outlets at different locations in the city. Private contractors mainly have outlets near government hospitals where they make money from the needy, particularly when the government ambulances are in short supply. Table G in Annex II gives details of the number of ambulances with their type being provided by different NGOs. Out of the total 40 ambulances, 24 are from Edhi.

Section 3

Faisalabad urban transport society

A major transport system named Faisalabad Urban Transport Society (FUTS) was introduced in 1994. Since then, this system has been a very popular means of transport among the citizens. As it is the most important means of transport in the city, its features need to be studied at some length to understand its role in the day-to-day activities of its users.

The Commissioner of the Faisalabad Division addressed the lack of organized urban transport in Faisalabad in mid-1993.The government transport schemes in cities of Punjab had failed due to the factors listed below.

- The inability of bureaucracy to economically maintain a fleet of vehicles.
- Corruption with respect to the purchase and use of thousands of spare parts.
- The formation of unions to represent transport drivers and conductors.
- The impersonal attitude of the management in the face of a hostile labour force.

Seeking to overcome these limitations of the public sector and to capitalize on the potential of the private sector, the Faisalabad Commissioner established a public-private partnership for the provision of public transport. A government-organized non-government organization (GONGO) was set up to manage and run urban transport through the joint collaboration of the government and the transport operators. The GONGO thus born was named the Faisalabad Urban Transport Society (FUTS), which was registered as a voluntary social welfare agency in January 1994 with the Commissioner as its executive head. The main objectives of the FUTS were and are to provide, maintain and supervise transport facilities for the commuters of Faisalabad. The secondary objectives of the FUTS are to replace old and obsolete vehicles with new and better vehicles, and to control environmental pollution. It also has social obligations tangential to its main operations, being an organization registered under the social welfare enactment.

The FUTS provides a model transport system and its area of operation is within the limits of Municipal Corporation and District Council, Faisalabad. It has a fleet of over 1,000 vehicles (15-seater stage carriers), which have been provided entirely by the private sector (mainly by individual operators). The service is being operated on 14 routes, as shown in the Table 3.1. The average route length is about 26 kilometres. Map 3.1 shows the distribution of the FUTS routes over the city. Routes of other modes of public transport, elaborated upon in the previous section, are also shown on this map. The number of

wagons (15-seater stage carriers) operating on individual routes varies from a minimum of 10 to a maximum of 130. These are available throughout the day from 6 a.m. to 10 p.m. However there is no pre-defined schedule for the service. The wagons normally start from the their point of origin when full, or even with fewer passengers when there is a good chance to get passengers on the way. At times even empty wagons will start from their point of origin when substantial numbers of waiting passengers have been noticed while passing in the opposite direction. Such instances particularly relate to the timings of factory shifts and cinema shows. The minimum fare is Rs.3, whereas the maximum fare over the entire route length varies from Rs.12 to Rs.15. There is no concession for students or government servants.

The FUTS main terminal is located in front of Amin Pur bazaar at Allama Iqbal Road (at a central location), which provides facilities at the starting and terminating points of various routes being operated under the FUTS. An important feature of the route network is that each route converges on the main terminal, thus providing a convenient interchange for passengers between services. This, however, has resulted in some excessive concentrations of services and passengers on the central main terminal. A second terminal near the railway station is under consideration to relieve these pressures.

The FUTS has specified the location of all bus stops and has installed properly visible signboards with the help of various commercial firms. Shelters have been provided at some of these stops as well. The Society has built a petrol pump and an office building on a parcel of land obtained on lease from Board of Revenue.

A common problem with transport services in Pakistan is that the private operators do not cover the full route during off-peak hours. The FUTS has addressed this problem of route curtailment by establishing three check points on each route. The FUTS has been successful in providing a more efficient and reliable public transport services in Faisalabad. But, despite its high frequency, services are still not adequate to meet passenger demand during peak hours on some of the routes. Since overloading is not allowed, passengers have to wait, on average eight minutes during peak times and five minutes during off-peak hours. The Society is in the process of extending the length of the current routes and is also adding more routes.

The FUTS is a unique experiment of a partnership between the government and private operators, and has been very well received by the public. From its inception in 1994, it has continuously evolved, through an ongoing process of learning and sharing. It appears that during the process the interests of all the stakeholders have been taken into consideration. But, reportedly, it has not been all plain sailing.

FUTS was registered as a voluntary social welfare agency in January 1994. Its main objectives are to provide, maintain and supervise transport facilities for the commuters of Faisalabad. The Society generates funds through monthly service charges and a social fund deposited by the operators, in addition to fines collected for violations. The FUTS has constructed some shops and a filling station to generate more funds, thus the financial position of the Society is very strong. Having this strong financial position, the FUTS is contributing to the provision of different facilities relating to transport.

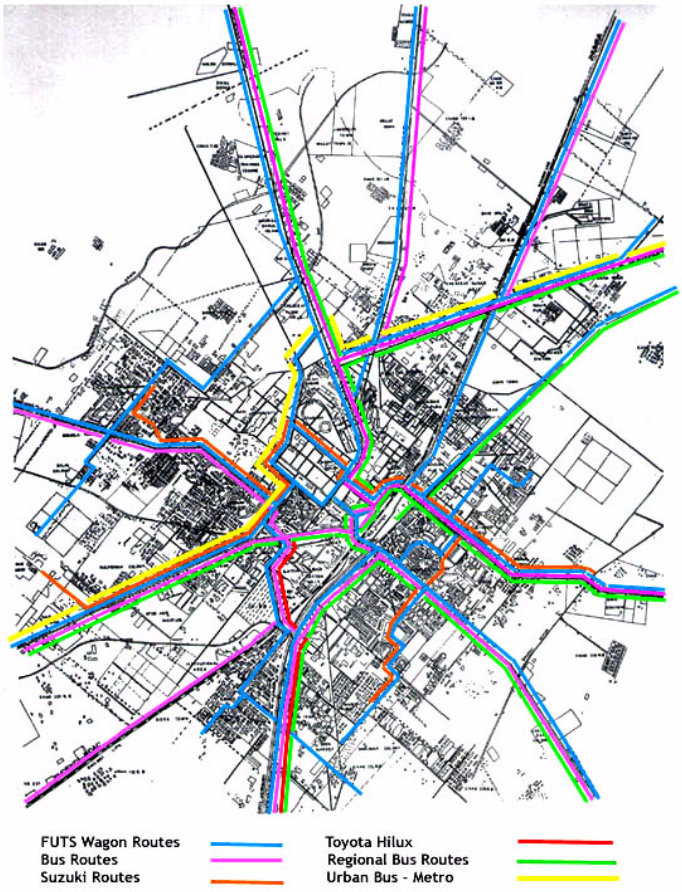
Each individual owner gets himself registered with the society and completes documents of agreement for running his wagon on the routes. This agreement normally remains valid

Table 3.1. Details of routes of the FUTS wagons (15-seater stage carriers) [1]

Route No.	Route assignment	No. of wagons	Total route length (Km)
1	Gulamabad, Raza abad, Jinnah Colony, main terminal, railway station, Jaranwala Road, Makkuana bypass.	100	12 15
2	Bhola wal, Guru Nanikpura, Jinnah Colony, main terminal, railway station, People's Colony, Waris Pura	130	12 10
3	Mandi Quarter, Sammundary Road, Dijkot Road, main terminal, Nishatabad, Shikhupura Road.	105	10 13
5	D-Type, Sammundary Road, Samanabad, Dijkot Road, main terminal, Lary Adda, Bole-de-Jhugi, Gulistan Colony	140	10 10
6	Tulia wala, Narwala Road, Raza abad, main terminal, GTS, railway station, Madina Town, 204 Gutwala	50	12 15
7	Jhang Road bypass to Chowk Arif Sheikhupura Road via main terminal	155	15 15
7-A	New Sabzi Mandi to Dry Port Gatti via main terminal.	85	12 17
7-B	Dhandra Jhang Road to Dry Port via main terminal	20	17 15
8	Makkuana to Ram Diwali via main terminal	40	15 15
9	Dalowal Darbar to Dial Garh via main terminal	100	15 16
11	Lathian Wala to Nawaban Wala via main terminal	60	20 8
12	Dry Port Gatti to Narwala Bungalow	10	17 11
13	Malik Wala to Barian Bungalow	15	15 15
14	Nigehban pura to Sheir Singh Wala	20	10 12
	Total	**1030**	**379**

1. Source: Administrator's Office, FUTS Faisalabad. June 2002

for a period of one year and the vehicle / wagon is considered to be registered with the FUTS. The vehicle remains in the possession of the owner who hires staff (a driver and conductor) for the running of the wagon. The owner is responsible for the payments to the



Map 3.1. Public transport routes

driver and conductor who are operating the wagon. In theory an operator cannot own more than one vehicle under the FUTS , but in practice there are operators who register their additional vehicles in the names of their relatives to meet the terms of the agreement.

The issuing of route permits for road-based motorized public transport in Faisalabad is formally the responsibility of the Regional Transport Authority (RTA) of Faisalabad. In the case of wagons operated under the FUTS arrangement, the Society has taken over the responsibility of issuing route permits in practice. Its decisions are forwarded to the RTA for formal approval. The Society considers each route permit in a discussion with operators, wherebythe would-be operators themselves evaluate the demand for vehicles on the routes they are applying for. In this way the operators themselves review the potential profit on a particular route and then submit an application for a route; the FUTS normally agrees the application and allow them to operate on the route applied for. No maximum number of vehicles per route is specified. Rather, an assessment by a prospective operator of the passenger demand and financial viability of the route is the deciding factor.

The operators deposit with the Society a sum of Rs.5,000 as security, which is refundable on expiry of the agreement, and Rs.15,000 is paid annually as a donation to charity. In addition, there is a monthly payment of Rs.200 to the welfare fund and operators deposit Rs.1,500 per month with the Society and a payment of Rs.1,050 per annum to the RTA

for the grant of their official route permit. The Society has the right to increase any of these charges without prior notice to the operators. Normally an operator makes between Rs.25,000 and Rs.30,000 per month after meeting all expenditures of fuel, staff and maintenance.

Support staff for the Society are employed on a contractual basis and are responsible for route allocation, supervising operations for the entire fleet, enforcement of regulations and others administrative duties. The administrator who is head of the support staff is a retired magistrate. He manages the Society's affairs, assigns duties to various officials, enters into agreements with operators on behalf of the society and is empowered to fine operators for violations. At present the total staff of the Society numbers only 81, 66 of whom are security guards. These guards are posted at terminals / check posts to keep records of arrivals and departures, to issue duty slips and otherwise assist the officials of the Society. Eight staff members work as mobile supervisors and are provided with motorcycles; they check and supervise service operations on various routes. The guards and mobile supervisors are retired from the army and, unlike the traffic police, the entire staff is generally efficient.

Section 4

Access of quality of services

The assumption of this research project is that transport services make a significant contribution to the livelihood strategies of the urban poor. Urban Public Transport is the key link to other services and livelihood assets. Better understandings of inter- and intra-links of public transport and its impact on other services are required in order to improve the sustainable livelihoods of the poor. There is a lack of understanding about how such partnerships function to deliver transport services and what can be done to support such partnerships in order to improve accessibility and the quality of public transport. This project will contribute by focusing on issues both of policy and the operational situation relating to public transport. It will do so by identifying the key stakeholders, understanding roles and responsibilities and analyzing working mechanisms used to deliver services; the research will also contribute to closing the knowledge gap. The research will provide support for developing livelihood strategies under the constraints of existing processes and structures.

Experience over time has proved that transport services make a significant contribution to the sustainable livelihoods of the urban poor. References to the cases of development of the Green Town Housing Scheme in Lahore and development of the Ahmed Nagar Housing Scheme in Faisalabad appear pertinent.

The Green Town Housing Scheme was developed in the mid-sixties for poor people with the provision of 'constructed houses' on the outer fringes of Lahore almost 15 kilometres from the city centre. Poor families were allotted houses and they were asked to move into those premises. These were people living mostly in informal housing near their work places. In the beginning people moved into the new houses but faced a lot of difficulties due to the non-availability of proper transport. Within a period of two years most of the people left the scheme and moved back to their original places close to the city centre. The government took serious notice and started a wagon system for the Green Town Housing Scheme and the adjacent Township Housing Scheme. Not only did the allottees return, but also relatively prosperous buyers moved in. Now the area, which was once considered too far away from the city, is one of the most populous areas of the city.

The Ahmed Nagar Housing Scheme is situated in the south of the city of Faisalabad. The scheme was developed in 1983 for poor people living in the katchi abadies *of the city. Plots were allotted to those willing to shift from the* katchi abadies *situated on some difficult / unsafe locations or on land belonging to strategic departments (e.g. the railways). Most of the people who were allotted plots in this scheme were originally living in settlements situated very near to their work places in informal housing. People were*

almost forced to shift over to the new housing scheme as their original houses had to be vacated and demolished. On the other hand, the new area was not linked with any transport route. The fate of the scheme as well as that of the people was quite obvious. People lost their original houses, were not able to settle in the new setting due to the non-availability of transport facilities, and thus came back to the city to squat or to rely on their relatives for accommodation. Although the scheme was planned about 19 years ago, most of its parts are still lying vacant today.

Contribution of transport services to livelihoods includes access to employment and income generation opportunities, education, health and a social network such as extended families, which can help in securing income and necessary goods and services. Variables include: cost, accessibility of transport services, reliability, safety and comfort while getting on and off the vehicle and during journeys, location and quality of pick-up and drop-off points. Transport services have a further potential impact on the environment and health in low-income settlements through noise and air pollution and traffic accidents.

Access to an efficient transport service includes the elements listed below.

- Coverage of routes to the majority of the city area, particularly the poorer areas
- Appropriate walking distance to the bus stops
- Frequency of services in peak and off-peak hours
- Extended hours of operation
- Level of passenger loading
- Proper schedules
- Affordable fares
- Appropriate links / connections on the network

The quality of an efficient transport service includes the elements listed below.

- Fewer breakdowns of the service
- Controlled speed / less accidents
- Proper behaviour of drivers and conductors
- Safe, reliable services
- Pick ups and drop offs as per the requirements of the passengers
- Well-maintained vehicle exteriors
- A comfortable environment within the vehicles
- An accommodating and respectable service for women, children and elders

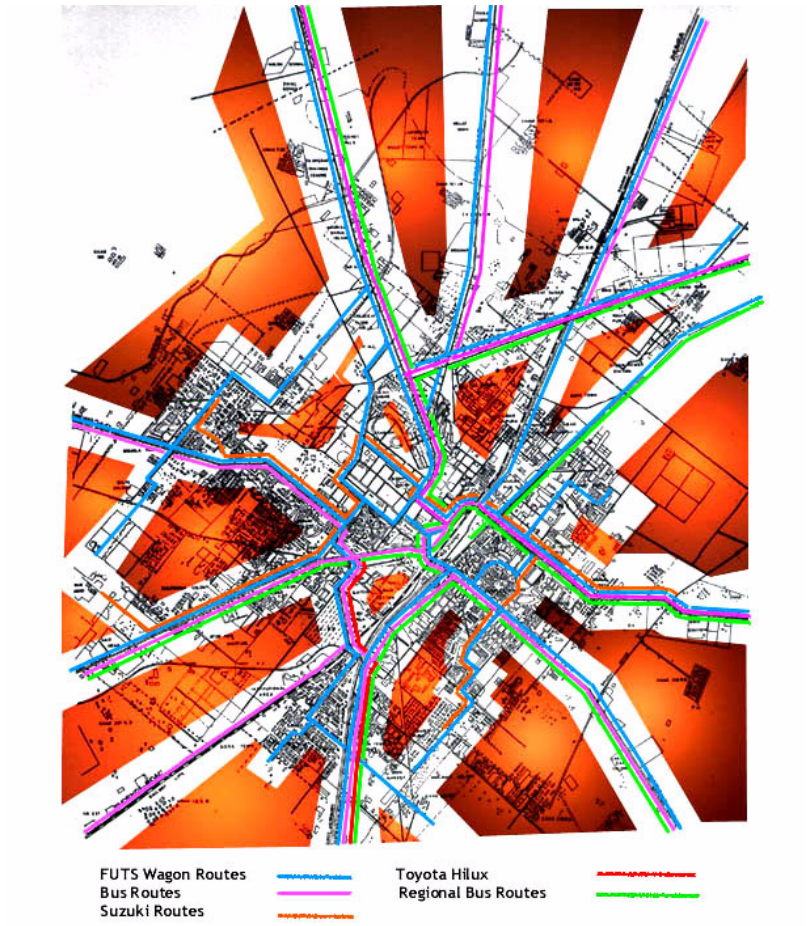
The *partnerships* in transport services include those listed below.

- Public private partnerships (PPP)
- Provision of soft terms on loans for the purchase of vehicles
- The role of civil society organizations in the policy and operation of transport

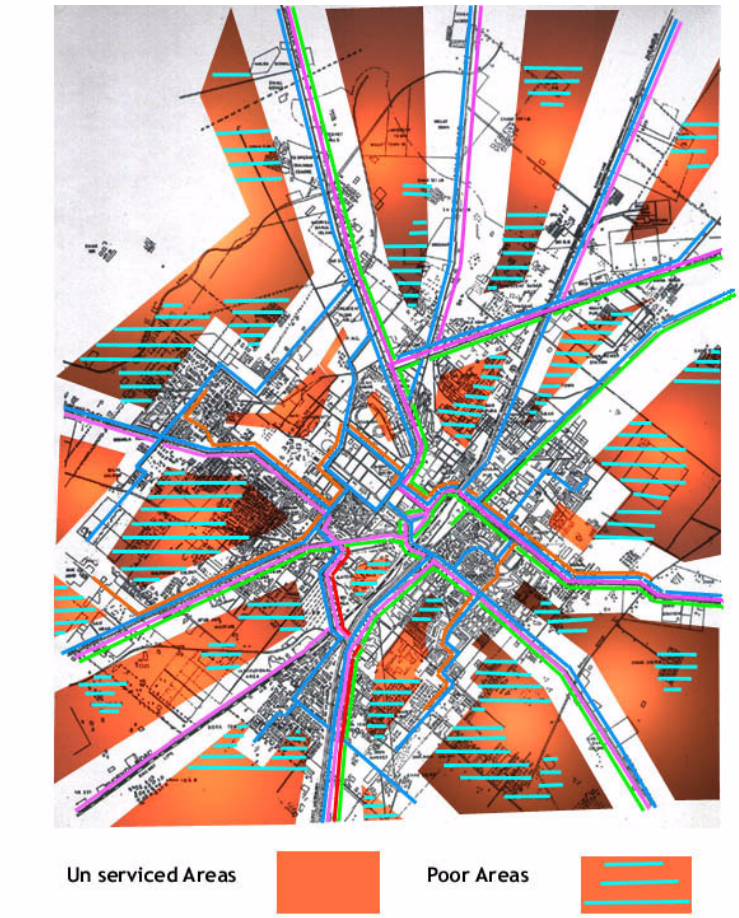
It should be noted at the outset that there is no government bus service operating within the municipal limits of Faisalabad. The prevalent transport system is called the FUTS (described in Section 3). The important feature about this service is that after the start of this service, travelling conditions have improved a lot. It should be mentioned that during the first two to three years, the important factor contributing to the popularity of this service was its strict adherence to controls on overloading. The drivers were fined Rs.50 per overloaded passenger. With the passage of time FUTS management, particularly the supervisors, became lenient towards overloading. Consequently, the level of satisfaction of passengers is decreasing as they do not feel comfortable during their journeys; they complain about the decline in standards of operation as compared to the FUTS's early years of service.

Various public transport modes operating in Faisalabad have been described in Sections 2 and 3. Co-ordination of routes and the volume of vehicles have also been presented in tabulated form. The geographic distribution of these routes over the city is shown on Map 5 (Section 3). The routes are fairly well spread out over the entire cityscape. When read in conjunction with the location of the *katchi abadies* (Map 1.2, Section 1), the present public transport network appears to adequately serve the abodes of the poor as well. However, the degree of access to these services varies significantly. It depends (amongst other factors) on how far a person lives from the road on which public transport operates. An attempt has been made to analyze this through Map 4.1. The coloured portion of the city is beyond convenient walking distance (i.e. 500 meters or five to eight minutes walk) to the transport routes. City-wide those privileged enough to live close to transport routes (shown in the white belt on the two sides of the roads) are about 65 per cent, whereas the less fortunate (living more than 500 meters distant) are almost 35 per cent. The ratio of poor areas in the unserved portion of the city is also shown on Map 4.2. As is clear from Map 7, the majority of the unserved population belongs to the poor segments of society. The poor depend on the feeder services of *Quingqis* and tongas. Some use bicycles for that leg of the journey, parking their bikes in the morning at some place of an acquaintance near the road, and riding back home in the evening. Most, however, resort to taking the long walk to and from home, as they cannot afford the fare of the feeder services in addition to the fare on their main mode of transport.

The opinions of all the stakeholders in public transport on access and quality issues are presented in the following sections. They contain profiles and perspectives of users, operators, regulators and civil society organizations in Faisalabad.



Map 4.1. Unserviced areas



Map 4.2. Unserviced poor areas

Section 5

The role of public transport in livelihoods

5.1 Role of public transport

The role of public transport in people's livelihoods is considered to be of paramount importance. Workers have to use different modes of transport in reaching their work places. It is therefore, essential that they should have access to the transport as per their demand. First of all the transport should be available at a reasonable distance and time from their residences. Secondly, the fares should be affordable to them, as they have to use the system every day. Thirdly, the journey should be comfortable and safe; otherwise they will be physically and mentally tired, which will definitely affect their work. These parameters generally determine the degree of efficiency of the public transport system in a city.

Below is a description of the role of public transport in the livelihoods of the poor, based on interviews and focus group discussions held with the users, operators and regulators in Faisalabad.

The intercity and urban buses are charging relatively low fare in comparison to other modes of public transport. Thus, these buses are contributing reasonably in the livelihoods of the poor in two ways: the person can save and use money for other purposes, and he or she can cover longer distances so as to explore more opportunities for work. As regards the quality of this service, although it is not considered good, one has to see it in perspective to its affordability; users are paying less and therefore must put up with less comfort and more time spent on their journeys.

The Suzuki pick-up service is also being used as a means of transport. It had low fares in comparison with the FUTS in the early days. Over time, the pick-up fares have been revised and are now almost on a par with those of the FUTS wagons. The quality of service of the pick-ups is not good. The seating design is not comfortable, as passengers have to squeeze themselves in while sitting in the pick-ups. There is no system for regulating the pick-ups' routes, timings and stops; there is little enforcement of the routes they are supposed to travel except very occasional inspection by the motor transport inspector (MTI) of Regional Transport Authority (RTA). On the routes where there is a choice available, passengers prefer to travel in the FUTS wagons. The pick-ups are not operating on their approved routes in the manner they are supposed to. Depending upon the demand, the pick-ups sometimes shorten their routes. So the short haul passengers can benefit from this system as compared to other means. However, there are certain sections

of the routes exclusively being used by pick-ups; the commuters living in those particular areas have no choice but to use this mode.

At present only 54 Suzuki pick-ups are operational on four routes. This system is providing employment to the poor drivers and conductors at an average of two to three people per vehicle. Furthermore, lower middle-income people with modest savings of under Rs.150, 000 to Rs.200,000 have a chance to own a pick up, hire a driver and conductor and thereby earn or supplement to their income in the region of Rs.300 to 400 per day.

Motorcycle rickshaws (*Quingquis*) are one of the most popular modes of transport for short to medium haul passengers. Their fares are quite affordable, almost equal to those of tongas, but having the speed of an auto rickshaw. The waiting time is 10 minutes on average and the seating capacity is six people. As the *Quingqui* is open on both sides, passengers are exposed to the vagaries of bad weather conditions and the environment. A round trip costs Rs.10 to a user (as a maximum). Reportedly, 1,500 vehicles are operating on city roads. Capital investment per vehicle is Rs.70,000 to 80,000; each earns Rs.150 to 200 for the driver and Rs.100 to 150 per day for the absentee owner as supplement to his income.

There is no formal credit available from any bank or financial institution to borrow in order to purchase any of these public transport modes. Credit is only available from informal channels at exorbitant rates, varying from 2.5 to 6 per cent per month. Only part financing (usually one third) is feasible from loans at these rates, as earnings are not sufficient to pay back a full loan. The prospective borrower has to arrange two thirds of the market value of the vehicle from his own sources; for the one third on loan, besides paying high interest, the original documents of the vehicle have to be surrendered to the lender. In the event of any default on repayments, the lender has the right to confiscate the vehicle. Few people, therefore, dare to venture into such a risky venture.

FUTS wagons, although they have relatively high fares, on account of their good quality of service are very popular among users. The routes are spread all over the city in all directions. Overloading, in general, is not allowed and the passengers find the environment inside the vehicles comfortable, as they do not suffer any disturbance during the journey. The number of vehicles on most routes is reasonable, though there is a need to add more vehicles on some routes. On the whole passengers appear satisfied with the present fleet of vehicles. During peak hours, although the wagons arrive every two to three minutes or so, the waiting time for a passenger to get a seat is generally five minutes; during off-peak hours it is up to 10 minutes. The service is reliable and the seating arrangements are comfortable. Efforts have begun to have prefabricated sheds from the corporate sector installed. In addition, at the points of origin the supervisory staff check the timing of all vehicles twice on each route. Compliance with other regulatory aspects is also watched and the violators are challenged as well as fined. The three most comfortable seats are reserved for women. More are made available to facilitate and give preference to women over male passengers. Occasionally female passengers are made to sit on makeshift seats, but this is done in anticipation of a proper seat becoming available in a short while.

The total carrying capacity of the FUTS wagons is 324,450 passenger trips per day (i.e.315 passengers per wagon and 1,030 wagons). The average speed of vehicles is 17 km

per hour, which compares well with public transport in developing world. Besides being an affordable means of transport for the lower- and middle-income populace, the system provides an opportunity for investment to those middle-income families with savings of Rs.600,000 to 900,000, which is the total cost of an acceptable vehicle to begin operating in the system. Any one individual operator is not allowed to own more than one vehicle. Hence a new genre of investors is coming forward, one that is more likely to abide by the stringent regulations of the system compared with professional transporters who are habitual violators. Operators mostly save Rs.25,000 to Rs.30,000 per month. This is after meeting all expenditures of POL, staff and maintenance. The direct employment per vehicle is three people on average. It is important to mention that the prospective investors conduct their own feasibility study and decide to apply for a route that they deem to be profitable after considering the volume of passengers on various routes. In a number of cases, on demand of the owners, the regulatory authorities have agreed to an extension of a route or to minor re-alignments so as to keep the system market responsive.

5.2 Direct employment in the public transport sector

The overall study on public transport has very clearly revealed that the livelihoods of people are connected with transport-related services one way or the other. The livelihoods of families of those who are operating, maintaining or controlling/administrating the public transport is directly dependent on the functioning of public transport. Such individuals are mainly:

- owners;
- drivers;
- conductors;
- helpers / cleaners;
- hawkers;
- the labour force in the spare parts shops;
- the labour force working in the work/repair shops;
- the labour force working in the manufacturing shops; and
- the labour force involved with the sale / purchase of vehicles.

Among the motorized vehicles being used as general public transport (section A of the table below) there are 19,002 drivers, 2,540 conductors and 530 technical staff and other supporters/helpers. So in total there are 22,072 people directly employed in the motorized general public transport sector. A majority of the drivers are from the category of auto rickshaws and motorcycle rickshaws known as *Quingquis*.

Among the non-motorized public transport, as Faisalabad is well-known for donkey carts, the maximum number of people are employed running donkey carts i.e. 16,500 people. In total 23,000 people are directly employed in running non-motorized public transport vehicles. In comparison to motorized public transport, the amount of direct employment is more for non-motorized transport. (See Table 5.2 on page 39).

For public transport that is arranged by different departments, private institutes and industries, in total 900 people are directly employed as drivers, conductors and other helpers / support staff. (See Table 5.3 on page 40).

So, in total, 45,972 people are directly employed operating public transport of various kinds. Amongst them drivers constitute almost 88 per cent.

Also calculated is the number of staff working in administration of public transport. In total 173 people are directly employed in this manner in the public transport sector. (See Table 5.4 on page 40).

A field study was also conducted to ascertain the number of shops, workshops and other types of outlets relating to the public transport sector. In total 673 outlets of a different nature were identified in the city, which were directly connected with the public transport sector. A majority, 55 per cent, of the people are employed in the repairs sector. In total 2,177 people are working in these shops / workshops, including 537 children who are being used as helpers or trainees. So the child labour employed in these public transport-related outlets is almost 25 per cent of the labour force. (See Table 5.5 on page 41).

So the total number of people directly employed in the public transport sector (operators, helpers, administers, regulators and technical people) is 48,322.

Based on the figures given in the table 14, the livelihoods of people dependant on the public transport sector can be seen below.

- The total number directly employed in the public transport sector is 48,322 people.
- The total number of people directly employed excluding children is 47,785 people.

If it is taken that one person is the bread earner of one family (household), the transport sector is fulfilling the livelihood needs of 348,830 people (household size is considered to be 7.3 people), which is almost 13.95 per cent of the total population (2.5 million) of the city.

As per the census report for Faisalabad (year 1998), almost 41.6 per cent of the total male population of urban areas was economically active; amongst them 21.3 per cent were unemployed. Considering the same trend / proportion of employed in the present male population of 1,300,000, almost 432,640 male would be employed. Thus, the 47,785 directly employed people in the public transport sector represent about 11 per cent of the total employed male population of the city.

Table 5.1. Direct employment in the public transport sector in Faisalabad: Part A

A: Motorized vehicles (general public transport)						
S#	**Description**	**Number of vehicles**	**Drivers**	**Conductors**	**Others (technical support staff, cleaners etc)**	**Total (4+5+6)**
1	Metro buses	20	40	40	15	95
2	Local buses (Sub-urban)	81	122	250	50	422
3	Mazda pick-ups	100	110	120	50	280
4	FUTS wagons	1,030	2,060	2,060	50	4,170
5	Suzuki pick-ups	54	70	70	15	155
6	Private car as taxi	550 to 600	600	0	250	850
7	Auto rickshaw	8,000 to 8,500	10,000	0	0	10,000
8	Motorcycle rickshaw	4,500 to 5,000	6,000	0	100	6,100
Subtotal			**19,002**	**2,540**	**530**	**22,072**

Table 5.2. Direct employment in the public transport sector in Faisalabad: Part B

B: Non-motorized vehicles						
S#	**Description**	**Number of vehicles**	**Drivers**	**Conductors**	**Others (technical support staff, cleaners etc)**	**Total (4+5+6)**
1	Tongas	5,000 to 5,500	6,000	_	500	6,500
2	Donkey carts[1]	13,000 to 15,000	15,000	_	1,500	16,500
Subtotal			**21,000**	**-**	**2,000**	**23,000**

1. Donkey carts are mainly used for carrying luggage during the day. But in the morning, while going to work places, and in the evening, while coming back home, the donkey operators also use these vehicles for carrying passengers at cheaper rates. Mostly labourers and working females use this cheap form of transport.

Table 5.3. Direct employment in the public transport sector in Faisalabad: Part C

C: Parastatal (arrangements made by different government, semi-government and private organizations)						
S#	**Description**	**Number of vehicles**	**Drivers**	**Conductors**	**Others (technical support staff, cleaners etc)**	**Total (4+5+6)**
1	Education	109	120	120	50	290
2	Health	96	120	-	20	140
3	Employees / workers	92	185	185	100	470
Subtotal			425	305	170	900
Total A+B+C	**40,427**	**2,845**	**2,700**			

Table 5.4. Direct employment in the public transport sector in Faisalabad: Part D

D: Employees of different departments			
S#	**Dept./ Organization**	**Detail of employees**	**Total**
1	FUTS	Administration: 9; Security guards: 140	149
2	RTA–Secretary's Office	Secretary RTA: 1, Junior clerks: 2, Assistant: 1, Steno: 1, Peon / *chowkidar*: 3	8
3	Motor Vehicle Examiner (MVE)	MVE: 1, Clerks: 2, Peon / *chowkidar*: 3	6
4	Metro staff – administration	Finance, administrative and peons	5
5	Tax Branch TMA	Inspector, clerks and peons	5
Subtotal			**173**

Table 5.5. Direct employment in the public transport sector in Faisalabad: Part E

E: Employment in shops / workshops (public transport-related only[1])					
S#	**Type**	**Number of shops**	**Adults**	**Children**	**Total (4+5)**
1	Shops (spare parts)	211	504	143	647
2	Workshops / repairs	372	884	319	1203
3	Manufacturing	9	29	10	39
4	Sale / Purchase	27	76	21	97
6	Others (mixed uses)	54	147	44	191
1	Shops (spare parts)	211	504	143	647
	Subtotal	**673**	**1640**	**537**	**2177**

1. Shops / workshops relating to bicycles, motorcycles and trucks are not included in the above stated table.

Section 6

Features of the case study areas

6.1 Areas selected for the study

Considering the nature of the study, special care was taken in the selection of the areas. The following were the main considerations.

- Status of land—*katchi abadies* on state land or slums on private land
- Representation of the whole of the city
- Settlements close to the city centre as well as on the periphery of the city
- Areas well served by public transport and areas devoid of any services
- Professions of the people and their related travel patterns
- Likelihood for the extension of public transport routes
- Areas with difficult access with respect to public transport etc.

In the light of the above-mentioned parameters, the following four areas were selected:

1. Basti Chibban, Sargodha Road;
2. Elahi Abad, Jarranwala Road;
3. Chak 279 Khurd, Narwala Road; and
4. Sidhu Pura, Faiz Abad Road.

6.2 Profile of the areas

See tables 6.1 — 6.4 overleaf.

Table 6.1. Basti Chibban settlement

Status of land	*Katchi abadi* (on government land)
Location	Located at the north-eastern side of the city near the general bus stand (Map 6.1)
Surroundings / adjoining settlements	Surrounding *abadies*: Nigheban Pura, Gulistan Colony and Islamia Park
Population	Abadi comprises about 15000 people
Main access	Abadi is well linked with Sargodha Road (one of the eight main arteries of the city) via Chibban Road. Other links are towards Millat Chowk through Gulistan Colony. The third side is linked with Nigheban Pura, which leads to Chak Jhumra Road but access is poor due to the frequent closure of the level crossing on the railway line.
Type of families	Mostly joint family system
Average people per household	6 to 7 people
Number of houses	Approximately 2,000 houses
Habitation	Almost 100% of area is inhabited
Average area per house	5–7 marlas (one marla is equal to 30.25 sq. yards)
Housing condition	Most of the houses are genuine constructions but in very poor condition
Major professions	Mostly labourers working in surrounding areas, on power looms, and in weaving and dyeing units
Infrastructure	• Piped water facilities are available for the houses • Sewers do exist, but in very poor condition (hardly functional). Sewer flows to the main open drain passing on one side of the area • Streets in the area are brick paved but the condition is quite dilapidated • Street light is partially available • There is no park • Pedestrian pavements are not available
Education	No government school is located within the area. The children have to go to the nearby schools located in the adjoining areas like Gulistan Colony. The distance to nearest primary school is about 1 kilometre. Approximately 17 to 20% people (age 10+ years) are literate.
Health facilities	Khadija Memorial Hospital (an NGO-owned hospital) is situated in the near vicinity
Post office	Available in the area
Shops	Plenty of shops are available along the main bazaar, which not only serve the people of the settlement but also provide facilities to the adjoining areas.
Income level	About Rs.4000 to Rs.5000 per month per family

Table 6.1. Basti Chibban settlement

Public transport	Although the settlement is linked to main road via different roads but there is no public transport route available within the area. People have to get public transport on the Sargodha Road or at Akbar Chowk in Gulistan Colony. Both links are more than one kilometre away. People use bicycles, motorcycles, tongas, donkey carts or other private vehicles to travel inside or for going outside the area for different purposes.

Table 6.2. Elahi Abad settlement

Status of land	Private The settlement has been established on private land that has been subdivided without seeking approval from any city agency and sold through property dealers. People have purchased the plots and constructed houses.
Location	Located at the southern periphery of the city (Map 6.1)
Surroundings / adjoining settlements	Surrounding *abadies* are Rachna Town, Amin Park, Gulgusht Colony, Karamat Abad, and Nawab Town. Cultivated fields are on the outer side of the area. A main sewage channel passes along one side of the area, thus the environmental conditions are quite poor.
Population	The *abadi* comprises about 18,000 people
Main access	The settlement is linked with the Satyana Road (one of the eight main city arteries) through a partly constructed but poorly maintained road along the bank of the sewage channel. The periodic de-silting of the channel keeps this access blocked. People do use links through the adjoining Rachna Town but its rich inhabitants resent trespassing by the poor. Another link is through the streets of Basti Allah Hu Wali towards Waris Pura and People's Colony #2, which is a zigzag journey.
Type of families	Mostly joint family system
Average no. people per household	6 to 7 people
Number of houses	Approximately 2,500 houses
Habitation	Almost 70% of the area is inhabited. The vacant 30% of plots either belong to speculative investors or are for house construction at some later stage.
Average area per house:	3–5 marlas (one marla is equal to 30.25 sq. yards)
Housing condition	Most of the houses are genuine constructions but are in poor condition
Major professions:	Mostly labourers working in factories in the surrounding areas
Infrastructure	• Water supply is not available • A secondary sewer does exist, linked with a main WASA sewer along Satyana Road. The main sewer is not linked with all streets, as the tertiary system partially exists. • Roads are in very bad condition • Brick paving is available in some of the streets, but the condition is quite dilapidated • Street lighting is not available • There is no park in the area • Pedestrian pavements are not available
Education	Only some home schools are functional. Around 15% of people (age 10+ years) are literate.

Table 6.2. Elahi Abad settlement

Health facilities	No government health facility is available. Some quacks do practice in the area.
Shops	Some corner shops are available in the area. Most of the shops are available along the covered WASA drain.
Income level	About Rs.4000 to 5000 per month per family
Public transport	No public transport link is available in the area for the people. People have to use bicycles, motorcycles, tongas, and donkey carts to go outside the area. Women and children most of the time travel on foot to reach the public transport links available on the Satyana road.

Table 6.3. Chak 279 Khurd settlement

Status of land	*Katchi abadi* on state land
Location	Located at the western side, almost at the periphery of the city (Map 6.1)
Main access	The settlement is well linked with a main road named Narwala Road on one side and the ABC Cinema Road on the other side.
Type of families	Mostly joint family system
Average no. people per household	8 people
Number of houses	Approximately 2,500 houses are in the area.
Habitation:	Almost 100% of the area is inhabited.
Average area per house:	3–5 marlas (one marla is equal to 30.25 sq. yards)
Housing condition	Most of the houses are genuine constructions but with poor conditions
Major professions	Mostly labourers working on the power looms within and outside the area. The area itself is full of power loom units established at the house level as cottage industries. Some people keep livestock in their houses to supplement their earnings.
Infrastructure	• Water facilities are available • A sewer is available, but is in poor condition; maintenance by the line agency is slack • Roads are in very bad condition; Brick paving is available in most of the streets, but the condition is quite dilapidated • Street light is not available • There is no park within the area but a big park (named Kaleem Shaheed Park) developed by the FDA is available in the near vicinity • Pedestrian pavements are not available
Education	18 to 20% of people (age 10+ yrs) are literate
Health facilities	No major health facility is available in the area
Income level	About Rs.3000 to 4000 per month per family
Public transport	A public transport route passes through the area, while other links are available on the main Narwala Road. People use wagons (FUTS) on routes to Ghulam Mohammed Abad or buses going to other localities along Narwala Road. People normally take public transport to travel up to Kaleem Shaheed Park and then use motorcycle rickshaws or tongas to reach their area. Other people use bicycles, motorcycles and other modes of transport to move around or go outside the area.

Table 6.4. Sidhu Pura settlement

Status of land	*Katchi abadi* (on state land)
Location	Located at the north-western side of the city (Map 6.1)
Surroundings / adjoining settlements	Surrounding *abadies* are Rasool Abad, Rehmat Town and Ghulam Mohammad Abad on the western side of the locality. One side of the area is bounded by the settlement of Rashid Abad. There are fields on the third side; the fourth side is bounded with *abadi* Darbar Qaim Sain. .
Population	The *abadi* comprises about 17,000 people
Main access	The settlement has only one good link from Punj Pulli Road while the other links, from the settlement leading to Ghulam Mohammed Abad, run through different settlements and narrow streets.
Type of families	Mostly joint family system
Average no. people per household	7 people
Number of houses	Approximately 2,400 houses are in the area.
Habitation	Almost 100% of the area is inhabited
Average area per house	5–10 marlas (one marla is equal to 30.25 sq. yards)
Housing condition	Most of the houses are genuine constructions, but with poor conditions
Major professions	Mostly labourers working on the power looms within and outside the area. The area itself has many power loom units established at the house level as cottage industries. Some people keep livestock for their earnings. Some people belong to the agricultural profession.
Infrastructures	Piped water facilities are available at the house level A sewer does exist, but is in very poor condition (hardly functional). Some lines flow towards open fields, so there are dirty ponds on one side of the settlement. Streets in the area are brick paved but the condition is quite dilapidated Street light is partially available There is no park Pedestrian pavements are not available
Education	Only 20% of people (age 10+yrs) are literate. Elementary schools for girls and boys are available in the near vicinity
Health facilities	No government health facility is available in the area.
Shops	Sufficient shops are available in the area for basic day-to-day shopping. People mainly go to Ghulam Mohammed Abad main bazaar for main shopping.

Table 6.4. Sidhu Pura settlement

Income level	About Rs.3000 to 4000 per month per family
Public transport	There is no wagon or public transport facility available to the people of this settlement. People use bicycles, tongas, motorcycles and donkey carts for commuting. * At the time of the survey there was not any route serving the area. The FUTS has recently introduced one route to the area.



Map 6.1. Location of study area

Section 7

Perpectives of users

As mentioned in the earlier section, four settlements were selected as case study areas. The settlements were selected so that all directions of the city were represented; at the same time these are poor areas. The following settlements were chosen for this survey:

1. Basti Chibban, Sargodha Road;
2. Elahi Abad, Jarranwala Road;
3. Chak 279 Khurd, Narwala Road; and
4. Sidhu Pura, Faiz Abad Road.

Five houses were selected from each settlement (taking into consideration parameters such as how poor they appeared from the condition of the house, and including a family with an animal-driven vehicle, labourers, government servants, businessmen and the relatively better off, having some transport etc.); information about all the family members was recorded. So in this way twenty families were interviewed in all the four settlements. Another twenty people were also randomly picked (five in each settlement) and interviews were conducted so as to have information about the travelling they had done the day before. The checklist and questionnaire for users' are attached as Annex III.

Through these interviews information about 165 people has been recorded. To have accurate information, responsible and elderly people in the households were requested to give details about the family and their travelling patterns, whereas the young, like school children, were also picked for individual interviews. Table 7.1 gives the age groups of the respondents.

Table 7.1. Age of the respondents

Age bracket (in years)	Number	%
Below 20	8	20
21–35	7	18
35–50	18	45
Above 50	7	17
Total	**40**	**100**

During the surveys men provided most of the information. Almost 75 per cent of the respondents were males and remaining (25 per cent respondents) were females.

The detailed findings of the survey are presented in the following sections.

7.1 Household information

7.1.1 Household size

As per the results of the survey, the household size varies from 5 people to 11 people per household. But the majority of the households, almost 67 per cent, are in the range of 6 to 8 people per household. Ten percent of households fall into the category of 5 people per household, while 23 per cent of households have 9 or more people per household.

The average size of a household is 7.5 people, which is a bit bigger than the average of the city, i.e. 6.5 people per household. The survey clearly shows that the poor do have a relatively larger household size.

Table 7.2. Household size

Size (people per household)	Number of households	%
5	4	10
6	9	22
7	7	18
8	11	27
9	3	8
10	4	10
11	2	5
Total	**40**	**100**

7.1.2 Sex distribution

Information about 165 people was recorded during the survey. The results showed that there were 53 per cent males and 47 per cent females. From this survey the distribution of population with respect to sex came out slightly different from national trends, which is 51 per cent females and 49 per cent males. This variation may partly be attributed to the small sample size.

Table 7.3. Sex distribution

Sex	Number of people	%
Male	87	53
Female	78	47
Total	**165**	**100**

7.1.3 Age distribution of people

The results showed that 10 per cent of the population was comprised of children below the age of 5 and 21 per cent consisted of children in the range of 5–9 years, which is the school going age for primary school. Seventeen per cent of people are in the age range of 10 to 14, which is the school going age for secondary school.

Table 7.4 shows that 48 per cent (almost half) the population is below 15 years old. Fourteen percent are in the range of 15 to 29 years and 24 per cent are in the range of 30 to 44 years. Nine percent are in the range of 45 to 59 years and only 5 per cent of people are of age 60 and above.

The mobility of the populace is highest in the age range of 15 to 59 years. This survey shows that almost 47 per cent of people (both female and male) fall into this age bracket. They are in need of one or other mode of transport to travel for different purposes such as education, work, shopping, leisure, health and social interaction.

Table 7.4. Age distribution of people

Age group (in years)	Number of people	Percentage
Less than 5	16	10
6–9	35	21
10–14	27	17
15–19	9	5
20–24	5	3
25–29	10	6
30–34	10	6
35–39	16	10
40–44	13	8
45–49	9	5
50–54	5	3
55–59	2	1
60–64	2	1
65+	6	4
Total	**165**	**100**

7.1.4 Educational levels

Educational levels of the population have been recorded from two angles. One is the education attained / completed by people who are not currently studying. The other group comprises those who are getting an education at different levels in different institutions. Details are as follows.

Ten per cent of the population comprises children below the age of 5 years. 21 per cent of people are of the age range 5–9 years, which is the school going age for primary school. The survey revealed that 37 per cent of children of this age range (5–9) do not go to school due to poor economic conditions, child labour or just due to lack of awareness about the importance of the education. Only 63 per cent of children of this age category are going to school.

47 per cent of people of both sexes (for age 10+) are literate. Amongst these, 52 per cent have attained / completed some educational standard and now they are not attending any institution, whereas 48 per cent of people of this age category are continuing education at different levels.

Amongst those who have completed education (i.e.52 per cent of the literate of age 10+) 8 per cent are qualified up to middle (roughly year 8), 60 per cent are qualified up to secondary school level, 14 per cent are up to intermediate level and 18 per cent are graduates. The details show that the focus of people is matriculation. This is more so for women as 92 per cent of them have attained the level of matriculation and only 8 per cent have studied at higher levels.

Table 7.5. Population with education completed (age 10+)

Education level completed	Males	Females	Total	Percentage
Primary	-	1	1	4
Middle	-	1	1	4
Secondary	7	10	17	60
Intermediate	4	-	4	14
Graduate	4	1	5	18
Total	**15**	**13**	**28**	**100**

Table 7.6. Population with education continued (age 10+)

Education level continued	Males	Females	Total	Percentage
Primary	3	5	8	31
Middle	6	7	13	50
Secondary	2	1	3	11
Intermediate	2	-	2	8
Graduate	-	-	-	0
Total	**13**	**13**	**26**	**100**

7.1.5 Literacy levels

As far as the age category of 10 years and above is concerned the literacy rate is 47 per cent for both the sexes. The majority of the people are illiterate. Major differences in

literacy rates among men and women did not emerged. This may be due to the location of these settlements in the city where facilities for both males and females are available. However, the ratio of children admitted into the schools indicates that in the coming years literacy shall improve.

Table 7.7. Literacy levels

Category	Both sexes	Male	Females
Age 10+			
Illiterate	60	34	26
	53%	53%	52%
Literate	54	30	24
	47%	47%	48%
Age 5–9			
Admitted into schools	22	9	13
	63%	60%	65%
Not admitted in schools	13	6	7
	37%	40%	35%
Age Below 5			
NA	16	8	8

7.1.6 Employment patterns

In total 40 people among all 165 people (all age groups) were found to be employed doing different jobs. A majority (65 per cent) of the working people were engaged in manual labour in general, or working at power looms as labourers for different kinds of unskilled work. Table 22 reveals that 15 per cent of working people are engaged in some sort of business activity and 13 per cent are shopkeepers. Five percent of working people are government employees and 2 percent are engaged in the hosiery industry.

Faisalabad is considered to be the Manchester of Pakistan due to its extensive textile industry. A majority of low-income people are engaged in the power loom industry. This is generally true for the whole of the city. However, the locations selected for this study were distributed almost at the four corners of the city. The settlements 279 Khurd and the Sidhu Pura have power looms within the area and the immediate surroundings. However Chibban being close to downtown and the general bus stand and Elahi Abad on the southern side do not have power looms in the area or in the vicinity. Thus the results of the survey do not conform to the slogan i.e. Faisalabad being the Manchester of Pakistan.

7.1.7 Income level of the working people

The study revealed that most people are low paid. A substantial percentage, i.e. 15 per cent of working people, is getting just less than Rs.2,000 per month (Table 23). The maximum number of working people, 35 per cent, earn in the range of Rs.2,001 to

Table 7.8. Type of employment

Type of employment	Number	Percentage
Labour	24	60
Government service	2	5
Power loom workers	2	5
Hosiery workers	1	2
Business	6	15
Shop keeping	5	13
Total	**40**	**100**

Rs.3,000 as their monthly income; 22.5 per cent and 25 per cent of people make in the range of Rs.3,001–4,000 and Rs.4,001–5,000 respectively as their monthly income. Only one person was found having an income more than Rs.5,000.

The conditions for poor people are quite clear from their earning patterns. The working people are the sole earners of their households, which on average have 7.5 people in them.

7.1.8 Income at household level

Based on the incomes of all working people in a household and the additional income from some other sources, the households have been distributed into different categories. The results (Table 24) show that 25 per cent of households have only Rs.3,000 to Rs.4,000 as their total monthly income. Given the average household size of 7.5 people, their income per month per person is in the range of Rs.400 to Rs.533. Forty per cent of households lie within the income range of Rs.4,001 to Rs.5,000 per month. Considering their average household size is also 7.5 members, the income per person per month is in the range of Rs.533 to Rs.667. The incomes of the remaining 20 per cent, 5 per cent and 10 per cent are in the range of Rs.5,001 to 6,000, Rs.6,001 to 7000 and Rs.7,001+ per month respectively.

To get an overall picture, the authors may keep aside the 10per cent of households having an income of more than Rs.7,000 per month. The other 90 per cent of households have an average monthly income of Rs.4,722 for an average household of 7.5. Thus the monthly income per person is about Rs.630, which is far below the international standard of poverty i.e. Rs.1,500 per person per month (based on one dollar per person per day).

People were also asked about supplementary sources of income for their households. Only 15 per cent of households mentioned another source of income. Most often this source was so small that it did not significantly change the pattern of income per person.

7.1.9 Type of transport people own

The study shows that only 5 per cent of families do not have any personal mode of transport at the household level. Other families have one or another mode of transport such as a bicycle, motorcycle, car, donkey cart or horse cart.

Table 7.9. Income levels of working people

Earnings per month (Rs.)	Number	Percentage
Less than 1,000	1	2.5
1,001–2,000	5	12.5
2,001–3,000	14	35.0
3,001–4,000	9	22.5
4,001–5,000	10	25.0
5,001 +	1	2.5
Total	**40**	**100.0**

Table 7.10. Income at the household level

Income range Rs.	Number of households	Percentage
3,000 to 4,000	5	25
4,001 to 5,000	8	40
5,001 to 6,000	4	20
6,001 to 7,000	1	5
7001 +	2	10
Total	**20**	**100**

Some households own multiple modes. Five per cent of families have three bicycles per family, but do not own any other mode of transport. Twenty five per cent of families own two bicycles per family but do not own any other mode. Thirty per cent of families own one bicycle per family. Five per cent of families own a donkey cart and five per cent of families own a horse cart, which is used as a mode of family transport as well as being a means of earning a living. These families also possess a bicycle. Another fifteen per cent of families own one donkey cart each but do not have any other mode of transport.

In total twenty per cent of families own a donkey cart, and 5 per cent own horse carts. Ten per cent of families own one motorcycle whereas five per cent of families own a motorcycle as well as car. Ten per cent of families are affluent and own a car.

Table 7.11. Modes of transport households own

Nothing	One bicycle	Two bicycles	Three bicycles	Motorc ycle	Car	Both Motor-cycle & car	Donkey cart	Both bicycle & donkey cart	Both bicycle & horse cart
5%	20%	25%	5%	10%	5%	5%	15%	5%	5%

Table 7.12. Percentage of families owning transport

Mode	Bicycle	Motorcycle	Car	Donkey cart	Horse cart
Number of cases	24	6	4	8	2
Percentage	60%	15%	10%	20%	5%

The modes of transport above are used for journeys relating to their businesses/ work/ jobs and thus are predominantly used by males. Children use bicycles, but only boys for the purposes of education or to fetch and carry small household items. After office hours females also see the benefit of these modes and travel as companions with males for different purposes such as shopping, meeting relatives or visiting the health clinic etc.

7.2 Travelling patterns

7.2.1 Purpose of trips

People were asked to describe their visits of the day before with respect to purpose, distance travelled and modes of transport used. It transpired that the main purposes of the visits were jobs, education, shopping, leisure, health, meeting relatives and travelling back home. The most common purpose came out as 44 per cent for work/employment. Out of these trips taken for work, 44 per cent were made directly to the destination using only one mode of transport, while in 51 per cent of cases two modes were used. Mostly people travelled on foot during the first part of their trip, then they got on board some vehicle (i.e. a wagon, Suzuki or bus). Amongst the trips 5 per cent were such that the traveller had to change mode three times.

The other main category of journey was for education, which were about 38 per cent of the total visits. For 82 per cent of these visits only one mode of transport was used from origin to destination. These visits were mostly made on foot. Eighteen per cent of visits were those in which the mode was changed once.

Almost 10 per cent of trips were made for the purposes of shopping. Seventy-eight per cent of these were conducted by using one mode of transport (mainly on foot). For 22 per cent of trips the mode of transport was changed once. About 5 per cent of visits were made for the purpose of health, half of which were made by changing the mode of transport once.

About 2 per cent of visits were performed for the purposes of leisure and 1 per cent for meeting relatives. The trips for social purposes would have been more had the day chosen for the survey been a weekend.

Out of the total number of trips made, 64 per cent went directly from the start to the destination by using one mode of transport; in 34 per cent of cases the mode had to be changed (i.e. the trip was made using two modes of transport). Only 2 per cent of visits were such that the mode had to be changed three times.

7.2.2 Modes used

The survey revealed that almost 51 per cent of journeys were made on foot. These were visits mostly made for the purposes of education or for reaching wagon / bus stops. Thirty-

Table 7.13. Purpose of visit

Purpose of visit	Total no. trips	Modes changed during journey		
		Once	Twice	Three times
Employment	39	17	20	2
	44%	44%	51%	5%
Education	34	28	6	-
	38%	82%	18%	-
Shopping	9	7	2	-
	10%	78%	22%	-
Health	4	2	2	-
	4.5%	50%	50%	-
Leisure	2	2	-	-
	2.5%	100%	-	-
Meeting relatives	1	1	-	-
	1%	100%	-	-
Total	**89**	**57**	**30**	**2**
	100	**64%**	**34%**	**2%**

three per cent of trips were made using wagons (FUTS). Trips made by bicycle were 6 per cent, by tonga were 4 per cent and by car, motorcycle and rickshaw were 2 per cent each.

Considering the importance of walking as a mode of travelling, effort has been made to locate the walkways (pavements) on the city map (Map 7.1). These are few and far between. Only CBD has a relatively good network of footpaths. Even there problems exist. Issues relating to the walking of males as well as females, along with the volume of pedestrians, are given in Annex IV. .

7.2.3 Distances travelled (for all purposes)

Information about the distances travelled by people for different purpose revealed that about 66 per cent of visits were made within a distance of 1km. Almost 35 per cent trips were up to 1km; 10 per cent trips were in the range of 1 to 2km. Eighteen per cent of trips were in the range of 2km to 4km and about 5 per cent of visits were made to a distance further than 4km.

7.2.4 Total daily cost of travelling at the household level

Almost 45 per cent of the households had to bear Rs.6–10 daily for travelling. There were only 5 per cent of families who spent only up to Rs.5 daily for travelling. Fifteen per cent of households were spending Rs.11–15 as the daily cost of travel for different purposes. There were 30 per cent of households who had to spend more than Rs.20 per day on travel,

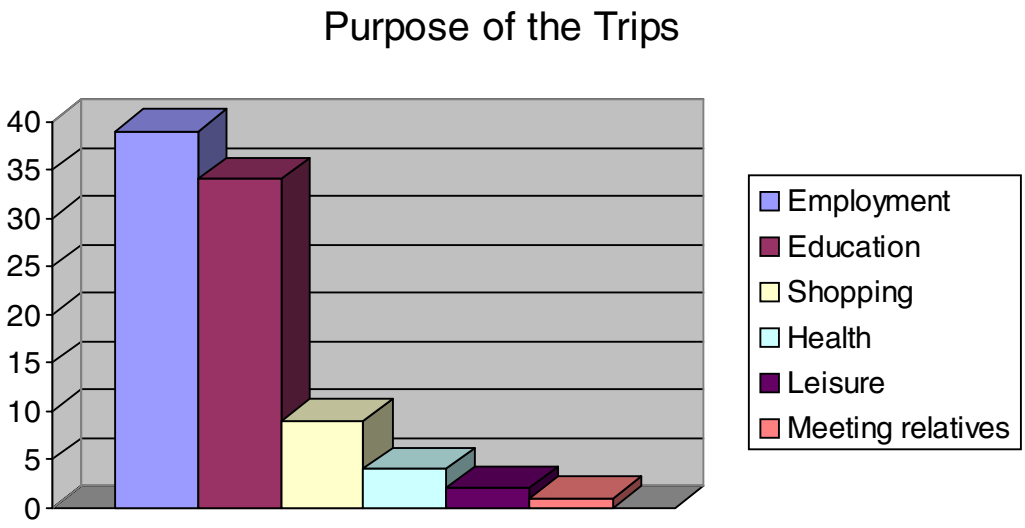


Figure 7.1. Purpose of the trips

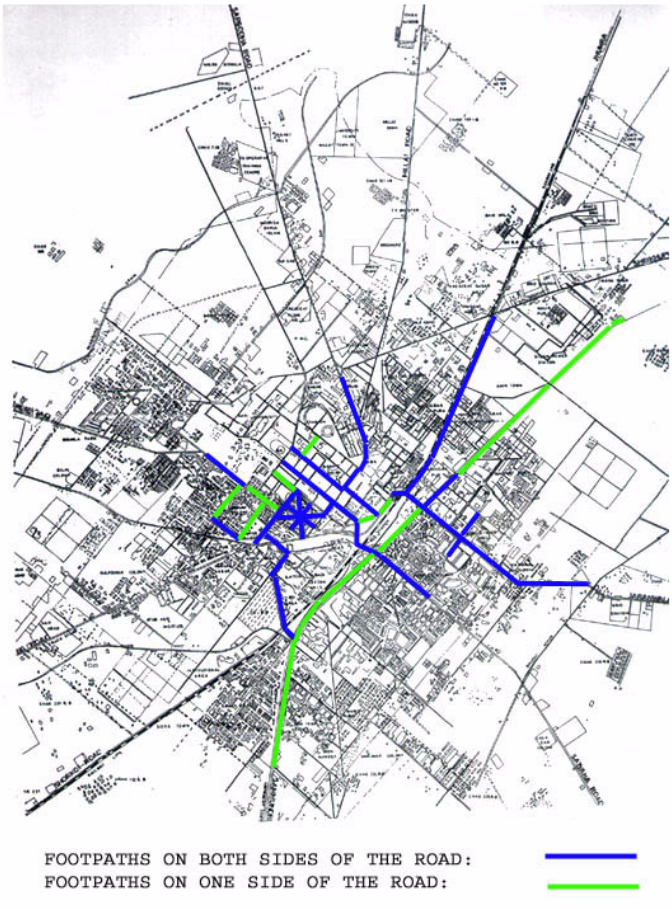
Table 7.14. Mode used

Mode used	Number of trips (in full or part)	Percentage
On foot	126	51
Wagon	82	33
Bicycle	16	6
Tonga	11	4
Car	4	2
Motorcycle	4	2
Rickshaw	6	2
Total	**249**	**100**

i.e. almost Rs.1,000 per household were being spent on travel for different purposes in a month.

7.2.5 Distances to workplaces

The study showed that people travel to work a distance ranging from 0.5km to 8km. Almost half of working people travelled a distance in the range of 1.5km to 3km for their jobs. Twenty per cent of people worked within 1km distance. The study showed that people mostly travel on foot for the shorter distances of up to 1 kilometre. The workforce



Map 7.1. Footpaths and walkways

Table 7.15. Distance travelled

Distance (in km)	Number of Visits	Percentage of Visits
Up to 0.5	63	35.50
0.6 to 1	55	31.00
1.1 to 2	18	10.00
2.1 to 2.5	14	8.00
2.6 to 3	11	6.50
3.1 to 3.5	6	3.50
3.6 to 4	5	3.00
4.1 to 4.5	2	1.25
4.6 to 5	2	1.25
Total	**178**	**100.00**

Table 7.16. Daily cost of travel

	Daily cost (in Rs.)								Total
	1–5	6–10	11–15	16–20	21–25	28	42	73	
No. of Households	1	9	3	1	3	1	1	1	20
Percentage	5	45	15	5	15	5	5	5	100

that had to travel a distance in the range of 3.5km to 4.5km was 17.5 per cent. Only 15 per cent of earners travelled more than 5km for their jobs.

Table 7.17. Distance to the work place

Distance travelled	Number	Percentage
Up to 1km	8	20.0
1.5 to 3km	19	47.5
3.5 to 4.5km	7	17.5
5km and above	6	15.0
Total	**40**	**100.0**

7.2.6 Time consumed travelling to work

Table 7.18 shows that only 5 per cent of the journeys to work consumed up to 10 minutes. Eighteen per cent of such journeys took 11 to 20 minutes and 26 per cent took 21 to 30 minutes. More than 50 per cent of journeys to work were taking more than half an hour. The time consumed on these journeys included the time travelling to the wagon / bus stop, the waiting time there and the time taken on the way. The average time was in the range of 30 to 35 minutes per trip to work.

Table 7.18. Time consumed travelling to work

	Time consumed					Total
	Up to 10 minutes	11–20 minutes	21–30 minutes	31–40 minutes	41 + minutes	
No. of trips	2	7	10	8	12	39
Percentage	5%	18%	26%	20%	31%	100

7.2.7 Costs incurred on journeys to work

The survey revealed that in 28 per cent cases no cost was involved. These were mostly the trips made to the near vicinity on foot or by bicycle. Fifty-four per cent of journeys to work cost up to Rs.5 (one way). The costs per trip that were in the range of Rs.6 to Rs.10 were incurred in 13 per cent of cases. Only 5 per cent of trips cost Rs.11 to Rs.15 on one-way journeys. The average cost of a journey to work (except for the category that responded "No cost") is 6 Rupees.

Table 7.19. Cost of trips to work

Cost incurred (one way)	No Cost	Up to Rs. 5	Rs. 6 to 10	Rs. 11 - 15	Total
No. of visits	11	21	5	2	39
Percentage	28%	54%	13%	5%	100%

7.2.8 Education and distance travelled

The study revealed that out of total number of journeys that people made, 34 per cent were for the purposes of education. The students, male and female, of different levels made these trips. Table 7.20 shows that out of the visits made for the purposes of education, 55 per cent percent of visits were at the primary level, 33 per cent of visits were for middle level and 13 per cent visits were for secondary schooling and above.

The table also shows that there is some correlation between the education level and the distance travelled. Most of the primary and middle school children travelled in the range of 1 kilometre, although some primary school children travel more than 5km. These children belong to the better off families and are studying in good schools located in the city. Trips in the range of 1 kilometre are mostly made on foot. At the middle level, most journeys are in the range of 1 to 2 kilometres.

Table 7.20. Education and distance travelled

Education level	Distance travelled (in kilometres)					Total	Percentage
	0.5	1	2	2 - 5	5+		
Primary	9	8	3	1	1	22	55
Middle	2	6	4	1	0	13	32
Secondary	0	1	1	0	1	3	8
Intermediate	0	1	0	0	1	2	5
Total	**11**	**16**	**8**	**2**	**3**	**40**	**100**
Percentage	27	40	20	5	8	100	

As per Table 7.20, 27 per cent per cent of students involved in education travelled up to 0.5km; 40 per cent travelled a distance of 1 km; 20 per cent travelled up to 2km; and 13 per cent travelled more than 2km to seek education. The average distance travelled for educational purposes was 3 kilometres.

7.2.9 Time and cost on trips for education

An already mentioned, 34 per cent of the total number of journeys were made for the purposes of education. Table 7.21 reveals that 15 per cent of these visits consumed up to 10 minutes per trip. Half of the trips took 11 minutes to 20 minutes. Twenty per cent of journeys took 21 to 30 minutes. About 12 per cent of journeys took in the range of 31 to 40 minutes. Only 3 per cent of journeys were of 41+ minutes long. The average time for trips taken for the purposes of education was 20 minutes (approx).

Table 7.21. Time consumed on journeys to school

	Time consumed (in minutes)					Total
	Up to 10	11–20	21–30	31–40	41 +	
No. of visits	5	17	7	4	1	34
Percentage	15%	50%	20%	12%	3%	100

Table 7.22 shows that 65 per cent of the trips for education cost nothing as these were mostly made on foot or by bicycle. Twenty-six per cent of trips to school cost up to Rs.5 (one way), whereas on 9 per cent of trips Rs.6 to Rs.10 per trip was spent.

Table 7.22. Costs incurred on trips to school

	Cost for trips to school			Total
	No cost	Up to Rs.5	Rs.6–10	
Number of visits	22	9	3	34
Percentage	65%	26%	9%	100

Table 7.23 gives a comparison of average distance, cost and time for trips made for the purposes of work and education.

Table 7.23. Average distance, cost and time of trips

	Average distance	Average cost	Average time
Trips to Jobs	5	6	30 minutes
Trips to school	3	3	20 minutes

7.2.10 Distance and walking time to the bus stops

Thirty-two per cent of households reported 0.5km distance to the nearest bus / wagon stop. For 42.5 per cent of households the distance to the nearest bus/ wagon stop was about 1km and 25 per cent of households reported the distance to the nearest bus / wagon stop being 1.5km. The average distance to the nearest bus stops comes to 0.78 kilometres.

Depending on different walking speeds and distances to the nearest bus stop, people reported different walking times to reach their nearest bus / wagon stop. Only 10 per cent responded that they took up to five minutes to reach the stop. 30 per cent and 32.5 per cent of respondents mentioned the time to be 6–10 minutes and 11–15 minutes respectively. Twenty per cent of respondents said the time taken to reach the nearest stop was 16–20 minutes. About 7.5 per cent of respondents had a walking time of 21–25 minutes. The average walking time to the nearest bus stop was 13 minutes.

Once people reach the stop they have to wait for some sort of public transport (bus, wagon or some other mode). Forty per cent of respondents reported the average waiting time for

transport as only 5 minutes. Five per cent mentioned the waiting time to be 6 to 7 minutes. More than fifty per cent of respondents said that the waiting time for transport was 8 to 10 minutes. The average waiting time was 7.5 minutes.

Table 7.24. Distance to bus / wagon stop

Distance (in km)	Up to 0.5 km	0.6 to 1 km	1.1 to 1.5 km	Total
Number	13	17	10	40
Percentage	32.5	42.5	25.0	100.0

Table 7.25. Walking time to nearest bus / wagon stop

	Walking time (in minutes)					Total
	Up to 5	6–10	11–15	16–20	21–25	
Number	4	12	13	8	3	40
Percentage	10.0	30.0	32.5	20.0	7.5	100.0

Table 7.26. Average waiting time at bus / wagon stop

Waiting time	Up to 5 minutes	6–7 minutes	8–10 minutes	Total
No.	16	2	22	40
Percentage	40	5	55	100

7.2.11 Waiting time for FUTS wagons

The survey revealed that 33 per cent of trips were made by wagons. Leaving aside travelling on foot, amongst all other modes 67 per cent of trips were made using wagons. Table 7.27 shows the waiting time for wagons, which reveals the service to be quite efficient. 74 per cent of wagons came within 5 minutes; 23 per cent came after 10 minutes and only 3 per cent took more than 10 minutes to reach the stop. The average waiting time for FUTS wagons was around 6 minutes.

Table 7.27. Waiting time for FUTS wagons

Waiting time	Frequency	Percentage
Up to 5 minutes	61	74
6–10 minutes	19	23
11–15 minutes	1	3
Total	**82**	**100**

7.3 Opinions on the quality of services

The opinions of the respondents were sought regarding the quality of various public transport services. The following is a summary of their responses.

7.3.1 Access to bus / wagon Stops—the condition of roads and pavements

The average walking time to the nearest bus/wagon stop is around 12 minutes. People have to walk this distance along the roads, most of which are in poor condition. The present focus of the government is towards improving / rebuilding the main roads of the city. Access roads, particularly those in poor areas, are in very bad condition. Walking becomes more stressful with clouds of dust resulting from the traffic on broken road/s. Pavements are rarely present along these access roads. Pavements are only available along main roads in the city centre, or along the newly built roads as covers to drains built along these roads. Map 7.1 shows the availability of pavements along roads in the city.

7.3.2 Bus / wagon stops (waiting places)

The survey revealed that in all four settlements there was no properly built bus or wagon stop. People travel to the roadside and wait in the open for the public transport. People reported that even the few available waiting places were dirty and they had to face all sorts of dirt and unhygienic conditions while waiting for transport. According to the opinions of the public, 20 per cent of these roadside waiting places were in an unhygienic condition whereas 80 per cent of waiting places were ranked as being dirty.

Table 7.28. Condition of waiting places

	Condition			Total
	Clean	Dirty	Unhygienic	
Number	0	32	8	40
Percentage	0	80	20	100

7.3.3 Interior conditions of public transport

The views of the respondents about the interior conditions of public transport (in general) were obtained to assess the quality of services available to the public. Table 7.29 reveals that 97.5 per cent of respondents considered the environment inside public transport to be unhealthy i.e. dirty seats, rarely washed floors and sides, smells, cigarette smoke etc. Vehicles were never washed or cleaned. Other reasons are quite obvious as it is clear from the table that more that 50 per cent of respondents reported that other passengers smoked while travelling, which certainly made the internal environment unhealthy. Use of tape recorders was another factor that created noise and disturbance. 72.5 per cent respondents mentioned that drivers played music at will.

As far as seating arrangements were concerned, the majority of the respondents (72.5 per cent) mentioned that arrangements were acceptable. Standing in the FUTS wagons is not allowed; for buses, on the other hand, there is not only standing inside but also sitting on the roof is also common practice, which is completely dangerous and even a risk to life.

Table 7.29. Opinions on interiors

Description	Yes	No	Total
Healthy environment within vehicle	1	39	40
	2.5%	97.5%	100%
Do people smoke inside vehicle?	21	19	40
	52.5%	47.5%	100%
Use of tape recorders	29	11	40
	72.5%	27.5%	100%
Proper seating arrangements within vehicles	29	11	40
	72.5%	27.5%	100%

7.3.4 Behaviour of operators with passengers

The study also sought opinions about the behaviour of the operators (drivers and conductors) with passengers in general, and with females in particular. 90 per cent of respondents confirmed that operators behaved properly with females and stated that females were adequately respected. 10 per cent of respondents opposed this view saying that operators did not properly respect females.

Table 7.31 shows the clear difference in the behaviour of the operators with male and female passengers. As far as male passengers were concerned, only 12.5 per cent of respondents reported behaviour to be good or very good; 40 per cent considered behaviour to be casual; and almost 50 per cent considered operators' behaviour with passengers to be bad or very bad. By contrast, 50 per cent of respondents indicated the behaviour of operators with females to be good and the remaining 50 per cent said it was casual. None reported the behaviour to be bad.

Table 7.30. Are females properly respected?

	Yes	No	Total
No. of respondents	36	4	40
Percentage	90%	10%	100%

Table 7.31. Behaviour with passengers

	Very good	Good	Casual	Bad	Very bad	Total
Behaviour with males	1	4	16	13	6	40
	2.5%	10%	40%	32.5%	15%	100%
Behaviour with females	-	20	19	1	-	40
	-	50%	47.5%	2.5%	-	100%

Some of the worst travelling experiences that women have had during the past few years have also been recorded. Details of these experiences are given in Annex V.

7.3.5 Safety of children when travelling

It was reported earlier that 34 per cent of journeys were made for the purposes of education; the majority of these travellers were children. Most of the respondents (72.5 per cent) considered the travelling of children to be safe while the remaining (27.5 per cent) of respondents considered their travelling to be unsafe. The reasons for unsafe travel pertained to the way children were picked up from stops and dropped at their destinations. People said that children were picked up and dropped off while the vehicles were still moving, which was dangerous for children.

The respondents also reported that children were not offered seats inside the wagon or bus. They were kept standing throughout their journey. In peak hours, the operators would ask children to climb on the roof of the bus; they travel while exposed to all sorts of risks when travelling in this way.

Table 7.32. Safety of children while travelling

	Yes	No	Total
No. of respondents	29	11	40
Percentage	72.5%	27.5%	100%

7.3.6 Acceptability of music and phrases inside the vehicle

More than 70 per cent of respondents confirmed the use of recordings and music inside the vehicles. As regards the acceptability of this practice by the public, 97.5 per cent replied that music normally played inside the vehicle was acceptable to them; people rarely ask operators to stop the music.

Certain phrases and verses were noticed written inside the vehicles. At times different parties find it to be an effective way of advertising their products. 95 per cent of respondents voted for the acceptability of these phrases written inside the vehicles. Only 5 per cent thought that these phrases were not socially acceptable. Some of the phrases are given in Annex VI.

Table 7.33. Acceptability of music and phrases written inside the vehicles

	Acceptable	Not acceptable	Total
Acceptability of music	39	1	40
	97.5%	2.5%	100%
Acceptability of phrases	38	2	40
	95%	5%	100%

7.3.7 Overall satisfaction about public transport:

When asked whether people were satisfied with public transport or not, 72.5 per cent responded that they were not satisfied with the service. Rather 10 per cent mentioned public transport services to be 'unbearable'. Only 17.5 per cent of respondents found the service to be satisfactory.

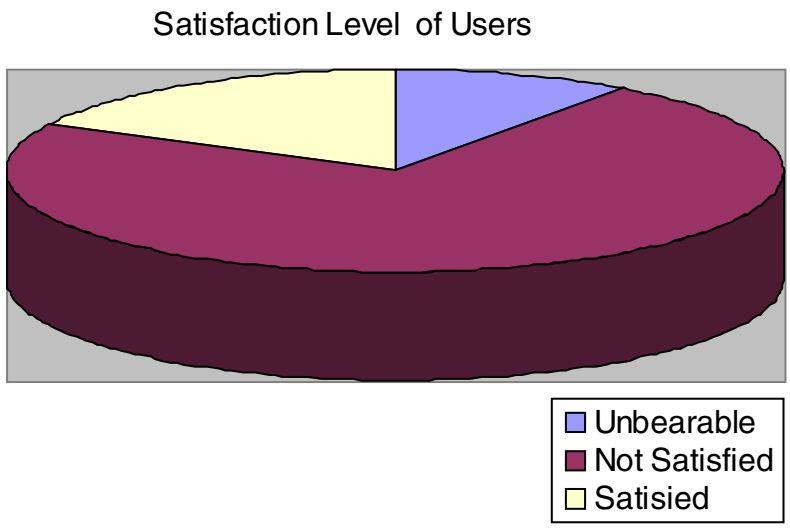


Figure 7.2. Satisfaction level of users

Dissatisfied respondents were asked whether they were ready to pay more for a better service. Almost 79 per cent replied in the affirmative. However, most of these commitments were conditional on them first seeing some improvement in the service, then deciding. On the other hand, the poor economic condition of the people does not allow them to pay more for public transport; offering to pay more for a better service might be wishful thinking.

Table 7.34. Satisfaction level of users as regards public transport

	Unbearable	Not satisfied	satisfied	Total
No. of Respondents	4	29	7	40
Percentage	10.0%	72.5%	17.5%	100.0%

Table 7.35. If not satisfied, willingness to pay more fare?

	Yes	No	Total
No. of respondents	26	7	33
Percentage	79%	21%	100%

7.3.8 Behaviour of the regulators with the operators: viewpoint of users

Users were asked their opinions regarding the behaviour of the regulators, i.e. the police in general, and inspectors in the case of the FUTS, with the operators, i.e. with the drivers and conductors. Forty-five percent mentioned the regulators' behaviour to be 'good' while the majority, i.e. 55 per cent, stated it was okay or bad. When asked what was wrong, the respondents stated various elements including corruption, taking money as bribes on small mistakes by the operators or even without any mistake, use of harsh language and often inhuman treatment with drivers and conductors, resorting even to blackmailing etc.

7.4 Quality of service - FUTS wagons versus buses

The study also sought the views of the public on different aspects of transport quality i.e. its frequency, timing, the general conditions of vehicles, speed of vehicles, seating arrangements, overloading inside and on the roof, the way in which passengers were picked up and dropped off and impacts on health.

Details are presented in the following sections. Table 7.36 on page 72 gives a comparative view of the two services available to most of the people, buses and wagons.

7.4.1 Frequency of services

The frequency of bus services ranges from 5 minutes to 15 minutes. Sixty per cent of people reported the frequency of services to be between 6 and 10 minutes. The frequency of services for the FUTS wagons was perceived to be better than the bus service—97.5 per cent of respondents reported that it arrived within 5 minutes.

7.4.2 Timings of the service

In both buses and wagons the service starts from 5:00/5:30 a.m. and remains available until 10:00/10:30 at night. These timings cover the early morning shift (normally 6 a.m.) and the night shift (normally 8 p.m.) in the factories.

7.4.3 Speed of vehicles

People were asked about their experiences of travelling with respect to the speed of the vehicles. For the bus service, 50 per cent of respondents considered the speed of buses to be 'normal' while the remaining 50 per cent thought that buses travelled at dangerous speeds. In the case of the FUTS wagons, only 2.5 per cent of respondents declared speeds to be dangerous while most, i.e. 97.2 per cent, declared the speeds of wagons to be normal and safe.

7.4.4 General condition of the vehicles

As far as buses were concerned, the majority of the respondents rated the general condition of the buses to be poor (63 per cent). Seventeen per cent of respondents rated the condition of the buses even to be dangerous and only 20 per cent of respondents considered the condition of buses to be average. In the case of the wagons, 70 per cent of respondents rated the condition to be 'average' and 22.5 per cent gave them credit as being 'good'.

7.4.5 Seating arrangements

In the case of bus services, 63 per cent of respondents considered the seating arrangements in the bus to be uncomfortable, whereas in the case of the FUTS wagons 90 per cent of respondents were of the view that seating arrangements in the wagons were comfortable.

7.4.6 Overloading inside and on the roof

Almost 90 per cent of respondents expressed the view that buses were overloaded. Only 10 per cent considered buses not to be overloaded. Buses not only overload inside, but also put passengers on the rooftops. Almost 53 per cent of respondents reported that buses overloaded passengers onto the roof as well.

By contrast regarding the FUTS wagons, only 12.5 per cent noticed occasional overloading of passengers inside.

7.4.7 Condition of clothes after journey

The experiences of people travelling by bus or wagon were quite different. In the case of the bus service, 87 per cent of respondents reported the condition of their clothing after travelling to be 'dirty'/ messed up. With regard to the FUTS wagons, 100 per cent reported the condition of their clothing after the journey to be 'normal'.

7.4.8 Manner in which passengers were picked up and dropped off

The majority of people considered the manner in which passengers were picked up and dropped off almost casual in both the bus and wagon services. Only 15 per cent of respondents in the case of wagons considered the service to be safe as far as picking up and dropping off of passengers was concerned.

7.4.9 Impact on health

Almost 90 per cent of respondents rated the impact of the bus service to be 'bad' for health, i.e. as a result of stress, fatigue etc. In the case of the FUTS wagons, only 5 per cent considered the impact of the service to be 'bad' for health whereas most, i.e. 95 per cent considered it to be 'not bad'.

Table 7.36. Quality of service—FUTS wagons versus buses

Description	Indicator	Bus		Wagon (FUTS)	
		Number	%	Number	%
Frequency of service	After 5 minutes	9	30	39	97.5
	After 6–10 minutes	18	60	1	2.5
	After 11–15 minutes	3	10	-	0
	Total	30	100	40	100
Timing of service	First service	5 to 5.30 a.m.	-	5 to 5.30 a.m.	-
	Last service	10 to 10.30 p.m.	-	10 to 10.30 p.m.	-
General condition of the vehicles	Dangerous	5	17	-	0
	Poor	19	63	3	7.5
	Average	6	20	28	70
	Good	-	0	9	22.5
	Excellent	-	0	-	0
	Total	30	100	40	100
Speed of vehicles	Normal	15	50	39	97.5
	Dangerous	15	50	1	2.5
	Total	30	100	40	100
Seating arrangement	Comfortable	11	37	36	90
	Not comfortable	19	63	4	10
	Total	30	100	40	100
Overloading inside vehicle	Yes	27	90	5	12.5
	No	3	10	35	87.5
	Total	30	100	40	100

Table 7.36. Quality of service—FUTS wagons versus buses

Description	Indicator	Bus		Wagon (FUTS)	
		Number	%	Number	%
Overloading over the roof	Yes	16	53	NA	-
	No	14	47	NA	-
	Total	30	100	NA	-
Impact on health	Bad	27	90	2	5
	Not bad	3	10	38	95
	Total	30	100	40	100
Condition of clothes after travelling	Normal	4	13	40	100
	Dirty	26	87	-	0
	Total	30	100	40	100
Manner in which passengers are picked up and dropped off	Safe	-	0	6	15
	Casual	29	97	34	85
	Not safe	1	3	-	0
	Total	30	100	40	100

Section 8

Operators' perceptions

To gain an insight into the perceptions of operators regarding access and quality of public transport and the livelihood issues associated with it, discussions were held with owners, drivers and conductors in a structured interview format. All motorized and non-motorized modes, namely urban buses, Hilux wagons (originating from the city and terminating at the nearest villages or small towns on the periphery), FUTS Wagons, Suzuki pick-ups, taxis, rickshaws, *Quingqui*s (motorcycle rickshaws), *tonga*s and donkey carts, were covered in this exercise. Two owners from each of these modes and two drivers from each were interviewed. Some of these modes have a conductor, to collect fares and handle the boarding and disembarkation of passengers. Accordingly, two conductors each for urban buses, FUTS wagons and Suzuki pick-ups, and one Hilux wagon conductor, were also asked to give their opinions. Thus, in total, 41 operators were interviewed.

Table 8.1. Details of interviews conducted with operators

Mode	Owners	Drivers	Conductors	Total
Motorized vehicles				
Urban buses	2	2	2	6
Hilux wagons	2	2	1	5
FUTS wagons	2	2	2	6
Suzuki pick-ups	2	2	2	6
Taxis	2	2	-	4
Auto rickshaws	2	2	-	4
Quingquis	2	2	-	4
Animal driven vehicles				
Tongas	2	1	-	3
Donkey carts	2	1	-	3
Total	**18**	**16**	**7**	**41**

These interviews were conducted at the general bus stand, the FUTS terminal and other operating places and terminals in the city. Interviews for the t*ongas* and donkey cart operators were conducted at the *tonga* and donkey cart stands outside Jhang Bazaar and Karkhana Bazaar.

A questionnaire based on questions seeking personal data, information specific to the role of the various operators, and operational and general issues was designed. Suggestions were also solicited on ways to improve upon the system. The checklist and questionnaire is attached in Annex VII.

The following are the details based on the information so gathered. They have been compiled and presented separately for each cited mode (Section 8.2); there first follows a summary of the socioeconomic background of all the operators put together (Section 8.1). Section 8.3 and 8.4 contain descriptions of operational and general issues.

8.1 Personal information of the operators

Overall, 41 respondents were interviewed including owners, drivers and conductors. Discretion was exercised while selecting the interviewees so that a driver or conductor was not the owner as well. In total 18 owners, 16 drivers and 7 conductors were interviewed.

8.1.1 Age distribution

All people involved in the operation of pubic transport as represented in the survey were male. Their ages ranged from 20 years to 64+. There was no clear boundary in age between the owners, drivers or conductors. However, the owners may be identified as relatively young, i.e. in their twenties, whereas the drivers and conductors were older (some in their sixties). The major age group of the operators was from 30 to 49 years, in which 61 per cent of the operators fell; this can be seen from the following Table 8.2.

Table 8.2. Age of the respondents

Age group	Number	Percentage
20–29 Years	5	12
30–39 Years	10	24
40–49 Years	16	37
50–59 Years	7	17
60 + Years	3	8
Total	**41**	**100**

8.1.2 Literacy amongst operators

The survey revealed that amongst the total respondents 76 per cent were illiterate and only 24 per cent were literate. In the case of the owners, the ratio was a bit lower—59 per cent amongst them were illiterate—compared to the drivers of whom 87 per cent illiterate. As far as conductors were concerned, 100 per cent were found to be illiterate. The results also clearly showed the perceived importance of the job. Literate people appeared to consider

the job of operating transport in general, and that of a conductor in particular, as low-paid and a profession that has little respect.

Table 8.3. Literacy of the respondents

Category of respondent	Literacy of operators	
	Number	Percentage
Owners	9	41.0
Drivers	2	12.5
Conductors	-	0.0
Total	**11**	**24**

8.1.3 Educational level of the literate

The results given in the Table 8.4 show that 46 per cent of the literate people were educated up to matriculation, 27 per cent were qualified up to the intermediate level and 18 per cent were graduates and above.

Table 8.4. Educational level of the literate

Educational level	Number	Percentage
Middle	1	9
Matriculation	5	46
Intermediate	3	27
Graduate	1	9
Masters	1	9
Total	**11**	**100**

8.1.4 Marital status of the respondents

Seventy-eight percent of the operators were found to be married. The ratio of married people was a bit higher amongst owners as compared to drivers and conductors. While the maximum number of unmarried were amongst conductors, i.e. 29 per cent, this was because the conductors were younger in age.

8.1.5 Past experience in the field of transport

The respondents were asked about their past experience in the field of transport. No typical trend emerged amongst the three categories of operators (owners, drivers and conductor). In the overall group only 10 per cent had no past experience, 41 per cent had past experience of 3–5 years and almost 31 per cent had past experience of 6 to 10 years in the field of transport. About 7 per cent of operators were found with more than 10 years experience. Amongst the group of owners, most reported experience as drivers before purchasing their own vehicles.

Table 8.5. Marital status of operators

Category of respondent	Married		Unmarried	
	Number	%	Number	%
Owners	16	89	2	11
Drivers	12	75	4	25
Conductors	5	71	2	29
Total	**33**	**80**	**8**	**20**

Table 8.6. Past experience in the field of transport

Experience duration	Number	Percentage
Nil	4	10
1–2 years	4	10
3–5 years	17	41
6–8 years	7	17
9–10 years	6	15
10 + years	3	7
Total	**41**	**100**

8.1.6 Knowledge of mechanics of the vehicle

Amongst the 33 operators of motorized vehicles, the results showed that only 6 per cent reported knowing the mechanics of their vehicles. The majority (94 per cent) did not know the mechanics of the vehicles they owned, drove or conducted. The results showed that they mostly remained dependent on the workshops.

8.1.7 Other family members in the same field

The results showed that only 25 per cent of respondents in the field of transport had other family member/s in the same field. Seventy-five per cent respondents were the first in family doing the job. This has happened particularly due to the introduction of Quingquis and the attraction in running FUTS wagons in the city.

8.2 Information from owners, drivers and conductors of motorized modes of transport

Information about different motorized and non-motorized modes of transport was collected with respect to their different characteristics and features. The data revealed that procedures, issues and prospects differ by mode of transport. Considering this diversity, the information below has been compiled separately for each mode.

8.2.1 Urban buses

Faisalabad is well linked with the other cities via major regional roads, which almost evenly diverge from the city. Buses (and other modes of transport) operating on these roads destined for other cities also act as local buses carrying passengers travelling in the near vicinity of the city.

In addition to the buses on the regional routes there is a local bus service (private) going to the nearby villages and small towns surrounding Faisalabad. Although these buses terminate outside the municipal limits of the city, they act successfully as a local service to the passengers travelling within the city. It is pertinent to mention that there is no bus service available from the government side to meet such local requirements.

Two bus owners were interviewed. Both buses had been purchased about 8 to 10 years ago as second hand vehicles. One purchase was made using cash while the other was bought through a 'private loan' at a 12 per cent interest rate. The schedule of repayment was on a monthly basis. The owner was paying instalments of Rs.6,000 per month.

Expenditure on fuel, wear and tear, oil changes, replacement of parts etc. varied every month and could not be generalized. Daily fuel was the major cost, depending on the number of trips made, the condition of the vehicle and even the condition of the roads.

Owners reported a number of taxes and fees (such as the tax for route allocation, parking fees at the stand, bus stand fees, fee/service charges to hawkers etc). The main tax was for the route allocation, paid to Regional Transport Authority at Rs.1,400 per annum. Payment for the Vehicle Fitness Certificate was made at the rate of Rs.200 every six months to the Motor Vehicle Examiner. Other fees (bus stand fees, parking fees, hawkers' fees etc.) came out about Rs.20 per day. Since these fees were paid during the operation of the service on a daily basis, the owners did not consider them as burden on them.

The owners did not stipulate a target income to the drivers to earn. Drivers were normally trusted as far as their reporting and returning of daily incomes to the owners was concerned. However, random checking by the owner himself or by his representative was carried out. He would travel on the chosen day throughout the working hours and ascertain for himself the usual income for comparison with the amount shown by the drivers. In some cases either the driver or the conductor is also the owner, which is a sure way of receiving the full income.

Buses are handed over to the drivers and conductors on a daily basis, as well as on a weekly basis. There was no fixed criteria for the selection of drivers for the buses, but the main consideration was experience as well as some social guarantee / reference.

No mechanism existed for training the drivers and conductors, though everybody desired that such a mechanism should be arranged from the government side.

As far as tariff / rates were concerned the owners were not satisfied with the rate and stated that their earnings did not match their costs due to the high prices of fuel and other operational costs. They complained about rapid variation / fluctuation in the prices of different items such as fuel. Owners thought that tariffs should be almost doubled.

Regarding operational problems, owners reported that dealings with the police were 'unfair' and that they had to give Rs.200 to Rs.300 per month to the police in undue payments. The cost of handling challans (bribes) about Rs.200 to Rs.300 per month was in addition.

All the bus drivers and conductors were found to be experienced and had been working on their present vehicles for the past number of years. Drivers and conductors reported their daily incomes to be Rs.150 and Rs.100 respectively, and considered this quite low.

Fuel and oil of the vehicle was the responsibility of the owner, whereas the daily personal expenditure was borne by the drivers and conductors themselves.

Working hours were reported to be between 10 to 12 hours, without any break during the day. Short times at the bus stand while waiting for passengers were considered to be break times. Retiring places for the drivers and conductors did not exist. The sheds and shops / booking offices at the bus stands were considered to be the retiring places.

There was no provision of social security for the drivers and conductors. Even in case of emergencies such as accidents on the road, only the public or charities such as 'Edhi' provide help.

Prevalent use of drugs was strongly condemned by the drivers and conductors, but nobody admitted their use.

8.2.2 Hilux wagons

Hilux wagons known as '*daallas*' are also operating in the city. These wagons go to nearby villages and small towns around Faisalabad. These wagons operate on almost all regional roads. They start from various points around the centre of the city, such as from outside Jhang Bazaar going to Dijkot on Summandri Road, and from Narwala Chowk going to Narwala Bunglow. Unlike the FUTS wagons, they carry goods (mainly milk and agricultural products and other consumer items) as well as passengers from the city to the villages. Wagons full of passengers with goods, milk cans and cycles etc. on the top are a common scene on regional roads. Sometimes passengers sit on the rooftops as well.

Two wagon owners were interviewed. They had purchased Hilux wagons second hand about three years ago at a cost of about 400,000 rupees each. Loans on a personal basis were arranged without any interest. The owners are paying back Rs.5,000 in instalments on a monthly basis.

Expenditures on fuel, wear and tear, changes of oil and parts etc., vary and cannot be generalized. Daily fuel is the major cost. Fuel costs depend on the number of trips made during the day, the condition of the vehicle and even the condition of the road/s. Monthly costs on fuel have been reported to be about Rs.10,000.

Hilux operators pay two types of taxes to the government. One is Rs.1,400 per annum to the Regional Transport Authority (RTA) as a route allocation fee. The other is Rs.200 on six monthly basis for the Vehicle Fitness Certificate (paid to the Motor Vehicle Examiner (MVE)). Another fee is the stand fee of Rs.5, which is liable each time the bus is parked at the stand.

Like other modes of transport, Hilux wagons are handed over to the drivers on a daily basis. Drivers and conductors are considered employees of the owner, but their wages are calculated on the basis of total working days. A daylong breakdown is often covered, whereas if the vehicle remains off road for longer periods, wages for the idle days are not paid. There are no fixed criteria for the selection of drivers, but the main consideration remains experience as well as some social guarantee.

There is no mechanism for giving training to the drivers. Everybody would like to see such training arranged from the government side. Special seminars and workshops are deemed useful in this respect.

As far as tariff/rates are concerned, the owners are not satisfied with the prevailing rates. They complained about the rapid variation/ fluctuation in the prices of different items, particularly fuel. Hilux fares have been reported at the rate of Rs.1.5 per kilometre with the minimum fare being Rs.5. The owners would like to see an increase in the fare rate from Rs.1.5 to Rs.2.5 per kilometre, with the minimum fare set at Rs.7.

Like other transporters, Hilux owners are not happy with their dealings with the police, classifying such dealings as 'bad'. They have to give on average Rs.200 per month to the police on various occasions as bribes. Handling of challans costs separately.

Fuel and oil for the vehicle are the responsibility of the owner. The daily personal expenditures are borne by the drivers and conductors themselves. Daily earnings of the conductor and driver have been reported to be Rs.85 and Rs.100 respectively. They considered this wage to be quite low.

Duty hours were reported as 10 hours daily without any breaks. Waiting times while allowing passengers to board at starting points are considered to be the break time. Retiring places for the drivers do not exist. The sheds and shops at these points are considered to be retiring places

There is no social security coverage for the drivers. Even in case of emergencies, such as accidents on the road, only the general public or charities (such as Edhi) provide help.

Use of drugs was strongly condemned by the drivers, but nobody admitted their use.

8.2.3 FUTS wagons

Wagons operated under the umbrella of the Faisalabad Urban Transport Society (FUTS) are the main public transport facility available in the city through a public private partnership administered by an NGO. The service operates on most major and link roads in the city. All the routes pass through the central terminal outside Amin Pur Bazaar on Allama Iqbal Road.

As per the design of the study, two owners, two drivers and two conductors operating FUTS wagons were interviewed. Details are as follows.

According to the two owners interviewed, they purchased wagons about three and six years ago as second hand vehicles. One purchased his vehicle for cash and the other on the basis of a 'private loan', but without any interest. Repayment of the loan was being made on a monthly basis with instalments of Rs.15,000 each month.

Expenditures on fuel, oil changes, spare parts, wear and tear etc. vary. Daily fuel is the major cost and depends on the number of trips made, the condition of the vehicle and the condition of the road/s. Monthly fuel costs were reported to be between Rs.10,000 to Rs.12,000.

The drivers are not asked for the fixed amount to pay to the owners. Most often drivers are trusted in this respect. However the owners make surprise checks to ascertain the income of the wagon. As far as the FUTS wagons are concerned, in most of the cases drivers or conductors are the owners themselves so the issue of trust does not arise.

FUTS wagon owners pay Rs.1,700 per month to the administering organization (FUTS), which includes Rs.1,500 as service charge and Rs.200 as a contribution towards the Welfare Fund.

Wagons are handed over to the drivers and conductors on a daily basis. There are no criteria for the selection of drivers for the wagons, but the main consideration is experience as well as a reference and some kind of social guarantee.

No mechanism exists for training the drivers and conductors. Everybody would like to see the government to arrange such mechanisms. Special seminars and training workshops have been suggested as useful in this respect.

The owners are not satisfied with the tariff rates and stated that their earnings did not match costs, due to the high price of fuel and other operational costs. They complained about the rapid variation/ fluctuation in the prices of different items, particularly fuel. Owners would like to see the average rate per kilometre doubled and the minimum fare increased by 50 per cent.

Although the FUTS wagons are supposed to be supervised only by FUTS staff, when responding to questions about operational problems the owners reported that their dealings with the police were always ‘bad’. They had to spend on average Rs.250 per month to bribe the police. Penalty on challans was another cost i.e. Rs.400 to Rs.500 per month .

All of the drivers and conductors were found to be experienced and had been working on their present vehicles for a number of years. Drivers and conductors reported their daily earnings to be Rs.200 and Rs.100 respectively, and considered this to be quite low.

Fuel and oil expenses are the responsibility of the owners, whereas daily personal expenditures are borne by the staff themselves.

Duty duration is 12 to 14 hours without any break during the day. Waiting times for passengers to board at the starting and terminating points are considered to be break times. No retiring places for the drivers and conductors exist. The sheds and shops at various stops are considered to be retiring places.

There is no concept of any social security coverage for drivers or conductors. Even in cases of emergency, such as accidents on the road, only the public or charities provide help.

Use of drugs was strongly condemned by the drivers and conductors, but nobody admitted to using drugs.

8.2.4 Suzuki pick-ups

Next to wagons operated by the FUTS, Suzuki pick-ups running on different city corridors are considered to be the second major transport service for people. The service is available on four routes in the city. Unlike the FUTS, the Suzuki services have no specific central point that they must pass through. Various routes start from different points and terminate at different locations.

As per the design of the study, two owners, two drivers and two conductors operating the Suzuki pick-ups were interviewed. Details are as follows.

Two owners were interviewed. In both the cases Suzuki pick-ups had been purchased about four to five years ago as second hand vehicles. One of the purchases was made with cash and the other using a 'private loan', from friends and relatives, but without any interest. The mode of repayment of the loan was monthly Rs.3,500 instalments.

Expenditures on fuel, oil changes, spare parts and costs for wear and tear cost varied. Daily fuel is the major cost and it depends on the number of trips made, and the vehicle and road conditions. Monthly costs on fuel were reported to be between Rs.5,500 to Rs.6,000.

Suzuki operators are paying two types of taxes to the government. One is Rs.1,400 per annum to the Regional Transport Authority (RTA) as a route allocation fee and the other is Rs.400 per annum for the Vehicle Fitness Certificate (paid to the Motor Vehicle Examiner (MVE)). The Suzuki stand fee is Rs.5 per turn at the stand.

Suzuki pick-ups are handed over to the drivers and conductors on daily basis for operation. There is no fixed criterion for the selection of drivers but the main consideration remains experience as well as some social guarantee. Drivers and conductors are selected to run the vehicle on the understanding that the income earned each day shall be brought back to the owner honestly. The owners do make surprise check ups to ascertain their income of the vehicles. However, in most of cases the driver or conductor is also the owner of the vehicle, thus can directly control the income of the vehicle. The drivers and conductors are paid on the basis of days actually worked.

No mechanism exists for giving training to drivers and conductors. Everybody would like to see such mechanisms arranged by the government, suggesting that seminars and training workshops could be arranged in this respect.

As far as tariff / rates are concerned, the owners are not satisfied with the current rates and stated that their earnings did not match their costs due to the high price of fuel and other operational costs. They also complained about fluctuations in the prices of different items, particularly fuel. Owners desired the authorities to double the average rate per kilometre and increase the minimum rate of fare by one and a half times.

Like other transporters, Suzuki owners are not happy with their dealings with the police, reporting that such dealings are always 'bad'. They have to give on average Rs.150 per month to the police on different occasions as bribes. Handling of challans costs separately.

All of the drivers and conductors were found to be experienced and had been working on their present vehicles for the last two to three years. Drivers and conductors reported their daily earnings to be Rs.130 and Rs.85 respectively and considered this daily rate to be quite low.

Fuel and oil for the vehicle are the responsibility of the owner, whereas the daily personal expenditures are borne by the staff themselves .

Duty duration was reported to be between 10 to 12 hours daily, without any break. The only break is while waiting for passengers at the starting and terminating points of the pick-up route. Retiring places for the drivers and conductors do not exist at all. The sheds and shops at starting and terminating points are considered as retiring place.

There is no social security system for the drivers and conductors. Even in cases of emergencies on the road, the general public or charities such as Edhi provide help.

Use of drugs was strongly condemned by the drivers and conductors. However nobody admitted their use.

8.2.5 Private cars used as taxis

Services of car rental (on a private basis) are available in the city. There are many spots in the city where the operators of these cars park their vehicles and wait for customers. Common places are locations outside bazaars radiating from the clock tower. Other spots exist in the major settlements of the city. Almost all types of cars from old to new and from low to high power (some with luxury arrangements) are available. These private cars are operated either by individuals or through Rent-a-Car offices. Mostly of these cars are hired for special occasions such as marriages and other celebrations, or in cases of emergency. Mostly people also hire taxis for travelling to the airport or other cities.

Both the owners interviewed had purchased their cars second hand at a cost of approximately Rs.400,000 on cash terms.

These cars are considered private cars and as such no route allocation fee or vehicle fitness certificate fee is applicable. The only fee paid is a stand fee at some locations at Rs.20 per day to Faisalabad Municipal Corporation.

No mechanism exists for giving training to taxi drivers. Everybody would like to see the government providing such training through special seminars and workshops.

In the case of private cars, there is no fixed rate for fares. It rather depends on the type of event and season (such as the season for marriages etc.), the distance travelled and the duration for which the service is hired (including the waiting time). The driver normally charges for both ways, even if the passenger is not coming back.

The operators of the taxis did not complain much about behaviour of the police. However, they also reported having to occasionally paid bribes.

Fuel and oil for the vehicle is the responsibility of the owner. The daily personal expenditures are also borne by the drivers themselves. The daily earnings of the drivers

were reported to be Rs.150. They consider this rate to be quite low. In most of the cases the owners drive their own vehicles.

8.2.6 Auto rickshaws

Two types of auto rickshaws are operating in the city. One has a seating capacity of two passengers. The other is a large rickshaw with seating for more than two passengers and with more luggage capacity. These large rickshaws have gained popularity in Faisalabad during the last few years. They are filling the void left by taxicabs, which is almost non-existent in Faisalabad. Some people say that this large rickshaw is the reason behind failure of taxicabs themselves as it provides the capacity of a taxi at a lower fare. Both the rickshaws charge fares on a per trip basis, unlike *Quingquis*, which charge as per passenger.

Auto rickshaws are available in almost every part of the city providing a point-to-point service. There are no fixed routes. These are available everywhere during the day and in important places 24 hours a day. Operating rickshaws on roads in the central business district is, however, banned.

As per the design of the study, two owners and two drivers operating rickshaws were interviewed. Both the owners had purchased their rickshaws about two to three years ago as second hand vehicles. One purchased his for cash, whereas the second was purchased through a loan arranged at on a personal basis without any interest. A second hand rickshaw costs about 100,000 rupees.

Expenditures on fuel, wear and tear, oil changes and spare parts etc., are quite varied and cannot be generalized. Daily fuel is the major cost. It depends on the number of trips during the day, the condition of the vehicle and the road/s. The monthly cost of fuel was reported to be between Rs.4,000 to 4,500.

Rickshaw operators are paying two types of taxes to the government. One is Rs.1,050 every three years to the Regional Transport Authority (RTA) as a route allocation fee. The other is Rs.400 per annum paid on a six monthly basis for the Vehicle Fitness Certificate (paid to the Motor Vehicle Examiner (MVE)). There are no fixed routes assigned to rickshaws. Other fees are related to parking at certain locations e.g. Rs.5 per visit to the stand at the railway station.

There is no fixed criterion for the selection of drivers. Main considerations are experience as well as some reference. Rickshaws may be handed over to the drivers on a daily basis with a fixed amount to be returned to the owner, however, most owners operate their rickshaws themselves.

As far as tariffs/rates are concerned, the owners are not satisfied with the current rate and stated that their earnings did not match costs due to the high price of fuels and other operational costs. They also complained about the rapid variation/ fluctuation in the prices of different items, particularly fuel. Rickshaw drivers do not charge fares at rates fixed by the government. They operate with a common understanding that Rs.7 per kilometre be charged. The minimum charges for travelling even the shortest distance are Rs.20. The rickshaw owners would like to see an increase in rates to Rs.10 per kilometre.

Amongst all transport modes running in the city, rickshaws are considered to be the most exposed to the high handedness of the police. Rickshaw owners are not happy with their dealings with the police and reported that any dealings with the police are always 'bad'. They have to give on average Rs.200 per month to the police in the form of bribes, besides paying penalty on challans.

Drivers working on the rickshaw were not found to be very experienced. They had been working on their present vehicles for one or two years only. Drivers reported their daily earnings to be Rs.125 to 130 and considered this to be quite low. Fuel and oil for the vehicle are the responsibility of the driver. Similarly, the daily personal expenditures are borne by the drivers themselves.

Working hours were reported to be between 10 to 12 hours daily without any rest. The only rest is while waiting for passengers at different locations. Retiring places for the drivers do not exist.

There is no concept of any social security coverage for rickshaw drivers. Even in the case of emergencies (such as road accidents), only the general public or charities such as Edhi provide help.

8.2.7 *Quingquis*—motorcycle rickshaws

Five modes of motorized transport i.e. buses, Hilux wagons, FUTS wagons, Suzuki pick-ups and *Quinguis* are available in the city, operating on fares paid on a per passenger basis. *Quinguis* (a motorcycle pulled rickshaw with back-to-back seating) have gained popularity during the last four/ five years and are fast replacing *tongas*. A *Quingui* provides the benefits of an auto rickshaw in terms of speed and time, yet the fare is charged per passenger and is almost equal to that of a *tonga*.

Quingui services are available on all main roads and links in the city. They also act as feeder services, operating on routes not covered by other public transport modes. Unlike the FUTS, the *Quingui* services have no specific central point. Various routes start from different points and terminate at different locations. This service links the inner settlements with the main roads, especially those that are far away from the main routes of buses or wagons.

Two owners and two drivers operating *Quinguis* were interviewed. Drivers of the *Quinguis* also act as the conductor, collecting fares and handling boarding and disembarkation. Findings from the interviews are presented below.

Both the owners interviewed had purchased their *Quingui* rickshaws about three to four years ago as second hand vehicles. It is pertinent to mention that most of the *Quingui* rickshaws operating in the city are old motorcycles that have been customized by attaching an additional structure to the rear. These are considered as second hand vehicles with new structures attached. Both the owners purchased their vehicles for cash.

Expenditures on fuel, oil changes, spare parts etc. are quite varied and cannot be generalized. Daily fuel is the major cost, depending on the number of trips made, the condition of the vehicle and the condition of the road/s. Monthly expenditures on fuel were reported to be around Rs.3,500.

*Q*uinguis operators pay two types of taxes to the government. One is Rs.1,050 every two years to the Regional Transport Authority (RTA) as a route allocation fee; the other is Rs.400 per annum (Rs.200 on a six monthly basis) as payment for the Vehicle Fitness Certificate (this is paid to the Motor Vehicle Examiner (MVE)). There are no fixed routes assigned to the *Quinguis*. However, they are not allowed to run within the central business zone of the city.

Quingui stops are mainly bus stops of the FUTS or the bus service where inner service links emerge to join the main roads. Daily coverage of the *Quinguis* is not standardized and mostly depends on the number and frequency of passengers. Mostly people boarding *Quinguis* pay tariffs on a per passenger basis. A family (women and children) hiring a *Quingui* separately has to pay for full capacity (at least six persons). Drivers are happy to be hired on such a basis.

The majority of *Quingui* drivers are the owners as well. But sometimes owners hand over their vehicles to drivers on a daily basis. In this case owners get back the same quantity of fuel in the tank, plus a fixed amount ranging from Rs.250 to 300 per day. Any additional income goes to the driver. There are no fixed criteria for the selection of drivers, but the main considerations remain experience as well as some social reference.

As far as tariff rates are concerned, the owners are not satisfied with the rate and stated that their earning did not match their costs due to the high prices of fuel and other operational costs. They also complained about the rapid variation/ fluctuation in prices of different items, particularly fuel. Owners would like to double the average tariff per kilometre.

Like other transporters, *Quingui* owners are not happy with their dealings with the police. They have to give on average Rs.300 per month to the police in the form of bribes. Handling of challan costs separately .

Drivers working on the *Quingui* rickshaws were not found to be very experienced. They had been working on their present vehicles for only one year. Drivers reported their daily earnings to be Rs.100 to 125 after meeting all expenditures (fuel, repairs etc. and a fixed amount to the owner) and considered this as quite low.

Fuel and oil for the vehicle is the responsibility of the driver, whereas daily personal expenditures are borne by the drivers themselves. Drivers hardly show any savings on a daily basis.

Working hours were reported to be between 10 to 12 hours daily without any break. Waiting times for taking passengers on board at the starting and terminating points is considered to be the break time. Retiring places for the drivers do not exist. The sheds and shops at the route starts and ending points are considered to be retiring places.

There is no social security system for the drivers. Even in the case of emergencies, only the general public or a charity may provide help.

8.3 Information from operators of animal-drawn vehicles

In the category of animal-drawn vehicles, *tongas* and donkey carts were considered for research as these are the modes used by the public. Other animal-drawn modes are camel carts, bullock carts and horse carts, which are mainly used for carrying goods. Camel carts are quite common and almost unique in Faisalabad, carrying heavy loads such as power-loom machinery or grey cloth being moved for various processing stages at facilities dispersed around the city. Details about animal-drawn modes used for public transport are as follows.

8.3.1 Tongas

Tongas, drawn by horses, carrying passengers, are a common sight on almost all main and secondary roads in Faisalabad. Passengers from other cities disembarking at the main bus terminals mainly use them. Their other use is as a feeder service to modes operating on the main roads; as such they are used by people from stops on the main roads. *Tongas* also operate concurrently on routes where FUTS wagons, *Quingui* rickshaws and other modes are in operation. Although *Quinguis* charge almost the same fare and are faster, so are replacing *tongas* on many routes, *tongas* are still popular. People use them particularly during rush hours for short distances. Unlike motorized modes, *tongas* even operate on routes having *katcha* (unpaved) roads or streets .

Two owners and one *tonga* driver were interviewed. The driver of a *tonga* also acts as the conductor. It has been found that either old or quite young people are driving *tongas*, implying that men in middle age are not involved in this profession. Both the owners had purchased their *tongas* about three to four years ago second hand. The purchases were made for cash at a cost of Rs.16,000 to 18,000 (including the horse).

Expenditures on fodder for the horse, wear and tear and the costs of changing parts etc. varied and cannot be generalized. The monthly cost of fodder was reported to be between Rs.1,200 to 1,400. Fodder for the horse has to be bought during the day whether or not passengers are scarce.

Tonga owners have to pay a fitness certificate fee to the FMC. Four different owners/ drivers reported different amounts (Rs.110 to 120) for this. This shows that they have to pay some varying amount in addition to the actual fee to the clerks.

There are no fixed routes assigned to *tongas*. However, this transport mode is not allowed to run within the central business zone of the city.

In most cases owners operate *tongas* themselves, but in some cases the *tongas* are handed over to drivers to operate on a daily basis. There is not fixed criteria for the selection of drivers but the main consideration remains experience as well as some social guarantee. Most of the drivers are close relatives of the owners.

As far as tariff rates are concerned, *tongas* are available on a per passenger basis as well as on a charter basis. For regular routes, fares have been settled informally. The operators have together endorsed the present rates. However, the owners are not satisfied with the current rates and stated that their earnings did not match the costs. Owners would like to double the average rates. However, at the same time, due to competition with motorized modes, they are reluctant to pursue this demand.

Like other transporters *tonga* owners/ drivers are not happy with their dealings with the police. Considering *tonga* operators to be very poor, thus unable to bribe, the police use obscene language and sometimes even beat these operators.

Drivers working on *tongas* were found to be quite experienced, working on their present vehicles for many years. Drivers reported their daily earnings to be Rs.80 to 90 (excluding all expenditures); such earnings are quite low in the present era of high inflation.

Working hours were reported to be between 10 to 12 hours daily, without any break. Time while waiting for passengers at the starting and terminating points of routes is considered to be break time. Retiring places for the drivers do not exist. Tanks storing drinking water for horses are available on some routes, which have mainly been constructed by charities.

There is no social security coverage for the drivers. In case of any emergencies, such as accidents on the road, only the general public provides help.

8.3.2 Donkey carts

Faisalabad is well known for two things. One is the wide spread power-loom industry all over the city and the other is donkey carts, locally also known as '*Chand Gari*' meaning 'vehicle of the moon.' Donkey carts are common on almost every road except a few in the civil line (name of an area) area. These donkey carts are multipurpose vehicles. Although mainly used for carrying goods, they also carry passengers, particularly labourers (mostly women) travelling from different directions into the central part of the city for work. As their fare is low, donkey carts are particularly popular among low-income people. They also carry passengers going to fruit, vegetable and grain markets to fetch goods. Owners of the donkey carts live in almost all low-income areas of the city, particularly those on the peripheries. However, their main concentration is in Allama Iqbal Colony also known as Mandi quarters situated on Samundri Road.

As per the design of the study, two owners and one donkey cart driver were interviewed. Drivers of the donkey carts also act as the conductors. It has been found that quite old people drive the donkey carts. Both the owners had purchased their carts about four to five years ago second hand. The purchases were made for cash. The amount paid was between Rs.11,000 to 13,000 including the donkey.

Expenditures on fodder, wear and tear, new parts etc. vary from cart to cart. Daily fodder for the donkey is the major cost and it has to be bought during the day whether or not there is any business available or not . Total monthly costs on fodder were reported to be about Rs.1,000.

Donkey cart owners have to pay a fitness certificate fee to the FMC. The owners/ drivers gave different figures, ranging between Rs.110 to 120 for this. This shows that they have to pay some amount to the clerks in addition to the actual fee.

There are no assigned routes for the donkey carts. However some of the roads in the CBD are closed to them. In the case of visiting dignitaries or VIPs to the city, donkey carts are asked to detour onto alternate, always longer, routes.

Donkey carts are handed over to drivers to be operated on a mix of daily as well as weekly bases. There are no fixed criteria for the selection of drivers but the main considerations remain experience as well as some reference.

There is no fixed criterion for the tariff. It is mostly negotiated between the operator and the person wanting to book the cart for carrying goods. Similarly, the tariff for carrying passengers is lower than that of *tongas* and other modes such as wagons. Most often the low-income donkey cart operators respect their low-income passengers and accept what they offer. Owners are not satisfied with their earnings and reported that people normally don't pay the proper fare. Operators also have to load and unload goods without any additional labour charges. They put up with this since they have to feed their donkeys as well as their families.

Like other transporters, donkey cart operators are not happy with their dealings with the police reporting that all such dealings were bad. Considering them unable to bribe, police call them names and sometimes even beat them.

Drivers working on the donkey carts were found to be quite experienced and had been working on their present vehicles for many years. Drivers reported their daily earnings to be Rs.75 to 80 (excluding expenditures); such earnings are quite low considering the high cost of living.

Drivers normally work 10 to 12 hours daily without any rest. Waiting times for luggage (and passengers) are considered to be the break time. There are no retiring places for the drivers. Drinking water tanks for donkeys, constructed by the charities, are available on some routes.

There is no social security system for the drivers. In case of emergencies such as accidents on the road, only the general public provides help. Use of drugs has been strongly condemned by the drivers.

8.4 Operational issues

Among the total 41 interviewed, 35 were with owners, drivers and/ or conductors of motorized vehicles and 6 were operators of animal drawn modes (such as *tongas* or donkey carts). Operational issues relating to both kinds of modes are given below.

8.4.1 Traffic rules and regulations

Considering that many of the interviewees drive different vehicles on the roads on a daily basis, they were asked whether they had studied traffic rules and regulations applicable to them during driving. Amongst the 16 drivers interviewed, only one responded affirmative while the all others said no. Similarly, neither the owners nor the conductors had ever studied these rules and regulations. These results clearly show the complete lack of understanding of the traffic rules that exists among vehicle operators, the reason behind the prevalent traffic chaos.

Interestingly, on the other hand, when these respondents were asked whether they were satisfied with the implementation of traffic rules, only 9 per cent responded that they were satisfied, whereas the majority (91 per cent) were not satisfied or partly satisfied. The results clearly show people's distorted perceptions. They consider implementation of

traffic rules and regulations to be the responsibility of the government via the police, yet shrug off their own responsibility in this respect.

Table 8.7. Satisfaction with traffic rules and regulations

Description	Total	
	Number	%
Fully satisfied	1	2
Satisfied	3	7
Partly satisfied	21	47
Not satisfied	16	35
No response	4	9
Total	**45**	**100**

Enumerating reasons about their dissatisfaction over the implementation of traffic rules and regulations, the respondents said that poor implementation was obvious from accidents still being frequent, traffic jams and from haphazard traffic flows being a common sight. Also, that implementation of traffic rules had not shown any positive results. Some thought that this was because of disinterest by the traffic police, as they did not want to implement the rules, and were slack in checking violations. Some expressed that implementation was poor because very few people had learnt the rules and most had poor traffic sense. They further stated that no attempt had ever been made to teach traffic rules to the public in a formal manner. The respondents put most of the blame on the traffic police who they perceive to be disinterested. However, people hoped that improvement in the system was on its way as a result of the enhanced accountability features of the newly-devolved district government system.

8.4.2 Traffic signs and signals

People were asked to comment on the standard of traffic signs and signals fixed at different locations in the city. Only 11 per cent considered these to be of a good standard while 89 per cent thought these were below standard. Among the motorized group rather 94 per cent of respondents considered traffic signals to be below standard.

The fact that these signals are below standard is demonstrated by the high number of accidents at locations where the signals are fixed. Traffic signals fail to control the traffic. Further strengthening their view, people said that signals were not fixed at the proper place/s, were not clearly visible or placed according to the situation and traffic flow and that they remained mostly out of order (repair and maintenance being slack).

8.4.3 Nature of traffic violations

The owners, drivers and conductors reported different types of traffic violations. Some related to the behaviour of drivers, some concerned the fitness of a vehicle while others concerned the operation of vehicles. The common violations reported include:

- driving without a valid license;
- using the horn near hospitals and schools, even using a pressure horn;
- headlights on full beam at night;
- driving unfit vehicles emitting smoke; and
- overloading passengers inside as well as on the roof of the vehicle.

Others reported that drivers stopped vehicles in the middle of the road, stopped beyond the stop line, often on zebra crossings, that drivers would overtake from the wrong side, pass red lights and drive at high speeds.

8.4.4 Licensing procedures

Only 6 per cent of respondents were satisfied with the license awarding procedure of the authorities. Seventy-four per cent of respondents were undecided/ partly satisfied. Twenty per cent of respondents, based on their own personal experience, were totally dissatisfied with the license awarding procedure.

8.4.5 Use of horn and cassette players

When the operators were asked to quote the provision of law about the use of the horn, most did not know. However, almost all voted for strict checks on the use of the horn, asserting that this would only be possible with strict enforcement by the authorities. They also suggested publicizing the provision of law that concerns the use of the horn.

When asked about the use of cassette players within the vehicle, almost all responded that such use must not be allowed. Some suggested removal of the cassette players already installed within the vehicles. But again they thought that this would only be possible with strict law-enforcement.

Table 8.8. Reaction of the public and the police to the use of cassette players (in the view of vehicle operators)

Description	Reaction of public		Reaction of police	
	Number	%	Number	%
Casual	33	73	18	40
Bad/ severe	12	27	27	60
Description	Reaction of public		Reaction of police	

The Table 8.8 clearly shows that the reaction of the vast majority (73 per cent) of the public was quite indifferent for the use of cassette player, implying that it is socially acceptable. Only 12 per cent of operators thought that the public reacted badly to the use of cassette players.

The reaction of the police to the use of cassette players was quite strong in the operators' view; 60 per cent of respondents were of the view that the police took it seriously and sometimes removed the player. On the other hand, 40 per cent of respondents considered

that police took the playing of cassettes to be normal and allowed the use of cassette players.

8.5 General issues

8.5.1 Road condition

Operators are operating their vehicles on almost all roads. City roads in Faisalabad have not been in good condition for many years. Although the major roads (roads going to other cities) and some important roads in the city have been improved/ reconstructed, most of the main roads and almost all the inner roads are in very bad shape. Operators were asked to comment on the condition of the roads on their daily route. As per the results, amongst the motorized group only 6 per cent of respondents were satisfied with road conditions, whereas among the non-motorized group nobody was satisfied with road conditions.

Among the motorized group, 66 per cent of respondents were partly satisfied and 28 per cent were not satisfied with road conditions. The non-motorized group of operators showed almost the same pattern. The non-motorized group was more dissatisfied with overall road conditions. They travel on the inner roads and non-VIP roads (where generally the powerful leaders do not travel), which are in a state of complete disrepair.

Table 8.9. Condition of roads

Description	Motorized		Non-motorized		Total	
	Number	%	Number	%	Number	%
Satisfied	2	6	0	0	2	4
Partly satisfied	23	66	7	70	30	67
Not satisfied	10	28	3	30	13	29
Total	**35**	**100**	**10**	**100**	**45**	**100**

Commenting on the hazards of bad roads, the respondents thought that journeys on damaged roads were more time consuming and that the life of a vehicle was shortened due to damage. They also thought that more accidents occur on damaged roads, more fuel is consumed, tyre punctures waste time and traffic jams are frequent. Some concluded by saying that journeys were exhausting, particularly for drivers, and thus at times dangerous for the general public.

8.5.2 Issuance of route permits

The Regional Transport Authority is responsible for issuing routes to public transport vehicles. There are special arrangements for the wagons operated under the umbrella of the FUTS, and cases for issuance of routes to the FUTS wagons are put through the FUTS administration. The RTA also issues routes to buses, Hilux wagons, rickshaws and *Q*uinguis.

The traffic police impose a ban on *tonga*s and donkey carts on some routes. This restriction is often considered to be made at the discretion of the traffic staff on duty. Other than this, *tonga*s and donkey carts are not required to have a route issued.

All owners and drivers of buses, Hilux wagons, rickshaws and *Q*uinguis commented on the issuance of routes as difficult and cumbersome. They said they face numerous problems, such as exploitation by the staff of RTA office, bribing and lack of direct access to officers.

8.5.3 Fitness certificates for vehicles

A Fitness of Vehicle Certificate is required for any public transport vehicle involved in carrying passengers. The Motor Vehicle Examiner (MVE) issues certificates to motorized vehicles on a six monthly basis, whereas the Taxation officer of the Faisalabad Municipal Corporation issues fitness certificates to non-motorized (*tonga*, donkey carts etc.) modes on an annual basis.

The respondents complained of problems in both the offices, such as the procedure being very time consuming. Mostly people reported that it took 4 to 12 days to get their vehicle certified and additional money had to be paid to get the certificate.

8.5.4 Fuel and oil quality and availability of spare parts

Responding about the quality of fuel (petrol and diesel) and lubricants (for engine and brakes), 43 per cent showed their satisfaction. The rest (47 per cent) expressed dissatisfaction stating that the petrol that is available was mixed with low-quality fuels such as kerosene oil. Similarly this was also said to be the case with diesel and engine/ brake oils being mixed with low-quality/ cheaper oils.

Low-quality fuel and oil cause many problems, such as the emission of too much smoke, higher consumption of fuel and oil with lesser output. Resultantly, the operators have to bear more operational expenditures.

About the availability of spare parts, 80 per cent expressed that genuine parts were available while the remaining said that copies of genuine parts were available in the market. People sometimes prefer to buy the copied parts because of the substantial difference between the prices of the genuine and the copied parts.

8.5.5 Problems from students

Responding about problems faced by the operators from students, almost all stated that most problems occurred in the mornings. However, problems were more severe at break times for schools/ colleges when every student wanted to board the vehicles, often creating dangerous conditions. The other problems such as avoiding paying full fare threats and misbehaving emanate mostly from college students whereas school students do not create much difficulty.

8.6 Suggestions for improvement

This section mainly comprises of the suggestions solicited from respondents regarding different aspects of public transport.

8.6.1 Suggestions for improving the traffic rules

As mentioned in a previous section, people hardly ever study traffic rules and regulations. As a result, no suggestions regarding improving certain aspects of the rules came from the respondents. The main concerns they raised were about strict implementation. Respondents further thought that the rules had not been updated and suggested that these

must be revised every year. But again this recommendation is not justified, as most of the respondents have never studied the rules in question. It was also expressed that the rules must be taught to everyone. Holding seminars, workshops and general campaigns for awareness raising for public transport operators, in particular, and the public in general, is a good idea and must be taken seriously by the government.

8.6.2 Traffic lights and signals

People would like there to be traffic signals at all major crossings of the city roads. Main concerns were with respect to signal location. Further suggestions included the need for a programme of lights repair, and that these should be of latest standard, be well lit and bright and that proper management and maintenance should be arranged. Bringing the topic of signals into the school curriculum was also suggested.

8.6.3 Traffic violations

People are of the view that the violations of traffic rule and regulations can be avoided if everybody is dealt equally and in a fair manner. When the rich and powerful are not checked, then others violate just in reaction to such injustice. Some are of the view that imposing heavy penalties and strict implementation of the rules could improve the system.

8.6.4 Awarding licenses

As far as the awarding of licenses is concerned, the respondents made the following suggestions.

- Everybody should be treated equally; no license should be awarded without a proper test.
- Honest and responsible staff and fair/ simple procedures are needed.
- Procedures must be less time consuming.

A suggestion also came to privatize license awarding.

8.6.5 Overall suggestions

This part comprises suggestions given by the respondents for overall improvements in the public transport system. Some of the suggestion may be a repetition of the suggestions already given in previous sections.

- Strict criteria for the roadworthiness of vehicles to avoid the running of unfit vehicles on the road
- Fare charges should be reduced to serve the poor people
- Provision of large buses within the city limits as a form of government-provided pubic transport
- Provision of express buses
- Strict follow-up on rules and regulations
- Repair of damaged roads to serve the entire population in general, and the poor in particular
- A proper system of rescue and first aid in cases of accidents on the roads
- Better management of the traffic is needed, with the provision of trained staff

- Better management of the traffic through good quality signals
- Designating more roads as one way
- Co-operation among Owners, Operators and Regulators on a regular basis
- Tree-planting etc. along roads
- Proper provision of parking places
- Removal of encroachments (by hawkers, illegal parking etc.) from the roads
- Routes should be according to the demand of the passengers not as per the desire of the operators
- Government transport facilities must be available in the city to cover off-peak hours and non-commercial routes
- Construction of bus stops and waiting places
- Elimination of corruption from the authorities .

Section 9

Regulators' role

9.1 Regulatory agencies

In Faisalabad the following agencies or organizations are mainly responsible for the regulation of the public transport:

- Regional Transport Authority (RTA)
- Motor Vehicle Examiner (MVE)
- Traffic Police
- Faisalabad Urban Transport Society (FUTS)
- Faisalabad Municipal Corporation FMC (renamed as Tehsil Municipal Administration)

The major responsibilities of/ duties performed by each agency/ organization are given in Table 9.1.

Table 9.1. Responsibilities and duties performed by agencies/organizations

Name of the agency	Major responsibility
Regional Transport Authority (RTA)	Issuance of routes to buses, wagons (other than FUTS), Quingquis etc.
Motor Vehicle Examiner (MVE)	Issuance of roadworthiness certificates to public transport vehicles
Traffic police	Issuance of driving licenses and controlling traffic in the city
Faisalabad Urban Transport Society (FUTS)	Planning and issuance of routes, monitoring performance, security and checking etc. of wagons operating under FUTS umbrella
Faisalabad Municipal Corporation FMC (renamed as Tehsil Municipal Administration)	Issuance of licenses and roadworthiness certificates to the animal drawn vehicles (*tongas*, donkey carts and camel carts)

A common checklist was developed for obtaining details about roles and responsibilities and exploring other operational issues (Annex VIII). Keeping in view the varied nature of

the agencies, specific questions were also asked during the interviews. Agency specific responses/ details are presented below.

9.2 Regional transport authority

An independent office of the Regional Transport Authority (RTA) was established for the Faisalabad Division on creation of this new civil division in 1982. Now with the introduction of District Government Plan in 2000, the administrative tier of the civil division has been eliminated. Therefore, RTA Faisalabad is confined to the Faisalabad District. RTAs were established under section 46 of Motor Vehicle Ordinance, 1965. Thus RTAs exercise regulatory powers available in the Motor Vehicle Ordinances.

The Secretary of the RTA is the operational head of the department working directly under the District Coordination Officer. The Motor Vehicle Examiner (MVE) is a subordinate department of RTA.

The main objectives of the RTA are as follows:

- To issue route permits to all motorized vehicles
- To issue manufacturing licenses
- To check overloading
- To issue licenses to goods forwarding agencies.
- To impose penalties on violations

The RTA office works in close collaboration with the Traffic Police of District Faisalabad and the MVE office. The working relationship among different departments is considered quite good and as such RTA is facing no difficulty.

The working within the department mainly for the issuance of the route permits is considered quite smooth, without any outside influence or hindrance (especially nowadays as no political government is in power at present). The shortage of staff and finances, however, is mentioned. To avoid delays in the issuance of route permits, the department needs more staff and resources.

The RTA, in different meetings with the district administration, has also put forward suggestions for a comprehensive plan regarding the removal of traffic congestion from important junctions/ roads during rush hours. The RTA respondent considered the non-availability of proper roads as one of the main reasons that the FUTS wagons or other services are not covering the poor areas. The RTA is otherwise of the view that FUTS is serving the city in a very good manner and that people are generally satisfied with the public transport facilities available in the city. ‘That is why no demand for the improvement of such services is coming from the community side’, the officer said.

The RTA admitted that behaviour of the operators with the passengers is not always good and needs much improvement. As far as the behaviour of the regulators is concerned, RTA is of the view that it is not satisfactory and arrangements for special training are needed at the government level.

RTA suggested following measure for improvement in the system.

- Proper training courses for users, operators and regulators are needed
- Elimination of corruption from society is essential
- Construction of good quality roads is necessary
- Removal of encroachment (by hawkers, illegal parking etc.) from the city in general and from the CBD in particular, is necessary in order to facilitate the smooth flow of transport.

The RTA showed its satisfaction as regards tariff rates and considered the demands of operators for increases to be unjustified. It was admitted that present tariff rates are on the high side in comparison to other cities. However, this should be tolerated as strict seating control in FUTS wagons provides more comfort.

9.3 Motor vehicle examiner

The Motor Vehicle Examiner's (MVE) office comes directly under the administrative control of the Secretary of the RTA with the overall administrative control of District Coordination Officer (DCO). Thus, the MVE office is operating under the powers of Motor Vehicle Rules, 1965. The main purposes of the office are as below.

- To issue roadworthiness certificates to all modes of motorized public transport operating on the roads within the Faisalabad District
- Renewal of roadworthiness certificates within the stipulated period
- To impose penalties on violators for running unfit public transport vehicles

The function of the MVE office is considered to be going smoothly and at present there is no political influence for the issuance of roadworthiness certificates to unfit vehicles. Similarly, other departments never influence the working of the MVE office in order to force issuance of certificates to unfit vehicles. The working relationships between this agency and different regulatory bodies such as the RTA, Traffic Police etc. is quite good.

Although there are no external problems, problems are being faced internally in the shape of staff shortages and lack of resources. The MVE does not have a permanent office building. It has been shifting its premises to different locations. The shortage of staff and other difficulties also create delays in dealing with cases, thus causing inconvenience to the public.

Explaining the practical situation in terms of operators applying for roadworthiness certificates in order to run their vehicles legally, the MVE stated that none of the transport operators get their certificates within the stipulated period and keep on running their vehicles in an unfit condition. This situation is not only a violation of the law, but also quite dangerous for the safety of the public. Even when transporters apply for the certificate, they always try to get the papers without actually making their vehicles fit to run. When they are asked to make their vehicle fit for public use, operators consider this a delaying tactics and blame the office.

The MVE responded that proper transport facilities are not available for the poor living in the city. As far as the overall city is concerned, the FUTS is doing its job pretty well.

In terms of not having a proper and appropriate level of public transport across the whole city, the MVE considers that people are coping in this respect by making do with whatever is available. The behaviour of the operators is considered indifferent and that of the regulators is considered to be satisfactory.

Suggesting improvements in the public transport system, the MVE laid emphasis on implementing strict checks on the operators, enabling people to have proper and fit vehicles for their journeys. It was further added that the roads, particularly link roads, should be made on priority to provide better access for the poor. This would encourage the operators, as well to introduce more vehicles. It was also added that bus stops and sheds should be constructed for the use of passengers and operators respectively.

9.4 Traffic police

This is the main agency responsible for regulating the movement of public transport in the city. Originally the traffic police were part of the Punjab Police. As per order No.2, IGP Punjab Lahore, the Department of Traffic Police was separated from the rest of the police department and established and developed as a separate body.

The main responsibilities of the traffic police are as outlined below.

To issue driving licenses for Heavy Transport Vehicles (HTV) / Light Transport Vehicles (LTV)

- To control and ensure the smooth flow of traffic on the city roads
- Implementation of traffic laws and checking violators
- To challenge defaulters and submit their cases to the relevant courts
- To follow-up on traffic violation cases in the courts of law
- To designate sections of the road network as one way streets
- To designate parking places for vehicles
- To restrict or allow any type of vehicle to travel on particular roads
- To fix timings for the entrance of heavy traffic (trucks) into the city limits
- To fix routes for the passing of intercity transport
- To check that vehicles are properly owned and registered and confiscate stolen vehicles with the support of Punjab Police

People provide documents such as their identity card etc. when applying for a driving license. After initial scrutiny of the case, the applicant is called for a driving test. Different locations are fixed for the driving test. The successful applicants are issued driving license. However, this is largely the procedure in theory for getting a license. In practice, large numbers of drivers have a license but no proper driving skills; this situation explains the frequent non-compliance of with procedures. The applicants are only checked for their driving skills and knowledge of rules mainly concerned with the traffic signals. However, their sense of driving and knowledge of the rights of other road users is hardly ever checked. This omission is clearly visible in traffic behaviour in the city.

The traffic police liaises with the RTA and MVE office; these three departments are directly related to one another. As such, there is no hurdle in co-ordination and working is smooth.

The traffic police department regulates and the traffic in the city under the provisions of Motor Vehicle Ordinance, 1965.

The problem that the traffic police face is that people do not follow traffic rules and travel on the roads as they wish. When they are stopped they complain about the role of traffic police. People hardly ever observe or obey directions and signals put up in the city. Even at the crossings where traffic signals are placed, people always try to pass the red signal if a policeman is not standing there. So a member of the traffic police standing beside a traffic signal is almost mandatory for proper control of the traffic.

The traffic police as such are not facing any difficulty in ensuring the smooth flow of traffic. Even in rush hours the traffic remains under their control. Despite all the difficulties of the harsh climatic conditions of the Faisalabad region, the department is managing quite impressively. In case of road accidents, the emergency squad of the Police Department and their ambulances extend their help in handling the situation. The traffic police also arrange different functions such as debates, walks and other traffic awareness-raising programmes with the support of charities. But it is also a fact that not many charities are available for such activities as most consider them a waste of time and money. Otherwise the NGOs and charity organizations would come forward for the education of the people regarding better traffic sense.

The working relationships between the operators and the regulators, particularly the traffic police, are not good. People never admit their faults and mistakes and always, if stopped/ challenged , consider the traffic police to be doing them an injustice. Platforms should be organized where different stakeholders involved in public transport should sit and talk together and make their relationships more positive through a process of understanding one another's work and difficulties.

The traffic police is of the view that the main hindrances to the smooth flow of traffic are the encroachments on almost on every road and street such as vendors or hawkers etc.. Due to such encroachments, people are forced to park their vehicles on the main road, which hinders the flow of traffic. These encroachments can only be removed by the TMA with the support of public representatives.

The traffic police face another difficulty with respect to the operation of FUTS wagons in the city. The wagons registered with the FUTS consider themselves to be free from all sorts of traffic regulations and are not answerable to the traffic police. When stopped for different offences, the operators are reluctant to produce documents etc. The matter has been raised many times during joint meetings. Working relationship between the FUTS administration and the traffic police are good and they understand each other's difficulties. But as new operators join the FUTS on a regular basis, problems still remain.

Police staff also think that the bad condition of the roads not only creates problems for the smooth flow of traffic, but also becomes a source of fatigue for them. They have to perform their duty in the dirt and smoke created as a result of the damaged roads and jammed traffic.

9.5 Tax branch, Tehsil Municipal Administration

Faisalabad Municipal Corporation, renamed as Tehsil Municipal Administration (TMA), is governed by the Local Government Ordinance, 2000. The tax branch has been operating in the city under the provisions of the local government enactment in force from time to time.

The main responsibilities of the tax branch of TMA are as follows.

- To issue the licenses/ permits to animal-drawn vehicles (such as donkey carts, horse carts, *tongas*, camel carts, bullock carts etc.)
- To enforce and implement by-laws relating to animal-drawn transport
- To impose penalties and impound violators

Donkey cart and horse cart operators are supposed to display their issued permit number on the cart. However, it is difficult to check these numbers. It is also possible that more than one cart is operating in the city under the same number. It is difficult to stop these illegal carts, particularly when children are driving them. For these reasons the exact number of animal-drawn vehicles is not known.

The tax branch is not facing any hindrance in its working from any other department, the public or the politicians. The main hindrance they face is the shortage of staff and resources within the tax branch. The tax branch is not given due importance within the TMA setup. They are dealing with poor people and when the cases of these poor people are not dealt with promptly, they feel embarrassed. Poor people, on the other hand, consider this to be delaying tactics and that officers are hoping for a bribe.

The tax branch of the TMA is not facing any working difficulty with the other regulatory agencies. Rather, they hardly have an interaction with the traffic police, the RTA etc. The managers of the TMA may have meetings with these regulatory authorities, but the staff dealing with the tax branch only gets direction to implement. As such, they do not have any say in the improvement of public transport in the city.

The check on defaulters is made with the support of the police and defaulters' property are impounded. The cases of the defaulters are also presented before the Magistrates attached to the TMA. At present it is the policy of the tax branch not to register new animal-drawn vehicles in the city. The number of horse-drawn tongas has been the same for many years. It is the goal of the TMA to minimize the number of animal-drawn vehicles in the city. The operators have been directed to fix a cloth to catch the droppings of the animals. They comply for some days, but then return to their normal practice. These are poor people so the departments do not normally take serious actions against them.

Road conditions on many routes are not good, particularly where these animal-drawn vehicles are operating. The best roads are banned for these animal-drawn vehicles; poor people are not considered to be equal citizens in Pakistan.

The TMA is of the view that the encroachments along the roads are one of the main causes of delays and traffic blockages. The removal of encroachments would certainly make the flow of traffic smooth. It would also give the operators some relief from congestion.

9.6 Faisalabad urban transport society

Faisalabad Urban Transport Society, well known as FUTS, was established on 24 June 1994 and registered with the Social Welfare Department (now the Community Development Department under the District Government) as an NGO. The main purpose of the establishment of the organization was to help the public with respect to public transport in the city of Faisalabad. An in depth discussion of FUTS is given in Section 3 of the study. The text below covers only the regulatory role of the FUTS in terms of public transport in the city.

The organization was established on as a public private partnership. FUTS' governing body has membership from almost all the regulatory agencies in the city, particularly those related to public transport. This helps in establishing the influence of the organization.

People working as individual operators register their vehicles with FUTS through an agreement. Getting the roadworthiness certificate before applying for the agreement is the sole responsibility of the applicant; route allocation is not sought individually. The FUTS itself forwards the case for route allocation to the RTA who, being a member of the organization, rarely has an objection and endorses the route proposed by the FUTS.

Each wagon operator pays Rs.1,700 per month per wagon (Rs.1,500 as a service charge and Rs.200 into the welfare fund) to the FUTS. In return, the wagon operators enjoy the facility of running their wagons under the umbrella of the FUTS. No other (non-registered) wagons are allowed to operate on the routes taken by the FUTS wagons. There is a restriction on overloading, but better fare rates are allowed in Faisalabad. The operators there are earning more than their counterparts in other cities of Pakistan.

The FUTS has set up a full-fledged system of checking and impounding defaulters. Checks are made at three locations on almost on every route. The supervisors check for:

- speeding;
- overloading;
- overcharging;
- misconduct of operators with the passengers;
- coverage of the full length of the route; and
- a clean interior of the vehicle etc.

The supervisors of FUTS also perform their duties at the main crossings and terminals to control the flow of traffic generated by their wagons, so in a way are extending help to the traffic police in terms of better management of traffic in the city. This continuous checking along the way at almost all hours of operation has made the journey safer for passengers, particularly women. FUTS has been successful in providing a respectable transport service for the people of Faisalabad. Seats for women are reserved and the journeys taken by females along with children are considered to be reasonable when compared with other cities in Pakistan. In Lahore only the front two seats are reserved, whereas in Faisalabad three seats are reserved.

Quite often the FUTS supervisors and the traffic police perform duties together and so control the flow of traffic in a better way.

FUTS is also contributing from its own sources, funds for the betterment of traffic flow in the city. FUTS has provided red traffic cones (to cordon off parts of the road in emergencies), has installed some traffic signals and has provided drinking water arrangements at main terminals and other services at different places

Section 10

Opinion of civil society organizations

10.1 NGOs, CBOs and other civil society organizations

Faisalabad is the third largest city of Pakistan and second largest in the province Punjab having a population of about 2.5 million (2.1 million as per census of 1998). In the city a substantial number of civil society organizations are working mainly to promote the welfare of the people, particularly the poor. Most of the organizations are registered with the Social Welfare Department (now the Community Development Department under the District Government) as Social Welfare Voluntary Organizations. These organizations work mainly on the issues of education, health, environment and rights of the people etc. Although these organizations have never lobbied for the improvement of the public transport system in the city or their areas, they do work at the grassroots level. So it was considered important to have their viewpoints with respect to issues of public transport and to explore their possible roles in the planning and implementation of public transport in the city.

To cover the entire city various NGOs, CBOs and Civil Society Organizations located in different areas were interviewed. Particular emphasis was paid to the inclusion of the poor areas on the periphery of the city. Following organizations were contacted:

1. Sarsabz Foundation, D-type colony
2. Friends Welfare Society, Waris Pura
3. Anjuman Samaji Behbood, Dhuddhi Wala
4. ARI Welfare Society, Risala Bera
5. Anjuman Islah-e-Mashra, Chibban
6. Madni Welfare Society, Sidhur Pura
7. Alliance of the Blind, 279/RB Khurd
8. New Public Welfare Society, Saif Abad

A checklist (Annex IX) was used to get the information from these organizations. A summary of the information obtained from the above stated organizations is presented below.

10.2 Sarsabz foundation, D-type colony

Sarsabz Foundation is registered with the Community Development Department. It has been working in the city since 1995, mainly in D-type and its adjacent settlements situated in the south west of the city. Although the organization started its work from one part of Faisalabad, it is presently working beyond Faisalabad into the entire District looking to raise the political awareness of the general public and the civic awareness of women. The regular members of the organization are about 240 people.

Almost all the different modes of public transport are available in the D-type colony (where Sarsabz is based). FUTS wagons pass through the D-type Colony, while the intercity and intra-city buses are available on the adjoining Sammundri Road. Though all these services are available in the D-type Colony, the people living in the adjacent colonies have to travel to this main artery (i.e. Sammundri Road) to get the wagons. The main road of the D-type is in a state of disrepair throughout its length. The vehicles operating there become damaged. The health of the people who travel is at risk. People living along the road have to breathe in dust throughout the day. In rainy season it becomes almost impossible to travel through the area.

On the damaged road travelling by *tonga*, donkey cart and *Quingqui* is miserable. The poor people operating these vehicles have to incur a lot of expense on wear and tear. Thus the net income of the poor always remains under threat.

No waiting places for passengers are available in the area. People have to wait for wagons standing in the scorching sun. It is same with the operators, as they have no shed or retiring places either. People consider public transport to be of low quality. The poor people who are forced to go to the city centre for different purposes consider fares to be on the high side.

Although public transport services are not considered good, people have never raised this issue in any organized manner. Because they are mainly busy making ends meet, the poor are rarely able to think about the system that is available for them. As far as the FUTS wagons are concerned, people consider them to be okay as they provide a reasonable and respectable transport service, particularly for women for whom travelling is now quite safe.

The behaviour of the operators is considered to be indifferent and the public do not have many complaints about them. As far as the regulators, particularly the police, are concerned everybody says that they are not good and that the operators are poorly treated by them.

Sarsabz Foundation is of the view that better understanding can be developed about the issue among the users, operators and the regulators with a campaign of awareness raising. It also pointed out that organizations working at the grassroots level could best launch these sorts of activities. It was further added that the strict enforcement of the law, and equal treatment of the poor as well as the rich, is the key to the smooth flow of traffic. Co-ordination and involvement of NGOs was supported, and the organization assured the researchers of its co-operation in this respect.

10.3 Friends welfare society, Waris Pura

Friends' Welfare Society is registered with the Community Development Department as a voluntary organization. It works in the area named Waris Pura. The area is mainly populated by a Christian community, most of whose members are labourers. It is a very poor area, which is deprived of basic facilities. NGOs and other civil society organizations are working for the betterment of the poor people in general, but are mainly involved in areas such as basic health and education.

The organization has been working in the area since 1991, and has 350 persons as regular members. The organization was setup to solve the problems faced by the local community, mainly the provision of amenities such as water, sewerage, education and health. The organization has remained busy concentrating on the welfare of the needy people most of the time.

The organization is working in Waris Pura and its adjoining settlements situated in the south of the city. The area was privately developed without providing any facilities. People have remained deprived of basic facilities. FUTS wagons pass through the area. However, a bus service is not available in the area and people have to travel or walk to get the bus operating on Satyana Road. Suzuki pick-ups are also available in the area. *Tongas*, rickshaws and the *Quingquis* are the feeder service providers in the area, particularly for the adjacent settlements.

Waiting places or bus stops are not available. People have to shelter in the shade of shops or stand in the harsh weather conditions. Similarly, retiring places for the drivers are not available and the drivers and conductors remain seated in the vehicle while waiting for passengers.

The fares of the FUTS wagons and other services such as Suzuki pick-ups, *tongas* and *Quingquis* are considered to be high for the poor residents of the area. People are mostly labourers who travel to the city centre and other areas to earn their living. Such journeys cost almost Rs.15 to 20 per day. The Friends' Welfare Society thinks that government-provided public transport must be introduced in the city with affordable fares for poor people.

The quality of the service is considered 'low', which is mainly due to the poor road condition and the improper seating arrangements in the Suzuki pick-ups. The roads are full of dust all along the way. The FUTS provides a service on the main road, but the inner areas are deprived of this service. The Welfare Society believes the service must be extended to the inner areas. Despite all these difficulties, people have generally accepted the situation, as they have never raised this issue from any organized forum.

The attitude of the operators is considered to be ill tempered, whereas the regulators, particularly the police, are always harassing operators and only understand the language of money (bribes).

The Friends' Welfare Society organization is of the view that proper training of the users, operators and regulators is needed to understand the issue in depth and to resolve the problem jointly. Along with this training, strict implementation of the law is also needed,

law that would be equally applicable for the rich as well as poor. The service roads, not just the main roads, should be constructed as a priority.

The area is characterized by its narrow bazaars and streets, which are full of encroachments . The traffic often becomes blocked due to these encroachments. Removal of blockages should be taken on as priority by the TMA facilitating poor people.

10.4 Anjaman Samaji Behbood, Dhuddi Wala

Anjuman Samaji Behbood (ASB) has been working in the area of Dhuddi Wala for the last thirty years. The organization is registered with the Community Development Department. The organization initially started its work on the basis of people's welfare. But later on the organization changed to the concept of community development after joining hands with the Orangi Pilot Project, Karachi. It is now mainly involved in infrastructure development (sewerage, water etc.) in various areas in Faisalabad with strong community participation. The organization is also extending micro-credit to people almost all over Faisalabad.

The organization initially started work from Dhuddi Wala and nearby settlements situated in the south east of the city. Dhuddi Wala is situated along Jaranwala Road, one of the main links of Faisalabad to Jaranwala City. The area has always enjoyed the status of being a major settlement at the periphery of the city. Thus, the original route of the defunct government urban bus services from Ghulam Mohammed Abad used to terminate at Dhuddi Wala. With the demise of this bus service, Suzuki pick-ups took the route. Now almost all the different modes of public transport services are available on the main Jaranwala Road. But the area has spread in all directions. People living in the inner areas do not have any recognized public transport. They must rely on *Quingquis* and *tongas*. No internal link service is available. People have to travel first by their personal modes or hired modes to Jaranwala Road and then they take public transport to the city centre. As most of people have to travel to the city centre for different purposes, mainly jobs and shopping, they must pay twice due to the non-availability of a link service.

Problems related to public transport are described by the ASB as below.

- No waiting places for passengers
- No retiring rooms for drivers and conductors
- High fare charges for poor people
- Low-quality of transport services, particularly the Suzuki pick-ups
- Speeding by drivers, particularly on the main road
- Overloading of passengers on Suzuki pick-ups and urban buses etc.

Although the main Jaranwala Road has now been constructed to 'A' class standard, the link roads and internal access roads have fallen into disrepair and people have to travel on these link roads breathing the dust and smoke of the passing traffic. As the system of collection and disposal of solid waste is not perfect, most of the solid waste remains spread at the edges of the roads. Thus, travelling is also a risk as far as people's health is concern.

Commenting on the service of FUTS, the ASB organization declared it to be good but again highlighted that it is only available on the main roads and must be extended to the inner areas. The organization considers bad road conditions of inner areas as one barrier to the extension of the FUTS service. It was strongly demanded that all the roads, major as well as minor, must be improved by the TMA as a priority.

Having all the above stated difficulties, the people have somehow become accustomed to the presently available transport services and have never raised their voices from any organized forum.

The behaviour of the operators is considered by ASB to be harsh and rude with the passengers. As regards the behaviour of regulators, it was commented that it was not good and that regulators always found ways to make money.

- ASB's suggestions for improvement in the system were given as follows.
- Elimination of corruption throughout the system is needed
- Proper training of users, operators and regulators is required
- The regulating departments must ensure the roadworthiness of the vehicles
- Strict enforcement of the traffic laws is needed
- Construction of inner roads must be completed as a priority
- New routes must be introduced to service the poor areas situated away from the main roads

Encroachments such as hawkers are common on every road, no matter whether it is major or minor. TMA has very little control over this issue. People have a very narrow right of way, thus accidents are common. The encroachments must be removed to ensure the smooth flow of traffic.

On the issue of corruption, the ASB commented that this evil was everywhere in all government departments. The organization has raised this issue through many campaigns and hopes that if NGOs join together then this evil can be controlled.

10.5 Ari Welfare Society, Risala Bara

Ayub Agriculture Research Institute is situated on the Jhang Road. Most of its employees (mainly officials of low grades) are living in an area known as Risala Bara, which is situated almost two kilometres away from the main road. The area is completely in isolation, having experimental farming all around, and does not border the built-up part of the city. The residents of this settlement established their organization (the Ari Welfare Society) mainly to resolve issues related to infrastructure. The organization works to promote the welfare of needy people. It was established in 1992 and later registered with the Community Development Department in the year 1996.

Risala Bara is situated about 2 km off Jhang Road. Although all sorts of public transport are available on Jhang Road, people mostly have to use their own vehicles or travel on foot to travel to the settlement. A few *Quingquis* along with some *tongas* also shuttle between the '*abadi*' and Jhang Road. This shuttle service is available during the daytime. Travelling on this section becomes dangerous after sunset.

As no service was available for the settlement it was demanded that routes should be extended enabling the people to earn their livings easily. At present people have to travel on foot or to hire shuttle services and have to spend money and time to reach the services available on the main road. Thus people living in these settlements are spending a lot of time and more money on travelling.

As far as the service of the FUTS wagons is concerned, the Ari Welfare Society commented that it was operating fine but the service must be extended to their settlement as well. Since their settlement is so isolated and they are not able to put heavy pressure on the administration, they are suffering in all respects.

People do not consider the regulators to be good people and label them as mostly corrupt. Nor are operators considered to be good. The following suggestions were given by the Ari Welfare Society for improving the system.

- Violators must be strictly penalized
- Corruption should be eliminated from the system
- Proper training of users, operators and regulators is needed to understand the issue
- Everybody should follow traffic laws
- Major as well as minor link roads must be constructed

The organization is of the view that the main problem that obstructs the flow of traffic in the city is due to the encroachments shopkeepers have made. The controlling authorities are not taking notice of this situation. The encroachments should be removed, enabling accident-free traffic flow.

10.6 Anjaman Islah-e-maashra, Chibban

Anjaman Islah-e-Mashra was established in the year 1978 and was registered with Social Welfare Department in the year 1979. The organization has been working in the Chibban area for the last 24 years mainly promoting the welfare of the people living in the area. Since Chibban is a *katchi abadi* (squatter settlement) it has been deprived of all amenities. The organization supported people in having proprietary rights to the houses they were living in. Its other objectives were the provision of infrastructure facilities such as sewerage and water supply.

Chibban is a *katchi abadi* located almost in the centre of the city in between the general bus stand and a developed colony named Gulistan Colony. The availability of the work opportunities in the central bus stand and in the workshops in adjacent areas encouraged the growth of this settlement. All sorts of public transport, intercity and intra-city, are available at nearby Sargodha road. However, people have to travel by *tonga*, *Quingqui*, and rickshaw or walk in order to reach Sargodha road to access the public transport (bus, wagons etc). The other access to public transport (FUTS wagons) is available in Gulistan Colony and again people have to travel via their own arrangements to reach the FUTS wagons' originating point.

In both the above stated cases poor people living in the *katchi abadi* are bound to spend extra money and time to meet their daily travelling requirements. Issues relating to public transport in general were mentioned by Anjaman Islah-e-Mashra as follows:

- Speeding of vehicles
- Overcrowding on the urban buses and the Suzuki pick-ups
- Dust pollution on roads, particularly the internal (minor) roads
- No waiting places for passengers; they have to wait standing in the sun, putting up with the dust, smell and smoke of the vehicles
- High fare charges, particular those of the FUTS wagons
- Low-quality of transport services, particularly the Suzuki pick-ups

Issues specific to the area were mentioned as:

- Excessive time consumed even during short journeys
- Lack of public transport services (bus, wagon)
- No direct access to the main roads
- Poor condition of local roads
- Dust, pollution etc.

Anjaman Islah-e-Mashra organization is of the view that the FUTS wagons are serving a good purpose, but are confined to major roads. The internal areas must also be covered by this service. As the FUTS service is not available in the area, most people consider that the public transport system does not provide proper coverage in the city. It is further added that the behaviour of the operators with the passengers is bad, and as far as regulators are concerned corruption and favouritism is prevalent in the agencies.

Anjaman Islah-e-Mashra's suggestions for the improvement in the system were given as follows:

- Strict monitoring of the existing system is required to maximize its benefits
- Violators must be strictly punished and their vehicles impounded
- Corruption within the system should be eliminated
- Proper training of users, operators and regulators is needed to understand the issues of public transport
- Strict implementation of traffic laws is required
- Major routes of public transport must be designated and maintained as a priority

Encroachments in the city in general, and in the Chibban area in particular, are creating many difficulties for the smooth flow of traffic. The journeys taken by women and children are particularly disturbed due to extended shops etc. The TMA must take serious steps to remove these encroachments, enabling the smooth flow of traffic.

10.7 Madni welfare society, Sidhu Pura

Madni Welfare Society was established in mid-2000. It is not yet registered with any department and is working in the Sidhu Pura area as a community based organization (CBO). The area of operation of the organization is Ghulam Mohammed Abad, Jamil Town, Sidhu Pura and its allied settlements. All these areas are situated in the north-

western side of the city. Most of the people living in these areas are poor and are involved mainly in industrial (power loom) labour. Ghulam Mohammed Abad is a settlement that was planned, designed and developed by the Housing and Urban Development Department. Jamil Town is a privately developed colony, thus has been planned and subdivided into plots, but was sold without providing complete and appropriate facilities. Sidhu Pura is a *katchi abadi* inhabited through a process of 'land grabbing.'

The Madni Welfare Society was mainly established to highlight the issues of the Sidhu Pura and to make a combined effort to get these issues of sanitation, drinking water and other amenities in the areas resolved. The organization is also mandated to help the poor of the area through some welfare programmes. Issues such as the non-existence of educational and health facilities are also on the agenda.

Sidhu Pura is one of the *katchi abadis* developed on government land. The area is situated off Qaim Sain Road and public transport is available on the main road, which is almost 2 kilometres away from the settlement. Sidhu Pura is not directly linked to public transport. People have to travel by *Quingqui* or *tonga* or walk to reach Qaim Sain Road and then they can get FUTS wagons. Alternatively, they may go to Ghulam Mohammed Abad area to get FUTS wagons, again using privately hired transport or walking in order to get there. The unavailability of the public transport such as FUTS wagons or buses certainly adds problems to the lives of these poor people in the shape of burdens on their finances or their health.

Thus in the view of the Madni Welfare Society the main issues of the area with regard to public transport are as follows:

- Lack of public transport facilities
- No direct access to the main roads
- The poor condition of local roads
- High fare charges

It is the demand of the people that the FUTS service must be extended to this poor area, enabling them to earn their livings more easily. The behaviour of the people towards public transport is quite reasonable, whereas people consider that the behaviour of the operators with the passengers is not good. As far as regulators are concerned, it was commented that corruption and favouritism prevail in that department.

Suggestions given by the organization for the improvement in the system are as follows:

- Strict monitoring of the existing system is required
- Imposition of heavy penalty on violators is needed
- Elimination of corruption from the entire system is necessary
- Strict implementation of the traffic laws is necessary for both rich and poor
- Improvements of major routes must be completed as a priority
- Proper route planning to provide public transport facilities to inner *abadis* is required.

About the issue of encroachments, the organization commented that such encroachments are everywhere and no controlling authority is taking any notice. Due to encroachments, the smooth flow of traffic is obstructed, which causes inconvenience to people, particularly the women and children .

10.8 Alliance of the blind

Alliance of the Blind organization has been registered with Social Welfare Department since June 1985. Almost 200 people are members of this organization. The organization is working for the welfare of the blind throughout the city. The organization is not only confined to working for the blind, but also works for the welfare of poor people in the area i.e. Chack 279/RB. The main issues in the area are lack of educational and health facilities, in addition to non-functional infrastructure systems.

Abadi 279/RB is situated on the western side of the city near Ghulam Mohammed Abad. A major road named Narwala Road passes nearby, almost 0.5 kilometre from the settlement. All sorts of public transport are available on Narwala Road and one wagon route is also available in the settlement, which passes through the area linking other adjoining areas. *Quingquis*, rickshaws and *tongas* are also available in the area.

Commenting on the issue of public transport, the Alliance of the Blind organization commented as follows:

- Fares are high and unaffordable by the poor
- Everybody has to first reach the terminal to get wagons for the other direction, which is a waste of time and money
- The blind are especially excluded from the public transport. No special service is available, and no priority is given to the blind; people have no understanding of the white rod

Commenting on the role of FUTS, the organization stated that none of the poor areas are linked with this service and that FUTS fares are very high. Alliance of the Blind further added that FUTS is not serving the purpose of providing public transport throughout the city as wagons are only operating on the routes where they can make a profit. The public in general has a reasonable opinion about FUTS because there is no alternative available.

The behaviour of operators is not good, particularly with the blind. Most of the time they avoid picking up blind people or other disabled individuals because in these cases they have to spend more time picking up and dropping off the passengers. The behaviour of the regulators was commented upon as: ‘corruption and favouritism prevail in the departments’.

The organization is of the view that with the following measures the system could be improved:

- Strict monitoring of the existing system is needed
- Heavy penalties should be imposed on violators
- Elimination of corruption throughout the system is needed

- Implementation of traffic laws is required
- Construction of inner roads must be completed as a priority

The organization further added that major roads have recently been improved, but as the inner roads are in a very bad condition the operators do not operate their vehicles on these inner roads.

As regards the encroachments, the organization stated that too many encroachments are on the main roads, sometimes causing major accidents. The obstacles to the smooth flow of traffic are always present due to these encroachments.

10.9 New public welfare society, Saif Abad

Saif Abad is situated in the west of the city along Jhang Road leading towards the airport. The settlement is very well linked to city developments. This settlement is a continuation on from Gulfishan Colony and Shadab Colony. Gulfishan Colony, developed by the FDA, enjoys all sorts of facilities, whereas Shadab Colony has been improved to the extent that it now receives all modern facilities through the programme of Faisalabad Area Upgrading Project. Saif Abad is a slum developed on private land. Some private party subdivided the land, sold it off and left residents at the mercy of city agencies and politicians as no facilities were provided in the area. To tackle all these problems, the New Public Welfare Society was established by the people of Saif Abad in the year 1995 and was registered in the same year with the Social Welfare Department.

Saif Abad borders the main road called Jhang Road where all the different types of public transport are available, such as intercity and intra-city buses, FUTS wagons, Hilux wagons, rickshaws, *Quingquis* and *tongas*. In order to travel from the other end of Saif Abad, people use *tongas* or *Quingquis,* or they sometimes walk to the bus stop. Thus, availability of transport is not an issue for people in the area. Other issues related to public transport were narrated as follows:

- Speeding
- Overcrowding, particularly on the buses, not only inside but also on the roofs
- Dust pollution on roads due to unpaved/ '*katcha'* sides of the roads
- No waiting places for passengers; people have to wait for transport in the scorching heat and dusty climate of Faisalabad
- High fare charges
- Low-quality of transport services, particularly the urban buses
- Bad behaviour of operators

The New Public Welfare Society gave comments about the availability of public transport in the poor areas of the city as follows:

- Most of the poor areas are not directly linked to the main roads
- Public transport is not available in the poor areas
- Fares are quite high for poor people

- Local roads are in a very bad condition
- Dust pollution is everywhere in the city, particularly in the poor areas

In the opinion of the organization, FUTS is not serving its true purpose. But as there is no alternative available, people make no complaints against FUTS. The behaviour of operators was considered bad, whereas corruption and favouritism was reported from the public transport regulators. Giving suggestions for improvements, the organization commented as follows:

- Availability of punctual public transport must be ensured
- Strict monitoring of the existing system is required
- Strict penalties be imposed on violators
- Elimination of corruption from the system is needed
- Strict implementation of the traffic laws is required, sparing neither poor nor rich
- Construction of inner service routes must be completed as a priority

The organization added further that encroachments are everywhere, no matter whether it is a main road, a wide road or a narrow local road. Such blockages are the main cause of obstacle to the smooth flow of traffic in the city, which results in time-consuming journeys and fatigue to the passengers as well. It is quite strange that no authority is taking any notice of this and no efforts are being made for their removal and control.

Section 11

City forums on public transport

City forums were held with the *users*, *operators* and *regulators* on 31 March, 21 April and 8 May 2002. The objectives of conducting these forums were as follows:

- To share the scope and objectives of the research study
- To explore issues of public transport, from the users, operators and regulators perspectives, with respect to access, quality, livelihood and partnership
- To raise the awareness of the users, operators and regulators about the issues of public transport from the historical perspective, and to enable them to highlight issues and possible solutions at their own level
- To discuss and explore policy matters relating to public transport
- To explore the possibility of the establishment of a 'City Forum on Public Transport', which could highlight issues at the city level and would affect the public transport policies

In the first city forum, eight males and nine females from twelve different organizations participated as users. In the second city forum, twenty-four operators (owners, drivers and conductors of different modes) participated. Public transport regulators also participated in the forums organized for them. Comprehensive reports of all the city forums are attached as Annex X, XI and XII respectively.

The purpose and objectives of conducting each city forum and seeking the experience of the participants were explained. The context and an outline of the research study were also summarized for the participants. The participants were informed that fieldwork for the study had already been completed and compiled, and now the three forums i.e. with 1) users 2) operators and 3) regulators had been planned. They were also told that issues that arose during each forum would be shared with other stakeholders during subsequent forums. The following sub sections provide a summary of the discussions held at each forum.

11.1 Viewpoints of users

11.1.1 Issues of public transport—views of the participants

The main session of the forum facilitated discussion about issues of different modes of public transport in relation to *access, quality, livelihoods* and *partnership*. The following modes of public transport were discussed:

For the general public

- Buses (intra-city services in most of cases terminating outside municipal limits)
- Wagons (FUTS)
- Suzuki pick-ups
- Quingquis——motorcycle rickshaws
- Cars/ taxis

Considering the substantial role of services provided by different government departments and the private sector for their employees, students and ambulances, issues relating to these services were also discussed separately as follows:

Services provided by government/ semi-government departments/ institutions:

- For employees
- For students
- Health services/ ambulance services

Service provided by private institutes/ industries/ NGOs

- For employees
- For students
- For health/ ambulance services

One mode of transport was picked at a time and the participants were asked to write comments freely on the cards provided for the purpose. An interactive methodology was adopted and the participants were provided with an environment such that they were able to work with a free mind, enabling them to contribute in a better way.

The participants were asked to give their views/ comments/ experiences in relation to *access, quality, livelihoods and partnership.* A large sheet of paper was put on the wall and the cards bearing the comments of the participants were pasted on the sheet under different headings. Views given on the cards were shared with all the participants by the facilitator enabling them to understand the whole situation. Particular effort was made to involve females in the discussion, as well as the physically impaired present in the forum. Comments verbally given by the special person were recorded by one of the facilitators and cards were pasted on the sheet for sharing with other participants.

At the start the participants were mainly coming up with the access and quality issues. The least number of comments were made about matters such as livelihoods and partnership. However, when the importance of public transport for livelihoods and the role of partnership for proper services were explained, the participants responded with comments on these two aspects.

11.1.2 Summary of the discussion

The following main points came out from the discussion.

- For almost all the modes of public transport, the issue of inadequate coverage was quite common. Most of the modes are operating only on main/ major roads and the inner areas are left un-served. People have to spend extra time and money to reach the nearest stops.
- Although overloading of passengers is a somewhat controlled on the FUTS wagons, such overloading is still quite evident on buses and Suzuki pick-ups. Even on FUTS wagons, the controls on overloading seem to be weakening with the passage of time.
- The condition of most vehicles is viewed as dilapidated. Even some of the FUTS wagons were reported to be in bad condition.
- Carelessness in picking up and dropping off passengers is a common feature for every mode.
- Insulting behaviour by the drivers and conductors with passengers in general and with women in particular is common in buses, wagons and Suzuki pick-ups.
- No priority is given to women.
- No priority is accorded to students.
- Disabled/ special-needs people are not being given due care.
- Special services provided by the government departments/ institutions for their employees, students and health care services make a major contribution. The role of the government should be enhanced in this respect.
- Private industries/ institutions are contributing a lot for the travelling needs of their employees, students and for health care services. The government should provide incentives enabling these private institutions to increase their role.
- Private–public partnerships hardly exist in the sector.
- NGOs have never been consulted in the planning of public transport in the city. NGOs were of the view that public transport could be better managed with their involvement; at least the reach of the service could be got extended to the poor areas.
- Roads, except major roads, are in a bad condition almost all over the city. The bad road conditions are considered a major constraint in the extension of public transport facilities to the inner city areas.
- The problem of public transport could be better addressed with the introduction of large buses to the city.

11.2 Viewpoints of operators

11.2.1 Issues of public transport—views of the participants

The main session of the forum was to facilitate discussion about issues relating to different modes of public transport in relation to *access, quality, livelihoods* and *partnership*.

The organizers explained that they wanted to co-relate urban public transport with the livelihoods of the poor to assess whether it was enhancing or restraining their earning abilities and the second important thing was the mechanism of partnership. The partnership may include:

- Private–Private
- Public–Private
- Bank–Public/ Private

The discussion was started on the following topics/ issues put forth by the users in an earlier session of city forum, besides other issues relating to operators:

- Public transport is being operated on the main roads of the city only
- Overloading—a common practice
- Misbehaviour of operators (drivers and conductors) with public, especially with the females
- Carelessness in driving
- Preference to males over females and students
- Improper behaviour with disabled people
- Lack of private–public partnership
- Lack of role of NGOs
- Link roads have deteriorated
- Buses should be launched

The participants mainly came up with the operational issues relating to the management of the city. Comments of the participants are attached as Annex XI. Comments of the participants are given in narration as they stated the issues. From the statements given by the participants, an effort has been made to identify and group the issues with reference to the main themes of the study i.e. *access, quality, livelihoods and partnership*.

11.2.2 Summary of the discussion

The following main points came out from the discussion.

- Despite having all the legal documents, traffic police intentionally create hurdles and taunt operators in an illegal manner.
- Overloading is due to the huge number of passengers and low numbers of buses/ vehicles.
- Fare rates are not commensurate with the capital/ recurrent costs.
- Both the traffic police and FUTS inspectors are inspecting and challenging wagons. To whom are the wagon drivers of the FUTS ultimately answerable?
- Non-registered wagons are operating on the various routes. They have contacts with the higher authorities and overload their vehicles as well.
- Routes are cut short / not covered to their intended destination.

- The ticketing system is a good way of dealing with inspections. But now the police raise inspections and confiscate vehicles after banking hours. Owners have to wait for next day, which results in them loosing business for almost two days. To avoid this loss, they have to bribe the police to get their vehicles released .
- The fine for challan of a donkey cart is Rs.200, while for a rickshaw or a motorcycle it is only Rs.100. This is unjust for low-income donkey cart operators.
- The terms and conditions are not clear in the scheme of replacement of donkey carts with motorized vehicles. It does not appear affordable for the low-income donkey cart operators.
- Interest free loans on soft repayment bases should be introduced for the purchase of public transport.
- Motorcycle rickshaws are good. They get their routes passed by the RTA (and pay their permit fees) but there are no facilities such as parking stands etc.
- Lengthy and costly procedures for getting route permits.
- Lengthy and costly procedures for getting fitness certificates.
- No incentives to buy public transport vehicles, such as buses, are available from the government side.
- The confiscation of transport for election duty or other major political events—results in losses to owners and is a major inconvenience for the public.
- Some facilities such as sheds, retiring places, drinking water, toilets etc. are available at the main terminal, but there are no such facilities at the starting/ end points of routes.
- Formal and non-formal financing system.
- Non-existence of taxicabs in the city. Special incentives are needed to buy and operate these vehicles.
- Unfit vehicles for the environment are operating in the city. System of checking by EPA (Environmental Protection Agency) is wrong.
- The participants agreed that with the help of an organized forum (on public transport), their grievances might be redressed.

11.3 Viewpoint of regulators

The following main points came out from the discussion.

11.3.1 Superintendent of the traffic police

Question:

Police write tickets for drivers, even if they have all their relevant documents, and the police then confiscate those documents. Why?

Answer:

The vehicles are first stopped in the event of some violation of the traffic rules. Then the matter of documents arises. Even if these are in order, some violation of traffic rules has occurred so the police write a ticket. Documents are taken as a security and returned on payment of the penalty.

Question:
Why do the traffic police interrupt the affairs of the FUTS services?

Answer:
The traffic police do not interfere in the affairs of the FUTS, but we have to enforce law and order. We are concerned with signal jumping, violation of traffic rules and absence of documents. Initially we did not check the FUTS-administered vehicles and let the FUTS administration check and control such traffic violations, but when such violations became extreme then the traffic police had to take certain steps in the best interests of public safety. FUTS supervisors are responsible for checking on aspects such as overloading, quality and route coverage etc.

Question:
What about the ticketing system and the lock up of vehicle after bank (office) hours?

Answer:
The vehicles are only locked up when the drivers do not have even a single document i.e. registration, driving license or a route permit. Even in the case of impounded vehicles, the drivers or owners of the vehicles are provided with a chance to pay the penalty and get their vehicle released.

The ticketing system has been introduced to avoid wasting the time of the vehicle operators in appearing before the court of law for offences. Normally the tickets are made out during office hours, allowing time for the drivers/ owners to pay the penalty. If some officer is making out a ticket after office hours just to get illegal money in exchange for not locking up a vehicle overnight, it is completely wrong. I will ensure implementation of this policy of '*challans*' only in working/ banking hours and try to remove the discrepancies if any.

Question:
What about '*challans*' of the donkey carts?

Answer:
Traffic police only occasionally direct donkey cart operators not use certain important routes. But they have no concern with the donkey carts as far as '*challans*' are concerned. The concerned department, *Insdad-e-Bayrahmee Haiwanat* (Prevention of Cruelty towards Animals), is responsible for enforcing rules and regulations relating to the animal-drawn vehicles.

Question:
And what about the forced diversions of vehicles for use in meetings held by government functionaries?

Answer:
The traffic police only do this after making advance payments to the drivers/ owners for the duration that the vehicles are bound for official duty.

Initiatives taken by the traffic police for the improvements of traffic control and to minimize fatal accidents:

Road clearance and safety

Over 22,000 *challans* (tickets) were written during the year. It is evident that the *challans* have not helped in the reduction of speed or accidents. So the traffic police has established

traffic control centres on the highways to control speeds. On Sheikhupura road, from Gutwala to Asghar Abad safe speeds are specified to drivers resulting in a reduction in fatal accidents. As far as the city roads are concerned, traffic police have taken several measures to control speeds that include:

- Some of the crossings now have new signals. The old outdated signals have been replaced with modern signals that have an appropriate height and are easily seen. The traffic signals have reduced speeds and traffic jams have been eliminated .
- Parking of vehicles on the roads is a big hindrance to the smooth flow of traffic. Separate sites are being developed for parking purposes in the city.
- Proper road signals and name boards will be installed on the roads. The roads are not marked. But the signals are to be installed to give directions. In this regard, the sponsor agencies are being contacted. Basically it is concerned with the traffic engineering. The traffic police do not have enough funds for such installations (road name boards). These must be covered in the overall projects of road construction. For the time being the roads are just made to the extent of black top pavement without any street/ road 'furniture' (signals, markings, signboards, guidelines, traffic signs and utilities for the people).
- In Faisalabad there was no concept of a stop line at the traffic lights/ signals. So there was a big problem for pedestrians. We have now marked the stop line and zebra crossings for pedestrians. The police have been strictly implementing the law and asking people to stop their vehicles at the proper stop line. Due to non-availability of funds, the stop lines were even marked with ordinary paints.
- Research and studies on the issue of traffic flow and its role in the overall livelihoods of the people are non-existent. The traffic police department is trying its best to conduct such studies, keeping in mind its resources and expertise. The city does not have any such department to suggest improvements in the system. Certainly there is a need for such a department and research studies on a continual basis.

Suggestion:

In the projects of road design and construction, the component of street 'furniture' (signals, markings, signboards, guidelines, traffic signs and the utilities for the people) must be a compulsory aspect so that the roads are developed to cater to public safety.

11.3.2 Assistant Director, Urban Development Wing, FDA

- The city roads are not properly designed. They present a poor geometrical design. There is no difference in the design or the road 'furniture' for roads out of the city and those inside the city roads. This situation does not properly guide the traffic in the city in a safe manner. Thus accidents are frequent.
- Line agencies have no transport planners/ traffic engineer. The people working on the assignments of road construction, though qualified civil engineers, have a mindset for construction matters only. They rarely consider matters such as geometry to facilitate the traffic.
- Sometimes the scarcity of resources restricts the engineers in implementing the proper design and they opt for the least service that is the provision of pucca road (paved road)
- Faisalabad is the third largest city in the country but still does not have any transport planning department such as the Traffic Engineering and Planning Agency (TEPA)

working in Lahore. FDA has a division with only one person dealing with matters of adequate design; this person is mostly overruled by engineers working in more senior positions.

- For better and safer road design three "Es" are required: 1) Engineering, 2) Education (awareness) and 3) Enforcement. Faisalabad is lacking in all these. Engineering is not proper, education and public awareness raising are not done in an organized manner and enforcement of the law is weak.
- Presently the enforcement of law is by the traffic police; this is the main confusion, as they are not traffic experts but only implementers.
- FUTS is not utilizing its funds for the improvement of the traffic system. Such funds are rather being spent on issues not directly related to traffic. Funds must be used for the provision of traffic facilities beneficial to the users.

11.3.3 Administrator of the FUTS

- *FUTS' income*: In 1998, FUTS income was Rs.1.1 million. It reached Rs.1.7 million in 1999 and Rs.2.7 million during the year 2001. FUTS has spent its funds in various ways, such as:
  - Rs.5 million was spent on the construction of Sandal Bar (Higher Secondary) School. This school has an annual quota for admission of 10 children of the drivers/ conductors, which is fixed; FUTS bears all their expenses and tuition fees.
  - Rs.8 million was spent on the installation of traffic signals.
  - Motorcycles were given to the traffic police (to increase their mobility for control of the traffic flow).
- Four crossings (i.e. those at Railway Chowk, TB Hospital Chowk, Chenab Club Chowk and Ghulam Mohammed Abad Chowk) have been widened and improved.
- Relief grants are provided to people affected by road accidents.
- Development of sub terminals to share the traffic burden and for the convenience of passengers is under consideration.
- FUTS has spent a lot of money on the provision of facilities to improve traffic systems in the city. Cases of seven new signals (in addition to those in eight places that have already been installed) are in the process of approval and soon shall be installed. Similarly, to control the traffic in a scientific way 'speed guns' and 'radar guns' have also been sponsored by FUTS and given to the traffic police.
- FUTS has supervisors and security guards for the safe running and inspection of vehicles. Some supervisors are attached to the traffic police. They work in co-operation with one another. FUTS supervisors check matters such as overloading, missing tokens, missing driving licenses, the condition of vehicles etc. whereas the traffic police check for traffic violations such as crossing signals, speeding, illegal parking, accidents etc.
- *A few wagons are not covering their full routes*: There is 2–3 per cent of cases, which are doing so. These are mostly wagons that have permission to remain off road for repair work. But to earn some money in the meanwhile, they keep their vehicle on the road. However, since they do not have tokens for the off-period, they avoid covering the full route. The FUTS fines such operators as and when it catches them.

- *Disgraceful behaviour with passengers*: Yes, it has come to the notice of the FUTS authorities that the behaviour of the drivers and conductors is not good with people, particularly with women. It has been brought up by the travellers themselves as well as by the FUTS supervisors/ guards. First of all this situation is not true for all drivers and conductors. Most of the drivers and conductors are illiterate and did not attend any regular institution before starting their job. So it is quite difficult to change their behaviour. Continuous efforts are being made by the staff of FUTS to teach them ethics. It was also proposed by the FUTS to establish an academy for such teaching in addition to other training, but the project has yet to come to anything. We have arranged some workshops for the drivers and conductors. We have worked a lot to set up a training school. SP traffic has visited various existing training institutes. The estimates have been prepared and the land has also been arranged. This institute is planned to benefit all the drivers and conductors of different modes and it will not be reserved only for FUTS. However, the issue has yet to be resolved.

- We proposed a uniform for the drivers and conductors. However, they refused to where one.

- *No retiring facilities for the drivers/ conductors*: Yes, proper facilities have not been provided at the starting and terminating points of the routes (called the sub-terminals). Some facilities are, however, available at the main terminal. FUTS has plans to provide such services at the sub-terminals, not only for drivers and conductors but also for the inspection staff of FUTS.

- *The fleet of FUTS is decreasing*: Yes it went to a maximum in the year 2000, decreased in 2001 and is now stable in the year 2002. Almost 950 wagons are on routes under the umbrella of FUTS and about 100 wagons are running on the roads that are not registered with FUTS but are using its 'flag' illegally. So in a way more than 1000 wagons are on road. The FUTS supervisors fine such illegal operators, and if found they are locked up. Defaulters pay a fine of Rs.300 and then have their vehicle released from confiscation.

- At present FUTS has 115 guards and 24 supervisors (inspectors) for 16 routes. The staff carry out their duties in two shifts. One guard is stationed at each sub-terminal (32 in total) and the others perform their duties at the main crossings and '*Chowks*.' Eleven inspectors cover the city routes in one shift and one inspector is posted at the main terminal.

- Supervisors/ inspectors are paid Rs.4,500 to Rs.5,000 per month. This covers everything, including the petrol that they use during duty hours.

- *Bus stops*: Seventy bus stops have been suggested for the city area. Sufficient space in each for standing and sitting arrangements for the passengers has been recommended. The sponsor companies have been contacted. A package deal has been made with a telephone company to establish bus stops with its telephone booths on each bus stop. The company has already covered the most profitable points. Now the company is hesitating in installing further sheds/ bus stops. The company is of the view that the places, which have been recommended for stands, are not feasible for installation of telephone booths because there would be less demand. Over Rs.130,000 are incurred by the company in order to complete one bus stop. The executive body of the FUTS is monitoring this task and making efforts to ensure the construction of more bus stops.

- *Public transport is only provided on the main roads*? The vehicles can operate only on the link roads that are in a proper condition. Whether or not to operate on a particular road depends on available business as well. Transporters join the FUTS in order to conduct reasonable business. So they only run on good routes. But FUTS is gradually making efforts to convince operators to cover the link roads. Less income is generated from such sections; to distribute this loss, we have opted for a policy of rotation of the vehicles. Each vehicle has to go on that extended route, but only for a limited time.
- *Method of the route expansion*: FUTS has to consider two things for route expansion. First, the service for passengers and second the profitability of the vehicle operator. If the operator is in loss he will make the shuttling . So we have to consider these points. Every registered vehicle of the FUTS has to pay Rs.1,500 per month as a regulatory fee. But all over the world other transport systems are tax-free and even subsidized by the government. If we receive a request of a new route from the residents of that area, we make a survey to estimate the passengers' requirements and the feasibility of the route for public transport. Then we approve that route.
- As most of the FUTS vehicles were purchased by people through loans from the Public Transport Scheme of the Nawaz Sharif's Government about ten years ago, some of the vehicles are now in bad condition. FUTS directs and issues notices on a continuous basis to the owners/ drivers for repairs and to ensure owners keep their vehicles up to standard.
- Most FUTS transporters purchased their vehicles during the Prime Minister's Public Transport Scheme in 1993; such vehicles were of low-quality. In 1994 the FUTS was established and most of the scheme vehicles were registered under the FUTS scheme. The vehicles, once registered, cannot avoid the bank. So initially the transporters paid their loan instalments for the first 5 years. As a result, less money could be spared for maintenance of the vehicle. Later on, FUTS introduced a scheme for the standardization and repair of the vehicles. There were about 250 violation reports on each vehicle on average . The minimum fine for each violation is Rs.200. So the total amount became Rs.50, 000 for each vehicle. Transporters were offered that half the violation reports of each vehicle would be written off if they got their vehicles repaired up to certain standards. The transporters agreed with this policy, and the vehicles were repaired.
- *Franchise buses*: No serious effort has been made in this regard. Feasibility reports have been prepared a number of times, but without success. One party offered to introduce minibuses i.e. coasters (22 seat). However, the terms and conditions set by the interested party were not acceptable to the authorities. They were asking for a route monopoly and that they would increase the number of vehicles and take up new expansion of the route whenever they wished.
- FUTS has also planned to launch minibuses by itself. We have contacted Askari Bank for leasing. In the meantime it was learnt that the Manthar Transport Company and Ishtiaq & Company had made similar offers to the government. So FUTS postponed this matter. The Small and Medium Enterprise Development Authority (SMEDA) has also prepared feasibility reports for urban transport in Faisalabad.
- *Formation of a city level forum*: The organizers highlighted the need for a city level forum to assist the strategic planning of public transport. It would include representatives of users, operators, regulators and other respectable citizens. The administrator agreed with the suggestion and welcomed the forum in anticipation. He

insisted that the members should be dedicated. He said that this forum could be invited into RTA meetings. According to Motor Vehicle Examination rules the citizens may also become the members of the transport committees under RTA.

11.3.4 Deputy Director and Inspector of the Environmental Protection Agency (EPA)

- Under the Devolution of power programme, the department is attached with the DCO along with the Civil Defence department.
- EPA has focused on primary schools for the awareness-raising programme for a better environment. Each school is visited two times a week for such lectures.
- Inspectors of EPA '*challan*' (ticket) defaulters with the collaboration of the traffic police. The EPA inspector also checks emission standards and a fine is levied under the traffic police rules. Independent regulations are still to be formulated. Six traffic centres/ sectors are earmarked for development in the city. Three EPA inspectors are deputed over to these traffic centres. Due to lack of staff, one EPA inspector covers two traffic centres.
- EPA mainly covers cases of smoke, noise and carbon monoxide pollution.
- The lead content has been minimized in the environment. Twenty-five years back it was up to 1.5 and now it has been reduced up to 0.4 In 2010 the lead content is planned to be 0.15, which is negligible.
- CNG (compressed natural gas) is being encouraged to reduce smoke and noise.
- *Testing system*: We have a digital meter for testing smoke. A certain level of accelerator is set as per the condition of the meter. The certain limit of the accelerator is not crossed . As most of the vehicles are not in good condition, they fail this test.
- There is a vehicle Emission Testing Station in Peshawar (NWFP Province). A PC-I for similar a station at Faisalabad has been submitted to the government costing, about Rs.80 lakh.
- EPA is suggesting changes in vehicle design to allow for the vertical emission of smoke. This should reduce the pollution suffered by the travellers, passengers and drivers in congested areas.
- Noise standards are being checked. The smoke meters are used to check the intensity of the pollution. But generally the colour of the smoke is a good indicator. EPA is writing up 25 to 30 'challans' (tickets) for smoky and noisy vehicles per day in the city.
- The standards of the carbon monoxide (CO) are: 6 per cent for old vehicles and 4.5 per cent for new vehicles.
- Animal-drawn vehicles are controlled by the TMA. They have issued instructions to the operators to install dung bags onto each cart. This policy is being implemented by TMA.
- Certification is being helped by the laboratories of NIBGE, APTMA, SAVER Group, WASA etc.

Section 12

Issues that emerged and recommendations

12.1 Issues that emerged

12.1.1 Physical infrastructure

- No direct link between arterial roads in the form of a ring road within a 15-km radius is available.
- Bus stand/ terminals for the intra-city traffic and urban wagons do not exist except a central bus stand and a main (FUTS) terminal.
- Rehabilitation of link roads is given no priority.
- Geometry of roads and designs of major crossings are not based on technical specifications.
- Traffic signals at the crossings are not proper.
- Pedestrian crossings are not marked on all roads. Even at places where they are marked, moving traffic does not observe the rules and stop for pedestrians.
- Footpaths and walkways (pavements) are mostly unavailable.
- Facilities for passengers i.e. bus stops, latrines, phone services, emergency services etc are hardly available.

12.1.2 Access

- *Route allocation*: All FUTS routes pass through the main terminal. There needs to be another terminal to avoid unnecessary travelling to this central point.
- 51per cent of total trips are performed on foot. A network of footpaths is needed.
- Public transport facilities are not available in all parts of the city. Since these are available only on the main roads, people have to travel by *tonga*, *Q*uingqui or walk on foot to reach the main road to get public transport.

12.1.3 Quality

- There are few proper waiting places. Even those there are, are dirty. Nobody is looking after these sites.
- Smoking in public places and on public transport is prohibited under law, but the law/ provision is not being enforced. Thus, the practice of smoking during travelling is common.

- *Use of tape recorders*: Some travellers are not in favour of this but most of them indifferent.
- Bad behaviour by the operators with users goes unchecked. Nobody is looking into this misbehaviour?

12.1.4 Livelihoods

- *Tongas* are being replaced by other modes such as *Q*uingquis, affecting the livelihoods of the tonga operators. Special attention by the city government is needed to make provisions for soft loans and other incentives to buy the motorized vehicles.
- *Quingquis* are becoming an increasingly important mode. There is a need to streamline their activities.
- Taxicab operation in the city is non-existent. Special efforts are required to introduce this mode of chartered public transport.
- The fare structure of the FUTS wagons is not affordable for the poor.
- Employees/ workers in the transport sector are treated as wage earners. Their social security, health and education are not covered under any programme by any institution.
- 33per cent of the total trips by the sampled residents of the case study areas were by FUTS wagons, whereas its fare structure is not supportive to poor people.
- Most of the public transport vehicles were purchased second hand. The business of sale/ purchase of used vehicles thrives. It could be further regulated/ encouraged.
- Non-formal financing systems are popular among operators. They prefer loans from private lenders and repayments on a monthly instalment basis.
- Formal financing systems appear complicated and operators avoid them. Pre-requisites of borrowing from the formal sector i.e. proving a source of matching funds, documentation, collateral etc. are difficult for most people to comply with.
- FUTS operators pay Rs.200 per month into a welfare fund. Projects for the welfare of the operators must be initiated out of this amount.

12.1.5 Partnerships

- The experience of financial institutions in extending loans for transport through the Prime Minister's Scheme was not good.
- Private industries/ institutions are contributing a lot to meeting the travelling needs of their employees, students and for health care . The government should provide incentives (tax rebates etc.) enabling these private institutions to increase their role.
- NGOs have not been given due consideration in the planning of public transport in the city. NGOs were of the view that public transport can be better managed with their involvement. At least they would ensure that the service is extended to the poor areas.
- The problem of shortages of public transport can be better addressed with the introduction of large buses into the city.

12.1.6 Administrative and operational

- Allocation of FUTS resources is mostly for non-transport related uses. Due consideration is needed for better use of the welfare fund so as to benefit the operators.

- The transport sector has never been recognized as an industry. Thus, there is no incentive package.
- The behaviour of the regulators with operators is often rude. There is no forum/ person to whom operators can complain, or seek redress.
- 50per cent of buses were rated as running at dangerous speeds. For FUTS wagons, only 2.5per cent were declared as dangerous as regards speed. The difference is due to strict supervision. The buses should also be monitored closely.
- Poor and dangerous condition of buses? Does roadworthiness process really matter?
- 76per cent of operators are illiterate. What can be done for their education etc.?
- 94per cent operators do not know the mechanics of their vehicles. Can their skill be enhanced?
- The same route allocation tax/ fee (Rs.1,400 per annum) for buses, Hilux wagons and Suzuki pick-ups seems irrational. Taxes must correspond to the size of the vehicle.
- Similarly, the same roadworthiness fee (Rs.200 per six months) for every type of vehicle, ranging from bus to *Quingqui,* seems irrational.
- There is no training academy for the drivers, conductors and other operators.
- Retiring places for drivers and conductors do not exist.
- Emergency relief services are not available for the transporters (like FUTS or other companies).
- Facilities for the animal-drawn vehicles e.g. drinking water arrangements etc. are not available.
- Almost nobody amongst the operators had studied traffic rules and regulations. There is a need to a start general awareness programme.
- Everyone (users and operators) demand strict control by the regulatory authorities.
- The respondents put the main responsibility for traffic violations onto the implementing agency i.e. the traffic police, who they believe do not take their work seriously. But people hoped that improvement in the system was on its way through the enhanced accountability features of the newly devolved district government system.
- The common traffic violations are driving without a valid license, use of the horn near hospitals and schools, even using the pressure horn, using full beam at night, driving unfit vehicles emitting smoke and overloading passengers inside as well as on the roof of the vehicle. Others said that drivers stopped their vehicles in the middle of the road, beyond the stop line and often on the zebra crossing, that they overtook from the wrong side, jumped signals and drove at high speeds.
- Total dissatisfaction was reported by the operators about license awarding procedures.
- Encroachments in the bazaars and along main roads are considered one of the main problems preventing the smooth running of traffic. Are line agencies working for the removal of these encroachments?
- Almost all agencies consider bad road conditions to be one of the major reasons for not having public transport facilities in poor areas.

- No major effort is visible from the community side for improving public transport facilities in the city in general and in poor areas in particular. This is surprising, yet points towards scope for activating civil society.
- All agencies have suggested comprehensive awareness raising programme for the public, operators and regulators to promote civic sense relating to public transport.
- Almost all NGOs, CBOs and other civil society organizations are working on a voluntary basis for the welfare of the people. Thus welfare-oriented organizations are available, and only very few have been seen working on the concept of community development. None of these organizations were found to be working on issues of public transport for the people.
- Organizations are of the view that better understanding can be developed about the issue among the users, operators and the regulators with campaign of awareness raising at the grassroots level. They also believe that organizations working at the grassroots level can best launch these sorts of activities. It was further added that the strict enforcement of the law, applicable equally to the poor as well as the rich, is the key for the smooth flow of traffic. Co-ordination and involvement of the NGOs was supported and co-operation in this respect was assured.
- Special people (the disabled and blind etc.) are not been given due care and attention.
- Institutions providing transport services for their employees, students and health care are making a major contribution. The role of these departments should be enhanced in this respect.
- Routes are cut short/ not covered to their destination; this situation needs strict control by inspectors.
- The ticketing system is a good way for disposal of challans .
- Terms and conditions in the scheme to replace donkey carts with motorized vehicles are not clear. The scheme is not affordable for the low-income donkey cart operators.
- Research studies on the issue of traffic flow and its role in the overall livelihoods of the people are non-existent. The traffic police try to conduct such studies within their resources and expertise. The city does not have any department to deal with research and corresponding improvements in the system. Certainly there is a need for such a department and that of research studies on a continual basis.
- Line agencies have no transport planners/ traffic engineers. The people working on the road construction, though qualified civil engineers, have a mindset for construction matters only. They rarely consider aspects such as geometry to facilitate the traffic.
- Bus stops have been provided in partnership with private companies such as private telephone companies. FUTS has plans to cover the whole city in this respect. But what is the driving force behind this plan?
- FUTS supports the idea of forming a city level forum on public transport with representation from users, operators, regulators and respectable citizens. The government can nominate any member of the public as a member in the RTA under the provision of the Motor Vehicle Rules.
- EPA has focused on primary schools for its awareness-raising programme to promote a better environment. Each school is visited two times a week for such lectures.

- Inspectors from the EPA *challan* (ticket) defaulters with the collaboration of the traffic police. The EPA inspector checks emission standards and fines are levied under the traffic police rules. Independent regulations are still to be formulated.

12.1.7 Gender

The following issues of geneder needs to be addressed

- Gender consideration is needed for the allocation of seats for different modes.
- Harassment on public transport
- Women's cultural role & implications for women (and children) being disproportionately affected in pedestrian-related issues.
- Women and children being affected more by footpath encroachments.?

12.2 Recommendations

12.2.1 Planning agency for public transport

A number of development agencies such as Tehsil Municipal Administration, Faisalabad Development Authority, the District Government etc. are working for different sectors in the city. All of the agencies or departments are working in isolation from each other. Hardly any co-ordinated efforts on issues relating to the city's development are made. Surprisingly, no agency in the city is considering or working on planning of public transport. Somehow the function appears to have been relegated to the provincial government. There is a dire need for such an agency or department that would work on the assessment, planning, design and implementation of the public transport needs of the people. This agency should not only have enough resources to deal with current needs across the city, but also should be able to plan for the coming years.

Considering this gap, a holistic approach to establishing such an agency is recommended, as the provision of public transport is not an isolated function; it is, rather, entwined with other aspects of urban life.

12.2.2 Comprehensive framework to channel the growth of Faisalabad

The recently elected local leaders, i.e. nazmeen, are working at present in isolation from one another. An integrated approach towards the development of a network of major roads is not being pursued. Faisalabad Development Authority has a mandate to prepare a Master Plan (Development Plan) of the city. On the other hand, the Tehsil Municipal Administration has also been given the responsibility for spatial planning of the city. In the past both of these agencies have been unable to cope with the delegated functions aimed at the future development of the city. Although, Faisalabad Development Authority made a considerable effort and prepared a comprehensive Master Plan for the city, delayed approval made the plan out dated and almost ineffective.

In the absence of guided development of the city, the residential and other related land uses are emerging haphazardly in different parts of the city. The private developers are just subdividing their land and selling it after providing local-level services. However, nobody is reserving land for the right of way of major infrastructure such as main roads and utilities. As a result, the residential lands that have recently sprung up, though spread over wide areas, have no major links running between them or connecting them with rest

of the city. The implications of this absence of main roads are serious. Public transport cannot serve these areas, besides other difficulties such as laying down utility pipes, cables etc.. People have to travel through streets to reach transport operating on the main roads.

There is an urgent need for a Development Plan for the city, one that will makeprovision for future needs of the city.

12.2.3 Sufficient infrastructure

As mentioned in earlier sections of the report, the city has spread in almost all directions. But development of the city has remained mainly dependent on available regional roads radiating from the centre (Clock Tower) and leading in different directions. In the past, most efforts have been directed at improving and upgrading these regional routes. Very little has been done for the provision of new infrastructure to cope with growing needs. The said neglect by the line agencies has made the available local roads even worse. At present almost all roads in the city, other than the eight to ten main regional routes, are in a very dilapidated condition.

There is an urgent need for the city line agencies to realign their policy towards improvement of the local road network.

12.2.4 Provision of major links

As mentioned earlier, the city's development has remained dependant on the regional routes radiating from the city centre in almost eight directions. As one moves farther from the city centre, the regional roads go on diverging. At present the city has spread to almost 12–15 kilometres in each direction from the city centre. The gap between the two regional roads is also in the range of 12–15 kilometres. In the absence of any road link between the major regional routes, people have to travel long distances. They have to travel first towards the centre and then take the other regional road. These, mostly V-shaped journeys, are quite often four times longer than the line 'as the crow flies' between the origin and destination. This taxes not only the travellers' time but is also a burden on the capacity of public transport.

There is an urgent need, therefore, to plan and develop major links in between the regional routes so that the people living in between these main roads get proper public transport services, and unnecessary burdens on people's time and public transport are avoided.

12.2.5 Urban road geometry

Road development and construction have been in progress on a regular basis from the very beginning. For the last few years the construction of roads, particularly the major ones, has been a particular focus of the city government. But all the road construction has gone on without considering the particular needs of the people/ users with respect to their safety. Roads are being constructed by merely providing a blacktop surface to allow vehicular movement. Proper road geometry, considering the manoeuvring needs of the traffic and spaces required for vehicles entering or leaving a crossing, is missing. Parking spaces, waiting lanes for the wagons or buses, facilities for passengers, footpaths for pedestrians, zebra crossings etc. are not paid any attention. Somehow the side drains have been considered necessary in order to help drain storm water. The covers of these drains have been converted into footpaths for pedestrians. This, though meant as a facility, poses

a danger to pedestrians when some slab is removed for de-silting and has not been put back.

There is an urgent need to consider the importance of road geometry for moving traffic as well as pedestrians. Some basic standards must be developed and made mandatory for incorporation in every new project.

12.2.6 Functional responsibility of public transport

As mentioned earlier, a number of agencies are working in the city but it is not clear as to who is responsible for the provision of public transport in the city. Somehow it has been considered a provincial function. The Regional Transport Authority is the main regulatory agency for the provision of the public transport at Faisalabad. But the RTA is just a regulator, not a provider. Since public sector transport providers, namely Punjab Urban Transport Corporation and Punjab Road Transport Corporation, have been disbanded, public transport has come to be considered a private sector responsibility. As regards day-to-day operations it appears fine, but one wonders who is taking care of the future requirements of the public.

Under the devolution of power programme, District Governments have been set up. There is a need that the District Government should take responsibility for the provision of public transport in each relevant district. A citywide agency may also be established for Faisalabad City Tehsil to take up the issue of urban public transport. The role of the secretary of the RTA as a regulatory authority may go side-by-side with the newly established citywide or district-wide public transport agency.

12.2.7 Service provision on less profitable routes

At present public transport in the shape of wagons, Suzuki pick-ups, buses etc. are available from the private entrepreneurs who operate them on a profit-making basis. A private party has to meet his or her expenditures and earn a reasonable profit. Providing any subsidy to the poor, elderly or people with special needs (the disabled, blind etc.) is none of their concern. Similarly, private parties only run on profitable routes from where they can pick up a reasonable number of passengers. They avoid covering less profitable routes. Their service is also timed with the availability of sufficient passengers. Thus, a service available at regular intervals throughout the day and into the night, which would invariably include less profitable periods, is not available.

To cover all the above stated issues, government provision must be available in the form a regulatory body. The regulators may also exert some control in this respect. They could offer the private operators concessions, so that the deprived sectors of population are also taken care of.

12.2.8 FUTS

- *Fleet*
  FUTS wagons are the dominant mode of public transport in the city. As the main arteries of the city (being profitable routes) are already covered, so the fleet of FUTS wagons has not increasing for many years. The network of other roads has not been improved to the extent of becoming an attraction for any prospective operators. An absence of a wagon service in these areas means that people living there suffer. There is a need to rationalize the distribution of wagons on the routes so as to cover less profitable routes as well. There could also be some incentives in the shape of a reduced

fee (of FUTS membership) for those operators who are willing to run their wagons on the said routes. This would help in increasing the FUTS fleet.

- *Terminals*
  At present FUTS is covering almost the whole of the city, through its services are confined to the main arteries. At present it is mandatory for every wagon to pass through the main terminal situated in the city centre, which is the only interchange point. This practice results in longer journeys for passengers as well as more expenditure on fares. There is a need to divide the city into different zones according to the prevalent travel pattern and to develop more terminals/ interchanges in the city.

- *Services*
  It has been highlighted by the users as well as the operators that proper facilities such as sheds, drinking water, latrines and telephones etc. are not available at the route origins. Even facilities available at the main terminal are not sufficient considering the number of wagons and volume of passengers. Comprehensive planning is needed to assess and provide proper facilities for the users, operators and regulators at the main terminal as well as at the sub-terminals/ points of origin.

- Fare rationalization

- FUTS' fares are higher than those of normal wagons in other cities. Special approval had been given by the government for these fares on the grounds that FUTS is providing a better service and safety to the passengers. On the other hand, the users consider the higher fares irrational on the grounds that proper management and control of the transport is the responsibility of the government. Users also highlighted that fares are designed in such a way that benefits go to the operators. For example, even if a passenger is travelling from one side of the terminal and going on to the other side of the terminal, their fare is calculated separately for the two sections. Rationalization of the fare structure is needed to redress the users complaints, while also satisfying the operators, who are there for commercial reasons.

- Bus stop facilities

- Facilities for the users are hardly available in the city. As a result of a recent effort by the government, a few bus stops have been added at important points on main roads by giving a concession to a company to set up phone booths. As most points with commercial potential have been covered, the company is now hesitant to construct additional bus stops. People at present wait for public transport standing in the open sun during the daytime and in the dark after sunset. Female passengers, in particular, consider themselves very unsafe. Facilities in the shape of proper bus stops, along with other safety measures are needed urgently.

- Fitness certificate and checking

- Although the wagons when they were inducted into the FUTS scheme were reasonably appropriate with respect to their roadworthiness, for the last few years standards have been declining. FUTS should maintain its strict control on the roadworthiness of the vehicles and should not trade off fitness against the retention or induction of more vehicles.

12.2.9 Finance for public transport

It is evident from findings of the study that it is more convenient for operators of public transport to take a loan from private parties/ lenders rather than to approach the formal

lending agencies/ institutions (such as banks etc). People are reluctant to go through the lengthy formalities at the formal institutions, even though the mark up is lower than that offered by private lenders. On the other hand, borrowers sometimes face a precarious situation at the hands of private lenders, who resort to taking over the vehicle in the event of a default on payments.

There is a need to re-build the confidence of the borrowers in the formal government institutions. The government should also announce special incentives for the purchase of public transport for the urban areas.

12.2.10 Earning livelihoods

- New buses inducted through the 'franchise scheme' have replaced wagons—certainly a negative effect.
- There was a genuine demand by users to have a bus service in the city due to various reasons. Recently the buses have started operating on one route through a contract with a private transport operator. On one side, it has facilitated the public, on the other hand one bus has replaced almost three wagons. This is certainly a negative effect in terms of the livelihoods of wagon operators and those involved in allied businesses. Special measures should be taken so that by introducing buses, wagons don't get displaced. Opting for other, less profitable, routes may be encouraged.
- *Quingqui*—motorcycle rickshaws
- Introduction of the *Quingqui* services in the city have greatly facilitated the population with respect to public transport. It particularly, *Quingquis* provide services on feeder sections from the residential areas to the main public transport corridors. No support facility, however, is available to this newly emerged mode of public transport. The government should recognize this mode and provide appropriate facilities, thus encouraging more people to invest in this service. Such action should contribute towards the livelihoods of the operators on the one hand, and will further enhance services for the public in the city on the other.
- Livelihoods linked with the transport—people working at the bus stops
  Many petty businesses are connected with the public transport. Some of the allied workers found at the bus stops/ terminals are as follows.
  - Selling currency change/coins: young boys mostly deal these.
  - Hawkers and sellers: selling different items at the bus stops or inside the transport mode itself.
  - Water sellers: this is a common feature in Faisalabad during the summer season. One can identify people, mostly young boys, at the bus stops selling cold water or other drinks.
  - Beggars: beggars are also common at the bus stops, whose livelihoods are linked with the passengers using public transport.
  - Cleaners: young boys do quick cleaning or washing of the vehicles standing at the bus stops.

The livelihoods of all the above stated people, as well as others, are directly linked with public transport services in the city. These non-formal sectors of livelihood require proper

recognition. The sector demands a comprehensive study focusing on the livelihoods of the above stated people, enabling proposed measures for their betterment.

12.2.11 *Tongas*

Tongas are considered the oldest means of public transport. From the very beginning of the city up until the late sixties these animal-drawn vehicles (*tongas*) functioned very successfully in carrying passengers. Even after the introduction of motorized public transport (buses and wagons) tongas were very effectively providing services for shorter journeys on the same routes, or provided services by linking the inner areas to the main transport corridors.

Although tongas were banned on many routes by the city administration just for reasons of prestige, the livelihoods of the tonga operators were not threatened as they were covering other parts of the city. However, with the introduction of *Quingqui*s (motorcycle rickshaws, which are must faster and charge almost equivalent fares) the *tonga* as a mode is rapidly declining. Quingquis are replacing it almost everywhere. People are happy as they can travel longer distances in much less time with the same fare. The government somehow also seems happy with the introduction of the Quingquis, as they are considered to be more environmentally friendly than the animal-drawn vehicles.

In the light of the above situation, the livelihoods of the tonga operators and the people who were engaged in allied industries/ enterprises (such as manufacturing, repair, maintenance, painters, menders, 'quacks' preparing herbal medicines for the horses, horseshoe makers and so many others) are seriously threatened. There is an urgent need to initiate a comprehensive study to analyze the situation and to recommend appropriate solutions.

12.2.12 Quality

- *Interiors*
  The interiors of the public transport modes, except the FUTS wagons, go without any proper, strict and regular inspections. Sometimes the passengers find that the interior of the vehicle he or she is boarding is completely dilapidated and in an unhygienic condition. A proper mechanism for the regular inspection of vehicles while they are on the road is essential. The violators must be heavy fined.

- *Exteriors*
  One can spot many vehicles running on the road whose exterior is in a bad condition. For example, windows are without any glass, the closing doors are hanging off and some parts of the engine are exposed. These sights are more common in public transport originating from or terminating at the surrounding villages. Such vehicle conditions can create a dangerous situation for the passengers, passers-by or other vehicles on the move. Strict regulatory control is needed to check such vehicles.

- *Emissions*
  The EPD is considered the main regulatory agency for emission control of the vehicles. On the other hand, it appears from the study that the EPD is dependent on the traffic police for inspecting and '*challaning*' (TICKETING?) the vehicles. Furthermore, the EPD do not have proper instruments for authentic inspections of emissions. Complete legal regulatory power must be delegated to the EPD for the proper control of excessive emissions of the vehicles. Proper instruments and the local laboratory are also needed for proper implementation of emission control standards.

Regular services/ frequency of services
As public transport in the city is running on a commercial basis, so the operator/ owners do not operate their vehicles during such intervals of the day when they have less of a chance of getting passengers.

The government should take such measures that ensure a regular service at appropriate intervals remains available in the city.

- Emergency services
  The study shows that the government does not have any network of ambulances and other arrangements to cover emergency situations relating to public transport in particular, and other road situations in general. In such cases, only private institutions were found to be active in providing relief services.

  The government network should be developed at the city level to cover unforeseen emergency situations relating to public transport (such as road accidents etc). The same service may also be available to the general public in any emergency at nominal rates.

12.2.13 Encouraging para-state (informal) services

The findings of the study clearly highlighted that the transport services provided by private institutions (like industries) for their employees, for the school children of their employees and for emergency matters, are playing an important role in the overall public transport network. These private institutions are supplementing the government in the sector of public transport.

The government should encourage private institutions (industries, enterprises, offices and even private educational institutions) to make transport arrangements. Tax relief would be one sort of incentive. The private institutions may also run their vehicles for the use of the general public in their spare time. Some mechanism can be evolved for this.

12.2.14 Services exclusively for females

Women face many difficulties during their journeys as, in the absence of buses (which would have provided more seats), the seats available for females are few. The running of some sort of service exclusively for women during peak hours would be one of the ideas to help women passengers.

12.2.15 Social security and old age benefits for employees

Public transport is a very large sector having thousands of employees working at different levels and positions. However, the majority of employees are not treated as regular workers, so are not considered employees under the law in terms of the provision of social security and old age benefits. At the same time, the wages of the employees are not sufficient to meet their social needs. Employees do not have any mechanism to cover health for themselves or for their family members, or to educate their children.

The government should develop some mechanism for the provision of social security to the workers of public transport. Either the individual owners/ the operating companies could be made responsible for such coverage, or the government could arrange such a safety net while the private parties pay for its expenses.

12.2.16 Courtesy and discipline training of operators

Misconduct of operators with passengers has been frequently reported in the study. The study also revealed that operators had seldom studied the traffic rules. As a result, violations of the traffic rules are frequent and common. At the time of awarding driving licenses, the traffic police examines drivers only with respect to traffic bylaws . But drivers and the conductors are never given any training on how to behave with passengers. Thus, passengers remain at the mercy of the operators whose behaviour often changes according to the business situation. When asked about their receiving training, almost all the operators responded positively. On the other hand, no institution to provide such training is available in the government or private sector. Some efforts to establish an academy were initiated in the past by the traffic police, but did not come to anything.

The urgent establishment of a training academy is recommended to provide training to the operators. The same academy can be used for training the regulators to behave better with the operators. Owners can also be provided with different training relating to the procurement/ operation of public transport.

12.2.17 Wider public awareness

The city forums held during the study, particularly the user forum, highlighted the lack of awareness of the general public in terms of their proper use of the available public transport. Furthermore, traffic sense while travelling on the road is almost non-existent.

A wider public awareness programme may be started in the city to educate the public about the proper use of public transport. The awareness campaign can also be initiated in the schools, colleges and other institutions and matters relating to safety and efficient use of public transport can be discussed.

12.2.18 City level forum

At present, no such forum exists in the city, which could highlight the issues of public transport by conducting debates or holding workshops and seminars on a regular basis. Only the print media occasionally publishes articles relating to various aspects of public transport. A sample of such coverage in Urdu and English national newspapers has been put together as Annex XIII. It appears from the study that somehow the public has accepted the present situation of available public transport, in the absence of any platform to air their concerns. The NGOs working in the city have never raised their voices with respect to transport demand or any other related issue.

To initiate policy debate relating to public transport on a continual basis, the establishment of a citywide forum having representation from the users, operators and the regulators is strongly recommended. The forum can arrange different seminars, workshops and training sessions. Similarly, the forum can also be made responsible for the public awareness campaign in the city on a periodic basis.

The forum shall be an institution consulting public as well as government opinion on different issues relating to public transport and would be able to influence public transport policy.

The issues of corruption and pavement encroachments both seemed to be of major concern to many of the stakeholders.

Annex A

Employment in the transport sector

Table A.1. Number of shops with respect to working persons

S. No	No. of working persons	Adults		Children (aged below 15 years)	
		No. of shops	Total	No. of shops	Total
1	None	-	-	299	0
2	1	177	177	496	496
3	2	445	890	83	166
4	3	150	450	12	36
5	4	66	264	3	12
6	5	22	110	1	5
7	6	11	66		
8	7	3	21		
9	8	5	40		
10	9	1	9		
11	10	3	30		
12	11	1	11		
13	12	3	36		
14	13	1	13		
15	15	1	15		
16	16	3	48		
17	20	2	40		
Total		**894**	**2220**	**894**	**715**

Table A.2. Number of shops with respect to level of service

S. No	Level of service	Number of shops
1	Local	782
2	Regional	52
3	Local and regional both	60
Total		**894**

Table A.3. Number of shops with respect to nature of shops and roads

S. No	Name of road	Spare parts	Repairs	Manufacturing	Sale/ purchase	Goods agency	Others	No. of shops
1	Samandari road	8	38	-	-	-	10	56
2	Satyana road	11	54	-	-	-	6	71
3	Jaranwala road	6	42	-	1	-	16	65
4	Canal road	3	16	-	3	-	1	23
5	Chak Jhumra road	12	53	2	1	-	6	74
6	Sheikhupura road	7	48	-	-	-	8	63
7	Millat road	1	52	-	-	-	17	70
8	Sargodha road	89	50	2	-	-	5	146
9	Narwala road	11	35	-	34	-	25	105
10	Jhang road	69	56	2	-	-	1	128
11	Dijkot road	-	15	-	-	-	6	21
12	Outside Karkhana Bazaar	1	3	-	-	15	-	19
13	General Bus Stand	5	12	1	-	-	4	22
14	Abdullah Pur Coach Station	-	9	-	-	-	2	11
15	Nazim Abad road	4	13	-	-	-	3	20
Total		**227**	**496**	**7**	**39**	**15**	**110**	**894**

Table A.4. Number of shops with respect to categories of vehicles and nature of shops

S. No	Category of vehicle	Spare parts	Repairs	Manufacturing	Sale/ purchase	Goods agency	Others	Number of shops
1	bicycles	27	76	-	-	-	50	153
2	Motorcycles and motorcycle rickshaws	30	208	-	35	-	26	299
3	Auto rickshaws	2	14	-	-	-	2	18
4	Cars, jeeps, Suzuki pick-ups	25	50	1	3	-	2	81
5	Wagons	16	9	1	-	-	-	26
6	Coasters	13	11	1	-	-	-	25
7	Buses	18	22	1	-	-	7	48
8	Trucks	9	6	-	-	14	2	31
9	Tongas	-	8	-	-	-	2	10
10	Combination of different motorized vehicles	87	92	3	1	1	19	203
Total		**227**	**496**	**7**	**39**	**15**	**110**	**894**

Annex B

Parastatal Transport Services

Special transport services for employees, students and health

B.1 General — The city

Faisalabad has grown tremendously since the partition of the subcontinent in 1947. The boom of the city population was observed after fifties when the city was declared as tax holiday. The city has been enjoying the status of the second biggest province in the Punjab and the third largest in the country. The present population of the city is about 2.5 million people.

From colonization in 1892 until 1904, the area under Lyallpur was administered from the District headquarters of Jhang. In 1904 a new district with headquarters at Lyallpur was created. Up until 1960 the Multan Division administered the Lyallpur district. The District at that time comprised four Tehsils i.e. Lyallpur, Jaranwala, Samundari and Toba Tek Singh. In 1960 a new civil division was created Sargodha. District Lyallpur was then transferred to this new division. The other districts included in this new division were Sargodha, Mianwali and Jhang. Lyallpur was renamed as Faisalabad in 1976.

In order to provide equal opportunities of economic growth to far-flung areas, the provincial government undertook to reorganize the administrative units. Accordingly, six new districts and three new divisions were created with effect from 1 July 1982. Faisalabad witnessed two changes in the process. In the first place, Toba Tek Singh sub-division was separated from Faisalabad district and given the status of an independent district, and in the second place Faisalabad itself was raised to the status of divisional headquarters. The new civil division was named Faisalabad Division, and comprised the districts of Faisalabad, Jhang and Toba Tek Singh. The city has flourished ever since from this position as the divisional headquarters.

The divisional administrative tier has, however, been abolished recently in the devolution of power programme of the government. The district of Faisalabad now comprises six *tehsils* i.e. Faisalabad City, Faisalabad Saddar, Jhumra, Jaranwala, Samundari and Tandliawala. The total district population is 5.4 million people.

The above paragraphs clearly highlight the importance of Faisalabad from the very beginning, not only as a city but also as divisional headquarters that has attracted major

government departments, offices of autonomous organizations and the courts etc. Similarly, an agricultural college started in 1892, and later turned into a big university and attracted allied institutions. The rapid population growth itself attracted colleges, communication networks and support services.

Besides, the city has enjoyed the status of an industrial centre since 1960. It is well known as the 'Manchester of Pakistan' considering its major industrial units as well as its cottage industry in the field of textiles. Allied industries related to textiles also emerged on the scene with the passage of time. At present there are hundreds of big industrial units in and the around the city attracting employees from the city and surrounding areas.

Major government departments, educational institutes and the industrial concerns have provided transport facilities for their employees. The contribution of these departments and institutions is substantial in relieving pressure from public transport in the city. Details of the available facilities are given below.

B.2 Transport for employees

B.2.1 Facilities provided by the government departments/ institutions

The city at present has numerous offices of government departments, district government and major educational institutions. Some of these government departments/ institutions provide pick up and drop off facilities to their employees. Annex-A gives the details of the number and type of transport available for employees. There are 12 buses, 3 coasters and 3 Hiace wagons, carrying almost 2,010 employees per day (both picking them up in the morning and dropping them off in the afternoon). Facilities, which are available for general employees, have been covered only in this section. The services available for the higher officers in the shape of cars/ jeeps etc. are in addition to the above stated facility.

These vehicles transporting employees ply only on the main roads. Most of the employees have to come to main roads on their own by using other private modes.

B.2.2 Facility provided by the private institutions

Faisalabad has major industrial units in and around the city. Some of the industrial units are quite far (about 30 to 40 kilometres) from Faisalabad, but they provide transport to their employees for travelling daily to and from their houses. Annex B shows the nature of services available for the employees (mostly for males, but some are for females) of private industries and institutions/ offices. At present 9 buses, 1 coaster and 64 Hiace wagons are providing services, having a carrying capacity (both ways) of about 4,000 employees per day.

B.3 Transport for students

B.3.1 Facility provided by the government educational institutes

Faisalabad city has ample educational facilities. There are 13 degree colleges for men, 11 for women, 31 intermediate colleges, 161 high schools, 154 middle schools and 495 primary schools in the city. There are also two vocational schools, one each for males and females. Besides, there is a co-operative training college, College of Textile Engineering, Government Commercial Training Institute, Government Elementary Teachers Training College and Punjab Medical College, which impart technical and professional training.

There is a famous Agriculture University in Faisalabad, which is playing a leading role in the development and research of agricultural activities in Pakistan.

Some of the major government educational institutes provide transport facilities to their students on major routes. In addition to the education institutes, some of the major government/ semi-government departments also provide transport facilities to the children of their employees. Details are given in Annex C. In total, 45 buses and 5 Coasters carry approximately 7,000 students (males and females) per day (including morning and evening trips).

B.3.2 Facilities provided by private educational institutes

Although the majority of people in the city are poor, enough rich people also reside in the city. Due to the administrative status the city enjoyed from the very beginning, and the size of the city, there are enough rich people to support major private institutes. There are numerous well-reputed institutes operating in the city. Most of these institutes are administered privately, while some are run by the civil administration. These institutes are in the fields of general education up to higher secondary, technology, commerce and IT. These institutes charge high fees, but at the same time offer quality education. Similarly, these institutes also provide transport facilities for their students. Details of institutes and their transport facilities are given in Table D. In total, 21 buses, 15 coasters, 13 Hiace wagons and 10 Suzuki pick-ups are carrying more than 4,800 students per day (including morning and evening trips).

B.4 Transport for health services

B.4.1 Facilities provided by the government institutes / hospitals

The city has a district headquarters hospital with 567 beds and the Allied Hospital (a teaching hospital with Punjab Medical College) with 1,085 beds. A major hospital of the Social Security Institution, along with its network of dispensaries, also exists in the city. The Tehsil Municipal Administration also has 13 dispensaries in the city.

All of the above stated health facilities have a system of ambulance services for patients in need. Along with above stated hospitals, some of the key departments such as the police also provide ambulance services to the public. In total, 28 ambulances provide services through these government hospitals. The Allied Hospital is a major contributor with 13 ambulances. Almost 40 percent of the ambulances are air-conditioned. Details are given in Table B.5 on page 153.

B.4.2 Facilities provided by the private hospitals/ health institutes

The city has a number of big hospitals established by private organizations, mainly industrial organizations, such as Ghaffor Bashir Hospital, Aziz Fatima Hospital, Rabia Trust Hospital, Allah Rakhi Hospital etc. Some of these hospitals run on a charity basis, whereas most provide a mixed of service, subsidized services for the poor and regular rates for middle- and high-income people. The city has also a number of hospitals that are run on commercial basis, providing services ranging from general treatment to specialized medical care.

These hospitals also have a big fleet of ambulances. Table F gives details of the number and type of ambulance services being offered to patients with respect to these hospitals.

B.4.3 Facilities provided by the NGOs and private contractors

The main providers of ambulance services in the city are NGOs. Some of these NGOs work nation wide, such as Edhi, whereas some of the NGOs are international like Red Crescent. Other NGOs and private contractors are from the city. These NGOs are trying to reach the poor through outlets at different locations in the city. Private contractors mainly have outlets near government hospitals where they make money from the needy, particularly when the government ambulances are in short supply. Table G gives details of the number of ambulances, with their type being provided by different NGOs. Out of total 40 ambulances, 24 are from Edhi.

B.5 Rates charged for the ambulance services

Table B.8 on page 155 gives details of the fares that government hospitals, private hospitals, NGOs and private contractors charge for the ambulance service within and outside city. Rates are the same for air-conditioned as well as non-AC ambulances provided by the government hospitals. But it was also revealed that AC ambulances are hardly available to the general public. These remain for the use of government officers, even for their official travelling, rather than carrying patients.

Private hospitals and private contractors charge the needy as per their wish and will. Their rates are almost 10 times higher than those of the Edhi (NGO) ambulance services running in the city.

Table B.1. Transport for employees. Facility provided by the government/semi-government departments[1]

Name of instituton	MODE AND DAILY CARRYING CAPACITY								Daily total carrying capacity of passengers
	Bus		Minibus / Coaster		Hiace wagon		Suzuki pick-up		
	No.	Capaciy	No.	Capaciy	No.	Capaciy	No.	Capaciy	
Ayub Research Institute.	2	280	-	-	-	-	-	-	280
University of Agriculture.	3	420	-	-	-	-	-	-	420
Punjab Medical College.	2	280	-	-	-	-	-	-	280
Sui Northern Gas Ltd.	2	280	-	-	-	-	-	-	280
FESCO Ltd.	3	420	-	-	-	-	-	-	420
PIA	-	-	3	210	-	-	-	-	210
Pakistan State Oil Ltd.	-	-	-	-	3	120	-	-	120
Total	**12**	**1680**	**3**	**210**	**3**	**120**	**-**	**-**	**2010**

1. All vehicles make two round trips (for two shifts) daily. Therefore daily passenger carrying capacity is four times the vehicle carrying capacity.

Table B.2. Transport for employees. Facility provided by the government/semi-government departments

Name of institution	Mode and daily carrying capacity								Total daily carrying capacity of employees
	Bus		Minibus / Coaster		Hiace wagon		Suzuki Pick-up		
	No.	Capacity	No.	Capacity	No.	Capacity	No.	Capacity	
Sitara Chemicals	3	840	-	-	4	320	-	-	1160
Sitara Energy	-	-	-	-	2	160	-	-	160
Sitara Textiles	1	280	-	-	3	240	-	-	520
Sitara Spinning	-	-	-	-	2	160	-	-	160
Nishat Mills	-	-	1	140	2	160	-	-	300
Nishat Textiles	-	-	-	-	2	160	-	-	160
Chenab Chemicals	-	-	-	-	3	240	-	-	240
Chenab Febrics	-	-	-	-	3	240	-	-	240
Chenab Textile Industry	-	-	-	-	2	160	-	-	160
Amtex Pvt. Ltd.	2	560			2	160	-	-	720
Khurshid Spinning Mills	-	-	-	-	2	160	-	-	160
Kausar Textile Mills	-	-	-	-	2	160	-	-	160
Rafhan Maize Products	-	-	-	-	2	160	-	-	160
Ibrahim Fabrics	-	-	-	-	2	160	-	-	160
Ibrahim Energy	-	-	-	-	0	0	-	-	0
Ibrahim Textile Mills	1	280	-	-	1	80	-	-	360
Ibrahim Spinning Mills	-	-	-	-	1	80	-	-	80
Crescent Textile Mills	2	560	-	-	3	240	-	-	800
Dawood Textile Ltd.	-	-	-	-	1	80	-	-	80
Ittehad Group of Industries	-	-	-	-	2	160	-	-	160
Ihsan Yousaf Textiles	-	-	-	-	4	320	-	-	320
Koh-I-Noor Mills	-	-	-	-	1	80	-	-	80
Masood Textile Mills.	-	-	-	-	2	160	-	-	160
Total	**9**	**2520**	**1**	**140**	**64**	**5120**	**-**	**-**	**7780**

Table B.2. Transport for employees. Facility provided by the government/semi-government departments

Name of institution	Mode and daily carrying capacity								Total daily carrying capacity of employees
	Bus		Minibus / Coaster		Hiace wagon		Suzuki Pick-up		
	No.	Capacity	No.	Capacity	No.	Capacity	No.	Capacity	
Sareena Hotel	-	-	-	-	1	80	-	-	80
Daewoo Ltd.	-	-	-	-	4	320	-	-	320
Chen One Group	-	-	-	-	1	80	-	-	80
Bismillah Textile Mills	-	-	-	-	2	160	-	-	160
Arzoo Textile Mills	-	-	-	-	2	160	-	-	160
J. K. Spinning Mills	-	-	-	-	2	160	-	-	160
Instaphone Service	-	-	-	-	1	80	-	-	80
Paktel Ltd.	-	-	-	-	1	80	-	-	80
Ihsan Ghee Mills	-	-	-	-	2	160	-	-	160
Total	**9**	**2520**	**1**	**140**	**64**	**5120**	**-**	**-**	**7780**

Table B.3. Transport for students. Facility provided by government departments and educational institutions.[1]

Name of institution	Mode and daily carrying capacity								Total daily carrying capacity of students
	Bus		Minibus / Coaster		Hiace / Wagon		Suzuki / Pick-up		
	No.	Capacity	No.	Capacity	No	Capacity	No.	Capacity	
University of Agriculture	7	1470	3	210	-	-	-	-	1680
Punjab Medical College.	6	1260	2	140					1400
Govt. Textile College Fsd.	5	700	-	-	-	-	-	-	700
Govt. Cooperative Training College.	1	140	-	-	-	-	-	-	140
Govt. College Dhobi Ghat.	3	420	-	-	-	-	-	-	420
Govt. College of Education.	1	140	-	-	-	-	-	-	140
Govt. College for Women Madina Town.	4	560	-	-	-	-	-	-	560
Govt. College For Women Karkhana Bazar.	2	280	-	-	-	-	-	-	280
Govt. Islamia College for Women.	3	420	-	-	-	-	-	-	420
Laboratory High Scool, UAF.	1	140	-	-	-	-	-	-	140
Govt. Vocational Training Institute.	1	140	-	-	-	-	-	-	140
Sui Northern Gas Ltd.	2	280	-	-	-	-	-	-	280
Steam Power Station.	2	280	-	-	-	-	-	-	280
Gas Power Station.	1	140	-	-	-	-	-	-	140
FESCO Fsd.	2	280	-	-	-	-	-	-	280
Punjab Workers Welfare Board.	2	280	-	-	-	-	-	-	280
Ayub Agricultural Research Institute.	2	280	-	-	-	-	-	-	280
Total	**45**	**7210**	**5**	**350**	**-**	**-**	**-**	**-**	**7560**

1. Buses of University of Agriculture and Punjab Medical College make one trip to (in the morning) and two trips from (in the afternoon) the institution. Transport of all other institutions makes one round trip daily.

Table B.4. Transport for students. Facility provided by the private educational institutions and private industries.

Name of institution	Mode and daily carrying capacity								Total daily carrying capacity
	Bus		Minibus / Coaster		Hiace Wagon		Suzuki Pick-up		
	No.	Capacity	No.	Capacity	No.	Capacity	No.	Capacity	
Shiblee College of Commerce.	-	-	-	-	9	360	-	-	360
Sandal College	-	-	1	70	-	-	-	-	70
Hamdard University	-	-	2	140					140
Sandal Public School.	2	280	-	-	-	-	-	-	280
Sheri Public School	2	280	1	70	-	-	-	-	350
Seerat Public School	-	-	1	70					70
Little Angel School	-	-	-	-	-	-	4	120	120
Beaconhouse School Systems.	1	140	-	-	-	-	-	-	140
Faisalabad Grammer School.	2	280	-	-	-	-	-	-	280
Divisional Public School.	7	980	1	70	-	-	-	-	1050
Divisional Model School.	2	280	3	210	-	-	-	-	490
Al –Faisal Blind School.	-	-	-	-	-	-	3	90	90
Lasale Public School.	2	280	-	-	-	-	-	-	280
School for Deaf Dumb	-	-	-	-			3	90	90
SOS	-	-	-	-	4	160	-	-	160
Police Public School	-	-	2	140	-	-	-	-	140
Sui Northern Gas	1	140	-	-	-	-	-	-	140
Crescent Textile Mills.	1	140	-	-	-	-	-	-	140
Nishat Group	1	140	2	140	-	-	-	-	280
Deccan School	-	-	2	140	-	-	-	-	140
Total	**21**	**2940**	**15**	**1050**	**13**	**520**	**10**	**300**	**4810**

Table B.5. Transport for health. Ambulance services provided by the government hospitals/ depts

S. No.	Name of hospital	Type of ambulance			Total
		Non-AC ambulances		AC ambulances	
		Toyota	Suzuki		
1	Allied Hospital	7	-	6	13
2	District Head Quarter (DHQ) Hospital	4	-	2	6
3	Social Secrutiy Institution Hospital	2	1	-	3
4	University of Agriculture	2	-	1	3
5	Police Lines	1	-	1	2
6	Pak Telecom Co Ltd.	1	-	-	1
Total		**17**	**1**	**10**	**28**

Table B.6. Transport for health. Ambulance services provided by private hospitals/depts.

S. No.	Name of hospital	Type of ambulance			Total
		Non-AC ambulances		AC ambulances	
		Toyota	Suzuki		
1	Allah Rakhi Hospital	2	2	2	6
2	Ghafoor Bashir Children Hospital	-	2	2	4
3	Darul Sehat Hospital	-	1	1	2
4	Sahil Hospital	1	-	1	2
5	Mian Trust Hospital	-	1	-	1
6	Nawaz Midicare	-	1	1	2
7	National Hospital	-	2	1	3
8	Al Noor Hospital	-	2	1	3
9	Chiniot Hospital	-	1	1	2
10	Gulam Fatima Hospital	-	1	-	1
11	Madina Medical Centre	-	1	-	1
12	Mujahid Hospital	-	1	-	1
Total		**3**	**15**	**10**	**28**

Table B.7. Transport for health. Ambulance services provided by NGOs and private contractors.

S. No	Name of service providers	Number of ambulance service centres in the city	Type of ambulance			Total
			Non-AC ambulances		AC ambulances	
			Toyota	Suzuki		
1	Edhi Welfare Trust	4	2 (Mercedes)	20	2	24
2	Mother & Child Welfare Association (MCWAF)	1	-	1	-	1
3	Red Crescent	1	-	1	-	1
4	Ali Foundation	1	2	-	1	3
5	Private Contractors	2	6	1	4	11
Total			**10**	**23**	**7**	**40**

Table B.8. Rent/Fare of ambulances

S. No	Service providers	Rent within the city (fixed) Rs.		Rent out of the city (Rs. per km)	
		AC service	Non-AC service	AC service	Non-AC service
1	Govt. Hospitals	140	140	7	7
2	Pvt. Hospitals	400-500	300-400	No Service	
3	Edhi Welfare Trust	300	40	12	8
4	Contractors	200-400	400-600	16	12
5	Govt. Institutions	Free		Free	

Annex C

Checklist for users survey

To seek views of the users, particularly those people living in the slums and *katchi abadies* of Faisalabad, interviews shall be conducted at the household level. Information shall be collected about each person of the family. Check list includes the following:

C.1 Check List

Contact /address	Name of settlement, *Mohalla*, house address, head of household, household size
Personal data	Name, age, sex
Educational background	Illiterate, literate (educational level, education completed and ongoing); those getting education shall give details of travelling requirements, distance to educational institute/s
Nature of work employment	Type of employment, nature of profession, place of work, earnings, distance to place of work
Travelling (travelling done yesterday)	Purpose of travelling; mode of travelling; distance to bus/ wagon stop if using public transport; travelling time to bus/ wagon stop; waiting time at the bus/ wagon stop; interchange; total travelling time (one-way)
Cost of travelling	Daily cost of travelling (separately, if different modes are being used); other costs incurred during travelling, like having some refreshment etc; monthly expenditures on travelling; relationship of travelling costs and income
Health and safety	Condition of mode of transport used; speed of vehicles; impact on health; dress and physique; safety while picking up and dropping off passengers

Environment	Environment at the waiting place (shelter, encroachments, cleanliness); environment inside the mode of transport used (seating arrangements, sitting and standing of passengers; passengers on the roof or standing in the doors; smoking, noise, dust, condition of roads etc.
Social aspects	Arrangements for males and females (segregated or mixed); issues of respect for females; behaviour of conductor and drivers with the passengers, particularly females; travelling of girls (schools and colleges); music/ cassette players (nature of songs); slogans and phrases written in the buses/ wagons etc.
Options about modes	Different possible options and their costs; options available in off-hours; service available in emergencies; available mode and frequency in peak hours, such as morning and school finishing times etc.
Satisfaction level of passengers	Satisfaction/ dissatisfaction; willingness to pay more for a better service
Corruption	Behaviour of police and other regulators; opinion of public on corruption issues
Suggestion and ideas	Suggestions and ideas for improvements

C.2 Number of interviews

Five houses were selected from each settlement (taking into consideration parameters such as including: the rich who have some transport; the poor, as was apparent from their house condition; a family with an animal-drawn vehicle; labourers; government servants and businessmen etc.) and information about every family member was recorded. So in this way, twenty families were interviewed in all the four settlements. Another twenty persons were also randomly picked (five in each settlement) and interviews were conducted to give information about the journeys they had done the day before. So in this way the total respondents were forty.

Through these interviews, information about 165 persons was recorded. To have authentic information, responsible and elderly people in the households were requested to respond about different details of the family and their travelling patterns, whereas the young, such as school-going children, were also picked for individual interviews.

C.3 Performa and conducting of interviews

Performa was prepared in Urdu and pre-tested in the field. The final version was to be prepared after incorporating the experience of pre-testing. Interviews were to be conducted mostly in the evening or holidays to include involvement with the head of the household as well as the maximum number of household members.

Annex D

Pavements and pedestrians

Table D.1. Pedestrian count around Clock Tower

S#	Location	Time	Count per hour			Total
			Males	Females	Students	
1	Aminpur Bazaar	1-2 pm	200	23	29	252
2	Aminpur Bazaar	7-8 pm	443	67	5	515
3	Bawana Bazaar	4-5 pm	684	72	8	764
4	Jhang Bazaar	5-6 pm	723	213	12	948
5	Mintgomery Bazaar	6-7 pm	332	14	2	348
6	Karkhana Bazaar	5-6 pm	293	28	8	329
7	Rail Bazaar	4-5 pm	357	43	8	408
8	Kachehry Bazaar	12-1 pm	314	62	16	392
9	Chiniot Bazaar	11-12 am	211	36	10	257
Total			**3557**	**558**	**98**	**4213**
Average Total per hour			**395**	**62**	**11**	**468**

D.1 Issues relating to the pavements

D.1.1 Issues in general

- Pavements are only along main roads.
- Most of the pavements are in bad condition.
- No signs or markings exist on the pavements/ pedestrian ways.
- Uneven surfaces are a danger for the pedestrians.
- Improper disposal of water (rain water etc); water remains on the pavements.
- Heaps of rubbish on the pavements.

- Lots of hawkers sell items squatting on the pavements; (book stalls, newspaper sellers, fruit shops, watch sellers, ice cream shops, shoes sellers etc.)
- The system of maintenance of these pedestrian ways seems non-existent in the city.
- Narrow.
- An appropriate level with respect to the roads has not been maintained for the pavements.
- People use pavements to dump waste material.
- No system for the cleanliness of the pavements.
- People park their vehicles, particularly bicycles and motorcycles, on the pavements.
- Permanent encroachment of shops on the footpaths.
- Extension of shops on a daily basis onto the rights of way of the footpaths.
- Improper lighting during the night.
- Some people use these footpaths for throwing out solid waste.
- People sometimes urinate on the footpaths.
- People extend play cards on the footpaths.
- During the night some people use these footpaths for sleeping.

D.1.2 Issues relating to males

- Due to blockages on the footpaths, men use the main section of the road and that sometimes causes serious accidents.
- Delays.
- Inconvenience.
- Health hazards due to the unhygienic conditions on the pavements.
- Accidents due to damaged areas of the footpaths.

D.1.3 Issues relating to females

Due to blockages on the footpaths, women have to use the main section of the road and that sometimes causes serious accidents.

- Delays.
- Inconvenience.
- Disgraceful lack of movement for women due to the rush and the lack of space for walking on the footpaths.
- Health hazards due to the unhygienic conditions on pavements.
- Females always feel unsafe socially.
- Accidents due to the uneven surface of the footpaths.

Annex E

Worst travelling experiences of women

Table E.1. Case no. 1

Name of respondent:	**Sadia**
Age:	20
Profession:	Student
Place of residence:	Islam Nagar
Mode of travel:	FUTS
Frequently adopted route:	7, 7A
Duration of travel:	3 years
Travelling from:	Islam Nagar to Amin Pur Bazaar
Problems faced during travelling: • Disgraceful behaviour of the conductor with students • Mixed seats for men and women	
Worst experience during travel: 'One day while travelling some boys were sitting behind my seat. They were continuously discussing some vulgar scenes of movies. At some points they began to sing. I had to ignore this just to save my respect. An old man asked them not to do so. They not only abused him, but also threatened me stating, "we will see you". I was so frightened that I could not go to college for a week'.	

Table E.2. Case no. 2

Name of respondent:	**Abida**
Age:	30
Profession:	Nurse
Place of residence:	Ghulam Mohammed Abad
Mode of travel:	FUTS
Duration of travel:	8 years
Travelling from:	Ghulam Mohammed Abad to Allied Hospital
Problems faced while travelling: • Lack of separate ladies' seats • Shortage of vehicles during peak hours • Wastage of time	
Worst experience during travel: 'I was sitting on the ladies seat (behind the driver). From one of the stops two boys entered the van and sat with me on the same seat. At my protest they did not leave the seat free. Rather the conductor said, "Bibi they will sit here as no other seat is vacant. You may leave the van". On saying this he asked the driver to stop the van and forced me to leave'.	

Table E.3. Case no. 3

Name of respondent:	**Anwar Bibi**
Age:	35
Profession:	School peon
Mode of travel:	Bus
Worst experience during travel: 'Due to the rush hour I was standing in the bus. The conductor was collecting the fare when he passed by me he put his foot on my foot. I thought that it was because of the crush. But next time when he again passed by me, he did so again. This time I protested and strictly warned him not to do so. But he passed by as if he did not know any thing or nothing had happened.'	

Table E.4. Case no. 4

Name of respondent:	**Kaniz Fatima**
Age:	42 years
Profession:	Maid servant
Mode of travel:	Presently FUTS
Duration of travel:	18 years
Worst experience during travel: 'A man sitting behind me was singing a vulgar song. After a while he put his head on the back of my seat and then started smoking. He was continuously bending over my seat. I could hear his breath near my ear. At last I asked him not to do so. For a while he acted upon my advice, but later on he again started singing. This time I told him off strictly, but in vain. I asked the driver to stop the van and let the man down. But the driver did not do so. He was continuously talking, but no one listened to me. At last I reached my stop."'	

Table E.5. Case no. 5

Name of respondent:	**Naseem**
Age:	28 years
Profession:	Teacher
Mode of travel:	FUTS
Worst experience during travel: "I had faced a lot of problems while travelling but one event that I can not forget is that once during my journey there were two men sitting behind my seat. When I entered the van one of them whistled and smiled. Then they began to talk in an impolite way. When I reached my stop, I found my shirt tied to the corner of my *dupatta*. The situation was unbearable, but I could not do anything"'	

Table E.6. Case no. 6

Name of respondent:	**Nusrat**
Age:	25 years
Profession:	Receptionist
Place of residence:	Ghulam Mohammed Abad
Mode of travel:	FUTS
Duration of travel:	3 years
Travelling from:	GM Abad to Abdullah Pur
Problems faced during travel: • Shortage of ladies' seats • Males occupy the ladies' seats • Bad behaviour of the conductor with females	
Worst experience during travel: 'I was sitting beside the driver and another female was also sitting with me. During driving, whenever the driver changed the gear he touched my body (my thighs). When I protested and asked him to be careful driving, he responded that it is not his fault, rather it is the fault of the company who has set the gear at this position. When he continued this, I had to ask the driver to stop the van. At last I left the van.'	

Table E.7. Case no. 7

Name of respondent:	**Zahida**
Age:	19 years
Profession:	Student
Place of residence:	Chak Jhumra
Mode of travel:	Bus
Duration of travel:	2 years
Travelling from:	Jhumra to Faisalabad
Problems faced during travel: • Carelessness of the conductor while picking up and dropping off students • Bad behaviour of the conductor with students • Playing of songs at high volume while driving • No seats for students	
Worst experience during travel: 'One day while travelling I was sitting behind the driver's seat along with my girl friends. Two boys were also sitting beside the driver. The driver switched on the music and both the boys began to not only sing but also starting staring at us. Two other women from my village were also on the bus and asked the boys to stop. But the boys did not change their attitude. At last some other people asked the driver to stop the music and the bus as well, and they started beating those boys. When my parents knew all this had happened, they stopped me travelling and admitted me to the girls' hostel. I was so frightened due to that event that I can not travel alone.'	

Table E.8. Case no. 8

Name of respondent:	**Bushra**
Age:	35 years
Profession:	Teacher
Place of residence:	Madina Town
Mode of travel:	FUTS
Duration of travel:	7 years
Travelling from:	Madina Town to Rail Bazaar
Problems faced during travel: • Shortage of ladies seats, particularly during rush hours. • Disgraceful behaviour of drivers and conductors with females • Wastage of time during rush hours due to shortage of vehicles.	
Worst experience during travel: 'One day while travelling a man who was sitting behind me was continuously touching me. I ignored it and thought it was just an accident. But when it happened repeatedly I lost my temper. On my complaint he said, " tell me what I am doing". At this I slapped him. He became annoyed and started abusing me. Then some of my fellow travellers caught him and beat him.'	

Table E.9. Case no. 9

Name of respondent:	**Shahida**
Age:	28 years
Profession:	Telephone operator
Mode of travel:	FUTS
Frequently adopted route:	
Duration of travel:	3 years
Worst experience during travel: 'I daily travel from Manawala to Chiniot bazaar. Once when I entered the van, three boys sitting in the van stared at me and smiled. One of them changed his seat and sat in front (at the back of driver, an additional platform) of my seat. His other fellows were sitting behind my seat. Both of the boys who were sitting behind me bent forward (near my head) and started discussing vulgar scenes in the movies. After that they started to joke with me. First I ignored them, but on their continuing this obscene matter and the staring, I became frightened. I left the van at the next stop and picked another van to reach my destination.'	

Table E.10. Case no. 10

Name of respondent:	**Sugran bibi**
Age:	42 years
Profession:	Maid servant
Place of residence:	Ali Town
Mode of travel:	Bus
Frequently adopted route:	Sargodha road
Duration of travel:	20 years
Travelling from:	Ali town to Hajvairi town
Problems faced while travelling: • Non-availability of seats to women during rush hours • Playing of un-social and unacceptable music • Disgracing behaviour of conductor with females, particularly with poor females.	
Worst experience while travelling: 'One day during travel, because of the rush hour I was standing in the bus. A man standing behind me was continuously bending onto me and sometimes tried to touch my body. At my protest he replied that it was just due to bumps because of the bad road condition. When I reached at my stop I started moving to leave the bus, but then some body held my *dupatta* and I became bareheaded. My *dupatta* was on the floor and people were just looking innocently at this event, as if they had not played any part in this. It was the worst and most insulting experience of my life while travelling'.	

Table E.11. Case no. 11

Name of respondent:	**Nasreen Bibi**
Age:	45
Profession:	Nursing
Mode of travel:	FUTS Wagon
Worst experience during travel: 'Once I travelled with my three children. Not one driver and conductor agreed to give me a seat in their van. I had to wait for a long time. I last I entered a van. The conductor said to me. "This van is not going on the route, rather we are going to the workshop, so leave the van". When other people asked about it, he said that he was going on the route. The conductor insisted that I leave the van. I said that I would pay the fare for the children even, but he did not agree. Rather he behaved impolitely with me. Then at that point I decided not to leave the van but faced the situation. Then when I reached at my destination, the driver intentionally did not stop the van at the required stop and dropped my children and myself almost one kilometre away from my stop. We walked on foot all the way back'.	

Table E.12. Case no. 12

Name of respondent:	**Yasmeen**
Age:	22
Profession:	Housewife
Place of residence:	Chak 7
Mode of travel:	FUTS
Travelling from:	Chak 7 to city
Worst experience while travelling: 'I was travelling with my mother. A man sitting behind my seat was continuously staring at me. When the van reached his stop, he touched my cheek and tried to leave the van. I was astonished at his boldness. At the same time my mother became furious and grabbed hold of him. My mother started beating him with her shoe. Since he was forceful so he ran away'.	

Table E.13. Case no. 13

Name of respondent:	**Name not told.**
Age:	College girl
Profession:	Student
Mode of travel:	FUTS
Travelling from:	Chak 7 to Abdullah Pur
Worst experience while travelling: 'I am a student of homeopathy and have to travel from chak 7 to Abdullah Pur. I have faced a lot of problems during my journeys for study, like non-availability of seats, as males mostly occupy the female seats; to be able to get a proper van with available seats, I have to stand at the stops for a long time. I am thankful to my God that nothing worst happened to me. But I can give you an example of a worse scenario, which happened to the daughter of my father's colleague. 'She used to travel from her village to the college by FUTS wagon. On her way some boys also used to travel and tease her. She mostly ignored it, but one day when she was travelling in the FUTS they teased her so much that she could not ignore them. From the next day she asked her father to take her to the college on his bicycle. The guys chased them, and one day when she was coming back from the college with her father they stopped them at gunpoint and carried them to the nearby *havelli*. They tortured her father and raped her. After this event, the girl's family moved from the village to some unknown place'.	

Table E.14. Case no. 14

Name of respondent:	**Tahira**
Age:	36
Profession:	Teacher
Place of residence:	Manawala
Mode of travel:	FUTS
Worst experience during travel: 'I am a teacher and have to travel on a daily basis from my residence to the city for teaching. During my journey I have faced a lot of problems such as lack of respect for women, unsocial behaviour of the conductor, playing of unacceptable songs at full volume etc. 'One day I was standing at the stop waiting for a van, but the vans were coming full of passengers. After almost an hour a van reached the stop. When I entered the van a man was sitting on the ladies' seat. The conductor asked me to sit on the same seat with the man. I resisted and asked the man to vacate the seat. He refused and said "Bibi if you were so pious you have to sit in your house with *purdah*". He further said, "if you can not sit here you may leave the van". At this he asked the driver to stop the van and once again I was standing at the stop waiting for next van'.	

Table E.15. Case no. 15

Name of respondent:	**Rashidan Bibi**
Age:	55
Profession:	Housewife
Place of residence:	Jaranwala
Mode of travel:	Bus
Travelling from:	Jaranwala to Faisalabad
Problems faced while travelling:	
Worst experience during travel: 'I was travelling in a bus. Three college girls were also travelling in that bus. From one of the stops two boys entered the bus and stood near the girls' seat. They started teasing the girls through double-meaning sentences. On some occasions they tried to touch the girls. As I was sitting behind the girls' seat I was observing the whole situation. The girls were confused. I could not ignore any more. So I asked the boys to stand properly, but they did not observe my instructions. At last I changed my seat with the girls. They were thankful to me'.	

Table E.16. Case no. 16

Name of respondent:	**Rukhsana**
Age:	19
Profession:	Student
Place of residence:	Manawala
Mode of travel:	FUTS
Travelling from:	Manawala to Samanabad
Problems faced during travel:	
Worst experience while travelling: 'Two boys were standing near my seat and were continuously singing vulgar songs. Sometimes I felt their breath near my face, because they were bending down in the van due to the crush. I was unable to say any thing to them. At last one of them sat in front of me and gave an audio cassette to the driver to play. The driver did so. The songs were not good; even the words of the songs were very bold with lyrics about love and affairs. The boys also started staring at me. I was so confused that I left the van in between my journey and took another van to reach the destination'.	

Table E.17. Case no. 17

Name of respondent:	**Mumtaaz**
Age:	39
Profession:	Teacher
Mode of travel:	FUTS
Worst experience while travelling: 'I was travelling in a van. A college girl was also travelling with me. A boy was sitting behind my seat, and he was teasing her and touching her. The girl was confused and worried. I noticed this and asked the boys to be respectful. On my remarks he said "Is she your relative, it is not your headache if I am doing or saying any thing to her". I advised him in a polite way but he was behaving in a disgraceful manner. At this, I lost my temper and slapped him. He became furious. The driver stopped the van and forced him to leave the van. I was also very much frightened by the situation'.	

Table E.18. Case no. 18

Name of respondent:	**Kalsoom**
Age:	22
Profession:	Medical representative
Mode of travel:	FUTS

Worst experience while travelling:
'I am 22 years old and a medical representative by profession. I used to visit almost all the hospitals of Faisalabad. I mostly travel by FUTS. I faced a lot of problems during my travel, like lack of female seats, time wastage, disgraceful behaviour of conductors etc.

'One day I was travelling in the FUTS van. The conductor of the van was not a good man. He sat in front of me on the extra seat behind driver and started staring at me. After a few minutes the driver switched on the audio player and both the driver and conductor began to discuss the situation of the song in the film. They were also using indecent words. I ignored them. When I reached my stop the conductor almost pushed me to get off and at the same time the driver accelerated the van. I was almost in a situation of falling on the ground. The people standing at the stop were also staring at me. I was completely confused'.

Annex F

Phases written inside the vehicles

Phrases written inside the vehicles are usually in Urdu. These phrases have been reproduced below as they are pronounced in Urdu but the translation in English (in bracket in italic) has also been given as follows:

- Thukna mana hay (*Spitting is not allowed)*
- Sawari apnay saman ki khud hafazat karay *(passenger should care for his/her luggage him/herself)*
- Hakeem Darwaish Baba, taqat and naujawani *(Elderly Herbal healer – strength and vitality)*
- No smoking
- Ladies ka aihtram karay *(respect women)*
- Khawateen ka ahtram karay (*respect women*)
- Safar khamoshi say karay *(Keep quiet during journey)*
- Mehnat kar hasad na kar *(do hard work but don't be jealous)*
- Kashmir banay ga Pakistan *(Kashmir shall be Pakistan)*
- Doran e safar kisi say koi chees lay kar na khayn *(do not take anything for eating from other passengers during journey)*
- Bismillah parh kar sawar hon *(ride inside the vehicle with the name of Allah)*
- Driver ko taiz raftari per mazboor na karayn *(Do not compel driver to speed)*
- Ya Allah Madad *(God help us)*
- Allah Wali *(of God)*
- Safar ki Dua … *(prayer for safe journey…….)*
- Namaz parain qable is ke kay aap ki namaz pari jaay *(Perform prayer for Allah before people arrange prayer of death for you)*
- Long da lashkara

And different verses, mostly of unknown poets; different Quranic verses and hadits of the Holy Prophet (PBUH); different advertisements.

Annex G

Checklist for operators' survey

Research identification data	Name of researcher, place, timing and date of interview etc; mode of transport for which data has been collected
Respondent:	
Personal data	Name, age, sex, address, educational level, family background, experience in the transport field, mechanical know how etc.
Information from owner	• New or used vehicle purchased, capital invested, purchased on cash or by instalments, repayment schedule (per month etc), cost on maintenance (repairs, parts, oil change), type and amount of taxes per annum • Recurrent operational cost, associated costs (stand fee/s, bribes to police and/or to middlemen to handle the challans (tickets for fines) etc. • Criteria for selection of drivers and conductors • Usual terms and conditions for giving vehicle to drivers • Training of drivers and conductors • Comments about tariffs and its enforcement • Average monthly earnings • Savings per annum • Opinion about business

Information from drivers and conductors	• Selection criteria for employment, training, driving license • Terms and conditions for operating the vehicle (whether on contract, daily payments/ salary/ wages), • Responsibility of petrol/ diesel, changes of oil, operational expenditures • Daily earnings and expenditures, savings, personal expenditures during the day, duty hours • Working environment – any rest hours, retiring places and arrangements, social security facilities • Use of drugs amongst co-workers • Comments on profession as a means of earning livelihood
Operational issues	• Comments on traffic rules and regulations, their implementation, traffic signs and signals • Nature of traffic violations • Suggestions for improvements in the rules and regulations of traffic • Licensing procedures • Use of horn and cassette players
General issues	• Road conditions • Issuance of routes • Vehicle fitness tests (corruption issue) • Oil and petrol quality • Availability of spare parts and their genuineness • Facing the student unions etc.
Suggestions	• Suggestions for improving the traffic rules, the traffic lights, the traffic signs • Suggestions for improving the road conditions • Suggestions on ways to provide better facilities to the public • Suggestions to deal with corruption etc.

Annex H

Checklist for regulators surveys

- Full name of the agency/department, with full address, telephone etc.
- When the agency/department was established?
- Structure of the agency/department
- Objectives and purpose of the authority/department
- Area of operation
- Regulatory constraints
- Political interference
- Administrative interference
- Co-ordination with other agencies, particularly relating to transport, explore problems if any
- Judicial procedures / laws
- Planning about rush hours
- Viewpoint of association about the facility available to the public, particularly those living in poor areas
- Is FUTS serving its purpose?
- Behaviour of the public with the agency/department
- Behaviour of operators with the agency/department
- Behaviour of other regulators
- Suggestions for the improvement of the system
- Condition of roads, particularly those upon which routes are operating
- Problems of encroachments
- Development of bus stops, terminals etc.
- Development of retiring places for the drivers and conductors

- Tariffs – existing and proposed (if not satisfied)
- Future policies for incorporating new wagons or different modes of transport
- Corruption aspects, if any (of other agencies, as well as within same agency.)

Annex I

Checklist for civil society organizations

About the organization

- Name of the respondent/s
- Full name of the organization, with address, telephone etc.
- Registered or not; if registered then details of registration
- Date of establishment of the organization
- Total number of members in the association
- Membership criteria
- Membership fee
- Objectives and purpose of the association
- Why the association was established, try to explore issues in detail
- Frequency of meetings
- Positions held in the associations (president, vice president etc.)
- Executive body and general body
- Area of operation of the association
- Operational constraints

About public transport

- Type of public transport available in the area
- Viewpoint of the association about concerns, issues and problems relating to public transport
- Viewpoint of the association about the facilities available to public, particularly those living in poor areas
- Is FUTS serving its purpose?
- Behaviour of the public with regard to transport
- Behaviour of other operators with the public
- Behaviour of the regulators with the transport operators and the public
- Suggestions for improvements in the system

- Condition of roads, particularly those which are transport routes
- Problem of encroachments
- Development of bus stops, terminals etc.
- Tariffs—existing and proposed if not satisfied
- Corruption aspects if any (of other agencies)

Annex J

City forum on public transport Viewpoint of NGOs/users

J.1 Venue/date/timing

The forum was held on 31 March 2002. Considering the convenience of the participants Sunday was selected. The timing of the forum was from 10.00am to 1.30pm.

A central location, the Prime Hotel opposite Dhobi Ghat, Allama Iqbal Road, easily accessible from all parts of the city, was selected. The location of the forum was equally accessible by public transport (FUTS) as well as through private vehicles.

J.2 Purpose

- To share the scope and objectives of the research study.
- To share the historical perspective of public transport in Faisalabad.
- To explore issues of public transport, from the users' perspectives, with respect to Access, Quality, Livelihood and Partnership.
- To raise awareness of the NGOs about the issue of public transport from the historical perspective, enabling them to highlight issues and possible solutions to public transport problems at their own level.
- To explore the possibilities of establishing a 'City Forum on Public Transport', which may highlight issues of public transport at the city level and would affect the policies relating to public transport.

J.3 Participants

A deliberated effort was made in the selection of the NGOs working in the city. The following were amongst the considerations:

- NGOs working for the people on a practical level.
- Representation from all parts of the city, particularly the poor areas.
- Female participation.
- Participation of special-needs people (blind people, the disabled etc.)

In total, 12 organizations participated in the forum. A list of the participants, along with other details like the name of the organisation, location and address, and field of operation of that NGO, are given in Appendix J.1

J.4 Preparations for forum

Organizers of the forum had many meetings to plan for the successful conduct of the forum. Considerations like day, date, timing and venue were discussed. An effort was made to develop the programme of the day in such a way that the discussion of the participants would proceed in a logical way i.e. from past to the future covering the present issues as well. The list of NGOs to be invited was finalized and an invitation letter was issued to each NGO. The NGOs were also contacted by phone to ensure their participation. The forum was arranged at the platform of "*Ujala* – Action Research and Development Group", an emerging NGO in the field of research and development. A copy of the invitation letter is attached as Appendix J.2.

Details of the programme, including names of the facilitators, are also provided at Appendix J.3.

J.5 Proceedings

J.5.1 Registration

Registration of the participants was made via a prescribed format recording name of the participants, name of the NGO, address, areas of operation and fields of operation etc.

J.5.2 Recitation of Holy Quran

The forum formally started with the recitation of verses from the Holy Quran by Hafiz Idrees. After the recitation, the convener of the *Ujala* – Action Research and Development Group, Mr. Idress, welcomed the participants to the forum and hoped that all participants would contribute their experiences on issues of public transport in their respective areas in particular, and citywide in general.

J.5.3 Introduction of participants

Each participant was asked to introduce him/herself to the other participants mentioning his/her name, the name of the organization s/he belongs to and the area of working of their NGO. The introduction of NGOs itself provided an opportunity for different NGOs to get know each other and to develop linkages.

J.5.4 Historical perspective of public transport in Faisalabad

A comprehensive session was delivered by the facilitator on the history of the public transport system in the city.

Development of public transport was explained in relation to the population growth as well as physical growth of the city, starting from early days of habitation in the region about 107 years ago and then pre-partition and after partition development of the city. The rise and fall of the system resulting from shifting governmental policies and various programmes were discussed.

The session enabled the participants to comprehend the whole situation of public transport in the city from the very beginning. All the participants took keen interest in the session, as the information shared with them was altogether new.

J.5.5 Purpose and objective of the City Forum

The purpose and objectives of conducting the City Forum and seeking the experience of NGOs (as users) were explained to the participants, so that the users would share their experiences accordingly. The context and outline of the Research Study was briefed to the participants. Participants were informed that fieldwork for the study had already been completed and compiled and now the three forums i.e. with NGOs/ users, Operators and Regulators had been planned. Also explained was that issues raised during each forum would be shared with other stakeholders during subsequent forums, as well as in a joint forum arranged to bring all three categories of stakeholders to one platform to deliberate on the issues.

J.5.6 Issues of public transport – views of participants

The main session of the forum was a facilitated discussion about issues of different modes of public transport in relation to *Access, Quality, Livelihood* and *Partnership*. The following modes of public transport were discussed:

- For the general public
  - Bus (intra-city service, in most of the cases terminating outside municipal limits)
  - Wagons (FUTS)
  - Suzuki pick-ups
  - *Quinquis* (pronounced Chingchi) – motorcycle rickshaw
  - Car/ Taxi

Considering the substantial role of services provided by different government departments and the private sector for their employees, students and ambulances, issues relating to these services were also discussed separately as follows:

- Services provided by government / semi-government departments / institutions.
  - For employees
  - For students
  - Health services /ambulance services
- Services provided by private institutions / industries / NGOs
  - For employees
  - For students
  - For health / ambulance services

One mode of transport was picked at a time and the participants were asked to write comments freely on the cards provided for the purpose. An interactive methodology was adopted and the participants were given such an environment that they worked with a free mind and were enabled to contribute in a better way.

The participants were asked to give their views/ comments/ experiences in relation to *Access, Quality, Livelihood and Partnership.* A big sheet was put on the wall and the cards bearing comments of the participants were pasted on the sheet under different headings. Views given on the cards were shared with all the participants by the facilitator, enabling them to understand the whole situation. Particular effort was made to involve females in the discussion as well as the special-needs person (who was blind) present in the forum. Comments verbally given by the blind person were recorded by one of the facilitators and cards were pasted on the sheet for sharing with other participants.

In the beginning, the participants were mainly coming up with the access and quality issues. The least comments were made about livelihoods and partnerships. But when the importance of public transport for livelihoods and the role of partnership for proper facilities were explained, the participants responded also with comments on these two aspects.

Comments as made by the participants are given in Appendix J.4. Translations have been done in such way that the true essence of the view of the participants remains intact. An effort has been made to group common issues in one block under separate heads.

J.5.7 Gist of the discussion

The following are the main points that came out from the discussion.

- For almost all the modes of public transport, coverage issues were quite common. Most of the modes are operating only on main/ major roads and the inner areas are left unserved. People have to spend extra time and money to meet their travelling needs.
- Although the overloading of passengers is somewhat controlled on FUTS, it is evident on bus and Suzuki modes of transport. Even on FUTS, the control of overloading seems to be weakening with the passage of time.
- The condition of the vehicles was again found to be dilapidated; even some of the wagons of FUTS were reported to be in bad condition.
- Carelessness in picking up and dropping off of passengers is a common feature for every mode.
- Insulting behaviour by the drivers and conductors with the passengers in general, and with the women in particular, is common in buses, wagons and Suzuki pick-ups.
- No priority is given to women.
- No priority is provided to students.
- Special-needs people are not been given due care.
- Special services provided by the government departments/ institutions for their employees, students and transport for their health care is a major contribution and the role of the government should be enhanced in this respect.
- Private industries/ institutions are contributing a lot for the travelling needs of their employees, students and transport for health care. The government should provide incentives enabling these private institutions to increase their role.
- Private-public partnerships hardly exist in the sector.

- NGOs have not been given due consideration in the planning of public transport in the city. NGOs were of the view that public transport can be better managed with their involvement, at least the services could be extended to poor areas.
- Roads, except major roads, are in bad condition almost all over the city. The bad road conditions are considered a major constraint in the extension of public transport facilities to the inner areas.
- The problem of public transport can be solved with the introduction of large buses to the city.

Appendix J.1

Table J.1. List of participants

S#.	Name / designation	Organization	Location and address	Fields of operation
Male participants				
1	Mr. Aamir Saeed President	Naimat Welfare Society	Naimat colony P-413, Street 7, Naimat Colony, Tezab Mills Faisalabad Ph: 710815	• Welfare works • Blood donations
2	Mohammed Zafar Iqbal Member	Member PLUS	Elahi Abad Jaranwala road, Faisalabad Ph: 755801-2	• Infrastructure improvement on self-help basis
3	Mohammed Latif Shah Regional Organiser	ILM Trust Pakistan	Naimat Abad 219 RB Naimat Abad, Ghulam Mohammed Abad, Faisalabad. Ph: 673903, 684219	• Informal education
4	Mian Ghulam Mustafa Saleemi District Organiser	ILM Trust Pakistan	Mohammed Pura 10 – Zafar Street, Mohammed Pura, Faisalabad Ph: 619284	• Informal education
5	Lazarous Pervez President	St Paul Forward Education Society Faisalabad	Gulistan Colony 19/WE, Gulistan colony No.1, Awan Chowk, Faisalabad. Ph: 760297	• Formal, informal education • Mother and child health
6	Dr. Gul Pervez Akhtar Ghouri Divisional Coordinator / President HEDO	Faisalabad NGO Network	Islamia Park P-1221, Street No.10, Islamia Park, Faisalabad. Ph: 785607	• Strengthening of NGOs • Health
6	Mohammed Masud General Secretary	Pakistan Alliance of the Blind	279 – RB Al-Minar Adult Blind Centre, St: 4, 279/RB, Nadir Khan Wali, Faisalabad Ph: 649137	• Brail system of education the for blind
7	Ghulam Nabi Member	Behbood-E-Niswan Network	Sabzi Mandi Millat Road, Faisalabad.	• Education • Health • Enterprise dev. • Legal aid
8	Hafiz Mohammed Idrees	Ujala Action Research and Development Group	D-Type Colony, Samanabad Faisalabad. Ph: 649484	• Action Research • Awareness raising • Education
Female participants				
9	Afshan Nasim Sindhu Secretary	Carvaan Development and Welfare Organisation	Chak 7/JB House No. P-296, Bukhari Chowk, Chak 7/JB, Sargodha road, Faisalabad. Ph: 768371	• Education • Health • Infrastructure development

Table J.1. List of participants

S#.	Name / designation	Organization	Location and address	Fields of operation
10	Jamila Tasneem General Secretary	Carvaan Development and Welfare Organisation	Chak 7/JB Humja Chowk, Bhutto Plots, Chak 7/JB, Sargodha road, Faisalabad. Ph: 768371	• Education • Health • Infrastructure development
11	Shazia Ghulam Nabi President	Behbood-E-Niswan Network	Islam Nagar P-449, Street No 1, Islam Nagar, Faisalabad. Ph: 633179	• Education • Health • Enterprise dev. • Legal aid
12	Asifa Jabeen General Secretary	Behbood-E-Niswan Network	Islam Nagar P-449, Street No 1, Islam Nagar, Faisalabad. Ph: 633179	• Education • Health • Enterprise dev. • Legal aid
13	Nilum Shehbaz Member	Behbood-E-Niswan Network	Islam Nagar P-449, Street No 1, Islam Nagar, Faisalabad. Ph: 633179	• Education • Health • Enterprise dev. • Legal aid
14	Shakila Ali President	Rahbr-e-Carvaan Organisation	Islam Nagar / Rafiq Colony/ Raza Abad P-659, Street 17, Islam Nagar, Faisalabad. Ph: 686486	• Income generation • Education • Legal aid
15	Latifan Begum Joint Secretary	Rahbr-e-Carvaan Organisation	Islam Nagar / Rafiq Colony/ Raza Abad P-659, Street 17, Islam Nagar, Faisalabad. Ph: 686486	• Income generation • Education • Legal aid
16	Nighat Saleem Khan President	Ayisha Development Society for Women	Shadab colony / Saif Abad 329, Shadab colony, Jhang road, Faisalabad. Ph: 653322	• Infrastructure development • Enterprise development • Informal education
17	Munnazzah Yaqub	Ayisha Development Society for Women	Shadab colony / Saif Abad 212, St: 2, Shadab colony, Jhang road, Faisalabad.	• Infrastructure development • Enterprise development • Informal education

Appendix J.2

Ujaala

Action Research and Development Group

Mr./ Miss/ Mrs. _____is hereby invited to participate in a:

CITY FORUM ON PUBLIC TRANSPORT

to be held at **Prime Hotel** Opposite Dhobi Ghat, Allama Iqbal Road, on 31.3.2002 (Sunday).

Convener:
Hafiz Mohammed Idrees
Ujaala - Action Research and Development Group
Faisalabad

Program

Sunday 31st March, 2002Prime Hotel

• Registration	10.00 AM
• Recitation from Holy Quran	10.15 AM
• Introduction of participants	10.20 AM
• Historical perspective of Public transport in Faisalabad	10.45 AM
• Purpose and objectives of City Forum	11.15 AM
• Issues of public transport views of the participants	11.30 AM
• Summary of discussion /Way Forward	01.00 PM
• Lunch	01.30 PM

Appendix J.3

Table J.2. Program

Sunday 31st March, 2002		**Prime Hotel**
Event	**Time**	**Facilitator**
Registration	10.00	Mohammed Shuab
Recitation from Holy Quran	10.15	Hafiz Mohammed Idrees
Introduction of participants	10.20	
Historical perspective of Public Transport in Faisalabad	10.45	Wajid Hassan
Purpose / Objectives of City Forum	11.15	Atta Ullah Khan
Issues of Public Transport Views of the participants	11.30	Wajid Hassan
Summary of discussion/ Way forward	13.00	Atta Ullah Khan
Lunch	13.30	

Appendix J.4

Comments of the participants

Public transport services for the general public

J.6 Bus service for general public

J.6.1 Access

Coverage of service

- Buses ply only on main roads; inner areas are not served with the bus service.
- Major portion of the city is not served with the bus service.
- There is no route from Akbar Chowk to General bus stand. Resultantly areas like Chibban, Nigheban Pura, Islamia Park, Mehmood Abad etc. are without any transport service.
- The routes of buses and wagons are not linked in an integrated manner. Sometimes people have to wait for one to two hours to get connecting wagon/ bus.

Demand vs. Supply

- Passengers are more and buses are few.
- Insufficient number of buses.
- Buses are not allowed on some of the roads (like roads in the civil lines (a name of a neighborhood) area).

J.6.2 Quality

Behaviour of drivers and conductors

- Behaviour of the conductor, most of the time, rude
- Insulting behaviour (by conductor and driver) with passengers.
- Drivers make mistakes. Not good people.
- Untrained and uneducated drivers and conductors
- Passengers are forced to get into the bus on the promise of provision of seats but when passengers get on the bus they hardly find any seat/s.
- Conductors and drivers use impolite language.
- Disgrace of passengers.
- Behaviour of the drivers and conductors is not good.
- Disgracing behaviour with public, particularly with the villagers.
- Misconduct of the conductor with the passengers.
- Unacceptable and unsocial songs are played on audiotapes.

Picking /dropping off of passengers

- Dropping off problem. Do not drop passengers at the designated stops.
- Buses are not completely stopped for dropping off or picking up passengers; conductors try to complete this task while bus is moving.
- No care during dropping off passengers.
- They push passengers to drop off while the bus remains moving.
- Just to save time conductors push passengers while dropping off.
- As the drivers do not have knowledge of the traffic rules thus pick up and drop off passengers from where ever they like

Travelling speed

- Rash and excessively fast driving.
- Drivers and conductors do not have any awareness about traffic rules. Thus (they) make mistakes.
- Run at excessive speeds.

Condition of buses

- Condition of buses is very dilapidated and dirty (unhygienic).
- Buses are quite old.
- Condition of the buses is quite bad.
- Buses are in dilapidated condition. Where ever these breakdown, these stop without any provision of further facility to the passengers.
- Buses are in dilapidated condition.
- Yes there are buses! But without seats and window glass.
- There are problems with the fitness of the buses.
- Buses are in bad and dangerous condition.
- Seats are not comfortable.
- No discipline within the bus.

Overloading of passengers.

- On buses there is too much overloading of passengers
- Passengers are loaded more than the capacity and in a hurried way.
- As soon as buses come out of the main city / built-up area, conductors start overloading.
- Overloading—a regular feature.
- Overloading / crush, quite common on buses.
- They overload passengers on the roof of the bus. Accidents are common.
- They overload passengers.

Environmental issues / health hazards

- Smoke emitting from buses—dangerous to health.
- Congestion in the bus—not good for health.

J.6.3 Livelihoods

High / unjustified fares for poor people

- Fares are not rational with respect to distance. Rather they are charged with respect to different stops/ locations.
- Conductor charges more fare than the notified one, thus quarrels are common between the passenger and conductors (on this account).
- Fare charges are high in Faisalabad.
- Loose control of government over fare charges.
- Overcharging.
- Conductor charges fare as per his wish and will and does not follow the notification.

Gender issues / unequal opportunities for women

- Negative behaviour of the conductor with women.
- No respect for ladies.
- Disgrace of ladies.
- Women are forced to stand amongst men in the rush hours.
- Women are not offered seats; rather they are forced to stand among men.
- Due to overloading, women are forced to stand in the middle of the bus on the floor (aisle) with men.
- No designated/ reserved seats for women.
- Seats are not provided for women, even on request.
- Men do not make seats vacant for women.

Road conditions

As the road condition is bad, thus the traveller, a healthier person, becomes/ appears sick at the end of the journey.

Provision for students

- Students are avoided while picking passengers.
- No separate facility exists for children/ students.
- No special provision exists for students during the peak (school) hours.

Travelling times

- Travelling times depends on the mood of the driver.
- No observation of timetable.

- Drivers waste time in collecting passengers then to make up for the lost time they run buses at dangerous speeds. This practice sometimes results in accidents even causing deaths.

Special-needs people

- Blind people do not have any special service /provision / incentive from the government.
- Special-needs people are not given due care in picking up and dropping off.
- People do not have knowledge of the "white stick". Awareness among transport operators, as well as the general public must be raised about blind people.

J.7 FUTS Wagons

J.7.1 Access

Coverage of service

- FUTS service is not available for all parts of the city.
- There are areas where FUTS service is not available.
- Route 6-A was serving Naimat Abad, which was stopped, sometime ago. People now have to spend Rs.5 to 10 to travel by tonga (as a substitute).
- Most of the colleges are in Samanabad, but no wagon service passes along the fronts of colleges/ schools.
- Areas like Chibban, the back of Agric. University, Elahi Abad etc. are without any service of FUTS.
- FUTS service must be expanded to other parts of the city
- Service is beneficial for the public as it stops at each (designated) location on the route.
- The routes of buses and wagons are not linked in an integrated manner. Often people have to wait up to two hours to get a connecting wagon/ bus.

Demand vs. Supply

- Wagons are not enough to meet demand.

J.7.2 Quality

Behaviour of drivers and conductors

- Disgrace of passengers by the conductor / hurry is common while picking up and dropping off.
- Conductors use unsociable / use filthy language with women.
- Drivers hardly have any respect for women.

Overloading of passengers

- Yes, overloading is common.
- Men are forced to stand in the wagon in a bent position; sometimes people travel while hanging onto the door of the van.

- Conductors overload, but as soon as they see a constable / (FUTS) checker, they drop the additional passengers.
- Overloading—common practice.

Condition of wagons

- Wagons are in a dilapidated condition.
- Only a few wagons are in good condition.
- Some of the wagons are not fit for carrying passengers.
- Checking by the (regulatory) staff is weak. As soon as the wagon comes out of the main city area they start overloading.

Fitness of vehicles

- All of the wagons are not fit for carrying passengers.
- Unfit wagons on the routes.
- Condition of vehicles is so bad that these are dangerous to the health of the people, not to mention convenience.

Seating arrangements

- Conductor/s force people, particularly women, to sit on the box containing the battery of the wagon. (Causing damage to clothing due to acid of the battery).
- Seats are so narrow, we are hardly able to sit.

Picking up and dropping off of passengers

- Try to drop passengers while wagon is still moving.
- Passengers are picked up while van remains moving.
- No care for the elderly.
- Do not drop passengers at the specified / designated places.
- Passengers are not dropped a specific stop, despite requests.

Rush / careless driving

- Drivers do not follow the traffic rules. Sometimes drivers run wagons in parallel while competing with each other.
- They carry out dangerous overtaking for fetching passengers.

J.7.3 Livelihoods

Gender issues

- Women are forced to sit in front of men facing each other.
- Men are allowed to sit on front seats and women are asked to sit on the rear seats.
- Men sit on the front seats and women are asked to sit on the additional (makeshift/ wooden plank) seat at the back of the driver.
- Women are forced to sit with men and sometimes men are asked to sit with women on the same seat.

- Front seat must be (reserved) for ladies.
- Seats are hardly available for the girls (students). Women face lots of difficulties while travelling for education.
- Working women get late in the morning due to disregard of the drivers about travelling times as they waste time in fetching passengers.
- Girl students get late in the morning due to carelessness of the driver as regards travelling times.
- No special service for women and students.
- Do not care for women and special-needs people.
- Seats are not reserved for women.
- If some passengers are waiting at the stop, they (prefer to) pick men and leave women (behind) to wait.

Travelling costs

- Fares are not charged as per schedule. Rather, no fare schedules are fixed in the van for the convenience of public.
- Fare charges are quite high
- They run the service as a business and not as a service for the general public.
- Fare rates are out of reach of the general public.
- Charge more than the notified fare.
- Fares are charged as per their (conductors) wish and will.
- Fare rates are high.
- Minimum fare Rs.3 is unjustified for the poor people. Sometimes the next stop is so near that Rs.3 seems unrealistic and unjustified.

Provision for students

- Most of the colleges are in Samanabad, but no wagon service passes along the front of colleges/ schools.

Travelling times

- They (drivers) do not care for the timings of the students and move as per their wish and will.
- If they (driver & conductor) do not find enough passengers for the destination (last stop on the route) they normally turn their vans half way. Thus they leave some of the passengers (destined for the cut-short part of the route) to take another van to complete their journeys. This results in additional cost and time, as well as disturbance.

J.7.4 Partnership

- NGOs must come forward and work independently for public transport.
- NGOs must be involved in the planning of routes in the city.
- Government should take initiatives for the running of public transport on a Government / NGO partnership basis.

- FUTS (wagons) do not have any competition with other modes thus are run (by the operators) as per their wish and will. A sort of monopoly is there. Other organizations / private parties must be allowed to run their vehicles for public transport (certainly with regulation by government). This permission shall address the quality issues as well as the high fare issues.

J.8 Suzuki pick-ups

J.8.1 Access

Coverage of service

- Service is not accessible in all parts of the city.
- Running only on few routes; service is not available on the inner routes.
- Suzuki pick-ups should be introduced on other routes as well.
- Service of Suzuki must be available on all routes.

Vehicles vs. demand

- Vehicles are not enough to meet demand of the public.
- Number of pick-ups must be increased to cope with the demand.
- Suzuki pick-ups can provide a very efficient service on the routes where at present *tongas* or donkey carts are available.

J.8.2 Quality

Overloading

- Suzuki's force people to sit in excess of the permitted passengers per pick-up.
- Service should continue but there must be control on overloading of passengers.
- Overloading? Yes, it is common.
- It is a successful service if the number of passengers remains within the permissible limit.

Convenience to passengers

- Journey during summer season becomes really difficult due to narrow spaces and the enclosed design of the pick-up, particularly when passengers are loaded more than the capacity.
- Suzuki (pick-up) is a very narrow vehicle, not suitable for passengers.
- Suzuki (pick-up) must only be used for carrying luggage. It is not suitable for passengers.

Condition of vehicles

- Condition of most of the pick-ups is quite bad, even worse than the FUTS wagons.

J.8.3 Livelihoods

Gender issues

- Women and men sit together in the pick-up.

- Suzuki (pick-up) service is a disgrace for women.
- Front seat of Suzuki (pick-up) is meant for one passenger but two are forced to sit, which is not justified. It becomes particularly disgraceful when two women are asked to sit on the front seat.
- Women and men are forced to sit on the same seat. Sometimes more passengers of both sexes are forced to sit in the limited space, which is a disgrace, particularly for women.
- Due to narrow width of the pick-up and the facing seating arrangements, passengers sit in such a position that their legs touch. This situation is very disgraceful when the female and male passengers are to sit facing each other.
- Due to the raised footrest of the Suzuki pick-up, females face difficulty in getting on and off.

High fare issues / cost of travelling

- Fare of the service is on the high side in comparison to other modes of transport.
- Overcharging of fares is common.

Travelling times

- They do not drop off at the designated stops, so wasting time.
- Suzuki (pick-up) is more beneficial than *tongas*. Due to faster speeds, it saves time.
- Due to limited capacity (only 12 passengers) driver/s do not take much time in waiting for passenger (to fill to capacity). So it saves time.

Operational cost

- Suzuki pick-up's (capital) cost is less than other modes of public transport. A poor person can purchase and operate this service.
- Reason that Suzuki pick-ups are not considered commercially viable and their number is decreasing! It is a petrol vehicle. Expenditures are more and earnings less.

J.8.4 Partnership

- At present there is no provision for subsidized purchase/ delivery of the pick-up so that some NGO could start the service for poor people. Government should provide these Suzuki (pick-ups) on subsidized rates with easy instalments to NGOs so that NGOs may run this service for the benefit of poor people.

J.9 Chingchi (Quinquis) - motorcycle rickshaws

J.9.1 Access

Coverage of service

- Available only on few routes.
- It has given a better replacement of the *tongas*. It must be spread everywhere in the city.
- It can provide better alternative arrangements for meeting the demand of public transport in the city.
- Operating only in better areas. Service must be expanded to other areas for the convenience of public.

- When the buses and wagons have limited capacity, this service is easily available.
- Not fit for un-metalled/ *katcha* roads.

J.9.2 Quality

Safety during journey

- Does not seem safe, as motorcycle is carrying so many passengers.
- As drivers carry more passengers sometimes up to eight, it becomes unsafe for passengers.
- It turns upside down sometimes, due to overloading of passengers.
- Children are often asked to stand besides seats, which make it more dangerous.
- Not safe for children.
- Should not load more than six passengers.
- Sometimes turns upside down due to fast speeds.

Convenience during journey

- It is open from all sides, thus catches dust from surroundings. Design of the *Quinqui* must be improved.
- Fit for summer season (being airy), but not fit for winter season (as is exposed to chill).

Pollution

- Creating smoke and noise pollution.
- Sound is unbearable for the ears.

J.9.3 Livelihoods

Travelling costs

- It is better than *tonga*. But its fare rate is on the high side.
- It is better than the auto rickshaw due to individually-based fare.
- Its fare is more than FUTS (wagons) or Suzuki (pick-up) services.
- Not good for shorter journeys as charges more.
- Fare is high. Must be reduced making it affordable for the poor.
- It is good that the fare is charged on the basis of individual passengers.
- Fare is quite reasonable in comparison to auto rickshaw.
- Better than *tonga* with reasonable fare. People are getting benefit of it.

Facility for students

- No special provision / concession for the student/s. Charges same fare.

Capacity of the vehicle

- One whole (typical) family cannot fit into an auto rickshaw, while the motorcycle rickshaw can accommodate whole family; thus very beneficial for the public.
- Vehicle of general public. Convenience for the whole family.

- Looks interesting, thus people are travelling on it sometimes just for fun.

Travelling times

- Better than *tongas*, reasonable fares, fast service, thus saves time.
- It runs quite fast; saves time.
- Time saving service.
- Time saving with reasonable fares—are qualities of *Quingquis*.
- *Quingquis*—best replacement for *tongas*; time-saving with low fare rate.

Employment opportunities

- Providing good opportunities for jobless people.
- Cheap to buy and easy to run. One can run a *Quingqui* after retirement.
- The *Quingqui* has provided opportunities of livelihood for many families and a whole chain of new business has started.
- The *Quingqui* service is not considered good in the eyes of the government. Government has, rather, tried to stop it.

J.9.4 Partnership

- Since it a cheap vehicle, thus it can be run in partnership.
- Available on partnership basis as well as on instalment basis.
- Since it can reach everywhere, so the government must promote it with the provision of interest-free loans for the purchase of this vehicle.

J.10 Car/taxi

J.10.1 Access

Coverage of service

- Car services are not available everywhere in the city. They are only available at certain locations. Reaching these locations themselves consumes time.
- The car is a good service but stands / stops of this service are located in the CBD area, thus not (easily) accessible from all areas.
- More car stands should be established in the city.
- Since the streets of Faisalabad are narrow, thus car / taxi services are not successful in Faisalabad.

J.10.2 Quality

- Very calm vehicle, good for journey.
- Reliable and safe.

J.10.3 Livelihoods

Cost of travelling

- Presently, there is no system for the service of taxi / yellow cabs in the city. Private cars are available on hire at some points in the city. These are very expensive and cannot serve the purpose of public transport. Yellow cabs/ taxis must operate in the city. The service can reduce the problems of public transport.
- It is too expensive and certainly out of reach of the common public. With the introduction of common yellow cabs/ taxis, the general public can use the service, particularly in emergencies.
- Although rates are quite high, the service is useful in emergencies.
- Rate / fare of the car service must be reduced
- Out of reach of students.
- Its charge / rate / fare is too high. It will be most successful if the rate is reduced.
- Charges of the car service are on the high side, thus only few people can hire this service.
- Expensive service. Single women cannot travel on the taxi car.

Usefulness / demand

- Useful for carrying patients in an emergency.
- It is a good service. At least a poor person can arrange / hire a car for marriage purposes.
- People are mostly rich in Faisalabad. People have their own cars. There is no need for taxis.
- Due to availability of rickshaws in abundance, there is no need for a taxi service in the city.

Special transport services provided by the government departments

J.11 Bus/van services for government employees

- Government department's service runs only on main roads and picks only department-related employees.
- Most government departments are providing this service through buses. But as these buses run only on main roads, the majority of the employees cannot get benefit from the service. The service can better be extended to other areas with the provision of small vehicles.
- The service of different government departments is not available for the lower-grade employees. Only seniors/ officers are getting the benefits of the available service.
- The service is available only for influential persons.
- Service is not available for low-paid, poor employees.

J.12 Bus/van services for students of government institutions

Coverage of service

- Service for students from the government institutions runs only on main roads and is not accessible in the poor areas.
- Most areas of the city are left unserved.

Cost of travelling

- Students are charged at the rate of Rs.300 per month per student.
- The service to students must be provided free of cost.
- Student must be charged for the service. No service should be free.
- Only expensive institutions are providing services to students. There is no facility for poor children studying in government schools.

Gender Issues

- A scheme of public transport meant only for students must be introduced, particularly for the girls as they face most of the problems while travelling from home to institutions and back.
- Gender equality must be brought while planning for public transport.

Partnership

- No service is running on a 'government / private partnership' basis.
- NGOs must be involved in the provision of transport facilities for the students. For that matter, the government should provide some incentive scheme or low mark-up scheme for the purchase of transport meant for students.

J.13 Ambulance services/government hospitals

Lengthy / irrelevant procedures

- Ambulance services from the government hospitals are not easy to obtain at the time of any emergency. It takes too much time for the completion of formalities (filling in different documents).
- General / common people cannot take advantage of the provision by the government hospitals due to government procedures.
- Many irrelevant procedures are involved.
- Ambulances of the hospitals are not being used for the patients / emergencies.

Role of NGOs

- NGOs must be involved in the operation of these ambulances attached to the government hospitals.
- Powerful government officers sitting in the health department do not allow NGOs to come and interfere in their work.
- Ambulances must be provided to the NGOs. They can provide a better service to the poor in their respective areas.

Special transport services provided by the private employers

J.14 Bus/van services for employees

Coverage of service

- Widely spread locations of stops from where they pick up employees. Coverage is good.
- Routes of buses plied by private employers cover almost the entire city.

Quality of service

- Transport service provided by the private institutions like big industries / factories situated in the city or outside city is of good quality.
- Provide service for all. No matter if any person is officer or labourer.

Benefit of service

- Factory owners pay the charges and employees enjoy this facility free of cost.
- The service provided by the private institutions is a major contribution towards public transport facilities. One can imagine the situation if this service is not available in the city.

Gender Issues

- Most of the factories are also providing services to their women workers.
- Male and female workers are equally treated by the service.
- Some services are available only for females. That is good.
- Behaviour with female workers is not good. Sometimes they face harassment.

Partnership / role of NGOs

- Things can be better managed with the involvement of NGOs.
- Some buses, Coasters and vans are run on a partnership basis between the factory owner and the private operator. Private transporters run these vehicles on settled terms and conditions for carrying the employees to and from factories on a specified route. The mechanism is functioning well.

J.15 Bus/van service for students of private institutions

Coverage of service

- Some of the buses / vans cover larger areas, thus start early in the morning and return late in the evening. (Duration of journey) not justified for the students, particularly the small kids.
- Since roads are not in good condition in the inner areas, vans / rickshaws or other modes avoid giving the service for the residents of these poor areas.
- All of the good schools are situated in rich areas, thus issues of non-availability of transport for the students do exist. People have to travel long distances for dropping

their children. Matters can be better handled with the even (re-) distribution of educational institutions in the city.

Cost of services

- Services are available at reasonable rates.
- Charges are too much for the transport services.
- Services are only provided by those private institutions that charge high fees. So this issue relates to the rich people not the poor folks.
- Carry more students than the capacity.
- Different institutions have hired vans and other transport services from private parties to provide services to their students. Institutions charge (additionally) for the service.

J.16 Ambulance services of private hospitals, NGOs

Coverage of service

- Poor areas are not covered by the ambulance services provided by private hospitals and even by NGOs due to bad road conditions.
- No road exists in Elahi Abad. Taxi / car services are not available in case of emergency. Sometimes this (i.e. delay in reaching a medical centre) causes death.
- Evidence of stillbirths are on record, which occurred just because of non-availability of ambulance services in the peripheral areas.
- Occurrence of just one death due to non-availability of ambulance is a death of whole humanity!
- Ambulance services are not enough for the people.

Role of NGOs

- If NGOs focus on providing ambulance services to the people, then the death rate, due to non-availability of help in emergencies, can be controlled.
- Ambulance services must be provided by the NGOs.
- Ambulances from the NGOs like Edhi are easily available.
- Edhi's service is best. They charge Rs.40 for travelling within the city limit. Quite cheap.

J.17 Issues of road condition

- Only main roads have been improved in the recent past. Roads leading to inner areas of the city used by different modes of public transport are in very bad condition. New investors avoid putting new transport on these roads. If the roads were improved in the city, almost all sorts of public transport would be accessible for the public.
- Roads can be built with the partnership of NGOs.
- Roads can be built on a self-help basis. A tax for vehicles can be levied for the user of that road.

- Repair of roads can be made on a self-help basis by levying taxes on the user of that road.
- Congested city. Road conditions are bad. People are more interested in other amenities rather than improving their roads.

Only solution to the issue of public transport in the city – Start of service of big buses like Daewoo or New Khan (as in Lahore). Their fares are reasonable; are more convenient for the females and students.

Annex K

City forum on public transport

Viewpoint of operators

K.1 Venue/date/timing

The City Forum For Public Transport (Operators) was held on 21 April 2002 at the Prime Hotel, Faisalabad. Ujala Action Research and Development Group organized this forum. Timings of the Forum were from 10.00am to 1.30 pm.

K.2 Purpose

- To share the scope and objectives of the research study.
- To share the historical perspective of public transport in Faisalabad.
- To share issues of public transport, from the users' perspectives, with respect to Access, Quality, Livelihood and Partnership.
- To explore issues of public transport, from the operators' perspectives, with respect to Access, Quality, Livelihood and Partnership.
- To raise awareness of the operators about the issue of public transport from the historical perspective, enabling them to highlight issues and possible solutions to public transport problems at their own level.
- To explore the possibilities of establishing a 'City Forum on Public Transport', which may highlight issues of public transport at the city level and would affect the policies relating to public transport.

K.3 Participants

A deliberate effort was made in the selection of the operators working in the city. The following were the considerations:

- Operators from the all categories of Owners, Drivers and Conductors should participate.
- Operators from different modes of public transport should participate.
- Representatives from motorized and non-motorized vehicles should participate.

In total 24 operators (owners, drivers and conductors) participated in the forum. A list of the participants, along with their mode of transport, is given as Appendix K.1.

K.4 Preparations for forum

Organizers of the forum had many meetings for planning and the successful conduct of the forum. Considerations like day, date, timing and venue were discussed. An effort was made to develop the programme of the day in such a way that the participants' discussions would proceed in a logical way i.e. from past to the future covering the present issues as well. The list of operators to be invited was finalized and an invitation letter (in Urdu) was issued to each operator. The operators were also contacted by phone to make sure of their participation. The forum was arranged from the platform of 'Ujala – Action Research and Development Group' an emerging CBO in the field of research and development. A copy of the invitation letter is attached as Appendix K.2.

Details of the programme, with the names of the facilitators, is also provided at Appendix K.3.

K.5 Proceedings

K.5.1 Registration

Registration of the participants was made via a prescribed format, recording the name of the participants, mode of transport they were operating, route on which they were operating etc.

K.5.2 Recitation of Holy Quran

The Forum formally started with the recitation of verses from the Holy Quran. Mr. Hafiz Idrees recited the Quran.

After the recitation, the convener of Ujala – Action Research and Development Group, Mr. Idress, welcomed the participants to the forum and hoped that each participant would contribute their experiences about issues of public transport in general, and for their related mode in particular.

K.5.3 Introduction of participants

Every participant was asked to introduce himself to the other participants stating his name, mode of transport he was operating and his working experiences.

K.5.4 Historical perspective of public transport in Faisalabad

A comprehensive session was delivered by the facilitator on the historical development of the public transport system in the city. For that matter, the flip charts were prepared in advance. Data was mainly taken from the Scooping Study.

Development of public transport was explained in relation to the population growth as well as physical growth of the city, starting from the situation when there was no habitation in the region (about 107 ago), and then pre-participation and after participation development of the city.

The rise and fall in the system, along with the governmental policies and programmes, were discussed.

The session enabled the participants to understand the whole situation of public transport in the city from the very beginning. All of the participants took a keen interest in the session, as the information shared with them was altogether new for them.

K.5.5 Purpose and objective of the City Forum

The purpose and objectives of conducting the City Forum and seeking the experiences of the operators were explained to the participants, so that the operators shared their experience accordingly. An introduction to the Research Study was given to the participants. The participants were told that fieldwork for the study had already been completed and compiled. Forums with 1) NGOs, 2) Operators and 3) Regulators were planned. The City Forum with the users had already been held on 31 March 2002. Issues raised during the different forums would be shared with other stakeholders during forums, as well as at a joint forum that was also to be arranged taking all three stakeholders to one platform to discuss the issues.

K.5.6 Sharing of issues raised by users during Forum on 31 March 2002

Issued raised by users during the forum held on 31 March 2002 were shared with the operators. It was shared that the main concern of the users remained towards quality issues and access. The gist of the issues was as follows:

- Most of the modes are plying only on main/ major roads and the inner areas are left unserved. People have to spend extra time and money to meet their travelling needs.
- Although the overloading of passengers is some what controlled on FUTS, it is evident on buses and Suzukis. Even on FUTS the control of overloading seems to be weakening with the passage of time.
- The condition of vehicles is dilapidated; even some of the wagons of FUTS are also in a bad condition.
- Carelessness in picking up and dropping off of passengers is a common feature for every mode.
- Insulting behaviour by the drivers and conductors with the passengers in general and with the women in particular is common in buses, wagons and Suzukis.
- No priority is given to women.
- No priority is provided to students.
- Special people are not been given due care.
- Special services provided by the government departments/ institutions for their employees, students and in providing transport for their health care is a major contribution and the role of the government should be enhanced in this respect.
- Private industries/ institutions are contributing a lot for the travelling needs of their employees, students and health care. The government should provide incentives enabling these private institutions to increase their role.
- Private-public partnerships hardly exist in the sector.
- NGOs have not been given due consideration in the planning of public transport in the city. NGOs were of the view that public transport can be better managed with their involvement; at least the service could then be extended to the poor areas.

- Roads, except major roads, are in a bad condition almost all over city. The bad road conditions are considered a major constraint in the extension of public transport facilities into the inner areas.
- The problem of public transport can be solved with the introduction of big buses in the city.

K.5.7 Issues of public transport – views of participants

One of the main sessions of the forum was to facilitate the discussion about issues relating to different modes of public transport in relation to *Access, Quality, Livelihood* and *Partnership.*

The organizers explained that they wanted to co-relate urban public transport with the livelihoods of the poor; the second important thing is the mechanism of partnership. The partnership may include:

- Private-Private
- Public-Private
- Bank-Public

The discussion was started on the following topics /issues put forth by the users, besides other issues relating to operators:

- Public transports services are being launched on main roads of the city only
- Overloading – a common practice
- Misbehaviour of operators (drivers and conductors) with public, especially with the females
- Carelessness in driving
- Preference to males over females and students
- Improper behaviour with special-needs people
- Lack of private-public partnerships
- Lack of role of NGOs
- Link roads are deteriorated
- Buses should be launched

The participants mainly came up with the operational issues relating to the management of the city. Comments of the participants are attached at Appendix F. Comments of the participants are given in narration as they stated the issues. Out of the statements given by the participants, an effort has been made to identify and group the issues in reference to the main concerns of the study i.e; *Access, Quality, Livelihood and Partnership*.

K.5.8 Gist of the discussion

The following are the main points that came out from the discussion.

- In spite of having all the legal documents, the traffic police intentionally create obstacles and tease operators in an illegal way.

- Overloading is due to the huge number of passengers and low numbers of buses.
- Fare rates are not compatible with the recurrent costs.
- Traffic police or FUTS inspectors; to whom wagon drivers of FUTS are answerable? Both the agencies are inspecting and fining wagons.
- Non-registered wagons are operating on the routes. They have contacts with the authorities and overload as well.
- Routes are not covered to their destinations.
- The ticketing system is a good thing for disposal of challans (tickets for fines). But now police Challan and impound vehicles after office hours. Owners have to wait for the next day (i.e; loosing business for almost two days). To avoid this situation, they have to give heavy bribes to get their vehicles released.
- Fines for challan of donkey cart is Rs.200, while for rickshaws and motorcycles it is only Rs.100. This is unjustified for poor people.
- Scheme of replacement of donkey carts with motorized vehicles; terms and conditions are not clear and not affordable for the poor donkey cart runners.
- Interest-free loans on a soft repayment basis should be introduced for the purchase of public transport.
- Motorcycle rickshaws are good. They get their routes passed from the RTA, but they do not have any facilities like parking stands etc.
- Lengthy and costly procedures for getting route permits.
- Lengthy and costly procedures for getting fitness certificates.
- No provision of public transport such as buses for the passengers from the government side.
- Confiscating transport for the election or other major events. Loss for owners and a major inconvenience for the public.
- Some of the facilities are available at the main terminal, but facilities are not available at the starting/ end points (such as sheds, retiring places, drinking water, toilets etc.)
- Formal and non-formal financing system.
- Non-existence of taxis in the city. Special incentives are needed.
- Unfit vehicles for the environment are operating in the city. System of checking from EPD is wrong.
- The participants agreed that, with the help of an organized forum, their grievances might be redressed.

Appendix K.1

Table K.1. Participants

Name	Mode of transport
Muhammad Ramzan	Donkey cart
Allah Rakha	Loader
Rana Gulzar Hussan	Hiace wagon
Bashir Abbas	Rickshaw
Munawar Hussain	Bus
Abdul Satar	Bus
Muhammad Yaqoob	Bus
Pervaiz Ahmad	Bus
Zaher Abas	Bus
Muhammad Tahir	Loader
Khushi Muhammad	Donkey cart
Abdul Jabbar	Motorcycle rickshaw
Rana Maqsood	Motorcycle rickshaw
Sana Khan	Bus
Muhammad Iqbal	FUTS
Aftab	Suzuki van
Maqbool Ahmad	FUTS
Khalid Mahmood	FUTS
Muhammad Aziz	
Jafar Ali	Bus
Nazir Ahmad	Bus
Abid	Loader
A. jabar	Bus
Rana Mnmtaz	FUTS

Appendix K.2

Ujaala

Action Research and Development Group

Mr./ Miss/ Mrs. _____is hereby invited to participate in a:

CITY FORUM ON PUBLIC TRANSPORT (Operators)

to be held at **Prime Hotel** Opposite Dhobi Ghat, Allama Iqbal Road, on 21.4.02.

Convener:
Hafiz Mohammed Idrees
Ujaala - Action Research and Development Group
Faisalabad

Program

Sunday 21st April, 2002 Prime Hotel

• Registration	10.00 AM
• Recitation from Holy Quran	10.15 AM
• Introduction of participants	10.20 AM
• Historical perspective of Public transport in Faisalabad	10.45 AM
• Purpose and objectives of City Forum	11.15 AM
• Issues of public transport views of the participants	11.30 AM
• Summary of discussion /Way Forward	01.00 PM
• Lunch	01.30 PM

Appendix: K.3

Table K.2. Program

Sunday 21 April, 2002		**Prime Hotel**
Event	**Time**	**Facilitator**
Registration	10.00	Mohammed Shuaib
Recitation of the Holy Quran	10.15	Hafiz Mohammed Idrees
Introduction of participants	10.20	
Historical perspective of public transport in Faisalabad	10.45	Wajid Hassan
Purpose / objectives of City Forum	11.15	Atta Ullah Khan
Issues of public transport Views of the participants	11.30	Wajid Hassan
Summary of discussion/ Way forward	13.00	Atta Ullah Khan
Lunch	13.30	

Appendix K.4

The views of the operators W.R.T the indicators of access, quality, partnership and livelihoods

These indicators are integrated with each other. All the findings are elaborated regarding each indicator from the operators' points of view.

K.6 Access

Overloading is central in the access of public transport. It was attributed to the following reasons:

- The huge number of passengers
- Shortage of buses
- Low fare rates of buses, as compared to FUTS transport
- The majority of passengers are the so-called students in buses. The bus staff do not refuse to give them seats due to the danger of quarrels with driver and conductor
- Most of the youngsters pose as students. They stop the buses and get into the bus without any consideration for seats and available space.

Ban of Taungas:

- The Taunga is the national public facility. But the government is making efforts to ban such vehicles and the stands are being dismantled.

Lack of stands for motorcycle rickshaws:

- Motorcycle rickshaws are successful where the FUTS transport has no access. They have the route permits, but no legally entitled stands.

Legal entities for motorcycle rickshaw :

- It is a good business but some legal entities, such as approved fares, parking stands and the traffic police's illegal checking, are required to make it successful.
- A number of complications exist to being issued a route permit and to avoid the challan. The administration does not facilitate the process in order to promote the illegal ways and bribery.
- The police confiscate vehicles on occasions such as elections, and public meetings addressed by government functionaries. They said that the government should make negotiations with their unions so that they may provide the required vehicles and make substitute arrangements to avoid inconvenience to the passengers.
- The traffic police and the students are the main obstacles of public transport.
- The traffic police remain on the roads before and after office hours to harass operators in shape of challan and bribery. Operators are compelled to pay illegal bribes. If they refuse to do so, they have to bear a challan having huge allegations. Thus, they have to bribe the police for their convenience.

K.7 Quality

- The passengers, mostly the students, insist to stop vehicles on un scheduled stops with the result that it causes carelessness.
- The students compel to drop them down at non-scheduled stops. When they refuse to do it the students start to rash with driver and conductor and beat them too much.
- At school hours especially at the time of opening and closing it is very difficult to drive the bus smoothly and easily. The students cause problems for us i.e., over loading, free fair and the stoppage of the bus times and again.
- They have to do overloading because they have to maintain the overhead charges in shape of illegal gratification paid to the police, challans, etc.

Lack of facilities at bus stands:

- The owner of vehicle registered at FUTS, has to pay Rs. 1700 per month besides the amount of challan deposited in the account of FUTS. Having the huge regulatory budget of FUTS, no facility is given to the transporters even the drinking water is not available on the FUTS stands except at the main terminal.

High rate of fares:

- It is due to the distance of the transport routs that are short in Faisalabad as compared to Lahore and Karachi.
- In Lahore and Karachi overloading is made but in Faisalabad it is strictly prohibited.
- The passengers are also more in those cities.
- The fare of rickshaws is also higher due to limited routs of public transport in Faisalabad.

Use of CNG :

- It is only feasible for patrol vehicles. The mostly public transports are diesel operated.

K.8 Livelihood

- The majority of the so-called students do not pay the fares lowering the income.

The attitude of the traffic police:

- The attitude of the traffic police is not rationale. They create the illegal problems for us. Having the routes and other legal entities they make the challan. Actually our route is entitled to be checked by only FUTS police/security. We did the complaints many times in this regard but in vein.
- Traffic police makes hurdles and tease them in an illegal way in spite of having all the legal documents. They made a number of meetings with higher authorities of Traffic Police to solve this issue but not fruitful. The Traffic Police continued to make the challans and compel for illegal gratification.

Preferential treatment

- A number of vehicles are not registered with FUTS, they have not any routes but still are on the road. Even they do the overloading and their challan is not made. They have the support of FUTS administration. They talked about this issue time and again but not resolved.

New system of challan

- The Ticketing system has created problems for the transporters. In this system the challan fee is deposited in the specific bank branch. If the challan is made after the banking hours then we have to wait for the next day and the payment becomes double as the vehicle remained in police station. In this way we have to bear the loss of the earnings. When we told this situation to the duty officers they compel to pay Rs. 500 as illegal gratification in absence of the challan. Thus we have to pay such bribery. So these are the difficulties of the transporters.

Illegal gratification and bribery made to the Traffic police

- Traffic Police create problems even we have the routs but illegal ways are used to promote the bribery. And we have to pay such illegal amounts.

Challan fee paid by the drivers

- Such all amount have to pay by the drivers. The owners do not share this amount.

Increase of challan fee for donkey carts

- In previous Government the challan fee was Rs. 25 for donkey carts and now it has been increased up to Rs. 200, while for Rickshaw and motorcycle rickshaw it is only Rs.100. We talked about with the authorities. They said that it has been fixed and it is the interruption in the matters of the court.

- We try our best to give the facilities to the passengers. But when we do not allow to sit the traffic employees they made our challan without any allegation. The purchase of the rickshaw could not be possible due to less profit.

Locked up of vehicles

- In the presence of directive issued by the Governor that in case of having any legal document the transport should not be locked up, but the transports are being locked up.

Inadequate parking stands

- They have to park their transport on the sides of the roads in that case the police made their challans.

Illegal gratification for fitness certificate

- The participants agreed that fitness is made with illegal gratification. They were of the view that even a new vehicle is not passed without bribery. Even new vehicle is not cleared without bribe.

Illegal gratification made to the EPA:

- The participants explained that if they made the bribery to the EPA their transport is declared fit for environment. If we do not do so their vehicle remained unfit for environment.

K.9 Partnership

Interest free loans

- The Government should endorse the interest free loans for public transport with easy terms and conditions

Loans with easy terms and conditions

- The Govt. should facilitate the loans with easy terms and conditions, like Public Transport Scheme, 1993.

Public transport scheme initiated by TMA for the replacement of donkey carts

- The organisers of this scheme compel to the donkey cart owners to take an application form of Rs. 100. They have to pay such amount. The total cost of the Suzuki carry is Rs. 400,000 with interest, which is too higher as the company price. They met with the District Nazim to get relaed terms and condition. He did not showed his interest in this matter. He referred them to the Tehsil Nazim. They also met with Tehsil Nazim, he also took no responsibility and asked to discuss with the organisers. So in these circumstances no authority is ready to own this scheme. So they called the meeting with the members of the union and refused to take the vehicle under this scheme without any guarantee and proper procedure.

Launching franchise buses

- Government should take measures to launch buses in the city for public transport. The Government has launched the buses in Lahore, Karachi and Islamabad, where as the Faisalabad is the third populous city of Pakistan is lacking buses.

Role of District Government :

- The District Government has not taken any initiative to facilitate the public transport.

Banking schemes are not feasible :

- Banking schemes are not feasible for the transporters due to having the high rate of interest, a huge proportion of down payment, bank guarantee and strict terms and conditions. In the market a non-formal financing system exists. It is not cheaper as compared to the banks but has the easy terms and conditions as set by the loanees. Banks do not finance for second hand vehicles. It is true that over 70% interest has to pay in nonformal financing institutions. But they relax the conditions and negotiations are made according to the need and priorities of the loanees. But banks do not do so.

The view as shared by the participants

Rana Mukhtar

Initially he started his business by driving the Rickshaw. He also remained busy in driving FUTS transport. He was of the view that traffic police make hurdles and tease them in an illegal way in spite of having all the legal documents. They made a number of meetings with higher authorities of Traffic Police to solve this issue but not fruitful. The Traffic Police continued to make the challans and compel for illegal gratification. So he left the driving of public transport.

Mr Zaheer Abbas

He is the owner of the bus and also driving himself. He attributed overloading to the huge number of passengers, shortage of buses and low fare rates as compared to FUTS transport. The majority of the passengers is the self made students. They have illegal identity cards. They are also the cause of overloading because we do not refuse to have them seats due to the danger of quarrel with driver and conductor.

The passengers mostly the students insist to break on un scheduled stops with the result that it causes carelessness.

Rana Gulzar Hussain

He drives FUTS transport. He stated that students sit in his vehicle and compel to put them down at non-scheduled stops. When they refuse to do it the students start to rash with driver and conductor and beat them too much.

The attitude of the traffic police is not rationale. They create the illegal problems for us. Having the routes and other legal entities they make the challan. Actually our route is entitled to be checked by only FUTS police/security. We did the complaints many times in this regard but in vein.

He briefed that a number of vehicles are not registered with FUTS, they have not any routes but still are on the road. Even they do the overloading and their challan is not made. They have the support of FUTS administration. They talked about this issue time and again but not resolved.

Mr Abdul Sattar

He is driver of the bus. He explained that during school hours especially at the time of opening and closing it is very difficult to drive the bus smoothly and easily. The students cause problems for us i.e., over loading, free fair and the stoppage of the bus times and again.

He said that a new system of challan i.e. the Ticketing system has created problems for the transporters. In this system the challan fee is deposited in the specific bank branch. If the challan is made after the banking hours then we have to wait for the next day and the payment becomes double and the vehicle remained in police station. In this way we have to bear the loss of the earnings. When we told this situation to the duty officers they compel to pay Rs. 500 as illegal gratification in absence of the challan. Thus we have to pay such bribery. So these are the difficulties of the transporters.

Mr Haider Ghori

He had the donkey cart and now he is driving the Hilux loader for public transport. He told that Traffic Police create problem incase of the absence of route permit. We have the routs but illegal ways are used to promote the bribery. And we have to pay such illegal amounts.

He also highlighted the problem of challan ticketing system, in the shape of double amount and bribery. He also explained that such all amount have to pay by the drivers. The owners do not share this amount.

He explained that in previous Government the challan fee was Rs. 25 for donkey carts and now it has been increased up to Rs. 200, while for Rickshaw and motorcycle rickshaw it is only Rs.100. We talked about with the authorities. They said that it has been fixed and it is the interruption in the matters of the court.

He explained that the Taunga is the national public facility. But the Government is making efforts to bane such vehicle. We have our legal stands at Chiniot Bazar, Jhang bazaar and Samanabad and now these strands have been dismantled.

He explained that traffic police come on the roads before office time and started to tease in shape of challan and bribery.

They discussed these matters with the administration and decided to meet with Governor at his visit to Faisalabad but the administration did not allow them to meet wit Governor. Our leaders were arrested and sent to the prison. We made their bale. He requested the forum to send their issues to the Government.

Mr Bashir

He is driver of Rickshaw. He said that we try our best to give the facilities to the passengers. When we do not allow to sit the traffic employs they made our challan without any allegation. He earned Rs. 100-150 after giving the Rs 70 to the owner. He can not purchase his own rickshaw because in this amount he can not save for the purchase of rickshaw. He lives in rented house and has to give a substantial amount of rent.

Mr M. Tahir

He drives the Hilux loader for public transport. He said that the Government should endorse the interest free loans for public transport with easy terms and conditions

Mr. Khushi Muhammad

He is the president of donkey carts union. He highlighted the public transport scheme initiated by TMA for the replacement of donkey carts. He explained the terms and conditions of this scheme. The organisers of this scheme compel to the donkey cart owners to take an application form of Rs. 100. Our communities have to pay such amount. The total cost of the Suzuki lies Rs. 400,000 with interest, which is too much as the company price. They met with the District Nazim to relax terms and condition. He denied to take his interest in this matter. He referred them to the Tehsil Nazim. They also met with Tehsil Nazim, he also took no responsibility and asked to discuss with the organiser. So in these circumstances no authority is ready to own this scheme. So they called the meeting with the members of the union and refused to take the vehicle under this scheme.

Mr Abdul Jabbar

He is driver of loader used for public transport. He said that they have to do overloading because they have to maintain the overhead charges in shape of illegal gratification paid to the police, challans, etc. In the presence of directive issued by the Governor that in case of having any legal document the transport should not be locked up, the transports are being locked up.

Rana Maqsood

He drives a motorcycle rickshaw. He stated that these are successful where the FUTS transport has no access. They have the route permits but no legally entitled stands. They have to park their transport on the sides of the roads in that case the police made their challans.

He explained that it is a good business but some legal entities like, approved fare, parking stands and illegal checking by police are required to make it successful. The total cost of this transport is Rs. 45,000 to 70,000. The secretary RTA approves the route permit. They set the fare themselves.

Mr. Gulzar

He drives FUTS transport. He was of the view that there are number of complications to take the route permit and to avoid the challan. The administration do not facilitate the process in order to promote the illegal ways and bribery.

The organisers pointed out the importance of buses in public transport. Let the discussion started on this issue.

The participants are of the view that Government should take measures to launch buses in the city for public transport. The Government has launched the buses in Lahore, Karachi and Islamabad, where as the Faisalabad is the third populous city f Pakistan is lacking buses. The participants briefed that Faisalabad is paying 65% of the total tax of the country but the Government is not providing any facility for public transport. The District Government has not taken any initiative to facilitate the public transport.

The participants pointed out that police captures the vehicles in the occasions like, elections, Public meetings addressed by the Government functionaries. They said that the Government should made negotiations with our union and it will provide the required vehicles and make the substitute arrangements to avoid the inconvenience to the passengers.

Mr Zakar Ali

He is the driver of the bus. He told that the Traffic Police and the students are main hindrances of public transport.

Annex L

City forum on public transport

Viewpoint of regulators

L.1 Venue/date/timing

The City Forum for Public Transport (Regulators) was held on 8 May 2002 at Hotel Samarkand, Faisalabad. The Ujala Action Research and Development Group organized this forum. Timings of the Forum were from 6.30pm to 9.30 pm followed by a dinner. Considering their different engagements, some of the officers could not attend the meeting. Thus, another discussion meeting was arranged on 16 May 2002 at the Chenab Club Faisalabad in the evening (from 6.30pm to 8.30pm).

L.2 Purpose

- To share the scope and objectives of the research study.
- To share issues on public transport, from the 'Users' and 'Operators'' perspectives, with respect to Access, Quality, Livelihood and Partnership.
- To discuss and explore issues relating to public transport, from the 'Regulators'' perspectives, with respect to Access, Quality, Livelihood and Partnership.
- To discuss and explore policy matters relating to public transport in the city.
- To explore the possibilities of establishing a 'City Forum on Public Transport', which may highlight issues of public transport at the city level and would affect the policies relating to public transport.

L.3 Participants

The officers from different government departments working in the capacity of Regulators of public transport were invited to the discussion meetings. The list of the departments is as follows:

- Traffic police department
- FUTS
- RTA
- MVE

- Tax branch
- FDA
- EPA

A list of the participants is given as Appendix H.

L.4 Preparations for the forum

Organizers of the forum had many meetings for planning and the successful conduct of the forum. Considerations like day, date, timing and venue were discussed considering the key positions of the officers in the government. An invitation letter was issued and contact was made by phone to make sure of their participation. The forum was arranged from the platform of 'Ujala–Action Research and Development Group', an emerging CBO in the field of research and development. A copy of the invitation letters is attached as Appendix I.

A copy of information stating key issues that had emerged during the two forums of users and operators was prepared for each participant. The said issues were shared with the participants so as to have their comments and to initiate discussion.

L.5 Proceedings

L.5.1 Purpose and objectives of the City Forum

The purpose and objectives of conducting the City Forum and seeking the experiences of the regulators were explained to the participants, so that the regulators could share their experiences accordingly. An introduction to the Research Study was given to the participants. The participants were told that:

- Fieldwork for the study had already been completed and compiled;
- Forums with 1) NGOs 2) Operators and 3) Regulators were planned. City Forums with the Users and Operators had already been held on 31 March and 21 April 2002;
- Issues raised during the different forums were to be shared with the other stakeholders during forums; as well as
- A joint forum was also to be arranged taking all three stakeholders to one platform to discuss the issues.

L.5.2 Sharing of issues raised by users during forum on 31 March 2002

Issued raised by users during the forum held on 31 March 2002 were shared with the regulators. It was shared that the main concerns of the users remained on the issues of quality and access. A gist of the issues shared were as follows:

- Most of the modes are operating only on main/major roads and the inner areas are left unserved. People have to spend extra time and money to meet their travelling needs.
- Although the overloading of passengers is somewhat controlled on the FUTS wagons, it is evident on the buses and Suzukis. Even on the FUTS the control for overloading seems to be weakening with the passage of time.

- The condition of vehicles is dilapidated; even some of the wagons of FUTS are also in bad condition.
- Carelessness in picking up and dropping off passengers is a common feature for every mode.
- Insulting behaviour by the drivers and conductors with the passengers in general, and with the women in particular, is common in buses, wagons and Suzukis.
- No priority is given to women.
- No priority is provided to students.
- Special-needs people are not being given due care.
- Special services provided by the government departments/ institutions for their employees, students and transport for their health care is a major contribution; the role of the government should be enhanced in this respect.
- Private industries/ institutions are contributing a lot to the travelling needs of their employees, students and health care. The government should provide incentives enabling these private institutions to increase their role.
- Private-public partnerships hardly exist in the sector.
- NGOs have not been given due consideration in the planning of public transport in the city. NGOs were of the view that public transport can be better managed with their involvement; at least the service could then be extended to the poor areas.
- Roads, except major roads, are in bad condition almost all over the city. The bad road conditions are considered to be a major constraint to the extension of public transport facilities into the inner areas.
- The problems of public transport can be solved with the introduction of big buses into the city.

L.5.3 Sharing of issues raised by operators during the Forum on 21 April 2002

Issued raised by the operators during the city forum held on 21 April 2002 were shared with the regulators. It was stated that the operators were mainly concerned with operational issues relating to the regulatory approach of the different departments. The following were the main points shared:

- In spite of having all the legal documents, the traffic police intentionally create obstacles and taunt operators in an illegal way.
- Overloading is due to the huge number of passengers and the low number of buses.
- Fare rates are not compatible with the operating costs.
- The traffic police or the FUTS inspectors–to whom are the wagon drivers of FUTS answerable? Both the agencies are inspecting and challaning wagons.
- Non-registered wagons are operating on the routes. They have contacts with the authorities and overload as well.
- Routes are not covered to their destination.

- The ticketing system is a good thing for disposal of challans.
  But now the police Challan and impound vehicles after office hours. Owners have to wait for the next day (i.e. loosing business for almost two days). To avoid this situation they have to give heavy bribes to get their vehicles released.
- The fine for challan of a donkey cart is Rs.200, while for rickshaws and motorcycles it is only Rs.100. This is unjustified for poor people.
- The scheme of replacement of the donkey carts with motorized vehicles; the terms and conditions are not clear and not affordable for the poor donkey cart operators.
- Interest-free loans on a soft repayment basis should be introduced for the purchase of public transport vehicles.
- Motorcycle rickshaws are good. They get their routes passed from the RTA but they do not have any facilities such as parking stands etc.
- Lengthy and costly procedures for getting route permits.
- Lengthy and costly procedures for getting fitness certificates.
- No provision of public transport such as buses for the passengers from the government side.
- Confiscating of transport for elections or other major events. Loss for owners and a major inconvenience for the public.
- Some facilities are available at the main terminal, but facilities are not available at the starting/ end points (such as sheds, retiring places, drinking water, toilets etc.)
- Formal and non-formal financing systems.
- Non-existence of taxis in the city; special incentives are needed.
- Vehicles that are polluting for the environment are operating in the city; the system of checking from the EPA is wrong.

L.6 Views of the participants

The following are the main points that came out from the discussion.

L.6.1 SP Traffic

Question:
The police do challan, even if the driver has all the relevant documents; the police then take the documents into their possession.

Answer:
The vehicles are first stopped after some violation of traffic rules. Then the matter of documents arises. Even if they are complete, some violation of traffic rules has occurred the police shall make challan. Documents are taken as a security and returned on the payment of the penalty.

Question:
Traffic police interrupt the affairs of the FUTS

Answer:
The traffic police do not interfere in the FUTS but they have to enforce law and order. They are concerned with signal jumping, violation of traffic rules and documents. Initially they did not check FUTS administered vehicles and let the FUTS administration check and control the traffic violations, but when violations reached an extreme then the traffic police had to take certain steps in the best interests of public safety. The FUTS supervisor is responsible for checking issues of overloading, quality and route coverage etc.

Question:
Ticketing system: the lock up of the vehicle after office hours

Answer:
The vehicles are locked up only if the drivers do not have any documents i.e. registration, driving license or route permit. Even in the case of impounding of vehicles, the drivers or owners of the vehicles are provided with a chance to pay the penalty and get their vehicle released.

The ticketing system has been introduced to avoid wastage of precious time of the vehicle operators in appearing before the courts of law for the decision of offence. Normally the challans are made in office hours allowing time for the drivers and other owners to pay the penalty. If some officer is making challans after office hours just to receive payment of bribes in exchange for not locking up vehicles for the whole night, it is completely wrong. He will ensure for the implementation of such policy and try to remove the discrepancies, if any.

Question:
Challan of the donkey carts

Answer:
The traffic police only occasionally give directions to donkey cart operators for not to use some of the important routes. But they have no concern with the donkey carts as far as the challans are concerned. The concerned department, Insdad-e-Bay Rahmee, is responsible to enforce rules and regulations relating to the animal drawn vehicles.

Question:
Confiscating vehicles during the meetings held by the government functionaries

Answer:
The traffic police only do so with the advance payments to the drivers and owners for the time their vehicles are bound for official duty.

L.6.1.1 Initiatives taken by the traffic police for the improvements of traffic control and to minimize fatal accidents

Over 22,000 Challans were made during the year. It is evident that the challan are not proved helpful to reduce the speed and accidents. So to control the accidents Traffic Police has established the traffic control centers on the highways to control traveling time. On Sheikhupura road, from Gutwala to Asgharabad the specific time has been given to the drivers resulting the reduction in the fatal accidents. As for as the city roads are concerned, traffic police has taken certain measures to control the speed like:

- Some of the crossings have been signalized. The old outdated signals have been replaced with the modern signals having appropriate height and clear vision. The traffic signals have reduced the speed and blocking of the traffic has been eliminated.
- Parking of the transport on the roads is a big problem for the smooth flow of the traffic. Separate places are being developed for parking purposes in the city.
- Proper road signal and signboards would be installed on the roads. The roads have no voice. But the signals have the voice to give the direction. In this regard the sponsor agencies are being contacted. Basically it is concerned with the traffic engineering. Traffic Police have not enough funds for such installations. These must be covered in the overall projects of road construction. For the time being the roads are just made to the extent of black top portions without any street/road furniture.
- In Faisalabad there was no concept of stop line at the signals. So there was a big problem for pedestrians. We have marked the stop line and zebra crossing for pedestrians. Police has been strictly implementing the law and asking people to stop the vehicles at the proper stop line. Due to non-availability of funds the stop lines were even marked with the ordinary paints.
- Research and studies on the aspect of traffic flow and its role in the overall livelihood of the people is non-existence. Traffic Police department is trying its best to conduct such studies keeping in mind its resources and expertise. The city does not have any such department to suggest improvements in the system. Certainly there is a need for such department and research studies on continual basis.

Suggestion: In the projects of road design and construction the component of street furniture (signals, markings, signboards, guidelines, traffic signs and the utilities of the people) must be a compulsory part so that the road should be developed in all aspect of public safety.

L.6.2 Assistant Director UD Wing FDA

- The city roads are not properly designed. They are presenting poor geometrical design. Roads out of the city and inside the city are of same design. There is not any difference in the design and the road furniture. This situation does not properly guide the traffic in the city in a safe manner. Thus the accidents are frequent.
- Line agencies have not any Transport Planners/ Traffic Engineer. The people working on the assignments of the road construction although are qualified Civil Engineer but they have mindset to construction matter only and least consider the matter like geometry to facilitate the traffic.
- Some times the scarcity of resources restrict the engineers to implement the proper design and they opt for the least service that is the provision of pucca road.
- Faisalabad is the third largest city of the country but do not still have any transportation department like TEPA (Traffic Engineering and Planning Agency) working in Lahore. Faisalabad Development Authority has only one person Cell dealing with the matter which is mostly overruled by the engineers working at senior positions.
- For better and safe road design three “Es” are required. 1) Engineering, 2) Education (awareness), 3) Enforcement. Faisalabad is lacking in all three stated “Es”. Engineering is not proper, education and awareness raising of the public is not done in an organized manner and enforcement of law is weak.

- Presently the enforcement of law is by Traffic Police: it is the main confusion, as they are not traffic expert but only implementers.
- FUTS is not making utilization of its funds for the improvement of the traffic system rather they are using it on the issues which are not directly related with traffic. These must be used for the provision of traffic facilities beneficial for the users.

L.6.3 Administrator FUTS

- FUTS income: In 1998 the FUTS income was up to Rs. 1,100,000. It reached to Rs. 1,700,000 in 1999 and Rs. 2,700,000 during the year 2001. FUTS has invested its funds for diversified purposes, like:
  - Rs: 5 million were spent on the construction of Sandal bar school: Quota for 10 children of the drivers and conductors is fixed per year and FUTS bears their entire expanses and tuition fee.
  - Rs: 8 million were spent on the installation of traffic signals
  - Motor cycles were given to the traffic police for control of traffic flow.
  - Four squares/crossings i.e. Railway Chowk, TB Hospital Chowk, Chenab Chowk and Gulam Abad Chowk have been widened and improved.
  - Relief grants are provided to the accident affected persons.
  - They are considering for the development of the sub terminals to share the traffic burden and convenience of the passengers.
- FUTS has spent a lot of money for the provision of facilities in the traffic system in the city. Almost 80 lacs of rupees have already been spent on improving the traffic signal. Installation of one signal costs about 11 lacs. Cases of seven new signals are in the process of approval and soon shall be installed. Similarly to control the traffic in a scientific way “speed guns” and “radar guns” has also been sponsored by FUTS to the traffic police.
- FUTS has supervisors and the security guard for the safe running and inspection of the vehicles. The supervisors (Inspectors) are attached with traffic police/ they work in coordination with each other. FUTS supervisor checks matters like Overloading, missing tokens, missing driving license, condition of vehicles etc where as the Traffic police do checking for the traffic violations like crossing of signal, over-speeding, wrong parking, accidents etc.
- Wagons not covering the full route: Yes there are 2-3 percent cases, which are doing so. These are mostly those wagons, which get permission to remain off road for repair work. But to earn some money in the meanwhile they keep their van on the road. But as they do not have token for the same period so they avoid covering the full route. FUTS do fine to such operators if they are found doing so.
- Disgraceful behavior: Yes it come to the notice of the FUTS authorities that the behavior of the driver and conductors is not good with the people particularly with the women. The travelers bring it themselves to the notice of FUTS as well as the Supervisors and guards also notice this some times. First of all it is not true for all drivers and conductors. Most of the drivers and conductors are illiterate and do not attend any regular institution before starting their job. So it is quite difficult to change their behavior. Continuous efforts are being made to teach them ethics on daily basis

by the staff of FUTS. It was also proposed by FUTS to establish an academy for such teaching but the project could not be matured. We have arranged some workshops for the drivers and conductors. For training schools we have worked a lot. SP traffic has visited various existing training institutes. The estimates have been prepared and the land has also been arranged. But the issue is being lingered on. Final funds are to be transferred. It is planned that this institute will be used for all the drivers and conductors of different modes and it will not be reserved only for FUTS.

- They proposed a uniform for the driver and conductor. But they refused to do so.
- No services for the Drivers / Conductors: Yes proper facilities are not been provided at the starting and terminating points of the routes (called sub terminals). Some of the facilities are given at the main terminal. FUTS has planned to provide such services at the sub terminals not only for drivers and conductors but also for the checking staff of FUTS.
- Fleet of FUTS is decreasing: Yes it gone to maximum in the year 2000, decreased in 2001 and now stable in the year 2002. Almost 950 wagons are on route through FUTS and about 100 wagons are running on the roads which are not registered with FUTS but are using flag of FUTS illegally so in a way more than 1000 wagons are on road. FUTS supervisor do fine to such illegal runners and if found they are locked up. They pay fine of Rs: 300 and get freed.
- At present FUTS have 115 guards and 24 Inspectors (Supervisors). At present there are 16 routes. The staff does their duty in two shifts. One guard is stationed at each sub terminal (32 in total) and the others are performing their duty at the main crossings and Chowks. Eleven inspectors cover the city routes in one shift and one inspector performs his duty at the main terminal.
- Supervisors/ Inspectors are being paid 4500 to 5000 per month. It covers every thing including the petrol being used during the duty hours.
- Bus stops: 70 bus stops have been suggested for the city area. Sufficient place for standing and sitting arrangement for the passengers have been recommended. The sponsors companies have been contacted. An agreement has been made with the telephone company to establish bus stops and its telephone booths on each bus stop. The company has already covered the most profitable points. Now the company is hesitating to install further sheds/ bus stops. The company is of the view that the places, which have been recommended for the stands, are not feasible for installation of telephone booths due to less demand. Over Rs.130, 000 are incurred on the completion of one bus stand. The executive body of the FUTS is monitoring this task and doing efforts for construction of more bus stops.
- Public transports are only on the main roads? The vehicles would be plying on the link roads that are in proper condition. It depends on the available business as well in that part. Transporter joins the FUTS for making reasonable business. So they only runs on good routes. But FUTS gradually making efforts to operate wagons on the link roads. Initially the less income is generated from these routes. To share this loss we have opted a policy of rotation of the vehicles due to which each vehicle has to go on that route.
- Method of the route expansion: FUTS has to consider two things for route expansion. First, the facility for the passengers and second the profitability of the transporter. If the transporter is in loss he will make the shuttling. So we have to consider these points.

Every registered vehicle of the FUTS has to pay Rs. 1500 per month as regulatory fee. But all over the world the transport system is tax-free and even subsidized by the government. If we receive a request of new route from the residents of that area, we make the recky survey just to estimate the requirement and feasibility of public transport. Then we approve that rout.

- As most of the vehicles are those, which were purchased by the people through Loan for Public Transport in the Nawaz Sharif's Government about ten years ago, so some of the vehicles are now in bad condition. FUTS direct and issue notices on continuously basis to the owners/drivers for the repair and to keep their vehicles up to standard.

- Mostly the FUTS transports are the purchase of Prime Minister Public Transport Scheme 1993, which were assumed as of low quality. In 1994 the FUTS was established and mostly the scheme vehicles were registered in FUTS. The vehicle, which was registered, cannot escape from the bank. So initially the transporters paid their installments for the first 5 years thus a less amount was invested on the maintenance of the vehicle. Later on FUTS endorsed a scheme for the standardization and repairing of the vehicles. There ware about 250 violation reports of each vehicle on an average. The minimum fine for each report lied up to Rs. 200. So the total amount became over 50, 000 for each vehicle. Transporters were offered that half violation reports of each vehicle will be write off if they did repair their vehicles up to certain standards. The transporters agreed with this policy and they have repaired the vehicles.

- Franchise buses: There was no serious effort taken in this regard. The feasibility reports have been formulated a number of times but resulted in vein. One party had offered to launch the mini buses i.e., coasters. The terms and conditions set by the party were not acceptable to the authorities. It was included; that no other transport will go on that road where the party would launch the buses. They would increase the number of vehicles and expansion in the route whenever they desire.

- FUTS has also planned to launch the mini buses. They have also contacted with the Askari Bank for leasing. In the mean time they have come to know that Manthar Transport Company and Ishtiaq & Company have given the offers in this regard. So FUTS postponed this matter. It was also come to know that Small and Medium Enterprise Development Authority (SMEDA) has prepared the feasibility reports for urban transport in Faisalabad. Apparently no progress is seemed.

- Formation of City level forum: The organizers highlighted the need of the city level forum to assist the strategic planning for the public transport. It would be included the Users, Operators, Regulators and other respectable Citizens. The administrator agreed with the suggestion and welcomes the forum. He insisted that the members should be dedicated. He told that this forum would be invited in RTA meetings. According to Motor Vehicle Examination rules the citizens may also become the members of the transport committees.

L.6.4 Deputy Director EPA and Inspector EPA

- Under the new Devolution of power programme the department is attached with the DCO along with Civil Defense department.

- They have targeted the primary schools for the awareness programme for better environment. They deliver lectures on two days per week in the schools.

- Inspectors of EPA do challans of the defaulters with the collaboration of the traffic police. The EPA inspector is checking standards and the fine are being covered under the Traffic Police rules. Independent regulations are still to formulate. Six traffic centers/sectors are developed in the city. Three EPA inspectors are deputed over these traffic centers. Due to lack of staff one EPA inspector covers two traffic centers.
- EPA mainly covers the cases of Smoke, Noise and Carbon Mono-oxide.
- The lead contents have been minimized in the environment. Twenty-five years ago it varied up to 1.5 and now it has been reduced up to 0.4. In 2010 it is planned to be 0.15 which is negligent.
- CNG is being encouraged to reduce the smoke and noise.
- Testing system: They have the digital meter for testing the smoke. A certain level of accelerator is set as per condition of the meter. The certain limit of the accelerator is not crossed. As most of the vehicles are not in good condition so they fail in test.
- Vehicle Emission Testing Station is working in Peshawer (NWFP Province). PC-I for similar station at Faisalabad has been submitted to the government costing about Rs: 80 lacs.
- EPA is suggesting for the vertical emission of smoke in the vehicle. It shall ease the passengers and travelers driving vehicles in the congested areas.
- Noise standards are being checked. The smoke meters are used to check the intensity of the pollution. But generally the color of the smoke is visualized. EPA is making 25 to 30 challans of smoky and noisy vehicles per day in the city.
- The standards of the Carbon Mono oxide (CO) are: 6 % for old vehicles and 4.5 % for new vehicles.
- Animals driven vehicles are controlled by the TMA. They have issued the instructions to install the dungs bag with each cart. This policy is being implemented by TMA.
- Certification is being helped by the laboratories of NIBGEE, APTMA, SAVER Group, WASA etc.

Appendix L.1

Table L.1. Participants

Name	Designation	Department
Ch Mohammed Anwar	Administrator FUTS	FUTS
Mr. Mohammed Akmal	Inspector	FUTS
Mr. Zahid Sherazi	SP Traffic	Traffic Police
Mr. Anwaar Moeen Ud Din	Assistant Director	FDA
Mr Shahid Hassan	Deputy Director	Environmental Protection Department
Mr Mian Mohammed Nawaaz	Inspector	Environmental Protection Department
Mr Atta Ullah Khan	Director	FDA
Mr Wajid Hassan	Senior Social Organiser	FAUP
Mr Avais Tahir	Research Officer	Ujala

Appendix L.2

Ujaala

Action Research and Development Group

Cordially Invite

Mr/ Miss/ Mrs. _____

to participate in a discussion / meeting on:

PUBLIC TRANSPORT IN FAISALABAD

to be held at **Samarkand** near Kohinoor Grammer School on 8th May 2002 (Wednesday) at 7.00 PM. Working dinner shall be served during the meeting.

Convener:
Ujala - Action Research and Development Group

Annex M

Public transport in the print media

M.1 Transport problems

News clipping: Daily Jang, Lahore: 4 July 2002

Transport problems in the entire country over the past half a century have got so complicated that these do not appear resolvable. But the situation in bigger cities, in specific, is very pathetic. In Rawalpindi and Islamabad there is a complete ban on three-wheeler vehicles. However, taxies are available in reasonable numbers. The high-ups (elites) keep a close watch on buses and wagons. Therefore, although there are deficiencies in transport, the situation is not as bad as in Lahore. Here look at the buses and wagons on any route! These are overloaded with passengers to the extent of human indignity. But the traffic police turn a blind eye on overloading, overcharging and misbehaving of conductors and drivers with the hapless passengers. Rickshaw operators charge as per their whim and will. It is only recently that the authorities have asked them to install fare-meters, which is a laudable step. But the real issue is not meter installation; it is the compliance with charging fares according to the meter reading. In certain areas there are negligible transport facilities. This deficiency is being given attention. Johar Town tops the list of deprived areas. There is no public transport available for moving around in such a big residential colony. Even along the road leading to the Cancer Hospital, there is no vehicle in sight at all. A few useless and unroadworthy wagons operate on Route # 77. In wagons on Route # 22, so many passengers are shoved in that in the morning, at Jora Bridge, not only general commuters but also women and girl students can be seen waiting for hours. There is an urgent need to introduce more vehicles on the said two routes serving Johar Town and adjoining localities. Not only that, new routes from the Railway Station and (Punjab Government) Secretariat leading to the Cancer Hospital must also be introduced, so that people are facilitated in their travelling to and from these places. For how long, after all, will these issues go on being evaded?

M.2 Editorial: Transport fares should not be increased

News clipping: Daily Nawa-I-Waqat, Lahore: 7 September 2002

It has been decided to send a summary to the Chief Secretary Punjab regarding increases in transport fares as mutually agreed between the Government of Punjab (Transport Department) and the transporters' associations. After its approval, fares on local (urban) routes will be increased from three Rupees to four Rupees for the first stage, whereas for the inter-city routes five Paisas (Rs.0.05) per kilometre will be added. The news further reveals that public objections to the proposed increases had been invited, but no public representative turned up until the last day of the stipulated 30 days period. It is a pity that

the culture of voicing concern on public issues is non-existent in our society. There is not even a single welfare organization in a city of Lahore's size that is endeavouring to protect public (consumer) rights. As a result, people are being put under increasing (inflationary) stress. The national and provincial (legislative) assemblies stand have been suspended for a day now. System of district government has been implemented, though it stands nowhere, as its functionaries do not know what powers they are vested with. How will they protect public rights? Under the circumstances the national daily (newspapers) have taken this upon themselves to perform this duty. They have never hesitated in bringing the issue of increases in fares to the attention of the government. On the other hand, this is also a duty of the government not to allow increases in fares to take place on the transporters whim and will and to safeguard public rights. Now that a summary is being sent to the Chief Secretary (Punjab), he should by himself side with the public (in the protection of their rights). Public transport is a means of travelling primarily for the poor . It is a gross injustice to increase their expenses. As and when there is a rise in petrol / diesel prices, fares are increased. Never has there been a corresponding reduction in fares when gas prices go down. This is totally unfair. We therefore request the Chief Secretary Punjab to reject the demand of transporters (for fare increases) and to retain the current tariff structure, which is already on the high side.

M.3 Minimum fare on city roads: RS 4, notification issued

News clipping: Daily Nawa-I-Waqat, Lahore: 13 September 2002

Fare for buses on inter-city routes increased to 33 Paisa (Rs.0.33) per kilometre; air-conditioned vehicles authorized to raise fares on their own.

Lahore (City Reporter): The Government of Punjab has issued a formal notification for increases in fares. According to the notification issued by the Punjab Department of Transport, fares for inter-city buses have been increased from 28 Paisa to 33 Paisa per kilometre. For those plying on *katcha* roads from 29 Paisa to 34 and for roads declared as hilly by the Communication and Works Department from 30 Paisa to 35 pr kilometre have been fixed. Air-conditioned buses have been permitted to enhance fares on their own accord. Similarly, fares for buses, station wagons and minibuses operating on urban routes have been increased. For up to 4 km from R.3 to Rs.4, for 4.1 to 8km from Rs.4 to Rs.5, for 8.1 to 12 km from Rs.5 to Rs.6, for 12.1 to 16km Rs 7 have been fixed. Where as for 16.1 to 20 km Rs 8, for 20.1 to 24 km Rs 9, for 24.1 to 28km Rs.10, for 28.1 to 32 Rs.11 and for journey beyond 32km Rs.12 have been stipulated. Previously, fares for 28 to 30 kilometres were Rs.10. Now passengers will be able to travel beyond 32 kilometres by paying only two extra Rupees. Revised fares for Suzuki wagons/ pick-ups have also been announced. For them new fares for up to 4 kilometres are Rs.4 instead of Rs.3, for 4.1 to 8km it is Rs.5 in place of Rs.4 and for 8.1 to 12 km Rs.6 have been fixed. For 12.1 to 16km Rs.7, for 16.1 to 20km Rs.8, and for beyond 20 kilometres Rs.9 will be charged. It may be clarified that the Government of Punjab has increased fares on demand from the transporters' associations, including All Pakistan Motor Transport Federation, on the grounds of rising operational costs due to higher petrol/ diesel and spare part prices. In this connection, objections/ suggestions had been solicited from public. In the light of those suggestions and after examining all aspects of the transporters' demands, this notification of enhanced fares has been issued.

M.4 Transporters introducing 20 per cent more buses running on CNG to be given a subsidy in interest on bank loan: Decisions of the Punjab Cabinet

News clipping: Daily Nawa-I-Waqat, Lahore: 21 September 2002

Decision to introduce franchise buses in Gujranwala, Sialkot and Sargodha

Lahore (Press Release)

Punjab cabinet, presided by Governor Khalid Maqbool has approved……

It was also decided to give incentives to the transporters under 'Franchise Urban Transport Scheme' in order to provide comfortable and safe travelling facilities for the residents of other cities, following the introduction of buses in Lahore, Rawalpindi, Faisalabad and Multan. In Gujranwala, Sialkot and Sargodha, under the franchise scheme, the limit on the minimum number of buses has been reduced from 40 to 20, whereas all the scheme incentives will stay intact. The cabinet further decided that in all the cities of the province, an additional subsidy will be given in bank interest to all those transporters who introduce 20 per cent CNG fuelled buses under the franchise scheme. The cabinet also decided to lift the ceiling of 200 maximum buses and allowed an unlimited number (to operate).

M.5 Public transport disappears from the roads passengers frustrated

News clipping: The Daily Jang: Lahore 5 October 2002

Wagons and buses confiscated and parked five days before elections. Transporters hide their vehicles, fearing forced confiscations. Some transporters have increased fares. For Muzaffargarh, Kot Addu 5 to 10 Rupees and for Dera Ghazi Khan up to 15 Rupees additional per head being charged.

Multan (Jang Representative) Five days before the elections public transport has disappeared from various routes. This is causing great inconvenience to the passengers. For canvassing and for taking voters to the polling stations, the political parties have rented a substantial number of buses and wagons. Whereas most drivers, fearing forced taking over of their vehicles by the administration on the pretext of polling arrangements, have hidden their vehicles at home. This has resulted in a significant decrease in available public transport.

The number of wagons from Dera Adda to Muzaffargarh has decreased from 30 to 8, to Shah Jamal down from 10 to 2, and to Laya and Kot Addu has decreased from 16 to 5. Similarly, the number of buses from the general bus stand to other cities has declined by half. Therefore passengers wishing to travel to other cities are facing frustration. At the same time a few transporters have started demanding fares on whims, taking undue advantage of the situation. For Muzarragarh Rs.20 or 25 instead of Rs.15, for Dera Ghazi Khan Rs.50 instead of Rs.35 and Rs.50 for Kot Addu are being charged.

M.6 Elections and public transport

News clipping: Daily Jang: Lahore 7 October 2002

Jeo TV has broadcast an analytical report that the administration, as usual, is fully preparing to get hold of buses and wagons on the eve of this year's elections. The administration contends that this time they have settled compensation with the transporters after negotiations, which will be paid in full. At the same time the transporters insist that in all the previous elections their wagons and buses were indiscriminately confiscated; compensations had been promised, but they were asked to leave after negligible payments. On this occasion of taking away buses and wagons, the needs of the public (for transport) have always been ignored. And in a country where transport is already seriously deficient in big cities, the act of making roads devoid of buses and wagons and totally depriving people of their basic need cannot be considered a laudable step. In case the administration and the politicians find no other solution but to confiscate public transport, then at least they should spare enough vehicles for the desperate passengers to move about for the basic needs of life.