

iDEAS FOR GOVERNANCE

IDEAS FOR GOVERNANCE TRUST BELIEF

- Administrators and Practitioners in government bodies would welcome ideas that improve the quality of life for all citizens
- It is possible to empower government bodies by making freely available ideas that could work in their local environment
- If appropriate ideas are generically available, local government body CEOs and their team would adapt them suitably and take it forward under their leadership
- Ideas which take shape through this process in local bodies have a greater chance of success over those 'pushed' by external bodies
- The trust does not expect any acknowledgement for use of any of the ideas set out in its forum. It hopes that some of its ideas find form across government bodies.

IDEAS FOR GOVERNANCE TRUST OBJECTIVES

- To compile ideas for use by government bodies for improving quality of life for all citizens
- To make available these ideas as 'freeware' for use by anyone
- To disseminate these ideas by using suitable channels of communication
- To encourage others to contribute ideas for use as 'freeware'

ABOUT IDEAS FOR GOVERNANCE TRUST

Ideas for Governance Trust is a not for profit trust set up to assist government bodies in improving the quality of life for its citizens. This has been set up by V. Ravichandar, Chairman & CEO, [Feedback Business Consulting Services Pvt. Limited](#), India as part of the Corporate Social Responsibility of the firm.

Since 2000, Ravichandar has been serving as a Member of the Bangalore Agenda Task Force (BATF) working with civic agencies in Bangalore on a pro bono basis. The idea of a Ideas for Governance Trust is based on the experience of working with urban local bodies in Bangalore, being part of Janaagraha, a citizen movement for participatory democracy, and carrying the message of public governance to many cities across India.

Contact details

V. Ravichandar,
Trustee,
Ideas for Governance Trust,
c/o Feedback Business Consulting Services Pvt. Ltd,
5th Floor, Oxford Towers,
139, Airport Road,
Bangalore 560 008.

Ph : 91-80-2520 2902
Mob: 91-98450 24823
Fax : 91-80-2520 1402
<http://www.ideasforgov.org/>

Public Transport

Public complaints about autos / taxis , April 29, 2004

The Idea

Using SMS technology to allow citizens to complain about public vehicles which refuse to transport people. Police & RTOs should be willing to take cognizance of such complaints and act on them

The Rationale

New technology allows alternative channels for citizens to complain to public authorities. In cases where the complainant source is authenticated (eg. mobile phones), authorities must be willing to accept such complaints.

An Approach

- Often autos and taxis refuse to take citizens to their desired destinations even during non hours
- Citizens should be allowed to SMS the offending vehicle number, current location / desired destination and time of day to a specified 'call centre' number.
- The 'call centre' facility could pass on the vehicle and complaint details on an end of day basis to the RTO / Police
- This is to be reckoned as an official complaint akin to a visit to the police station or writing in subsequently
- The RTO should penalize offending vehicles when they are up for annual renewal of their license depending on the number of instances of such complaints
- The police could reserve the right to proceed against the offending vehicles

Potential Partnership

Telecom companies could be willing to partner with RTO / Police for managing the central 'call centre' facility

The Benefits

- Greater responsiveness can be expected for autos / taxis
- Citizen friendly initiative

Direction oriented bus system , April 29, 2004

The Idea

Consider direction oriented bus transport instead of destination oriented transportation

The Rationale

Many cities tend to have point to point buses with stops in between within the city - typically destination oriented. A direction oriented bus system could allow for faster movement of vehicles as well as reduced travel time for commuters

An Approach

- Study the city's road network and current bus routing
- Evaluate if directional bus system will work. Examples of North-South, West-East corridors & Circular networks on the outer ring
- Undertake a traffic study. This will be an input for Operational planning of alternative routings
- Typically a direction oriented system implies that commuters will need to take more than one bus to reach their destination. However, they will commute faster since there will be higher bus frequencies on the corridors. And technology allows for billing solutions which are on par with current fares
- Evolve a suitable direction oriented system. Colour codes can be adopted for the various directions
- Dedicated bus lanes will help wherever possible. Buses tend to transport over 50% of the city while accounting for less than 10% of the vehicle population - there is a case for dedicated lanes

Potential Partnership

Commuters and Bus transport authorities

The Benefits

- Faster travel times to destinations
- Likelihood of managing with a reduced bus fleet
- Less congestion
- Colour codes allows commuters to identify the bus direction easily

Regulating buses to stay in the left lane , April 29, 2004

The Idea

City roads are witness to vehicles weaving in and out of lanes. For starters, can public buses be restricted to the left lane.

The Rationale

The idea is to reserve other than left lane for non-bus traffic.

An Approach

- Bus authorities often ask for dedicated lanes. In many cities this is a scarce resource and infeasible to reserve it exclusively for buses
- Alternately can city buses be asked to stay in the left lane - no major purpose is achieved by a short swerve to the right to soon return to the left lane
- Weaving becomes necessary when private vehicles need to turn left and buses need to turn right
- Monitoring necessary - can use central call centre facility (idea listed separately) for reporting deviations
- The challenge is to find a solution for slow moving traffic like bicycles, push carts, etc. since they would slow the bus movement. Another hurdle is the need to overtake a stationary bus at the bus stop.

Potential Partnership

Bus drivers need to buy into the concept

The Benefits

- Less need to overtake vehicles on the left
- Greater lane discipline likely
- Less scope for accidents

Managing public transportation , April 29, 2004

The Idea

Encourage use of public transport by making it an attractive option. This implies that it should be feasible to leave home & return through use of a mix of public transport options.

The Rationale

Traffic congestion reduction can be achieved by having planned multi modal public transport options (bus, light rail, metro rail, auto/taxi). Personal vehicles should not be needed for any leg of the day's movement. Planning for metro rail in isolation restricted to central area is self defeating unless viewed in the context of overall travel needs of citizens.

An Approach

- Buses - evaluate scope for direction oriented system with lane planning. Low floor bus design with bus chassis more appealing.
- Light rail - could work as feeder system in some cases
- Main rail - integrate existing rail networks in city. New metro rail type solutions - should have connectivity with suburbs to encourage suburban living
- Integration - need land transit type authority to drive a holistic view. Currently silo based approach of different departments not helpful.

Potential Partnership

Between transport agencies of government

The Benefits

- Less personal vehicles on the road
- Higher occupancy ratios for public transport
- Less traffic congestion