

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.

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Traffic

Driving discipline , April 5, 2004

The Idea

Tell us how we are driving. Using a central call centre number to improve bus transport driving habits

The Rationale

From time to time, citizens tend to be exasperated with the city bus transport drivers. For example, it could be about dangerous driving or not stopping at designated places. There is a need to obtain data on a regular basis and act on the information using technology aids

An Approach

- Set out a single landline number where citizens can call in. If this can be a toll free number (1-600...) its even better
- The number needs to be visible at the back (and maybe sides / inside of the bus)
- Citizens report violations on the road indicating bus number, route number, location, time of day and type of violation
- At the end of every day, the call centre compiles a list of the calls by bus number and delivers a soft copy to the Bus transport authority
- The Bus transport authority has a software which converts bus number data into driver based information on a daily basis
- In respect of drivers who have say 5 or more violations / week, the Bus transport authority agrees to run a 'remedial' class for them. In respect of drivers against whom there are no call ins for say a year, they could be rewarded appropriately
- The data on the number of call-ins could be publicised regularly through the media and local radio stations

Potential Partnership

Telecom companies / call centre firms could be willing to run the service free - they might expect some logo Telecom companies / call centre firms could be willing to run the service free - they might expect some logo advertising along with the call centre number. Firms interested in traffic improvements could sponsor the 'remedial' classes and the reward for 'complaint free' drivers

The Benefits

- Addressing road driving habits of city bus drivers based on data feedback from citizens
- Moving towards better traffic on city roads

One ways , April 7, 2004

The Idea

Using one ways to reduce junction conflicts. And save on fly overs in the inner city areas.

The Rationale

Urban city traffic is increasingly worsening. One way traffic can ease some of the congestion. It will involve longer distances but allows for faster travel times, smoother flow of traffic, less idling at junctions and reduces need for fly overs at key junctions

An Approach

- The starting point for any one way planning is a detailed traffic survey (vehicle counts) and a design study of all the major junctions
- Simulation of traffic flow with planned one ways will be necessary. It may be advisable to implement the changes in phases as part of the larger plan
- In deciding on the one ways try and ensure minimizing junction conflicts so that free flow of traffic sans signaling is possible for larger stretches
- Local neighbourhoods will need to be convinced of the one way change - expect NIMBY ("not in my back yard") to operate. Some private compromise for the larger public good inevitable
- At junctions, the road geometry needs to be studied. In many Indian cities, the roads tends to intersect at right angles with left turning traffic being held up by vehicles which wish to go straight - need to try and implement free left turns ahead of the junction wherever possible. Land acquisition may be necessary - useful if the city has a law for tradeable development rights for such acquisition

Potential Partnership

Local affected neighbourhood groups, City Corporation and Traffic police.

The Benefits

- Less congestion
- Faster transit
- Lower pollution since idling traffic reduces
- Savings on expensive and associated disruptions with fly over solutions

Track violations , April 7, 2004

The Idea

Track habitual traffic violators using automated enforcement measures through computerization. Share the database with vehicle insurance companies for a fee to deter traffic violations.

The Rationale

Vehicle insurance companies would welcome data on risk profile of drivers. If repeat offenders are tracked through a computerized system, this data can be made available to insurance companies. The likelihood of higher premiums for risky driving is expected to have drivers conform to good driving behaviour.

An Approach

- The Regional Transport Office (RTO) database of vehicles registered in the city needs to be computerized
- Every time there is a traffic violation, the recording of the incident goes to a central enforcement centre.
- Going forward digital recording where possible will strengthen the case against the driver - in the long run this activity could be privatised
- The automated enforcement centre enters the data. A print out of the offence is mailed out to the vehicle owner. In case of multiple offences (to be decided), the RTO can be informed in case the driver license is to be cancelled.
- The database is updated with all the reported offences.
- A consortium of all the leading vehicle insurers need to agree on a penalty fee for violators
- Whenever a vehicle is up to annual insurance, the insurance firm could seek the traffic record from the enforcement centre for a fee (eg. Rs. 100 per violating case: Rs. 10 for general enquiry)
- If violator, the insurance premium should be at higher levels

Potential Partnership

Vehicle insurance firms, Traffic police and RTO

The Benefits

- In cases where the offender is not the owner but the driver, likelihood of the driver being admonished for the offences since it has a penalty implication for the owner through higher premiums
- Drivers will be more careful about their driving habits
- Better traffic discipline in the city

Zero tolerance , April 7, 2004

The Idea

Designate a central area as zero tolerance. Educate. Publicise. Come down heavily on traffic offenders.

The Rationale

Need to show case what can be a model traffic area through deterrence. If the concept of zero tolerance can be accepted in a central area, the concept can be extended outwards.

An Approach

- Choose a high profile area in the city centre for starting the zero tolerance
- Announce the concept about 2-3 months in advance
- Educate the public about good driving habits and do's and dont's in the designated no tolerance zone
- Put up hoardings / road signs in the designated zone
- Consider augmenting the traffic police with home guards - the incremental fine amounts will more than reimburse the spends on the additional manpower
- Implement the zero tolerance scheme irrespective of the offender profile
- For starters, drivers might be careful in the zero tolerance zone if the implementation is strict. This can subsequently be extended to other areas

Potential Partnership

Home guards & Traffic police. Corporates can participate in educating the public on good driving habits.

The Benefits

- Exhibits seriousness about improving traffic discipline through implementation measures
- Builds awareness about good driving habits

Empowering traffic police , April 7, 2004

The Idea

Traffic fines collected by the police to be retained by them for traffic improvements

The Rationale

Currently in most urban cities, police dependent on the City Corporation for funds for traffic improvement and maintenance. This leads to inordinate delays in requisitioning material depending on budgetary considerations. Traffic police can be allowed to keep the fine collections for deploying as they deem fit for traffic measures

An Approach

- The State Government needs to pass a government order allowing traffic fines to be used by the police for traffic purposes
- The accounting system needs to keep track of traffic fine remittances and make it available for the traffic fund
- Police spend the amounts as per government directives on spending limits
- Ideally the police need to draw up their own budgets based on estimated receipts and direction of spends. Spending needs to be for a mix of short and long term measures

Potential Partnership

State Government and Traffic police

The Benefits

- Traffic police empowered by having own source of funds for deployment
- Higher vigilance likely by traffic police against violations since fine amounts no longer go into a general government corpus
- Faster responsiveness on ground regarding traffic control measures

Road planning for smooth traffic flow , April 27, 2004

The Idea

Standardisation of road design across the city. These could cover bus stop locations, road safety humps, U-turn locations, pedestrian crossing design and road crossings.

The Rationale

Successful traffic solutions needs to be deployed across the city. The criteria should be in favour of planning for the greater collective good - some inconvenience to a few inevitable

An Approach

- Bus stops - avoid them near road crossings. Where possible plan bus bay lanes (proactive planning needed while designing new roads)
- Road humps - have a uniform design across the city. Painting the hump and signage well in advance important. Implement road humps on side roads rather than the main roads
- Pedestrian crossings - underground and overhead have limitations. Surface crossings ideal. Can these be planned say every 200 metres (apart from signal crossings). Use it for 'traffic calming'.
- U-turn / road crossings - On main highways, ring roads it is not desirable that a side road cuts through the highway lanes. Better for the traffic to join the main traffic and plan for U-turns at regular intervals.
- Road intersections - Can free lefts be planned through appropriate road geometry ahead of the intersection

Potential Partnership

Traffic police, City Corporation and local Corporates (signage sponsors)

The Benefits

- Smooth flowing traffic
- Standardisation prepares drivers for what to expect
- Less accidents

Regulating trucks in the city in daytime , April 29, 2004

The Idea

Truck traffic to be discouraged during 6 am to 11 pm on all city roads. Levy a fee if they wish to use it during the daytime.

The Rationale

Many major cities in India do not allow truck traffic in the city during peak work hours. For starters this can be done for inter city trucks

An Approach

- Inter city trucks to take the bye-pass to skip city roads where such provisions exist
- In cases where bye-pass do not exist, they need to be regulated at the entry point (check post)
- Where intra city trucks need to move within the city during the daytime hours, a provision to license them on a monthly basis could be considered. The fee structure should vary depending on time of day - levy unreasonably higher fees for peak hour usage.

Potential Partnership

Police and Commercial check post authorities

The Benefits

- Less traffic congestion during peak hours
- Scope to levy user charges for usage in day time hours